

**2018 Coordinated Public Transit-  
Human Services Transportation Plan for  
Benton and Franklin Counties**



2018 Coordinated Public Transit -  
Human Services Transportation Plan  
For Benton and Franklin Counties

Benton-Franklin Council of Governments

Adopted: January 18, 2019

This document is incorporated by reference into Transition2040, the 2017-2040 Metropolitan/Regional Transportation Plan for the Tri-Cities Metropolitan Area and Benton-Franklin la RTPO.

For information concerning, or copies of either of these plans, please contact the Benton-Franklin Council of Governments.

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This Coordinated Public Transit-Human Services Transportation Plan has been financed in part through grants from the Federal Highway Administration, Federal Transit Administration, and the Washington State Department of Transportation. The policies, findings, and recommendations contained in this plan, do not necessarily represent the views of the agencies identified above and do not obligate those agencies to providing funding to implement the contents of the Plan as adopted.

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Si se necesita información en otro idioma, por favor contacte a BFCG (509) 943-9185.

## **ACKNOWLEDGEMENTS**

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# 2018 Benton-Franklin RTPO Coordinated Public Transit-Human Services Transportation Plan

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## CHAPTER 1: INTRODUCTION

### ***INTRODUCTION***

This Coordinated Public Transit-Human Services Transportation Plan (HSTP) has been developed by the Benton-Franklin Council of Governments (BFCG) on behalf of Benton and Franklin Counties. BFCG serves as the federally designated Metropolitan Planning Organization (MPO) for the Tri-Cities Metropolitan Area and the state designated Regional Transportation Planning Organization (RTPO) for the two-county region. The BFCG provides economic development, transportation planning and metropolitan planning for Benton and Franklin Counties.

Located in south central Washington State at the confluence of the Snake, Yakima and Columbia Rivers, the two counties cover an area of over 3,000 square miles. According to the April 2018 estimate from the Washington State Office of Financial Management, the population of the two-county area is 289,960.

### ***PURPOSE***

BFCG's HSTP works in conjunction with Washington States Human Service Transportation Plan and meets federal requirements for 5310 federal funding allocation. This document ensures coordinated transportation planning between local agencies, state, MPO, and the community to improve transportation services for persons, including their personal attendants, with special needs, those who are unable to transport themselves due to physical or mental limitations, income or age.

### ***FAST Act***

In 2015, Congress passed a transportation reauthorization bill titled FAST (Fixing America's Surface Transportation) Act. As a component of the FAST Act, Section 5310 federally funded programs are required to be locally developed and coordinated in conjunction with the HSTP. BFCG, in coordination with Ben Franklin Transit (BFT) and the Washington State Department of Transportation (WSDOT), is responsible for the HSTP for Benton and Franklin Counties.

### ***CONSOLIDATED GRANT PROGRAM***

WSDOT uses a consolidated application for federally funded public transportation programs described below as well as certain state funds. Applicants are asked to describe their project and provide pertinent information. Based on the information provided by the applicant WSDOT determines the appropriate source of funding when awarding projects. Competitive projects will be evaluated based on local and state criteria. Projects must be derived from needs and strategies identified in a regional Coordinated Public Transit-Human Services Transportation Plan before being submitted to WSDOT.



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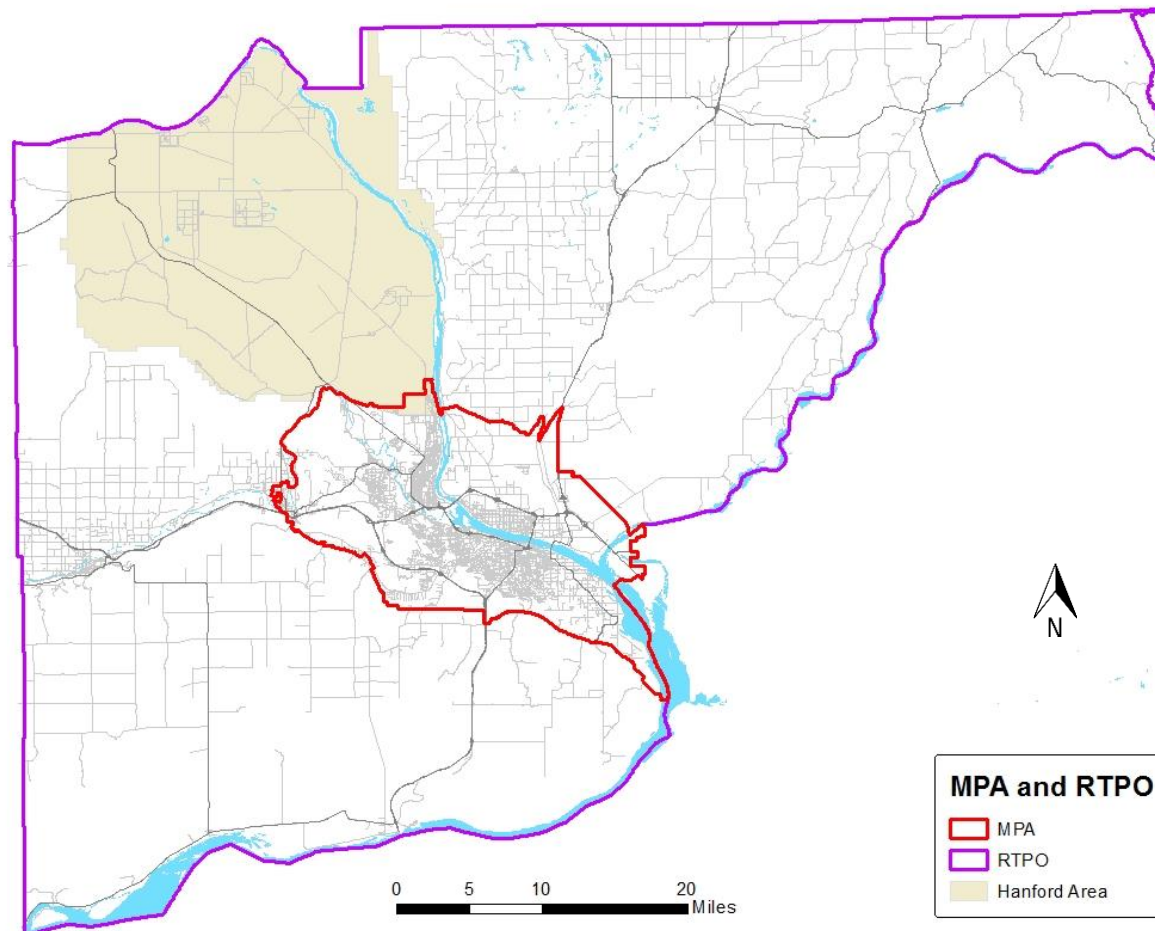


Figure 1: BFCG MPO and RTPO Boundaries

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Funding for the Consolidated Grant Program improves public transportation within and between rural communities and cities and can be used to purchase new buses and other needed equipment for those who are unable to transport themselves due to physical or mental limitations, income or age.

### **FUNDING SOURCES**

#### **Federal Funds**

##### 1. Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities

This federal program provides funding to nonprofit organizations to meet transportation needs for older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. 5310 funding is intended to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options.

##### Eligible Activities

Traditional Section 5310 project examples include:

- buses and vans
- wheelchair lifts, ramps, and securement devices
- transit-related information technology systems, including scheduling/routing/one-call systems
- mobility management programs
- acquisition of transportation services under a contract, lease, or other arrangement

Nontraditional Section 5310 project examples include:

- travel training
- volunteer driver programs
- building an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features
- improving signage, or way-finding technology
- incremental cost of providing same day service or door-to-door service
- purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs
- mobility management programs

##### 2. Section 5311: Rural Transit Formula Grants

The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states and federally recognized Indian tribes to support public transportation in rural areas with populations less than 50,000. Eligible activities include planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services. These funds are intended to enhance the access of people in non-urbanized areas to health care, shopping,

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education, employment, public services, and recreation. Services are available to the general public, but may also be used to support services for elderly and disabled.

### Eligible Activities

Eligible activities include planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

Examples of eligible projects include:

- Wheelchair accessible passenger vehicles
- Communications equipment
- Purchase and installation of bus shelters or other amenities
- Operating Assistance
- Late-night and weekend service
- Guaranteed Ride Home Programs
- Vanpools or shuttle services to improve access to employment or training sites
- Car-share or other projects to improve access to autos
- Access to child care and training

### 3. Section 5339: Bus and Bus Facilities Program

The Bus and Bus Facilities Program makes federal resources available to states and direct recipients to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities including technological changes or innovations to modify low or no emission vehicles or facilities.

### Eligible Activities

Capital projects to replace, rehabilitate and purchase buses, vans, and related equipment, and to construct bus-related facilities, including technological changes or innovations to modify low or no emission vehicles or facilities.

### **State Funds**

#### Rural Mobility Program

State-funded competitive grants administered by WSDOT to establish, preserve, and improve rural public transportation. Funding supports rural and small urban areas statewide. Projects are for capital, operating, construction, and planning purposes. There are two separate rural mobility allocations:

- Competitive – Funding to support special needs transportation services provided by private non-profit organizations. Priority for competitive funding is given to rural areas.
- Transit Formula – These are formula based grants for public transit agencies to provide special needs transportation. This is a formula program for small urban and rural public transit systems only.

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#### Paratransit/Special Needs Program

Funding to sustain and expand services to special needs populations. In this context it means transportation services provided to individuals that have special transportation needs by flexible forms of public transportation services that are not operated over a fixed route, and sometimes referred to as “demand response” or “dial a ride”; and for the purpose of increasing access to basic services such as education, medical, social, and employment.

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### CHAPTER 2: BACKGROUND

#### EMERGENCY MANAGEMENT

##### EMERGENCY & DISASTER PLANNING

This section will review five emergency plans in effect in the two-county area: the Franklin County Comprehensive Emergency Management Plan (CEMP), Benton County CEMP, the Washington State Fixed Nuclear Facility Protection Plan, the Columbia Generating Station EMP and the Hanford EMP.

##### EMERGENCY MANAGEMENT PLANS

###### [Franklin County Comprehensive Emergency Management Plan](#)

Franklin County Emergency Management is responsible for carrying out emergency management for the county, including the cities of Pasco, Connell, Kahlotus, and Mesa, and coordinating disaster mitigation, preparedness, and response and recovery efforts.

The Franklin County CEMP adopted in January 2016 outlines responsibilities and plans for emergency response.

Primary local support agencies include:

- Franklin County Sheriff's Office, Pasco Police Department and Connell Police Department;
- Pasco Fire Department, Connell Fire Department, and Rural Fire Protection Districts 1 through 5;
- Franklin County Public Hospital District #1;
- Tri-County Hazardous Materials Response Team;
- Benton-Franklin Health District; and
- Benton-Franklin Chapter of the American Red Cross.

Additionally, other key state and federal agencies who participate in the planning and response aspects and may assume significant response roles. BFCG has no specific role in the process.

In the CEMP, the section titled Emergency Support Functions (ESF) outlines responsibilities of agencies and departments in specific areas. ESF 1 is directed at Transportation. Review of ESF 1 shows that it includes as responding agencies those with physical assets such as buses and trucks, and/or expertise in recovery such as Ben Franklin Transit, the Washington State Department of Transportation, public works departments and trucking companies.

###### [Benton County Comprehensive Emergency Management Plan](#)

The Benton County CEMP, adopted in 2015, is a framework for the preparation for, and response to, natural, man-made and/or technological related emergencies or disasters. The plan outlines the roles and responsibilities of Benton County, its municipalities, State and Federal agencies, and volunteer organizations.

The primary agencies responsible for transportation in the event of an emergency or disaster are:

- Ben Franklin Transit (Lead for transport of people)

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- Kennewick School District
- Richland School District
- Prosser School District
- Kiona-Benton School District
- Benton County Public Works
- Washington State Department of Transportation

As with the Franklin County CEMP, the section titled Emergency Support Functions (ESF) outlines responsibilities of agencies and departments in specific areas. ESF 1 is directed at Transportation. ESF 1 includes as responding agencies those with physical assets such as buses and trucks, and/or expertise in recovery such as Ben Franklin Transit, school districts, and the Washington State Department of Transportation. BFCG has no direct responsibilities in the Benton County CEMP.

#### [Washington State Fixed Nuclear Facility Protection Plan](#)

The 2018 Washington State Fixed Nuclear Facility Protection Plan (FNF) is the radiological/nuclear incident component of the Washington State CEMP. The plan describes how Washington will manage and coordinate the response to an emergency at one of the nuclear facilities in the state.

The plan establishes authoritative policies in the event of a radiological emergency at any of the five nuclear facilities in Washington, including two in the region: Energy Northwest's Columbia Generating Station, and the Department of Energy (DOE) Hanford Site. The plan was developed by the Washington State Military Department with input from over fifty stakeholder agencies. It describes specific roles, responsibilities, functions and support relationships of state agencies.

The FNF describes various categories of emergencies likely to occur at a nuclear site. It further provides conceptual information for disseminating warnings, coordinating response and for determining, assessing and reporting the severity and magnitude of such incidents. After presenting detailed basic information on multiple topics the FNF contains a description of procedures and responsibilities for each nuclear facility.

Additionally, the plan provides guidance on activities such as training, drills, exercises, and evaluation, to ensure emergency preparedness. The plan includes emergency preparedness programs for transportation incidents (onsite and offsite), maintenance of the transportation system under their purview, and evacuation routes and plans.

#### [Columbia Generating Station Emergency Management Plan](#)

The Columbia Generating Station FNF Emergency Management Plan, an appendix to the Washington State FNF, includes multiple maps of 10-mile (Plume) and 50-mile (Ingestion) Emergency Planning Zones and contains detailed population data and estimates of evacuation times from the zones identified on the maps.

#### [Hanford Emergency Management Plan](#)

The Hanford Site FNF Emergency Management Plan references established Hanford emergency procedures, stating "The Hanford Site employs response procedures and processes to address the

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full spectrum of operational emergencies...In place are procedures for quickly identifying and classifying events and alerting the public.” The Plan also includes multiple maps of Emergency Planning Zones, and describes the overall emergency organization, authorities, and responsibilities for response and mitigation of the Hanford Site in the case of emergency radiation events, following the Department of Energy’s (DOE) Orders.

### TECHNOLOGY

To better evaluate performance and smooth operations, BFT installed a suite of new technology on fixed route buses in 2017. The new technology includes:

- An on-board central processor, which collects and transmits operations data to the operations and planning computer servers;
- Visual and audible next stop announcements triggered by GPS tracking;
- Mobile Data Terminals (MDTs) which store driver assignments and log boarding by fare type, and provide vehicle to dispatch messaging;
- Precision passenger counters (APCs) to record both on/offers simultaneously at every bus stop; and
- Wi-Fi modems, which allow customers to connect to their personal mobile devices while traveling.

Dial-a-Ride vehicles are all equipped with MDTs; Vanpool vehicles do not have on-board technology but a new ride-pro software has been purchased to record vital National Transit Database statistics to meet BFT’s annual reporting requirements.

### ORIGINS AND DESTINATIONS

The Ben Franklin Transit Dial-A-Ride (DAR) system dispatch software captures and retains a specific set of coordinates for each origin and destination. BFT isolated the origin and destination data for all DAR trips performed within the Tri-Cities by ARC Transportation and Tri-Cities DAR during the third week of each month from January through December of 2017. Data on the top 25 origins and destinations is presented in Figure 2 through Figure 4.

Common origins are managed care facilities. Common destinations include employment opportunities, medical centers, and shopping districts.

The data in Figure 2 is a snapshot of the most frequent 2017 trip requests. Adult Day Services, an adult respite care provider, was clearly the most frequent origin/destination during the period reviewed, registering almost 2,000 more trips than the second most frequent. It is reasonable to conclude that while the Figure 9 is based one-fourth of total DAR trips in 2017, Adult Day Services was the most frequent origin/destination for the year.

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**Figure 2: Ben Franklin Transit 2017 Dial-A-Ride Origins and Destinations**

<b>Ben Franklin Transit Dial-A-Ride Origins and Destinations - January 2017 through December 2017</b>				
<b>Rank</b>	<b>Listing of Unique Locations</b>	<b>Address</b>	<b>City</b>	<b>Trips in 2017</b>
1	Adult Day Services	10 North Washington Street	Kennewick	6686
2	Arc Of Tri-Cities	1455 Fowler Street	Richland	4734
3	Kadlec Healthplex	1268 Lee Boulevard	Richland	2505
4	Columbia Industries	900 South Dayton Street	Kennewick	2424
5	Kidney Center - Pasco	6825 Burden Boulevard	Pasco	2231
6	Trios Care Center - Southridge	3730 Plaza Way	Kennewick	1930
7	Goodwill - Richland	201 Wellsian Way	Richland	1446
8	Goodwill - Kennewick	2905 West Kennewick Avenue	Kennewick	1311
9	Walmart - Richland	2801 Duportail Street	Richland	1233
10	Kidney Center - Richland	1315 Aaron Drive	Richland	1164
11	Goodwill - Pasco	3521 West Court Street	Pasco	1160
12	Vintage Apartments	1950 Bellerive Drive	Richland	1154
13	Columbia Center Mall	1321 North Columbia Center Boulevard	Kennewick	1130
14	Richland Community Center:	500 Amon Park Drive	Richland	1108
15	Walmart - Kennewick	2720 South Quillan Street	Kennewick	1009
16	Kadlec Hospital	1268 Lee Blvd	Richland	969
17	Parkview Estates	7820 West 6th Avenue	Kennewick	954
18	Terrace 1 Apartments	1770 Leslie Road	Richland	805
19	Columbia Industries Annex	741 South Dayton Street	Kennewick	801
20	Kadlec Neuro Science Center	1100 Goethals Drive	Richland	800
21	Royal Columbian Retirement Inn	5615 West Umatilla Avenue	Kennewick	795
22	Richland Rehabilitation Center	1745 Pike Avenue	Richland	791
23	Goodwill - East Kennewick	810 South Dayton Street	Kennewick	790
24	Tri-City Court Club	1350 North Grant Street	Kennewick	760
25	Walmart - Pasco	4820 North Road 68	Pasco	755

Figure 3 shows the origins and destinations by category of trip. Nearly one-third of the trips were mental-health related. Figure 4 maps the data in relation to the current BFT fixed –route system.

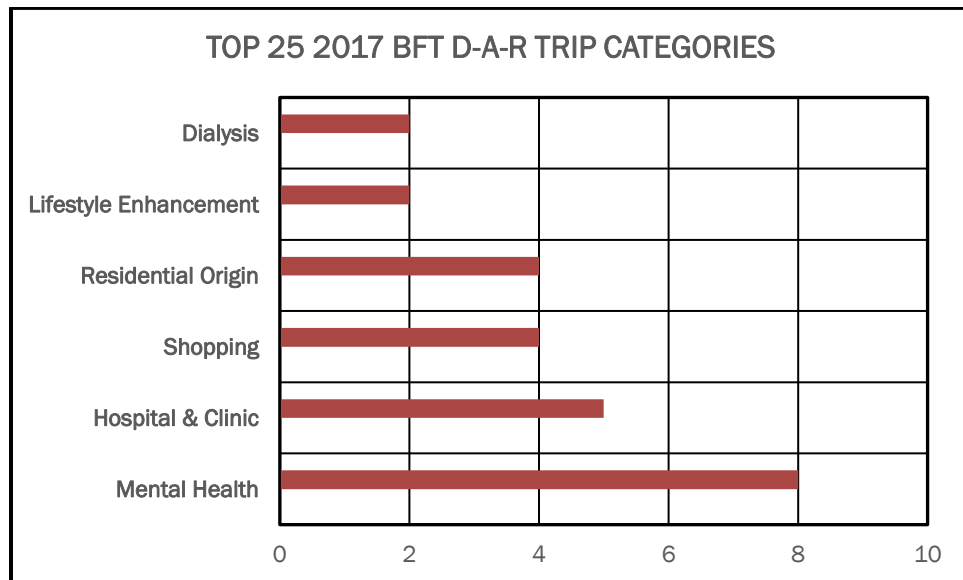


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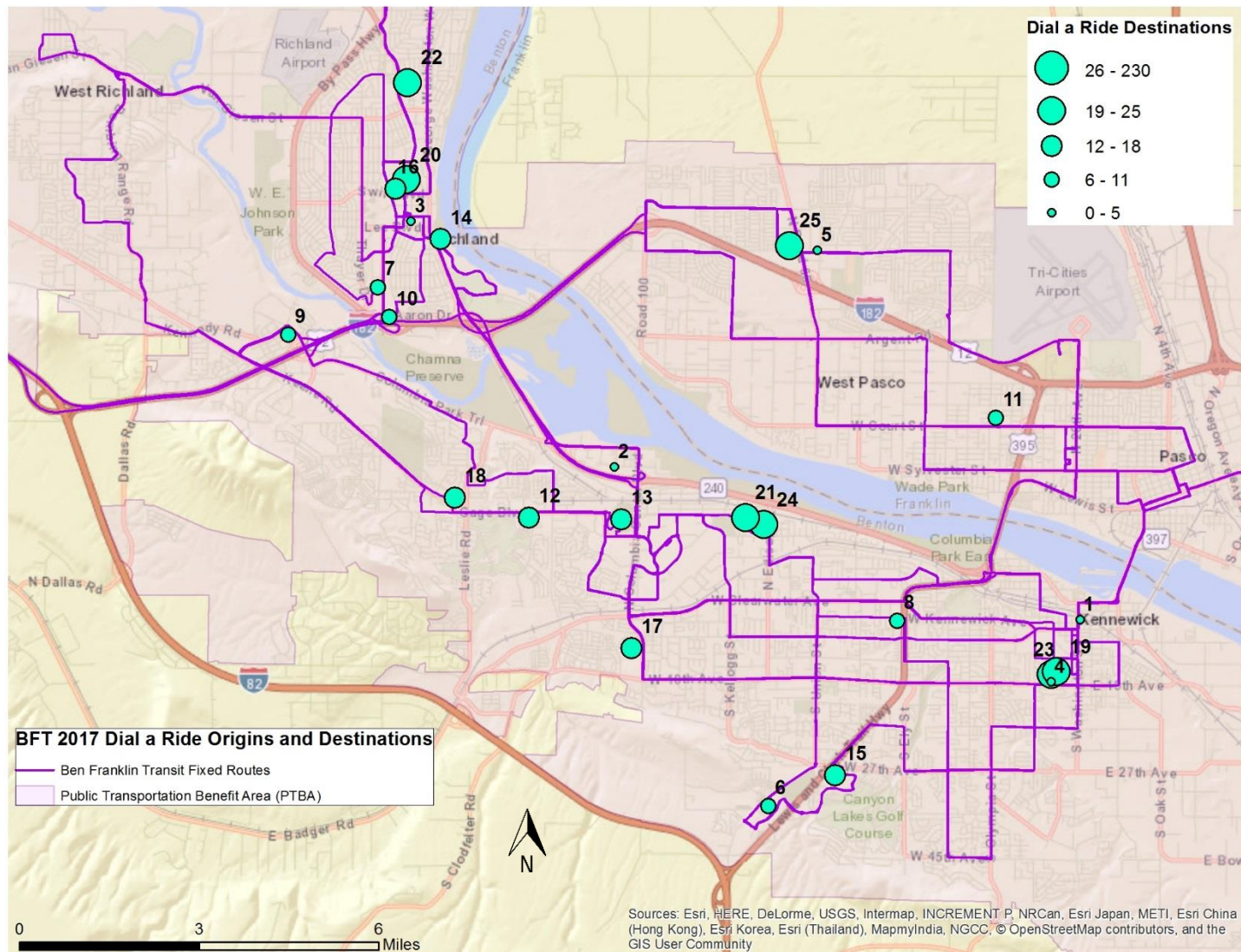
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**Figure 3: Categories of Top 25 2017 BFT Dial-A-Ride  
Origins and Destinations**



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Figure 4: Location of Most Frequent 2017 Dial-A-Ride Origins and Destinations



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## CHAPTER 3: DEMOGRAPHIC PROFILE

This chapter contains tables, graphs and maps that document important characteristics concerning HSTP target population groups in Benton and Franklin Counties. The profile includes data on numbers of older adults and youth, low-income individuals, and the disabled in the region, as well as data on race and ethnicity in the two county area.

According to Washington State Office of Financial Management (OFM) 2017 estimates, Benton County had a population of 193,500 in 2017, an increase of 10 percent since the 2010 census; and Franklin County had a population of 90,330 which represents an increase of 16 percent over the same period.

The data for Figure 5 through Figure 14 is drawn from 2012-2016 American Community Survey (ACS) five year samples.

### SENIOR AND YOUTH POPULATION

**Figure 5: Senior and Youth Population and Percentages**

	<b>Total Population</b>	<b>Population Age 65+</b>	<b>Percent</b>	<b>Population Age to 17</b>	<b>Percent</b>
United States	318,558,162	46,180,632	14.5%	73,612,438	23.1%
Washington	7,073,146	992,842	14.0%	1,604,595	22.7%
B-F RTPO	275,329	32,186	11.7%	79,683	28.9%

Source: 2012-2016 American Community Survey 5-Year Estimates

As shown in Figure 5, according to the ACS, 11.7% of Benton and Franklin County residents were 65 or older, somewhat lower than the state percentage of 14% and the national percentage of 14.5%. Also shown in Figure 1, 28.9% of the RTPO population is under 17, about 6% higher than Washington State with 22.7% and the United States at 23.1%. Seniors and youth need alternative transportation options, as both populations rely less on personal vehicles and more on other modes of mobility. Figure 6 and Figure 7 show the geographic distribution of these age groups in Benton and Franklin Counties.

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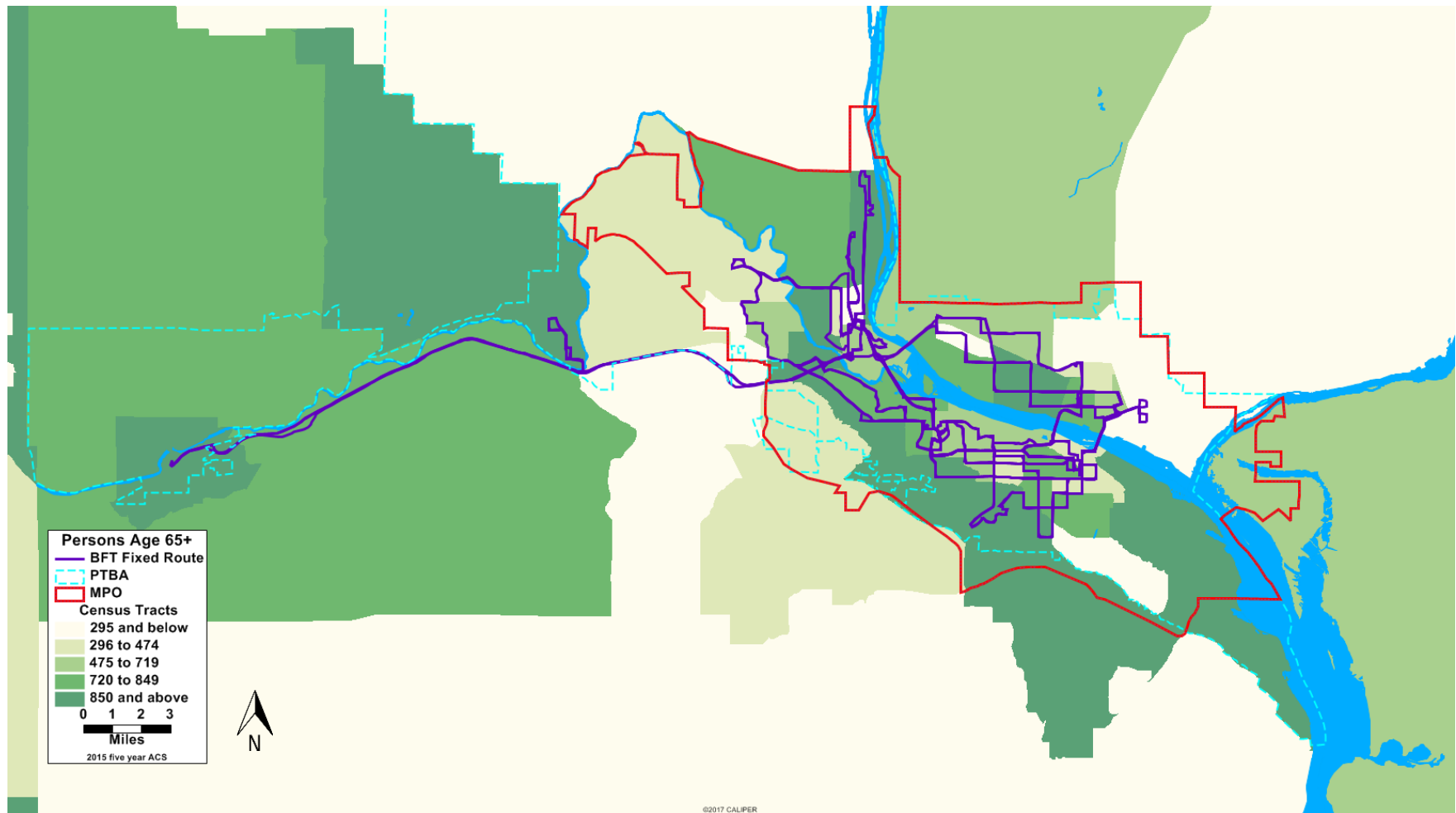


Figure 6: Benton and Franklin Counties - Population Above 65

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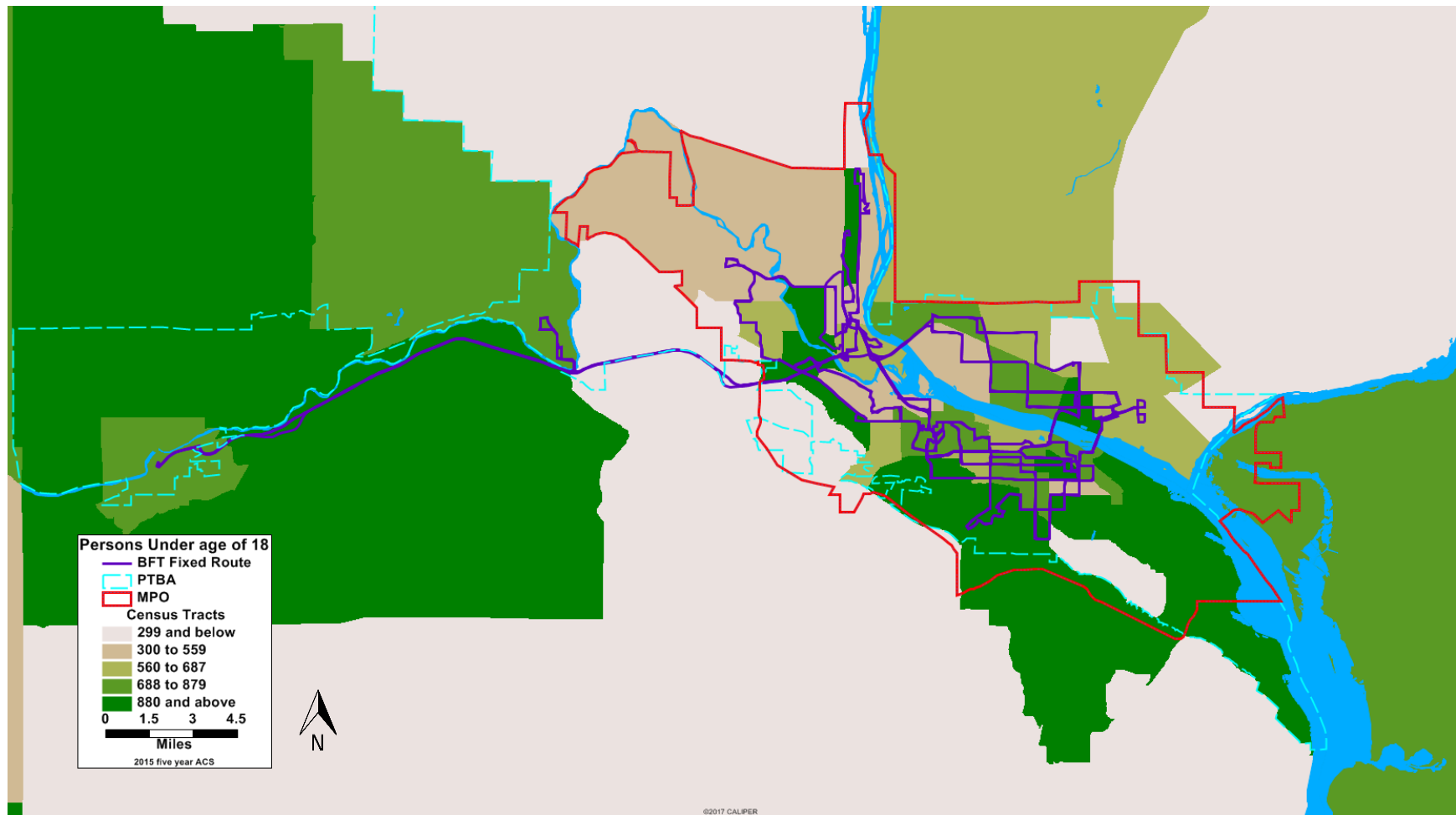


Figure 7: Benton and Franklin Counties - Population Below 18

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### POVERTY AND DISABILITY RATES

Figure 8 shows comparative percentages for those in poverty and disabled citizens for the RTPO, Washington State and the United States. The estimated percentage of RTPO population below the poverty level, 14.7%, is greater than Washington State's (12.7%) but slightly less than the United States (15.1%). The estimated percent of population with a disability is relatively consistent across the three levels, the RTPO is lowest with 12.1% followed by the United States at 12.5% and Washington State with 12.8%.

Figures 9 and 10 map the location of families in poverty and disabled residents of Benton and Franklin County by census tract.

**Figure 8: Percent of Population in Poverty or Disabled**

	<b>Total Population</b>	<b>Percent of Population Below Poverty Level</b>	<b>Percent of Population with a Disability</b>
United States	318,558,162	15.1%	12.5%
Washington	7,073,146	12.7%	12.8%
B-F RTPO	275,329	14.7%	12.1%

Source: 2012-2016 American Community Survey 5-Year Estimates

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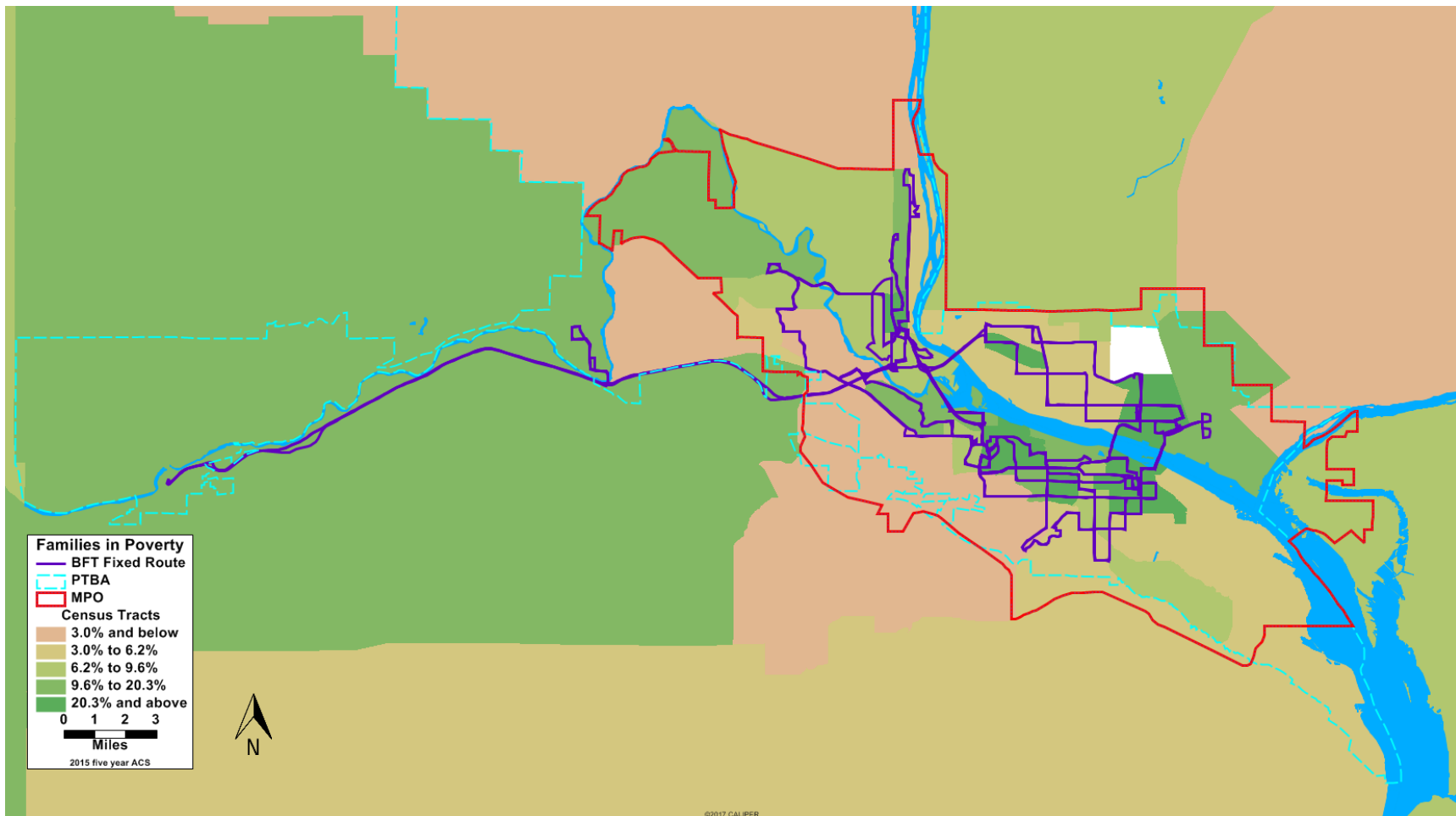


Figure 9: Benton and Franklin Counties – Families in Poverty

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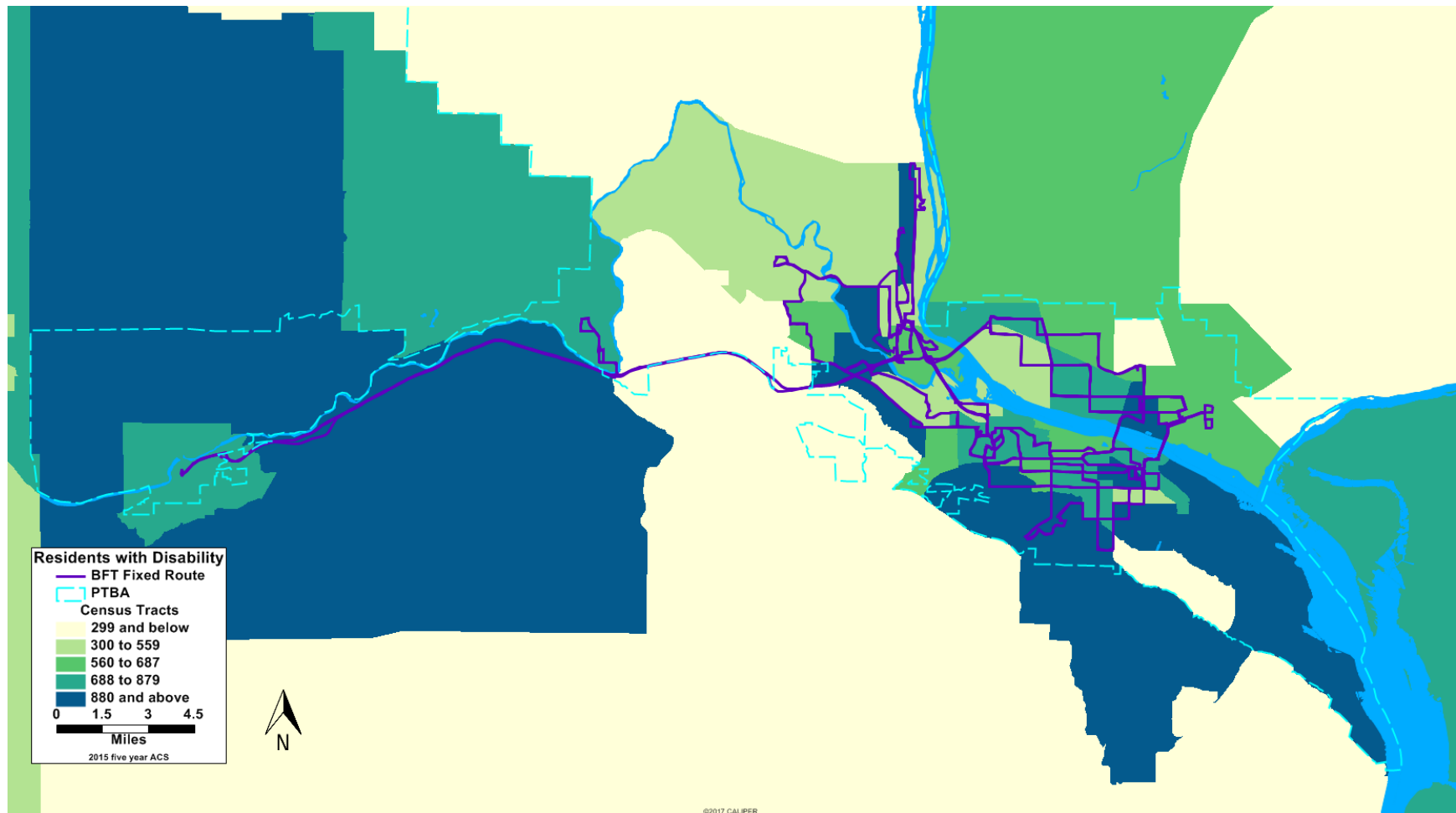


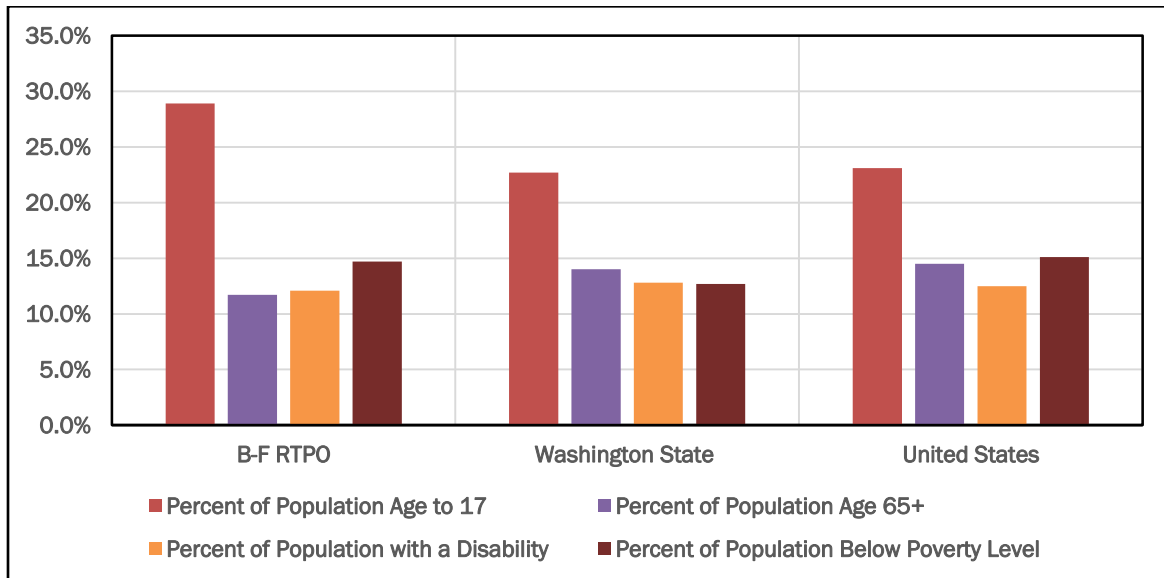
Figure 10: Benton and Franklin Counties – Disabled Persons



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Figure 11 graphs the four demographic characteristics described above.

**Figure 11: Comparison of RTPO Demographic Data**



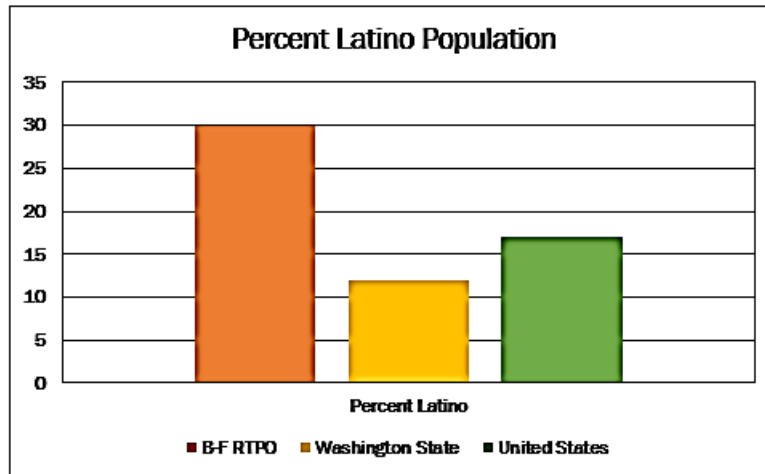
## HISPANIC/LATINO POPULATION

A distinct component of the population in the two-county area is the number of Latino residents. Figure 12 shows comparative percentages of Latino population for the RTPO, Washington State and the United States. The percentage of Latino population in the RTPO is more than 1.5 times that in the United States and 2.5 times that in Washington State. Figure 13 graphs those percentages and Figure 14 maps the location of the Latino population in the RTPO.

**Figure 12: Percent Hispanic/Latino Population**

	Total Population	Latino Population	Percent
United States	318,558,162	55,199,107	17.33%
Washington	7,073,146	854,275	12.08%
B-F RTPO	275,329	83,831	30.45%

Figure 13: Percent Hispanic/Latino Population



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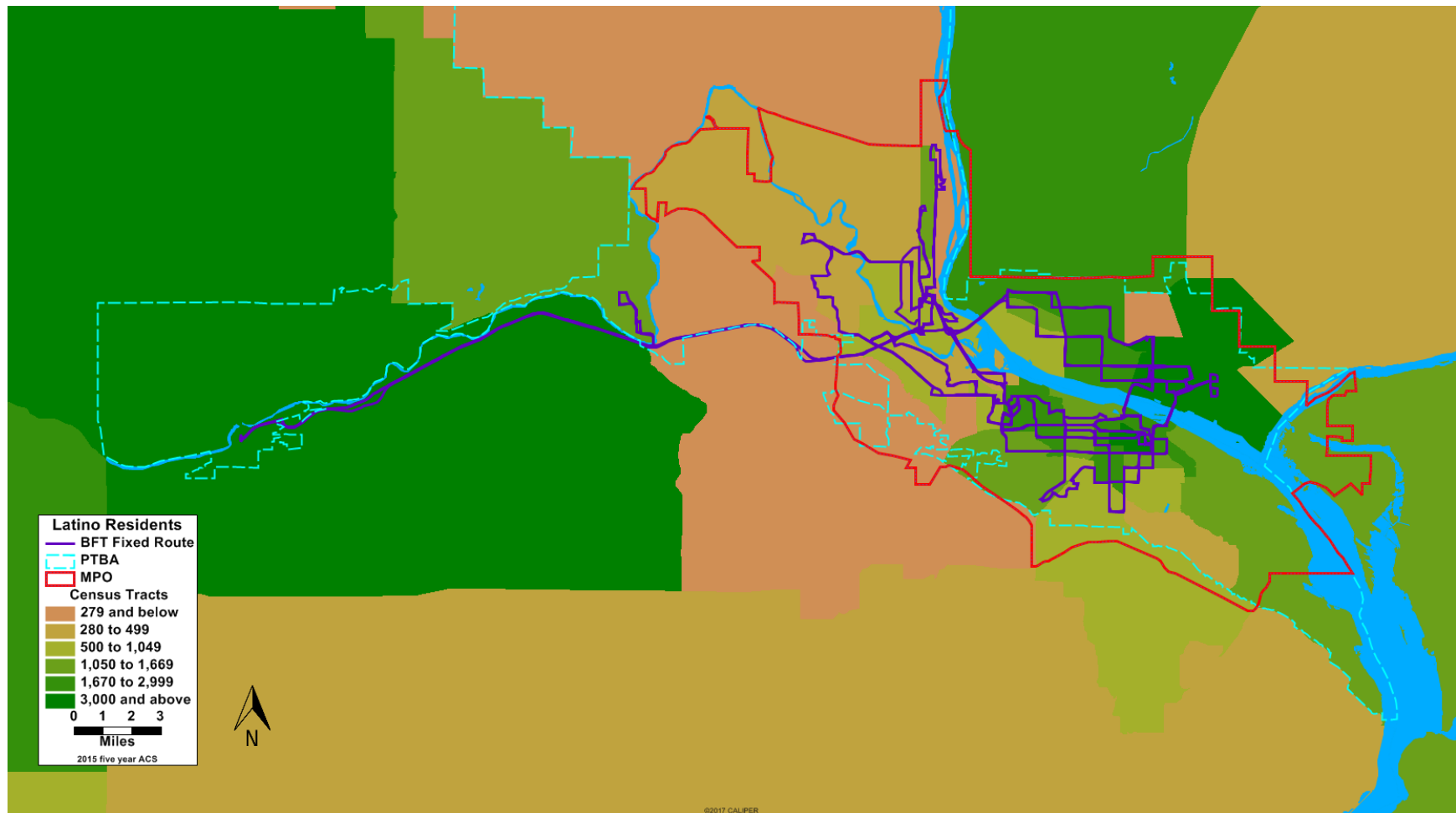


Figure 14: Benton and Franklin Counties – Latino Residents

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### CHAPTER 4: EXISTING TRANSPORTATION SERVICES

#### ***BEN FRANKLIN TRANSIT***

##### ***Public Transportation Benefit Area***

The Benton Franklin Public Transportation Benefit Area (PTBA) is a municipal corporation. Ben Franklin Transit operates in the area. Defined in statute (RCW 36.57A), a PTBA is established through a planning and electoral process wherein citizens in a defined area vote to impose up to .06 of 1 percent of a sales tax upon themselves for purposes of developing and funding a public transit agency. The PTBA boundary sets the limit of the area to be taxed and generally sets a limit on the area to receive service. In general, dedicated public transportation is limited to urban areas served by Ben Franklin Transit. Figure 15 shows the extent of Ben Franklin Transit's service area.

##### ***Ben Franklin Transit***

###### ***Fixed Route Bus***

Ben Franklin Transit has 17 fixed bus routes serving the Tri-Cities, West Richland, Benton City and Prosser. Hours of Operation are Monday through Friday from 6:00 AM until 8:00 PM and Saturday from 7:00 AM until 7:00 PM. There is no service on Sunday.

###### ***Dial-A-Ride***

Dial-A-Ride (DAR) is specialized door-to-door transportation for people whose disabilities limit their ability to use the fixed-route bus system. DAR Paratransit Service operates Monday through Friday from 6:00 am until 8:00 pm and Saturday from 8:00 am until 6:00 pm. DAR does not operate on Sunday.

##### ***Contracted Services***

Historically, Ben Franklin Transit served areas of the community outside the fixed route bus service or after regular transit service hours utilizing contracted services with a local taxi company. The services included point-to-point, after hours curb-to-curb, and ADA services. As of late October 2018, the taxi provider was no longer able to continue providing contracted services. BFT is working to find solutions to continue providing services to community members living outside of fixed route bus service and for community members needing transportation outside regular transit service hours due to non-traditional work and school hours, medical appointments, and/or entertainment.

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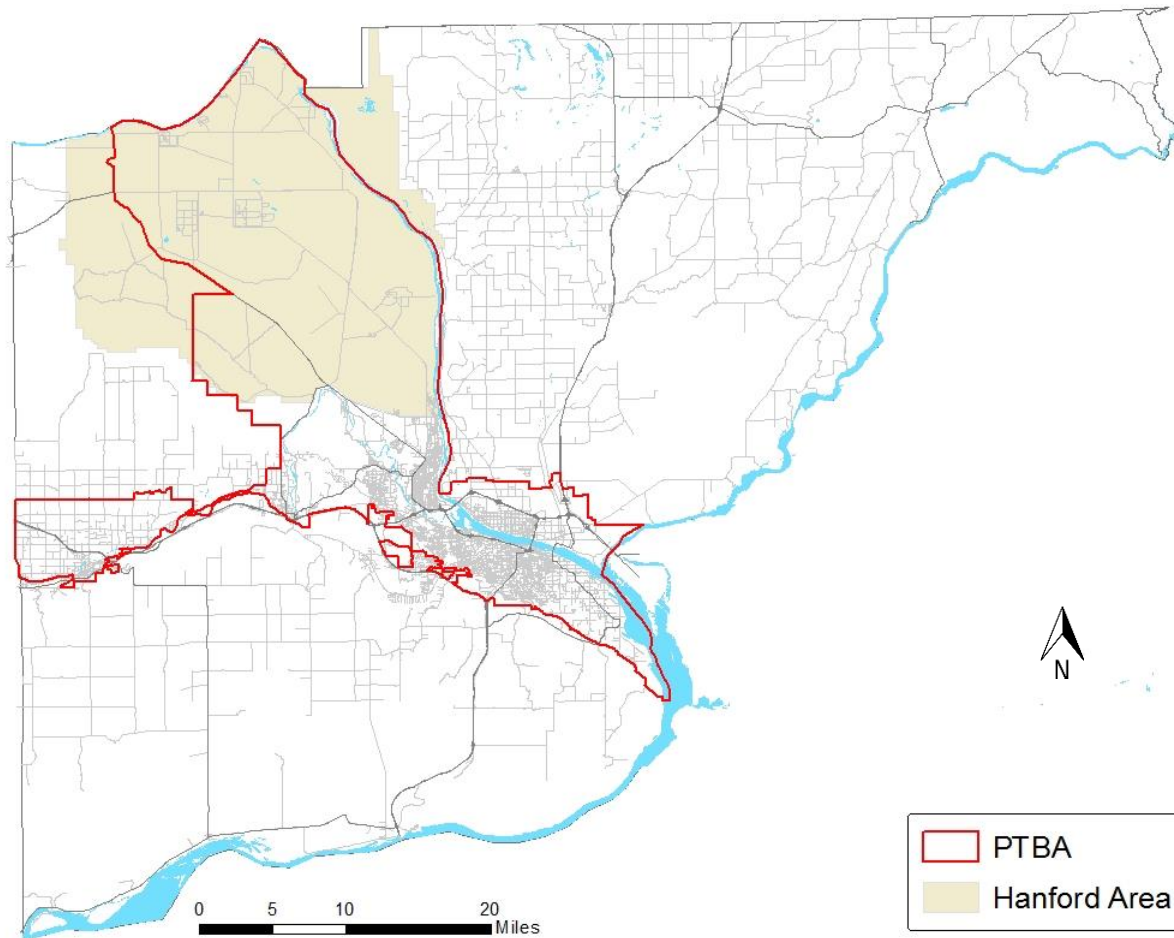


Figure 15: Ben Franklin Transit PTBA Boundary

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#### **VANPOOL**

A vanpool is a group of five to fifteen people who commute together in a passenger van. Ben Franklin Transit owns, maintains, manages, insures, and licenses 7, 12, and 15 passenger vans. Prospective vanpool members must have a commute that starts or ends within BFT's service area. A minimum of five commuters are necessary to start and maintain a vanpool. Each group must have a coordinator/bookkeeper, and two drivers. BFT must approve and train drivers before they operate the Vanpool vehicle.

Monthly vanpool fees, due at the beginning of the month, are assessed based on mileage and number of riders in the van. If an emergency arises while you're at work, BFT offers the Guaranteed Ride Home Program; a taxi will come and pick you up and take you back to your car for no cost the first time.

#### **ADDITIONAL PUBLIC TRANSPORTATION SERVICES**

##### **GRAPE LINE**

The Grape Line is WSDOT's Travel Washington route, providing service between Walla Walla and Pasco since November 2007. WSDOT's Travel Washington program provides additional service options for statewide travel, connecting towns and rural communities with major transportation hubs and urban centers.

Travel Washington transit buses make scheduled connections with other intercity carriers. Service connects passengers with Greyhound, Amtrak, Ben Franklin Transit and Valley Transit. The program fills gaps in our statewide transit system by bringing new bus routes to rural communities and other parts of the state that once were underserved.

##### **PEOPLE FOR PEOPLE**

People For People (PFP) offers transportation services for individuals who may not have access to public or private transportation or who have a physical, cognitive or other Impairment that may require specialized transportation. The Community Connector routes below address rural special needs transportation in addition to serving the general public. Both routes discussed here provide transportation connections otherwise not available for individuals with special needs and citizens of central Washington.

##### **Adams, Benton and Franklin Community Connector**

Transportation is provided in the Highway 17 corridor, between Othello in Adams County and Kennewick in Benton County. The route includes stops in Connell, Basin City, and Mesa, and connections with Ben Franklin Transit. It runs on the 2nd and 4th Monday of each month, excluding holidays. This service is available to the general public and funded by WSDOT.

##### **Yakima County Community Connector**

Transportation is provided in the Interstate 82 corridor, between Yakima in Yakima County and Prosser in Benton County, with stops in Wapato, Toppenish, Zillah, Granger, Sunnyside, and

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Grandview, and connections with Ben Franklin Transit, Pahto Public Passage, and Yakima transit. It runs Monday – Friday, excluding holidays. This service is available to the general public and funded by WSDOT.

#### NON-EMERGENCY MEDICAL TRANSPORTATION BROKERING

People For People administers a nine-county (Benton, Chelan, Columbia, Douglas, Franklin, Kittitas, Okanogan, Walla Walla, Yakima) Non-Emergency Medical Transportation (NEMT) Brokering Program under contract with the Health Care Authority. The brokering program verifies client eligibility, processes individual Medicaid trip requests and identifies the most cost-appropriate available transportation resource to complete the trip. PFP contracts with a variety of transportation providers and also provides gas vouchers and mileage reimbursement for clients that are licensed, registered and insured or have a family member or friend that meets the same requirements. The types of providers include:

- Volunteer Agency Driver programs
- Transit Providers (Fixed route and paratransit services)
- Taxi and Cabulance Companies
- Commercial Bus (Greyhound)
- Commercial Train (Amtrak)
- Non-Profit/For-Profit Companies

The program provided over 176,370 non-emergency medical trips in during FY 2017. Figure 16 indicates that a majority of Medicaid trips were provided using the public/paratransit system in Benton and Franklin Counties.

**Figure 16: 2017 Non-Emergency Trips by Mode**

<b>Trip Type</b>	<b>Benton</b>	<b>Franklin</b>
Public Bus (Fixed Route)	3,233	1,673
Public Bus (Paratransit)	7,862	5,951
Gas Vouchers- Client Associated Vehicle	1,770	1,570
Mileage Reimbursement - Client Associated Vehicle	633	316
Ambulatory Ride	7,781	3,221
Non-Ambulatory Ride	1,537	509
Volunteer Agency Drivers	367	228
Commercial Bus (Greyhound)	7	9
<b>Total Trips by County</b>	<b>23,190</b>	<b>13,477</b>

#### GREYHOUND

Greyhound in Pasco connects to destinations throughout the United States. Contact Greyhound at 1-800-231-2222, the Pasco ticket office at 509-547-3151, or on the web at [www.greyhound.com](http://www.greyhound.com) for more information.

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### **AMTRAK**

Amtrak passenger rail service in Pasco connects to Spokane and Portland, and from there to farther destinations. Contact Amtrak at 800-872-7245 or on the web at [www.amtrak.com](http://www.amtrak.com) for more information.

### **GOOGLE TRANSIT**

Google Transit is a valuable resource for trip planning. It provides suggestions for schedules, fares, and location of bus stops. Google Transit currently has local data for Ben Franklin Transit, Grape Line, Valley Transit and transit systems both east and west. Google Transit will provide an itinerary and map that shows walking directions, transit routes, where and when to board the vehicle(s), transfer (including between systems), and where and when to get off. [Google Transit](http://www.google.com/transit)

### **OTHER HUMAN SERVICE TRANSPORTATION PROVIDERS**

A variety of programs in Benton and Franklin Counties offer transportation service. Very few are solely transportation providers, with most offering transportation in conjunction with other social service or volunteer programs. These other providers range from for-profit companies to non-profit organizations and state government agencies. Some programs directly provide transportation while others sponsor transportation by contracting with, or buying passes/tickets for, other providers. Those that provide transportation utilize paid drivers, agency staff and/or program volunteers to transport passengers.

The following provides a summary of human service transportation providers in Benton and Franklin Counties, organized by general clientele they serve.

#### **Seniors**

Volunteer Chore Services is a service of Catholic Family and Child Service. It provides various medical and personal trips for low-income seniors and disabled individuals using program vehicles and volunteer drivers. Information is available at this website: <http://catholiccharitiescw.org/>

Senior Companion Program is also provided by Catholic Family and Child Service. It provides various medical and personal trips for seniors using program vehicles and volunteer drivers. Information is available at this website: <http://catholiccharitiescw.org/>

#### **Developmentally Disabled**

ARC of Tri-Cities operates a van fleet of Ben Franklin Transit vehicles for work and human service agency trips for ARC, Columbia Industries, Adult Day Services and Goodwill program participants.

#### **Client-Based**

State of Washington Department of Children and Family Services (DCFS) directly provides medical as well as work/school trips for program clients (primarily long distance trips).



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State of Washington Department of Social and Human Services (DSHS) sponsors work and school trips for disabled clients in their program. Within DSHS, the Children's Administration provides rides to clients, primarily with agency staff driving the clients.

State of Washington Employment Security Department sponsors transportation individuals (primarily without disabilities) to aid in obtaining employment.

Retirement Homes often have private vehicles to provide transportation for their elderly residents. Most of the transportation is for medical appointments, but they also provide shopping and recreation trips. Trips are arranged and scheduled by staff and most homes also use public transportation when needed.

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### CHAPTER 5: PUBLIC OUTREACH

Public outreach for the 2018 Coordinated Public Transit Human Services Transportation Plan (HSTP) was accomplished with two surveys and a public meeting. A Transit User Survey and a Transportation Provider Survey were placed on Survey Monkey. A Transportation Summit for stakeholders and the public was convened in July. This section briefly reviews each process. Details are presented in the Appendices.

#### ***Transportation Summit: Stakeholder and Public Meeting***

BFCG, in cooperation with People For People, ARC of Tri-Cities, the Washington State Department of Transportation and Ben Franklin Transit hosted a Transportation Summit in mid-July.

In mid-June, A “Save the Date” notice was mailed and/or emailed to more than 120 agencies and businesses in English and Spanish. In early July, the list of businesses and agencies were sent English and Spanish letters inviting their participation. A Spanish translator was available at the meeting.

Stakeholder participation is an important component of the Human Services Transportation Planning process. Stakeholders are those agencies that provide or are involved in transportation and advocacy groups representing customers. A few examples of stakeholders are: transit agencies, paratransit providers, taxi companies, social service agencies, managed care facilities and agencies that serve the needs of low-income, disabled and elderly persons.

The purpose of the meeting was to educate the public and transportation stakeholders about the regional Human Services Transportation Plan process and associated federal and state requirements.

A goal of the workshop was to gather views and experiences of transportation service providers, their clients, and the public to ensure their perspectives are represented in the final report. Additionally, an intent was to identify a list of service gaps or needs and identify potential strategies or solutions to address those needs.

More background on the Summit is available in Appendix A, page 34.

#### ***Transit User Community Survey***

A Transit User Community Survey was placed on Survey Monkey from early June through mid-August. The survey was available in English and Spanish. BFCG, BFT and the metropolitan area jurisdictions hosted survey invitations and links in both languages on their Facebook pages.

Approximately 40 Human Service agencies and private sector representatives were contacted and asked to post notice of the survey and a survey link in their office and on their social media pages. . Multiple public agencies and private sector representatives providing services to the Spanish speaking community were contacted and asked to post Spanish language information on, and a link

## 2018 Benton-Franklin RTP0

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to, the Survey on their social media pages. When the surveys closed, 80 responses to the English survey had been received. We received no responses to the Spanish Survey. Survey results are presented in Appendix B, page 40.

#### ***Transportation Provider Survey***

A Transportation Provider Survey was placed on Survey Monkey to develop an inventory of transportation services in Benton and Franklin counties. About 60 potential transportation providers were sent an email notification and link to the survey, which was accessible from August through October.

Nine agencies responded, five completed the survey. More detailed background and select responses are presented in the Appendix C, page 79.

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### CHAPTER 6: SERVICE NEEDS AND STRATEGIES

An important step in developing this plan is the identification of service needs and strategies to address those needs. The identification of service needs provides a basis for recognizing where and how services for the populations targeted in this Plan need to be improved. Coupled with the need to identify service needs is the identification of strategies intended to address those deficiencies.

The lists of service needs and strategies for the 2018 plan were derived from the lists in the 2014 HSTP. The list was modified through interaction with stakeholders and the public at the Transportation Summit and consultation with the Plan Advisory Committee. The list of strategies was modified by Advisory Committee members.

#### 2018 HUMAN SERVICE TRANSPORTATION PLAN SERVICE NEEDS

- Service to north Franklin County
- Sustain existing services
- Service to Rural areas outside PTBA (Benton County & Franklin County)
- Lighting for bus shelters/Trees for bus shelters, Passenger amenities
- Video/Audio equipment for all busses & Transit centers
- People with special transportation needs due to age, low income or disability need additional transportation resources
- Increased wheelchair access to Night Service and Sunday Service
- Increased out of boundary service
- Limited use/access/reliance on fixed-route service by individuals with disabilities
- Accommodate more regional busses arriving from outside area – Grapeline, Kayak, Grant County (Othello), People-for-People etc.
- Better service to Burbank
- Later night service
- Regional access to WSU
- Service for youth groups like YWCA, Partners and Pals, etc. that lost service in September 2018
- Special fare programs for the low income
- Coordinate transportation resources with centralized information and referral such as 2-1-1

#### 2018 HUMAN SERVICE TRANSPORTATION PLAN STRATEGIES

- Exceed ADA minimum Requirements
- Improve access to fixed-route service and decrease reliance by individuals with disabilities on ADA-complementary paratransit service

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- Provide alternatives to public transportation that assist seniors and individuals with disabilities with transportation
- Investigate service outside of PTBA
- Continuation of existing services
- Maintain Transit Training
- Increase number of bus shelters, provide amenities
- Continuation of 211 phone services
- Stakeholder meet annually to assess needs and coordinate services provided
- Maximize service by increasing efficiency
- Further subsidize fares

# 2018 Benton-Franklin RTPO

## Coordinated Public Transit-Human Services Transportation Plan

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### CHAPTER SEVEN: PROJECTS

#### Call for Projects

A Call for Projects for the 2018 Benton-Franklin Human Services Transportation Plan was issued in early August. Letters with information on the Call for Projects were mailed to all those individuals and agencies on the Stakeholder invitation list, and all agencies on the Transportation Provider list for the online survey were sent emails.

#### Project Ranking

Guidance from WSDOT staff has directed that regional rankings consist of “categories” A, B, C and D to represent, respectively, high, medium, low and not recommended projects. WSDOT determines the number of A, B, and C’s allocated to each RTPO for an HSTP cycle. For the 2019-2021 Consolidated Grant Process, the Benton-Franklin RTPO was allocated five A’s, five B’s, and four C’s.

Each region is expected to submit a ranked order of projects deemed most important to address the identified needs. Responsibility for this task has been delegated to the current HSTP Advisory Committee, which will apply the agreed upon criteria and reach consensus on the overall ranking to be submitted to the State.

The RTPO received four applications and an allocation of five A’s. The Advisory Committee agreed each project addressed multiple service needs identified in the public meeting and by the Committee. Because the number of applications was less than the allocation of A’s each project was ranked an A.

Figure 17 shows the list of projects submitted and their letter rank.

**Benton-Franklin 2018 RTPO HSTP – Projects Submitted to WSDOT**

Organization	Project Title	2019-2021 Request	2019-2021 Local Match	Project Rank
People For People	Mobility Management Expansion for Benton-Franklin Counties	\$138,024	\$7,264	A
People For People	Adams, Benton, and Franklin Counties - Community Connector	\$282,540	\$14,871	A
The Arc of Tri-Cities	Operating - Sustaining	\$69,850	\$7,762	A
The Arc of Tri-Cities	Operating - Expansion	\$77,037	\$4,055	A

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Project Scope of Work descriptions are below:

#### People For People: Mobility Management Expansion for Benton-Franklin Counties

This project expands the Mobility Management service to Benton-Franklin counties. The Benton-Franklin Mobility Management (BFMM) project will utilize a bilingual Transportation Specialist position to provide transportation information, referral, and advocacy to callers accessing resources through the Greater Columbia 2-1-1 (GC211) information and referral call center. The BFMM project will also provide access to transportation information and education to the entire community with staff participation in community outreach events and resource fairs, project presentations, and provider meetings.

#### People For People: Adams, Benton and Franklin Counties- Community Connector

This new route-deviated service is designed to connect residents in Othello and Franklin County's rural communities to healthcare in Tri-Cities. It will be open for general public use, but most riders will be persons with special needs who are unable to provide their own transportation due to age, disability, or income status. It will be fare-free with an A.M. southbound trip and a P.M. northbound trip, five days per week. Riders will have access to health care and specialized medical treatment that is unavailable in their own communities with stops at Lourdes Medical Center, Trios Health, Columbia Basin Health Association, and Kadlec Neuroscience Center. Riders can also connect to Ben Franklin Transit's routes at the Three Rivers Transit Center.

#### The Arc of Tri-Cities: Operating-Sustaining

To sustain Operating Assistance to meet demand response and community access service within Benton and Franklin Counties, assuring those with intellectual and developmental disabilities will sustain their ability to access programs, services and socialization opportunities during regular Ben Franklin Transit service hours, in the evenings, and on Sundays.

#### The Arc of Tri-Cities: Operating Expansion

To provide operating assistance to expand demand response service within Benton and Franklin Counties, assuring that special needs people with intellectual and developmental disabilities will maintain access to programs, services and socialization opportunities outside of Ben Franklin Transit's established service hours - specifically, after 8:00 PM on weeknights, after 6:00 PM on Saturdays and all day & night on Sundays

## ***APPENDICES***



# 2018 Benton-Franklin RTP0

## Coordinated Public Transit-Human Services Transportation Plan

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### APPENDIX A

#### Transportation Summit – A Stakeholder and Public Meeting

BFCG, in cooperation with People For People, ARC of Tri-Cities, the Washington State Department of Transportation and Ben Franklin Transit hosted a Transportation Summit in mid-July.

A goal of the workshop was to gather views and experiences of transportation service providers, their clients and the public to ensure their perspectives are represented in the final report. The purpose of the meeting was to educate the public and transportation stakeholders about the regional Human Services Transportation Plan process and associated federal and state requirements; identify common origins and destinations; identify a list of service gaps or needs; and identify potential strategies or solutions to address those needs.

In mid-June, A “Save the Date” notice, in both English and Spanish was mailed and/or emailed to more than 120 agencies and businesses. There was also targeted outreach to Spanish speaking organizations. In early July, the mailing list of 120 businesses and agencies were sent English and Spanish letters inviting their participation. Organizations and agencies contacted were asked to publicize the meeting on their social media.

Stakeholder participation is an important component of the Human Services Transportation Planning process. Stakeholders are those agencies that provide or are involved in transportation and advocacy groups representing customers. A few examples of stakeholders are: transit agencies, paratransit providers, taxi companies, social service agencies, managed care facilities and agencies that serve the needs of low-income, disabled and elderly persons.

At the workshop, a PowerPoint presentation gave background on state and federal transit funding, the WSDOT Consolidated Grant process and an outline on the development of the HSTP. A map of origins and destinations based on BFT Dial-A-Ride data was on display. Locations identified included residential facilities, and shopping and medical destinations. A Spanish translator attended the meeting.

Outcomes of the Summit include identification of a list of Transportation Needs and a list of Solutions for the HSTP.

**SAVE THE DATE**

# Transportation Summit

**July 13th, 2018**

## **We Need Your Input**

Benton-Franklin Council of Governments in cooperation with The Arc of Tri-Cities, Washington State Department of Transportation, Ben Franklin Transit and People For People is gathering data for the update of the Benton-Franklin Human Services Transportation Plan (HSTP). Your guidance and input will be used to update the plan. In the meantime, please visit the link for our survey:  
<https://www.surveymonkey.com/r/MSR265T>

## **Discussion Topics**

- Identify current and pending transportation gaps in Benton and Franklin Counties
- What changes are needed to improve access to transportation services

**More Info to Come! Questions?**

— { Len Pavelka  
Benton-Franklin Council  
of Governments  
(509) 943-9185  
[lpavelka@bfcog.us](mailto:lpavelka@bfcog.us)

**Presented By**



PEOPLE FOR PEOPLE



## GUARDA-LA-FECHA

# Cumbre de Transportación

13 de julio, 2018

### Necesitamos su opinión

El Consejo de Gobiernos de Benton-Franklin en cooperación con El Arc de Tri-Cities, el Departamento de Transporte del estado de Washington, Ben Franklin Transit y People For People están juntando datos para actualizar el Plan de Transportation de Servicios Humanos (HSTP, siglas en inglés) de Benton-Franklin. Su guía e información serán usadas para actualizar el plan. Mientras tanto, por favor visite el enlace de internet que se encuentra abajo para tomar nuestra encuesta.

[www.surveymonkey.com/r/5N6PGFV](http://www.surveymonkey.com/r/5N6PGFV)

### Temas de discusión

- Identificar las deficiencias actuales y futuras de transporte en los condados de Benton y Franklin
- ¿Que cambios se necesitan para mejorar el acceso a los servicios de transporte?

### Más información por venir! Preguntas?

Len Pavelka  
Benton-Franklin Council  
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[lpavelka@bfcog.us](mailto:lpavelka@bfcog.us)

### Coanfitriones:



PEOPLE FOR PEOPLE



# Human Services Transportation Workshop

**July 13th, 2018**  
**9am - 11am**

- Who** Human Service Agencies with Client Transportation Needs, Human Service Agency Clients, and Citizens
- Where** Ben Franklin Transit, 1000 Columbia Park Trail, Richland
- Why** The Benton-Franklin Council of Governments, in cooperation with People For People, the Arc of Tri-Cities, the Washington State Department of Transportation and Ben Franklin Transit is gathering information about gaps in transport of human services clients and others in Benton and Franklin Counties. This information is an important component of the 2018 Coordinated Public Transit - Human Services Transportation Plan currently under development.
- Goals**
- Gather views and experiences of transportation service providers and their clients to ensure their perspectives are represented in the final report.
  - Recognition of gaps or unmet needs in the client transportation system.
  - Identification of potential strategies and solutions to address those needs.

If you have any questions please feel free to contact us. People who require a reasonable accommodation to participate in the meeting should communicate their request to BFCG staff at least 24 hours before the meeting in order to help us meet your needs.

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lpavelka@bfcog.us

## Presented By



## Taller De Transporte Para Servicios Humanos

**Julio 13, 2018**  
**9am - 11am**

**Quien** Las agencias de servicios humanos con clientes que necesitan transportacion, clientes de las agencias de servicios humanos, y ciudadanos

**Donde** Ben Franklin Transit, 1000 Columbia Park Trail, Richland

**Por Que** El Consejo de Gobiernos de Benton-Franklin en cooperación con El Arc de Tri-Cities, el Departamento de Transporte del estado de Washington, Ben Franklin Transit y People For People está reuniendo información sobre las deficiencias en el transporte de los clientes de servicios humanos y otros personas en los condados de Benton y Franklin. Esta información es un componente importante de la coordinacion del transito publico y el plan de transporte de servicios humanos 2018, actualmente en desarrollo.

**Objetivos del Taller**

- Revnir opiniones y experiencias de proveedores de servicios de transporte y sus clientes para asegurar que sus perspectivas sean representadas en el informe final.
- Reconocer las deficiencias del sistema de transporte de clientes.
- Identificar posibles soluciones para mejorar esas deficiencias.

Si usted tiene alguna pregunta por favor pongase en contacto con nosotros. Las personas que requieren acomodacion razonable para participar en la reunión deben comunicar su solicitud al personal de BFCG por lo menos 24 horas antes de la reunión con el fin de ayudarnos a satisfacer sus necesidades.

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Presented By



## APPENDIX B

### 2018 HSTP Public Transportation Feedback Survey

The Public Transportation Survey was available on Survey Monkey in English and Spanish from June through August of 2018.

BFCG and BFT placed short notices in English and Spanish on member MPO jurisdiction's Facebook page. Each notice included a short explanation and a link to the survey. Additionally, as stated in Chapter 5, about 40 Human Service agencies and private sector businesses were asked to place notice of the availability of the survey either on their Facebook page or in their office/business.

About 80 responses were received, which are shown below, as is the survey.

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Text Sent to Jurisdictions, Human Service Agencies

### 2018 Human Services Transportation Plan Community Survey

The Benton-Franklin Council of Governments is conducting a survey to learn about transportation needs of our community members. To better understand citizens' use of, and attitudes towards, public transportation we have placed surveys in English and Spanish on Survey Monkey.

Your answers will inform the 2018 Human Services Transportation Plan currently under development. Please click the link below and complete the survey. With your help, we will further develop a connected and accessible public transportation network that serves all community members.

A link to the survey is here: <https://www.surveymonkey.com/r/5N6PGFV>

If you have any questions, please contact Len Pavelka at [lpavelka@bfcog.us](mailto:lpavelka@bfcog.us) or 509-943-9185

### Encuesta de la Comunidad para el Plan de Transportación de Servicios Humanos del 2018

El Consejo de Gobiernos de Benton-Franklin está realizando una encuesta para saber cuáles son las necesidades de transporte que tienen los miembros de nuestra comunidad. Para entender mejor el uso y las actitudes de los ciudadanos hacia al transporte público hemos puesto encuestas en inglés y en español en el sitio de internet Survey Monkey.

Sus respuestas darán información para el Plan de Transportación de Servicios Humanos del 2018 que se desarrolla actualmente. Por favor, haga clic en el enlace de abajo y complete la encuesta. Con su ayuda, podremos desarrollar una red de transporte público mas accesible y conectada para servir a todos los miembros de la comunidad.

El enlace para la encuesta está aquí: <https://www.surveymonkey.com/r/5N6PGFV>

Si tiene alguna pregunta, por favor póngase en contacto con Len Pavelka en [lpavelka@bfcog.US](mailto:lpavelka@bfcog.US) o al 509-943-9185.

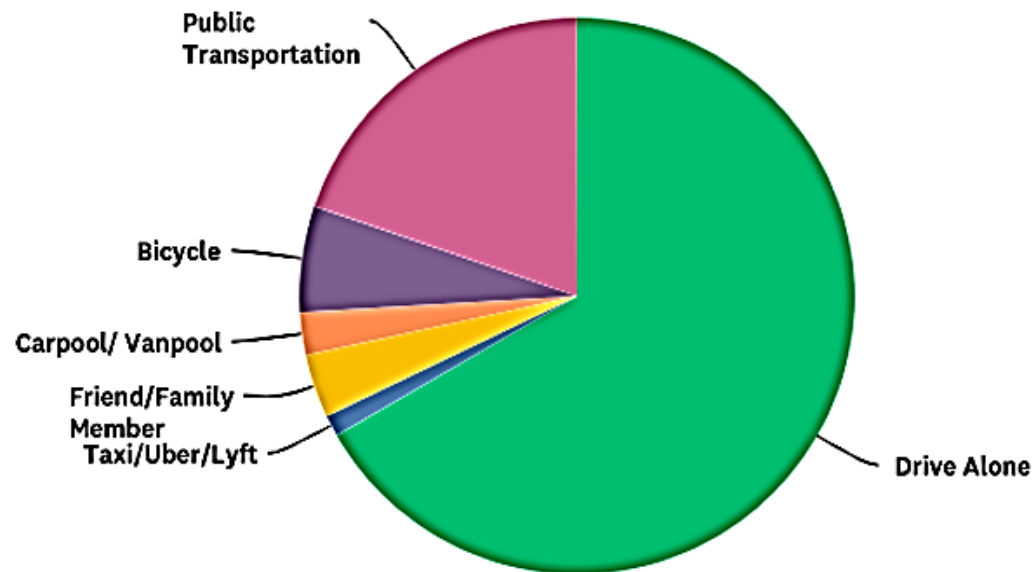
## *Survey Responses*



**Q1: How do you usually get where you need to go within the community for work, shopping, errands, or medical appointments? Please check only one.**

---

Answered: 81 Skipped: 1



2018 Benton-Franklin RTP0  
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**Q1: How do you usually get where you need to go within the community— for work, shopping, errands, or medical appointments? Please check only one.**

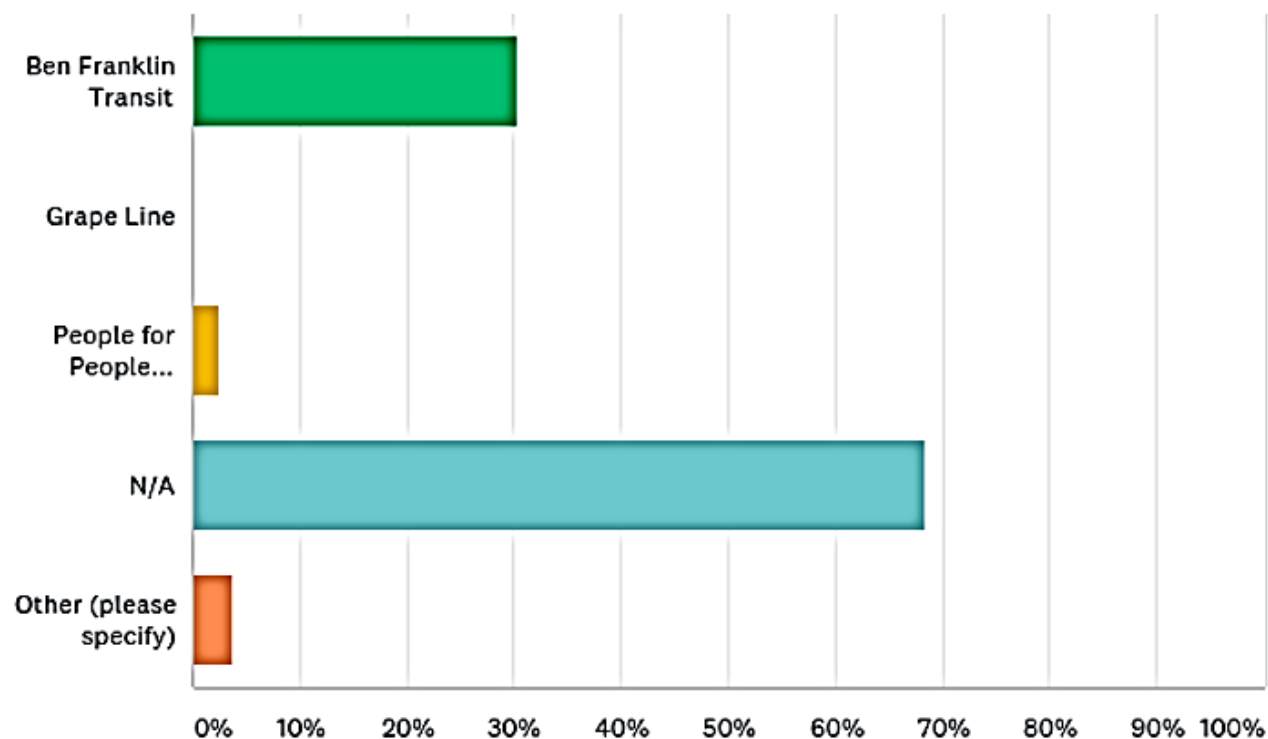
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Answered: 81   Skipped: 1

ANSWER CHOICES	RESPONSES	
Drive Alone	66.67%	54
Taxi/Uber/Lyft	1.23%	1
Friend/Family Member	3.70%	3
Walk	0.00%	0
Carpool/ Vanpool	2.47%	2
Bicycle	6.17%	5
Public Transportation	19.75%	16
Other	0.00%	0
Other (please specify)	0.00%	0
TOTAL		81

## Q2: Do you currently use any of the following forms of public transportation on a weekly basis? Please check all that apply.

Answered: 79 Skipped: 3



**Q2: Do you currently use any of the following forms of public transportation on a weekly basis? Please check all that apply.**

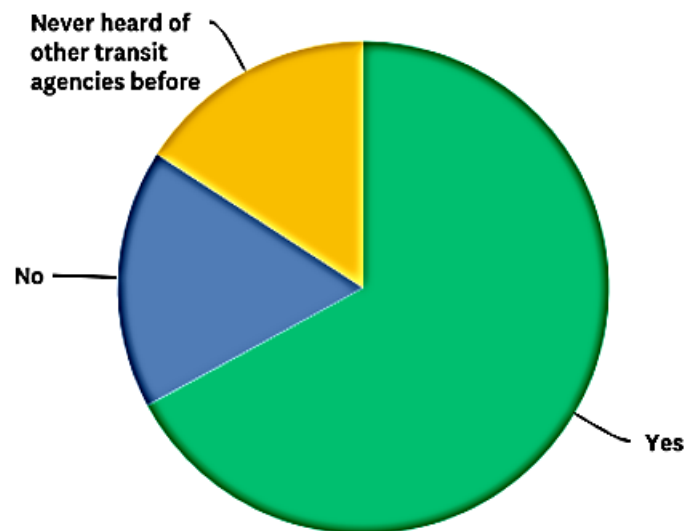
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Answered: 79 Skipped: 3

ANSWER CHOICES	RESPONSES	
Ben Franklin Transit	30.38%	24
Grape Line	0.00%	0
People for People Community Connector	2.53%	2
N/A	68.35%	54
Other (please specify)	3.80%	3
Total Respondents: 79		

**Q3: Were you aware that the public transportation services listed above are available for you within the SE Washington Region?**

Answered: 82 Skipped: 0



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**Q3: Were you aware that the public transportation services listed above are available for you within the SE Washington Region?**

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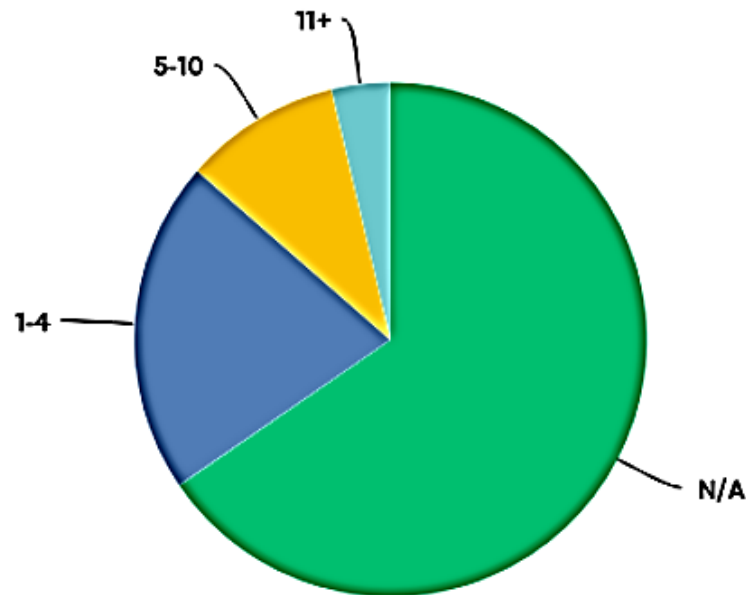
Answered: 82 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	67.07%	55
No	17.07%	14
Never heard of other transit agencies before	15.85%	13
TOTAL		82

## Q5: On average, how many trips do you take per week using public transportation?

---

Answered: 81 Skipped: 1



## Q5: On average, how many trips do you take per week using public transportation?

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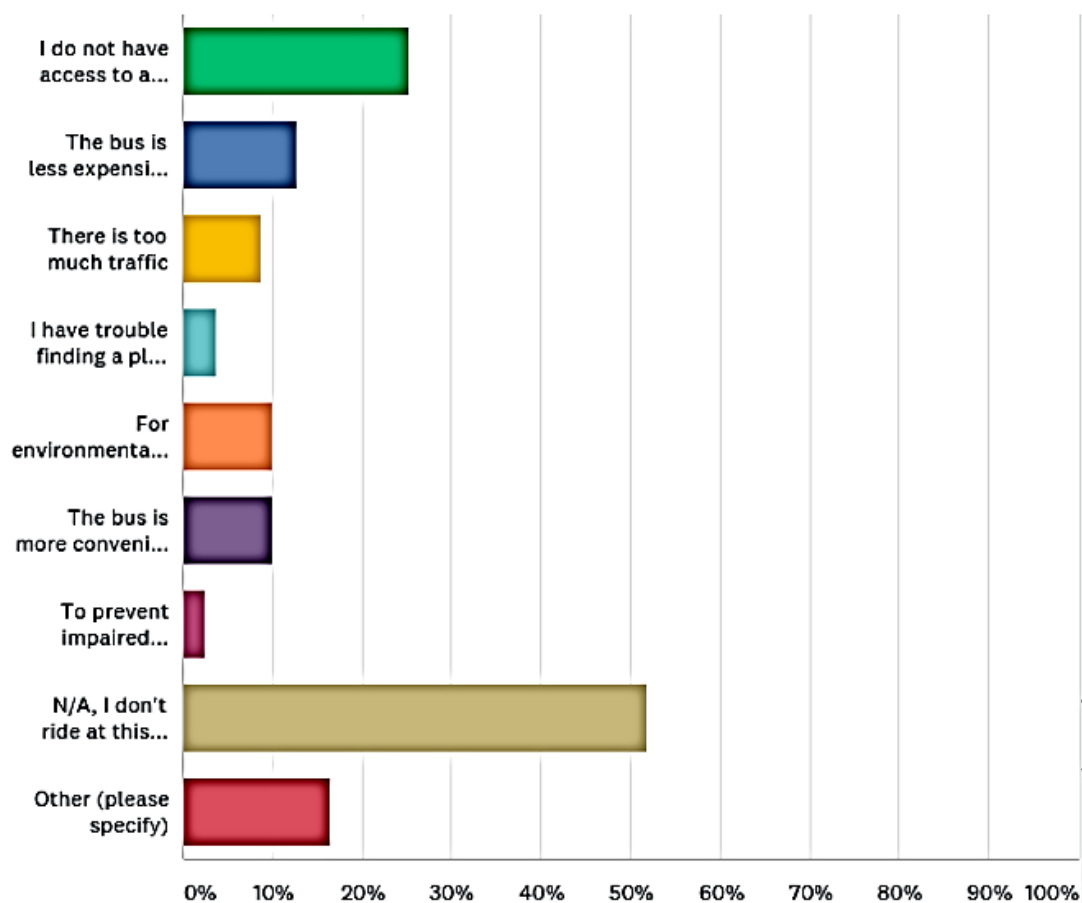
Answered: 81 Skipped: 1


ANSWER CHOICES	RESPONSES	
N/A	65.43%	53
1-4	20.99%	17
5-10	9.88%	8
11+	3.70%	3
TOTAL		81



## Q7: If you DO use public transportation, what are your primary reasons? (check all that apply):

Answered: 79 Skipped: 3



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**Q7: If you DO use public transportation, what are your primary reasons? (check all that apply):**

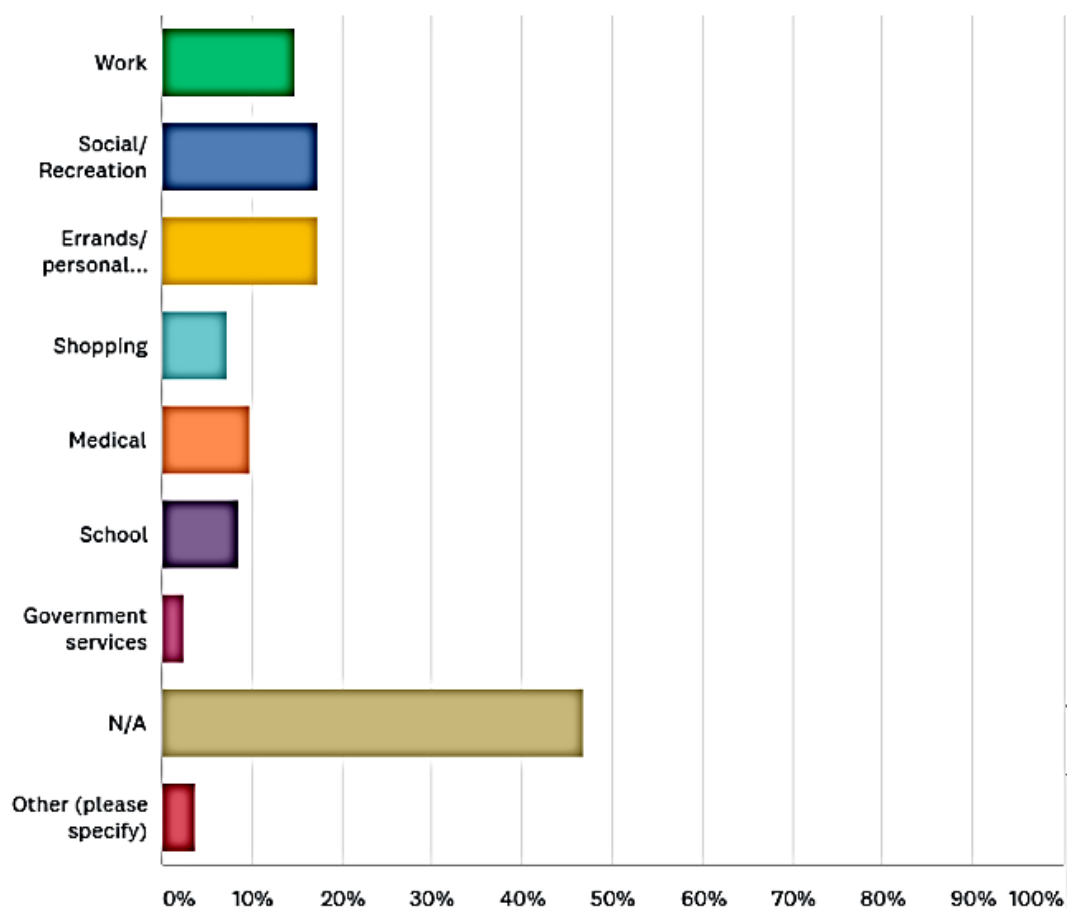
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Answered: 79 Skipped: 3

ANSWER CHOICES	RESPONSES	
I do not have access to a vehicle	25.32%	20
The bus is less expensive than driving and parking	12.66%	10
There is too much traffic	8.86%	7
I have trouble finding a place to park	3.80%	3
For environmental reasons	10.13%	8
The bus is more convenient than driving	10.13%	8
To prevent impaired driving	2.53%	2
N/A, I don't ride at this time.	51.90%	41
Other (please specify)	16.46%	13
Total Respondents: 79		

## Q8: What was the purpose of your latest bus ride? (check all that apply)

Answered: 81 Skipped: 1



2018 Benton-Franklin RTPD  
Coordinated Public Transit-Human Services Transportation Plan

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## Q8: What was the purpose of your latest bus ride? (check all that apply)

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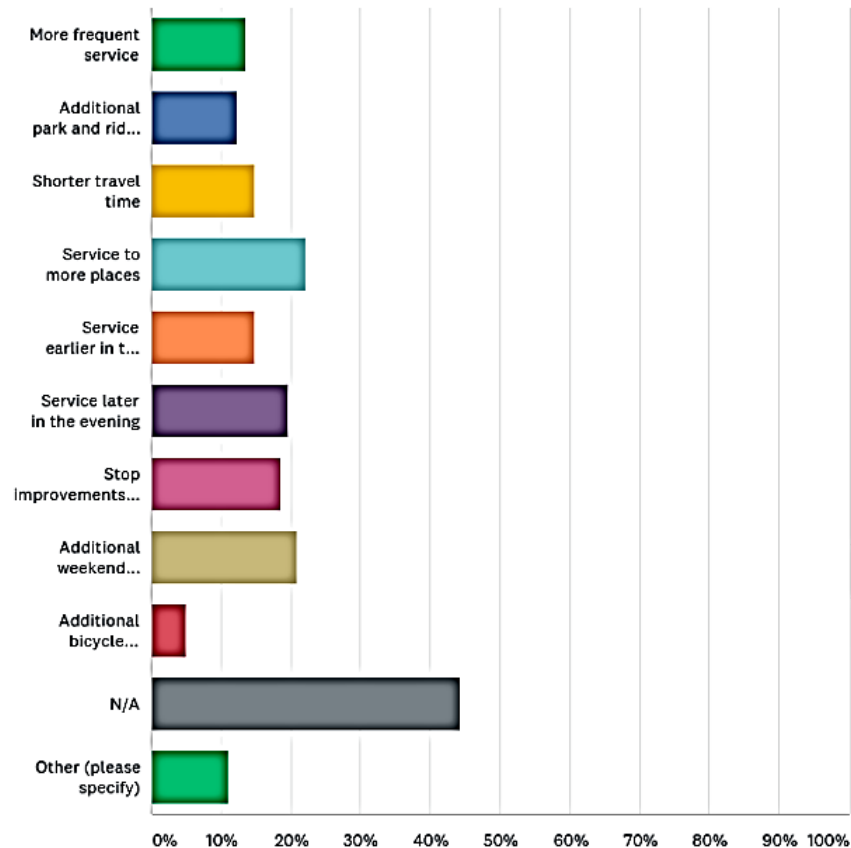
Answered: 81 Skipped: 1


ANSWER CHOICES	RESPONSES	
Work	14.81%	12
Social/ Recreation	17.28%	14
Errands/ personal business	17.28%	14
Shopping	7.41%	6
Medical	9.88%	8
School	8.64%	7
Government services	2.47%	2
N/A	46.91%	38
Other (please specify)	3.70%	3
Total Respondents: 81		

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**Q9: Which of the following potential improvements would you recommend for your most recent transit trip? (check all that apply)**

Answered: 81 Skipped: 1



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## Q9: Which of the following potential improvements would you recommend for your most recent transit trip? (check all that apply)

Answered: 81 Skipped: 1

ANSWER CHOICES	RESPONSES	
More frequent service	13.58%	11
Additional park and ride opportunities	12.35%	10
Shorter travel time	14.81%	12
Service to more places	22.22%	18
Service earlier in the morning	14.81%	12
Service later in the evening	19.75%	16
Stop improvements: Signs/ shelters/ benches	18.52%	15
Additional weekend services	20.99%	17
Additional bicycle capacity	4.94%	4
N/A	44.44%	36
Other (please specify)	11.11%	9
Total Respondents: 81		

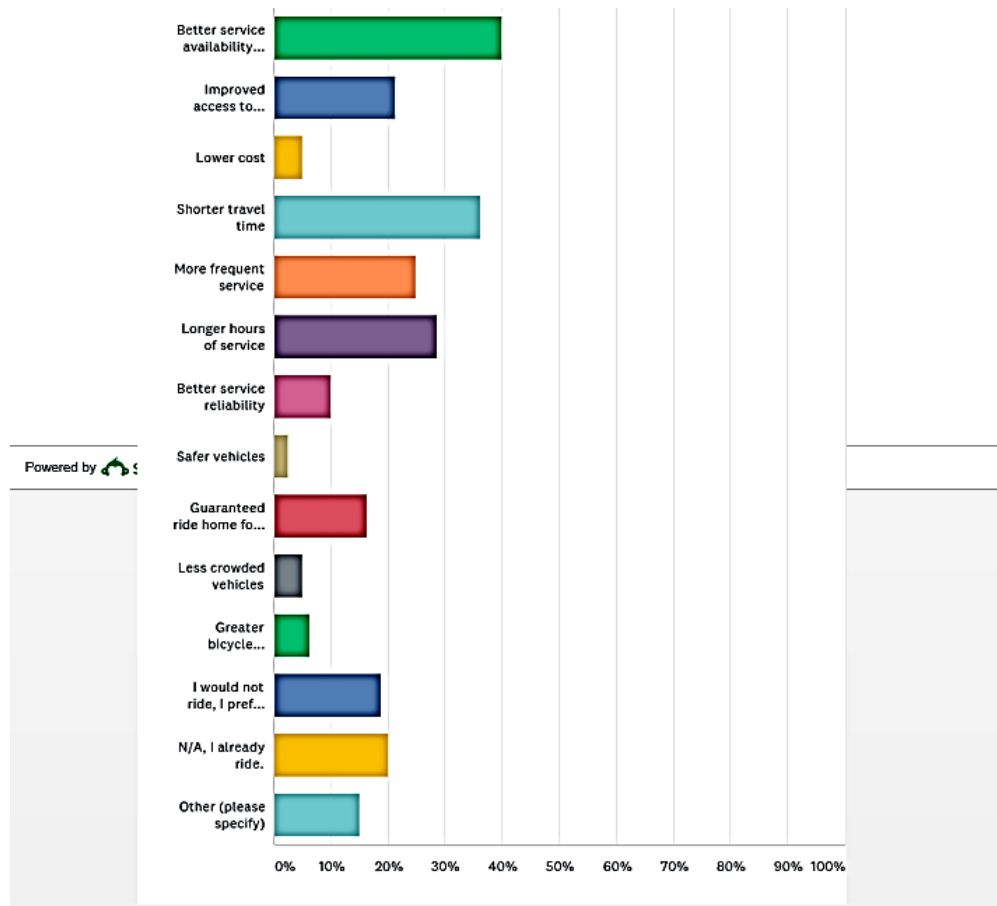
Powered by  SurveyMonkey

## 2018 Benton-Franklin RTP0

### Coordinated Public Transit-Human Services Transportation Plan

**Q10: If you DO NOT use public transportation currently, what transit improvements would make you choose to use public transit? (check all that apply):**

Answered: 80 Skipped: 2




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Coordinated Public Transit-Human Services Transportation Plan

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**Q10: If you DO NOT use public transportation currently, what transit improvements would make you choose to use public transit? (check all that apply):**

Answered: 80 Skipped: 2

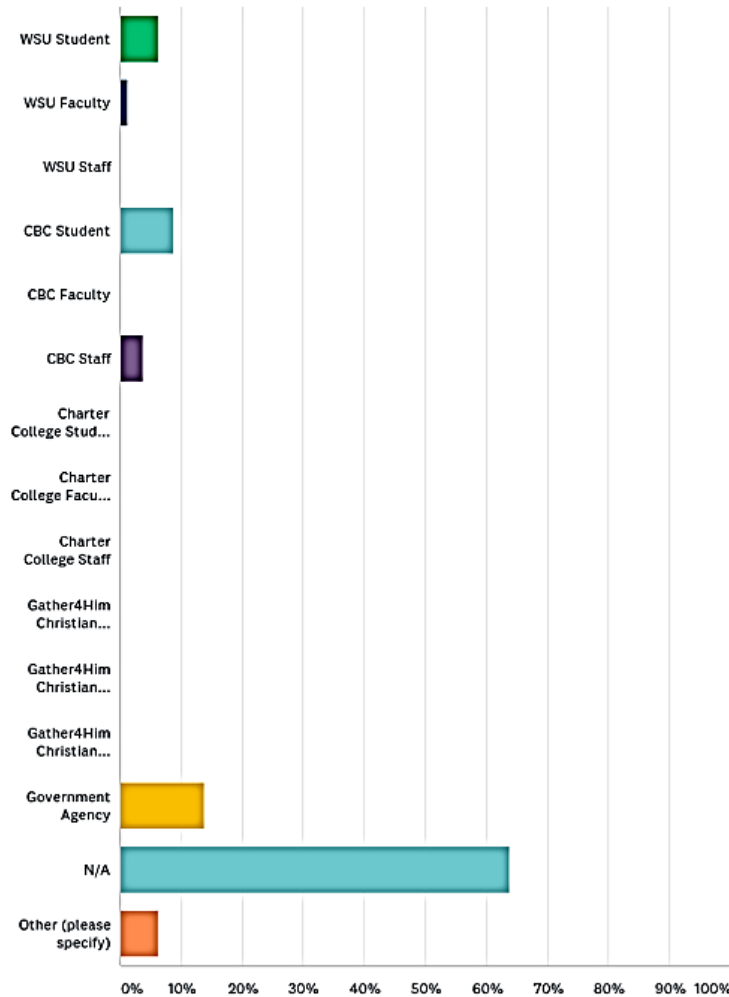
ANSWER CHOICES	RESPONSES	
Better service availability near my home/work/school	40.00%	32
Improved access to transit information	21.25%	17
Lower cost	5.00%	4
Shorter travel time	36.25%	29
More frequent service	25.00%	20
Longer hours of service	28.75%	23
Better service reliability	10.00%	8
Safer vehicles	2.50%	2
Guaranteed ride home for emergencies/overtime	16.25%	13
Less crowded vehicles	5.00%	4
Greater bicycle capacity	6.25%	5
Powered by  I would not ride, I prefer to drive	18.75%	15
N/A, I already ride.	20.00%	16
Other (please specify)	15.00%	12
Total Respondents: 80		



## 2018 Benton-Franklin RTP0 Coordinated Public Transit-Human Services Transportation Plan

### Q12: Are you affiliated with any of the following area Colleges/Universities/Government Agencies? Please check all that apply:

Answered: 80 Skipped: 2



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2018 Benton-Franklin RTPO  
Coordinated Public Transit-Human Services Transportation Plan

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**Q12: Are you affiliated with any of the following area  
Colleges/Universities/Government Agencies? Please check all that apply:**

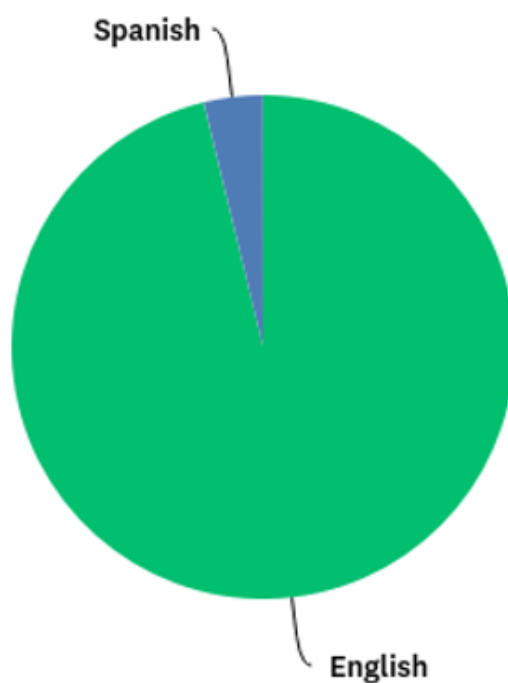
Answered: 80 Skipped: 2

ANSWER CHOICES		RESPONSES	
WSU Student		6.25%	5
WSU Faculty		1.25%	1
WSU Staff		0.00%	0
CBC Student		8.75%	7
CBC Faculty		0.00%	0
CBC Staff		3.75%	3
Charter College Student		0.00%	0
Charter College Faculty		0.00%	0
Charter College Staff		0.00%	0
Gather4Him Christian College Student		0.00%	0
Gather4Him Christian College Faculty		0.00%	0
Gather4Him Christian College Staff		0.00%	0
Government Agency		13.75%	11
N/A		63.75%	51
Other (please specify)		6.25%	5
Total Respondents: 80			

## Q13: What is the primary language spoken in your household?

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Answered: 79 Skipped: 3



2018 Benton-Franklin RTP0  
Coordinated Public Transit-Human Services Transportation Plan

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## Q13: What is the primary language spoken in your household?

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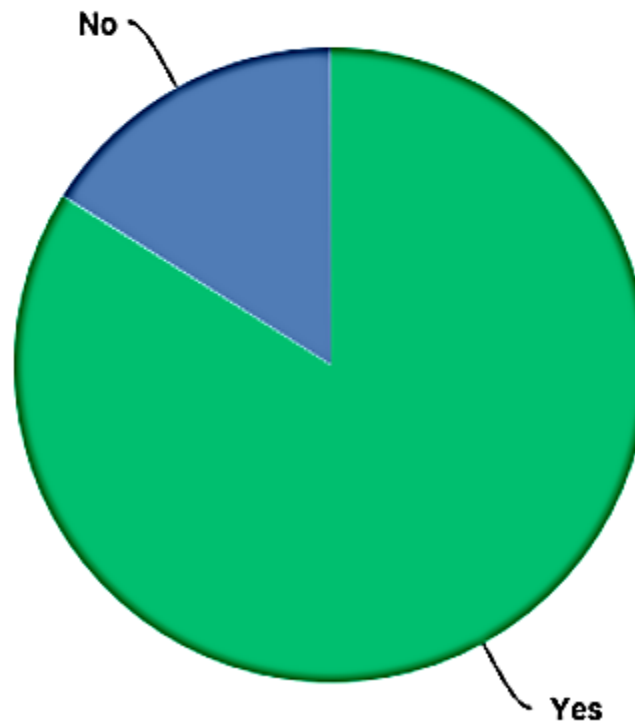
Answered: 79 Skipped: 3

ANSWER CHOICES	RESPONSES	
English	96.20%	76
Spanish	3.80%	3
TOTAL		79

## Q14: Do you have a Driver's license?

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Answered: 81 Skipped: 1



2018 Benton-Franklin RTP0  
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## Q14: Do you have a Driver's license?

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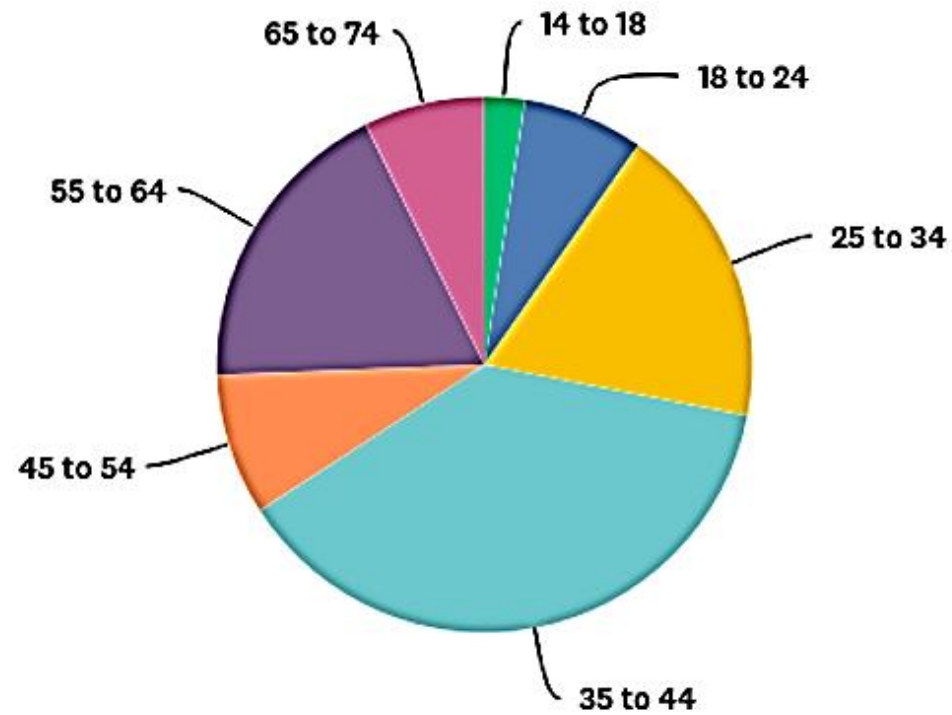
Answered: 81 Skipped: 1

ANSWER CHOICES	RESPONSES	
Yes	83.95%	68
No	16.05%	13
TOTAL		81

## Q15: Please indicate your age group.

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Answered: 82 Skipped: 0



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## Q15: Please indicate your age group.

---

Answered: 82 Skipped: 0

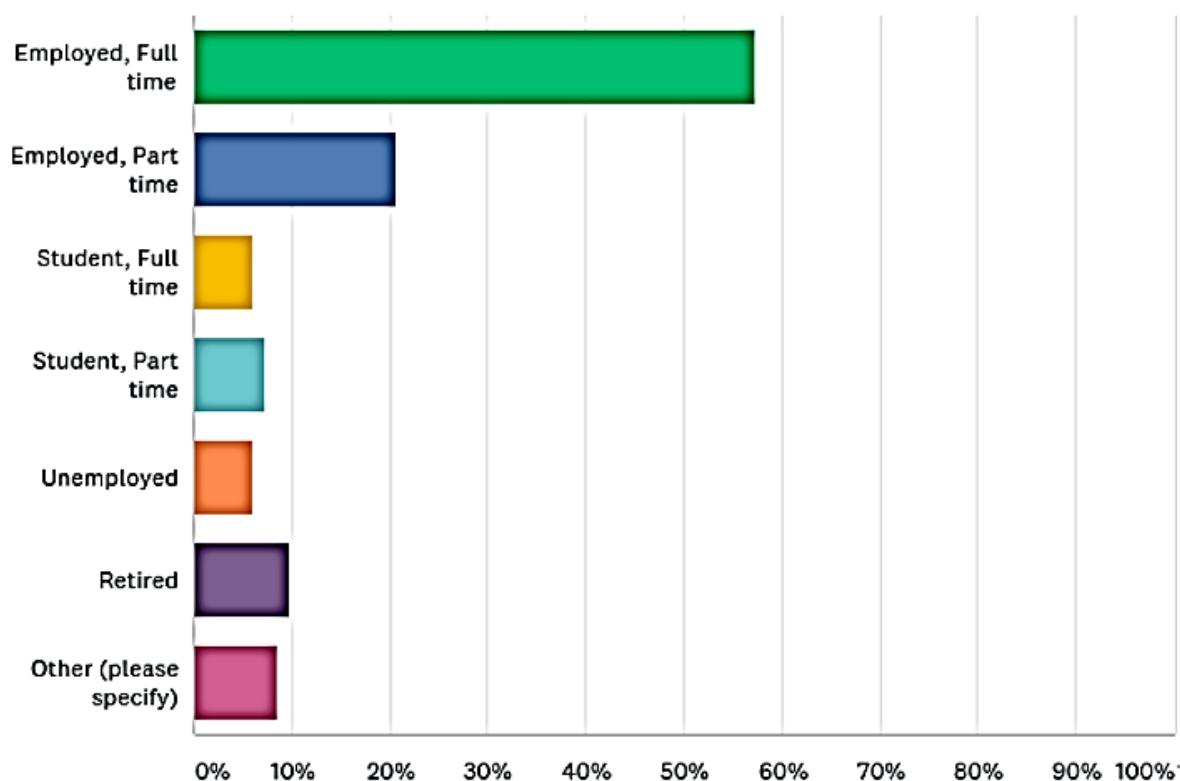
ANSWER CHOICES	RESPONSES	
14 to 18	2.44%	2
18 to 24	7.32%	6
25 to 34	18.29%	15
35 to 44	37.80%	31
45 to 54	8.54%	7
55 to 64	18.29%	15
65 to 74	7.32%	6
75 or older	0.00%	0
TOTAL		82



**Q16: Which of the following best describes your current employment status? You may check more than one.**

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Answered: 82 Skipped: 0



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Coordinated Public Transit-Human Services Transportation Plan

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**Q16: Which of the following best describes your current employment status? You may check more than one.**

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Answered: 82 Skipped: 0

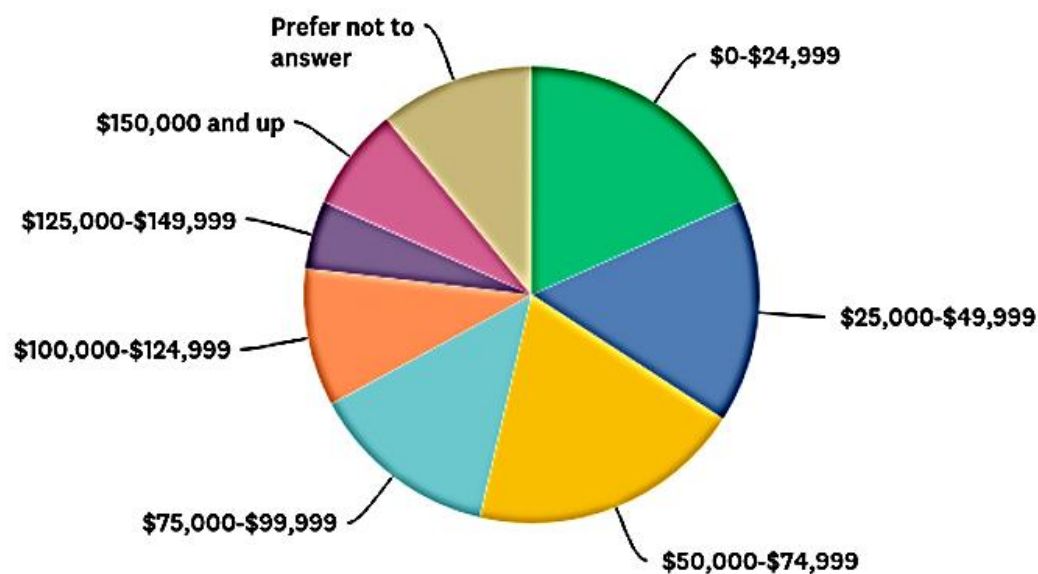
ANSWER CHOICES	RESPONSES	
Employed, Full time	57.32%	47
Employed, Part time	20.73%	17
Student, Full time	6.10%	5
Student, Part time	7.32%	6
Unemployed	6.10%	5
Retired	9.76%	8
Other (please specify)	8.54%	7
Total Respondents: 82		

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**Q17: What is your annual household income level? Please check only one**

Answered: 82 Skipped: 0



2018 Benton-Franklin RTP0  
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**Q17: What is your annual household income level? Please check only one**

---

Answered: 82 Skipped: 0

ANSWER CHOICES	RESPONSES	
\$0-\$24,999	18.29%	15
\$25,000-\$49,999	15.85%	13
\$50,000-\$74,999	19.51%	16
\$75,000-\$99,999	13.41%	11
\$100,000-\$124,999	9.76%	8
\$125,000-\$149,999	4.88%	4
\$150,000 and up	7.32%	6
Prefer not to answer	10.98%	9
TOTAL		82

# 2018 Benton-Franklin RTP0

## Coordinated Public Transit-Human Services Transportation Plan

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### **Benton-Franklin RTP0 Human Services Public Transportation Survey 2018**

1. How do you usually get where you need to go within the community for work, shopping, errands, or medical appointments? Please check only one.

- ☐ Drive Alone
- ☐ Taxi/Uber
- ☐ Friend/Family Member
- ☐ Walk
- ☐ Carpool or Vanpool
- ☐ Bicycle
- ☐ Public Transportation
- ☐ Other (please specify)

2. Do you currently use any of the following forms of public transportation on a weekly basis? Please check all that apply.

- ☐ Ben Franklin Transit
- ☐ Grape Line
- ☐ People for People Community Connector
- ☐ Other (please specify)

3. Were you aware that the public transportation services listed above are available for you within the SE Washington Region?

- ☐ Yes
- ☐ No
- ☐ Never heard other transit agencies before

4. Describe your most recent route description, origin-destination: (type NA, if not applicable)

5. On average, how many trips do you take per week using public transportation?

- ☐ N/A
- ☐ 1-4
- ☐ 5-10
- ☐ 11+

6. On a scale of 1 to 10, with 10 being the highest rating, please rate your most recent public transportation experience: (Select NA, if not applicable)

7. If you DO use public transportation, what are your primary reasons? (check all that apply):

- ☐ I do not have access to a vehicle
- ☐ The bus is less expensive than driving and parking
- ☐ There is too much traffic
- ☐ I have trouble finding a place to park
- ☐ For environmental reasons
- ☐ The bus is more convenient than driving
- ☐ To prevent impaired driving
- ☐ N.A, I don't ride at this time
- ☐ Other (please specify)

8. What was the purpose of your latest bus ride? (check all that apply)

- ☐ Work
- ☐ Social/ Recreation

## 2018 Benton-Franklin RTP0

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- ☐ Errands/ Personal business
- ☐ Shopping
- ☐ Medical
- ☐ School
- ☐ Government Services
- ☐ N/A
- ☐ Other (please specify)

9. Which of the following potential improvements would you recommend for your most recent transit trip? (check all that apply)

- ☐ More frequent service
- ☐ Additional park and ride opportunities
- ☐ Shorter travel time
- ☐ Service to more places
- ☐ Service earlier in the morning
- ☐ Service later in the evening
- ☐ Stop improvements: Signs/ shelters/ benches
- ☐ Additional weekend services
- ☐ Additional bicycle capacity
- ☐ N/A
- ☐ Other (please specify)

10. If you DO NOT use public transportation currently, what transit improvements would make you choose to use public transit? (check all that apply):

- ☐ Better service availability near my home/work/school
- ☐ Improved access to transit information
- ☐ Lower cost
- ☐ Shorter travel time
- ☐ More frequent service
- ☐ Longer hours of service
- ☐ Better service reliability
- ☐ Safer vehicles
- ☐ Guaranteed ride home for emergencies/overtime
- ☐ Less crowded vehicles
- ☐ Greater bicycle capacity
- ☐ I would not ride, I prefer to drive
- ☐ N/A, I already ride
- ☐ Other (please specify)

11. During the past year, were there any places within Benton or Franklin County that you could not travel due to lack of public transportation services? If yes, in which cities/towns? Please write N.A. if this does not apply to you.

12. Are you affiliated with any of the following area Colleges/Universities/Government Agencies? Please check all that apply:

- ☐ WSU Student
- ☐ WSU Faculty
- ☐ WSU Staff

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- ☐ CBC Student
  - ☐ CBC Faculty
  - ☐ CBC Staff
  - ☐ Charter College Student
  - ☐ Charter College Faculty
  - ☐ Charter College Staff
  - ☐ Gather4Him Christian College Student
  - ☐ Gather4Him Christian College Faculty
  - ☐ Gather4Him Christian College Staff
  - ☐ Government Agency
  - ☐ N/A
  - ☐ Other (please specify)
13. What is the primary language spoken in your household?
- ☐ English
  - ☐ Spanish
  - ☐ Other (please specify)
14. Do you have a driver's license?
- ☐ Yes
  - ☐ No
15. Please indicate your age group.
- ☐ 14 to 19
  - ☐ 18 to 24
  - ☐ 25 to 34
  - ☐ 35 to 44
  - ☐ 45 to 54
  - ☐ 55 to 64
  - ☐ 65 to 74
  - ☐ 75 and older
16. Which of the following best describes your current employment status? You may check more than one.
- ☐ Employed, Full time.
  - ☐ Employed, Part time.
  - ☐ Student, Full time.
  - ☐ Student, Part time.
  - ☐ Unemployed
  - ☐ Retired
  - ☐ Other (please specify)
17. What is your annual household income level? Please check only one.
- ☐ \$0-\$24,999
  - ☐ \$25,000-\$49,999
  - ☐ \$50,000-\$74,999
  - ☐ \$75,000-\$99,999
  - ☐ \$100,000-\$124,999

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- \$125,000-\$149,999
- \$150,000 and up
- Prefer not to answer

18. Please provide any comments that may not have been covered in this survey concerning public transportation in your City, Town, County, and surrounding area such as missing coverage, if any:



# 2018 Benton-Franklin RTPO

## Coordinated Public Transit-Human Services Transportation Plan

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### **Cuestionario de transporte público 2018 de los Servicios sociales de la Organización de planificación de transporte regional (RTPO, en inglés) Benton-Franklin**

1. Normalmente, ¿cómo consigue llegar a donde tiene que ir dentro de la comunidad para trabajar, ir de compras, hacer mandados o acudir a citas médicas? Marque sólo una respuesta, por favor.

- ☐ Conduciendo yo
- ☐ Taxi/Uber/Lyft
- ☐ Amigo/pariente
- ☐ A pie
- ☐ Comparto vehículo o camioneta
- ☐ Bicicleta
- ☐ Transporte público
- ☐ Otra (especifique)

2. ¿Actualmente utiliza cualquiera de las siguientes formas de transporte público de manera semanal? Marque todas las que apliquen, por favor.

- ☐ Transporte público de Ben Franklin
- ☐ Grape Line
- ☐ People for People Community Connector
- ☐ Otra (especifique)

3. ¿Sabía usted que los servicios de transporte público enumerados anteriormente están disponibles para usted dentro de la región del sureste de Washington?

- ☐ Sí
- ☐ No
- ☐ Jamás me había enterado de otras agencias de transporte público

4. Proporcione una descripción de su más reciente ruta, origen y destino: (indique NA, si no corresponde)

5. En promedio, ¿cuántas veces viaja por semana usando el transporte público?

- ☐ N/A
- ☐ 1-4
- ☐ 5-10
- ☐ 11+

6. En una escala de 1 a 10, con 10 siendo la calificación más alta, por favor califique su experiencia más reciente del transporte público: (Seleccione NA, si no corresponde)

7. Si usted SÍ utiliza el transporte público, ¿cuáles son sus principales razones? (marque todas las que apliquen):

- ☐ No tengo acceso a un vehículo
- ☐ El autobús es menos costoso que conducir y estacionar el auto
- ☐ Hay demasiado tráfico
- ☐ Se me dificulta encontrar un lugar para estacionar mi auto
- ☐ Por razones medioambientales
- ☐ El autobús es más conveniente que conducir
- ☐ Para evitar conducir con facultades disminuidas
- ☐ N/A, en este momento no utilizo el transporte público.
- ☐ Otra (especifique, por favor)

8. ¿Cuál fue el propósito de su último viaje en autobús? (marque todas las repuestas que aplican)

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- ☐ Trabajo
- ☐ Social / recreación
- ☐ Mandados / diligencias personales
- ☐ Ir de compras
- ☐ Médico
- ☐ Escuela
- ☐ Servicios de gobierno
- ☐ N/A
- ☐ Otra (especifique, por favor)

9. ¿Cuáles de las siguientes posibles mejoras recomendaría para su más reciente viaje en transporte público? (marque todas las que aplican)

- ☐ Servicio más frecuente
- ☐ Oportunidades adicionales de aparcamiento disuasorio
- ☐ Menor tiempo de viaje
- ☐ Servicio a más lugares
- ☐ Servicio más temprano por la mañana
- ☐ Servicio más tarde por la noche
- ☐ Mejoras en las paradas: Letreros / refugios / bancos
- ☐ Servicios adicionales de fin de semana
- ☐ Más capacidad para bicicletas
- ☐ N/A
- ☐ Otra (especifique, por favor)

10. Si NO utiliza el transporte público actualmente, ¿qué mejoras de transporte público harían que opte por utilizarlo? (marque todas las que apliquen):

- ☐ Mejor disponibilidad de servicio cerca de mi casa / trabajo / escuela
- ☐ Mejorar el acceso a información acerca del transporte público
- ☐ Menor costo
- ☐ Menor tiempo de viaje
- ☐ Servicio más frecuente
- ☐ Más horas de servicio
- ☐ Mayor confiabilidad de servicio
- ☐ Vehículos más seguros
- ☐ Traslado a casa garantizado durante emergencias / horas extraordinarias
- ☐ Vehículos menos llenos
- ☐ Más capacidad para bicicletas
- ☐ No lo utilizaría, prefiero conducir
- ☐ N/A, ya lo utilizo.
- ☐ Otra (especifique)

11. ¿Durante el año pasado, hubo algún lugar dentro de los condados Benton o Franklin al cual no pudo viajar debido a la falta de servicios de transporte público? Si la respuesta es sí, ¿en qué ciudades / pueblos? Por favor indique N.A. si esto no aplica a usted.

12. ¿Tiene alguna afiliación con algunas de las siguientes universidades o entidades de gobierno?

Marque todas las que apliquen, por favor:

- ☐ Estudiante de WSU

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- ☐ Docente de WSU
  - ☐ Personal de WSU
  - ☐ Estudiante de CBC
  - ☐ Docente de CBC
  - ☐ Personal de Docente
  - ☐ Estudiante de Charter College
  - ☐ Docente de Charter College
  - ☐ Personal de Charter College
  - ☐ Estudiante de Gather4Him Christian College
  - ☐ Docente de Gather4Him Christian College
  - ☐ Personal de Gather4Him Christian College
  - ☐ Agencia del gobierno
  - ☐ NA, Otra (especifique, por favor)
13. ¿Cuál es el idioma principal que se habla en su hogar?
- ☐ Inglés
  - ☐ Español
  - ☐ Otro (especifique, por favor)
14. ¿Tiene licencia de conducir?
- ☐ Sí
  - ☐ No
15. Por favor, indique su grupo de edad.
- ☐ 14 a 18
  - ☐ 18 a 24
  - ☐ 25 a 34
  - ☐ 35 a 44
  - ☐ 45 a 54
  - ☐ 55 a 64
  - ☐ 65 a 74
  - ☐ 75 o mayor
16. ¿Cuál de las siguientes mejor describe su situación laboral actual? Puede marcar más de una respuesta.
- ☐ Empleado de tiempo completo
  - ☐ Empleado de tiempo parcial
  - ☐ Estudiante de tiempo completo
  - ☐ Estudiante de tiempo parcial
  - ☐ Desempleado
  - ☐ Jubilado
  - ☐ Otra (especifique, por favor)
17. ¿Cuál es su nivel de ingreso familiar anual? Marque sólo una respuesta, por favor.
- ☐ \$0-\$24,999
  - ☐ \$25,000-\$49,999
  - ☐ \$50,000-\$74,999
  - ☐ \$75,000-\$99,999

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- \$100,000-\$124,999
- \$125,000-\$149,999
- \$150,000 o más
- Prefiero no contestar

18. Proporcione por favor cualquier comentario, si es que lo tiene, que puede no haya sido cubierto en esta encuesta sobre el transporte público en su ciudad, pueblo, condado o zona circundante como la falta de cobertura:

# 2018 Benton-Franklin RTP0

## Coordinated Public Transit-Human Services Transportation Plan

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### ***APPENDIX C***

#### ***Transportation Provider Survey***

A survey was placed on Survey Monkey to develop an inventory of transportation services in Benton and Franklin counties. About 60 potential transportation providers were sent an email notification and link to the survey, which was accessible from August through October.

Potential human service transportation providers included those who provide or subsidize transportation for the elderly or youths, for persons with disabilities, or for low-income persons. Input was requested from organizations that directly provide transportation, arrange service through a contractual arrangement, or subsidize the cost of transportation for their clients.

Nine of the entities contacted responded, of that number, five completed the survey. Select responses are presented below. A copy of the survey instrument is also presented.

# 2018 Benton-Franklin RTP0

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Person	Name of Agency or Organization:	Question 3: Does your agency/organization fund transportation services?		
		<u>Yes</u>	<u>No</u>	<u>Other (please specify)</u>
<b>Marcy Durbin</b>	People For People		No	
<b>Dan Cryer</b>	The Arc of Tri-Cities		No	
<b>Gracie Sexton</b>	People For People		No	
<b>Denise Nicholas</b>	Reliance Medical Clinics, PLLC		No	
<b>Bill Barlow</b>	BFT		No	
<b>Clay J. Smith</b>	Columbia Physical Therapy Inc		No	
<b>Sara Allington</b>	City of Kennewick Community Center	Yes		
<b>Ana Curtis</b>	Columbia Basin Veterans Opportunity Center	Yes		
<b>Alex Bedoya</b>	A1 Tri-City Taxi, Inc.		No	

Person	Name of Agency or Organization:	Question 4: Does your agency/organization directly provide transportation services?		
		<u>Yes</u>	<u>No</u>	<u>Other (please specify)</u>
<b>Marcy Durbin</b>	People For People	Yes		
<b>Dan Cryer</b>	The Arc of Tri-Cities			
<b>Gracie Sexton</b>	People For People	Yes		
<b>Denise Nicholas</b>	Reliance Medical Clinics, PLLC		No	
<b>Bill Barlow</b>	BFT	Yes		
<b>Clay J. Smith</b>	Columbia Physical Therapy Inc		No	
<b>Sara Allington</b>	City of Kennewick Community Center		No	
<b>Ana Curtis</b>	Columbia Basin Veterans Opportunity Center		No	
<b>Alex Bedoya</b>	A1 Tri-City Taxi, Inc.	Yes		

## 2018 Benton-Franklin RTP0

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Person	Name of Agency or Organization:	Q. 5 What type of transportation services does your agency/organization fund?		
	Open-Ended Response	<u>Contract transportation services with another agency/organization sponsor/fund.</u>	<u>Provide transit tickets or passes to clientele.</u>	<u>Provide taxi scrip/vouchers to clientele.</u>
Marcy Durbin	People For People	Contract transportation services with another agency/organization	Provide transit tickets or passes to clientele	Provide taxi scrip/vouchers to clientele
Dan Cryer	The Arc of Tri-Cities			
Gracie Sexton	People For People			
Denise Nicholas	Reliance Medical Clinics, PLLC			
Bill Barlow	BFT	Contract transportation services with another agency/organization	Provide transit tickets or passes to clientele	Provide taxi scrip/vouchers to clientele
Clay J. Smith	Columbia Physical Therapy Inc			
Sara Allington	City of Kennewick Community Center			
Ana Curtis	Columbia Basin Veterans Opportunity Center		Provide transit tickets or passes to clientele	
Alex Bedoya	A1 Tri-City Taxi, Inc.	We service the entire Tri-Cities area; however, some of the services that we contract with BFT for are limited by the PTBA boundaries.		

Person	Name of Agency or Organization:	Q. 5 What type of transportation services does your agency/organization fund?	
	Open-Ended Response	<u>Broker transportation services by volunteers with privately owned vehicles.</u>	<u>Other (please specify)</u>
Marcy Durbin	People For People	Broker transportation services by volunteers with privately owned vehicles	Amtrak/Greyhound/Air transportation
Dan Cryer	The Arc of Tri-Cities		
Gracie Sexton	People For People		
Denise Nicholas	Reliance Medical Clinics, PLLC		
Bill Barlow	BFT		
Clay J. Smith	Columbia Physical Therapy Inc		
Sara Allington	City of Kennewick Community Center		
Ana Curtis	Columbia Basin Veterans Opportunity Center		
Alex Bedoya	A1 Tri-City Taxi, Inc.	We service the entire Tri-Cities area; however, some of the services that we contract with BFT for are limited by the PTBA boundaries.	

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Person	Name of Agency or Organization:	
	<u>Open-Ended Response</u>	<b>6. If contracting with another agency/organization, which one's provide your services?</b>
<b>Marcy Durbin</b>	People For People	Transportation providers in a nine county service area.
<b>Dan Cryer</b>	The Arc of Tri-Cities	
<b>Gracie Sexton</b>	People For People	
<b>Denise Nicholas</b>	Reliance Medical Clinics, PLLC	
<b>Bill Barlow</b>	BFT	BFT, the Arc of Tri-Cities, Tri-Cities Taxi.
<b>Clay J. Smith</b>	Columbia Physical Therapy Inc	
<b>Sara Allington</b>	City of Kennewick Community Center	
<b>Ana Curtis</b>	Columbia Basin Veterans Opportunity Center	
<b>Alex Bedoya</b>	A1 Tri-City Taxi, Inc.	

Order	Name of Agency or Organization:	9. What services do you provide?				
	<u>Open-Ended Response</u>	<u>Fixed Route</u>	<u>Deviated Fixed Route</u>	<u>Curb-to-Curb Paratransit</u>	<u>Door-to-Door Paratransit</u>	<u>Medicaid Medical Transportation</u>
<b>Marcy Durbin</b>	People For People	We are the NEMT Broker				
<b>Dan Cryer</b>	The Arc of Tri-Cities		6am - 8pm M-F, 7am - 7pm Sat			19 Vehicles/182 Ambulatory Seats, 47 Wheelchair Seats
<b>Gracie Sexton</b>	People For People	8:06 am - 7:14 pm	n/a	4:30 am - 6 pm	4:30 am - 6 pm	n/a
<b>Denise Nicholas</b>	Reliance Medical Clinics, PLLC					
<b>Bill Barlow</b>	BFT	22 Routes - 6am - 8pm weekdays, 7-7 on Sat	feeder taxi - same as fixed route, limited service nights til midnight, Sunday 7:30am - 6pm	Contract service ARC same as fixed route	DAR - same as fixed route	no
<b>Clay J. Smith</b>	Columbia Physical Therapy Inc					
<b>Sara Allington</b>	City of Kennewick Community Center					
<b>Ana Curtis</b>	Columbia Basin Veterans Opportunity Center					
<b>Alex Bedoya</b>	A1 Tri-City Taxi, Inc.		6:00 am to 8:00 pm	24/7	15/70	



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Person	Name of Agency or Organization:	31. Do you coordinate with other service providers?
	<u>Open-Ended Response</u>	<u>Response</u>
<b>Marcy Durbin</b>	People For People	Yes
<b>Dan Cryer</b>	The Arc of Tri-Cities	
<b>Gracie Sexton</b>	People For People	Yes
<b>Denise Nicholas</b>	Reliance Medical Clinics, PLLC	
<b>Bill Barlow</b>	BFT	Yes
<b>Clay J. Smith</b>	Columbia Physical Therapy Inc	
<b>Sara Allington</b>	City of Kennewick Community Center	
<b>Ana Curtis</b>	Columbia Basin Veterans Opportunity Center	No
<b>Alex Bedoya</b>	A1 Tri-City Taxi, Inc.	Yes

Person	Name of Agency or Organization:	32. If answered yes to question 31, please explain how.
	<u>Open-Ended Response</u>	<u>Open-Ended Response</u>
<b>Marcy Durbin</b>	People For People	We coordinate with other brokers in Washington State
<b>Dan Cryer</b>	The Arc of Tri-Cities	
<b>Gracie Sexton</b>	People For People	
<b>Denise Nicholas</b>	Reliance Medical Clinics, PLLC	
<b>Bill Barlow</b>	BFT	coordination meetings, staff to staff contacts
<b>Clay J. Smith</b>	Columbia Physical Therapy Inc	
<b>Sara Allington</b>	City of Kennewick Community Center	
<b>Ana Curtis</b>	Columbia Basin Veterans Opportunity Center	
<b>Alex Bedoya</b>	A1 Tri-City Taxi, Inc.	In order to arrange pick up and drop off times for all our customers we communicate via phone & e-mail with all agencies in our area. Some of them provide us with daily transportation manifests.

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Person	Name of Agency or Organization:	33. What, if anything, is constraining the provision of transportation services to those who require them?
	<u>Open-Ended Response</u>	<u>Open-Ended Response</u>
<b>Marcy Durbin</b>	People For People	Vehicle capacity for bariatric clients.
<b>Dan Cryer</b>	The Arc of Tri-Cities	
<b>Gracie Sexton</b>	People For People	
<b>Denise Nicholas</b>	Reliance Medical Clinics, PLLC	
<b>Bill Barlow</b>	BFT	finding high capacity corridors that contain the right mix of commercial, dense residential, institutional environment. No transit priority in traffic. Auto oriented design/mentality of the community.
<b>Clay J. Smith</b>	Columbia Physical Therapy Inc	
<b>Sara Allington</b>	City of Kennewick Community Center	
<b>Ana Curtis</b>	Columbia Basin Veterans Opportunity Center	A company vehicle.
<b>Alex Bedoya</b>	A1 Tri-City Taxi, Inc.	Our company has seen the direct impact that the cuts that Ben-Franklin Transit implemented starting on September 2017. Hundreds of people have been affected negatively by the reduction in service and the budget "cap" that they imposed for a service that was in high demand at the time--(Night Service--T-Plus)

Person	Name of Agency or Organization:	34. What would you improve to provide more/better transportation services?
	<u>Open-Ended Response</u>	<u>Open-Ended Response</u>
<b>Marcy Durbin</b>	People For People	
<b>Dan Cryer</b>	The Arc of Tri-Cities	We need to find some way to provide affordable transportation for the homeless and destitute.
<b>Gracie Sexton</b>	People For People	
<b>Denise Nicholas</b>	Reliance Medical Clinics, PLLC	
<b>Bill Barlow</b>	BFT	Continue the hard and long road toward respecting mass transit that carries more than one passenger per vehicle.
<b>Clay J. Smith</b>	Columbia Physical Therapy Inc	
<b>Sara Allington</b>	City of Kennewick Community Center	
<b>Ana Curtis</b>	Columbia Basin Veterans Opportunity Center	Having a company vehicle.
<b>Alex Bedoya</b>	A1 Tri-City Taxi, Inc.	We think that Ben-Franklin Transit needs to expand the budget for the Night Service to the levels that were in place prior to Sept/2017. We have many Dial-A-Ride customers that also call us because they can't schedule same day transportation. This is something that BFT could contract out.

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## Coordinated Public Transit-Human Services Transportation Plan

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### 2018 Coordinated Human Services Plan Service Provider Survey Questionnaire

#### I. Tell us about your agency or organization

1. Name of Agency or Organization:

2. Contact Information:

Staff Contact Name:

Phone Number:

Email Address:

Street Address:

Apt/Suite#:

City:

State:

Zip:

3. Does your agency/organization fund transportation services?

Yes/ No

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

Yes/ No

#### II. Transportation Sponsor Questions (Questions 5 & 6 for Sponsors Only- then skip to #18-end. Those that are direct providers skip to #7)

5. What type of transportation services does your agency/organization sponsor/fund?

Contract transportation services with another agency/organization

Provide transit tickets or passes to clientele

Provide taxi script/vouchers to clientele

Broker transportation services by volunteers with privately owned vehicles

Other (please specify)

6. If contracting with another agency/organization, which one(s) provide your services?

#### III. Overview of Services Provided (Questions for Direct Transportation Providers Q 7-17)

7. Please describe your service area. Use city boundaries and/or street names as borders where possible.

8. When do you provide transportation? (Start - End Times (Ex. 8 am - 4 pm))

#### **Start Time End Time**

Sunday:

Monday:

Tuesday:

Wednesday:

Thursday:

Friday:

9. What services to you provide? (please list monthly operating hours of service type provided)

Fixed Route

Deviated Fixed Route

Community-Based shuttles

Curb to Curb Paratransit

Door to Door Paratransit

Door through Door Paratransit

Medicaid Medical Transportation

Excursion Trips

#### IV. Capacity to Serve Customers

10. How many vehicles do you have?

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### Coordinated Public Transit-Human Services Transportation Plan

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- Number of Vehicles Number of Seats
- Organization Vehicles (and seats)
- Volunteer Vehicles (and seats)
- Accessible Vehicles (amount of accessible seating)
- Spare Vehicles
- 11. How many drivers do you have?
  - Paid
  - Volunteer
- 12. How many trip requests per month do you renegotiate, due to an inability to make the trip at the customer's originally requested time?
- 13. Referrals due to capacity constraints:
  - How many trip requests per month do you refer to other agencies/organization due to capacity constraints?
  - What other agencies/organizations do you refer riders to?
  - Do you assist with their travel planning when referring?
  - What other agencies/organizations refer riders to your agency/organization?
- 14. How many trip requests per month do you deny because of capacity constraints?

#### **V. Trip Reservations**

- 15. If you provide paratransit service, what percentage of your trips are shared rides?
- 16. Is your reservation system automated where you use computer generated manifests?

Yes/No

- 17. If yes, what application(s) do you use?

#### **VI. Ridership Information**

- 18. How many rides do you sponsor or provide? (Annual ridership by service)
  - Fixed Route
  - Deviated Fixed Route
  - Community-Based shuttles
  - Curb to Curb Paratransit
  - Door to Door Paratransit
  - Door through Door Paratransit
  - Medicaid Medical Transportation
  - Excursion Trips
- 19. How Many Riders (if any) are registered with your agency/organization?
- 20. Please classify your riders with respect to their ability to ride a fixed-route bus. (Approximate % of each classification):
  - No Difficulty Riding Fixed-Route
  - Non-ADA Eligible with Some Difficulty
  - ADA Eligible with Some Fixed Route Ability
  - ADA Eligible
  - Needs Assistance/Accompaniment
- 21. Please classify your riders with respect to the following. (Approximate %):
  - Seniors Not Disabled
  - Senior and Disabled
  - Developmentally Disabled
  - Other Disabled
  - Recovering Substance Abusers

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Life Sustaining Patients (e.g. kidney dialysis)  
Other

### **VII. Trips Made with Service**

22. Trip Purpose (Approximate %):

Medical  
Life Sustaining Medical (e.g. kidney dialysis)  
Work  
School  
Shopping Groceries Only  
Shopping Other  
Recreation  
Nutrition Programs  
Senior Center  
Religious  
Volunteer Activities  
Connect to Fixed Route Transit  
Field Trips

23. What are your top 5 destinations served?

Destination #1  
Destination #2  
Destination #3  
Destination #4  
Destination #5

### **VIII. New Riders**

24. Do you have eligibility requirements for riders using any of your services?

Yes /No

25. If yes, what is the eligibility certification process?

26. How do riders find out about your services?

27. How do you market your services?

### **IX. Budget**

Please tell us about your annual budget by providing the following:

28. Expenses:

Total Fixed-Route Operating Expenses  
Total Paratransit Operating Expenses  
Total Fixed-Route Capital Expenses  
Total Paratransit Capital Expenses

29. Revenues:

Fixed-Route Funding Source #1  
-Funding Level  
Fixed-Route Funding Source #2  
-Funding Level  
Fixed-Route Funding Source #3  
-Funding Level  
Fixed-Route Funding Source #4  
-Funding Level  
Paratransit Funding Source #1  
-Funding Level

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Paratransit Funding Source #2

-Funding Level

Paratransit Funding Source #3

-Funding Level

Paratransit Funding Source #4

-Funding Level

#### X. Other Questions

30. Do you coordinate with other service providers? If yes, how?

31. What, if anything, is constraining the provision of transportation services to those who require them?

32. What would you improve to provide more/better transportation services?

33. Do you have any other comments?