
Yakima Valley Conference of Governments
(YVCOG)

**Coordinated Public Transit
Human Services
Transportation Plan
2014
Yakima Valley Region**



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Introduction

The Yakima Valley Conference of Governments (YVCOG) Human Services Transportation Plan is a locally developed, coordinated public transit-human services transportation plan, the result of efforts to:

1. Obtain input representing public, private, and non-profit transportation and human services providers and participation by members of the public
2. Identify the transportation needs of individuals with disabilities, older adults, veterans, youth, and people with low-incomes.
3. Assess the existing transportation resources, needs and service gaps of Yakima County, Washington
4. Provide strategies for meeting identified local needs
5. Prioritize transportation services for funding and implementation
6. Maximize the utilization of resources while minimizing duplication of services
7. Ensure compliance with Federal transportation laws.

The Washington State Department of Transportation provided funding and guidance to the Regional and Metropolitan Transportation Planning Organizations (MPO/RTPO) to develop the Human Services Transportation Plan (HSTP or the Plan), which was implemented as follows:

- YVCOG is the lead agency for the Yakima County MPO/RTPO.
- Selected to serve as the Lead Agency for this effort, People For People facilitates the work of the Yakima County Special Needs Transportation Coalition in developing the HSTP, coordinating the assessment activities and preparing the draft plan on behalf of YVCOG
- The Yakima County Special Needs Transportation Coalition identifies and addresses transportation barriers for the special needs community with community service providers; thereby allowing the special needs community to access services, employment opportunities and daily activities. Yakima County Special Needs Coalition provides the framework for development of the Yakima County Coordinated Public Transit - Human Services Transportation Plan. The Yakima County Special Needs Transportation Coalition's goal has been:

*Improving transportation effectiveness and efficiency throughout
Yakima County by collaboration.*

The first version of the Plan was approved April 2007 and utilized for the Department of Transportation Consolidated Grant Program for 2007, 2009, and 2011. Plans must be updated every four years in order to receive funding for the next biennium.

This update of the Human Services Transportation Plan provides the most current information available about Yakima County, with the goal of identifying new transportation services implemented since the original Human Services Transportation Plan was written, as well as any changes in demographics, needs, gaps, barriers or resources.

Some of the changes since 2010 include: the addition of the Yakima-Ellensburg commuter service in 2011—a long-awaited resource for people commuting to Central Washington

University and other Ellensburg destinations. Needs that are not new, but are discussed in this edition due to an expanded focus, such as those of veterans wishing to travel out of Yakima County for hospitalization and other care at a Veteran’s Administration facility not available at the Yakima VA Clinic. Yakima Valley Technical Skills Center (YV Tech), located in Yakima, offers expanded courses for high school students from all Yakima County school districts as well as Kittitas County. Transportation is a challenge for YV Tech students. Agricultural workers continue to seek transportation to harvest crops within Yakima County and surrounding counties. Other needs continue as before due to factors that do not change, such as the geographical land area of Yakima County and the many needs of residents in unincorporated areas.

The YVCOG Human Services Transportation Plan describes the overall transportation needs for those who do not have their own form of transportation due to being low income, elderly, having a disability or youth. This edition places added emphasis on the special needs of veterans, who may be disabled, seniors, low-income, and/or facing their own unique challenges upon returning to civilian life, e.g., accessing VA Clinics for ongoing health care. The plan also describes the current transportation options available to them and how some needs are met, where other needs are still not addressed.

The Federal Transit Authority requires the establishment of local developed and coordinated Human Service Transportation Plans for special needs transportation programs. In addition, Washington State Department of Transportation Consolidated Grant program applicants are required to participate in the planning process with their local Regional Transportation Planning

Organization (RTPO) or Metropolitan Planning Organizations (MPO). These plans identify the transportation needs of individuals with disabilities, older adults, youth, veterans, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation. Washington Revised Code RCW 47.06B.012 defines “persons with special transportation needs.” A person with special transportation needs means those

persons, including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation.

Stakeholder Description

The Yakima County Special Needs Coalition is the planning committee that maintains the Human Services Transportation Plan. Regular meetings are held to ensure completion of established goals leading towards the completion of the Plan. Initial meetings confirmed representation on the committee of those agencies and individuals that represent the special needs populations served. This coalition created the distribution list for surveys, invitation list for community forums and determined the locations to conduct the community forums. The Yakima County Special Needs Coalition consisted of representation from the following agencies:



- Department of Social and Health Services
- Department of Social and Health Services, Department of Vocational Rehabilitation
- Yakima County
- Yakima Valley Conference of Governments
- Yakima Valley Office of Emergency Management
- Aging and Long Term Care, Southeast Washington
- Educational School District 105
- Washington State Department of Transportation
- People For People
- Department of Agriculture
- Yakima Valley Farmworkers Clinic
- Medstar Cabulance
- Yakama Nation Tribal Transit Program - Pahto Public Passage
- Yakima Transit
- Department of Services for the Blind
- Yakima Police Athletic League (YPAL)
- Wellness House
- North Star Lodge
- South Central Workforce Council
- WorkSource – Employment Security
- Yakima Specialities
- Catholic Family and Child Services
- EnTrust
- Yakima County Veterans Program
- Community Members

Methodology

Planning

Preparations for this update of the Plan began in September 2013 and continued through August 2014, during which time the following activities took place:

1. The Yakima County Special Needs Coalition identified its primary planning team and the stakeholders who would conduct outreach to people with disabilities, seniors, youth, veterans and low-income people
2. Research and networking to obtain or confirm current or updated contact information of stakeholders
3. The Yakima Valley Office of Emergency Management (OEM) provided a presentation to the Yakima County Special Needs Coalition meeting on evacuation of vulnerable populations and preparing for a disaster
4. Memorandum of Understanding (MOU) in place between the Yakima OEM and transportation providers were reviewed
5. Surveys and existing strategies to engage individuals with special needs were reviewed by the Yakima County Special Needs Coalition, paper and online surveys were

- developed
6. Paper surveys and email invitations for electronic surveys were distributed
 7. Outreach activities were planned and implemented, including community forums
 8. YVCOG MPO/RTPO approved the Intelligent Transportation Systems (ITS) Architecture Plan

People For People retained Organizing Answers, LLC to assist in oversight with updating the draft Plan, including: facilitating team planning meetings, data collection, data analysis and copy writing/editing.

Media

Local media provided an opportunity to share with the community the purpose of the HSTP, inform them of upcoming Community Forums and invite input regarding the transportation needs of people in the county. The Appendix includes copies of media related to the HSTP.

Data Collection

A variety of strategies were employed, including asking participants at the 2013 Central Washington State Fair about their transportation needs, English and Spanish language surveys, presentations and one-to-one visits, gathering input from service providers and drivers, as outlined below.

Reaching Special Needs Populations- with our Stakeholders

Special Needs Group/Service Providers	Outreach activity(ies) audience(s)	Type
Individuals with disabilities	AKTION – Harman Center	Presentation with QandA and survey
	Children’s Village	Surveys*
	DaVita Mt. Adams Kidney Center Health Fair	
	Yakima Valley Farm Workers Clinic – Behavioral Health	Surveys*
	Yakima County Special Needs Coalition	Monthly meetings
Agencies serving individuals with disabilities	Yakima Housing Authority	Surveys*
	Children’s Village	Presentation, Surveys to Providers for clients*
	Yakima Specialties	Surveys*
Seniors	Yakama Nation Area Agency on Aging Fair	Booth, surveys*
	Selah Civic Center	Forum*
	Yakima Valley Senior Expo	Booth, Surveys*
	Southeast Yakima Community Center	Presentation, QandA, surveys*
	Harman Senior Center	Forum, Surveys*
	Yakima Housing Authority	Surveys*
Agencies serving seniors	Aging and Long-Term Care	Provider Survey
	Southeast Yakima Community Center	Surveys and Forum

Veterans	Yakima Housing Authority	Surveys*
	Yakima County Veterans Coalition	Presentation, Surveys to Providers for clients*
	Army/Air National Guard Family Assistance Center	Surveys*
Agencies serving veterans	Yakima County Veterans Program	Provider Survey
Low-income people	Inspire Child Development Centers	Presentation to parent group, surveys*
	Northwest Community Action Center	Public forum, surveys*
	OIC of Washington	Surveys*
	Center for Community Health Promotion Health Fairs	Booth, surveys
	Yakama Nation Housing Authority Annual Housing Fair	Booth, surveys
	Yakama Nation Housing Fair	Booth, surveys*
Agencies serving low-income people	Citizens for a Safe Yakima Valley	Booth, provider surveys*
	Northwest Community Action Center	Provider Survey, surveys*
	OIC of Washington	Provider survey
Homeless	Yakima Union Gospel Mission	Surveys
	Generating Hope	Surveys
	Noah's Ark Homeless Shelter	Surveys
Youth	Barge Lincoln Elementary School Resource Fair	Booth and surveys*
	Yakima Valley Technical Skills Center	Provider Survey
	Yakima Valley System of Care	Surveys
	CDI Head Start Community Resource Fair Sunnyside	Booth and surveys*
Agencies serving youth	OIC of Washington – Youth Build	Surveys* and Provider survey
	Northwest Community Action Center	Surveys* and Provider survey
	DSHS-Children's Administration	Surveys* and Provider survey
	Yakima Valley Technical Skills Center (YV-TECH)	Surveys
	Yakima Police Activities League (Y-PAL)	Surveys* and Provider survey
Youth educators	Yakima Valley Community College Grandview	Forum and surveys*
	Education Service District 105	Surveys
Limited English Proficient	Nuestra Casa	Surveys*
Employment Providers	WorkSource Sunnyside	Forum, provider surveys and surveys*
	WorkSource Yakima	Provider Survey, surveys
	People For People	Surveys* Provider, Forum
	Northwest Community Action Center	Surveys* Provider, Forum
Medical Providers	Yakima Neighborhood Health Sunnyside	Presentation, one-to-one surveys*
	Memorial Hospital	Surveys
	Children's Village	Surveys
	NorthStar Lodge	Surveys
	Yakima Regional Medical and Cardiac Center	Surveys

Drug & Alcohol Treatment	Triumph Treatment	Surveys
Transportation Providers	Medstar drivers	Presentation, QandA, one-to-one feedback, surveys for riders*
	Yakima Transit drivers	Presentation, one-to-one feedback, surveys for riders*
	People For People drivers	Presentation, QandA, one-to-one feedback, surveys for riders*
Riders	Community Connector and Para-transit Drivers	Surveys handed out*
Government entities	Municipalities	Provider survey
Out-of-boundary or jurisdictional overlap/partners	Ellensburg-Yakima Commuter Ben Franklin Transit	Provider survey

*Indicates Spanish speaking population.

Surveys

Surveys were developed in English and Spanish, and distributed through individual service providers. 381 English and 30 Spanish surveys were returned and compiled to identify: transportation needs, points of origin and destination, transportation resources used, and identification of the unmet transportation needs. These surveys provided insight into the individual's transportation needs, as well as assisting the service providers in determining how best to meet these needs through their services. A separate survey was distributed to agencies that serve people with special needs. This survey asked the agency to describe the transportation needs of those they serve, current services used, and the unmet needs. Twenty agencies responded to the survey.

Community Forums

Community forums were held throughout Yakima County as a way for the public to share their input. Advertising for the Community Forums was conducted through the print and social media and electronic mailings to agencies and businesses that provide services to people with special needs. Each mailing contained a flyer on the Community Forum, client surveys and an agency survey. Spanish translation was available at the community forums. Meetings generally lasted one hour with an agenda including the purpose of the HSTP, a presentation by current transportation service providers regarding existing services and then concluded with those in attendance providing their input on origins, destinations, unmet needs and current services used. Locations for the community forums included senior centers, homeless shelters, community centers and community colleges.

Community Forums were held in the following locations:

- Yakima – Harman Center
- Yakima – Southeast Community Center
- Selah – Selah Civic Center
- Toppenish – Northwest Community Action Center
- Sunnyside – WorkSource

- Grandview - YVCC

Meetings of Service Providers also proved to be a venue for distributing the information regarding the HSTP. Presentations were made to the following:

- Mid-Valley Providers Consortium
- Yakima Homeless Network
- DSHS staff in Yakima
- Central Washington Veterans Task Force
- Kittitas County Family Service Providers Coalition
- Safe Yakima Valley

Statistical Data Analysis

To quantify the number of people with Special Needs throughout Yakima County, a number of data sources were utilized. The U.S. Census proved valuable when calculating the number of people who are low income, have a disability, are age of 18 or younger and 65 years of age or older. Other sources included the Washington State Department of Health, Office of Financial Management, Office of Superintendent of Public Instruction, Yakima County Veterans Program, and Department of Social and Health Services.

General definitions of people with special needs include the following:

- Low Income: The official poverty measurement has two components - poverty threshold (income levels) and the person's income that is compared with these thresholds. If a person's total income is less than the threshold, the person is considered poor. The poverty thresholds are not adjusted for regional, state or local variation in the cost of living.
- Elderly: People 65 years of age or older
- Youth: People age 18 years or younger
- Person with Disability: The restriction in participation that results from a lack of fit between the individual's functional limitations and the characteristics of the physical and social environment
- Veterans: People who have served in active military duty as a member in a branch of the armed forces of the United States

Special efforts to engage

Community forums were hosted throughout Yakima County and a variety of additional strategies were utilized to reach special needs populations:

- a. Special one-to-one opportunities for feedback for populations that either: are low-income, disabled, seniors, veterans, Limited English Proficient, youth, unable to read or write, lack access to media and/or a computer. As an example, People For People staff member engaged clients in English and Spanish to help them complete the survey in the waiting room of Yakima Neighborhood Health Services.
- b. An in-person, Spanish-speaking staff person to walk attendees through the survey questions during forums and presentations
- c. Social Service providers, from those offering employment and training, to at-risk youth programs to parents of migrant Head Start children and housing providers distributed the surveys in English and Spanish to their low-income, limited English proficient (LEP), senior, veteran, disabled and youth clients

- d. Presentations, face-to-face meetings, telephone calls, paper surveys and an online version gave providers of services to the special needs populations additional opportunities to share their insights
- e. An in-person Question and Answer group format for transportation providers' drivers
- f. Greater Columbia 2-1-1 staff engaged clients over the phone to complete the survey, and took down their responses (English/Spanish).
- g. People For People's senior nutrition staff distributed surveys in Naches, Yakima, Selah, Union Gap, Sunnyside, and Grandview.
- h. Employment and training staff at WorkSource had clients complete a survey at their intake appointment (English/Spanish).
- i. Transportation drivers for special needs populations would hand out surveys (English/Spanish)
- j. Yakima Housing Authority distributed paper surveys as a statement stuffer in English/Spanish to its clients, which included low income, seniors, veterans, Limited English Proficient people and individuals with disabilities.

Each method was designed to inform the special needs population about the HSTP and to gather information about the transportation resources and needs of Yakima County residents.

Results

Survey data, notes from forums, comments from special needs populations, as well as existing resources, and recent changes (subtractions or additions in service) were evaluated to identify transportation gaps, duplication of service, or needs for more coordination amongst providers. A draft of the plan was presented to the Yakima County Special Needs Coalition for review and input at their July meeting.

This provided an opportunity for the Yakima County Special Needs Coalition to identify strategies to meet public transportation needs and prioritization of project ranking.

The draft 2014 Yakima County Human Services Transportation Plan was presented at the August 18, 2014 meeting of the YVCOG. The final plan was approved at the September 15, 2014 YVCOG RTPO Executive Committee Meeting.

Yakima Valley Region Summary

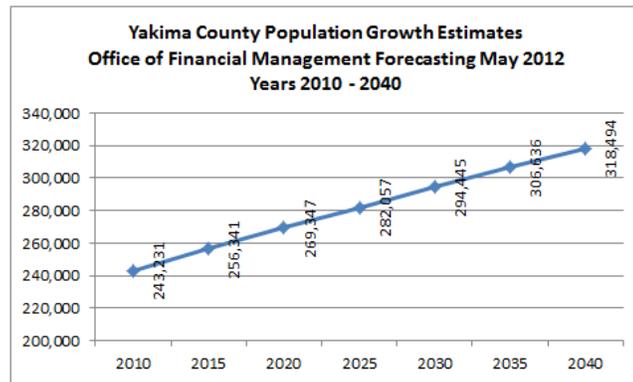
Planning Area

Yakima County, the second largest county in Washington State in terms of land area, is located east of the Cascade Mountain range in South Central Washington, with a geographic area of 4,295 square miles, or approximately 2.75 million acres. For perspective, the entire state of Delaware and two (2) areas the size of Rhode Island would ALL fit into Yakima County at once. Yakima County has a population density of 56.6 persons per square mile



compared to King County, which has a population density of 937 people per square mile.¹ The scattered population and geographically spread-out nature of the county contributes many transportation challenges for special needs residents and for those organizations attempting to serve them.

Three entities own more than 1.7 million (63.4%) of the total acres of Yakima County; the Yakama Nation (1,074,174); the U.S. Forest Service (503,726) and the Yakima Training Center Joint Base Lewis-McChord Military Reservation (165,787). The city of Yakima, the tenth largest city in the state, contains more than 35% of the population (93,080). 90% of the state’s population is within a 3-hour drive from Yakima.² The Washington State Office of Financial Management estimates total county population at 248,800 with 34.3% of residents living in unincorporated areas with the remainder living in fourteen incorporated cities and towns.³ In Yakima County, Yakima is the largest city with a population of 93,080 and 37.4% of the total. In addition to its permanent resident base, the county has a large seasonal population related to the agricultural industry. This temporary population has been estimated at up to 50,000 during peak activity.²



The OFM population estimates for 2014 rank Sunnyside and Grandview as the second and third largest cities, with 16,230 and 11,170 residents respectively. The remaining cities and towns in the county vary widely in population ranging from 8,955 residents in Toppenish to 645 people in Harrah.

Population by City Yakima County Cities as of April 2014 Office of Financial Management			
City	Population	City	Population
Grandview	11,170	Sunnyside	16,230
Granger	3,495	Tieton	1,255
Harrah	645	Toppenish	8,955
Mabton	2,310	Union Gap	6,140
Moxee	3,720	Wapato	5,040
Naches	815	Yakima	93,080
Selah	7,395	Zillah	3,140
Unincorporated Areas: 85,410			

There are two distinct areas of Yakima County. Union Gap is the common dividing point that separates northern Yakima County from southern Yakima County. The southern portion of Yakima County is less densely populated with hundreds of acres of orchards, vineyards, hops, and row crops and residents living in small towns and communities.

Yakima County is also home to the Confederated Tribes and Bands of the Yakama Nation. In 2010-2012, Yakama Nation Reservation and Off-Reservation Trust Land had a total population of 31,000. Of those reporting one race alone, 26% were American Indian and Alaska Native; 64% were White; 1% were Asian; and less than 0.5% were African American or Native Hawaiian or

¹Office of Financial Management Data, April 1, 2014

² Yakima County Development Association website, “Yakima County Profile,” accessed July 2014.

³ Office of Financial Management, Population of Cities, Towns and counties, 2014.

Other Pacific Islander; and 9% reported Some Other Race; 4% reported Two or More Races, while 52% indicated they were of Hispanic origin. Among those at least 5 years old, 48% spoke a language other than English at home. Of those speaking a language other than English at home, 94% spoke Spanish and 6% another language. Of the 31,000 population, more than 1/3 was under age 18, and 9% of the population was age 65 and over. ⁴

The Yakama Reservation is primarily agricultural with range and grazing land in the foothills and timbered forests to the south and west. Roughly 10,000 people were enrolled members of the Yakama Nation as of 2011, according to Columbia River Inter-Tribal Fish Commission.⁵

Northern Yakima County consists of a mix of urban and rural. With Union Gap as the division, the city of Yakima is the most populated city and is the county seat. North of Yakima the county becomes greener and less densely populated with the towns of Selah, Naches, and Tieton. The Yakima County region continues to experience substantial growth. The Office of Financial Management estimates the county's population will reach over 318,000 residents by the year 2040.⁶

Demographics

The population that is most likely to have unmet transportation needs includes persons with disabilities, older adults, youth, veterans and individuals with limited incomes. Within Yakima County a significant percentage of individuals fall into one or more of the categories.

- 22.2 percent has a disability (5 years of age and older)⁷
- 11.6 percent is 65 years of age and older⁸
- 30.4 percent is under 18 years of age⁹
- 22.3 percent of individuals has incomes that fall below poverty level¹⁰
- 6 percent of total population are veterans¹¹

Persons with a Disability

The 2000 U.S. Census identified 44,663 individuals as having a disability in Yakima County. Individuals were defined as having a disability if one or more of the following conditions were true:

- They were aged 5 or older and responded “yes” to having a sensory, physical, mental, or self-care disability.
- They were aged 16 years and older and responded “yes” to having a disability affecting their ability to go outside the home.
- They were between the ages of 16 and 64 and responded “yes” to having a disability that limited their ability to work.

⁴ US Census, Population and Housing Narrative Profile 2010-2012, American Community Survey 3-Year Estimates, Yakama Nation Reservation and Off-Reservation Trust Land, WA

⁵ Columbia River Inter-Tribal Fish Commission, <http://www.critfc.org>. Retrieved on 9/5/2014.

⁶ Washington State Office of Financial Management, 2014.

⁷ U.S. Census Bureau, 2000 Census.

⁸ U.S. Census Bureau, 2010 Census.

⁹ U.S. Census Bureau, 2010 Census.

¹⁰ American Community Survey, Poverty Index, 2008-2012.

¹¹ American Community Survey, Veterans Index, 2008-2012.

The 2000 U.S. Census identified that Yakima County’s proportion of people with disabilities was 22.2%, exceeding the state average of 18.2%. The areas with the highest concentration of disabled persons were Harrah (30.5%), Union Gap (30.1%), Toppenish (28.8%) and Yakima (24.9%). In each instance, the elderly represent the largest age group with reported disabilities.

According to the US Census Population and Housing Narrative Profile 2010-12 (American Community Survey 3-Year Estimates and the 1-Year Estimates for 2012 – see table below), among Yakima County’s civilian non-institutionalized population, 12% reported a disability. The likelihood of having a disability varied by age—from 3% of people under age 18, to 10% of the people age 18-64, and over 40% of those aged 65 and over.

2012 American Community Survey Disability Characteristics, Yakima County						
Age	Hearing	Vision	Cognitive	Ambulatory	Self-Care	Total
5 to 17	1.1%	0.4%	1.9%	0.2%	0.1%	3.5%
18 to 64	2.2%	1.4%	4.3%	5.1%	1.8%	10.0%
65 and over	18.8%	7.8%	9.7%	28.9%	8.0	40.4%
TOTALS:	22.1%	9.6%	15.9%	34.2%	9.9%	53.9%

In 2008, the American Community Survey (ACS) changed the way it asks about disability. Because of the conceptual differences between the 2007 and 2008 ACS disability questions, the Census Bureau does not encourage data users to make comparisons between the 2008 disability estimates and prior ACS disability estimates (such as those used in the previous HSTP).¹² Of people aged 18 to 64, 2.7% are estimated to have an independent living difficulty, while 14.8% of the population 65 and over is estimated to have an independent living difficulty.

Yakima County’s proportion of people with disabilities is slightly lower than the US and Washington State’s (11.4% compared to 12.2% and 12%, respectively). In the Yakama Nation Reservation and Off-Reservation Trust Land, among the civilian non-institutionalized population in 2010-2012, 10% reported a disability. The likelihood of having a disability varied by age—from 3% of the people under age 18 to 10% of the people 18-64 years old, to 40% of those age 65 and older.¹³ Of the 14,617 civilian veterans age 18 and over, 2008-2012 American Community Survey estimates 12,304 have no service-connected disability rating; 2,313 have a service-connected disability rating.

Older Adults

Residents 65 years of age and older represent 11.6%¹⁴ of the county’s population, matching the state average, and in comparison to the elder population on the Yakama Reservation and Off-Reservation Trust Land, which was 9% in 2010-12.¹⁵ Yakima County is home to more than 28,000

¹² Brault, Matthew W., “Review of Changes to the Measurement of Disability in the 2008 American Community Survey,” September 22, 2009; pp. 2 and 12.

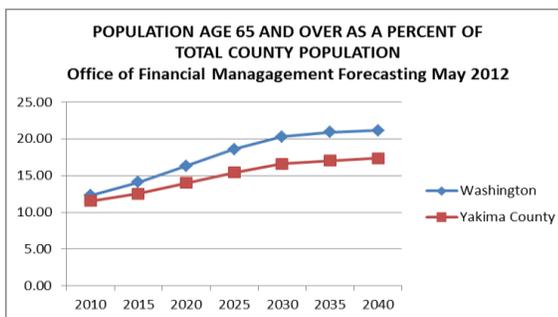
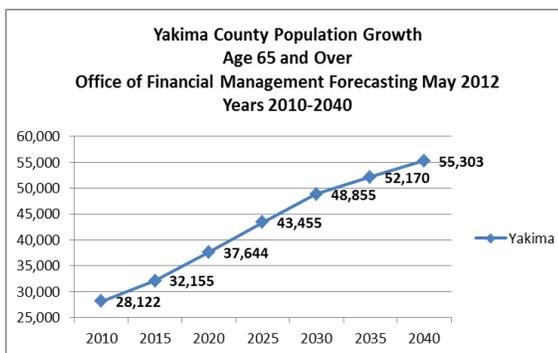
¹³ US Census Population and Housing Narrative Profile: 2010-2012, American Community Survey 3-year estimates.

¹⁴ U.S. Census Bureau, 2010 Census.

¹⁵ US Census Population and Housing Narrative Profile: 2010-2012, American Community Survey 3-year estimates.

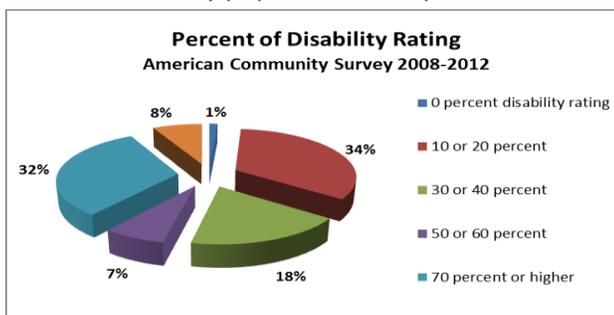
seniors.¹⁶ The city of Yakima has the highest percentage of senior citizens at 14.0%, followed closely by Zillah (13.7%), and Union Gap (13.3%).¹⁷

As the region’s population continues to grow, so does the number of elder citizens within the population, representing the last of the aging Baby Boomers. With a projected county population exceeding 318,000 in the year 2040, the senior population is projected to surpass 55,000.¹⁸ Additionally, Yakima County is becoming appealing to people from other parts of the state and out of the area as a place to retire. Yakima has much to offer -- sunshine, dry weather, many golf courses, wineries, and a lower cost of living. Some Central Washington communities have begun developing housing and recreational facilities to appeal to retirees for whom Yakima’s comparatively lower housing prices are particularly attractive. Unfortunately, advancing years often bring increased needs for medical care, personal assistance, and reduced income at the same time that the ability to self-transport decreases.



Veterans

The age, experiences, disabilities, and exposure to hazards varies widely among veterans and makes it difficult to summarize their needs. According to the US Census American Community Survey 5-Year Estimates, 66% of veterans nationally are age 55 and older; 35% of veterans served in Vietnam. Just over 26% of veterans nationally are estimated to be Gulf War veterans. According to the Yakima County Veterans Program, Yakima County is home to approximately 14,617 veterans, accounting for about 6% of the total county population, many of whom are senior citizens or disabled. According to the 2008-2012 American Community Survey 5-Year Estimates, 780 Yakima County Veterans have a service-connected disability rating of 10 to 20%; 735 Yakima County veterans have a service-connected disability rating of 70% or higher; and 426 veterans have a disability rating of 30 to 40%.



¹⁶ U.S. Census Bureau, 2010 Census.

¹⁷ U.S. Census Bureau, 2010 Census.

¹⁸ Office of Financial Management, State of Washington, Population Estimates & Forecasts. 2007.

Youth

There are 74,038 youth (age eighteen and under) in Yakima County, 30.4% of the county's population. 24% of the households with youth under eighteen years of age are identified as a household described as "female head of household".¹⁹ There are 17% of the total households with children live in high poverty neighborhoods as compared to the state average of 8.7%.²⁰

The 2012-2013 school district enrollments for Yakima County were 51,719 students, ranging from 599 students in the Union Gap School District to 15,186 students in the Yakima School District. Yakima County's school districts have a high percentage of students that qualify for free or reduced lunch. Yakima School District reports 83.7% of students are eligible, Mabton (100%), Mt. Adams (98.9%), Wapato (96.1%) Toppenish School District (95.7%), and Granger School District (91.8%)²¹. Highly dependent on a thriving agricultural industry, Yakima County is home to a large migrant and seasonal farm worker labor pool. This contributes to Yakima County with the highest enrollment of migrant students in the state (6,974)²². Migrant families are challenged with low-pay, non-standard work hours, relocating to new areas, and living in rural locations with limited access to health care and social services.

¹⁹ U.S. Census Bureau, 2010 Census.

²⁰ U.S. Bureau of the Census, American Fact Finder, 2008-2012 American Community Survey 5 Year Estimates.

²¹ Office of Superintendent of Public Instruction. (2012-2013)

²² Office of Superintendent of Public Instruction. (2012-2013)

Youth Data – Yakima County 2012-2013

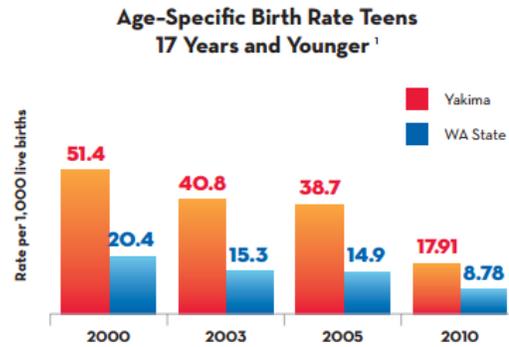
Sources: Office of Superintendent of Public Instruction (WA State Report Card), 2012-2013;

Location by School District	Student Enrollment	Free or Reduced lunch	Special Education	Drop-Out 2009-2010	Transitional Bilingual	Percent Migrant
Yakima County						
Toppenish	3,836	95.7%	13.6%	7.5%	27.8%	17.2%
Granger	1,496	91.8%	11.8%	4.1%	36.2%	16.7%
Wapato	3,426	96.1%	12.5%	6.4%	25.2%	26.1%
Mabton	899	100%	11.6%	9.3%	38.9%	15%
Mt. Adams	985	98.9%	16%	10.6%	14.3%	0%
Sunnyside	6,493	81.1%	13.2%	5.9%	32.1%	17.2%
Grandview	3,453	80.7%	11.4%	7.8%	31.7%	15.1%
Yakima	15,186	83.7%	13.8%	7.1%	30.5%	18.3%
Highland	1,246	75.9%	11.9%	2.5%	22.6%	18.9%
Union Gap	599	79.3%	12.4%	*	27.4%	8.0%
Zillah	1,322	55.4%	11.6%	1.2%	9.7%	6.1%
East Valley	3,000	55.5%	13.4%	3.1%	10.8%	6.0%
Selah	3,459	47.3%	14.8%	3.3%	6.1%	0.0%
West Valley	4,929	43.2 %	13.0%	3.7%	6.8%	1.6%
Naches	1,390	44.5%	10.0%	3.3%	4.7%	0.0%
TOTAL	51,719					
* Union Gap School District is K-8						

Low-income youth, migrant students, and teen parents represent a significant population that needs transportation resources. With the high percentage of students that qualify for free or reduced lunch, there are high risk factors for Yakima County youth. According to the KIDS COUNT data center, of the 39 Washington counties, Yakima ranked second for highest teen birth rate in 2012. The county's birth rate for women aged 15-19 was 61 per 1,000 births, compared to 23 per 1,000 for Washington State.²³ In addition, Yakima Valley Memorial Hospital Family of Services Community Needs Assessment of 2013 indicates that age-specific birth rate amongst teens 17 years and younger is declining.

²³ Center for Health Statistics, Washington State Dept. of Health, as retrieved by KIDS COUNT on July 22, 2014.

Since 1997, there has been a slow downward trend in teens giving birth. In Yakima County, however, teen birth rates consistently remain more than double Washington State's rates.



Youth in Foster Care

Youth within the Foster Care system also have transportation challenges. Their care may include a need for transportation for social service appointments, visits with family and after school activities.

Children in Foster Care Placement			
Location	2007	2008	2009
Washington	10,980	10,571	10,135
Yakima County	704	670	688

<http://datacenter.kidscount.org/data/tables/5223-children-in-foster-care-placement?loc=49#detailed/5/6947-6985/false/38,35,18/any/11702,11703>

Homeless Youth

The McKinney-Vento Assistance Act is a federal law that guarantees all children and youth the right to an equal education, even if their situation lacks an adequate nighttime residence.²⁴ The Act was reauthorized in January 2002 to provide advocacy and other services for youth, one service being transportation to allow the students to attend their school of origin. The school district must eliminate the lack of transportation as a barrier for the Homeless Youth²⁵ to attend school. Safe and appropriate transportation can be provided in the form of school district transportation, public transportation, gas vouchers, or mileage reimbursement. Through education and advocacy, there has been an increase in transportation for homeless youth throughout Yakima County.

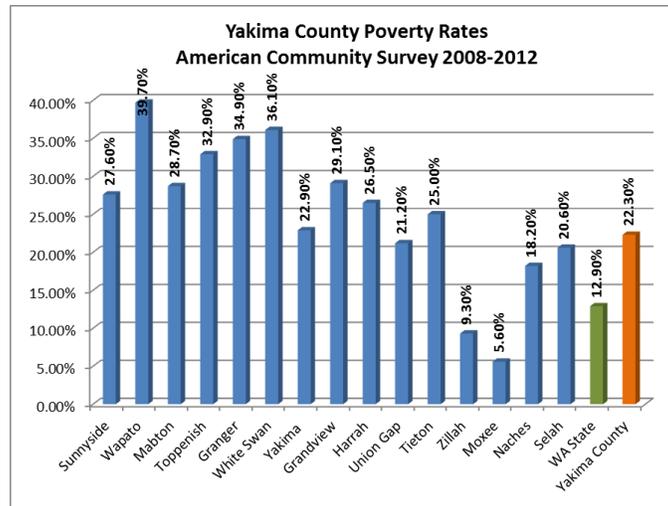
In summary, the youth population within Yakima County has high needs that are evidenced by the high number of youth that qualify for free or reduced lunch, are categorized being transitional bilingual, migrant or special education. Youth living in poverty, migrant youth, and teen parents represent a significant population that needs transportation resources.

²⁴ *The Most Frequently Asked Questions on the Education Rights of Children and Youth in Homeless Situations*, 11/09, National Association for the Education of Homeless Children and Youth.

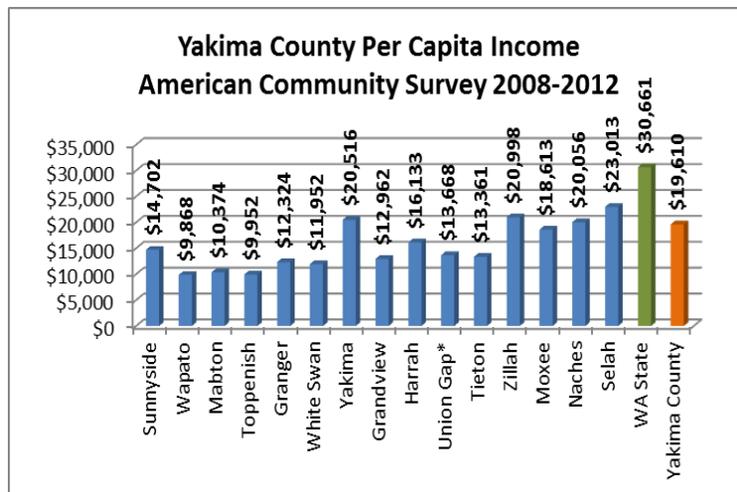
²⁵ Children covered under the McKinney-Vento Act include those who share the housing of others due to a loss of housing, economic hardship or similar reason; living in domestic violence, emergency or transitional shelters; live in locations such as motels due to a lack of alternative accommodations; are awaiting foster care placement; live in a place not designed for sleeping; live in cars, parks, abandoned buildings, etc.

Low Income

“Low income” is defined using official poverty measurements comparing the person or family’s income to the federal poverty threshold. This leads to the assumption that the person or family does not have the economic means to afford basic human needs. Yakima County has poverty rates that have been among the highest in the state for several decades. The 2008-2012 American Community Survey reported the state average poverty rate at 12.90% and the poverty rate for Yakima County at 22.3%; with some cities exceeding 39% (see Table)²⁶.



The per capita income is defined as the average obtained by dividing aggregate income by total population of an area. Yakima County’s per capita income is 36% less than Washington State. Per capita income within cities range from Selah (\$23,013) to Wapato (\$9,868), which is approximately half the county average.



²⁶ American Community Survey, Poverty Index, 2008-2012.

Use of Department of Social and Health Services (DSHS) services and assistance is another indicator of low-income status.²⁷ According to DSHS, for the 2011-2012 program year, Yakima County had the highest DSHS usage of any county in the state at 52.1%.²⁸ The state average in the same year was 33.1%. 122,098 county residents used DSHS services at a cost of \$460,973,049. The highest usage rates were in medical assistance and economic services respectively. More than 122,000 Yakima County residents received some medical service through DSHS.

Unemployment rates are an indicator of an individual's self-sufficiency. People are counted as unemployed if they are without a job, available for work, and have made recent efforts to locate employment. For Washington, the unemployment rate between May of 2013 and May 2014 decreased from 6.9 to 6.1 percent, an eight-tenths percentage point decline. The May 2014 unemployment rate of 8.6 percent (not seasonally adjusted) in the Yakima MSA decreased eight-tenths of a percentage point from the 9.4-percent reading in May 2013. Countywide, the number of unemployed residents declined from 11,520 in May 2013 to 10,330 in May 2014. Between May of 2013 and 2014, the local nonfarm market registered a 0.6 percent and 500 job upturn as employers provided 80,400 jobs in May 2014 and 79,900 in the corresponding month one-year prior. In comparison to the state, Yakima County's job growth rates have consistently been less robust than the job growth rates statewide.

“Transportation helps our clients become self-sufficient, breaks the poverty cycle and help the clients get off public assistance”
--Case Manager

Highly dependent on a thriving agricultural industry, the Yakima County region is home to a large migrant and seasonal farmworker labor pool. According to the Washington State Employment Security Department's 2012 Agricultural Workforce in Washington State Report, agriculture, a key component of Washington State's economy, produced a monthly average of more than 88,000 jobs in 2012, almost half of which were seasonal. Yakima County alone produced more than a quarter of these—26.7% of the State's total monthly agricultural workforce.

Agricultural workers are usually immigrants from Latin American countries that speak little or no English, have limited education, and work in the fields and orchards for low wages and no benefits. Yakima County has the highest population of Migrant/Seasonal Farm Workers (MSFW) in Washington State, an estimated 52,476 individuals. When family members are included in the population, Yakima has a total of 81,175 workers and family members. Traditionally, MSFW will face lay-offs during the winter months leading to higher unemployment and poverty rates.²⁹ Because most farms and orchards in Yakima County lie outside the Yakima City limits, where access to public transportation is limited, workers moving from farm to farm must find alternative types of transportation to get to work sites. Many use their own vehicles or carpool; because of low wages many not only have automobiles in poor working condition but are also hardest hit by high fuel rates.

²⁷ DSHS services include, as examples, child abuse reporting, alcohol prevention, senior services, food assistance, economic services, housing, and medical services.

²⁸ Department of Social and Health Services, Washington State

²⁹ Larson, Alice C., Migrant and Seasonal Farmworker Enumeration Profiles Study

The fresh fruit crops, especially apples, significantly affect the agricultural infrastructure of the state. The cherry crop has a significant impact on state agriculture since the harvest period is concentrated in such a short time period. The volume of the apple harvest over the harvest season is the major factor affecting longer-term seasonal employment. The pear harvest is important as a bridge in labor demand from the tapering off of the cherry harvest to the full surge in labor demand for the apple harvest. Hence, the “job site” for a single worker or group of workers may be a cherry orchard in Wenatchee in July, a pear orchard in August, and an apple orchard in Yakima in October.

According to the *EASTERN WASHINGTON AGRICULTURAL VANPOOL PILOT PROJECT PLANNING SUMMARY* conducted in July 2013 by People For People, of **660 worker interest surveys** from agricultural workers living in thirteen cities along the I-82 corridor and **35** local growers, the following data was gathered regarding implementation of vanpools to serve agricultural workers:

AGRICULTURAL WORKERS:

- More than 35% of agricultural workers reported they had quit or lost a job due to lack of transportation and over 80% of agricultural workers surveyed stated they would be willing to pay a small fee for daily transportation.
- Almost 100% of workers surveyed reported working Monday through Friday. About 90% reported working on Saturdays and almost 40% reported working seven days per week. These results differed from grower surveys which reported that 75% of their workers are employed seven days per week. However, the workers surveyed in the Yakima Valley may be employed by a grower who was not surveyed. Either way, the need for an operating vanpool seven days per week is supported by data.
- The majority of workers begin their day between 5 AM and 6 AM. However, about 8% start before 5 AM and about 13% at 7 AM. This revealed a unique set of challenges regarding the scheduling of routes that would be able to accommodate workers employed at a variety of grower locations.
- Almost 100% of workers surveyed report working June through September. As few as 20% report working in winter months such as November, December and January. This data suggests that the majority of agricultural workers are seasonal employees and may migrate to follow crops and workload. According to outreach staff, the majority of workers who are employed in winter non-harvest months’ work at packing houses or other fruit warehouses as opposed to in the fields. The migrating agricultural worker population clearly requires a unique set of circumstances and schedules to make a vanpool convenient for them.
- The majority of workers reported they currently drove their own vehicle and would continue to do so if no vanpool system were implemented, or if the daily fee was unreasonable. The second most common response was receiving a ride from a friend, family member or co-worker. Some workers reported they were already part of a carpool system, but would prefer to participate in a formal agricultural vanpool system. Sadly, a small percentage of workers reported walking to work if they could not find



transportation.

- Of the 660 Agricultural Worker Interest Surveys collected, only 18% would be willing to become a volunteer van driver.

GROWER RESULTS:

- Over 35% of growers reported their workers had no concrete schedule for end of day times. Depending on crop, weather and workload, time may vary from 2 PM to 8 PM.
- Almost 80% of growers reported a shortage of workers in past harvest seasons. Over 75% believed it was due to lack of transportation to and from work.
- Growers were asked if they believed a vanpool system would benefit them. An overwhelming 94% responded that they believed having a vanpool system would benefit their business by allowing their workers to have a safe, reliable mode of transportation to and from work. By providing transportation, workers are less likely to experience difficulties with daily transportation and may reduce worker shortage for growers.
- Some growers were willing to pay a portion of their workers’ daily fare to participate in the vanpool.

While each one million dollars of agricultural output directly generates 17.79 jobs, they are not high paying jobs, and they are not year-round jobs. Workers in all agricultural industries earned an average of \$14.14 per hour before taxes in 2012. However, half of all agricultural workers earned \$13.38 or less per hour, the median hourly before-tax earnings rate. The highest average hourly earnings are for wheat workers, at \$16.17 per hour, followed by potato workers at \$16.12 per hour. Apple workers, the lowest paid workers, earned \$12.65 per hour in 2012 while non-apple tree fruit workers earned \$13.17. Note that half of all non-apple tree fruit workers earned \$13.86 or more per hour, in contrast to apple workers, half of whom earned \$12.70 or more per hour.

Limited English Proficiency

According to the American Community Survey 2008-2012, 5 Year Estimates, 18.2% of the Washington State population of individuals over the age of five speaks a language other than English at home. Of these 18.2%, there are 43.5% of individuals who speak English less than very well. There is a larger number of individuals that live in Yakima County, at 39.2%, that speak a language other than English where 48.5% of the population speak English less than very well. See the table below.

Limited English Proficient Statistics	Yakima County	Washington	Yakima County	Washington
	<i>Total</i>	<i>Total</i>	<i>Speak English less than "very well"</i>	<i>Speak English less than "very well"</i>
Speak a language other than English	39.2%	18.2%	48.50%	43.50%
Spanish or Spanish Creole	37.3%	8.0%	49.3%	45.8%
Other Indo-European languages	0.8%	3.7%	24.7%	33.2%
Asian and Pacific Island languages	0.7%	5.5%	47.7%	47.4%
Other languages	0.4%	90.0%	26.6%	40.7%

Homeless Population

Homeless individuals are another population within the county that commonly lacks transportation services. Yakima County conducts a Point-In-Time survey to determine the number of people who fall into the homeless category. In 2014, the Point In-Time survey captured the top four reported causes of homelessness to include unable to pay rent/mortgage, job loss, family crisis and alcohol/drug abuse. As part of the Point-In-Time survey the interviewers asked the individuals to share the top overall services that they require. Not only is “transportation” the most requested resource, but the other prioritized services (job training, health care, education, etc.) require transportation in order to meet this need (See table below).

Need	2013	2014
Job Training/Placement	246	166
Transportation	252	215
Food	166	171
Health Care	199	169
Education	217	130
Dental	150	165
Clothes/Blankets	131	113
Education	122	130

*Point In-Time Wrap Up Report, 2014. Homeless Network of Yakima County.

Common Origins

The common points of origin were identified through Community Transportation Forums, Transportation Surveys, and Service Provider Surveys. The US Census has identified where people of special needs are located throughout Yakima County. The Appendix includes the survey indicating the location of these populations.

Overall, people with special needs living within Yakima County have common origins that include:

- Rural locations at individual residences in smaller towns and communities that are miles from service locations.
- Low-income housing, senior housing, veteran’s housing, disabled housing, tribal housing, migrant seasonal farm worker housing, correctional facilities, homeless shelters, assisted living, and nursing homes all located across the county

The special needs population is distributed throughout Yakima County. According to the 2014 Yakima County Regional Profile from the Yakima County Development Association, 34.4% of the entire population resides in unincorporated areas of the region; the rural locations require individualized transportation services. The residents that live in unincorporated areas and smaller towns need transportation to access social services, health care, employment, education, recreation, worship, and legal services that are located in the larger cities. Service providers surveyed ranked common origins of their clients in this order: Yakima, Moxee, Selah, Tieton, Union Gap, Naches, Sunnyside, Tappico, Toppenish and Wapato, although it should be noted that the majority of providers completing this question identified the City of Yakima as the location of their main offices, and not surprisingly, there were few providers from southern Yakima County.

Within the cities there are some common points of origin such as, subsidized housing units, correctional facilities, homeless shelters, assisted living, and long-term care facilities. According to the Washington State Department of Social and Health Services, within Yakima County there are 13 nursing homes, 43 adult family homes, and 21 boarding homes/assisted living. Six nursing homes, thirty-eight adult family homes, and sixteen assisted living facilities are located in the city of Yakima. There is one nursing home in each of the following communities: Grandview Sunnyside, Toppenish, Union Gap and Wapato. There are two adult family homes in Wapato, one in Selah, and one in Moxee. There are two assisted living facilities in Sunnyside, one in Grandview, Selah and Glead.

Homeless shelters are also a point of origin within Yakima County. The 2014 Point in Time survey allows service agencies and local government agencies to spot trends in homelessness and evaluate the success of existing programs. At the beginning of January 2014, the Point in Time survey identified that there are 785 individuals who were considered homeless that varied from 0 years to over 65 years of age. The following table identifies the location of the homeless population in Yakima County.

Location	2013	2014	% Change
Temporarily Living with Family or Friends	204	84	-59%
Emergency Shelter	262	220	-16%
Transitional Housing	251	266	6%
Permanent Supportive Housing	135	168	24%
Vehicle	16	20	25%
Outdoors	28	26	-7%
Abandoned Building	3	1	-66%
Total	899	785	

*Point In-Time Wrap Up Report, 2014. Homeless Network of Yakima County.

The Yakima County Jail and the Juvenile Justice facility are located in the city of Yakima, and transportation is needed for individuals when they are released to return to their communities. There is the same need for the rural communities of Toppenish, Wapato, and Sunnyside to have transportation available for released prisoners to return to their communities.

Common Destinations

Respondents were asked in the Yakima County Human Service Transportation Survey to identify up to five destinations of where they needed transportation services. An analysis of the destinations named by survey respondents showed that the top reasons for needing transportation were to access:

- Healthcare (53.87%)
- Food/clothing shopping (36.61%)
- DSHS/Social Services (31.55%)
- Socialization with family/friends (30.36%)
- Work (28.87%)
- Pharmacy (25.6%)

- Food bank (25.30%)

Special needs transportation providers were surveyed at driver meetings and identified service usage as follows:

- Medical/healthcare
- Employment
- Volunteer activities
- Religious events
- Social/recreational activities
- Education
- Childcare
- Shopping

Regarding locations, Yakima was the top destination named by survey respondents. Union Gap was second and nearly ¼ (24.35%) named Seattle, which came in third. Southern Yakima Valley, (Toppenish, Sunnyside, Wapato, Grandview and Granger) as well as Selah and the Tri-Cities were also among the top 10 named destinations.

Special needs transportation providers named the top destinations for their riders in this order: Yakima, Union Gap, Toppenish, Moxee and Ellensburg, however it should be noted that the majority of the provider responses were from agencies naming Yakima as their primary location.

Residents who live in unincorporated areas of Yakima County lack transportation options and may travel up to 40 miles each way to access basic services. Special needs transportation providers ranked the greatest transportation needs for their riders (after medical appointments of course) are employment, social services, court appointments, education, childcare, and grocery shopping next as the greatest transportation needs.

Miles to DSHS and WorkSource		
From City	To DSHS	To WorkSource
Grandview	8	8
Granger	11	10
Harrah	12	21
Mabton	8	8
Moxee	8	10
Naches	15	15
Selah	5	5
Sunnyside	0	0
Tieton	20	17
Toppenish	0	24
Union Gap	4	8
Wapato	9	17
White Swan	20	32
Yakima	0	0
Zillah	5	15

Hospital services are available in Yakima, Toppenish, or Sunnyside. Patients seeking health care or other services not offered at these facilities must seek care outside the area, including Seattle, and of course residents of outlying communities must travel no matter where they seek acute care.

Although Yakima has a veteran’s clinic, veteran’s hospitalization and behavioral health services are not available in Yakima County. In order for veterans to receive these types of services, they must travel 131 miles one way from Yakima to Walla Walla or 184 miles one way to Seattle. Employment and training services from WorkSource are located in Yakima, Sunnyside and Toppenish (limited). Medicaid, Temporary Assistance for Needy Families (TANF), basic food, and social services are offered through the Department of Social and Human Services’ Community Service Offices in Yakima, Wapato, and Sunnyside.

Yakima County itself has no single employer with more than 2,500 jobs. This is unlike the Hanford Nuclear Reservation some 70 miles away, which employs approximately 11,000 people. Yakima County does have many opportunities for entry-level workers, and some common destinations, such as retail shopping centers, and “fruit row” warehouses.

As far as top private employers, Yakima Valley Memorial Hospital leads the county with 2,200 workers, according to the Yakima County Development Association website, (accessed online July 2014), followed by Walmart’s three locations

Other top private employers, (in order of largest number of employees, with at least 200 workers) located throughout Yakima County, are noted below. Many operate only a single location, while others have multiple sites around the valley, including:

Zirkle Fruit, Washington Fruit and Produce, Borton Fruit, Monson Fruit, Yakima Valley Farm Workers Clinic, Yakima Regional Medical Center, A.B. Foods, Yakama Nation Legends Casino, Tree Top, Inc., . Shields Bag and Printing, Sunnyside Community Hospital , Costco - Wholesale/Customer Service, Cent Washington Comprehensive Mental Health, Seneca Foods, Yakama Forest Products, ACE Hardware Distribution Center, GE Aviation Systems, McDonald's of Yakima, Matson Fruit, Jack Frost Fruit, Del Monte Foods, Larson Fruit, Amtech Corporation, Noel Corporation, The Dolsen Companies, Safeway Stores, Haney Truck Line, Fiesta

Top Employers - Yakima County		
Employer	Location(s)	Employees
Yakima Valley Memorial Hospital	Yakima	2200
Walmart	Multiple locations	1700
Yakima School District, No. 7	Yakima	1594
Zirkle Fruit	Selah	1500
Washington Fruit & Produce	Yakima	1500
Borton Fruit	Yakima	1212
Yakima County	Yakima	1074
Monson Fruit	Selah	1023
Yakima Valley Farm Workers Clinic	Multiple locations	1006
Yakima Regional Medical Center	Yakima	985
WA Dept. of Social/Health Services	Multiple locations	920
A.B. Foods	Toppenish	900
City of Yakima	Yakima	722
Sunnyside School District	Sunnyside	652
Yakama Nation Legends Casino	Toppenish	644
Tree Top, Inc.	Selah	615
Shields Bag & Printing	Yakima	500
Yakima Training Center	Northeast Yakima	491
<i>Source: New Vision Yakima County Development Association Data Center</i>		

Foods, Heritage University, Valicoff Fruit, Valley Manufactured Housing, Irwin Research and Development, Pexco, Northwest Horticulture.

According to the Washington State Employment Security department, across Yakima County in 2012, professional and business services, wholesale trade and education and health services had the largest increases in employment. The federal government, trade, transportation and utilities and nondurable goods manufacturers (primarily food processors) averaged fewer jobs in 2012 than in 2011. On an annual average basis, the county experienced a 300-job, 0.4 percent

increase in nonfarm employment.

Employment also expanded during 2012 in the agricultural industry. According to preliminary 2012 Quarterly Census of Employment and Wage (QCEW) data, agriculture, forestry and fishing employment (which is heavily dominated by agriculture in Yakima County) rose from 25,073 jobs in 2011 to 27,029 in 2012, a 1,956-job and 7.8-percent increase in employment.

Current Transportation Services

Providers named the following transportation services when asked those available for their clients:

- People For People
- Friends/relatives
- Gas vouchers
- Yakima Transit
- Bus vouchers
- Volunteer drivers
- Union Gap Transit
- Dial-A-Ride/Paratransit
- Taxi
- School Bus
- Pahto Public Passage
- Private agency van/shuttle
- Private agency bus service

Social Service Agency Survey

To determine what services clients may utilize, social service providers were asked what services are available to their clients who do not have their own form of transportation.

Question: What transportation services are available to your clients?

Responses Included:

- Public transit
- People For People
- Friends/Relatives
- Volunteer Drivers
- Gas Vouchers
- Tax Service

Agencies providing or supporting transportation offered these services (in order of most responses): gas vouchers, public transit, bus service, bus voucher, door-to-door, volunteer driver, curb to curb, van shuttle, door through door, hand to hand and taxi service.

Yakima County has very limited public transit service. The only cities that have transit service are Yakima, Selah, and Union Gap. The Yakama Nation operates Pahto Public Passage a tribal transit service for individuals on the Yakama Reservation. People For People operates the Community Connector that provides service connections between Ben-Franklin Transit, Pahto Public Passage, Yakima Transit, Yakima-Ellensburg Commuter, Airporter Shuttle, and Greyhound. The transportation services include regular fixed routes, Demand Response service, student transportation, and other services. The transportation options cover different portions of the county, for different purposes, and service providers coordinate when possible. The current transportation services allow riders to travel to a variety of destinations, including medical appointments, grocery shopping, job training and social service appointments. The services provide riders with special needs options that range from public transportation to door-to-door service.

Early Childhood Education Transportation

Enterprise for Progress in the Community (EPIC), operates five state funded Early Childhood Education Assistance Program (ECEAP) sites in Washington State, including 2 in Yakima County. Community Development Institute (CDI Head Start), Inspire Child Development Centers (formerly the Washington State Migrant Council), and the Yakama Nation all provide Head Start and ECEAP services. These programs provide transportation for eligible children to attend a full preschool curriculum. These programs promote school readiness by enhancing the social and cognitive development of children through



the provision of educational, health, nutritional, social and other services to enrolled children and families.

CDI Head Start

CDI has assumed responsibility for EPIC’s Head Start program, which provided transportation for eligible children to attend a full preschool curriculum at 18 sites within Yakima County, transporting approximately 700 children using 26 available buses.

Inspire Child Development

Inspire provides Head Start services for children in seven sites in the Yakima County region. Each site operates two 32-passenger buses. More than 90% of the 780 children served each year rely on door-to-door transportation services because there are no fixed bus stop/routes.

Yakama Nation Tribal Head Start

Transportation is available for eligible preschool children to attend Head Start centers in Toppenish, White Swan, and Wapato. Yakama Nation Tribal Head Start operates with three buses.

[Greater Columbia 2-1-1 Mobility Management Program](#)

Greater Columbia 2-1-1 (GC211) provides information and referral services for 18 counties across Washington State. GC211 utilizes a grant award from the Washington State Department of Transportation to establish a mobility management program. This program has been in effect since 2009. The mobility management program coordinates special needs transportation, provides community outreach, and identifies transportation resources and needs in Yakima County. Yakima County residents utilize the 2-1-1 information and referral program to connect individuals with transportation resources available to them depending upon their eligibility, destination and type of transport needed. The Greater Columbia 2-1-1 Mobility Management program also helps callers identify transportation resources to travel outside of Yakima County.

[Non-Emergency Medical Transportation \(NEMT\) Broker](#)

Washington State Medicaid clients who have no other way to access healthcare may be eligible. Individuals must be Medicaid eligible with a Provider One card and the healthcare service must be an eligible Medicaid service. Assistance is provided through a Regional Broker. People For People is the Regional Broker for the Yakima County region. People For People’s Client Service Representatives screen clients for eligibility and then arrange the most appropriate and least costly form of transportation assistance for the individual. Transportation or other service options may include: public bus, commercial bus, train, gas voucher, client and volunteer mileage reimbursement, community transportation providers, or

Medicaid Transportation by Type	
January - December 2013	
<u>Trip Type</u>	<u>Trip</u>
Airline	2
Ambulatory Ride	41,604
Commercial bus	3
Gas Voucher Client	12,830
Mileage Client Associate Vehicle	1,413
Non-Ambulatory Ride	9,578
Public Bus (Paratransit)	8,428
Public Bus (Fixed Route)	4,607
Volunteer- Broker	746
Total Trips	79,211

taxi. It is recommended that individuals contact the Regional NEMT Broker to request transportation at least 7-14 days in advance of the healthcare appointment. The advanced notice for transportation assists in identifying the most cost-efficient mode of transportation service.

People For People

People For People is able to provide special needs transportation with funding from Washington State Department of Transportation (WSDOT) consolidated grant program. WSDOT provides funding to serve special needs populations and the general public on a competitive basis. The current funding cycle expires on June 30, 2015. From July 1, 2013 to June 30, 2014, People For People provided 87,118 trips and traveled over 472,500 miles with 25,396 service hours. Without these funds, thousands of vulnerable citizens will have no other means of accessing community resources.

Community Connector: People For People with WSDOT funding provides the Community Connector fare-free to individuals with special needs and the general public. The Community Connector provides intercity service within the I-82 corridor from Yakima to Prosser with access to Yakima Transit and Ben Franklin Transit. The ADA accessible “Community Connector” buses stop at designated sites in Yakima, Wapato, Toppenish, Zillah, Granger, Sunnyside, Grandview, and Prosser. The Community Connector coordinates connections with Pahto Public Passage in Wapato and Toppenish. In Yakima, the service provides access to the Yakima-Ellensburg Shuttle, Airporter, and Greyhound for travel to Kittitas and King counties. The service is available four times per weekday, with the first Yakima departure at 9:30 a.m. and the last Yakima arrival at 8:10 p.m.

Paratransit Service: People For People, with WSDOT funding, provides paratransit services to individuals with disabilities, senior citizens 60 years of age and older, low-income individuals, veterans and children outside the city transit limits of Yakima. Transportation to job training activities is provided to eligible participants with no other means of transportation. Older adults are provided access to locations providing nutrition services, health care and social services. Youth have access to post-secondary education, health care, social services, therapeutic care and gang prevention activities. Veterans have access to health care, veteran services, education and employment/employment related activities. Persons with disabilities have access to employment/job training, adult day health, social services, recreation, medical appointments and other activities to enhance their quality of life and independence. Eligible riders answer a brief initial telephone interview. For scheduling purposes, transportation dispatchers do request a minimum 48-hour notification.



Senior Transportation: People For People, through a contract with Aging and Long Term Care (ALTC) and WSDOT, provides senior transportation to residents who are 60 years of age or older and are living outside a public transit system. Transportation is available to nutrition/meal sites, medical appointments, necessary shopping, and other sites as funding allows.

Medicaid Treatment Child Care Program (MTCC): People For People, through a contract with Catholic Charities Catholic -Family and Child Services and WSDOT, provides transportation for children to access therapeutic treatment through the Medicaid Treatment Child Care Program (MTCC).

In Yakima County, People For People uses two (2) 28-passenger buses for fixed-route service; eighteen (18) 14-passenger minibuses, and two (2) six-passenger minivans for paratransit service. All vehicles are ADA accessible.

School District Transportation

Each school district within Yakima County provides transportation services to students within their district boundaries. School districts provide their own equipment, driver training, maintenance, and operations. The state allocates funds to each school district based on the number of students needing transportation and their distance from school (see Table).



School District Transportation				
Office of Superintendent of Public Transportation 2013-2014				
School District	OSPI		Student Trips	Per Trip Reimbursement
	Transportation Allocation*	Number of Students**		
East Valley	\$1,092,607	3,086	3,215	\$244
Grandview	\$766,336	2,056	2,168	\$269
Granger	\$314,529	655	687	\$392
Highland	\$468,127	1,244	1,283	\$307
Mabton	\$145,207	456	469	\$293
Mt. Adams	\$644,529	983	1,029	\$538
Naches	\$731,349	1,339	1,349	\$420
Selah	\$871,922	2,533	2,618	\$269
Toppenish	\$917,857	2,566	2,693	\$259
Union Gap	\$96,321	225	245	\$339
Wapato	\$1,154,856	2,759	2,839	\$308
West Valley	\$1,545,885	3,484	3,596	\$319
Yakima	\$2,561,123	5,491	6,070	\$396
Zillah	\$283,204	666	682	\$359

*OSPI School Year 2013-2014 Operations Allocation Detail Report 1026A
 **OSPI 2013-2014 Student Detail Report

This allocation does not cover all transportation expenses and school districts must supplement their state allocation with local funds. Therefore, school districts must prioritize services to transport student to and from school and limit transportation for after-school activities. Yakima School District will transport students to and from school whose residence is beyond the one

mile radius from the school to which the student is assigned. For all districts within the state of Washington, Special Education Students are provided with transportation as part of their Individualized Education Program and are transported within one radius mile.

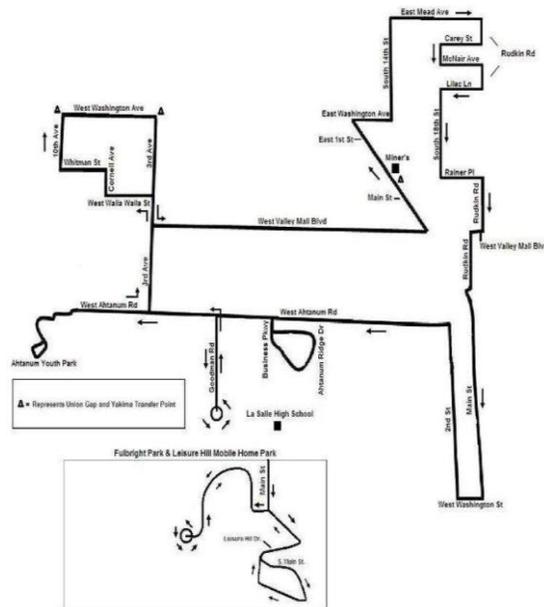
Taxi Services

Six taxi companies serve Yakima County. All taxi services operate out of the cities of Yakima and Union Gap. Taxi services vary, but average fares are \$0-\$20 each direction within city limits. Taxi services are available in the rural communities. However, the rate for taxi service is charged at the rate of the longest distance traveled to pick the passenger up. As an example, the rate for someone to receive taxi service in Grandview would be over \$100. The common origin for taxi pick-ups is at the Yakima Convention Center and surrounding hotels and most common destination is the Yakima Airport Terminal which is approximately 10 miles one way.

Union Gap Transit

The City of Union Gap began public transit service in 2008. Transit funding is provided with a sales tax of .02% allowing this to be a free service. Service is available Monday through Saturday, 6:00 AM to 7:00 PM for both fixed route and Dial-A-Ride service. Sunday service is limited to Dial-A-Ride only and operates from 8:00 AM to 1:30 PM. The Dial-A-Ride program offers service to pre-qualified passengers to and from Union Gap, Selah and the City of Yakima. Union Gap Transit was initially operated by TC Transportation and in 2014 awarded the contract to MedStar for the operation of the fixed route and demand response service.

Riders are able to access the Union Gap community including stops at medical facilities, the post office, city hall, agricultural museum, parks and schools. The vehicles are provided by the operator (previously TC Transportation, currently MedStar) and utilize a combination of passenger cutaway chassis vehicles, smaller wheelchair vans, sedans and mini-vans. In 2012 Union Gap Transit provided 31,663 passenger trips, traveled 108,527 miles, and 7,161 services hours on the fixed-route service. In 2013, Dial-A-Ride service provided 74,697 trips for riders.



MedStar

MedStar provides the Dial-A-Ride service for Yakima Transit and operates Union Gap Transit. MedStar is a provider of Non-Emergency Medical Transportation in Yakima County. MedStar provides transportation options for individuals with special needs. Providing ambulatory and non-ambulatory transportation, MedStar provided 52,783 trips in 2013.



Veteran's Services

The Yakima County Veteran's Program provides gas vouchers for qualifying veterans to travel to medical/health care, employment, education and shopping. Qualifying veterans include seniors, disabled and low income individuals.

The Disabled American Veterans (DAV) operates a shuttle Veterans Administration (VA) medical facilities for injured and ill veterans. The DAV began their services when the federal government terminated the program that assisted veterans to pay for transportation to and from medical facilities. The Yakima County DAV program provides transportation to the Walla Walla VA Medical Center every Wednesday and to the Seattle VA Medical Center on Tuesdays and Thursdays, with a capacity of up to 10 riders.



WorkFirst

The WorkFirst program, through DSHS, provides eligible parents with vouchers for transportation. Eligible parents are individuals who qualify for Temporary Assistance for Needy Families (TANF). Transportation is provided to assist with employment related activities including job search and participation in the Community Jobs program. The local DSHS Community Services Office (CSO), Employment Security, and Community Jobs contractors can provide transportation vouchers to eligible clients. Vouchers may be used to purchase bus passes, fuel, driver's licenses, or vehicle repair.

Yakama Nation

Yakama Nation Area Agency on Aging: Yakama Nation Area Agency on Aging provides transportation for older adults to access healthcare, shopping, and recreation. The agency utilizes one 12-14 passenger bus and one nine passenger van to provide service to seniors living within the boundaries of the Yakama Reservation. Clients are transported to medical appointments within the Yakima Valley, for essential shopping and to nutrition locations in Wapato and Toppenish.

Tribal School: The Yakama Nation provides limited transportation to and from Tribal School that is located in Toppenish with four buses.

Yakama Nation Veterans' Services provides transportation for veterans to access various services. Transportation is provided to Veterans Affairs offices in Seattle, Walla Walla, Spokane, Portland, and Boise. Transportation is provided for homeless veterans to social service offices in Yakima, Wapato, and Toppenish with a veteran van.

Pahto Public Passage

Pahto Public Passage transportation provides service within the exterior boundaries of the Yakama Reservation including the cities of Toppenish, Wapato, Harrah, White Swan and Brownstown. The service began as a result of the goal for the Yakama Reservation to provide a long-term transportation and transit plan that complements the currently existing community-wide transportation plans. For July 2009 through June 2010 the service provided 24,254 boarding's, traveled 127,220 miles and logged 5,879.07 service hours.

The Confederated Tribes and Bands of the Yakama Nation currently provides transit services through funds from the Federal Transit Administration's Public Transportation on Indian



Reservations, Tribal Transit Program. On May 7, 2007, the Yakama Nation received the first award letter from Federal Transit Administration approving year one startup of services. Yearly funding is currently still in place from the FTA to operate the program.

When service began in 2007, the Yakama Nation's Tribal Transit Program, doing business as **Pahto Public Passage**® contracted all components of the transit service out to third party vendors such as People for People and TC Transportation. In 2013, the Yakama Nation assumed operational responsibility for all facets of the transit program. All components include: serving all people on the Yakama Nation reservation area; providing the service free; and connecting riders with essential daily living destinations. Since the service began, the objectives have been to improve the quality and well-being of the tribal and non-tribal members who reside on the Yakama reservation and to allow access to employment, education, health care, social services, shopping, and cultural and spiritual events.

Yakima Transit

Yakima Transit is the largest transportation provider within Yakima County. Yakima Transit is one of five city-owned transit agencies in Washington State. Yakima Transit is limited to providing service only within the City of Yakima. Through an inter-local agreement, services are also provided in the City of Selah (another one of the five city-owned transit agencies). Yakima Transit operates fixed-route bus service, paratransit services, vanpool, and commuter (between Yakima and Ellensburg) services. Services outside Yakima Transit's jurisdiction are relatively limited both in available service and funding to support the programs.



Fixed-Route

Yakima Transit provides fixed-route services available in the city of Yakima and city of Selah. The total service area, under FTA guidelines, is 44 square miles with a population area of approximately 102,000 people. Yakima Transit operates ten fixed-routes, serving riders Monday through Friday with limited service on Saturdays. Times of service range from as early as 6:00 a.m. to as late as 7:00 p.m. Yakima Transit has 28 ADA accessible buses that serve the fixed-route system. Yakima Transit provides weekday non-exclusive transportation service to elementary, middle, and high schools in its designated service area, as well as to Yakima Valley

Community College and Perry Technical Institute.

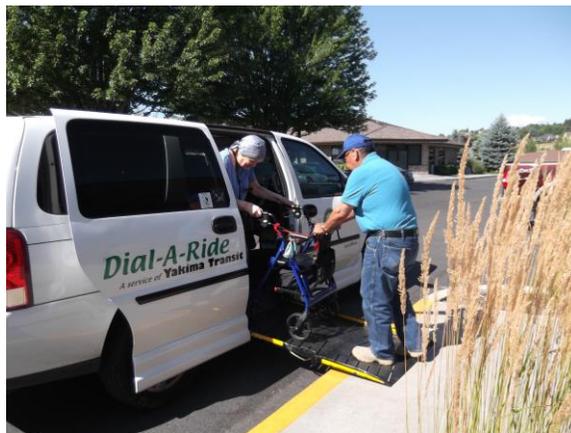
In 2013, Yakima Transit provided 1,270,755 passenger trips on their fixed-route service. This is a 17.4% decline from 2012. Over the past two years, Yakima Transit has reduced service (12.5% reduction), increased fares, and changed the transfer policy in an effort to create efficiencies in the system and to set aside funding to purchase new buses to replace the high-mileage-older-buses in the current fleet. In 2014 Yakima Transit purchased three new fixed-route buses and has ordered three more for delivery in 2015. Services that were cut won't likely be reinstated, if at all, for another three years as a result of needed capital improvements in both the fixed-route and paratransit programs.

Yakima Transit has not been able to invest in capital improvements to encourage fixed-route service or even to make it accessible. Sidewalks and ADA ramps are missing at various locations along every route and in many locations along arterial streets. Yakima Transit has been an activist in seeking City support for both sidewalks and pathways that connect to the fixed-route system. However without ADA ramps sidewalks are not accessible nor are bus stops. Throughout the fixed-route bus system, Yakima Transit provides stops on average every two blocks. Bus signs are installed along the routes and a limited number of benches and shelters are installed. For the 144 directional miles of fixed-route service, Yakima Transit has 28 passenger shelters (one every 5.14 miles) and 177 passenger benches (one every 0.83 miles). Within the Yakima Region, the temperatures and weather can be very cold and snowy or very hot and dry. During extreme weather conditions, passengers are reluctant to use public transportation if passenger shelters aren't available to help shield them from the elements.

Youth account for 34% of Yakima Transit's fixed-route passengers and reduced fare passengers (over age 62 or disabled) account for 21%, combined at 55%. These two groups are typically considered more vulnerable than adult passengers.

Paratransit (Dial-a-Ride)

Yakima Transit contracts with MedStar (a for-profit organization) to provide complementary paratransit service in the cities of Yakima and Selah. The FTA mandated Demand Response, Dial-a-Ride, service is available during the same operating days and hours as the scheduled fixed-route service. The service is available to residents who qualify for service under the provisions of the Americans with Disabilities Act (ADA). The Dial-a-Ride service is provided, door-to-door, to eligible riders and serves the areas within the city limits of Yakima and Selah as well as some medical-related trips into Union Gap. Qualifying disabilities include mobility, vision, respiratory or cardiac impairment, mental disability, or developmental disability. Individuals must submit an application form accompanied by medical verification of the disability status. Age or the inability to drive, are not considered qualifying factors. The Dial-a-Ride service is operated with 39 vehicles of which 29 are ADA accessible.



Similar to the fixed-route service, the paratransit service is also facing similar issues with high-mileage outdated inefficient vehicles and limited funding. The overall program costs to operate the service have consistently increased every year. Service cuts were made for paratransit to reflect the cuts in the fixed-route hours of operation. There were also corresponding fare increases. As a result of Yakima Transit's need to upgrade vehicles with limited revenues, Dial-a-Ride passengers now have a smaller window to use the program and have to pay a higher cost to use it. Passenger trips totaled 74,697, which represents an 8.2% reduction from the previous year.

Vanpool

As of June 2014, Yakima Transit's vanpool was operating 19 vans, serving some 173 passengers from Yakima and the greater Yakima area, including Selah, Naches, Union Gap, and some from the lower valley communities (vans going to Hanford sites). All vans start and end in Yakima. Total Vanpool ridership for 2013 was 73,817 passenger trips and 503,001 total miles traveled. Due to the varied sizes of vans, the average number of passengers per van was 9.11.

Employers/routes include the following:

- Hanford – various sites - 7 vans
- Hanford- Vitrification Plant – 6 vans
- White Swan Job Corp – 2 vans
- Canam Plant/Sunnyside – 1 van
- Toppenish Farm Workers Clinic – 1 van
- Washington Beef – Toppenish – 1 van
- Heritage College – 1 van

For Yakima Transit, the Vanpool program is a 100% cost recovery program. Yakima Transit provides the vehicle, insurance, fuel, and maintenance under a monthly-plus-miles-used fee. Over the past couple of years, inflation and a number of other factors have caused the cost to provide the service to increase significantly. Rates were adjusted twice in the past two years (10/1/12 and 3/10/13) to effectively increase the passenger's cost to use the service by roughly 30%. Ridership was at 73,817 in 2013, a reduction of 6.0% from 2012. Van usage has gone from 28 vans to 19 vans. The main difference is that many of the passengers that were using the smaller (7 passenger) vans have switched to larger (12-15 passengers) vans, because the cost was quite a bit cheaper.

Yakima Transit Fares

Fixed Route Rates:

Adult \$1.00 single ticket and \$25 monthly pass

Youth \$0.75 single ticket and \$18 monthly pass

Reduced Fare - \$0.50 single ticket and \$9 monthly pass

Yakima-Ellensburg Commuter: \$5.00 single ticket and \$150 monthly pass

Dial A Ride (paratransit): \$2.00 per boarding

Vanpool: varies

Additional Capital and Technology Investments

Yakima Transit has made and plans to make several changes to move ahead into the future both in technology and capital investments, mainly to make sure that resources can be provided to

help passengers more fully utilize the system and to make the system more efficient.

In an effort to make the system more efficient, Yakima Transit has purchased scheduling software and anticipates purchasing much needed passenger counters. The passenger counters will give Yakima Transit route-stop data to provide better information on where services should and shouldn't be offered.

In 2013, Yakima Transit installed cameras on all the paratransit vehicles and continues to utilize cameras on the fixed-route system. All of Yakima Transit's buses have GPS devices to let the public know where the bus is. GPS is also being considered for the paratransit program, mainly for dispatching purposes.

In 2010, all of Yakima Transit's buses had automated stop announcers to meet ADA stop announcement requirements. Those announcers had failed over the past couple of years, but will be back up and running again on all the buses before the end of 2014 utilizing geo-fencing technology.

Yakima Transit also intends on installing monitors on the buses that provide two purposes, 1) additional audio announcers as well as rider alert information and 2) advertising to create additional operating revenue.

Cross Jurisdictional Transportation

The Yakima-Ellensburg Commuter is operated by Central Washington Airporter with funding from Washington State Department of Transportation (WSDOT), Yakima Transit, and Central Washington University (CWU). The service was started in November 2011 with a grant from WSDOT provided to HopeSource. The grant was transferred to Yakima Transit in June 16, 2014.



Changes were made to the schedule upon the switchover, effectively reducing the service and increasing fares. The Commuter operates seven roundtrips when CWU is in session and six round trips when CWU is not in session. Fares increased from \$4 to \$5 for a single one-way trip and from \$125 to \$150 for monthly passes.

On an annualized basis, the service provides approximately 45,000 passenger trips over 142,991 miles and 4,810 service hours. Passengers trips associated with higher education are the highest at close to 65% of total ridership who go to either Yakima Valley Community College or Central Washington University. The other 35% of passengers are typically individuals who work in one of the communities, need access to life services (medical, dental, social services, etc), or are simply visiting friends or family.

The service operates between the Yakima Airport and Central Washington University. The service operates Monday – Friday from 6 AM-6 PM.

Airporter Shuttle to Seattle (Yakima, Kittitas and King County)

Since 2003, the Central Washington Airporter has offered residents of Central Washington the option of riding over Snoqualmie Pass to get to Seattle instead of driving. Medical procedures, other care or services not locally available, hazardous winter weather conditions affecting departures from the Yakima Air Terminal or a desire to fly from Sea-Tac Airport, as well as access to Downtown and the Seattle Convention Center are all within access thanks to five daily round-trips. Services are not available on Easter day, Thanksgiving Day and Christmas day. (See table for routes and fares)

To/From Sea-Tac	ADULT		YOUTH	
	OW	RT	OW	RT
Yakima Air Terminal	\$42.50	\$85	\$37.50	\$75
Red Lion Yakima	\$40	\$80	\$35	\$70
Quality Inn - Ellensburg/ CWU Starbucks	\$35	\$70	\$30	\$60
Cle Elum Shell	\$30	\$60	\$25	\$50
North Bend	\$21	\$42	\$16	\$32

To/From Seattle Convention Ctr	OW	RT	OW	RT
Yakima Air Terminal	\$47.50	\$95	\$42.50	\$85
Red Lion Yakima	\$45	\$90	\$40	\$80
Quality Inn - Ellensburg/ CWU Starbucks	\$40	\$80	\$35	\$70
Cle Elum Shell	\$35	\$70	\$30	\$60
North Bend	\$26	\$52	\$21	\$42

Intercity Service	OW	RT	OW	RT
Yakima Airport - Ellensburg	\$11.50	\$23	\$9.50	\$19
Yakima Red Lion - Ellensburg	\$10	\$20	\$8	\$16
Yakima Airport - Cle Elum	\$18.50	\$37	\$13.50	\$27
Yakima Red Lion - Cle Elum	\$17	\$34	\$12	\$24
Cle Elum - Ellensburg	\$7	\$14	\$5	\$10
North Bend - Yakima Airport	\$30.50	\$61	\$25.50	\$51
North Bend - Yakima Red Lion	\$29	\$58	\$24	\$48
North Bend - Ellensburg	\$22	\$44	\$17	\$34
North Bend - Cle Elum	\$17	\$34	\$12	\$24

KEY
 OW - One Way
 RT - Round Trip
 ADULT - Ages 16 and over
 YOUTH - Ages 2-15
 CHILD Fare - Under 2 ride free

Grape Line (Walla Walla and Benton-Franklin)

The Grape Line Bus Service, which began in November 2007, operates round trips from Walla Walla to Pasco, allowing passengers to connect with Ben-Franklin Transit. Ben-Franklin Transit serves Kennewick, Pasco, Richland, West Richland, Prosser and Benton City. Riders can travel to Prosser and can access the People For People Community Connector to ride to Yakima, and along the way, service is also provided to Grandview, Sunnyside, Granger, Zillah, Toppenish, and Wapato. Washington Department of Transportation provides funding for Central Washington Airporter to operate the Grape Line.

Apple Line (Kittitas, Chelan, Okanogan)

In a partnership with the Washington State Department of Transportation, Northwestern Trailways is the transportation provider for daily, regularly scheduled bus service between Omak and Ellensburg. Connections can then be made from Ellensburg to Yakima by using the Yakima-Ellensburg Commuter. The service operates one-round trip seven days a week with discounted fares for older adults, children and veterans.

Greyhound Bus Line

Greyhound provides limited commercial bus line transportation in the Yakima County region, serving the cities of Sunnyside and Yakima. For one way services between Sunnyside and Yakima, adults are \$17, one adult traveling with one child is \$30.60, and seniors receive a \$0.75 discount on their fare. The Yakima to Seattle route is twice a day, in the morning and mid-afternoon. One way fares from Sunnyside to Seattle are \$46 for adults, \$82.80 for one adult with one child, and seniors are \$43.70. One way fares from Yakima to Seattle are \$38 for adults, \$76 for one adult with one child, and seniors are \$38. Students and veterans can receive fare discounts with eligibility verification. Discounts are also provided for individuals who purchase their tickets online. All buses are equipped with ADA equipment and provide priority boarding, seating, and transferring if needed.

Fronteras Del Norte specializes in the transport of individuals along the west coast through Washington, Oregon, and California. The purpose of the service was to provide the Hispanic community a reliable and efficient way to transport seasonal farm workers. Fronteras Del Norte has two locations where they pick up riders in Yakima County and transport them to Tijuana.

Riders can be picked up in Yakima or Sunnyside. Daily fares are available for \$150 from Yakima or \$155 from Sunnyside for individuals age of ten and up. The fares for children between the age of three to nine are \$60 from Yakima and \$62 from Sunnyside. Seniors receive a \$7 discount on their fare. The transportation buses are not equipped to service individuals with wheel-chairs but will assist individuals if they are able to board the bus.

Other Services

People with special needs and providers of social and health services throughout the Yakima County region have indicated they use a variety of services to ensure transportation for their special needs clients. Due to lack of service, some programs also try to overcome transportation shortfalls by transporting clients in their own vehicles.

Assisted living facilities and area churches provide some transportation to their members, but this is limited. Survey data indicate those in adult family homes which are located in outlying areas may be able to get transportation to medical appointments, but feel “cooped up” because they can’t make trips for shopping. Sometimes staff pick things up for the residents, and sometimes they go without. They indicate that getting out of the home for shopping or another fun activity is a good mental health support. Those in larger long-term care facilities that do have vans may still be told to take Dial-A-Ride for various trips, but those surveyed stated they cannot afford the price.

Fiesta Foods: Fiesta Foods offers a one-way shuttle ride to their customers’ homes for all four of their grocery market locations (Yakima, Sunnyside, Hermiston and Pasco). Sunnyside Fiesta Foods offers transportation to the lower valley areas such as Grandview, Granger, Outlook and Sunnyside. Yakima Fiesta Foods offers transportation in Yakima and Union Gap. Fare-free service is offered seven days a week from 11 AM-8 PM on a first come first serve basis. There is one transportation van per grocery store location. Vans are not ADA accessible. There are no eligibility requirements other than customers must be shopping at the Fiesta Foods location. Fiesta Foods ridership can vary from 0 to 30 trips per day.



Yakama Nation Legends Casino: Yakima Nation Legends Casino provides transportation to visitors using the following schedule:

- Yakima Departures – Tuesdays, Saturdays and Sundays Albertson’s on 40th Ave. 9:40 AM (Pickup), 4:40 PM (Drop-off) • Super 8 Motel – Union Gap 10:20 AM (Pickup), 4:00 PM (Drop-off) • Howard Johnson’s 10:00 AM (Pickup), 4:20 PM (Drop-off).
- Tri-Cities Departures - 7 Days a Week: Plaza West – Kennewick 10:55 AM (Pickup), 6:40 PM (Drop-off) • Richland Community Center – Richland 11:15 AM (Pickup), 6:25 PM (Drop-off) • Conoco – Benton City – 11:35 AM (Pickup), 6:00 PM (Drop-off) • Walmart Supercenter – Pasco – 10:30 AM (Pickup), 6:55 PM (Drop-off).
- Ellensburg Departures – Fridays Only – Super 1 Foods 9:00 AM (Pickup), 4:15 PM (Drop-off).

Yakima County Volunteer Chore Services has provided transportation services since 1981 and each year the Volunteer Chore Services has grown. For FY 2013-2014, Volunteer Chore Services provided 4,046 driver hours and 1,244 trips. Yakima County Volunteer Chore Services was awarded a Department of Transportation grant to provide transportation within Yakima County for elders, 60 years of age or older, or, physically impaired adults, 18 years or older, with low income (\$1,000 or less per month for an individual or \$1,500 or less per month for a married couple). No fees are charged to the clients who need a ride. Persons must be ambulatory as this service is unable to provide for those who are non-ambulatory. Individuals are provided a door-to-door service providing transportation to medical appointments, civic centers, churches, schools, shopping stores and laundromats. Drivers for this service are volunteers and provide their own vehicle for transportation of clients and dictate their own schedules. All volunteer drivers are Washington State Background checked for any criminal activity. The Sexual Predatory Webpage is also checked to make sure their name is not listed. All volunteers are given a driver's test they must pass and a vehicle inspection. Each driver must have adequate vehicle insurance.

Other Resources. The website www.rideshareonline.com assists riders with locating park and ride lots, locating other riders that individuals may carpool with, and determining the cost to travel. Google Transit is updated with information on the Ben Franklin Transit, People For People Community Connector, and Yakima Transit service schedules.

The following is a list of park and ride lots in Yakima County.

Park and Rides	Location	Address	City
Gateway	I-82 Exit 33A/Fair Ave. (across from Target)	Fair Ave/Yakima Ave and Lincoln	Yakima
Resthaven	I-82/Resthaven Road Exit	I-82 Ramps by Selah	Yakima
Beaudry	Beaudry Road I/S	SR 24 and Beaudry Road	Naches
SR 241 Sheller	North Sunnyside	SR 24/Sheller Road	Yakima
Deeringhoff	SR 24/Deeringhoff Road	SR 24 and Deeringhoff Road	Yakima
Firing Center	I-82/Firing Center I/C	SR 823/SR 821	Yakima
Sunnyside SR 12	Sunnyside	Yakima Valley Highway and 16th Street	Sunnyside
Sunnyside Shell Station	I-82 Exit 69/SR 241	I-82 Exit 69 ramp and SR 241	Sunnyside
Sunnyside Bi Mart	I-82 Exit 67-S. 1st St/S. Hill Rd (South end of lot)	Midvale Rd/So. Hill Rd.	Sunnyside
Grandview	Yakima Valley Hwy/Euclid Rd.	On Yakima Valley Hwy at Euclid Rd.	Grandview
Chesterly Park	North 40th and Chesterly Road	N. 40th and River Road	Yakima
SR 410 US 12 Jct.	SR 410/SR 12 Jct.	SR 12/SR 410	Naches

SR 24 Riverside Rd	SR 24/Riverside Rd - N.E. Quadrant	SR 24/Riverside Rd	Yakima
Bi-Mart 40th	N 40th Ave - West end of Parking Lot	N. 40th and River Road	Yakima
K-Mart SR 24	SR 24/K-Mart North end of parking lot	SR 24 and Arboretum Rd	Yakima

Emergency Management

Hazard risk assessment: The Yakima Valley Office of Emergency Management has identified that, due to its location and geological features, Yakima County is vulnerable to the damaging effects of 55+ potential hazards in two major categories: Natural and Technological.

These hazards include but are not limited to these natural/technological disasters: drought, extreme cold, extreme heat, fires, floods, landslides, earthquakes, snow/ice, windstorm, tornado, epidemic, volcano, hazardous materials, dam/levee failure, transportation accident, civil/political disorder, weapons of mass destruction.

Mobility dependent populations more vulnerable

In the event of an emergency or natural disaster, the ability to evacuate people with special needs, as well as the general population may be required to ensure their safety. If an evacuation is required, identification of the location of special needs populations is critical to a successful emergency response.

Emergency action plans and regional coordination

The updated 2014 Yakima County Comprehensive Emergency Management Plan (CEMP) that outlines strategic emergency planning guidelines to follow during an emergency or disaster situation was approved by the state. The plan is required to be updated every four years. The Yakima Valley Office of Emergency Management (YVOEM) coordinates and facilitates resources to minimize the impacts of emergencies and disasters on people, property, economy and the environment.

Through planning, it is the mission of the YVOEM in cooperation with other jurisdictions to endeavor to mitigate, prepare for, respond to and recover from natural and technological emergencies and disasters and provide coordination of transportation resources and the identification of emergency transportation routes for the movement of people and materials.

The Comprehensive Emergency Management Program (CEMP) is separated into Functions according to implementation aspect of the plan. Emergency Support Function number one speaks directly to transportation. Overall responsibility for the implementation of emergency management activities, (for transportation), rests with elected or appointed government officials, i.e., County Commissioners, and mayors of the 14 cities and towns; and governing bodies of those jurisdictions with responsibilities during an emergency or disaster. Transportation resources may be obtained from public agencies, the private sector and volunteer resources for the movement of people and materials.

Support agencies included in the plan are:

- Yakima Valley Office of Emergency Management
- Yakima Sheriff's Office – Search and Rescue
- Public Safety Dispatch Centers
- Private Ambulance Providers
- School Districts and Private
- Critical Infrastructure – Private Sector
- Volunteer Organizations

Yakima Valley Office of Emergency Management utilizes an online database of vulnerable populations that has been developed by Department of Social and Health Services (DSHS). The DSHS Geospatial Information System (EmGIS) provides relevant information to emergency management decision makers within minutes. EmGIS makes it fast for DSHS to evaluate the need for additional assistance among its clients affected by an emergency. As a part of the EmGIS system, Aging and Long Term Care (ALTC) provides a list of clients served by their agency. The list includes the number of clients and the cities in which they reside and will assist those addressing the emergency to have knowledge regarding where people with special needs may reside.

Yakima Valley Office of Emergency Management has developed Memorandums of Agreements with providers of transportation resources to help during an emergency or disaster situation. Yakima Valley Office Emergency Management schedules practice emergency drills that include transportation providers.

Yakima Transit has a fleet of buses that are available to assist with emergency evacuation services. Yakima Transit has designated their Safety Office to be the contact for the YVOEM team to assist with the coordination of evacuation services. Yakima Transit participates in table top exercises with Yakima Valley Office of Emergency Management.

People For People is another agency that plays a role with the CEMP. Through a Letter of Agreement, the agency has agreed to support the concepts, process, and structures and carry out assigned responsibilities to ensure effective and efficient incident management, including designating representatives to staff interagency coordinating structures, as required. Due to operating transportation services and the 2-1-1 Information and Referral phone system, this agency plays the following roles:

- Assist with transportation when available for clients who utilize wheelchair accessible vehicles.
- Assist with the dissemination of information to the public. 2-1-1 is utilized as a resource, as it provides a toll-free information and referral line for the community to access social service resources. During an emergency, 2-1-1 is provided information so that the community may call in to obtain resources, information about the emergency and venues for receiving assistance.
- Participate in practice emergency drills.

Transportation Needs and Gaps

Yakima County is a large rural region with public transit available in only the city of Yakima, Selah, and Union Gap. Public transit is available in less than 1% (.86%) of the geographic region of Yakima County. Through Washington State Department of Transportation grant funding, People For People provides special needs transportation services throughout the county area. Tribal Transit - Federal Transit Administration and Yakama Nation funding provides resources to operate fixed-route and complementary ADA service on the Yakama Nation Reservation. The existing transportation service is limited and does not provide comprehensive transportation options. While special needs populations utilize existing services, they must rely upon friends, family, and other options because current transportation services are not sufficient to meet their needs.

With an extensive network of county roadways that do not have sidewalks, shoulders, or bike lanes, pedestrians, bikers, and especially individuals with limited mobility that reside in remote and isolated areas are very limited in their ability to safely access services. These conditions require door-to-door service for the special needs populations residing in the rural regions. The Yakima Valley Conference of Governments has identified in the Yakima Valley Regional Transportation Plan 2012 the need for providing sidewalks, wider shoulders, and bike lanes that separate the non-motorized travel from vehicle traffic for enhanced safety³⁰.

Stakeholder engagement activities conducted to reach special needs populations between Feb – July 2014 gleaned 419 survey results. Of 223 who answered the question, 66.37% of respondents were over age 65; 31.39% were 21 to 64 years of age; 1.79% were 16 to 21 and 0.45% were 15 or under.

Three-hundred and thirty-seven survey respondents (86.6%) indicated a need for Transportation services. The top customer-related responses given (in order of number of responses) were:

1. Lack of running car
2. Disability
3. Lack of driver's license
4. Lack of auto insurance
5. Can't afford to drive
6. Suspended driver's license
7. Senior citizen and don't drive
8. Can't drive in dark or inclement weather
9. Homelessness
10. Not eligible for transportation services
11. Too ill to drive.

In addition to surveying the special needs population, service providers were given opportunity to provide feedback on the needs of their clients, either through an online or paper format. Responding entities included: medical and hospital services, programs serving senior citizens, municipalities, veteran's programs, basic needs providers (food, lodging, clothing, housing),

³⁰ http://www.yvcoq.org/pages/RTP2012/html/Schedule_Documents12.html

medical transportation providers, employment/training providers for low-income populations, education and job skills trainers for at-risk youth, and providers of services for special needs children.

Overall, these providers stated transportation needs of their clients this way:

- No car, inoperable car
- No driver's license, can't afford to drive
- No auto insurance
- Disabled
- Homeless
- Elder or senior
- Unable to drive due to health concerns

Medical transportation providers responding to the survey (including those serving veterans), categorized ridership as follows (highest number first): people with disabilities, limited or low-income, senior/elders, and children.

Of 370 client responses to "I currently used the following means of Transportation (check all that apply),"

- Nearly ½ (49.19%) utilized Family/Friends/Volunteers/ Program Staff
- Almost 1/3 (32.16%) said they walk;
- 31.08% said they use their own vehicle/borrowed vehicle
- 30.27% use People For People
- More than 25% use Yakima Transit bus service
- 11.35% utilize Dial-a-Ride/Paratransit;
- 8.65% use Pahto Public Passage;
- About 7% ride a bicycle/motorbike
- About the same percentage carpool/rideshare
- Another 7% ride Union Gap Transit
- The Airporter Shuttle was named by just over 5%; and the same percentage utilized Greyhound services.
- Just under 5% said they use Medical Coupon Transportation; and about the same percentage said they use Senior Services transportation or a shuttle or van provided by church or assisted living.
- Just under 3% are currently transported by School Bus.
- The same percentage named taxi service.
- MedStar Cabulance is presently utilized by 2.43% of the respondents
- The Yakima-Ellensburg Commuter was named by 1.89%
- Mobility device, such as motorized wheelchairs and motor scooters, were named by 1.35%.

Of 284 responses, 252 indicated transportation needs in the mornings, followed by afternoons (192), evenings (128) and overnight (44). The highest morning need was indicated as being on Monday, followed by Tuesday and Wednesday; the highest afternoon need was also Monday, followed by Wednesday and Tuesday, respectively. The highest evening need indicated was

Friday, with Tuesday and Thursday tied for second place, and the highest overnight need was selected as Monday. The highest weekend needs were identified as Saturday morning, Saturday afternoon and Sunday morning.

Of 350 responses to the question, 43.37% said they were not aware of the transportation resources available to them.

In addition, People for People conducted a survey of the general public from the 2013 Yakima Fair Booth at the Central Washington State Fair, which typically runs for two weeks at end of September/beginning of October. September is one of two “peak population” times for this rural agricultural area, when Yakima County has an influx of seasonal workers due to the fact that apples and a variety of other crops are being harvested.

Of 103 responses; 36.9% don’t use transit at all; 36.9% use occasionally; 16.5% use as primary source of transportation; 9.7% use as secondary. Of those who do not use transportation services; more than half (52%) said they did not want/need it; a third (33.3%) said it was due to the lack of convenient routes/stops; 14.58% said it was due to not enough hourly pickups; 8.33% named cost as the reason they don’t use transportation services.

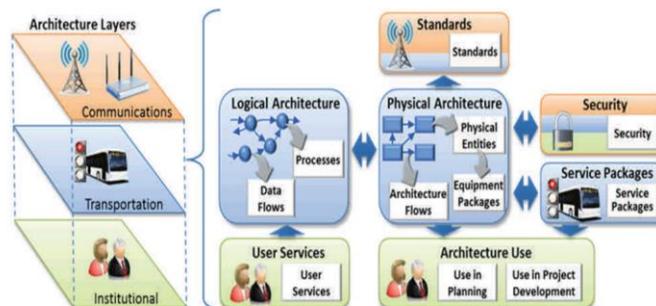
Of those who don’t use transportation services, “not in town” or “Live in Lower Valley” were among the most common comments.

Of those who indicated a need for the service, barriers named included: traveling with children; in a wheelchair, and not aware of services available.

Role of Technology

The Yakima Valley Conference of Governments (YVCOG) drafted its Intelligent Transportation Systems (ITS) architecture in 2013. As the architecture notes, “A regional transportation system is composed of many different sub-systems that are planned, implemented and operated by multiple jurisdictions and agencies. Integrating communications technologies into the transportation infrastructure is critical to ensure the safety and mobility of the transportation network.

Intelligent Transportation Systems (ITS) are technology solutions to improve the functionality, safety and cost-effectiveness of transportation systems. An ITS architecture is a document that illustrates what advanced technology systems are in place or being planned for the future, in this case, within the Yakima Valley Metropolitan Planning Organization (MPO) and Regional Transportation Planning Organization (RTPO) boundaries.”



The *Yakima Valley Regional ITS Architecture* coincides with the

current MPO/RTPO Long Range Transportation Plan 2010-2035, and will focus on a 10-year timeframe, including: traffic management, transit, traveler information, and public safety/emergency management oriented services within Yakima County. The *Yakima Valley Regional ITS Architecture* was finalized in 2014. (For more information see <http://www.yvcog.org/pages/trans/ITS14/web/index.htm>).

Stakeholders in the 2014 architecture include:

- Local city public works departments
- Local police and fire departments
- Media
- Transportation and transit providers
- Private information service providers
- State agencies involved for emergency response
- The traveling public
- Washington State Department of Transportation
- Washington State Patrol
- Yakima City Streets and Traffic Division
- Yakima County Fire, Sherriff, and Transportation Services
- Yakima Training Center
- Yakima Valley Emergency Management
- Yakima Valley Conference of Governments
- Yakama Nation

The Yakima County Metropolitan and Regional Transportation Plan for 2010-2035 identifies five regional priorities:

- Preservation
- Safety
- Economic Vitality
- Congestion Relief
- Transit and Transportation Demand Management

ITS systems help address transportation priorities by providing cost-effective alternatives to physical infrastructure improvements that allow for greater mobility, safety and preservation while minimizing environmental impacts. On May 19, 2014, the MPO/RTPO Executive Committee voted to approve the Yakima Regional ITS Architecture. The complete plan can be found at <http://www.yvcog.org/pages/trans/ITS14/web/index.htm>.

The Yakima County ITS architecture mentioned above is built on the US National Architecture version 7.0, which means it can also be used to tie Yakima County projects or types of equipment into state or other participating project architectures. ITS projects include variable message signs, vehicle-to-vehicle communications, and emergency dispatch centers – to name a few.

The Yakima Valley Regional ITS Architecture focuses on local agencies and organizations in the Yakima Valley, the interfaces between these agencies, and specific local interfaces to the WSDOT South Central Region and other state agencies.

The Yakima region is also covered by the broader South Central Regional and Washington State ITS architectures, which focus on Washington State Department of Transportation (WSDOT) infrastructures, projects, and initiatives, which makes sense because WSDOT owns and maintains the majority of intelligent transportation system components in the region, including fiber, variable message signs, data stations, etc. WSDOT also collects remote weather information, which is sent, along with transportation data, to be coordinated out of the WSDOT Traffic Management Center in Yakima. WSDOT also works with the Washington State Patrol to share real-time information.

Technology can increase the operational efficiencies for transportation providers. Technology can be utilized to locate the closest vehicle to a rider. Technology can be used for door-to-door service to notify the rider when their pickup is scheduled to arrive and decrease the number of no shows and wait time. Technology can also help with identifying the accurate location of a rider. Across the rural communities, transportation drivers have difficulty locating remote addresses. With technology, there is the need to provide training and education to riders to help them understand additional options for scheduling and canceling a trip.

Coordination of Transportation

Coordination of transportation is key to ensure efficiency, leverage resources and address community priorities. The following are examples of how coordination can and does occur:

- Coordinate reservations, maintenance, purchase and maintenance of equipment, staff training, coordinate pupil and public transportation wherever possible.
- Coordinate social service transportation resources to provide universal access.
- Coordinate, develop and expand alternate transportation resources with volunteer drivers and a re-licensing program for individuals with suspended licenses to secure their driver's license (re-licensing program), loans for automobiles, and van pools.
- Coordinate trips for individuals to include multi-purpose activities (e.g. medical appointment, shopping, nutrition).
- Coordinate transportation resources with a central information and referral center such as 2-1-1.
- Coordinate transit schedules to assist passengers utilizing more than one transit service.

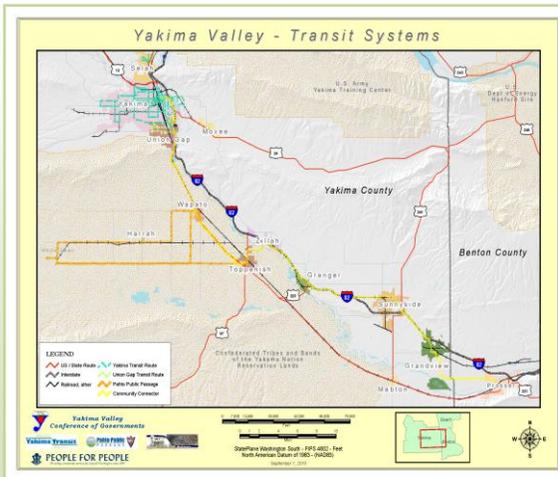
Yakima Special Needs Coalition was formed in 1999 to provide a coordinated transportation system for Yakima County residents with special needs. The Yakima Special Needs Coalition's vision for coordinated special needs transportation is a system that:

- Serves all people with special transportation needs
- Contributes to a livable community, a vital economy, and a sustainable environment
- Is easy to access regardless of who need the ride or is paying for the ride
- Efficiently coordinates all community transportation resources
- Is integrated and interdependent

Coordinated Special Needs Transportation is a collaborative process involving transportation providers, social and health providers, consumers, and business working to improve the health and well-being of Yakima County.

Yakima Special Needs Coalition has continued to meet over the past 15 years to improve transportation options for the individuals with special needs in Yakima County. People For People has provided ongoing support to the Coalition to meet quarterly or more often if needed. People For People has committed to continuing to host the Coalition and identify opportunities to support ongoing coordination of limited transportation resources and advocate for additional mobility options.

Transit System Coordination



Yakima Transit, Pahto Public Passage, Union Gap Transit and People For People’s Community Connector provide routed transit service in the communities of Selah, Yakima, Union Gap, Wapato, Harrah, White Swan, Toppenish, Zillah, Granger, Sunnyside, and Grandview.

Yakima Transit links to Union Gap Transit. Community Connector links to Ben-Franklin Transit, Pahto Public Passage and Yakima Transit. Riders can also access Yakima-Ellensburg Commuter, Greyhound and Airporter Shuttle via the Community Connector and Yakima Transit.

Community Needs

Being just a bit smaller than the state of Connecticut, Yakima County has a large geographical land area to contend with. Transit service is needed throughout Yakima County.

Better coordination and/or awareness: Respondents didn’t understand why different transportation providers charge different fees, and why their ticket for one is not accepted at another. They also wondered why, if some are only operating on weekdays and holidays, they have to pay more for the transportation that is available at other times.

Drivers stated dispatch staff would like more communication from other providers and brokers on what type of vehicle to dispatch based on the need/size of mobility device per client. Medicaid Transportation requires using the closest health care provider, and Managed Care has fewer providers that accept Medicaid patients. Municipal transit must only operate within their jurisdiction.

Operational issues for providers themselves: Shrinking budgets, increases in employee wages and benefits, increasing gas prices, aging bus fleets, etc. For example, Yakama Nation needs another bus, bike racks and a paratransit van. Some paratransit buses for Yakima Transit have limited air conditioning in a region that sees triple digit temperatures in the summer months.

Additional Service Hours: Requests were made for service on holidays, more days of the week and longer hours. Also, even though service may be available from a smaller town into Yakima, riders requested more service as current service may not allow enough time to attend appointments, or too long of a wait time before returning to their original destination.

Limited Service: The special needs populations are located throughout the county. Rural and isolated communities have limited transportation options and also lack basic services. It was noted that some individuals who are extremely heavy have difficulty identifying transportation options.



Marketing: Understanding the service schedules, eligibility, and connection times has been difficult to individuals. Address the perception that the Community Connector and transit is only for “poor people.”

Education: Utilizing 2-1-1 to help educate special needs populations on the services that are available, how to utilize services and the benefits of the service therefore lead to increased usage.

Affordable Service: Those who are not Medicaid eligible have limited options for non-emergency medical transportation. Those who live outside regions with public transportation in rural locations are often isolated from services. A high number of low-income individuals rely upon the free or low-cost transportation available to travel to work, school and services for daily living. Yet this service is not always available countywide.

Countywide Service: There are significant gaps in coverage leaving areas of the county without service. People with special needs are located throughout the county yet basic routed service isn’t available countywide.

The good news is that existing services are utilized and in many cases, serve unique needs well and effectively. Several more opportunities become apparent when learning the transportation needs of the special needs population and the community.

- Expand intra and inter-city fixed route and demand response transportation to all areas of Yakima County.
- Continue to enhance coordination between providers, including Mobile Data Terminals (MDT) for all transit systems to reduce “silos.”
- Do more to help riders understand what transportation services are available, what are the differences between them, how to access them and how they connect.
- Provide safe sites for bus stops with shelters, lights, and signage.

Measurement Tool for Prioritization of Community Priorities

To address the needs for the special needs population, the following rankings are used when prioritizing projects.

- **Preservation:** Ensure that current transportation resources remain in place.
- **Unmet/Greatest Need:** Meets the identified needs of the population.
- **Coordination:** Assure non-duplication and coordination of resources
- **Effectiveness/Cost Efficient:** Transportation resources are available, accessible and adaptable to meet the needs. Transportation resources provide community savings.

Transportation Service Plan

Special needs transportation a critical element to maintaining quality of life. The population that is most likely to have unmet transportation needs includes persons with disabilities, older adults, veterans, youth, and individuals with limited incomes. Within Yakima County a significant percentage of individuals fall into one or more of the categories.

Preserve and expand transportation services for individuals with disabilities, older adults, youth, veterans, and individuals with low-incomes.

DEMAND RESPONSE TRANSPORTATION FOR INDIVIDUALS WITH SPECIAL NEEDS

Door-to-door transportation service is needed and requested in the rural and isolated areas of the county for special needs population. Transportation services are needed to access employment, healthcare, social services, education, shopping, and activities that improve their quality of life.

FIXED ROUTE AND ROUTE DEVIATED TRANSPORTATION

Consistent and reliable transportation is needed for individuals with special needs and the general public to access human services, healthcare, shopping, education, employment, and social activities by connecting isolated communities and connecting across counties.

Promote safe and accessible transportation services for individuals with special needs by educating and advocating for special needs transportation.

SPECIAL NEEDS EDUCATION AND ADVOCACY

Provide community education and advocacy on transportation services that are available and how to access.

Provide advocacy to support special needs transportation and public transportation options.

CAPITAL EQUIPMENT THAT PROMOTES ACCESS AND SAFETY

Maintain and purchase ADA accessible vehicles to accommodate special needs transportation. Provide safe sites for bus stops with shelters, lights, and signage.

Provide bike racks to accommodate options for access.

Purchase technology for the safety of riders that include video cameras and radios.

Coordinate transportation and human services for increased efficiencies and utilization of resources.

COORDINATE TRANSPORTATION SERVICES FOR SPECIAL NEEDS POPULATION

Maintain the Special Needs Coalition to provide on-going coordination of human services and transportation resources to serve more people without duplication of services.
Coordinate reservations, maintenance, purchase and maintenance of equipment, staff training, and transportation service.
Coordinate, develop and expand alternate transportation resources with volunteer drivers, re-licensing program, loans for automobiles, and van pools.
Coordinate trips for individuals to include multi-purpose activities (e.g. medical appointment, shopping, and nutrition).
Coordinate transportation resources with centralized information and referral such as 2-1-1.
Coordinate transportation services with other Regional Transportation Planning Organizations.
Purchase and support technology for dispatching, vehicle location, screening customers for eligibility and customer reservations.

Appendix

People For People is an equal opportunity employer and provider of services. Auxiliary aids and services are available upon request to persons with disabilities.

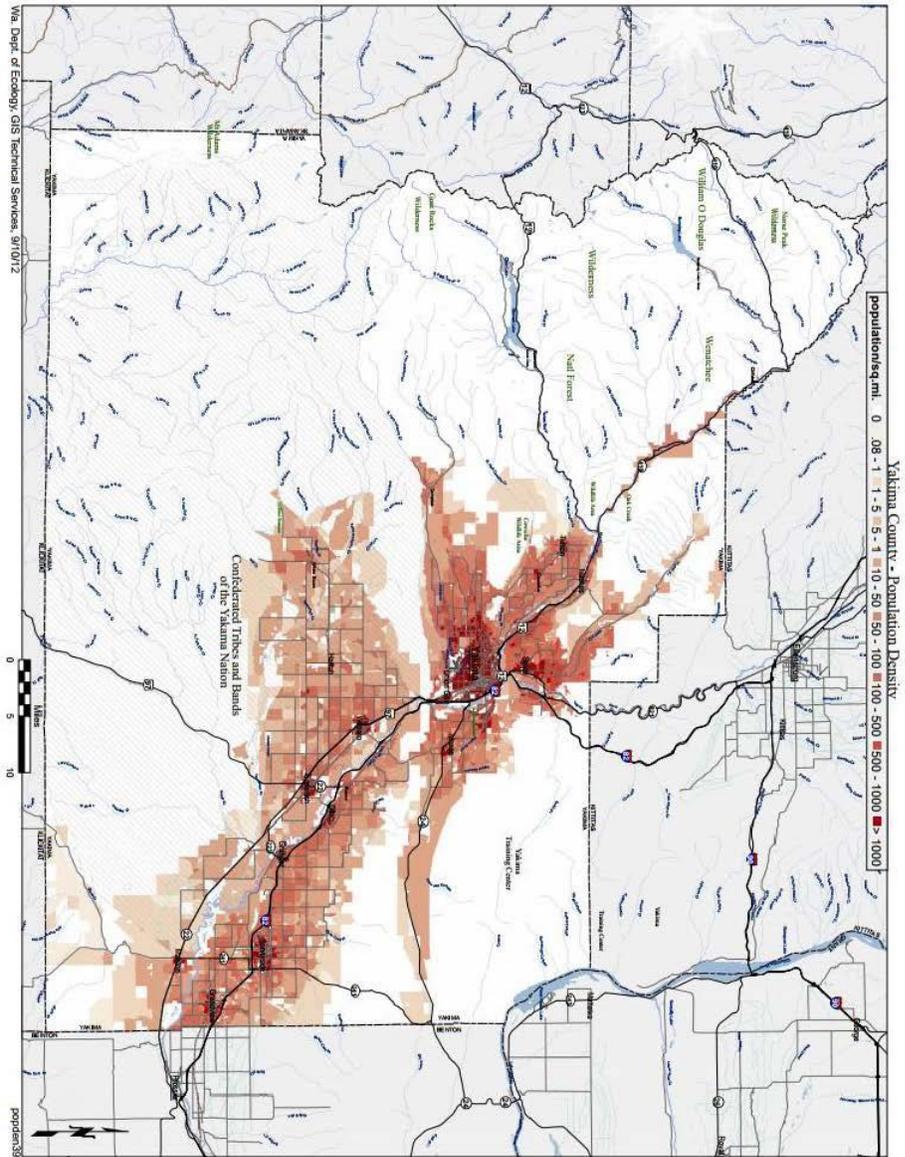
Title VI Policy

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. It is People For People's policy to assure that no person in the United States shall, on the grounds of race, color, national origin, or sex, be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination under any of its programs or activities receiving Federal financial assistance. For additional information regarding Title VI compliant procedures and/or information regarding People For People's non-discrimination obligations, please contact:

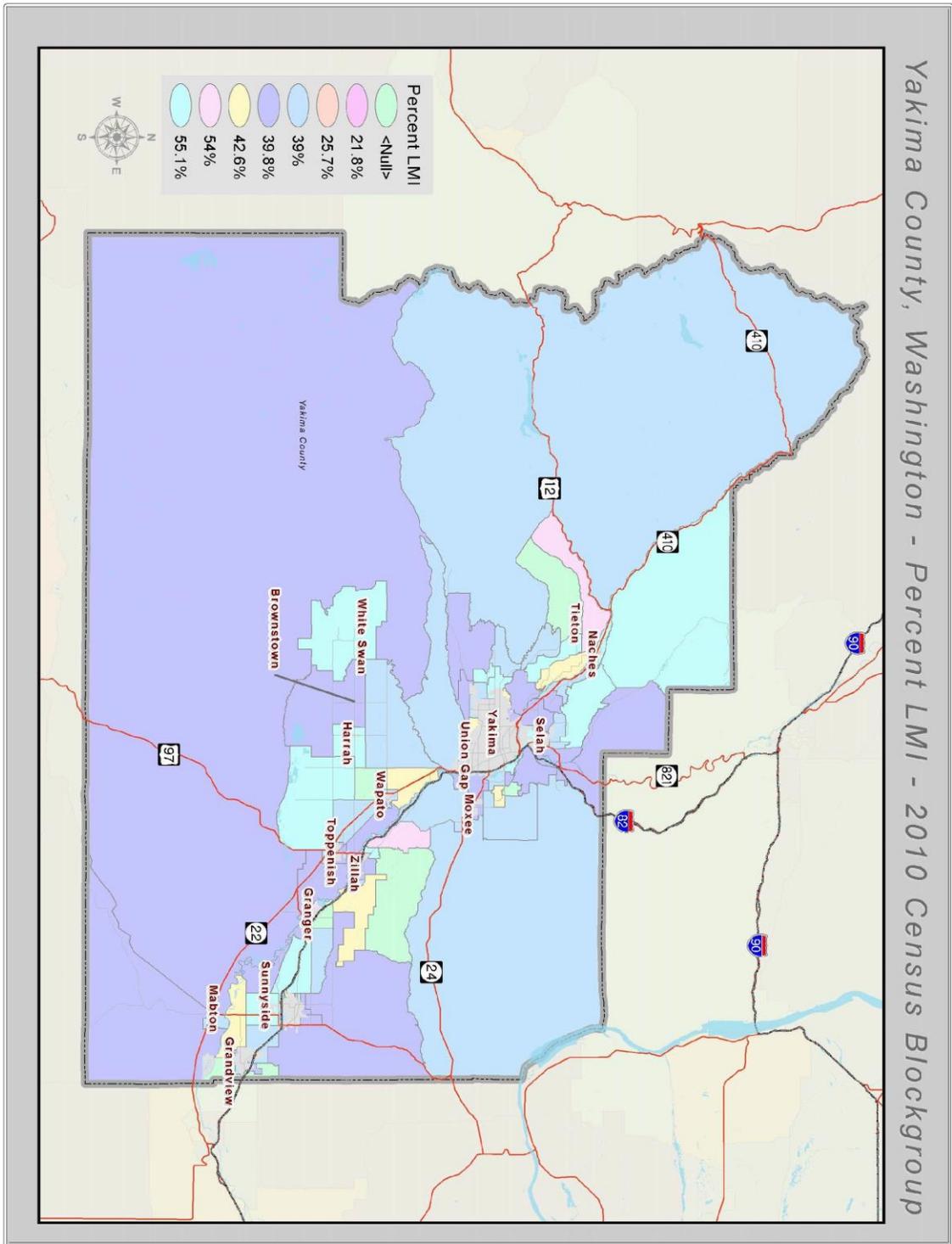
Human Resource Representative

People For People
304 West Lincoln
Yakima, WA 98902
[\(509\) 248-6726](tel:5092486726)

Population Density*

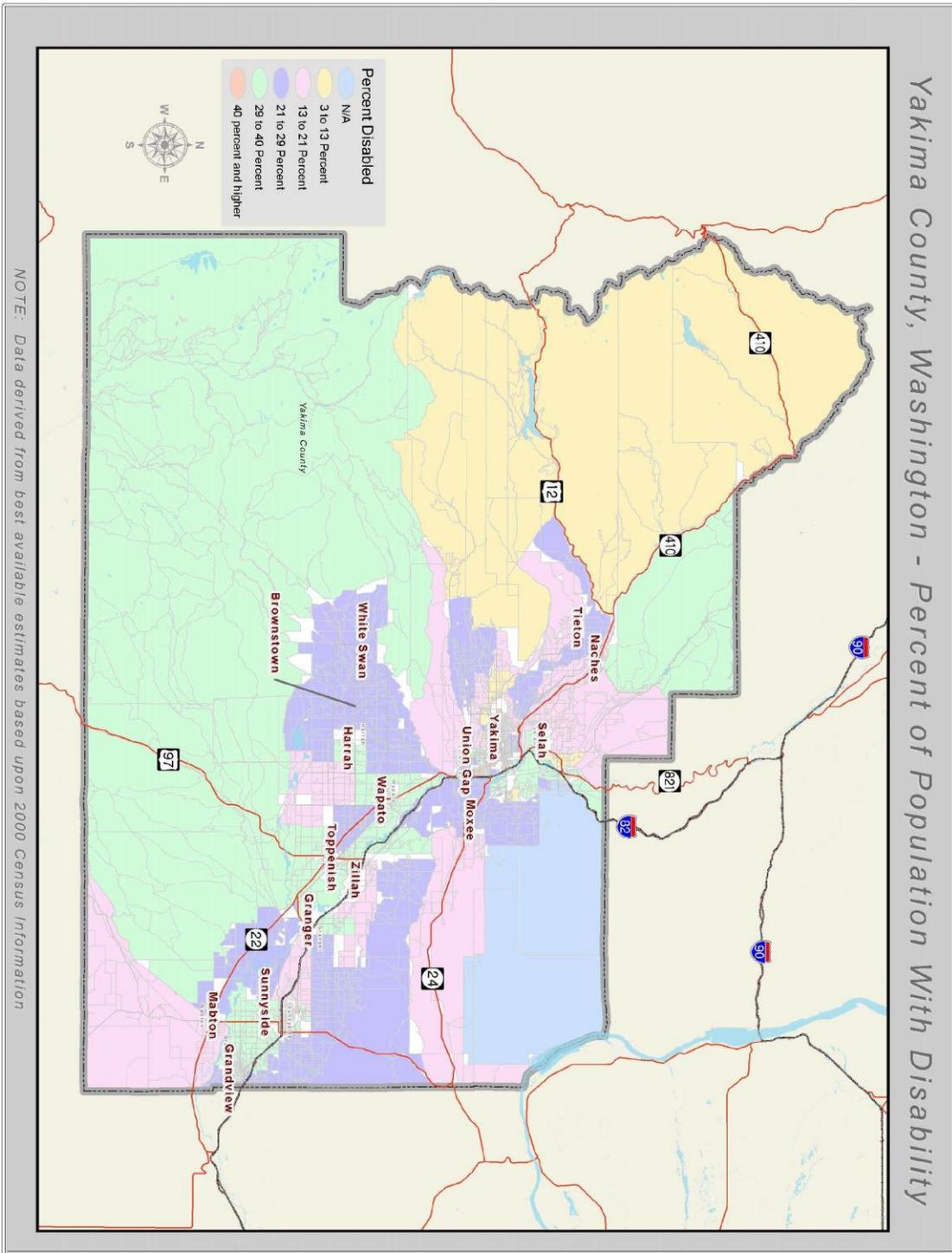


Yakima County, Washington - Percent LMI - 2010 Census Blockgroup



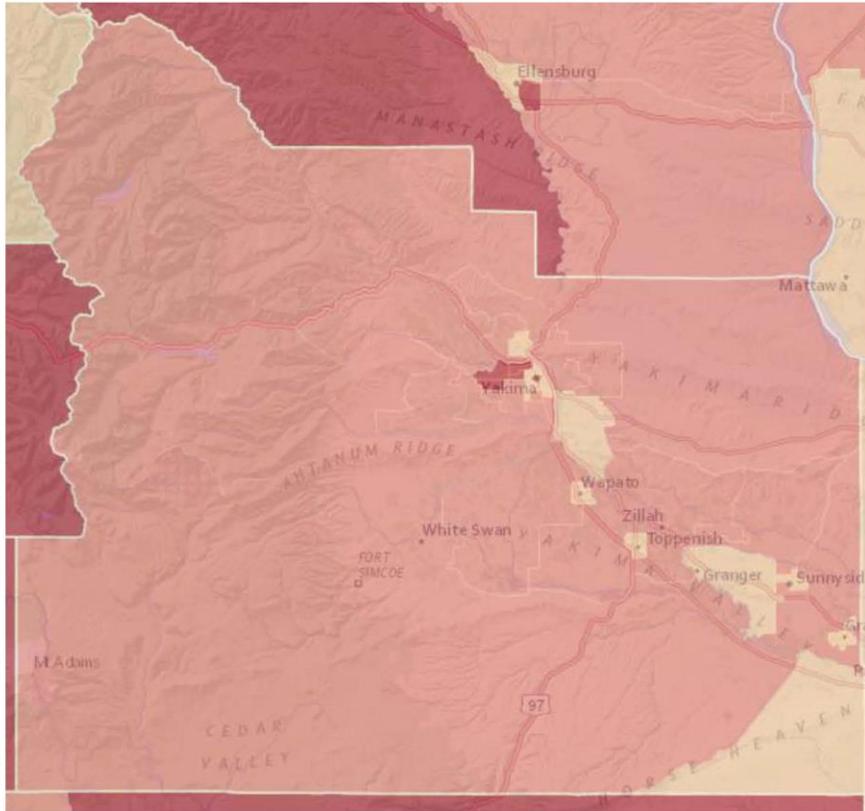
*LMI – Low and Moderate Income

Yakima County, Washington - Percent of Population With Disability



Population Percent 65 and Older*

This map service shows the population age 65 and older in the United States in 2012. The age classification is based on the age of the person in complete years. This map identifies areas where there is a concentration of people of retirement age. In the United States, 13.5% of the population is age 65 or older. The data shown is from Esri's [2012 Updated Demographics](#). The map adds increasing level of detail as you zoom in, from state, to county, to ZIP Code, to tract, to block group data. This map shows Esri's 2012 estimates using Census 2010 geographies.



Legend

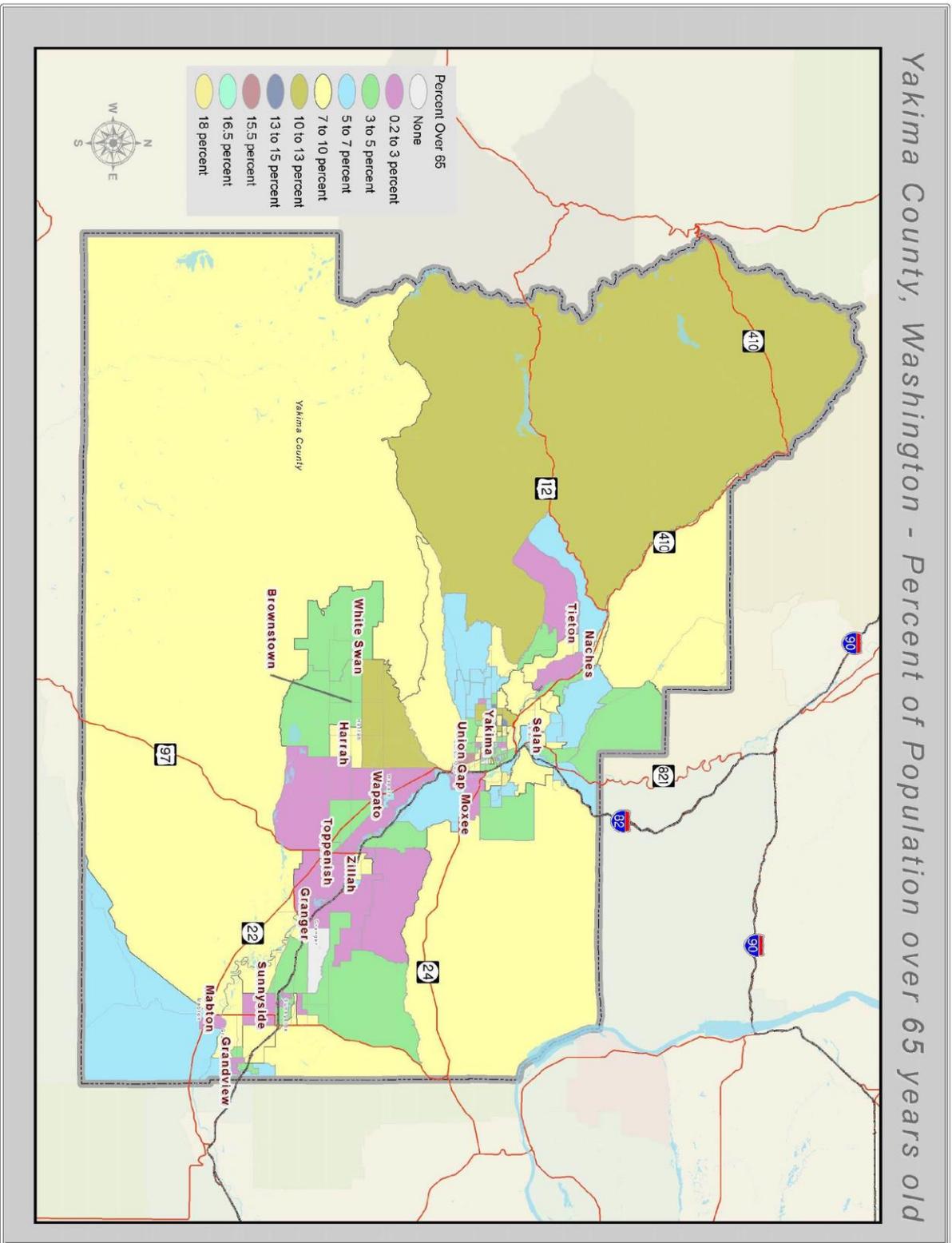
USA Population Older than Age 64 (Mature Support)

Percent Population 65 and Older

Tracts

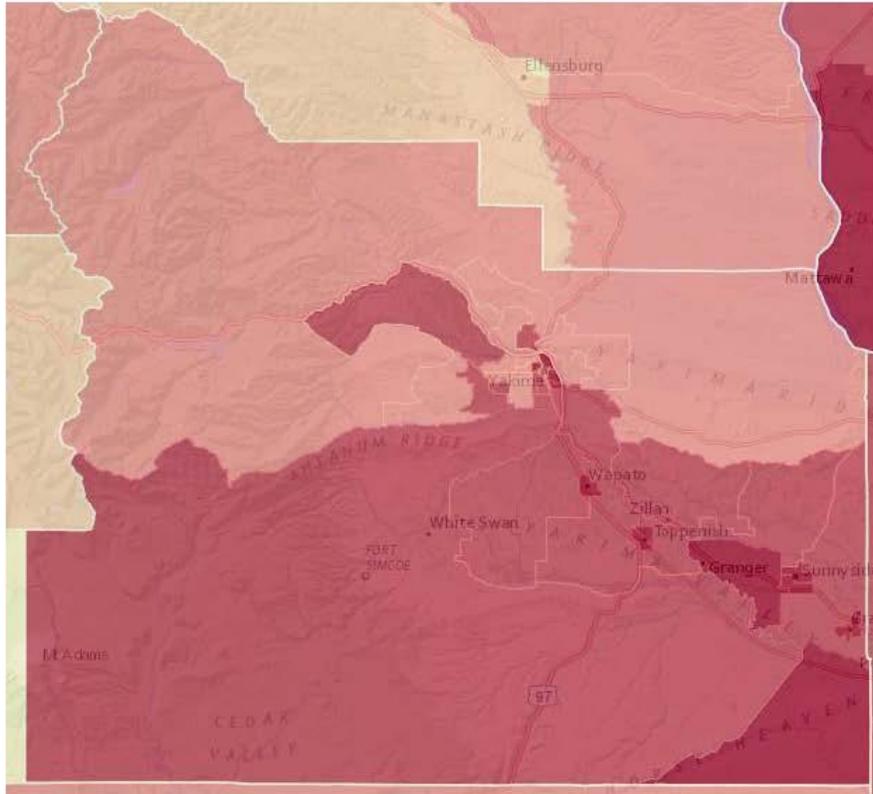
- 27.1% or more
- 19.1% to 27%
- 10.1% to 19% (US Avg: 13.5%)
- 2.1% to 10%
- 2% or less
- No population

Yakima County, Washington - Percent of Population over 65 years old



Percent Population Under 18*

*This map services hows the population under 18 in the United States in 2012. The age classification is based on the age of the person in complete years. This map identifies areas where there are concentrations of children. In the United States, 23.6% of the population are under 18 years of age. The data shown is from Esri's 2012 Updated Demographics. The map adds increasing level of detail as you zoom in, from state, to county, to ZIP Code, to tract, to block-group data. This map shows Esri's 2012 estimates using Census 2010 geographies.



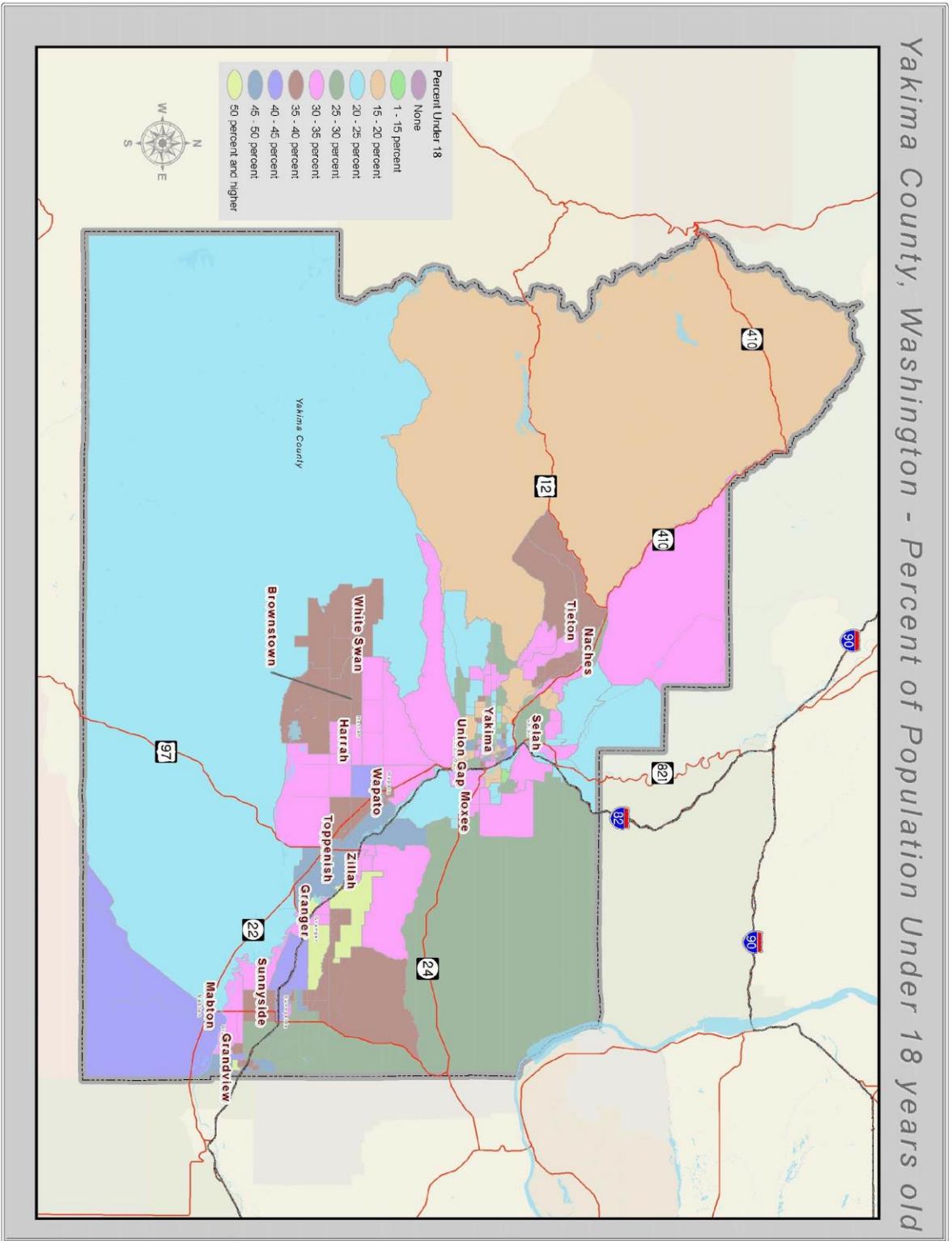
Legend

USA Population Younger than Age 18 (Mature Support)

Percent: Population Under 18

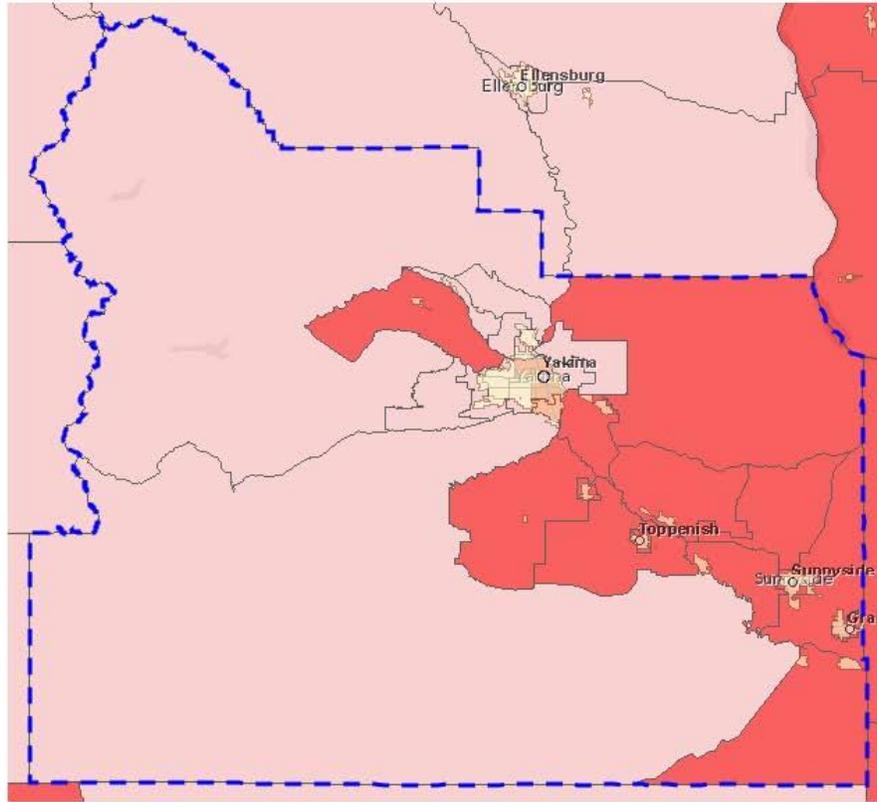


Yakima County, Washington - Percent of Population Under 18 years old



Limited English Proficiency* – Spanish, Indo/European, Asia/Pacific Island, and Other Languages

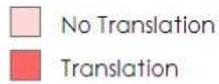
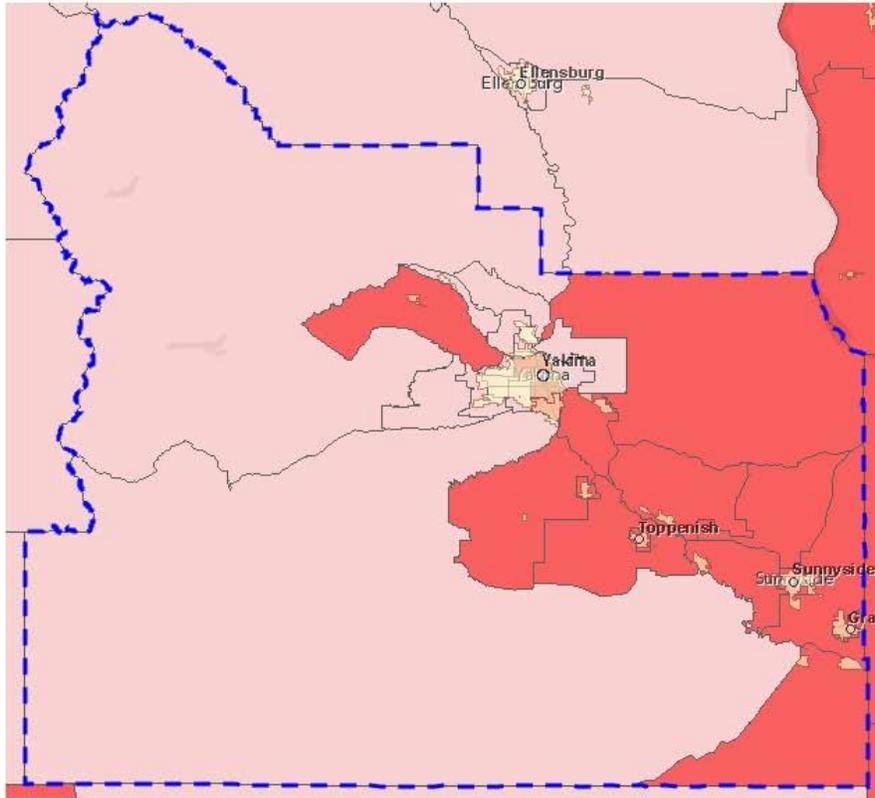
*This service supports the WSDOT ALPACA application by displaying language data derived from the American Community Survey 2006-2010 (US Census) at the block group, tract, and county levels. See for more documentation http://www.census.gov/acs/www/data_documentation/documentation_main/



- No Translation
- Translation

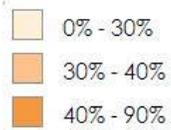
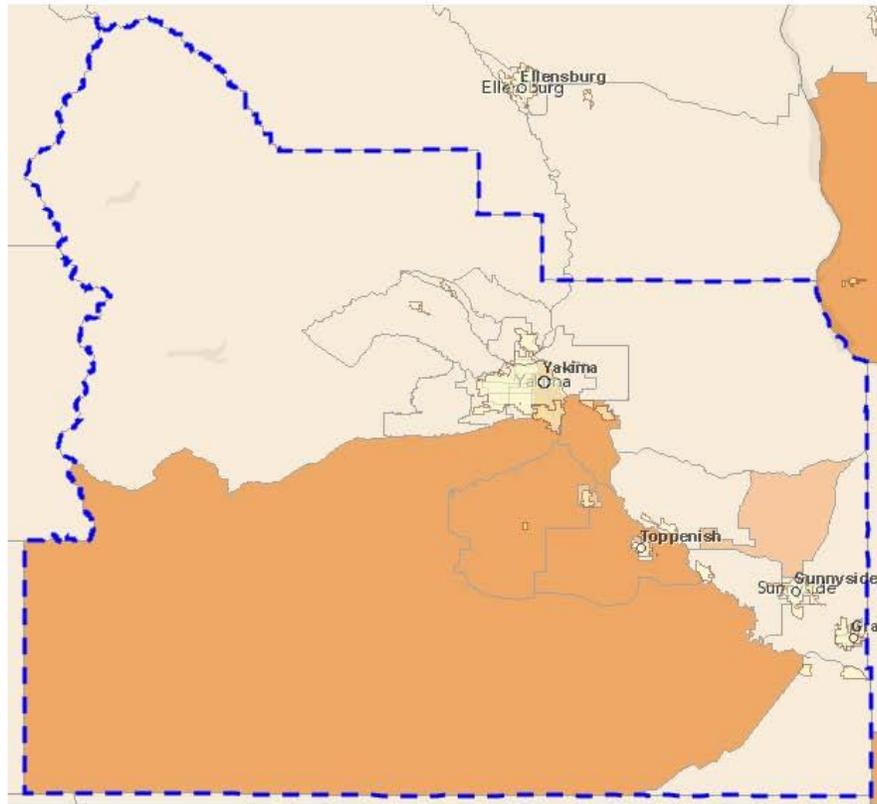
Limited English Proficiency – Spanish

*This service supports the WSDOT ALPACA application by displaying language data derived from the American Community Survey 2006-2010 (US Census) at the block group, tract, and county levels. See for more documentation http://www.census.gov/acs/www/data_documentation/documentation_main/



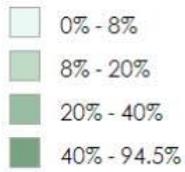
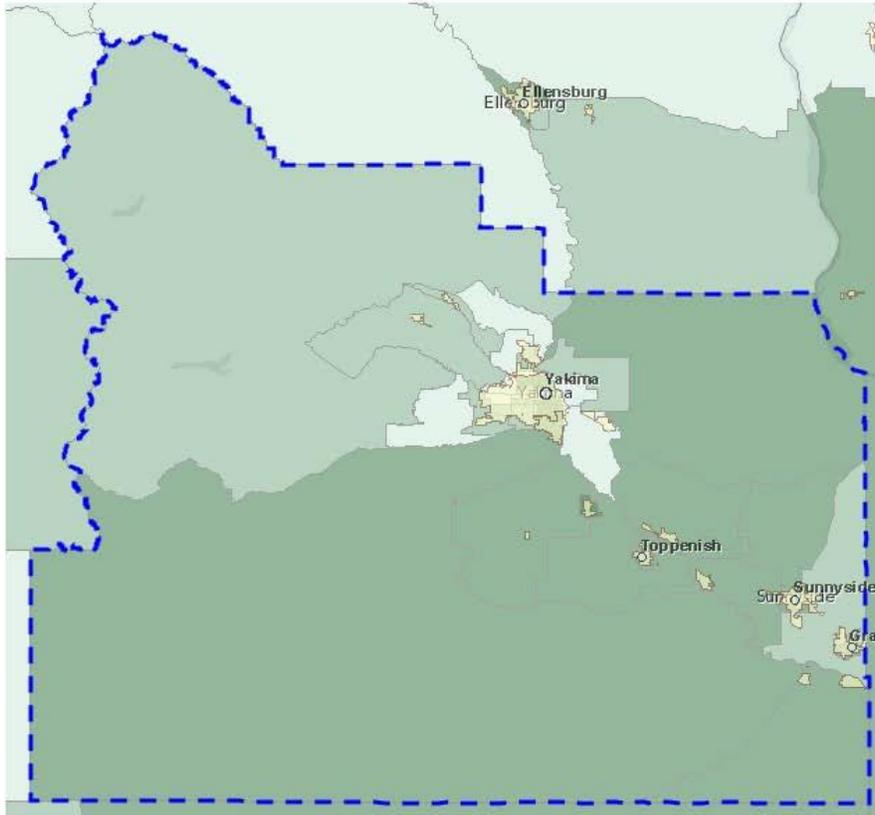
Minority*

*This service supports the WSDOT ALPACA application by displaying Race and Minority data derived from the American Community Survey (US Census) at the block group, tract, and county levels. For more documentation see http://www.census.gov/acs/www/data_documentation/documentation_main/



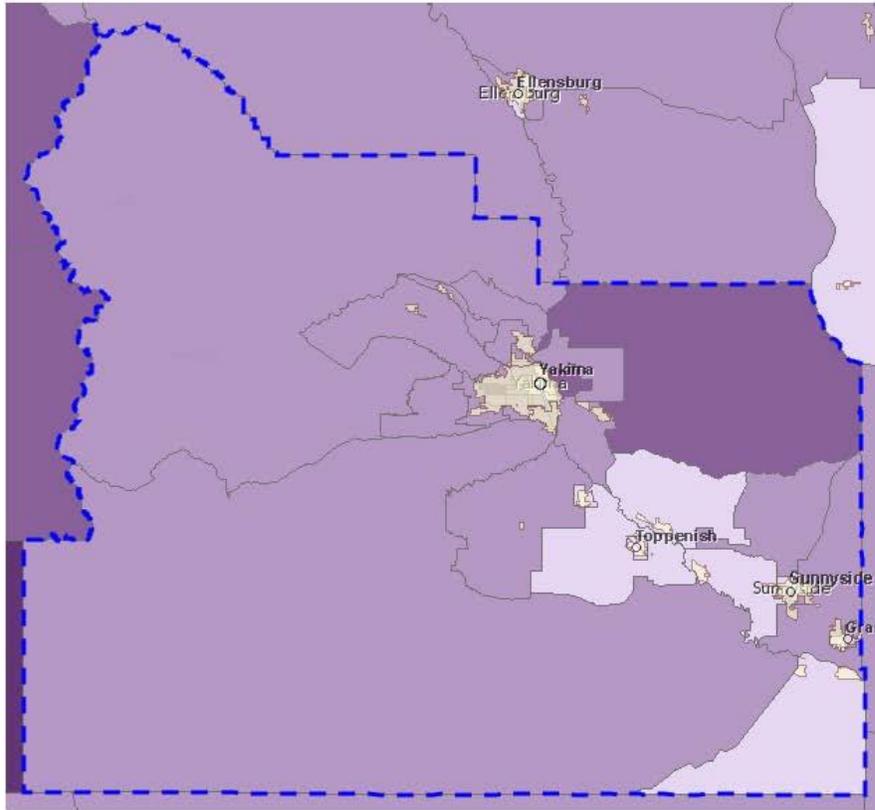
Poverty*

This service supports the WSDOT ALPACA application by displaying Poverty or Median Income data derived from the American Community Survey (US Census) at the block group, tract, and county levels. For more documentation see http://www.census.gov/aacs/www/data_documentation/documentation_main/

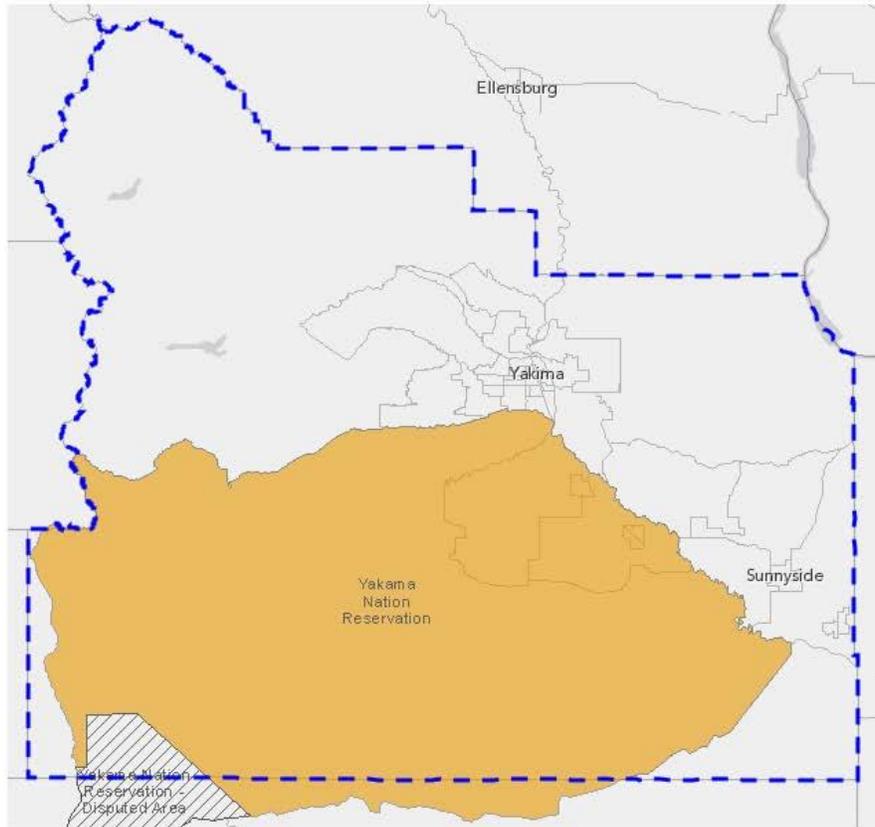


Veterans*

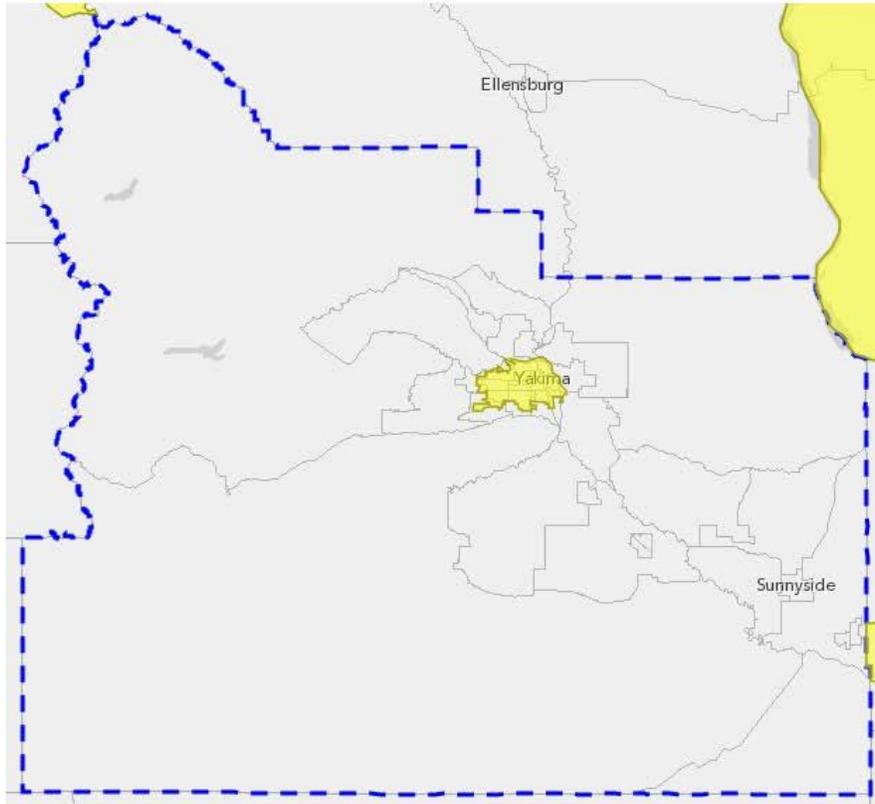
This service supports the WSDOT ALPACA application by displaying Veterans data derived from American Community Survey (US Census) at the block group, tract, and county levels. For more documentation see http://www.census.gov/acs/www/data_documentation/documentation_main/



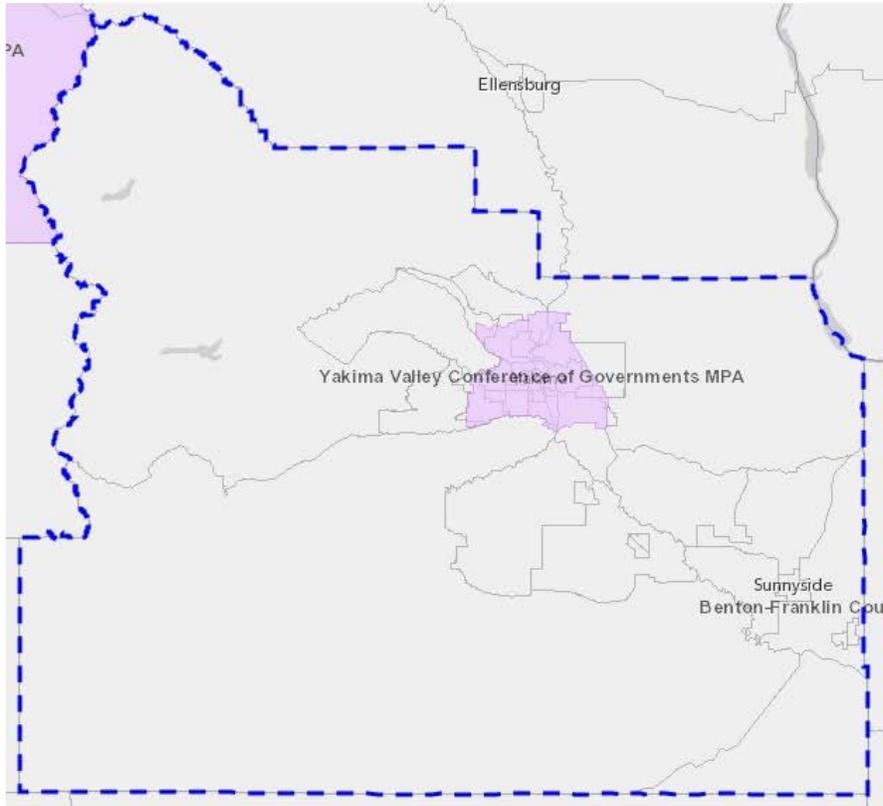
Reservation and Trust Lands



Yakima County Public Transportation Benefit Areas (PTBA)



Yakima Valley Conference of Governments MPA



Yakima County Special Needs Coalition

Would you like to take this survey on-line?
www.surveymonkey.com/s/2LRTNQZ

Your opinion is important to determine the transportation needs in your community. Complete only one survey.

I need transportation because: (Choose all that apply)

- | | | |
|---|--|---|
| <input type="checkbox"/> I am an elder or senior citizen, and I don't drive | <input type="checkbox"/> I don't have a driver's license / my license is suspended | <input type="checkbox"/> Transportation isn't available when I need it |
| <input type="checkbox"/> I am disabled | <input type="checkbox"/> I don't have auto insurance | <input type="checkbox"/> I can't afford to drive |
| <input type="checkbox"/> I am homeless | <input type="checkbox"/> I am ineligible for transportation services | <input type="checkbox"/> I can't drive in inclement weather or after dark |
| <input type="checkbox"/> I am too ill to drive | | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> I don't have a car/ car does not run | | |

I currently use the following means of transportation: (Choose all that apply)

- | | | |
|---|---|--|
| <input type="checkbox"/> My Vehicle/ borrowed vehicle | <input type="checkbox"/> Medicaid (Provider One) Transportation | <input type="checkbox"/> Shuttle/van provided by church or assisted living |
| <input type="checkbox"/> Airporter Shuttle | <input type="checkbox"/> MedStar Cabulance | <input type="checkbox"/> Taxi Service |
| <input type="checkbox"/> Bicycle/ motorbike | <input type="checkbox"/> Mobility Device | <input type="checkbox"/> Union Gap Transit |
| <input type="checkbox"/> Carpool / RideRideshare | <input type="checkbox"/> Pahto Public Passage | <input type="checkbox"/> Walk |
| <input type="checkbox"/> Dial-A-Ride/ Paratransit | <input type="checkbox"/> People For People/ Community Connector | <input type="checkbox"/> Yakima-Ellensburg Commuter |
| <input type="checkbox"/> Family, Friends, Volunteers, Program Staff | <input type="checkbox"/> School Bus | <input type="checkbox"/> Yakima Transit bus service |
| <input type="checkbox"/> Greyhound | <input type="checkbox"/> Senior Services | <input type="checkbox"/> Other _____ |

I need transportation to: (Choose your top 5 choices)

- | | | | |
|--|---|---|--|
| <input type="checkbox"/> Assisted living | <input type="checkbox"/> Court / Legal | <input type="checkbox"/> Job Training/ Job search | <input type="checkbox"/> Senior centers |
| <input type="checkbox"/> Banking | <input type="checkbox"/> Drug / Alcohol Treatment | <input type="checkbox"/> Medical/ Dental Appointments | <input type="checkbox"/> School/training |
| <input type="checkbox"/> Childcare | <input type="checkbox"/> DSHS/Social services | <input type="checkbox"/> Nutrition/ Meal programs | <input type="checkbox"/> Vocational Rehabilitation |
| <input type="checkbox"/> Church/Religious | <input type="checkbox"/> Elder / Senior Services | <input type="checkbox"/> Pharmacy | <input type="checkbox"/> Work |
| <input type="checkbox"/> Community/ Cultural | <input type="checkbox"/> Family and Friends | <input type="checkbox"/> Physical Therapy | <input type="checkbox"/> WorkSource Appointments |
| <input type="checkbox"/> Counseling/ Behavioral Health | <input type="checkbox"/> Food bank | <input type="checkbox"/> Recreational activities | <input type="checkbox"/> Other _____ |
| | <input type="checkbox"/> Food/ Clothing shopping | | |

I need to go to: (Choose your top 5 choices)

- | | | | | | |
|-------------------------------------|--|----------------------------------|------------------------------------|--|--------------------------------------|
| <input type="checkbox"/> Ahtanum | <input type="checkbox"/> Gleeed | <input type="checkbox"/> Mattawa | <input type="checkbox"/> Satus | <input type="checkbox"/> Terrace Heights | <input type="checkbox"/> West Valley |
| <input type="checkbox"/> Brownstown | <input type="checkbox"/> Goldendale | <input type="checkbox"/> Moxee | <input type="checkbox"/> Sawyer | <input type="checkbox"/> Tieton | <input type="checkbox"/> White Pass |
| <input type="checkbox"/> Buena | <input type="checkbox"/> Grandview | <input type="checkbox"/> Naches | <input type="checkbox"/> Seattle | <input type="checkbox"/> Toppenish | <input type="checkbox"/> White Swan |
| <input type="checkbox"/> Cliffdell | <input type="checkbox"/> Goose Prairie | <input type="checkbox"/> Nile | <input type="checkbox"/> Selah | <input type="checkbox"/> Tri-cities | <input type="checkbox"/> Wiley City |
| <input type="checkbox"/> Cowiche | <input type="checkbox"/> Granger | <input type="checkbox"/> Outlook | <input type="checkbox"/> Spokane | <input type="checkbox"/> Union Gap | <input type="checkbox"/> Yakima |
| <input type="checkbox"/> Donald | <input type="checkbox"/> Harrah | <input type="checkbox"/> Parker | <input type="checkbox"/> Sunnyside | <input type="checkbox"/> Walla Walla | <input type="checkbox"/> Zillah |
| <input type="checkbox"/> Ellensburg | <input type="checkbox"/> Mabton | <input type="checkbox"/> Prosser | <input type="checkbox"/> Tampoico | <input type="checkbox"/> Wapato | <input type="checkbox"/> Other _____ |

I need transportation on the following days and times (check all that apply)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning	<input type="checkbox"/>						
Afternoon	<input type="checkbox"/>						
Evening	<input type="checkbox"/>						
Overnight	<input type="checkbox"/>						

Do you know what current transportation services are available for you? Yes No

If you answered "Yes", what transportation services have you used in the last three months? _____

If you currently use transportation services, is it meeting your needs? Yes No

If no, how can it be improved? _____

Have you been required to move to access basic services due to lack of transportation? Yes No

Would access to transportation improve the fulfillment of the following needs?

	Medical/Healthcare	Employment Opportunities	Community/Social Services	Shopping/Daily Activities	Participation in Social Activities
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For mapping purposes only, please identify your pick-up location if you were to use transportation services.

Address or Crossroad _____ City _____ Zip Code _____

If you have any questions, please contact: Juliette Macias at 509-248-6726 or jmacias@pfp.org

Please provide the following information:

Name of Organization _____
Name of Program _____
Street Address, City, State, Zip _____
Telephone _____ Contact Name _____
E-mail _____
Days/Hours of Operation _____
Description of Services _____

Approximate number of clients that need transportation services _____

Client characteristics that need transportation services (Check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Elder or senior | <input type="checkbox"/> No driver's license |
| <input type="checkbox"/> Disabled | <input type="checkbox"/> Unable to drive due to health |
| <input type="checkbox"/> Homeless | <input type="checkbox"/> No auto insurance |
| <input type="checkbox"/> No car/inoperable car | <input type="checkbox"/> Cannot afford to drive |

Clients need transportation to: (Check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Banking | <input type="checkbox"/> Food Bank |
| <input type="checkbox"/> Childcare | <input type="checkbox"/> Grocery Shopping |
| <input type="checkbox"/> Community/cultural Events | <input type="checkbox"/> Job Training/Job Search |
| <input type="checkbox"/> Court/Legal Appointments | <input type="checkbox"/> Medical Appointments |
| <input type="checkbox"/> Drug/Alcohol Treatment | <input type="checkbox"/> Recreational Activities |
| <input type="checkbox"/> Dental | <input type="checkbox"/> Social Service Appointments |
| <input type="checkbox"/> Education | <input type="checkbox"/> Vocational Rehabilitation |
| <input type="checkbox"/> Elder/Senior Services | <input type="checkbox"/> WorkSource Appointments |
| <input type="checkbox"/> Employment | |

Where do you see the greatest need for transportation: (Check your top 3 choices)

- | | |
|--|--|
| <input type="checkbox"/> Banking | <input type="checkbox"/> Food Bank |
| <input type="checkbox"/> Childcare | <input type="checkbox"/> Grocery Shopping |
| <input type="checkbox"/> Community/cultural Events | <input type="checkbox"/> Job Training/Job Search |
| <input type="checkbox"/> Court/Legal Appointments | <input type="checkbox"/> Medical Appointments |
| <input type="checkbox"/> Drug/Alcohol Treatment | <input type="checkbox"/> Recreational Activities |
| <input type="checkbox"/> Dental | <input type="checkbox"/> Social Service Appointments |
| <input type="checkbox"/> Education | <input type="checkbox"/> Vocational Rehabilitation |
| <input type="checkbox"/> Elder/Senior Services | <input type="checkbox"/> WorkSource Appointments |
| <input type="checkbox"/> Employment | |

When do your clients generally need transportation? (Monday, Tuesday, Wednesday etc.)

(Days, Morning, Afternoon, Evening, Overnight) _____

Yakima County Service Provider Survey | 2014

What general locations (city, town, area) do your clients need transportation from and to?

From: _____ To: _____

What transportation is available for your clients? (Check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> HopeSource | <input type="checkbox"/> Employer sponsored |
| <input type="checkbox"/> Yakima-Ellensburg Commuter | <input type="checkbox"/> Gas Voucher |
| <input type="checkbox"/> People For People | <input type="checkbox"/> Bus Voucher |
| <input type="checkbox"/> Friend/Relative | <input type="checkbox"/> Taxi Service |
| <input type="checkbox"/> Central Transit | <input type="checkbox"/> Van Pool |
| <input type="checkbox"/> Elmview Transportation | <input type="checkbox"/> Provider One (Medicaid) |
| <input type="checkbox"/> Volunteer Driver | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Private/Agency Van Shuttle | |

If your agency or program provides transportation or support for transportation please complete the following questions. If your agency or program doesn't provide transportation or support for transportation you have completed the survey.

Check the type of service you provide:

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Public Transit | <input type="checkbox"/> Gas Voucher |
| <input type="checkbox"/> Door to Door | <input type="checkbox"/> Bus Voucher |
| <input type="checkbox"/> Volunteer Driver | <input type="checkbox"/> Taxi Service |
| <input type="checkbox"/> Van Shuttle | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Bus service | |

Rider Eligibility Criteria: _____

Characteristics of the clients that are provided with transportation resources:

- | | |
|---|---|
| <input type="checkbox"/> Seniors | <input type="checkbox"/> Children/Students |
| <input type="checkbox"/> People with disabilities | <input type="checkbox"/> Limited/Low-Income |

Service Fee:

- | | |
|--|--|
| <input type="checkbox"/> No Fee to Client | <input type="checkbox"/> Mileage Rate |
| <input type="checkbox"/> Discounts Available | <input type="checkbox"/> Sliding Scale |
| <input type="checkbox"/> Flat Rate | |

Purpose of the Rides:

- | | |
|---|--|
| <input type="checkbox"/> Medical/health care | <input type="checkbox"/> Social/Recreational |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Education |
| <input type="checkbox"/> Volunteer Activities | <input type="checkbox"/> Childcare |
| <input type="checkbox"/> Religious Events | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Other _____ | |

HSTP Public Outreach/Forums

Meeting	Place	VHR	DSN	Toppenish	El Sol	Facebook	Craiglist	Radio	Senior	City Facilities	Local TV	Site	Spanish Media	
Date		Online		Review	de Yakima				Centers	Commerce	Y-Pak	M/TV	Venue	Spanish
1-May Haman Senior Ctr		X				X	X		X	X			X	
8-May SE Comm Center		X				X	X	X					X	X - KDNA X - YHR (Spanish) X - Hispanvision X - Adelante Media Group X - Craiglist
13-May Salah Civic Center		X				X		X		X			X	X - KDNA X - YHR (Spanish) X - Hispanvision X - Adelante Media Group X - Craiglist
29-May Toppenish - NWCAC		X		X	X	X		X		X			X	X - KDNA X - YHR (Spanish) X - Hispanvision X - Adelante Media Group X - Craiglist
4-Jun Sada WorkSource		X	X		X	X		X	X				X	X - KDNA X - YHR (Spanish) X - Hispanvision X - Adelante Media Group X - Craiglist
16-Jun Garfield - YVCC		X	X		X	X		X					X	X - KDNA X - YHR (Spanish) X - Hispanvision X - Adelante Media Group X - Craiglist



Yakima Valley Region

Coordinated Public Transit -
Human Services
Transportation Plan 2014

Community Forums on Transportation

Community members are encouraged to attend a forum to discuss the transportation needs of Yakima County.

Thursday, May 1st at 1 pm

Yakima - Harman Senior Center

Thursday, May 8th at 10:30 am & 5:30 pm

Yakima - Southeast Community Center

Tuesday, May 13th at 5:30 pm

Selah - Selah Civic Center

Thursday, May 29th at 1:30 pm

Toppenish - NW Community Action Center

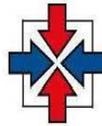
Wednesday, June 4th at 3 pm

Sunnyside - WorkSource Center

Monday, June 16th at 5:30 pm

Grandview - Yakima Valley Community College





Yakima County Special Needs Transportation Forum

Agenda

Welcome:

- Sign-in Sheet
- Introductions
- Purpose of the Meeting

Project Description

- Purpose and Goals
- Project Timeline

Transportation Needs

- What are common points of origin?
- What are common destinations?
- What transportation services and resources are currently available?
- What are the unmet transportation needs?

Transportation Needs

- Recommendations



Yakima County Special Needs Transportation Forum

Human Service Transportation Plan

People For People provides the oversight to update the Coordinated Transit – Human Service Transportation Plan for Yakima County.

Purpose: The Human Service Transportation Plan identifies the transportation needs of individuals with special transportation needs. The special needs population includes individuals with disabilities, older adults, youth, veterans, and low-income individuals.

The Human Service Transportation Plan will include input from stakeholders through the use of surveys and public forums in order to find common points of origin, common destinations, current transportation resources, unmet transportation needs, and address how to improve mobility options.

Timeline: People For People will conduct Community Forums and collect surveys online as well as hard copies through the month of June 2014.

The draft Human Service Transportation Plan will be posted on the People For People website at www.pfp.org by August 29.

Contact: People For People, Juliette Macias at jmacias@pfp.org or 509.248.6726.

Yakima County Transportation Survey - Your opinion is important.

Tuesday, October 07, 2014

Powered by  SurveyMonkey

393

Total Responses

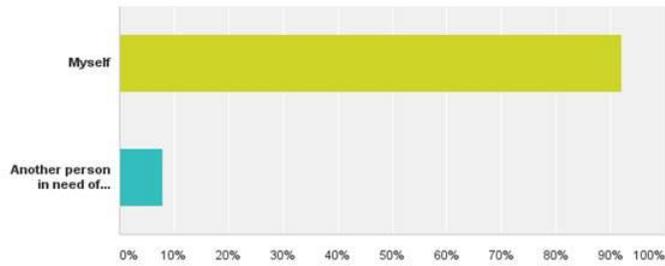
Date Created: Friday, November 22, 2013

Complete Responses: 393

Powered by  SurveyMonkey

Q1: I am completing this survey for:

Answered: 242 Skipped: 151

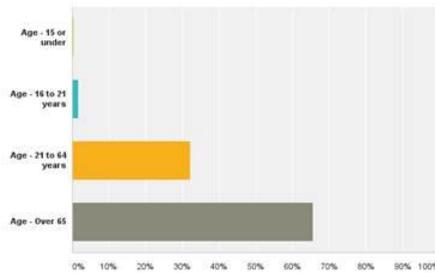


Answer Choices	Responses	Count
Myself	92.15%	223
Another person in need of transportation	7.85%	19
Total		242

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Q2: I am:

Answered: 227 Skipped: 166

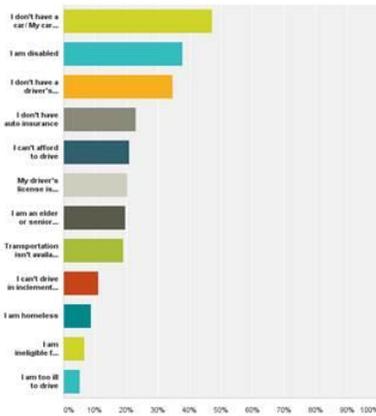


Answer Choices	Responses	Count
Age - 15 or under	0.44%	1
Age - 16 to 21 years	1.76%	4
Age - 21 to 64 years	32.16%	73
Age - Over 65	65.64%	149
Total		227

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Q3: I need transportation because: (Choose all that apply)

Answered: 341 Skipped: 52

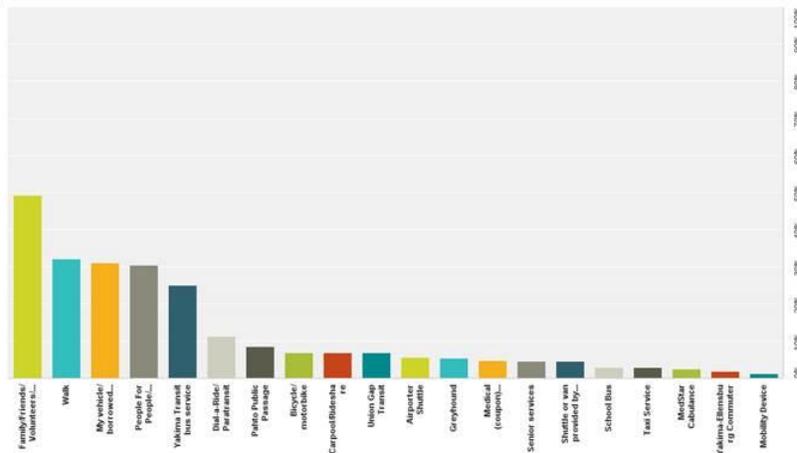


Answer Choices	Responses
I don't have a car/My car doesn't run	161
I am disabled	129
I don't have a driver's license	118
I don't have auto insurance	78
I can't afford to drive	71
My driver's license is suspended	69
I am an elder or senior citizen & I don't drive	67
Transportation isn't available when I need it	65
I can't drive in inclement weather or after dark	38
I am homeless	30
I am ineligible for transportation services	23
I am too ill to drive	18
Total Respondents: 341	

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Q4: I currently use the following means of transportation (Choose all that apply)

Answered: 374 Skipped: 19



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Q4: I currently use the following means of transportation (Choose all that apply)

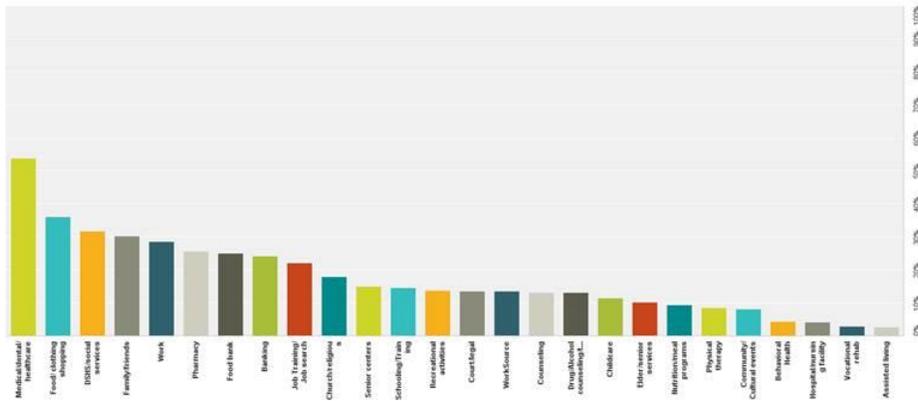
Answered: 374 Skipped: 19

Answer Choices	Responses
Family/Friends/Business/Program Staff	48.20% 184
Walk	32.89% 120
My vehicle/borrowed vehicle	31.82% 118
People For People/Community Connector	30.48% 114
Yakima Transit bus service	25.13% 94
Del-a-Ride/Paratransit	13.23% 42
Pedso Public Passage	8.56% 32
Bicycle/motorbike	6.95% 26
Carpool/sharing	6.95% 26
Union Gap Transit	6.95% 26
Airporter Shuttle	5.61% 21
Overboard	5.35% 20
Medical (coupon) Transportation	4.81% 18
Senior services	4.55% 17
Shuttle or van provided by church or assisted living	4.55% 17
School Bus	2.94% 11
Taxi Service	2.89% 11
MeiStar Cabulance	2.41% 9
Yakima-Blenenburg Corridor	1.87% 7
Mobility Device	1.33% 5
Total Respondents: 374	

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Q5: I need transportation to: (Please mark your top 5 choices)

Answered: 340 Skipped: 53



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Q5: I need transportation to: (Please mark your top 5 choices)

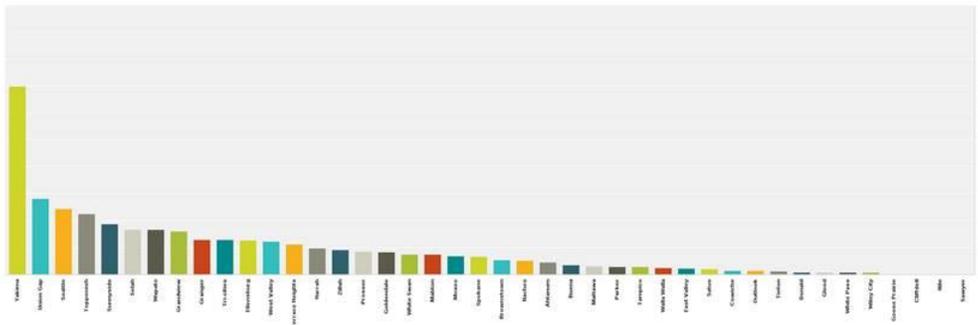
Answered: 340 Skipped: 53

Answer Choices	Responses
Medical/Healthcare	33.82%
Food/clothing shopping	26.91%
Dis/Personal services	21.18%
Family/friends	20.29%
Work	20.03%
Priority	20.03%
Food bank	20.03%
Banking	20.03%
Job Training/Job search	22.68%
Church/Religion	10.59%
Senior centers	15.59%
Schooling/training	14.71%
Recreational activities	13.82%
Court/legal	13.82%
Vol/Service	13.82%
Counseling	13.24%
Drug/alcohol counseling/treatment	13.24%
Childcare	11.47%
Elder/ senior services	10.29%
Multicultural programs	9.71%
Physical therapy	8.53%
Community/Cultural events	8.24%
Behavioral health	4.91%
Hospital/health facility	4.12%
Vocational/trails	2.94%
Assisted living	2.65%
Total Responses: 340	9

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Q6: I need to go to: (Mark your top 5 choices)

Answered: 347 Skipped: 46



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Q6: I need to go to: (Mark your top 5 choices)

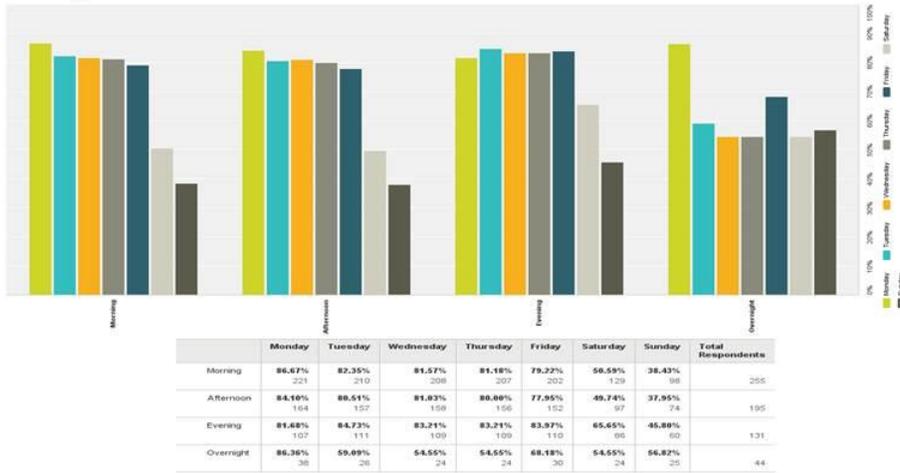
Answered: 347 Skipped: 46

Answer Choices	Responses
Yakima	79.83%
Union Gap	28.24%
Saddle	24.69%
Toppenish	22.48%
Sunnyside	18.73%
Stah	16.71%
Yogabo	16.31%
Grandview	15.14%
Granger	13.37%
Tricles	13.37%
Ebensburg	12.68%
West Valley	12.29%
Terrace Heights	11.24%
Hershey	9.89%
Zalia	8.27%
Prosser	6.65%
Goldendale	6.28%
White Swan	7.48%
Habdon	7.48%
Alvira	6.09%
Spokane	6.03%
Brownstown	5.48%
Naches	5.19%
Altamir	4.61%
Burra	3.48%
Mattawa	3.17%
Prater	2.88%
Tempco	2.88%
Walla Walla	2.69%
East Valley	2.21%
Salon	2.02%
Concho	1.44%
Oubok	1.44%
Tilton	1.15%
Donald	0.88%
Oreel	0.88%
White Park	0.88%
Willy City	0.88%
Goose Prairie	0.29%
Cittid	0.00%
Nia	0.00%
Snover	0.00%
Total Responses: 347	

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Q7: I need transportation on the following days and times: (Choose all that apply)

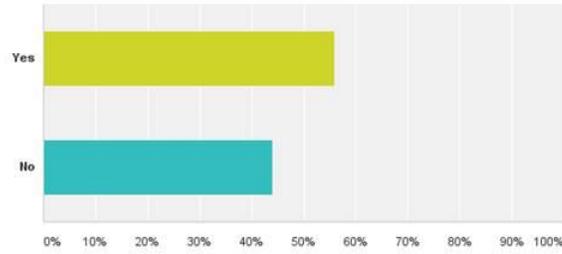
Answered: 287 Skipped: 106



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Q8: Do you know the current transportation services available to you?

Answered: 354 Skipped: 39

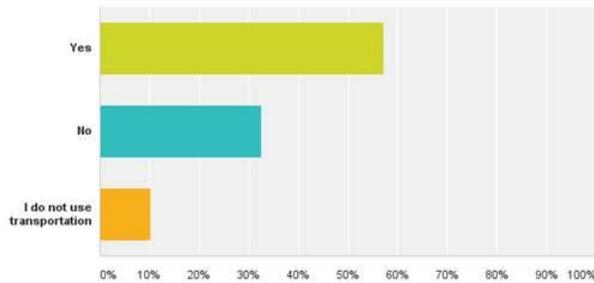


Answer Choices	Responses	Count
Yes	55.93%	198
No	44.07%	156
Total		354

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Q10: If you currently use transportation service, is it meeting your needs?

Answered: 276 Skipped: 117

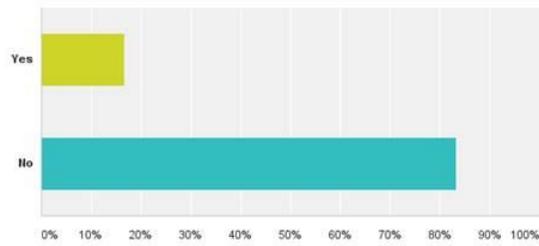


Answer Choices	Responses	Count
Yes	57.25%	158
No	32.61%	90
I do not use transportation	10.14%	28
Total		276

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Q12: Have you been required to move to access basic services due to lack of transportation?

Answered: 311 Skipped: 82

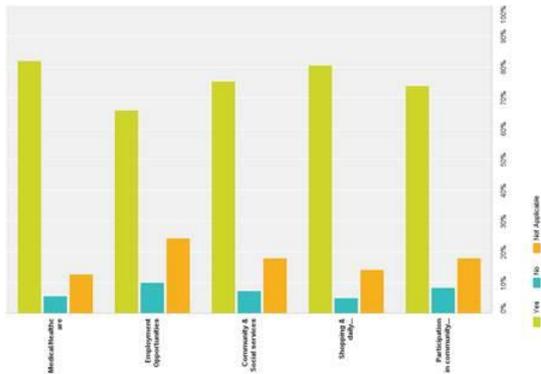


Answer Choices	Responses	Count
Yes	16.72%	52
No	83.28%	259
Total		311

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Q13: Would access to transportation improve the fulfillment of the following needs:

Answered: 328 Skipped: 65



	Yes	No	Not Applicable	Total Respondents
Medical/Healthcare	252	17	39	307
Employment Opportunities	172	26	64	261
Community & Social services	198	19	47	263
Shopping & daily activities	221	14	39	274
Participation in community events & social enrichment activities	193	22	47	261

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