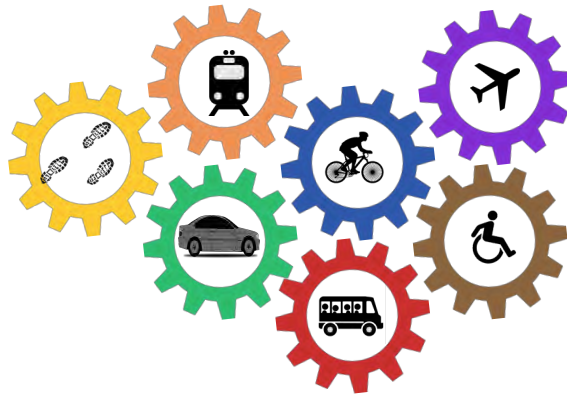


# 2018 Human Services Transportation Plan



**Yakima Valley Conference of Governments Transportation Policy Board  
ADOPTED JULY 16, 2018**



## Table of Contents

<b>TABLE OF CONTENTS .....</b>	<b>2</b>
<b>INTRODUCTION .....</b>	<b>4</b>
STAKEHOLDER DESCRIPTION .....	5
<b>METHODOLOGY .....</b>	<b>6</b>
PLANNING.....	6
Media.....	6
Data Collection.....	6
Surveys.....	6
Statistical Data Analysis.....	7
Results.....	7
<b>YAKIMA VALLEY REGION SUMMARY .....</b>	<b>8</b>
PLANNING AREA.....	8
DEMOGRAPHICS.....	9
Persons with a Disability.....	10
Older Adults.....	10
Veterans.....	11
Youth.....	12
Low Income .....	14
Limited English Proficiency .....	18
Homeless Population.....	18
COMMON ORIGINS .....	19
COMMON DESTINATIONS.....	20
<b>CURRENT TRANSPORTATION SERVICES .....</b>	<b>25</b>
EARLY CHILDHOOD EDUCATION TRANSPORTATION.....	25
GREATER COLUMBIA 2-1-1 MOBILITY MANAGEMENT PROGRAM .....	26
NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT) BROKER.....	26
PEOPLE FOR PEOPLE .....	27
SCHOOL DISTRICT TRANSPORTATION.....	28
TAXI SERVICES .....	29
PAHTO PUBLIC PASSAGE .....	30
YAKIMA TRANSIT .....	31
SELAH TRANSIT .....	32
UNION GAP TRANSIT .....	33
MEDSTAR .....	34
PROTRAN SERVICES.....	34
VETERAN’S SERVICES.....	34
WORKFIRST .....	34
YAKAMA NATION.....	35
CROSS JURISDICTIONAL TRANSPORTATION .....	37
OTHER SERVICES .....	39
EMERGENCY MANAGEMENT.....	41
POLICIES AND STRATEGIES FROM THE UPWP .....	43
TRANSPORTATION NEEDS AND GAPS.....	45
ROLE OF TECHNOLOGY .....	47
COORDINATION OF TRANSPORTATION .....	48
<b>COMMUNITY NEEDS .....</b>	<b>49</b>

MEASUREMENT TOOL FOR PRIORITIZATION OF COMMUNITY PRIORITIES .....	51
TRANSPORTATION SERVICE PLAN .....	51
<b>APPENDIX .....</b>	<b>54</b>

## 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, people with low-incomes and others.
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 (MPOs/RTPOs) 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, YVCOG facilitates the work of the Mobilizing Public Access to County-Wide Transportation Committee (MPACT) in developing the HSTP, coordinating the assessment activities and preparing the draft plan.
- The YVCOG MPACT Committee identifies and addresses transportation barriers for the special needs community with regional service providers; thereby allowing the special needs community to better access services, employment opportunities and daily quality of life activities. MPACT provides the framework for development of the Yakima County Coordinated Public Transit - Human Services Transportation Plan. MPACT'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 updated in 2010 and 2014. Plans must be updated every four years 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 last update of the Plan, as well as any changes in demographics, needs, gaps, barriers or resources.

The YVCOG Human Services Transportation Plan describes the overall transportation needs for those who need transportation due to lack of available services, communication barriers, limited income, youth, elderly, veteran, or disability.

The Federal Transit Administration 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 81.66.010(3) 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

MPACT, appointed by the Yakima Valley Conference of Governments Executive Policy Board, 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. MPACT consists 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
- Educational School District 105
- Washington State Department of Transportation
- People For People
- Department of Agriculture
- Yakima Valley Farmworkers Clinic
- Medstar Transportation
- 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 Community Services
- Yakima County Veterans Program
- Community Members of Yakima County
- City of Union Gap Transit
- City of Selah Transit
- Protran
- SE Washington Long Term Care

## Methodology

---

### Planning

---

Preparations for this update of the Plan began in October 2017 and continued through August 2018, during which time the following activities took place:

1. The MPACT committee identified its primary planning team and the stakeholders who would conduct outreach to people with disabilities, seniors, youth, veterans and limited income and communication barriers.
2. Research and networking to obtain or confirm current or updated contact information of stakeholders
3. Surveys and existing strategies to engage individuals with special needs were reviewed by the MPACT committee, paper and online surveys were developed
4. Paper surveys and email invitations for electronic surveys were distributed
5. Outreach activities were planned and implemented.
6. YVCOG MPO/RTPO approved the Intelligent Transportation Systems (ITS) Architecture Plan

### Media

---

Local English and Spanish speaking media organizations provided an opportunity to share with the community the purpose of the HSTP and invite input regarding the transportation needs of people in the county.

### Data Collection

---

A variety of strategies were employed, including:

- Obtaining initial operational barrier information by gathering input from service providers and drivers
- Announcing the plan update and accompanying surveys to various transportation stakeholder groups, social service providers, and local government agencies,
- Providing “business cards” announcement for potential survey takers with an internet link to take the survey at their convenience
- Producing a self-scheduled transportation survey in both English and Spanish, and available on multiple electronic platforms,
- Presentations and one-to-one visits.

### Surveys

---

Surveys were developed in English and Spanish, and distributed through libraries, City Halls, County Courthouse, web pages and individual service providers. 195 English and 10 Spanish surveys were returned and compiled to identify: transportation needs, 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 provided, and the unmet needs or service barriers that providers/client experience. 14 agencies responded to the survey.

## Statistical Data Analysis

---

To quantify the number of people with Special Needs throughout Yakima County, many 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

## Results

---

Survey data, 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 MPACT committee for review and input at their May meeting.

This review provided an opportunity for the MPACT committee to identify strategies to meet public transportation needs and prioritization of project ranking.

The 2018 Yakima County Human Services Transportation Plan was presented at the June 29, 2018 meeting of the YVCOG IMPACT Committee and recommended to the YVCOG Policy Board at their July 16, 2018 meeting. The TAC was provided an opportunity to review the plan during their July meeting. The final plan was approved at the July 2018 YVCOG Transportation Policy Board 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 59.9 persons per square mile compared to King County, which has a population density of 1,018 people per square mile.<sup>1</sup> 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 or manage 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 4% of the state population (93,900). 90% of the state's population is within a 3-hour drive from Yakima.<sup>2</sup> The Washington State Office of Financial Management estimates total county population at 253,000 with 34% of residents living in unincorporated areas with the remainder living in fourteen incorporated cities and towns.<sup>3</sup> In Yakima County, Yakima is the largest city with 37.2% of the County total population. In addition to its permanent residential 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.<sup>2</sup>

City	Population	City	Population
Grandview	11,170	Sunnyside	16,640
Granger	3,905	Tieton	1,300
Harrah	660	Toppenish	9,085
Mabton	2,315	Union Gap	6,220
Moxee	4,010	Wapato	5,040
Naches	860	Yakima	93,900
Selah	7,630	Zillah	3,150
Unincorporated 87,115			

OFM population estimates for 2017 rank Sunnyside and Grandview as the second and third largest cities, with 16,640 and 11,170 residents respectively. The remaining cities and towns in

<sup>1</sup>Office of Financial Management Data, April 1, 2015

<sup>2</sup> Yakima County Development Association website, "Yakima County Profile," accessed July 2014.

<sup>3</sup> Office of Financial Management, Population of Cities, Towns and counties, 2015.



the county vary widely in population ranging from 9,085 residents in Toppenish to 660 people in Harrah.

There are two distinct areas of Yakima County. Union Gap, sandwiched between Rattlesnake Ridge to the east and Ahtanum Ridge to the west, is the common dividing point that separates northern and southern Yakima County. The southern portion of Yakima County is less densely populated with tens of thousands of acres of livestock, farms, orchards, vineyards, hops, and row crops and residents living in small cities, towns and communities.

Yakima County is also home to the Confederated Tribes and Bands of the Yakama Nation. In 2015, Yakama Nation Reservation and Off-Reservation Trust Land had a total population of 31,466. Of those reporting one race alone, 64% were white, 24% were American Indian or Alaska Native;; 2% were Asian; and less than 0.7% were African American or Native Hawaiian or Other Pacific Islander; and 10% reported some other Race; 3% reported Two or More Races, while 57% indicated they were of Hispanic origin. Of the 31,466-general population, more than 1/3 was under age 18, and 10% of the population was age 65 and over. <sup>4</sup>

The Yakama Reservation is primarily agricultural with range and grazing land in the foothills and timbered forests to the south and west. Roughly 10,200 people were enrolled members of the Yakama Nation,<sup>5</sup>

Northern Yakima County consists of a mix of urban and rural. , 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 cities of Selah, and Tieton and Town of Naches. The Yakima County region continues to experience substantial growth. The Office of Financial Management estimates the county's population will reach over 307,591 residents by the year 2040.<sup>6</sup>

## 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 percent is under 18 years of age<sup>7</sup>
- 20 percent of individuals has incomes that fall below poverty level<sup>8</sup>
- 12 percent has a disability<sup>9</sup>
- 12 percent is 65 years of age and older<sup>10</sup>
- 8 percent of total population are veterans<sup>11</sup>

---

<sup>4</sup> US Census, Population and Housing Narrative Profile 2012-2016, American Community Survey My Tribal Area

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

<sup>6</sup> Washington State Office of Financial Management, 2018.

<sup>7</sup> U.S. Census Bureau, 2010 Census.

<sup>8</sup> American Community Survey, Poverty Index, 2016.

<sup>9</sup> U.S. Census Bureau, 2016

<sup>10</sup> U.S. Census Bureau, 2016.

.

## Persons with a Disability

The 2016 U.S. Census projections identified 34383 individuals as having a disability in Yakima County.

The 2016 U.S. Census projections identified that Yakima County's proportion of people with disabilities was 13%, which is the same as the state average of 13%. The areas with the highest concentration of disabled persons were Harrah (9%), Union Gap (9%), Toppenish (7%) and Yakima (16%). In each instance, the elderly represents the largest age group with reported disabilities.

According to the US Census Population Profile (American Community Survey the 1-Year Estimates for 2016 – see table below), among Yakima County's civilian non-institutionalized population, 13.9% reported a disability. The likelihood of having a disability varied by age—from 7% of people under age 18, to 19% of the people age 18-64, and 60% of those aged 65 and over.

2016 American Community Survey Disability Characteristics, Yakima County						
Age	Hearing	Vision	Cognitive	Ambulatory	Self-Care	Total
<b>Under 18</b>	.6%	0.4%	3.2%	1.2%	1.6%	<b>7%</b>
<b>18 to 64</b>	2.7%	2.8%	5.4%	6.7%	2.1%	<b>19.7%</b>
<b>65 and over</b>	15.5%	7.5%	10.1%	27%	11%	<b>60%</b>
	<b>18.8</b>	<b>10.7</b>	<b>18.7</b>	<b>34.9%</b>	<b>14.7%</b>	

Yakima County's proportion of people with disabilities are compatible with national and state levels (12.8% compared to 13% and 12.8%, 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.<sup>12</sup> Of the 13,070 civilian veterans age 18 and over, 2016 American Community Survey estimates 8,457 have no disability; 4,508 have a disability.

## Older Adults

Residents 65 years of age and older represent 12.7%<sup>13</sup> of the county's 2016 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.<sup>14</sup> Yakima County is home to more than 31,575 seniors.<sup>15</sup> The City of Yakima has the highest percentage of senior citizens at 14.0%,<sup>16</sup>

<sup>12</sup> US Census Population and Housing Narrative Profile: 2010-2012, American Community Survey 3-year estimates.

<sup>13</sup> U.S. Census Bureau, 2016 Census projections.

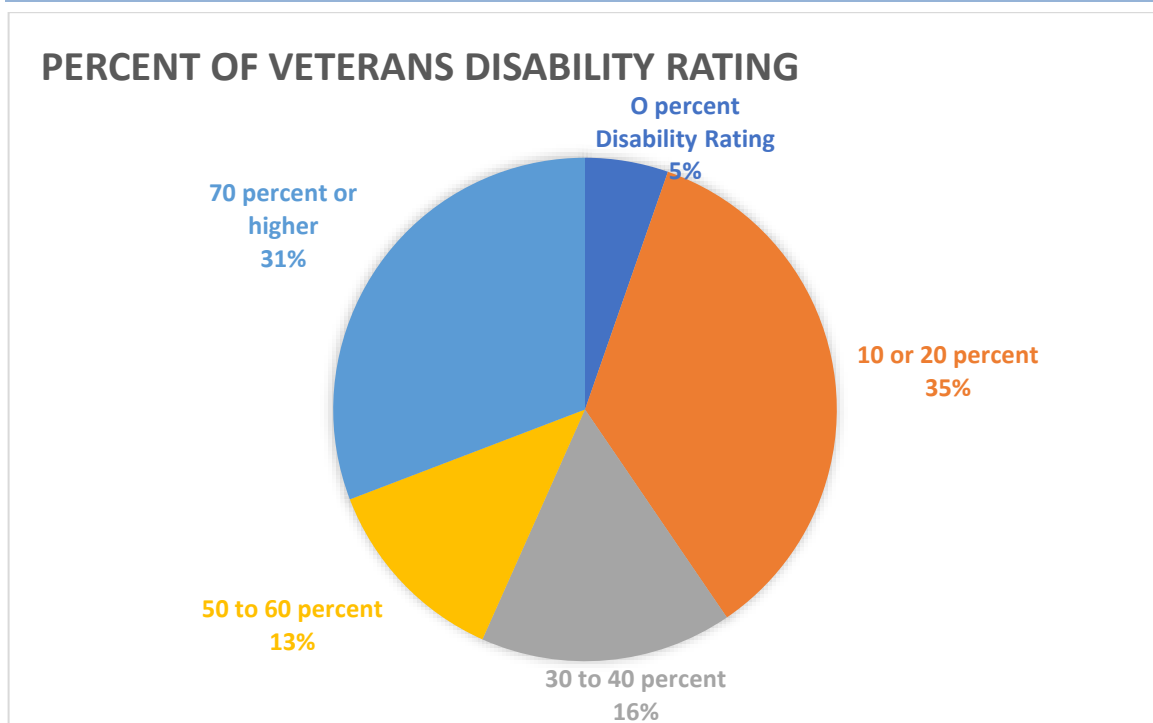
<sup>14</sup> US Census Population and Housing Narrative Profile: 2012 - 2016, American Community Survey 5-year estimates.

<sup>15</sup> U.S. Census Bureau, 2010 Census.

<sup>16</sup> U.S. Census Bureau, 2016 Census projections.

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 307,591 in the year 2040, the senior population is projected to surpass 54,133.<sup>17</sup> Additionally, Yakima County is appealing to people statewide and out of state as a place to retire. Yakima has much to offer -- sunshine, dry weather, wineries, golf, and other recreational amenities, all complemented by 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 while the ability to self-transport decreases.

## Veterans



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 2016 Estimates, 67% of veterans nationally are age 55 and older; 36.1% of veterans served in Vietnam. Just over 38% of veterans nationally are estimated to be Gulf War veterans.

According to the US Census American Community, Yakima County is home to approximately 13,070 veterans, accounting for about 7.5% of the total county population 18 years of age and over, many of whom are senior citizens or disabled. 789 Yakima County Veterans have a service-connected disability rating of 10 to 20%; 364 veterans have a disability rating of 30 to 40%. and 202 veterans have a service-connected disability rating of 70% or higher.

<sup>17</sup> Office of Financial Management, State of Washington, Population Estimates & Forecasts. 2017.

## Youth

---

There are 74,272 youth (age eighteen and under) in Yakima County, representing approximately 30 percent of the county's population. 41% of the households have youth under eighteen years of age. There are 24% of the total households with children living below the poverty level as compared to the state average of 14%.<sup>18</sup>

The 2016-2017 school district enrollments for Yakima County were 54,490 students, ranging from 622 students (K - 8 only) in the Union Gap School District to 16,903 (K-12) 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 72.1% of students are free or reduced lunch eligible, Mabton (87.1%), Mt. Adams (89.7%), Wapato (88.1%) Toppenish (78.9%), and Granger (85%)<sup>19</sup>.

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 having the highest enrollment of migrant students in the state (6,170)<sup>20</sup>. 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.

---

<sup>18</sup> U.S. Bureau of the Census, American Fact Finder, 2008-2012 American Community Survey 5 Year Estimates.

<sup>19</sup> Office of Superintendent of Public Instruction. (2012-2013)

<sup>20</sup> Office of Superintendent of Public Instruction. (2012-2013)

### Youth Data – Yakima County 2017

Sources: Office of Superintendent of Public Instruction (WA State Report Card), 2016-2017;

Location by School District	Student Enrollment	Free or Reduced lunch	Special Education	Drop-Out 2016-17	Transitional Bilingual	Percent Migrant
<b>Yakima County</b>						
Toppenish	4617	78.9%	13.0%	2.4%	32.1%	16.3%
Granger	1,506	85%	14.7%	24%	36.9%	17.5%
Wapato	3,349	88.1%	11.6%	3.6%	33.7%	22.2%
Mabton	889	87.1%	12%	9.3%	42.2%	21.4%
Mt. Adams	946	89.7%	15.9%	10.6%	16.5%	9.7%
Sunnyside	6851	84.5%	14.4%	5.9%	32.9%	13.4%
Grandview	3741	76.6%	13.6%	3.6%	35.5%	10.2%
Yakima	16,903	72.1%	14.4%	9%	33.5%	12%
Highland	1,172	80.4%	12.2%	12.9%	29.9%	14.4%
Union Gap	622	90.5%	11.6%	*	30.9%	6.9%
Zillah	1,329	56.1%	10.0%	4.6%	11.4%	5.1%
East Valley	3208	56.0%	12.6%	6.9%	12.9%	6.5%
Selah	3,624	46.4%	13.4%	4.5%	8.3%	2.6%
West Valley	5,393	43.0%	14%	22.7%	6.7%	.9%
Naches	1,340	47.5%	11.3%	2.7%	6.6%	2.8%
<b>TOTAL</b>	<b>54490</b>					

\* 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. The county's birth rate for women aged 15-19 in 2014 was 51 per 1,000 births, compared to 19 per 1,000 for Washington State.

#### 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.<sup>21</sup> 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. School districts must eliminate the lack of transportation as a barrier for the homeless youth<sup>22</sup> to

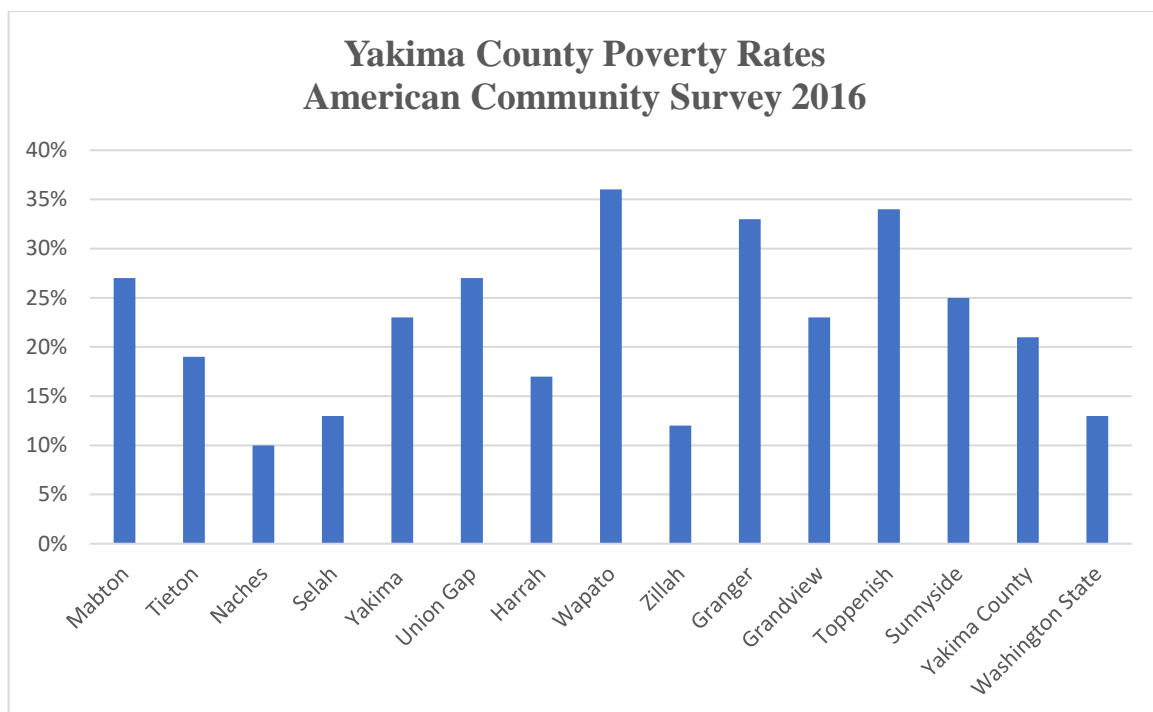
<sup>21</sup> *The Most Frequently Asked Questions on the Education Rights of Children and Youth in Homeless Situations*, 11/09, National Association for the Education of Homeless Children and Youth.

<sup>22</sup> 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

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.

## 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 among the highest in the state for several decades. The 2016 American Community Survey reported the state average poverty rate at 13% compared to 21% for Yakima County with some cities up to 36% (see Table)<sup>23</sup>.

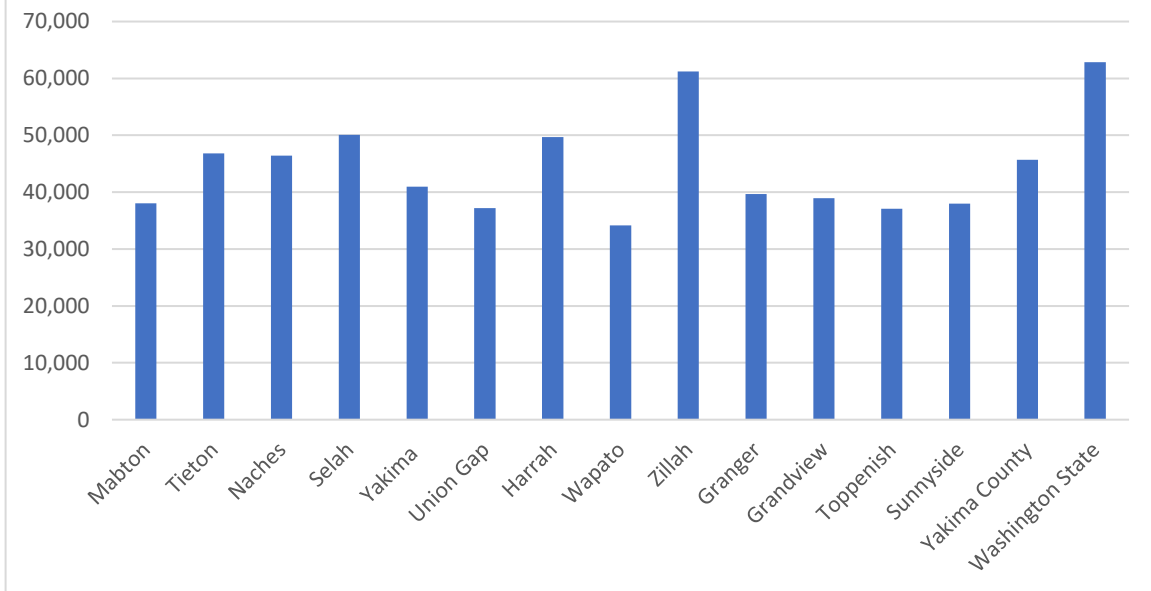


The Per capita income is defined as the average obtained by dividing aggregate income by total population of an area. Yakima County’s per capita income is 36% less than Washington State. Per capita income within cities range from Selah (\$23,013) to Wapato (\$9,868 which is approximately half the county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

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.

<sup>23</sup> American Community Survey, Poverty Index, 2016.

## Yakima County Median Household Income American Community Survey 2016



Use of Department of Social and Health Services (DSHS) services and assistance is another indicator of low-income status.<sup>24</sup> 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%.<sup>25</sup> 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 March of 2017 and March 2018 stayed the same at 4.8 percent.

Yakima County's current labor force (CLF) increased 3.3 percent between 2015-2016 from 121,733 to 125,794 residents. The county's labor force has expanded for the past 20 months, growing 3.5 percent between the Julys of 2016 and 2017, from 130,545 to 135,124 residents, equating to 4,579 more residents in the CLF this July. Simultaneously, the number of unemployed residents plummeted 27.0 percent and by 2,425 residents, to 6,549 in July 2017 from 8,974 in July 2016.

"Transportation helps our clients become self-sufficient, breaks the poverty cycle and help the clients get off public assistance"

*--Case Manager*

<sup>24</sup> DSHS services include, as examples, child abuse reporting, alcohol prevention, senior services, food assistance, economic services, housing, and medical services.

<sup>25</sup> Department of Social and Health Services, Washington State

Yakima County's unemployment rate dropped substantially from 6.9 percent in July 2016 to 4.8 percent in July 2017 and the rate has been posting year-over-year declines for the ten months October 2016 through July 2017. The July 2017 unemployment rate for Yakima County was the lowest reading for the month of July since electronic records were implemented in 1990 – 27 years ago.

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 2015 Agricultural Workforce in Washington State Report, agriculture, a key component of Washington State's economy, produced a monthly average of more than 96,167 jobs in 2015, over half of which were seasonal. The area of Yakima and Klickitat Counties contributed the largest number of total agricultural jobs each month for the year of 2015.

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.<sup>26</sup>

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.

The fresh fruit crops, especially apples, significantly affect the agricultural infrastructure of the state. The volume of the apple harvest over the harvest season is the major factor affecting longer-term seasonal employment. The cherry crop has a significant impact on state agriculture since the harvest period is concentrated in such a short time period. The pear harvest is important as a bridge in labor demand from the tapering 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:

---

<sup>26</sup> Larson, Alice C., Migrant and Seasonal Farmworker Enumeration Profiles Study



#### 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 day per week is supported by data.
- Most 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 most agricultural workers are seasonal employees and may migrate to follow crops and workload. According to outreach staff, most 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.
- Most 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.

### Limited English Proficiency

According to the American Community Survey 2016 Year Estimates, 19% of the Washington State population of individuals over the age of five speaks a language other than English at home. Of these 19%, there are 40% of individuals who speak English less than very well. There is a larger number of individuals that live in Yakima County, at 40%, that speak a language other than English where 40% of this population speak English less than very well. See the table below.

<b>Limited English Proficient Statistics</b>	<b>Yakima County</b>	<b>Washington</b>	<b>Yakima County</b>	<b>Washington</b>
	<i>Total</i>	<i>Total</i>	<i>Speak English less than "very well"</i>	<i>Speak English less than "very well"</i>
<b>Speak a language other than English</b>	<b>40%</b>	<b>19%</b>	<b>48.50%</b>	<b>40%</b>
<b>Spanish or Spanish Creole</b>	38%	8.0%	49.3%	41%
<b>Other Indo-European languages</b>	0.5%	4%	24.7%	30%
<b>Asian and Pacific Island languages</b>	0.7%	6%	47.7%	46%
<b>Other languages</b>	0.3%	1%	26.6%	39%

### 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 2018, 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. In 2017 "transportation" was the most requested resource, but the other prioritized services (job training, health care, education, etc.) require transportation to meet this need (See table below).

<b>Need</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Hot Shower			224
Laundry			219
Safe Storage			216
Access to restrooms			193
Job Training/Placement	103	131	162
Transportation	125	123	
Food	83	94	
Education	76	86	
Clothes/Blankets	95	63	
Counseling	53	53	102

Other	22	49	
Health Care	46	48	139
Dental care			158
Mental Health Care	55	45	102
Child Care	36	39	178
Pet care			68
Utility assistance			39
Home weatherization help			33

\*Point In-Time Wrap Up Report, 2018. Homeless Network of Yakima County.

## Common Origins

The common points of origin were identified through, Transportation Surveys, and Service Provider Surveys. The US Census has identified where people of special needs are located throughout Yakima County.

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 are 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 in the larger cities. Service providers surveyed ranked common origins of their clients in this order: Yakima, Moxee, Selah, Tieton, Union Gap, Naches, Sunnyside, Tampico (unincorporated community 20 miles west of Yakima), Toppenish and Wapato, although it should be noted that most 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, 34 adult family homes, and 21 boarding homes/assisted living. Six nursing homes, thirty-eight adult family homes, and sixteen assisted living facilities are 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 2018 **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 2018, the Point in Time survey identified that there are 646 individuals who were considered homeless that varied from 0 to over 65 years of age. The following table identifies the location of the homeless population in Yakima County.

Location	2016	2017	2018
Friends and Family	252	107	33
Emergency Shelter	182	196	294
Transitional housing	166	215	28
Permanent supportive housing	168	117	57
Vehicle	22	20	47
Outdoors	39	51	56
Abandon Building	3	8	45
Totals	832	714	560

\*Point In-Time Wrap Up Report, 2018. Homeless Network of Yakima County.

The Yakima County Jail and the Juvenile Justice facility are 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 the destinations of where they most often visit when transportation is available. An analysis of the destinations named by survey respondents showed that the top place visited:

- Healthcare (44%)
- Food/clothing shopping (65%)
- Senior Services (5%)
- Socialization/Recreational Activities (54 %)
- Work (68%)
- School (23%)
- Child Care (5%)
- Faith- Based Organizations and Activities (18%)

Special needs transportation providers were surveyed and asked what was the trip purpose:

- Medical/healthcare (79%)
- Life Sustaining Medical (36%)
- Employment (57%)
- School (21%)

- Volunteer activities (21%)
- Religious events (21%)
- Social/recreational activities (29%)
- Nutrition Programs (36%)
- Senior Centers (29%)
- Shopping Groceries Only (29%)
- Shopping other (21%)
- Connect to fixed Route Transit (21%)
- Field Trips (7%)

Of the most popular destination locations, Yakima was the top destination named by survey respondents. Union Gap was second. Nearly one quarter (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 most 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
<b>Grandview</b>	8	8
<b>Granger</b>	11	10
<b>Harrah</b>	12	21
<b>Mabton</b>	8	8
<b>Moxee</b>	12	14
<b>Naches</b>	15	18
<b>Selah</b>	5	9
<b>Sunnyside</b>	0	0
<b>Tieton</b>	20	18
<b>Toppenish</b>	0	0
<b>Union Gap</b>	9	0
<b>Wapato</b>	20	9
<b>Yakima</b>	0	4
<b>Zillah</b>	5	5

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/ Tacoma, and the Portland/Vancouver Areas. Residents of outlying communities must travel long distances 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. For reference, in order for Yakima City veterans to receive these types of services, they must travel 131 miles one way from Yakima to the VA Hospital in Walla Walla or 184 miles one way to Seattle. Employment and training services through WorkSource are in Yakima, and Sunnyside. 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, Toppenish, and Sunnyside.

The top five Yakima County sectors in 2015 in terms of employment were:

Sector	Number of jobs	Share of employment
1. Agriculture, forestry and fishing	30,191	27.7%
2. Health Services	14,930	13.7%
3. Local government	13,147	12.1%
4. Retail trade	10,384	9.5%
5. Manufacturing	8,279	7.6%
All other industries	31,902	29.3%
Total covered employment	108,833	100%

Yakima County itself has no single employer with more than 2,500 employees. 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 employment, and some common employment-concentrated destinations, such as cities’ central business districts, by public transportation services at times supporting evening or graveyard shifts. Retail shopping centers, and “fruit row” warehouses.

Yakima County top private employers, begin with Virginia Mason (formerly Yakima Valley Memorial) Hospital with 2,500 workers, Other top private employers, (in order of most to least are noted below. Many operate only a single location, while others have multiple sites around the valley, including:

#### TOP EMPLOYERS – YAKIMA COUNTY

Employer	Locations	Employees
Yakima Valley Memorial Hospital	Yakima	2,500
Wal-Mart in Yakima, Sunnyside, Grandview	Multiple Locations	1,700
Yakima School District No. 7	Yakima	1,736
Zirkle Fruit	Multiple Locations	1,500 +

Washington Fruit	Multiple Locations	1,500+
Yakama Nation Government Operations	Multiple Locations	1,289
Borton Fruit	Multiple Locations	1,212
Yakama Nation Enterprises	Multiple Locations	1,170
Yakima County	Multiple Locations	1074
Monson Fruit	Multiple Locations	1,023
Yakima Valley Farm Workers Clinic	Multiple Locations	1,006
Astria Regional Medical & Cardiac Center	Multiple Locations	985
Washington State Department of Social and Health Services	Multiple Locations	920
Washington Beef / AB Foods	Toppenish	900
City of Yakima	Yakima	722
Sunnyside School District	Sunnyside	652
Tree Top	Multiple Locations	615
Shields Bag & Printing	Union Gap	500
Yakima Training Center	Selah	491
Yakima Valley Community College	Multiple Locations	450
Toppenish School District	Toppenish	408
Astria Sunnyside Hospital	Sunnyside	370
Costco	Union Gap	350
Grandview School District	Grandview	350
Central Washington Comprehensive Mental Health	Multiple Locations	340
Selah School District	Selah	334
Washington State Department of Transportation	Union Gap	331
Seneca Foods	Multiple Locations	330
West Valley School District 208	West Valley	330
ACE Hardware Distribution Center	Moxee	325
Triumph Actuation System		310
McDonald's of Yakima	Multiple Locations	304
Matson Fruit	Multiple Locations	300
Wapato School District	Wapato	295
Jack Frost Fruit	Yakima	288
Del Monte Foods	Toppenish	282
Larson Fruit		270
Amtech Corporation		270
Noel Canning Corporation	Yakima	270
The Dolsen Companies		265
East Valley School District	East Valley	264
Safeway Stores	Multiple Locations	250
Haney Truck Line		245
Fiesta Foods	Multiple Locations	240
Heritage University	Toppenish	228
Valicof Fruit	Yakima	212

Valley Manufactured Housing	Sunnyside	209
Irwin Research	Yakima	200
Pexco	Multiple Locations	200
Northwest Horticulture	Multiple Locations	200



## Current Transportation Services

---

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 a limited “patchwork” of variably funded and operated public transit service. The only cities that have public (sales tax) funded transit service are Yakima, Selah, and Union Gap, of which only Yakima Transit receives state or federal transit funding. The Yakama Nation operates Pahto Public Passage, through a competitive federal tribal transportation grant, provides a free tribal transit service for community members on the Yakama Reservation. People For People operates the Community Connector that provides service connections between Yakima and Prosser (in Benton County) Ben-Franklin Transit, Pahto Public Passage, Yakima Transit, Yakima-Ellensburg Commuter, Airporter Shuttle, and Greyhound,. This service is available to the public and funded through a state competitive Regional Mobility Grant through WSDOT.

These transportation services include myriad regular fixed routes, demand service, student transportation, and other services. The public transportation services 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. While the connectivity of services enables users to access greater areas in the county, riders may be required to transfer between multiple transit services that may extend trip times and limit actual appointment or activity windows. This may be even further complicated by the need for a return trip.

## Early Childhood Education Transportation

---

Enterprise for Progress in the Community (EPIC), operates five states funded Early Childhood Education Assistance Program (ECEAP) sites in Washington State, including four 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-fixed route, commercial bus (Greyhound, train (Amtrak), gas voucher, client mileage reimbursement and volunteer drivers, community transportation providers, wheelchair equipped vehicles or 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.

It is recommended that individuals contact the Regional NEMT Broker to request local transportation at least two business days in advance. For out of area trips requests, at least five days is requested. This is to provide enough time for the NEMT Broker to obtain referral or continued care letters from primary care physicians and to identify the most cost efficient mode of transportation.

Medicaid Transportation by Type January - December 2017	
Trip Type	Trips
Airlines	0
Ambulatory Rides	40,534
Commercial Bus	17
Gas Voucher Client	6,993
Mileage Client Associate Vehicle	1,729
Non-Ambulatory Rides	11,158
Public Bus Paratransit	8,947
Public Bus (Fixed Route)	8,557
Volunteer – Driver Program	1,257
<b>Total</b>	<b>79,185</b>

## People For People

People For People provides special needs transportation in Yakima County with funding from the Washington State Department of Transportation (WSDOT) consolidated grant program. During the fiscal year of July 1, 2015 through June 30, 2016, People For People provided 69,995 trips and traveled over 455,566 miles with 23,715 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 public. The Community Connector provides intercity service within the I-82 corridor from Yakima to Prosser. The ADA accessible Community Connector buses stop at designated sites in Yakima, Wapato, Toppenish, Zillah, Granger, Sunnyside, Grandview, and Prosser. Timed connections are provided to Yakima Transit at the Yakima Transit Center, Pahto Public Passage in Wapato and Toppenish, and Ben Franklin Transit in Prosser. In Yakima, the service also provides access to the Yakima-Ellensburg Shuttle, Airporter, and Greyhound for travel to Kittitas and King counties.

**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 in Yakima County. 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 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.

**Eclipse:** 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 Eclipse program, formerly titled the Medicaid Treatment Child Care Program (MTCC).

### 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).



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.

School District Transportation Office of Superintendent of Public Instruction 2016-2017		
School District	Transportation Allocation	Number of Students
East Valley	\$1,243,347	3,208
Grandview	\$925,824	3,741
Granger	\$377,837	1,506
Highland	\$589,046	1,172
Mabton	\$150,387	889
Mt Adams	\$641,607	946
Naches	\$730,736	1,340
Selah	\$1,109,475	3,624
Toppenish	\$1,069,511	4617
Union Gap	\$113,005	622
Wapato	\$1,276,536	3,349
West Valley	\$1,608,007	5,393
Yakima	\$2,789,277	16,903
Zillah	\$366,831	1,329
Sunnyside	\$2,301,099	6,851

### 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 to Yakima 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.

## 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 because 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 October 2016 through September 2017 the service provided 28,229 boarding's, traveled 149,770 miles and logged 5,844service 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 provides multiple transportation services within the City of Yakima, including Fixed-Route, and Paratransit services. Yakima Transit also provides Vanpool for groups going out of town, and Commuter bus services between the cities of Yakima, Selah, and Ellensburg.



---

### Fixed-Route

Yakima Transit's fixed-route total service area, under FTA guidelines, is 34 square miles with a population area of approximately 100,715 people. Yakima Transit operates nine fixed-routes, serving riders Monday through Friday with limited service on Saturdays and Sundays. Times of service range from as early as 6:00 a.m. to as late as 7:00 p.m. Yakima Transit has 24 ADA accessible buses that serve the fixed-route system. Yakima Transit also provides weekday non-exclusive transportation services to Elementary, Middle, and High schools in its designated service area, as well as to Yakima Valley Community College and Perry Technical Institute.

In 2017, Yakima Transit provided 1,031,924 passenger trips on their fixed-route service. Yakima Transit is always striving to update its fleet. Most recently, Transit purchased three new fixed-route buses in 2016 and four buses in 2017.

Yakima Transit has been an activist in seeking City support for both sidewalks and pathways that connect to the fixed-route system. So far, Yakima Transit has been dedicating roughly \$100,000 a year towards ADA sidewalk improvements. For the 2017-2019 biennium, Transit received a grant to place 20 new solar-lighted shelters throughout its fixed-route system. With these new lighted shelters in place, passengers will have better defense against the elements, as well as a more secure environment.

Throughout the fixed-route bus system, Yakima Transit generally 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 currently has 32 passenger shelters (not including the 20 that will be added by June 2019) and 205 passenger benches.



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%.

#### 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

## Selah Transit

---

The City of Selah began public transit service in 2008 through a contract with Yakima Transit. In May 2018 the City of Selah ended its contract with Yakima Transit and contract with Medstar Transportation to provide transit services in Selah. Selah Transit provides fixed route as well as Dial-A-Ride Paratransit services. Selah Transit operates 2 fixed route buses. The Selah Route operates within the City of Selah Monday through Saturday from 6:45 a.m. to 5:44 p.m. The Selah/Yakima Route operates Monday through Friday from 8:15 a.m. to 6:02 p.m. and Saturdays from 10:15 a.m. to 4:36 p.m. Dial-A-Ride Paratransit service operates the same service hours as the fixed route service. Additionally, Dial-A-Ride Paratransit service also operates Sunday 8:00 a.m. to 1:00 p.m. For further details on our local fixed route services or Dial A Ride rules and applications, please visit us at <https://selahwa.gov> or [www.gomedstar.com](http://www.gomedstar.com).

Currently Selah transit offers free services to all transit riders. The vehicles are provided by and operated by Medstar Transportation and include a combination of ADA accessible passenger cutaway chassis vehicles and Grand Caravan mini vans.

Selah Transit connects with Yakima transit routes 3 and 4 at 40<sup>th</sup> Ave and N 16<sup>th</sup> Ave. It also connects with route 7 at 40<sup>th</sup> Ave and Route 8 at N 16<sup>th</sup> Ave. Selah Transit



connects with Union Gap Transit at Sears passenger shelter on Valley Mall Blvd and Main St as well as connections with Pahto Public M-F at 10:45 a.m. and again at 4:30 p.m. These connector routes meet up with The Ellensburg Commuter, CWA Airporter Shuttle for trips to Seattle, and the Community Connector for trips throughout Yakima County as well as connections to Ben Franklin Transit.



## Union Gap Transit

The City of Union Gap began public transit service in 2008 through a 2/10<sup>th</sup> of 1% sales tax. Union Gap Transit provides fixed route service, and Dial-A-Ride Paratransit service. Union Gap Transit operates three fixed route buses Monday through Friday and 2 fixed route buses on the weekend. Bus service operates Monday through Friday 6:00 a.m. – 7:00 p.m., and Saturday 9:00 a.m. – 7:00 p.m. The Monday through Friday bus service operates on half-hour headways with the reverse route operating on a one-hour frequency. Saturday bus service operates on a one-hour frequency. Dial-A-Ride Paratransit service operates the same service hours as fixed route service. Additionally, Dial-A-Ride Paratransit service also operates Sunday 8:00 a.m. – 1:00 p.m. For further details on local fixed route service or Dial A Ride and applications, please visit us at [www.cityofuniongap.com](http://www.cityofuniongap.com) or [www.gomedstar.com](http://www.gomedstar.com).



Currently, Union Gap Transit offers free service (no boarding fee) to all transit riders. Riders can access the Union Gap community including stops at medical facilities, the post office, city hall, agricultural museum, parks, schools and more. The vehicle are provided by and operated by Medstar Transportation and utilize a combination of passenger cutaway chassis vehicles, smaller wheelchair vans, sedans and mini-vans. In 2017 Union Gap Transit provided 23,160 boarding's on the fixed-route service and provided 8637 boarding on Dial A Ride.

Union Gap Transit provides fixed route service to the Sears passenger shelter on Valley Mall Blvd, and Main Street for connection with Yakima Transit #7 and #9 as well as connections with Selah Transit. The Pahto Public Passage bus connects at the Sears Bus Stop M-F at 10:45a.m. and again at 2:30p.m. These connector routes meet up with the CWA Airporter Shuttle for trips to

Seattle, the Ellensburg Commuter and the Community Connector for trips throughout the Yakima Valley as well as connections to BenFranklin Transit in the Tri Cities.

## MedStar

---

Medstar Transportation is a privately-owned company providing safe and reliable transportation services 24-7 365 days a year.

Medstar Transportation is both a Paratransit and a Fixed Route Transportation System. Both systems offer ADA compliant, wheelchair accessible vehicles, and highly trained and professional drivers. We provide contracted transportation services for several State Medicaid Brokers, Transit Agencies and Facilities throughout Washington and Oregon.



MedStar provides the Dial-A-Ride service for Yakima Transit and operates Selah and 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 38,921 trips in 2017.

## Protran Services

---

PROTRAN provides ambulatory non-emergent medical transportation (NEMT) Medicaid transportation-eligible clients throughout Yakima County where volunteer drivers receive IRS approved mileage reimbursement.

## 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. Pahto Public Passage serves the communities of Toppenish, Wapato, Harrah, White Swan, Goldendale, Union Gap, and Satus.

**Tribal School:** The Yakama Nation provides limited transportation to and from the 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.

### **Paratransit (Dial-a-Ride)**

Yakima Transit contracts with MedStar (a for-profit organization) to provide complementary paratransit service in the cities of Yakima. 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**

In 2016, Yakima Transit's vanpool was operating 14 vans, serving some 130 passengers from Yakima and the greater Yakima area. All vans start and end in Yakima. Total Vanpool ridership for 2016 was 49,286 passenger trips and 289,049 total miles traveled. Employers/routes include the following:

- Hanford – various sites - 11 vans
- White Swan Job Corps – 2 vans
- Cle Elem – 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. Van usage has gone from a peak of 28 vans to 14 vans in 2016. 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 of the lower operating cost.

### **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.

On an annualized basis, the service provides approximately 23,845 passenger trips over 140,974 miles and 4,830 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 6:15 AM-6:47 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)

All fares are listed in U.S. dollars.

	ADULT		YOUTH	
To/From Sea-Tac / Light Rail	OW	RT	OW	RT
Yakima Airporter Office	\$47	\$94	\$42	\$84
Yakima Air Terminal	\$52	\$104	\$47	\$94
Yakima Smitty's Conoco	\$47	\$94	\$42	\$84
Ellensburg - CWU Starbucks	\$41	\$82	\$35	\$70
Cle Elum	\$37	\$74	\$33	\$66
North Bend	\$25	\$50	\$20	\$40

	ADULT		YOUTH	
Intercity Service	OW	RT	OW	RT
Yakima Office - Ellensburg	\$12	\$24	\$12	\$24
Yakima Airport - Ellensburg	\$17	\$34	\$17	\$34
Yakima Smitty's - Ellensburg	\$12	\$24	\$12	\$24
Yakima Office - Cle Elum	\$25	\$50	\$20	\$40
Yakima Airport - Cle Elum	\$30	\$60	\$25	\$50
Yakima Smitty's - Cle Elum	\$25	\$50	\$20	\$40
Cle Elum - Ellensburg	\$10	\$20	\$8	\$16
North Bend - Yakima Office	\$40	\$80	\$35	\$70
North Bend - Yakima Airport	\$45	\$90	\$40	\$80
North Bend - Yakima Smitty's	\$40	\$80	\$35	\$70
North Bend - Ellensburg	\$30	\$60	\$27	\$54
North Bend - Cle Elum	\$25	\$50	\$21	\$42

#### 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 \$34, 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 \$38 for adults, \$73 for one adult with one child, and seniors are \$37. One way fares from Yakima to Seattle are \$27 for adults, \$39 for one adult with one child, and seniors are \$26. 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.

**Other Services**

---

Air passenger service is available through the Yakima Regional Airport, a regional commercial and general aviation airport owned by the City of Yakima. The airport is a full service, TSA compliant airport with daily flight service to Sea-Tac International Airport with domestic and international linkage. Character service is available.

The Yakima region has been without passenger rail service since October 1981, when Amtrak provided passengers access at Yakima, Toppenish and Sunnyside to the west and east.

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 10 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 – Wednesday and Saturdays Albertson's on 40th Ave. 9:40 AM (Pickup), 4:00 PM (Drop-off) • Sopko– Union Gap 10:20 AM (Pickup), 3:30PM (Drop-off) • Howard Johnson's 10:20 AM (Pickup), 3:45 PM (Drop-off).
- Tri-Cities Departures - 7 Days a Week: Kennewick Sports Authority– 908 N. Colorado St. 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 – 11:30 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. Volunteer Chore Services is now Catholic Community Volunteer Chore Services. For FY 2016-2017, Volunteer Chore Services provided 3,637 driver hours and 1059 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.

**Other Resources.** The website [www.rideshareonline.com](http://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
<b>Gateway</b>	I-82 Exit 33A/Fair Ave. (across from Target)	Fair Ave/Yakima Ave and Lincoln	Yakima
<b>Resthaven</b>	I-82/Resthaven Road Exit	I-82 Ramps by Selah	Selah
<b>Beaudry</b>	Beaudry Road I/S	SR 24 and Beaudry Road	Naches
<b>SR 241 Sheller</b>	North Sunnyside	SR 24/Sheller Road	Yakima
<b>Deeringhoff</b>	SR 24/Deeringhoff Road	SR 24 and Deeringhoff Road	Moxee
<b>Firing Center</b>	I-82/Firing Center I/C	SR 823/SR 821	Selah
<b>Sunnyside SR 12</b>	Sunnyside	Yakima Valley Highway and 16th Street	Sunnyside
<b>Sunnyside Shell Station</b>	I-82 Exit 69/SR 241	I-82 Exit 69 ramp and SR 241	Sunnyside
<b>Sunnyside Bi Mart</b>	I-82 Exit 67-S. 1st St/S. Hill Rd (South end of lot)	Midvale Rd/So. Hill Rd.	Sunnyside
<b>Grandview</b>	Yakima Valley Hwy/Euclid Rd.	On Yakima Valley Hwy at Euclid Rd.	Grandview
<b>Chesterly Park</b>	North 40th and Chesterly Road	N. 40th and River Road	Yakima
<b>Public Works</b>	North 21 <sup>st</sup> Ave and Fruitvale Blvd		Yakima Transit
<b>SR 410 US 12 Jct.</b>	SR 410/SR 12 Jct.	SR 12/SR 410	Naches
<b>SR 24 Riverside Rd</b>	SR 24/Riverside Rd - N.E. Quadrant	SR 24/Riverside Rd	Yakima
<b>Bi-Mart 40th I-82</b>	N 40th Ave - West end of Parking Lot I-82 Exit 40, west of interstate off Yakima Valley Hwy	N. 40th and River Road <b>I-82, Exit 40</b>	Yakima 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 Yakima Valley Office of Emergency Management is in the process of updating their 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.

### Policies and Strategies from the UPWP

The 2016 – 2040 Yakima Valley Regional Transportation Plan contains information related to transit and transportation. The plan provides the following:

**The Yakima County Metropolitan and Regional Transportation Plan for 2016 – 2040** identifies five regional priorities:

- Preservation
- Safety
- Economic Vitality
- Freight Mobility
- Transit and Transportation Demand Management

## **Transit and Transportation Demand Management**

Different agencies provide public transportation services within the region. Strategies to enhance transit and transportation demand management programs have been developed as part of the M/RTP to better serve the local community needs and reduce overall traffic volumes. These strategies are divided into different components including fixed-route transit, dial a ride, rural mobility, paratransit, Transportation Demand Management (TDM) and Commute Trip Reduction (CTR).

### **Fixed-Route Transit**

Suggested strategies for Yakima Transit, Selah Transit and Union Gap Transit to continue meeting the transportation needs in the Greater Yakima-Selah-Union Gap Urbanized Area are to:

- Improve frequency of service.
- Improve speed and reliability on primary commuter corridors.
- Expand hours and days of service.
- Extend service to and develop a transit hub in East Valley.
- Add new service to developing areas of Moxee.
- Add demand response service for developing areas that cannot support fixed-route service.
- Invest in capital programs to acquire new buses as well as constructing benches and shelters at bus stops.
- Maintain connections with PFP's Community Connector and Pahto Public Passage to continue access to and from the lower valley cities to metropolitan services.

### **Rural Mobility**

Rural transit services provide access to basic services for people who do not have other transportation services. Disabilities, age, and income are some of the barriers that prevent people from being able to transport themselves. For improving regional mobility, additional coordination between intra-city and inter-city transportation providers is necessary. Union Gap Transit and Yakima Transit should continue to coordinate with existing and expanded rural transit service to the community colleges, hospitals, and other regional facilities and attractions. People for People provides a single-route Lower Yakima Valley connector service between the cities of Yakima, Wapato, Toppenish, Zillah, Granger, Sunnyside, Grandview, and Prosser.

This Community Connector service should be expanded to directly serve both medical and educational facilities.

The Confederated Tribes and Bands of the Yakama Nation's Pahto Public Passage plans to continue expansion of their fixed route Tribal Transit system. The service helps meet the rural transit needs of the lower valley by improving access to employment, health care, shopping, and other activities for persons living on the reservation and surrounding communities. The Yakama Nation Tribal Transit provides transportation to the communities of Toppenish, White Swan, Harrah, Brownstown, Wapato. The service provides one route on the Yakama Reservation and

coordinate connections to three other transit service providers – Union Gap Transit, Yakima Transit and People For People’s Community Connector.

#### Paratransit

The existing paratransit services should be maintained to provide transportation access for special needs populations. Additional paratransit services are necessary to continue meeting the transportation needs of residents who require access to employment, health care, social services, education, shopping, and activities that improve their quality of life.

#### Transit enhancement and Transportation Demand Management.

The M/RTP framework includes strategies for expanding transit to meet the future travel demands throughout the Yakima Valley Region. Strategies to reduce peak period demands also are included. The transit and transportation demand management (TDM) strategies include:

- Improving transportation services for people with special needs
- Expanding fixed route service coverage in metropolitan area.
- Expanding service hours to address nighttime and weekend needs
- Enhancing service to regional designations such as colleges, medical facilities and regional commercial areas.

#### Non-motorized Transportation

Proposed improvements will include enhancements for pedestrians and bicyclists. The framework of the M/RTP supports the completion of high-priority missing links to the non-motorized system. This will support growth in non-motorized travel options, will improve safety, and will enhance access to transit. YVCOG is involved and continuing to support local and regional programs and projects in categories of Complete Streets and Safe Routes to Schools.

#### Transportation Needs Assessment

---

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, special needs transportation services are provided 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.

Stakeholder engagement activities conducted to reach special needs populations between Feb – May 2018 gleaned 205 survey results. Of 187 who answered the question 13, only one was under the age of 18.

176 survey respondents indicated Transportation services if they were available in Yakima County. The top customer-related responses given (in order of number of responses) were:

1. Passenger Train
2. More bus routes
3. Additional Airline service
4. Bike Share
5. Electric Car share

Of 182 responses to “All types of public transit used in the last 12 months (check all that apply),”:

- Nearly 3/4 (71%) utilized public walking or biking facilities
- Almost 27% said they used fixed route public transit;

Of 179 responses who answer the question of when they need transportation for each of a list purpose, 95 indicated transportation needs in the mornings between 6 a.m. and 8.am. for traveling to and from work, and the same amount indicated a transportation need between 3 p.m. to 6 p.m. for traveling to and from work, followed by 54 persons indicated a transportation need between 9 p.m. to 12 a.m. for recreation.,

Of 145 responses to the question 6 (If public or senior services transportation is available, but you do not use it, please select any of the reasons that apply), 75% said they have their own car and prefer to drive.

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

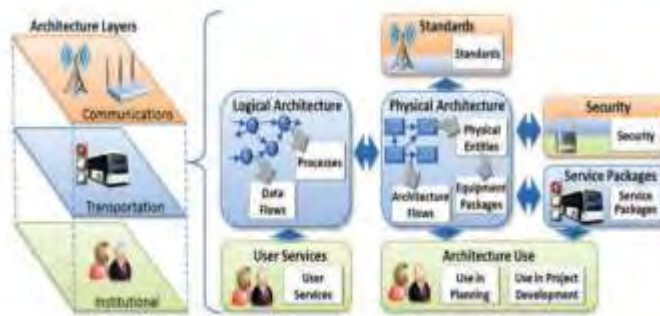
Overall, these providers stated that improvements to the transportation that would provide the biggest benefit needs of their clients:

- Expand services to more areas
- Add more weekend and evening transit services
- Expand Lift hours
- Increase frequency of existing transit service
- Education for using transit and biking/walking safety

## Role of Technology

The Yakima Valley Conference of Governments (YVCOG) drafted its Intelligent Transportation Systems (ITS) architecture in 2017. 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 2016-2040, 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 updated in November 2017. (For more information see <http://yvcog.org/ITS/web/index.htm>).

Stakeholders in the 2017 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
- Union Gap Transit
- Washington State Patrol
- Yakima City Streets and Traffic Division
- Yakima City Transit Division
- Yakima County Fire, Sheriff, and Transportation Services
- Yakima Training Center
- Yakima Valley Emergency Management

- Yakima Valley Conference of Governments
- Yakama Nation

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.

The Yakima County ITS architecture complies with WSDOT ITS guidelines and 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 data gathering systems, 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 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.

The Yakima Special Needs Coalition was formed in 1999 by People For People to provide a coordinated transportation system for Yakima County residents with special needs. The Yakima Valley Conference of Governments took over the administration of the group in 2016 and changed the group name Mobilizing Public Access to County-Wide Transportation (MPACT) Committee. MPACT'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

The MPACT committee meets quarterly to improve transportation options for individuals with special needs in Yakima County, using a collaborative process that involves transportation providers, social and health providers, consumers, and businesses.

### Transit System Coordination



Yakima Transit, Pahto Public Passage, Union Gap Transit, Selah 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 and Selah 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

## 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.

Operational issues for providers themselves: Budget constraints , increases in employee wages and benefits, increasing gas prices, aging bus fleets, etc. For example, Yakama Nation’s Pahto Public Passage needs another bus, bike racks and a paratransit van.

Additional Service Hours: The survey showed a need for transit services more days of the week and longer hours. Also, even though service may be available from a smaller town into Yakima, riders requested more frequency of 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. More services are needed to respond to same day appointments. Presently, current transit provider service hours cannot adequately support employees/employers operating during evening and graveyard shifts.



Limited Service: The special needs populations are located throughout the county. Rural and isolated communities have limited transportation options and 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 public transportation is only for “poor people”, but a viable transportation alternative with positive environmental benefits. Need to change with technology. Smart phone apps and web site information can be enhanced to keep riders up to date. More information is needed in Spanish and other language formats.

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. More education is needed for social service agencies to help clients find the services they need.

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. Same day service is needed because of need for a doctor or other type of appointment made that day.

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 and beyond.
- Continue to enhance coordination between providers, including Mobile Data Terminals (MDT) for all transit systems to reduce “silos.”
- Continue the use of the MPAT committee to coordinate between providers.
- 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. Include more technology such as apps for smart phones and web sites.
- continue to provide safe sites for bus stops with shelters, lights, and signage.
- Add passenger trains.
- Expand airline services.
- Add electric car share.

### Measurement Tool for Prioritization of Community Priorities

To address the needs for the special needs population, the following rankings are used when prioritizing projects for state or federal transit grant opportunities including “Regional Mobility”, “Consolidated Grant”, and “Vanpool Investment” programs.

- **Preservation:** Ensure that current transportation resources remain in place.
- **Unmet/Greatest Need:** Identify the 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 populations that are most likely to have unmet transportation needs include persons with disabilities, older adults, veterans, youth, and individuals with limited incomes. Within Yakima County a significant percentage of individuals fall into more than one of the special needs 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**

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

- Additional transportation services are needed like passage trains and vehicle sharing including electric car sharing

#### **FIXED ROUTE AND ROUTE DEVIATED TRANSPORTATION**

- Expand 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 transportation for those with special needs.
- 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.
- Purchase smart phone apps and programs that provide up to date information for transit users

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

#### **COORDINATE TRANSPORTATION SERVICES FOR SPECIAL NEEDS POPULATION**

- Maintain the MPACT committee 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, State Agencies, Federal Agencies, and local programs.
- Purchase and support technology for dispatching, vehicle location, screening customers for eligibility, customer reservations, and Apps for smart phone technology

**PROMOTE MULTI-MODAL TRANSPORTATION ALTERNATIVES FOR SPECIAL NEEDS  
POPULATION AND GENERAL PUBLIC**

- Promote alternative transportation and connectivity options for travel outside of the County for special needs population via regional or national bus lines
- Coordinate transportation service throughout the County, including the development of a countywide transit service through a public transportation benefit area (PTBA) or other mechanism.
- Promote increased access (both flights and service providers) to commercial aviation services at regional airports, including installation of ADA accessible facilities at airports.
- Promote reintroduction of passenger rail service between Seattle (via Auburn, WA) and Pasco, to Central Washington Area (Ellensburg, Yakima, Sunnyside) and multimode transportation access improvements at each location.
- Promote increased transportation mode cross-accessibility improvements that allows travelers the ability to utilize multiple transportation forms during a single trip (as needed).

## Appendix

---

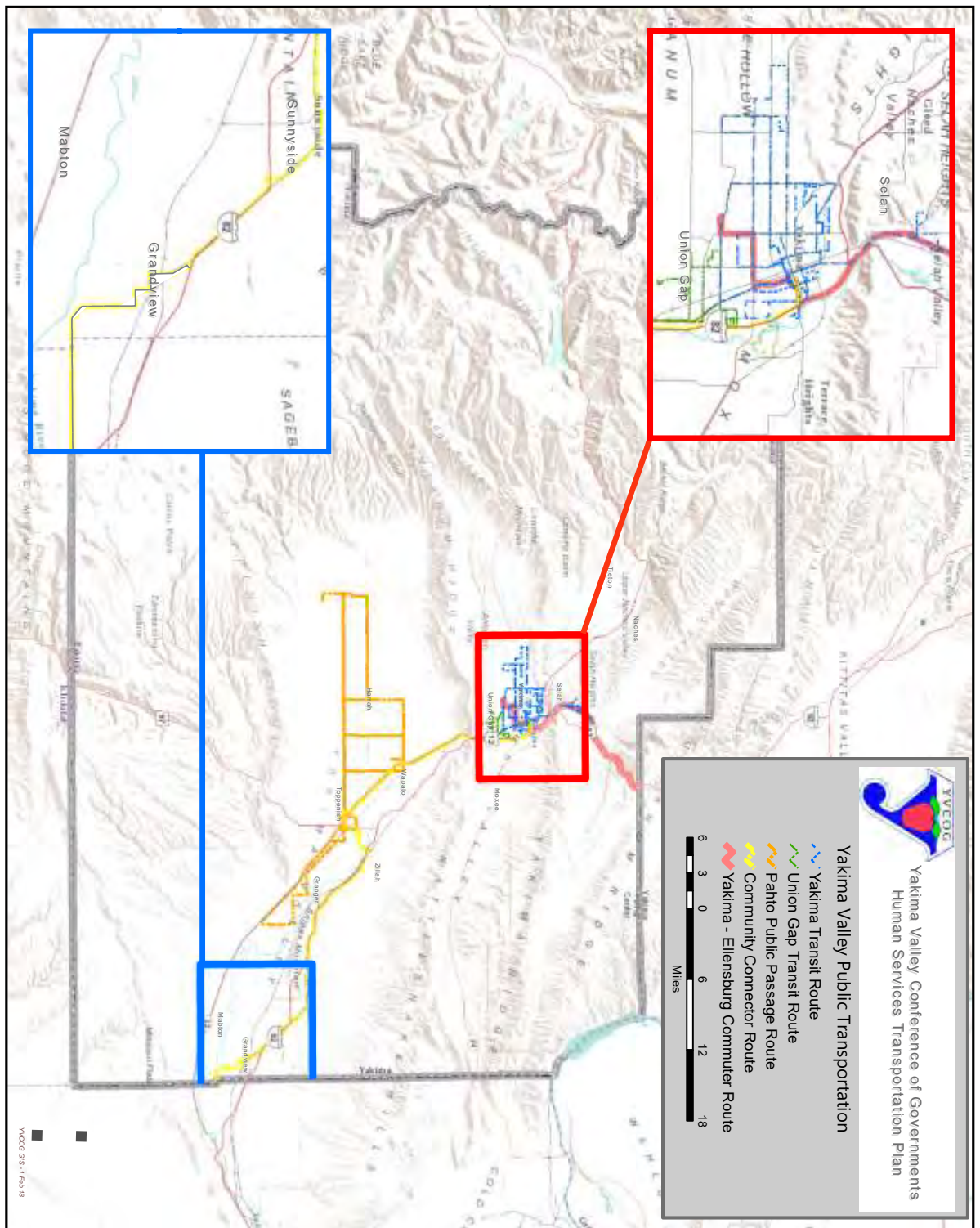
Yakima Valley Conference of Governments is an equal opportunity employer and provider of services. Auxiliary aids and services are available upon request to persons with disabilities.

### Title VI Policy

---

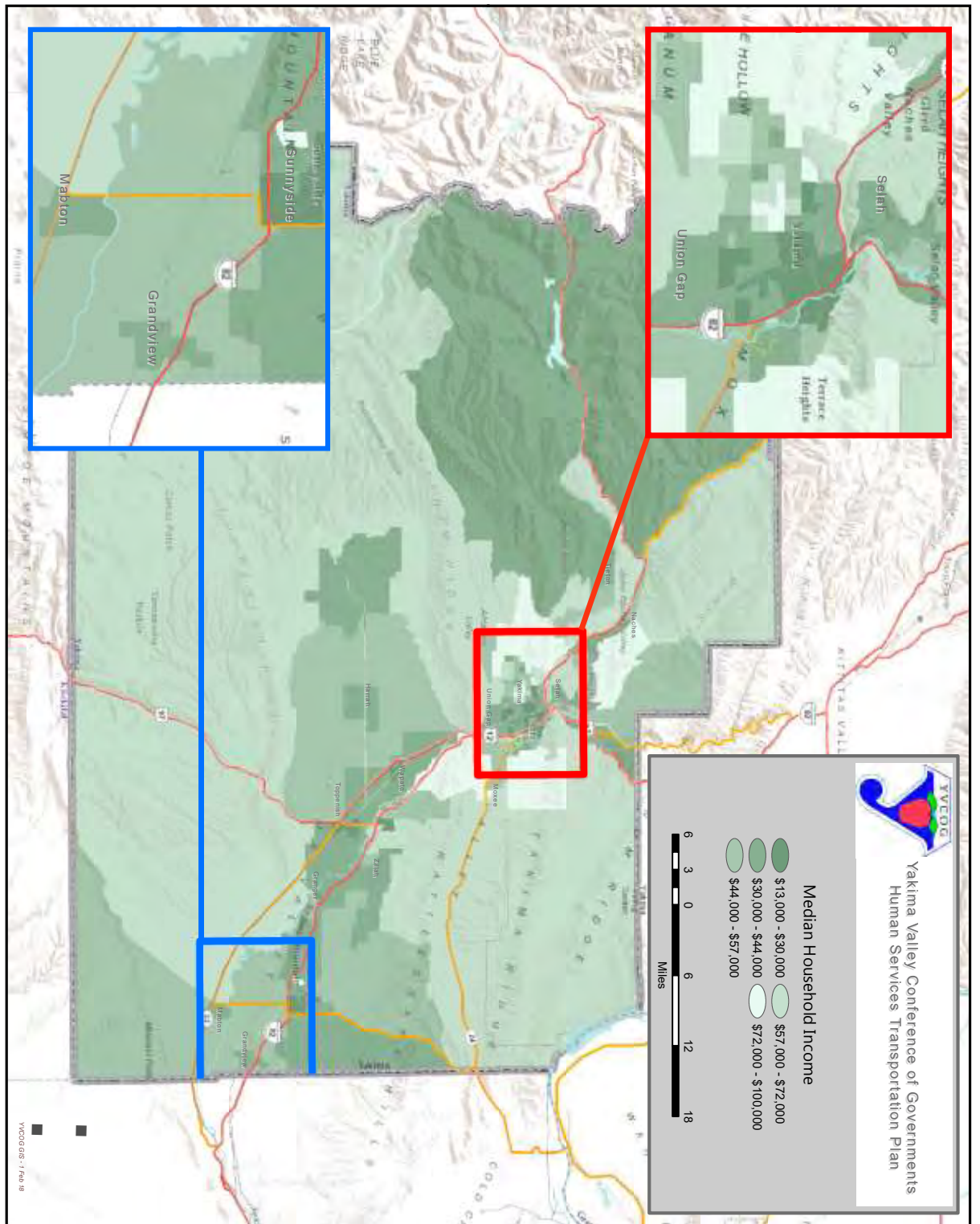
Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. It is People For People's policy to assure that no person in the United States shall, on the grounds of race, color, national 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 Yakima Valley Conference of Governments' s non-discrimination obligations, please contact: Yakima Valley Conference of Governments 311 North 4<sup>th</sup> Street, Suite 204 Yakima, WA 98901 [\(509\) 574-1550](tel:5095741550)

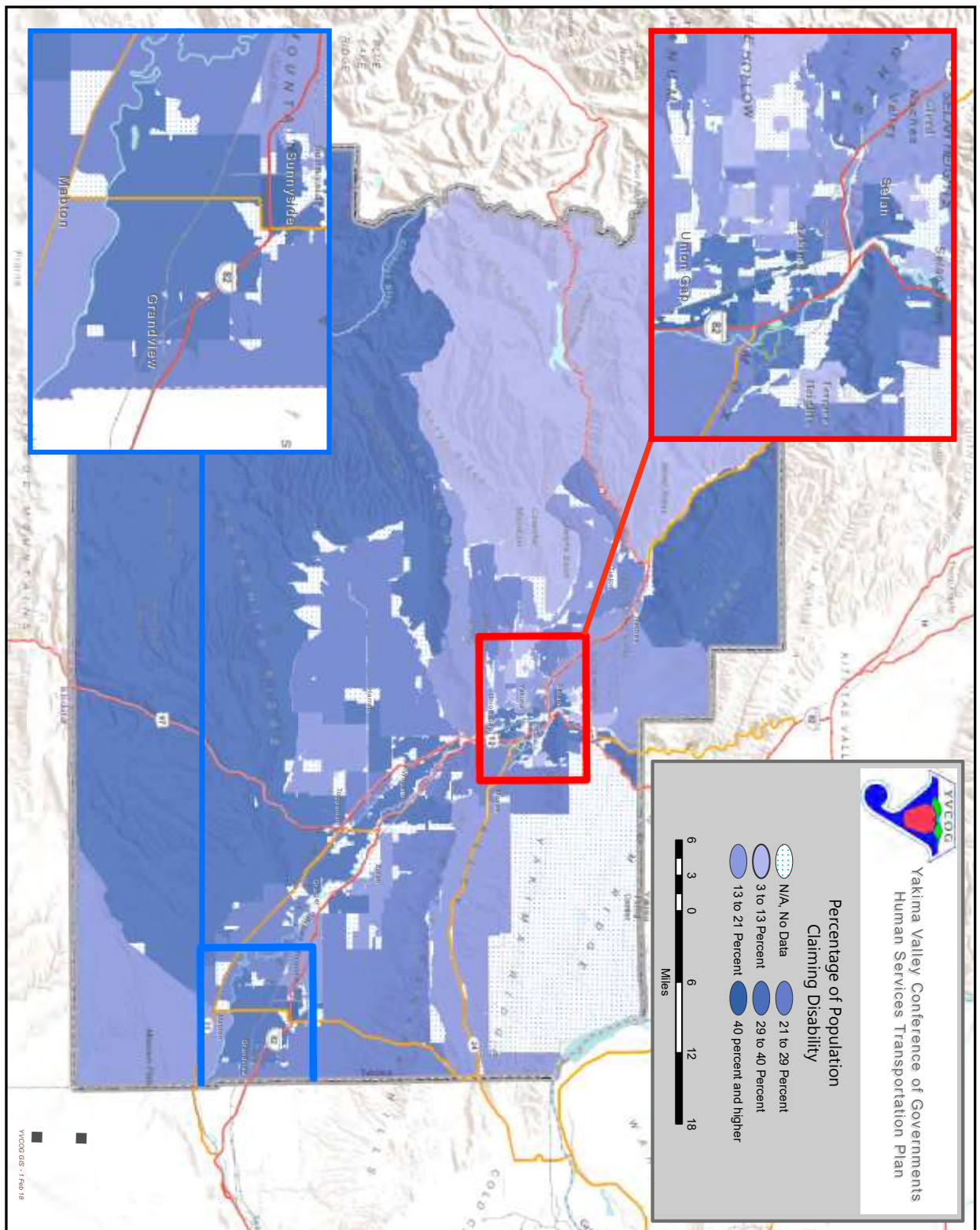




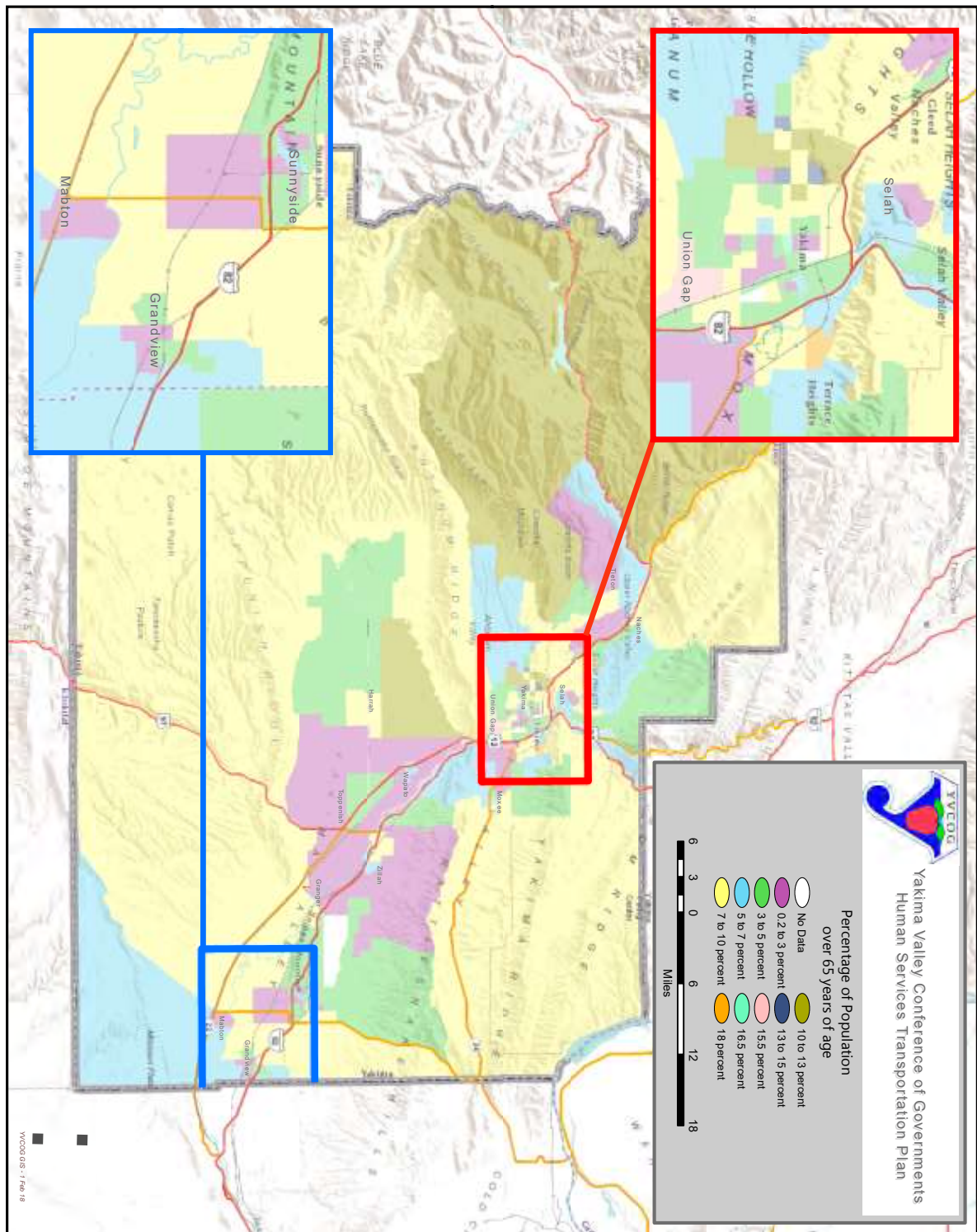


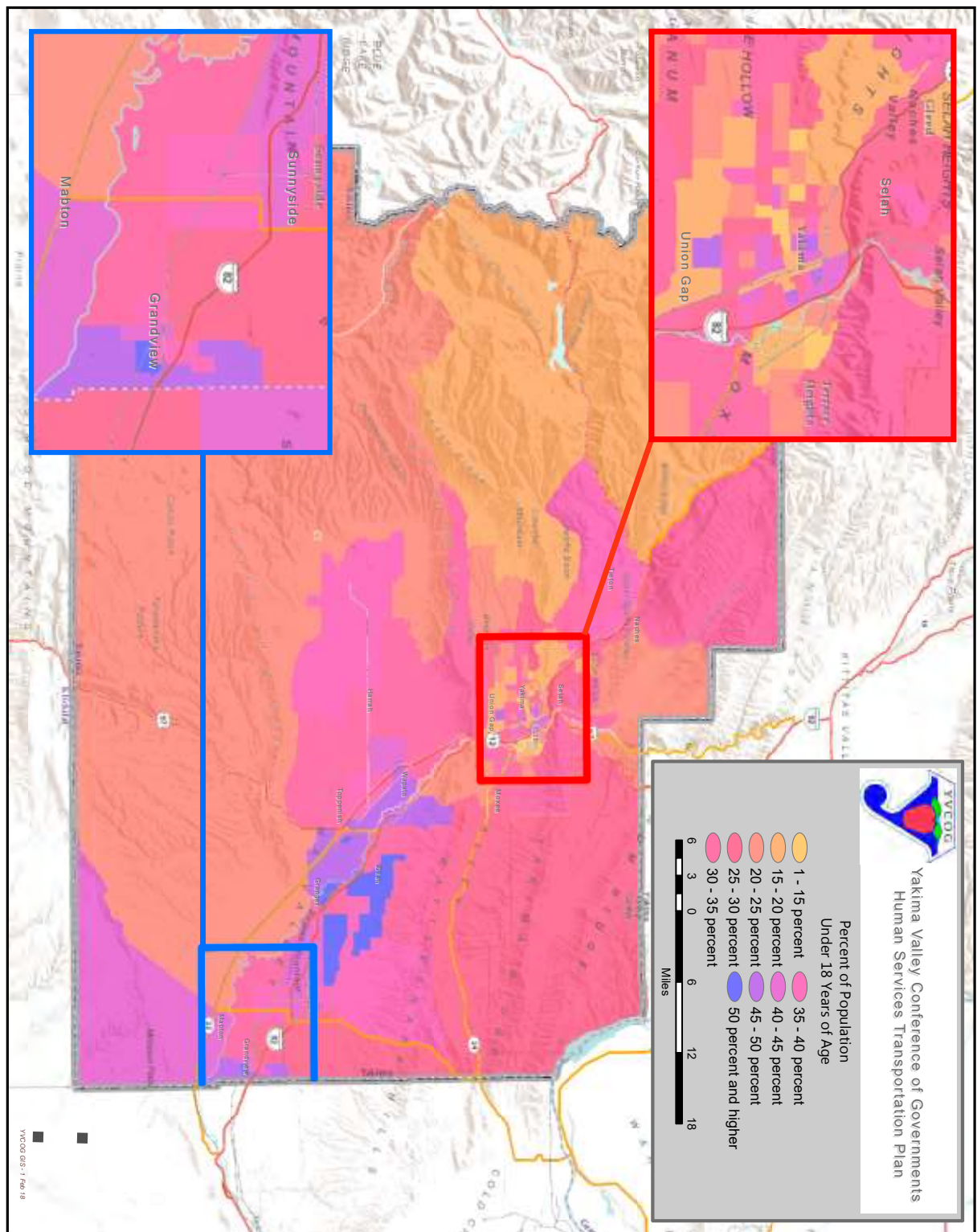




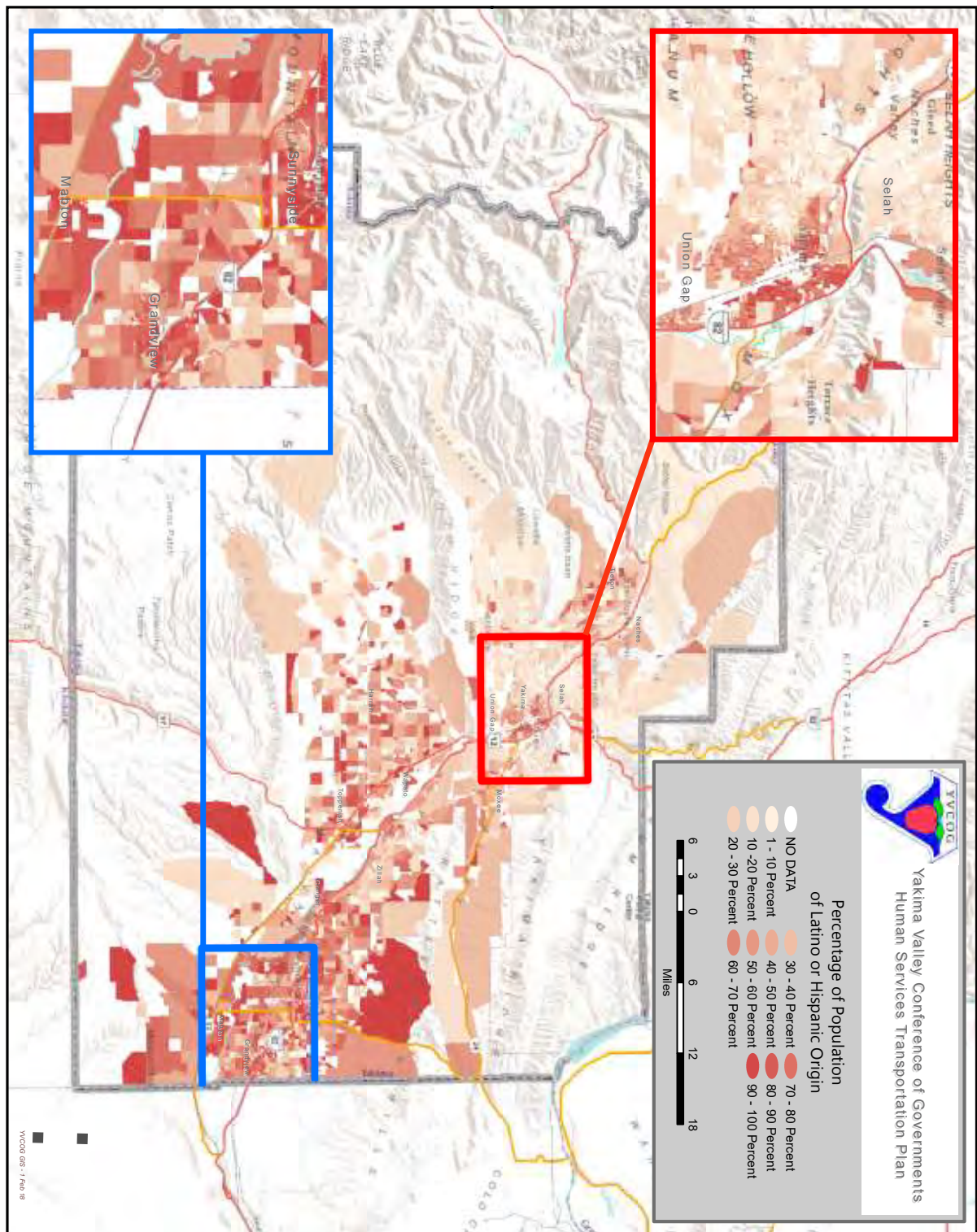






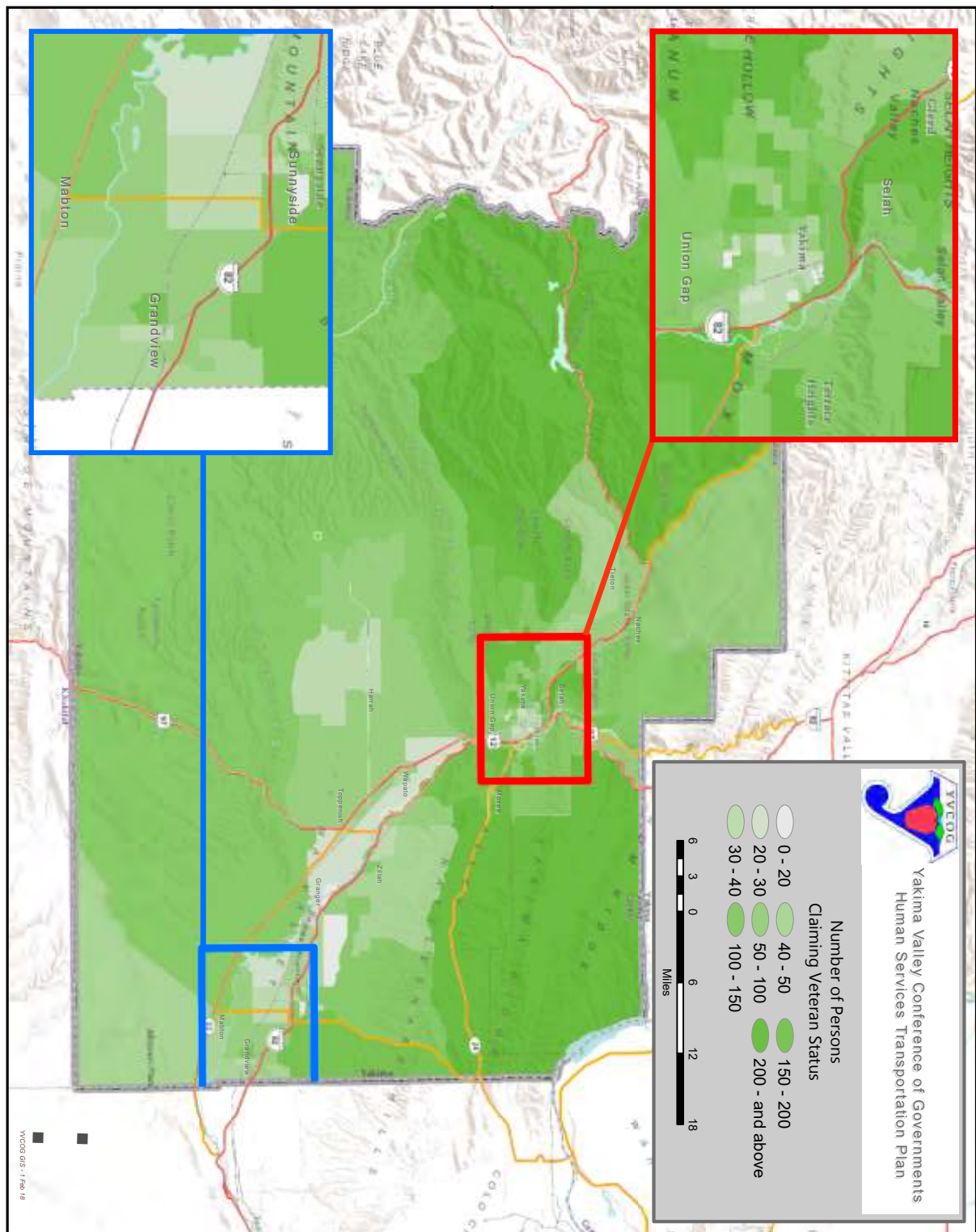




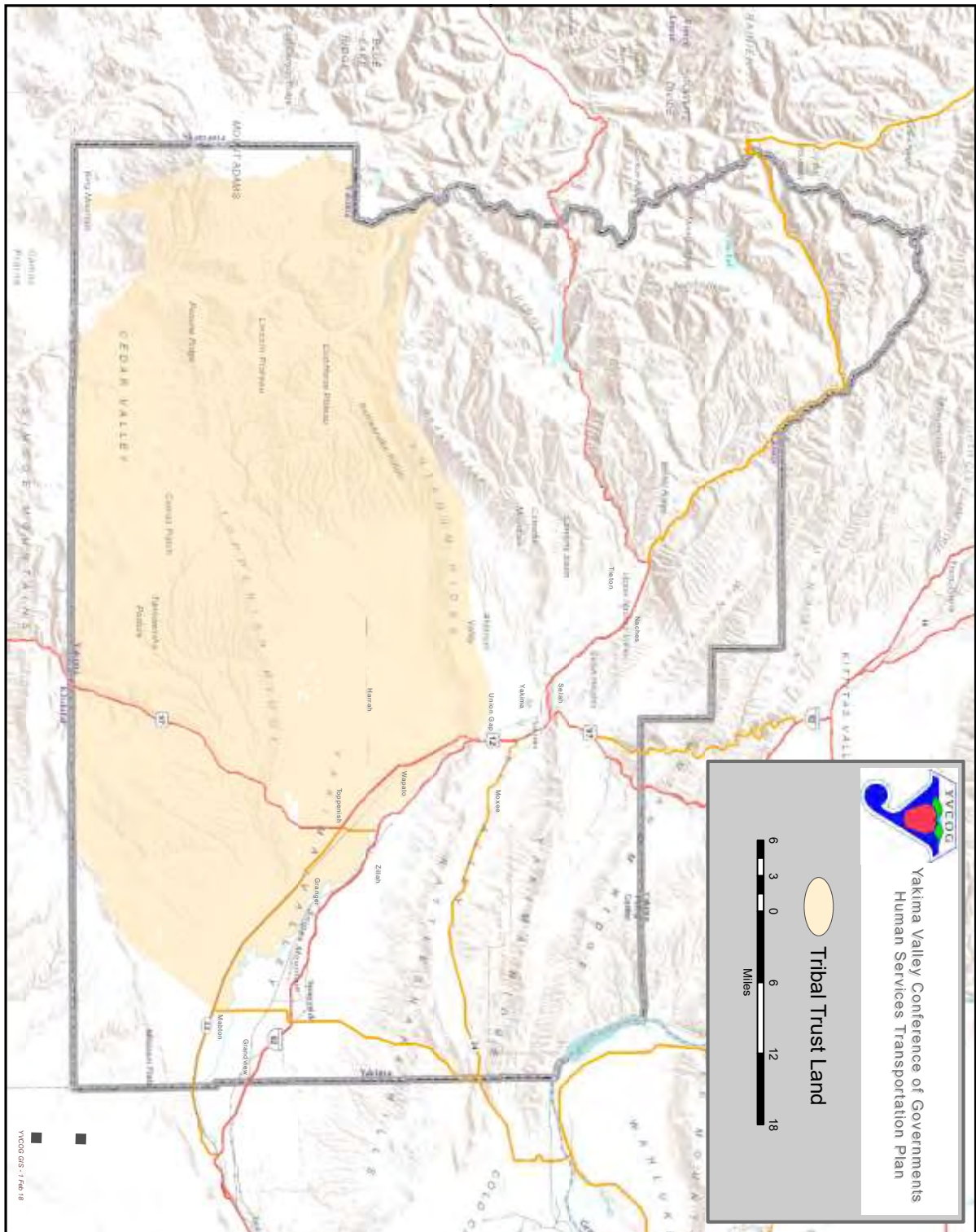






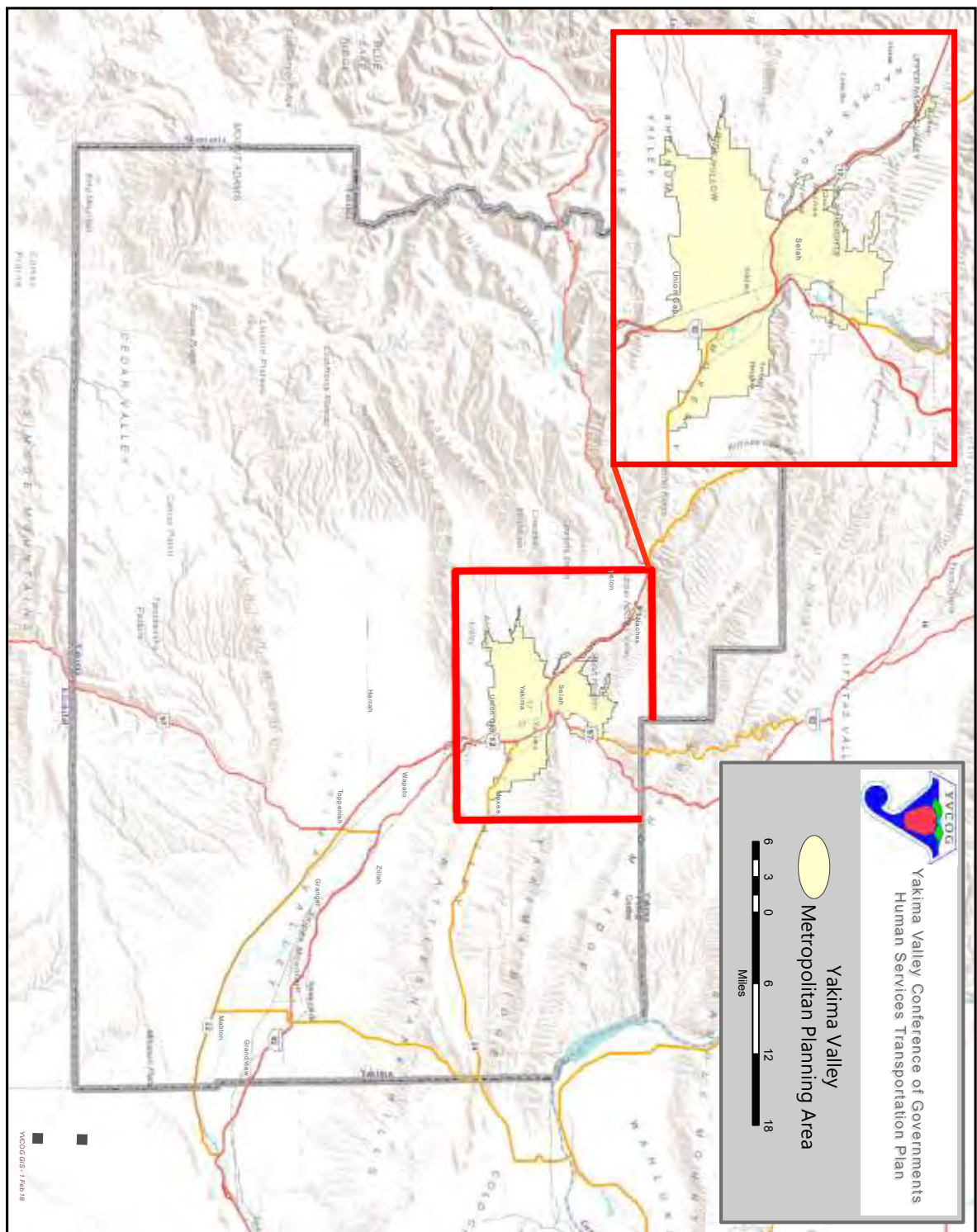










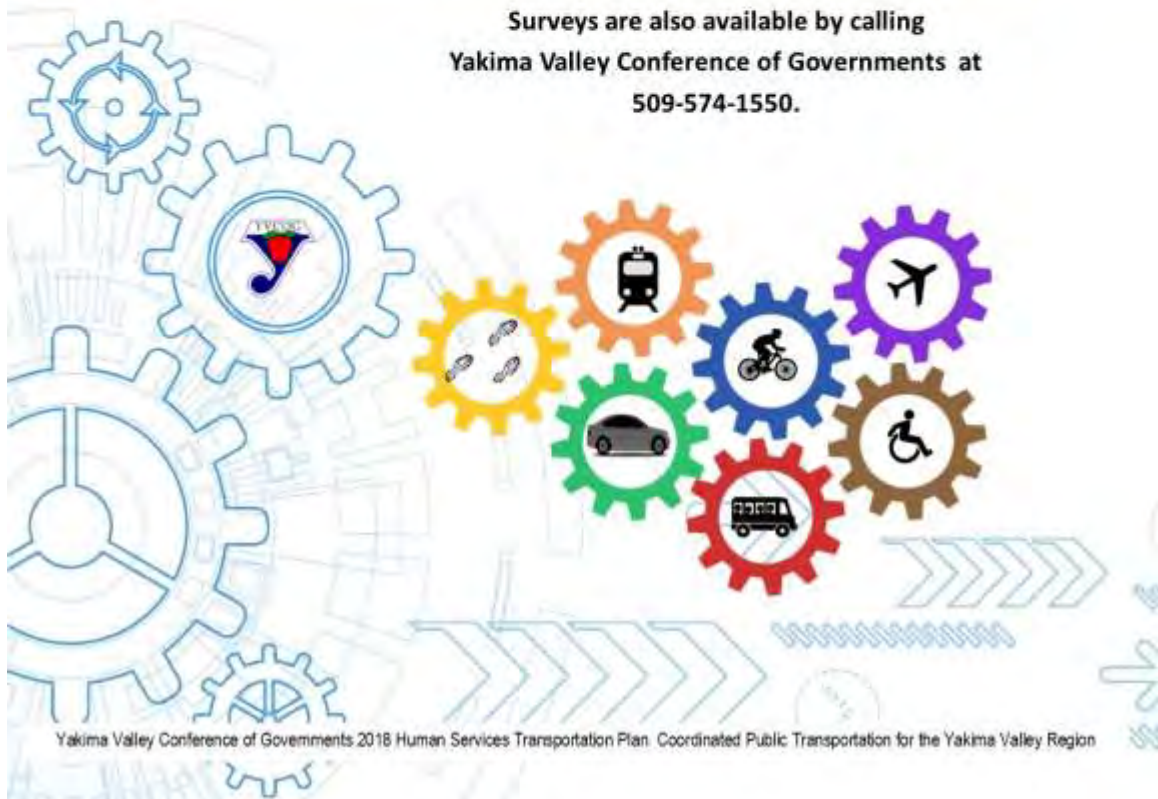


# Yakima Valley On the Move

## YOUR VOICE → YOUR TRIP

How do YOU move around the Yakima Valley?  
How would you WANT to travel?  
**TAKE THE SURVEY!**  
<https://www.surveymonkey.com/r/HSFWVJN>

Surveys are also available by calling  
Yakima Valley Conference of Governments at  
509-574-1550.



Yakima Valley Conference of Governments 2018 Human Services Transportation Plan Coordinated Public Transportation for the Yakima Valley Region



# Valle de Yakima En Movimiento

**¡OPINE! → ¡MEJORE SU TRANSPORTE PÚBLICO!**

**¿Cómo se desplaza USTED por el valle de Yakima?  
¿Cómo DESEA usted transportarse?  
¡PARTICIPE EN LA ENCUESTA!  
<http://www.surveymonkey.com/r/PS7FJZH>**

O, para pedir una encuesta, llame a  
Yakima Valley Conference of Governments al  
509-574-1550



Yakima Valley Conference of Governments 2018 Human Services Transportation Plan. Coordinated Public Transportation for the Yakima Valley Region

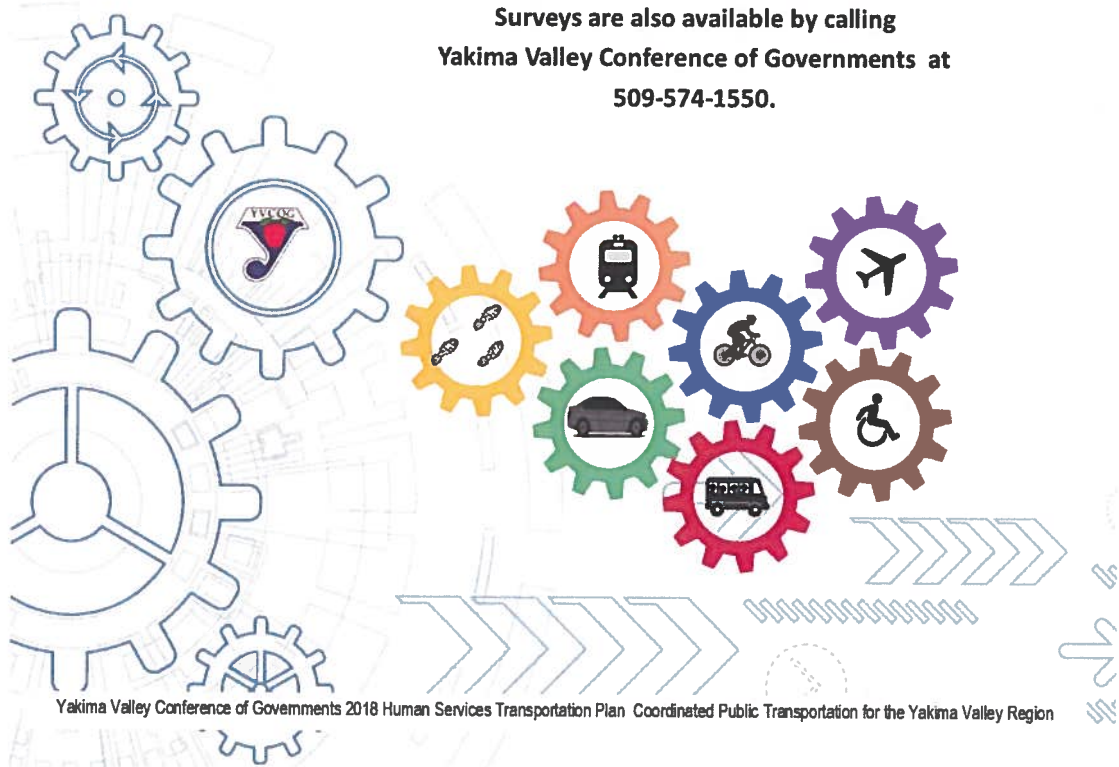
# Yakima Valley On the Move

**YOUR VOICE → YOUR TRIP**

How do YOU move around the Yakima Valley?  
How would you WANT to travel?  
**TAKE THE SURVEY!**

<https://www.surveymonkey.com/r/HSFWVJN>

Surveys are also available by calling  
Yakima Valley Conference of Governments at  
509-574-1550.



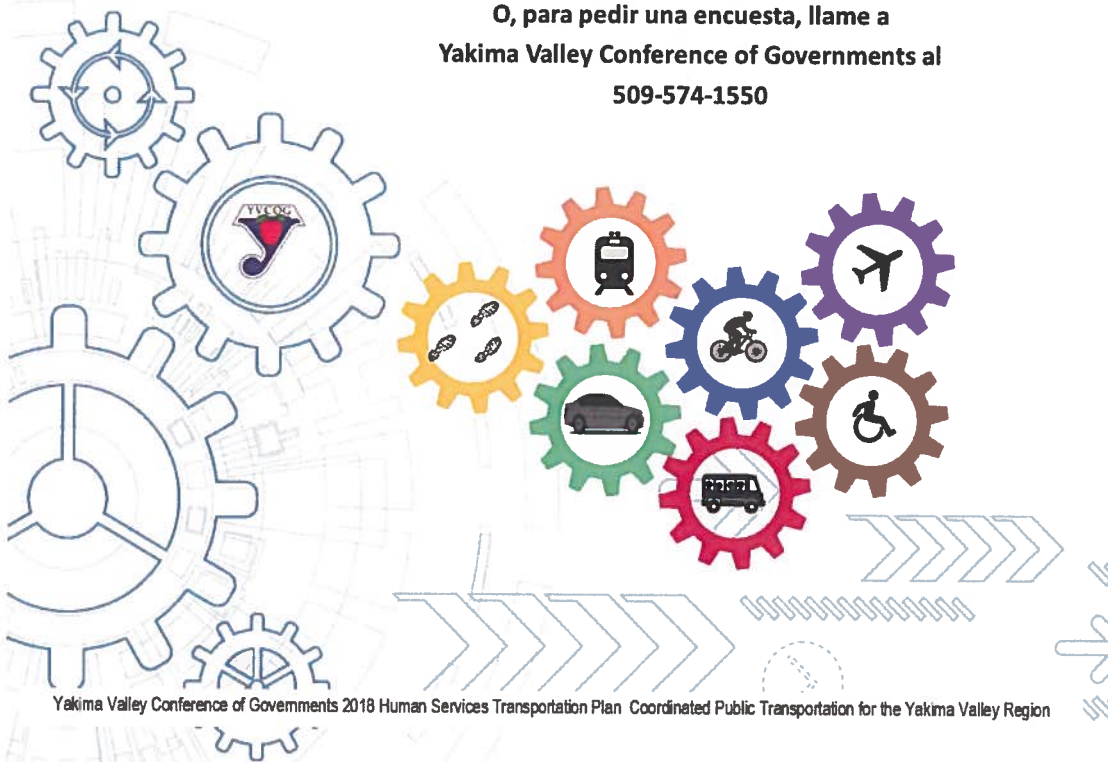
Yakima Valley Conference of Governments 2018 Human Services Transportation Plan Coordinated Public Transportation for the Yakima Valley Region

# Valle de Yakima En Movimiento

**¡OPINE! → ¡MEJORE SU TRANSPORTE PÚBLICO!**

¿Cómo se desplaza USTED por el valle de Yakima?  
¿Cómo DESEA usted transportarse?  
¡PARTICIPE EN LA ENCUESTA!  
<http://www.surveymonkey.com/r/PS7FJZH>

O, para pedir una encuesta, llame a  
Yakima Valley Conference of Governments al  
509-574-1550



Yakima Valley Conference of Governments 2018 Human Services Transportation Plan Coordinated Public Transportation for the Yakima Valley Region



# Transportation User Survey

Thursday, June 21, 2018

Powered by  SurveyMonkey

195

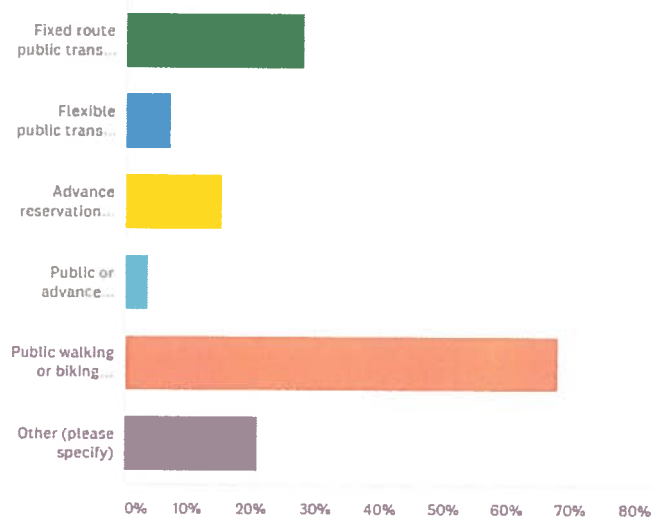
Total Responses

Date Created: Wednesday, December 27, 2017

Complete Responses: 195

**Q1: Mark all of the types of public transportation you have used during the past 12 months to work/appointments/shopping/social activities/etc.**

Answered: 172 Skipped: 23



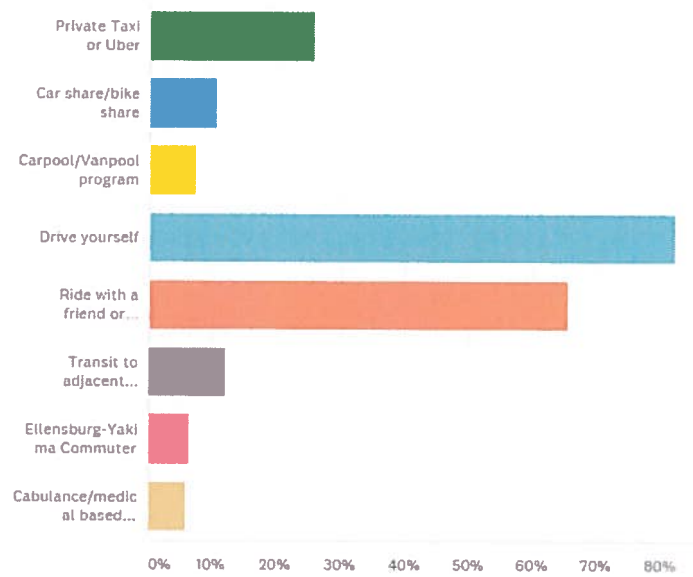
**Q1: Mark all of the types of public transportation you have used during the past 12 months to work/appointments/shopping/social activities/etc.**

Answered: 172 Skipped: 23

ANSWER CHOICES	RESPONSES	
Fixed route public transit (with bus stops and time schedule)	27.91%	48
Flexible public transit routes (vehicles operate on fixed route and time schedule but can make deviations off the route)	6.98%	12
Advance reservation transportation services	15.12%	26
Public or advance reservation services from agencies in neighboring counties	3.49%	6
Public walking or biking facilities (bike lanes, sidewalks, pathways, etc.)	68.02%	117
Other (please specify)	20.93%	36
Total Respondents: 172		

**Q2: Mark all types of transportation services you have used in the last 12 months to travel to work/appointments/shopping/social activities/etc.**

Answered: 191   Skipped: 4



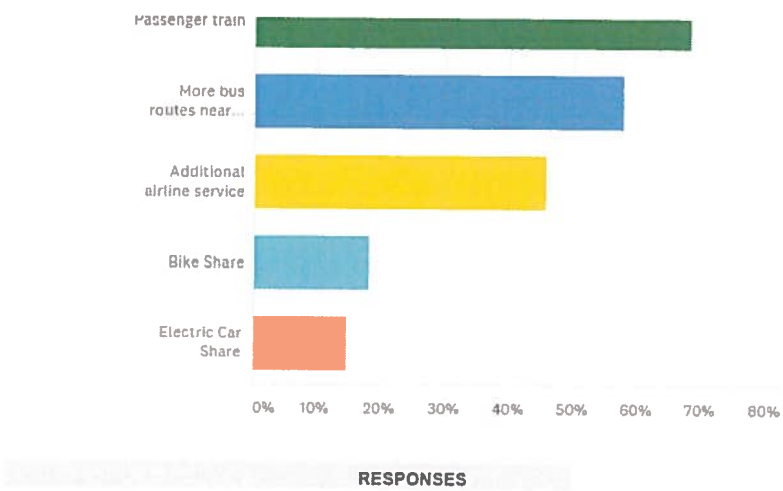
**Q2: Mark all types of transportation services you have used in the last 12 months to travel to work/appointments/shopping/social activities/etc.**

Answered: 191 Skipped: 4

ANSWER CHOICES	RESPONSES	
Private Taxi or Uber	25.65%	49
Car share/bike share	10.47%	20
Carpool/Vanpool program	7.33%	14
Drive yourself	82.20%	157
Ride with a friend or family member as a passenger	65.45%	125
Transit to adjacent counties (Greyhound, Airport Shuttle, Charter Bus Service)	12.04%	23
Ellensburg-Yakima Commuter	6.28%	12
Cabulance/medical based transportation	5.76%	11
Total Respondents: 191		

**Q3: Mark all of the transportation services that you would use if they were available in Yakima County.**

Answered: 170 Skipped: 25





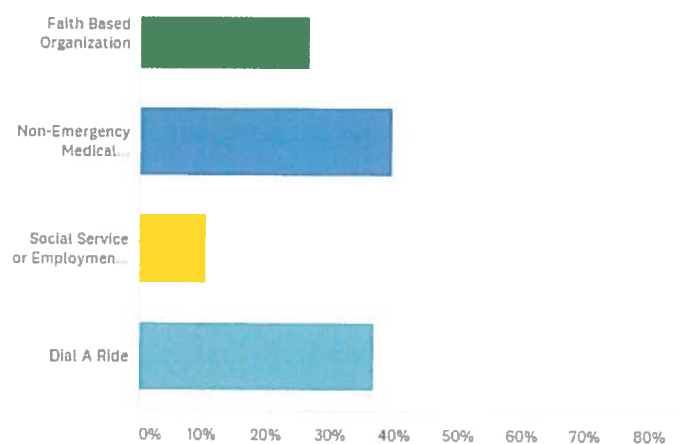
**Q3: Mark all of the transportation services that you would use if they were available in Yakima County.**

Answered: 170 Skipped: 25

Passenger train	68 24%	116
More bus routes near your home or work	57 65%	98
Additional airline service	45 88%	78
Bike Share	18 24%	31
Electric Car Share	14 71%	25
Total Respondents: 170		

**Q4: Mark all other transportation services you or your family have used in the last 12 months to travel to work/appointments/shopping/social activities/etc.**

Answered: 38 Skipped: 157



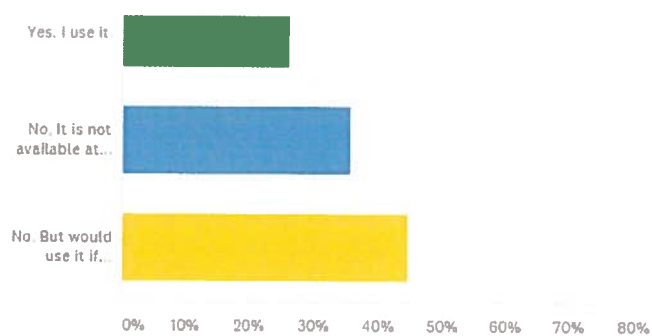
**Q4: Mark all other transportation services you or your family have used in the last 12 months to travel to work/appointments/shopping/social activities/etc.**

Answered: 38 Skipped: 157

Faith Based Organization	26.32%	10
Non-Emergency Medical Transportation (Medicaid, VA, etc.)	39.47%	15
Social Service or Employment Assistance transportation	10.53%	4
Dial A Ride	36.84%	14
Total Respondents: 38		

### Q5: Is public transportation, carpooling, or senior services transportation an option for you?

Answered: 166 Skipped: 29



RESPONSES

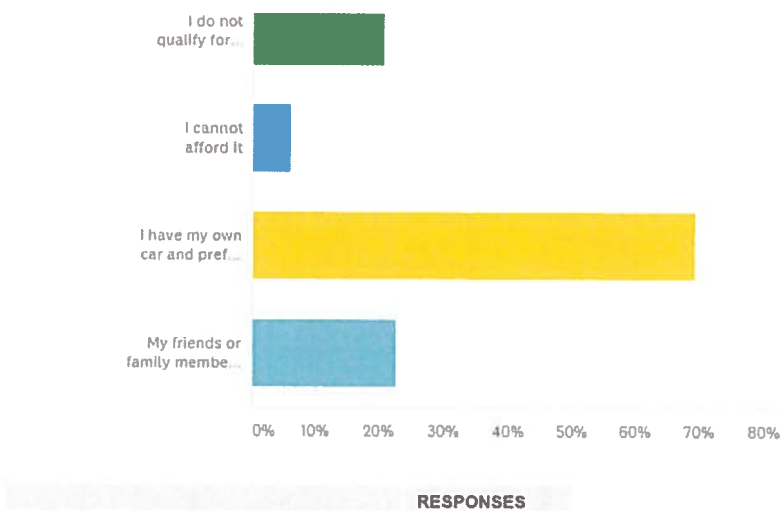
### Q5: Is public transportation, carpooling, or senior services transportation an option for you?

Answered: 166 Skipped: 29

Yes. I use it.	25 90%	43
No. It is not available at the times or days when I need it.	35 54%	59
No. But would use it if available	44 58%	74
Total Respondents: 166		

**Q6: If public or senior services transportation is available, but you do not use it, please select any of the following reasons that apply.**

Answered: 137   Skipped: 58



**Q6: If public or senior services transportation is available, but you do not use it, please select any of the following reasons that apply.**

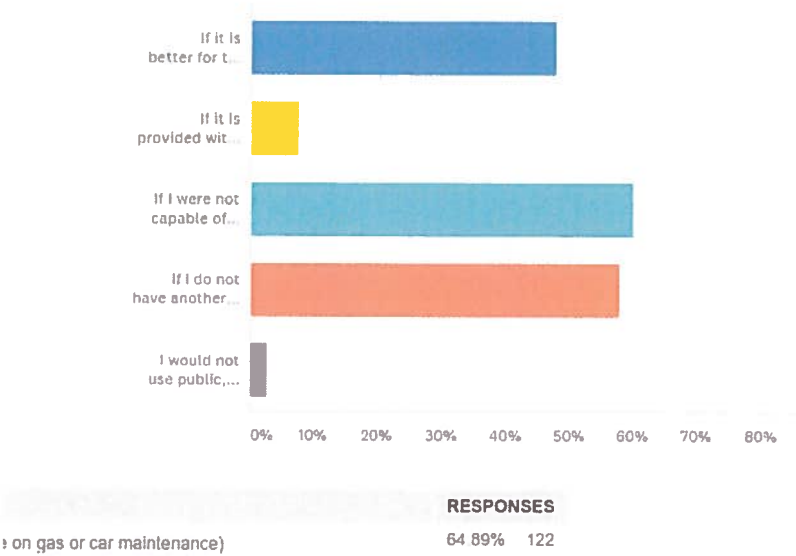
Answered: 137   Skipped: 58

I do not qualify for transportation services available in my area	20.44%	28
I cannot afford it	5.84%	8
I have my own car and prefer to drive	69.34%	95
My friends or family members drive me where I need to go	22.63%	31
Total Respondents: 137		



Q7: If public transportation options (except for driving) were easy to use and available to you which of the following would cause you to use the service? (Please select all that apply)

Answered: 188 Skipped: 7



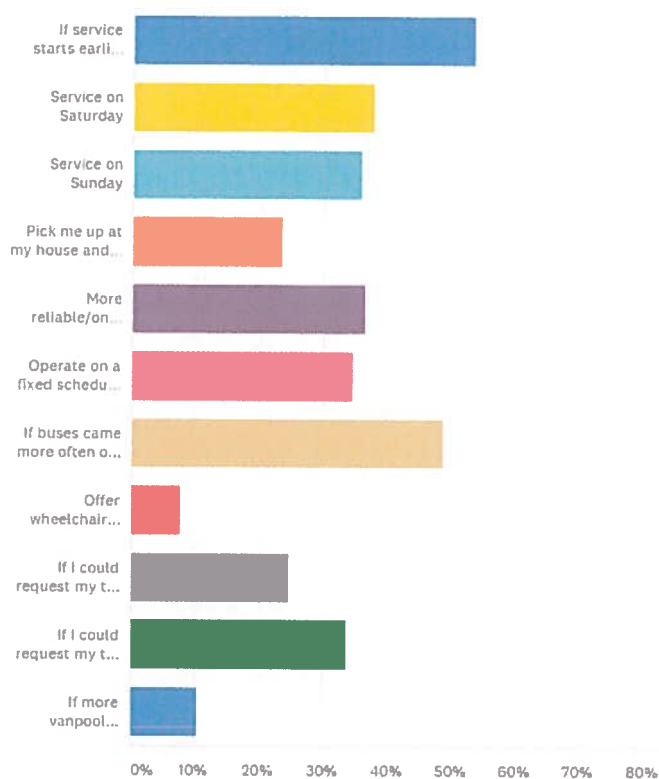
**Q7: If public transportation options (except for driving) were easy to use and available to you which of the following would cause you to use the service? (Please select all that apply)**

Answered: 188 Skipped: 7

If it is better for the environment	47.87%	90
If it is provided with wheelchair accessible vehicles	7.45%	14
If I were not capable of driving myself	60.11%	113
If I do not have another transportation option	57.98%	109
I would not use public, private or other transportation options under any circumstance	2.66%	5
Total Respondents: 188		

**Q8: What changes could be made to your public transportation services to make them more appealing to you? (Please select all that apply)**

Answered: 154 Skipped: 41



Powered by 

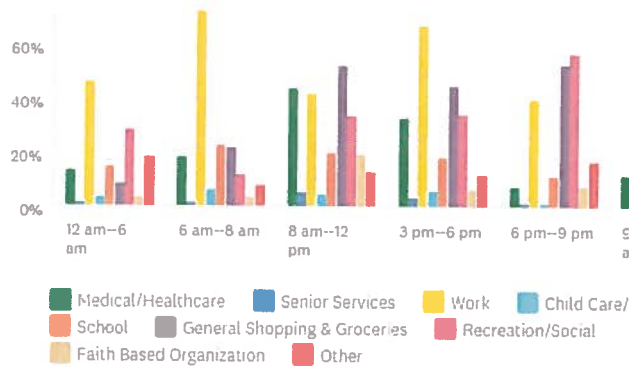
**Q8: What changes could be made to your public transportation services to make them more appealing to you? (Please select all that apply)**

Answered: 154 Skipped: 41

If service starts earlier in the morning or ends later at night	53.25%	82
Service on Saturday	37.66%	58
Service on Sunday	35.71%	55
Pick me up at my house and take me directly to where I am going/no shared rides with others	23.38%	36
More reliable/on time for picking me up/dropping me off	36.36%	56
Operate on a fixed schedule and allow flexibility in choice of travel times	34.42%	53
If buses came more often on fixed route	48.70%	75
Offer wheelchair accessible vehicles	7.79%	12
If I could request my trip with as little as one day's notice for reservation	24.68%	38
If I could request my trip through an app or website and not just on the phone	33.77%	52
If more vanpool vehicles were available	10.39%	16
Total Respondents: 154		

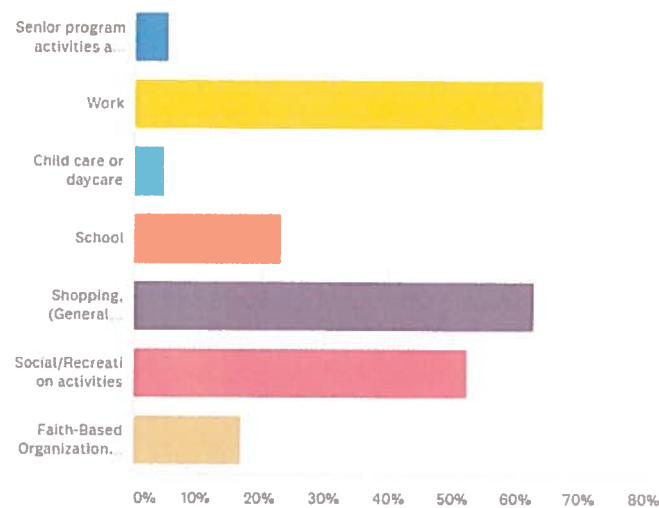
Q9: When do you need transportation most often for each of the following routine purposes? (Please select all that apply)

Answered: 170 Skipped: 25



**Q10: Which of the following are destinations or places you most often visit when transportation is available to you? (Please select all that apply)**

Answered: 172 Skipped: 23





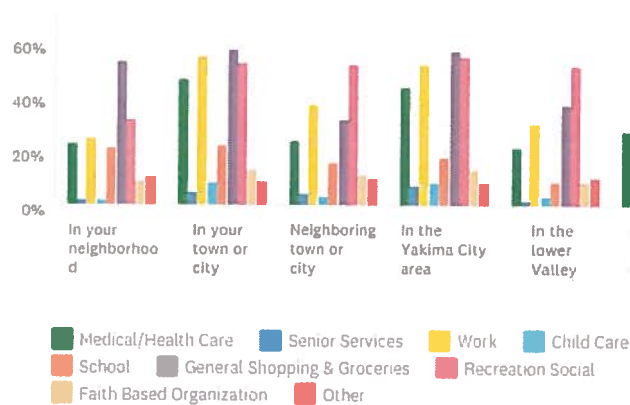
**Q10: Which of the following are destinations or places you most often visit when transportation is available to you? (Please select all that apply)**

Answered: 172 Skipped: 23

Senior program activities and appointments	5.23%	9
Work	63.95%	110
Child care or daycare	4.65%	8
School	23.26%	40
Shopping, (General shopping, Pharmacy and/or Grocery)	62.79%	108
Social/Recreation activities	52.33%	90
Faith-Based Organizations and activities	16.86%	29
Total Respondents: 172		

## Q11: Where) are the places from Question 9 located?

Answered: 174 Skipped: 21



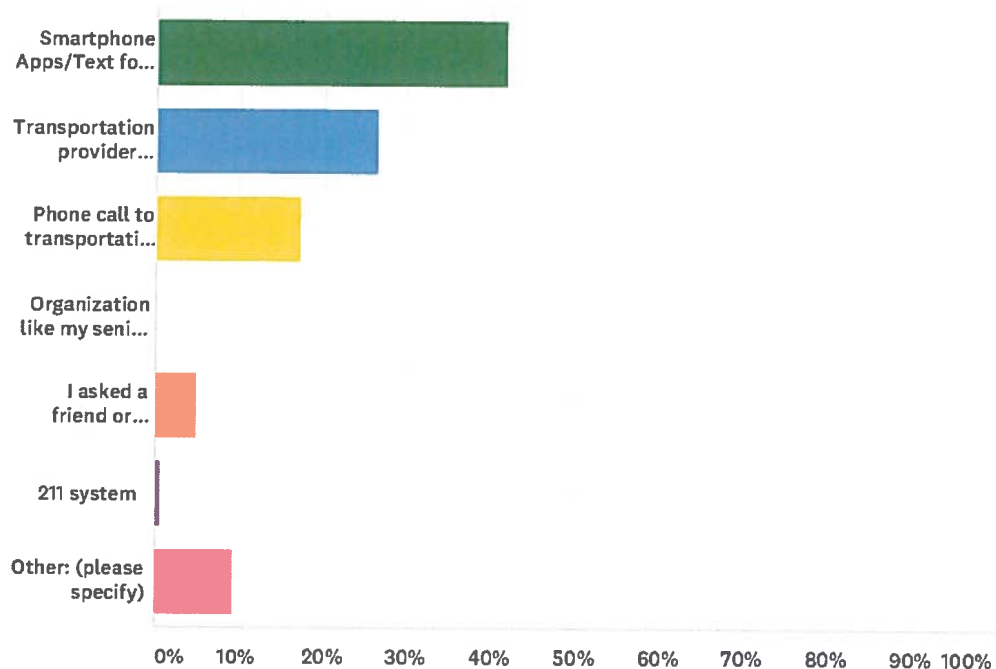
## Q11: Where) are the places from Question 9 located?

Answered: 174 Skipped: 21

	GROCERIES							
In your neighborhood	23.21% 13	1.79% 1	25.00% 14	1.79% 1	21.43% 12	53.57% 30	32.14% 18	8.93% 5
In your town or city	47.06% 56	5.04% 6	55.46% 66	8.40% 10	22.69% 27	57.96% 69	52.94% 63	13.45% 16
Neighboring town or city	23.86% 21	4.55% 4	37.50% 33	3.41% 3	15.91% 14	31.82% 28	52.27% 46	11.36% 10
In the Yakima City area	43.94% 58	7.58% 10	52.27% 69	8.33% 11	18.18% 24	57.58% 76	55.30% 73	13.64% 18
In the lower Valley	21.43% 12	1.79% 1	30.36% 17	3.57% 2	8.93% 5	37.50% 21	51.79% 29	8.93% 5
Outside of Yakima County	27.69% 18	0.00% 0	6.15% 4	3.08% 2	4.62% 3	27.69% 18	66.15% 43	1.54% 1

## Q12 Which of the following do you use most often to get the transportation information you need?

Answered: 163 Skipped: 32



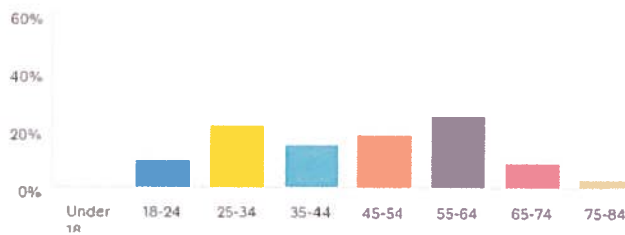
Q12 Which of the following do you use most often to get the transportation information you need?

Answered: 163 Skipped: 32

ANSWER CHOICES	RESPONSES	
Smartphone Apps/Text for information	41.72%	68
Transportation provider websites	26.38%	43
Phone call to transportation provider for information	17.18%	28
Organization like my senior center or church or similar	0.00%	0
I asked a friend or family member for help because I am not comfortable using the computer, smartphone apps, or call by phone	4.91%	8
211 system	0.61%	1
Other: (please specify)	9.20%	15
TOTAL		163

# Q13: How old are you?

Answered: 193 Skipped: 2





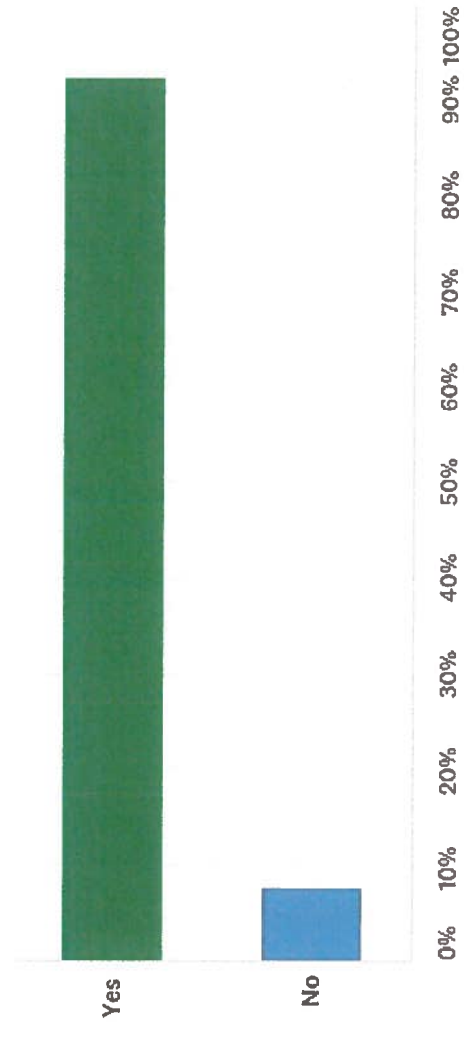
Q13: How old are you?

Answered: 193 Skipped: 2

25-34	21.24%	41
35-44	15.03%	29
45-54	18.13%	35
55-64	24.87%	48
65-74	8.29%	16
75-84	2.59%	5
over 84	0.52%	1
TOTAL		193

Answered: 194

## Q14 Is English your first language?



## Q15 What is your zip code where you live?

Answered 193 Skipped 2

Zip Code	Number of surveys at Zip Code
98908	51
98902	34
98951	6
98948	9
98942	16
98903	14
98901	26
98930	5
99350	1
98953	6
98947	2
98937	1
98944	4
99354	1
98936	4
98923	3
98926	2

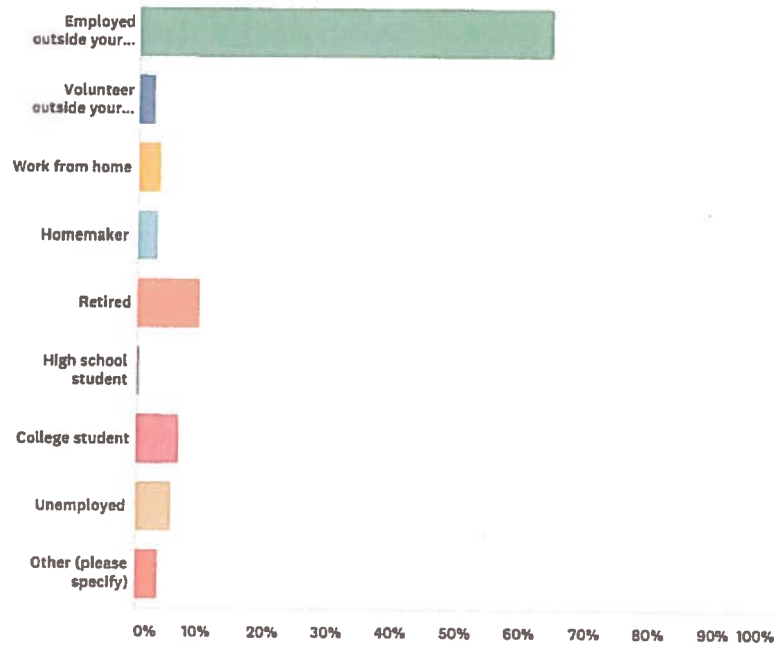
Q16 Which city, town or area do you live in?

Answered 192 Skipped 3

City	Number of those at City
Yakima	108
Wapato	3
Toppenish	8
Selah	17
Union Gap	5
Grandview	3
Prosser	1
Zillah	5
Ellensburg	2
Cowiche	4
Sunnyside	4
Richland	1
Moxee	5
Tieton	1
Terrace Heights	3
West Valley	6
Gleed	2

### Q17 Which of the following best applies to you?

Answered 194 Skipped 1



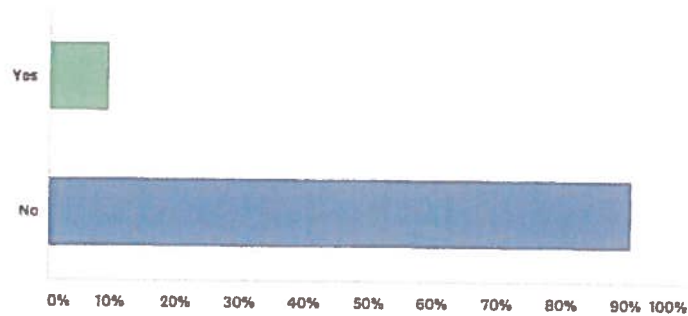
#### ANSWER CHOICES

#### RESPONSES

Employed outside your home	64.43%	125
Volunteer outside your home regularly	2.58%	5
Work from home	3.61%	7
Homemaker	3.09%	6
Retired	9.79%	19
High school student	0.52%	1
College student	6.70%	13
Unemployed	5.67%	11
Other (please specify)	3.61%	7
<b>TOTAL</b>		<b>194</b>

Q18 Do you have a disability which requires you to use a cane, walker, wheelchair, and/or another device to help get around?

Answered 195 Skipped 0

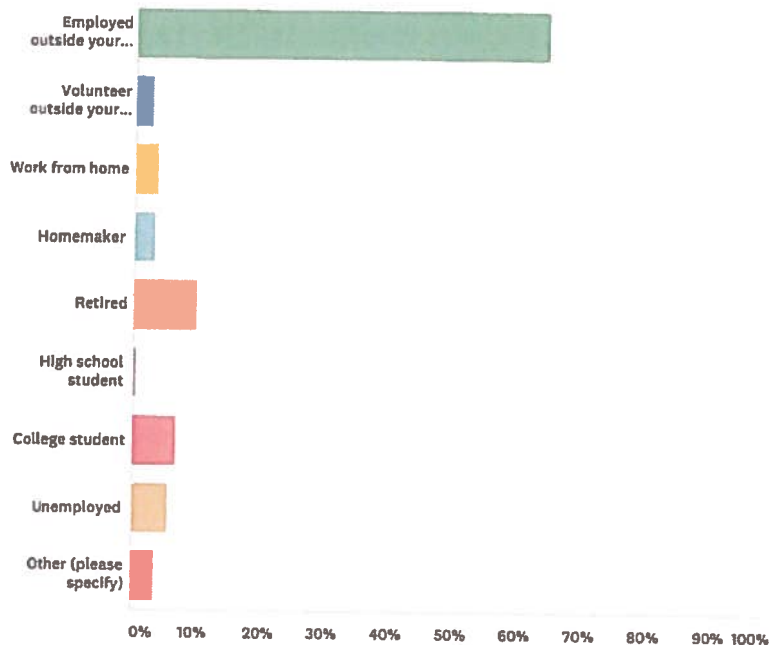


ANSWER CHOICES	RESPONSES	
Yes	9.23%	18
No	90.77%	177
TOTAL		195



### Q17 Which of the following best applies to you?

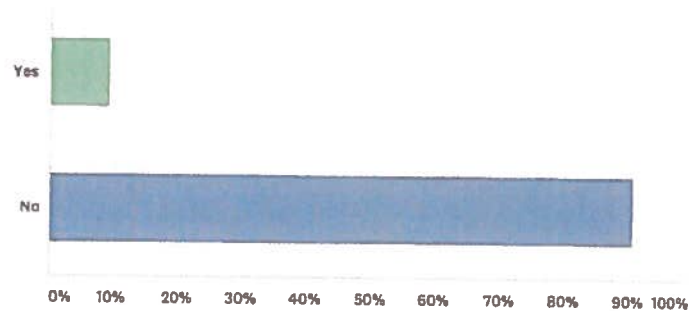
Answered 194 Skipped 1



ANSWER CHOICES	RESPONSES	
Employed outside your home	64.43%	125
Volunteer outside your home regularly	2.58%	5
Work from home	3.61%	7
Homemaker	3.09%	6
Retired	9.79%	19
High school student	0.52%	1
College student	6.70%	13
Unemployed	5.67%	11
Other (please specify)	3.61%	7
TOTAL		194

Q18 Do you have a disability which requires you to use a cane, walker, wheelchair, and/or another device to help get around?

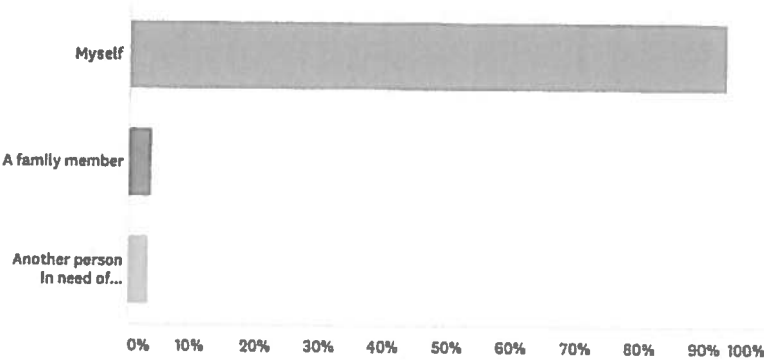
Answered 195 Skipped 0



ANSWER CHOICES	RESPONSES	
Yes	9.23%	18
No	90.77%	177
TOTAL		195

Q19 I am completing this survey for.

Answered 193 Skipped 2



ANSWER CHOICES	RESPONSES	
Myself	93.26%	180
A family member	3.63%	7
Another person in need of transportation	3.11%	6
TOTAL		193

## Q20 Please write any additional comments regarding transportation service needs. Thank you for completing this survey.

Answered: 77 Skipped: 118

#	RESPONSES	DATE
1	You guys do a great job helping folks with rides thank you (MedStar)	6/4/2018 2:15 PM
2	I was very impressed with the driver, very polite, on time and no hassle.	6/4/2018 1:25 PM
3	MedStar is number one + good service	6/4/2018 1:19 PM
4	I really thank you for giving my son a ride to his job.	3/29/2018 9:52 AM
5	We need more safe bike paths and sidewalks so we can safely walk places.	3/26/2018 12:07 PM
6	Thanks for valuing transportation improvements to increase the livability of the area.	3/26/2018 10:41 AM
7	I have hard time walking far distance cuz of a incident of getting shot in leg now got pins and rod in my leg n every time i walk to bus stop its kinda difficult cuz it effects my mobility of walking were my leg gets heavy n harder to walk and some time it just feels like my leg wants to give out on me when i walk far distance	3/22/2018 3:47 PM
8	I go to some civic things where it is not always possible to arrange a ride. It has become a significant barrier that there is no adequate, affordable evening transportation available in this area. Not being physically able to drive and not having adequate public transportation options is a problem.	3/20/2018 3:59 AM
9	If you would take the money spent on running empty buses 365 days a year and put it on street maintenance instead, we would have much better communities.	3/18/2018 5:58 PM
10	testing only	3/14/2018 8:29 AM
11	The survey questions mostly apply to someone that is currently using the transit system.	3/12/2018 1:54 PM
12	we need reliable public transportation throughout the lower valley - from town to town and to Yakima and the Tricities. A train could use the same land as the freeway, as could a bus service.	3/10/2018 4:07 PM
13	Please route 1 with 30 minutes wait instead a 1 hour	3/8/2018 8:04 PM
14	Bike travel feels perilous. Also stopping for pedestrians waiting to cross streets, or even in crosswalks is virtually unheard of here. Perhaps trying to message Yakima that stopping for pedestrians is the law and also just a decent thing to do. I recently stopped for a mom with a stroller in one hand and a toddler in the other, and the car behind me honked at us and went around, forcing the mom to retreat back to the sidewalk	3/8/2018 7:41 PM
15	I'd like the buses to run more frequently because it makes for a long day to do my shopping or doctors appointments	3/8/2018 5:40 PM
16	Yakima ave. Bus route and longer route service.	3/8/2018 5:34 PM
17	I can't not drive no more due to vision loss, I'm 42 years old with a highschool student who is active in after school sports n school activities Who we both need bus service after 6 pm to get home, or even on a weekend to go mall n catch a movie.. please consider to make bus routes to run later in evening like 9 pm....my teenagers would like to get a job after school to bus transportation is an issue, other cities bus route run later in evening with success and make the funds to operate rose bush prices on weekends if necessary to operate after 6 pm I would be willing to pay as others would too	3/8/2018 4:38 PM
18	I would like to have the ability to take public transportation to work. It would save me money. I live in Yakima and work in Toppenish at Heritage University. I believe that having public transport directly to and from Heritage would be extremely helpful for students, staff, and faculty.	3/6/2018 1:29 PM
19	Regular service between Tri-Cities and Yakima would benefit many.	3/6/2018 10:34 AM

# Transportation User Survey

SurveyMonkey

20	Yakima County and Its Communities Are Responsible for Maintaining and Improving Roadways That Are Safe For All Legal Uses, Including Recreational Cycling. Obstructions, Including Any Manhole Covers, Drainage Grates, Loose Material or Debris, Effect A Cyclist's Ability To Travel in a Straight Line Along The Roadside. Straight Line Travel Promotes Predictability And Is Safest for Motorists and Cyclists Alike. Spacing Should Be Sufficient To Allow Motorists to Come No Closer to a Cyclist Than A Motorist Would Come To A Police Vehicle Parked Along The Roadway. Safety Is Everyone's Business. Maintenance and Improvement Ratings Must Be Updated To Duly Reflect Present Conditions.	3/5/2018 3:23 PM
21	More bikes, less cars, everyone benefits.	3/2/2018 5:55 PM
22	I strongly believe in driving myself. Public transportation is a great options for some, but I prefer to be free and unrestricted by routes and times. Global Warming is fake and don't understand why the environmental reason to use public transpiration is even in this survey. I love America because of the freedom we are accustomed to and would continue to advocate and enjoy driving myself and my family. why would anybody want to restrict themselves from that is beyond my comprehension. I sympathize with those that have no other option, but to use public transportation. As a able body adult I would advocate all to enjoy the freedom that comes from driving yourself and in return relying your yourself and not government to get you from a to b.	3/2/2018 10:07 AM
23	None	3/2/2018 7:43 AM
24	I am primarily a bicycle commuter year round. I would like to see more clearly marked bicycle lanes in Yakima and Union Gap. I would also like street cleaners and snow plows to do a better job of clearing snow and debris from bicycle lanes. I strongly support public transportation funding for those people who do not drive cars and cannot ride a bicycle.	3/1/2018 10:35 PM
25	Currently the roads from home to work are unsafe for biking/walking. The semi traffic is very heavy on Weikel, Zimmerman, Naches Hgts, Dahl and Powerhouse. Just drive it and you will see all the places their tires are off the road. I hold no ill will toward them. Produce needs to get from point A to point B. When Yakima stopped semis on Summitview (and also 66th) the main path for them changed. Those roads are narrow and it is downright dangerous. Especially if two semis are passing each other. There is just not enough room. Thanks for listening and have a good day.	3/1/2018 11:03 AM
26	Growth on ahtanum will result in injury without better sidewalks/bike lanes.	3/1/2018 6:26 AM
27	The Yakima County area needs to have better cycling infrastructure. The bike lakes and routes are a patchwork affair with large holes in the connections. The few bike lanes that are there are often full of debris and do not connect well to each other.	2/28/2018 7:24 PM
28	We use your service only because you pay for the gas to me when I have a Doctor visit. I wish you would also pay for trips to grocery like once a week.	2/28/2018 5:39 PM
29	Struggle with sunnyside chevron they don't print out my gas voucher in time	2/28/2018 5:33 PM
30	Expand service to cowiche Tieton and naches	2/28/2018 3:01 PM
31	Should add more on county wide special needs transportation	2/28/2018 12:21 PM
32	I ride my bicycle 100 to 200 miles each week, weather permitting.	2/28/2018 11:57 AM
33	I am a medical provider in Yakima. Patients coming from outside the city of Yakima, such as Cowiche or Tieton, or Cle Elum, have no way to get to my office if they cannot drive, unless a family member is available to drive them. Sometimes they miss appointments just because their transportation plans fall through and there are no public transportation options for them.	2/28/2018 11:19 AM
34	No additional comments.	2/28/2018 9:14 AM
35	I would really like to see safer walking and biking infrastructure. More sidewalks, protected crosswalks and clear bike lanes. Additionally, speed humps and better speed limit enforcement in residential areas would improve safety.	2/28/2018 8:10 AM
36	I was hoping there would be more options regarding bike lanes. They are quite lacking/not very safe in the Yakima area.	2/28/2018 7:31 AM
37	I hope that Yakima will consider increasing frequency of buses before there's demand. A restaurant wouldn't open and say "we're only offering grilled cheese this week, if enough people order food maybe we'll have more food then." Frequency increases ridership which increases funding. Not the other way around.	2/28/2018 12:04 AM
38	I'm the only one in the household (3) who can drive and I fear that may not last	2/27/2018 9:46 PM

# Transportation User Survey

SurveyMonkey

39	Both the city and county of Yakima need more and better options for bicycling and walking.	2/27/2018 9:23 PM
40	\$9 million has been funded for the Downtown Plaza, and Bins of Light have been installed on Lincoln Ave. Yet the city of Yakima has not brought up a Terrace Heights route to the table. PNWU is out there along with several mobile home parks including Sun Country Estates, schools like East Valley HS, and the cemetery. I think this should be a given, knowing how many senior citizens and other people would benefit from a route that takes them from Terrace Heights/Moxee into town. They don't have a local grocery store yet West Valley has several. Also, YVC has evening classes that start and end after 6:30pm, the last bus of the night. Teens and young adults who want to make \$\$\$ have to work night jobs because we're in school during the day. Not all of us have a license yet, or can afford Driver's Ed. No transit at night is a major problem in this city. I'm taking a YVC class next quarter that ends at 8:40pm two nights a week. I need transportation to get home safely.	2/27/2018 6:30 PM
41	Chelan County has a great rural transportation service. Yakima County is the worst I have ever seen- the lack of public transit options is horrible	2/27/2018 6:28 PM
42	Public transportation isn't efficient and isn't worth the hassle.	2/27/2018 5:50 PM
43	Transit system still running like the old days, 6am to 6pm, no way to use for work as too close to end of service. Routes too far from residents, and frequency still 30-60 minutes or more.	2/27/2018 5:31 PM
44	The traffic on Yakima Ave between 7th Ave and 8th Street needs to be slowed down. Drivers run red lights all the time and have no idea that pedestrians have the right of way, especially in cross walks. I walk all over downtown and have many close calls of being hit by a reckless driver.	2/27/2018 4:55 PM
45	Need transportation to have longer hours, and the transit center be more towards the 'center of the town' for bus exchange routes.	2/27/2018 4:01 PM
46	Please put in a sidewalk on Lincoln from 66th to 56th. There are tons of walkers in this area and it is currently a dangerous situation. Also, a sidewalk on 66th from Summitview to Scenic is needed. There are many walkers and lots of cars daily and it is currently not safe.	2/27/2018 3:49 PM
47	Yakima needs to provide more bike routes and to really examine the needs for bus routes and frequency	2/27/2018 3:42 PM
48	If there were more bike lanes I would take a bike to work every day. As it stands now, most of Yakima doesn't feel like a safe place to ride a bike	2/27/2018 3:34 PM
49	Bike and walk options are horrible in Yakima. We need to invest in bike lanes and sidewalks throughout.	2/27/2018 3:23 PM
50	Please provide more bike paths and bike lanes so people can commute to work on a bicycle SAFELY! Biking is dangerous in Yakima.	2/21/2018 2:31 PM
51	It would be great to have flights south to Portland or Medford	2/18/2018 1:11 AM
52	I like the transportation system in Victoria, BC. Vancouver, BC is known for excellent public transit.	2/16/2018 10:53 PM
53	I was sad to see Selah discontinue services w Yakima Transit.	2/16/2018 3:20 PM
54	Senior especially could use these services will when I retire	2/16/2018 1:33 PM
55	it takes me 15 minutes to drive to work, but 1 hour 5 minutes to take the bus. riding a bike is dangerous due to few bike routes.	2/16/2018 1:07 PM
56	N/A	2/16/2018 12:40 PM
57	I took the Ellensburg commuter every day to and from work (in Yakima) for years until they changed the schedule. If the bus would leave the transit ctr. around 4:15-4:20 again those of us that work downtown that get off at 4 would have time to catch the bus home. Right now we are carpooling, and that works ok too, but not as nice as the bus. The wheelchair accessible sidewalk ramps are helpful also. I see those are slowly getting changed over.	2/14/2018 3:35 PM
58	i think we can use a bus system that ends closer to 9 or 10pm	2/13/2018 4:28 PM
59	Bring Amtrak to Yakima please	2/12/2018 8:44 AM
60	Inexpensive and shorter notice for a transport is the most needed. So that I don't have to always burden my family to take me places.	2/9/2018 10:47 AM
61	Need light signals/ round about on the corner of 72nd and Washington, and Nob Hill by Red Robin.	2/9/2018 10:12 AM
62	I was just looking for a Yakima to Seattle train. I would use that!!	2/9/2018 9:30 AM



## Transportation User Survey

SurveyMonkey

63	I wish there was more options for going to Seattle and back, Train service, bus. And more options for Airlines.	2/9/2018 9:20 AM
64	I would consider using public transportation if it was more convenient. I have used the airport shuttle and Ellensburg shuttle both with limited times and stops. If there was a light rail system from Tri cities to Seattle (stops in other towns along the way) I would use this mode of transportation in stead of driving my car.	2/9/2018 8:25 AM
65	I would gladly use public transportation if it were easier and more time efficient. The current routes would use 2 buses and take about 1 hour to get to HMM hospital for work	2/8/2018 9:59 PM
66	would like a bus to go all the way to north end of 16th avenue to Lake Aspen. I would ride almost everyday if that were the case. Thanks	2/8/2018 5:26 PM
67	Nice to get out to other communities and at time for work.	2/8/2018 4:34 PM
68	I wish there were more north-south and east-west routes without so many circles offered in Yakima Transit. For example east/west all the way along Summitview and north/south all the way along 16th Avenue. Too many circles makes bus routes confusing and hard to get to.	2/8/2018 4:23 PM
69	I see a lot of empty buses driving around. it would be nice to have somebody chauffeur me around each day. Yakima needs a additional plane routes OR a train depot.	2/8/2018 3:48 PM
70	the people filling this out from Virginia Mason may have own cars they can afford, you might put the survey out to seniors, students, etc. I would use bus or train if it came out farther in Selah	2/8/2018 3:32 PM
71	I would be interested in taking the city bus to and from work but where I live, there is no route that would get me to work by the start of my shift.	2/8/2018 3:23 PM
72	buses and vans are very hard to get in and out of without assistance	2/8/2018 3:23 PM
73	N/A	2/8/2018 3:15 PM
74	Transportation from Ellensburg to Work	2/8/2018 3:13 PM
75	I would love to see Amtrak come to Yakima!	2/8/2018 9:16 AM
76	Wide enough bike lanes throughout town would be great to add. And a train service like Amtrak to eith Portland or Seattle would be amazing.	2/6/2018 8:25 PM
77	N/A	2/6/2018 12:34 PM

# Encuesta de Transporte

Thursday, June 21, 2018

Powered by  SurveyMonkey

**10**

Total Responses

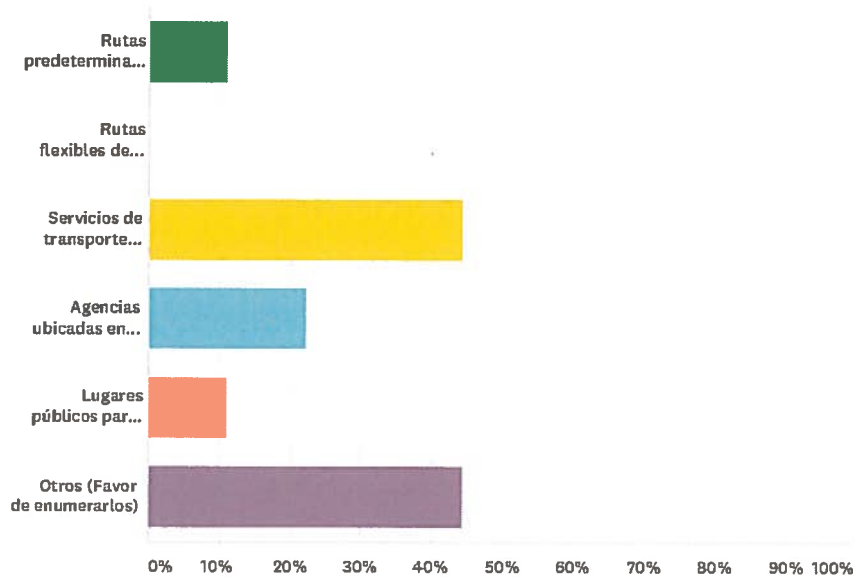
Date Created: Thursday, January 25, 2018

Complete Responses: 10

Powered by  SurveyMonkey

Q1 Marque todos los tipos de transporte público que usted ha usado durante los pasados 12 meses para ir a trabajar, acudir a citas, ir de compras o asistir a actividades sociales etc.

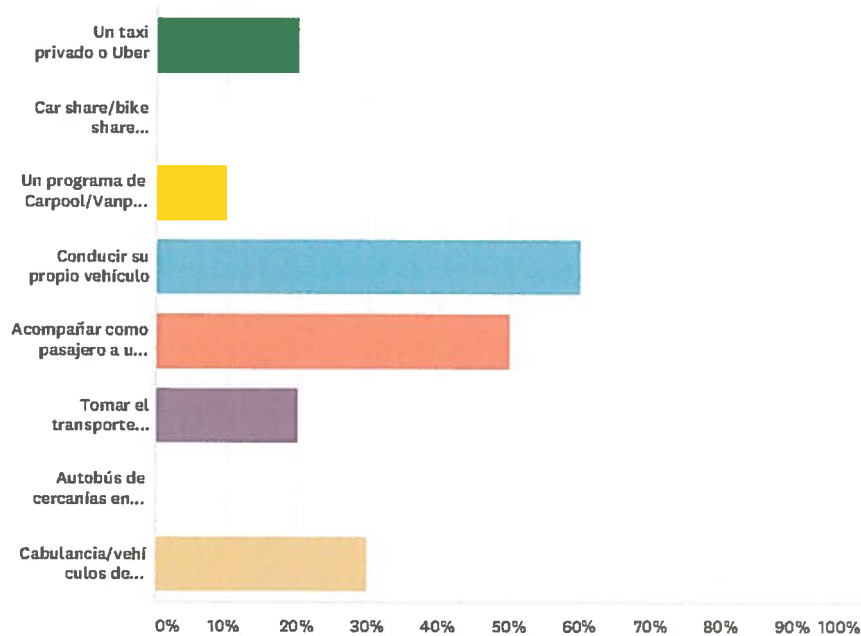
Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES	
Rutas predeterminadas de transporte público (con horarios y paradas de autobuses)	11.11%	1
Rutas flexibles de transporte público (vehículos que se apegan a horarios y rutas predeterminadas, pero pueden desviarse de la ruta)	0.00%	0
Servicios de transporte reservados con antelación	44.44%	4
Agencias ubicadas en condados vecinos que brindan servicios públicos o reservaciones con antelación	22.22%	2
Lugares públicos para caminar o para desplazarse en bicicleta (vias para bicicletas, aceras y senderos, etc.)	11.11%	1
Otros (Favor de enumerarlos)	44.44%	4
Total Respondents: 9		

Q2 Marque todos los tipos de servicios de transporte que usted ha usado durante los pasados 12 meses para ir a trabajar, acudir a citas, ir de compras o asistir a actividades sociales etc.

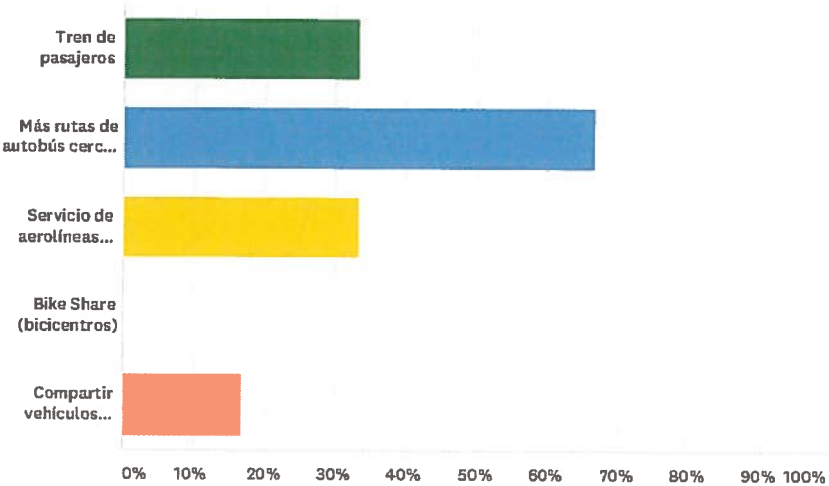
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Un taxi privado o Uber	20.00%	2
Car share/bike share (compartir automóviles o bicicletas en los bicencentros)	0.00%	0
Un programa de Carpool/Vanpool (compartir los viajes en automóvil o van)	10.00%	1
Conducir su propio vehículo	60.00%	6
Acompañar como pasajero a un amigo o miembro de la familia	50.00%	5
Tomar el transporte público a condados colindantes (Greyhound, Airport Shuttle, Charter Bus Service)	20.00%	2
Autobús de cercanías entre Ellensburg y Yakima	0.00%	0
Cabulancia/vehículos de transporte por razones médicas sin urgencias	30.00%	3
Total Respondents: 10		

Q3 Marque todos los servicios de transporte que aprovecharía usted si llegaran a ser disponibles en el condado de Yakima.

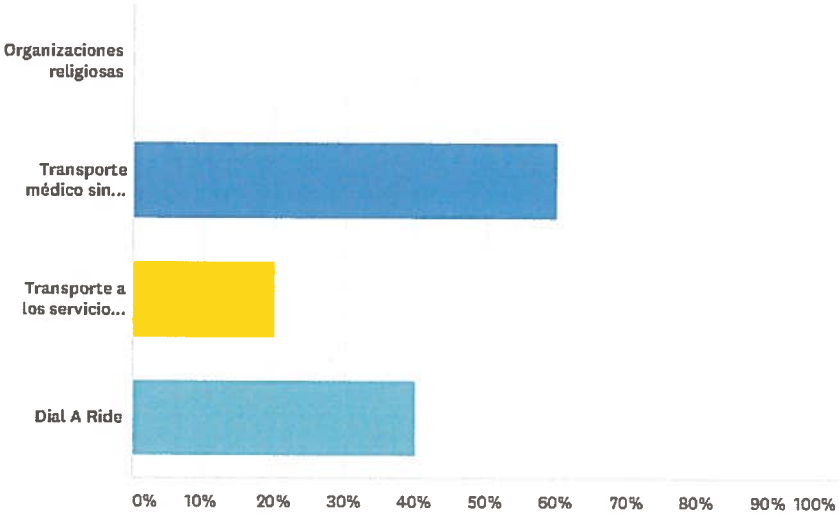
Answered: 6 Skipped: 4



ANSWER CHOICES	RESPONSES	
Tren de pasajeros	33.33%	2
Más rutas de autobús cerca de su casa o trabajo	66.67%	4
Servicio de aerolíneas adicionales	33.33%	2
Bike Share (bicicentros)	0.00%	0
Compartir vehículos eléctricos	16.67%	1
Total Respondents: 6		

Q4 Marque todos los otros servicios de transporte que usted o su familia han usado durante los pasados 12 meses para ir a trabajar, acudir a citas, ir de compras o asistir a actividades sociales etc.

Answered: 5   Skipped: 5

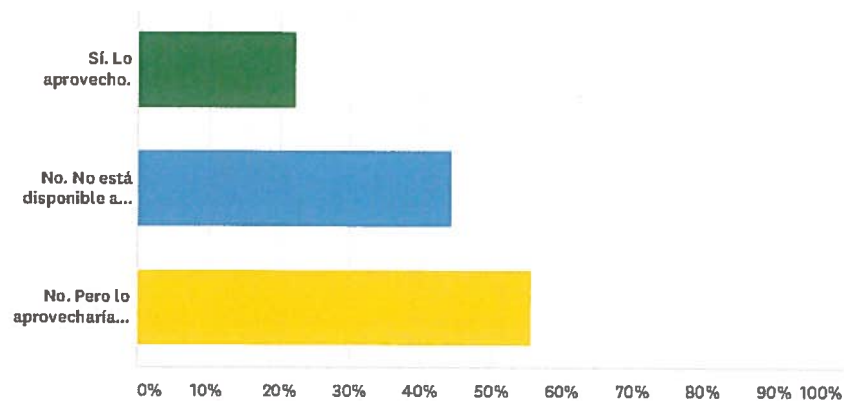


ANSWER CHOICES	RESPONSES	
Organizaciones religiosas	0.00%	0
Transporte médico sin urgencias (Medicaid, VA, etc.)	60.00%	3
Transporte a los servicios sociales o al centro de empleo	20.00%	1
Dial A Ride	40.00%	2
Total Respondents: 5		



Q5 ¿Utiliza usted las siguientes opciones de transporte? Transporte público, compartir viajes o transporte por servicios que se brindan a los de mayor edad.

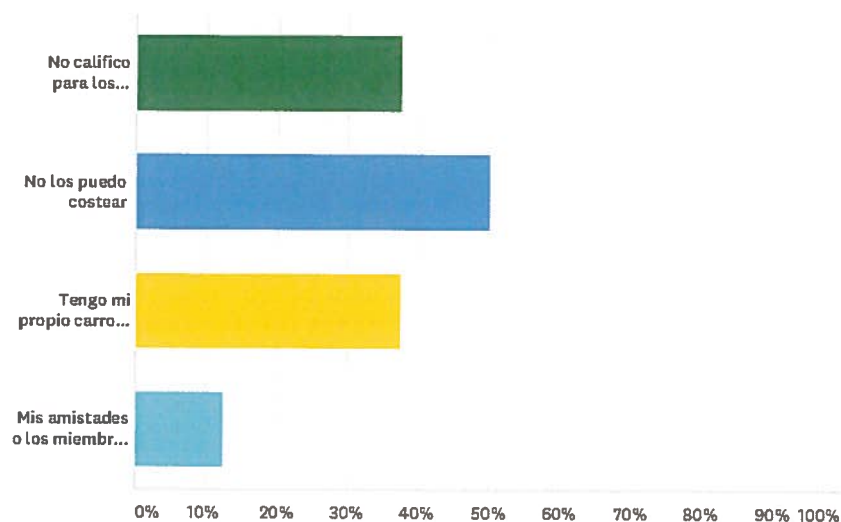
Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES	
Sí. Lo aprovecho.	22.22%	2
No. No está disponible a la hora ni los días cuando lo necesito.	44.44%	4
No. Pero lo aprovecharía si fuera disponible.	55.56%	5
Total Respondents: 9		

Q6 Si están disponibles servicios de transporte público y para los de mayor edad, pero usted no los usa, favor de seleccionar todas las razones que aplican.

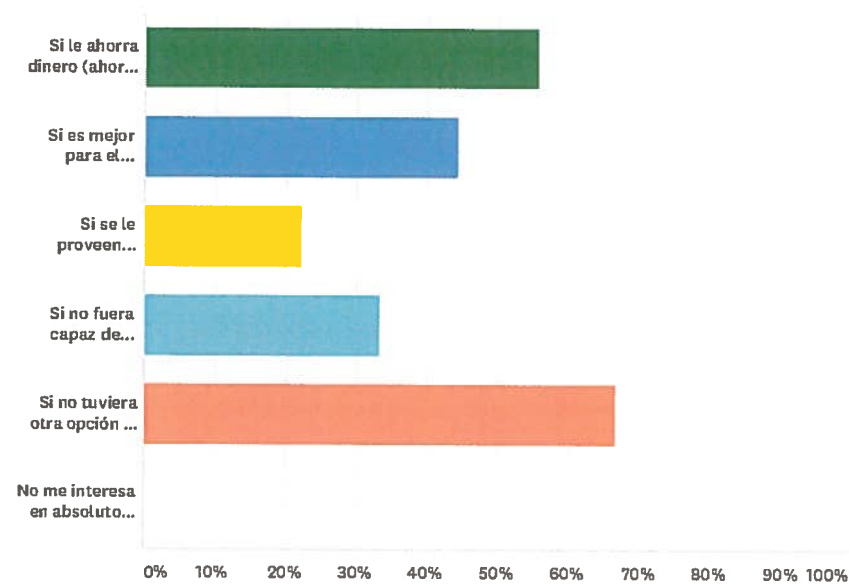
Answered: 8 Skipped: 2

**ANSWER CHOICES****RESPONSES**

No califico para los servicios de transporte que están disponibles en mi zona.	37.50%	3
No los puedo costear	50.00%	4
Tengo mi propio carro y prefiero conducir	37.50%	3
Mis amistades o los miembros de mi familia me llevan adonde necesito ir.	12.50%	1
Total Respondents: 8		

Q7 Si las opciones para el transporte público (con la excepción de conducir) fueran fáciles de usar y disponibles para usted, ¿cuáles de las siguientes razones le motivarían a usar el servicio? (Favor de indicar todas las que aplican)

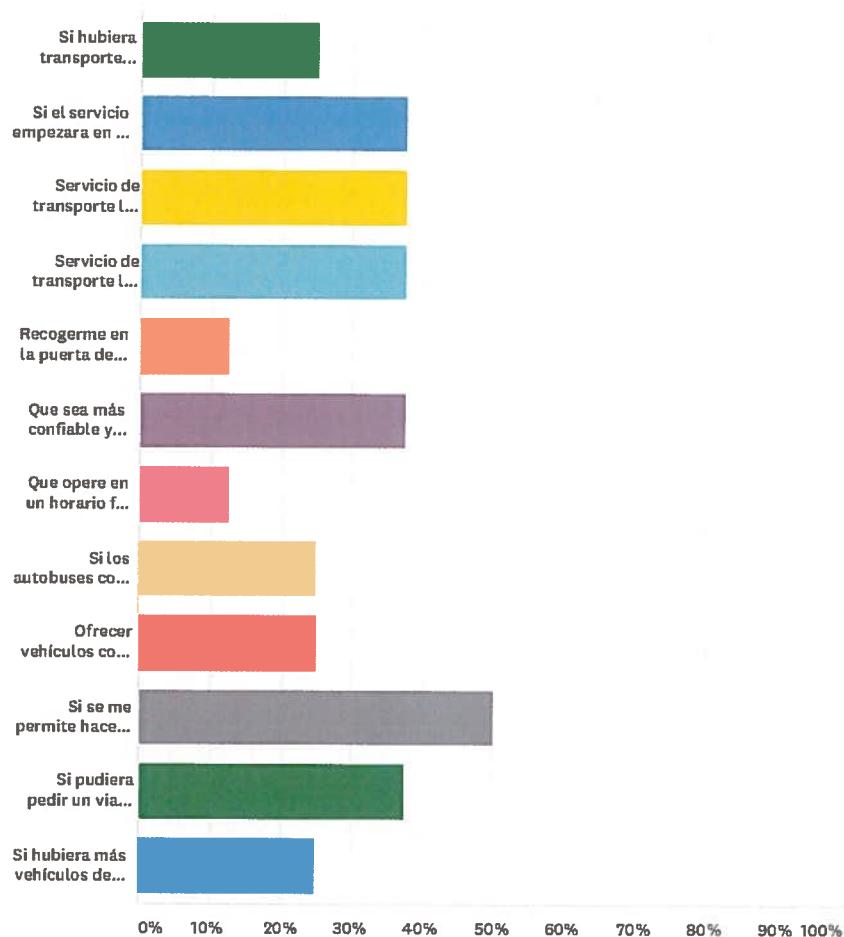
Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES	
Si le ahorra dinero (ahorros de gasolina o mantenimiento de su carro)	55.56%	5
Si es mejor para el medioambiente.	44.44%	4
Si se le proveen vehiculos con adaptaciones para sillas de ruedas.	22.22%	2
Si no fuera capaz de conducir por mí mismo.	33.33%	3
Si no tuviera otra opción de transporte.	66.67%	6
No me interesa en absoluto usar el transporte público, privado ni cualquier otra opción.	0.00%	0
Total Respondents: 9		

**Q8 ¿Qué cambios se puede hacer a los servicios de transporte público para hacerlos más atractivos a usted? (Favor de seleccionar todos los que aplican)**

Answered: 8 Skipped: 2



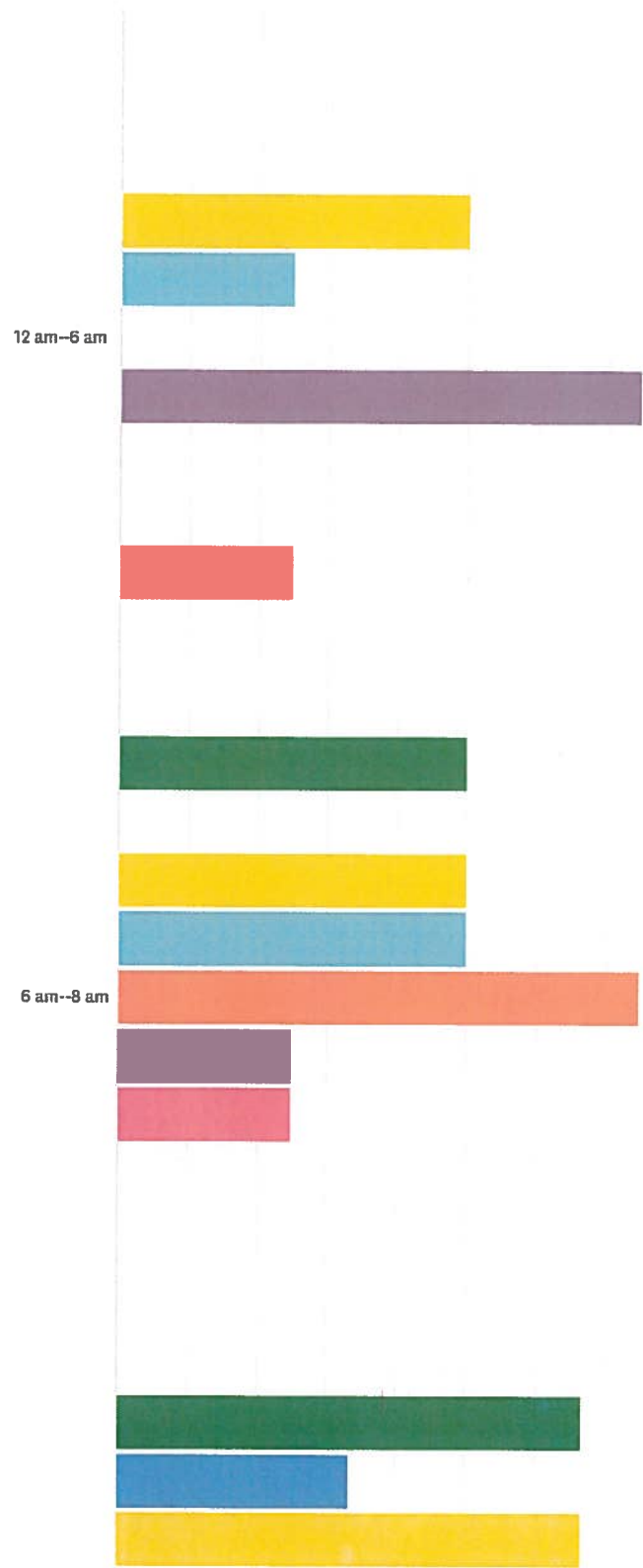
## ANSWER CHOICES

## RESPONSES

Si hubiera transporte accesible a destinos en otros condados en la zona central de Washington.	25.00%	2
Si el servicio empezara en la madrugada o si terminara más tarde por la noche.	37.50%	3
Servicio de transporte los sábados.	37.50%	3
Servicio de transporte los domingos.	37.50%	3
Recogerme en la puerta de mi casa y llevarme directamente a mi destino, sin tener que viajar en el mismo vehículo con varios usuarios.	12.50%	1
Que sea más confiable y puntual para recogerme y dejarme en mi destino.	37.50%	3
Que opere en un horario fijo y permita flexibilidad en la preferencia de horas para viajar.	12.50%	1
Si los autobuses con paradas fijas pasan con más frecuencia.	25.00%	2
Ofrecer vehículos con adaptaciones para sillas de ruedas.	25.00%	2
Si se me permite hacer la reservación para un viaje con solo un día de antelación.	50.00%	4
Si pudiera pedir un viaje mediante una aplicación o por Internet y no solo por teléfono.	37.50%	3
Si hubiera más vehículos de vanpool disponibles para compartir viajes.	25.00%	2

Q9 ¿Cuándo necesita transporte más frecuente para cada uno de los siguientes propósitos habituales? (Favor de indicar todos los que aplican)

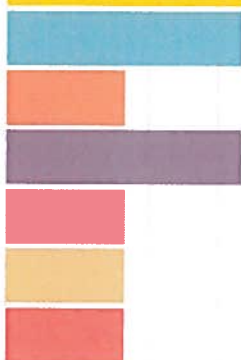
Answered: 9 Skipped: 1



8 am--12 pm

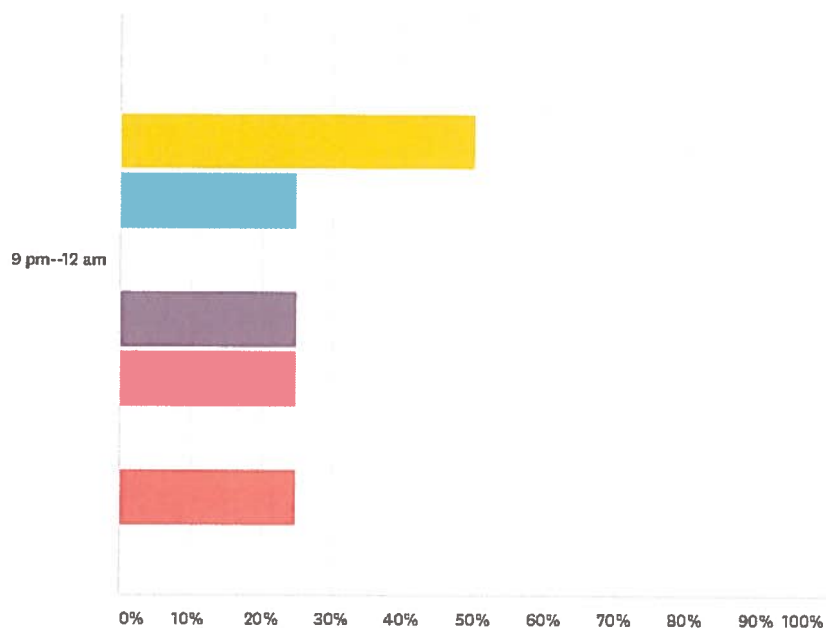


3 pm--6 pm



6 pm--9 pm





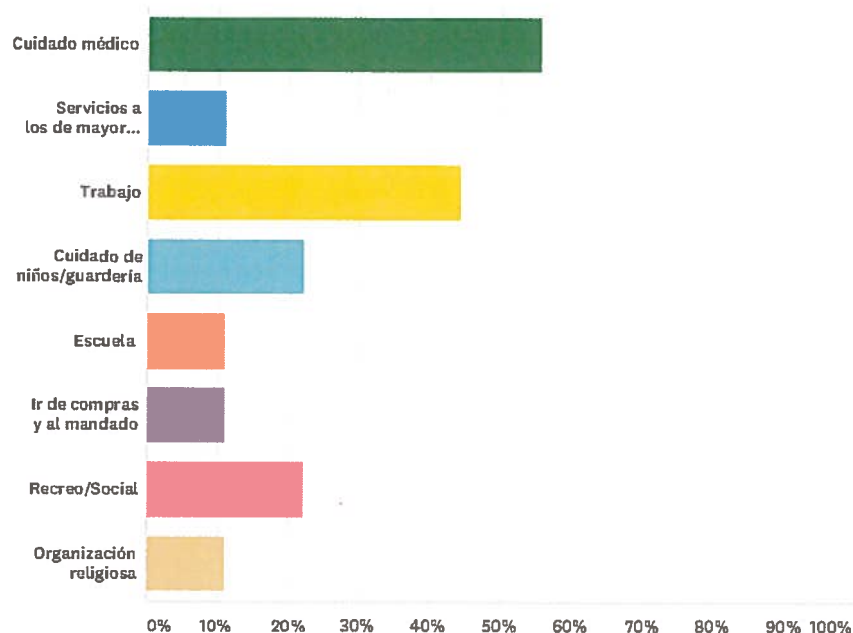
■ Cuidado médico 
 ■ Servicios a los de mayor edad 
 ■ Trabajo  
■ Cuidado de niños/ Guardería 
 ■ Escuela 
 ■ Ir de compras y al mandado  
■ Recreo/ social 
 ■ Organización religiosa 
 ■ Otros

	CUIDADO MÉDICO	SERVICIOS A LOS DE MAYOR EDAD	TRABAJO	CUIDADO DE NIÑOS/ GUARDERÍA	ESCUELA	IR DE COMPRAS Y AL MANDADO	RECREO/ SOCIAL	ORGANIZACIÓN RELIGIOSA	OTROS	TOTAL RESPONDE
12 am-6 am	0.00% 0	0.00% 0	50.00% 2	25.00% 1	0.00% 0	75.00% 3	0.00% 0	0.00% 0	25.00% 1	
6 am-8 am	50.00% 2	0.00% 0	50.00% 2	50.00% 2	75.00% 3	25.00% 1	25.00% 1	0.00% 0	0.00% 0	
8 am-12 pm	66.67% 2	33.33% 1	66.67% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	
3 pm-6 pm	50.00% 3	16.67% 1	50.00% 3	33.33% 2	16.67% 1	33.33% 2	16.67% 1	16.67% 1	16.67% 1	
6 pm-9 pm	50.00% 2	0.00% 0	50.00% 2	0.00% 0	0.00% 0	25.00% 1	25.00% 1	0.00% 0	0.00% 0	
9 pm-12 am	0.00% 0	0.00% 0	50.00% 2	25.00% 1	0.00% 0	25.00% 1	25.00% 1	0.00% 0	25.00% 1	



**Q10 ¿Cuáles de los siguientes destinos o lugares son los que visita más frecuentemente cuando aprovecha el transporte disponible para usted?  
(Favor de indicar los que aplican)**

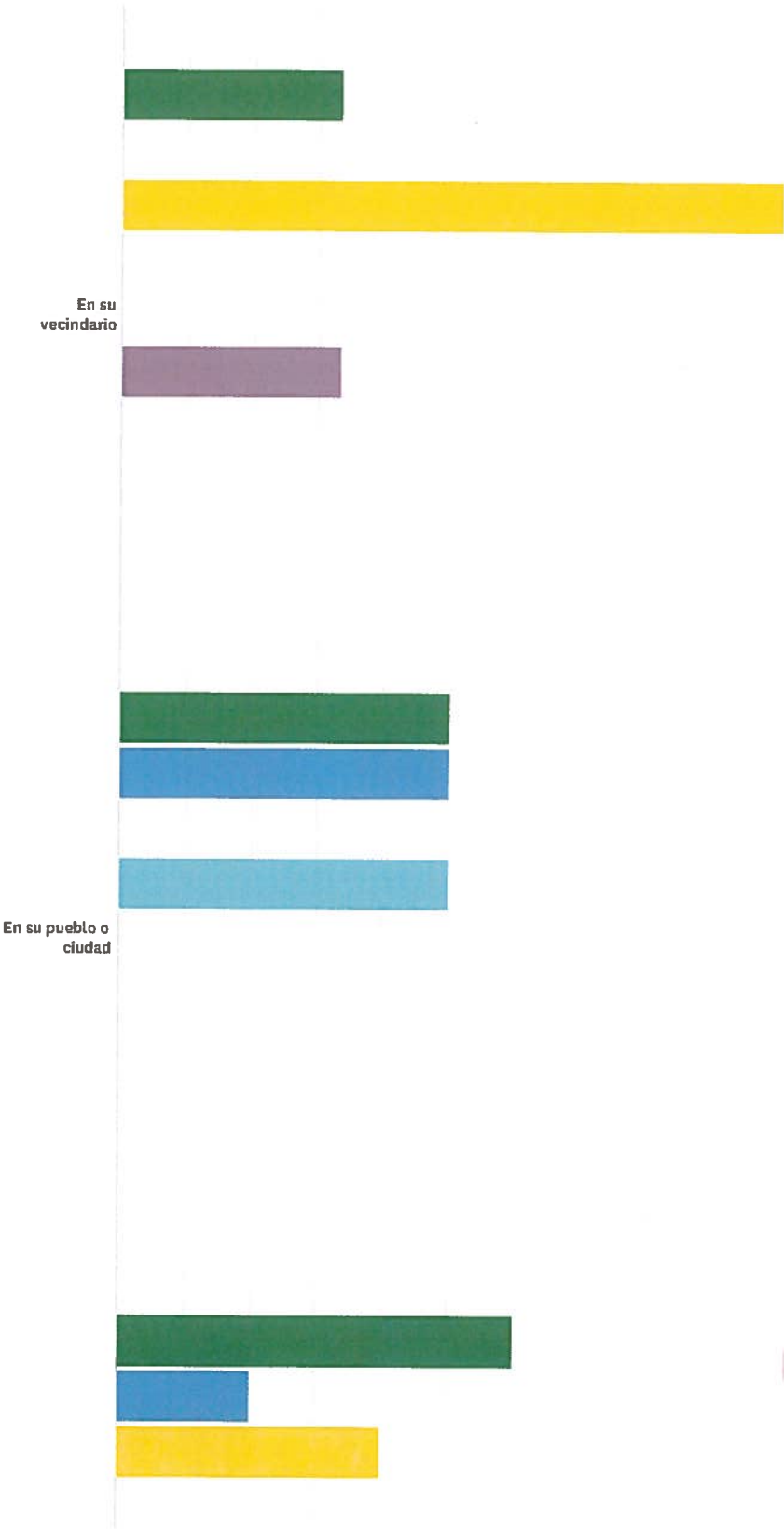
Answered: 9 Skipped: 1

**ANSWER CHOICES****RESPONSES**

Cuidado médico	55.56%	5
Servicios a los de mayor edad	11.11%	1
Trabajo	44.44%	4
Cuidado de niños/guardería	22.22%	2
Escuela	11.11%	1
Ir de compras y al mandado	11.11%	1
Recreo/Social	22.22%	2
Organización religiosa	11.11%	1
Total Respondents: 9		

Q11 ¿Dónde están ubicados los lugares que seleccionó en la pregunta 9?

Answered: 9 Skipped: 1



En una ciudad  
o pueblo...

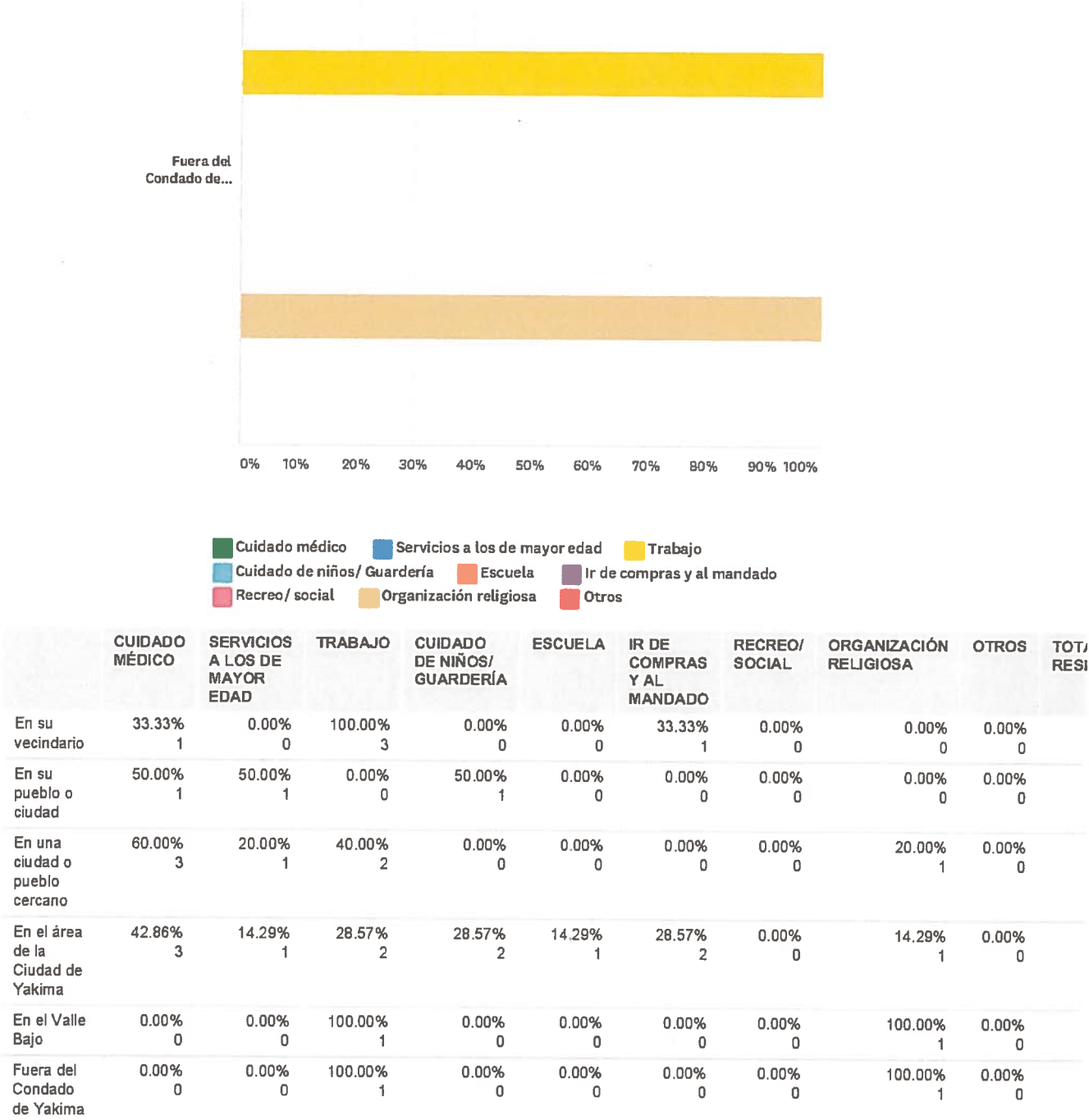


En el área de  
la Ciudad de...



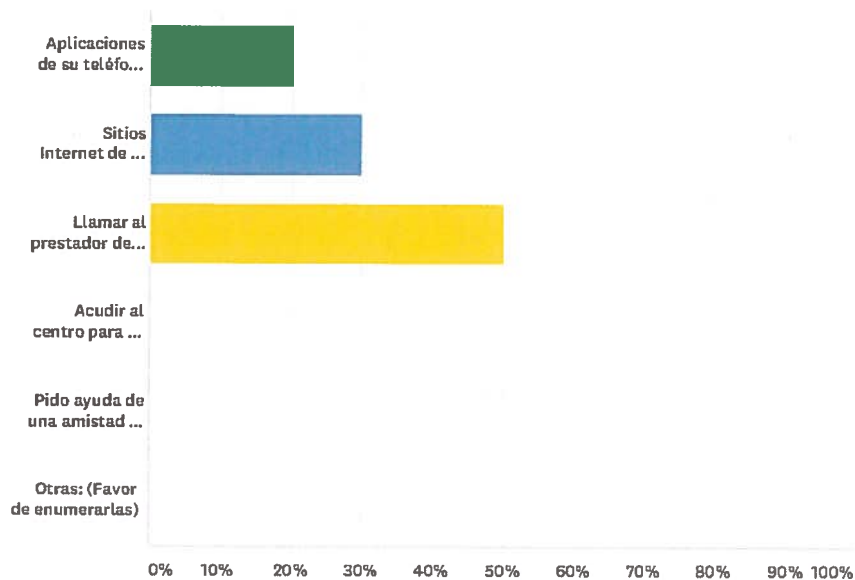
En el Valle  
Bajo





### Q12 ¿Cuáles de las siguientes opciones usa usted con más frecuencia para obtener información que necesita sobre el transporte?

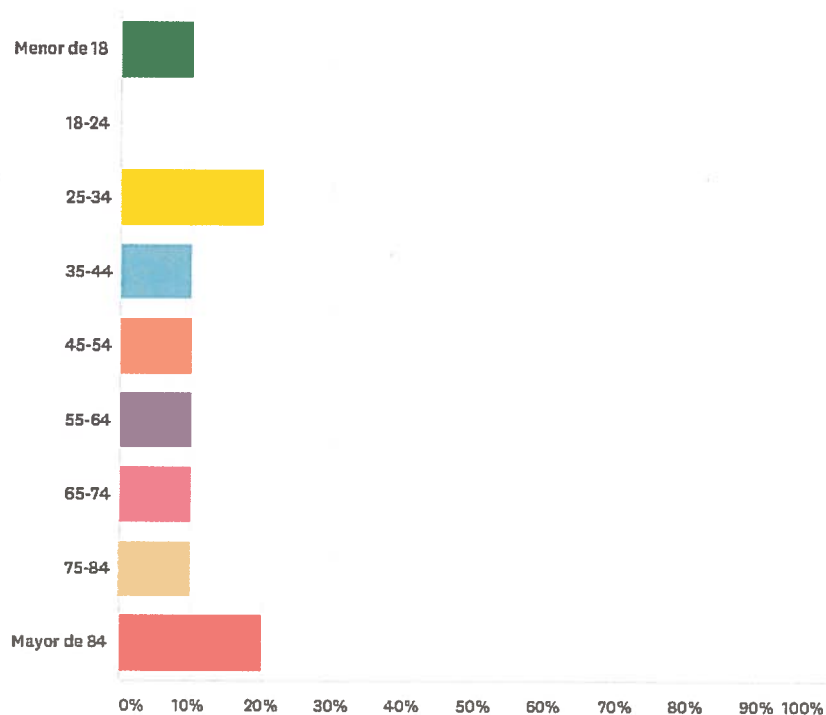
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Aplicaciones de su teléfono inteligente/mensajes de texto	20.00%	2
Sitios Internet de los prestadores de servicios de transporte	30.00%	3
Llamar al prestador de servicios de transporte	50.00%	5
Acudir al centro para los de mayor edad, iglesia u organización similar	0.00%	0
Pido ayuda de una amistad o miembro de la familia porque me siento incómodo usando la computadora, una aplicación del teléfono inteligente o haciendo una llamada por teléfono.	0.00%	0
Otras: (Favor de enumerarlas)	0.00%	0
TOTAL		10

## Q13 ¿Qué edad tiene usted?

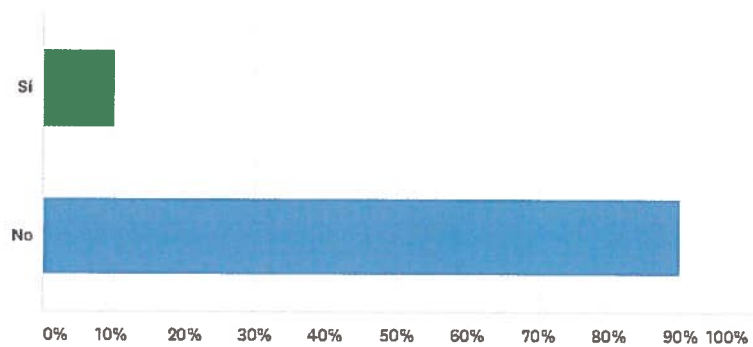
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Menor de 18	10.00%	1
18-24	0.00%	0
25-34	20.00%	2
35-44	10.00%	1
45-54	10.00%	1
55-64	10.00%	1
65-74	10.00%	1
75-84	10.00%	1
Mayor de 84	20.00%	2
TOTAL		10

## Q14 ¿Es el inglés su idioma materno?

Answered: 10 Skipped: 0



## ANSWER CHOICES

## RESPONSES

Sí	10.00%	1
No	90.00%	9
TOTAL		10



## Q15 ¿Cuál es el código postal donde usted vive?

Answered: 10 Skipped: 0

#	RESPONSES	DATE
1	98951	6/4/2018 3:12 PM
2	98951	6/4/2018 3:09 PM
3	98951	6/4/2018 3:06 PM
4	98951	6/4/2018 3:01 PM
5	98948	6/4/2018 2:55 PM
6	98902	3/2/2018 7:40 PM
7	98902	3/2/2018 5:43 PM
8	98901	3/2/2018 10:18 AM
9	98901	3/1/2018 5:40 PM
10	98902	2/8/2018 3:19 PM

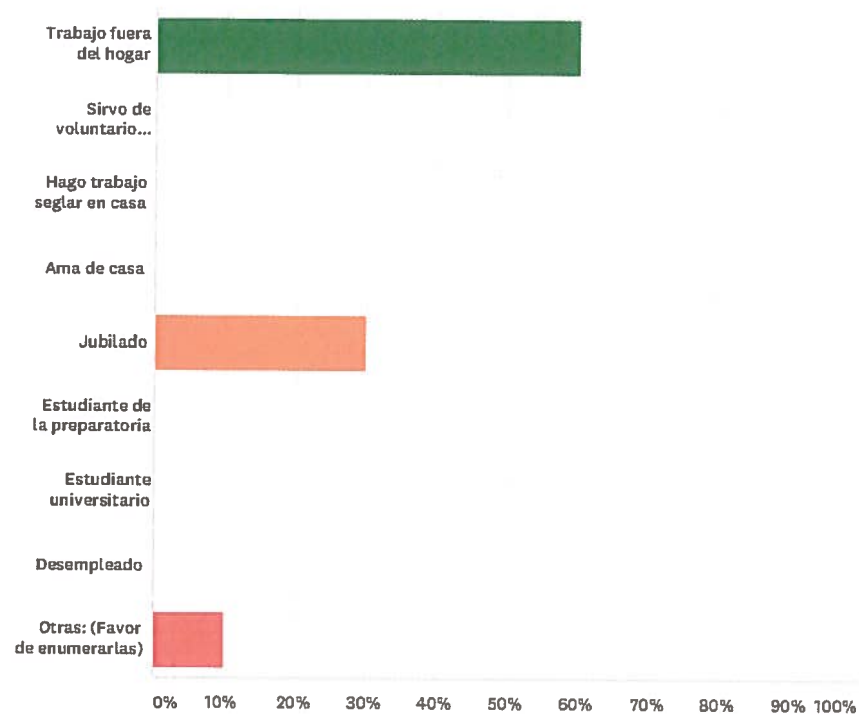
## Q16 ¿En cuál ciudad, pueblo o zona vive usted?

Answered: 10 Skipped: 0

#	RESPONSES	DATE
1	Wapato	6/4/2018 3:12 PM
2	Wapato	6/4/2018 3:09 PM
3	Wapato	6/4/2018 3:06 PM
4	Wapato	6/4/2018 3:01 PM
5	Toppenish	6/4/2018 2:55 PM
6	Yakima	3/2/2018 7:40 PM
7	Yakima	3/2/2018 5:43 PM
8	yakima	3/2/2018 10:18 AM
9	Yakima	3/1/2018 5:40 PM
10	Yakima	2/8/2018 3:19 PM

Q17 ¿En cuál de las siguientes categorías se clasifica mejor usted?

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Trabajo fuera del hogar	60.00%	6
Sirvo de voluntario fuera del hogar con regularidad	0.00%	0
Hago trabajo seglar en casa	0.00%	0
Ama de casa	0.00%	0
Jubilado	30.00%	3
Estudiante de la preparatoria	0.00%	0
Estudiante universitario	0.00%	0
Desempleado	0.00%	0
Otras: (Favor de enumerarlas)	10.00%	1
TOTAL		10

# HSTP providers

Thursday, June 21, 2018

Powered by  SurveyMonkey

**14**

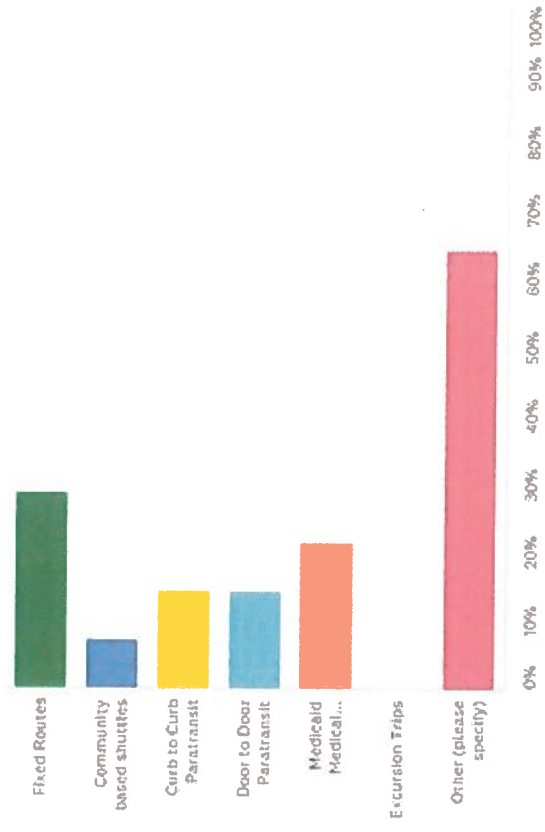
**Total Responses**

Date Created: Monday, December 11, 2017

Complete Responses: 14

## Q2:1. What services do you provide? (Please select all that apply)

Answered: 14 Skipped: 0



## Q2: 1. What services do you provide? (Please select all that apply)

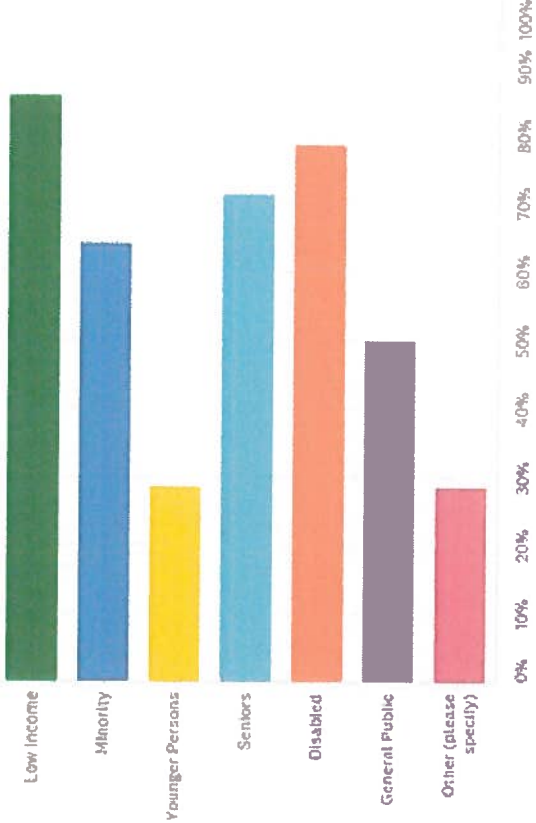
Answered: 14 Skipped: 0

ANSWER CHOICES	RESPONSES
Fixed Routes	28.57% 4
Community based shuttles	7.14% 1
Curb to Curb Paratransit	14.29% 2
Door to Door Paratransit	14.29% 2
Medicaid Medical Transportation	21.43% 3
Excursion Trips	0.00% 0
Other (please specify)	64.29% 9
Total Respondents: 14	



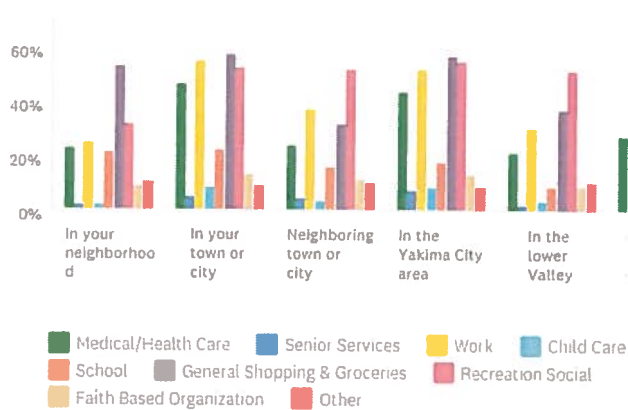
**Q3: What target population do you primarily work/engage with?  
(Please select all that apply)**

Answered: 14 Skipped: 0



## Q11: Where) are the places from Question 9 located?

Answered: 174 Skipped: 21

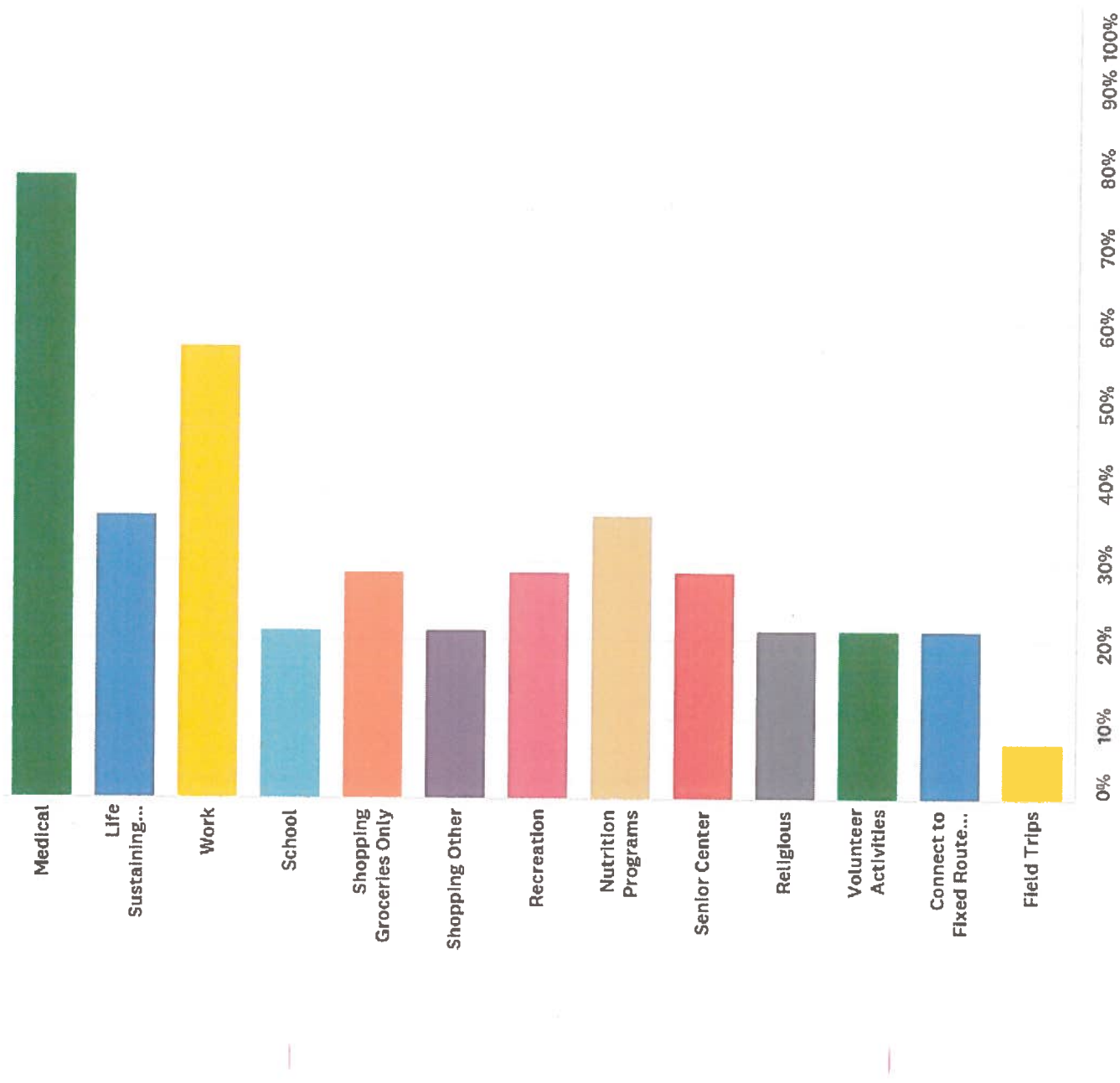


**Q3: What target population do you primarily work/engage with?  
(Please select all that apply)**

Answered: 14 Skipped: 0

ANSWER CHOICES	RESPONSES	
Low Income	85.71%	12
Minority	64.29%	9
Younger Persons	28.57%	4
Seniors	71.43%	10
Disabled	78.57%	11
General Public	50.00%	7
Other (please specify)	28.57%	4
Total Respondents: 14		

# Q4 Trip purpose (Please select all that apply)

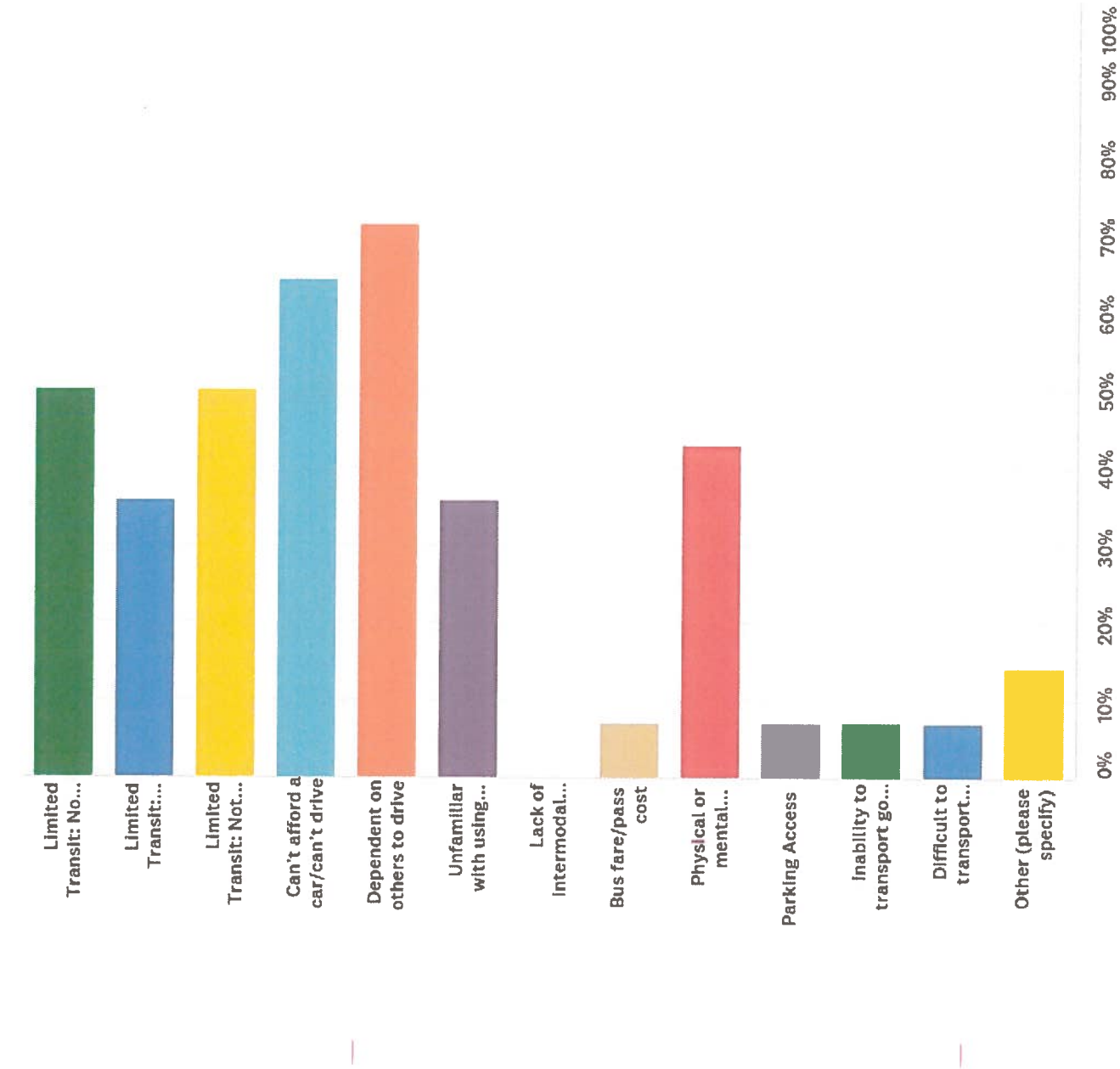


## Q4 Trip purpose (Please select all that apply)

Answered: 14 Skipped: 0

ANSWER CHOICES	RESPONSES	
Medical	78.57%	11
Life Sustaining Medical	35.71%	5
Work	57.14%	8
School	21.43%	3
Shopping Groceries Only	28.57%	4
Shopping Other	21.43%	3
Recreation	28.57%	4
Nutrition Programs	35.71%	5
Senior Center	28.57%	4
Religious	21.43%	3
Volunteer Activities	21.43%	3
Connect to Fixed Route Transit	21.43%	3
Field Trips	7.14%	1
Total Respondents: 14		

Q5 In your experience, what do you see as your users biggest transportation challenges?  
(Please select all that apply)



## Q5 In your experience, what do you see as your users biggest transportation challenges? (Please select all that apply)

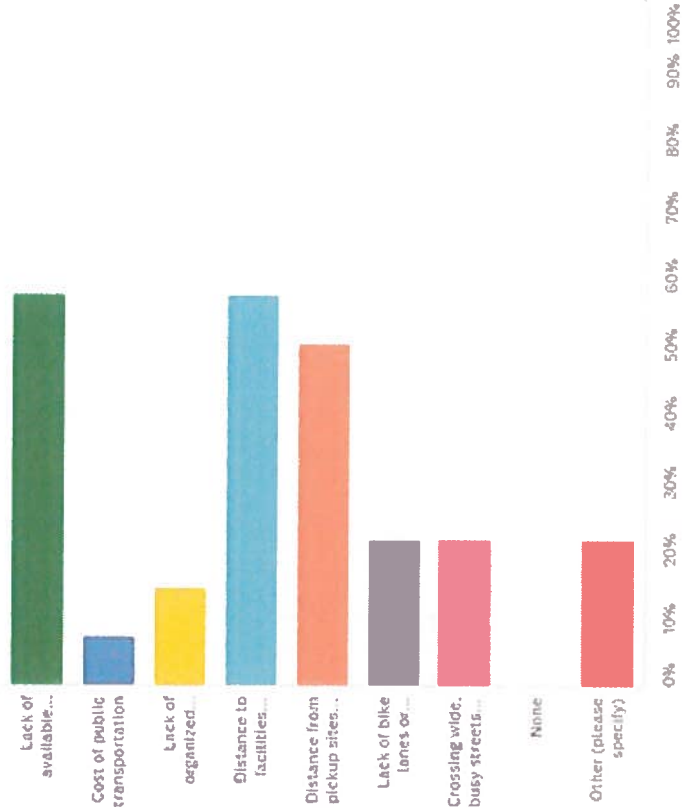
Answered: 14 Skipped: 0

ANSWER CHOICES	RESPONSES	
Limited Transit: No service to employment/education/residential area	50.00%	7
Limited Transit: insufficient weekend/evening services	35.71%	5
Limited Transit: Not frequent enough/takes too long	50.00%	7
Can't afford a car/can't drive	64.29%	9
Dependent on others to drive	71.43%	10
Unfamiliar with using public transit	35.71%	5
Lack of intermodal accessories (bike racks on buses)	0.00%	0
Bus fare/pass cost	7.14%	1
Physical or mental difficulty getting to bus stops/using buses	42.86%	6
Parking Access	7.14%	1
Inability to transport goods on trip	7.14%	1
Difficult to transport children/other dependent	7.14%	1
Other (please specify)	14.29%	2
Total Respondents: 14		



**Q6: Within the existing transportation system, what do you see as the most common barriers that burden target populations? (Please select all that apply)**

Answered: 14 Skipped: 0



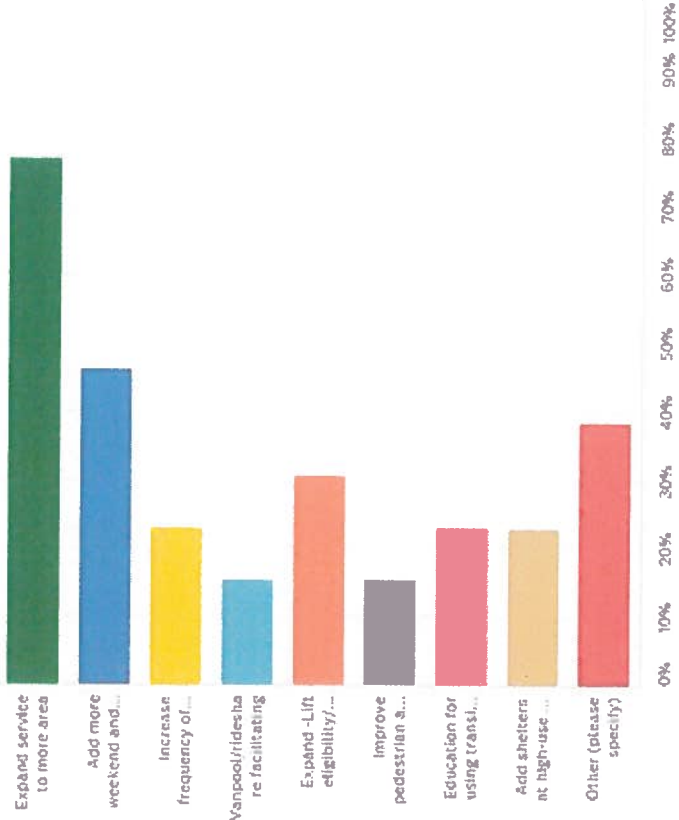
Q6: Within the existing transportation system, what do you see as the most common barriers that burden target populations? (Please select all that apply)

Answered: 14 Skipped: 0

ANSWER CHOICES	RESPONSES
Lack of available public transportation	57.14% 8
Cost of public transportation	7.14% 1
Lack of organized private transportation (ex: ride sharing/carpooling)	14.29% 2
Distance to facilities pickup/drop off sites	57.14% 8
Distance from pickup sites to housing, services, shopping or jobs	50.00% 7
Lack of bike lanes or sidewalks	21.43% 3
Crossing wide, busy streets on foot or bike	21.43% 3
None	0.00% 0
Other (please specify)	21.43% 3
Total Respondents: 14	

Q7: What types of improvements to the transportation system (infrastructure and/or service) do you feel would provide the biggest benefit to the target populations you work with?

Answered: 13 Skipped: 1



Q7: What types of improvements to the transportation system (infrastructure and/or service) do you feel would provide the biggest benefit to the target populations you work with?

Answered: 13 Skipped: 1

ANSWER CHOICES	RESPONSES
Expand service to more area	76.92% 10
Add more weekend and evening transit service	46.15% 6
Increase frequency of existing transit service	23.08% 3
Vanpool/rideshare facilitating	15.38% 2
Expand -Lift eligibility/hours/rang	30.77% 4
Improve pedestrian and bike lane connectivity	15.38% 2
Education for using transit and biking/walking safety	23.08% 3
Add shelters at high-use bus stops/post schedules at stops	23.08% 3
Other (please specify)	38.46% 5
Total Respondents: 13	