KOOTENAI COUNTY

TRANSIT SYSTEM

Community Members:

Over the past three years, the Kootenai County Public Transportation (Transit) Office has conducted extensive outreach including hosting local and regional public transportation (transit) planning meetings as well as meeting with city planners, elected officials, city council members, state and local agencies, law enforcement, social services, employers, employees, health care providers, transportation providers, non-profit entities, disability advocates and riders.

The reality is, no public transportation agency can operate a system that maximizes both coverage and ridership within a set budget. There are limitations, leading to necessary trade-offs, depending on the priority of the community transportation need.

The following pages will show where the existing regional public transportation system is in Kootenai County now, as well as setting goals for providing efficient and equitable service improvements through the identification of goals, objectives, strategies, and actions.

This document is meant to be a living document and should be updated yearly, or when goals are achieved or new gaps are identified.

INTRODUCTION

Transportation is vital to keeping people connected to neighborhoods, employment, shopping, education, health care, recreation, community services, family, friends, and many other services and activities. For a segment of the population, particularly individuals with disabilities, older adults, and people with low incomes, maintaining a basic level of mobility can be a challenge.

Considerable resources are committed to our transportation infrastructure and systems; however, transportation services for disadvantaged populations are often fragmented, underused, duplicative, costly, and difficult to navigate. In many cases, especially in rural or less densely populated areas, there are service gaps, and transportation services are simply not available to meet existing needs.

When transportation services are coordinated, providers can be more efficient, services are improved, and mobility for all residents is enhanced.

PURPOSE

This document serves two purposes:

First, it serves as a framework to improve coordination among transportation service providers and human service agencies to enhance transportation services for the community, but in particular, the transportation challenged populations.

Second, this document meets federal requirements for a "locally developed, coordinated human services transportation plan" – or Coordination Plan - that includes the following elements:

-An assessment of available services that identify current transportation providers (public, private, and non-profit);

-An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment includes experiences and perceptions of the planning partners as well as more sophisticated data-collection efforts (Intelligent Transportation System (ITS), and current gaps in service;

-Strategies, activities, and/or projects to address gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery;

-Priorities for implementation based on resources, time, and feasibility for implementing specific strategies and/or activities identified.

Core requirements of these Coordinated Public Transit/Human Service Transportation Plans include:

-An assessment of transportation needs for veterans (*see Appendix 7), individuals with disabilities, older adults, and persons with limited incomes;

-An inventory of available transportation services identifying areas of redundant service and gaps in service; strategies to address the identified gaps in service;

-Identification of coordination actions to eliminate or reduce duplication in services, and strategies for more efficient utilization of resources;

-Prioritization of implementation strategies.

BACKGROUND – FEDERAL AND STATE REQUIREMENTS

Coordinating Council on Access and Mobility

President Bush signed an Executive Order on February 24, 2004, "to enhance access to transportation to improve mobility, employment opportunities, and access to community services for persons who are transportation-disadvantaged." The Executive Order also established the Interagency Transportation Coordinating Council on Access and Mobility (CCAM) initiative aimed at improving the availability, quality, and efficient delivery of transportation services for older adults, people with disabilities, and individuals with lower incomes, by advancing the following goals:

-Promote interagency cooperation and the establishment of appropriate mechanisms to minimize duplication and overlap of Federal programs and services so that transportation-disadvantaged persons have access to more transportation services,

-Facilitate access to the most appropriate, cost-effective transportation services within existing resources,

-Encourage enhanced customer access to a variety of transportation resources available,

-Formulate and implement administrative, policy, and procedural mechanisms that enhance transportation services at all levels, and

-Develop and implement a method for monitoring progress on achieving the goals of the Order.

In December 2014, the GAO reviewed nonemergency medical transportation (NEMT) services and issued Report GAO-15-110 with the following recommendations for CCAM:

-Publish a strategic plan for nonemergency medical transportation services coordination

-Issue a cost-sharing policy

-Address the challenges associated with coordinating federal nonemergency medical transportation programs

In December 2015, the President signed the Fixing America's Surface Transportation (FAST) Act that codified CCAM. FAST Act Section 3006(c) directs the CCAM to develop a strategic plan that:

-Outlines the roles and responsibilities of each CCAM federal agency

-Addresses outstanding recommendations previously made by the Council

-Addresses GAO recommendations concerning local coordination of transportation services

-Proposes changes to federal laws and regulations that will eliminate barriers to local transportation coordination

Since the passage of the FAST Act, CCAM has convened on multiple occasions and hosted listening sessions, with a goal of posting a strategic plan in 2017.

CCAM work groups kicked off in March 2017 to identify and prioritize strategies to meet the requirements of the FAST Act. CCAM is working to address inconsistent, duplicative, and often restrictive federal program rules and regulations that cause transportation services to be fragmented, underutilized, or difficult to navigate. CCAM also is working to simplify customer access to transportation, reduce duplication of transportation services, streamline federal rules that may impede the coordinated delivery of services, and improve the efficiency of services using existing resources.

The FAST Act

The FAST Act (Fixing America's Surface Transportation), which became law on December 4, 2015, reauthorizes the Section 5310 program. The act maintains the requirement that all funded projects are "included in" and "derived from" a coordinated human services transportation plan.

Section 3006(b) of the FAST Act created a discretionary pilot program for innovative coordinated access and mobility -- open to 5310 recipients -- to assist in financing innovative projects for the transportation disadvantaged that improve the coordination of transportation services and non-emergency medical transportation (NEMT) services; such as: the deployment of coordination technology, projects that create or increase access to community, One-Call/One-Click Centers, etc.

In addition, other "nontraditional" projects can be included. Under MAP-21, the program was modified to include projects eligible under the former 5317 New Freedom program, described as: Capital and operating expenses for new public transportation services and alternatives beyond those required by the ADA, designed to assist individuals with disabilities and seniors. Examples include:

- Travel training; volunteer driver programs; building an accessible path to a bus stop including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features; improving signage, or way-finding technology; incremental cost of

providing same day service or door-to-door service; purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs; and mobility management.

ITD Coordinated Mobility Program

In Idaho, rural areas and within small urban areas under 200,000 population are managed and supervised by the Idaho Transportation Department's Public Transportation Division unless otherwise authorized by the Governor of Idaho. In response to the federal FAST Act requirements, the Idaho Transportation Department began its coordinated mobility program to administer the grant programs and provide assistance and oversight for local coordination efforts.

Section 5310: Enhanced Mobility of Seniors, Individuals with Disabilities, and Economically Challenged Persons

The Federal Transit Administration's Section 5310 program grant is intended to enhance mobility for elderly individuals and persons with disabilities, as well as individuals with limited financial means, by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

Traditional Section 5310 project examples include:

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

Nontraditional Section 5310 project examples include:

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

Note: Under MAP-21, the program was modified to include projects eligible under the former Section 5317 New Freedom program, described as capital and operating expenses for new public

transportation services and alternatives beyond those required by the ADA, designed to assist individuals with disabilities and seniors. Examples include:

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

LOCAL ROLES AND RESPONSIBILITIES

Public Transportation

Citylink, serving Kootenai and Benewah, is not a monolithic entity; it exists in two separate transit systems that work together to serve a large region encompassing both rural and urban areas. One transit system exists in Kootenai County (Citylink North) and another serves southern Kootenai County and portions of Benewah County (Citylink South). The separation of these two systems is primarily defined by geographic designations, administrative requirements and funding received by each entity from Federal Transit Administration (FTA) and Idaho Transportation Department (ITD).

Kootenai County Transit/Citylink North (Small Urban System)

Citylink North in Kootenai County currently serves Coeur d'Alene, Dalton Gardens, Fernan, Hayden, Huetter, and Post Falls. It is funded by Federal and State funds that are awarded directly to Kootenai County. Local match is provided by participating cities, Kootenai County, Kootenai Health, and the Coeur d'Alene Tribe.

City investment into Citylink North provides a direct benefit to the people of Coeur d'Alene, Dalton Gardens, Fernan, Hayden, Huetter, and Post Falls and the investment is directly proportionate to the kind of system the cities desire.

Coeur d'Alene Tribe/Citylink South (Rural System)

The Tribe receives funding directly from FTA and ITD for Citylink South, in Benewah County, to provide rural service between Worley (Casino) Plummer, DeSmet. and the Riverstone Transit Center.

The Metropolitan Planning Organization

KMPO as the designated regional transportation planning organization pursuant to U.S.C. Title 23 Section 134 and U.S.C. Title 49 Section 5303, is responsible for cooperatively developing and adopting the Metropolitan Transportation Plan (MTP) for all of Kootenai County. The MTP includes a 20 year plan for highways, public transportation, non- motorized, and freight transportation elements. The Coordinated Public Transit Human Services Transportation Plan will work in conjunction with the MTP approved by KMPO.

The call for projects utilizing FTA Section 5310 funds, that are within or provide access to smaller urbanized areas, is conducted by the Metropolitan Planning Organization (MPO) designated for the

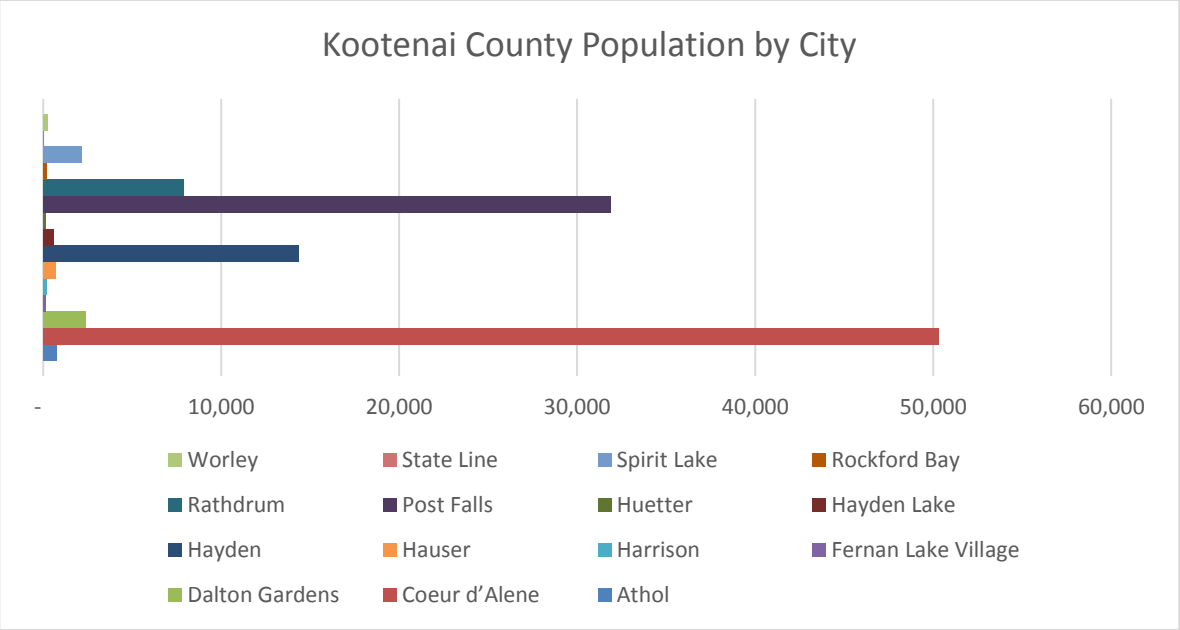
respective urban area and then transmitted to the ITD after approval by the MPO Board.

REGIONAL CONTEXT

Population, employment and Title VI populations impact transit service. Kootenai County is a smaller metropolitan area, surrounded by rural areas, with approximately 142,000 people and 63,000 jobs.

Population

The population of Kootenai County is estimated at 142,783. The highest population densities can be found in Coeur d'Alene and Post Falls. Population is also more concentrated along US 95 between Coeur d'Alene and Hayden. The graph below shows the population breakdown of Kootenai County.



Employment

Employment in Kootenai County is estimated at 68,314. Figure 3, on the next page, shows current employment for the UZA service area. Many of the County's larger employers are located in the Coeur d'Alene and Post Falls areas, with significant employers located outside the urbanized area, including the Coeur d'Alene Casino, and other employers in the Spokane area.

Major Employers According to Idaho Department of Labor

-Kootenai Health (hospital)
-Coeur d'Alene Resort
-Coeur d'Alene Casino
-Center Partners (call centers)
-Silverwood Theme Park

-North Idaho College
-Esterline Advanced Input Systems (manufacturer)
-U.S. Bank (including customer service center)

Households Within The Poverty Level Located Within Citylink North And South Service Areas

Two areas within the small-urban service area experience a higher percentage of households in poverty than the other areas: Southwest Coeur d'Alene and mid Post Falls, south of I-90. Over 7.5 percent of all households are estimated to be in poverty. A number of other portions within Post Falls, Coeur d'Alene and Hayden are estimated to experience between 5 and 7.5 percent of households in poverty.

Outside of the Citylink North transit area, Athol and Rathdrum have estimated median incomes of $37,880 and $43,379 respectively. According to citytowninfo, Rathdrum has 17.6% of households below the poverty level and Athol has 15.3% which is higher than the census/gov's 14.5% poverty level in Kootenai County.

Southern Kootenai County, primarily the Plummer and Worley areas, fall below average poverty level in Kootenai County. Worley Idaho has a median income of $33,418 which is 20% lower than the $41,336 average income in Coeur d'Alene, while Plummer's median income at $41,648 is nearly the same. Data on percentage of households at, or below, the poverty level is unavailable.

United Way - ALICE Data

In addition to the poverty data from American Community Survey, there is also a considerable population living above the poverty level but not able to afford the costs of daily life, known as asset limited, income constrained and employed (ALICE). The United Way completes reports on these populations and defines the ALICE population as being employed and technically above the Federal poverty level but still not able to afford what they consider the five basic household necessities of housing, child care, food, transportation and health care. In addition to the 15 percent of households living in poverty across Idaho, there are an additional 22 percent of all households in Idaho are classified as an ALICE household. Given that this population struggles to meet the costs of daily life, providing adequate and affordable transportation services is key to their life. (See Appendix 2 for more information)

Transportation is the cornerstone of a surviving household in an area like Kootenai County, which is a geographically isolated area that is dependent on automobiles for connectivity.

Household Survival Budget		
Monthly Costs	**Single Adult**	**2 Adults, 1 Infant, 1 Preschooler**
Housing	$499.00	$753.00
Child Care	-	$829.00
Food	$197.00	$595.00
Transportation	$346.00	$693.00
Health Care	$127.00	$51.00
Miscellanous	$138.00	$366.00
Taxes	$214.00	$284.00
Hourly Wage	$9.13	$24.18
Monthly Total	$1,521.00	$4,030.00
Annual Total	$18,252.00	$48,360.00

*Sources: **2014 Point-in-Time Data**: American Community Survey. **ALICE Demographics:** American Community Survey; the ALICE Threshold. **Budget:** U.S. Department of Housing and Urban Development (HUD); U.S. Department of Agriculture (USDA); Bureau of Labor Statistics (BLS); Internal Revenue Service (IRS); Idaho State Tax Commission; Idaho Department of Health and Welfare.*

Percentage of Seniors

Similar to the concentration of households in poverty, southwest Coeur d'Alene also experiences a higher percentage of seniors. A large portion in the northern part of the study area, in Hayden, as well as areas within Post Falls and Coeur d'Alene, also experience at least 14 percent of the population over 65. For most of Post Falls, the total number of people over 65 is less than 15 percent. Overall, the population over 65 is concentrated on the eastern portion of the study area. Kootenai County has a slightly higher concentration of people over 65 (17 percent) than the US as a whole (14.5 percent). ** See Appendices 5 and 6 for low-income housing information.*

According to the Idaho Department of Labor, the over-65 populations is currently 14.7 percent of Idaho's population, is predicted to account for 34.4 percent of the total growth through 2025, and increase to 17.3 percent of the population. Between 2011 and 2015, the over 65 population in Kootenai County has steadily grown at an exponentially higher rate than any other age group (see Appendix 3). In 2015, the growth of the 65 years of age and older group was 4.3% higher than the average of all other age groups combined.

Many senior-living apartments and condos are being built outside of the transit area, which presents a great difficulty for the senior who is not able, or does not choose, to drive a car.

Population with a Disability

According to Census.gov, 9.4% of people under the age of 65 in Kootenai County have a disability and 12% in Benewah County. The highest percentage of persons with a disability in Kootenai County occurs in downtown Coeur d'Alene (over 17 percent). Portions of Hayden and Dalton Gardens have the second highest levels of persons with a disability. In Post Falls the number of persons with a disability ranges from 10 to 13 percent. Data for other areas was unavailable.

Overall, the southwest corner of Coeur d'Alene has the highest overlapping concentrations of households in poverty, senior-aged persons and people with a disability. The area adjacent to I-90 on the western side of Post Falls also experiences higher concentrations of these populations.

Major Origins and Destinations

Medical Facilities

Kootenai Health
Kootenai Urgent Care
Northwest Specialty
Panhandle Health
Heritage Health
Heritage Health – Homeless Outreach
Heritage Health – Dental Care
Benewah Medical and Wellness Center

Human Services Organizations – See Appendix 4 for contacts

Area Agency on Aging
Coeur d'Alene Tribal Headquarters
Coeur d'Alene Tribe Food Distribution
Community Action Partnership
Community Connections
Department of Health and Welfare
Goodwill Coeur d'Alene
Goodwill Post Falls
Heart of the City Church
Idaho Department of Labor
Idaho Housing and Finance
Idaho Youth Ranch
Kroc – Salvation Army
Lake City Food Bank
Legal Aid Services
Meals on Wheels
North Country Chapel
Panhandle Health
Post Falls City Hall
Post Falls Food Bank
Post Falls Head Start
Post Falls Veterans Building
Real Life Ministries
Social Security
Special Olympics
Specialized Needs Recreation
St. George's Catholic Church
St. Pius
St. Vincent de Paul – Coeur d'Alene
St. Vincent de Paul – Post Falls
TESH
Union Gospel Mission for Women and Children

COORDINATION AND PLANNING OVERVIEW

Transit Planning in Kootenai County

Regional transportation planning requires an understanding of the past, recognition of current conditions and the ability to provide an economically achievable, environmentally balanced and consumer-friendly transportation system that enables the region to reach its full potential. Kootenai County Board of Commissioners supports a coordinated planning effort between the public, cities, small towns, highway districts, the state, transit providers, the Coeur d'Alene Tribe and the Kootenai Metropolitan Planning Organization

Performance-based Planning and Programming

Performance management is a strategic approach that uses performance data to inform decision-making and outcomes. When implemented effectively, performance management can improve project and program delivery, improve investment decisions and provide greater transparency and accountability.

Planning and Programing Purpose:

This program is intended to enhance the mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

What is Coordination?

Coordination is working with, and including the involvement of a wide variety of individuals, agencies, stakeholders and jurisdictions, to collectively advance plans, programs and projects that will efficiently and effectively use limited transportation resources the efficient and effective use of transportation resources for transporting people to important destinations, such as jobs and medical appointments. Coordination means working with transit providers, human service agencies, private institutions, businesses, volunteers and political leaders to broaden transportation options for all users; particularly those in vulnerable populations, the economically disadvantaged, older adults and people with special needs.

Benefits of Coordination

-Improves mobility for everyone
-Makes public transportation more efficient
-Closes gaps in service
-Eliminates duplication of efforts and service
-Allows human service agencies to focus efforts and resources on their core mission
-Provides better service with the same or less resources

Other Strategies to Enhance Mobility

To be most effective, planning for enhanced mobility of seniors and individuals with disabilities must be an integral part of the region's overall transportation planning efforts. Public Transportation planning in Kootenai County, specifically in the UZA, includes several strategies to enhance mobility:

Land use: Support compact development patterns, mixed-use neighborhoods and higher densities to help reduce reliance on private automobiles and increase walking, bicycling and transit usage. In addition, 5310 funding can be used, in partnership with regional planners, to make additions or changes to physical infrastructure (e.g., transportation facilities, sidewalks, etc.), build an accessible path to a bus stop, create curb cuts, sidewalks, accessible pedestrian signal or other accessible features.

Identification of multi-modal options: Identify and support multimodal options that meet the respective needs of seniors, people with disabilities and people who are economically disenfranchised in a manner that enhances their everyday lives.

Fixed-route public transit: Enhance and/or expand Citylink North's fixed-route transit as directed or supported by the local communities.

Enhanced mobility of seniors and individuals with disabilities transportation: Close gaps in service and provide transportation that is convenient and useable for all citizens, particularly disadvantaged populations.

The first three strategies are being considered in various on-going planning efforts:

1. Partner with local jurisdictions for input into **land use** patterns and planning to support mobility as part of the update to the Regional Public Transportation (Transit) Plan;

2. Planning for various modes of transportation as part of the Regional Pubic Transportation (Transit) Plan update;

3. **Fixed-route transit** planning and supportive services are covered in Kootenai County's recently-updated Service and Fare Equity Analysis. Some supportive services considered include:

   North Idaho College shuttle
   Regional vanpooling
   Employment corridor shuttles in conjunction with area businesses
   New Post Falls Fixed Routes
   Rural funding to assist Rathdrum and Athol

This Coordination Plan addresses the fourth strategy:

4. **Transportation serving older adults and people with disabilities**, in addition to people with low incomes, and in particular, coordination of transportation services among service groups.

LOCAL PLANNING PROCESS

Coordination Plan Preparation, Review and Adoption

Kootenai County Public Transportation Office is the lead agency in developing, and subsequently updating the Human Services Transportation Plan.

Preparation of this update to the Human Services Coordination Plan has included:

-The Service and Fare Equity Analysis completed in June of 2017 includes an analysis of current and future needs of special populations.

-Kootenai County's Social Services Advisory Board provided guidance and insight into the unmet needs of the area

-Meeting with disability advocates and people with disabilities

For future years, updates and revisions to the Human Services Coordination plan should be submitted every year at the annual Human Services Coordination planning meeting. A full revision of the plan will be due every three years, rather than every year, so the next full update of the region's Coordination Plan will be due in the fall of 2020.

In interim years, a brief update or minor amendment is expected to address the following:

-Document decisions that have been made regarding coordination

-List milestones and achievements

-Note any changes to coordination approach, strategies, or priorities

-Maintain and update current information on transportation providers in the region

-Document coordination meetings, including agendas, minutes, attendees and outcomes

The changes are intended to strengthen the Coordination Plan's purpose of documenting the coordination planning process, identifying goals and priorities, and guiding resource allocations. In this way, the Coordination Plan will become the primary working document for Kootenai County's Public Transportation (Transit) Department and any local organizations or entities choosing to use 5310 funding.

Coordination Meetings and Planning

Kootenai County Transit

Kootenai County's Public Transportation (Transit) Department, as the lead agency in implementing the Coordination Plan, has undertaken outreach to the community, to social

service agencies, to disability advocates.

Kootenai County Public Transportation (Transit) Department gathered information on regional transportation providers and human service agencies; conducted stakeholder interviews and surveys; held public workshops; validated previously identified gaps in transportation service; and updated goals, objectives, and strategies to address those gaps.

Stakeholder and social service meetings were held to determine priorities for service gaps in 2015 and 2016 and to determine service gaps and set goals for 2017 service. In 2015 and 2016 after implementation of short-term goals, to meet preliminarily identified service gaps, a stakeholder workshop was held on August 28, 2017 to identify new service goals to address gaps in service and ways to meet the needs in Kootenai County alongside and in conjunction with public transportation and non-profit and social service agencies. These exchanges set the foundation for the Human Services Plan.

Social Services Advisory Board and Disability Advocates

The Social Services Advisory Board meets quarterly to facilitate ongoing coordination with human service agencies and to identify and address transit issues related to aging or special-needs individuals. The committee is comprised of members of local community service agencies.

Disability Action Northwest provides input regarding local transportation, as well as gathering input about gaps in service as identified by people with disabilities.

Public Transportation Routes

Citylink North and Citylink South provide two types of fixed route bus service: local and regional. While the local routes provide service in Coeur d'Alene, Dalton Gardens, Hayden, Huetter and Post Falls; the regional routes operate in a simpler north-south line on US 95 in order to provide transportation for Benewah, Plummer, Worley and DeSmet.

Citylink North

The local service providing connections in the Coeur d'Alene, Dalton Gardens and Hayden areas consists of:

A Route – Downtown Coeur d'Alene
C Route – Coeur d'Alene, Dalton Gardens and Hayden

The local service providing east and west connections from Coeur d'Alene to Post Falls area:

B Route – Service between Coeur d'Alene, Huetter and Post Falls

The service operated by the Coeur d'Alene Tribe includes the regional service from the Coeur d'Alene Casino Transfer Station, with options to travel north and south, and include:

Rural Route (south to DeSmet)

Link Route (north to Coeur d'Alene-Riverstone Park and Ride)
Plummer Express Route (south to Plummer or north to Coeur d'Alene-Lake City Park n' Ride)

While the Rural and Link Routes serve stops between the origin and destination communities, the Express Route provides direct service between Coeur d'Alene and Plummer. All regional routes provide service for the morning and evening peak periods. The Express Route only provides directional service, traveling south in the morning and north in the evening. Both the Link and Rural Routes provide service in both directions throughout the day (in addition to the peak periods).

A Route

The A Route serves a large number of different destinations throughout the Coeur d'Alene area. The majority of destinations are located in the southern part of the route, south of I-90.
The route serves destinations along Lakeside between 1st and 8th and then on Sherman until 23rd. Mostly retail locations are found on Lakeside and Sherman, with residences surrounding them. A number of taller buildings (condos, apartments and resort) can also be found in this area. This area likely represents the most diverse area any of the routes served, with a number of destinations, including:

Coeur d'Alene City Library
City Hall
Coeur d'Alene School District
North Idaho College
Lewis and Clark College
Sorensen Elementary
Coeur d'Alene Resort
Chamber of Commerce
Kootenai County Admin Building
Parkside Condos

Between downtown Coeur d'Alene and I-90, the A Route serves more community-based resources as well as a number of retail destinations. Throughout this area are a number of restaurants, religious establishments and residential areas.

A number of specific destinations accessible via this route include:

Kootenai Health
Heritage Health Center
Midtown Shopping Center (Safeway)
Lake City Junior Academy

B Route

In addition to the Riverstone Transfer Center, most of the boarding activity occurs at the east and west boundaries of Post Falls (along Spokane Street and Highway 41). The following stops experience the highest boardings per month:

Cecil/Jenalen
Spokane/Mullan
Spokane/15th
Seltice/Bay

This route serves many health and senior-related destinations. The quarter mile radius for the Blue Route includes the area north of the interstate. In addition to being unable to walk across an interstate, most destinations fall on the south side of the interstate. For the stops between Coeur d'Alene and the majority of Post Falls, the stops serve suburban office parks with some other land uses, including residential. The Seltice/Commerce Loop stop serves the Seltice Business Center; home to a number of businesses. At the Herborn/3rd Ave stop, there are a number of apartment complexes, including low income and senior housing.

Stops west of this stop (roughly located at I-90 and Highway 41) have a greater mix of office, residential and retail destinations. Major destinations served between Highway 41 and downtown Post Falls include:

Wal-Mart Supercenter
Garden Plaza Assisted Living
Life Care Center
Northern Idaho Advanced Care Hospital
Post Falls Senior Center
Post Falls Food Bank
Northwest Specialty Hospital/Urgent Care/Doctors
Kootenai Medical
Post Falls Family Medicine

As the B Route serves downtown Post Falls, the number of destinations is particularly concentrated at three southern stops: 9th Avenue, Seltice/Henry and Idaho/Mullan. A number of restaurants, banks and residential areas are the main destinations in the area and include:

Post Falls Food Bank
Hearthstone Village
Post Falls Square Shopping Center
Bank of American Financial Center
Post Falls Library
Peak Health & Wellness Center
Post Falls School District

The remaining locations in the northern part of Post Falls serve primarily residential areas.

C Route

Similar to the B Route, the C Route also experiences the most boardings at the Riverstone Transfer Center.. The highest boarding stops along the northern part of the route (Hayden) situated along Government Way include:

Government Way/Neider
Government Way/Prairie
Panhandle Health
Hayden Walmart
Hayden Library

This route serves many senior-related, restaurant, and shopping destinations. In addition, there are a higher number of larger retail locations with a variety of different residential types (mobile home parks, estates, apartment buildings, senior living and single-family homes). The quarter mile radius for the C Route, includes North to South destinations that include high density and low-income housing and major service destinations such as:

Special Needs Recreation
Safeway
Costco
Target
Silver Lake Mall
Prairie Shopping Center
Lake City High School
Ramsey Elementary
Affinity Senior Living
Hayden Library
Hayden Walmart
Leisure Park Senior Community
KROC Center
Anton Apartments
Trail Lodge Apartments (Low Income)
Falls Creek (Low Income Apartments)
Kootenai Health

Regional Routes – Citylink South

The regional routes provide access between Coeur d'Alene and the Coeur d'Alene Casino (Link Route), Coeur d'Alene Casino to DeSmet (Rural Route) and direct service from Coeur d'Alene to Plummer (Express Route). The major destinations served for riders using these routes are located in Worley, Plummer and DeSmet, with the exception of the Coeur d'Alene Casino. A number of destinations are within a quarter mile buffer of the bus stops, including:

Worley Community Center
Lakeside Elementary (Worley)
Benewah Medical Center (Plummer)
Wellness Center (Plummer)
Plummer Library
Lakeside High School (Plummer)
Coeur d'Alene Tribal Elementary School (DeSmet)

TRANSPORTATION INVENTORY

Types of Transit Service **See Appendix 8 for a listing*

Older adults and people with disabilities, who do not use their own vehicles, typically use demand-response NEMT, taxis, Ring-a-Ride service, paratransit and escorted transportation.

Fixed-Route Service. A service provided on a repetitive basis along a specific route according to a pre-arranged, published schedule with vehicles stopping to pick up and deliver passengers to specific locations. Each trip is run on a fixed route, servicing the same origins and destinations. Service operates Monday through Friday from 6am-7pm and Saturday from 9am to 4pm excluding major holidays.

Paratransit. Kootenai County Citylink ADA Paratransit service is an origin to destination accessible bus service, within ¾ of a mile radius around the fixed route system for those persons with disabilities who are functionally unable to use the wheelchair-accessible fixed-route bus system. Certification for eligibility to ride Kootenai County's Citylink ADA Paratransit is by application and interview and granted for a period of one to three years.

People can qualify for one of three levels of service for Citylink ADA Paratransit service based on the individual's threshold of cognitive and/or physical capacities. The levels are unconditional (full) service, conditional service, and temporary service. ADA Paratransit operates Monday through Friday from 6am-7pm and Saturday from 9am to 4pm excluding major holidays.

Ring-a-Ride Service. Kootenai County provides two types of Ring-a-Ride Services with a six round-trip or a 12 one-way trip limit per month. Ring-a-Ride service may originate outside of the paratransit area but trip destinations must end within it.

Ring-a-Ride offers two types of services: 1) pre-set weekly shopping trips from set origins to destinations within the transit area; and 2) origin to destination service by reservation and subject to availability. Ring-a-ride operates Monday through Friday from 6am-7pm and Saturday from 9am to 4pm excluding major holidays.

Within the transit area:

Ring-a-Ride Service is available, by application, <u>within the transit area</u>, for clients who are over the age of 65. Ring-a-Ride Service is also available to Kootenai County residents to help provide public transportation coverage in areas not served by public transportation.

Outside the transit area:

Riders, <u>outside of the transit area</u> must have limited access to transportation and must meet one of the following conditions:

Be over 65 years of age or older with proof of identification

Be a Medicare cardholder.

Be certified by application, as having a disability and be outside of the current transit area. This includes people who, because of illness, injury, age, congenital malfunction or other incapacity of permanent disability (including any individual who is a wheelchair user or has semi-ambulatory capabilities), are certified by application.

Ring-a-Ride service is supported by funding from the FTA Section 5310, provided through Idaho Transportation Department's (Enhanced Mobility for Seniors and Individuals with Disabilities) program.

Non-Emergency Medical Service.

Kootenai Health provides non-emergency medical services for access to Kootenai Health facilities through a partnership between Kootenai Health and Citylink North. Citylink North provides the vehicles and Intelligent Transit System and Kootenai Health pays for and operates the service for the community. Services are available Monday through Friday from 6 am to 4:30 pm for the Coeur d'Alene, Dalton Gardens, Hayden, and Post Falls area and in Rathdrum on Tuesdays and Thursdays.

Benewah Area Transit offers rides into the Kootenai County area for people on Medicaid or for a set fee each way. Days and times vary according to driver availability.

Northwest Medical provides Medicaid billed trips for clients and some private pay clients if room is available Monday through Friday from 7:30 am to 5 pm.

Lake City Transportation provides private pay service, cash only, with cost dependent on trip length. They operate Monday through Friday from 8 am to 5 pm and on call after hours.

Senior Transportation

Most senior transportation in the area is provided by Kootenai County, Sunset Taxi, Coeur d'Alene Taxi, Kootenai Health or by the vans provided by the senior living facilities or in private cars operated by paid caregivers.

*See Appendix 6 for a map of Paratransit, Ring-a-Ride, Kootenai Health and fixed route services.

Human Services Transportation

Many human service agencies provide some form of transportation service to their clients. The level of service provided can vary significantly from agency to agency, depending on the clients' needs and the agencies' resources. Transportation services provided by human service agencies can generally be fit into four categories, listed below in descending order of involvement and complexity:

Provide transportation by operating vehicles to transport their clients.

Contract for transportation for their clients through formal arrangements with other transportation providers.

Subsidize transportation by providing clients with bus fare, taxi vouchers, mileage reimbursement or cash.

Arrange for transportation by assisting clients with trip planning and information on transportation options.

Coordination, and participation in the coordination planning process, is a potential benefit to all of these agencies regardless of the level of service provided.

Existing Transportation Services and Resources in the Kootenai County Region:

Please See Appendix 8 for a listing of transportation services and vehicles.

A & J Transport (Silver Valley)
Benewah Area Transit
Community Connection
DAV (Disabled Veterans)
Home and Away
Kootenai Health
KROC
Lyft
Milestones
Medicaid Transportation through VEYO
- Whitetail
- Northwest Medical
- Lake City

Post Falls Senior Center
Round Up
Silver Express
Senior Care Transportation Services
- Home Instead (Senior Care services)
- Care.com
- Comfort Keepers
- Just for You

Senior Living
- Affinity
- Bestland
- Brookdale
- Courtyard
- Garden Plaza
- Guardian Angel
- LaCrosse
- Life Care Post Falls and Coeur d'Alene
- North Star
- Pacifica
- The Village at Orchard Ridge

Taxi Service

- Coeur d'Alene Cab
- Coeur d'Alene Taxi
- Collins
- Ride Away Right Away
- Scott's Taxi
- Sunset Taxi (Senior discount)

TESH
UBER
Whitetail
VA (To VA medical)
Valley Vista Care

Additional information to be collected as part of on-going coordination efforts, and for future updates to the Coordination Plan.

Service Gaps Identified

April of 2015 Meeting

As part of preparation for Kootenai County Transit's Human Services Plan, meetings were held with community stakeholders in 2015 consisting of representatives from:

- Ability Works
- Adult Probation
- City of Post Falls
- Coordinated Services of Idaho
- Family Promise
- Kootenai County Veterans
- Kootenai Health
- Members of the Public
- Panhandle Health
- Post Falls Food Bank
- Project Search
- Senor Companions
- Trinity Group Home

Unmet needs/Gaps identified:

Stops at:

- 15th Street and Best
- 15th Street and Sherman
- 15th Street access
- 1st and Best
- Affinity
- Aqua Circle Loop (Newby-Ginnings)
- Community Action Partnership
- Fernan Area

Food Banks
Hawks Nest
North Idaho College
Panhandle Health
Post Falls Senior Center
Tesh
The Landings
VA Clinic on Emma
Wilbur and Atlas

February and June of 2016 Meeting

Meetings were held with:

Area Agency on Aging
Coeur d'Alene Police
City of Hayden
City of Post Falls
Coeur d'Alene Tribe
Community Action Partnership
Coordinated Services
Harmony House
Hayden Senior Center
KMPO
Kootenai County Veterans
Kootenai Health
KROC-Salvation Army
MS Support Group
North Idaho College
Panhandle Area Council
Panhandle Health
Post Falls Food Bank
Senior Companion Program
St. Vincent de Paul
State of Idaho Veterans
United Way

Five Public Meetings in Coeur d'Alene, Hayden, Post Falls and at the County Administration Building in April of 2016 with a total of 29 unique participants.

Unmet needs/Gaps identified:

15th Street and Best *
15th Street and Sherman
15th Street access *
CDA City Hall *
CDA High School *
CDA Lake *

CDA Library *
Community Action Partnership **
Costco **
E Seltice Apartments *
Fairgrounds area *
Fernan Area
Garden Ave *
Goodwill **
Hawks Nest
Kootenai Health **
Kroc Center **
Lake City High School *
NIC **
St. Vincent de Paul **
TESH **
The Landings
VA Clinic on Emma **

Important fixed route and paratransit stops in Hayden

Hayden City Hall *
Hayden Library **
Panhandle Health **
Super 1 Hayden **
Walmart**

Important fixed route and paratransit stops in Post Falls

E Anton *
Flying J **
Newby-Ginnings
Post Falls City Hall *
Post Falls High School
Post Falls Library
Post Falls Senior Center *
Post Falls Super 1 **
Real Life *

* = *Multiple Requests (less than 10)*
** = *Multiple Requests (more than 10)*

Unmet needs/Gaps identified:

Faster routes
Bigger signs
More stops
Security on the buses
One direction of service

Accurate and easy-to-read schedules

2016 to 2017 Social Services Advisory Board Meetings

Quarterly meetings were held with the Social Services Advisory Board to identify and address solutions for gaps in service. The advisory board included representatives from the following:

Area Agency on Aging
Idaho Department of Labor
KROC
Mountain States Head Start
North Idaho College
North Idaho Family Group
Panhandle Health
Post Falls Food Bank
Post Falls Senior Center
TESH
United Way
Veterans Services – Kootenai County

Human Services Transportation Plan Workshops

The first Human Services Transportation Plan Workshop was held with representatives from human services and transportation providers. Representatives from the following organizations attended:

Area Agency on Aging
City of Coeur d'Alene
Coeur d'Alene Tribe
Concerned Citizens
Coordinated Services of Idaho
DAV
Heritage Health
Kootenai Health
North Idaho College
Post Falls Food Bank

Unmet needs/Gaps identified

Lack of Service to:
- Spokane
- St. Maries
- Stateline
- Flying J area of Post Falls
- North Idaho Workforce Center
- Montrose Senior Housing
- Camelot Estates

More Space for People in Wheelchairs on the bus (or better coordination with paratransit)
Coordinate with Builders and Cities for Future Planning of accessible bus stops and sidewalks that can be used by persons with disabilities
Cleaner bus stops
Cameras on the buses
Amenities at bus stops

Human Services Transportation Plan Workshop – Disability Advocates

The second Human Services Transportation Plan Workshop was held and included representatives from:

Disability Action Northwest
Disability Advocates/People with Disabilities

Unmet needs/Gaps identified

Accessible taxi service
The prohibitive cost of using taxi service or accessible service
Accessible transportation to the airport in Spokane
Transportation from rural areas to the urban area
    Rathdrum
    Athol

Future Objectives and Strategies as Identified to Address Gaps in Service

Goal 1 – Continued Improvement in Kootenai County's Public Transportation Programs			
Outcomes	**Objectives**	**Strategies and Projects**	**Performance Measurement**
To have transit service linking common origins and key destinations with convenient levels of service	Improve access to jobs, education and services used by target group members by supporting core areas' mobility improvements and a high level of service, as funding allows.	1. Increase transit frequencies in core areas and target expansion of service. 2. Create a first mile/last mile partnership to increase usage of public transit. 3. Support accessible taxi service with subsidized cost for those with disabilities and/or low incomes	An increase in passenger trips for target groups.

Goal Number 1 Continued

Goal 1 – Continued Improvement in Kootenai County's Public Transportation Programs			
Outcomes	**Objectives**	**Strategies and Projects**	**Performance Measurement**
To create transit service access for persons and their accessibility tools	Improve access to residents by promoting basic transit services within ¾ mile for everyone in the jurisdictions, as funding allows.	Strengthen pedestrian network around key destinations and ensure paths of access to transit services.	Number of pedestrian improvements, allowing for equal access to transit options, within ¾ mile area of transit network.
Support Job Access	Partner with other agencies to provide job access though enhanced community mobility projects	Identify options for enhancing or creating service to support job access	An increase in passenger trips to stops located near project areas.
Support Rural Access to UZA	Coordinate services in order to increase mobility between rural and urban areas	Identify options and partners for enhancing or creating service to support transit access between rural areas and urban routes	An increase in new areas served.
Support Travel Training Models to Encourage and Improve Access	Coordinate services with social service agencies to provide better access to the fixed route system	Work with social service agencies to provide needed training and/or to utilize their clients as travel training companions	Create equal access to the fixed route system.
Support after hours accessible transit service	Create and implement a program for access to accessible service after hours	Identify options for enhancing current access, or creating new types of service, to support access	An increase in service after hours to job programs or other eligible activities.
Educate consumers: stakeholder agencies, existing riders, and prospective riders	Create and implement public information tools and strategies.	Develop marketing "takeaways" that show routing and stops in relation to key destinations used by the target populations.	Develop travel training tools for agency audiences and for individual riders or prospective riders, keep travel-training data.

Goal 2 – Increased Trip Capacity Through Coordinated Partnerships			
Outcomes	**Objectives**	**Strategies and Projects**	**Performance Measurement**
Create new partnerships and relationships to enhance mobility in the area	Develop new partner relationship projects with key stakeholder organizations, toward defining and implementing new mobility project solutions.	Inventory agencies to identify both contact persons and update transportation program information.	Number of contacts, project possibilities, and projects implemented with existing partners and prospective partners.
Create new partnership projects providing trips	Develop and implement new coordinated partnership projects	Develop pilot partnership shuttles, such as for the Workforce Training Center	Number of contacts, project possibilities, and projects implemented with existing partners and prospective partners.
Create new partnerships with taxi, or similar services to identify first mile/last mile solutions	Develop and implement new coordinated partnership projects	1. Develop pilot partnership to meet first mile/last mile gap. 2. Promote voucher programs and vanpool potential or shared-ride services	Number of contacts, project possibilities, and projects implemented with existing partners and prospective partners.
Create partnerships encouraging vanpooling for businesses and work related travel	Encourage new partnerships for sustainable vanpool solutions for work-type trips originating beyond the city limits.	Develop marketing "takeaways" for increasing vanpool participation	Partner with Vanpool provider to receive numbers quarterly

Goal 3 – Expand Cooperative Information Resources			
Outcomes	**Objectives**	**Strategies and Projects**	**Performance Measurement**
Create or expand effective mobility management information function to support new and expanded mobility partnerships	Provide information-based technical assistance, as necessary, to partner agencies: 1) to help secure new transportation funding for the region and 2) to ensure compliance with federal funding regulations	1. Provide technical assistance to applicant agencies around 5310 grant applications. 2. Provide letters of support for agencies seeking transportation funding from non-transit sources, including other human service programs and private foundations. 3.Assist partner agencies who may become 5310 subrecipients in identifying and understanding compliance requirements (e.g. drug and alcohol testing, Title VI Program reporting).	Defined mobility management performance indicators: 1. database contacts partner meetings instances of partner technical assistance provided 2. Total grant funding requested and secured, including local match. 3. Hours of technical assistance around grant compliance.
Enhance information tools supporting mobility	Support mobility management information capabilities, including marketing tools for key human service agency destinations to aide in "trip discovery".	1.Expand Kootenai County Transit's web presence to reflect projects. 2. Develop agency-based one call/one click "trip planners" and other tools to support destination-specific travel by target group members. 3. Develop web-based, gatekeeper-oriented travel training tools and market these to agency personnel as well as individuals.	Number and type of contacts, as well as number of hits on the pages
Create educated consumers: stakeholder agencies, existing riders, and prospective riders	Utilize mobility tools to promote awareness of alternative transportation modes and specialized transportation projects to aid in "trip discovery"	1. Outreach to agency gatekeepers to promote usability of brokered trips. 2. Outreach to promote taxi voucher program and vanpool potential or shared-ride services for work or recurring trips.	1. Number of hits on page 2. Extended time on page 3. Number of people utilizing vouchers and brokered trips

Goal 4 – Capital Improvements to Support Mobility			
Outcomes	**Objectives**	**Strategies and Projects**	**Performance Measurement**
Build an environment supporting the ability to access public transit options	Develop pedestrian sidewalk and bus stop improvement program related to the target population's key transit destinations.	Ensure that key destinations of target groups are identified and addressed	Number of sidewalk and pedestrian improvements within ¾ mile of routes.
Infrastructure supporting trip brokering capabilities, as partners become identified	Support capital requirements for a modest "trip brokering"/ "trip transaction" hub capability, leveraging existing dispatch capabilities and human service agencies to create a seamless experience for people needing transportation.	Establish a mobility manager function that works from existing dispatch technology to enable coordination between types of transit service in order to connect riders with most appropriate form of transportation.	Number of new partners for trip brokering partnership identified and utilized. Number of phone calls and referrals.
Identify local needs for accessible transportation options in order to enhance partnerships and create a community mobility model	Support capital investments, including buses, for investing in human service agencies	Identify needs, funding and appropriate support for partnerships in regard to community mobility in order to increase freedom to choose the best type of transit to fit the client's needs.	New transit funding sought and secured, existing service funding leveraged and coordinated so that the best service for the client's needs can be utilized without duplication of efforts

Priorities

First Level Priorities

Continued improvement in efficiency and effectiveness to enable riders to be able to count on effective service
Vehicle replacement for public transit and non-profit entities enabling service
Accessible bus shelters and amenities
Sidewalk/pedestrian improvements to improve mobility
Coordination of services between agencies for community mobility

Expansion of Ring-a-Ride service
Expand accessible service to rural areas
Partner with taxis to offer low cost accessible taxi service
Provide, or replace, buses as needed to non-profit organizations

Second Level Priorities

Website for dissemination of transportation options and coordination of services available
Web portal for "ones-stop" access to specialized transportation
Easy online trip planning capabilities for clients
Creating community mobility management objectives and partnerships

Third Level Priorities

Regional vanpool program
Interconnectivity between communities, both rural and urban

Appendices

Appendix 1: ALICE Report
Appendix 2: Idaho Department of Labor Statistics
Appendix 3: Human Service Organizations
Appendix 4: List of Low Income Housing Options
Appendix 5: Map of Paratransit, Ring-a-Ride, Kootenai Health and Low Income Housing etc.
Appendix 6: Veterans Services
Appendix 7: Transportation Services in Kootenai County

ALICE IN KOOTENAI COUNTY

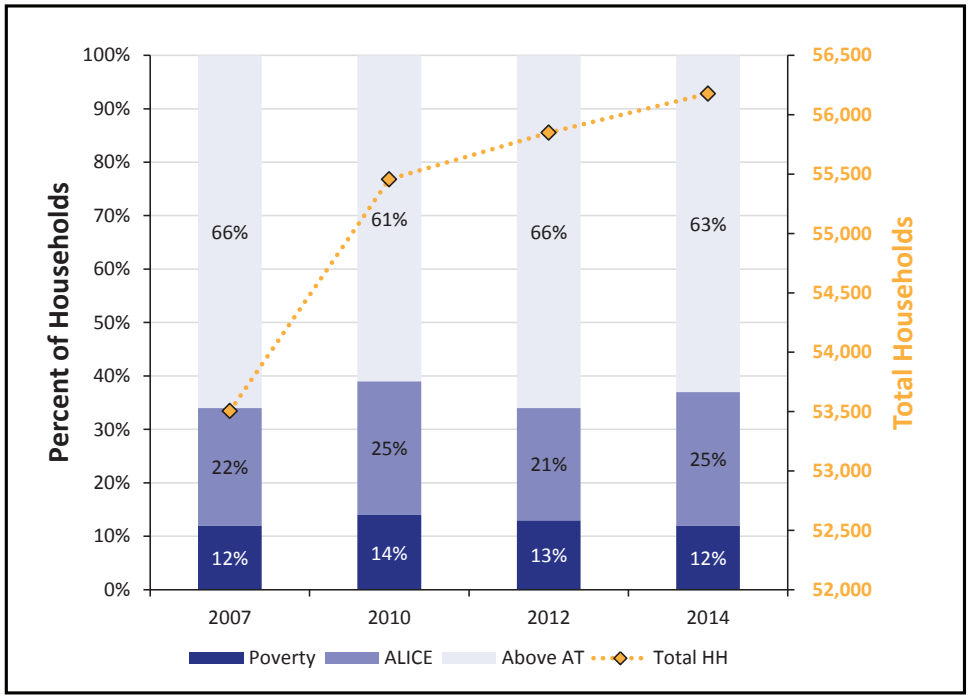
2014 Point-in-Time Data

Population: 147,326 | **Number of Households:** 56,177
Median Household Income: $48,776 (state average: $47,861)
Unemployment Rate: 8.3% (state average: 5.5%)
ALICE Households: 25% (state average: 25%); **Poverty Households:** 12% (state average: 14%)

How many households are struggling?

ALICE is an acronym for **A**sset **L**imited, **I**ncome **C**onstrained, **E**mployed – households that earn more than the Federal Poverty Level, but less than the basic cost of living for the county (the ALICE Threshold, or AT). Combined, the number of poverty and ALICE households equals the total population struggling to afford basic needs. The number of households below the ALICE Threshold changes over time; households move in and out of poverty and ALICE as circumstances improve or worsen. The Great Recession, from 2007 to 2010, caused hardship for many families. Conditions started to improve in 2010 and 2012 for some, but not for all.

Households by Income, 2007 to 2014



What does it cost to afford the basic necessities?

The bare-minimum Household Survival Budget does not include any savings, leaving a household vulnerable to unexpected expenses. ALICE households typically earn above the Federal Poverty Level of $11,670 for a single adult and $23,850 for a family of four, but less than the Household Survival Budget.

Household Survival Budget, Kootenai County

	SINGLE ADULT	2 ADULTS, 1 INFANT, 1 PRESCHOOLER
Monthly Costs		
Housing	$499	$753
Child Care	$–	$829
Food	$197	$595
Transportation	$346	$693
Health Care	$127	$510
Miscellaneous	$138	$366
Taxes	$214	$284
Monthly Total	$1,521	$4,030
ANNUAL TOTAL	$18,252	$48,360
Hourly Wage	*$9.13*	*$24.18*

*Sources: **2014 Point-in-Time Data**: American Community Survey. **ALICE Demographics:** American Community Survey; the ALICE Threshold. **Budget:** U.S. Department of Housing and Urban Development (HUD); U.S. Department of Agriculture (USDA); Bureau of Labor Statistics (BLS); Internal Revenue Service (IRS); Idaho State Tax Commission; Idaho Department of Health and Welfare.*

Appendix 2

Area/County	Census 2010	Population Estimats Jul-10	Jul-11	Jul-12	Jul-13	Jul-14	Jul-15	Numeric Change 7/10-7/11	7/11-7/12	7/12-7/13	7/13-7/14	7/14-7/15	Percent Change 7/10-7/11	7/11-7/12	7/12-7/13	7/13-7/14	7/14-7/15	2015 % Age of Population
Kootenai																		
Total Population	138,494	138,910	141,056	142,292	144,289	147,245	150,346	2,146	1,236	1,997	2,956	3,101	1.5%	0.9%	1.4%	2.0%	2.1%	
0-19 Years Old	38,087	37,958	37,968	37,669	37,658	38,017	38,400	10	-299	-11	359	383	0.0%	-0.8%	0.0%	1.0%	1.0%	25.5%
20-39 Years Old	33,242	33,438	34,166	34,476	34,912	35,859	36,573	728	310	436	947	714	2.2%	0.9%	1.3%	2.7%	2.0%	24.3%
40-64 Years Old	47,087	47,267	47,975	47,926	48,139	48,308	48,872	708	-49	213	169	564	1.5%	-0.1%	0.4%	0.4%	1.2%	32.5%
65 Years Old & Older	20,078	20,247	20,947	22,221	23,580	25,061	26,501	700	1,274	1,359	1,481	1,440	3.5%	6.1%	6.1%	6.3%	5.7%	17.6%
Median Age	38.9	38.9	39.0	39.4	39.7	39.9	40.1											
Hispanic Population	5,268	5,337	5,606	5,812	6,061	6,267	6,558	269	475	455	455	497	5.0%	3.7%	4.3%	3.4%	4.6%	
% of Total Population	3.8%	3.8%	4.0%	4.1%	4.2%	4.3%	4.4%											
0-19 Years Old	2,364	2,383	2,439	2,497	2,558	2,607	2,649	56	114	119	110	91	2.3%	2.4%	2.4%	1.9%	1.6%	
20-39 Years Old	1,484	1,512	1,637	1,721	1,797	1,882	2,039	125	209	160	161	242	8.3%	5.1%	4.4%	4.7%	8.3%	
40-64 Years Old	1,153	1,167	1,238	1,265	1,343	1,394	1,449	71	98	105	129	106	6.1%	2.2%	6.2%	3.8%	3.9%	
65 Years Old & Older	267	275	292	329	363	384	421	17	54	71	55	58	6.2%	12.7%	10.3%	5.8%	9.6%	

Per Capita Income	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Kootenai County	$31,551	$ 32,647	$ 32,759	$ 31,490	$ 31,646	$ 33,320	$ 34,883	$ 35,779	$ 37,350	$ 38,605
State of Idaho	$31,357	$ 32,580	$ 33,031	$ 31,436	$ 31,727	$ 33,296	$ 34,691	$ 35,703	$ 37,153	$ 38,392
United States	$38,114	$ 39,821	$ 41,082	$ 39,376	$ 40,277	$ 42,453	$ 44,267	$ 44,462	$ 46,414	$ 48,112

https://lmi.idaho.gov/census

KOOTENAI COUNTY ASSISTANCE RESOURCE LIST

451 N. Government Way
Coeur d'Alene, ID 83814

Phone 446-1880
Fax 446-2177

Community Action Agency – 664-8757
4144 W. Industrial Loop, Cd'A
Energy assistance program/Food Bank

St. Vincent de Paul – 664-3095
201 East Harrison, Cd'A
Shelters, Transitional housing, clothing, furniture, utilities, etc.

St. Pius X – 765-5108
625 East Haycraft Ave., Cd'A
Rent/utility assistance, shelter assistance for women and children only

Real Life Ministries
1866 N. Cecil Road, Post Falls
Rent/utility assistance, food pantry
T, W, Thurs 10:00a.m.-12:45 p.m.
Walk-In ONLY!

Heart of the City Church – 665-7808
772 W. Kathleen Ave., Coeur d'Alene
Rent & Utilities Tues-Fri 9 - 4

St. George's Catholic Church
773-4715 – 2010 N. Lucas St., Post Falls
Assistance for residents of Post Falls, Rathdrum and Spirit Lake
10 – Noon

North Country Chapel – 773-7100
2281 West Seltice Way, Post Falls
Food pantry only Tues – Fri 1 p.m. to 4:45pm

Goodwill Industries – 667-6463
1621 North 3rd St. Ste. 1000, Cd'A
Employment, Individual and Family Services

Legal Aid Services - 667-9559
610 W. Hubbard St. Suite 219, Cd'A
Representation for eligible citizens.
www.idaholegalaid.org

Kootenai Medical Center – 625-4000
2003 Kootenai Health Way, Cd'A
Patient Financial Services – 625-5000

Job Service – 457-8789
600 N Thornton St. Post Falls
www.labor.idaho.gov

Veterans Services – 446-1090 or 446-1091
120 East Railroad Ave., Post Falls
Information & direct assistance in filing for any Veterans Affairs benefit or service program available

Idaho Housing & Finance – 762-5113
915 W. Canfield Ave., Coeur d'Alene
Rental Assistance – Not immediate, there is a waiting list

Dept of Health & Welfare – 769-1456
1120 Ironwood Drive, Cd'A
TAFI, PWC, CHIP, Food Stamps, Child Care Assistance, Child Support Enforcement

Social Security – 866-931-2523
7400 N. Mineral Dr., Cd'A
1-800-772-1213 *www.ssa.gov*

Heritage Health – 292-0292
1090 Park Place, Cd'A
Family medical care, Gynecological Care, Routine Physicals, Mental Health Care, Discount Prescription Coverage

Heritage Health Dental Care – 292-0697
1800 Lincoln Way #203, Cd'A
Emergency Dental Care (extractions only)
$50/visit, will bill you, but it adds $5
Mon - Thurs: 8-12 & 1-5, Fri: 8-12

Panhandle Health District – 415-5100
8500 North Atlas Road, Hayden
Immunization, Resource Nurse, Family Planning, Helping Hands Medical Access Program, Tobacco Cessation Program, WIC. Care Plus+ Clinical Services, Home Health
www.panhandlehealthdistrict.org

No. Idaho Violence Prevention Center
664-9303 – 850 N. 4th St., Cd'A
Shelter home & support groups for domestic violence and rape crisis

Kootenai County Crisis Line – 625-4884

Behavioral Health Center
765-4800 or 1-800-221-5008 (24 hr. help line)
Psychological evaluations and counseling

USDA Rural Development – 762-4939
7830 Meadowlark Way, Ste. C3, Cd'A
Rural Housing Program for *low and very low income*, Home Improvement/Repair loans and grants for *very low income* owner-occupants of modest single family homes in rural areas, and Guaranteed Rural Housing (GRH) Loans for *moderate income* applicants
http://eligibility.sc.egov.usda.gov

Meals in Kootenai County

St. Pius X Church	765-5108
St. George's Church	773-4715
First Presbyterian Church	667-8446

CHIP – 800-926-2588
Children's Health Insurance Program

CHAS Clinic – 509-444-8200
Community Health Associate of Spokane
General Practitioner Services, Dental Services (adult extractions only), CHOMP (mobile dental unit for children)
Call for clinic locations/services

Area Agency on Aging – 667-3179
2120 N. Lakewood Dr., Suite B, Cd'A
Adult Protection (60 years of age or spouse of an eligible senior) 1-800-786-5536

North Idaho College Services

Adult Basic Education/GED	665-5099
Vocational Counseling	769-3448
Center for New Directions	769-3445
Veteran's Services	769-3281

Transportation

KMC Van	625-5030
Sunset Taxi	664-8000
City Link Bus System (7433)	877-941-RIDE
	www.idahocitylink.com
Paratransit /Ring-a-Ride	446-1616

Meals on Wheels
Contact Community Senior Centers at:

Coeur d'Alene	667-4628
Post Falls	773-9582
Rathdrum	687-2028
Spirit Lake	623-6125

Union Gospel for Women and Children
196 W. Haycraft Avenue
Coeur d'Alene, ID
208-665-4673

Benewah Medical & Wellness Center – 686-1110
1115 B St., Plummer, ID
Dental Assistance – Do not have to be a tribe member!

General Links & Numbers

AARP (American Association of Retired Persons)	888-687-2277
City Link Bus Service	877-941-7433
Idaho Legal Aid	866-345-0106
Medicare Information	800-633-4227

Hotlines

Area Agency on Aging Adult Protection	800-786-5536
Domestic Violence	208-664-9303
Fraud Hotline	800-632-5858
Kootenai County Crisis Line	208-664-1443
Mental Illness Hotline	800-572-9940
National AIDS Hotline	800-342-2437
Poison Center	800-860-0620
Substance Abuse & Intervention	208-664-3300

Regional Resources

Area Agency on Aging	208-667-3179	1221 Ironwood Dr #102 Coeur d'Alene ID 83814
City of Coeur d'Alene	208-769-2300	710 E Mullan Ave Coeur d'Alene ID 83814
Community Action Partnership Food Bank	208-64-8757	4942 Industrial Ave E Coeur d'Alene ID 83815
Meals on Wheels	208-667-4628	1916 Lakewood Dr Coeur d'Alene ID 83814
Idaho Commission on Aging	208-334-0106	3380 American Terrace #120 Boise ID 83703
Kootenai County Offices	208-666-2100	451 Government Wy Coeur d'Alene ID 83814
Senior Community Service Employment Program	208-765-5191	411 N 15th St Coeur d'Alene ID 83814
Pahhandle Home Health Senior Companion Program	208-415-5106	8500 N Atlas Rd Hayden ID 83835
SHIBA (Senior Health Insurance Benefit Advisors)	208-666-6847	2005 Ironwood Pkwy #143 Coeur d'Alene ID 83814
Social Security Office	866-931-2523	7400 N Mineral Dr Coeur d'Alene ID 83815

Food Banks

ABC Food Bank: M-W: 9AM - 3PM	208-683-2101	30355 N 3rd St Athol ID 83801
Christ the King Lutheran Church: T-W: 10AM - 1PM	208-664-9231	1700 Penn Ave Coeur d'Alene ID 83814
Community Action Agency: M-F: 9AM -4PM	208-664-8757	4942 Industrial Ave Coeur d'Alene ID 83815
Lake City Community Church: M: 10AM - 5PM	208 676-0632	6000 N Ramsey Rd Coeur d'Alene ID 83815
Post Falls Food Bank: M-F: 9AM - 2PM	208 773-0139	415 E 3rd Ave Post Falls ID 83854
Rathdrum Food Bank: M-F: 10AM - 4PM	208-687-6396	810 Main St Rathdrum ID 83858
Real Life Ministires: T-F: 10 AM - 1 PM	208-777-7325	1866 N Cecil Rd Post Falls ID 83854
Seventh Day Adventist Church: T-W: 9 AM - 12 PM	208-664-9231	111 E Locust Ave Coeur d'Alene ID 83814
Spirit Lake Food Bank: W: 12:30 PM - 3 PM	208-623-3107	311 4th St Spirit Lake ID 83869
Coeur d'Alene Tribe Food Distribution	208-686-1426	

Soup Kitchens

Mon: 5:00-6:00 PM @ the Alter Church	208-664-1453	901 E Best Ave Coeur d'Alene ID 83814
Tue: 4:30-5:30 PM @ St. Thomas Catholic Church	208-664-9259	406 N 10th St Coeur d'Alene ID 83814
Wed: 6:00-7:00 PM @ Rathdrum Bible Church	208-687-0303	15127 Stevens St Rathdrum ID 83858
Thurs: 11:30-12:30 PM @ First Presbyterian Church	208-667-8446	521 Lakeside Ave Coeur d'Alene ID 83814
Thurs: 4:00-5:00 PM @ St. George Church	208-773-4715	2010 Williams St Post Falls ID 83854
Thurs: 5:30-6:30 PM @ Seventh Day Adventist Church	208-664-5473	111 Locust Ave Coeur d'Alene ID 83814
Fri: 4:30-5:30 PM @ St. Pius Catholic Church	208-765-5108	625 E Haycraft Ave Coeur d'Alene ID 83815
Sun: 4:30-6:00 PM @ Lake City Community Dinner	208-676-0632	411 N 4th Street Coeur d'Alene ID 83814
Sun: 3:00-5:00 PM @ King's Table Soup Kitchen	208-683-2640	Gates of Paradise Assembly 3rd & Bennett Athol ID 83801

Idaho Housing and Finance Association
IHFA is a private, not-for-profit housing and finance association that administers several affordable housing programs and works with public and private partners to increase housing affordability for Idahoans. IHFA is not a state agency, nor does it receive any state funding.

About This Directory
This document lists rental housing, emergency shelter and transitional housing providers. It is organized by housing type (affordable, subsidized, emergency shelter and transitional housing) then alphabetically by city. Most listings include the property name, primary contact number, the number and type of units available and some have the property address. This listing is offered as a courtesy to housing consumers. The accuracy of the information is is subject to change without notice. To report corrections please call Laurie at the CdA Branch office at 208-762-5113.

Types of Assisted Housing Available
There are four categories of assisted housing in this directory: *Affordable,* which offers fixed below-market rents; *Subsidized,* where sliding-scale rents are tied to tenant income; *Emergency Shelter,* for acute and immediate homelessness prevention; and *Transitional Housing,* to bridge the gap between homelessness and more stable housing.
Page 2 provides additional information on the different categories of assisted housing and where/how to apply for them.

Helpful Information
Most landlords require a credit check and a non-refundable application fee, so be prepared. Some apartment complexes are designed for seniors or elderly tenants, while others are open to all individuals and families.
Verify availability, rental criteria and required fees before submitting an application to avoid unnecessary costs.

FOR RENTAL RESOURCES, VISIT:

www.housingidaho.com

At this website you'll find tools to help you decide how much you can afford to pay for rent, resources every family can use, a current list of available rental units and a rental checklist that may help you to decide which rental unit is right for you.

Section 8 Tenant-Based Rental Assistance Description and Jurisdiction
IHFA offers the Section 8 Housing Choice Voucher program in 34 of 44 Idaho counties through four branch offices. Waiting lists in 2012 are one to over three years. If you'd like to apply to the wait list, please contact the branch office below that is closest to you:

Panhandle / IHFA's **Coeur d'Alene Branch Office**—915 W Canfield Avenue, Coeur d'Alene, Idaho 208-762-5113 / toll-free 1-866-621-2994

North Central / IHFA's Lewiston Branch Office—208-743-0251 / toll-free 1-866-566-1727

South Central / IHFA's Twin Falls Branch Office—208-734-8531 / toll-free 1-866-234-3435

Eastern Idaho / IHFA's Idaho Falls Branch Office—208-522-6002 / toll-free 1-866-684-3756

Note: Section 8-rental assistance is offered in the remaining 10 counties by separate local housing authorities:

Southwest Idaho (Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington counties) / Southwestern Idaho Cooperative Housing Authority (SICHA) —208-585-9325
SICHA doesn't maintain an open waiting list.

Ada County (Ada County) / Boise City/Ada County Housing Authority—208-345-4907

Pocatello / Pocatello Housing Authority—208-233-6276

Assisted Housing Categories—Which one is best for you?

Section 8 Tenant-based assistance.	Sliding-scale project-based assistance	Affordable rental housing/ Section 42 (Tax Credit) or HOME developments
For tenants on very low or fixed incomes. Tenants qualify for the program based on income, and are placed on a waiting list. **Pros:** Household pays 30% of income toward rent; balance paid by program. Tenant receives a rental voucher and selects housing. **Cons:** Current wait in Idaho is one to four years; **Best suited for:** Those on fixed incomes (SSI, Disability, etc.). A single person living on $19,350 (Kootenai) $19,650 (Bonner) and $17,950 in the remaining Northern Counties or less; or a 3-person household living on $24,850 (Kootenai) $24,600 (Bonner) and $23,050 in the remaining other Northrn Counties or less. **Where to apply: In the five Northern Counties, IHFA's Coeur d'Alene Branch Office**— 915 W Canfield Avenue, Coeur d'Alene. 208-762-5113 / toll-free 1-866-621-2994. --- See ***Section 8 info*** on page 1 for other regions of Idaho	*For tenants on very low or fixed incomes.* Tenants qualify for the program based on income. **Pros:** Waiting period is generally shorter and is based on unit availability. **Cons:** Apartments only **Best suited for:** Those on current Section 8 waiting lists; anyone who would meet Section 8 income guidelines. A single person living on $19,350 (Kootenai) $19,650 (Bonner) and $17,950 in the remaining Northern Counties or less; or a 3-person household living on $24,850 (Kootenai) $24,600 (Bonner) and $23,050 in the remaining other Northrn Counties or less. **How to apply:** Contact apartment manager, complete and submit application.	*Rents are fixed and affordable to households at 30%, 50%, or 60% of Area Median Income.* These complexes received federal support and reserve a percentage of units for low- and moderate-income households. **Pros:** Waiting period is generally shorter. Several new complexes are available. **Cons:** Apartments only; fixed rents not affordable to everyone. **Best suited for:** Very-low, low- to moderate-income households. **How to apply:** Contact apartment manager, complete and submit application.

Basic Tips for Renters

- Landlords or property managers want to know that you will respect the property and other tenants, and pay the agreed-upon rent on time. Credit checks and references are tools often used to indicate past performance in these areas.
- Be prepared to demonstrate that you will be able to meet the lease requirements and be a responsible tenant. Always be honest and up front with your landlord to avoid potential problems later on.
- Don't be afraid to negotiate if you require a change to the standard lease, but keep the first two items in mind as you go. Specify any changes or agreements in writing, then follow through with commitments to the property owner or manager.
- Know your rights and responsibilities and read all leases carefully before signing. You may obtain a copy of "Tenant's Rights" from your local Idaho Legal Aid Services branch office: Boise/208-345-0106; Caldwell/454-2591; Coeur d'Alene/667-9559; Idaho Falls/524-3660; Lewiston/743-1556; Pocatello/233-0079; and Twin Falls/734-7024.
- For a copy of Idaho Landlord/Tenant Guidelines, visit http://www.ag.idaho.gov/publications/consumer/LandlordTenant.pdf
- Fair Housing Law applies to housing sales, rental and financing. If you feel you have been a victim of discrimination based on a protected class (race, color, ethnic origin, religion, gender, familial status or disability), contact the HUD Fair Housing/1-800-877-0246, or Intermountain Fair Housing Council/1-800-717-0695.
- If you have a qualifying disability that substantially limits one or more major life activities, you may request a "reasonable accommodation" from your landlord. This may involve a structural modification (i.e. wheelchair ramp) or an exception to standard policy (such as a designated parking space or permission to keep an assistance animal). Landlords may require written verification from a qualified individual as to the need for the specific accommodation(s) requested, but may not ask for details or the nature of the disability. An accommodation request may be denied if it poses an undue financial or administrative burden to the property owner. For more information, visit http://www.ihfa.org/research_fairhousing.asp

Northern Panhandle (Boundary, Bonner, Kootenai, Benewah and Shoshone Counties)

Sliding-scale project-based assistance

Rent generally based on income; no voucher required. Apply directly through site manager.

				Units by Type*				Unit Sizes*			
City	Facility Name	Address	Phone	Fam	Eld	Acc	Stu.	1 bd	2 bd	3 bd	4 bd
Bonners Ferry	Bonners Ferry Apartments	6686 Augusta Street	267-2222	17		7			X	X	
Bonners Ferry	Jenni Lane Apartments	6762 Wilson Street	267-7527	2	8	16		X	X	X	
Bonners Ferry	Mountain View North	7441 Caribou Court	267-5554		9	call		X			
Bonners Ferry	Mountain View South	6881 Eisenhauer	267-5554		29	call		X	X		
Bonners Ferry	Oak Street Senior Apts	7022 Oak St	267-5554		18	call		X			
Clark Fork	Lightning Creek (St Vincent)	120 W 10th	416-4704		16			X			
Coeur d'Alene	Heritage Place I, II & III	702 W Walnut Avenue	664-2680		154	2		X			
Coeur d'Alene	English Village Apartments	115 W Anton Avenue	664-4290	54		8		X	X	X	
Coeur d'Alene	Coeur d'Alene Manor	3016 N Government Way	664-6800		60		X	X			
Coeur d'Alene	Lincoln Way Terrace Apartments	Corner of Harrison & Lincoln Way	664-5081		18	2		X			
Coeur d'Alene	Howard Place Apartments	2707 N Fruitland Lane	664-5081	40		2		X	X	X	
Coeur d'Alene	Lake Country Apartments	1421 N 9th Street	667-9682	44		2			X	X	
Coeur d'Alene	Prairie Run Senior Apartments	7760 N Heartland Drive	762-9809		21	21		X			
Hayden	Lakeview Village Apartments	10102 N Government Way	772.7762	24		2		X	X	X	
Hayden	Mathews Apartments	8551 N Government Way	772-7762	24		1		X	X	X	
Hayden	Sarah Street Apartments	9359 N Government Way	772-7762		35	2		X			
Hope	Trestle Creek Friendship Center	545 Highway 200	866-834-3655		8			X			
Kellogg	Shoshone Apts	411 Bunker Avenue	762-5113		47	2		X			
Kellogg	Amy Lynn Apartments	115 E Portland Avenue	784-8541	40					X	X	
Pinehurst	Whispering Pines	303 Arizona Street	682-9471		20	2		X			
Pinehurst	Pinehurst Plaza Apartments	610 Lewiston Avenue	682-4424	24		2		X	X		
Pinehurst	Echo Pines (must be 62)	302 Ohio Street	682-9471		10	1		X			
Plummer	Golden Terrace (St Vincent)	650 'C' Street	416-4704		12	2		X	X		

*__Family__ = Fam; __Elderly__ = Eld; __Accessible__ = Acc (modified counter/outlet heights, bath)
*__Stu.__ = Studio; __1 bd__ = 1 Bedroom; __2 bd__ = 2 Bedrooms; __3 bd__ = 3 Bedrooms; __4 bd__ = 4 Bedrooms

Sliding-scale project-based assistance (continued)
Rent generally based on income; no voucher required. Apply directly through site manager.

				Units by Type*				Unit Sizes*			
City	Facility Name	Address	Phone	Fam	Eld	Acc	Stu.	1 bd	2 bd	3 bd	4 bd
Plummer	Coeur d'Alene Tribal Housing Auth.	1005 8th Street	686-1927	129		6		X	X	X	X
Post Falls	Meadowood Glen I (St Vincent)	1105 E 3rd Avenue	416-4704		12	12	X	X			
Post Falls	Meadowood Glenn II (St Vincent)	1105 E 3rd Avenue	416-4704		20	2		X			
Post Falls	Parkside Apartments	1814 N Spokane Street	773-2459	24		1		X	X	X	
Post Falls	Parkside Senior Apartments	120 E 19th Avenue	457-0001		18	1		X			
Post Falls	Post Falls Terrace (Senior)	1120 N Idaho Street	773-3493		35			X			
Post Falls	Ross Point I (St Vincent)	3744 E 3rd Avenue	416-4704	24		2		X	X	X	
Post Falls	Ross Point II (St Vincent)	3744 E 3rd Avenue	416-4704	24		2		X	X	X	
Post Falls	Ross Point East	3831 E 2nd Ave	416-4704	24		2		X	X	X	
Post Falls	Treaty Rock House	701 N Compton			15			X			
Post Falls	Vali-Vu (St Vincent)	1358 E 16th Avenue	416-4704	8					X		
Post Falls	Valley View Apartments	1710 N Cecil Road	777-4110	36					X		
Priest River	Beardmore East	303 Harriet Street	509-671-0433		9			X			
Priest River	Murray Apartments	1302 W Beardmore	509-671-0433	6				X	X		
Priest River	Riverwood	915 Jackson Street	448-1862	24		1		X	X	X	
Rathdrum	Pine Grove Village	682 Heritage			16	Persons w/disabilities		X	X		
Rathdrum	Pine Wood Village	7032 W Heritage Street	208-627-7697		10	2		X	X		
Sandpoint	Bristlecone Apartments	1510 W Pine Street	263-7601	30		2		X	X	X	
Sandpoint	Cambridge Square I	1205 Cedar Street	255-5229	24				X	X	X	
Sandpoint	Cambridge Square II	1218 Oak Street	255-5229	8					X	X	
Sandpoint	Meadowridge Manor	103 Halley Street	263-6221		24			X	X		
Sandpoint	Milltown Apartments	1102 Sixth	208-920-1241	51		4		X	X	X	
Sandpoint	Northwood Terrace	307 Halley Street	263-8556	34		2		X	X	X	
Sandpoint	Pine Meadows Apartments	205 Halley Street	263-6221	24		2		X	X	X	
Sandpoint	Ridley Village I	950 Ridley Village Road	263-6221		24	2		X	X		
Sandpoint	Ridley Village II	1000 Ridley Village Road	263-6221	18				X	X		
Sandpoint	Syringa Estates	1101 N Division Street	263-8556	24		2		X	X	X	

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Sliding-scale project-based assistance (continued)
Rent generally based on income; no voucher required. Apply directly through site manager.

				Units by Type*				Unit Sizes*			
City	Facility Name	Address	Phone	Fam	Eld	Acc	Stu.	1 bd	2 bd	3 bd	4 bd
Spirit Lake	Timberlane Apartments	5923 W Massachusetts Street	208-627-7697	12				X	X		
Spirit Lake	Maple Tree Court Apartments	6155 W Jefferson Street	623-2424		12	12		X			
St. Maries	Ridgeview Apartments	1640 Washington Avenue	245-5233	34		2		X	X	X	
Tensed	Leisure Living (St Vincent)	261 B Street	416-4704		8	1		X			
Wallace	Silver Hills	20 Bank Street	752-7181		24	4		X	X	X	
Wallace	Canyonside	1741 Burke Canyon Road	753-6261	24				X	X	X	

HOME/Tax Credit (Section 42) Apartments
Rents are fixed and deemed "affordable" to households below Area Median Income (AMI)

				Units by Type*				Unit Sizes*			
City	Facility Name	Address	Phone	Fam	Eld	Acc	Stu.	1 bd	2 bd	3 bd	4 bd
Coeur d'Alene	Cherry Ridge Apartments	1053 Emma Avenue	667-6880	72		6		X	X		
Coeur d'Alene	Coeur d'Alene Senior Housing	7712 N Heartland Drive	762-9809		37	2		X	X		
Coeur d'Alene	Falls Creek Apartments	2831 N Julia Street	877-611-8170	170				X	X	X	
Coeur d'Alene	Heartland Crossing Sr Housing	7745 North Heartland Dr	772-1501		29	2		X	X		
Coeur d'Alene	Homestead Apts (St Vincent)	106 E Homestead	416-4704	7	6	5		X	X		
Coeur d'Alene	Hudson Park Apartments	1256 W Marie Ave	446-3210	60		3		X	X	X	
Coeur d'Alene	Kathleen Corners	3350 W Kathy Loop	769-7301	60				X	X	X	
Coeur d'Alene	Lakewood Ranch (Senior)	3755 4th Street	765-4111		80	4		X	X		
Coeur d'Alene	Maple Grove Apartments	3157 Fruitland Lane	765-8438	30		1			X	X	
Coeur d'Alene	Mill River Senior Apartments	3505 Sunapee Loop	446-8337		49	3		X	X		
Coeur d'Alene	Riverstone Place, LLC	2433 W John Loop	446-3210	114		5		X	X	X	
Coeur d'Alene	Riverstone West Apts III	2236 W John Loop	446-3210	38		3		X	X	X	
Coeur d'Alene	Riverstone West Properties	2238 W John's Loop	446-3210	51		3		X	X	X	
Coeur d'Alene	Silver Lake Properties I	698 W Wilbur Avenue	772-4129	45		3		X	X	X	
Coeur d'Alene	Silver Lake Properties II	689 W Wilbur Avenue	772-4129	60		3		X	X	X	

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HOME/Tax Credit (Section 42) Apartments (continued)
Rents are fixed and deemed "affordable" to households below Area Median Income (AMI)

				Units by Type*				Unit Sizes*			
City	Facility Name	Address	Phone	Fam	Eld	Acc	Stu.	1 bd	2 bd	3 bd	4 bd
Coeur d'Alene	The Cottage	1505 N 9th St	667-9682	1						X	
Coeur d'Alene	Trail Lodge Apartments	3825 N Ramsey Road	765-4100	150		All main level units		X	X	X	
Hayden	Hayden Country Ridge	61 E Country Ridge Court	772-0491	45		3		X	X	X	
Hayden	Hayden Crossing Senior Apts	88 W Sargent Drive	772-2485		29	2		X	X		
Ponderay	Mount Baldy Apartments	835 Kootenai Cut Off Road	265-0788	40				X	X	X	
Ponderay	Woodland Crossing	839 Kootenai Cut Off Road	265-4644		39	2		X	X		
Post Falls	Kamps Apartments (St. Vincent)	206 W Seltice Way	416-4704	14			X	X	X		
Post Falls	Montrose Apartments	2280 Compass Loop	457-1300	60				X	X	X	
Post Falls	Montrose Senior Apartments	2280 Compass Loop	457-1300		60			X	X		
Post Falls	North Creek Apartments	3642 W Chukar Circle`	457-0727	54		4			X	X	
Post Falls	Park Ridge Apartments	3321 E Park Ridge Loop	773-0741	54		2			X	X	
Post Falls	Pointe Apartments	5791 E Expo Parkway	292-8932	75				X	X	X	
Post Falls	Seltice Place Apartments	3300 2nd Ave	773-6293	20					X	X	
Post Falls	Silver Creek Senior Apts	3720 W Tayjan Ln (near Idahline & Seltice)	457-7016		42	7		X	X	X	
Post Falls	Tullamore Commons	3797 E Carradale Avenue	773-6900	50		3		X	X	X	
Post Falls	Tullamore Commons II	3677 Donegal Lane	773-1111	51				X	X	X	
Post Falls	Tullamore Senior	3782 Carradale Ave	773-6900		50			X	X		
Rathdrum	Parkwood Place I & II Apts	15760 N Westwood Drive	687-5114	72		4		X	X	X	
Rathdrum	Timber Cove Apartments	8131 W. Montana Street	687-3736		22	2		X	X		
Rathdrum	Treehouse Apartments	14462 N. Treehouse Court	687-3736	36		2		X	X	X	
Sandpoint	Oak Street Apartments	1509 Oak Street	265-8845	40		2			X	X	
Sandpoint	Ponderosa Apartments	4107 Samuelson Ave	265-8844	60		3		X	X	X	
Sandpoint	Schweitzer Ranch Senior Apts	4207 Samuelson Ave	265-8844		51	3		X	X		
St. Maries	Valley Vista Senior Apts	820 Elm Street	245-4576	18		18	X	X			

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Department of Housing and Urban Development (HUD) Section 811 Apartments

City	Facility Name	Phone	Population Served	Beds/Units/ # can serve
Coeur d'Alene	John O'Brien House	416-4704	Low Income resident with chronic mental illness and/or disabilities	14 units
Coeur d'Alene	Kathy Reed House	416-4704	Low income seniors	37 units
Coeur d'Alene	Lynn Peterson House	416-4704	Very-low income persons with disabilities	14 units

Group Homes

City	Facility Name	Phone	Population Served	Bed/Units/ # can serve
Coeur d'Alene	Harmony House	762-9856	Persons with mental illness or traumatic brain injury	45 Beds
Coeur d'Alene	Trinity Group Homes	667-9607	Persons with mental illness	32 rooms in 7 group homes

Region 1 Transitional Housing

City	Facility Name	Phone	Population Served	Beds/units/ # can serve
Coeur d'Alene	St. Vincent's Sandman Transitional Housing	765-4741	Homeless individuals and Veterans	11 studio type units
Coeur d'Alene	St. Vincent's Star Haven Transitional Housing	765-4741	Homeless individuals and couples	11 studio type units
Coeur d'Alene	St. Vincent's Transitional Housing Center	765-4741	Families w/child(ren) under 18 yrs old	16 studio type units
Coeur d'Alene	Union Gospel Mission	665-4673	Center for Women & Children	Contact Mission for information
Hayden	Able House	660-8880	Persons rehabilitating from mental illness and substance abuse challenges	4 bedrooms in a shared living environment
Hope	Trestle Creek	265-2952	Families with children, Women	8 Units / 16 beds
Post Falls	St. Vincent's Kamps Transitional Housing	765-4741	Families w/child(ren) under 18 yrs old	4 – 1 bedroom units
Post Falls	OASIS Post Falls P.D.	773-1080	Persons fleeing Domestic Violence	1 unit / 5beds
Priest River	Esther's House	448-2800	Women & children	Up to two families at a time-up to a year
Sandpoint	The Blue Haven	265-2952	Families with children	10 units

Region1 Emergency Shelter

City	Facility Name	Phone	Population Served	Beds/units/ # can serve
Coeur d'Alene	Family Promise of North Idaho	777-4190	Families	Up to 14 people
Coeur d'Alene	Fresh Start Emergency Warming Shelter	667-9798	Men, Women and Children	Drop in center during summer months **Shelter operates in Winter months only-** Can serve up to 62 people

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***Stu.** = Studio; **1 bd** = 1 Bedroom; **2 bd** = 2 Bedrooms; **3 bd** = 3 Bedrooms; **4 bd** = 4 Bedrooms

Coeur d'Alene	St. Vincent de Paul Men's Shelter	664-3095	Men Only	10 beds
Coeur d'Alene	St. Vincent de Paul Women's Shelter	664-3095	Single women, Women with children	12 beds
Region1 Emergency Shelter (continued)				
City	**Facility Name**	**Phone**	**Population Served**	**Beds/units/ # can serve**
Coeur d'Alene	The Women's Center	664-9303	Persons Fleeing Domestic Violence	15 beds
Coeur d'Alene	Project Safe Place	676-0772	Teen Shelter	
Coeur d'Alene	Moyer House	667-1189	Homes for children birth to 18	10 beds
Post Falls	OASIS Post Falls Police Dept.	773-1080	Persons Fleeing Domestic Violence	5 beds
Priest River	Ruth's House	448-2800	Women and children	One family at a time-up to two weeks
Sandpoint	Bonner Gospel Mission	263-6698	Single Men	24 beds

Homeless Shelters and Related Services

Due in part to a economic factors, increasing housing cost gaps, high consumer debt and congressional priorities, homeless shelters and service providers are experiencing their highest demands for services in decades. Since 2000, waiting lists for housing assistance have gone from several months to several years.

High Demand. On any given day, thousands of Idaho individuals and families need help. Shelters and transitional housing providers throughout Idaho often have waiting lists, serve clients on a first-come, first served basis, and cannot provide same day service.

Planning ahead. When possible, don't wait until you or your family are actually on the street to contact a local shelter. At the first indication that your housing is threatened (unexpected loss of income, increase in expenses or other problem), contact the nearest provider(s) to find out how and where to apply for services.

Be resourceful. In some communities, local governments maintain lists of community resources at the City Clerk's office or County Welfare office, while local church and civic organizations may be aware of other types of assistance available.

*__Family__ = Fam; __Elderly__ = Eld; __Accessible__ = Acc (modified counter/outlet heights, bath)
*__Stu.__ = Studio; __1 bd__ = 1 Bedroom; __2 bd__ = 2 Bedrooms; __3 bd__ = 3 Bedrooms; __4 bd__ = 4 Bedrooms

Kootenai County GIS

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Prepared for: KC GMO
Prepared by: Kootenai County GIS
Issue Date: 11-14-2017
Project Filename: Service Area Comp
Plot File:

This map is to be used for reference purposes only.
Kootenai County is not responsible for any inaccuracies contained herein.

Kootenai County Proposed Dial a Ride Service Area

0 0.375 0.75 Miles

- Urban Route A
- Urban Route B
- Urban Route C
- CDA UAZ Boundary
- Kootenai Health Service Area
- Dial A Ride
- Paratransit Buffer

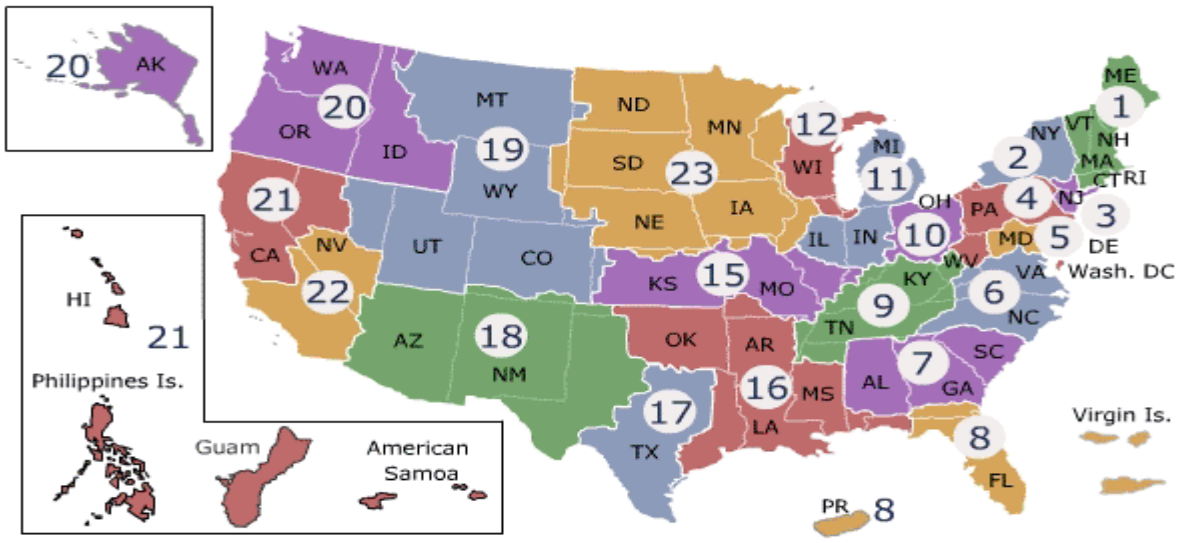
Appendix 6

VA Veterans Transportation Service

The Veterans Transportation Service (VTS) is a new program of the Veterans Health Administration (VHA) Central Business Office. VTS seeks to provide transportation services to VA Medical Centers as well as technology and mobility management training to Medical Center staff that enable VTS services to better interface with other community transportation resources.

VA Medical Centers and VTS sites are ideal partners for Veterans Transportation and Community Living Initiative (VTCLI) grant projects. The VTS Regional Coordinators, listed below, can help VTCLI grantees or applicants connect with the appropriate transportation professionals within the nearest VA facility.

For more information on the VTS, visit http://www.va.gov/healtheligibility/veteranstransportationservice/.



Determine the appropriate VISN(s) for your community and find the Regional Coordinator for that VISN below.

Regional Coordinator: Yvonne Pozgar
VISNs Assigned: 1-8

Submit Feedback >

Phone: 404-798-7515
Email: yvonne.pozgar@va.gov

Regional Coordinator: Mindy Underwood
VISNs Assigned: 9,10,12, 15,16
Phone: 404-798-7520
Email: mindy.underwood@va.gov

Regional Coordinator: Kevin Bergan
VISNs Assigned: 11, 17-18
Phone: 404-798-7454
Email: kevin.bergan@va.gov

Regional Coordinator: Alex Martinez
VISNs Assigned: 19-23
Phone: 404-798-7511
Email: alex.martinez4@va.gov

Updated: Wednesday, March 16, 2016

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Appendix 7

Transportation Providers	Number of Vehicles	Contact Information	Accessible Vehicles
A & J Transport (Silver Valley)	4	208-755-1040	0
Benewah Area Transit	7	208-245-4576	5
Community Connection	Staff Vehicles	208-777-0314	0
DAV (Disabled Veterans)		877-310-4167	0
Hayden Senior Center	1	208-762-7052	1
Home and Away	6	208-777-5209, 208-704-0153	1
Kootenai Health	6	208-446-7966	6
KROC	1 School bus, 2 cutaways		0
Lyft	Staff Vehicles		0
Milestones	1	208-676-8235	0
Medicaid Transportation			
Whitetail	Refused	208-448-0848	
Northwest Medical	13	208-665-5671	0
Lake City	5	208-664-1501	5
Post Falls Senior Center	1	208-773-9582	0
Round Up		208-683-7404	
RSVP Friendship Corps (Area Agency on Aging)		208-667-3179	0
Silver Express	2	855-495-7325	2
Senior Care Transportation Services			
Home Instead (Senior Care services)	Staff Vehicles	208-415-0366	0
Comfort Keepers	Staff Vehicles	208-357-4295	0
Just for You	Staff Vehicles		0
Senior Living			
Affinity	1	208-667-1100	1
Bestland	1	208-665-1600	1
Brookdale	1	208-366-0078	1
Courtyard	1	208-292-3909	1
Garden Plaza	1	208-773-3701	1
Guardian Angel	1	208-777-7797	1
LaCrosse	1	208-664-2185	1
Life Care Coeur d'Alene	1	208-762-1122	1
Life Care Post Falls	1	208-777-0318	1
North Star	1	208-765-5505	1
Pacifica	1	208-215-3064	1
The Village at Orchard Ridge	1	208- 664-8119	1
Taxi Service			
Coeur d'Alene Cab	2	208-667-9000	0
Coeur d'Alene Taxi/Buses	23 Buses and 14 Taxis	208-676-8294	All the buses and 4 taxis
Collins Taxi	2	208-704-0151	0
Scott's Taxi	8	208-704-6663	0
Sunset Taxi (Senior discount)	2	208-664-8000	0
TESH	18	208-765-5105	1
UBER	Staff Vehicles		
Vanpools			
Spokane Transit	Varies	509-326-POOL	0
VA (To VA medical)	2	509-434-7537	2
Valley Vista Care	7	208-245-4576	7