KOOTENAI COUNTY COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN

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Coordinated Public Transit Human Services Transportation Plans

The Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) requires that projects selected for funding under the Section 5310 Elderly Individuals and Individuals with Disabilities, Section 5316 Job Access and Reverse Commute (JARC), and Section 5317 New Freedom programs be derived from a locally developed, coordinated public transit human services transportation plan. The plan must be developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public. These plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.

This Coordinated Public Transit Human Services Transportation Plan has been developed through the sponsorship of the Kootenai Metropolitan Planning Organization (KMPO) on behalf of Kootenai County. KMPO serves as the Metropolitan Planning Organization (MPO) for Kootenai County. The plan:

- Provides a set of priorities and projects to improve mobility and access for people with transportation challenges in Kootenai County;
- Improves coordination between transit providers, human services agencies, and schools;
- Supports and builds on the successes of the existing coordinated transportation projects that were identified in the 2007 plan;
- Feeds into the regional planning processes of KMPO to ensure that Kootenai County needs are reflected in regional plans; and
- Satisfies the requirements of funding sources for a coordinated transit and human services transportation plan and positions Kootenai County to receive grant funds under SAFETEA-LU and the future transportation authorization.

I. Community Description

Kootenai County, Idaho is made up of 1,240 square miles of beautiful terrain, surrounded by mountains and lakes. The County seat is Coeur d'Alene, on the shores of Lake Coeur d'Alene. The County has seen an unprecedented population expansion in recent years, due in part to the beauty and "livability" of the area, making it a major tourism destination.

The economy is diversified, with tourism and recreation driving the trade and services sectors, and forest products manufacturing and high technology leading the manufacturing sector. Annual average total civilian employment grew 42.8 percent from 1996 to 2006. Major employers include Advanced Input Systems, Kootenai Medical Center (KMC), North Idaho College, Kimball Inc., Verizon Northwest, Center Partners, Silverwood Theme Park, U.S. Bank, Coeur d'Alene Resort, Coeur d'Alene Tribe, Kootenai County government and the school districts.

Tourism, call centers, a wide variety of manufacturing industries, and the medical sector have all provided hundreds of new jobs in recent years. Kootenai Medical Center is the area's largest employer. Thousands of Kootenai County residents also work in neighboring Spokane County, Washington. A map of the Kootenai County area is contained as Figure 1 of this report.

II. Demographics

Kootenai County's population in the 2000 Census was 108,685. A more recent (2009) estimate of Kootenai County's population puts it at 139,390. Kootenai is North Idaho's largest and fastest growing county. Kootenai County has grown by 28.3% since April 1, 2000 while the State grew by 19.5%. Immigration from other states, especially by seniors, is driving this growth. According to 2000 census data, more than 20% of county residents lived in a different state five years

earlier, and 27% lived in a different county. As Table 1 illustrates, 13.1% of Kootenai County residents are 65 or older, which is higher than the statewide rate of 11.5%. The increase in older citizens translates to a need for increased alternative transportation sources as many people rely less on personal vehicles and more on public transportation as they age.

Table 1 Senior Population Figures

General Characteristics	Total Population	Persons 65 Years+	Percent
Idaho	1,429,096	164,346	11.5%
Kootenai County	108,685	16,516	13.1%

Source: 2000 U.S. Census

The percentage of Kootenai County residents living below the poverty level is at or below national averages in the Coeur d'Alene- Post Falls area, but is much higher in many rural areas of the county. According to the 2000 U.S. Census, more than 15% of residents in Huetter, Harrison, State Line, and Worley live below the poverty level, as shown in Table 2.

Table 2 Median Income by Location

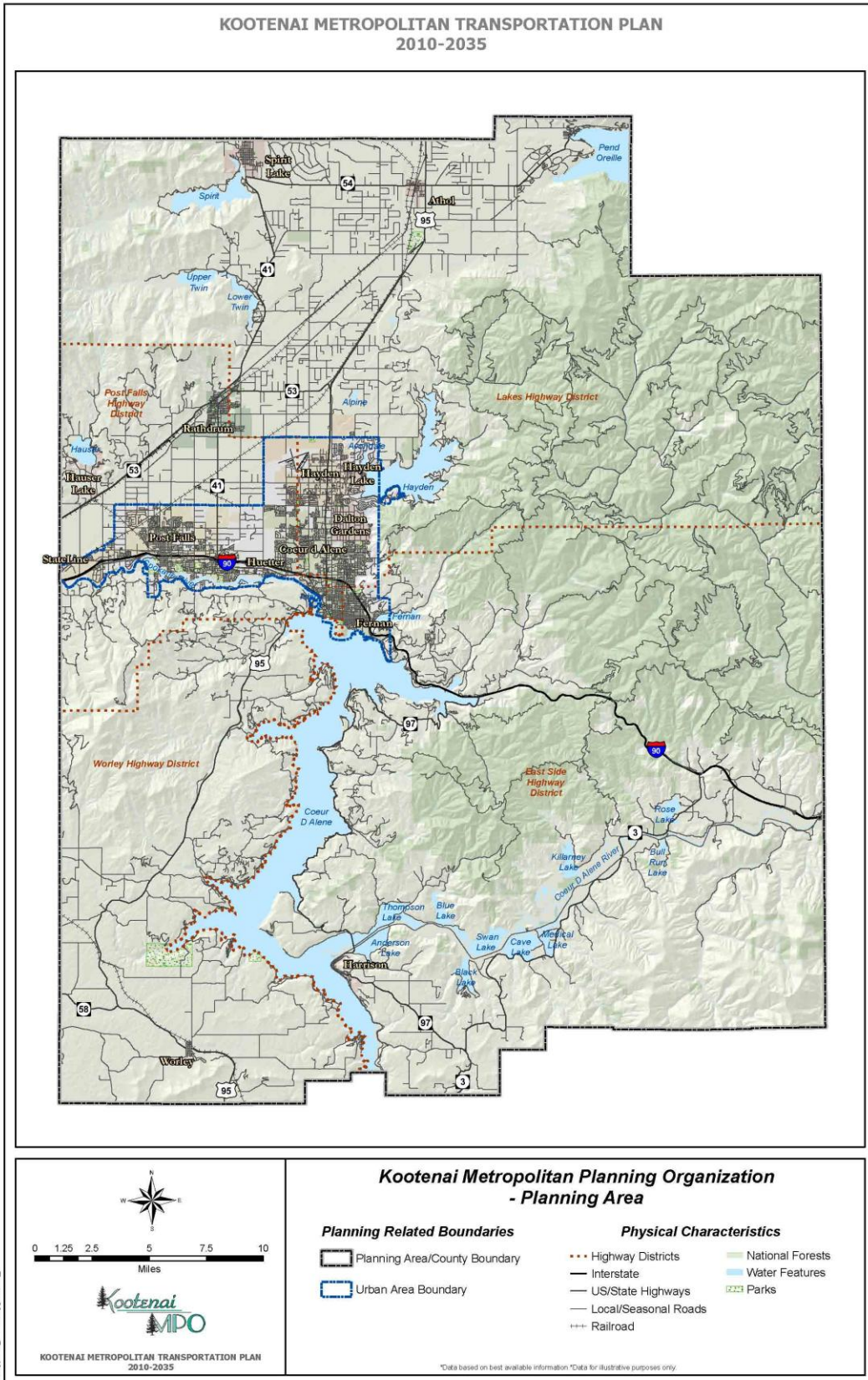|	2000 Population	Median Household Income in 1999	Percent Below Poverty Level
Kootenai County	108,685	$37,754	10%
Athol	665	$30,595	14%
Coeur d'Alene	34,785	$33,001	13%
Dalton Gardens	2,260	$44,559	3%
Harrison	276	$35,750	20%
Hauser	648	$30,268	11%
Hayden	9,361	$37,097	9%
Hayden Lake	523	$65,893	8%
Huetter	96	$21,250	31%
Post Falls	17,028	$39,061	9%
Rathdrum	4,891	$41,167	8%
Spirit Lake	1,351	$28,854	16%
State Line	19	$46,250	26%
Worley	222	$27,500	20%
Idaho		$37,572	12%
United States		$41,994	12%

Source: 2000 U.S. Census

As Table 3 below shows, 14.2% of Kootenai County residents are considered disabled, which is fairly close to the rate for the rest of the country, at 14.9%. Kootenai County is below the average for disabled residents in the entire state, with 15.6% of total Idaho residents being disabled.   For this report, the definition of 'disability' is consistent with definitions reported in the 2000 Census. This definition differs from that used to determine eligibility for paratransit services required by the Americans with Disabilities Act (ADA). To qualify for ADA paratransit services, an individual's disability must prevent them from independently being able to use the fixed-route transit service, even if the vehicle itself is accessible to persons with disabilities (i.e. lift or ramp equipped).

Table 3   Disability Status (Population 5 Years and Older)

	Total Population	# of People With Disabilities	Percent
Kootenai County	127,668	18,130	14.2%
Idaho	1,395,634	200,567	15.6%
United States	296,410,404	49,746,248	14.9%

Source: 2000 U.S. Census

Figure 1 Map of Kootenai County

KOOTENAI METROPOLITAN TRANSPORTATION PLAN
2010-2035

Kootenai Metropolitan Planning Organization - Planning Area

Planning Related Boundaries

Planning Area/County Boundary

Urban Area Boundary

Physical Characteristics

Highway Districts
Interstate
US/State Highways
Local/Seasonal Roads
Railroad

National Forests
Water Features
Parks

*Data based on best available information *Data for illustrative purposes only.

KOOTENAI METROPOLITAN TRANSPORTATION PLAN
2010-2035

Figure X

III. Description of Process

The Kootenai Metropolitan Planning Organization (KMPO) was formed in 2003 to oversee planning and federal funding for transportation projects in Kootenai County. The KMPO receives direction form a 10-member board of local elected officials representing the area metropolitan area cities and highway districts. MPO's are required when an urban area's population exceeds 50,000, as certified by the U.S. Census Bureau. KMPO is the organization creating the Kootenai County Coordinated Public Transit Human Services Transportation Plan. The majority of the 2010 update comes from the local Idaho Mobility and Access Pathway (IMAP) effort[1].

In 2008, the Idaho Department of Transportation's (ITD) Division of Public Transportation (Division) initiated a process to assist local mobility stakeholders across the state in developing a structure and process to create the first generation of mobility planning documents - Idaho's Mobility and Access Pathway or IMAP. The Division continues to incorporate input received by the State, its advisory bodies, county and local government, regional planners, local communities, and the many diverse stakeholders respective to mobility management issues and activities throughout Idaho.

The initial IMAP effort, rebranded to "I-way" has involved over 600 individuals distributed through seventeen Local Mobility Management Networks (LMMN's) across the state regionally coordinated by six District Coordinating Councils (DCC's). Kootenai County is in LMMN 1B along with Shoshone and Benewah Counties. The I-way outreach effort continues to identify and spotlight many key findings, including confirmation that the primary customers are the current and potential users of mobility services. The ITD administers the Section 5310, 5311, 5311(f), JARC, New Freedom, and Rideshare Programs for the State. ITD's Division of Public Transportation, manages these funding programs and has developed an application process in accordance with SAFETEA-LU's requirements. The first generation of local mobility plans was completed in February 2009. Future projects funded through the Section 5310, 5311, 5311(f), JARC, New Freedom, and Rideshare programs will be derived from these locally developed plans.

Funding Programs

Public transportation services in the Kootenai metropolitan area are supported primarily with FTA Section 5307 Urbanized Area Funds with in-kind and cash match from five cities in the urbanized areas, Kootenai Medical Center, and the Panhandle Area Council (PAC). Section 5307 requires a 50% local match for funds to operate service. Capital and planning dollars through 5307 require a 20% match.

The five cities are Coeur d'Alene, Post Falls, Hayden, Dalton Gardens and Huetter. They contribute a total of approximately $86,864. Panhandle Area Council (PAC) contributes approximately $24,500 in local match. $12,500 is used to leverage FTA 5307 Operating Funds at a 50/50 match rate and $12,000 is used to match 5307 Planning funds at an 80/20 rate. This provides PAC an annual planning and grant administration budget of $85,000. Kootenai Medical Center (KMC) contributes approximately $1,215 of in-kind matching funds. These funds provide the County access to an amount of $1,007,934 in FTA 5307 funds for public transportation in the Urbanized Area. Another $96,699 is allocated for the Tribe's rural routes.

The following is a list of the applicable FTA funding programs[2]:

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[1] Local Mobility Management Network 1B Mobility Plan, 12/07/09.
http://i-way.org/SH/Community/Networks/lmmn1b

[2] Federal Transit Administration, Grants & Financing.
http://www.fta.dot.gov/grants_financing.html

Section 5307 (Urbanized Area Formula Program)
The Urbanized Area Formula Funding program (49 U.S.C. 5307) makes Federal resources available to urbanized areas and to Governors for transit capital and operating assistance in urbanized areas and for transportation related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census. Eligible activities include planning, engineering design and evaluation of transit projects and other technical transportation-related studies; capital investments in bus and bus-related activities such as replacement of buses, overhaul of buses, rebuilding of buses, crime prevention and security equipment and construction of maintenance and passenger facilities; and capital investments in new and existing fixed guideway systems including rolling stock, overhaul and rebuilding of vehicles, track, signals, communications, and computer hardware and software. All preventive maintenance and some Americans with Disabilities Act complementary paratransit service costs are considered capital costs.

For urbanized areas with populations less than 200,000, operating assistance is an eligible expense. In these areas, at least one percent of the funding apportioned to each area must be used for transit enhancement activities such as historic preservation, landscaping, public art, pedestrian access, bicycle access, and enhanced access for persons with disabilities.

Section 5310 (Elderly Individuals and Individuals with Disabilities)
The Federal grant funds awarded under the Section 5310 program provide financial assistance for purchasing capital equipment to be used to transport the elderly and persons with disabilities. Funds are apportioned annually by a formula that is based on the number of elderly persons and persons with disabilities in each state. The following entities are eligible to apply for Section 5310 funds:
Private, nonprofit organizations providing coordinated transit service to elderly and disabled populations are eligible to receive Section 5310 funding to purchase equipment and/or service agreements. These organizations must provide proof of their private, nonprofit status by submitting a copy of their Certificate of Incorporation from the Secretary of State and a copy of their determination of Section 501(c) exemption by the Internal Revenue Service.
- Public bodies approved by the State to coordinate services for elderly or disabled persons.
- Public bodies that certify that no nonprofit organizations are readily available in the service area to provide the services.
- Federally recognized Indian nations.

Section 5311 (Non-Urbanized or Rural Area)
The Federal grant funds awarded under the Section 5311 program provide financial assistance to enhance the access of people in non-urbanized (rural) areas to health care, shopping, education, employment, public services, and recreation; assist in the maintenance, development, improvement, and use of public transportation systems in non-urbanized and rural areas; encourage and facilitate the most efficient use of all transportation funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services; assist the development and support of intercity bus transportation; and provide for the participation of private transportation providers in non-urbanized transportation (Section 5311(f)) to the maximum extent feasible.

Section 5311(f) (Non-urbanized or Rural Intercity Bus)
Intercity services are considered a vital link between otherwise isolated rural and small urban communities and the rest of the nation. As major intercity carriers have abandoned less productive routes, FTA has made available funds to support the connection between these rural areas and the larger regional or national system of intercity bus service.
Intercity service is defined as a regularly scheduled bus service for the general public which operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, which has the capacity to transport baggage carried by passengers. The service may

also provide connections from small rural areas to larger urban areas to make meaningful connections with scheduled intercity bus service to more distant points.

FTA funds also may be used to support intercity services between rural areas and to support the infrastructures of the intercity bus network through planning and marketing assistance and capital investment in facilities. ITD follows the FTA guidelines in establishing eligible services and service areas and does not further restrict the use of the funds.

The following entities are eligible to apply for Section 5311 funds:
- State Agencies
- Local public bodies and agencies
- Federally recognized Indian nations
- Private non-profit organizations
- Operators of public transportation services
- Transit agencies

Section 5316 (Job Access and Reverse Commute or JARC)
The JARC Program provides funding for developing new or expanded transportation services that connect welfare recipients and other low income persons to jobs and other employment related services, and to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities. ITD is the designated recipient for JARC funds in areas of the State with populations under 200,000 persons. Mobility management projects are eligible for funding through the JARC Program and are considered an eligible capital cost.

Individuals who are transportation-disadvantaged face different challenges in accessing services depending on whether they live in urban, rural, or suburban areas. The geographic dispersion of transportation-disadvantaged populations also creates challenges for human service programs in their efforts to deliver transportation services for their customers.

ITD follows the federal guidelines for determining eligible applicants for Section 5316 funding. There are four categories of eligible sub-recipients of JARC funds:
- Private non-profit organizations.
- State or local governmental authority.
- Operators of public transportation services including private operators of public transportation services.
- Federally recognized Indian nations.

Section 5317 (New Freedom)
The New Freedom Program provides funding for expenses to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. Projects funded through the New Freedom Program must be both new and go beyond the requirements of the Americans with Disabilities Act (ADA) of 1990. New service has been defined by FTA as any service or activity not operational prior to August 10, 2005, or one without an identified funding source as of August 10, 2005. Similar to the JARC Program, ITD is the designated recipient for New Freedom funds in areas of the State with populations under 200,000 persons.

There are four categories of eligible sub-recipients of New Freedom funds:
- Private non-profit organizations.
- State or local governmental authority.
- Operators of public transportation services including private operators of public transportation services.
- Federally recognized Indian nations.

Matching Funds for Section 5310, 5311, 5311(f), JARC, and New Freedom Programs
FTA guidance notes that matching share requirements are flexible to encourage coordination with other Federal programs. The required local match may be derived from other non-Department of

Transportation Federal programs. Examples of these programs that are potential sources of local match include employment training, aging, community services, vocational rehabilitation services, and Temporary Assistance for Needy Families (TANF).

IV. Stakeholder Identification

The coordinated plan process must ensure the broadest involvement of stakeholders and perspectives that are relevant for the area. As mentioned earlier, the IMAP/I-way effort has involved over 600 individuals distributed through seventeen LMMN's across the state regionally coordinated by six DCC's. The I-way outreach effort is a continual process to identify key findings and focus on the current and potential users of mobility services. The following list is a compilation from the LMMN 1B plan, showing all stakeholder groups that potentially could be relevant within the network:

Advocacy Groups
Aging/Adult Services/Programs
Aeronautics
Bicycle Advocacy Groups
City Governments
College/ Trade/Continuing Education Students
Community Action Programs (CAP)
Commuters-Bicycle
Commuters-Pedestrian
Commuters-Privately Owned Vehicle
Commuters-Public Transportation
County Governments
Disabled
Economic Development Agency/Programs
Education Institutions
Elderly
Employer
Faith Based Organization
Federal Agency
Ferryboat/Water Taxi Operators
Group Homes
Head Start
Health Agencies/Programs
Highway Districts
Hospitals/Other Medical Facilities
Housing Agencies/Programs
Independent Living Agency/Programs
Independent Living Communities
Inter-City Passenger Rail Advocacy Groups

Inter-City Passenger Rail Advocacy Groups
Job Training/Placement Agencies/Programs
Low Income Advocates
Medicaid Transportation Providers
Mental Health Agencies/Programs
Military Veterans
Mobility Brokers
MPO's [Metropolitan Planning Organizations]
Native American Nations
Nursing Homes/Assisted Living Facilities
Pedestrian Advocacy Groups
Persons with a disability
Pre-Schools
Primary/Secondary School or School Districts
Recreational (YMCA, etc.)
Residents
Retirement Homes
Rural Development Agency/Programs
Senior Center/Programs
Seniors
Social or Human Services Agency/Programs
Taxicab Operators
Tourists
Trails Advocacy Groups
Transit Authority/Agency/Operators
Vanpools
Vocational Rehabilitation Agency/Programs
Vocational Rehabilitation Clients
Welfare Agency/Programs

Human Service Agencies
The human service agencies which provide, purchase, or fund transportation services in or near Kootenai County include:

- Area Agency on Aging of North Idaho – funds and contracts for senior transportation throughout District 1.
- Benewah Medical Center Community Services, Plummer, Worley to Coeur d'Alene (Public - Tribal government). This service is similar to BAT.
- Coeur d'Alene Tribe Senior Center, Plummer.
- Diversified Social Services, Inc. – provides Medicaid transportation services as well as demand-responsive services for privately-paying individuals in Kootenai County.
- Goodwill Industries Workforce Development & Social Services (WDSS) – plans and coordinates services for individuals with disabilities in Benewah, Kootenai, and Shoshone Counties.
- Idaho Commission on Aging – funds transportation services for seniors throughout the State.
- Idaho Department of Health and Welfare – the Coeur d'Alene office of IDHW contracts, coordinates and provides funding for transportation services in Kootenai County, to clients eligible for a variety of programs, including Medicaid transportation.
- Idaho Department of Health and Welfare Behavioral Health – funds transportation services for clients to access mental health and substance abuse programs.
- Idaho Division of Vocational Rehabilitation – Region 1 of this Idaho Division, headquartered in Coeur d'Alene, serves Boundary, Bonner, Kootenai, Benewah, and Shoshone Counties and has sub-regional programs in Sandpoint. Voc Rehab supports transportation to employment and training for people with disabilities.
- Kootenai Medical Center Care-A-Van – the hospital in Coeur d'Alene operates Care-A-Van. This demand-response service transports residents of Coeur d'Alene, Hayden and Post Falls to the hospital, the Post Falls Health Park, and to area physician offices. There is no fare for this service, and trips must be scheduled at least 24 hours in advance.
- Loving Care and More – this residential care facility in Wallace contracts for resident transportation services in Shoshone County.
- Mountain States Early Head Start – funds support for transportation for needy families.
- Silver Valley Senior Center, Osburn – provides senior transportation.
- TESH, Inc. – coordinates transportation services primarily for people with disabilities in Bonner, Boundary, and Kootenai Counties, to access vocational training, employment and resources for independent living.

V. Service Inventory

Currently, there are a number of organizations providing transportation services in Kootenai County. Several of these providers offer transportation only to specific client groups or restrict use based on specific eligibility requirements.

Citylink
The Coeur d'Alene Tribe is contracted by Kootenai County to operate the Citylink fixed route service. Citylink Transit is a public transportation partnership unique in the United States, between the Coeur d'Alene Tribe, the State of Idaho and Kootenai County. Citylink provides fixed-route bus service throughout the metropolitan area of Kootenai County and also the northern rural portion of Benewah County. Citylink operations are supported using federal grants, local government match and tribal funds. Municipalities linked by the fixed-route service include: Coeur d'Alene, Post Falls, Dalton Gardens, Huetter, Hayden Lake, State Line Village, Fernan, Hayden, Worley, Plummer, Tensed and DeSmet. Five interconnected routes operate seven days a week, 365 days per year, and transport an average of 46,000 people per month.

The Citylink bus ride is fare-free and passengers can catch the bus at any of the 100 bus stops throughout the area. The urban routes and link route connect at the temporary Riverstone transit center site in Coeur d'Alene (see Figure 2). The link and rural routes connect at the Coeur d'Alene Casino in Worley. A new bus station is under construction in Plummer and is expected to be completed in 2011. Citylink also offers complimentary paratransit shuttle bus service, to customers who live on the Coeur d'Alene tribal reservation. This curb-to-curb minibus service is also fare-free. Each Citylink bus is accessible to disabled passengers, and is capable of transporting up to four bicycles. Most Citylink buses are equipped with seating for 33 people and bicycle racks. To accommodate the needs of North Idaho patrons, all buses are fitted with wheelchair lifts.

Figure 2 Citylink Urban Routes
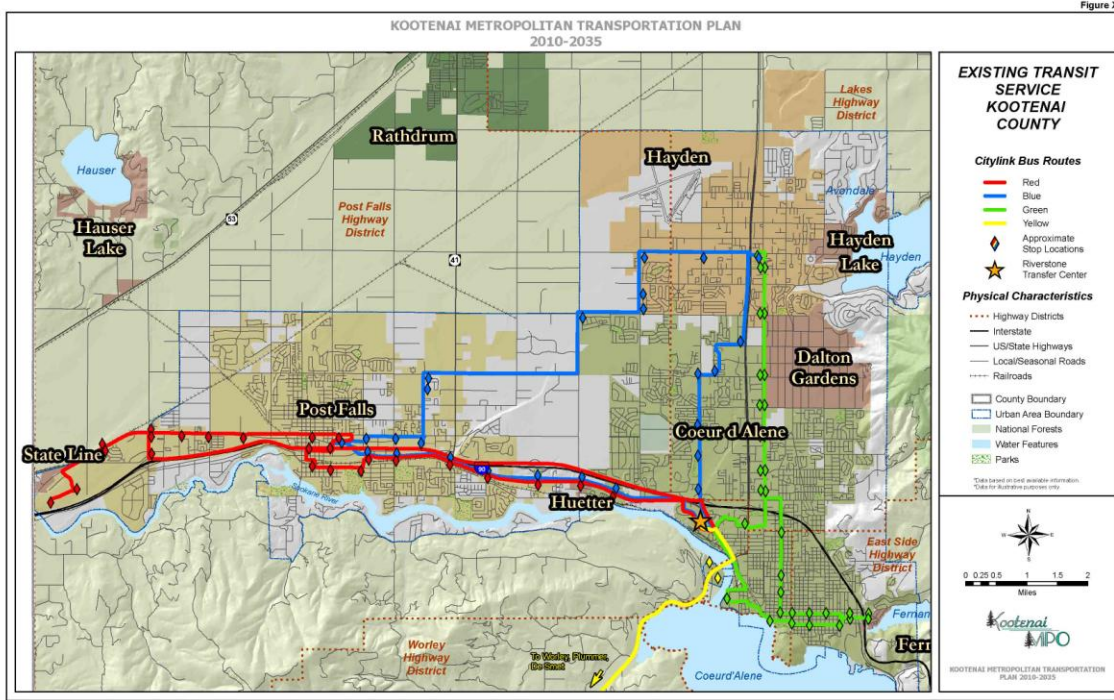
KATS/NICE

Kootenai Area Transportation System (KATS) provides complimentary paratransit service in Kootenai County. Prior to 2003, KATS operated exclusively under the name 'North Idaho Community Express' (NICE). Services operating outside the designated urban area still operate under the NICE name.

KATS service is available in Coeur d'Alene, Hayden, Rathdrum and Post Falls on weekdays from 7:00 a.m. to 5:00 p.m. Medical facilities are the predominant trip destination. Regular customers account for about 30% of ride requests. KATS provided transportation to almost 41,000 passengers from March 2009 to March 2010.

NICE operates an intercity line between Coeur d'Alene and Sandpoint, making three round trips per day. In addition, the agency operates on-demand dial-a-ride services for all other general public and service trips in the county. NICE also provides curb to curb services in Bonner and Shoshone counties.

Kootenai Medical Center Shuttle
Kootenai Medical Center (KMC) has a formal agreement with Kootenai County to operate public transportation services in the urbanized area of the county. KMC operates a Patient Transportation Service, offering transportation to the hospital and KMC-affiliated physician offices in the Coeur d'Alene, Post Falls and Hayden area. The service is available Monday through Friday between 6:00 a.m. and 4:00 p.m. The last run of the day is 4:00 p.m.

It costs about $190,000 annually to operate the KMC shuttle. Private funding from the hospital has covered all these costs. This service is free.

White Tail Transportation Service
White Tail Transportation Service provides long distance non-emergency medical transportation. White Tail is an approved Medicaid Transportation provider operating wheelchair accessible vehicles. White Tail serves Bonner, Kootenai, Benewah, and Shoshone counties with access to Spokane medical facilities.

Benewah Area Transit
Benewah Area Transit (BAT) operates a public transportation service in Benewah, parts of Shoshone and Kootenai counties. Service is available Monday through Friday from 8 a.m. to 5 p.m. Medical transportation service is available with prior arrangements to Spokane and Coeur d'Alene. Special arrangements can be made for Saturday transports for medical appointments. The service is operated by Valley Vista Care Services. Funding for transportation is through zone charges, donations, Aging and Adult Services and ITD.

Northwestern Trailways
Northwestern Stage Lines, Inc. dba Northwestern Trailways operates rural/intercity service between Coeur d'Alene and Boise with connections to Spokane, Moscow, Lewiston and other rural communities along Highways 95 and 55. There are two trips per day between Spokane and Coeur d'Alene: one leaving Spokane at 7:00 a.m. and one departing Coeur d'Alene at 3:45 p.m.

Greyhound
Greyhound operates intercity buses into Coeur d'Alene via Interstate 90 to/from Spokane. Eastbound trips leave Spokane at 5:05 a.m., 7:00 a.m. and 5:15 p.m. daily. Westbound trips leave Coeur d'Alene at 10:25 a.m., 3:45 p.m. and 11:45 p.m.

Rideshare
Residents of Kootenai County can be matched with others to share rides in carpools and vanpools through the statewide rideshare program Rideshareonline. Ridematch is the online tool that assists potential ride sharers connect. Ridematch provides a simple, easy and secure way to find a rideshare partner anytime of the day for everything from carpools, vanpools, SchoolPools and biking to work, to one-time special events like ballgames and concerts. This program was created in partnership with state and public transportation providers in Washington State, and the website has been expanded to include all of Idaho as well.

STA Vanpools
Spokane Transit Authority (STA) currently administers sixteen vanpool vans operating from the Coeur d'Alene/Post Falls area into Spokane. Each passenger's monthly fare equals the monthly rate for their group, divided by the total number of paying passengers in the van. Each Vanpool group's cost is based on daily round trip miles and remains constant month to month, changing only if the van's standard monthly commute miles change. For example, a van traveling 65 miles round trip per day will pay $639.71 per month or $64 per person per month if there are ten riders per van. The fare covers all costs associated to operating the van: fuel, maintenance, insurance, tires and loaner vans. There is no additional out of pocket expenses.

Senior Residential Facilities
A number of senior residential and assisted living facilities have vans for their clients. Most provide shopping trips once or twice a week and regularly scheduled medical trips.

The following are other private for-profit providers which operate services in Kootenai County. This is not an all inclusive or exhaustive list but represents some of the providers identified in the LMMN 1B plan:

- Airport Express, Coeur d'Alene – airport shuttle
- CDA Cab, Coeur d'Alene – taxi, serving Kootenai County and Spokane Airport
- Don's Taxi, Coeur d'Alene – taxi
- Express Taxi, Coeur d'Alene – taxi
- Express Taxi, Post Falls – taxi
- Grizzly Transportation, Sandpoint – airport shuttle between Bonners Ferry, Sandpoint, Coeur d'Alene, and Spokane; charter service throughout North Idaho and beyond; affiliated with White Tail Transportation
- Lakeside Taxi, Coeur d'Alene – taxi in Kootenai Company and to Spokane Airport
- North Country Transportation Services, Bonners Ferry and Sandpoint – Medicaid service from Bonner and Boundary Counties to Coeur d'Alene, Post Falls and Spokane
- Omnibus is a charter and shuttle operation, mostly serving the Spokane Airport
- Payless Airport Shuttle, Hayden – airport shuttle
- Post Falls Cab, Post Falls – taxi
- Quality Wheelchair Transport, Spokane – serves eastern Washington and northern Idaho
- Ride Away Right Away, Post Falls – taxi, airport shuttle and limousine
- SafeLine Transport, Wallace – Medicaid, operates 8:00 a.m. to 5:00 p.m. daily in Benewah, Kootenai, Shoshone Counties and Spokane, Washington
- Sayany Industries, Coeur d'Alene – taxi
- Sunset Taxi, Coeur d'Alene – taxi
- Taxi by Hall, Coeur d'Alene – taxi

VI. Needs Assessment

According to Citylink staff, probably the most glaring service gap at the moment is urban paratransit. Currently, urban paratransit closes down at 5:00PM when KATS stands down. After that time, Citylink fixed-route buses are expected to deviate to cover this gap, until 1:00AM at night. Deviating ¾ mile from the assigned path is a tall order for the three urban routes; especially given their high ridership. Although covering this gap should rightly devolve upon KATS, it is included in their list of needs because at the moment it is a Citylink task. The other destination requests do not represent a scientific poll, but reflect areas of public interest gleaned from the many telephone calls they have taken over the last few years. Some of these inquiries relate to services offered by neighboring public transport providers like STA, BAT and KATS:

- Urban paratransit coverage 5:00PM till midnight, on weekdays.
- Urban paratransit coverage 7:00AM till midnight, Saturday/Sunday
- Urban paratransit coverage 7:00AM till midnight, on federal holidays
- Interstate commuter bus service between Riverstone and the STA Plaza or Liberty Lake P&R.
- Enhanced fixed-route bus service to east Coeur d'Alene, and Dalton Gardens.
- Expanded fixed-route bus service to Riverbend in Post Falls.
- Fixed-route bus service to Rathdrum.
- Fixed-route, (twice daily), bus service to St. Maries.
- Fixed Route, (twice daily), service to Harrison.
- Fixed-route service to Athol/Silverwood.
- More park n' ride locations near Citylink routes.
- Provision of security/surveillance at the Riverstone park n'ride.

According to KMC, they have turned 370 people away YTD (2010) due to capacity issues: 10% are out of the service area, 15% are after 4:00 p.m., 2% are weekends and 73% are within their service boundary. They hope to eliminate a lot of the turndowns with new, greater capacity buses that were acquired using ARRA funds.

The LMMN 1B Plan identified the following needs:

Commuter Needs
- Availability of loaner non-motorized mobility choices on Northwest Avenue in CdA, Post Falls.
- Build an intermodal transit center that facilitates service in LMMN's 1A and 1B.
- Commuter service into Coeur d'Alene from rural areas of Kootenai, Shoshone, and Benewah counties.
- Eliminate or lower traffic congestion between Appleway in CdA and Sandpoint.
- Eliminate or lower traffic congestion between Post Falls exit (Highway 41) and I90 and Seltice Way.
- Expand and coordinate ridesharing and vanpooling. The ridesharing should be conducted by one entity only.
- Expand choices for rural to urban and urban to rural mobility
- Getting people from small communities to existing bus routes.
- Getting people to employment: seeking, getting and keeping the position.
- Increase ADA paratransit service in the LMMN with 24/7 accessibility.
- Maintain and improve existing service levels to ensure that Kootenai, Shoshone, and Benewah county residents can depend on stable, quality service. This includes fixed-route and ADA service.
- Provide mobility options for persons with disabilities living beyond the existing service area to access Coeur d'Alene. Mobility choices need to be available 24/7.
- Rural Kootenai – service for persons with disabilities that need to go to Coeur d'Alene and service from Rathdrum, Athol and Spirit Lake into Coeur d'Alene.
- Service needs connecting Coeur d'Alene to Moscow throughout the day. This service could also connect to Sandpoint and Bonners Ferry to the north and to local mobility services along the corridor.

Senior Needs
- Expand local service throughout the rural areas to the larger communities within these counties. Many of these residents are elderly and/or disabled.
- Improve mobility to and from the Kroc Center. The Kroc Center is a focal point for a variety of services from children to elderly persons.
- Mobility options to get to county motor vehicle licensing office in St. Maries.

Youth Needs
- Adolescent treatment programs – There is a need to provide and improve services for adolescents at risk. Services are needed in the afternoon. This service could be tied into other needs such as commuter service (Job Access Reverse Commute (JARC).

Medical Needs
- Improve mobility options between Coeur d'Alene area and Spokane area for commuters and users of specialized medical services.
- Medical service in Coeur d'Alene from all rural areas of the network
- Mobility for Vets in transitional housing to Spokane (Vets Hospital).
- Need for dialysis patient transport (and other non-emergency) to CdA and Post Falls and Spokane for treatment.
- People on reservation in Benewah county need to get into medical center in Plummer.
- Need to resolve or respond to their isolation.

Accessibility and Safety Needs
- Improve sidewalk access at Coeur d'Alene bus stops.
- Need bike, seating accommodations and shelters at bus stops. (Include Park and Ride lots near bus stops - Strategy 1B.7).
- No way except on highway to get from St. Maries to Plummer or to Harrison; need better, safe options.

Funding Needs
- Development of a sponsorship/partner program to generate local revenue is also a need.
- Improve local funding for transit inclusive of sponsorship on partner projects.

Coordination Needs
- Mobilize community members as a network of volunteers.

Retail Needs
- Kootenai County retailer and medical interest in mobility for Bonner and Boundary county residents as potential customers

Information Needs
- Better coordinate transit between providers to facilitate access, and provide intermodal mobility options within LMMN 1B. This would include local, fixed- route, and rural services (in particular, in Benewah and Shoshone counties), ADA paratransit, human services transportation, and intercity bus.
- Coordinate services in Benewah County to eliminate duplication of service and provide expanded service (at no additional cost).
- Information Center to find schedules, modes, and pricing of transportation.
- Provide one marketing strategy for mobility within the LMMN.

Land Use Needs
- Bicycle pathways within the Coeur d'Alene area including access across Interstate 90 from Coeur d'Alene.

VII. Strategies

The following are the local strategies developed by the 1B LMMN:

- Expand ADA service beyond ¾ mile of the local fixed-route service.
  - ➢ Additional vehicles will be needed for this service, which would go beyond the minimum requirements of the ADA, and which should be available 24/7.
- Maintain existing service levels in the Coeur d'Alene area.
  - ➢ Continue to fund and operate existing transportation service levels in the Coeur d'Alene area.
- Maintain existing service levels in the rural areas.
  - ➢ Continue to fund and operate existing transportation service levels.
- Expand rural transit services to larger communities within the network.
  - ➢ Provide scheduled service in different communities at different times and days.
- Secure additional small buses for new rural services.
  - ➢ As detailed above, additional vehicles will need to be procured to support this expansion.
- Provide rural scheduled service into Coeur d'Alene.
  - ➢ Service can be designed to get rural residents of Kootenai (Athol, Rathdrum and Spirit Lake), Shoshone, and Benewah Counties into Coeur d'Alene before 8:00 a.m. for commuters, early medical appointments, and other needs. The vehicle

can make a mid-day return and then come back for an afternoon trip to Coeur d'Alene where adolescents can access service for treatment, bringing them, commuters, and others back after 5:00 p.m. This service would connect to fixed-route service at the transit center, making transfers to any route easy. As part of this strategy additional vehicles will be needed.

- Locate rural park and ride lots near bus stops.
  - ➢ Establish park and ride lots in rural areas to facilitate the use of fixed-route and fixed schedule service. Many rural residents live far from a through road and often must travel on miles of mountain roads to get to a bus stop. Sending the buses down these roads would be impractical and exceedingly expensive. To facilitate access, park and ride lots in rural areas should be available near bus stops. These lots can also be used as rideshare staging areas. Park and Ride lots should include amenities such as benches and shelters along with features for securing bicycles.
- Coordinate and promote ridesharing (carpooling and vanpooling).
  - ➢ Vanpools can be efficient and effective means of employment transportation, where densities are too low to make fixed-route transit viable. Ridesharing should be coordinated so that only one entity is providing this service.
- Install bicycle racks on buses.
  - ➢ Buses should have bike racks for easier access to the bus and to the final destination. Bicycle racks can greatly expand the reach of transit as bicycle riders can more easily travel greater distances than pedestrians to get to or from a bus stop. Citylink currently has bike racks on all of its buses.
- Provide commuter service to Spokane and coordinate with existing intercity service.
  - ➢ Provide service for morning commuters and medical trips from Coeur d'Alene to Spokane, a mid-day service, and an evening commute service.
- Connect rural areas (Shoshone, Benewah and rural Kootenai Counties) to Spokane.
  - ➢ Connect the commuter service described above with service to/from rural areas.
- Provide park and ride service from Coeur d'Alene to Spokane – perhaps at the intermodal facility.
  - ➢ This would include establishment of adequate park and ride facilities – parking lot. Utilizing the intermodal facility would allow for seamless connections and would eliminate the need for an auto to commute from the Coeur d'Alene area.
- Construct and/or improve accessible pathways.
  - ➢ Determine the extent of the needs, then construct and/or improve pedestrian sidewalks and trails that meet ADA requirements for accessibility for people with disabilities, including paved shoulders. The local network committee felt that one of the keys to successful fixed-route usage is the ability to access a bus stop. This includes assessing and developing accessible pathways – sidewalks so that all residents can access a bus stop and the bus itself.
- Increase amenities at or near bus stops.
  - ➢ Install additional crosswalks, bus shelters, benches, bus stop signage, and other passenger amenities where most appropriate. This should be done in conjunction with the above strategy, ensuring appropriate amenities once a person gets to a bus stop. Bus stops should be assessed to determine which ones need shelters, benches or other amenities such as crosswalks.
- Expand trail network.
  - ➢ Establish more hike and bike trails into Coeur d'Alene and connectivity between trails. In the rural areas, the expansion of trails and pathways is critical for those needing access to rural bus routes. These trails can also be used by bicycles to access transit as well.
- Establish pathway maintenance funding
  - ➢ Establish funding for reliable maintenance of accessible pedestrian and bicycle routes. Funds should be made available to maintain the pathways. An entity

should also be established to be responsible for the monitoring and maintenance of all pathways. This could be the role of the mobility manager.

- Provide a travel training program to assist people in accessing and using transit services.
  - ➢ For many persons (including a significant portion of persons with disabilities) it is simply a matter of learning how to ride the bus – taking the doubt and fear out of riding. Travel training has proven effective across the country in helping people ride fixed-route buses, as well as reducing the need for ADA paratransit.
- Form a Regional Transportation Authority in the Kootenai County area to meet the growing needs of all segments of the community.
  - ➢ One approach would include some form of taxing authority through the state legislature. The authority would oversee the operations in the service area and seek funding from a variety of sources.
- Seek funding from each locality served to be used to match federal funds.
  - ➢ Local matching funds are required to bring in additional Federal funding. In operations the Federal Transit Administration (FTA) funding provides a 50 percent match. For capital projects and vehicles as well as mobility manager functions, the FTA provides an 80 percent match, requiring the state and or local entities to provide only 20 percent of the cost.
- Develop a sponsorship program with the private sector.
  - ➢ Transit has been a traditional source of advertising for the private sector for over 100 years. Many transit systems have benefited from cooperative relationships with the private sector.

- Establish Coordinated Intercity Bus Service between Bonners Ferry, Sandpoint, Coeur d'Alene, Moscow and Spokane.
  - ➢ Develop and operate intercity services that connect Bonners Ferry, Sandpoint and Coeur d'Alene with Spokane. Provide scheduled intercity services between the cities. Coordinate with local and other intercity services at Sandpoint and Coeur d'Alene for seamless interconnections to points beyond. Services should include interline arrangements to allow single ticketing and integrated scheduling. This strategy is part of a series of local, district and statewide strategies to link Bonners Ferry with Boise along the US 95/Idaho 55 highway corridor.
- Develop the Mobility Manager position.
  - ➢ Develop a District-wide Mobility Manager position that can undertake a wide variety of coordination activities, marketing, planning, and other functions that can improve connectivity and mobility in the network and the district. This position would be housed in an existing organization determined by the LMMN Committee and could be combined with a regional transportation authority as the authority is implemented. The Mobility Manager position is currently employed by the Community Transportation Association of Idaho (CTAI). CTAI is the statewide mobility advocacy association.

Funding Strategies

Throughout Idaho's small urban areas, local government funding partnerships are a key component of local match funding strategies. The most robust small urban transit systems in Idaho are those that receive the highest levels of support from local jurisdictions. The City of Pocatello contributes over $300,000 from general fund accounts to support transit operations. Pocatello's regional model is unique in that communities and rural areas only receive service if local governments contribute match funds to support the service. This model has been very effective and led to one of the state's most successful transit systems. Placing a local funding requirement on transit expansion may be an important short-term option for Kootenai County.

Table 4 on the next page shows a summary of other funding opportunities possibly available for Kootenai County.

TABLE 4   SUMMARY OF FUNDING OPPORTUNITIES

FUNDING SOURCE	FUNDING PURPOSE	USE OF FUNDS	APPLICATION/ APPROVAL PROCESS	EST. ANNUAL YIELD	LEAD TIME	COMMENTS	LIKELIHOOD FOR SUCCESS
Federal programs							
Transportation Enhancement Activities (TEA)	Small-scale non-routine projects (e.g., Ped/bike/transit)	Capital projects only	Application process through FTA	Unknown	1-2 years	Under TEA-21, program designed for alternative transportation projects without other funding sources	Highly competitive
Job Access Reverse Commute [JARC]	Provide transportation to welfare recipients and low-income persons traveling to and from jobs	Capital and operating costs	Application process through FTA	$75 and $150 M/per year annually	1 year	50% match requirement, although unlike other Federal funds, can be matched with Federal dollars (TANIF, CDBG)	Highly competitive
FTA Section 5309	Discretionary funds for large scale capital projects	Capital projects only	Congressional Earmark	Varies	1 year	20% match requirement	Highly competitive
State Programs							
State Transportation Improvement Program		transit capital projcts, no revenue vehicles	Application process through DOT	Unknown	1 year		Highly competitive
Regional and Local Programs **Private Sector Initiatives**							
Employer Contributions	Large employers do not currently subisize employee passes	Capital project or operating support	Negotiations with interested employers	Unknown but assumed to be small amounts	Ongoing	Excellent opportunity to help fund new services	Only attractive once a fixed-route system is in place.
Retail & Hospitality Contributions	No revenues currently available	Primarily capital projects	Negotiations with associations & individual companies	Unknown	1-2 Years	Merchants may be interested to fund small scale ammenities such as bus benches or shelters, large retailers may provide space for transfer centers	Difficult & requires significant ongoing effort & cooperation.

VIII. Coordination Efforts

One of the challenges facing Kootenai County transportation providers is the lack of a single organization that manages funding, administration and planning efforts for public transportation. Currently, functions are divided across a number of agencies and organizations. Service provision, administration of funds, and planning work have traditionally been handled by separate agencies or contractors. Potential lead agencies on coordination often lack the resources to dedicate significant staff time to building coalitions among potential transportation partners.
On the plus side, however, the agencies that provide transportation services in Kootenai County recognize the need for coordination amongst themselves, and fill in accordingly, in an effort to plug any gaps in transportation needs. Some examples are:

- KATS/NICE coordinates with the KMC transportation program and senior facilities to cover any downtime on vehicles.
- Citylink and KATS coordinate passenger transfers on a regular basis.
- KMC occasionally refers passengers to KATS if they are unable to accommodate a trip request.
- A few Spokane Transit vanpools currently run between Kootenai County and Spokane.
- The Post Falls Senior Center completed a mail out survey about senior services and knowledge of local services, including transportation. A preliminary evaluation of survey results indicated that lack of transportation was a concern, although it did not appear to be a prevalent one.
- Five cities in the urbanized areas, along with Kootenai Medical Center, the Panhandle Area Council (PAC), the Coeur d'Alene Tribe and Kootenai County fund area transportation services.

The following IMAP/I-way coordination initiatives have been completed or are well underway in all the local networks, districts, and at the statewide level:

- Support, encourage, and continue to assist the locally led development of local mobility management networks.
- Support and leverage the use of District Coordination Councils to encourage and foster the development of local networks in a coordinated fashion; generate a shared understanding of all customers/users and their mobility needs.
- Ensure there exists within each District a local resource or coordinator to assist with and promote involvement in local and district level coordination efforts.
- Refine and clarify the roles, responsibilities, operations, and communications of the Public Transportation Advisory Council (PTAC), Interagency Working Group (IWG), and other transportation entities to support the ITD DCC structure, connectivity objectives, and IMAP/I-way.
- Maximize resources, including coordinating vehicle procurement and usage; review grant applications based on local priorities; inform statewide connectivity.
- Feature collaboration and coordination of resources in data collection, measurement, and decision making activities.
- Develop common messaging and branding as a means of unifying the mobility management effort across the state.
- Develop the role of a District-wide mobility manager.
- Revitalize the role of the Community Transportation Association of Idaho to that of a coordination agency with relevance at the local, district and statewide levels.
- Evaluate mobility services within the local, district and statewide mobility networks to assess how well they meet customer/user needs.
- Provide technical support as appropriate and desired to support local and regional planning efforts in a manner that is responsive to local needs, maximizes the use of existing services, and coordinates and leverages existing resources.

The following coordination efforts are queued up but have not begun or are not yet fully underway:

- Fully integrate and coordinate the bicycle pedestrian mode of mobility with other mobility services.
- Promote mobility management interests as an integral component of future highways and roadway projects.
- Develop partnerships between highway districts and other mobility stakeholders to foster opportunities for highway infrastructure improvements in support of mobility management principles.
- Formalize coordination commitments through the development of local memoranda of understanding (MOU).
- Promote/require mobility management planning in local land use planning efforts.
- Partner, collaborate and integrate mobility planning initiatives with other entities, such as Medicaid and the State Independent Living Council, to leverage efforts and maximize opportunities for success.
- Explore and implement strategies to enrich and promote local coordination activities, potentially including the development of incentives for effective leadership, performance, new developments and services, coordination requirements in all grants, promotion of partnership efforts, etc.
- Develop a coordinated strategy for influencing how funding determinations are addressed in the next transportation authorization/reauthorization bill.

IX. Implementation Strategies / Prioritization

Following is the list of local strategies as prioritized by LMMN 1B. References to 'H', 'M', and 'L' signify High, Medium and Low priorities, respectively.

Priority	Strategy Short Title
M	Expand ADA Service Beyond ¾ Mile of the Local Fixed-Route Service
H	Maintain Existing Service Levels in the Coeur D'Alene Area
H	Maintain Existing Service Levels in the Rural Areas of the Counties
M	Expand Rural Transit Services to Larger Communities within the Network
M	Secure Additional Small Buses for New Rural Services
M	Provide Rural Scheduled Service into Coeur D'Alene
M	Locate Rural Park and Ride Lots near Bus Stops
M	Coordinate and Promote Ridesharing
M	Install Bicycle Racks on Buses
H	Provide Commuter Service to Spokane
M	Connect Rural Areas to Spokane
M	Provide Park and Ride Service from Coeur D'Alene
M	Construct and/or Improve Accessible Pathways
M	Increase Amenities at or near Bus Stops
L	Expand Trail Network
M	Establish Pathway Maintenance Funding
M	Provide a Travel Training Program
M	Form a Regional Transportation Authority
M	Conduct a Transit Center Location Study (Completed)
H	Develop and use this Facility for Intermodal Connections
M	Seek Local Match Funding
M	Develop Private Sector Sponsorship Program

Following is the list of District wide strategies.

Priority	#	Strategy Short Title	LMMN Preferences
1	D1.1	Implement and Maintain Intercity Services Between Sandpoint and Coeur d'Alene	1A – High 1B - High
1	D1.2	Develop Mobility Manager Position	1A – High 1B - High
1	D1.3	Provide Service between Service Centers and Spokane airport.	1A - High
1	D1.4	Establish Coordinated Intercity Bus Service from Bonners Ferry to Sandpoint to Coeur d'Alene to Spokane.	1A - High

The following is the list of statewide strategies as prioritized by the Public Transportation Advisory Council. The right-hand column of this exhibit shows preferences where set by the local network. Strategies shown as policy are suggested to be handled through administrative activities, developing process or policies, and are not prioritized.

1	S.13	Maintain Existing and Successful Statewide Intercity Services along all the Major Travel Corridors.	
1	S.01	Implement Contiguous Intercity Service between Bonners Ferry and Boise.	1B – Medium 2A – Medium 8 2B - High 10 3A – High
1	S.02	Implement and Maintain Intercity Services Between Coeur d'Alene and Moscow	

Performance Measures

As the local stakeholders developed their strategy statements, they were also asked to identify Performance Measures/Success Factors. Following are the lists of local, District and Statewide strategies with their corresponding performance factors as identified by the LMMN 1B.

Local Network Strategies	Performance Measure(s)
Expand ADA Service Beyond ¾ Mile of the Local Fixed-Route Service	Ridership, Cost per Passenger Trip, Service Availability
Maintain Existing Service Levels in the Coeur D'Alene Area	Note: Collect historical data to create a baseline - continue to operate at the baseline service levels. Fixed Route: (Collect by route) Service Days, Service Hours, Subsidy per Passenger, Cost per Passenger Trip, Ridership, Vehicle Capacity For Demand Response: Cost per Trip, Ridership
Maintain Existing Service Levels in the Rural Areas of the Counties	For current services, document current service levels by collecting Service Days, Passenger Trips, Vehicle Revenue Hours and Miles, Seating Capacities, Vehicle Counts and Headway as applicable to the mode Ridership, Ridership per Capita, Cost per Passenger Trip, Cost to User, Satisfaction survey results
Expand Rural Transit Services to Larger Communities within the Network	Ridership, Cost per Passenger Trip, Service Days, Service Hours, Satisfaction survey results (J1, J2), Cost to User
Secure Additional Small Buses for New Rural Services	On Time Performance (Increases), Fewer passengers being passed by; Average Fleet Vehicle Age or Miles (decreases).
Provide Rural Scheduled Service into Coeur D'Alene	Ridership, Cost per Passenger Trip, Service Days, Service Hours, Satisfaction survey results (J1, J2), Cost to User
Locate Rural Park and Ride Lots near Bus Stops	No. of Vehicles Parked in Park and Ride/Commuter Lots, % of Park and Ride/Commuter Spaces Utilized, Users per Capita, Travel Time
Coordinate and Promote Ridesharing	Total Ridership per Capita, No. of Vanpools and Carpools, Inquiries for Services
Install Bicycle Racks on Buses	No. of Vehicles with Bike Racks, Percentage of Vehicles with Bike Racks, Total Bicycle Capacity on all Vehicles
Provide Commuter Service to Spokane	Ridership, Cost per Passenger Trip, Service Days, Service Hours, Satisfaction survey results (J1, J2), Cost to User

Local Network Strategies	Performance Measure(s)
Connect Rural Areas to Spokane	Ridership, Cost per Passenger Trip, Service Days, Service Hours, Satisfaction survey results (J1, J2), Cost to User
Provide Park and Ride Service from Coeur D'Alene	No. of Vehicles Parked in Park and Ride/Commuter Lots, % of Park and Ride/Commuter Spaces Utilized, Users per Capita, Travel Time
Construct and/or Improve Accessible Pathways	Miles of Bicycle-compatible streets and pathways, Total Users, Total Users per Capita, Personal Operating Dollars Saved, Travel Time to Access Pathways
Increase Amenities at or near Bus Stops	Service Environment and Satisfaction - Comfortable and Attractive, Clean, Secure and Safe
Expand Trail Network	Miles of Bicycle-compatible streets and pathways, Total Users, Total Users per Capita, Personal Operating Dollars Saved, Travel Time to Access Pathways
Establish Pathway Maintenance Funding	Service Environment and Satisfaction, Miles of Bicycle/Pedestrian Compatible Streets/Highways
Provide a Travel Training Program	Number of Riders Trained, No. of Travel Trainers.
Form a Regional Transportation Authority	Amount of Funding
Conduct a Transit Center Location Study	Complete the Study e.g. identifying the users, expected ridership, space planning, ADA requirements, funding sources, etc.
Develop and use this Facility for Intermodal Connections	Interconnectivity of services (Percentage of services in proximity to Intermodal Facility that use the Intermodal Facility); Capacity for Vehicles, Percentage of Vehicle Capacity in Use; No. of Connections Made.
Seek Local Match Funding	Amount of Funding; Percentage of Required Local Match
Develop Private Sector Sponsorship Program	No. of Sponsors, Amount of Funding Provided by Sponsors
Implement and Maintain Intercity Services Between Sandpoint and Coeur d'Alene	Ridership, Ridership per Capita, Cost per Passenger Trip, Cost to User, Satisfaction survey results

Local Network Strategies	Performance Measure(s)
Develop Mobility Manager Position	No. of Projects Completed, Percentage of Projects Completed, Degree of Coordination, Service Availability, Ridership, Total Ridership per Capita, Cost per Passenger Trip, Satisfaction Survey results (J1, J2)
Provide service between service centers and Spokane airport.	Ridership (E)
Establish Coordinated Intercity Bus Service from Bonners Ferry to Sandpoint to Coeur d'Alene to Spokane.	Ridership (E), General Mobility Measures (J)
Implement Contiguous Intercity Service between Bonners Ferry and Boise.	Ridership, Ridership per Capita, Cost per Passenger Trip, Cost to User, Satisfaction survey results
Implement and Maintain Intercity Services Between Coeur d'Alene and Moscow	For current services, document current service levels by collecting Service Days, Passenger Trips, Vehicle Revenue Hours and Miles, Seating Capacities, Vehicle Counts and Headway as applicable to the mode Ridership, Ridership per Capita, Cost per Passenger Trip, Cost to User, Satisfaction survey results

Performance Measure references (D), (E), (H),(J), and (K) are to *sets* or *families* of performance measures. Each of the five sets is expanded below:

Service Environment & Satisfaction (D)
D1   Comfortable/Attractive
D2   Clean
D3   Security--walking, waiting, riding
D4   Complaints/total passenger trips
D5   Customer satisfaction with service

Ridership (E)
E1   Regular (fare paid by user)
E2   Sponsored (fare paid by third party)
E3   Elderly (not in a wheelchair)
E4   Elderly (in wheelchair)
E5   Disabled (not on a wheelchair)
E6   Disabled (in wheelchair)
E7   All Other Users/General Public
E8   Below the poverty level
E9   With no access to personal vehicle

Community Social/Economic/Environmental Costs (H)
H1   Highway preservation cost/mile (goal=reduce)
H2   Highway expansion cost/mile (goal=reduce)
H3   Human service transportation costs (goal=reduce)
H4   Cost of auto fatalities/injuries (goal=reduce)
H5   No. of bike related fatalities/serious injuries (goal=reduce)
H6   Health costs due to air quality problems (goal=reduce)
H7 $ value or number of jobs created times multiplier effect
H8   Facilitate growth & business/economic development
H9   Congestion mitigation
H10   No. of trips not driven alone
H11   No. of miles not driven alone
H12   No. of gallons of fuel saved
H13   Amount of vehicle emissions saved/air quality improvement
H14   Percentage of users who are —choice‖ riders vs. —no choice‖
H15   Elderly/disabled live independently if options available
H16   Employed/in school only because options available
H17   Health benefits due to walking/biking

General Mobility Measures (J)
J1   % satisfied with their options to SOV
J2   % satisfied with access to goods, services and activities
J3   % total trips via alternative to SOV
J4   % commuting to work other than SOV
J5   VMT-vehicle miles traveled (target = reduce)
J6   Total ridership (all modes ex SOV)/capita
J7   Total ridership (all modes)/vehicle revenue mile
J8   % of cities w. pop of >2,500 with access to intercity bus/rail
J9   Mean no. of paratransit rides per no. of elderly/disabled
J10   Walkability/Bikeability index (path length/road length) x path opinion rating
J11   Quality of Life index if no/limited access to vehicle

Facilities & Equipment (K)
K1   No. of vehicles parked in Park N Ride/commuter lots
K2   % of Park N Ride/commuter spaces utilized
K3   No. of bike racks
K4   No. of covered outdoor bike racks
K5   No. of secured indoor bike parking spaces
K6   No. of bikes carried on public transit

K7   Availability of bike rental/sharing programs at/near transit
K8   No. of taxis with quick-mount bike racks
K9   No. of ADA taxis.
K10   Miles of bicycle/pedestrian compatible streets/highways
K11   No. of automated bike counters

APPENDIX A:

Previous Plan Development and List of Stakeholders

Previous Plan and Updates

The information gathered in order to create the original plan in 2004 was obtained during a series of telephone interviews. During the last week of April 2004, Nelson\Nygaard Consulting Associates, a consulting company hired by the KMPO, conducted a random general public telephone survey to assess Kootenai County resident opinions of transportation and public transportation needs and awareness. Using random dial calling, 402 households were sampled in Kootenai County. This level of sampling provides statistically reliable results at a 95% confidence interval for dichotomus questions (+/-5% margin of error).

Survey respondents were questioned on household demographics, commute to work and/or school, awareness and use of public transportation and several other issues related to transportation and public transportation. A copy of the survey is included in Appendix A of this report. A Core Focus Group consisting of 15 randomly selected Kootenai County residents was formed and met three times during the feasibility study. The Core Focus Group provided an opportunity for in-depth, facilitated discussions with community members about strengths and weaknesses of the existing transportation network, public transportation needs, relative importance of transit versus other public services, and willingness to fund future improvements.

Two public meetings were held during the duration of the process to present findings from the phone survey and solicit input from members of the general public. Following an open house meeting on Dec. 2, 2004, a five-week public comment period commenced with copies of the plan available throughout the community.

Stakeholder Interview List

During the week of March 15, 2004, Nelson\Nygaard staff conducted a number of on-site interviews with members of the Kootenai County community. Many of the interviews focused on individuals or organizations representing broader groups of existing or potential public transportation users. Key policy makers were also contacted though, as well as government officials, economic development interests and private employers.

For the purpose of this report, 'stakeholder' is defined as 'any person, group, or organization that can place a claim on an organization's attention, resources or output or is affected by that output."[3] A list of the stakeholders interviewed follows:

- John Bolz, Blind Support Group
- Carol Brown, Coeur d'Alene School District
- Kelly Brownsberger, Post Falls Highway District
- Bob Carter, Vocational Rehad
- David Dean, Panhandle State Bank
- Amy Dreps, Disability Action Center
- Josef Dreps, Coeur d'Alene Concerned Citizen
- Virgil Edwards, PWI/SL Head Start
- Ron Edinger, Coeur d'Alene City Council
- Mark Gibson, Post Falls Mazda
- Molly Habernitcht, NICE Board Chair
- Lynn Humphreys, Post Falls Highway District
- John Ingalls, Coeur d'Alene Street Department Superintendent
- Kristy Reed Johnson, Post Falls Concerned Citizen
- Ken Korczyk, TESH
- Jackie McAvoy, Chair, Post Falls Chamber of Commerce

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[3] As defined by John Bryson, an expert in strategic planning for public organizations.

- Mike Miller, River City Plaza
- Sandra Miller, Director, Post Falls Senior Center
- Cindy Nelson, Disability Action Center
- Check Neyman, Self Help Hard of Hearing
- Dixie Reid, Coeur d'Alene City Council and Chair, Kootenai MPO
- Connemara Ricesinger, Post Falls Chamber of Commerce
- Hellen Stevens, NICE Executive Director
- Terry Werner, Post Falls Highway District
- Bob Wilbur, Post Falls Highway District
- Gary Young, City of Post Falls

Needs Identification

Needs for public transit in Kootenai County identified through telephone surveys, public meetings and stakeholder interviews include[4]:

- The lack of service between Blanchard, in Bonner County, and the Coeur d'Alene area was identified as an area of concern by White Tail staff.
- KMC staff identified the Hayden Lake-area as a community that is underserved by KMC services and other local providers.
- Between 70 and 80 percent of respondents either strongly agreed or agreed with the need for new or enhanced transit services.
- Respondents agreed that more buses should be provided to make existing services more reliable.
- Over 85% of respondents agreed or strongly agreed that an increase in weekend service is an important improvement.
- Over 80% of respondents agreed or strongly agreed that there is a need for services connecting Kootenai County to Spokane and/or Spokane Transit.
- Over 85% supported the development of new park-and-ride facilities near I-90 in Coeur d'Alene and Post Falls that would connect residents to STA vanpools and informal carpools.
- Several stakeholders mentioned the need for tourist-oriented transportation, both around Coeur d'Alene and to other potential attractions throughout the county.
- Need to improve north-south roadway capacity through the Coeur d'Alene-Post Falls area.
- Frontage roads need to be built along I-90.
- Safety improvements at Appleway and Highway 95 are needed.
- Public school and college student transportation needs were identified as unmet or underserved markets in the Coeur d'Alene-Post Falls area.
- Respondents said that new fixed route service in Coeur d'Alene and Post Falls would be the most desirable public transportation improvement.

The Idaho Transportation Department conducted user surveys in 2008 that provided information regarding user and agency needs. Twenty-five percent of 68 survey respondents were at least 60 years old. Ten percent were military veterans and nine percent have disabilities. In the past year, 97 percent of 70 respondents used their own personal vehicle for travel. Sixteen percent of respondents rode on a bus or trolley, and 41 percent used a vehicle of a friend or relative. Just fewer than nine percent of respondents used a cab in the past year, and fewer than two percent rode a train or streetcar.

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[4] Existing conditions & Needs Assessment Report for Public Transportation in the Kootenai Metropolitan Area, Nelson\Nygaard Cosnulting Associates, July 2004

People using modes of transportation other then personal vehicles are most often going to shopping or dining destinations, work, recreation, and to visit friends or relatives. The monthly frequency of these trips averages almost four for shopping and dining trips, almost 13 work trips, 40 recreation or vacation trips, and three to visit friends or family. Twelve percent of 69 respondents are dependent on others to get to their destinations. Among the 62 respondents who arrange for transportation services when they do not have access to their own vehicle, 77 percent contact family or friends, 26 percent look at transportation schedules and timetables, 23 percent call a transportation service provider, and 15 percent look on the Internet.

For the Kootenai County public transportation plan, survey respondents were asked where they would most like a local or regional public transit service to go. A few destinations in the Coeur d'Alene- Post Falls area dominated the responses, with several other destinations receiving multiple votes, including some destinations in Spokane and Spokane Valley. Table 4 shows where respondents would like public transportation to go.

Table 4   Where Would You Like a Bus to Go?

Destinations with Multiple Responses	Number of Responses
Kootenai Medical Center	46
Silver Lake Mall	45
North Idaho Collage	20
Government Way & Apple	6
Spokane Area Destinations	5
Spokane Valley Mall	4
Downtown Coeur d'Alene Locations	4
Coeur d'Alene High School	3
Coeur d'Alene Resort	2
Post Falls Outlet Mall	2
Mullan and Highway 41	2
Seltice Way and Highway 41	2
Lake City Senior Center	2
Ironwood Mall	2
Coeur d'Alene Medical Center	2
Fairgrounds	2
Canfield Middle School	2
Fernan Elementary	2
Post Falls Medical Center	2

Source: Existing Conditions & Needs Assessment Report for Public Transportation in the Kootenai Metropolitan Area, Nelson\Nygaard Consulting Associates, July 2004

Stakeholders identified the following needs as priorities for public transportation in Kootenai County:

- **Medical/Medicaid transportation:** There is significant demand for medical transportation in Kootenai County, which is relatively well served by White Tail transportation and the Kootenai Medical Center shuttle. However, advanced care facilities are lacking at KMC and many local residents travel regularly to Spokane for medical appointments. These inter-county medical trips were cited frequently as unmet needs.
- **Fixed Route service:** New fixed route service in Coeur d'Alene and Post Falls would be the most desired public transportation improvement. The Americans with Disabilities Act (ADA) requires paratransit service within ¾ mile of any fixed bus route. For any fixed-route service in the urban area that does not deviate upon request or for any intercity

service that does not operate under a closed-door policy, complementary paratransit service will be required.

- **Job access:** Access to jobs for low-income and disabled residents was a major concern. Stakeholders indicated there area a high number of juvenile and young adult offenders in the county who are unable to drive and have difficulties improving their lives because they do not have reliable access to employment.
- **Rural services:** The depressed economy in rural areas of Kootenai County combined with increasing housing prices in Coeur d'Alene and Post Falls has led to increased levels of poverty in rural communities. Many of these households cannot afford to operate a car. Transportation between rural areas and job centers was cited as a priority need.
- **Intercounty/interstate and commute transportation:** After meeting transit needs in the Coeur d'Alene- Post Falls area, inter-county connections to Spokane was the second greatest priority.
- **Senior and disabled transportation:** Senior center employees and senior citizens indicated that lack of transportation is a concern, however not a prevalent one.
- **Students:** Public school and college student transportation needs were identified as unmet or underserved markets in the Coeur d'Alene- Post Falls area. While school bus services are very good in the rural areas, many students in urban areas do not have access to these services and the Director of Transportation for Coeur d'Alene Public Schools indicated that the district is currently able to meet only about 50 to 65 percent of the demand for disabled student transportation.
  The NIC shuttle currently meets needs around the college, but the larger challenge is for rural residents traveling to higher education facilities in Coeur d'Alene.

In an effort toward meeting the needs listed above and implementing additional public transportation services in Kootenai County, it is recommended that the following steps be taken:

- A Kootenai County Regional Public Transportation Authority (RPTA) should be formed to govern public transportation services and funding. The RPTA would provide a single, consolidated face for transit that would be helpful in building public confidence in the system. It would also provide formalized structure that can help to encourage new local funding for transit.
- An RTPA Policy Board should also be formed, pursuant with Idaho Code Section 40-2106.
- An advisory council consisting of representatives of key interest groups should be formed to provide additional direction to the policy board. Representatives on this group could include: riders, social service agency staff, disability advisory group members, local government representatives, highway district staff and other key stakeholders.
- If the Idaho State Legislature grants RPTAs the authority to seek local dedicated source funding, the Kootenai RPTA should study the feasibility of a regional tax assessment for transit. This should include representative polling of residents from throughout the County to determine willingness to support such a measure.
- If a Kootenai RPTA is formed, an RFP should be developed for the provision of public transportation services in Kootenai County. The RPTA should conduct a competitive bid process in accordance with FTA regulations.
- Public outreach meetings should be held to provide an open discussion about various service alternatives and how to develop them.
- An organizational analysis should be completed to determine the optimal model for administration and governance of public transportation services in the Kootenai metropolitan area.
- A financial analysis and funding plan should be developed to clearly portray the costs and benefits of providing public transportation services in the Kootenai metropolitan area and to outline a sustainable funding strategy for the next five years.
- Presentations will be made to the KMPO Board at key times during this process.

END OF DOCUMENT