



# **Public Transit and Human Services Transportation Coordination Action Plan**

**Coeur d'Alene Reservation**

**Adopted by the Coeur d'Alene Tribal Council on December 4, 2008**

**PUBLIC WORKS DEPARTMENT  
PLANNING DIVISION  
PUBLIC TRANSIT AND HUMAN  
SERVICES PLAN**

**CDA RESOLUTION 32 (2009)**

**WHEREAS, the Coeur d'Alene Tribal Council has been empowered to act for and on behalf of the Coeur d'Alene Tribe pursuant to the revised Constitution and Bylaws, adopted by the Coeur d'Alene Tribe by referendum November 10, 1984, and approved by the Secretary of the Interior, Bureau of Indian Affairs, December 21, 1984; and**

**WHEREAS, the Coeur d'Alene Tribe, in conjunction with Kootenai Metropolitan Planning Organization (KMPO) and Kootenai County, has worked to provide public transportation in region through CityLink, a public transit service; and**

**WHEREAS, CityLink is operating out of two Federal Transit Authority (FTA) grants in order to sustain the urban and rural routes under the federal urban and rural transit programs; and**

**WHEREAS, in order to apply for FTA grants under the New Freedom Initiative, Job Access Reverse Commute (JARC), and the Elderly and Disabled programs, FTA requires tribes, government agencies, and metropolitan councils to adopt a Coordinated Public Transit and Human Services Transportation Plan; and**

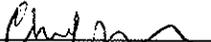
**WHEREAS, these grant programs will help sustain public transportation through CityLink and other transportation providers on the reservation; and**

**NOW, THEREFORE, BE IT RESOLVED, That the Coeur d'Alene Tribal Council hereby approves of and adopts the attached Public Transit and Human Services Plan in order to qualify for more federal funding possibilities through FTA; and**

**BE IT FURTHER RESOLVED, That the Coeur d'Alene Tribal Chairman is authorized to sign all necessary documents related to this request on behalf of the Coeur d'Alene Tribe.**

**C E R T I F I C A T I O N**

**The foregoing resolution was adopted at a meeting of the Coeur d'Alene Tribal Council held at the Tribal Administrative Building, 850 A Street, Plummer, Idaho, on December 4, 2008, with the required quorum present by a vote of 5 FOR 0 AGAINST**

  
\_\_\_\_\_  
**CHIEF J. ALLAN, CHAIRMAN  
COEUR D'ALENE TRIBAL COUNCIL**

  
\_\_\_\_\_  
**NORMA JEAN LOUIE, SECRETARY  
COEUR D'ALENE TRIBAL COUNCIL**

## **Organization & Acknowledgements**

The Public Transit and Human Services Transportation Coordination Action Plan was adopted by the Coeur d'Alene Tribal Council on December 4, 2008. The following people played a critical role and were instrumental in completing the process, report, and approval.

### **Tribal Council**

Chief Allan, Chairman  
Ernie Stensgar, Vice-Chairman  
Norma "Jeanie" Louie, Secretary  
Valerie Fast Horse  
Dave Matheson  
Charlotte Nielson  
Roberta Juneau

### **Tribal Administration**

Robert Matt, Administrator

### **Coeur d'Alene Tribe Public Works Department**

Jim Kackman, Director  
Bob Spaulding, FTA Grant Coordinator

### **Public Transit Plan Coordinator**

Joshua Arnold, Planner - Coeur d'Alene Tribe Public Works Dept.

### **Special Thanks to:**

Benewah Area Transit  
Benewah Medical Center  
BERG Integrated Systems  
CityLink  
City of Plummer  
City of Worley  
Coeur d'Alene Casino  
Farm Services Agency  
Idaho Transportation Department  
Kootenai Metropolitan Planning Organization  
Plummer-Worley School District  
Tensed Library  
Worley Highway District

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## **I. INTRODUCTION**

### **A. FEDERAL BACKGROUND**

The Federal Transit Administration (FTA) is interested in assisting people who are disadvantaged in terms of their ability to obtain their own transportation. The *United We Ride* program was established in February 2004 by the U.S. Department of Transportation to improve coordination of public transit and human services transportation. In August 2005, Congress passed the Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU), reauthorizing the Surface Transportation Act. Part of this reauthorization established new requirements for grantees under the New Freedom Initiative, Job Access and Reverse Commute (JARC) and Elderly and Disabled Transportation (5310) programs starting fiscal year 2007. These new requirements include the creation of coordination action plans for public transit and human services transportation at the state, regional and local levels. The plans are meant to establish goals, criteria and strategies for delivering efficient, coordinated services to elderly, underemployed or otherwise financially disadvantaged persons and persons with disabilities.

The May 1, 2007, proposed FTA guidance for each funding program includes a chapter on the coordinated planning process. This chapter, which is identical in each program guidance, states that projects selected for funding from each program must be "derived from a locally developed, coordinated public transit-human services transportation plan" and that the plan 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."

### **B. PROGRAMS**

#### **- 5310 ELDERLY AND DISABLED PROGRAM -**

##### **CAPITAL ASSISTANCE FOR SPECIALIZED TRANSIT VEHICLES**

Section 5310 is a formula-based funding program for capital vehicle expenses that assist tribes, nonprofits, and certain public agencies in delivering transportation to the elderly and disabled. Capital expenses include buses, but may also include purchased transportation services and state program administration. The Idaho Transportation Department (ITD) administers the program. The current program structure is a competitive solicitation with a 92% federal, 8% local match.

#### **- 5311 Rural Transit Grant Program -**

The Coeur d'Alene Tribe is a grantee and a sub-grantee within section 5311 Rural Transit Grant Program. The tribe is a grantee under the Tribal Transit Grant Program, which allows tribes to work directly with FTA on transit projects. The tribe is also a sub-grantee with the State of Idaho Transportation Department.

#### **- 5316 JOBS ACCESS REVERSE COMMUTE (JARC) -**

Job Access was created to help address the needs of people with low-incomes. Low income is defined as at or below 150% of the federal poverty level. Reverse Commute programs refers to a public transportation project designed to transport residents of urbanized areas and other than urbanized areas to suburban employment opportunities. Examples of JARC-funded programs include reverse-commute bus routes, vanpools,

work force circulators and mobility managers. The current structure requires a 50 percent local match for net operating deficit or a 20 percent local match for capital expenses.

**- 5317 NEW FREEDOM PROGRAM -**

The New Freedom Program is a newly created program under SAFETEA-LU. The purpose of New Freedom is to expand transportation services for the elderly and persons with disabilities beyond what is required by the Americans with Disabilities Act (ADA). For the purpose of the New Freedom Program, "new" service is any service or activity that was not operational on August 10, 2005, and did not have an identified funding source. Some examples of this include same-day service, door-through-door service and service beyond the 3/4-mile requirement of a fixed route. The current structure requires a 50 percent local match for net operating deficit or a 20 percent local match for capital expenses.

**- MOBILITY MANAGEMENT -**

A new category of eligible activities called Mobility Management has been added as an eligible capital cost. . Support of new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a non-profit agency could receive JARC funding to support the administrative costs of sharing services it provides to its own clientele with other low-income individuals and coordinate usage of vehicles with other non-profits, but not the operating costs of the service. Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service.

The programs that will be solicited as a result of this coordinated action plan are Elderly and Disabled Program Capital Assistance for Specialized Transit Vehicles (Sec. 5310), Job Access and Reverse Commute (Sec. 5316) and New Freedom (Sec. 5317), and Mobility Management.

**C. PLAN GOALS**

The goals of public transit are to:

- Support economic vitality
- Increase safety and security
- Increase accessibility and mobility options
- Protect the environment/ improve quality of life
- Enhance system integration and connectivity
- Promote efficient system management and operation
- Emphasize system preservation

The objectives for this plan are:

- Assess available services that identifies current transportation providers (public, private, and non-profit);
- Assess transportation needs for individuals with disabilities, older adults, and people with low incomes.

- Develop projects to address the gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery.
- Prioritize implementation strategies based on resources (from multiple program sources), time, and feasibility for implementing specific activities identified.
- Increase the level of understanding of public transit and human service transportation coordination among stakeholders, elected officials and the public on the Coeur d'Alene Reservation.
- Determine potential public or private partnerships that are needed to sustain public transportation efforts.

## **D. PLAN PROCESS**

### **INVENTORY**

Community demographic data, CityLink ridership data, and US Census data was gathered in order to develop a community profile. Later, a stakeholder assessment was conducted to gather relevant information on agencies involved in providing public transit or human services transportation. This information is used as a basis for needs assessment and gap analysis.

### **PUBLIC INVOLVEMENT**

A major focus of developing a coordinated transportation plan is public input. The primary objective of this plan is to encourage coordination and, thus, encourage agencies with opportunities to work interactively with each other and with the public. Four public participation meetings were held during the summer of 2008. Attendees included service providers, businesses, municipalities, Tribal members, and the general public. Also, an online survey was conducted with 225 responses indicating the desires of potential and existing public transportation riders. The meetings and survey combined provided needed insight for the development of this plan.

### **NEEDS ASSESSMENT AND GAP ANALYSIS**

After the inventory was completed, an analysis of the existing service to assess the needs, gaps and redundancies. Needs come in the form of areas needing transit service, areas needing better coordination, areas where redundancy can be eliminated and other forms as established. The needs assessment is the primary tool used to define recommended strategies and actions toward better human services transportation. Needs were determined from demographic trends and existing survey data and will include input from the review committee when available. The needs draw from data included in the inventory section.

### **STRATEGIES AND ACTIONS**

The needs assessment identifies areas poised for improvement and areas where Federal funding could improve transportation coordination. Strategies for addressing the region's needs were established by drawing from the current needs, current practices in the state and best practices across the country.

## **E. STUDY AREA**

The effective area covered by this plan includes the Coeur d'Alene Reservation, Southeast Kootenai County, Western Benewah County, City of Worley, City of Plummer, City of Tensed, and the community of DeSmet.

## II. DEMOGRAPHICS

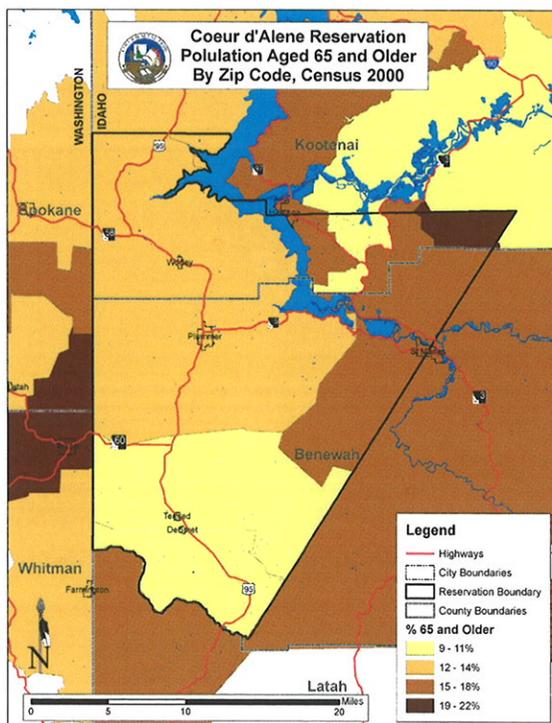
### A. COMMUNITY DESCRIPTION

The Coeur d'Alene Tribe Reservation, located in North Idaho, is approximately 345,000-acres in size. The Reservation is primarily rural and relatively isolated, where forests, agricultural fields, and rural residences dominate the landscape. Major physical features on the reservation are Lake Coeur d'Alene, Bitterroot Mountains to the east, Palouse Prairie to the west, and many streams throughout.

Both Benewah and Kootenai Counties lie within the Reservation. About 60 percent of the Reservation is located in Benewah County, with the other 40 percent in Kootenai County. About half of Benewah County is on the Reservation but only about a fifth of Kootenai County is on the Reservation. The largest town completely on the Reservation is Plummer with a Census 2000 population of just under a thousand. The town of St. Maries that lies just off the Reservation has a Census 2000 population of 2,700. Other settlements on the Reservation had populations of 200 or less, namely, Worley, Tensed, and DeSmet. These towns and the Tribe's main businesses are located along U.S. Highway 95, the main north-south route through the State of Idaho.

Approximately 80% of the reservation lands are non-tribal or tribal member owned. The reservation's population consists of approximately 1,638 Native persons and 4,813 non-Natives, (Census 2000). In the past 15 years, many new and varied employment opportunities have been made available by the Coeur d'Alene Tribe. Success with the casino, resort, and hotel, the Benewah Medical Center, the Wellness Center, BERG Integrated systems, and other enterprises, provided Reservation with increased employment options.

### B. SENIOR POPULATION



The senior population on the Coeur d'Alene Reservation has higher concentrations on the east side in and around St. Maries and Harrison, Idaho, but is generally dispersed throughout the reservation. The senior population on the reservation is relatively higher than that of the State of Idaho as well as the US. The Idaho percentage of persons 65 years old and older is 11.6%, and the US percentage is 12.4. As is shown in table 1 below, most of the areas on the reservation have higher percentages of seniors than the state and the rest of the country.

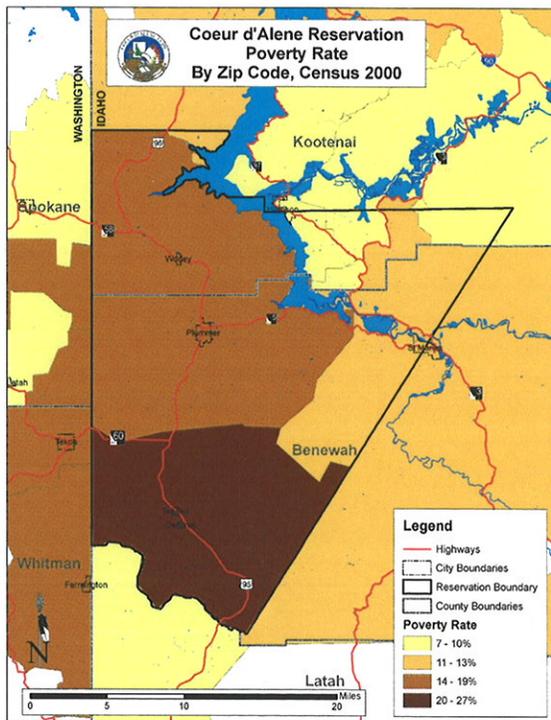
The senior population is expected to rise over the next 10 years. The Idaho Department of Labor, using Economic Modeling Specialists Inc., Complete

Employment @ Spring Release 2008, generated population estimates for people 65+ years and older in Benewah and Kootenai County, for the next 10 years. The estimates show that the senior population in 2018 will increase by 3% in Kootenai County and 5% in Benewah County. By 2018 the senior population will comprise 17% of the Kootenai County population and 22% of the population in Benewah County. Table 1 shows the senior population on the reservation.

Table – 1 Elderly Population by Zip Code, 2000 Census

	<b>DeSmet</b> 83824	<b>Harrison</b> 83833	<b>Plummer</b> 83851	<b>St. Maries</b> 83861	<b>Tensed</b> 83870	<b>Worley</b> 83876
Population	284	1,393	1,591	6,278	418	1,310
65+ Pop.	27	251	194	937	59	179
% of Total	10%	18%	12%	15%	14%	14%

### C. Poverty Rate



The poverty rate on the reservation has historically been high. The highest levels of poverty are concentrated in the southern communities of DeSmet and Tensed. The rest of the reservation communities experience higher levels of poverty compared to state and national levels.

Child poverty is a very significant aspect of the overall poverty issue as higher levels of child poverty are experienced throughout the reservation. The North Idaho region, on average, has higher levels of child poverty compared to the rest of the state. The Coeur d'Alene Reservation communities have some of the highest levels in North Idaho. Elder poverty is another aspect of the poverty issue. While not as high as the child poverty rate it is still a significant part of the overall poverty issue on the reservation, especially in the Plummer

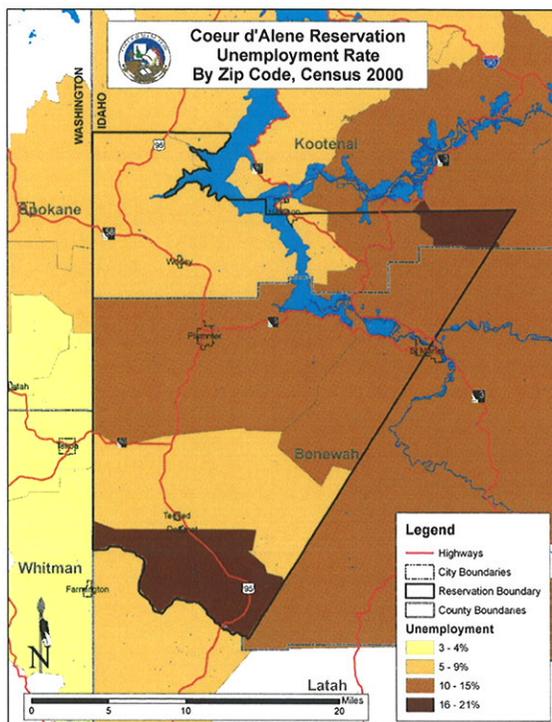
and Tensed communities. Table 2 below illustrates which communities are experiencing greater levels of poverty in relation to the others.

Table – 2 Poverty Rates by Zip Code, 2000 Census

	<b>DeSmet</b> 83824	<b>Harrison</b> 83833	<b>Plummer</b> 83851	<b>St. Maries</b> 83861	<b>Tensed</b> 83870	<b>Worley</b> 83876
Population	284	1,393	1,591	6,278	418	1,310
Poverty Rate	27%	9%	19%	11%	27%	17%

Poverty Pop.	77	125	302	690	112	223
Child Poverty	29%	16%	26%	16%	39%	23%
Child Poverty Pop.	82	223	414	1,004	163	301
Elder Poverty	NA	8%	13%	9%	13%	8%
Elder Poverty Pop.	-	111	207	565	54	105

#### D. UNEMPLOYED POPULATION



Unemployment rates on the reservation, like poverty rates, have been historically high. The highest concentrations of unemployment on the reservation are found in DeSmet, Plummer, and St. Maries. DeSmet has an unemployment rate of 20%, Plummer 15%, and St. Maries 14% (Census 2000). The unemployment rate for the State of Idaho is 3.8% and the US is at 5.5%.

Most of the work on the reservation has been seasonal and resource based jobs such as: logging, farming, construction and tourism. The major employer on the Reservation is the Coeur d'Alene Tribe providing nearly 1,000 jobs. Tribal government and tribal enterprises such as the Coeur d'Alene Resort Hotel, and Casino, Circling Raven Golf Course, BERG Integrated Systems, Benewah Medical & Wellness Center, and the Benewah Market. Most of these jobs

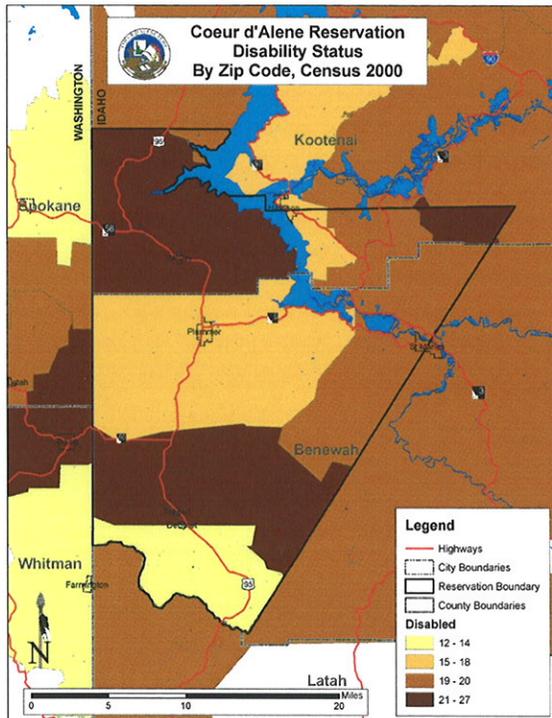
have provided stability for the local job market wherein there is less dependence on seasonal work. Other major employers on the reservation include Plummer-Worley School District, State of Idaho, and Stimson Lumber Company.

Approximately half of the labor force on the reservation comes from communities outside the reservation. The two biggest areas employees come from are Spokane, WA and Coeur d'Alene, ID metropolitan area. Average driving time for people living the Coeur d'Alene/Spokane area is approximately 45 minutes. Average driving times for people living on the reservation to their job is detailed in Table 3 below, along with unemployment rates and labor force statistics for each reservation community.

Table – 3 Unemployment Rate, Labor Force, and Travel Time by Zip Code, 2000 Census

	<b>DeSmet</b> 83824	<b>Harrison</b> 83833	<b>Plummer</b> 83851	<b>St. Maries</b> 83861	<b>Tensed</b> 83870	<b>Worley</b> 83876
Population	284	1,393	1,591	6,278	418	1,310
Unemployed Pop.	57	125	239	879	38	105
% of Total	20%	9%	15%	14%	9%	8%
Labor force	112	606	761	2,875	181	619
% in labor force	54%	54%	65%	58%	55%	64%
Mean travel time to work	23.5 min	28.7 min	21 min	18.5 min	25.5 min	23.6 min

### E. PERSONS WITH DISABILITIES



Persons with disabilities on the reservation are concentrated in the Worley and Tensed communities. The percentage of disabled persons in these communities is 26%. The national average of disabled persons is approximately 19%. The average disabled population on the reservation is equal the national average, but with concentrations considerably higher than the national average there is a definite need for public transit services on the reservation for people with disabilities.

Table – 4 Disability Status by Zip Code, 2000 Census

	<b>DeSmet</b> 83824	<b>Harrison</b> 83833	<b>Plummer</b> 83851	<b>St. Maries</b> 83861	<b>Tensed</b> 83870	<b>Worley</b> 83876
Population	284	1,393	1,591	6,278	418	1,310
Disabled Pop.	40	237	286	1,256	109	341
% of Total	14%	17%	18%	20%	26%	26%

## **F. TRAVEL TRENDS**

In order to determine the travel trends on the reservation the Coeur d'Alene Tribe Planning Division conducted a survey in the summer of 2008. The survey was originally designed to determine community needs regarding public transportation. The survey has proven useful in finding out the travel trends, and potential travel trends, of the reservation community.

Most of the respondents (53%) were from Worley, Plummer, Tensed, St Maries, or DeSmet. The rest were from Coeur d'Alene, or Spokane. Most of the respondents (95%) considered themselves employees; about 5% considered themselves students. A majority of people use their own car, truck, or van for transportation. The desired travel times were morning and evening hours, Monday through Friday. When asked which places they would go if they used public transportation, the top three answers were work, entertainment/recreation, and shopping. When asked why would they use public transportation the number one answer was gas prices. When asked what prevents them from using public transportation the number one answer was the bus schedules.

Initial analysis of the travel trends on the reservation show that there is a huge potential for more people to ride public transit, if only the schedules matched work schedules. In other words, if public transit and work schedules worked in concert with each other, ridership would increase. Also, there seems to be a direct connection to public transportation and economic development on the reservation. With people wanting to use public transit to get to work and shopping (the two economic drivers) it can be concluded that public transit can be an essential part of economic development on the Coeur d'Alene Reservation.

One thing that is affecting economic development, and also public transportation, is high gas prices. This is changing the way people move from their homes to work, and back, as well as from their homes to the shopping centers. An efficient public transportation system can alleviate the burden on employees who need to travel long distances to work.

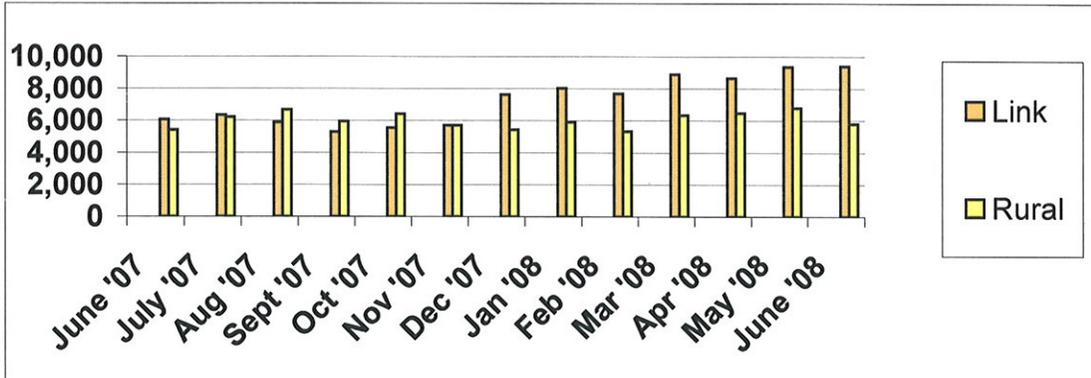
## **III. Inventory of Transportation Services**

### **A. REGULAR-ROUTE PUBLIC TRANSIT PROVIDERS**

#### **CityLink**

The CityLink system is currently experiencing tremendous growth in ridership. Over 33,000 people a month ride one of the five routes serving southern Kootenai County and western Benewah County. CityLink operates 22 hours a day, 7 days a week, and operates vehicles, which cover 900,000 miles a year. CityLink included one rural route and one "Link" route on the Coeur d'Alene Reservation. The rural route operates between the casino and the tribal community of DeSmet and includes scheduled stops in Worley, Plummer, and Tensed. The "Link" route operates between the casino and the new Riverstone development in Coeur d'Alene, ID. The Riverstone development is where the "Link" bus and the 3 urban routes serving Post Falls, Coeur d'Alene, and Hayden, converge. The "link" and urban routes are referenced in the Kootenai Metropolitan Planning Organization (KMPO), Public Transportation and Human Service

Coordination Plan. Ridership on the rural route has remained steady over the last year, as 6,000 riders per month have used CityLink consistently. The Link Route has experienced an increase in ridership over the last year from 6,000 to approximately 9,000 riders per month. In July 2008 there were 16,958 riders on the reservation routes. The total number of seniors was 2,669 (16%) and 24 (.1%) were disabled.



**Plummer-Worley School District**

The Plummer-Worley School District transportation services has 7 full time bus routes and one demand response service covering the West Side of the Reservation. Most of their costs are reimbursed from State of Idaho Department of Education funds. The district moves about half of their student population or about 250 students a day. They have a huge area to cover relative to their student transport needs for the school district. Costs of providing student transport are very high and they have to be very conservative in their operation. They are considering going to a 4-day school day to save operational expenses.

**B. ISSUES WITH REGULAR-ROUTE PUBLIC TRANSIT**

Some of the issues with CityLink deal with managing different types of funding sources with different types of transportation systems, changing demographics, route schedules, and bus stops. CityLink uses section 5311 funds to cover some costs of the rural route, while simultaneously using 5307 to cover some of the costs of the urban routes. There is the Tribal Transit Program, which covers some of the costs of the new demand response route on the reservation. Managing these different funds creates an administrative and financial challenge for CityLink management.

CityLink started out with one bus and a limited rural route with several hundred riders a month. More people are riding the buses due to increased gas prices causing CityLink to constantly keep up with rider demand. There is very little flexibility in the route schedules leaving little room for route adjustments. In order to adjust one route, the whole system would be affected. Bus stop locations are inadequate to users' needs. None of them are user friendly and provide no seating, shelter, or ADA accessibility.

The issues with Plummer-Worley School District are diminishing funds due to dropping numbers of students, enormous coverage area, and consolidation of routes.

## **C. PRIVATE TRANSPORTATION PROVIDERS**

### **Benewah Area Transit (BAT)**

Since 1995, Benewah Area Transit operated by Valley Vista Care, a medical provider located in St. Maries, Idaho, has provided transportation services in Benewah County. Predominantly funded through Medicaid reimbursements, they provide point-to-point, medically oriented, transit covering an area ranging from Spokane, WA to Moscow, ID to Clarkia, ID and everywhere in between.

The ridership consists of frail and infirm medically dependent people who need direct transportation from their home to the hospital or medical facility. They move people that are 60 years of age or above with medically oriented, on-demand transit. Their riders are generally lower income, less able and medically dependent persons that require dedicated, round trip and personalized service, which limits coordination efforts with other providers.

### **Benewah Medical Center**

The Benewah Medical Center in Plummer provides medically oriented transit for patients in their service delivery area on the Reservation. They have an on demand service for people who are registered clients and are 55 years in age or older. Funding comes from Indian Health Service and Medicaid reimbursements and covers the cost of Government Service Agency (GSA) vans and the cost for travel. Their coverage area ranges from DeSmet, ID to Spokane, WA and Coeur d'Alene, ID.

### **Coeur d'Alene Casino**

The Coeur d'Alene Casino has provided transit for customers of the casino since 2000. Those buses make trips into the Spokane, Washington area and transport customers to and from the casino. The Casino started deviated fixed route transit in 2004. Since then the system has grown from one bus to seven.

## **D. ISSUES WITH PRIVATE TRANSPORTATION PROVIDERS**

Some issues with Benewah Area Transit are a foreseeable diminishment in ridership and a lack of drivers. Logistically, BAT is in a difficult situation because of the remoteness of their system and their riders. The riders of BAT are mostly medically oriented and need special transportation service. This limits the coordination potential between CityLink and BAT because BAT riders need to stay on BAT buses round trip. Also, they are experiencing a lack of drivers willing and able to drive their buses for their patients.

Some issues with Benewah Medical Center is some patients use other bus services and there is only one vehicle. Benewah Medical Center is somewhat similar to BAT as there is limited coordination potential between them and CityLink due to the medically oriented riders on their system needing door-to-door service to medical centers.

Issues with Coeur d'Alene Casino buses deal with maintenance and management of the bus system. The same personnel manage Citylink and the Coeur d'Alene Casino

buses. The budgets for the two systems are separated, but the employees, decision makers, maintenance facilities, and offices are shared.

## **IV. Needs Identification and Strategies**

### **A. AGENCY ROLES**

The Coeur d'Alene Tribe and CityLink are sub grantees of the federal grant to Kootenai County. CityLink provides fixed route service in and around the urban areas of Kootenai County and the rural towns of the Coeur d'Alene Reservation. The Coeur d'Alene Tribe and CityLink has the lead role in the development and implementation of this plan.

In its role as the region's metropolitan planning body, the Kootenai Metropolitan Planning Organization (KMPO) is the lead agency for regional transportation planning. The membership is made up of highway districts, Kootenai County, the major cities of Kootenai County, and the Coeur d'Alene Tribe. Coordinated planning efforts between KMPO and the Coeur d'Alene Tribe for public transportation will be improved as we seek to work together to provide adequate service for the region. The Coeur d'Alene Tribe and CityLink will report to KMPO regarding this plan.

Kootenai County is an FTA 5307 urban grantee and has hired Panhandle Area Council to administer the grant for the benefit CityLink, and Kootenai Area Transit (KAT). CityLink is a subgrantee, or contractor, of Kootenai County.

The State of Idaho Department of Transportation will review this plan approve of this plan in accordance with FTA rules and regulations. This will allow the Coeur d'Alene Tribe and CityLink to receive new federal dollars for public transportation.

### **B. NEEDS AND STRATEGIES**

Needs were identified in this plan and strategies were developed for the purpose of proposing projects which were eligible and competitive for federal funds available. The following are identified needs and corresponding strategies to address those needs, grouped according to subject:

#### **GROUP 1 - PARTNERSHIPS**

##### **NEED 1: INCREASED FUNDING PARTICIPATION FOR PUBLIC TRANSPORTATION**

CityLink, and the other public transportation service providers, are facing decreased funding opportunities and increased operational costs. Currently the funding avenues are limited to public funds through grants with a substantial tribal match. In order to sustain public transportation on the reservation, as well as in the region, a diversified funding stream needs to be established in cooperation with service providers, government agencies, and the businesses.

**STRATEGY 1:      DIVERSIFY THE FUNDING STREAM FOR PUBLIC TRANSPORTATION**

Action items:

- Develop agreements with KMPO member municipalities for public transportation funding.
- Determine acceptable ridership fee and begin implementing fee collection system
- Identify all advertising opportunities available and determine proper advertisement costs for buses, bus stops, websites, and any other advertising venue.
- Work with FTA, Idaho Department of Transportation, Medicaid, USDA Rural Development, Economic Development Administration, and other government agencies to maximize the existing funding sources for public transportation for persons of disability, elderly, and low income individuals.

**NEED 2:      VAN POOLS AND BUS LEASING OPTIONS FOR LARGE EMPLOYERS**

There are a handful of large employers (50 employees or more) on the reservation that would benefit from vanpools and/or bus leases. Approximately half of the employees on the reservation commute from nearby communities as far away as Moscow, ID and Northern Spokane, WA. Also, there are large employers off the reservation that many youth, persons with disabilities, and low-income persons could have better access to if there were alternative modes of public transportation. Partnerships wherein public transportation can be provided by the large employers and a public transportation agency can provide an alternative mode of public transportation service.

**STRATEGY 2:      DEVELOP PARTNERSHIPS WITH LARGE EMPLOYERS TO PROVIDE ALTERNATIVE MODES OF PUBLIC TRANSPORTATION FOR EMPLOYEES**

Action Items:

- Identify businesses willing to partner in providing transportation for their employees
- Seek businesses willing to sponsor, lease, or acquire busses or vans for employee transportation
- Maintain and create incentives for employers to establish vanpools.
- Encourage employers to provide preferred parking for vanpoolers.
- Use FTA Job Access Reverse Commute program to plan, acquire buses, and develop a support system for large employers to provide transportation for their employees.

**NEED 3:      RIDE-SHARE SYSTEM**

Ride sharing is another transportation alternative where people can car pool to and from work, school, shopping, and medical services.

Something that would help in developing a ride share system would be a means for people to communicate to one another their transportation needs.

**STRATEGY 3:      PROVIDE A COMMUNICATION NETWORK FOR PEOPLE TO DEVELOP RIDE-SHARE SYSTEMS**

Action Items:

- Use and promote the web based rideshare system developed by the State of Idaho Transportation Department ([www.rideshareonline.com](http://www.rideshareonline.com)).
- Coordinate marketing and promotional activities with CityLink, businesses, municipalities, event coordinators, shopping centers, schools, and medical centers to promote car-pooling and ride sharing.
- Work with local media outlets such as: Council Fires, Coeur d'Alene Press, St Maries Gazette, and Spokesman Review for setting up community ride sharing postings.
- Ensure the ride share communication system allows access for persons of disability, elders, and low income individuals.

**NEED 4:      PARTNER WITH MEDICAL SERVICE PROVIDERS**

A substantial amount of riders use public transportation for access to medical services. Both the elderly and disabled population has historically used CityLink, Benewah Area Transit, and Benewah Medical Center for transportation to medical services. In order to better serve the elderly and disabled individuals who wish to have reliable transportation to medical facilities coordination with medical service providers is a must.

**STRATEGY 4:      COORDINATE WITH MEDICAL SERVICE PROVIDERS**

Action Items:

- Coordinate public transportation planning efforts with Benewah Medical Center and Valley Vista Care.
- Work with Benewah Medical Center, Valley Vista Care, and Kootenai Medical Center to identify patients using public transportation.
- Develop an identification system to determine riders using fixed route public transportation to access medical services.
- Seek reimbursement from Medicaid for those patients receiving Medicaid assistance and using fixed-route public transportation.

**GROUP 2 - EQUIPMENT**

**NEED 1:      MORE BUSES**

The greatest public transportation need, right now, is more buses. CityLink has six buses serving five routes. This leaves only one bus that can be used as a back up, for the entire system. Also, the wait time between buses can be quite lengthy especially during peak hours when wait times need to be shorter. More buses would alleviate the wait time and provide a better back up system for CityLink.

**STRATEGY 1:      ACQUIRE MORE BUSES**

Action Items:

- Identify the number of buses needed to decrease wait times and provide an adequate back up system for bus failures.
- Create a budget for acquisition and maintenance of buses.
- Seek businesses willing to sponsor a bus.
- Use partnerships to leverage funding for bus purchases.
- Use New Freedom, JARC, and Elderly & Disabled programs to purchase new buses.

**NEED 2:      MORE DRIVERS**

With the need for more buses comes the need for more drivers. It has historically been difficult to hire qualified drivers who are willing to drive buses for CityLink. Competitive wages need to be provided to attract qualified drivers to drive CityLink buses.

**STRATEGY 2:      PROVIDE COMPETITIVE WAGES AND INCENTIVES FOR DRIVERS**

Action Items:

- Work with CityLink administration and Coeur d'Alene Casino Human Resources Office to produce competitive wage and benefit packages to entice new drivers and retain existing drivers.
- Enhance recruiting efforts to find qualified drivers with a Commercial Driver's License (CDL).
- Work with the Coeur d'Alene Tribe Department of Education to train potential drivers for CDL qualifications.
- Develop a continual education system for drivers to increase their level of qualifications in public transportation
- Provide a job advancement system for drivers to have the opportunity to advance in the public transportation industry.

**NEED 3:      BUSES WITH DEDICATED SEATING AND LIFTS FOR PERSONS OF DISABILITY AND ELDERS**

All buses in the CityLink fleet are equipped with dedicated wheelchair seating and wheelchair lifts. CityLink needs to maintain this level of service due to the fact that 24% of the riders are elderly and the disabled population in Worley, ID and Tensed, ID is 26%. CityLink works hard to provide adequate service for everyone.

**STRATEGY 3:      CONTINUE TO PROVIDE ADEQUATE SERVICE FOR SENIORS AND PERSONS OF DISABILITY**

- Continue to purchase buses that have dedicated wheelchair seating and lifts.

- Continue training all drivers in working with persons of disability and seniors
- Work with Tribal Elders Program to acquire a new bus for Coeur d'Alene Tribal elders

### **GROUP 3 - ROUTES**

#### **NEED 1: WORK SCHEDULES AND BUS SCHEDULES SHOULD BE COMPATIBLE**

If the work schedules and the bus schedules were more compatible there would be an increase in the number of riders. Many survey respondents and public meeting attendees have expressed the need for all bus routes and work schedules be more compatible. This would make for a more reliable and effective public transportation system.

#### **STRATEGY 1: MAKE BUS SCHEDULES AND WORK SCHEDULES MORE COMPATIBLE**

Action Items:

- Identify which routes experience the highest number of employees.
- Reduce mid-day route schedules and focus on morning and late afternoon schedules.
- Use additional buses to increase bus frequency for routes, especially during peak hours.
- Use a rural route demand response system to allow for more flexibility in the route schedules for people to get to work and back effectively.

#### **NEED 2: MORE ROUTES TO NEIGHBORING COMMUNITIES**

There has been an expressed desire, as a result of the surveys and public transportation meetings, to increase the number of routes to include stops in neighboring communities. These communities include: St Maries, ID; Spokane, WA; Moscow, ID; Tekoa, WA; and Rockford, WA.

#### **STRATEGY 2: INCREASE NUMBER OF ROUTES TO NEIGHBORING COMMUNITIES**

Action Items:

- Determine feasibility of creating routes for each neighboring community.
- Develop relationships with neighboring communities, businesses, and funding entities in order to plan and sustain new routes.
- Coordinate with KMPO to develop a system connecting CityLink and Spokane Area Transit.
- Coordinate with Valley Vista Care to create route between St. Maries, ID and Plummer, ID.

### **GROUP 4 - BUS STOPS**

#### **NEED 1: TRANSPORTATION HUB**

A key feature to a successful public transit system is a public transportation hub, or node. A public transportation hub is a major multi-modal center of transportation activity that is highlighted by good public transportation connectivity. Public transportation hubs should be fitted with and surrounded by amenities that will enhance access for pedestrians, bicyclists, motorists and users of public transportation. A hub also serves as a center of social activity and is most effective when used in conjunction with dense, mixed land uses.

**STRATEGY 1:            DEVELOP TRANSPORTATION HUB (S)**

Action Items:

- Initiate a site selection study to find the best place(s) on the reservation for a multi-modal transportation hub that would address pedestrian needs as well as vehicular and transit needs.
- Work with municipalities to design a mixed-use zoning district that allows for increased commercial and residential densities, adjacent to, or in the vicinity of the transportation hub
- Provide space for medically oriented transit providers to transfer persons of disability and the elderly.
- Encourage Transit Oriented Development near public transportation hub
- Encourage crosswalk safety
- Improve streets for bicycle riding and pedestrian walking in and around the transportation hub.
- Provide a public transportation information center to include maps and schedules, a convenience store, food vending, and gift shop.
- Provide covered bicycle racks and storage
- Provide parking for park-and-ride service

**NEED 2:            ADEQUATE, SAFE, AND ACCESSIBLE BUS STOPS**

Currently there are no bus stops or shelters that are adequate, safe, and accessible for all public transportation riders. None of the bus stops are covered or have seating for people who wait patiently for the next bus, leaving everyone exposed to the elements. Also, none of the bus stops are raised to assist the disabled and elderly in getting on the buses. Sheltered bus stops with raised platforms, or sidewalks, will help all riders feel safe.

**STRATEGY 2:            BUILD ADEQUATE, SAFE, AND ACCESSIBLE BUS STOPS**

Action Items:

- Locate bus stops on well-maintained roads and sidewalks
- Work with private sector, community organizations, and governments to provide better bus stops.
- Provide shelter, benches, and raised platforms at needed bus stops.

**NEED 3:            BUS STOP MAINTENANCE**

A major issue with bus stops is their appearance and the maintenance required to keep a bus stop in good aesthetic condition. Adverse visual impact due to graffiti, vandalism, mismanaged waste receptacles, litter, and structural damage can affect bus stop safety and community image. A bus stop maintenance system needs to be in place to sustain clean and safe bus stops.

**STRATEGY 3:      CREATE A BUS STOP MAINTENANCE PROGRAM**

**ACTION ITEMS:**

- Work with businesses, community organizations, and governments to create an “Adopt a Bus Stop” maintenance program.

# Appendix A

## Public Meetings

### Service Provider Meeting

7-08-08

In attendance were representatives from:

CityLink  
Plummer-Worley School District  
Benewah Medical Center/Wellness Center  
Benewah Area Transit  
Coeur d'Alene Tribe Public Works Department Planning Division

The following are notes from comments made by each service provider regarding general issues and coordination:

#### CitiLink

- locations of bus stops affect other service providers
- demographic changes in the region impact service
- deal with issues of separating urban and rural route funds
- most need exists in economic centers
- where people are determines funding

#### Plummer/Worley School District

- 7 full time bus routes
- funded through state dept. of education
- diminishing \$
- 85% reimbursement for school-home miles
- looking to consolidate routes
- Worley-N route only serve 5 schoolchildren
- 50% transport rate (50% of student population)
- foreseeable channelling of routes closer to Hwy 95
- Need to locate (CityLink) bus stops to serve school children

#### Benewah Medical Center

- Funded through I.H.S. and medicaid
- Medicaid reimburses
- GSA vans
- On demand service for people registered w/ BMC; 55 years or older
- Exceptions made depending on medical issues (PTOT?)
- Usually run 3 days a week for urinalysis
- Operates during Tribal work hours 8 - 4:30
- Some patients are using CitiLink, Casino, and Sacred Heart bus services

#### Valley Vista

- Funded by Medicaid, ITD, and aging adult services

- Repeat clientele
- Travel to BMC often
- Covers area ranging from Spokane, Moscow, Clarkia, Avery, St Maries, Plummer, and everywhere in between.
- Foreseeable diminishment in ridership due to cost of providing service
- Frail clientele
- Lack of drivers

### **General Public Meeting**

7-11-08

In attendance were people from:

Coeur d'Alene, ID  
 Moscow, ID  
 Plummer, ID  
 Fairfield, WA

The following are notes from the general public meeting:

#### Issues:

- Different types of transit (public & private)
- High gas prices
- Bus schedules do not match work schedules
- Lack of adequate amount of buses
- CityLink is required to work with many organizations in order to function
- Weather and road conditions alter bus schedules
- CityLink has a relatively high amount of miles

#### Opportunities:

- Coeur d'Alene Tribe Department of Education can assist new drivers obtaining CDL licenses
- Ample amount of ridership
- Use Council Fires for community rideshare postings

#### Constraints:

- Limited funding avenues
- Hard funding commercial drivers

#### Solutions:

- Employee shuttle/van pool
- More buses
- Reduce mid-day CityLink operations and focus on morning and late afternoon
- Improve road conditions
- Community rideshare program
- Identify patron-to-business patterns and report back to businesses to request partnership

### **Tribal Elder Meeting**

7-22-08

in attendance were Coeur d'Alene Tribal elders living in the Elder's housing units. The following are notes taken during the a meeting with some elders of the Coeur d'Alene Tribe.

- Need to pave driveway to elders' housing
- Need a bus to Tribal Courthouse
- Not all buses are ADA accessible
- Agency road needs improvement
- Plummer Tribal Housing needs road improvements
- The old Elders Program bus "Casper" needs replaced; sell for parts?
- No bus available for elders; need an on demand bus; need a customized bus for long trips (TV, fridge, bathroom, etc.)
- Tribal social services looking to purchase mini-bus & work with CityLink to operate

### **Local Leadership and Businesses Meeting**

8-06-08

In attendance were representatives from the following communities and businesses:

CityLink  
City of Worley  
BERG  
Worley Highway District  
Farm Services Agency  
City of Plummer  
Tensed Library  
Coeur d'Alene Tribe Public Works Department Planning Division

The following are the notes taken during this meeting:

- Transparency is key
- Need route between Plummer and St. Maries
- Need to increase bus stop safety and accessibility
- Need a northbound stop on highway 95 in Plummer
- Need a bus stop near Plummer city hall
- Increase participation in funding CityLink
- Create a transportation hub on the reservation and move bus stops closer to highway 95
- Van pools for employees
- Bus stop maintenance is an issue; graffiti and garbage create eyesores; developan "Adopt a Bus Stop" program
- Look at developing routes to Tekoa and Fairfield, WA
- Hiring out transportation services is an option for employers

# Appendix B

## Survey Results

An online survey was developed using the free survey maker, at [www.surveymonkey.com](http://www.surveymonkey.com), and was disseminated through email and hard copy. The total number of respondents was 227 and below are the results of the survey.

1. Where do you live? (select one)

Coeur d'Alene/Post Falls/Hayden	13.0%
DeSmet	7.0%
Harrison	1.0%
<b>Plummer</b>	<b>33.0%</b>
St. Maries	3.0%
Spokane	19.0%
Tensed	4.0%
Worley	13.0%
County	1.0%
Other	6.0%

2. What is your primary form of transportation? (select one)

<b>Car/Truck</b>	<b>92.9%</b>
Bus	7.1%
Walk	5.1%
Bike	1.0%
Other	1.0%

3. Which of the following describes you the best? (select all that apply)

Student	9.1%
<b>Employee</b>	<b>97.0%</b>
Elder (Senior)	2.0%
Person of Disability	2.0%

4. What time of day would you use public transportation? (select all that apply)

<b>Morning</b>	<b>88.2%</b>
Afternoon	53.8%
Evening	76.3%

5. What day/s of the week would you use public transportation? (select all that apply)

Monday	87.5%
Tuesday	84.4%
Wednesday	88.5%

Thursday	88.5%
<b>Friday</b>	<b>93.8%</b>
Saturday	41.7%
Sunday	30.2%

6. When using public transportation, where would you go? (select all that apply)

<b>Work</b>	<b>83.5%</b>
School	9.3%
Shopping	26.8%
See friends	17.5%
See family	16.5%
Entertainment	29.9%
Hospital/Medical	15.5%
Recreation/Fun	33.0%

7. Why would you use public transit? (select all that apply)

No car	14.3%
No license/driving privileges	6.1%
<b>Gas prices</b>	<b>90.8%</b>
Personal disability	1.0%
Age (under 16)	4.1%
Convenience	46.9%

8. What would prevent you from riding public transportation? (select all that apply)

<b>Bus schedules</b>	<b>89.2%</b>
Safety	12.9%
Intoxicated riders	28.0%
Disability	2.2%