

KOOTENAI COUNTY COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN

ADOPTED BY KMPO BOARD JUNE 7, 2007

Prepared by:



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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.

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.

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 map 1 of this report.

II. DEMOGRAPHICS

A 2005 estimate of Kootenai County's population puts it at 127,668. Kootenai is North Idaho's largest and fastest growing county. 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. 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	126,079	16,516	13.1%

Source: 2000 US 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 on the next page.

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: U.S. Census

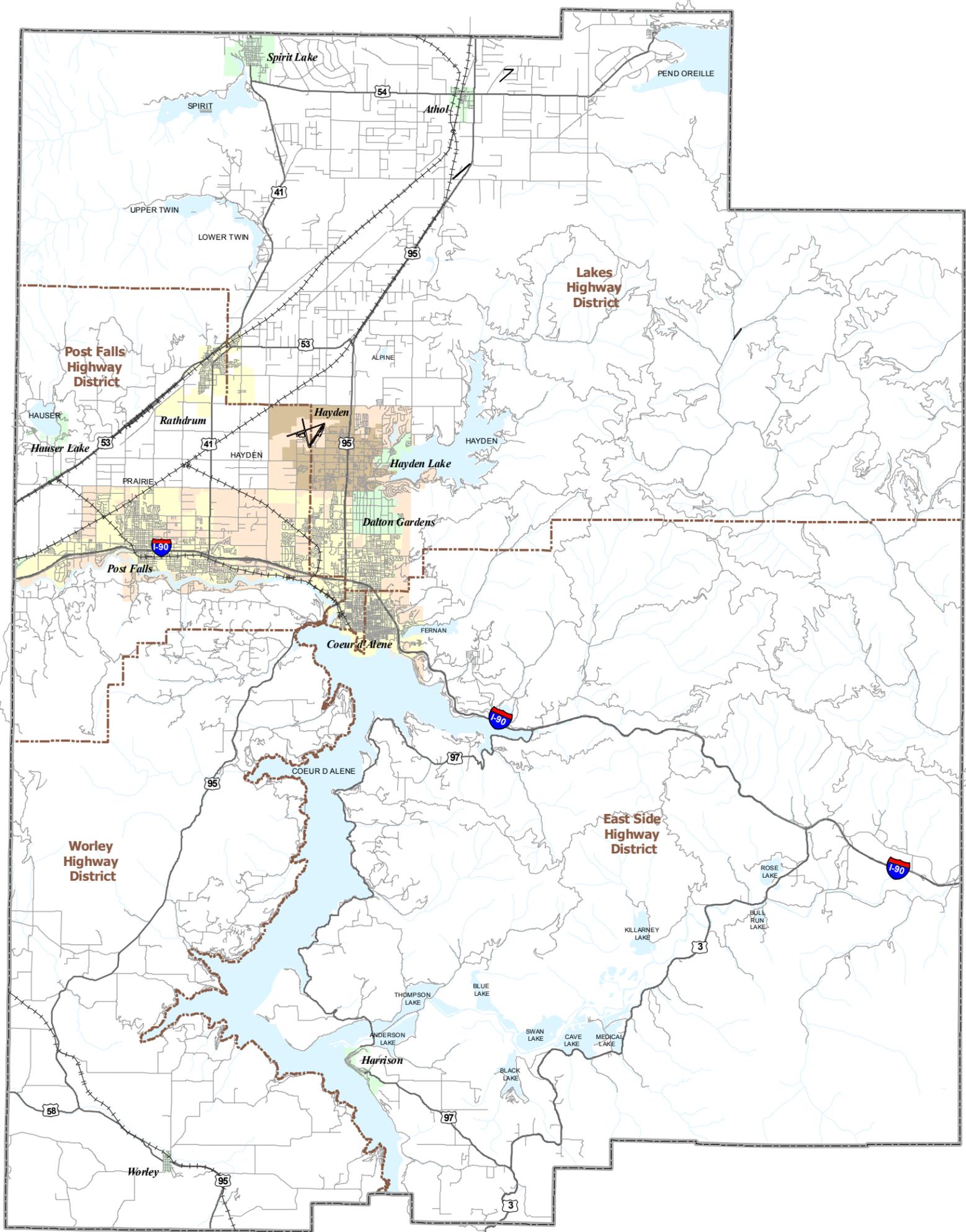
As Table 3 below shows, 14.2% of Kootenai County residents are considered disabled, which is fairly close to the rate for the rest of the country, at 14.9%. Kootenai County is below the average for disabled residents in the entire state, with 15.6% of total Idaho residents being disabled.

For this report, the definition of 'disability' is consistent with definitions reported in the 2000 Census, which included two questions with a total of six subparts with which to identify people with disabilities.¹ 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: U.S. Census



KOOTENAI COUNTY, IDAHO



0 2 4 8 Miles



KOOTENAI METROPOLITAN AREA TRANSPORTATION PLAN
2006-2030

Routes

- Principal Arterials
- Collectors
- Railroad

Jurisdictions & Other Features

- CDA; Post Falls; Rathdrum
- Hayden
- Other Jurisdictions
- Urban Area Boundary
- Water Features
- Highway Districts

*Data based on best available information.
*Data for illustrative purposes only.
June 2006 S.Ferrin kcrtts.mxd

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 from 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.

The KMPO is the organization creating the Kootenai County Human Services Transportation Plan. The information gathered in order to create it 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 dichotomous questions (+/-5% margin of error).

Survey respondents were questioned on household demographics, commutes 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.

IV. STAKEHOLDER IDENTIFICATION

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.'² A list of the stakeholders interviewed is included in Appendix A of this report.

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. The KATS/NICE system is the only service open and affordable to all members of the general public.

² As defined by John Bryson, an expert in strategic planning for public organizations.

KATS/NICE

Kootenai Area Transportation System (KATS) receives FTA Section 5307 Urbanized Funds. Prior to 2003, KATS operated exclusively under name 'North Idaho Community Express' (NICE). Services operating outside the designated urban area still operate under the NICE name.

KATS service is available in the Coeur d'Alene/Hayden, Rathdrum and Post Falls area 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 January 2006 to January 2007.

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.

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 area. The service is available between 5 a.m. and 5:30 p.m. weekdays and 6 a.m. to 12:30 p.m. on Saturdays.

It costs about \$140,000 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.

The service is available from 7 a.m. until 5:30 p.m. Monday through Friday. Medicaid pays for most of the rider's fares, but non-Medicaid clients are required to pay the Medicaid reimbursement rate (approximately \$1 per mile).

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.

GREYHOUND

Greyhound operates intercity buses into Coeur d'Alene via Interstate 90 to/from Spokane. Eastbound trips leave Spokane at 9 a.m. and 6:15 p.m. daily. Westbound trips leave Coeur d'Alene at 12:30 a.m., 8:05 a.m. and 4:15 p.m.

STA VANPOOLS

Spokane Transit Authority (STA) currently administers five vanpool vans operating from Coeur d'Alene/Post Falls into Spokane. The vans cost 45.3 cents per mile per van, to be split among riders. Therefore a 70-mile roundtrip results in \$666 per month (21 days) or a \$60 per person per month cost if there are ten riders per 15-passenger van. STA provides some subsidy for the first few months after a vanpool start-up to allow time to fill seats.

COEUR D'ALENE TRIBE CITYLINK

The Coeur d'Alene Tribe operates a gaming casino in Worley, 25 miles south of Coeur d'Alene. The tribe provides daily bus transportation for visitors and workers traveling to the casino. Citylink, a transportation system that came to full service on Nov. 1, 2005, is a result of a \$1.38 million grant to Kootenai County, Idaho from the Federal Transit System. Matching funds of \$1.38 million are provided by the Coeur d'Alene Tribe, headquartered in Plummer, Idaho.

Covering the Coeur d'Alene Reservation and urban areas of Coeur d'Alene, Post Falls and Hayden, Citylink brings unprecedented free transportation to all people in the region. The service makes five daily round trips between the casino and Coeur d'Alene, Monday through Thursday and seven on Friday. On Saturday there are eight round trips made between the casino and Coeur d'Alene and five on Sunday. The system offers 23 stops.

The existing grant and matching funds guarantee service through 2008. Citylink represents the first time in the United States that a tribal government and a local government have collaborated to create free public transportation.

OMNIBUS, INC.

Omnibus is a charter and shuttle operation, mostly serving the Spokane Airport. The company offers general public rides but charges more than local cab companies so sees little activity in this area. Omnibus charges \$35 each way to the airport and \$50 per hour for personal trips. Omnibus operates five vans ranging from 21- to 25-passenger capability.

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.

VI. NEEDS ASSESSMENT

Needs for public transit in Kootenai County identified through a telephone survey, public meetings and stakeholder interviews include³:

- 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.

³ Existing conditions & Needs Assessment Report for Public Transportation in the Kootenai Metropolitan Area, Nelson\Nygaard Consulting Associates, July 2004

- 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.

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

VII. STRATEGIES

Starting in Fiscal Year 2007, projects funded through three programs included in SAFETEA-LU are required to be derived from a locally developed, coordinated public transit-human services transportation plan. Those programs are: Job Access and Reverse Commute Program (JARC, Section 5316), New Freedom (Section 5317), and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310).

The programs focus on the needs of transportation-disadvantaged persons, those with transportation needs that cannot be met through means such as access to automobiles or public transportation. For the purpose of this plan, the definition of people with special transportation needs is: 'those people, including their attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation.'⁴

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, the Panhandle Area Council (PAC), the Agency on Adult and Aging Services (AAS) and North Idaho College (NIC). 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 \$3,919.

NIC contributes approximately \$36,000 of in-kind matching funds for the operation of its remote parking shuttle. These funds provide the County access to an equal amount of available FTA 5307 funds for public transportation in the Urbanized Area.

Kootenai Medical Center (KMC) contributes approximately \$125,000 of in-kind matching funds. These funds provide the County access to an equal amount of available FTA 5307 funds for public transportation in the Urbanized Area.

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 budget of \$60,000.

Adult and Aging Services (AAS) contributes approximately \$30,000 in cash matching funds. These funds provide Kootenai County access to an equal amount of available FTA 5307 funds for public transportation in the Urbanized Area, which is returned to KATS for the operation of its demand-response system. AAS also contracts with NICE to provide services to senior citizens in the rural area of Kootenai County, Bonner County and Shoshone County.

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 new funding opportunities possibly available for Kootenai County.

⁴ RCW 47.06B

TABLE 4 SUMMARY OF NEW 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
Welfare to Work (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 projects, 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 subsidize 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 amenities such as bus benches or shelters, large retailers may provide space for transfer centers	Difficult & requires significant ongoing effort & cooperation.
Coeur d'Alene Tribe	Augment existing services	Tribal Elder Board desires to provide service to south end of Kootenai County	Negotiations with tribe	Unknown	1-2 Years	Tribe currently provides shuttles for employees, patrons of casino and area residents for unique trips to Spokane & Coeur d'Alene .	Good chance of success based on Tribal Elder Board Directive & active participation of tribe.

VIII COORDINATION EFFORTS

One of the challenges facing Kootenai County transportation providers is the lack of an obvious central department that manages funding, administration and planning efforts for public transportation. 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.
- White Tail transportation dispatches NICE rides out of Sandpoint.
- 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 in 2004 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 Agency on Adult and Aging Services (AAS) and North Idaho College (NIC) help fund area transportation services.

IX. IMPLEMENTATION STRATEGIES / PRIORITIZATION

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 $\frac{3}{4}$ 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 are 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 measures.
- 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.

APPENDIX A:

List of Stakeholders invited to participate

STAKEHOLDER INTERVIEW LIST

- 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 Habernicht, 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
- 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

APPENDIX B:

COPY OF SURVEY

COPY OF SURVEY

HELLO, MY NAME IS _____. I'M CONDUCTING A SURVEY FOR KOOTENAI METROPOLITAN PLANNING ORGANIZATION. WOULD YOU BE WILLING TO ANSWER A FEW QUESTIONS TO HELP US TO UNDERSTAND YOUR NEEDS AND OPINIONS ABOUT TRANSPORTATION? ALL ANSWERS WILL BE KEPT STRICTLY CONFIDENTIAL. THE SURVEY WILL TAKE BETWEEN EIGHT AND TEN MINUTES.

1. FIRST OF ALL, ARE YOU AT LEAST 16 YEARS OLD?

1. YES
2. NO

****SURVEYORS NOTE: IF NO, ASK FOR SOMEONE OVER 16*****

2. WHICH COMMUNITY DO YOU LIVE IN?

1. COEUR D'ALENE
2. POST FALLS
3. ATHOL
4. DALTON GARDENS
5. HARRISON
6. HAUSER
7. HAYDEN
8. HAYDEN LAKE
9. HUETTER
10. PINEHURST
11. RATHDRUM
12. ROSE LAKE
13. SPIRIT LAKE
14. STATE LINE
15. WORLEY
16. OTHER

3. WHAT ARE THE CROSS STREETS AT THE INTERSECTION NEAREST YOUR HOME?

4. INCLUDING YOURSELF, HOW MANY PEOPLE OVER 16 YEARS OF AGE LIVE IN YOUR HOUSEHOLD?

1. ONE
2. TWO
3. THREE
4. FOUR
5. FIVE
6. SIX OR MORE

5. HOW MANY PEOPLE IN YOUR HOUSEHOLD HAVE A VALID DRIVER'S LICENSE?

1. ONE
2. TWO
3. THREE
4. FOUR
5. FIVE

6. SIX OR MORE
6. HOW MANY OPERATIONAL CARS, TRUCKS, VANS AND MOTORCYCLES DO THE PEOPLE LIVING IN YOUR HOUSEHOLD HAVE IMMEDIATE ACCESS TO?
 1. ONE
 2. TWO
 3. THREE
 4. FOUR
 5. FIVE
 6. SIX OR MORE
 7. IN A TYPICAL WEEK, HOW MANY ROUND-TRIP TRIPS OF MORE THAN ¼ MILE DO YOU MAKE FROM HOME TO PLACES IN KOOTENAI OR NEIGHBORING COUNTIES? THESE TRIPS CAN BE BY CAR, BUS, BIKE OR WALKING.
 8. WHAT IS THE MOST FREQUENT PURPOSE OF THESE TRIPS? (IN OTHER WORDS, DURING A TYPICAL WEEK, WHAT IS THE PRIMARY REASON YOU LEAVE YOUR HOUSE TO GO SOMEWHERE ELSE?)
 1. WORK
 2. SHOPPING
 3. SCHOOL
 4. MEDICAL APPOINTMENT
 5. SOCIAL SERVICE APPOINTMENT
 6. TRIP TO MEAL SITE
 7. SOCIAL OR RECREATION
 8. DRIVING SOMEONE ELSE WHERE SHE/HE NEEDS TO GO
 9. OTHER
 9. WHAT IS THE SECOND MOST FREQUENT PURPOSE OF THESE TRIPS?
 1. WORK
 2. SHOPPING
 3. SCHOOL
 4. MEDICAL APPOINTMENT
 5. SOCIAL SERVICE APPOINTMENT
 6. TRIP TO MEAL SITE
 7. SOCIAL OR RECREATION
 8. DRIVING SOMEONE ELSE WHERE SHE/HE NEEDS TO GO
 9. OTHER
 10. HOW DO YOU MOST FREQUENTLY MAKE THESE TRIPS?
 1. DRIVE MY CAR
 2. GET A RIDE WITH SOMEONE ELSE
 3. NICE/KATS BUS
 4. WHITE TAIL BUS (MEDICAID)
 5. WALK
 6. BIKE
 7. TAXI
 8. OTHER
 11. DO YOU MAKE REGULAR COMMUTE TRIPS TO WORK OR SCHOOL?

1. YES
 2. NO
12. WHAT IS YOUR AVERAGE ONE WAY COMMUTE DISTANCE? (MILES)
13. WHAT THREE PLACES DO YOU THINK MOST NEED TRANSIT SERVICE? PLEASE BE AS SPECIFIC AS POSSIBLE.
1. OTHER (NAME THREE PLACES)
 2. NO RESPONSE/NO OPINION
14. IF THERE WAS REGULAR TRANSIT SERVICE TO THESE PLACES AND THE BUS STOPPED NEAR YOUR HOME WOULD YOU OR A MEMBER OF YOUR HOUSEHOLD USE THE SERVICE?
1. YES
 2. NO
 3. DON'T KNOW/MAYBE
15. WOULD IT BE....?
1. SOMEONE UNDER 16
 2. SOMEONE 16-60, OR
 3. SOMEONE OVER 60
 4. NO ANSWER/DON'T KNOW
16. DO YOU THINK THEY WOULD USE IT...?
1. SEVERAL TIMES A WEEK
 2. ONCE OR TWICE A WEEK
 3. SEVERAL TIMES A MONTH, OR
 4. RARELY
 5. NO ANSWER/DON'T KNOW
17. PRESENTLY DIAL-A-RIDE SERVICE IS AVAILABLE FOR SENIORS, PERSONS WITH DISABILITIES AND THE GENERAL PUBLIC IN KOOTENAI COUNTY. ARE YOU AWARE OF THIS SERVICE?
1. YES
 2. NO
18. HAVE YOU RIDDEN PUBLIC TRANSPORTATION LOCALLY IN THE LAST YEAR?
1. YES
 2. NO
 3. DON'T KNOW/DON'T REMEMBER
19. WHAT SERVICE OR SERVICES DID YOU USE?
1. NICE
 2. KATS
 3. KOOTENAI MEDICAL CENTER VAN
 4. WHITE TAIL TRANSPORTATION

5. NORTH IDAHO COLLEGE SHUTTLE
6. TAXI
7. SPOKANE TRANSIT BUS SERVICE
8. SPOKANE TRANSIT VANPOOL
9. CAN'T REMEMBER
10. OTHER

20. HOW OFTEN DO YOU, OR DID YOU RIDE?

1. 5 OR MORE TIMES/WEEK
2. 2-5 TIMES/WEEK
3. 2-4 TIMES/MONTH
4. ABOUT 1 TIME/MONTH
5. A FEW TIMES PER YEAR

21. NOW I AM GOING TO READ YOU TWO STATEMENTS. FOR EACH ONE, PLEASE TELL ME IF YOU STRONGLY AGREE, AGREE, DISAGREE OR STRONGLY DISAGREE WITH THE STATEMENT.

22. COEUR D'ALENE AND POST FALLS NEED FIXED ROUTE TRANSIT SERVICE. BY THIS WE MEAN BUSES THAT RUN ON REGULAR ROUTES AND SCHEDULES AND CONNECT MAJOR RETAIL, BUSINESS, RECREATION AND RESIDENTIAL AREAS.

1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE
5. DON'T KNOW/NO RESPONSE

23. MORE BUS SERVICE IN RURAL COMMUNITIES IS NEEDED SO COUNTY RESIDENTS CAN TRAVEL TO AND FROM DESTINATIONS IN COEUR D'ALENE AND POST FALLS.

1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE
5. DON'T KNOW/NO RESPONSE

24. NOW I WOULD LIKE TO GAUGE YOUR SENSE OF HOW PUBLIC TRANSPORTATION COULD BEST SERVE YOU AND THE COMMUNITY IN THE FUTURE.

AGAIN, PLEASE TELL ME IF YOU STRONGLY AGREE, AGREE, DISAGREE OR STRONGLY DISAGREE WITH EACH STATEMENT.

25. THERE SHOULD BE MORE BUSES TO MAKE EXISTING CURB-TO-CURB DIAL-A-RIDE SERVICES MORE RELIABLE.

1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE
5. DON'T KNOW/NO RESPONSE

26. THE EXISTING DIAL-A-RIDE SERVICE SHOULD OPERATE EARLIER IN THE MORNING AND/OR LATER IN THE EVENING.

1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE
5. DON'T KNOW/NO RESPONSE

27. PUBLIC TRANSPORTATION SERVICE SHOULD BE PROVIDED ON WEEKENDS.

1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE
5. DON'T KNOW/NO RESPONSE

28. BUS FARES FOR LOCAL TRIPS SHOULD BE LOWER THAN THEY ARE NOW.

1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE
5. DON'T KNOW/NO RESPONSE

29. THERE SHOULD BE CONNECTIONS TO SPOKANE TRANSIT BUSES AT LIBERTY LAKE.

1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE
5. DON'T KNOW/NO RESPONSE

30. THERE SHOULD BE TRANSIT CONNECTIONS TO PARK-AND-RIDE LOCATIONS NEAR INTERSTATE-90 TO MEET SPOKANE TRANSIT VANPOOLS OR INFORMAL CARPOOLERS.

1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE
5. DON'T KNOW/NO RESPONSE

31. THERE SHOULD BE MORE SERVICE BETWEEN COMMUNITIES AND CITIES IN KOOTENAI COUNTY.

1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE
5. DON'T KNOW/NO RESPONSE

32. LOCAL BUS SERVICE SHOULD BE PROVIDED WITHIN EACH OF THE COMMUNITIES AND CITIES IN KOOTENAI COUNTY.

1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE
5. DON'T KNOW/NO RESPONSE

33. OK, WE'RE ALMOST DONE.

DO YOU OR ANYONE IN YOUR HOUSEHOLD HAVE A DISABILITY OR ANY OTHER LIMITATIONS THAT WOULD MAKE USING PUBLIC TRANSPORTATION MORE DIFFICULT THAN IT IS FOR OTHER PEOPLE?

1. YES
2. NO

34. DOES ANYONE IN YOUR HOUSEHOLD HAVE CONDITIONS ASSOCIATED WITH AGE THAT CAUSE THEM DIFFICULTY DRIVING OR HAVE CAUSED THEM TO REDUCE OR ELIMINATE DRIVING ALTOGETHER?

1. YES
2. NO

35. DO MEMBERS OF YOUR HOUSEHOLD HAVE DIFFICULTY GETTING SOMEWHERE BECAUSE OF A LACK OF TRANSPORTATION?

1. YES
2. NO

36. IS THAT WITHIN KOOTENAI COUNTY?

1. YES
2. NO

37. IN WHICH COMMUNITY IS THE DESTINATION?

1. COEUR D'ALENE
2. POST FALLS
3. ATHOL
4. DALTON GARDENS
5. HARRISON
6. HAUSER
7. HAYDEN
8. HAYDEN LAKE
9. HUETTER
10. PINEHURST
11. RATHDRUM
12. ROSE LAKE
13. SPIRIT LAKE

14. STATE LINE
15. WORLEY
16. OTHER

38. IN WHICH COMMUNITY IS THE DESTINATION?

1. SPOKANE
2. MOSCOW
3. SANDPOINT
4. LIBERTY LAKE
5. OTHER

39. NOW I AM GOING TO READ YOU A SHORT LIST OF GOVERNMENT SERVICES. FOR EACH ONE, PLEASE TELL ME IF THE MAINTENANCE AND IMPROVEMENT OF THE SERVICE SHOULD BE A HIGH, MEDIUM OR LOW PRIORITY IN YOUR CITY DURING THE NEXT FIVE YEARS.

40. STREET MAINTENANCE AND REPAVING

1. HIGH PRIORITY
2. MEDIUM PRIORITY
3. LOW PRIORITY
4. DON'T KNOW/NO RESPONSE

41. SIDEWALKS, CROSSWALKS, AND BIKEWAYS

1. 1 HIGH PRIORITY
2. MEDIUM PRIORITY
3. LOW PRIORITY
4. DON'T KNOW/NO RESPONSE

42. BUSES AND OTHER PUBLIC TRANSPORTATION SERVICES

1. HIGH PRIORITY
2. MEDIUM PRIORITY
3. LOW PRIORITY
4. DON'T KNOW/NO RESPONSE

43. PARKS AND RECREATION FACILITIES

1. HIGH PRIORITY
2. MEDIUM PRIORITY
3. LOW PRIORITY
4. DON'T KNOW/NO RESPONSE

44. PUBLIC SCHOOL PROGRAMS AND FACILITIES

1. HIGH PRIORITY
2. MEDIUM PRIORITY
3. LOW PRIORITY

4. DON'T KNOW/NO RESPONSE

45. PUBLIC HEALTH AND SOCIAL SERVICES

1. HIGH PRIORITY
2. MEDIUM PRIORITY
3. LOW PRIORITY
4. DON'T KNOW/NO RESPONSE

46. JAILS AND CORRECTIONAL FACILITIES

5. HIGH PRIORITY
6. MEDIUM PRIORITY
7. LOW PRIORITY
8. DON'T KNOW/NO RESPONSE

47. DO YOU HAVE ANY ADDITIONAL COMMENTS ABOUT PUBLIC TRANSPORTATION NEEDS IN KOOTENAI COUNTY?

1. YES
2. NO

48. I'M GOING TO READ A LIST OF HOUSEHOLD INCOME RANGES. HOUSEHOLD INCOME IS THE TOTAL INCOME OF ALL HOUSEHOLD MEMBERS. PLEASE STOP ME WHEN I READ THE INCOME RANGE THAT CORRESPONDS TO YOUR HOUSEHOLD. THIS INFORMATION IS CONFIDENTIAL, AND USED MAINLY TO DETERMINE THAT WE'VE HEARD FROM PEOPLE IN ALL INCOME RANGES.

1. UNDER \$15,000
2. \$15- 24,000
3. \$25- 34,000
4. \$35- 49,000
5. \$50- 74,000
6. \$75- 99,000
7. \$100,000 OR MORE
8. DON'T KNOW/REFUSED

49. THAT'S THE END OF THE SURVEY. THANK YOU VERY MUCH FOR YOUR TIME.

50. RECORD RESPONDENT'S GENDER.

1. MALE
2. FEMALE

51. SURVEYOR COMMENTS/UNUSUAL CIRCUMSTANCES/NOTES:

1. NO
2. YES