KFH GROUP, INC.

WASHINGTON STATE INTERCITY BUS SERVICE STUDY

DRAFT FINAL REPORT

June, 2007

Prepared for the

Washington State Department of Transportation

4920 Elm Street, Suite 350 ◆ Bethesda, MD 20814 ◆ (301) 951-8660 ◆ FAX (301) 951-0026

TABLE OF CONTENTS

TABLE OF CONTENTS (continued)

CHAPTER 3

INVENTORY OF EXISTING SERVICES

INTRODUCTION

The purpose of this chapter to address the "intercity"[1] bus services in Washington in order to assist the state in defining appropriate policies that may support or affect these services. This report includes an inventory of the existing intercity bus services accompanied by a set of figures that represent these services geographically.

OVERVIEW OF WASHINGTON SERVICES

Intercity Service

Within the national context, Washington has a relatively high level of service provided by the private, for-profit intercity carriers. There are seven providers of regularly scheduled intercity/regional bus services that provide service in Washington: Greyhound, Northwestern Trailways, Inc. (NTI), County Connector, GrapeLine, Grays Harbor Transit, Olympic Bus Lines, and the Yakima-Prosser Connector. NTI is an independently owned member of the Trailways Transportation System and partners with Greyhound to provide extensive intercity bus service throughout the northwest. Table 3-1 lists the major intercity service stops for each of the operators. In some cases, multiple carriers provide service to the same city. These services have been selected for inclusion at this time because they offer a meaningful connection to the national intercity bus network, either through a defined interline connection, or by serving a common terminal or facility allowing a physical connection between the services.

[1] As opposed to commuter/park and ride services.

Table 3-1: MAJOR CITIES WITH INTERCITY SERVICE

City	County Connector	GrapeLine	Grays Harbor Transit	Greyhound	Olympic Bus Lines	Northwestern Trailways	Yakima-Prosser Connection
Aberdeen			X				
Bellevue				X			
Bellingham	X			X			
Ellensburg				X		X	
Everett				X		X	
Hoquiam			X				
Moses Lake				X			
Mount Vernon	X			X			
Ocean Shores			X				
Olympia			X	X			
Pasco		X		X			
Port Angeles					X		
Prosser							X
Pullman						X	
Seattle				X	X	X	
Sequim					X		
Spokane				X		X	
Sunnyside				X			
Tacoma				X		X	
Tahola			X				
Vancouver				X			
Walla Walla		X					
Wenatchee						X	
Yakima				X			X

Figure 1-2 (in Chapter 1) is a map of Washington State with the existing intercity service routes provided by the firms and agencies noted above. A complete inventory of schedules is included at the end of this report [Appendix A]. The services provided by each carrier are briefly summarized as follows:

- **Greyhound**: Operates daily weekday and limited weekend service throughout the state, including at least four daily weekday trips between Olympia, Seattle, and Tacoma, and up to two daily scheduled round trips between Spokane and Yakima, Yakima, and Pasco, and Everett and Spokane in the eastern and southern regions of the state. The corridor that provides the highest frequency intercity bus service connects Bellingham, Everett, Seattle, and Tacoma, along Interstate 5 (I-5) in the Puget Sound Region.

- **Northwestern Trailways, Inc.**: Operates one daily weekday roundtrip service from Spokane to Tacoma, via Moses Lake, Wenatchee, Everett, and Seattle. Service is also provided along the Omak and Ellensburg corridor, with connecting service to the Seattle or Spokane line. One other daily round trip route provides service from Spokane to Colfax and Pullman. Scheduled routes to/from Spokane provide

connecting service to Greyhound. Washington State Department of Transportation (WSDOT) provides operating assistance for the Omak to Wenatchee and Leavenworth to Ellensburg segments.

- **Grays Harbor Transit**: Operates daily scheduled transit service along the Washington coast with most routes originating in Aberdeen. The five daily weekday roundtrips from Aberdeen to the Olympia Greyhound Bus Station via Hoquiam Service could be considered intercity (in terms of route length and connection to the national intercity bus network). Other local transit routes traverse the Washington coast on a daily weekday roundtrip service with a coverage area that includes Aberdeen, Hoquiam, Grayland, Tahola, Ocean Shores, Ocean City, Copalis Crossing, Pacific Beach, Copalis Beach, Hogan's Corner, West Port, and Lake Quinalt. Grays Harbor Transit receives capital, operating, and administrative assistance from WSDOT as a local transit operator.

- **Olympic Bus Lines:** Operates two daily scheduled roundtrips to Seattle/SeaTac (Airport) from Port Angeles, Sequim, and Discovery Bay. The service also stops at the Greyhound and Amtrak stations in Seattle. Olympic Bus Lines is an independent commission agent of Greyhound, able to sell through tickets on Greyhound service. Although it is a fixed-route, fixed-schedule service advance reservations are recommended. Olympic Bus Lines receives operating assistance from WSDOT.

- **GrapeLine**: Operated by *Genie Tours*, this service provides up to three daily round trips connecting the communities of Walla Walla and Pasco, in the Tri-Cities area. One trip is provided in the early morning, one at midday, and the last daily trip in the early evening. This route stops at several locations that provide connections with Greyhound, Amtrak, Walla Walla Transit, and Ben Franklin Transit. The GrapeLine also receives operating assistance from WSDOT.

- **Yakima-Prosser Connector**: Operated by *People for People*, an adult employment and training services agency for economically disadvantaged and unemployed Yakima and Kittitas County residents, this service provides three daily weekday roundtrips between the Prosser Transit Center and the Yakima Transit Center. The Prosser Transit Center provides connecting service to the regional and local bus service operated by Ben Franklin Transit. The Yakima Transit Center provides access to the local fixed route bus service operated daily by Yakima Transit. This service also receives operating and capital assistance from WSDOT.

- **County Connector**: County Connector is the brand name for a combination of regional routes that connect Whatcom, Skagit, and Island Counties. The combined service is operated jointly by Whatcom Transit Authority (WTA), Island Transit, and Skagit Transit, connecting with their local services at their major transfer points and park and ride lots. The service includes nine weekday and five Saturday trips from Oak Harbor to Mount Vernon (411W), nine weekday and five Saturday trips between Mt. Vernon to Terry's Corner Park and Ride in Camano (411C), eight scheduled weekday daily round-trips between Bellingham and Mount Vernon (80X), and four

Saturday round-trips over the same route. The 80X and the 411 routes connect at Skagit Station in Mt. Vernon.

- **Airport Service to Seattle-Tacoma (Sea-Tac) International or Spokane International Airports**: These fixed-route, fixed-schedule airport services provide another transportation option in several corridors throughout the state.

- **Bellair Charters (Airporter Shuttle)**: Operates up to 12 roundtrips daily to Sea-Tac along the I-5 corridor providing service to Bellingham, Mount Vernon, Stanwood, Marysville, Blaine, Birch Bay, Lynden, and Ferndale. Up to 11 round trips daily to Sea-Tac from Anacortes and Oak Harbor with connecting service in Mount Vernon. In central Washington State, up to four daily roundtrips provide service between Yakima, Ellensburg, Cle Elum and Sea-Tac.

- **Whidbey-Sea-Tac Shuttle**: Operates daily service with six departures from Whidbey Island to Sea-Tac and six return trips. Stops along the way include NAS Whidbey, Oak Harbor, Coupeville, Greenbank, Freeland, Bayview, Langley, and Clinton. Stops are located near Washington State Highway WA-20 and WA-525 at convenient points along the route. Advanced reservation is required for the scheduled routes.

- **Capital Aeroporter, Airport Shuttle**: Operates reservation service to and from Sea-Tac to the following cities: Aberdeen, Hoquiam, Ocean Shores, Westport and all points in Grays Harbor County; Centralia, Chehalis, Morton, Pe Ell, and all points in Lewis County; Shelton, Union, Hoodsport, and all points in Mason County; Tacoma, Puyallup, Lakewood, Parkland, and other points in Pierce County; Olympia, Lacey, Tumwater, and all points in Thurston County.

- **Bremerton-Kitsap Airporter, Inc. and Ft. Lewis/McChord AFB Airporter**: Operates 20 daily trips to Sea-Tac Airport Shuttle service from Bangor, Poulsbo, Silverdale, Bremerton, Gorst, Pt. Orchard, Purdy, Gig Harbor, and northwest Tacoma.

- **Wheatland Express**: Operates a shuttle service between Spokane International Airport and Colfax and Pullman, and Moscow, ID. The service provides three scheduled daily weekday trips to the airport and three daily weekday southbound trips from the airport along the United States (US)-195 corridor. Wheatland Express also provides seasonal weekday commuter bus service between the major universities in Pullman and Moscow, ID.

- **Payless Airport Shuttle**: Based in Coeur d'Alene, ID, the shuttle provides door-to-door service to and from Spokane International Airport, available 24 hours, 7 days a week. Twenty-four hour advance reservation is required. Vehicles can accommodate golf clubs, bike boxes, and skis.

Airport Non-Scheduled Service—All Ways Transportation, Inc.

All Ways Transportation, Inc. operates a demand-responsive airport service in eastern Washington. Passenger and express service is provided by reservation only with 24-hour advance notice required, serving Clarkston, Pullman, and Lewiston, Idaho to and from the Spokane International Airport. The fleet consists of lift-equipped vans and automobiles.

Regional/Local Transit

These public transit systems provide local scheduled public transit services, but in addition they provide regional routes or make advertised connections with adjacent transit providers that offer passengers regional or intercity travel opportunities. Though they are shorter routes and are part of county-wide or regional systems, they could possibly be considered as part of a statewide intercity and regional transit network. One of these transit systems serves central Washington, one serves central southern Washington, and the remaining systems serve the Puget Sound region. They are listed here for consideration as potential intercity or rural-to-urban regional service links.

- **Grant Transit Authority**: Operates scheduled route service in central Washington, providing service on the I-90 and WA-17 and WA-283 corridors. The highest number of scheduled daily round-trips serves the Moses Lake, Soap Lake, Ephrata, Quincy, and George triangular corridor. Other communities that are in the service area include Warden, Desert Aire, Royal City, Mardon, Mattawa, and Grand Coulee.

- **Ben Franklin Transit**: Operates daily weekday and limited Saturday service that covers Kennewick, Pasco, Richland, West Richland, Walla Walla, Prosser, Yakima and Benton City. Most of the system routes are local; however, four routes provide regional/intercity service.

- **Clallam Transit**: Operates daily weekday bus service to customers throughout Clallam County. The system also operates a daily weekday and Saturday Commuter route from Port Angeles to Sequim, which connects riders with Jefferson Transit commuter bus service along Hwy 101 and other routes that provide connecting service to Seattle; up to four daily (weekday) trips are provided from the Sequim Transit Center. The Seattle service requires three transfers and at least the use of five transit providers: Clallam Transit, Jefferson Transit, Kitsap Transit, the Ferry System, and King Metro.

- **Jefferson Transit**: Operates daily weekday and weekend bus service connecting Port Angeles, Bremerton, Silverdale, and connecting service to Sea-Tac via Route 7. The route to Sea-Tac requires transfers with Kitsap Transit, the Bainbridge Ferry, and onto King County Metro for the final connection from the Seattle Ferry terminal to the airport.

- **Kitsap Transit**: Provides daily weekday and limited weekend service throughout Kitsap County. Some routes include connecting service with Jefferson Transit and

the Washington State ferry system – the Bainbridge Ferry allows for connecting service to Sea-Tac.

- **Pierce Transit**: Operates daily weekday and limited weekend service in the cities and towns of Bonney Lake, Buckley, DuPont, Fife, Edgewood, Fircrest, Gig Harbor, Lakewood, Milton, Orting, Puyallup, Ruston, Steilacoom, Sumner, Tacoma, and University Place, along with extensive unincorporated areas of Pierce County. Pierce Transit provides more than 45 local bus routes, SHUTTLE (specialized transportation for people with disabilities), vanpool, ridematching, and intercounty express service to Seattle, Sea-Tac Airport, and Olympia provided in cooperation with Sound Transit and Intercity Transit. Pierce Transit's fixed-route system includes routes that operate on city streets, county routes, and state highways from Seattle through Tacoma and on to Olympia.

- **Intercity Transit**: Operates daily weekday, weeknight, and limited weekend service for the cities of Olympia, Lacey, Tumwater, and Yelm. Intercity Transit operates 23 bus routes, a door-to-door service for people with disabilities, a vanpool program, and several specialized van programs. Full, fixed-route bus service is available weekdays on 23 routes, 18 routes on Saturdays, and 12 routes on weekday evenings, and 11 routes on Sundays. This service also provides connections to neighboring transit systems in Pierce, Grays Harbor, and Mason Counties.

- **Sound Transit**: Operates a regional transit system in King, Pierce, and Snohomish Counties, within the region's most heavily used travel corridors. There is extensive intercity/commuter coverage and two Sea-Tac routes from Bellevue and Lakewood. The system includes a mix of mass transit options: Sound Transit Express bus routes, Sounder Commuter Rail, and Link Light Rail.

- **Mason Transit**: Operates daily transit service throughout Mason County with connecting service to other areas of the Puget Sound region. Scheduled connections made at the Olympia Transit Center, the Bremerton Transportation Center, and the Brinnon Store, which provide access to the Ferry system, Amtrak, and Greyhound service, in addition to neighboring transit systems.

- **Community Transit**: Operates 32 local and 31 commuter bus routes with a service coverage area that includes most of Snohomish County, the University of Washington, Seattle, and the Eastside.

- **LINK Transit**: Operates local and intercity route service in central Washington. Eight daily weekday trips are provided to Manson from Wenatchee. Fifteen daily weekday trips are provided from Manson to Wenatchee.

ASSESSMENT OF EXISTING SERVICES

Chapter 3 examines the relationship between the existing intercity bus network and the potential needs for intercity bus service. It is important to acknowledge several key aspects of Washington's services that may be different from intercity bus services in other states. One is that the public transit systems have developed a number of services that have regional or intercity characteristics in terms of route length, off-peak service, connections to adjacent systems, and connections to the national intercity bus network. Another is that there is a significant amount of service to the major airports, particularly Sea-Tac, by fixed-route, fixed-schedule operators. Finally, the population distribution and geography of Washington state appear to play a significant role in concentrating the potential market into a relatively limited set of corridors that, for the most part, continue to have intercity bus service available.

Distinct Markets

Based on the information provided by the various state agencies, and the assessment of the routes and schedules, it is apparent that there are three distinct markets served by regional or intercity transit providers in Washington.

Commuters

One market is the commuter market, which is characterized by weekday, daily services with a peak-hour schedule orientation in metro areas throughout Washington. The Washington services primarily addressing this market are located in the regions that contain relatively large population centers or produce enough demand for a population center to serve as a destination. The Puget Sound Region, along the I-5 and I-405 corridors, maintains extensive commuter service options.

In the Puget Sound region, County Connector and Grays Harbor Transit both offer intercity services that could be used by commuters. Within the region extending from Olympia through Tacoma, Seattle and up to Everett, the four major public transit operators (Intercity Transit, Pierce Transit, King County Metro, and Sound Transit) address the commuter market with park and ride bus services, regional routes, and regional commuter rail services: Sound Transit has the provision of regional commuter services as one of its key missions. However, for the purposes of this study, these services are considered to be addressed as part of the local transit system—though the linkage of these systems to intercity routes connecting the region to other regions or states may be considered in terms of policy and funding needs.

In central Washington the frequency is not as high during peak periods, however, the limited service coincides with general peak hours. The Yakima-Prosser Connector operates a daily weekday morning, midday, and evening trip. In eastern and southeastern Washington, limited service is also provided by Northwestern Trailways, which offers a morning peak-hour inbound trip from Lewiston, Idaho through Pullman and Colfax to Spokane, with the evening return trip scheduled to allow a full work day in Spokane. The GrapeLine operates one daily

weekday morning peak hour trip from Walla Walla to Pasco and a return trip peak hour trip in the afternoon.

Airport Service

A second market that is a major factor in Washington is the airport ground transportation/shuttle market, which is served somewhat differently by each of the operators. The two major airports in Washington State each have a distinct set of transit operators as shown in Table 3-2.

Regular-Route Intercity Bus Service

The third Washington market is more like the conventional regular-route scheduled intercity bus service, and is likely to serve the more typical intercity passenger trip (non-peak, longer distance, for social or recreational trip purposes). Interline connections with the national intercity bus network are a more significant factor, as passengers may need to travel over more than one carrier to reach their destination.

Greyhound provides scheduled bus service between Spokane and Seattle (this route provides connecting service to Vancouver, BC or Portland, OR along the Interstate-5 corridor through Seattle); and service connecting Pasco to Seattle along southern and central Washington. NTI provides service from Pullman and Colfax to Spokane International Airport and continues to points west, such as, Quincy, Wenatchee, Everett, and Seattle. NTI and Greyhound provide connecting service options at several locations, and are both members of the National Bus Traffic Association (NBTA), the interline association of the intercity bus industry that facilitates joint interline fares and through baggage handling (and liability). In the Puget Sound region, Olympic Bus Lines operates two daily weekday trips to Sea-Tac and two daily return trips to Port Angeles. Olympic is a Greyhound agency, and is an interline partner with Greyhound (and all other NBTA carriers).

The GrapeLine and Yakima-Prosser Connector operate similar daily schedules in central and southeastern Washington. These services have low frequencies, make intermediate stops, and are integrated with other regional transit services. They were designed to connect with Greyhound services as well, but they are not currently part of the NBTA interline system, and therefore do not appear in the Greyhound database that supports its website and telephone information system.

Table 3-2: AIRPORT TRANSPORTATION BY AIRPORT

Sea-Tac	
Operator	**Service Area**
Airporter Shuttle	Bellingham, Mount Vernon, Stanwood, Marysville, Blaine, Birch Bay, Lynden, Ferndale,Anacortes, Ferries, Oak Harbor, Whidbey NAS, LaConner, Yakima, CleElum, Ellensburg
Bremerton-Kitsap Airporter	Bangor, Poulsbo, Silverdale, Bremerton, Gorst, Pt. Orchard, Purdy, Gig Harbor, NW Tacoma
Capital Aeroporter	Aberdeen, Hoquiam, Ocean Shores, Westport, Centralia, Chehalis, Morton, Pe Ell, Shelton, Union, Hoodsport, Tacoma, Puyallup, Lakewood, Parkland, Olympia, Lacey, Tumwater
Olympic Bus Lines	Port Angeles, Sequim, Discovery Bay, Seattle (Amtrak and Greyhound)
Quick Shuttle	Downtown Seattle, Everett, Bellingham, Vancouver BC
Whidbey-Sea-Tac Shuttle	NAS Whidbey, Oak Harbor, Coupeville, Greenbank, Freeland, Bayview, Langley, Clinton
Shuttle Express	Bellevue, Lynnwood, Everett, Bothell, Redmond, Issaquah
King County Metro	Route 140 (Renton/Burien), Route 194/174 (Downtown Seattle)
Sound Transit	Route 560 (Bellevue), Route 574 (Lakewood, Tacoma)

Spokane International	
Operator	**Service Area**
Wheatland Express	Colfax, Pullman and Moscow, ID
Eagle Connection Shuttle Service	Eastern Washington University, Cheney, Medical Lake, Airway Heights, Spangle
All-Ways Transportation	Clarkston, Pullman
Stars and Stripes Shuttle	Fairchild AFB
Military Shuttle	Fairchild AFB

In the Puget Sound Region there are other routes with higher frequencies, when compared with other systems in the state. The County Connector operates in the northern Puget Sound region, and provides service on routes once operated by private intercity bus carriers. It can be used to make trips within the region, and it has meaningful physical connections with Greyhound service in the Skagit Station and Bellingham Station facilities, and with Amtrak service at Bellingham. However, it currently does not have any interline fare arrangements, and is not included in the Greyhound information system.

It is important to recognize the distinctive types of service because of the need to provide the appropriate service in different markets (in terms of frequency, stops, and fares), and the differences in the facility and assistance needs of each service (park and ride lots versus stations, etc.).

Evaluation of Intrastate Service

An examination of the route map and schedules also reveals that although Washington has a relatively high level of frequent service along the I-5 and I-405 corridors that serve the Everett-Seattle-Olympia region, there is a much lower level of service for persons attempting to make intrastate trips in other regions. The low level of service is related to both the fact that the population is concentrated along the Everett-Seattle-Olympia region around the Puget Sound; and Washington is a comparatively large state when measuring east to west with an expansive mountain range that bisects the state. Given the population distribution, and the resulting travel distances it is not surprising that there is relatively less east-west intercity bus service from Spokane to the Everett-Seattle-Olympia region and to the Vancouver-Portland (Oregon) areas.

Table 3-3 presents a comparison of bus and auto travel times between the larger population centers of the state. It is readily apparent that travelers along the I-5 corridor are the beneficiaries of extensive networks of intrastate and interstate public transportation services; however, travelers and potential riders of east-west intercity service face much lower frequencies and more limited options. Also deserving attention are the intercity services in the Puget Sound region that require transfers to complete the trip. In one case you may have an individual wanting to get to Sea-Tac Airport from Whidbey Island, and that trip will consume two and a half hours on public transportation. A carless Whitworth University student in Spokane who wishes to visit home in Seattle might well face a six-hour bus ride (or train and then bus ride), when the auto drive time might be four hours.

The lower frequency is noticeable in those corridors that offer service not requiring a trip through the I-5 corridor. For example, from either Pullman or Spokane to Seattle, there are generally two to three scheduled trips a day. In a deregulated bus industry, this likely reflects the relatively low population densities along these route segments and the fact that on such a long route there is competition from both train and air services. From Yakima to Seattle, the service is offered only four to five times per day. Table 3-4 presents frequencies between key points within Washington State. Further examination of the schedules in Appendix A provides additional information explaining some of the extreme differences in travel times (due to indirect

Table 3-3: COMPARISON OF TRAVEL TIMES

COMPARISON OF TRAVEL TIMES - BUS VERSUS AUTO
(Read Left to Right for Bus only)

Going To:

BUS

Starting From:

	Vancouver, BC	Bellingham, WA	Everett, WA	Seattle, WA	Tacoma, WA	Olympia, WA	Vancouver, WA	Portland, OR	Wenatchee, WA	Yakima, WA	Pasco, WA	Spokane, WA	Boise, ID
Vancouver, BC	-	1:50	3:10	3:35	5:30	6:00	8:20	7:55	6:50	8:35	10:10	10:10	18:40
Bellingham, WA	1:50	-	1:15	1:40	3:20	4:05	6:25	6:10	4:45	6:25	8:00	8:05	16:30
Everett, WA	3:15	1:15	-	0:40	2:00	2:45	5:40	4:50	2:50	5:05	6:40	6:45	15:10
Seattle, WA	4:00	1:40	0:40	-	0:45	1:30	3:50	3:15	3:45	3:00	4:35	5:45	12:15
Tacoma, WA	5:10	3:10	1:50	0:45	-	0:40	3:00	2:45	6:05	4:05	5:40	6:50	13:05
Olympia, WA	6:00	4:00	2:40	1:30	0:40	-	2:15	2:00	6:55	4:55	6:30	7:40	12:20
Vancouver, WA	7:55	5:55	4:35	3:30	2:50	1:50	-	0:20	9:15	7:15	11:25	9:50	10:25
Portland, OR	8:15	6:15	4:55	3:35	2:45	2:00	0:20	-	9:35	5:45	4:00	6:55	9:30
Wenatchee, WA	6:40	4:35	2:45	3:35	6:30	6:05	8:25	8:35	-	2:19	3:55	6:45	11:35
Yakima, WA	8:15	6:15	4:55	3:00	4:00	4:45	7:05	6:05	4:10	-	1:30	4:00	10:00
Pasco, WA	9:50	7:50	6:30	4:35	5:40	6:25	6:40	4:00	3:50	1:30	-	2:20	7:25
Spokane, WA	10:20	8:15	6:55	5:45	7:00	7:50	9:30	6:50	3:20	4:15	2:20	-	9:55
Boise, ID	20:15	18:15	20:00	12:10	14:05	13:15	11:00	9:50	18:30	9:05	7:30	10:15	-

Times are shortest possible times

Source: www.greyhound.com

CAR

	Vancouver, BC	Bellingham, WA	Everett, WA	Seattle, WA	Tacoma, WA	Olympia, WA	Vancouver, WA	Portland, OR	Wenatchee, WA	Yakima, WA	Pasco, WA	Spokane, WA	Boise, ID
Vancouver, BC	-	1:05	2:00	2:25	3:00	3:30	5:00	5:10	4:20	4:30	5:45	6:30	10:00
Bellingham, WA	1:05	-	1:05	1:30	2:05	2:35	4:05	4:15	3:25	3:35	4:50	5:35	9:05
Everett, WA	2:00	1:05	-	0:30	1:10	1:35	3:05	3:15	2:30	2:35	3:50	4:35	8:05
Seattle, WA	2:25	1:30	0:30	-	0:40	1:05	2:35	2:50	2:40	2:15	3:30	4:10	7:45
Tacoma, WA	3:00	2:05	1:10	0:40	-	0:35	2:05	2:20	3:00	2:30	3:45	4:30	8:00
Olympia, WA	3:30	2:35	1:35	1:05	0:35	-	1:35	1:45	3:25	2:55	4:10	4:55	8:20
Vancouver, WA	5:00	4:05	3:05	2:35	2:05	1:35	-	0:15	5:00	3:20	3:35	5:45	6:50
Portland, OR	5:10	4:15	3:15	2:50	2:20	1:45	0:15	-	5:10	3:15	3:30	5:20	6:45
Wenatchee, WA	4:20	3:25	2:30	2:40	3:00	3:25	5:00	5:10	-	2:00	2:35	2:50	7:05
Yakima, WA	4:30	3:35	2:35	2:15	2:30	2:55	3:20	3:15	2:00	-	1:30	3:05	5:35
Pasco, WA	5:45	4:50	3:50	3:30	3:45	4:10	3:35	3:30	2:35	1:30	-	2:10	4:35
Spokane, WA	6:30	5:35	4:35	4:10	4:30	4:55	5:45	5:20	2:50	3:05	2:10	-	6:40
Boise, ID	10:00	9:05	8:05	7:45	8:00	8:20	6:50	6:45	7:05	5:35	4:35	6:40	-

routing and the need to transfer). The comparison tables also demonstrate markets in which intercity bus services might be most attractive in terms of having higher frequencies and more comparable travel times. In general, the times and fares would not encourage daily commuting except in rare instances.

Table 3-4: NUMBER OF TRIPS BETWEEN CITY PAIRS

Number of Trips Between City Pairs
Read Left to Right

	Vancouver, BC	Bellingham, WA	Everett, WA	Seattle, WA	Tacoma, WA	Olympia, WA	Vancouver, WA	Portland, OR	Wenatchee, WA	Yakima, WA	Pasco, WA	Spokane, WA
Vancouver, BC	-	5	4	5	4(1)	4(1)	2(1)	4(1)	2(1)	2(1)	2(1)	4(1)
Bellingham, WA	5	-	4	5	5(1)	4(1)	5(1)	4(1)	2(1)	2(1)	2(1)	4(1)
Everett, WA	6	4	-	4	5(1)	5(1)	5(1)	6(1)	2	4(1)	4(1)	6(1)
Seattle, WA	5	5	4	-	5	5	3	7	1	3	3	4
Tacoma, WA	4(1)	4	3(1)	6	-	5	3	5	1(1)	2(1)	2(1)	4
Olympia, WA	4(1)	4	3(1)	6	6	-	3	6	1(1)	2(1)	2(1)	3(1)
Vancouver, WA	3(1)	3	3(1)	5	4	4	-	3	1(1)	2(1)	1(2)	1(3)
Portland, OR	4(1)	4(1)	3(1)	5	5	5	4	-	1(1)	1(1)	2	5
Wenatchee, WA	2(1)	2	2	1(1)	1(1)	2(1)	2(1)	2(1)	-	1(1)	3(1)	2(1)
Yakima, WA	2(1)	2	2(1)	3	2(1)	2(1)	1(1)	1(1)	1(1)	-	3	4(1)
Pasco, WA	2(1)	2	2(1)	4	3(1)	2(1)	1(1)	1	1(1)	3	-	3
Spokane, WA	4(1)	4(1)	4(1)	4	4(1)	3(1)	1(1)	3(1)	2(1)	3(1)	2	-

Source: www.greyhound.com

The difference in market characteristics means that analysis of potential service policies needs to be conducted differently for each market. Not only is this because of the different characteristics of each market, but also the tools available for predicting ridership or revenue have all been calibrated using data collected in just one of these market types. For that reason, the initial assessment of the current routes and services focuses on the services that are intercity in nature.

CHAPTER 4

ADEQUACY OF EXISTING NETWORK

WASHINGTON STATE POPULATION CHARACTERISTICS AND NEED FOR INTERCITY BUS SERVICE

methodology

There are several ways to examine the question of whether or not the current intercity bus network potentially meets public need for intercity connections. One way is to determine if there are areas within the state that have a higher relative potential need for transportation service, and treat these as potential trip origin or destination areas that should be served as a matter of policy, or are most likely to generate ridership.

Using the population characteristics of the state, the relative need for intercity bus service in different areas can be estimated by comparing Census Block Groups based on the number and percentage of persons with characteristics similar to those of intercity bus passengers. A second step in this process identifies places or facilities that are likely to be destinations. Institutions that are likely traffic generators for intercity bus destinations include residential institutions of higher learning, major hospitals/medical facilities, correctional facilities, and military bases. The existing intercity bus network is then mapped to see if it connects the areas of higher relative need (origin areas) with potential destination points.

Areas of Higher Potential Need for Intercity Transportation Services

To identify areas that are relatively high in transit need, our analysis focused on the transit-dependent population with characteristics similar to existing intercity bus riders. Therefore, to provide a more comprehensive account of the impacts of existing services, the population data assessment must be evaluated together with the existing intercity bus service. To determine whether high need areas or key destinations are served by the current network, schedule, and route information from the above inventory was used with the ArcView GIS system to create maps representing each intercity route, including stops.

Population Profile

Demographic and economic characteristics of the population are related to the need for public transportation services, including intercity bus service. More specifically, the need for

any type of transit service, including intercity bus service, depends upon the size and distribution of an area's population and on the composition of that population.

The following analysis provides a review of relative transit needs in Washington State in terms of those population segments that indicate a potential need for intercity bus transportation. Potentially, transit-dependent population segments are those segments of the population that, because of demographic characteristics such as age, income, or automobile availability, may potentially require transit service to meet mobility needs (as an alternative to the private automobile). These segments of the population are defined – using 2000 Census data from the Bureau of the Census as:

1. Youth (persons age 18 to 24): Enlisted military personnel and college students typically fall into this age range; these persons often do not have access to an automobile and are stationed far from home.

2. Elderly (persons age 60 and above): Advancing age can mean diminished ability or desire to drive (particularly on a long trip) and a need for access to medical facilities on a regular basis.

3. Persons living below the poverty level: Persons that typically do not have the economic means to own or operate a vehicle, or a vehicle perceived as capable of a long trip.

4. Persons over the age of 16 with a disability, who may be reliant on local accessible public transit services and would therefore also consider public transit options to make non-local trips.

5. Autoless households: Persons without access to a car must rely on alternative transportation services.

These factors were chosen in part because of national data regarding intercity bus passenger characteristics. Some data is available from the 2001 National Household Travel Survey (NHTS) conducted by the U.S. Department of Transportation's (DOT) Bureau of Transportation Statistics (BTS). Its purpose was to collect information about the travel behavior of households generally, but it included questions about the characteristics of long-distance trips, defined as trips over 50 miles in length to the furthest one-way destination. It included information on the trip itself, the modes used, and the characteristics of the traveler. Table 4-1 presents a summary of some information from the NHTS, which indicates that persons using scheduled intercity bus trips (over 50 miles in length), when compared to users of other modes, are more likely to be traveling for leisure or personal business, are more likely to be female, and are making longer trips than users of either the train or the personal vehicle, but shorter than commercial air trips. Earlier data from the 1995 American Travel Survey, which defined long-distance trips as 100 miles or more, found that bus users are more likely to be young adults or seniors, have lower incomes, and are more likely to lack alternative personal transportation.

Table 4-1: COMPARISON OF INTERCITY MODAL TRIP CHARACTERISTICS

	Intercity Bus	Train	Commercial Airplane	Personal Vehicle
Long-Distance Trip Length:				
Median (miles)	287	192	2,068	194
Long-Distance Trips by Mode and Sex:				
Female	55	42	43	42
Male	45	58	57	58
Trip Purpose:				
Commute	0.5	1.7	1.5	96.4
Business	0.8%	1.6%	17.8%	79.3%
Pleasure	2.2%	0.5%	6.7%	90.4%
Personal Business	5.6%	0.3%	4.7%	89.3%
Other	0.5%	0.0%	1.9%	96.6%

Source: Compiled by KFH Group from data in the U.S.Department of Transportation, Bureau of Transportation Statistics, 2001 National Household Travel Survey, preliminary long-distance trip file. All data for trips over 50 miles in length.

NOTE: Percentages may not sum to 100 percent due to rounding.

This description of intercity bus rider characteristics is supported by the limited information Greyhound has presented from its annual market research survey. Greyhound's annual 10K report to the Securities and Exchange Commission for 2004 states that their average customer travels to visit friends or relatives, has an annual income below $35,000, and may own an automobile that they think is reliable enough for the trip, but travel by bus because they are traveling on their own and the cost of the bus trip is lower than driving alone.

Methodology

The purpose of this task is to compare the locations served by the current network with the locations in Washington State that have concentrations of persons more likely to need public transportation. In order to conduct this analysis of transit needs, it was first necessary to extract the data for the total population for each of the above five variables from the 2000 Census. The analysis was conducted at the Census Block Group level, for which the raw data was summarized for the targeted variables. The numbers of people in each category are not added together in each Block group because the categories are not mutually exclusive. A person 65 years of age may also have an income below the poverty level and/or have no automobile available to them for personal use. Instead, each category is considered individually. Also, "autoless households" refers to occupied housing units and not persons.

Land areas among the Block groups vary, and subsequently, it is not particularly meaningful to compare the raw numbers of persons in each category. Therefore, population density (persons per square mile) of persons with these high need characteristics was calculated for each Block group. This method gives us a measure of the relative size of the population by identifying Block groups with more concentrated populations. Those Block groups with higher densities of persons with characteristics indicative of transportation need require a higher level of service. Conversely, it is also important to look at the percentage of the population with each of these characteristics as more sparsely populated areas may still have a population, which includes substantial percentages that have one or more of these characteristics. These areas may have a high need for service, but may not be able to support as high a level of service as the high density areas.

In each needs category, each Block group was ranked relative to the other Block groups. Such rankings were performed twice, once based on the density of the population within each category, and a second time based on the percentage of the population in that category as described above. Individual variable rankings were then summed by Block group, resulting in two combined rankings that represent relative transportation "need" based on:

1. The density of potentially transit-dependent persons, and
2. The percentage of potentially transit-dependent persons.

Results

To simplify the rankings and assist in mapping, the rankings were divided into natural breaks representing ranges of "low", "moderate", and "high" relative needs among the Block groups. This was done for both the density-based ranking and the percentage-based ranking.

It is important to recognize that these are relative rankings that include each Block group's relative ranking on each characteristic, and that this may not translate directly into demand (ridership). One map shows the ranking based on the density of the population with that characteristic, and so it takes into account the number of persons with that characteristic per square mile. This assessment typically is more useful in identifying locations that may have a higher concentration of potential riders, and so is more indicative of potential demand. One map is the sum of the rankings of the percentage of the population with a particular characteristic. This analysis is more useful in identifying areas with a higher need. Typically rural areas and center cities have higher percentages of the population that are elderly, without autos, or are low income. However, rural areas with these characteristics may not have the density of demand to support intercity bus service without subsidy, or even with subsidy. Such areas may be candidates for rural feeder services.

By examining each of these rankings independently and then comparing them to one another, we can derive a better understanding of the relative potential need for transit services in each Block group.

Density Ranking of Transit-Dependent Populations

The density summary ranking involved examining the population density of each of the five variables by Block group. This ranking identifies and uncovers concentrations of potentially transit-dependent persons. Figure 4-1 displays the map of Block groups in Washington showing relative levels of need for public transportation based on density of the populations with need, with the intercity bus network superimposed, and a ten-mile and 25-mile market area radius around each current intercity bus service point. Areas of High Relative Need based on the density of transit-dependent populations tend to exist in otherwise densely populated areas, such as Seattle, Tacoma, Olympia, Vancouver, Bellingham in the west; Spokane in the east; and Yakima, Pasco, and Walla Walla to the south.

Figure 4-2 provides supporting evidence, in this respect, as the higher densities of Zero-Car households are located in urbanized regions. This reflects the much higher population density in larger towns/cities, which includes higher numbers of persons with higher relative the low population density across the state on the whole. The service area of the existing intercity network does provide some level of intercity bus service within 25 miles of most of the High Relative Need areas.

However, there are some areas of high and moderate relative need that are more than 25 miles from the nearest intercity bus stop. These areas are generally in central Washington, south of Moses Lake and northeastern Washington, north of Spokane. The Moderate Relative Need areas south of Moses Lake are just outside the 25-mile market area. The northeastern Moderate Relative Need areas are far removed from any intercity service.

While determining the location of Block groups with a high density of potential need provides a very fine grain assessment of the potential need in relation to the existing network. In reality, the market area of a bus stop would include the town where the high or moderate need Block group is located, and the surrounding area. As ridership is generally proportionate to the overall population served, an additional analysis step is presented in Table 4-2. The city containing every Block group ranked as having high or moderate need was identified, and the overall population and numbers of persons/households with need characteristics determined, so that it would be evident if a Block group ranked as having a high density of potential need was once a block in a town of 1,500, or one of 20 such blocks in a town of 150,000. Finally, the location of each of the towns with high or moderate needs Block groups was determined in relation to the existing intercity network. The final two columns of the table indicate whether that town or city is within ten miles of an intercity bus stop, or within 25 miles. Thus, every town or city with one or more high or moderate needs Block groups is identified in relationship to the current service area. The following cities are more than 25 miles from the nearest intercity service:

- Colville
- Connell
- Coulee Dam
- Davenport
- Kettle Falls

FIGURE 4-1
CENSUS 2000 BLOCK GROUPS RANKED BY THE DENSITY OF TRANSIT DEPENDENT PERSONS WITH INTERCITY SERVICE ROUTES AND 10-MILE AND 25-MILE MARKET AREA BUFFER

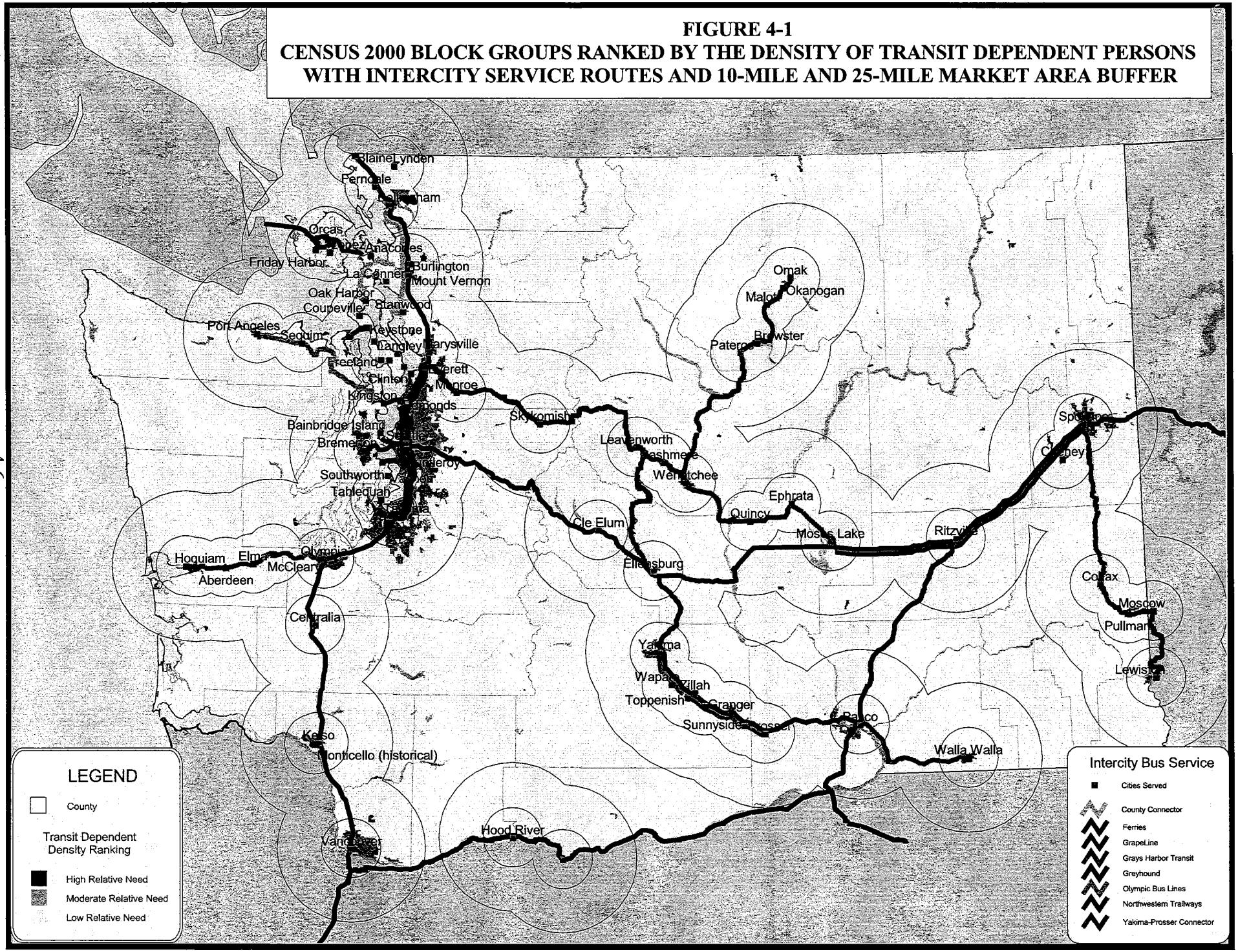


FIGURE 4-2
CENSUS 2000 BLOCK GROUPS DENSITY OF ZERO-CAR HOUSEHOLDS WITH INTERCITY SERVICE ROUTES AND 10-MILE AND 25-MILE MARKET AREA BUFFER

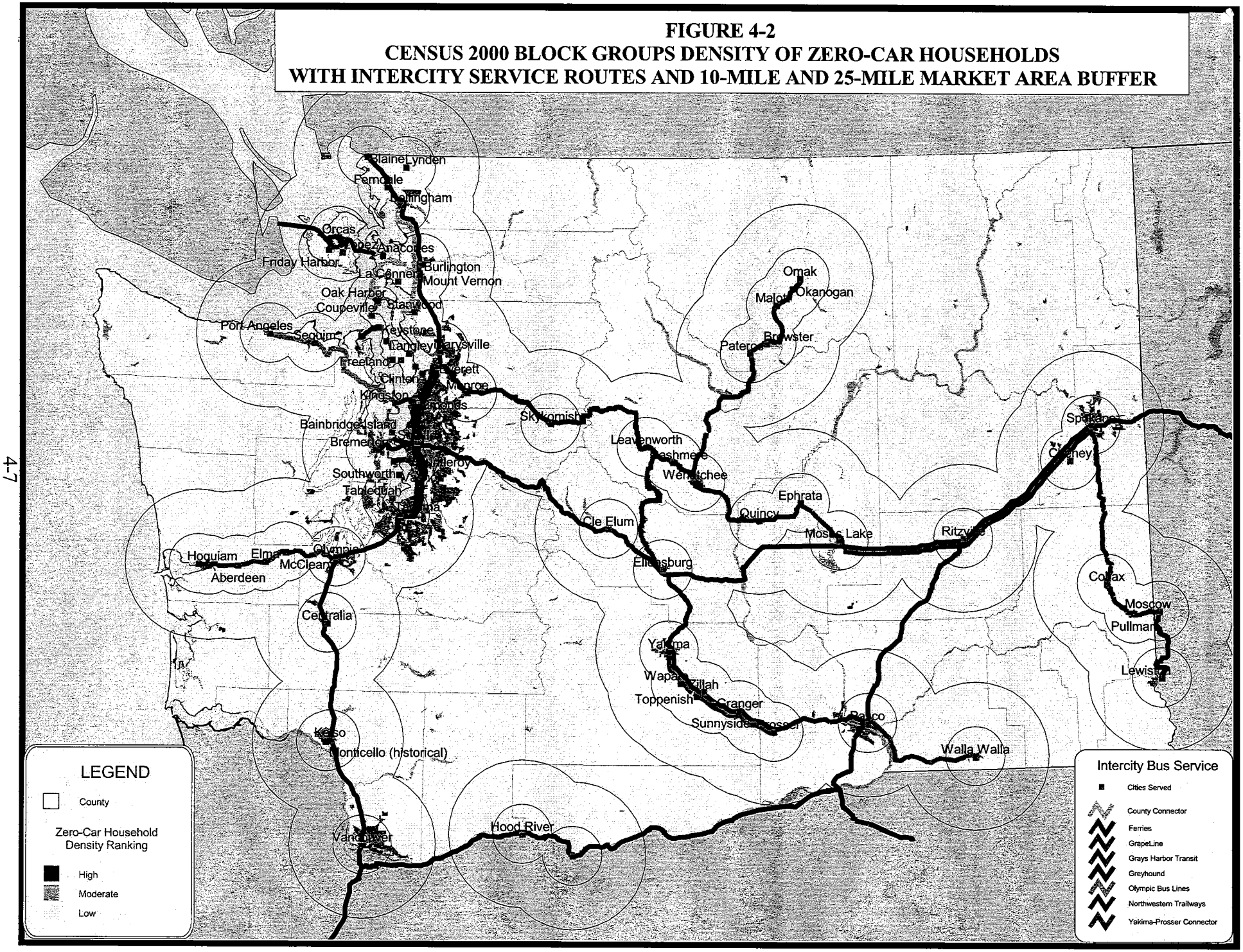


Table 4-2: PLACES WITH HIGH AND MODERATE TRANSIT NEEDS

CITY	Number of Block Groups		Population	Age 18-24	Elderly 60+	Below Poverty	Disabled (age 16+)	Zero Car Households	Population Within 10-Mile Buffer	Population Within 25-Mile Buffer
	High Need	Moderate Need								
Aberdeen	11	7	15,822	810	2,815	3,439	6,775	1,006	31,029	59,766
Anacortes	5	5	9,040	312	2,508	863	3,451	305	26,883	226,518
Arlington	3	3	5,128	243	831	439	1,717	128	87,066	496,097
Battle Ground	0	4	7,923	434	762	748	2,137	188	140,389	356,547
Bellingham (urbanized area)	16	19	72,610	9,320	9,557	14,588	18,020	2,848	99,601	240,266
Benton City	0	1	1,080	53	128	301	371	25	15,549	130,062
Birch Bay	0	1	752	25	184	83	209	10	17,752	135,825
Blaine	0	3	3,034	111	505	495	1,106	145	14,372	96,764
Bremerton (urbanized area)	30	49	122,380	7,744	17,347	12,683	36,697	4,397	148,722	550,553
Brewster	1	0	1,493	90	158	494	428	51	5,251	18,624
Bridgeport	0	2	2,087	111	235	711	634	58	4,856	12,899
Buckley	0	1	1,065	50	128	25	336	16	54,848	635,416
Burlington	1	2	5,701	354	787	829	2,002	151	63,668	252,754
Camas	1	7	9,018	328	1,221	684	2,344	232	116,194	336,865
Carnation	0	1	1,097	59	85	94	260	9	64,640	783,554
Cashmere	1	1	2,704	114	571	300	608	124	13,812	78,926
Castle Rock	1	0	1,202	45	188	286	542	40	53,151	107,904
Centralia	6	3	9,246	550	1,703	1,760	3,772	484	40,857	201,991
Chehalis	2	4	5,484	297	1,031	1,107	1,818	267	39,150	119,468
Chelan	0	2	1,597	60	417	500	656	144	7,716	19,106
Cheney	5	2	7,804	1,528	710	2,033	1,613	256	21,637	312,088
Clarkston	11	4	13,535	597	3,060	2,443	6,116	454	17,969	42,796
Cle Elum	0	1	784	28	178	140	417	34	4,609	10,910
Clinton	0	1	591	14	172	32	201	5	107,767	1,145,478
Colville	1	3	4,599	209	1,128	773	1,633	257	8,543	22,002
Connell	0	1	1,615	108	148	347	521	35	3,540	20,120
Coulee Dam	0	1	858	35	204	92	294	9	3,593	6,698
Davenport	0	2	1,745	50	456	186	666	84	2,716	7,319
Deer Park	0	1	1,185	41	267	192	517	26	16,347	320,918
Duvall	0	3	3,340	84	180	150	394	33	96,542	1,216,574
Ellensburg	9	4	13,874	2,846	1,360	4,088	3,443	474	20,207	49,348
Elma	0	2	2,444	117	467	482	805	109	10,587	42,547
Enumclaw	3	5	9,824	380	1,658	689	3,050	399	43,612	627,645
Ephrata	1	2	3,561	169	684	499	1,370	128	12,372	52,908
Fall City	0	1	1,638	50	265	68	300	27	60,953	763,093
Ferndale	0	4	6,661	283	830	958	1,797	113	55,435	178,265
Fords Prairie	0	3	3,504	167	978	476	1,673	180	42,225	200,043
Gold Bar	0	2	2,796	90	231	222	791	52	9,788	81,399
Goldendale	0	2	1,863	67	355	568	1,105	92	5,501	9,582

Table 4-2: PLACES WITH HIGH AND MODERATE TRANSIT NEEDS

CITY	Number of Block Groups		Population	Age 18-24	Elderly 60+	Below Poverty	Disabled (age 16+)	Zero Car Households	Population Within 10-Mile Buffer	Population Within 25-Mile Buffer
	High Need	Moderate Need								
Grandview	0	4	8,089	468	910	1,616	2,418	149	35,781	58,055
Granger	0	1	1,112	76	80	333	252	4	20,594	85,351
Granite Falls	0	2	2,113	227	334	811	1,237	59	34,007	424,976
Hadlock-Irondale	0	3	2,863	109	454	378	1,052	16	19,899	129,288
Hoquiam	0	5	5,697	248	1,190	938	3,293	432	29,604	57,550
Indianola	0	1	1,810	42	149	67	299	4	69,379	1,436,827
Kettle Falls	0	1	1,578	68	302	287	557	53	4,309	17,673
La Conner	0	1	785	21	197	92	303	33	22,621	220,811
Lake Goodwin	0	2	1,325	59	209	37	246	0	69,572	624,705
Lake Stevens	1	15	20,014	717	1,790	1,094	4,173	284	136,507	792,867
Long Beach	0	1	1,317	46	412	241	880	88	7,393	12,028
Longview (urbanized area)	34	23	57,582	2,658	10,209	9,236	21,900	2,122	69,976	100,488
Lynden	0	3	6,495	286	1,402	359	2,058	310	34,885	167,450
McCleary	0	1	1,066	43	275	198	558	56	8,954	108,272
Medical Lake	0	2	3,164	125	394	473	2,209	64	24,965	269,692
Monroe	4	3	9,546	448	1,171	916	3,253	327	73,897	1,037,559
Montesano	1	2	2,846	127	545	338	915	118	8,446	54,951
Moses Lake	2	8	17,473	936	2,741	3,198	6,255	379	29,029	59,517
Mount Vernon	9	5	23,490	1,542	3,584	4,018	6,581	834	62,820	238,821
Moxee	0	1	807	30	101	91	267	29	76,072	173,473
Newport	1	0	671	23	187	122	284	30	4,135	14,071
North Bend	1	2	2,789	106	491	230	1,206	125	21,241	270,702
Oak Harbor	7	5	16,576	1,048	2,193	1,478	3,970	398	46,188	168,120
Ocean Park	0	1	756	22	300	77	460	16	6,705	19,062
Ocean Shores	0	1	1,805	61	613	233	1,341	56	7,434	39,744
Okanogan	1	1	1,979	107	328	429	780	70	11,844	20,751
Olympia (urbanized area)	19	57	121,481	6,448	18,810	11,708	37,294	4,121	149,833	314,002
Omak	2	1	2,859	148	629	610	1,057	136	11,942	19,693
Oroville	0	2	1,753	37	382	466	723	94	3,021	8,415
Orting	0	2	2,559	92	365	179	625	44	151,943	997,621
Othello	0	3	4,670	292	508	1,317	1,548	199	11,857	47,007
Port Angeles	7	10	18,919	850	4,502	2,647	7,843	1,007	27,958	53,055
Portsend City	0	6	6,178	184	1,712	1,017	2,298	399	21,193	109,496
Poulsbo	0	4	7,168	267	1,709	615	2,442	307	102,988	866,081
Prairie Ridge	3	5	11,982	388	997	621	2,742	66	119,348	1,001,531
Priest Point	0	1	779	23	167	53	238	1	185,027	929,650
Prosser	1	0	609	24	157	125	253	10	14,410	60,636
Pullman	11	3	15,224	4,124	827	4,701	2,365	489	25,380	47,344
Quincy	1	2	5,187	299	610	1,090	1,334	129	7,425	24,828
Raymond	0	1	920	50	212	291	430	64	6,591	50,586

Table 4-2: PLACES WITH HIGH AND MODERATE TRANSIT NEEDS

CITY	Number of Block Groups		Population	Age 18-24	Elderly 60+	Below Poverty	Disabled (age 16+)	Zero Car Households	Population Within 10-Mile Buffer	Population Within 25-Mile Buffer
	High Need	Moderate Need								
Richland-Kennewick-Pasco	51	65	134,628	6,537	19,322	17,990	39,900	3,410	166,176	174,244
Ritzville	0	1	667	10	247	45	203	12	2,064	4,775
Royal City	0	1	1,885	145	111	504	409	50	4,586	19,944
Seattle (urbanized area)	1071	752	2,021,951	96,849	277,221	165,811	529,603	74,313	664,473	2,172,675
Sedro-Woolley	1	5	9,034	401	1,456	1,006	3,232	215	57,715	199,261
Sequim	0	3	4,169	104	2,051	544	2,404	257	21,550	65,308
Shelton	4	4	7,325	376	1,335	1,416	2,813	293	29,776	186,472
Smokey Point	1	1	1,720	62	266	281	591	80	96,739	574,389
Snohomish	4	8	11,523	458	1,705	748	3,184	225	227,424	1,240,644
South Bend	0	1	729	21	195	103	340	13	6,975	51,059
Spokane (urbanized area)	159	89	297,927	15,912	50,432	40,206	101,043	13,029	264,193	411,467
Stanwood	0	1	1,130	15	142	130	419	25	27,847	377,732
Sultan	0	1	1,574	73	184	95	367	34	36,992	251,548
Sunnyside	2	7	15,282	932	1,837	4,989	6,217	456	106,629	72,597
Suquamish	0	1	975	31	176	84	248	14	17,048	1,121,590
Tacoma (urbanized area)	232	197	552,988	27,432	79,088	62,892	179,398	17,168	421,934	1,416,202
Toppenish	1	3	9,545	577	983	2,956	3,957	194	28,989	165,759
Vancouver (urbanized area)	75	83	237,773	10,566	31,578	24,949	69,891	6,078	238,349	346,557
Walla Walla	20	9	35,882	3,316	6,704	5,516	13,790	1,372	45,484	50,063
Wapato	1	3	6,492	429	635	2,281	2,219	232	34,464	171,128
Washougal	3	2	5,913	252	815	662	1,370	138	37,241	314,526
Waterville	0	1	1,161	32	251	86	414	39	2,540	72,493
Wenatchee	24	17	46,295	2,291	7,932	7,033	14,424	1,428	59,196	78,342
Westport	0	1	1,408	47	405	241	839	39	7,933	44,169
White Salmon	1	1	1,317	47	300	181	324	52	5,795	12,383
Winslow	0	2	5,043	96	1,275	482	1,250	216	159,639	1,561,233
Woodland	0	1	883	48	154	143	372	56	21,728	341,919
Yakima (urbanized area)	39	22	93,850	4,684	15,085	16,697	32,548	3,057	121,450	173,598

- Long Beach
- Newport
- North Bend
- Ocean Park
- Oroville

Several additional cities with high or moderate needs Block groups are more than ten miles, but less than 25 from existing intercity service:

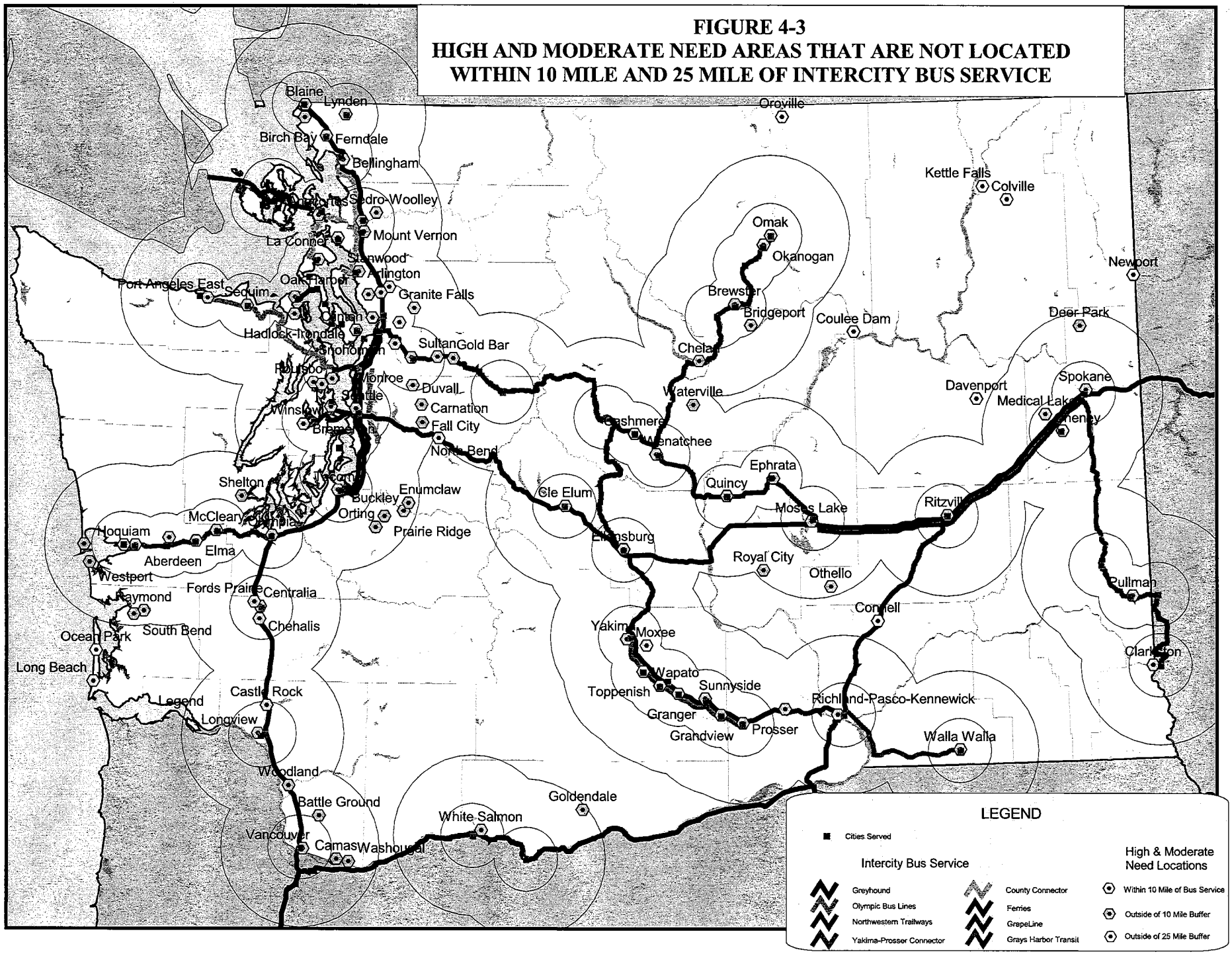
- Battle Ground
- Benton City
- Buckley
- Camas
- Carnation
- Chelan
- Deer Park
- Enumclaw
- Fall City
- Gold Bar
- Goldendale
- Ocean Shores
- Orting
- Othello
- Prairie Ridge
- Raymond
- Royal City
- Shelton
- South Bend
- Washougal
- Waterville
- Westport, and
- Woodland.

The location of these cities is mapped in Figure 4-3 in relationship to the current intercity bus network. As can be seen, a number of them are in the northeastern corner of the state, particularly those more than 25 miles from existing service. However, there are some cities identified that are on existing routes, but are more than ten or 25 miles from the nearest stop. A number of the towns showing some level of need that are more than ten miles from a stop, but less than 25, are clustered in the outlying areas of Tacoma, Seattle, and Vancouver; further investigation will be needed to determine if local or regional public transit services these areas, and if local transit could link them to the intercity bus stops.

Percentage Ranking of Transit-Dependent Populations

The next summary ranking undertaken was based on the percentage of potentially transit-dependent persons for each of the five variables by Block group. As with the density ranking,

FIGURE 4-3
HIGH AND MODERATE NEED AREAS THAT ARE NOT LOCATED WITHIN 10 MILE AND 25 MILE OF INTERCITY BUS SERVICE



the five variables were ranked separately based on the percentage of potentially transit-dependent persons and then summed to create an overall percentage ranking. Figure 4-5 shows the relative level of need among the Block groups based on the percentage of the population that fell into the categories of need, with the intercity bus network superimposed. Block groups with a high or moderate percentage-based need are found in the central areas of the larger population cities, but also in the most rural areas of the state. This includes unserved areas in the far north and northeastern regions of the state, as well as a string of locations in the southwest. This possibly reflects the fact that there is a need for some level of public transportation service, because a significant percentage of the population is in the high needs categories, including intercity or regional connections throughout much of the state. The question is whether or not there is sufficient population to sustain such service. The numbers are lower in these areas; however, it is likely that maintaining a low frequency connection or providing a local transit connection to existing intercity bus service would be the only feasible means of addressing these needs.

This finding reflects the fact that many of the identified Washington municipalities have an age distribution that is heavily skewed towards the elderly and/or persons who are more likely to need public transit for some or all of their trips. When considering the elderly, in many cases this population group feels comfortable driving locally during daylight hours, but not at night or out of town. In that sense, the potential demand for intercity or regional connections may involve a broader population than purely local services, though the demand (in terms of numbers of trips) will be lower because the frequency with which one needs to travel out of town is much lower than purely local trips (i.e., shopping or medical).

The areas with the highest percentage of transit-dependent population are in some cases similar to those identified previously when considering the density of population with transit needs. These include Yakima, Lewis, Pacific, and Ferry Counties. When the 25-mile service area radius is considered, it reveals that the High Relative Need Block Groups located in the northeastern and southwestern part of the state are not served.

Overall Population Density

The final component of the population profile analysis is the overall distribution of population in the state, particularly in terms of population density. Figure 4-5 illustrates the **overall** population of each Block group in Washington State and Figure 4-6 displays the population **density** of each Block group. As previously noted, the density and percentage rankings of potentially transit-dependent persons should be looked at in conjunction with the overall population and population density to identify potential demand. Although we may not be able to identify specific concentrations of population by looking at the statewide population characteristics within each Block group, as seen in Figure 4-5, we can tell that the majority of the population in the state is located in the Puget Sound region, along the primary road networks (I-5, I-405, and US-101).

Population density increases the likelihood that transit alternatives may be feasible, but density alone may not provide enough people to provide a sufficient market. The overall size of the potential market area population is also important in identifying areas that potentially should have intercity bus service. Unsubsidized intercity bus service continues to be feasible in

FIGURE 4-4
CENSUS 2000 BLOCK GROUPS RANKED BY THE PERCENTAGE OF TRANSIT DEPENDENT PERSONS WITH INTERCITY SERVICE ROUTES AND 10-MILE AND 25-MILE MARKET AREA BUFFER

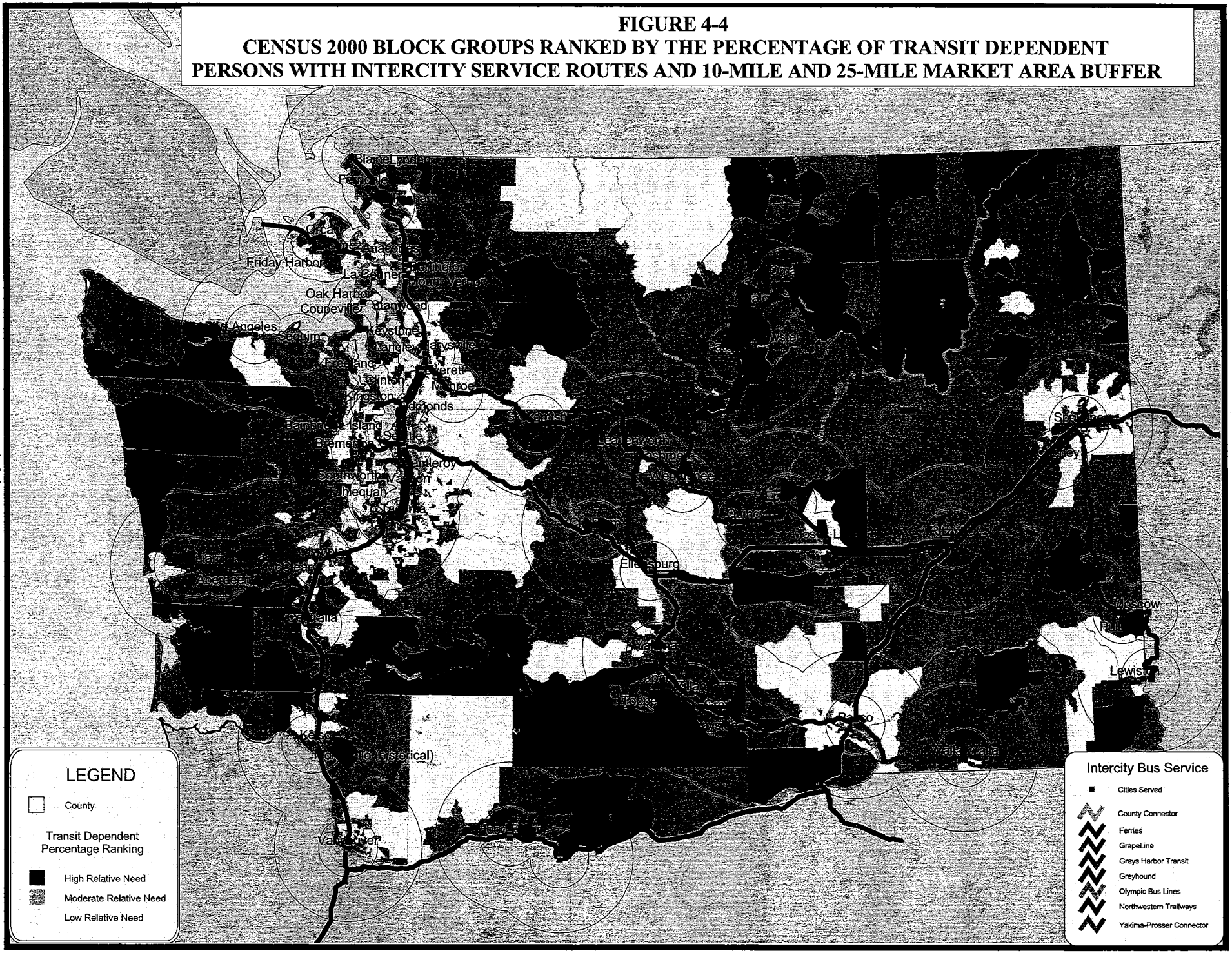


FIGURE 4-5
CENSUS 2000 BLOCK GROUP POPULATION WITH INTERCITY SERVICE ROUTES AND 10-MILE AND 25-MILE MARKET AREA BUFFER

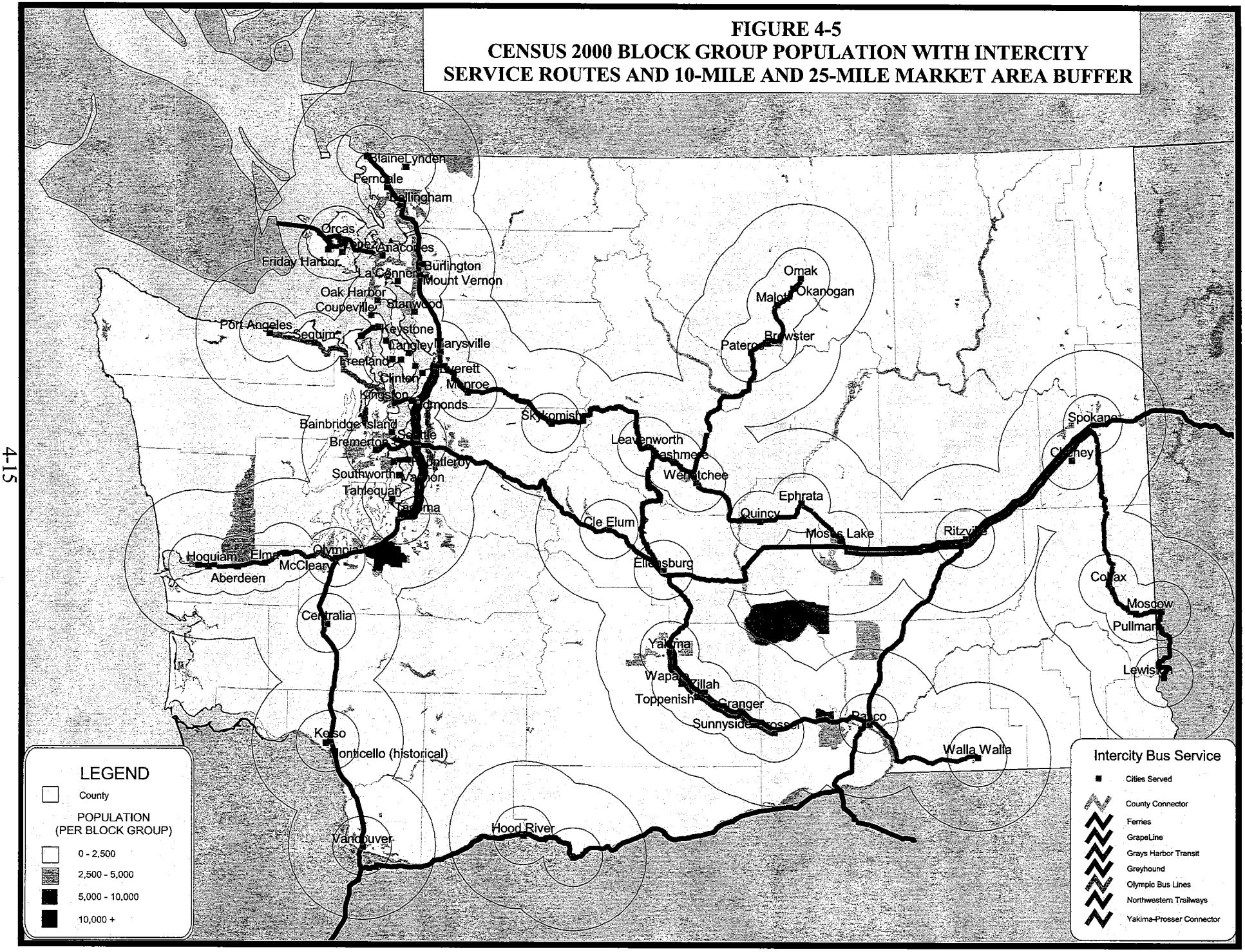
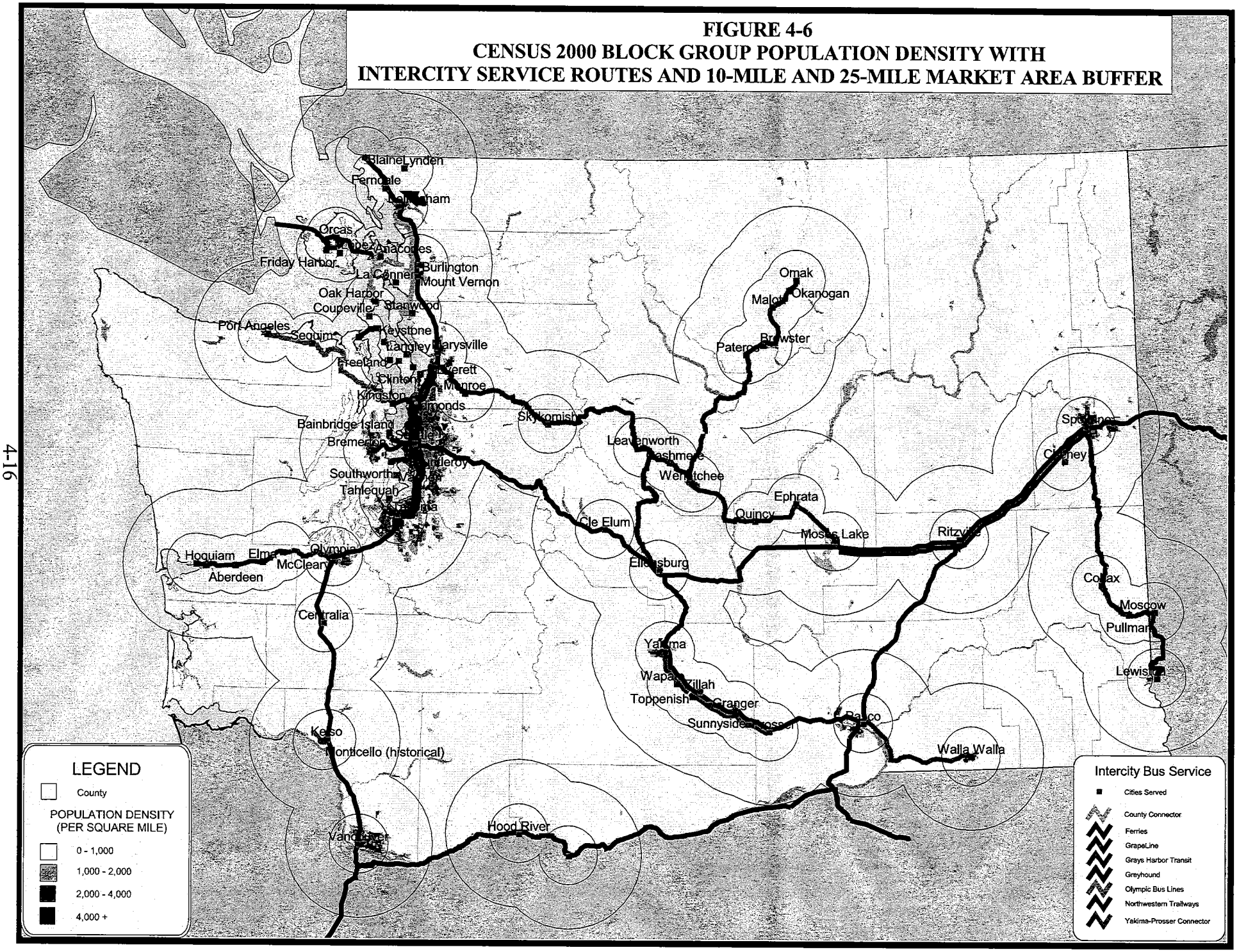


FIGURE 4-6
CENSUS 2000 BLOCK GROUP POPULATION DENSITY WITH INTERCITY SERVICE ROUTES AND 10-MILE AND 25-MILE MARKET AREA BUFFER



municipalities that have substantial population, though it should be noted that in its recent route restructuring Greyhound has generally reduced or eliminated service to points with populations under 50,000, focusing on city-to-city services with fewer intermediate stops and greater frequency—suggesting that it is now more difficult for the private sector to serve rural points without significant operating assistance.

Comparison of Intercity Bus Network with the Highway Network

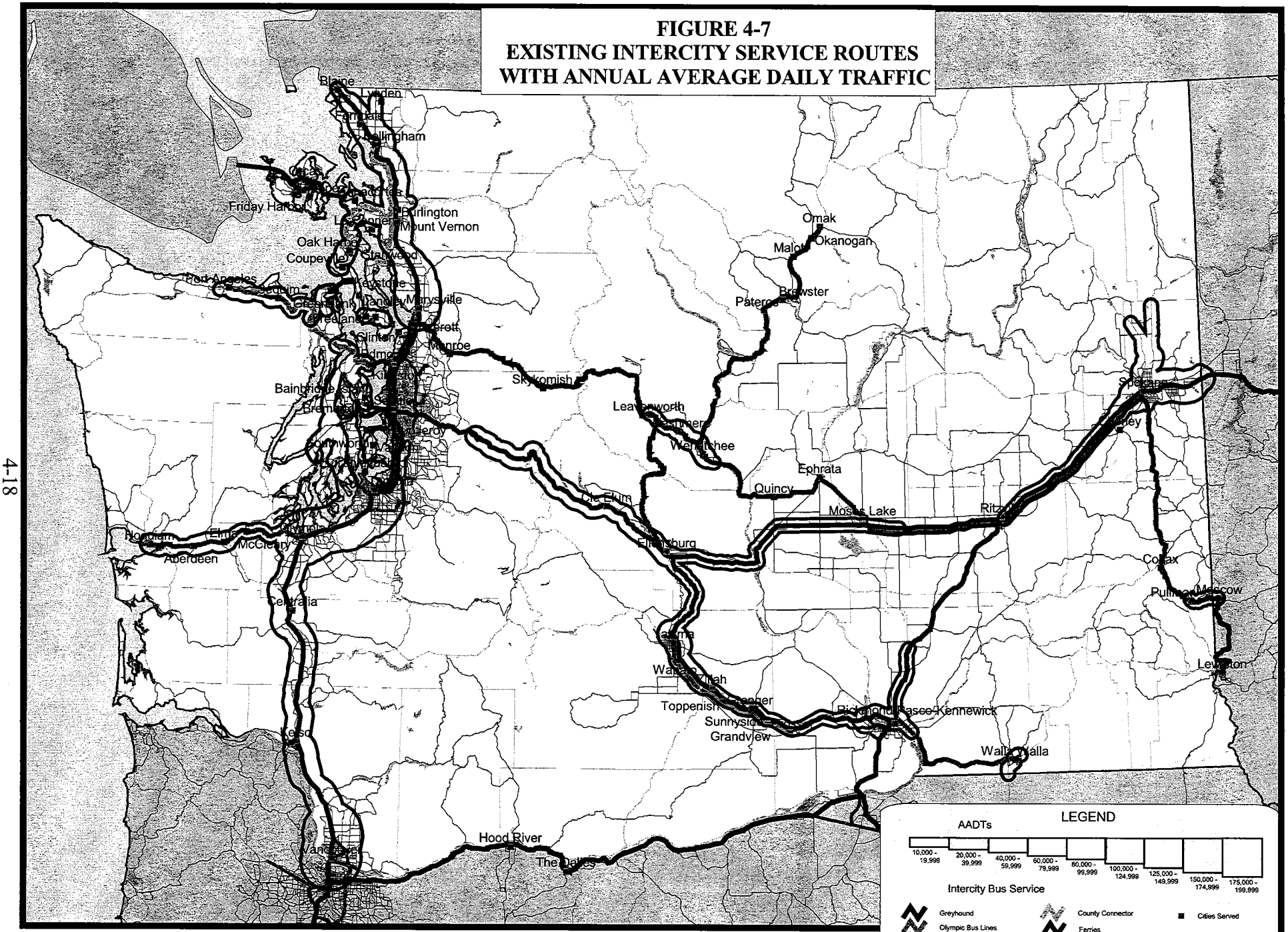
Another way to examine the coverage of the current intercity bus network is to compare the location of routes with overall traffic volumes. Average Annual Daily Traffic (AADT) volumes are generally indicative of overall travel demand patterns, though of course the volume on a particular segment does not necessarily reflect the origins and destinations of that traffic. Figure 4-7 presents a map which overlays the intercity bus network on top of a map of highways in Washington with AADT volumes of 10,000 and above for 2004. The traffic data is from the *2004 Annual Traffic Report* by the WADOT. This threshold was chosen because relatively large volumes of traffic reflect the possibility of a market for intercity bus service. Nationally, regular route intercity bus service has a percentage modal share of 0.3 percent[1] (does not include charter or bus tours). Approximately 81 percent of traffic volumes (on rural interstates) are automobiles, buses, and light trucks.[2] Taking 81 percent of 10,000 AADT gives 8,100 vehicles, where 0.3 percent represents a possible bus mode split of 24.3 trips, which would be equal to a bus load in each direction every day. Other thresholds could be applied, however, since additional services are unlikely to be implemented by the private carriers unless the potential market is sufficient. As can be seen in Figure 4-7, at the 10,000 AADT threshold, most stretches of highways in Washington have intercity bus service. Segments of the highway network that meet the threshold, but do not have existing intercity bus service are limited to the major highways heading north out of Spokane toward Deer Park. The band width on the map reflects the AADT volume greater than 10,000 (outside of the Seattle-Tacoma region). Of interest are the number of segments that currently have intercity bus service but have AADT levels lower than 10,000, including much of the Northwestern Trailways route network, a segment of the Olympic Bus Lines route, and a segment of the Greyhound route between Spokane and the Tri-Cities.

DESTINATIONS/FACILITIES

The analysis of population density, location, and needs factors addresses the potential origin areas for intercity trips, but another consideration in terms both of potential market and of policy is whether or not the current routes serve the places that are likely to be attractors of intercity bus ridership, or that could potentially have a need for such service. These include colleges and universities, major military bases, hospitals, and major medical facilities, correctional facilities, and major intermodal connections at airports and rail stations. Each of these was addressed by identifying facilities of each type in Washington, and then determining whether they are potentially served by the existing network.

[1] U.S. Department of Transportation, 2004 National Household Travel Survey, p. 11.
[2] U.S. Department of Transportation, 1995 Highway Statistics, Section V – Roadway Extent, Characteristics, and Performance, Table VM-1.

FIGURE 4-7
EXISTING INTERCITY SERVICE ROUTES WITH ANNUAL AVERAGE DAILY TRAFFIC



Source: Washington State DOT, 2004 Annual Traffic Report

Colleges and Universities

A major segment of the intercity bus market is the youth population, persons 18-24 years old. As a result, we have identified and mapped the locations of all two-year colleges and technical schools; four-year colleges and universities; and independent schools in Washington and compared this to the locations of the points served by the intercity bus network. Table 4-3 lists all the colleges and universities, their locations, and their enrollment figures. Based on the Fall 2003 enrollment data, there are a total of 410,857 students enrolled. The four largest institutions – University of Washington-Seattle, Washington State University-Pullman, Bellevue Community College, and Spokane Falls Community College – are located in distinct geographic areas of the state. The primary concentrations of institutions fall within the Everett-Seattle-Tacoma Corridor, Spokane, and Pullman, where almost half of the schools are located (31 out of 78). To some extent then the ability of college students to use intercity bus services to make trips to and from home is a function of the location of their homes and the degree to which bus service comes close to home.

A depiction of two market area buffers from points served by the existing intercity network is included. When a radius of 25 miles from the point served is evaluated, all of the colleges and universities fall within this market area. When a radius of ten miles from the point served is evaluated, only 5 of the 78 institutions are not within the service area. These are listed in Table 4-4. Figure 4-8 demonstrates the location of schools in relationship to the communities served by the current intercity bus network based on the 10-mile and 25-mile market area buffers.

Table 4-4: WASHINGTON STATE COLLEGES AND UNIVERSITIES OUTSIDE OF THE TEN-MILE MARKET AREA

School	Address	City	Zip Code	Country	Type	Enrollment
Green River Community College	12401 SE 320th Street	Auburn	98092	King	2	9,076
Lake Washington Technical College	11605 132nd Ave NE	Kirkland	98034	King	2	4,838
Pierce College - Puyallup	1601 39th Ave SE	Puyallup	98374	Pierce	2	3,175
Washington State University (Tri-Cities)	2710 University Dr	Richland	99354	Franklin	1	1,113
Trinity Lutheran College	4221 128th Ave Se	Issaquah	98029	King	3	163

Based on this analysis, approximately 410,857 students attend school at campuses that are located in communities served by intercity bus services, when considering a 25-mile market area radius. Approximately 392,492 students attend school at campuses that are located in communities served by intercity bus services, when considering a 10-mile market area radius. Although all of these institutions may have intercity bus service relatively close by, some stops may be in another town. For these other schools, students must still find transportation between the campus and the bus station, and from the destination bus station on the other end of the trip. In this circumstance, the ability to use intercity bus service still requires taxis, local transit, or someone with a vehicle to provide the connection—but the intercity link is available.

Table 4-3: WASHINGTON STATE COLLEGES AND UNIVERSITIES

School	Address	City	Zip Code	County	Type	Enrollment
Antioch University	2326 6th Ave	Seattle	98121	King	3	827
Argosy University	1019 8th Ave N	Seattle	98109	King	3	255
Art Institute of Seattle	2323 Elliott Ave	Seattle	98121	King	3	2,497
Bastyr University	14500 Juanita Dr NE	Kenmore	98028	King	3	1,164
Bates Technical College	1101 S Yakima Ave	Tacoma	98405	Pierce	2	6,989
Bellevue Community College	3000 Landerholm Cir SE	Bellevue	98007	King	2	19,479
Bellingham Technical College	3028 Lindbergh Ave	Bellingham	98225	Whatcom	2	3,806
Big Bend Community College	7662 Chanute St NE	Moses Lake	98837	Grant	2	2,961
Cascadia Community College	18345 Campus Wy NE	Bothell	98011	King	2	2,711
Central Washington University	400 E University Way	Ellensburg	98926	Kittitas	1	9,903
Centralia College	600 W Locus St	Centralia	98531	Lewis	2	5,153
City University (Int'l Headquarters)	11900 NE First St	Bellevue	98005	King	3	3,820
Clark College	1800 E McLoughlin Blvd	Vancouver	98663	Clark	2	13,681
Clover Park Technical College	4500 Steilacoom Blvd SW	Lakewood	98499	Pierce	2	8,592
Columbia Basin College	2600 N 20th Ave	Pasco	99301	Franklin	2	7,264
Cornish College of the Arts	1000 Lenora St	Seattle	98121	King	3	696
Crown College	8739 S Hosmer St	Tacoma	98444	Pierce	3	318
Devry University	3600 S 344th Wy	Federal Wa	98001	King	3	1,192
Digipen Institute of Technology	5001 150th Ave NE	Redmond	98052	King	3	522
Eastern Washington University	526 5th St	Cheney	99004	Spokane	1	10,337
Edmonds Community College	20000 68th Ave W	Lynnwood	98036	Snohomish	2	11,015
Everett Community College	801 Wetmore Ave	Everett	98201	Snohomish	2	9,735
Faith Evangelical Lutheran Seminary	3504 N Pearl St	Tacoma	98407	Pierce	3	188
Golden Gate Baptist Theological Seminary Northwest	3200 NE 109th Ave	Vancouver	98682	Clark	3	84
Gonzaga University	502 E. Boone Ave	Spokane	99258	Spokane	3	5,494
Grays Harbor College	1620 Edward P. Smith Dr	Aberdeen	98520	Grays Harbor	2	3,581
Green River Community College	12401 SE 320th Street	Auburn	98092	King	2	9,076
Henry Cogswell College	3002 Colby Ave	Everett	98201	Snohomish	3	230
Heritage College	3240 Fort Rd	Toppenish	98948	Yakima	3	1,270
Highline Community College	2400 S 240th St	Des Moines	98198	King	2	8,868
ITT Technical Institute	12720 Gateway Dr	Seattle	98168	King	3	472

Table 4-3: WASHINGTON STATE COLLEGES AND UNIVERSITIES

School	Address	City	Zip Code	County	Type	Enrollment
ITT Technical Institute	2525 223rd St SE	Bothell	98021	King	3	284
ITT Technical Institute	13518 E Indiana Ave	Spokane	99216	Spokane	3	486
Lake Washington Technical College	11605 132nd Ave NE	Kirkland	98034	King	2	4,838
Lower Columbia College	1600 Maple St	Longview	98632	Cowlitz	2	4,006
Mars Hill Graduate School	2525 220th St SE	Bothell	98021	King	3	230
North Seattle Community College	9600 College Wy N	Seattle	98103	King	2	9,325
Northwest Baptist Seminary	4301 N Stevens St	Tacoma	98407	Pierce	3	73
Northwest College of Art	16301 Creative Dr NE	Poulsbo	98370	Kitsap	3	135
Northwest College of the Assemblies Of God	5520 108th Ave NE	Kirkland	98083	King	3	1,161
Olympic College	1600 Chester Ave	Bremerton	98337	Kitsap	2	7,029
Pacific Lutheran University	12180 Park Ave S	Tacoma	98445	Pierce	3	3,462
Peninsula College	1502 E. Lauridsen Blvd	Port Angel	98362	Clallam	2	4,988
Pierce College - Ft. Steilacoom	9401 Farwest Dr SW	Lakewood	98498	Pierce	2	9,744
Pierce College - Puyallup	1601 39th Ave SE	Puyallup	98374	Pierce	2	3,175
Puget Sound Christian College	1618 Hewitt Ave	Everett	98201	Snohomish	3	162
Renton Technical College	3000 NE 4th St	Renton	98056	King	2	5,517
South Seattle Community College	6000 16th Ave SW	Seattle	98106	King	2	8,266
Seattle Central Community College	1701 Broadway	Seattle	98122	King	2	11,230
Seattle Institute of Oriental Medicine	916 NE 65th St	Seattle	98115	King	3	31
Seattle Pacific University	3307 3rd Ave W	Seattle	98119	King	3	3,728
Seattle University	1201 Madison St	Seattle	98122	King	3	6,659
Shoreline Community College	16101 Greenwood Ave N	Shoreline	98133	King	2	8,259
Skagit Valley Community College	2405 E College Wy	Mt. Vernon	98273	Skagit	2	7,208
South Puget Sound Community College	2011 Mottman Rd SW	Olympia	98512	Thurston	2	6,618
Spokane Community College	1810 N Greene St	Spokane	99217	Spokane	2	7,905
Spokane Falls Community College	3410 W Fort George Wright	Spokane	99224	Spokane	2	15,280

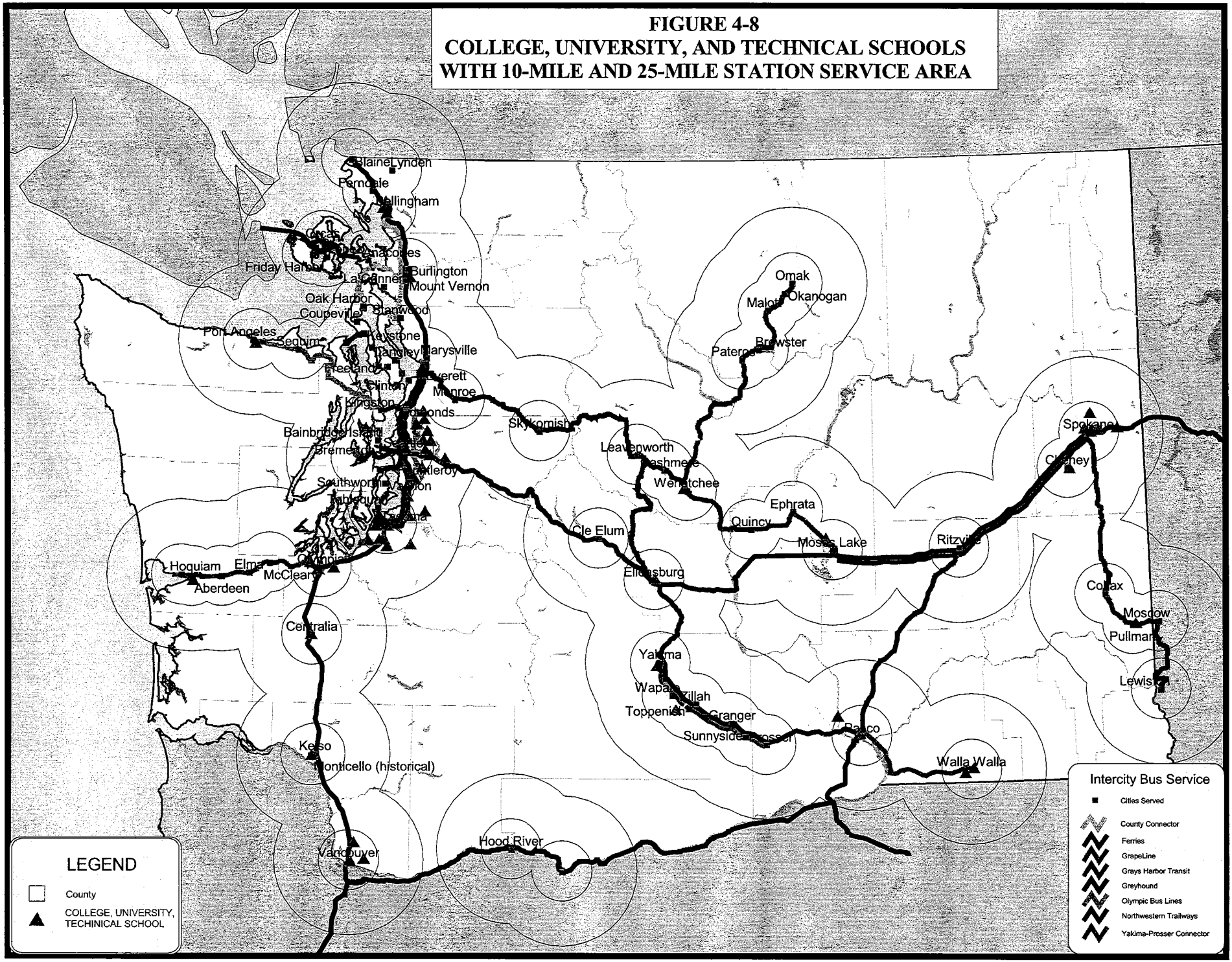
Table 4-3: WASHINGTON STATE COLLEGES AND UNIVERSITIES

School	Address	City	Zip Code	County	Type	Enrollment
St. Martin's College	5300 Pacific Ave SE	Lacey	98503	Thurston	3	1,489
Tacoma Community College	6501 S 19th St	Tacoma	98466	Pierce	2	9,393
The Evergreen State College	2700 Evergreen Pkwy NW	Olympia	98505	Thurston	1	4,380
Trinity Lutheran College	4221 128th Ave Se	Issaquah	98029	King	3	163
University of Phoenix	7100 Fort Dent Wy	Seattle	98188	King	3	1,782
University of Pudget Sound	1500 N Warner St	Tacoma	98416	Pierce	3	2,760
University of Washington	1900 Commerce St	Tacoma	98402	Pierce	1	2,008
University of Washington	18115 Campus Wy NE	Bothell	98011	King	1	1,613
University of Washington (Main)	1501 NE 45th St	Seattle	98195	King	1	39,135
Walla Walla College	204 S College Ave	College Pl	99324	Walla Walla	3	1,918
Walla Walla Community College	204 S College Ave	College Pl	99324	Walla Walla	2	6,820
Washington State University	14204 NE Salmon Creek Ave	Vancouver	98686	Clark	1	1,874
Washington State University	412 Spokane Falls Blvd	Spokane	99210	Spokane	1	584
Washington State University (Main)	1 SE Stadium Way	Pullman	99164	Whitman	1	19,141
Washington State University (Tri-Cities)	2710 University Dr	Richland	99354	Franklin	1	1,113
Wenatchee Valley College	1300 5th St	Wenatchee	98801	Chelan	2	4,080
Western Washington University	516 High St	Bellingham	98225	Whatcom	1	13,845
Whatcom Community College	237 W Kellogg Rd	Bellingham	98226	Whatcom	2	6,488
Whitman College	345 Boyer Ave	Walla Wall	99362	Walla Walla	3	1,454
Whitworth College	300 W Hawthorne Rd	Spokane	99251	Spokane	3	2,298
Yakima Valley Community College	S 16th Ave & Nob Hill Blv	Yakima	98902	Yakima	2	6,540

Type: **1**-Public Four-Year; **2**-Public Two-Year Community and Technical College; **3**-Independent Four-Year College
Enrollment: Based on Fall 2003 Data

Source: Washington Higher Education Coordinating Board.

FIGURE 4-8
COLLEGE, UNIVERSITY, AND TECHNICAL SCHOOLS WITH 10-MILE AND 25-MILE STATION SERVICE AREA



Military Bases

Six major military bases are located in Washington with most situated in the Puget Sound region and one located just west of Spokane. Intercity bus service is accessible to all of these bases, as the Puget Sound region has extensive intercity service coverage. All of the bases fall within the 25-mile market area radius. When looking at the 10-mile market area radius, only one base does not lie within this area. The Fairchild Air Force Base operates an airport shuttle service to the Spokane International Airport. Table 4-5 lists the military base location information and Figure 4-9 represents the bases with respects to the market areas served by the current intercity bus network.

Table 4-5: WASHINGTON STATE MILITARY BASES

Military Base	City	Address	Zip Code	County
Fairchild AFB	Spokane/Fairchild AFB	701 Hospital Loop	98438	Spokane
Fort Lewis	Tacoma/Ft. Lewis	9040 Fitzsimmons Dr	98431	Pierce
Naval Air Station	Bremerton	1 Boone Rd	98312	Kitsap
Naval Air Station	Whidbey Is.	3730 N Charles Porter Ave	98278	Island
McChord AFB	Tacoma/McChord AFB	851 Lincoln Blvd	98438	Pierce
Naval Air Station	Everett	2000 W Marine Dr	98207	Snohomish

Hospitals

Although medical trips make up a small percentage of intercity bus trips, the ability to make trips from rural areas and small towns to major medical facilities is often a policy consideration for maintaining bus services. It may be less of a consideration for patient transportation than for family and friends to visit, simply because most intercity services are not frequent enough to permit same-day outpatient visits. In addition, use of intercity bus services to provide regional medical trips requires a ride to and from the bus station at either end of the bus trip, adding to the cost, time, and physical effort required. However, in many states, long-distance medical trips under Medicaid do utilize intercity bus services.

Table 4-6 presents a list of all the hospitals and medical centers located in the state along with the number of beds available at each facility. The total number of beds available is 14,261. These facilities are also displayed, along with the intercity bus network, in Figure 4-10. Based on the data, 97 of the 109 hospital facilities are located within 25 miles of the nearest intercity bus service stop. Those outside of this area are listed in Table 4-7. The facilities not within the 25-mile market area are generally small facilities rather than regional medical centers. When evaluating the 10-mile market area, 82 of the 109 hospital facilities are located in this area. The facilities not within the 10-mile market area are listed in Table 4-8. It is evident from the list and map that the hospitals are located throughout the state, thus negating the need of transporting large numbers of patients to one or two major hospitals. However, the Seattle metro area does contain several of these facilities. Though there may be a need to transport people to particular

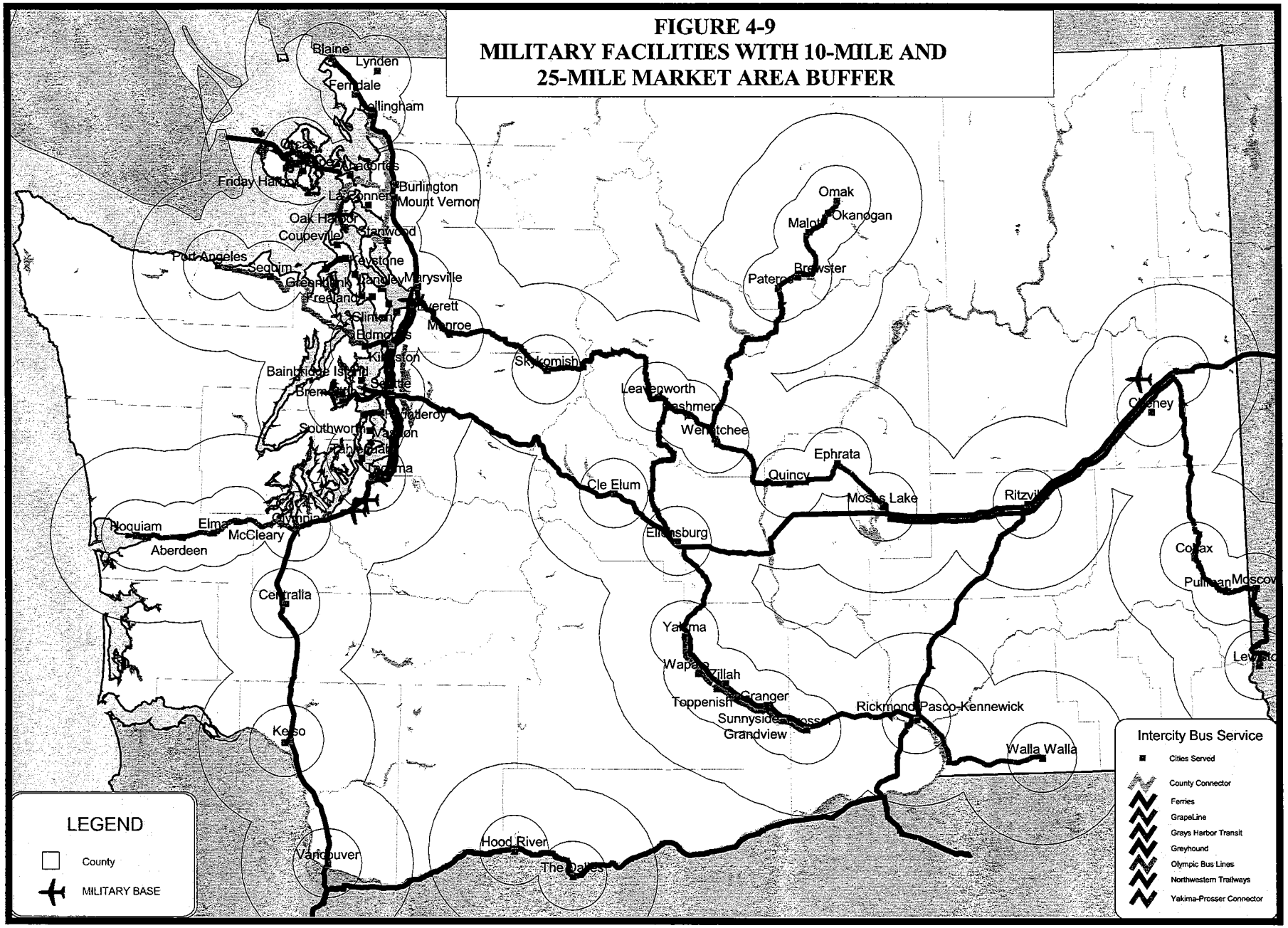


FIGURE 4-9
MILITARY FACILITIES WITH 10-MILE AND
25-MILE MARKET AREA BUFFER
Blaine
Lynden
Ferndale
Bellingham
Friday Harbor
Burlington
Mount Vernon
Oak Harbor
Coupeville
Stanwood
Port Angeles
Sequim
Keystone
Marysville
Everett
Monroe
Edmonds
Kingston
Bainbridge Island
Seattle
Bremerton
Southworth
Tacoma
Olympia
Hoquiam
Elma
McCleary
Aberdeen
Centralia
Kelso
Vancouver
Skykomish
Leavenworth
Cashmere
Wenatchee
Cle Elum
Ellensburg
Omak
Okanogan
Brewster
Ephrata
Quincy
Moses Lake
Ritzville
Yakima
Toppenish
Granger
Sunnyside
Grandview
Rickmond
Pasco-Kennewick
Walla Walla
Colfax
Pullman
Moscow
Hood River
The Dalles
LEGEND
County
MILITARY BASE
Intercity Bus Service
Cities Served
County Connector
Ferries
GrapeLine
Grays Harbor Transit
Greyhound
Olympic Bus Lines
Northwestern Trailways
Yakima-Prosser Connector

Table 4-6: WASHINGTON STATE HOSPITALS

Hospital	Address	City	Zip Code	County	Beds-A	Beds-L
Affiliated Health Services	1415 E Kincaid St	Mt. Vernon	98274	Skagit	164	234
Auburn Regional Medical Center	202 N Division St	Auburn	98002	King	120	149
BHC Fairfax Hospital	10200 NE 132nd St	Kirkland	98034	King	87	133
Capital Medical Center	3900 Capital Mall Dr SW	Olympia	98502	Thurston	103	119
Cascade Medical Center	817 Commercial St	Leavenworth	98826	Chelan	12	12
Cascade Valley Hospital	330 S Stillaguamish Ave	Arlington	98223	Snohomish	48	48
Central Washington Hospital	1201 S Miller St	Wenatchee	98801	Chelan	206	206
Childrens Hospital & Regional Medical Center	4800 Sand Point Wy NE	Seattle	98105	King	208	208
Columbia Basin Hospital	200 Southeast Blvd	Ephrata	98823	Grant	54	58
Coulee Community Hospital	411 Fortuyn Rd	Grand Coulee	99133	Grant	27	35
Daybreak of Spokane	628 S Cowley	Spokane	99202	Spokane	34	0
Dayton General Hospital	1012 S 3rd St	Dayton	99328	Columbia	15	28
Deaconess Medical Center	800 W 5th Ave	Spokane	99210	Spokane	287	388
Deer Park Hospital	E 1015 D St	Deer Park	99006	Spokane	25	25
East Adams Rural Hospital	903 Adams S	Ritzville	99169	Adams	20	20
Eastern State Hospital	Maple St	Medical Lake	99022	Spokane	332	0
Enumclaw Community Hospital	1450 Battersby Ave	Enumclaw	98022	King	38	38
Evergreen Hospital Medical Center	12040 NE 128th St	Kirkland	98034	King	227	244
Ferry County Memorial Hospital	36 N Klondike Rd	Republic	99166	Ferry	25	25
Forks Community Hospital	530 Bogachiel Wy	Forks	98331	Clallam	45	45
Garfield County Memorial Hospital	66 N 6th St	Pomeroy	99347	Garfield	45	45
Good Samaritan Hospital	407 14th Ave SE	Puyallup	98372	Pierce	192	225
Grays Harbor Community Hospital	915 Anderson Dr	Aberdeen	98520	Grays Harbor	172	200
Group Health Eastside Hospital	2700 152nd Ave NE	Redmond	98052	King	132	179
Group Health Seattle Hospital	201 16th Ave E	Seattle	98112	King	14	326
Harborview Medical Center	325 9th Ave	Seattle	98104	King	368	413
Harrison Memorial Hospital	2520 Cherry Ave	Bremerton	98310	Kitsap	255	297
Highline Community Hospital	16251 Sylvester Rd SW	Burien	98166	King	189	269

Table 4-6: WASHINGTON STATE HOSPITALS

Hospital	Address	City	Zip Code	County	Beds-A	Beds-L
Holy Family Hospital	5633 N Lidgerwood St	Spokane	99208	Spokane	196	272
Island Hospital	1211 24th St	Anacortes	98221	Skagit	43	43
Jefferson General Hospital	834 Sheridan St	Port Townsend	98368	Jefferson	25	42
Kadlec Medical Center	888 Swift Blvd	Richland	99352	Benton	153	153
Kennewick General Hospital	900 Auburn St S	Kennewick	99336	Benton	101	101
Kindred Hospital Seattle	10560 5th Ave NE	Seattle	98125	King	42	80
Kittitas Valley Hospital	603 Chestnut St S	Ellensburg	98926	Kittitas	38	50
Klickitat Valley Hospital	310 S Roosevelt	Goldendale	98620	Klickitat	15	31
Lake Chelan Community Hospital	503 Highland Ave E	Chelan	98816	Chelan	34	34
Lakeside Milam Recovery Center	10322 132nd NE	Kirkland	98034	King	25	0
Lincoln Hospital	10 Nichols St	Davenport	99122	Lincoln	102	102
Lourdes Counseling Center	1175 Carondelet Drive	Richland	99352	Benton	32	32
Lourdes Medical Center	520 4th Ave N	Pasco	99301	Franklin	132	132
Madigan Army Medical Center	9040 Fitzsimmons Dr	Tacoma/Ft. Lewis	98431	Pierce	299	0
Mark Reed Hospital	322 S Birch St	McCleary	98557	Grays Harbor	8	24
Mary Bridge Childrens Hospital	317 Martin Luther King Jr	Tacoma	98405	Pierce	67	72
Mason General Hospital	901 Mt. View Dr	Shelton	98584	Mason	49	68
Mid Valley Hospital	810 Jasmine St	Omak	98841	Okanogan	44	44
Morton General Hospital	521 Adams St	Morton	98356	Lewis	31	31
Mount Carmel Hospital	982 E Columiba Ave	Colville	99114	Stevens	35	55
Naval Hospital	1 Boone Rd	Bremerton	98312	Kitsap	106	0
Naval Hospital	3730 N Charles Porter Ave	Oak Harbor/Whidbey Is.	98278	Island	25	0
Newport Community Hospital	714 W Pine St.	Newport	99156	Pend Oreille	74	74
North Valley Hospital	203 S Western Ave	Tonasket	98855	Okanogan	124	127
Northwest Hospital	1550 N 115th St	Seattle	98133	King	187	345
Ocean Beach Hospital	174 1st Ave N	Ilwaco	98624	Pacific	15	25
Odessa Memorial Hospital	502 Amende Dr E	Odessa	99159	Lincoln	44	44
Okanogan-Douglas County Hospital	507 Hospital Wy	Brewster	98812	Okanogan	43	43
Olympic Medical Center	939 Caroline St	Port Angeles	98362	Clallam	86	126
Othello Community Hospital	315 14th Ave N	Othello	99344	Adams	15	49

Table 4-6: WASHINGTON STATE HOSPITALS

Hospital	Address	City	Zip Code	County	Beds-A	Beds-L
Overlake Hospital Medical Center	1035 116th Ave NE	Bellevue	98004	King	247	257
PeaceHealth Saint John Medical Center	1615 Delaware St	Longview	98632	Cowlitz	202	346
Prosser Memorial Hospital	723 Memorial St	Prosser	99350	Benton	57	62
Providence Centralia Hospital	914 S Scheuber Rd	Centralia	98531	Lewis	145	191
Providence Everett Medical Center	916 Pacific Ave	Everett	98201	Snohomish	321	362
Providence St. Peter Hospital	413 Lilly Rd NE	Olympia	98506	Thurston	307	390
Providence Toppenish Hospital	502 4th Ave W	Toppenish	98948	Yakima	50	63
Providence Yakima Medical Center	110 9th Ave S	Yakima	98902	Yakima	171	226
Puget Sound Behavioral Health	3580 Pacific Ave	Tacoma	98418	Pierce	43	108
Pullman Memorial Hospital	1125 Washington Ave NE	Pullman	99163	Whitman	23	42
Quincy Valley Hospital	908 10th Ave SW	Quincy	98848	Grant	29	29
Regional Hospital for Respiratory & Complex Care	12844 Military Rd S	Tukwila	98168	King	23	27
Sacred Heart Medical Center	101 8th Ave W	Spokane	99220	Spokane	590	623
Saint Francis Hospital	34515 9th Ave S	Federal Way	98003	King	93	110
Saint Joseph Hospital	2901 Squalicum Pkwy	Bellingham	98225	Whatcom	242	253
Saint Joseph Medical Center	1717 South J St	Tacoma	98405	Pierce	268	320
Saint Luke's Rehabilitation Institute	711 Cowley St S	Spokane	99202	Spokane	72	102
Samaritan Hospital	801 Wheeler Rd	Moses Lake	98837	Grant	50	50
Seattle Cancer Care Alliance	825 Eastlake Ave E	Seattle	98109	King	20	20
Shick Shadel Hospital	12101 Ambaum Blvd SW	Seattle	98146	King	63	0
Shriner Hospital For Crippled Children	911 5th Ave W	Spokane	99204	Spokane	30	0
Skyline Hospital	211 Skyline Dr	White Salmon	98672	Klickitat	24	32
Snoqualmie Valley Hospital	9575 Ethan Wade Wy SE	Snoqualmie	98065	King	28	28
St. Clare Hospital	11315 Bridgeport Wy SW	Tacoma	98499	Pierce	71	106
St. Joseph Hospital	500 E Webster Ave	Chewelah	99109	Stevens	65	65
St. Mary Medical Center	410 W Poplar St	Walla Walla	99362	Walla Walla	93	141

Table 4-6: WASHINGTON STATE HOSPITALS

Hospital	Address	City	Zip Code	County	Beds-A	Beds-L
Stevens Hospital	21601 76th Ave W	Edmonds	98026	Snohomish	156	217
Sunnyside Community Hospital	1016 Tacoma Ave	Sunnyside	98944	Yakima	38	38
SW Washington Medical Center	400 NE Mother Joseph Pl	Vancouver	98664	Clark	333	360
Swedish Medical Center	747 Broadway	Seattle	98122	King	699	860
Swedish Providence Medical Center	500 17th Ave	Seattle	98122	King	254	436
Tacoma General Allenmore Hospital	315 Martin Luther King Jr	Tacoma	98405	Pierce	376	512
Tri-State Memorial Hospital	1221 Highland Ave	Clarkston	99403	Asotin	41	62
Uinversity of Washington Medical Center	1959 NE Pacific St	Seattle	98195	King	392	450
US Air Force Hospital	701 Hospital Loop	Spokane/Fairchild AFB	98438	Spokane	48	0
VA Medical Center	9900 Veterans Dr SW	Tacoma	98493	Pierce	203	0
Valley General Hospital	14701 179th Ave SE	Monroe	98272	Snohomish	69	72
Valley Hospital and Medical Center	12606 Mission Ave E	Spokane	99216	Spokane	93	123
Valley Medical Center	400 43rd St S	Renton	98055	King	238	328
Veterans Affairs Medical Center	1660 S Columbian Wy	Seattle	98108	King	355	0
Veterans Affairs Medical Center	N 4815 Assembly St	Spokane	99205	Spokane	132	0
Veterans Affairs Medical Center	77 Wainwright Dr	Walla Walla	99362	Walla Walla	102	0
Virginia Mason Medical Center	1100 9th Ave	Seattle	98101	King	302	371
W Seattle Psychiatric Hospital	2600 SW Holden St	Seattle	98126	King	40	40
Walla Walla General Hospital	1025 2nd Ave S	Walla Walla	99362	Walla Walla	57	72
Wenatchee Valley Hospital	820 N Chelan Ave	Wenatchee	98801	Chelan	16	21
Western State Hospital	9601 Steilacoom Blvd SW	Tacoma/Ft. Steilacoom	98498	Pierce	1035	0
Whidbey General Hospital	101 N Main St	Coupeville	98239	Island	51	51
Whitman Hospital	1200 W Fairview St	Colfax	99111	Whitman	32	48
Willapa Harbor Hospital	800 Alder St	South Bend	98586	Pacific	20	26
Yakima Valley Memorial Hospital	2811 Tieton Dr	Yakima	98902	Yakima	218	226

Beds-A: Beds Available
Beds-L: Beds Licensed

FIGURE 4-10
HOSPITAL FACILITIES WITH 10-MILE AND 25-MILE STATION SERVICE AREA

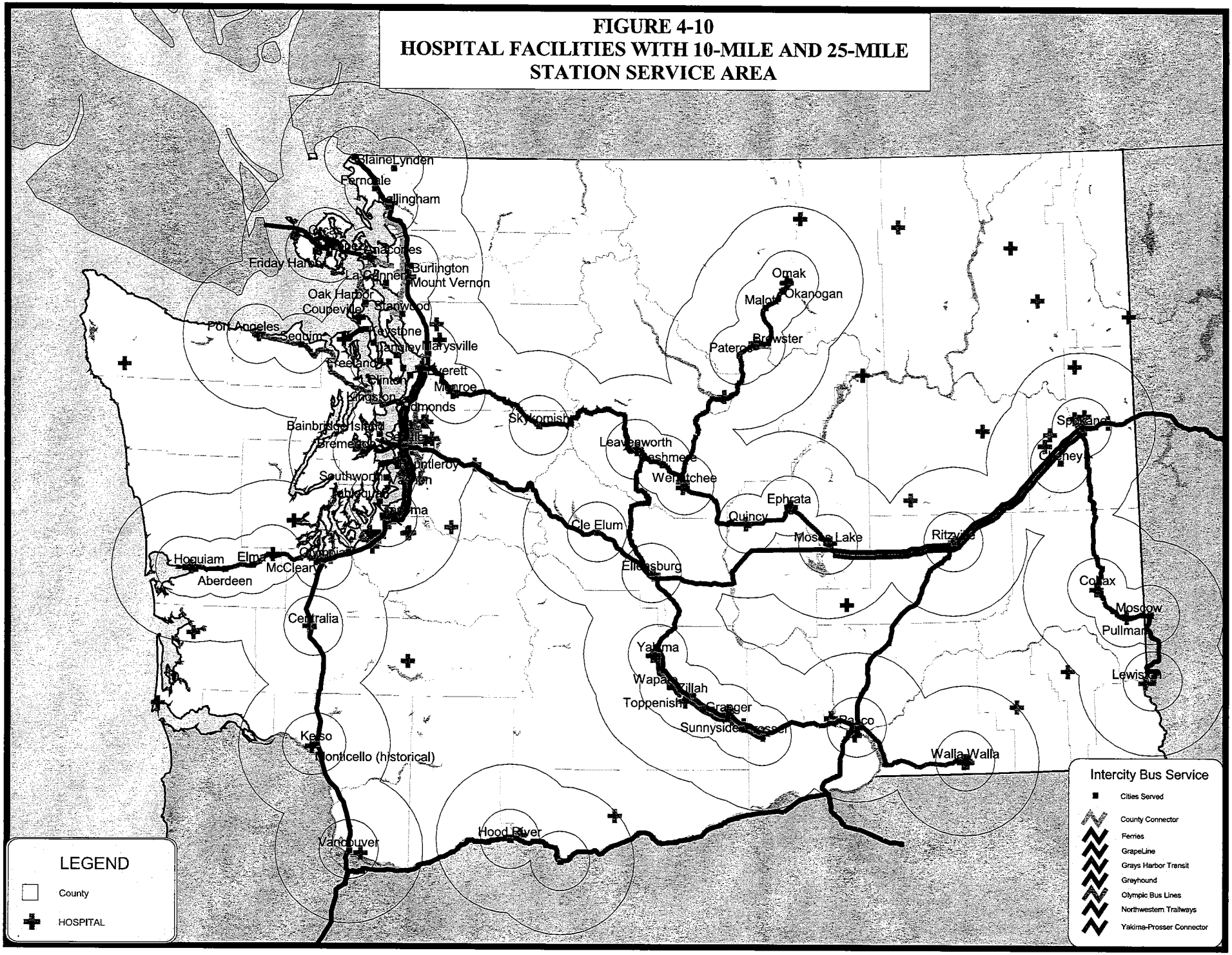


Table 4-7: WASHINGTON STATE HOSPITALS OUTSIDE OF THE 25-MILE MARKET AREA

Hospital	Address	City	Zip Code	County	Beds-A	Beds-L
Sacred Heart Medical Center	101 8th Ave W	Spokane	99220	Spokane	590	623
Lincoln Hospital	10 Nichols St	Davenport	99122	Lincoln	102	102
Newport Community Hospital	714 W Pine St	Newport	99156	Pend Oreille	74	74
St. Joseph Hospital	500 E Webster Ave	Chewelah	99109	Stevens	65	65
Forks Community Hospital	530 Bogachiel Wy	Forks	98331	Clallam	45	45
Garfield County Memorial Hospital	66 N 6th St	Pomeroy	99347	Garfield	45	45
Mount Carmel Hospital	982 E Columiba Ave	Colville	99114	Stevens	35	55
Morton General Hospital	521 Adams St	Morton	98356	Lewis	31	31
Coulee Community Hospital	411 Fortuyn Rd	Grand Coulee	99133	Grant	27	35
Ferry County Memorial Hospital	36 N Klondike Rd	Republic	99166	Ferry	25	25
Pullman Memorial Hospital	1125 Washington Ave NE	Pullman	99163	Whitman	23	42
Ocean Beach Hospital	174 1st Ave N	Ilwaco	98624	Pacific	15	25

Bed-A - Beds Available
Beds-L - Beds Licensed

Table 4-8: WASHINGTON STATE HOSPITALS OUTSIDE OF THE 10-MILE MARKET AREA

Hospital	Address	City	Zip Code	County	Beds-A	Beds-L
North Valley Hospital	203 S Western Ave	Tonasket	98855	Okanogan	124	127
Lincoln Hospital	10 Nichols St	Davenport	99122	Lincoln	102	102
Newport Community Hospital	714 W Pine St.	Newport	99156	Pend Oreille	74	74
St. Joseph Hospital	500 E Webster Ave	Chewelah	99109	Stevens	65	65
Mason General Hospital	901 Mt. View Dr	Shelton	98584	Mason	49	68
Forks Community Hospital	530 Bogachiel Wy	Forks	98331	Clallam	45	45
Garfield County Memorial Hospital	66 N 6th St	Pomeroy	99347	Garfield	45	45
Odessa Memorial Hospital	502 Amende Dr E	Odessa	99159	Lincoln	44	44
Enumclaw Community Hospital	1450 Battersby Ave	Enumclaw	98022	King	38	38
Mount Carmel Hospital	982 E Columiba Ave	Colville	99114	Stevens	35	55
Lake Chelan Community Hospital	503 Highland Ave E	Chelan	98816	Chelan	34	34
Morton General Hospital	521 Adams St	Morton	98356	Lewis	31	31
Snoqualmie Valley Hospital	9575 Ethan Wade Wy SE	Snoqualmie	98065	King	28	28
Coulee Community Hospital	411 Fortuyn Rd	Grand Coulee	99133	Grant	27	35
Ferry County Memorial Hospital	36 N Klondike Rd	Republic	99166	Ferry	25	25
Deer Park Hospital	E 1015 D St	Deer Park	99006	Spokane	25	25
Willapa Harbor Hospital	800 Alder St	South Bend	98586	Pacific	20	26
Ocean Beach Hospital	174 1st Ave N	Ilwaco	98624	Pacific	15	25
Klickitat Valley Hospital	310 S Roosevelt	Goldendale	98620	Klickitat	15	31
Dayton General Hospital	1012 S 3rd St	Dayton	99328	Columbia	15	28
Othello Community Hospital	315 14th Ave N	Othello	99344	Adams	15	49

Beds-A - Beds Available
Beds-L - Beds Licensed

hospitals that will provide care for them that may not be available locally, this is often provided directly by the rural public transportation operator.

Correctional Facilities

As in the case of hospitals, while demand for correctional facility trips results in a small percentage of intercity bus trips, the ability to make trips from rural areas and small towns to correctional facilities may be crucial to families, released inmates, and employees. Table 4-9 is a list of all the state correctional facilities in the State of Washington.. Figure 4-11 represents the correctional facilities served by intercity bus service when considering the 25-mile and 10-mile service distance to the nearest stop. The total capacity of these state correctional facilities was 14,328 inmates. Twelve of the 15 facilities are served when considering a 25-mile service radius. The three facilities not served are listed in Table 4-10, and they have a capacity of 1,798. Seven of the facilities are not served when considering a 10-mile service radius. They are listed in Table 4-11. The seven facilities not served contain a capacity of 3,964. In general, correctional facilities are dispersed throughout the state, so there is no need to transport large numbers of riders to any one facility.

Table 4-10: WASHINGTON STATE CORRECTIONAL FACILITIES OUTSIDE OF THE 25-MILE MARKET AREA

Facility	Address	City	Zip Code	County	Population
Clallam Bay Corrections Center	1830 Eagle Crest Wy	Clallam Bay	98326	Clallam	858
Coyote Ridge Corrections Center	1301 N Ephrata	Connell	99326	Franklin	600
Olympic Corrections Center	11235 Hoh Mainline	Forks	98331	Jefferson	340

Intermodal Connections

In general, the intercity bus system does offer connections to the major air and rail stops in the sense that service is provided to those towns, but the connection cannot always be made in the same facility.

Table 4-9: WASHINGTON STATE CORRECTIONAL FACILITIES

Facility	Address	City	Zip Code	County	Population
Ahtanum View Assisted Living Facility	2009 S 64th Ave	Yakima	98903	Yakima	120
Airway Heights Corrections Center	11919 W Sprague Ave	Airway Height	99001	Spokane	1,936
Cedar Creek Corrections Center	12200 Bordeaux Rd	Littlerock	98556	Thurston	400
Clallam Bay Corrections Center	1830 Eagle Crest Wy	Clallam Bay	98326	Clallam	858
Coyote Ridge Corrections Center	1301 N Ephrata	Connell	99326	Franklin	600
Larch Corrections Center	15314 NE Dole Valley Rd	Yacolt	98675	Clark	400
McNeil Island Corrections Center	35 Settler St	Steilacoom	98388	Pierce	1,292
Mission Creek Corrections Center	3420 NE Sand Hill Rd	Belfair	98528	Mason	80
Monroe Correctional Complex	16700 177th Ave SE	Monroe	98272	Snohomish	2,266
Olympic Corrections Center	11235 Hoh Mainline	Forks	98331	Jefferson	340
Pine Lodge Corrections Center Women	751 S Pine St	Medical Lake	99022	Spokane	359
Stafford Creek Corrections Center	191 Constantine Wy	Aberdeen	98520	GraysHarbor	1,936
Washington Correctional Center I&R	2321 W Dayton Airport	Shelton	98584	Mason	1,286
Washington Corrections Center-Women	9601 Bujacich Rd NW	Gig Harbor	98332	Pierce	738
Washington State Penitentiary	1313 N 13th Ave	Walla Walla	99362	Walla Walla	1,717

Population: Based on end of FY 2005 (end June 30, 2005) capacity data.

FIGURE 4-11
CORRECTIONAL FACILITIES WITH 10-MILE AND 25-MILE MARKET AREA BUFFER

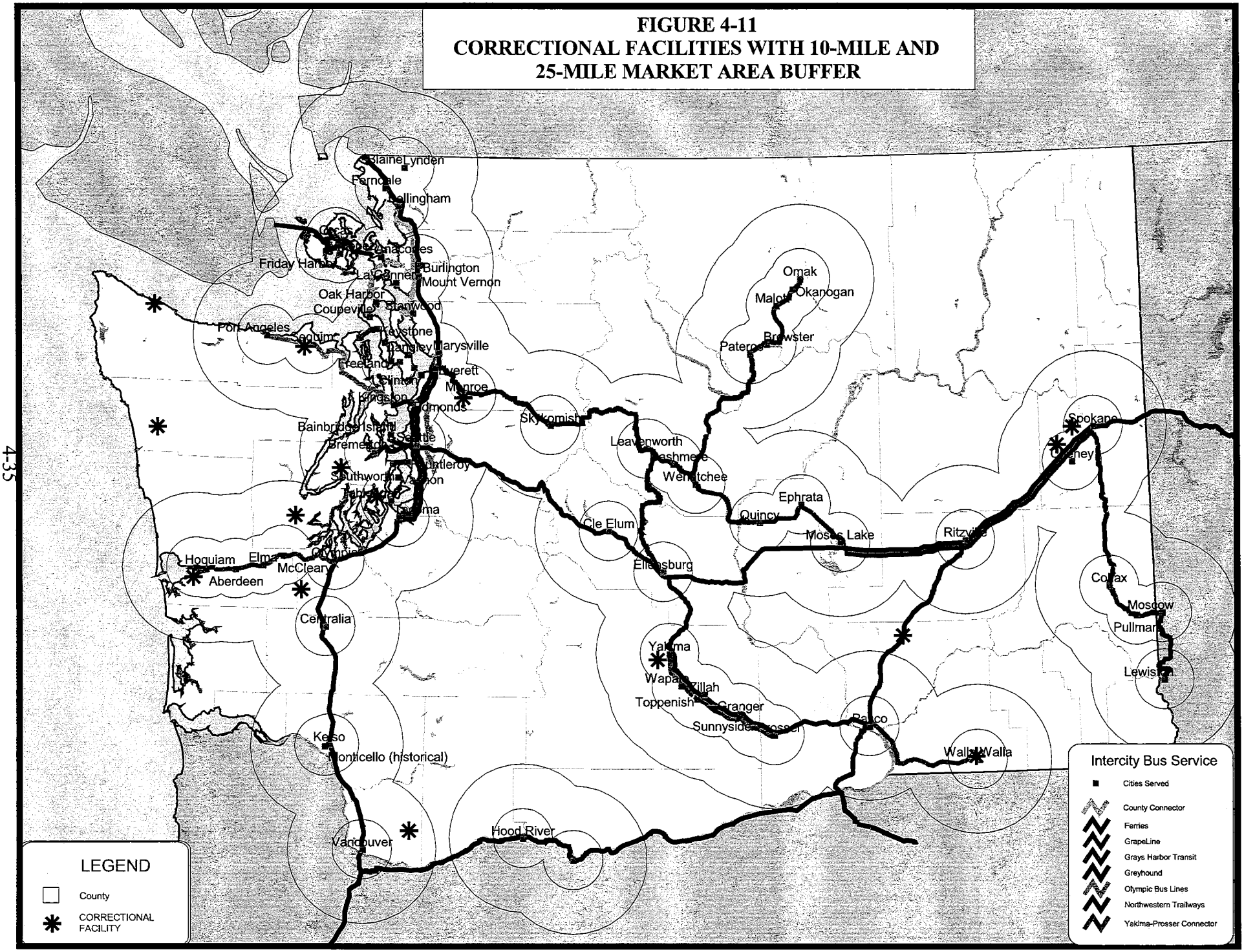


Table 4-11: WASHINGTON STATE CORRECTIONAL FACILITIES OUTSIDE OF THE 10-MILE MARKET AREA

Facility	Address	City	Zip Code	County	Population
Washington Correctional Center &R	2321 W Dayton Airport	Shelton	98584	Mason	1,286
Clallam Bay Corrections Center	1830 Eagle Crest Wy	Clallam Bay	98326	Clallam	858
Coyote Ridge Corrections Center	1301 N Ephrata	Connell	99326	Franklin	600
Larch Corrections Center	15314 NE Dole Valley Rd	Yacolt	98675	Clark	400
Cedar Creek Corrections Center	12200 Bordeaux Rd	Littlerock	98556	Thurston	400
Olympic Corrections Center	11235 Hoh Mainline	Forks	98331	Jefferson	340
Mission Creek Corrections	3420 NE Sand Hill Rd	Belfair	98528	Mason	80

Airports

There are many viable options for travelers concerning air travel to and from Washington. Currently, intercity bus service is available to two major airports, Sea-Tac and Spokane International Airport, from points across the state. The predominant existing direct airport service by way of intercity bus travel is to Sea-Tac. To capture the "choice" riders to Sea-Tac Airport (those individuals who are not dependent on bus service), direct service is critical along the major corridors (i.e., I-5, I-405, and I-90) from the larger population centers. Sea-Tac Airport service must be direct and offer numerous trips to entice and support demand, especially since parking is prevalent and inexpensive. As described in the inventory section above, there are a number of airport carriers serving each of these major facilities, however, these are more specialized carriers. The major typical intercity providers, Greyhound and NTI, offer only limited airport services (a flag-stop at Spokane International on the Northwestern Trailways route from Pullman). Thus a person coming from the middle of the state to Sea-Tac would need to catch one of these carriers to the intercity bus station in Seattle, and then take a taxi or local transit to the airport, adding cost and inconvenience.

Passenger Rail

Passenger rail service provided by Amtrak exists in Washington along the western region of the state, parallel to the I-5 corridor, and points east and south along two corridors traversing central Washington and merging in Spokane. One corridor parallels the WA-28 and WA-2 highways in central Washington and the other parallels the WA-395 and WA-4 corridor along the Oregon border and southeastern Washington.

- **Amtrak-Cascades Line**: passenger rail service operates four daily roundtrips between Eugene, OR and Vancouver, BC. Major metro areas in Washington with

station stops are: Centralia, Olympia, Tacoma, Tukwila, Seattle, Edmonds, Everett, Mount Vernon, and Bellingham.

- **Amtrak-Coast Starlight**: passenger rail service operates one daily trip each way between San Diego, CA and Seattle. Twenty-five stops are located in California, six in Oregon, and six stops are served in Washington. This service includes the following station stops in Washington: Vancouver, Kelso, Centralia, Olympia, Tacoma, and Seattle.

- **Amtrak-Empire Builder**: passenger rail service operates one daily trip each way between Chicago and Seattle and Chicago and Portland. The Seattle route includes service to the following cities in Washington: Spokane, Ephrata, Wenatchee, Everett, Edmonds, and Seattle. The Portland route includes service to the following cities in Washington: Spokane, Pasco, Wishram, Bingen-White Salmon, and Vancouver.

For the most part these same points all have intercity bus service stops. The exceptions are Tukwila and Edmonds, which are within the Seattle area; and Wishram and Bingen-White Salmon on the Empire Builder route. In many cases the intercity bus agency is located in an intermodal facility with the rail station and local transit (as in Bellingham, Mount Vernon, Everett, and Tacoma); in other cases the terminals are in different locations resulting in a need for a taxi connection.

OUTREACH PROCESS

In addition to this demographic and destination needs analysis, the study team thought it important to conduct additional research of a more qualitative nature to determine if there are local services not previously identified that are meeting an intercity or rural to urban need, and to see if local or regional transportation planners, transit providers, private bus companies, and Medicaid brokers perceive particular unmet needs or issues. This process was broken into four parts, conducted in slightly different ways. All of these potential stakeholders were sent a newsletter about the study and its goals in November of 2005. Approximately 800 newsletters were mailed out. A copy of the newsletter is provided in Appendix B.

The newsletter directed interested persons to the study website, where respondents could complete one of three surveys—a transit provider survey, a stakeholder (planner) survey, or a user survey. In addition, the survey questions were used as a basis for telephone interviews with the transit planners, regional planning agencies, and anyone who indicated a desire to be contacted. This element of the outreach is referred to as the stakeholder interviews. A second, tailored version of a written survey was sent to the Medicaid brokers, and was followed up with probing telephone calls to elicit comment on intercity access and needs, intercity bus usage, etc. Finally, on-site interviews were conducted with management of the existing intercity providers, including some of the airport shuttle operators.

OUTREACH RESULTS

The results of each of these efforts are presented in the following sections.

Internet Survey Results

As indicated earlier, a related effort to gather input involved the use of the Washington State Department of Transportation (WSDOT) web site. Appendix C is a copy of the blank survey, which is divided into separate surveys for intercity bus users, a survey for transportation providers, and a survey for other stakeholders. With the assistance of the WSDOT, the survey was set up to allow on-line entry and to maintain responses for use by the study team. This was done using SurveyMonkey, an on-line survey tool. The greatest on-line response came from persons identifying themselves as public transportation providers: 29 responses, of which four are public transit agencies, 15 private for-profit bus operators, and nine non-profit transportation providers. Although the provider survey collected information about current intercity services or connections with intercity services, two key questions addressed need. One question requested that providers identify the most popular or needed intercity public transportation trip origin-destination pairs in their service area. The wording allowed for multiple responses, and so Table 4-12 presents the responses, clustered by area. For the most part these are connections with existing service, though in several cases the service would not exist without Section 5311(f) or other funding assistance. Yakima/Ellensburg appears twice on the list, mentioned by different providers, though in fact the existing service is very limited.

A second question asked providers if existing intercity services meet community needs. Twelve percent said usually, 53 percent said sometimes, 12 percent said service was not available to meet these needs, and 24 percent said they did not know. This question was followed by an open-ended question asking what new services or modifications would be needed to serve these unmet needs. The responses are presented in Appendix D. It is clear that some of the responses are really more focused on regional or local issues, but there are several key areas clearly identified:

- Connections to Ellensburg, particularly to/from Yakima, addressing Central Washington University student, staff, and faculty needs. Additional service from Roslyn and Cle Elum (dropped by Greyhound) is needed, but there is existing service that allows for intercity connections.

- More service in a usable intercity route in the corridor from Yakima/Toppenish/Goldendale/White Salmon/The Dalles/Hood River/Vancouver—basically the former Greyhound points on the Washington side of the Columbia.

- Pasco to Connell, location of a major prison, former Greyhound stop more then 25 miles from the nearest intercity stop.

- Link from Port Townsend to Discovery Bay to connect with existing Olympic Bus Lines service from Port Angeles to Seattle/Sea Tac.

Table 4-12: SUMMARY OF INTERNET SURVEY RESPONSES: UNMET NEEDS BY REGION

Region	Most Popular/Most Needed Trip Origin/Destination Pairs
Central Washington	Ellensburg toYakima (medical, shopping and employment) Yakima-Ellensburg (university-students and faculty) Sunnyside to Yakima Sunnyside to Tri-Cities Toppenish/Yakima Roslyn, Cle Elum to Ellensburg (medical, shopping) Wenatchee-Everett/Seattle/Tacoma Omak/Wenatchee
Southwest Washington	Cathlamet/Longview Naselle/Longview Skamania County/Clark County Goldendale/The Dalles Goldendale/Toppenish White Salmon/The Dalles White Salmon/Vancouver
Southeast Washington	Walla Walla/Pasco and vice versa Pasco/Seattle and return Richland/Seattle Tri-Cities/Sea-Tac Off campus housing to Washington State University Pullman to Seattle Pullman to Spokane and return Pullman to Lewiston, ID
Puget Sound	To Sea-Tac Airport Seattle/Renton King County/Anacortes Ferry Seattle/Sea-Tac
Northwest Washington	Friday Harbor/Roche Harbor Friday Harbor/Seven Island Destinations Friday Harbor/National Parks Island/Western Washington College Island.Skagit Valley College, Mount Vernon Mount Vernon/Western Washington College Mount Vernon/Everett (Sounder commuter connection) Port Angeles/Sequim/Seattle and return Port Angeles/Sequim/Sea-Tac and return Whidbey Island/Downtown Seattle Bellingham/Mount Vernon Bellingham/Everett/Seattle
Eastern Washington	Spokane to Everett/Seattle/Tacoma Spokane/Wenatchee

- Kettle Falls/Colville/Chewalah/Deer Park/Spokane on Highway 395.

In general, these same corridors were identified from the demographic analysis, and also were identified in the stakeholder interview portion of the outreach process.

Stakeholder Interviews

In addition to the web survey, a series of qualitative interviews were scheduled with public transit managers or planners, with transportation planners at regional planning agencies, and with anyone who responded to the web survey as desiring a follow-up phone call. These interviews were intended to address most of the same questions found in the web survey, but with additional probing and follow-up as part of a discussion about intercity travel needs in Washington State.

A great deal of information was collected in these qualitative interviews with the stakeholders, and it was decided that an effective way to compile and present this information was to develop a table listing the agency contacted, their general feeling of the importance of intercity or rural-to-urban access, any services they provide that are of that type, what the fares on that service are, any general information on regional travel patterns (needed destinations), connections offered, unmet needs, and general comments. Table 4-13 presents a summary of comments regarding existing service and unmet needs, identified by source and location. A complete table of this information is included at the end of this chapter as Appendix E.

One thing that is immediately clear is that the line between local regional service and intercity service (in terms of definitions) is somewhat indistinct. Many rural or suburban services operate as local transit, but technically meet the Section 5311(f) definition of intercity service, or could be considered as rural feeders under that program. Not only could the services be considered as either local or intercity, but from a planning perspective the distinction between a local rural transit need and an intercity need (to be considered at a statewide level) is somewhat blurry. Many of the unmet needs identified could really be summarized as needs for additional rural transit within the service area. A key focus that does fall within the rural-to-urban mission is connectivity—if information, schedules, or facilities could make it feasible for a multipurpose rural service to offer connections to the intercity network.

Another type of unmet need identified by some is the need for commuter services over longer distances, crossing service area boundaries. Some areas that have actual intercity bus connections were identified as needing service because the intercity bus service is low frequency, and is not at times that allow usage for work trips. Examples include the need for commuter transit services from Coeur D'Alene (ID) into Spokane. This route is served by Greyhound with a single bus a day, so it has "intercity" service, but is also a commuter market. Similarly, Bellingham and Mount Vernon to Everett was identified as a need—yet there are multiple Greyhound schedules on this route. The Greyhound service does not operate at times or at fare levels that would allow commuter usage, and so there is an unmet need that has been identified even though there is existing intercity service. It should be noted that Section 5311(f) funding is expressly not to be used for commuter services, so addressing such needs would require the use of other funding sources.

Table 4-13: SUMMARY OF ON-SITE INTERVIEW NEEDS AND ISSUES

Provider	Unmet Service Needs	Other Needs/Issues
Northwestern Trailways	Colville-Kettle Falls to Spokane	Continued support for Omak-Wenatchee-Ellensburg Service, Marketing assistance/information Operating assistance for Idaho services, Facility/agent in Leavenworth, Potential Vehicle Capital Need
Wheatland Express	Shuttle service extension To Lewiston-Clarkston for commuters	Providing user information, Stop location at Spokane International Airport
Spokane Transit	Service from Deer Valley, U.S.395 corridor, Commuter/intercity service from Coeur D'Alene to Spokane	Information, transit connections between The Plaza (Spokane Transit), and Spokane Intermodal Center
Genie Tours	Three round-trips per day, Pasco Tri-Cities to Connell (unserved prison location)	Need new accessible vehicle for GrapeLine,
People for People	Continued support for Yakima-Prosser Connector Intercity replacement service-Yakima to/from Goldendale via Toppenish Service from Yakama Indian Reservation-White Swan to Toppenish Yakima to/from Ellensburg, Central Washington University, Heritage College	New expansion bus for Yakima-Prosser Connector, Likely need for additional operating to add frequencies to fill schedules, address crowding
Starline Luxury Coaches	San Juan Islands services- on-island transit, link to ferry, medical trips Winthrop area, seasonal need in Okanagon	Opportunity for private sector to bid to operate services, level playing field Access to publicly-funded park and ride lots (particularly when outside commuter hours) Opportunity for effective use of publicly-funded vehicles
Mason Transit	Scheduled connections with Greyhound in Olympia are a possibility Increased service for local-regional riders, commuters to Bremerton, medical/dialysis trips, interlocal connections with surrounding transits	Terminal facility in Shelton needed, Many services connect with surrounding transit systems to offer rural-to-urban intercity connections

Provider	Unmet Service Needs	Other Needs/Issues
Olympic Bus Lines	Continued operating assistance for Port Angeles/Sea-Tac service, Assistance to add feeder vehicle from Port Townsend to Fat Smitty's stop—operating, capital, and marketing	Need reduced ferry fares for transit providers, Need shelters in Sequim, Discovery Bay, maybe Port Townsend, Port Ludlow Capital needs for replacement buses, in intercity use they meet mileage threshold long before age thresholds for replacements. Funded carriers need WUTC protection to reduce competition which will increase subsidy needs.
Rocket Transportation	Need for door-to-door, advance reservation service from Olympic Peninsula to Sea-Tac (to replace previous service) Service to hospitals in Seattle	
Bellair Charters Airporter Shuttle	Service needed from north counties to Everett (transit operators planning to do), Service from north counties to downtown Seattle needed (as well as existing Sea-Tac), Seattle to San Juans ferries in summer, Service needed between Central Washington University (Ellensburg) and Yakima, Ellensburg to/from Moses Lake, Ellensburg to/from George. North counties to Bellevue, and Wenatchee to Sea-Tac	Security concerns about using intermodal facilities—they are not open 24 hours, so reluctant to leave passengers—hotels, some restaurants are alternative terminals for airport services (due to late-arriving air passengers)
Whidbey-Sea-Tac Shuttle	A seamless trip to downtown Seattle. Local transit services on Sunday, and in evenings, Whidbey Island north to Vancouver, B.C.	There is a need for outside (non-local) direction to develop true regional services.

Provider	Unmet Service Needs	Other Needs/Issues
Dr. Preston Schiller, Western Washington University; Dan Pike, Skagit COG; Bruce Agnew, Cascadia Center	Service needed from Bellingham and northern points to Seattle Hospitals (Medicaid broker demonstration potential). Regional rail service from Bellingham to Everett via Mt.Vernon, Stanwood, Anacortes, Marysville (long-term goal) -- Intercounty bus services (interim solution). Service E-W on Route 20 from Bellingham (Mazama-Winthrop) is needed, Overlay express route from Bellingham to Seattle (downtown and hospitals) is needed.	Greyhound schedules as compared to Cascades Amtrak (competition not desired) Private sector issues with failure to bid County Connector services competitively, broader issue is how public and private can cooperate to meet needs, Difficulty in getting transit agencies to coordinate, Non-coordination of ferry schedules with intercity bus and rail schedules,
Greyhound Lines	Feeder service to link Job Corps centers to Greyhound stops, Feeder service from Walla Walla (GrapeLine) to continue, Feeder service from Fort Lewis, Blaine	Key issue is need for intermodal terminals—Seattle is big concern, need to move, would like to be in King Street Intermodal, may have to move before that is possible. Greyhound stops at Sound Transit Light Rail stations a desire. Need to resolve Olympia situation-move to Intercity transit terminal, or rehab existing facility.
Jansen's Tours, Royal Tours	Intercity potential on Olympic Peninsula for additional service, coordination Linkage needed to Port Angeles ferries to provide Victoria (B.C.) intercity link-schedule coordination needed	Role for private providers is needed.

Another theme that emerges in the more densely populated western part of the state is the policy question raised by public transit operators that do provide, or seek to provide, regional/intercity services by combining with adjacent transit systems—potentially serving trip patterns that are also served by private providers with operating authority from the Washington Transportation and Utilities Commission (WTUC). For example, interest is expressed for expanding the County Connector regional system operated by Island Transit, Whatcom Transit, and Skagit Transit by adding linkages with additional transit operators to offer public transit service between Vancouver, B.C. and Vancouver, Washington. This entire corridor is currently served by Greyhound, in many cases with stops at the intermodal transit centers served by the same transit systems. The questions need to address whether or not such interregional services are really part of the mission of a Public Transportation Benefit Area (PTBA) with a defined taxing base in one area, whether there are distinct market segments with different trip purposes that affect schedule needs, appropriate fare levels and structures, or service characteristics that segment these markets; whether the perceived need for additional service is related to fare and frequency issues; and what effect state or federal policies will have on the future development of these services.

A related issue has been raised by private for-profit bus operators who are currently providing "intercity" service under WUTC certificates, or interstate service under USDOT authority—or who have the capability to provide regular-route intercity service. These types of firms have historically provided intercity bus service under state and federal regulation, for the most part without operating or capital subsidy. They are cognizant of Washington State statutes requiring them to be compensated if PBTA's seek to operate the same services, and federal statutes and regulations requiring their participation in the planning process. They are participating in this study, and they have participated in other regional transit planning efforts, but feel that they have not been given full opportunity to participate in the operation of services through an equitable competitive bid process, despite their assertion that they could operate these services for a much lower subsidy cost. These issues are a particular concern given the provisions of the most recent federal transportation reauthorization, SAFETEA-LU, which changes the definition of mass transit to include only intercity bus service provided under the provisions of Section 5311(f). Thus public transit operators cannot use other FTA funding (or FTA funded vehicles) to operate intercity bus service—the question will be what constitutes intercity bus service? These issues are key policy issues, not issues about locations needing service or unmet needs in areas with service. However, they must be considered in deciding how new services can be implemented.

In many ways the unmet needs comments validate the demographic and destination-based needs analysis, but the areas or services with perceived unmet needs can be summarized as follows:

Needs for New Service:

- Colville to/from Spokane
- Newport to/from Spokane
- Schedule coordination to allow Okanogan Transit to connect with Omak service of Northwestern Trailways

- Klickitat and Skamania Counties to Vancouver and Portland, Oregon area
- Tri-Cities to/from Connell
- Tri-Cities to/from Umatilla and Hermiston (Oregon)
- Skamania to Hood River
- Goldendale to Hood River
- Goldendale to Toppenish and Yakima
- Tenino, Bucoda, Chehalis, and Nisqually Indian Reservations service

Needs for Additional Service on an Existing Link:

- Lewiston-Pullman (commuter service)
- Garfield County to Dayton (to Walla Walla)—Served by Garfield Transit?
- Spokane to Coeur D'Alene (commuter market)
- Idaho colleges to Spokane Airport
- Okanogan to Chelan
- Airporter from Wenatchee to Sea-Tac
- Wenatchee to Yakima
- Wenatchee to Ellensburg (served by Northwestern Trailways)
- Wenatchee connections to Tri-Cities
- Cle Elum to Ellensburg (commuters)
- Yakima to/from Ellensburg (commuters)
- Yakima to/from Ellensburg (college)
- Door-to-door demand-responsive airport service from Olympic peninsula to Sea-Tac
- Union Gap to Yakima (add to Yakima-Prosser Connector, or local service)
- Wenatchee to Quincy (connection of local services--potential meeting place at Rock Island Dam)
- Connect Yakima Transit and Ben Franklin Transit at Sunny Side (connection of local/regional services)
- Blaine, Linden to Bellingham
- Service to/from Warden
- Walla Walla to Tri-Cities: improve GrapeLine service and marketing
- Battle Ground, Longview to Vancouver, Washington
- Astoria connection
- Lexington area
- Whidbey Island/Island Transit connections to Everett
- More service, fare changes on County Connector
- Skagit Station to Sounder (Everett Station) by transit (commuters)
- Camano Island to Sounder (Everett Station) by transit (commuters)
- Bellingham to Sounder (Everett Station) by transit to serve commuters

Facility Needs:

- Amtrak stop in Leavenworth
- Improve bus facilities at Centralia Amtrak as intermodal facility
- Integrate Greyhound into Intercity Transit terminal in Olympia
- Move Greyhound, Northwestern Trailways into King Street Station

Ferry Services:

- Friday Harbor ferry to Bellingham
- Passenger-only ferry system for North Puget Sound
- Bellingham to Vancouver, B.C. by transit
- Passenger-only ferry Port Townsend to Seattle
- Kingston-Seattle direct ferry service

The "New Service" needs are added to the existing network in Figure 4-12. A number of these recommendations are related to ferry service, which is an important part of the inter-regional transportation network, but is not potentially funded by the FTA Section 5311(f) program. Several are potentially classified as facility projects, some as schedule adjustments/connection information. A number are actually connections that are currently available by existing intercity service, but local stakeholders are either unaware of these options, or there are issues with the frequency or fare that lead to perceptions that there is no existing service. It would appear that in many cases the perception of lack of service is because the existing intercity service does not address commuter needs because of high fares, low frequency, and inappropriate schedules. As Section 5311(f) funding cannot be used for commuter services, the policy questions raised by some of these perceived needs may include the issue of the appropriate source of funding.

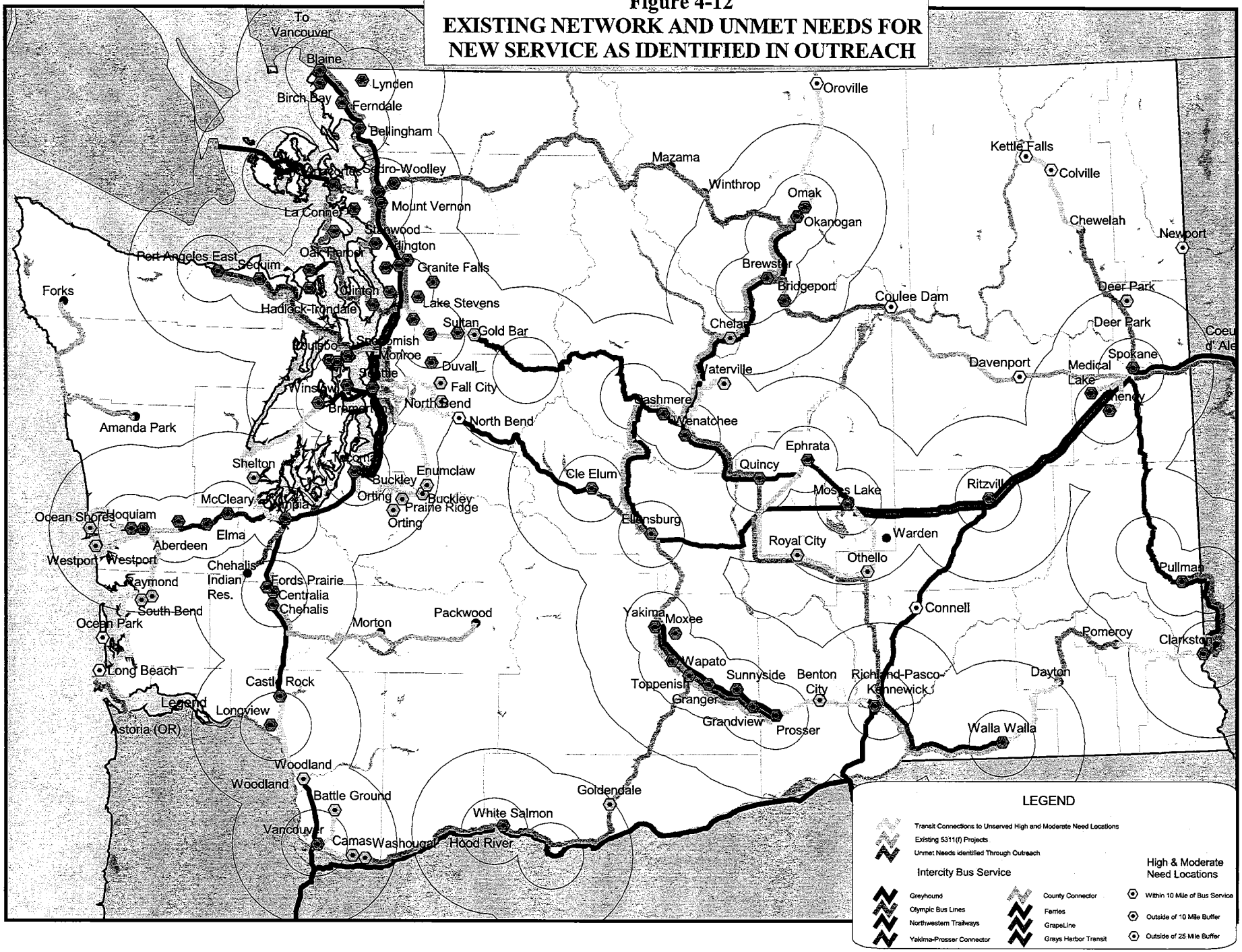
Medicaid Broker Perspective

A particular subset of stakeholders are those agencies that are involved in brokering Medicaid trips. These agencies were targeted for additional attention in the outreach effort because they are often involved in providing long distance trips for Medicaid clients who need to reach medical services in distant locales. Because of this activity, it was thought that the brokers would have had experience in trying to use the intercity transportation system, would be familiar with the existing services and gaps or issues with such service, and would have or know about unmet needs for long distance trips. A separate written survey was developed to elicit input from this group, and it was sent with a cover letter to each of the brokers. Follow-up telephone calls were also made to gather needed input. The following section presents an overview of the input from this group, beginning with an overview of the Medicaid non-emergency transportation system in Washington State.

Overview

All Medicaid non-emergency transportation in Washington State is coordinated through a regional brokerage system. The Department of Social and Health Services (DSHS) has established 13 Medicaid transportation service districts, and contracts with a network of eight regional transportation brokers to serve the entire state. All counties are covered, but some Medicaid service districts are larger than others. The regions range from single counties in urban areas such as King and Pierce, to six counties in eastern Washington. Six brokers operate just one region each. The other seven regions, which included 18 counties, are handled by just two

Figure 4-12
EXISTING NETWORK AND UNMET NEEDS FOR NEW SERVICE AS IDENTIFIED IN OUTREACH



brokers, Paratransit Services and Special Mobility Services. A list of contract Medicaid brokers and the counties they serve is provided as Table 4-14.

In Fiscal Year 2005, state and federal expenditures for Medicaid transportation in Washington totaled nearly $58,000,000. Statewide, the Medicaid transportation program was responsible for providing over 3.2 million non-emergency trips to physician's offices and hospitals, and to other medical appointments. Roughly 30 percent of the medical trips arranged by brokers are taken on local public transit buses. Commercial bus carriers, trains and airlines combined account for less than 4/10^{ths} of one percent of all trips. The average trip for the entire Medicaid program cost less than $18.[3]

Table 4-14: MAA REGIONAL TRANSPORTATION BROKER LIST

Broker	Region	Counties Served
Coast Transportation	13	Asotin, Garfield & Whitman
HopeLink	3	King
Human Services Council	7	Clark, Cowlitz, Klickitat, Skamania & Wahkiakum
Northwest Regional Council	1	Island, San Juan, Skagit & Watcom
Paratransit Services	2	Snohomish
	4	Pierce
	5	Clallam, Jefferson & Mason
	6	Grays Harbor, Kitsap, Lewis, Pacific & Thurston
People for People	8	Benton, Columbia, Franklin, Kittitas, Walla Walla & Yakima
Special Mobility Services	10	Ferry, Pend Oreille & Stevens
	11	Adams, Grant & Lincoln
	12	Spokane
TranCare	9	Chelan, Douglas & Okanogan

[3]Unpublished Year End Report for 12-month period ending June 30, 2005, Washington DSHS, Medical Assistance Administration.

Broker Network

The broker network is made up of a variety of one public and seven private nonprofit entities, including a local regional planning agency, a council on aging, a local human services council and several community transportation agencies. Since the inception of Washington's Medicaid brokerage program in 1984, contractors have been permitted to operate in the dual capacity of broker and provider. Under current DSHS rules, however, a bonus or incentive is offered to prospective brokers who do not provide medical trips, but if they do, they cannot provide more than 20 percent of the trips themselves. Consequently, only two of the eight brokers currently transport Medicaid recipients as well as arrange their travel with other providers.

The majority of brokers began life as transportation providers, so while they may not transport Medicaid recipients, they provide a range of other public, pupil, and specialized transportation services through other contracts with other clients. The following are a few examples. HopeLink, the broker in King County, contracts with Seattle Metro to provide public transit services, with local school districts to provide special needs transportation to pupils, and also offer school transportation to homeless kids. Paratransit Services, which operates four regional brokerages in 11 counties, is also the Americans with Disabilities Act (ADA) paratransit provider in Clallam and Cowlitz Counties, and runs a regional feeder service between a tribal health clinic and the public transit system in Snohomish County. People for People, the Medicaid broker in central Washington, also operates a regional community connector service, linking residents in several rural counties with Pascoe in the Tri-City, and with of Moses Lake, Yakima, and Spokane. All six of the broker/providers operate their own passenger vehicle fleets. Historically and today, volunteers play a critical role in Washington's medical transportation program, and are especially important in the regional and intercity operations of most brokers. Overall, however, the intercity bus role in Medicaid transportation is very limited, approximately equal to a two percent share.

Intercity Connections

Although most trips are local, each brokerage transports some Medicaid recipients to destinations outside their county of origin. Therefore, brokers are involved in a variety of regional and intercity transportation arrangements. These arrangements include the following: sharing multi-model facilities with commercial carriers, taxis, and local public transit systems; setting up accounts with intercity bus and rail carriers to purchase tickets for Medicaid recipients; establishing feeder routes to connect with regional public transit and commercial intercity providers; and coordinating schedules with Greyhound, Amtrak, and other carriers.

In addition to intrastate travel, most brokers report sending a few patients to specialists outside of Washington. Most of these specialized trips are booked on airlines, but at least one broker regularly arranges travel to medical facilities in Oregon. Each agency reported doing limited business with Greyhound or other commercial intercity carriers such as Northwest Trailways and regional airlines, but most long distance trips are provided by local providers or by volunteers. In every case, the brokers estimated that Greyhound and other scheduled carriers accounted for much less than one percent of their total trips. The reasons given for why intercity

carriers were not used more frequently include the following: schedule problems; infrequency of service issues, and, in at least one instance, Greyhound's unwillingness to set up an account that the broker could use when making reservations on behalf of Medicaid clients. It was also pointed out, that reliance on scheduled, intercity providers meant that the broker also has to arrange transportation from the individual's home to the bus stop, and then from the bus station to a medical facility at the other end. This could be viewed as a disincentive to using existing carriers because it might double the broker's workload.

Coordination Examples

Several of the brokers mentioned a unique system they have for coordinating intercity trips with other brokers at the other end. In the event that Broker #1 sends a client for treatment into Seattle via Greyhound, for example, the agency needs to assure that the patient can actually get from the bus station to the medical facility. Often, this is handled by coordinating the local pick up through the regional broker serving the destination community. The process might be reversed for the return trip. Brokers based in urban areas mentioned that they are occasionally asked by hospitals to assist in getting an out-of-town patient who is about to be discharged home. In such a situation, the broker either arranges the trip with the hometown broker, or assures that some provider is available to take the patient home upon arrival at the bus station. Of course, these arrangements are only necessary when non door-to-door transportation is provided.

Another example of coordination involves a broker in southwestern Washington, who has joined with transit providers serving two counties in Washington and three in Oregon to improving communications between agencies, coordinate schedules, and increase public awareness of the transportation services that exist in this bi-state region.

Barriers

Limited Local Service: Most of the brokers feel that low income people in the State of Washington do not have difficulty getting to covered medical services, including specialized services in distant cities or even out of state because of the extensive Medicaid transportation program that exists in the state. However, they also noted that mobility and the ability of many other transit dependent people to move about the state is limited because they are not eligible for Medicaid assistance and they may live in communities or neighborhoods without adequate public transit and connections to intercity service providers. The difficulty that tribal members who do not drive have in getting off the reservations was cited by several respondents. Others noted the general lack of public transit providers, resources, and services in parts of many rural counties, which often limits the ability of residents to get around locally as well as to travel to nearby and distant destinations. So, an investment in local public transit services – integrated into an intercity network – is seen as a strategy for improving connectivity and mobility among the general population.

Greyhound's Lack of Cooperation: At least one regional brokerage cited recent administrative changes within Greyhound that has greatly reduced that carrier's usefulness in getting Medicaid patients to distant treatment centers. Until recently, Greyhound had been the carrier of choice for the broker, who has to send several people a week to Olympia, Tacoma, and

Seattle from locations in and around Vancouver. Greyhound no longer allows centralized purchasing of tickets, so the broker is unable to book trips in advance and charge tickets. The broker claims that it now uses Amtrak exclusively, which is very consumer friendly, but does not have schedules as convenient as those of Greyhound.

On-Site Interviews: Current Intercity Operators

A third qualitative means of addressing the needs for intercity and rural-to-urban transportation in the state involved on-site, face-to-face interviews with a number of providers who had indicated a desire to participate, who are providing service under the Section 5311(f) program at the present time, or are private intercity or airport providers. The meetings took place with:

- Northwestern Trailways
- Wheatland Express
- Genie Tours (GrapeLine operator)
- People for People (Yakima-Prosser Connector and Grant Transit Authority)
- Starline Tours
- Olympic Bus Lines
- Whidbey Sea-Tac Shuttle
- Mason Transit
- Rocket Transportation
- Bellair Charters Airporter Shuttle
- Mountain Transit (Mazama) – telephone interview

While a number of issues were identified in these discussions that are important policy questions, in this section the unmet service needs identified through these discussions are the key focal point.

Table 4-15 presents an overview of the unmet needs as identified by this group of providers in terms of additional coverage or services. It should be noted that several of these interviews focused to a large extent on policy questions, rather than unmet service needs. Particular concerns were raised about the role of private for-profit firms in any program recommendations arising from this study. Private carriers indicated a desire to follow FTA guidance and participate in the local, regional and state transportation planning processes. However, a number of examples were cited as evidence that private for-profit firms have not been included as partners in the overall public transportation network. One major example cited is the implementation of the County Connector service linking Bellingham, Mount Vernon and Oak Harbor. Private carriers participated in the planning process that identified the need for this service, but when funding was obtained to operate it the service was not put out for a competitive bid process, but service was initiated by the three public transit systems. A second example cited involves efforts by transit agencies to prevent private for-profit bus companies from picking up passengers at publicly-owned park and ride lots—apparently at off-peak times when there is no potential displacement of commuters by private bus customers.

Table 4-15: SUMMARY OF ON-SITE INTERVIEW NEEDS AND ISSUES

Provider	Unmet Service Needs	Other Needs/Issues
Northwestern Trailways	Colville-Kettle Falls to Spokane	Continued support for Omak-Wenatchee-Ellensburg Service, Marketing assistance/information Operating assistance for Idaho services, Facility/agent in Leavenworth, Potential Vehicle Capital Need
Wheatland Express	Shuttle service extension To Lewiston-Clarkston for commuters	Providing user information, Stop location at Spokane International Airport
Spokane Transit	Service from Deer Valley, U.S.395 corridor, Commuter/intercity service from Coeur D'Alene to Spokane	Information, transit connections between The Plaza (Spokane Transit), and Spokane Intermodal Center
Genie Tours	Three round-trips per day, Pasco Tri-Cities to Connell (unserved prison location)	Need new accessible vehicle for GrapeLine,
People for People	Continued support for Yakima-Prosser Connector Intercity replacement service-Yakima to/from Goldendale via Toppenish Service from Yakama Indian Reservation-White Swan to Toppenish Yakima to/from Ellensburg, Central Washington University, Heritage College	New expansion bus for Yakima-Prosser Connector, Likely need for additional operating to add frequencies to fill schedules, address crowding
Starline Luxury Coaches	San Juan Islands services- on-island transit, link to ferry, medical trips Winthrop area, seasonal need in Okanagon	Opportunity for private sector to bid to operate services, level playing field Access to publicly-funded park and ride lots (particularly when outside commuter hours) Opportunity for effective use of publicly-funded vehicles
Mason Transit	Scheduled connections with Greyhound in Olympia are a possibility Increased service for local-regional riders, commuters to Bremerton, medical/dialysis trips, interlocal connections with surrounding transits	Terminal facility in Shelton needed, Many services connect with surrounding transit systems to offer rural-to-urban intercity connections

Another point raised by the private carriers involves their desire to allow for flexibility of use for equipment that might be made available under a federal/state program—for example allowing usage for other (non-funded) services during off-peak hours.

The private carriers also made the point that the role of subrecipient to WSDOT and FTA programs creates many additional requirements that increase costs and are alien to a private firm, including the cost of carrying expenses while waiting for grant expense reimbursements to clear. This was contrasted with an alternative role as a contractor, which many of the private firms have experienced—where they can provide the service and bill for it. An arrangement in which another agency is the subrecipient and the private firm is a contractor would work better, according to some interviewees.

This input was valuable and will be considered in the policy development phase of the project, but it must be noted that if federal funds are used for operating or capital, all the federal requirements must be met one way or another. Most of these requirements must be passed on from the grantee to the subrecipient, and to any and all contractors—though there may be ways to make them easier to meet or document.

POTENTIAL ELEMENTS OF THE INTERCITY PROGRAM

The WSDOT transit grant program basically classifies projects into three types: those that replace an existing service, those that sustain an existing service, and those that expand an existing service. This is a useful way in which to classify projects in a program, and it can be used to address the intercity and rural-to-urban elements of the state's intercity program. In a general sense, the existing network to be considered in this case includes two classes of service. One is the larger class of scheduled services operated by private, for-profit firms without any operating assistance. This is basically the Greyhound intercity network, some routes operated by Northwestern Trailways, and the scheduled airporter services. In addition, in the analysis presented in Chapter 3, a number of services that receive federal and/or state operating assistance were included as part of the existing network. These include the services funded under the Section 5311(f) intercity program, which need to be considered for the future in terms of whether or not they should be "sustained" or continued, and if so, whether Section 5311(f) is the appropriate funding source.

POTENTIAL SERVICE EXPANSION

Given the inventory of existing services, demographic analysis of unmet need, and all of the input from the web surveys, interviews, site visits and Medicaid survey, what routes or services should be added to the Washington State intercity bus network? Based on these assessments and the frequency with which service needs in particular areas were mentioned, there are a number of potential areas for intercity expansion. To begin to frame these for development as possible projects, they are presented here in three categories. The first group can

be identified as areas that represent network coverage expansion beyond the services currently provided by the marketplace or the existing Section 5311(f) projects. A second group of potential projects includes services that might be characterized as rural feeders, additional services or linkages on existing routes, and potential intermodal facilities or improvements. A third group consists of services identified through the process as meeting some unmet need, but having very limited demand, or a more local focus, or the potential for using other sources of funding. These are potential projects that could involve an intercity connection or link, but likely will need some additional development for consideration in the future.

Sustain/Expand the Network

There are three corridors in this first category, and depending on the results of further project planning they could involve planning funds, operating assistance, capital for vehicles and facilities, and marketing funds. To some extent they all build upon existing local services, but provide improved or expanded connections to the intercity market, combining that function/demand with identified potential markets for regional travel to medical facilities, educational institutions, etc. The three areas include:

(Yakima) Toppenish-Goldendale-Columbia River Valley—Network Expansion

This corridor was identified in several ways as one that needs expansion to link a number of towns with services in the region, with remaining Greyhound service on the Oregon side of the Columbia, and with services in Vancouver (WA) and Portland (OR). Greyhound once ran service from Seattle through Yakima, Toppenish, and Goldendale and onto Biggs, Oregon, where passengers could change to buses bound for Portland or Spokane. In 2001-2003 Greyhound applied for Rural Mobility Grant funding to operate in this corridor from Washougal to Goldendale along SR 14, with connections to Portland and Yakima. Greyhound has abandoned that service to focus on service using the interstate highways on the Oregon side as part of a route from Spokane to Portland. Remaining Greyhound service points are The Dalles and Hood River, and there are weekday peak hour transit services operated by C-Tran from Washougal and Camas into Vancouver. The primary connections needed here are from Goldendale to Toppenish (with either connections or service to Yakima) for medical trips, and from Goldendale and Klickitat to Hood River, Oregon, where a connection could be made to the east- and west-bound Greyhound intercity service. The potential also exists to connect with Amtrak services in White Salmon-Bingen. However, the ultimate service design for this region will need further development regarding frequency, route length, and connections. Greyhound dropped service in this corridor because of low ridership, and that is in large part a function of small populations along these routes—a condition that has not changed. The key will be combining markets to serve more than just intercity connecting passengers, and finding ways to operate at lower costs than those experienced by Greyhound.

Kettle Falls/Colville/Deer Park/Spokane—Network Expansion

The existing network does not provide service to any point within 25 miles of the three towns identified as having high or moderate need block groups, Kettle Falls, Colville, and Deer

Park. In addition, input from surveys and interviews with a number of sources in the region all identified a need for this rural to urban intercity connection. Rural Resources provides local service from Kettle Falls and Chewelah to Colville, but not to Spokane. An intercity connector from Kettle Falls to Spokane could include stops in Colville, Chewelah, and Deer Park on its way into Spokane. By stopping at key hospitals, the Spokane Airport, The Plaza transit hub, and the Intermodal Center this service could combine several potential markets, serve a number of needs, and offer a meaningful connection to intercity services. Again, the issue is the limited potential ridership from the small towns and rural areas—the issues of the potential demand and the costs involved need to be addressed in project planning efforts. However, this corridor is likely to perform in a manner similar to the Omak-Wenatchee service—with the potential that the greater "attractiveness" of Spokane will offset the smaller population base of Colville-Kettle Falls.

Ellensburg/Yakima/Walla Walla/Connell—Sustain and Expand Existing Section 5311(f) Service

This route includes two segments that are already funded under Section 5311(f), the Walla Walla to Pasco service operated by Genie Tours as the Grape Line, and the Yakima-Prosser Connector operated by People for People. In addition, there is Ben Franklin Transit service from Pasco to Prosser. However, a number of sources suggested that the connections between the various services could be improved, and more significantly, that there is an intercity market from the Yakima and points east to Ellensburg. People for People, operator of the Yakima-Prosser Connector, also received a Rural Mobility Grant for the 2001-2003 period that included funding for implementation of Yakima-Ellensburg service.

Ellensburg is the home of Central Washington University, potentially a significant regional market. It also offers significantly better intercity connections, with six Greyhound trips east and west every day. Central Washington Airporter offers service to Sea Tac from both Yakima and Ellensburg, providing service on this corridor. As the existing Yakima-Prosser Connector does not currently offer a meaningful intercity connection (to Greyhound or Central Washington Airporter), but does exhibit high ridership, and the Grape Line exhibits meaningful intercity connections (to Greyhound) but low ridership, the opportunity exists to fill in the gaps in this corridor and provide better rural to urban connections restructuring the service to run the entire corridor. Potentially a regional intercity project could also add the extension from Pasco to Connell as part of a single operating contract, thereby addressing the identified gap to serve the employees, visitors, and released inmates of the correctional facility located there.

Populations in many of the individual towns along this route may be low, but taken together with the larger cities there is a significant potential ridership base. This project is likely to involve operating assistance, vehicle capital, and potentially an intermodal facility in Ellensburg that would serve Greyhound, Northwestern Trailways, Central Washington Airporter, the new regional intercity services, and local transportation.

Category Two: Network Improvement—Sustain Existing Services through Better Connections

This group of potential projects primarily concerns existing services, addressing both existing Section 5311(f) projects, and the potential for using some funding to bolster or improve some existing market-based services. Potential concepts based on the analysis include:

Pullman-Spokane Corridor

Although Wheatland Express and Northwestern Trailways both serve this corridor without any form of capital or operating assistance, the potential exists to improve access and mobility through some limited reinforcement of services. At one level, improved information about the existing services, and development of some common stops would improve mobility. Wheatland Express recently dropped its early morning trip to Spokane International Airport, leaving a trip that departs Pullman at 9:45 a.m., returning at 3:35 p.m.; and a trip that departs at 4:25 p.m. returning to Pullman at 8:45 p.m. Northwestern Trailways has a bus leaving Pullman at 7:10 a.m., and another at 2:50 p.m. Thus there are four buses from Pullman to Spokane every day, leaving at 7:10 a.m., 9:45 a.m., 2:50 p.m., and 4:25 p.m. There is no single source of information in Pullman that would let a potential user know of these options—and Wheatland Express and Northwestern Trailways stop at different locations in both Pullman and Spokane. In this case some limited funding and coordination work could improve mobility—through joint timetables, and a few extra miles to allow either carrier to serve the hospital area.

An unserved expansion need identified in the outreach effort is the need for a commuter type of service from Clarkston/Lewiston to Pullman, though this may require some other source of funding as it really represents a commuter service (not fundable with Section 5311(f)).

Finally, sustaining the existing service might also require some additional operating funding in the future. Northwestern Trailways is applying for funding in Idaho to maintain the Spokane-Pullman-Boise service (which could affect the Washington portion of the route if it is not forthcoming), and the Lewiston-Spokane service could potentially need Washington State assistance.

Intermodal Facilities

Even though Washington State has done a very good job developing transit centers that also are intermodal, the outreach effort identified several locations that should be the focus of programmatic efforts. Those identified include:

- **Seattle:** Although this is not a rural location, it is the central station for intercity bus services in Seattle, including those trips that originate in rural areas. The existing Greyhound station is surrounded by new downtown development, and is probably much more valuable for other uses. Greyhound, Northwestern Trailways, and Olympic Bus Lines service this station. However, it is located some distance from the Metro bus/light rail tunnel, and is across downtown from King Street Station, the rail hub. The scenario to avoid is one in which Greyhound and the intercity carriers

are evicted from the Greyhound station years before intermodal development at King Street can accommodate them. Plans should be made for a near-term accommodation for the intercity services at King Street, which would then be a truly intermodal facility.

- **Ellensburg:** This city has frequent Greyhound service, and is also served by the Central Washington Airporter and Northwestern Trailways. A possibility is additional service from Yakima. An intermodal facility would seem to make sense in this location, and should be studied. Airporter service would benefit from being able to offer secure long-term parking, and this should be included in the feasibility study.

- **Olympia**: The Greyhound station is up for sale, and there are plans to move Greyhound into the Intercity Transit facility. Earmark funds are now available for some of the costs. Linking Intercity Transit with the Pierce Transit, Mason Transit, Grays Harbor Transit, and Greyhound services at this facility makes sense, and should be a program priority.

- **Centralia:** The outreach effort identified a need for a better connection point with the Amtrak services and Greyhound. Additional study of the problem, the need and possible solutions is required.

- **Leavenworth:** There is no intercity bus stop or agent in this popular tourism destination. Currently Northwestern Trailways buses stop at WSDOT park and ride lot. One option would be construction of a small terminal at the lot, which would then provide a location for a commission agent to sell tickets during limited hours around the bus schedules. Again, more research is needed—perhaps there is a local business that would take on this role.

- **Moses Lake:** With feeder services from Adams County bringing passengers into Moses Lake, a transfer point with waiting area is needed to improve this connection.

This study does not include the resources for a full assessment of intercity bus facilities, but the locations mentioned above are all potential candidates for additional assessment, and for potential feasibility studies to identify the needs, the likely participants, costs, possible sites, etc.

Sustain Existing Section 5311(f) Services

As mentioned above, a number of the existing Section 5311(f) funded services have been included as "existing services" in the evaluation of unmet need. If the funding were to end and the services disappear, the places served by those operations would have to be added to the list of points that have unmet service needs. For that reason, continued funding for operations of these services would make sense, to the extent that they are serving places that have been identified as having unmet need based on demographic characteristics or the outreach effort.

In the FY 2005-2007 biennium Public Transportation and Rail Division (PTRD) is currently funding the following projects with Section 5311(f) funds:

- Northwestern Trailways scheduled intercity services from Omak to Wenatchee, and Wenatchee to Ellensburg;
- GrapeLine service from Walla Walla to Pasco, operated by Genie Tours;
- People for People's Yakima-Prosser Connector;
- People for People's Adams and Lincoln County services linking Royal City, Othello and Warden service connecting at Moses Lake, and Grand Coulee to Spokane.
- Port Angeles-Seattle-Sea-Tac scheduled service operated by Olympic Bus Lines.
- White Pass Community Services Mountain Highway Transit service between Packwood, Morton, Chehalis and Centralia.
- Washington-Oregon intermodal trip planning system--development.

These services are summarized in Table 4-16, which includes information from WSDOT grant files, and some limited performance information from the available quarterly reports. Figure 4-13 presents the existing network map, with the Section 5311(f) funded services shown as yellow routes, depicting their current role.

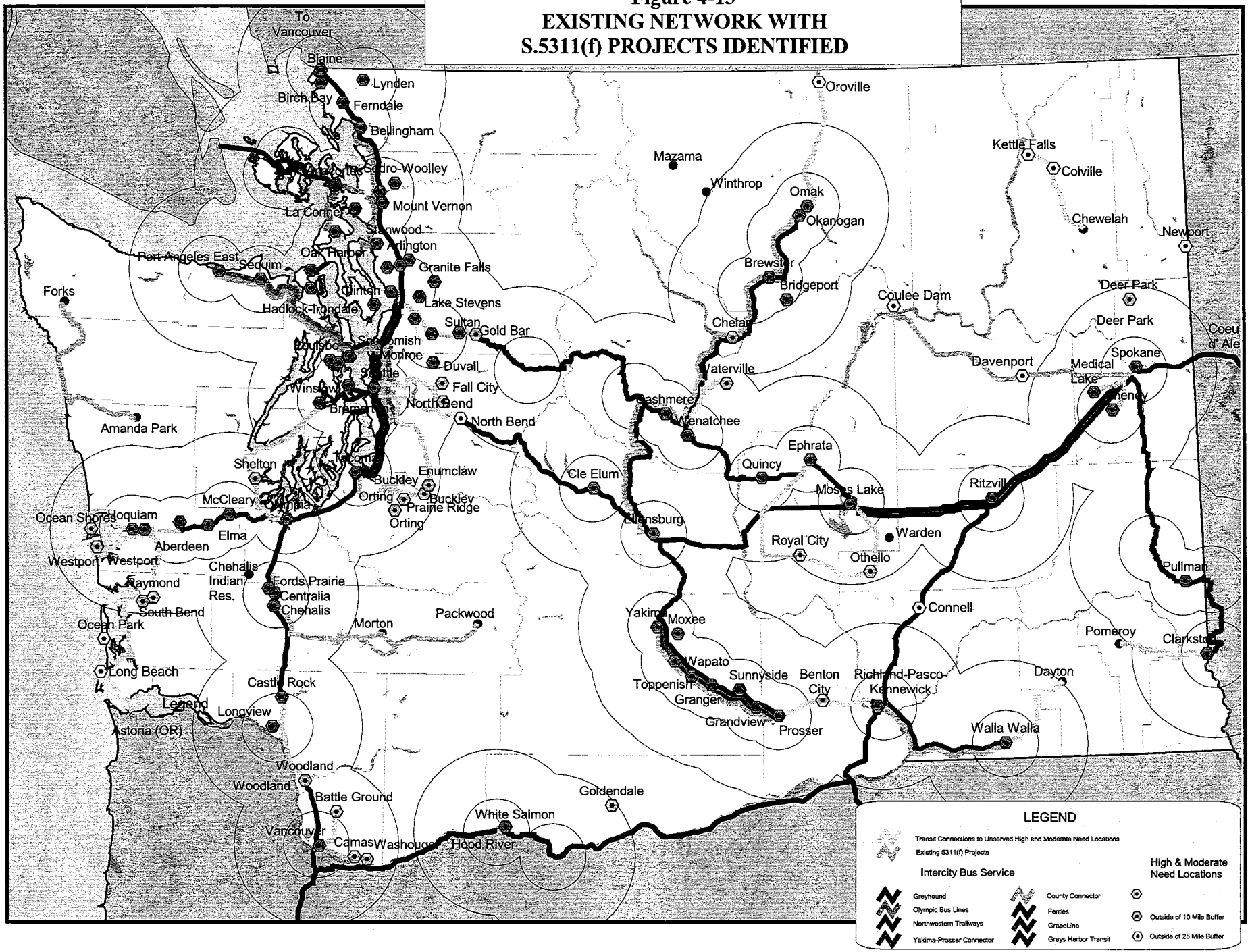
Although all of the services currently funded appear to meet Section 5311(f) criteria in terms of length of route and serving two or more points with a population greater than 2,500, several of them are also potentially seen as regional or local routes. The FTA Section 5311(f) circular calls for such services to have a meaningful connection with the national intercity bus network, but does not define "meaningful". At a minimum, it would seem, such a connection would require the regional service to stop at the same location served by the intercity carrier, and to list that stop in its public information such as timetables, etc. On that basis, the Yakima-Prosser Connector does not currently have a "meaningful" connection, as it does not list the Yakima Greyhound station as a schedule point, and does not have a designated stop at the station. It does, however, pass directly by the station on its way into and out of Yakima, and has apparently stopped on request (though it is not clear how an incoming Greyhound passenger would know about or stop the Connector bus if they wanted a transfer). Similarly, the People to People Grand Coulee to Spokane service does not have a designated connection with Greyhound or Northwestern Trailways in Spokane, though it could be added to the route and to the public information. Jefferson Transit's Forks to Amanda Park service may be technically intercity service, but it has no direct connection with Olympic Bus Lines service in Port Angeles, which is the nearest service that could be considered part of the national intercity bus network. The Mountain Highway Transit services operated by White Pass Community Services from Packwood to Chehalis and Centralia link an area not identified as a high or moderate need area (based on population density) –it is not identified as having a "meaningful" connection. It may be that the connection needs to be identified and developed, or it may be that this service should be funded with an alternative source.

Both the Olympic Bus Lines and Northwestern Trailways services are definite candidates for continued Section 5311(f) funding to "sustain" these services. As can be seen in Table 4-16 they are both doing relatively well by comparison with most rural public transit services, at least in terms of farebox recovery. Neither would be viable without operating assistance at this point,

Table 4-16: SUMMARY OF CURRENT SECTION 5311(F) PROJECTS

Grantee	Type: Capital, Operating, or Other	Year Funded	Grant Year(s)	Grant Amount	Project Description	Intercity Connection	Ridership	Operating Revenue	Cost Per Trip	Farebox Recovery
Genie Services (1)	Operating	2005-2007	0P5813	150,000	Walla Walla/Pasco	Pasco Intermodal with Greyhound	524 (9/05 thru 12/05)	7,041 (same period)	28.62	47%
Jefferson Transit Authority	Operating	2005-2007	0P4813, 0P5813	118136 118136	Amanda Park/Forks Service	None	1,776	2,018	89.15	1.27%
Northwestern Stage Lines	Operating	2005-2007	0P4813, 0P5813 0P6813	89,425 49,357 40,067	Omak/ Wenatchee/ Ellensburg	Wenatchee, Ellensburg	1,548 (qtr. Ending 12/05)	33,795	$85.28	26%
Olympic Bus Lines	Operating	2005-2007	0P4813 0P6813	81,285 81,285	Port Angeles/Seattle /Sea-Tac	Seattle Greyhound, King Street Station	3,670 3512	97,071 208,355	39.72 76.50	66.5% 77.5%
People for People	Operating	2005-2007	0P4813	6,548 114,502	Moses Lake/Othello/ Royal City/Ephrata	Ephrata, Moses Lake				
People for People	Operating	2005-2007	0P4813 0P6813	114,240 114,240	Prosser/Grandview /Sunnyside/Granger /Toppenish/Wapato Yakima	Yakima (does not serve intercity station)	6755 July-September 05	148.85	$9.36	0.23 %
White Pass Community Service Center	Operating	2005-2007	0P4813, 0P5813 0P6813	87,608+ 22,976 46,856 103,072	Route Dev. Service Packwood/Centralia	None	924 July-September 05	Not divided between programs	$41	3.3 %

Figure 4-13
EXISTING NETWORK WITH S.5311(f) PROJECTS IDENTIFIED



though the Port Angeles to Sea-Tac service operated by Olympic could potentially grow to be self-sustaining in operating terms, though it would still require capital. Both services make bonafide connections with the national intercity bus network, offer tickets as part of the national interline ticket system, and information on them is available in national intercity bus information sources (though they are not visible in the Greyhound on-line timetable). One lesson from the Olympic experience is that it may be necessary to combine several markets to make rural intercity bus service successful—this route serves Amtrak connections, Seattle hospitals, Greyhound, and the airport.

The GrapeLine service from Walla Walla to the Tri-Cities has not done as well as hoped, but there may be several reasons for this. One is that it has limited schedules—in part designed to mesh with the Greyhound schedules at Pasco, but also limiting the potential local/regional market. The fares are high, and so ridership has suffered—one need only look at the fare free Yakima-Prosser Connector, which has capacity problems. Also, the current operation has not yet become a Greyhound interline partner. Walla Walla was clearly identified as a significant high/moderate need location, and it probably has the highest population of any single point that is served only by subsidized service. Service should definitely be sustained in this corridor, but it may take an effort to combine markets, with lower fares, a full Greyhound interline partnership, new vehicles, and better marketing.

Category Three: Opportunities Needing Further Development

This category basically includes potential projects that were identified as part of the outreach effort, but that are not supported by the demographic analysis or intercity history as part of the current network. These are areas that could ripen into projects, probably as rural feeders, but they could also become rural transit projects with a more local or regional focus.

Mazama

Intercity connections are provided to this recreation/tourism area by non-scheduled van connections to Sea-Tac and Bellingham/Mount Vernon, operated by a local firm, Mountain Transporter. This same firm operates scheduled seasonal services carrying bicyclists and hikers up to mountain jump-off points. Further examination of the market could reveal a need for seasonal scheduled connections from the Mazama area to Sea-Tac. Route 20 west of Mazama is closed in the winter, which would limit the service. Another potential element of the market would involve scheduled service from Winthrop, perhaps connecting from Omak, with daily schedules designed to serve employees working in Mazama. Again, more feasibility analysis is required before any recommendations could be made regarding routes or schedules. Additional planning study is needed in this area.

Mount Rainier

A transit feasibility study is being conducted addressing the need to provide transit as a means of accessing Mt. Rainier National Park while minimizing the impacts of vehicles. One element could well be scheduled intercity connections to the Park from Seattle, which could potentially be considered for Section 5311(f) funding. This could also include or build upon the

Mountain Highway Transit service from Centralia to Packwood. Additional planning work could identify services in the Lewis County area that would address both tourism and local needs for connections to medical and other services.

Oroville

A need for service to Oroville was identified in the demographic analysis, but additional planning assessment will be needed to determine the potential demand and the best way to provide a linkage to the intercity system. The current Section 5311(f) service from Ellensburg and Wenatchee to Omak is the nearest connection point, but would require a very early departure for either a rural feeder or if the service was extended. The population base is small, and the incremental mileage of an extension is significant.

GENERAL CONCLUSIONS

The demographic analysis and the examination of unserved key destinations suggested a number of places in Washington that are not served by the current intercity bus network. These were assessed in terms of the availability of local public transit connections to the intercity network, and a number were found to have no options for access by transit either. These places include:

- Colville,
- Connell,
- Deer Park,
- Goldendale,
- Kettle Falls,
- Newport, and
- Oroville.

An extensive outreach effort involving a newsletter, written surveys, internet surveys, and telephone interviews validated the identification of these locations as having unmet need, and provided some additional insight as to local priorities. Based on the outreach input and the data, the most likely areas for potential projects to add to or develop the state's intercity network include:

1. Development of the Walla Walla-Tri-Cities-Yakima-Ellensburg corridor to enhance the intercity/regional link from Yakima to Ellensburg, and interconnect services in this entire corridor to serve multiple markets and provide intercity connections. This could include additional service between Connell and Tri-Cities.

2. New service connecting Goldendale and Klickitat to Greyhound/Amtrak connections at Hood River, with connections to/from Portland, Oregon. Rural to urban service from Goldendale to Toppenish and Yakima was also identified as a need.

3. New service from Kettle Falls and Colville to Spokane, via Chewelah and Deer Park, to serve both intercity connections and regional needs for medical and other trips.

Development of projects in these areas would be considered as a priority going forward in the development of the program. Further analysis of the potential market, service designs, costs, and likely operators is needed.

In addition, the input suggested that there are other areas in which currently operated or funded services could be sustained, either by continuing existing market services with supporting funding for marketing and limited service extensions, or by continuing existing Section 5311(f) funding with improvements in the development of "meaningful" intercity connections, interline ticketing and schedule information, or the development of intermodal facilities. This includes the Clarkston-Lewiston/Pullman/Spokane corridor (for services) and the existing Section 5311(f) services. In addition, intermodal facility needs identified include Seattle, Olympia, Centralia, Ellensburg, Leavenworth, and Moses Lake. Intermodal facilities are already planned in Seattle and Olympia—the Seattle situation may need to be addressed sooner than contemplated. In the other locations the outreach identified possible needs, with additional review and planning needed to determine the needs, opportunities, and likely actors.

A third category of needs identified in the outreach consists of potential rural projects that need additional development, but represent potential future services. These include tourism oriented services to Mount Rainier, services to Mazama and other parts of Okanogon County, and additional services in Lewis County. These were mentioned as needs areas in the outreach, but the demographic analysis (which focuses on persons more likely to have transit dependency) did not identify them as high or moderate needs areas. More analysis and dialogue is needed in these areas.