



Draft

2026 Coordinated Public Transit Human Services Transportation Plan FOR SPOKANE COUNTY ADOPTED TBD



Spokane Regional
Transportation Council



Spokane Transit



HOLD FOR RESOLUTION





2026 Coordinated Public Transit - Human Services Transportation Plan

Adopted TBD, 2026

Resolution #: –

Contact Information:

Spokane Regional Transportation Council
421 W Riverside Ave, Suite 500
Spokane, WA 99201
www.srtc.org

Benjamin Kloskey, Associate Transportation Planner
bkloskey@srta.org
(509) 343-6370

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Spokane Regional Transportation Council Membership

City of Airway Heights
City of Cheney
City of Deer Park
City of Liberty Lake
City of Medical Lake
City of Millwood
City of Spokane
City of Spokane Valley
Kalispel Tribe of Indians
Spokane County
Spokane Transit Authority
Spokane Tribe of Indians
Town of Fairfield
Town of Latah
Town of Rockford
Town of Spangle
Town of Waverly
Washington State Department of Transportation
Washington State Transportation Commission

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1 | Introduction

The Spokane Regional Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) was developed through the cooperative efforts of Spokane Regional Transportation Council (SRTC) and Spokane Transit Authority (STA). SRTC is the federal Metropolitan Planning Organization (MPO) and the state Regional Transportation Planning Organization (RTPO) serving Spokane County. Spokane Transit provides fixed-route bus, paratransit, and vanpool services within its Public Transportation Benefit Area (PTBA). Under a Memorandum of Understanding, SRTC and STA have agreed to cooperatively develop the CPT-HSTP. Local CPT-HSTPs are updated on a four-year cycle, and the planning area for this document consists of the Spokane County boundary. However, this plan is not wholly constrained by the County boundary and addresses public transportation that serves populations from adjacent counties making essential trips to the Spokane metro area.

1.1 | Plan Purpose

YOU HAVE TO RESERVE 72 HOURS IN ADVANCE (ON-DEMAND RIDES), THAT IS THE BARRIER, AS WELL AS LENGTH OF TIME TO AN APPOINTMENT VS. PICKUP AFTER THE APPOINTMENT. 3 APPOINTMENTS IN ONE DAY TURNS INTO AN 8 HOUR LONG DAY AND THAT ISN'T ONLY A BARRIER, IT'S DANGEROUS FOR THE CLIENT...

- SURVEY RESPONDENT ON REGIONAL TRANSPORTATION BARRIERS -

The CPT-HSTP is a required element for federal and state funding programs to demonstrate that appropriate coordination has occurred to develop regional projects and programs that enhance transportation access, minimize duplication of services, and implement the most cost-effective transportation services with available resources. Overall, this plan aims to bring awareness and efficiency to the region's services. As outlined in FTA C 9070.1G and identified in both the Fixing America's Surface Transportation (FAST) Act and the Moving Ahead for Progress in the 21st Century (MAP-21), this plan is developed to ensure adequate coordination and collaboration takes place between local service providers, the state, and the region.

The current federal reauthorization program for surface transportation, Investing in America's Infrastructure and Jobs Act (IIJA), was signed into law on November 15th, 2021. Locally developed, coordinated public transit-human services transportation plans must be updated to reflect the requirements of the Act and its funding programs. It is worth noting that a new federal bill or reauthorization is expected in late 2026.

Consistent with FAST Act, participation in a locally developed coordinated plan is one of the eligibility requirements for Section 5310 Program funding. Administered by the Federal Transit Administration (FTA), Section 5310 - Enhanced Mobility for Seniors and Individuals with Disabilities - allocates competitive grants for special needs transportation. At the state level, Washington requires CPT-HSTP updates every four years as one of the eligibility requirements for Washington State Department of Transportation's (WSDOT) Consolidated Grant Program. Through this program, public transportation providers can submit a single application for Section 5310 funds as well as other state and federal funding programs: State Special Needs, State Rural Mobility, FTA 5311 (Rural Transit), FTA 5339 state-wide apportionment (Capital funding for bus and bus facilities). STA facilitates a separate annual call for projects for Section 5310 funds directly apportioned to the Spokane Urbanized Area. The CPT-HSTP identifies human services transportation strategies and projects for these funding programs.

Countywide, there are several transportation service providers that aim to serve the population's various needs. This plan, as mentioned above, opens funding opportunities for existing providers, and new ones, to fill the gaps in our regional transportation network. Spokane County has a diverse population with many different needs for services and solutions. This plan aims to outline the unmet transportation needs, highlight existing services, and develop strategies to move our region forward, together.

The CPT-HSTP's first goal is to facilitate use of STA's fixed route bus system for those that are able. Having a robust transit system in the Spokane metro area is the foremost strategy to enable mobility for as many people at the lowest per-person cost. If using the fixed route system is not feasible, whether due to individual barriers or geographic location, the CPT-HSTP defers to a menu of transportation options that aim to fill these transportation gaps. At this level are the systems that exclusively cater to those with special transportation needs, ranging from door-to-door demand-response vehicles to rural transit routes. What is clear from the planning effort is that a diversity of public transportation is necessary to adequately meet the large array of needs, for both special needs* and geographically underserved populations.

*RCW 81.66.010(3) describes people with special transportation needs as, "People including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation."

1.2 | Community Outreach

The outreach conducted by SRTC and STA stretched from December of 2025 through June of 2026. Across the region, in both urban and rural locations, we heard from many different communities about their transportation needs. Brochures, posterboards, pamphlets and more were created and spread across Spokane County to encourage participation in the planning process. Outreach focused on in-person interactions but an online alternative was offered. As such, an online survey was available and open for responses during the time frame indicated. A full list of outreach conducted during the plan development is included in Appendix A.

The overall outreach campaign included:

- STA Main Plaza customer canvassing
- Service provider interviews (SNAP, Meals on Wheels, and more)
- Rural and urban outreach events (New Hope Resource Center, Spokane Valley Senior Center)
- Tribal representative interviews (Spokane Tribe and Kalispel Tribe)
- Tables at community-wide events (Open Houses, SMS Transportation Speed Dating)
- Tables at cultural events (El Mercadito, Lunar New Year, and more)
- Presentation to interest groups (Equity Working Group)
- Stakeholder Group (SMS, STA, SNAP, Cancer Can't, and more)
- Transportation Open House at Central Library (STA and SRTC)

The online form that was distributed covered a few key areas of questions, including: questions regarding origins/destinations, common services used, gaps in access, what improvements are needed, and optional demographic questions. A full example of the survey, and other outreach materials, are included in Appendix A.

The outreach mostly targeted residents of Spokane County, with particular focus on populations that may depend on human services transportation—populations of people who have disabilities, are considered low-income, elderly, youth, and members of historically underrepresented groups, such as the Latino and American Indian communities here in Spokane.

Coordination with stakeholders and the community was a key component of plan development. The first draft of the plan update was released for public comment on May 26, 2026, followed by a draft review period until June 16, 2026. Comments were incorporated into the final plan leading to its adoption in July of 2026. For more details on community outreach, see Section 4: Outreach and Community Feedback and Appendix A.

Spokane Regional Transportation Council Planning Area

- Highway Urban & Urbanized Areas
- Incorporated Cities & Towns
- Urban Growth Areas
- Railroads

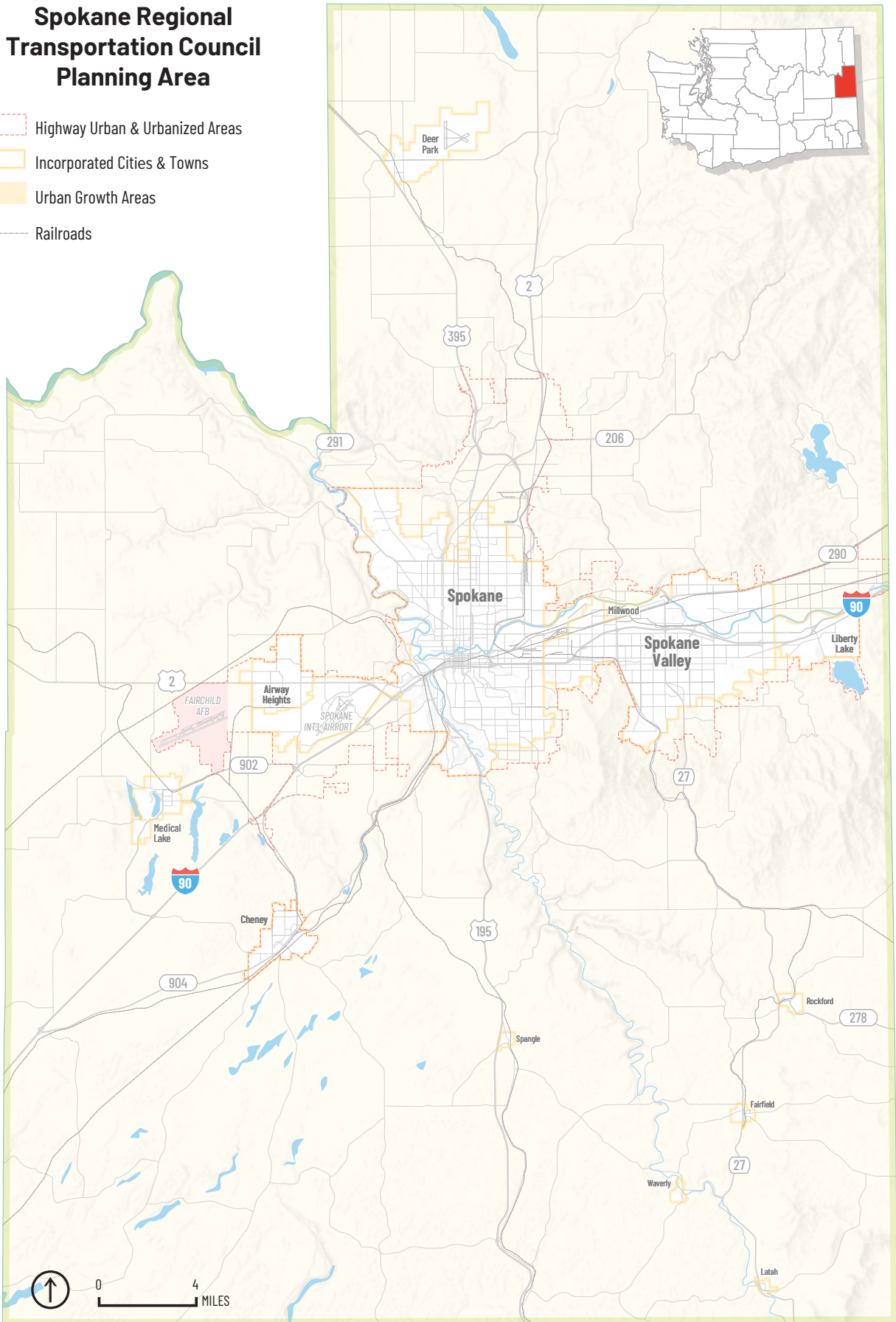


FIGURE 1: SRTC PLANNING AREA

2 | Regional Context

The planning area of Spokane County is in eastern Washington, abutted by the Idaho border to the east, Pend Oreille and Stevens Counties to the north, Lincoln County to the west, and Whitman County to the south. Consisting of 1,763 square miles, the landscape is urbanized in the centralized Spokane River valley and largely rural with lower population densities outside of that. The County seat is the City of Spokane, on the banks of the Spokane River. The County has seen noticeable growth in the past due in part to the beauty and “livability” of the area. The region’s Metropolitan Transportation Plan forecasts Spokane County’s population to grow to 669,671 by 2050, from an estimated 2024 population of 559,400. A map of Spokane County is shown in Figure 1.

2.1 | Demographic Data

The Washington State Office of Financial Management (OFM) estimates Spokane County’s April 1, 2024, population at 559,400, with 233,000 residing in the City of Spokane, Washington’s second largest city. The remaining demographic information stated in this plan are sourced from the 2024 American Community Survey (ACS) 5-Year Estimates.

An indicator of aging demographics is reflected in the increase of people aged 65 years and over in Spokane County. This age group was reported at 12.9% in the 2014 CPT-HSTP, 14.7% in 2018, and 16.2% in the 2022 update of this plan. That 65 and over population has continued to grow and now stands at 17.4% of the total population. People living with a disability in Spokane County are estimated at 16.1% of the population. The 2024 ACS 5-Year Estimates report 27% of Spokane County’s population had income below the poverty level. Figure 2 illustrates these demographic characteristics for Spokane County and, for comparative purposes, Washington state.

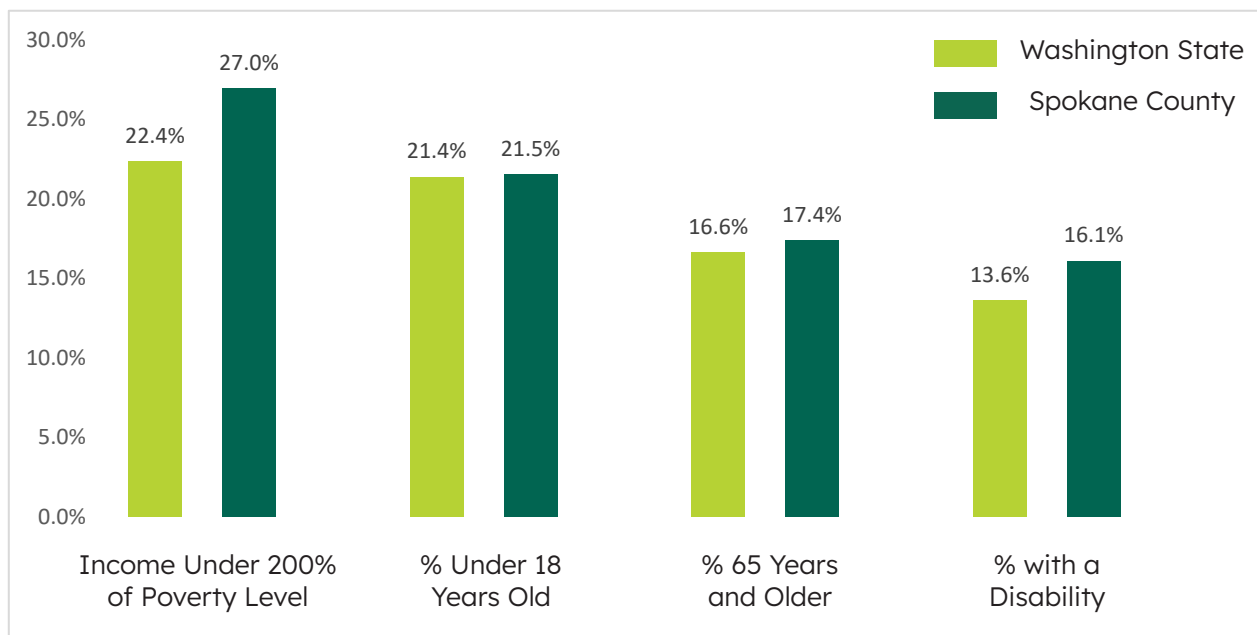


FIGURE 2: AGE, DISABILITY STATUS, AND INCOME

Spokane County has a higher percentage of seniors, people with a disability, and people with incomes below the poverty level compared to statewide data. These measures indicate the relatively higher need for human services transportation in the Spokane County planning area. The percentage of military veterans is higher than statewide data, but the percentage of no-vehicle households and number of public transportation commuters is lower in Spokane County compared to the state, with a higher proportion of commuters using public transit in the denser Seattle and Vancouver/Portland metro areas. Figure 3 shows these comparative population characteristics.

Map figures are provided on the following pages that show the locations of key population categories by census tract. The distribution of the population category is described on each map. Generally, higher concentrations of disabled and lower income individuals are present in the urbanized area. Senior populations (65 years and over) are more distributed throughout the planning area, representing the large geographic range, and challenge, of implementing human services transportation programs. The distribution of population densities is also highlighted in the map series, clearly outlining the urbanized area against the rest of the largely rural county. The map data is sourced from 2024 American Community Survey 5-Year Estimates.

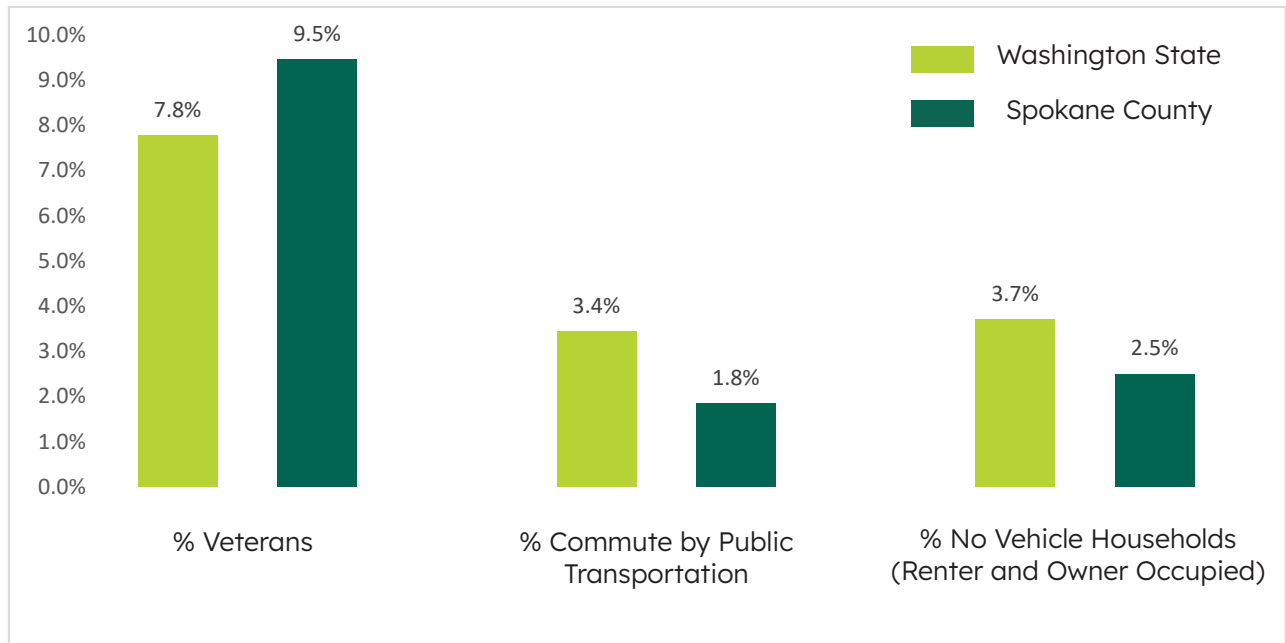


FIGURE 3: VETERANS, COMMUTE, AND VEHICLE ACCESS



Percent of Population with a Disability

Census Tracts, ACS 2020-2024 5-Year Estimates

Percent of Population

- Very Low ($\leq 10\%$)
- Low (10.1 - 15%)
- Medium (15.1 - 20%)
- High (20.1 - 25%)
- Very High ($> 25\%$)

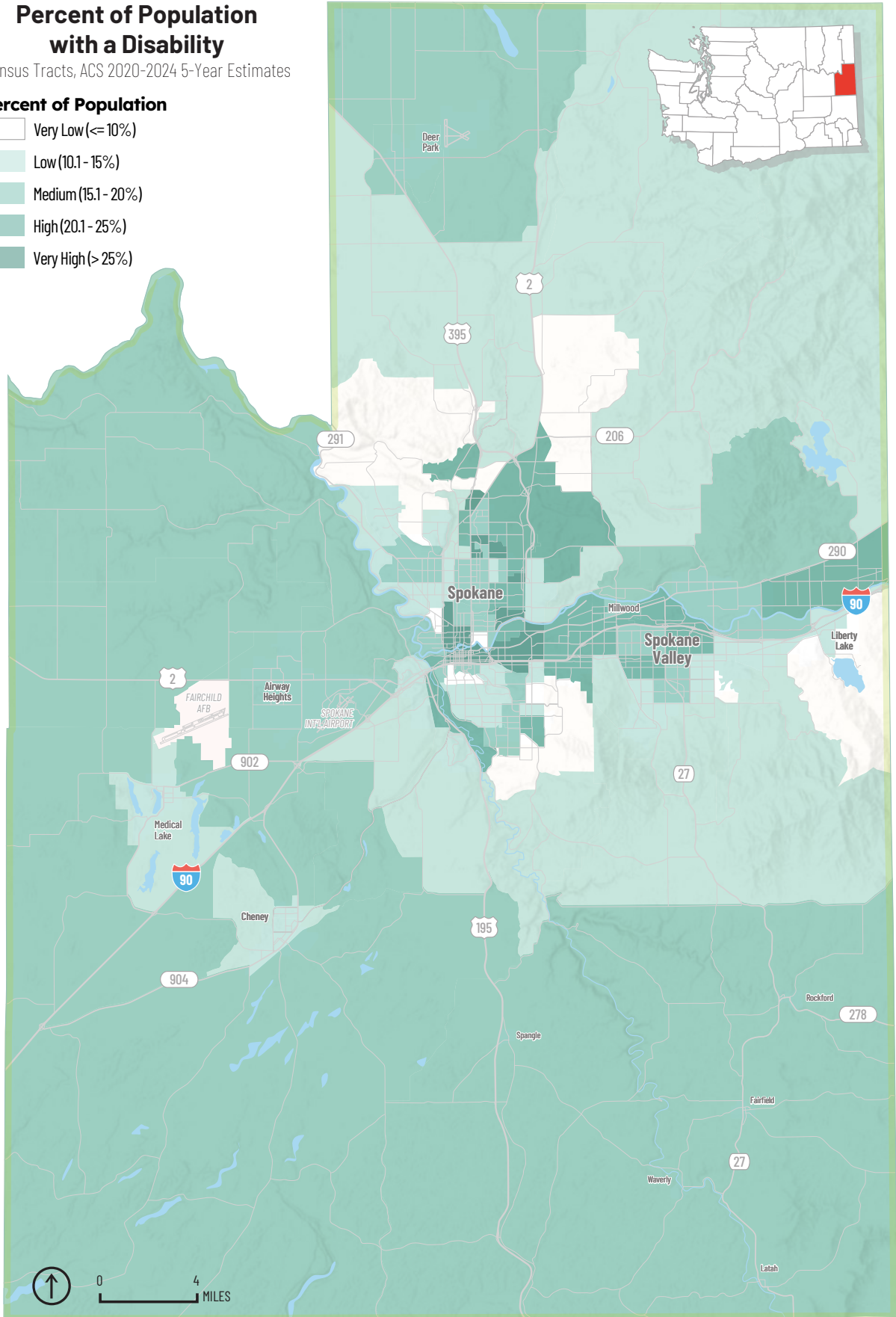


FIGURE 4: POPULATION WITH A DISABILITY

Percent of Population Under 200% of the Poverty Level

Census Tracts, ACS 2020-2024 5-Year Estimates

Percent of Population

- Very Low (<= 20%)
- Low (20.1 - 30%)
- Medium (30.1 - 40%)
- High (40.1 - 50%)
- Very High (> 50%)

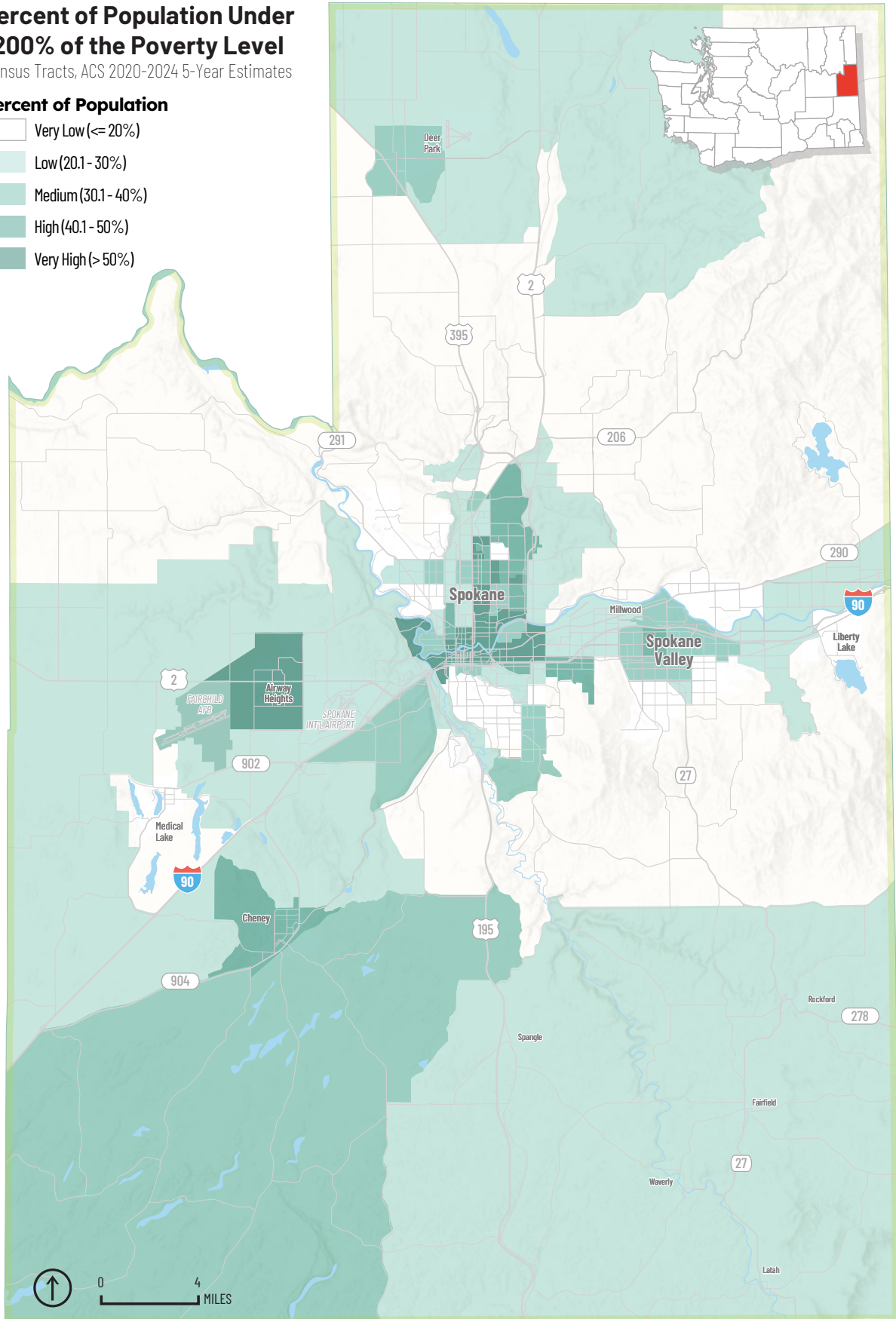


FIGURE 5: LOW INCOME POPULATION

Spokane County Population Density of People 65 Years and Over

Census Tracts, ACS 2020-2024 5-Year Estimates

People per Square Mile

- Very Low (<101)
- Low (101 - 500)
- Medium (501 - 900)
- High (901 - 1,300)
- Very High (> 1,300)

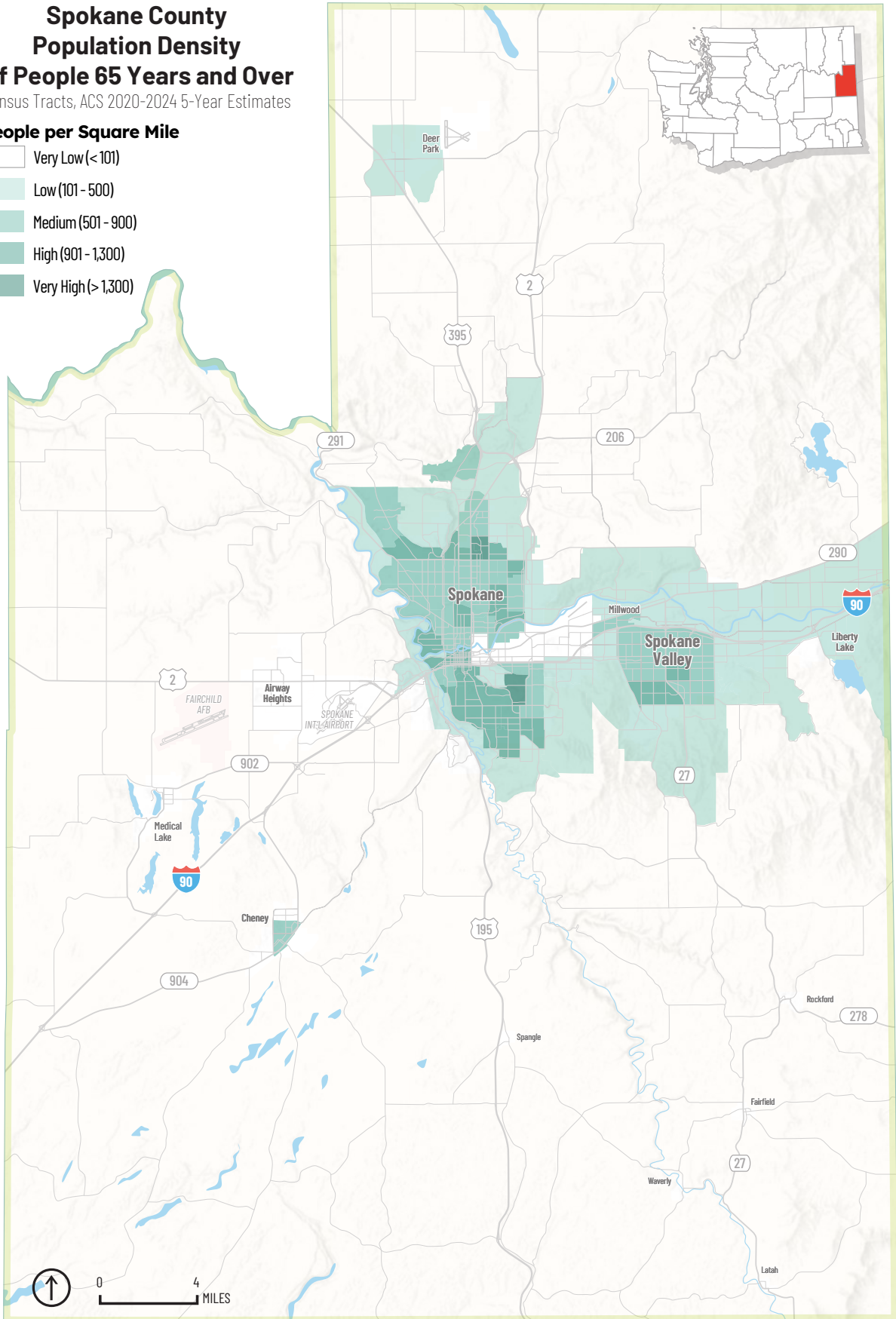


FIGURE 6: POPULATION 65 YEARS AND OLDER

Spokane County Population Density of People 18 Years and Under

Census Tracts, ACS 2020-2024 5-Year Estimates

People per Square Mile

- Very Low (<101)
- Low (101 - 500)
- Medium (501 - 900)
- High (901 - 1,300)
- Very High (> 1,300)

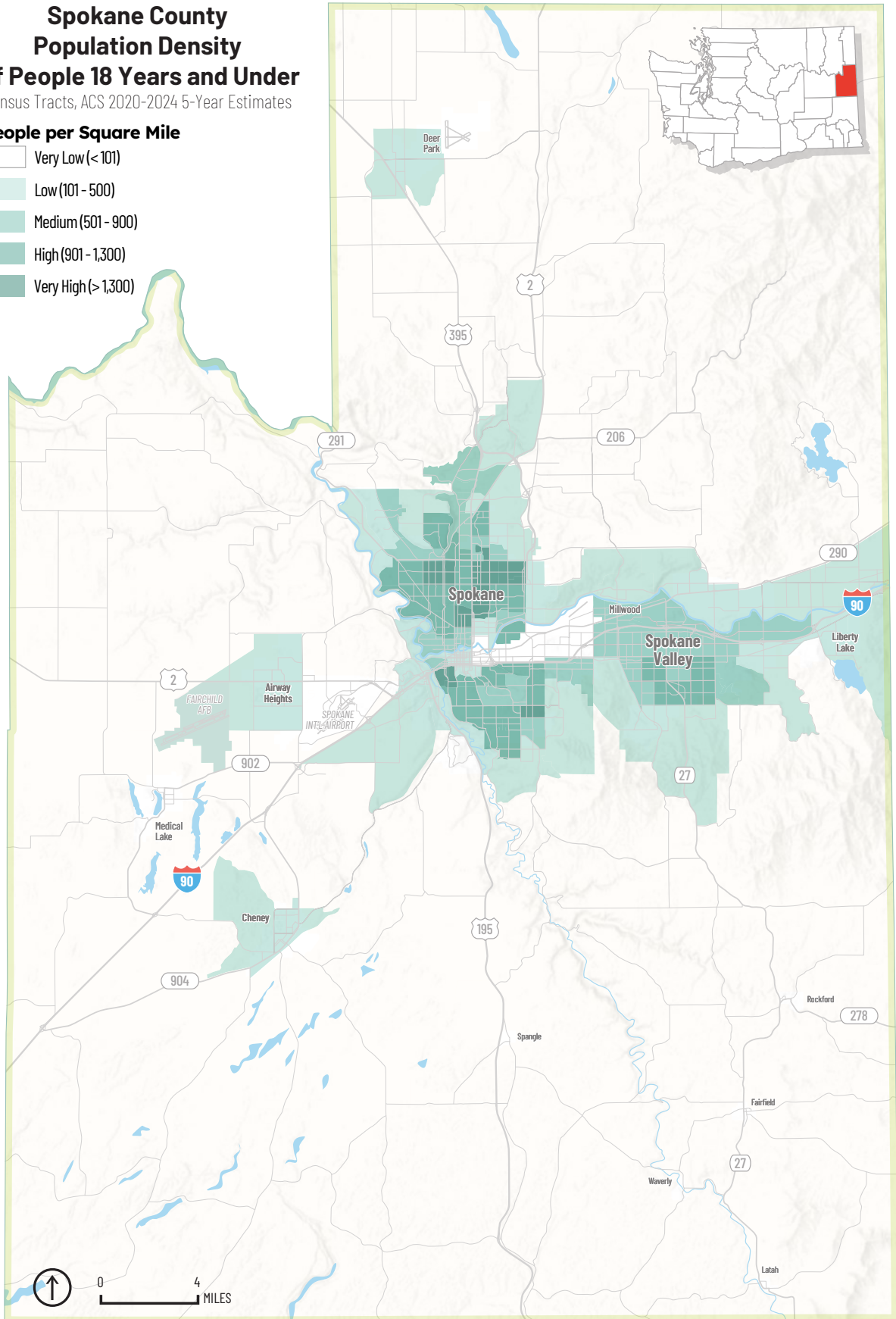


FIGURE 7: POPULATION UNDER 18 YEARS OLD

Percent of Population with Veteran Status

Census Tracts, ACS 2020-2024 5-Year Estimates

Percent of Population

- Very Low ($\leq 5\%$)
- Low (5.1 - 7%)
- Medium (7.1 - 9%)
- High (9.1 - 11%)
- Very High ($> 11\%$)

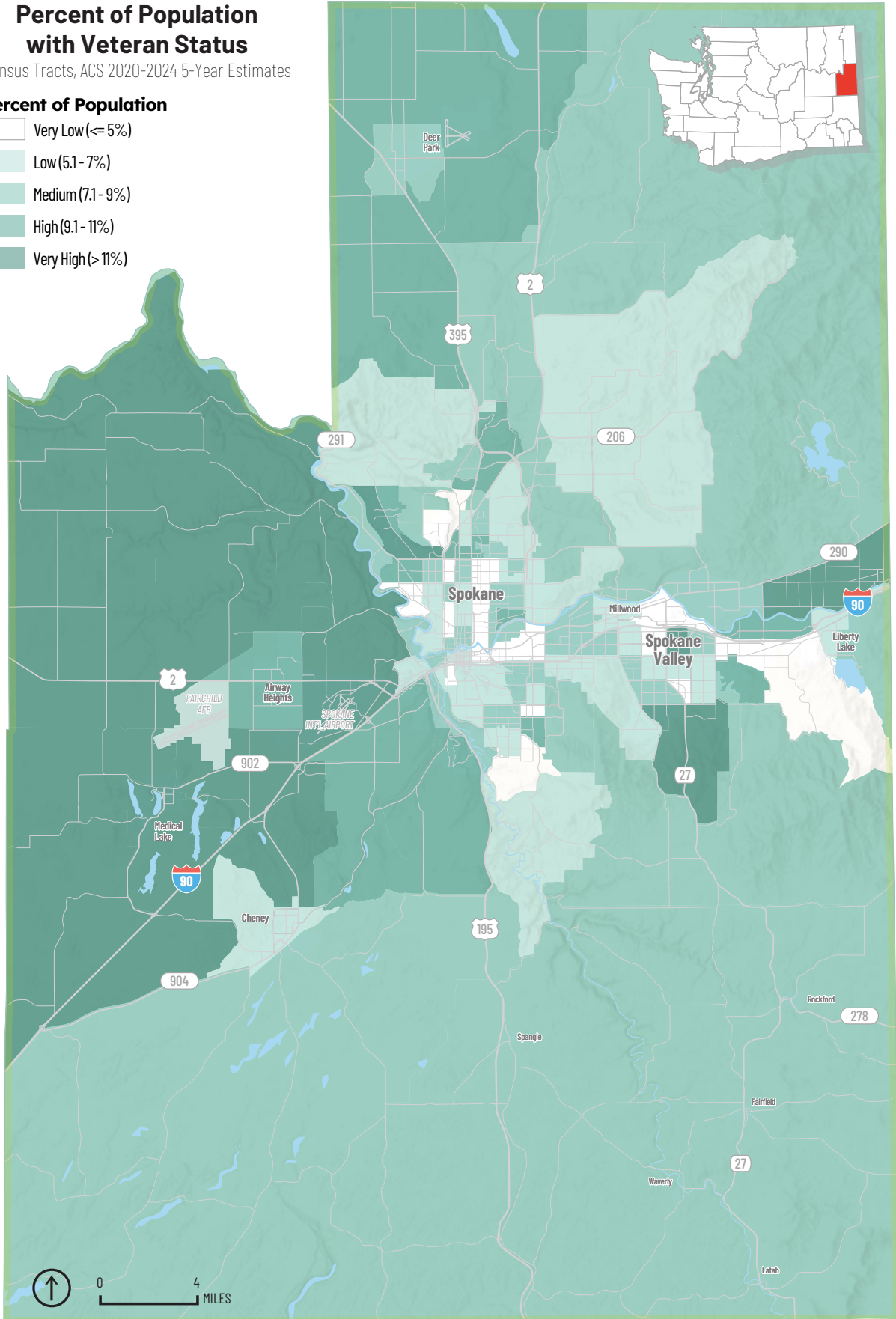


FIGURE 8: POPULATION WITH VETERAN STATUS

Owner Occupied Homes with No Vehicle Access

Census Tracts, ACS 2020-2024 5-Year Estimates

Number of Households

- Very Low (≤ 15)
- Low (16 - 35)
- Medium (36 - 55)
- High (56 - 75)
- Very High (> 75)

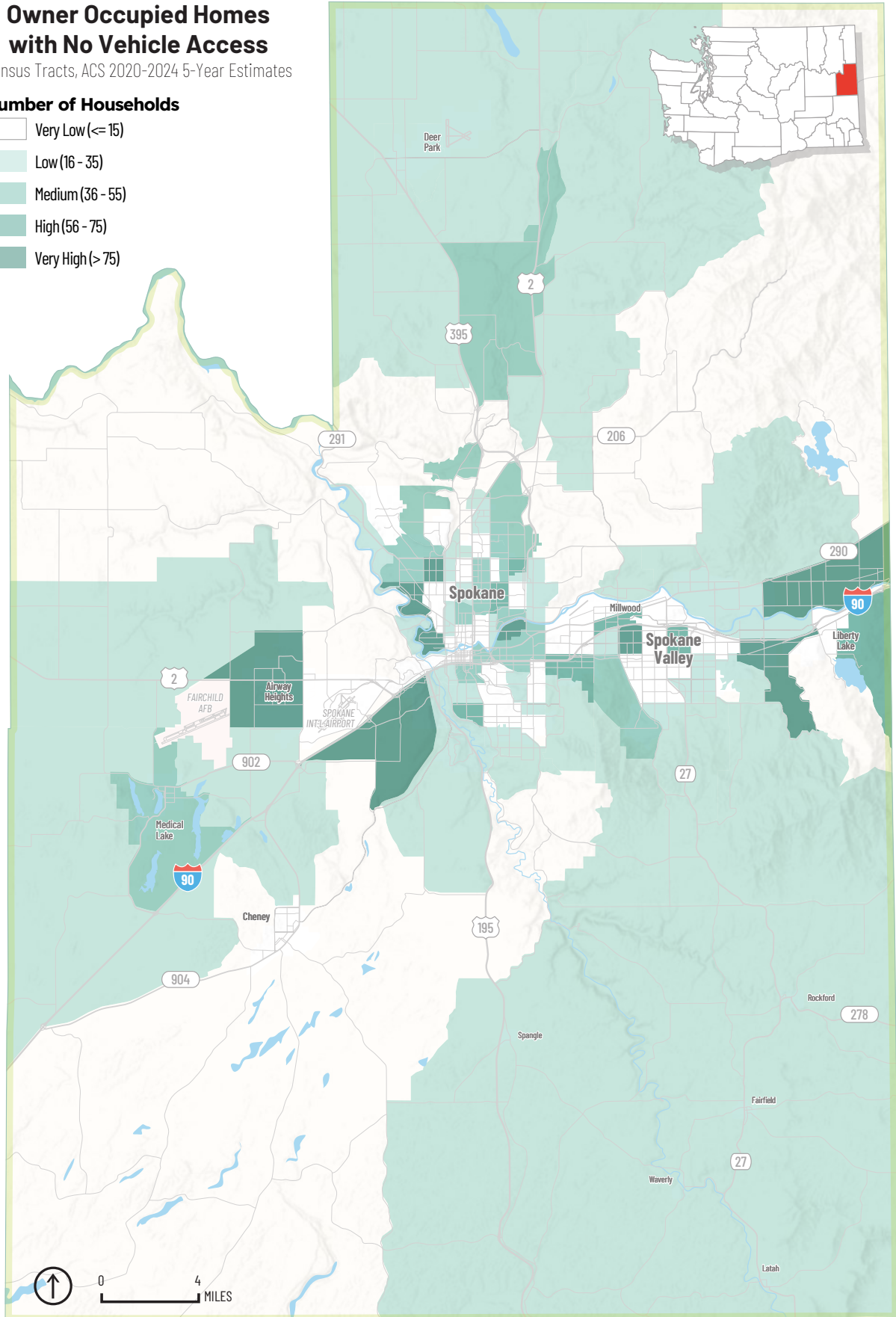


FIGURE 9: OWNER-OCCUPIED HOUSEHOLDS WITH NO VEHICLE ACCESS

Renter Occupied Homes with No Vehicle Access

Census Tracts, ACS 2020-2024 5-Year Estimates

Number of Households

- Very Low (≤ 25)
- Low (26 - 150)
- Medium (151 - 300)
- High (301 - 450)
- Very High (> 450)

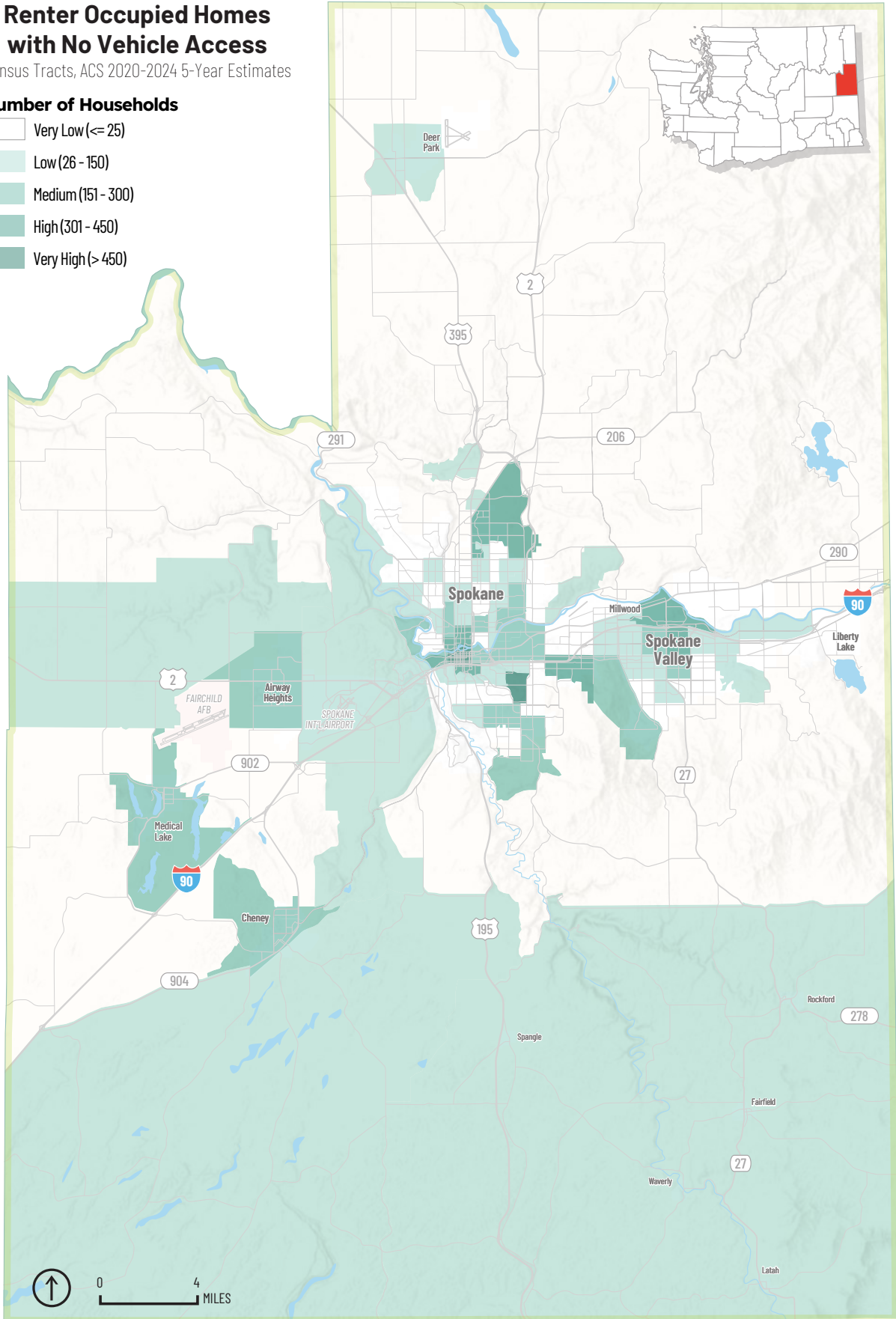


FIGURE 10: RENTER OCCUPIED HOUSEHOLDS WITH NO VEHICLE ACCESS

Spokane County Population Density

Census Tracts, 2020-2024 ACS 5-Year Estimates

People per Square Mile

- Very Low (< 501)
- Low (501 - 1,500)
- Medium (1,501 - 2,500)
- High (2,501 - 5,000)
- Very High (> 5,000)

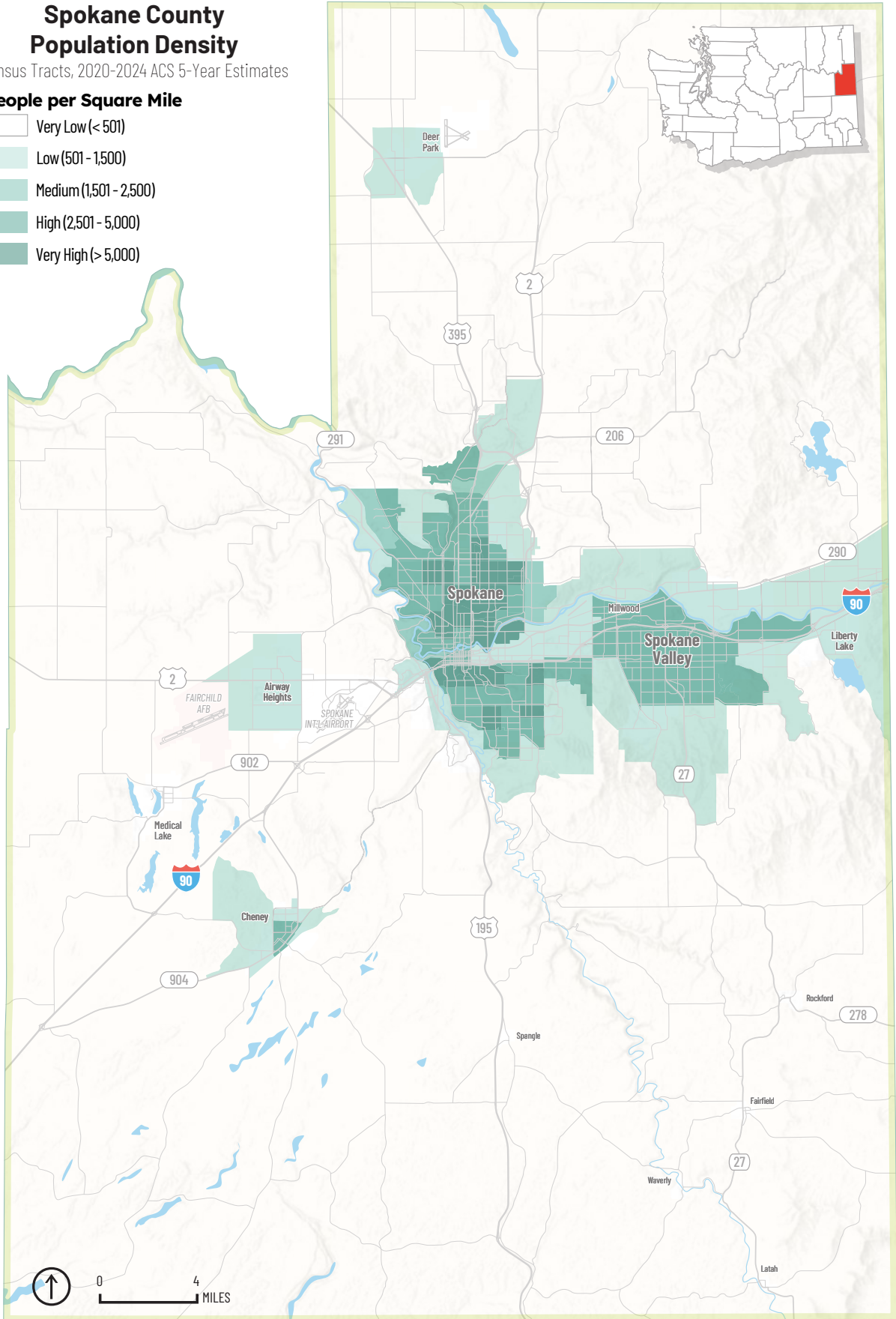


FIGURE 11: POPULATION DENSITY

2.2 | Area and Community Profiles

For the purposes of describing the population and transportation characteristics of the Spokane County planning area, this section breaks the region into five subarea profiles.

Urban Center

The urban center of Spokane County is made up of the City of Spokane, City of Millwood, and the City of Spokane Valley, stretching East to West along the Interstate 90 corridor which also bisects the two largest cities, Spokane and Spokane Valley. Key geographic features across the urban center are the Spokane River and the Dishman Hills Natural Area. Similar to I-90, the Spokane River bisects the City of Spokane and acts as a partial northern border for Spokane Valley and Millwood. The Dishman Hills Natural Area separates southern Spokane and southern Spokane Valley, presenting unique transportation situations requiring north/south travel to head east/west from the respective areas.

The urban center serves the entire county as the hub for all modes of transportation, as well as freight and other economic activities. Spokane and Spokane Valley have higher proportions of populations in need of alternative transportation services compared to the rest of the County (see Figures 4-10). Population density, in general, is much higher in this area than other areas of the County (see Figure 11).

"THE BUS SERVICE OVERALL WORKS WELL, BUT IT NEEDS TO CONTINUE TO EXPAND AND DEFINITELY NOT REDUCE IN CAPACITY OR QUALITY."

- MESSAGE CONVEYED BY A TRANSIT USER AT THE STA PLAZA -

Residents of the urban center benefit from being within the PTBA and having access to STA fixed route services. That said, there are still challenges for many residents, mostly relating to travel times and availability. Travelling from fringe urban areas to employment opportunities can take a significant amount of time and is often reported as one of the biggest transportation barriers. Increasing sprawl near the urban areas, but outside of the PTBA, presents new challenges for the region.

The urban center serves as the hub for all fixed route and intercity bus transit services in Spokane County. See Figures 12 and 13 for a visual of the PTBA (including Paratransit boundaries) and for the community shuttle and intercity bus routes, respectively.

North Spokane County

North Spokane County is largely rural, with significant distance between localities, creating a barrier for fixed transit services. North Spokane is defined by its wilderness and natural areas, in particular, Mount Spokane State Park, a key location for outdoor recreational activities for residents in Eastern Washington and North Idaho. The City of Deer Park, located near the northwestern part of the county, is a hub for north Spokane County. Locals to North Spokane County report that one of their biggest reasons for travelling outside of local community hubs is for medical services, this is a comment we received for almost all regions outside of the urban core. Community members also reported that job and career access is extremely limited, and that there are few available opportunities locally outside of the cities in the urban center.

"THERE IS A LACK OF JOB AND CAREER ACCESS OUT HERE, BUS SERVICE IS NEEDED AT LEAST SIX TIMES DAILY TO OFFER MORE OPPORTUNITIES."

- MESSAGE CONVEYED DURING OUTREACH IN COLBERT, WA -

Far reaching towns and localities such as Nine Mile, Suncrest, Elk, and Chattaroy in far North Spokane County have very limited access to fixed transit services. The population has a high proportion of senior citizens, who have indicated to us that technology can be a barrier to their transportation access. For more information on outreach we have conducted in this area and other listed areas, see Section 4 and Appendix A.

Key fixed transit routes that serve north Spokane County are the Special Mobility Services (SMS) Community Shuttle (two routes) and the WSDOT Intercity Bus Gold Line. The SMS routes pass through communities such as Deer Park, Colbert, Chattaroy, and more, connecting these communities with the City of Spokane. The Gold Line primarily serves the northern US-395 corridor, including Deer Park, connecting the area to the City of Spokane and Spokane International Airport.

South Spokane County

Southern Spokane County has a uniquely different climate and geography to that of North and Central Spokane. The Palouse region of southern Spokane County is known for its rolling hills and agriculture-centric communities. Towns like Rockford, Fairfield, and Latah are very low population rural towns with few local options for essentials like medical services, dental services, and grocery stores, among other examples. These communities are mostly quite a distance away from one another, with a few exceptions. The distance between communities, similar to that of Northern Spokane County, creates a barrier for fixed transit services.

**“ROCKFORD USED TO HAVE A DOCTOR’S OFFICE, A PLACE TO GET GROCERIES, AND THAT IS ALL GONE NOW.”
- COMMENT RECEIVED DURING AN INTERVIEW WITH A ROCKFORD RESIDENT -**

Residents of these communities have reported a decline in local services over the past decade. The aforementioned services have become increasingly concentrated in the urban core, particularly in the City of Spokane and the City of Spokane Valley. The US-195 corridor and State Highway 27 corridor both serve several small communities, with little to no transit access available. The Wheatland Express passes through the US-195 corridor but does not have any scheduled stops in the area, only terminating the line at the Spokane International Airport with pickup destinations south of the County line.

West Spokane County

West Spokane County, like South Spokane County, has a different geographic layout and environmental climate to that of the urban center, East, and North Spokane County. The area is known for its drier environment, with unique geographic features such as gorges and small canyons. Communities in Western Spokane, such as the Cities of Cheney, Airway Heights, and Medical Lake, are more densely populated than other outlying areas of the County.

All incorporated municipalities in Western Spokane County are located within the PTBA. Fixed route transit services are significantly more available to this part of the region than that of North and South Spokane County. West Spokane County still has rural communities near and around the County border with limited access to transit, such as the community of Tyler. The key connections between Western Spokane County and the urban center are the US-2 and I-90 corridors, which have provided significant opportunities for employment growth in the area.

“MY SHIFT AT THE AMAZON FACILITY IN AIRWAY HEIGHTS ENDS LATE AT NIGHT, WITH MANY OF MY COWORKERS NEEDING TO RIDE THE BUS ALL AT ONCE. INFREQUENT SERVICE LEAVES PEOPLE TO WAIT IN THE COLD FOR THE NEXT BUS, SOMETIMES FOR NEARLY AN HOUR.”

- CITY OF SPOKANE RESIDENT -

The rapid growth of Western Spokane County communities, particularly the City of Airway Heights, has resulted in an increased demand for transit services. Several community members reported a need for more frequent services, particularly on weekends and early mornings/late nights. On top of regular Spokane Transit services, the City of Airway Heights is served by both the SMS Community Shuttle and the Moccasin Express, operated by the Spokane Tribe of Indians.

East Spokane County

Eastern Spokane County sits at the base of the foothills of the Rocky Mountains, right at the border with the State of Idaho. The area has a temperate climate and features several mountains and lakes. The major hub of Eastern Spokane County is the City of Liberty Lake, located directly adjacent to the Idaho border to the East and the City of Spokane Valley to the west. Liberty Lake is within the PTBA and thus receives regular fixed transit services by STA. Liberty Lake is a hub for transit access for residents over the border in Idaho as well, with the park and ride in Liberty Lake seeing frequent use by out-of-state residents residing in cities like Post Falls and Coeur d’Alene.

“WE NEED A SERVICE FROM COEUR D’ALENE OR POST FALLS TO THE CITY OF SPOKANE AND THE SPOKANE AIRPORT.”

- SURVEY RESPONDENT -

Some small communities in Eastern Spokane County, such as Otis Orchards, Newman Lake, and Greenacres, must travel to Liberty Lake to access fixed transit services, as the only option in the area is STA. Several community members have called for service from North Idaho to the City of Spokane and Spokane International Airport and have said that it could make flight travel much more accessible for them and their community.

Summary

Overall, Spokane County has options for transit access and mobility without a personal vehicle, especially for a region of its size, but the rural areas are largely isolated and in need of more regular options. Northern, Southern, and parts of Eastern and Western Spokane County lack mobility options and are nearly isolated without access to personal vehicles. Key corridors, such as US-195, 395, and US 2, act as lifelines for far flung communities to be able to reach services in the urban center via transit. Service availability, of course, is primarily based on population centers, but many different agencies are working to bridge those gaps and keep the community moving. See Section 3 and Appendix B for more information on current services, including non-fixed route options.



2.3 | Common Origins and Destinations

The CPT-HSTP takes account of common transportation origins and destinations for persons in Spokane County. For the region, the City of Spokane is a common trip destination due to its centrality of medical facilities, various services, and employment. Population Geography maps in Section 2.1 and area profiles in Section 2.2 highlight areas that exhibit higher concentrations of people that may require special transportation services based on age, income, or disability status, with most of these populations residing in the urbanized area. Outside the urbanized area, smaller cities and unincorporated communities are the typical starting place to access greater Spokane. This travel-shed encompasses the RTPO planning boundary of Spokane County and extends beyond to neighboring counties and North Idaho. Noted trip destinations in Spokane County, taken from community outreach and other related data points, are shown in Table 1.

TABLE 1: COMMON TRIP DESTINATIONS

Amazon Facilities (Airway Heights, County)	Spokane Community College (Spokane)
Central Library (Spokane)	Spokane Falls Community College (Spokane)
DaVita Renal Centers (all locations)	Spokane Intermodal Center (Spokane)
Deaconess Hospital (Spokane)	Spokane International Airport (Spokane)
Central Business District (Spokane)	Spokane Tribe Resort/Casino (Airway Heights)
Eastern State Hospital (Medical Lake)	St. Lukes (Spokane)
E. Washington University (Cheney, Spokane)	STA Park and Rides (all locations)
Gonzaga University (Spokane)	STA Plaza (Spokane)
Holy Family Hospital (Spokane)	University District (Spokane)
Mount Spokane State Park (County)	Valley Senior Center (Spokane Valley)
MultiCare Valley Hospital (Spokane Valley)	Veterans Affairs Hospital (Spokane)
Northeast Community Center (Spokane)	West Central Community Center (Spokane)
Rockwood Clinic Main (Spokane)	Whitworth University (County)
Sacred Heart Hospital (Spokane)	Washington State University (Spokane)
Spokane Business & Industrial Park (Spokane)	YMCA (all locations)



3 | Current Services

There are many private, public, and non-profit organizations actively providing transportation services in Spokane County. Several of these providers cater to specific client groups, charge for their services, or offer transportation based on eligibility requirements. Others are available for use by the general public.

Outside the STA Benefit Area, other providers are responsible for public transportation services. The range of regularly operating transit/shuttle routes in the region are shown in Figure 13. These services provide important connections to Spokane from outlying areas not served by STA, including areas outside Spokane County. The regional services also provide an interface with STA, to facilitate connections to multiple employment, educational, medical, and social service destinations throughout the Spokane area.

Regional routes shown in Figure 13 include community shuttles operated by SMS, the Moccasin Express operated by the Spokane Tribe, the WSDOT Travel WA Gold Line, and the Wheatland Express, which is an express shuttle to Spokane International Airport. The SMS Shuttle, Moccasin Express, and Gold Line provide downtown connections to the central STA Plaza and the Spokane Intermodal Center. The Intermodal Center is the central station for Amtrak train and Greyhound bus routes. In addition to the regional routes shown on the map, providers are actively working in the areas of on-demand and Medicaid transportation to help fill the gap for special needs populations in both urban and rural settings.

"GAS PRICES ARE TOO HIGH. STA HELPS ME SAVE MONEY."
- SURVEY RESPONDENT -

The complete list of transit providers and mobility services that operate in Spokane County is provided in Appendix B, with contact information included. For a statewide listing of public transportation agencies, please see the Washington State Public Transportation Directory. The next section highlights a few key service providers that provide a large share of ride services regionally.

3.1 | Service Provider Spotlights

Spokane Transit Authority:

Spokane Transit Authority (STA) is the primary public transportation provider in Spokane County. The PTBA, of which STA's services extend to, includes the vast majority of Spokane County's population. STA operates routes in the cities of Airway Heights, Cheney, Liberty Lake, Millwood, Spokane, and Spokane Valley. In these locales, STA offers a variety of transportation options, including Bus Rapid Transit, High Performance Transit, and standard bus services. There are several park-and-ride locations which offer another option for those travelling through the area to use fixed route transit. Another key offering from STA is the paratransit operation, which acts as an on-demand service for qualifying members of the community with alternative transportation needs. The PTBA and paratransit service areas can be seen in Figure 12.

"I USE THE PARK AND RIDES FOR LARGE EVENTS DOWNTOWN."
- SURVEY RESPONDENT -

Special Mobility Services:

Special Mobility Services (SMS) is a Medicaid brokerage that provides approximately 30,000 rides per month to its clients. SMS has been operating in Washington since 1981 and began their Medicaid services in 1989. They have community shuttles which are open to the public and also have specialized Medicaid transportation services with specific eligibility requirements. Figure 13 displays the community shuttle routes which travel in and out of Spokane County.

SMS has professional drivers who operate their community shuttle routes, and operate based on a mix of volunteers and SMS staff for their other routes and on-demand services. The community shuttle routes have ADA accessible vehicles, run at least twice per day, and are low-cost to the customer (some routes charge a fare of \$1). The Shopper Service program helps people with transportation challenges get to grocery stores and other essential shopping locations, such as pharmacies. Along with those transportation services, SMS offers Travel Training for the community, primarily focused on helping people who have experienced trauma, have anxiety about public transportation, or for senior citizens. SMS's contact information is included in Appendix B.

There are several programs SMS is looking to pilot in the near future, including the following:

Transportation for Sedation Appointments

People with sedation appointments lack options for transportation services regionwide. Often, it is required that someone travel with them and come back with them to supervise them after. For liability reasons SMS and other providers cannot provide this service. SMS wants to explore the possibility of a program that can fill this gap.

Transportation for Food

Community shuttle routes to local farms for fresh produce.

Mental Health Program Transportation (Continuum of Care)

Transportation program for people coming back into the community. People who have been discharged from crisis level care or a rehabilitation center. This service could provide a critical bridge to help people re-enter the community.

Spokane Neighborhood Action Program - Neighbors on the Go:

Spokane Neighborhood Action Program (SNAP) is a human services agency whose primary goal is to “increase the human potential of our community” by providing services to those in need, people who are experiencing extreme poverty, crises, and more. The agency recently celebrated 60 years of serving the community and continues to grow in several different capacities. SNAP's transportation program, titled Neighbors on the Go, is a volunteer-based transportation service for Spokane County residents who either have disabilities that stop their utilization of public transportation or are 65 years or older.

Neighbors on the Go riders can request rides for medical related transportation needs, such as regular appointments or trips to local pharmacies. SNAP is always looking for new volunteer drivers to improve medical access for the local community and have the capacity to offer reimbursements to those who are not in the current volunteer pool but still want to help their friends and family. SNAP's contact information is included in Appendix B.

SNAP also has a program that they are looking to pilot in the near future:

Food Delivery Program

SNAP used to partner with Meals on Wheels and would like to pilot a similar service to help with increasing demand.

3.2 | Service Gaps

With the backdrop of available services described earlier in this section, a core goal of this planning process is to discover and document any unmet public transportation needs. This was a point of emphasis through public outreach and interaction with stakeholders. The primary avenues for input were in-person interactions and the CPT-HSTP User and Service Provider Surveys, which asked respondents to note where there are public transportation gaps in Spokane County and outlying areas. Specific responses and information on the community response can be found in Section 2.2 and Appendix A.

**"WE CAN'T BE LIABLE FOR PEOPLE BEFORE OR AFTER THEIR SURGERIES, IT'S A STRONG NEED IN THE COMMUNITY FOR A SERVICE THAT CAN DO THAT."
- FROM AN INTERVIEW WITH A SERVICE PROVIDER -**

Through the survey and plan update process, there were general areas of need that were commonly heard. These overarching themes are bulleted below, and an expanded list is shown in Table 2. The bulleted themes echo much of what was heard during development of the 2022 CPT-HSTP. However, a few additional items emerged from the 2026 planning process.

- Increases in senior citizen populations with transportation service needs outside of the PTBA; difficulty with "aging in place."
- Transportation to appointments for people needing sedation, or any need of supervision before and/or after their appointment, is a large gap in available services.
- Transportation for disabled populations continues to be a high need, as this population category is relatively large in Spokane County and these individuals are often fully transit dependent.
- Public transportation in smaller towns and unincorporated areas outside of STA's service territory is a need to connect potentially isolated and transit dependent populations to services in Spokane.
- Cost is a transportation barrier to low-income populations, requiring efficient and affordable public transportation to access employment and services.
- The cost burden of vehicle ownership is a barrier to mobility.

Service gaps in geographic areas that received significant mention through the CPT-HSTP survey include:

- North Spokane County (Deer Park, Chattaroy, Colbert, Mead, Suncrest, etc.)
- Idaho (Post Falls, Coeur d'Alene)
- 195 South corridor (Latah Creek Valley neighborhoods)
- South Spokane County (Rockford, Waverly, Spangle, Latah, Fairfield, etc.)
- General improvement is desired in public transportation service, namely transit frequency, daily schedule duration (earlier and/or later buses), and better weekend service.

Table 2 provides additional detail on service gaps and needs identified through the survey, in-person interactions, and the general planning process.

The CPT-HSTP public survey offered an opportunity for respondents to identify common issues with current transportation services. The results are shown in Table 3. It is worth noting that many respondents said that the current transit services are meeting all of their needs and had no issues to report. STA has made strides to accommodate user needs by extending service hours, increasing safety and security measures on buses, and by the overall expansion of its fixed route services since the 2022 update of the CPT-HSTP.

TABLE 2: PUBLIC TRANSPORTATION NEEDS

SERVICE NEEDS	SUMMARY
Service Hours and Reliability	More frequent, on time, and earlier/later operating hours for fixed transit routes. Late night (3rd Shift) access to employment.
Expanded Service Area	Fixed route services from Idaho, as well as expanded services in Southern, Northern, and Western Spokane County.
Improved Transit Infrastructure	Safe and covered seating areas at bus stops.
Improved Phone Apps	Phone applications with real-time reporting on bus locations and any service changes.
Reduced Costs	Lowered or free fares for fixed route transit.
Transit Optimizations	Bus-only lanes, transit signal priority, and other related changes to improve transit service speeds and efficiency.
Bicycle and Pedestrian Facilities	More protected bike lanes and buffered accessible sidewalks to provide multimodal options.
Medical Appts. with Supervision Needs	On-demand transportation service which can properly supervise clients with sedation or other similar medical appointments.
Aging Population	There are a number of on-demand services which provide options for transportation to citizens 65 years and older, but more services or expanded services will be needed as this demographic will continue to grow.
Urban Sprawl	As the Spokane region continues to see new neighborhoods developing on the edge of or outside of the PTBA, more services will be needed to fill the gaps and connect the communities.

TABLE 3: COMMON SURVEY RESPONSES ON TRANSPORTATION SERVICE ISSUES

Not enough capacity on certain bus lines
Bus and fixed route transit in general struggles to be on time, causing missed connections
Cleanliness on buses and at bus stops
Hard to walk to pick up locations
Lack of adequate transit infrastructure
Lack of service in needed areas
Not reliable enough public transportation to switch from personal vehicle
Travel times too long and often requiring too many connections
Rude passengers and unsafe feeling on public transportation, particularly for women
Lack of affordable options at night

4 | Outreach and Community Feedback

Outreach was conducted to understand the experiences of those that rely on public transportation as a means of mobility. Outreach strategies were conducted throughout Spokane County to understand the unmet transportation needs for older adults, the youth, individuals with disabilities, and persons with low incomes. Detailed results of community engagement and input are provided in Appendix A.

The goal of this community outreach process was to inform the public, and the agencies that serve them, about the purpose of the plan and to gain public input on unmet transportation gaps that exist in all communities throughout Spokane County.

A core goal of this planning process is to discover and document any unmet public transportation needs. This goal was emphasized throughout public outreach, during interviews with community members and transportation providers.

4.1 | Outreach Strategy

Stakeholder Group

The outreach process included the assembly of key organizations into a working group referred to as the CPT-HSTP Stakeholder Group.

The group was assembled by identifying representatives from groups and organizations that can provide insight into the needs of tribes, older adults, youth, individuals with disabilities, and people with low income. Membership was established with the purpose of informing SRTC about specialized forms of transportation and mobility needs.

Members that participated in SRTC's CPT-HSTP Stakeholder Group include:

- Spokane Transit Authority (STA)
- Spokane Neighborhood Action Partners (SNAP)
- Spokane Tribe
- Cancer Can't
- Meals on Wheels (MOW)
- Special Mobility Services (SMS)
- YMCA / YWCA
- Spokane Public Schools (SPS)
- Lilac Services for the Blind



Stakeholder Interviews

Stakeholder interviews were conducted with human services transportation providers and non-profit organizations to understand the operational capacity of their organization and the needs of the communities they serve.

Collectively, these key stakeholders represent public transportation service providers, community groups, and non-profit organizations.

Some of the interviews that were conducted include:

- Meals on Wheels
- SNAP
- SMS
- YMCA
- Spokane Tribe
- Kalispel Tribe

Offers were extended to interview or visit an agency through email and in-person at SRTC's Transportation Advisory Citizens Committee, Transportation Technical Committee, and the Board of Directors. See Appendix A for a full list of interviews conducted.

Public Outreach Events and User Survey

Public outreach included the distribution of a public survey that was created as a strategy to promote the purpose of the Human Services Transportation Plan and ask for public opinion on current unmet transportation needs.

The public survey was structured to understand how the user currently used transportation services and how they felt those services could be improved. A full example of the survey is provided in Appendix A.

Input was gathered from service providers and the public to ascertain public transportation needs. Outreach events were used to meet users and gather their input. A full list of events attended or hosted is available in Appendix A.

4.2 | Summary of Feedback

The unmet needs and gaps identified by key stakeholders and members of the public are summarized in this chapter.

The bullets below echo the common themes heard during the development of the 2026 CPT-HSTP outreach process.

- Aging demographics show high need amongst elderly people that are unable to transport themselves.
- Specialized transportation services for disabled populations continues to be a high need.
- Public transportation in smaller towns and unincorporated areas outside of STA's service territory is a need to connect isolated and transit dependent populations to services in Spokane.
- Cost is a transportation barrier to low-income populations, requiring efficient and affordable public transportation to access employment and services.
- Service gaps in geographic areas that received significant mention through the CPT-HSTP survey include North Spokane County (Deer Park, Chattaroy, Colbert, Mead), across the state border to Idaho (Post Falls, Coeur d'Alene), Spokane International Airport, the 195 South corridor (Latah Creek Valley neighborhoods), and the West Plains (Airway Heights, Cheney, Medical Lake).
- General improvement is desired in public transportation services, namely transit frequency, bus cleanliness/safety, and better weekend services.



5 | Strategies and Priorities

5.1 | Strategies to Meet Regional Needs

With gaps and needs highlighted in Section 3, this section focuses on ways to improve travel within the region, particularly for disabled, low-income, elderly, and other populations with alternative transportation needs. Based on the identified strategies, local agencies are tasked to cooperatively develop projects and programs to improve human services transportation.

With completion of the 2026 planning process, the CPT-HSTP supports the following strategies to address commonly noted gaps and enhance human services transportation in the Spokane County area.

Strategy 1: Maintain Existing Transportation Services

The increasing demand for special needs transportation services displays the importance of maintaining existing transportation services in the Spokane region. Increasing conditions which are causing more community members to turn to transit display the need to move in the direction of service expansion, not contraction. Appendix B, which is the Current Service Inventory, outlines the existing services in the area. Due to population growth and demographic change, these services are more essential than ever before and will need to continue growing to keep up with the changing landscape of our community.

- The plan supports the continued improvement and expansion of the STA service area.
- The expansion of reliable, high-frequency bus transit to/from major academic, medical, social, and employment centers to serve the greatest number of individuals within the planning area.
- Outside the STA service area, the plan supports service levels among existing public transportation routes and programs. This includes intercity shuttle services to/from Deer Park, Ritzville, Davenport, and Newport, tribal transportation from Spokane reservation lands in neighboring Stevens County, and improved transit services in southern Spokane County.
- Utilize sites well-served by public transportation when considering locations for new social service agencies, health care facilities, schools, public housing, etc. (Transit-Oriented Development practices.)
- Continue investing in and maintaining mobility management programs, such as SMS' Travel Training program.

"NOT ENOUGH CAPACITY ON BUSY LINES, JUST THE OTHER DAY SOMEONE IN A WHEELCHAIR HAD TO WAIT FOR THE NEXT BUS."

- SURVEY RESPONDENT -

Strategy 2: Special Needs Transportation Investment

SRTC heard from people across the entire Spokane region during the development of this plan. Across all that outreach, there was collective agreement that people with special needs must have better access and more affordable transit options. One of the primary goals of this plan is to identify those gaps and have services expand to cover them. People with disabilities, people who are age dependent, speak limited English, or are low-income, need transportation improvements to freely move across the region.

- Maintain and expand ADA accessible vehicles within transit fleets.
- The plan supports STA paratransit service and any service enhancements to paratransit in the area.
- This plan supports continued expansion of vanpool services and other similar transportation options as an alternative to fixed-route services.
- Continue to provide and look for opportunities to enhance public transportation to/from surrounding rural communities. Within Spokane County, areas to benefit from greater service are North Spokane County, including Deer Park and the US 395 and US 2 corridors, and South Spokane County through the US 195 and SR 27 corridors.
- Gaps exist in areas outside the Spokane County planning area, namely for rural populations in Ferry, Stevens, Pend Oreille, Lincoln, Adams, and Whitman Counties, as well as neighboring communities across the border in Idaho. This strategy supports existing transportation options via Moccasin Express, Gold Line shuttle, SMS shuttles, and supports expansion of these or addition of new transportation service to ensure greater coverage throughout the Inland NW.
- Promote affordability programs—this plan supports subsidized transportation options and free or reduced-fare bus passes for qualified, or all, individuals.
- Coordinate improved transportation access to Spokane medical facilities.
- As an overall high need, medical related transportation must be maintained and expanded, particularly for sedation patients, other special needs, and disadvantaged populations.
- There is a need in the door-to-door service market based on the number of individuals that cannot transport themselves or use conventional bus service due to physical disability, mental disability, and/or age. Investment in on-demand/door-to-door service is supported by this plan. This is related to medical appointment transportation and trips to other critical service needs. STA is currently piloting an on-demand service in select areas to address this gap.
- Further expansion of transit services with professional drivers to maintain services as volunteer pools decrease in availability.

“WE NEED EARLY MORNING AND LATE AFTERNOON AND EVENING PUBLIC TRANSPORTATION.”

- SURVEY RESPONDENT -

Strategy 3: Technology

Technology is a logical step forward for transportation services in Spokane. Technology should serve as an opportunity to lower the barrier for access and act as a method of attracting new users. Phone applications, real-time route updates, and many other avenues have proven to be successful nationwide and the implementation in Spokane must continue. More technological opportunities must also be balanced with the need for simplicity and easy access for members of the community who are not as familiar with these solutions.

- Invest in and implement transit software and hardware to increase the efficiency of public transportation—computer aided dispatch, automatic vehicle location, mapping and routing applications, data collection, internet-based ride scheduling, etc. Make sure staff support is adequate for

the delivery of service.

- Consider opportunities to incorporate private or other mobility services to supplement transportation options for routine medical appointments and first/last-mile connections. Such services could be delivered through identified mobility hub locations.
- Test smart phone apps that could better convey transit options and scheduling to the individual user.
- Always consider impacts to and provide accommodations for non-computer literate individuals (or those lacking access) when releasing new technologies.
- Invest in a one-click/one-call system so potential service users can be matched with the appropriate service in a reasonable amount of time. This would also serve to increase awareness of available services and allow for more traffic to be guided to the appropriate agency.

"CREATE A FUNCTIONAL APP TO ALERT A USER TO BUS SCHEDULE CHANGES..."
- SURVEY RESPONDENT -

Strategy 4: Capital Facilities and Vehicles

Capital facilities are an integral part of public transportation performance and functionality. This ties to the experience, safety, and comfort of the rider. Convenient and accessible bus stops and up-to-date vehicles improve public transportation service as well as the rider experience.

- Provide clearly marked bus stops for passengers to safely and comfortably gather with shelter, seating, access to bathrooms, and scheduling information as appropriate.
- Provide pedestrian and bicycle facilities and street crossings at bus stop locations to enable safe and convenient access for all ages and abilities.
- Modernize bus fleets with appropriate scaling of vehicles to match anticipated use.
- Invest in new and replacement buses, vans, wheelchair lifts, and ramps.
- Continue investing in electrification infrastructure and electric transit vehicles.
- Protect significant investment in vehicle fleets through proper maintenance and protection from the elements.

"PLEASE ADD SOME KIND OF VERY BASIC SEATING ATTACHED TO BUS SIGNS... I HAVE A PINCHED NERVE IN MY LEG..."
- SURVEY RESPONDENT -



5.2 | Priorities for Implementation

The CPT-HSTP facilitates development of new and continued local projects and programs for human services transportation. In the mix of potential projects, STA may provide contracted services to human services organizations. SRTC manages a regional prioritization process for public transportation funding opportunities through WSDOT's Consolidated Grant Program. Appendix C lists the regional priority projects for the Consolidated Grant Program as developed by local public transportation providers. The CPT-HSTP is administratively amended to include the prioritized projects after each biennial Consolidated Grant Program call once the application process is complete and the ranked list is approved by the SRTC Board. In a separate process, STA issues an annual call for projects for FTA Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities Program funds directly apportioned to the Spokane Urbanized Area.

The WSDOT Consolidated Grant Program provides funds for public transportation improvements within and between rural communities; tribal transportation; transportation services between cities; purchases of new buses and equipment; and public transportation services to seniors and people with disabilities. Those eligible to apply are non-profits, tribal and local public governments, and public transit agencies, all within Washington state. To see more details about previously awarded Consolidated Grant projects and the regional ranking criteria, see Appendix C.

The Section 5310 Call for Projects is operated by Spokane Transit Authority, provided through the Federal Transit Administration. This program provides funding to organizations that address transportation gaps and enhance mobility for seniors and people with disabilities. STA is responsible for reviewing applications in the Spokane region. Eligible organizations to apply are private entities, non-profits, local governments, and other public transportation service providers who serve seniors and people with disabilities.



6 | Emergency Management

Spokane County Emergency Management (SCEM) is the coordinating agency for the region during major emergencies and disasters. SCEM supports communication and resource requests between federal, state and local governments across the whole Spokane region. In addition, SCEM helps facilitate preparedness, mitigation, response and recovery efforts, and provides public education on a variety of emergency related topics.

The Spokane County Comprehensive Emergency Management Plan (CEMP) is the guiding document to mitigate, prepare for, respond to, and recover from major emergencies and disasters. Emergency Support Function (ESF) #1 within the CEMP is Transportation. The purpose of the Transportation section is to provide organization, mobilization, and coordination of transportation services and infrastructure restoration during and following a disaster impacting Spokane County. The Lead Agencies for Transportation Infrastructure are Spokane County Public Works, Municipal / Township Public Works, and Spokane International Airport (SIA). The Lead Agencies for Movement of People and commonly recognized companion animals are Spokane Transit Authority (STA) and Spokane County Emergency Management. Both Transportation lines of effort are supported by other agencies which include Spokane County Sheriff's Office (SCSO), Municipal / Township / Tribal Law Enforcement Agencies, Spokane County School Districts, WSDOT, WSP, Fairchild AFB, private rail carriers, and special mobility services. Emergency Support Function #6 - Mass Care, Emergency Assistance, Housing and Human Services - has elements that relate to ESF #1, namely the task to identify assets necessary for the evacuation and movement of people with disabilities and other functional needs. The primary responsible agencies are SCEM, Inland Northwest American Red Cross, Spokane County's Housing and Community Development (HCD) Department, and Spokane County Community Organizations Active in Disaster (COAD) with support from local, state, and federal agencies.

SCEM finds it essential that planning, preparedness, and response efforts take a Whole Community approach and, as such, collaborates with numerous partners to work toward community resilience. Participating committees and groups include, but are not limited to:

- Community Organizations Active in Disaster (COAD)
- Emergency Management Operations Group (EMOG)
- Emergency Management Policy Board (EMPB)
- Local Emergency Communication Committee (LECC)
- Local Emergency Planning Committee (LEPC)
- Washington State Homeland Security Region 9

STA's Security Manager facilitates resources to be utilized in case of emergency or disaster. STA responds to emergencies using an "All Hazards" approach. That means there are basic response actions taken initially on most emergencies, regardless of what the emergency or disaster is. Once the situation is assessed and identified, individualized response guidelines specific to each emergency type (e.g. medical assistance, vehicle collisions, fire, severe weather, earthquake, hazardous materials spills, etc.) are implemented.

7 | Conclusion

In conclusion, there have been great steps forward in connecting communities in the Spokane region, but there is still much progress to be made. Advancements must be made in the accessibility of transportation to key services such as medical facilities, employment centers, and other human services. STA continues to improve their services within the PTBA, adding and planning for new high performance and bus rapid transit routes. This continues to move the region in the right direction for transit optimization and efficiency, but there remains a gap in rural transportation that STA cannot provide.

On-demand services continue to provide a plethora of services for people inside and outside of the PTBA but decreasing volunteer pools have led to challenges in reaching the extreme south and north of the county. Service expansions in the on-demand realm are necessary to meet the needs of our changing population demographics.

Spokane County is moving in the right direction for the betterment of our collective quality of life. This plan outlines a path forward to continue these improvements and establishes the needs of our greater community.



Photo Courtesy of Spokane International Airport

Coordinated Public Transit Human Services Transportation Plan

APPENDICES

DRAFT

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APPENDIX A:

Community Outreach

The following outlines the strategies and results of the community outreach process for the Coordinated Public Transit - Human Services Transportation Plan.

FIGURE A.01: PLAN OUTREACH LOG

FIGURE A.02: SURVEY INFORMATION

FIGURE A.03: OUTREACH FLYERS

FIGURE A.01: PLAN OUTREACH LOG

DATE	EVENT	ACTION
11/26/2025	STA Coordination Meeting	Established work coordination with STA.
12/4/2025	RTPO Equity Working Group	Presented to SRTC's Regional Equity Working Group to talk about the planning of the CPT-HSTP as part of SRTC's RTPO duties.
12/12/2025	Community Forum: EWU Research on Immigrants and Refugees	Attended presentation hosted by EWU at Hilyard Public Library that considers the barriers to transportation for Immigrants and Refugees
1/16/2026	Meeting with YMCA	The YMCA agreed to put up a flyers that exposed the CPT-HSTP survey to their users. Flyers were put up at the North, Central, South, and Valley YMCA locations.
1/21/2026	CPT-HSTP Stakeholder Meeting	Hosted Stakeholder group meeting (1 of 3): Meal on Wheels, SNAP, STA, and SRTC. Discussed strategies and methods of engaging the public.
1/30/2026	STA Kiosk Outreach #1	Conducted Public Outreach at STA Plaza Kiosk. Had approximately 30 people stop by and inform us about their challenges with travel region wide.
1/30/2026	Meeting at Mid-City Concerns: Meals on Wheels Spokane	Met with the Director of MOW Spokane and discussed population needs and accessibility to services.
2/3/2026	New Hope Resource Center	Conducted Public Outreach at New Hope Resource Center to get the perspective of those living in rural areas of northern Spokane County.
2/12/2026	SMS Transportation Speed Dating	Participated in event hosted by SMS at the Student Union Building at Spokane Falls Community College (SFCC). Transportation service users rotated between tables of Human Service Transportation providers and planners.
2/18/2026	Tribal Transportation Planning Organization (TTPO) Meeting	Attended TTPO meeting hosted by the Kalispel and Spokane Tribe. Meeting discussed the transportation needs of tribal families and communities.

DATE	EVENT	ACTION
3/6/2026	Meeting with SNAP	Hosted virtual meeting to discuss the operations on SNAP transportation services.
3/11/2026	Stakeholder Meeting #2	Meeting with STA, Spokane Tribe, SNAP, Cancer Can't, SMS, and Lilac Services for the Blind. SRTC staff distributed the Stakeholder survey and user survey to stakeholder group members.
3/13/2026	Meeting with SMS	Hosted virtual meeting with SMS a Medicaid brokerage, that provides approximately of 30,000 rides per month, many of which are bus passes. Discussed the transportation need of their users.
3/16/2026	Meeting with Kalispel Tribe	Attended meeting with Kalispel's KDEV team to talk about how SRTC can support their transportation needs.
3/18/2026	Meeting with Spokane Tribe Robin	Virtual meeting with The Spokane Tribe to discuss how the Tribe currently operates multiple routes the connect surrounding rural areas to central tribal services and the City of Spokane.
3/19/2026	Phone Call with Rockford Council Member	Discussion with Rockford Council Member about the transportation needs of those living in and near Rockford.
3/25/2026	STA Kiosk Outreach #2	Public Outreach at STA Plaza Kiosk. Had approximately 25 people stop by and inform us about their challenges with travel region wide.
3/28/2026	El Mericadito - Public Event	Tabled at El Mericadito hosted at Cannon Park next to West Central Community Center
3/30/2026	RTPO Equity Working Group Presentation	Presented to SRTC's Regional Equity Working Group to talk about the outreach process of the CPT-HSTP as part of SRTC's RTPO duties.
4/18/2026	Outreach Event: Bike Swap	Tabled at the annual Spokane Bike Swap event.
4/29/2026	Spokane Valley Senior Citizens Center Visit	Tabled at the Spokane Valley Senior Citizens Center.
5/8/2026	Meals on Wheels: Public Outreach	Tabled at the Downtown Spokane Meals on Wheels community space.
5/13/26	Final CPT-HSTP Stakeholder Meeting	Stakeholders reviewed the draft plan and confirmed strategies and priorities for the region.
5/21/2026	Transportation Open House	Hosted a Transportation Open House with various presentations from community service providers.

FIGURE A.02-1: CPT-HSTP SURVEY

Below are the public CPT-HSTP Survey questions that were distributed during public outreach.

Section 1: Primary Mode of Transportation

What is your primary mode of transportation?

- STA Bus & Paratransit
- Other Transit Services
- Personal Vehicle

Sections 2: Personal Vehicle Use

How often do you use transit services?

- Very Often
- Often
- Sometimes
- Rarely
- Never

Section 3: Transit Service Use

What is the main reason you use STA services?

- Necessity
- Unreliable Personal Vehicle
- Choice
- Other:

Do you use Paratransit or on-demand transportation services? If so, how often?

- Very Often
- Often
- Sometimes
- Rarely
- Never

Other than STA Transit Services, do you use other transportation service providers?

If so, which services?

- WSDOT Intercity Bus Routes
- Special Mobility Services
- MedTrans
- Community Shuttles
- I only use STA transit
- I do not know about other transportation service providers
- Other:

How often do you need to get somewhere but can't find a service that will take you there?

- Very Often
- Often
- Sometimes
- Rarely
- Never

What destinations are not accessible or difficult to access with existing transportation services?

[Short answer text]

If you use specialized forms of transportation, what are your most common destinations?

[Short answer text]

Section 4: Thoughts on Transit

How could transportation services improve?

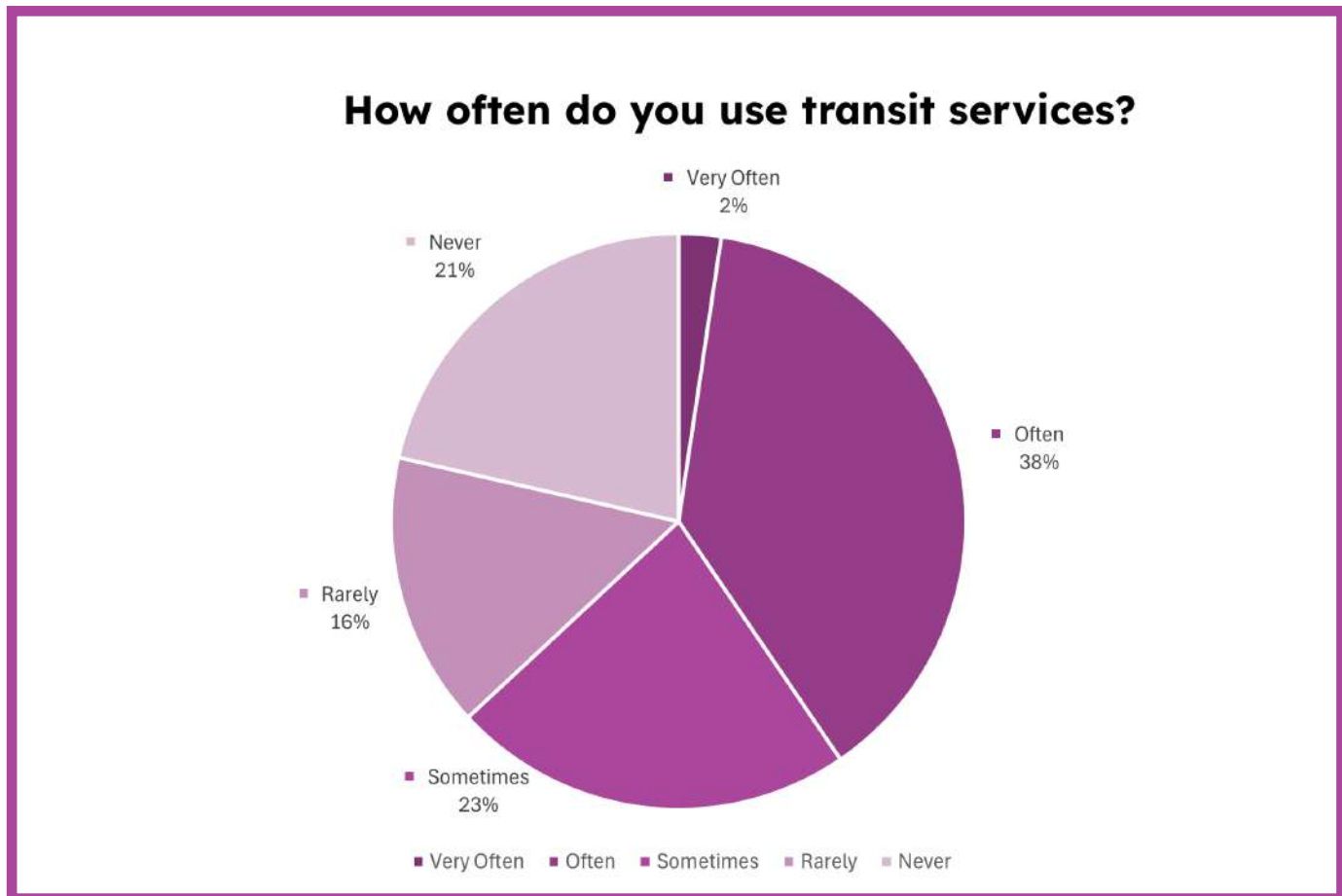
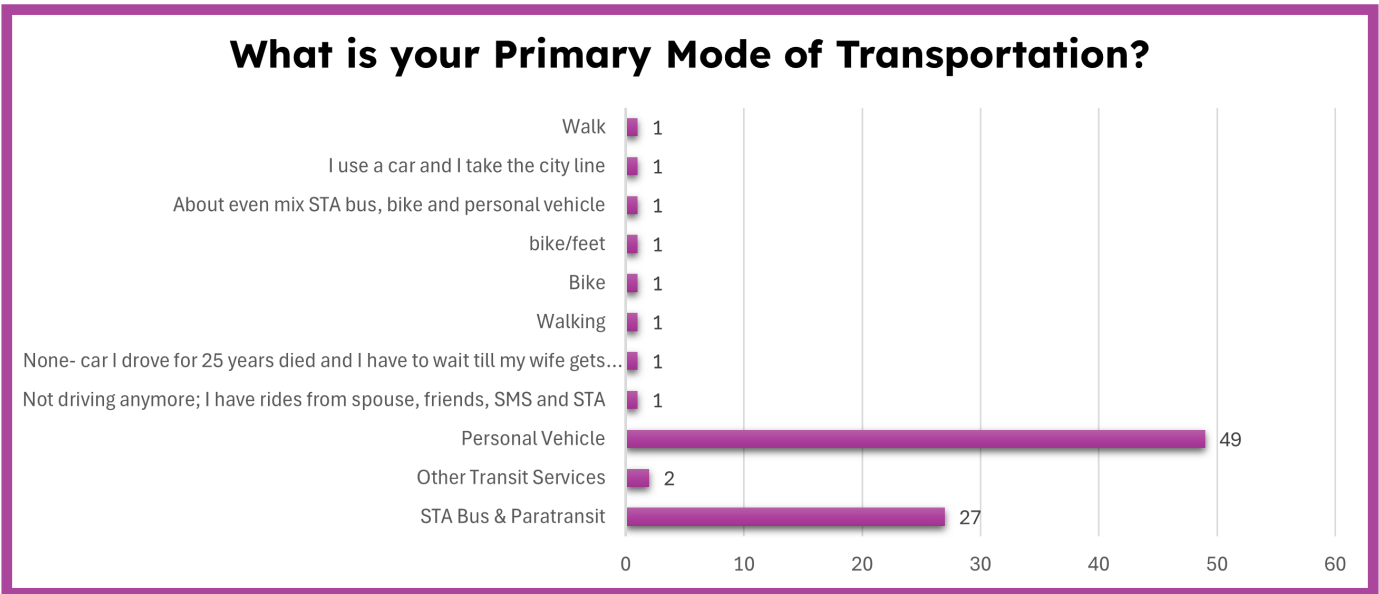
[Short answer text]

What are common issues you notice with current transportation services?

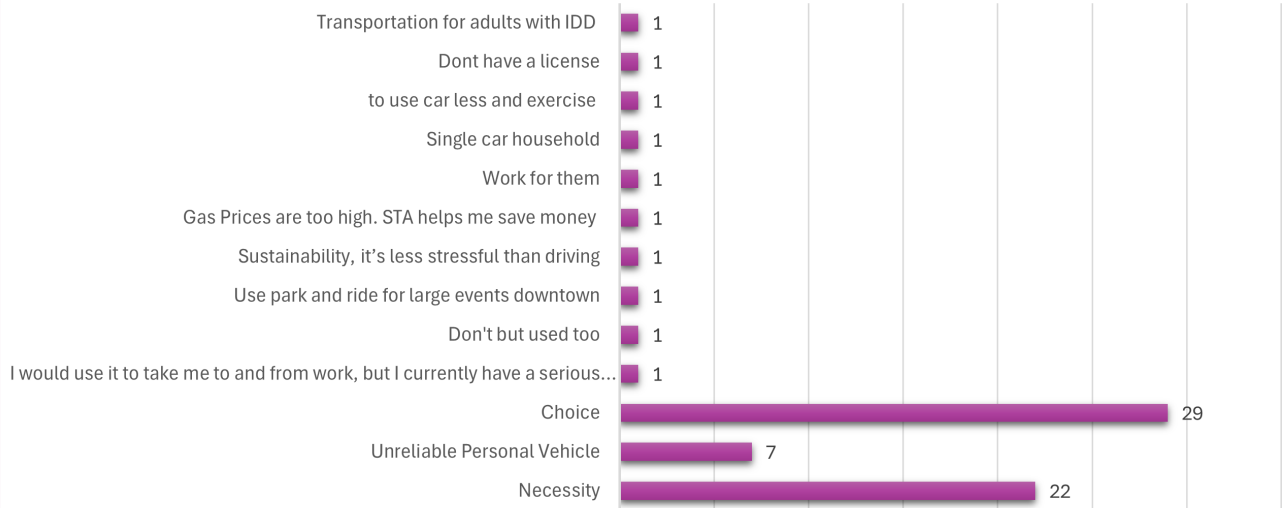
[Short answer text]

FIGURE A.02-2: CPT-HSTP PLAN SURVEY RESULTS

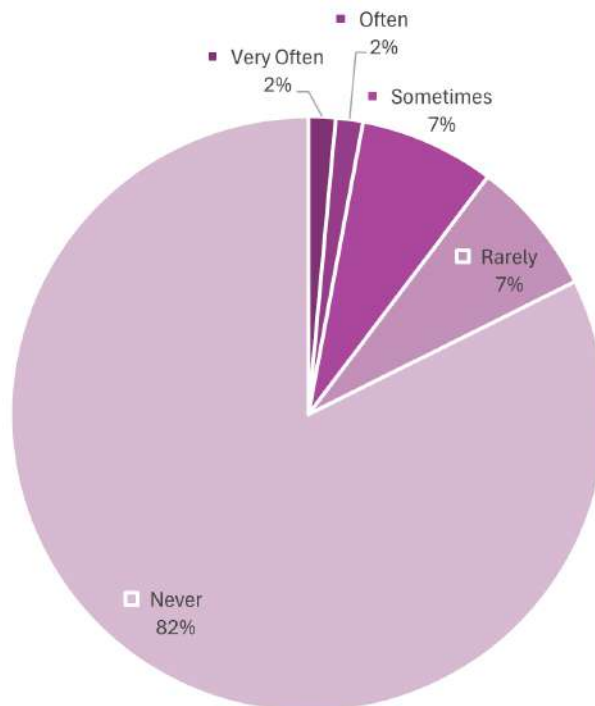
The figures below represent the answers provided by public survey responders. The survey was distributed through multiple outreach channels, including community events, newsletters, informational posters, and the SRTC website. A total of 85 individuals participated in the survey. Please note that not all participants responded to every question. Response totals may vary across individual figures and should be interpreted accordingly.



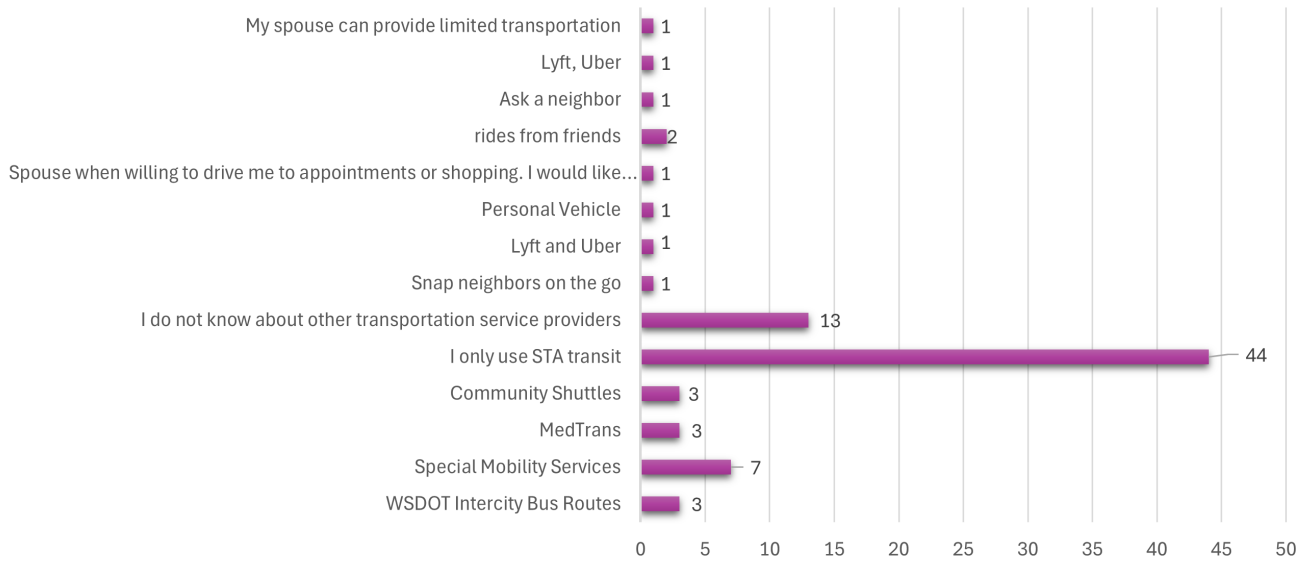
What is the main reason you use STA services?



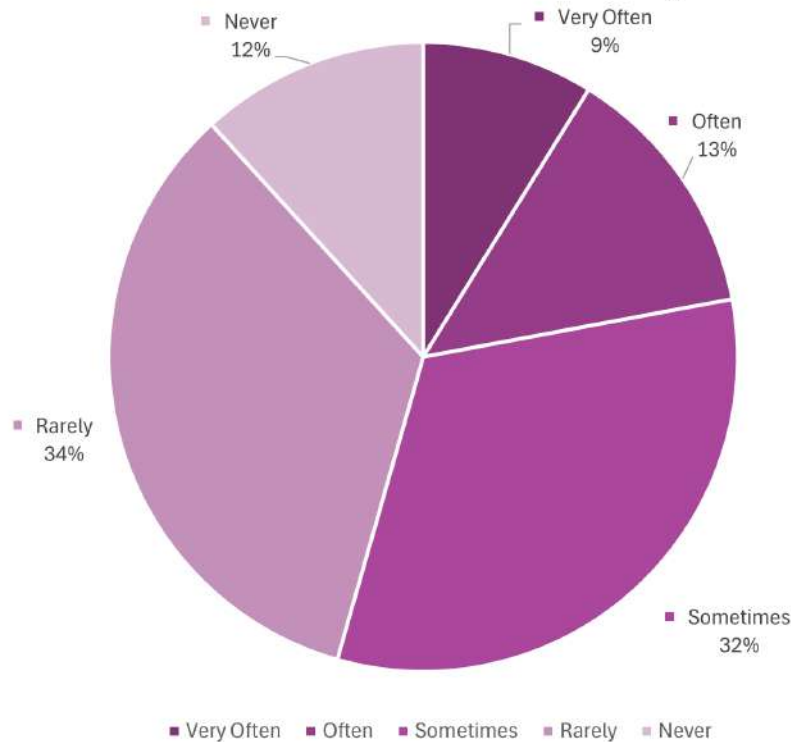
Do you use Paratransit or on-demand transportation services? If so, how often?



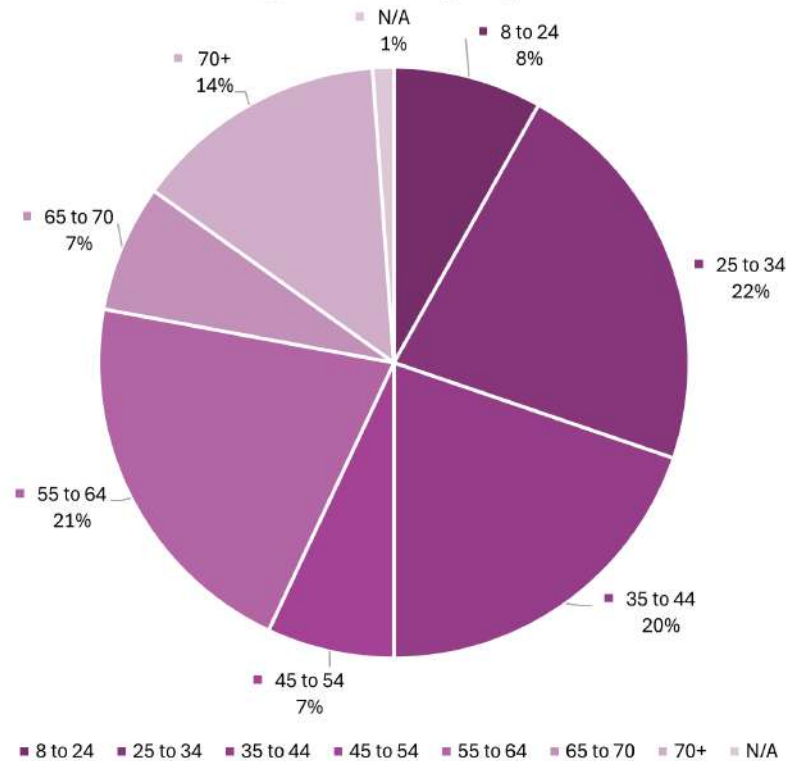
Other than STA Transit services, do you use other transportation service providers? If so, which services?



How often do you need to get somewhere but can't find a service that will take you there?



Age Demographics



Public Comment: What destinations are not accessible or difficult or access with existing transportation services?

Certain locations in the valley it can be over 30min walk to reach a bus stop, some areas are up and down hills and is not fun.

GreenBluff

The airport service doesn't start early enough or run late enough for most of the flights I take.

Some stores or entertainment venues.

natural areas and parks, particularly ones in spokane valley or turnbull preserve. also i cannot participate in evening events due to how early buses stop running

Deer Park and Elk, WA

My home on Craig rd. And Medical Lake Memorial hwy

Anywhere in Idaho, portions of the south hill, quick access from the airport to Liberty Lake

Public Comment: What destinations are not accessible or difficult or access with existing transportation services?

Mead Costco

Recreational trails (hiking, snowshoeing, skiing, etc)

Public trails and popular river spots, anywhere in Spokane Valley

Stores within my neighborhood. The transit lines that run through my neighborhood are not setup for everyday travel for work and lifestyle uses.

Parks on the edges of the urban area

Eastern Hillyard

anyplace that takes a transfer

Cross town or multi stop trips are difficult and connections hard to make. When buses don't run on schedule, it can lead to missed appts or requires the use of a car.

I avoid going most places after about 5 pm because frequency is so low. I take the 14 and 43 to go home from downtown and the frequency is not adequate in the evening.

Couer d' alene, Post Falls,

Airport, and quick trips like grocery/shopping

Rural Transportation

Live too far from nearest bus stop.

north our home on weekends south of Deer Park WA

Spokane County Line (north of Spokane) to Spokane

You have to reserve 72 hours in advance, that is the barrier, as well as length of time of an appointment vs pickup after the appointment. 3 appointments in one day turns into an 8 hour long day and that isn't only a barrier, it's dangerous for the client..

nature areas on the perimeter of town

Public Comment: What destinations are not accessible or difficult or access with existing transportation services?

Getting to or from work at Amazon for night shifts on hayford after 11pm on weekdays and after 8pm on sundays is extremely difficult as STA services dont run late/early enough

Not off top of my head

Food banks

Library has a long walk from stop

Valley North of the river

Downtown I am scared that I get mugged again

Spokane Valley past the HUB

I live on north market st. No services there so i walk an hour to the nearest stop at nevada and holland.

Most dr offices aren't near sta lines or take forever to get there

Liberty lake on weekends

No logical routes or transfer points from Millwood

Parks which require a Discover Pass. Outdoor spaces.

Getting home at 3-4am from work

My work, or literally anywhere certain times of the day/night.

No bus service at Latah Plaza

Fairchild Air Force Base Commissary

School

Public Comment: If you use specialized forms of transportation, what are your most common destinations?

Many of us in North Spokane county want more public transportation.

Work

Downtown, my doctors office, the grocery store, work.

Medical

Work, downtown

Medical appointments

I was told just because I have my personal vehicle that I cannot apply for paratransit and I am disabled with an amputation so I don't think it's fair that I can't get paratransit to even take my paper-work

Need to get to appointments

Appointments for medical and government offices and work/volunteer opportunities.

downtown..parks

Downtown, airport

Goodwill, wallmart, mall

Downtown, Spokane Valley Transfer, Grocery Stores

Doctors

SFCC

Public Comment: How could transportation services improve?

Create a functional app to alert a user to bus schedule changes, ensure the bus isn't a health hazard

Public Transportation North Spokane county,

Weekend service frequency and service hour

comfortable seating at stops, informing people of services properly, extending hours and frequency, neighborhood equity, make services for the people that actually ride them rather than an idealized passenger or youth market. FREE FARE

Add protected bike lanes

Reach further north for Mead, Deer Park, and Elk, WA

Service the downriver drive area on the North side of the river

Use 60ft service bus route like 9,61 since sometimes these routes overload.

A dedicated bus only lane on division, 10 minute bus frequencies, more convenient/frequent transfer options, better route coverage on the south hill and throughout neighborhoods. Light rail.

Find out what people who are low income are in need of. Update systems to cater to the people who really need it. Not cut times off so early for people who work later or people who want to go out.

More stops, better scheduling

Coverage and frequency are important but speed is what makes public transit useful and a competitive choice. We need investment in dedicated right of ways, transit signal prioritization, and other factors that make the public transit system a viable or even better alternative to driving. There are 6 bus stops in a 3 block radius of my home. Bus stop density might be able to be reduced in some areas or offer express routes that bypass some stops at a lower frequency. It would also be nice to see additional investment and planning in transit hubs including those outside downtown Spokane.

Pick up farther north on Hwy 2.

Increase DOT transportation services with expanded pickup boundaries; Greater than 1 mile from US 2 and US 395 in rural Spokane County.

Bus from Spokane County Line to Spokane

Public Comment: How could transportation services improve?

Improve time, it shouldn't require a 2 hour trip to the valley, one way from the north side, for an appointment.

less aggressive nasty teenagers and less fentanyl addicts harassing people

STA extending service later or adding sporadic overnight routes to accommodate folks who need the bus and work in outlying areas that are not safe or feasible to walk at night. Or somehow capping fare costs for rideshare or taxis when the pickup or drop off is places like amazon or other all night workplaces with large number of employees who rely on public transportation.

Low income fare being off more than food stamps

less cost for trips with low income

Safer for women

Service to market st in Mead

More frequent routes

Weekend every 30 minute instead of every hour for our neighborhood bus route

Better connections

Late night service, reduced fair, running major routes more frequently

please add some kind of very basic seating attached to bus signs maybe, I have a pinched nerve in my leg and standing is painful.

Buses run more often, busses run longer, more stops closer together, a stop on south riverton.

not let crackheads on the bus

Better infrastructure for bus stops/walking to bus stops

Park and ride across 195, stores, etc there.

More access to the military base for shopping

Public Comments: What are common issues you notice with current transportation services?

Ride shares from Spokane Valley

“Rather unclean atleast semi-upsettingly so minimum once a week. Examples include: spilt or unfinished food left, occasional urine on seats & floor, mystery liquids. Busses being exactly 5min early”

“The tardiness of the bus pr how early they come, the near constant presence of spilled liquids: both on the seats and floor, how it oftentimes smells of human urine.”

“Need early morning and late afternoon and evening public transportation.

Afraid of the double decker buses and being on top when the driver goes under a low bridge

infrequent, short hours, don't go everywhere i need, hostile design, buses without room to fold strollers or walkers, some routes treated with preference & others neglected

Dangerous to ride a bike

Less reliable than my own vehicle

Security

Bus overcrowded

The bus is frequently late, which causes missed connections. And there's often limited bus options if I'm trying to get anywhere on the south hill or outside of arterial roads. Also the 30-minutes or more frequencies are so inconvenient they are practically unusable.

Low income neighborhoods are over looked. Not asked opinions.

See above

Busses get stuck in traffic and dont have built out infrastructure at most stops.

Lack of rural public transportation.

There are none! We need bus service from Spokane County Line to Spokane

People not moving on city buses and not a lot of room when you use an electric wheelchair to maneuver, long wait times when taking para transit a mile away from home, long hold times.

drug addicts and rude racist teens that hate white people

Public Comments: What are common issues you notice with current transportation services?

Lack of affordable options at night and on sundays when STA runs less often.

Sometimes the smells and long wait times in places

hard to walk to pick up spots

Women feel unsafe

None

Not clean.

There is a bus stop 2 blocks from my house but in order for me to get down town I either need to drive to the Valley transfer station or take a 90 minute ride just to get downtown

Busses running late or not arriving at all

not enough capacity on busy lines, just the other day someone in a wheelchair had to wait for the next bus.

They're gross, they don't run often or at all in the evening, you cant get from point A to point B, only point A, to the Plaza oit of the way, and then point B.

Timeliness, some stops don't have adequate infrastructure

No services beyond Browns edition

Some drivers aren't allowed onto the military base.

time it takes to go downtown then transfer

FIGURE A.03: OUTREACH FLYERS

The materials below were utilized as part of the public outreach process. A poster was distributed to promote both the CPT-HSTP survey and the Public Participation Plan (PPP) survey. Rack cards were used to inform the public about the impacts of the CPT-HSTP on the community while also encouraging survey participation. An interactive outreach poster was displayed at events to engage attendees and gather input on transit issues affecting them and others in the community.

FIGURE A.03-1: RACK CARD AND SURVEY

LET'S GET THERE TOGETHER

Your voice shapes our region's future!
The Human Services Transportation Plan aims to **improve the mobility of disadvantaged communities by identifying transportation needs and coordinating resources.**
The results of this survey will help us **identify regional priorities** for transportation services that serve those living in rural and urban areas.

LET US KNOW WHAT YOU THINK!

Coordinated Public Transit - Human Services Transportation Plan

The **CPT-HSTP** provides a framework that is used to **prioritize projects for state and federal transportation funding.**

The plan includes:

- Demographic Data
- Community Project Priorities
- Emergency Management
- Transportation Needs
- Service Solutions
- Current Services

LEARN MORE

The CPT-HSTP is developed by Spokane Regional Transportation Council in collaboration with Spokane Transit Authority.

Spokane Regional Transportation Council | Spokane Transit

FIGURE A.03-2: CPT-HSTP AND PPP OUTREACH POSTER



MAKE YOUR VOICE HEARD

PARTICIPATE IN PUBLIC OUTREACH



Public Participation Plan

Share ways you prefer to participate in SRTC public outreach.





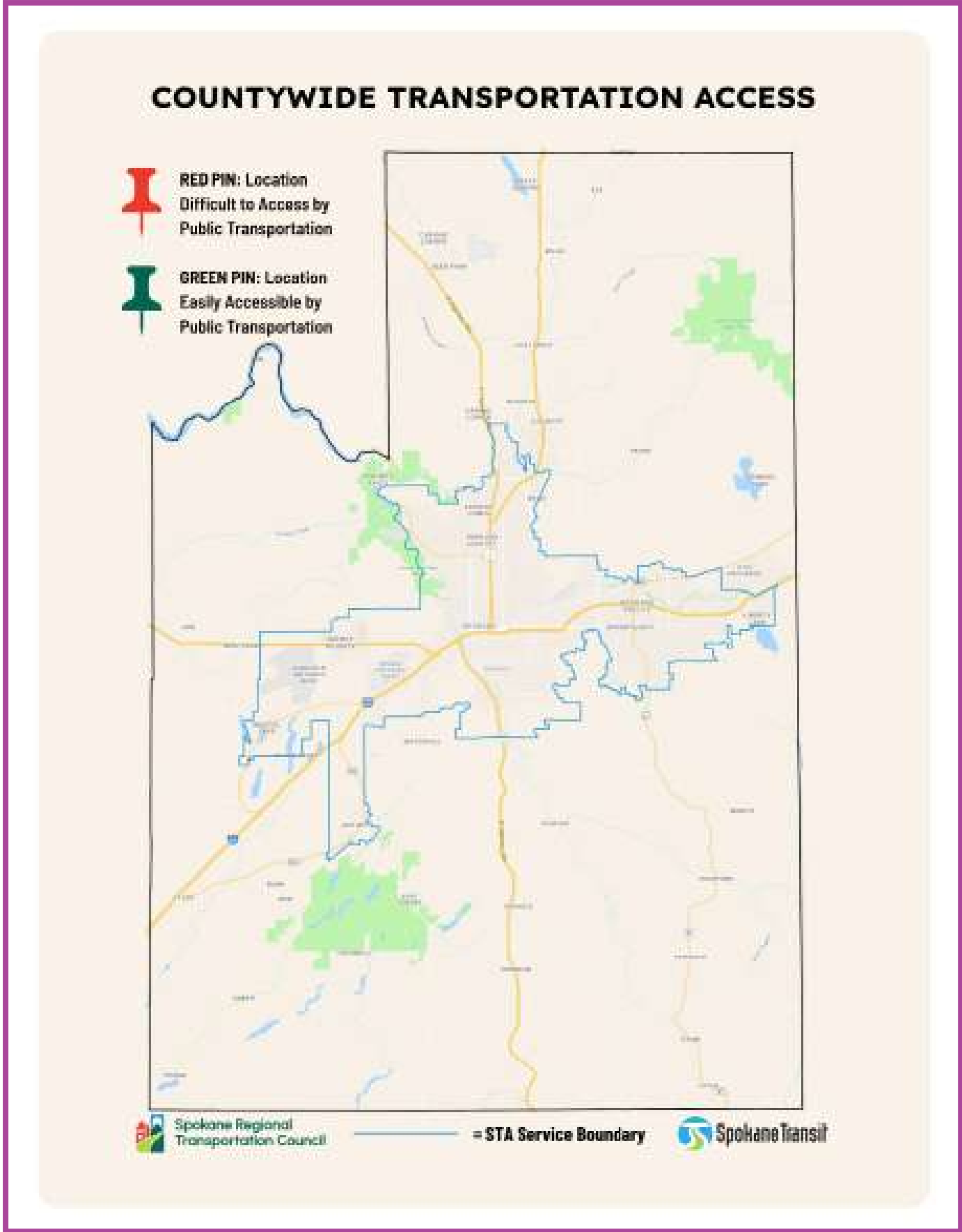
Human Services Transportation Plan

Share your transportation needs and how you travel.



LEARN MORE AT WWW.SRTC.ORG

FIGURE A.02-2: INTERACTIVE OUTREACH BOARD



APPENDIX B:

Current Service Inventory

The following is a detailed description of the Current Service Inventory of private, public, and non-profit entities operating in Spokane County, expanding on Section 3 of the CPT-HSTP. Items are listed in alphabetical order. Green boxes indicate non-profit organizations .

Cancer Can't

Local Non Profit

Cancer Can't is a local 501(c)(3) that provides free rides to and from medical appointments for adult cancer patients across the Inland Northwest, coordinated through a volunteer driver program. Volunteer drivers are eligible to receive mileage reimbursement (based on the Federal reimbursement rate) to offset trip costs. To request transportation or learn more, contact Cancer Can't for more information or to volunteer.

Contact 509.731.3076

Caritas Outreach Ministry

Local Non Profit

Caritas is an ecumenical, nonprofit food bank hosted by Northside Church of Christ that provides basic-needs program. Caritas serves Spokane neighbors in coordination between thirteen other Northwest Spokane churches. In addition to food and hygiene supplies, Caritas offers utility assistance and when funds are available fuel vouchers and bus passes. Contact Carita Outreach Ministry for more information.

Contact 509.326.2249

Catholic Charities Volunteer Chore Services

Local Non Profit

Catholic Charities' Volunteer Chore Services matches volunteers with low-income seniors and adults with disabilities to help them live independently. Volunteer drivers transport low-income ambulatory seniors and adults with disabilities from their homes to medical appointments or to the grocery store. Drivers may also deliver bags of food/commodities monthly to clients who are confined to their home. Drivers are required to provide the vehicle, auto insurance and must pass a Washington State Patrol background check. Clients are screened over the telephone to determine eligibility and must call 48 hours in advance to schedule transportation. There is no charge to eligible clients and mileage reimbursement is available to drivers. Contact Catholic Charities of Eastern Washington for more information.

Contact 509.358.4250

DAV Transportation

Local Non Profit

The Veteran Affairs Volunteer Transportation Network partners with Disabled American Veterans (DAV), to provide free can rides to and from Mann-Grandstaff VA Medical Center health care facilities to Veterans who don't have other transportation options. Locally, transportation is possible for veterans from all over the Inland Northwest to Spokane County's VA medical facilities. The network is administered by DAV Hospital Service Coordinators (HSCs) at the VA's 172 medical centers across the United States. The Spokane HSC contact is at 509.434.7019. Veterans are asked to call several days in advance to arrange transportation. All DAV van drivers are volunteers and do not receive payment for the services they provide.

Contact 509.434.7019



Non-profit transportation service providers continue to seek volunteer drivers to support and expand their services.

Please contact non-profit service providers for more information about their volunteer driver opportunities.

GoGoGrandparent

Private

GoGoGrandparent is a private phone-based concierge that connects riders to Uber, Lyft, and other service. No smartphone or app is required to access the services. Members can call to request rides, enable caregiver text updates, and access additional support. While marketed to seniors, the service can be used by anyone 18 years and over. The cost is the rideshare fare plus a concierge fee for using the 24/7 call center. Learn more or register by calling GoGoGrandparent.

Contact 1.855.464.6872.

Greyhound

Private

Greyhound provides intercity bus service to and from Spokane Station (Spokane Intermodal Center), 221 W 1st Ave, with boarding at the two bus slips at Gat 1 inside the station. Schedules and stop details are listed on Greyhound's Spokane Station page. Greyhound's Spokane stop connects to multiple routes serving Washington, Idaho, and Montana. Check live schedules and tickets on Greyhound website.

Contact 800.231.2222

Kaltran

Local Public Service

Kaltran is a fare-free transit service operated by the Kalispel Tribal Planning and Public Works Department under the Kalispel Tribal Business Council. Kaltran provides fixed route service from the Camas Wellness Center in Cusick to Spokane four days a week (Monday-Thursday). It also provides round-trip service from Cusick to Ione and from Cusick to Newport four days a week (Monday-Thursday). Every day service is provided from Cusick to Chewelah Casino via 49 Degrees Mountain Resort. Deviated services are available up to $\frac{3}{4}$ -mile off the normal fixed routes, or within the boundaries of the Kalispel Indian Reservation. All deviated route services must be scheduled with the Kaltran office prior to the requested pick-up time so vehicles can be appropriately dispatched.

Kaltran provides Medicaid transportation services to eligible clients throughout Pend Oreille County to the Camas Center Clinic, Camas Path North Offices, and People's Place. All Medicaid or PRC transportation requests must be approved and scheduled with the Kaltran office prior transport. Kaltran provides rider training to those in need, to help all passengers improve their independence and confidence in utilizing public transportation services. The ridership training program also works to improve passengers' ability to connect with other partner public transportation programs such as Rural Resources, Special Mobility Services, Gold Line, Moccasin Express, and Spokane Transit Authority. Contact 509.447.7247.

Contact 509.447.7247

Medtran

Private

MedTran is a private, family-owned, non-emergency, transportation provider serving the greater Spokane area with vehicles for all mobility levels, including wheelchair-accessible vans, and offers rides for medical appointments, hospital discharges, physical/occupational therapy, as well as non-medical trips (e.g., airport pickup/drop off, shopping, family events). To get pricing and request rides contact 800.550.3782 or the MedTran website. MedTran supports private pay and works with Medicaid/insurance via the local broker process (booked through the broker rather than directly with MedTran).

Contact 800.550.3782

Moccasin Express

Local Public Service

The Moccasin Express is the Spokane Tribe of Indian's fare-free transit program open to the public and offering new trips to Spokane daily. The Spokane run currently serves Wellpinit, Spoko Fuel (Airway Heights) Spokane Tribe Casino, Walmart (Airway Heights), and Spokane Intermodal Center (downtown). The program also provides Paratransit and a Senior Service (55+); riders should schedule in advance. Info & schedules are available on the Spokane Tribe Transit webpage and dispatch/paratransit: 509.458.6549.

Contact 509.458.6549

Neighbors On the Go - SNAP

Non Profit

Spokane Neighborhood Action Partner's (SNAP) Neighbors on the Go serves Spokane County residents 65+ and individuals with disabilities who cannot readily use other public or Medicaid options. The program uses volunteer drivers to deliver door-to-door medical rides (e.g., primary care, dental, physical/occupational therapy, prescription pickup). Volunteer drivers are eligible to receive mileage reimbursement (based on the Federal reimbursement rate) to offset trip costs. Advance scheduling is required. Contact 509.319.3050.

Contact 509.319.3050



Non-profit transportation service providers continue to seek volunteer drivers to support and expand their services.

Please contact non-profit service providers for more information about their volunteer driver opportunities.

New Hope Resource Center

Non Profit

The New Hope Resource Center is a faith-based, ecumenical nonprofit serving basic needs in north Spokane County (Mead, Colbert, Chattaroy, Riverside, Elk). Services include transportation for low-income seniors and adults with disabilities to medical appointments and essential errands; clients must live in the service area and call in advance to schedule. No-fee services for eligible clients during posted hours. New Hope Resource Center offers low-income individuals fuel vouchers when funds are available. Contact 509.467.2900.

Contact 509.467.2900

Northwestern Stage lines

Private

Northwestern Stage Lines (part of the Trailways network) provides intercity bus service connecting Spokane with destinations across Washington and Idaho (e.g., Seattle, Everett, Tacoma, Wenatchee, Boise). Spokane boarding is available at the Spokane Station/Intermodal Center and at Spokane International Airport (GEG); see the company's website for stop details and schedules. Contact 1.800.366.6975 (customer service primary) or 1.800.366.3830 (Alternate).

Contact 1.800.366.6975

Our Place Community Outreach

Non Profit

Our Place (West Central Spokane) is a non-profit company that offers bus pass assistance. A limited number of day bus passes are distributed first-come, first-served during service hours, and a monthly STA Smart Card program is available for people who live or work in the West Central neighborhood (applications reviewed monthly; limited slots). Contact 509.326.7267.

Contact 509.326.7267

Precious Cargo

Private

Precious Cargo Washington, Inc. provides a fee-based, non-emergency, wheelchair-accessible medical transport in Spokane County for seniors and individuals with disabilities. The transportation service is on demand and must be scheduled in advance. Contact 509.951.5482.

Contact 509.951.5482

Road to Recovery - American Cancer Society

Non Profit

Road To Recovery is an American Cancer Society program that provides ambulatory (independent or semi-dependent individuals) cancer patients with ground transportation to and from cancer-related medical appointments. Rides are dependent on volunteer driver availability and must be scheduled well in advance of the appointment date. Contact 1.800.227.2345.

Contact 1.800.227.2345

Senior Helpers

Private

Senior Helpers (Spokane) is a for-profit in-home care agency. Care plans can include transportation and accompaniment for errands and appointments as par of non-medical companion services. Contact the Spokane office for current offerings and scheduling. , fee-based business that provides a variety of in-home and personal services for seniors in the Spokane area. Individualized care may include assistance with shopping and transportation. Contact 509.283.1199.

Contact 509.283.1199

Senior Residential Facilities

Private

A number of senior residential and assisted living facilities have vans to provide transportation for their residents. Most provide transportation for shopping trips once or twice a week and regularly scheduled medical trips.

Contact Unavailable

Special Mobility Services (SMS)

Non Profit

SMS is the region's Medicaid transportation broker for Spokane and several surrounding counties, arranging non-emergency medical transportation for eligible Medicaid clients. There is no cost to the Medicaid clients with no other means of transportation. SMS may arrange for clients to be transported by public transit commercial service providers, social service agencies, or volunteer drivers (clients must schedule two business days in advance). Contact 800.982.4817 (Medicaid rides)

SMS also operates a fixed route, fare-based, intercity shuttle service, open to the public (e.g., Ritzville, Davenport, Newport). Contact 509.534.7171.

SMS also operates the Deer Park Dial-A-Ride which offers door-to-door transportation for Deer Park residents to any location within the Deer Park city limits (SMS recommends scheduling 24 hours in advance). SMS may issue low-income individuals who own a vehicle fuel vouchers Contact 509.534.7171.

SMS offers a public Travel Training program by offering information and training on accessing and riding the Spokane public transit system. Contact 509.534.7171.

The Spokane Shopper program is a volunteer-driver service that helps seniors and adults living with disabilities reach grocery stores, food banks, pharmacies, and farmers markets. Rides are free to seniors and individuals with disabilities. Volunteer drivers are eligible to receive mileage reimbursement (based on the Federal reimbursement rate) to offset trip costs. Contact 509.957.4413.

Contact 509.957.4413



Non-profit transportation service providers continue to seek volunteer drivers to support and expand their services.

Please contact non-profit service providers for more information about their volunteer driver opportunities.

Spokane Transit Authority (STA)

Local Public Transit Agency

STA provides fixed-route bus services across the Public Transit Benefit Area within the cities of Airway Heights, Cheney, Liberty Lake, Medical Lake, Millwood, Spokane, Spokane Valley, and some unincorporated areas of Spokane County, operating seven days a week, year-round. Figure 12 in the CPT-HSTP shows a map of the STA service area.. On November 8, 2016 voters approved Proposition 1, authorizing an increase in local sales and use tax to help fund STA Moving Forward, the agency’s first 10-year strategic plan. On December 19, 2024, STA adopted the agency’s new 10-year strategic plan, Connect 2035, to pursue three ambitious goals to create a more accessible, reliable, and connected transportation network.

STA also provides Paratransit service, a wheelchair-accessible shared ride service for individuals who are determined to be eligible for service because the effects of their disabilities prevent them from using the regular fixed route bus service. Spokane Transit Paratransit service is only available within the Paratransit Service Area, which includes most of Cheney, Medical Lake, Airway Heights, Liberty Lake, Millwood, Spokane, Spokane Valley, Fairchild Air Force Base, and Spokane International Airport. The service area extends $\frac{3}{4}$ of a mile around each fixed bus route but does not go beyond Spokane Transit’s official boundary. All Paratransit trips must start and end within this service area. Paratransit follows the rules required through the Americans with Disabilities Act (ADA).

Rideshare (previously called Vanpool) are another transportation resource offered by STA for groups of at least three and up to 14 people who live or work near each other share an STA vehicle for their commute, and a volunteer from the group drives. Rideshare riders commute together in an STA 7 or 12 passenger van. Rideshare routes include commutes from other towns in Eastern Washington and Northern Idaho (such as Coeur D’ Alene), as long as the journey starts or ends in Spokane Transit’s service boundaries. Each rider pays a low monthly fare based on daily travel distance and number of riders using the van. Fares cover the costs of operating the van, including gas, maintenance and insurance. A free monthly bus pass is available to riders who need to use the fixed route system to start or complete their commute. At least two of the van’s commuters volunteer to drive and receive defensive driving and safety training from STA.

Another program offered through the combined efforts of the paratransit and Rideshare departments is “Special Use” vanpools. This limited number of vans is offered to local social service agencies that serve clients who also are eligible for STA paratransit services. The Special Use vans operate similarly to the commuter vanpools, except the Special Use vans can be used for any purpose as long as the trip would otherwise be taken on paratransit.

STA is also introducing the Community Van program in 2026 whereby a van or other passenger vehicle is made available to an identified partner organization to provide mobility assistance for targeted groups or individuals that align with STA’s mission and programs.

STA will also pilot a new Mobility-on-Demand service with a rolling start date beginning in 2026 (technology-enabled services like Uber or Lyft but with multi-passenger vehicles) in locations across the region to expand transit coverage and better connect workers to jobs: North Spokane Valley (2026), Latah Valley (2026), Liberty Lake (2028), unincorporated portions of the West Plains (2029), and Northeast Spokane (2030).

As of May 2025, STA operates 51 bus routes. 10,433,702 passenger trips were taken on fixed route buses in 2025. Also in 2025, STA's paratransit service provided 402,176 passenger trips and the Rideshare service provided 105,868 passenger trips.

STA offers a variety of fare options to accommodate all riders. The adult fare is currently \$2.00 for a 2-hour pass. The paratransit fare is \$2.00 each way. A complete list of fare types is shown on pages 6 and 7 in STA's 2026-2031 Transit Development Plan.

STA's Connect Fare system offers unlimited travel for a consecutive two-hour period on fixed route or one single Paratransit trip. Riders who use the Connect Fare system are allowed daily and monthly farecapping to pay as they ride instead of having to pay the total cost up front. Reduced Fare riders will be capped at the Reduced Fare rate, a 50% discount.

- Spend \$4 (the cost of two trips) and receive unlimited rides for the day.*
- Spend \$60 and receive unlimited rides for the calendar month.*

STA partners with organizations to provide a "Universal Transit Access Pass" (UTAP) program to provide employees, students or other associated persons the opportunity to have a bus pass through an overall contract. Current UTAP participants include the following organizations:

- Community Colleges of Spokane
- Eastern Washington University
- Gonzaga University
- City of Spokane
- Spokane County
- Washington State University Spokane
- Whitworth University

Other student pass programs are also currently available for Alpine College, Carrington College, Glen Dow Academy, Interface Community College, Northwest HVAC Association and Training Center, and Paul Mitchell.

STA also provides discounted fares through five reduced- and zero-fare categories covering seniors, individuals with disabilities, youth 18 and under, students of any age (enrolled in apprenticeship, trade, or vocational training programs), active-duty military and veterans, and income-based individuals receiving government-assisted benefits.

- Rider's License (18 & under): Zero fare
- Honored Rider (60 and Over): 50% fare
- Honored Rider (People with Disabilities/valid Medicare card): 50% fare
- Stars and Stripes (Active-duty military personnel and Veterans): 50% fare
- Student: Standard Fare with 20% monthly fare capping discount
- Opportunity (New income-based pilot program): 50% fare

Contact 509.328.7433

Travel Washington - Gold Line

Local Public Service

The Gold Line (a Travel Washington intercity route operated by Bellair/ Airporter Shuttle) runs two round trips daily between Kettle Falls and Spokane along US-395, with stops at Kettle Falls, Colville, Arden, Addy, Chewelah, Loon Lake, Deer Park, North Spokane, Spokane (intermodal & STA Plaza), and Spokane International Airport. All vehicles are ADA-equipped; reservations are highly recommended (some stops are “by reservation only”). Contact 1.888.739.5395.

Contact 1.888.739.5395

Wheatland Express

Public Service

Wheatland Express provides shuttle service between the Spokane International Airport (GEG) and the Pullman-Moscow-Colfax area, with trips schedule to align with university breaks and major campus events; reservations are required. Beyond the airport shuttle, Wheatland operates the Weekend Express, Vacation Express, and Family weekend shuttles. Check current dates, stops, and booking details on Washington State University’s Wheatland Express webpage or contact 509.334.2200 (Washington State University).

Contact 509.334.2200

APPENDIX C:

Public Transportation Projects and Priorities

The following outlines the public transportation priorities identified through the public outreach process and includes the subsequently awarded projects in the region. The following outlines the priorities identified by the outreach process and the CPT-HSTP stakeholder group of service providers. This is a complete list of priorities identified in the core plan Section 5.1: Strategies to Meet Regional Needs. Maintain existing transportation services.

- The plan supports the continued improvement and expansion of the STA service area.
- The expansion of reliable, high-frequency bus transit to/from major academic, medical, social, and employment centers to serve the greatest number of individuals within the planning area.
- Outside the STA service area, the plan supports service levels among existing public transportation routes and programs. This includes intercity shuttle services to/from Deer Park, Ritzville, Davenport, and Newport, tribal transportation from Spokane reservation lands in neighboring Stevens County, and improved transit services in southern Spokane County.
- Utilize sites well-served by public transportation when considering locations for new social service agencies, health care facilities, schools, public housing, etc. (Transit-Oriented Development practices.)
- Continue investing in and maintaining mobility management programs, such as SMS' Travel Training program.
- Maintain and expand ADA accessible vehicles within transit fleets.
- The plan supports STA paratransit service and any service enhancements to paratransit in the area.
- This plan supports continued expansion of vanpool services and other similar transportation options as an alternative to fixed-route services.
- Continue to provide and look for opportunities to enhance public transportation to/from surrounding rural communities. Within Spokane County, areas to benefit from greater service are North Spokane County, including Deer Park and the US 395 and US 2 corridors, and South Spokane County through the US 195 and SR 27 corridors.
- Gaps exist in areas outside the Spokane County planning area, namely for rural populations in Ferry, Stevens, Pend Oreille, Lincoln, Adams, and Whitman Counties, as well as neighboring communities across the border in Idaho. This strategy supports existing transportation options via Moccasin Express, Gold Line shuttle, SMS shuttles, and supports expansion of these or addition of new transportation service to ensure greater coverage throughout the Inland NW.
- Promote affordability programs—this plan supports subsidized transportation options and free or reduced-fare bus passes for qualified, or all, individuals.
- Coordinate improved transportation access to Spokane medical facilities.

- As an overall high need, medical related transportation must be maintained and expanded, particularly for sedation patients, other special needs, and disadvantaged populations.
- There is a need in the door-to-door service market based on the number of individuals that cannot transport themselves or use conventional bus service due to physical disability, mental disability, and/or age. Investment in on-demand/door-to-door service is supported by this plan. This is related to medical appointment transportation and trips to other critical service needs. STA is currently piloting an on-demand service in select areas to address this gap.
- Further expansion of transit services with professional drivers to maintain services as volunteer pools decrease in availability.
- Invest in and implement transit software and hardware to increase the efficiency of public transportation—computer aided dispatch, automatic vehicle location, mapping and routing applications, data collection, internet-based ride scheduling, etc. Make sure staff support is adequate for the delivery of service.
- Consider opportunities to incorporate private or other mobility services to supplement transportation options for routine medical appointments and first/last-mile connections. Such services could be delivered through identified mobility hub locations.
- Test smart phone apps that could better convey transit options and scheduling to the individual user.
- Always consider impacts to and provide accommodations for non-computer literate individuals (or those lacking access) when releasing new technologies.
- Invest in a one-click/one-call system so potential service users can be matched with the appropriate service in a reasonable amount of time. This would also serve to increase awareness of available services and allow for more traffic to be guided to the appropriate agency.
- Provide clearly marked bus stops for passengers to safely and comfortably gather with shelter, seating, access to bathrooms, and scheduling information as appropriate.
- Provide pedestrian and bicycle facilities and street crossings at bus stop locations to enable safe and convenient access for all ages and abilities.
- Modernize bus fleets with appropriate scaling of vehicles to match anticipated use.
- Invest in new and replacement buses, vans, wheelchair lifts, and ramps.
- Continue investing in electrification infrastructure and electric transit vehicles.
- Protect significant investment in vehicle fleets through proper maintenance and protection from the elements.

Awarded Transportation Projects

This appendix lists projects developed by local human services transportation providers for WSDOT’s Consolidated Grant Program and STA’s Section 5310 Mobility Services Program. These projects were evaluated and ranked by a local committee of individuals representing human services transportation interests and alligns with the transportation priorities approved by the SRTC Board.

REGIONAL PRIORITY PROJECTS – WSDOT 2027-2029 CONSOLIDATED GRANT PROGRAM

ORGANIZATION	PROJECT TITLE	FUNDING AWARDED
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TO BE UPDATED

REGIONAL PRIORITY PROJECTS – WSDOT 2025-2027 CONSOLIDATED GRANT PROGRAM

ORGANIZATION	PROJECT TITLE	FUNDING AWARDED
Cancer Can’t	Funding for a Transportation Support Program for cancer patients, a volunteer driver program	\$257,662
People for People	Preservation of rural special needs transportation for Adams, Grant, and Lincoln counties	\$3,574,664
Special Mobility Services	Sustaining Spokane travel training	\$821,967
Special Mobility Services	Newport Community shuttle	\$330,901
Special Mobility Services	Davenport and Ritzville community shuttles	\$481,881
Special Mobility Services	Deer Park dial-a-ride and community shuttle	\$713,617
Special Mobility Services Inc.	Replacement of two wheelchair-accessible vehicles to sustain community transportation services in Lincoln and Adams counties	\$304,190
Spokane Neighborhood Action Program	Neighbors on the Go program*	\$369,892

**REGIONAL PRIORITY PROJECTS – 2026 SECTION 5310
GRANT PROGRAM**

ORGANIZATION	PROJECT TITLE	FUNDING AWARDED
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TO BE UPDATED

**REGIONAL PRIORITY PROJECTS – 2025 SECTION 5310
GRANT PROGRAM**

ORGANIZATION	PROJECT TITLE	FUNDING AWARDED
Merry Glen	Loved One’s Expanding Horizons!	\$69,399
Special Mobility Services	Spokane County Mobility Management Project	\$142,380
Gonzaga University	Bridging Spokane: Accessible Transit for Engagement	\$98,136
Southside Senior & Community Center	ADA Vehicle Purchase	\$76,360
Cancer Can’t	Transportation Support for Cancer Patients	\$288,748
Special Mobility Services	Spokane Shopper	\$189,353
Southside Senior & Community Center	Southside Senior Activity Center Operations	\$47,522

Scoring Criteria Guide – WSDOT Consolidated Grant Regional Rankings

Q1 Effectiveness of Project: Does the project advance human services transportation for targeted populations in our region? (fill gap in service, coordination, performance, efficiency, accessibility)? See application sections: Proposed Scope of Work, Need, Coordination Efforts, Special Needs Transportation (10 pts)

1-3 Points – Proposed project adds little benefit to human services transportation, reaches a very small portion of target populations, and/or duplicates an existing service. Target populations include seniors, disabled, and low-income individuals, and may include transit underserved rural populations.

4-6 Points – Proposed project adds moderate value to human services transportation and serves a moderate portion of target populations. Proposed project may be unclear on its total benefit and performance value. Target populations include seniors, disabled, and low-income individuals, and may include transit underserved rural populations.

7-10 Points – Proposed project adds high value to human services transportation and clearly benefits target populations. Proposed project fills a gap in service that would otherwise not exist. Target populations include seniors, disabled, and low-income individuals, and may include transit underserved rural populations.

Q2 Plan Consistency: Does the project address a need or strategy in the Spokane County Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP)? See application sections: Need, Coordination Efforts, Special Needs Transportation, CPT-HSTP (5 pts)

1-2 Points – Proposed project does not fulfill an identified need in the CPT-HSTP or is consistent with 2 or less needs / strategies.

3-5 Points – Proposed project is consistent with 3 or more needs / strategies identified in the CPT-HSTP, with the highest degree of consistency worth 5 points.

Q3 System Benefits: Does the project connect to, coordinate with, leverage or enhance other modes of transportation or systems (aviation, bus and other service providers, rail, park and rides, intercity connections, bicycle/pedestrian)? See application sections: Coordination Efforts, Other Modes of Transportation (5 pts)

1-2 Points – Proposed project is a stand-alone project and does little to connect, coordinate, and/or leverage other transportation facilities or services.

3-5 Points – Proposed project integrates with other transportation facilities and services through a direct connection or coordination to provide greater benefit to user groups. Proposed project enhances use of the overall public transportation system and promotes ease of navigation and safe, efficient travel. If a capital purchase, proposed project enables a service that demonstrates such system benefits.

Q4 Resource Use: Does the applicant leverage resources from sources outside of WSDOT funding? See application sections: Budget, Other Sources (5 pts)

1-2 Points – Proposed project does not leverage other funding resources (donations, applicant agency funds, other grant funds, in-kind contributions, other sources) to pay for the project, or other resource contributions are very small.

3-5 Points – Proposed project leverages other funding resources (donations, applicant agency funds, other grant funds, in-kind contributions, other sources) to lower the Consolidated Grant request by a reasonable amount.