

**Federal Transit Administration Enhanced Mobility of Seniors
and Individuals with Disabilities Program
(49 U.S.C 5310)**

**Consolidated Annual Report for WA-2021-029, WA-2021-023, WA-2020-025,
WA-2018-067, & WA-2017-020 Grant Awards**

Fiscal Year 2021 (October 1, 2020 - September 30, 2021)

Prepared by:

Planning and Development Department

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Highlights

Spokane Transit's Planning & Grants Department publishes a Consolidated Section 5310 report annually. This report compiles progress reports that have been submitted to the Federal Transit Administration for active projects. Highlights from this fiscal year include:

- Public transportation providers are applying lessons learned during the COVID-19 pandemic and are actively participating in the newly formed *Spokane Transportation Collaborative* to plan for the evolution of transportation services in a post-pandemic world.
- Overall, Section 5310 ridership dropped by 60% during 2020 from pre-pandemic levels.
- Transportation providers successfully instituted health and safety measures designed to protect drivers and passengers while transitioning to a telework work environment.
- Spokane Transit provided more than \$168,000 in Section 5310 funding for projects which leveraged more than \$86,000 from other funding sources. 28% of this funding was used for capital projects and 72% supported program operations.
- Spokane Transit engaged with its partner agencies to streamline and improve the 5310 grant application and award process which helps to simplify project implementation.
- Spokane Transit's partner agencies delivered projects that meet one or more of the goals included in the Spokane Regional Transportation Council's Coordinated Public Transit-Human Services Transportation Plan (2018). These projects assist persons with special needs access public transportation in the small cities, and rural communities within (and connecting to) the Spokane Public Transportation Benefit Area (PTBA).

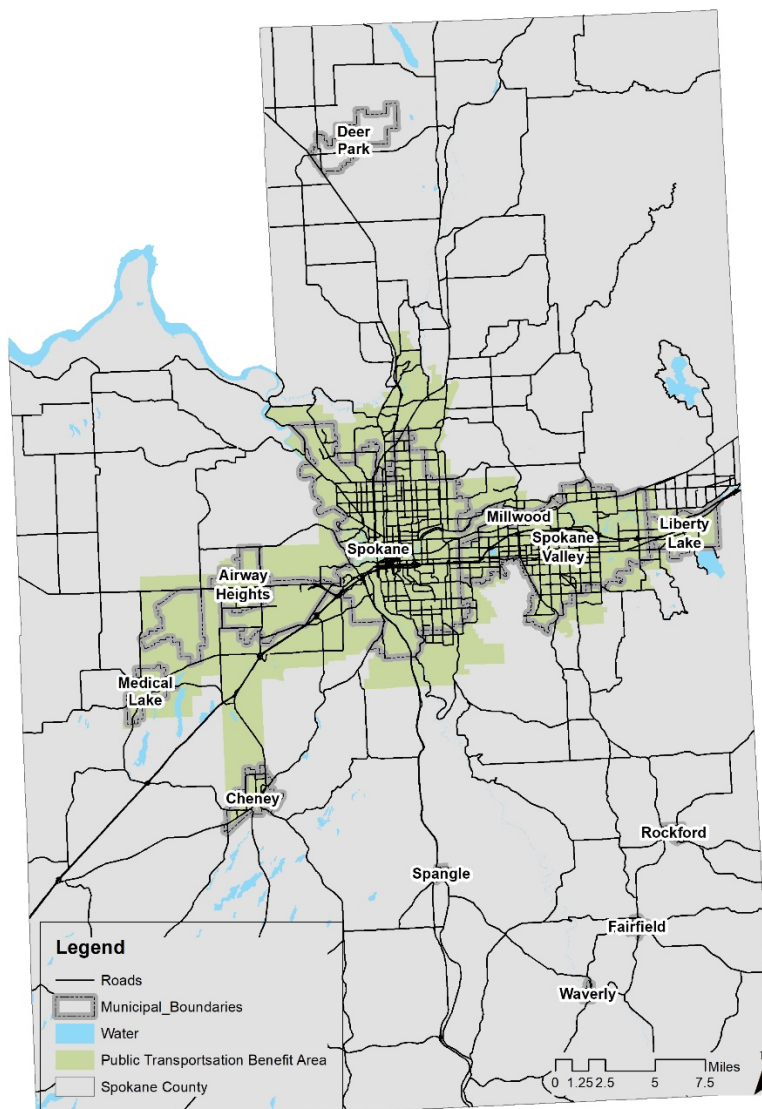
Moving Forward

During the final quarter of FY2021, Spokane Transit's partner agencies saw an 9.7% increase in ridership as more services and employment opportunities became available in the community.

Map of Service Area

Spokane Transit provides fixed route and paratransit service within the Public Transportation Benefit Area (PTBA), a special taxing district established by Washington State for the purpose of providing public transportation. The PTBA includes the cities of Airway Heights, Cheney, Medical Lake, Millwood, Liberty Lake, Spokane, and Spokane Valley, as well as portions of the unincorporated county surrounding those municipalities, creating a boundary that is roughly 248 square miles. The State of Washington Office of Financial Management estimates that 459,007 people were living within the PTBA in 2021.

Spokane Transit's Section 5310 partner agencies provided service throughout the PTBA, as well as providing critical connections to communities outside the PTBA boundaries. A map of Spokane County and the PTBA is shown below.



Introduction

Included in this report is a summary of project accomplishments, activities, service improvements, and ridership for the following grant awards: WA-2021-029, WA-2021-023, WA-2020-025, WA-2018-067, and WA-2017-020.

About Spokane Transit's Planning Department

The Spokane Transit Department of Planning and Development advances the agency's mission by developing service, plans, projects, and funding opportunities to increase the quality, quantity, and effectiveness of public transportation in the region. It supports the agency's efforts in advancing equity as well as financial and environmental sustainability.

The Planning and Grants Department (within the Department of Planning) provides support for these efforts through grant administration, planning, community engagement, development of procedures, technical assistance, and training.

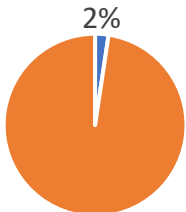



Grant Award WA-2021-029 (FY2019 reserve apportionment)

This grant award (WA-2021-029) includes one active project. This grant award is utilizing 100% federal share authorized for un-obligated Section 5310 funding under the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA) (H.R.133).

Spokane Neighborhood Action Partners (SNAP) - Neighbors on the GO Project Report

The goal of SNAP's *Neighbors on the GO Program* is to fill gaps related to transportation and social determinants of health by providing transportation to and from medical appointments. The program utilizes volunteer drivers to transport participants. SNAP provides case management with wrap around supportive services. This project agreement (STA #2020-10534) was executed in July 2021 using pre-award authority.

Category	Project	Federal Share	Match Requirement	Total Budget
Other	Spokane Neighborhood Action Partners (SNAP) - <i>Neighbors on the GO Program</i>	\$100,000	\$0	\$170,000*
<p>FY2021 Performance Passenger Trips: 1,079 Hours: 1,182 Miles: 14,272</p> <p>FY2021 Financials Term: 3/1/2021 – 6/30/2023 % of grant funds expended on 9/30/2021:</p>  <p>*This project is associated with WA-2021-023 (\$70,000)</p>		 <p>Photo description: SNAP volunteer driver Jennifer with project recipient Mary at Mary's residence before being transported to a vital medical appointment.</p>		

Project Accomplishments

During FY2021, SNAP was awarded a grant from the Washington State Department of Transportation (WSDOT) to expand service for seniors and individuals with disabilities residing in rural areas to medical services in the Spokane Public Transportation Benefit Area (PTBA). SNAP worked with its community partners (United Way, Aging and Long-Term Care of Eastern Washington, and the Retired and Seniors Volunteer Program) to raise community awareness and increase the volunteer pool for the Neighbors on the GO program.

Beginning in April 2021, the Neighbors on the GO program began using ASAP Translation Services to provide over the phone translation services for LEP populations. Outreach and educational activities included attendance at public events. SNAP also partnered with other non-profit social service agencies serving Title VI populations (minority and low-income households).

Due to a record heat wave in the summer of 2021, the Neighbors on the GO Program experienced an increase in ride cancellations. The program has also seen an increase in the number of volunteer drivers who have tested positive (or have been exposed to) COVID-19, which has also reduced the number of passenger trips provided before the pandemic.



Grant Award WA-2021-023 (FY2020 apportionment)

This grant award (WA-2021-023) includes six active projects including SNAP's Neighbors on the GO project which is funded through two grant awards (see above). This award is utilizing 100% federal share as authorized under the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA) (H.R.133).

On December 21, 2019, STA certified that there were no other eligible subrecipients to receive the remaining traditional (capital) project funding in the 2019 Call for Projects, so the residual funds (\$5,876) were allocated to STA complementary paratransit service for a vehicle purchase.

Arc of Spokane - Community Center Paratransit Service Project Report

The Arc of Spokane Paratransit Service Program provides enhanced transportation services for individuals with intellectual and developmental disabilities who attend the Arc of Spokane's Community Center. The program utilizes paid staff to schedule trips and provide transportation. This project agreement (STA #2020-10531) was executed in June 2021 using pre-award authority.

Category	Project	Federal Share	Match Requirement	Total Budget
Other	Arc of Spokane – Community Center Paratransit Service	\$85,251	\$0	\$85,251
FY2021 Performance (5 months) Passenger Trips: 187 Hours: 39 Miles: 730 FY2021 Financials Term: 4/1/2021 – 3/31/2023 % of grant funds expended on 9/30/2021: <div data-bbox="323 1129 475 1314"> </div>		<p><i>Photo description: Arc of Spokane staff member Alisha assists a project participant to exit a vehicle.</i></p>		

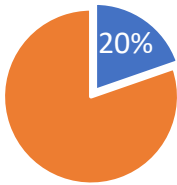

Project Accomplishments

On March 18, 2020, the Arc of Spokane's Community Center was closed due to the COVID-19 pandemic. When transportation services were put on hold, the Center coordinated with Spokane Transit to provide participants transportation to respite services (two routes, once a day).

In July 2021, the Community Center resumed its transportation services using COVID-19 safety protocols. Over the next three months, the program increased vehicle occupancy (from 3-4 riders to 14 riders per vehicle) as state COVID restrictions have permitted. This has provided participants opportunities to resume socializing in the community after 18 months of isolation.


Special Mobility Services (SMS) – Mobility Management Project Report

The SMS Mobility Management Program provides transportation program referrals and mobility assistance to seniors and persons with disabilities. SMS also leverages existing resources by assessing transportation needs, increasing public awareness of transportation options, enhancing consumer's access to existing services, and encouraging better connectivity between transportation providers through the *Spokane Transportation Collaborative (STC)*. During the term of this project, SMS will lead the STC's efforts to create a One Click-One Call Center system to connect riders to the public transportation network through a mobile app. This project agreement (STA #2020-10532) was executed in June 2021 using pre-award authority.

Category	Project	Federal Share	Match Requirement	Total Budget
Traditional	Special Mobility Services (SMS) Mobility Management	\$165,840	\$0	\$165,840
<p>FY2021 Performance Passenger Trip Referrals: 77 Newsletters Distributed to 175 community agencies</p> <p>FY2021 Financials Term: 12/1/2020 – 12/31/2022 % of grant funds expended on 9/30/2021:</p> 		 <p>Photo description: Mobility Managers Holly and Janine give out information for travel training and bus fare assistance.</p>		

Spokane Neighborhood Action Partners (SNAP) – ADA Vehicle Purchase Project Report

This project will purchase one ADA van which will be used to support SNAP’s partnership with CHAS (Community Health Association of Spokane) and Better Health Together (a non-profit healthcare navigation agency). This partnership will expand transportation to medical services located within the Spokane PTBA for seniors and persons with disabilities who reside in outlying rural areas. This project agreement (STA #2020-10533) was executed in August of 2021.

Category	Project	Federal Share	Match Requirement	Total Budget
Traditional	Spokane Neighborhood Action Partners (SNAP) – ADA Vehicle Purchase	\$48,960	\$0	\$48,960
FY2021 Performance <ul style="list-style-type: none"> Purchase Order submitted on the Washington State DES Contract in August 2021 Delivery expected in the first quarter of 2022 				

Southside Community Center (SSCC) – ADA Vehicle Purchase Project Report

This project will purchase an ADA vehicle to provide transportation services for seniors who attend the Southside Community Center (SSCC). This project is associated with grant award WA-2021-022. In May 2021, STA combined the two grant awards into one agreement (STA #2019-10539). This vehicle was ordered in August 2021 with delivery expected in early 2022.

Spokane Transit Authority (STA) – Paratransit Vehicle Purchases Project Report

As noted previously, Spokane Transit was awarded \$5,876 in Section 5310 funds to help purchase a paratransit vehicle. In July 2021, STA applied these funds (along with grant funds from WA-2020-025) to purchase sixteen (16) ADA vans for complementary paratransit service. These vehicles are expected to be delivered to Spokane Transit in February 2022.

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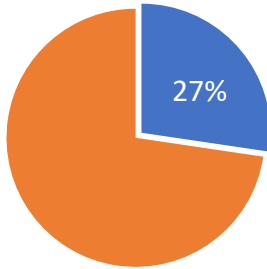
Grant Award WA-2020-025 (FY2019 apportionment)

This grant award (WA 2020-025) includes four projects which were active during FY2021. All projects in this grant award were subject to local match requirements – 50% for ‘other’ (operating) projects and between 15-20% for ‘traditional’ (capital) projects.

In a letter to FTA dated December 31, 2019, STA certified that there were no other eligible subrecipients to receive the remaining traditional (capital) project funding in the 2019 Call for Projects, so the residual Section 5310 grant funds (\$136,528) were awarded to Spokane Transit to purchase vehicles for complimentary paratransit service. During FY2021, additional funds (returned by subrecipients) were added to the STA project through FTA budget revisions.

Spokane Neighborhood Action Partners (SNAP) – Ride to Health Transportation Project Report


SNAP's Ride to Health Transportation Program is an established partnership (with the non-profit Cancer Can't) which provides transportation and supportive services for individuals that have a cancer diagnosis. During FY2021, SNAP received a 2020 Community Challenge Grant from the AARP. This grant provided funding to purchase volunteer supplies (marketing items, training materials, and PPE equipment). In March 2021, this project was closed. An agreement was then executed with SNAP for the *Neighbors on the GO* program.

Category	Project	Federal Share	Match Requirement	Total Budget
Other	Spokane Neighborhood Action Partners (SNAP) – Ride to Health Transportation	\$5,502	\$5,502	\$10,104
<u>FY2021 Performance</u> Passenger Trips: 369 Hours: 628 Miles: 5,859 <u>FY2021 Financials</u> Term: 9/19/2019 – 3/30/2021		% of grant funds expended on 3/30/2021:  <i>*This project is associated with WA-2018-067 (\$114,000) Financial information reflects the combined award</i>		

The Arc of Spokane – ADA Vehicle Purchases for the Supported Living Program Project Report

This project purchased two wheelchair-accessible vans for the Arc of Spokane’s Supported Living Program. This program provides transportation for 53 adults with intellectual or developmental disabilities to medical appointments, employment and volunteer activities, education classes, personal shopping, and recreation opportunities in the community.

Beginning in July 2021, the Arc of Spokane was able to resume a limited number of transportation services that had been suspended due to the COVID-19 pandemic.

Category	Project	Federal Share	Match Requirement	Total Budget
Traditional	The Arc of Spokane (2) ADA Vehicle Purchases for the Supported Living Program	\$88,860	\$15,861	\$104,721
Arc of Spokane Supported Living Program <u>FY2021 Performance</u> Passenger Trips: 3 Hours: 6 Miles: 128 <i>(Transportation was suspended during the pandemic)</i>		 <p><i>(2) ADA accessible vans were delivered to the Arc of Spokane on 9/29/2020 (Pictured on the left)</i></p>		

Southside Community Center (SSCC) – ADA Vehicle Purchase Project Report

Due to unanticipated vehicle price increases, this project was combined with the SSCC project listed above in grant award WA-2021-023. As noted previously, this vehicle was ordered in August 2021 with delivery expected in early 2022.

Category	Project	Federal Share	Match Requirement	Total Budget
Traditional	Southside Community Center ADA Vehicle Purchase	\$60,775	\$10,725	\$71,500

Spokane Transit Authority (STA) – Paratransit Vehicle Purchases Project Report

As noted previously, Spokane Transit was awarded \$136,528 in Section 5310 funds to purchase paratransit vehicles. In July 2021, STA applied these funds (along with grant funds from WA-2020-023 and returned funds) to purchase sixteen (16) ADA vans for complementary paratransit service. These vehicles are expected to be delivered to STA in February 2022.

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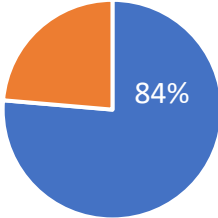
Grant Award WA-2018-067 (2017 & 2018 apportionments)

This grant award (WA-2018-067) includes six projects which were active during FY2021. All projects in this grant award were subject to local match requirements (50% for ‘other’ (operating) projects and between 15-20% for ‘traditional’ (capital) projects). One project (SNAP’s Ride to Health Transportation Program) received additional funding in a subsequent grant award. Project accomplishments are listed under that grant award (WA-2020-025).

In an FTA letter dated June 4, 2018, STA certified that there were no eligible subrecipients to receive the remaining ‘traditional’ (capital) funding in the 2018 Call for Projects, so the residual Section 5310 grant funds (\$376,814) were awarded to Spokane Transit to purchase vehicles for complementary paratransit service. During FY2021, additional funds (returned by subrecipients) were added to the STA project through FTA budget revisions.

Catholic Charities – Volunteer Chore (Transportation) Services Project Report

Catholic Charities' Volunteer Chore Services program recruits and trains volunteers to transport seniors and/or persons with disabilities who have personal challenges that prevent them from driving and/or accessing public transportation. During FY2021, Catholic Charities updated its website and used other social media to increase ridership lost during the pandemic.

Category	Project	Federal Share	Match Requirement	Total Budget
Other	Catholic Charities – Volunteer Chore (Transportation) Services	\$66,600	\$66,600	\$133,200
<u>FY2021 Performance</u> Passenger Trips: 1,285 Hours: 1,957 Miles: 20,417 <u>FY2021 Financials</u> Term: 4/1/2019 – 12/31/2021		% of grant funds expended on 9/30/2021: 		

COAST – Demand Response Transportation Project Report

COAST Transportation provides demand-response transportation services for seniors and individuals with disabilities living in or near communities south of Spokane for transportation into the Spokane urbanized area. COAST is a member of the Spokane Transportation Collaborative and the Palouse Regional Transportation Providers Organization, whose mission is to increase awareness of available transportation services for residents in the greater Spokane area.

During FY2021, COAST experienced a reduction in its volunteer and paid driver pool (due to the COVID-19 pandemic) but continued to follow safety protocols to provide demand response transportation services. COAST worked diligently to recruit volunteers and replenish the volunteer pool.

COAST is actively pursuing additional grant resources, marketing opportunities, and partnerships to increase ridership in its service area. COAST has submitted or prepared for continuing grant requests from the Lewiston-Clarkston Valley Metropolitan Planning Organization, non-profit organizations in Whitman and Latah counties, and Washington State.

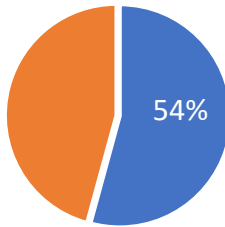
Category	Project	Federal Share	Match Requirement	Total Budget
Other	COAST – Demand Response Transportation	\$77,000	\$77,000	\$154,000
<u>FY2021 Performance</u> Passenger Trips: 312 Hours: 1,112 Miles: 32,011 <u>FY2021 Financials</u> Term: 4/1/2019 – 3/31/2022 % of funds expended on 9/30/2021: <div data-bbox="305 1682 472 1850"> </div>				

Spokane Regional Health District – Mobility Management Project Report

During FY2021, Spokane Regional Health District's (SRHD) Mobility Management project utilized volunteers and Community Health Advocates (CHAs) to help seniors and those with persons with disabilities living in low-income housing communities access food resource locations (grocery stores, farmer's markets, and food banks).

During the pandemic, SRHD participants were hesitant to use transportation services. In response, SRHD installed plexiglass barriers in the vehicles that were used to transport participants and implemented COVID safety protocols for riders and volunteers. SRHD also coordinated a food delivery service pilot program for seniors and individuals with disabilities in need.

In March 2021, SRHD submitted a request to terminate the agreement due to organizational capacity issues.

Category	Project	Federal Share	Match Requirement	Total Budget
Traditional	Spokane Regional Health District Mobility Management	\$49,255	\$12,314	\$61,569
<u>FY2021 Performance</u> Passenger Trips: 38 Hours: 75 Miles: 181 <u>FY2021 Financials</u> Term: 5/20/2019 – 4/12/2021		% of grant funds expended on 4/12/2021: 		

COAST – ADA Vehicle Purchase Project Report

This vehicle was placed into service in August 2019 (see picture above). During 2020, COAST implemented safety and cleaning protocols to prevent the spread of COVID-19 for passengers, staff, and volunteers. Spokane Transit conducted an on-site vehicle inspection in December 2020. The vehicle was found to be in good working condition with up-to-date maintenance records. Between October 1, 2020, and September 30, 2021, this project provided 809 trips with 476 hours and 16,238 miles reported.

Spokane Neighborhood Action Partners (SNAP) ADA Vehicle Purchase Project Report

This vehicle was placed into service in August 2019. Spokane Transit conducted an on-site vehicle inspection in November 2020 (as well as a desk audit of maintenance records). The vehicle was found to be in good working condition. Between October 1, 2020, and September 30, 2021, the project has provided 465 trips with 634 hours and 5,441 miles reported.

Spokane Transit Authority – Paratransit Vehicle Purchases

As noted above, Spokane Transit was awarded \$376,814 in capital “traditional” funds to purchase seven paratransit vehicles. All vehicles have been placed into service and are providing service to seniors and individuals with disabilities as noted in the table below.

FY2021 Paratransit Vehicle Data - by Vehicle Number			
WA-2018-067			
(October 2020 - Sept 2021)			
Vehicle Number	Passengers	Revenue Hours	Revenue Miles
S-256	2,191	1,059	17,401
S-257	2,254	1,100	18,173
S-258	2,255	1,127	18,609
S-259	2,310	1,139	18,745
S-260	1,948	962	15,693
S-261	2,086	1,088	18,463
S-262	2,195	1,107	18,525
Total	15,239	7,582	125,609

Grant Award WA-2017-020 (2015 & 2016 apportionments)

This grant award included one project, Special Mobility Services (SMS) Mobility Management, that was completed during FY2021.

Category	Project	Federal Share	Local Share	Total Budget
Traditional	Special Mobility Services	\$160,640	\$40,160	\$200,800

Between October and December 2020, Special Mobility Services - in partnership with the Spokane COVID-19 Equity Response Task Force - surveyed 1,330 households to identify barriers to food access. Using results obtained from this survey, SMS secured funding for the development of a "One-Click, One-Call" food delivery pilot program. The Section 5310 project did not provide transportation; but facilitated access to food for individuals without transportation resources and limited mobility. The project delivered 80,000 pounds of food to 6,700 people during the month of December 2020.

SMS also developed a Power of Presence Committee/workgroup. This committee/workgroup advocates for transportation access at various public and consumer forums conducted by the Department of Health, Aging and Long-Term Care of Eastern Washington, the City of Spokane, and the Spokane Regional Transportation Council.

SMS also created information resources (including referral sources) for people living in north Spokane County. During the project term, SMS also provided 35 transportation referrals to various providers.