



# Travel Washington Intercity Bus Program

2024 Study Update



*BUS DEPOT - MOSES LAKE - WN*

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# Acknowledgments

The Washington State Department of Transportation's (WSDOT) Public Transportation Division is pleased to present the Travel Washington Intercity Bus Program 2024 Study Update.

This update satisfies the Federal Transit Administration's (FTA) requirement that states assess possible unmet needs for rural intercity bus service at least every four years (49 U.S.C. Section 5311(f)). The update also serves as a response to a proviso in the 2024 State Transportation Budget (ESHB 2134 – 2024, 221(19)), which instructed WSDOT to consider the feasibility of adding intercity bus service in the Yakima Valley.

Intercity bus service is an essential part of the transit system for people living and traveling in Washington state. The Travel Washington Intercity Bus program's goal is to improve access, with a particular focus on rural areas. The program achieves this goal in partnership with private bus operators by providing meaningful connections to urban centers and the national intercity bus network. The end result is more convenient, reliable, and safe travel in Washington.

We'd like to acknowledge the efforts of our consultant, Transpo Group. The knowledge, expertise, and enthusiasm they brought to this project helped make it a success.

EnviroIssues also played a key role in managing public outreach and engagement efforts, including the public survey, while David Evans & Associates served as intercity bus subject matter experts.

Finally, we'd like to acknowledge input from members of the study advisory committee, current and potential riders, elected officials, bus operators, and the many, many other partners that helped make this study a reality.

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# Glossary of terms

ACS	American Community Survey
ADA	Americans with Disabilities Act
ALICE	Asset-Limited, Income-Constrained, Employed
CPM	Cost Per Mile
CWU	Central Washington University
FMCSA	Federal Motor Carrier Safety Administration
FPL	Federal Poverty Level
FTA	Federal Transit Administration
GFTS	General Transit Feed Specification
GIS	Geographic Information Systems
LBS	Location-Based Services
LEP	Limited English Proficiency
LTS	Level of Traffic Stress
MMC	Multi-Modal Cloud platform
NBTA	National Bus Traffic Association
NWSL	Northwestern Stage Lines
OD	Origin-Destination
OTR	Over-the-Road
PUMS	Public Use Microdata Sample
SAG	Study Advisory Group
VMT	Vehicle Miles Traveled
WSDOT	Washington State Department of Transportation
WTP	Washington Transportation Plan





# Executive summary

This study serves as an update to the 2019 Travel Washington Intercity Bus Program, fulfilling Federal Transit Administration (FTA) and Washington State requirements. The Washington State Department of Transportation (WSDOT) has been operating Travel Washington, which links rural communities to major transportation hubs, urban centers, and intercity transportation services since 2007 under FTA's Section 5311(f) program. The purpose of this study is to evaluate intercity bus service within Washington state and develop policy and service recommendations that address statewide connectivity, while focusing on the Yakima Valley region and connections to and along the I-90 corridor per the proviso in the 2024 Supplemental Transportation Budget (ESHB 2134 – 2024, 221(19)).

This study is structured around the following three key goals, which reflect the goals of the Travel Washington program and were influenced by the changing nature of the greater intercity bus network.

**This executive summary provides a high-level review of the methodology for evaluating the statewide intercity bus network and a summary of the recommendations that best align with these key goals.**

## Equity

Commit to equitable public outreach and engagement, resulting in service recommendations that meet the needs of Washington's diverse residents, particularly those with the fewest transportation options.

## Accessibility

Improve access to intercity bus services to help people get where they need to go when they need to go.

## Safety and comfort

Address safety and comfort for riders at existing and future bus stops and transfer points.



## Evaluation of existing intercity bus services

The existing intercity bus network in Washington State is operated by a combination of unsubsidized private carriers and subsidized carriers operating Travel Washington routes. The evaluation of these services and their operations within Washington state consisted of the following:

- Inventory of existing unsubsidized and subsidized intercity bus services including schedules, intermodal connections, and fare information.
- Operational evaluation of existing Travel Washington routes, including ridership, revenue miles, operating costs, and performance metrics.
- Interviews with existing intercity bus and connecting service operators in Washington.
- The evaluation of existing services and operations was used to understand where challenges exist in providing critical connections, how COVID and other factors have impacted the operations and connectivity of intercity bus services, and what opportunities exist to improve service going forward.

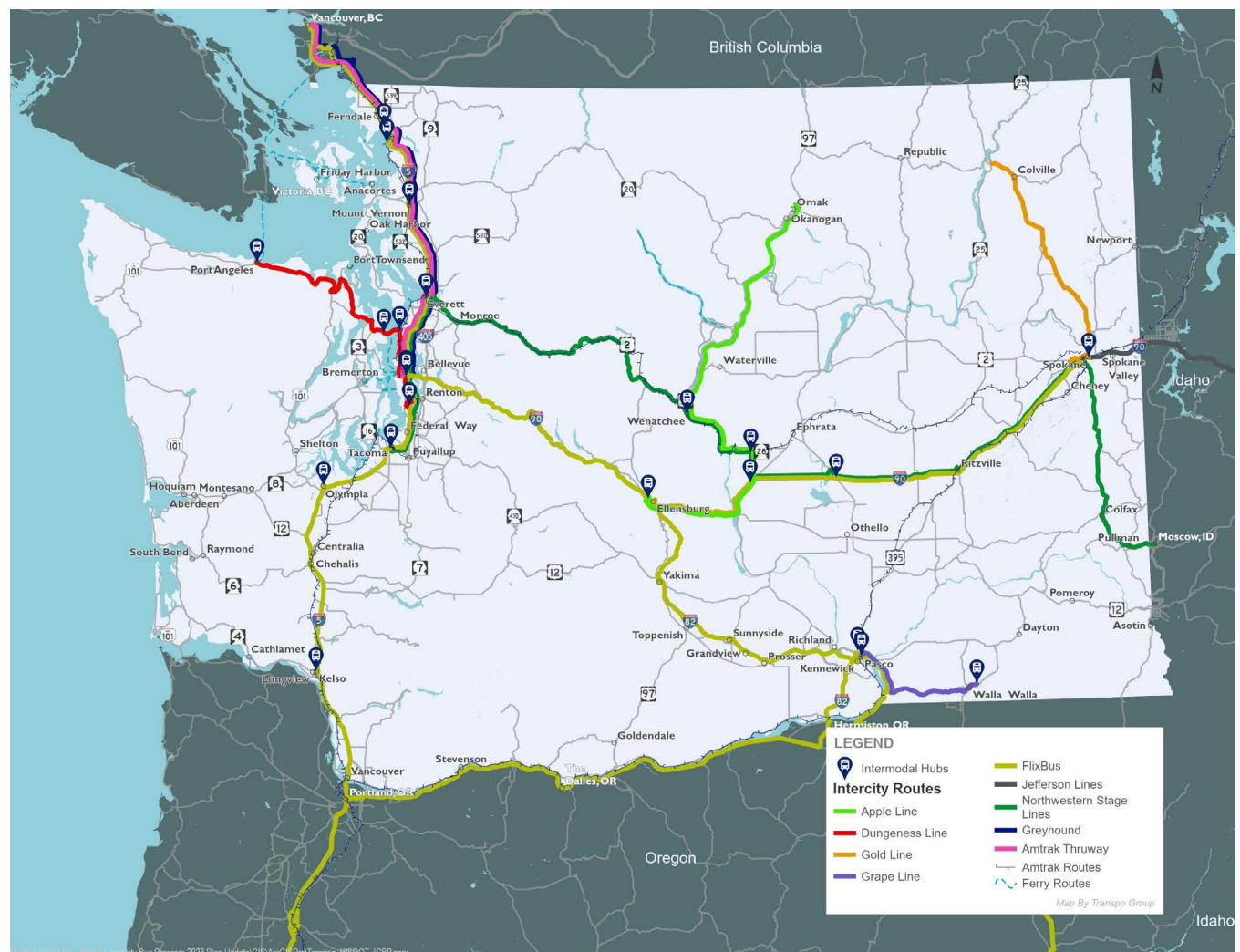


Figure 1: Statewide intercity bus network

## Identification of gaps and needs

A deep understanding of the corridor level and systemic gaps and needs was critical to the development of recommendations. In addition to the evaluation of existing conditions, the following methodology was employed to gather key intel on the location and travel patterns of un- and underserved populations and solicit feedback related to rider needs.

### User characteristics and network travel patterns

- Identification of likely intercity rider groups based on an evaluation of existing local and national research and stakeholder outreach.
- Evaluation of Census data and development of a demographic index to identify where additional intercity bus service may be warranted.
- Data-driven travel demand analysis to understand long-distance travel patterns and identify high-demand origin-destination (OD) pairs.

### Public engagement which blended in-person and virtual opportunities

- Online public survey aimed at determining travel habits, preferences, and needs of current and prospective intercity bus passengers.
- In-person and virtual engagement events focused on introducing the project and gaining insight from riders, non-riders, key population groups, transit operators, MPOs, RTPOs, and other organizations.

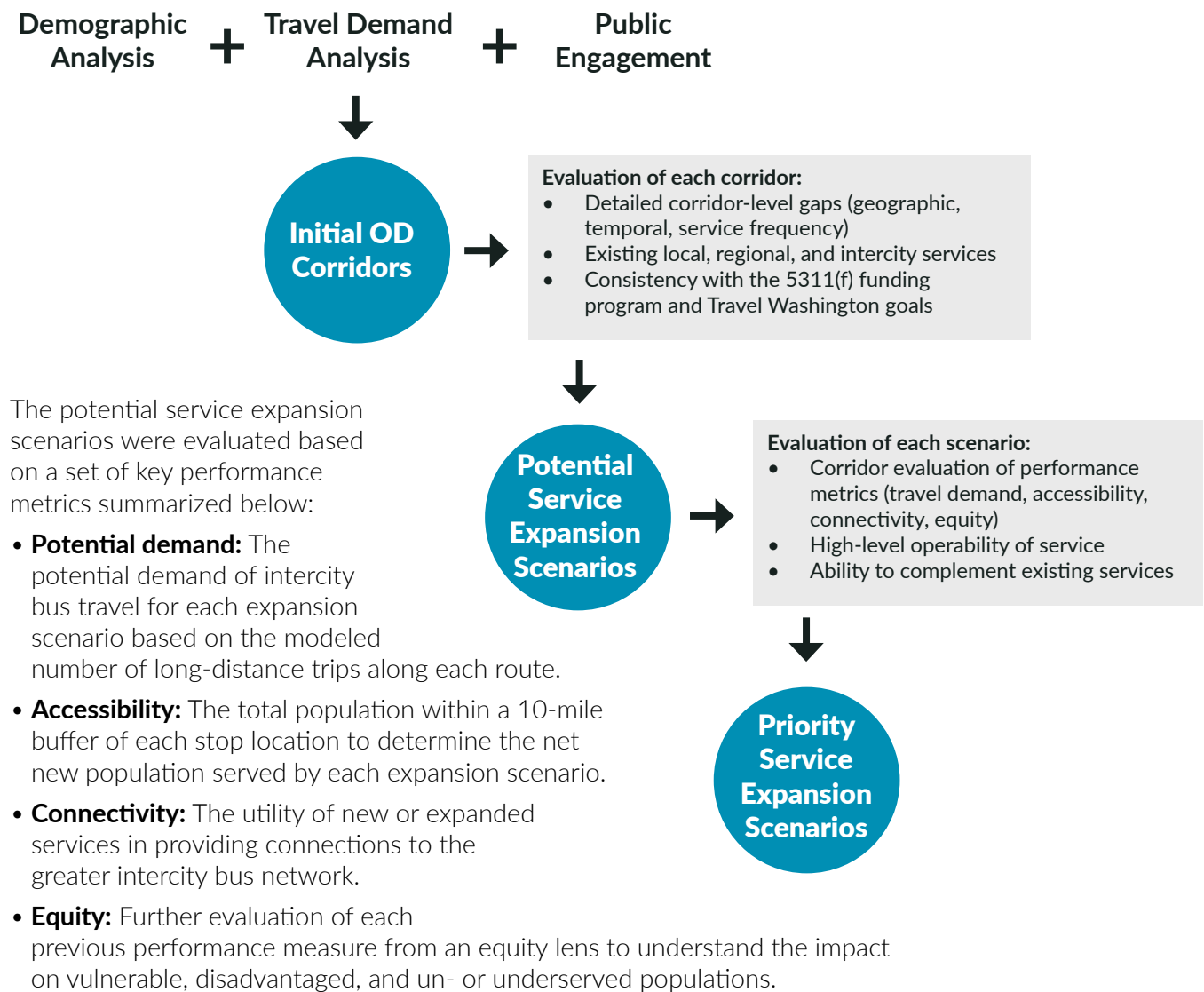
Based on the analyses and engagement efforts conducted, a set of corridor level and systemic gaps and needs were developed. Corridor level gaps and needs, which relate to Travel Washington routes and statewide intercity bus service more broadly, include geographic, temporal, and service frequency gaps and needs. Geographic gaps and needs are defined by regions unserved by intercity bus, existing routes with limited stop locations in lower-population communities, and communities where intercity bus stops are not co-located. Temporal gaps and needs are defined by a mismatch in service hours/schedules between intercity bus and local transit, regional transit, and intercity bus and/or rail. Service frequency gaps and needs are defined by major corridors where service is only provided once per day or where out and back travel cannot be completed in a single day.

The identified systemic gaps and needs were categorized as informational, infrastructural, or institutional. Informational gaps and needs relate to rider-facing information, infrastructural gaps and needs relate to vehicles, stop locations, and supportive infrastructure, and institutional gaps and needs relate to organizational, program, and industry factors. A summary of identified gaps and needs is provided in Chapter 7.



## Evaluation of key corridors

Building from the gaps and needs evaluation, a set of 26 corridors were identified as valuable to statewide intercity connectivity. A set of screening and evaluation processes were undertaken to refine them into a set of twelve potential expansion scenarios and, finally, a set of nine priority expansion scenarios, as depicted in the figure below.



Based on this analysis, in addition to more detailed consideration of operability and coordination with existing services, a set of nine priority service expansion scenarios were developed, of which five were considered primary (i.e. near-term implementation) and four were considered secondary (i.e. mid- to long-term implementation). A planning level evaluation was conducted for each primary expansion scenario, including development of a conceptual service package (route, schedule, preliminary stop locations, etc.), ridership forecasting models, and planning-level operational cost estimates.





## Summary of recommendations

The following summarizes the policy and service recommendations for the Travel Washington Program, based on the identified gaps and needs and the identification of the priority service expansion scenarios. These recommendations are detailed in Chapter 10.

### Policy recommendations

#### ***Objective 1: Improve monitoring and evaluation of existing intercity bus services.***

- Monitor changes in existing intercity bus services.
- Revise quarterly progress report to include new key performance measures.
- Monitor and enforce contractual terms with operators.

#### ***Objective 2: Enhance coordination with local, regional, and neighboring state transit providers to improve access to the intercity bus network.***

- Coordinate with local jurisdictions and agencies to share identified intercity travel needs likely best served by local/regional providers.
- Complete more detailed analysis of timed connections.
- Work with local jurisdictions to understand challenges and opportunities related to intercity bus services.
- Coordinate with regional and state providers in states that have intercity bus services that connect to the Washington network.

#### ***Objective 3: Improve internal WSDOT coordination to maximize the effective and efficient use of funding and staff time.***

- Coordinate with the Public Transportation division to ensure Travel Washington is integrated into information and resources developed by or for the division.
- Develop and implement a consistent process for engaging with WSDOT and regional human services transportation programs.
- Regularly monitor timed connections with Washington State Ferries.
- Explore the most effective way to coordinate with other WSDOT division staff.

#### ***Objective 4: Provide customers with comprehensive, high-quality, and up-to-date information about intercity bus services.***

- Develop a Travel Washington website with comprehensive information about Travel Washington routes and basic information about connecting services.
- Ensure Travel Washington operators, and encourage other intercity bus operators, to provide consistent, standardized information.

#### ***Objective 5: Promote and market Travel Washington services.***

- Ensure consistent branding, amenities, and customer service.
- Develop and implement an online and print marketing campaign.



### ***Objective 6: Improve the travel experience for intercity bus riders.***

- Develop stop standards for Travel Washington routes and stops.
- Identify preferred standard on-board amenities.
- Develop standards for preferred amenities for intermodal facilities.
- Identify local transit facilities that act or may act as intercity bus stops.

### ***Objective 7: Improve consistency of travel experience across Travel Washington routes.***

- Bring all stops into compliance with standards developed in Objective 6.
- Require all Travel Washington providers to provide the same fare discounts.
- Explore the potential for free fare for youth riders.

### ***Objective 8: Increase funding and staff resources.***

- Continue coordination and information-sharing at the state level and awareness-building and education at the federal level.
- Hire additional staff to support and advance the Travel Washington program.
- Increase administrative support for contracted partners.

## **Service recommendations**

Service recommendations include proposed new routes, geographic expansions to existing routes, and temporal expansions to existing routes. These recommendations are depicted in Figure 2 and summarized below.

Primary recommendations consist of new routes and improvements to existing routes which should be prioritized for implementation. These routes and key gaps and needs addressed are outlined below.

### ***Ellensburg to Tri-Cities: Proposed new route (three daily round trips)***

- Provides service along an existing intercity bus route and a corridor that previously experienced a higher level of service than exists today (currently only once daily), while adding stops in communities that have not historically been served by intercity bus and have high concentrations of likely intercity bus riders.
- Addresses the proviso outlined in the 2024 Supplemental Transportation Budget by improving access within the Yakima Valley and providing additional connections to the intermodal hubs of Tri-Cities and Ellensburg.
- Makes it easier to connect to services in Ellensburg and Tri-Cities by eliminating the need for transfers between public transit services. Service is dramatically improved on weekends, as some existing public transit services do not operate on weekends or only on Saturdays.



### ***Tri-Cities to Spokane: Proposed new route (three daily round trips)***

- While this corridor is currently served by intercity bus services, the proposed route increases service frequency and deviates from the current service to provide stops in rural communities that are currently unserved.
- Addresses multiple OD pairs identified as part of the travel demand analysis and public engagement. Currently, Tri-Cities to Moses Lake and Tri-Cities to Othello are not served by intercity bus, and Tri-Cities to Spokane is served once per day.
- Makes it easier to connect to services in the Tri-Cities and Spokane by eliminating the need for transfers between varying public transit and intercity bus services. Service is dramatically improved on weekends, as key existing public transit services do not operate on weekends.

### ***Apple Line: Temporal expansion (three daily round trips)***

- This route has been limited to one daily round trip since its opening, limiting possible connections to the national intercity bus network and making day trips challenging or impossible. The additional frequency addresses both challenges.
- A proposed new stop location at CWU improves connections to the national intercity bus network and expands utility of the route for other trip purposes.

### ***Gold Line: Geographic expansion and temporal expansion (three round trips per day)***

- Extends service along an existing intercity bus route to Republic, a community currently unserved by intercity bus and with a high concentration of likely intercity bus riders.
- Increased frequency provides new meaningful connections to intercity bus services in Spokane due to an earlier morning run.

### ***Dungeness Line: Temporal expansion (three round trips per day)***

- Restores and enhances intercity bus service and intermodal mobility options for communities along the US 101 corridor by providing more frequent connections.
- Increases connections in Seattle such that new meaningful connections can be made to intercity bus service and passenger rail.



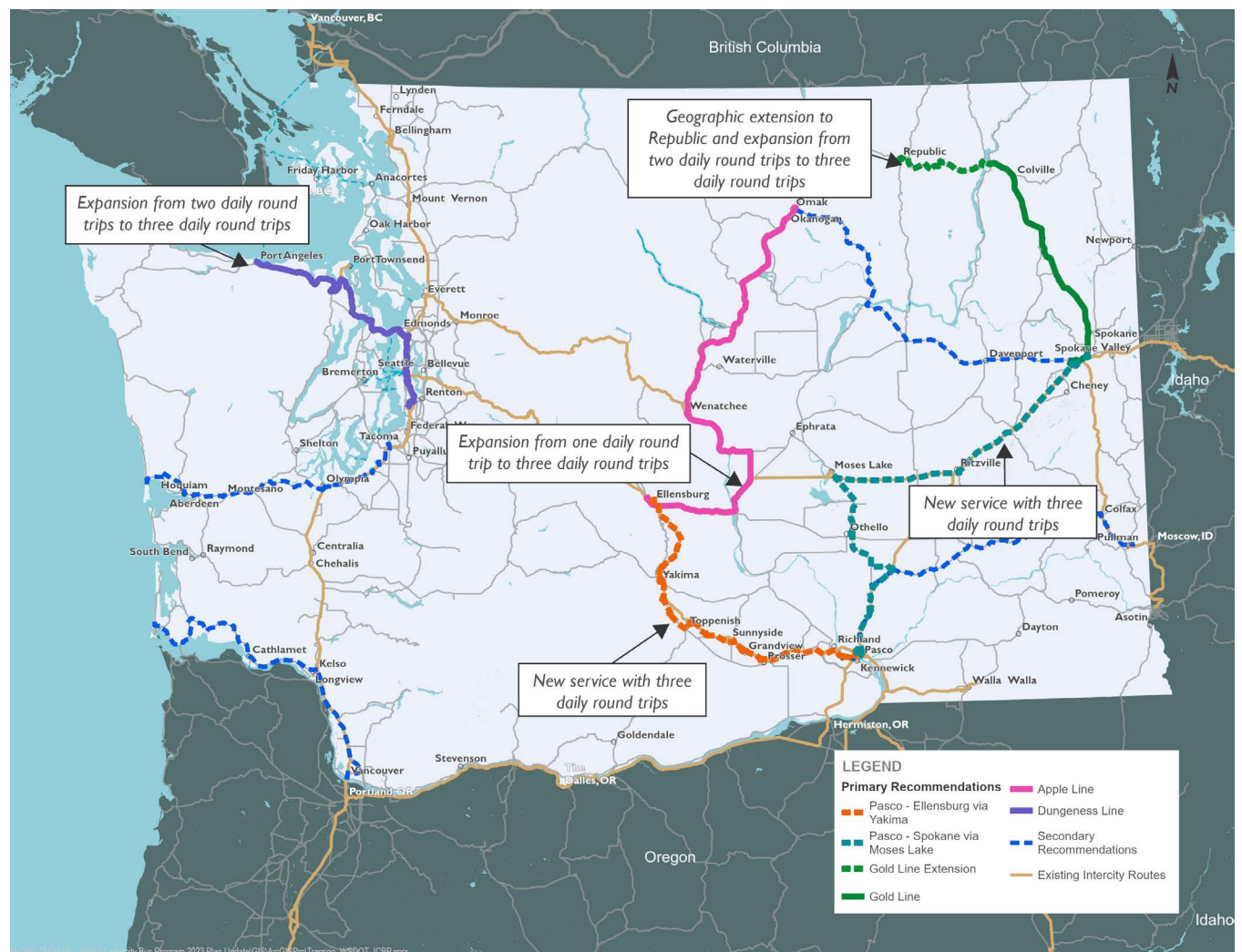


Figure 2: Summary of proposed service recommendations







# Chapter 1

## Introduction



# Project background

The Washington State Department of Transportation (WSDOT) has been operating the Travel Washington Intercity Bus Program (referred to as “Travel Washington” throughout this plan) since 2007 under the Federal Transit Administration’s (FTA) Section 5311(f) program.

### Travel Washington program

The goal of the intercity bus program is to connect rural communities to major transportation hubs and urban centers, fill gaps in the public transportation network, and make travel more accessible, reliable, and convenient by offering connection to the national intercity network.

The FTA requires that states assess possible unmet needs for rural intercity bus service at least every four years (49 U.S.C. Section 5311(f)). WSDOT prepared its most recent intercity bus program plan in 2019, and since then, the COVID-19 pandemic has significantly affected public transportation nationwide, including reduced frequency or elimination of unsubsidized intercity bus services in Washington state and nationally. For the Travel Washington program to be successful, the connections it makes to other intercity transportation services must be frequent and reliable, which has become more challenging with reductions in service across the national intercity bus network.

Given that the Travel Washington program’s effectiveness depends on meaningful connections to the more extensive intercity bus network, WSDOT must address the needs and gaps identified in this plan while remaining flexible in

adapting to unsubsidized intercity bus services. In this study, “meaningful connections” refer to timely and integrated linkages that improve mobility between services at intermodal hubs. Meaningful connections require coordination between transportation providers, services operating at convenient times, and seamless transfers between modes and mobility hubs. By providing dependable and intentional connections, the Travel Washington services improve access to larger transit networks, allowing passengers to travel efficiently between local, regional, and national locations. In rural areas, these meaningful connections are critical for closing transportation gaps and increasing people’s access to opportunities and services.

### Washington state program update requirements

Every four years, WSDOT’s Public Transportation Division publishes the Travel Washington Intercity Bus Program Update. This update fulfills both federal and state requirements as outlined in:

- Title 49 of the US Code: 49 U.S.C. Section 5311(f)
- 2024 Supplemental Transportation Budget: ESHB 2134 – 2024, 221(19)



### **Rationale for Yakima Valley focus and a statewide analysis**

A proviso in the 2024 Supplemental Transportation Budget (ESHB 2134 – 2024, 221(19)) allocated state funds to update the Travel Washington program plan, with a focus on investigating the feasibility of adding service in the Yakima Valley, which the 2019 update identified as a possible location for a fifth Travel Washington service expansion. However, several factors caused WSDOT to expand the scope of the study to include a statewide analysis.

The most recent intercity bus program plan, completed in 2019, was quickly rendered obsolete because of COVID-19 pandemic-related effects, such as reductions or eliminations of private, unsubsidized intercity bus services. These changes, combined with significant operational cost increases and ongoing shifts in the national intercity network, require the development of a more comprehensive strategy to ensure the long-term viability of intercity bus services.

One of the key areas that may require future funding to restore meaningful network connections is the I-90 corridor, which runs east-west across the state. To meet the FTA's 5311(f) requirements, which emphasize the importance of connecting rural areas to the more extensive national intercity bus network, it became necessary to assess the full extent of service gaps and needs across the state, including the I-90 and I-5 corridors. These corridors are critical links to the more extensive network and are essential to the program's goal of connecting rural communities to major transportation hubs.

As a result, while this effort focused heavily on the Yakima Valley, including concentrated public engagement efforts, the study recognizes the importance of addressing connectivity challenges throughout Washington. This comprehensive statewide approach ensured Yakima Valley's service feasibility was assessed in the context of Washington's changing intercity bus service landscape, supporting the development of solutions that promote regional and statewide connectivity.

### **Study purpose**

This study evaluates the existing intercity bus service within Washington and presents the outcomes of a feasibility study to determine where potential service expansions will be most cost-effective, while addressing the program's goal of linking rural areas and restoring meaningful connections to the existing intercity network.



### Goals and objectives

WSDOT structured this study around three goals and accompanying objectives, outlined in the following table. These goals and objectives reflect the primary goals of the Travel Washington program and were influenced by the changing nature of the greater intercity bus network. The study advisory group (SAG) reviewed and prioritized the goals. The SAG selected equity as the highest priority goal, followed by accessibility, then safety and comfort.

#### Equity

Commit to equitable public outreach and engagement, resulting in service recommendations that meet the needs of Washington's diverse residents, particularly those with the fewest transportation options.

##### Objectives:

How will we measure success?

- Increase the proportion of vulnerable and underserved or disadvantaged populations that have access to an intercity bus stop within 10 miles of their residence.
- Amplify the voices, stories, and experiences of current and prospective intercity bus riders.

#### Accessibility

Improve access to intercity bus service to help people get where they need to go when they need to go.

##### Objectives:

How will we measure success?

- Develop recommendations that prioritize major travel corridors and origin/destination pairs served by intercity bus.
- Understand and prioritize essential timed connections to other local, regional, and statewide transit services.
- Increase the proportion of the statewide population that has access to an intercity bus stop within 10 miles of their residence.

#### Safety and comfort

Address safety and comfort for riders at existing and future bus stops and transfer points.

##### Objectives:

How will we measure success?

- Develop recommendations that address safety and comfort concerns along existing routes.
- Plan for route expansion scenarios with the safety and comfort of transfers as a priority.
- Establish partnerships with local and regional jurisdictions to implement strategies related to safety and comfort.





### Study advisory group

This study was guided by the efforts of a study advisory group (SAG), which met four times throughout the life cycle of the project. SAG members served as:

**Connectors**—Connecting the project team to key population groups within their respective communities

**Guides**—Helping to guide the study's projects by providing input at key stages

**Broadcasters**—Spreading the word about the project and ways to engage, particularly in their respective communities

**Reviewers**—Reviewing and providing input on project documents

The four SAG meetings took place in line with milestones of the project. The dates and activities of each meeting are outlined as follows:

#### Meeting #1: April 24, 2024

- Present the draft goals and prioritize goals and objectives
- Solicit feedback on the strengths, weaknesses, opportunities, and threats of the existing intercity bus network

#### Meeting #2: July 11, 2024

- Present initial findings of the gaps and needs evaluation, including quantitative analyses, public engagement efforts, and operator interviews
- Solicit feedback on the initial findings and ensure that gaps and needs are being accurately reflected in the study

#### Meeting #3: Aug. 27, 2024

- Present the initial corridor identification and screening process
- Present the performance metrics for screening potential expansion scenarios
- Solicit feedback on the potential expansion scenarios prior to developing a set of priority expansion scenarios

#### Meeting #4: Oct. 24, 2024

- Present analysis of potential expansion scenarios and comprehensive set of project recommendations
- Solicit feedback on the proposed recommendations



### Report organization

This report contains the following chapters:

- Chapter 2: Background on intercity bus service in Washington State** provides background information about intercity bus service, how the industry is changing nationally and locally, and how statewide plans and policies align with the goals of this study.
- Chapter 3: Existing intercity bus network** details the existing Travel Washington routes, including stop locations, facility types, and connecting services and summarizes the statewide intercity bus network.
- Chapter 4: Existing operator characteristics** provides an operational evaluation of the Travel Washington routes and summarizes the findings of interviews with existing intercity bus operators.
- Chapter 5: User characteristics and network travel patterns** details relevant demographic and socioeconomic characteristics throughout the state and the travel demand patterns expected for likely intercity bus riders.
- Chapter 6: Public engagement** summarizes the extensive public engagement efforts completed throughout the study and the findings of those activities.
- Chapter 7: Summary of key gaps and needs** identifies the intercity bus service gaps and needs across the state and provides information on the corridor screening process used to identify which service enhancements to further evaluate.
- Chapter 8: Potential service expansion scenarios** outlines the evaluation process used to develop a set of priority expansion scenarios.
- Chapter 9: Priority expansion scenarios** further details the primary expansion scenarios, including planning-level service plans, ridership forecasts, and operational cost estimates, and describes secondary expansion scenarios.
- Chapter 10: Recommendations** summarizes route-level recommendations, identifying new routes and targeted improvements to existing services that meet identified and emerging needs. Additionally, this section offers policy-level recommendations designed to address systemic challenges and bridge service gaps across the network. The chapter concludes by exploring future directions for the Travel Washington program and steps to chart a course for the program's continued evolution to serve Washington's communities better.







# Chapter 2

**Background on intercity bus  
service in Washington state**

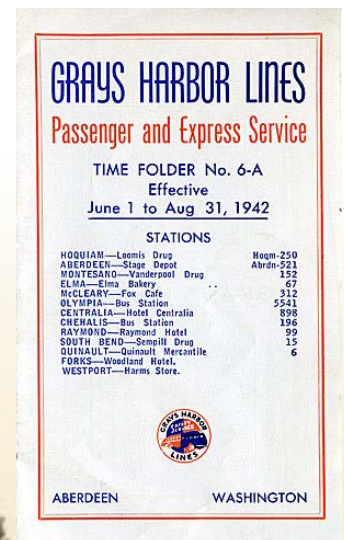
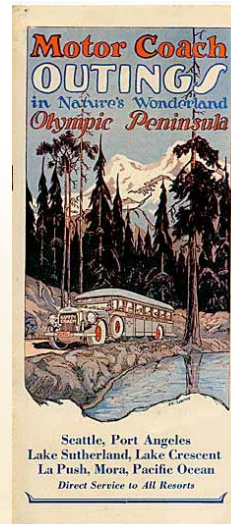
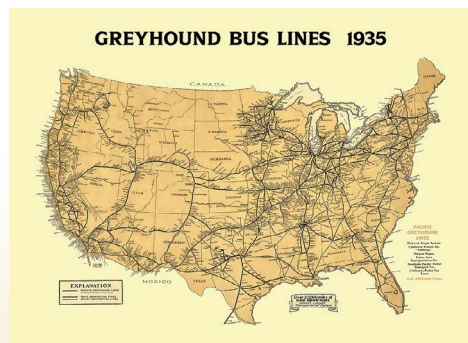


## Background on intercity bus service in Washington state

This section provides background on the initial provision of intercity bus services in the state, the establishment of the Travel Washington program to address growing rural connectivity concerns, the current state of Travel Washington and intercity bus service more broadly, and how significant planning efforts in Washington state align with the goals of this study.

### History of intercity bus in Washington state

For over a century, intercity bus service has been a pillar of Washington state's transportation network, connecting rural communities to metropolitan areas and promoting the state's growth. In the early 1900s, private companies established bus routes connecting critical destinations between minor and major cities. These services grew over time, eventually becoming integral to the state's transportation infrastructure. The expansion of intercity bus service in the 1920s and 1930s corresponded to Washington's economic growth. Companies like North Coast Lines and Greyhound rose to prominence, establishing routes connecting rural areas to urban centers like Seattle, Portland, and Spokane. Integrating bus services with regional rail networks increased connectivity, allowing residents and goods to travel more efficiently across the state.



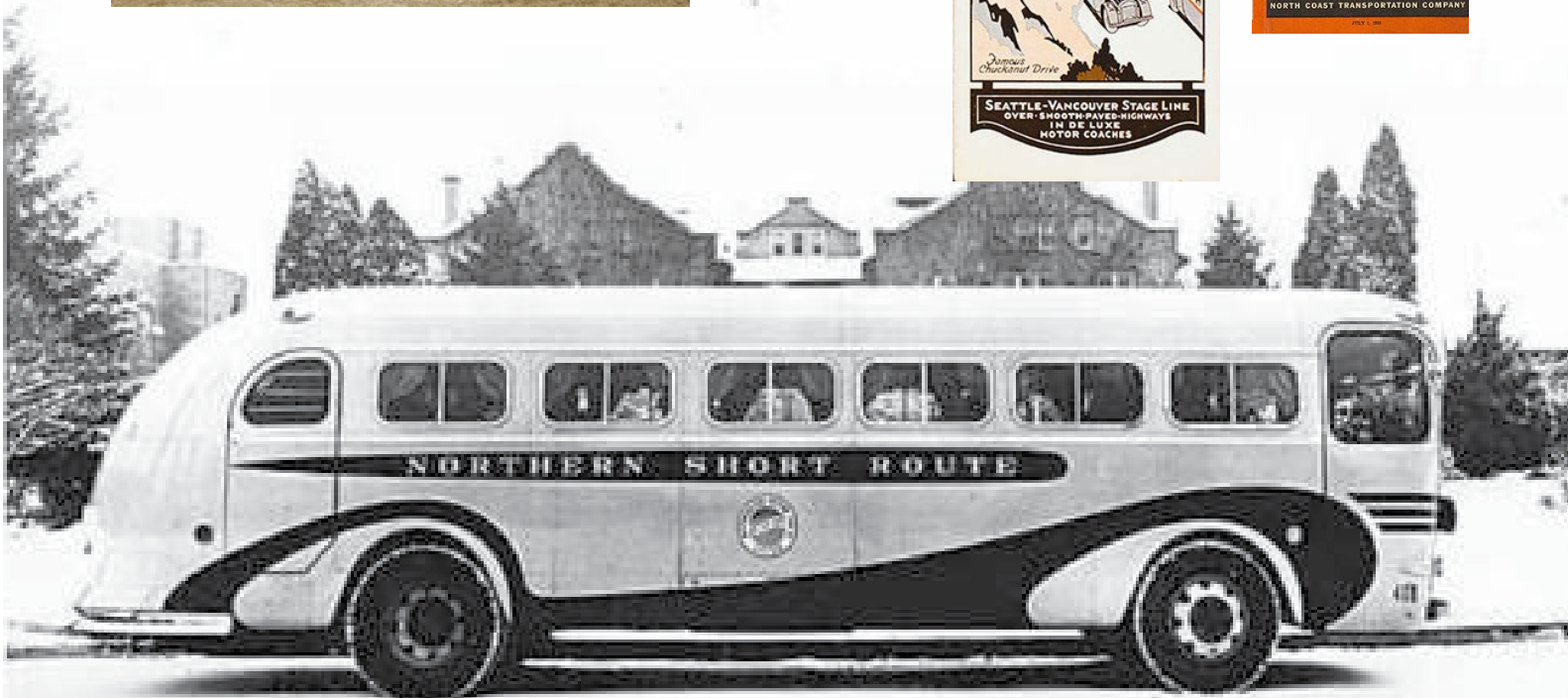
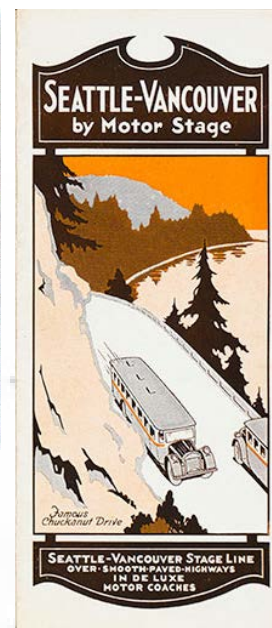
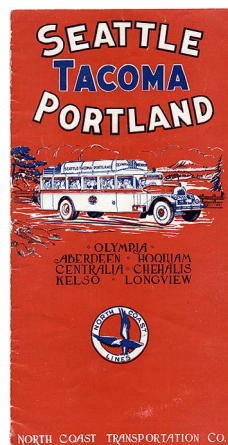


## Background on intercity bus service in Washington state

During the Great Depression, bus travel's affordability made it a popular mode of transportation, boosting the industry's growth. By the 1930s, intercity bus services had expanded into a national network, with companies collaborating to provide seamless travel over long distances.

During World War II, the intercity bus industry was critical in transporting military personnel and workers needed for the war effort. Following the war, the industry boomed, introducing new equipment and routes to meet the growing demand for leisure travel. However, as private automobiles became more popular in the 1950s, the dominance of bus travel waned, resulting in a gradual decline in passengers.

The industry consolidated further in the 1960s and 1970s, with Greyhound and Trailways emerging as the primary operators. Smaller carriers' discontinuation of rural routes raised concerns about transportation accessibility in rural communities. The situation deteriorated following the deregulation of the intercity bus industry in 1982, which allowed companies to abandon unprofitable routes, leaving many rural areas without service.



### Establishment of the Travel Washington program

The decline of intercity bus services in Washington during the late 20th century, particularly in rural areas, prompted state officials and community leaders to look for solutions that could restore critical transportation links. The Travel Washington program, which began in 2007, was created to ensure residents of rural communities had access to critical services, job opportunities, and transportation to larger urban areas.

#### Several factors contributed to the development of the Travel Washington program, including:

- Loss of service in rural areas: Deregulation allowed companies to abandon unprofitable routes, leaving many rural areas without intercity bus service. This isolation seriously affected residents who relied on buses to attend medical appointments, work, and other necessary activities.
- Community advocacy: The discontinuation of Greyhound service in Walla Walla, a central rural hub, sparked local activism. Citizens petitioned WSDOT to restore service, prompting a thorough examination of rural intercity transportation needs throughout the state.
- Federal funding opportunities: The FTA Section 5311(f) program, which allocates a portion of rural transit funds specifically for intercity bus services, served as the initiative's financial foundation. However, securing the required local match for these federal funds proved difficult, particularly in cash-strapped rural communities.
- Funding strategies: WSDOT implemented an innovative in-kind match strategy to close the funding gap, using Greyhound's operating costs as the local match. This strategy was first used on the Grape Line, a new service connecting Walla Walla and Pasco, and it proved effective in leveraging federal funds without requiring significant local cash contributions.

#### 5311(f) Program

Section 5311(f) requires that states must spend 15% of their overall 5311 funding allocation on rural intercity bus projects. The Federal Transit Authority (FTA) program guidance for the rural intercity bus program is currently FTA Circular 9040.1H (49 U.S.C. 5311 – Rural Areas Formula Grant Program Guidance), Chapter IX, Intercity Bus. This recently updated circular (November 1st, 2024) incorporates updates related to the Bipartisan Infrastructure Law. Circular 9040.1H defines intercity bus as “regularly scheduled bus service for the general public that operates with stops in rural areas over fixed routes connecting two or more urbanized areas not in close proximity, has the capacity for transporting baggage carried by passengers, and that makes meaningful connections with scheduled intercity bus service to more distance points, if such service is available.”

WSDOT employs the following eligibility criteria for 5311(f) applicants:

- Provide services open to the general public.
- Serve non-urbanized areas with regularly scheduled fixed-route service that makes meaningful connections to the national intercity bus network.
- Register with the Federal Motor Carrier Safety Administration.
- Join the MMC ticking platform managed by TDS to promote interlining with other carriers across the national intercity bus network.
- Meet the letter and spirit of the Americans with Disability Act (ADA).
- Satisfy all other requirements of the federal 5311 program.



### **Building on the success of the Grape Line, WSDOT expanded the Travel Washington program by adding three more routes:**

- Dungeness Line (2008): Connects Port Angeles and Port Townsend to Seattle and provides vital links to ferry services, Amtrak, and international flights, facilitating local and tourist travel.
- Apple Line (2008): Serves north-central Washington and connects Omak, Wenatchee, and Ellensburg, ensuring continued access to vital regional centers and integrating with other intercity services.
- Gold Line (2010): Links rural communities in northeast Washington with Spokane and is crucial for residents needing to access urban amenities and services in Spokane.

### **These routes have brought many benefits to the communities they serve:**

- Restored mobility: The program has reestablished transportation options for residents in remote areas, enabling them to access jobs, education, healthcare, and other essential services.
- Economic development: By improving connectivity, the Travel Washington routes have spurred economic activity in rural areas, supporting local businesses, tourism, and job creation.
- Enhanced accessibility: Integrating these routes with other transportation modes, such as ferries, rail services, and airports, has increased the overall accessibility of the state's transportation network.
- National influence: The success of Travel Washington has set a precedent for other states, demonstrating how the state can effectively restore rural intercity bus services using innovative funding and operational strategies.



### State of intercity bus in Washington

Until 2020, the intercity bus industry in Washington state had remained relatively stable. Greyhound Lines maintained the highest number of daily schedules and routes in the major interstate corridors, as they had for the previous 20 years. Northwestern Stage Lines has provided daily scheduled service in the US 395 and US 2 corridors for over 50 years. Between these two intercity bus industry stalwarts, the Travel Washington network established meaningful scheduled connections, connecting rural residents of the state to the intercity bus network, regional and major airports, and Amtrak.

### Factors impacting the intercity bus industry

#### COVID-19 pandemic

The COVID-19 pandemic affected and continues to affect the intercity bus industry in Washington state, nearly four years after it caused the suspension and reduction of intercity bus services statewide. During the pandemic, many businesses suspended scheduled services. Greyhound Lines and Northwestern Stage Lines maintained minimal baseline service levels. Travel Washington routes also reduced service levels to a minimum baseline standard. Other companies, such as MTR Western, completely suspended service. As a result, the workforce was reduced to minimum levels. Once the pandemic restrictions were lifted, businesses began considering restoring service levels but were met with additional challenges.

#### Workforce loss and challenges restoring service levels

The pandemic-related workforce loss continues to significantly affect the state's intercity bus industry. Many companies that suspended or significantly reduced service levels expected to reinstate drivers and mechanics to full-time status when they reinstate services. However, many drivers retired or retrained for other jobs or positions during the service suspension, effectively leaving the industry. Mechanics returned slowly, but many companies are in a state of near-constant driver training because of the high turnover of new drivers. As a result, restoring pre-pandemic service levels has proven difficult. Another challenge has been the sale of Greyhound Lines and the entry of Flix into the state intercity bus market.

#### Reduced Greyhound service and Flix

Greyhound Lines has operated North America's largest intercity bus network since 1914. Greyhound routes and schedules helped shape North America's intercity bus network. Greyhound Lines has been Washington's largest service provider for routes and schedules since the 1920s. Flix Mobility (Flix), a multinational technology and transportation provider, acquired Greyhound Lines in 2021. Since the federal government's approval and purchase finalization in October 2021, Flix has been integrating Greyhound Lines services across North America. These efforts in Washington state have resulted in significant continuing intercity bus service changes.

Flix has created a multinational intercity bus network focusing on limited-stop, urbanized, city-pair connectivity. In Washington, Flix services operate along Interstates 5, 90, and 82, which connect Seattle-Portland, Seattle-Spokane, and Tri-Cities-Seattle. These routes have replaced the former Greyhound Lines services. This has affected the coverage of the previous statewide intercity bus network, significantly reducing schedule connectivity across the entire Travel Washington network. The Flix business model, in which Flix pays third-party contractors on a per-mile basis to operate Flix-branded equipment (as FlixBus), requires constant review of service frequencies and, more specifically, revenue generation of services between cities. It is not uncommon for service schedules to be reduced or even canceled based on revenue. This has created unusual conditions for passengers. This business





model results in uncertain connections, as Flix can discontinue services with little to no notice. Compared to traditional/historic intercity bus operators, Flix frequently locates stops away from existing stops served by other operators, resulting in reduced ease of coordination for passengers making transfers.

### **Intercity bus facilities**

Intercity bus operators face many challenges when accessing intermodal facilities, including securing dedicated berths for boarding and alighting, as they seldom own and/or operate stop facilities and instead rely on access agreements. Space constraints, competition with other modes of transportation, and the need for standardized protocols for accommodating buses frequently push intercity buses to the sidelines. Many transit hubs are designed primarily for rail or urban transit, excluding or deprioritizing intercity buses, which results in logistical challenges when sharing facilities. Inconsistent standards across intermodal hubs complicate the situation, making it difficult for intercity bus operators to provide passengers with a smooth, safe, and convenient journey. Without proper facilities, buses are frequently forced to make makeshift stops on streets or parking lots, which inconveniences passengers and raises real and perceived safety and security concerns.

Negative and often unfounded perceptions of intercity bus passengers frequently influence management decisions about facility usage. Some people regard intercity bus passengers as an unwelcome presence or a security risk, which may influence decisions to allow intercity buses to berth or lead to under-investment in facilities used by intercity bus operators. This stigmatization further marginalizes bus services and reduces the quality of intercity bus travel. The consolidation of facilities, often motivated by cost-cutting goals such as lowering maintenance and operational costs, has resulted in fewer dedicated spaces for intercity buses. As a result, customer service has suffered because fewer in-person employees are available to assist passengers, especially in unsupervised or shared facilities. This decline in support services can raise safety concerns and often reinforces negative stereotypes about intercity bus travel and its passengers.

The design of many intermodal transit hubs, which primarily serve local transit systems or rail services, exacerbates the logistical challenges faced by intercity bus operators. These facilities are commonly designed to meet local needs, with little consideration for intercity bus operations provided by private carriers. As a result, intercity buses are frequently forced to share space or are relegated to secondary, less convenient stop locations. This relationship may cause friction when managing schedules and operations because intercity buses, which cater to passengers carrying luggage and require more time and space for boarding, have different operational requirements from local transit, which prioritizes quick and frequent passenger boarding.

The situation is exacerbated by the recent trend of stations and other physical infrastructure assets previously owned and operated by intercity bus companies, such as Greyhound, being sold to reduce operational and maintenance costs. As these facilities are repurposed or privatized, the availability of dedicated intercity bus space decreases, forcing operators to rely on shared or makeshift locations, which are frequently inadequate to meet the needs of long-distance travelers. The loss of purpose-built facilities compromises safety and convenience, making it increasingly difficult for intercity bus operators to provide a safe, accessible, and high-quality experience.



### Looking forward

While the Travel Washington program has successfully restored critical transportation links to rural communities, it now faces significant challenges that require innovation, flexibility, and strong partnerships. Looking ahead, the future of Travel Washington will depend on the program's ability to adapt to the changing landscape of the intercity bus industry, including, but not limited to, the following considerations:

- **Exploring new partnerships:** WSDOT may need to partner with other transportation providers, such as regional transit agencies or private carriers, to maintain service levels and secure additional funding sources.
- **Leveraging technology:** Enhancing the program's online presence, integrating ticketing systems, and using data analytics to optimize routes and schedules could improve efficiency and attract more riders.
- **Advocating for policy support:** Continued awareness-building at the state and federal levels will be essential to secure funding and policy support for rural intercity bus services, ensuring that programs like Travel Washington can thrive in the future.

### Regional and statewide planning and policy review

Several critical statewide transportation plans and studies were reviewed as they related to the future of intercity bus travel in Washington state, including:

- 2016 Washington State Public Transportation Plan
- 2023 Public Transportation Mobility Report
- 2023 Nondrivers: Population, Demographics, and Analysis
- 2023 Frequent Transit Service Study
- 2023 Public Transportation Unmet Needs Study
- Washington Statewide Human Services Transportation Plan
- Washington State Active Transportation Plan 2020 and Beyond
- Feasibility of an East-West Intercity Passenger Rail System for Washington

Appendix A provides a detailed review of these documents; the following sections present key findings from each plan.

#### 2016 Washington State Public Transportation Plan

The Washington Transportation Plan (WTP 2035) emphasizes the importance of increasing corridor person-carrying capacity to decrease congestion and improve service, supporting special transportation needs, connecting communities to transit, and expanding local options for transit funding authority through effective partnerships that, when customized to meet the unique needs of each community, produce more cost-effective and relevant transportation solutions.

The Washington State Public Transportation Plan embodies and advances the spirit of the WTP 2035 goals and policies through a focus on integrated multimodal outcomes and performance, especially highlighting the importance of collaboration that identifies transportation performance goals, builds stronger partnerships, supports innovation and investment to achieve the goals, and develops better data and evaluation methods. The goals outlined for the Intercity Bus Program Plan Update are consistent and complementary to those outlined in the 2016 Washington State Public Transportation Plan, particularly regarding improved accessibility, user experience, and



overall equity. Actions stemming from the Plan, particularly those related to inter-jurisdictional coordination, consistent data collection and data maintenance efforts, and consistent user experience tools, would benefit the ongoing and future success of WSDOT's intercity bus program. The 2016 Washington State Public Transportation Plan is being updated in 2024. The 2023 Public Transportation Mobility Report includes details about the 2024 update.

### **2023 Public Transportation Mobility Report**

The 2023 Public Transportation Mobility Report highlights the need to address mobility-related equity and shows that barriers to accessing transportation exist in many forms, primarily driven by various demographic factors but also by individual choice and lifestyles. Closing mobility gaps equitably and addressing past harms will require a diversified approach to service provision and innovative partnerships that can meet the distinct needs of the state's rural and urban nondriver populations.

Community needs-driven solutions and plans require enhanced participation from community stakeholders and tribal governments. WSDOT's Grants Program Advisory Consultation identified several ways to improve the accessibility and equity of policy and processes regarding its public transportation grants. These included improvements to the user experience of the Grants Management System and reducing the local match requirements for small projects.

### **2023 Nondrivers: Population, Demographics, and Analysis (Joint Transportation Committee)**

One finding of this study is that limited transit options negatively affect the quality of life for non-drivers, particularly females, youth, people with low incomes, and people with disabilities. This study shows that improvements to transit could serve as one of multiple solutions to improve quality of life, increase independence for non-drivers, and help reduce the number of trips skipped by non-drivers. Besides providing insights into the experiences of and barriers for nondrivers, this study offers input and validation of the user types and trip types to be evaluated as part of the Intercity Bus Program Plan Update.

### **2023 Frequent Transit Service Study (WSDOT)**

One finding of this study is that only a small portion of the state's population lives within a half mile of the most frequent transit service. In contrast, the greatest proportion of the state's residents living within a half mile of any transit service lived within walking distance of the least frequent service. This is likely to correspond with the large number of people living in rural areas, where intercity transportation would have the greatest positive impact. The frequent service transit study compared two potential expansion scenarios and discovered that areas served by the least frequent fixed-route services might benefit most from improvements other than increased access to higher-frequency services, such as intercity bus routes. This study also found that improving fixed-route transit requires policy changes and costly infrastructure upgrades. The study mentions local taxes as a potential funding strategy, noting that they require voter approval, are not always pursued by elected officials, and are unpredictable.

### **2023 Public Transportation Unmet Needs Study (WSDOT)**

This study provides insights into where unmet trips occur throughout the state, the financial impact of unmet transportation needs, and the resulting quality-of-life impacts. These findings inform where intercity bus service expansion scenarios should be focused, for whom service should be targeted, and what other complementing services or infrastructure may further enhance the efficacy of public transportation services.



### Washington Statewide Human Services Transportation Plan

The Washington Human Services Transportation Plan includes goals and policies that facilitate intergovernmental and human service provider coordination on transportation issues and maximize resources to improve transit access to those facing mobility barriers. These policy recommendations include bolstering public outreach and participation to include considerations of those facing mobility barriers in grants, programs, and policy efforts that relate to first- and last-mile transit connections and improving the influence of people with mobility barriers in transportation plans and decisions, making transit easier, safer and more comfortable to use, and developing better methodologies to identify unmet needs. The Intercity Bus Program Study Update goals are consistent and complementary with those outlined in the HSTP, particularly regarding improved accessibility, safety and comfort, and equity.

### Washington State Active Transportation Plan 2020 and Beyond

The Washington State Active Transportation Plan sets goals and policy recommendations that guide decision-makers toward creating a transportation system that can move people seamlessly across jurisdictional boundaries, focusing on population centers. The plan recommends future analysis to bring rural areas into the conversation and emphasizes the need to provide options for first- and last-mile access to transit, evaluate active mode facilities based on the level of traffic stress (LTS) and user comfort, factor in the directness of routes and crossing availability, apply equity factors in evaluations for prioritizing facility improvements, and use travel need and latent demand as justification for new facilities rather than usage counts alone. The plan also identifies the importance of closing gaps on or created by state facilities, developing implementation plans with clear responsibilities, and aligning policy changes, funding, and commitment to the state's Target Zero policy. Overall, the goals and objectives of the Active Transportation Plan are in alignment with the goals of the WSDOT Intercity Bus Program Plan Update.

### Feasibility of an East-West Intercity Passenger Rail System for Washington State

The feasibility study's findings on an east-west intercity passenger rail system for Washington state offer important insights into the future of intercity transit, particularly the role of intercity bus services. The study predicted a low diversion rate from intercity buses to passenger rail, most likely because of the increased travel time. For Spokane residents and many rural communities, intercity bus service remains an important development priority.







# Chapter 3

**Existing intercity  
bus network**

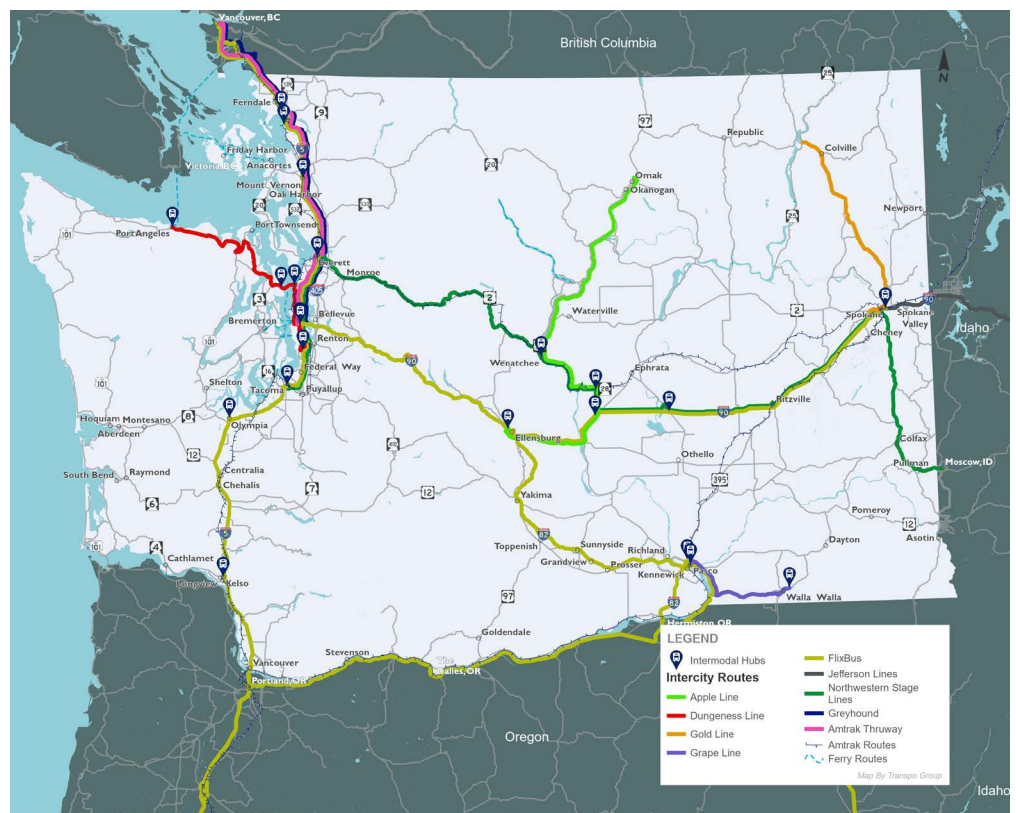


This chapter identifies the existing intercity bus network serving people traveling to, from, and within Washington state, highlights the services that meet the definition of intercity bus for this study, provides details related to intercity bus routes, schedules, fare structures, and ticketing, and describes the intermodal facilities that connect with the intercity bus network and how the existing intercity bus network integrates with other modes of public transportation. Service information was collected in the summer of 2024 and should not be used for travel planning, as service information, including frequency, stops, routes, and fares, may change without notice.

### Defining intercity bus service

The FTA 5311(f) program defines intercity bus service as regularly scheduled public bus service that operates on fixed routes and connects two or more urban areas that are not close together. This service must be capable of transporting passengers' luggage while also providing meaningful connections to other intercity bus services that, when available, extend to more distant locations. Notably, this definition often excludes services like airport shuttles, which are frequently limited in scope and serve primarily airport passengers rather than providing broader connectivity between distinct urban centers. This study acknowledges that other services, such as airport shuttles and commuter routes, may function similarly for passengers, and these types of services were considered during the gaps and needs assessment. However, this chapter does not provide details about these services because they do not meet this study's definition of intercity bus service.

Based on this definition of intercity bus, Figure 3 depicts the statewide intercity bus routes, including Travel Washington routes and national routes provided by private carriers. This figure shows intermodal routes, such as rail and ferry routes, and identifies intermodal hubs.



**Figure 3. Washington Intercity Bus Routes**

## Travel Washington routes

The primary purpose of Travel Washington routes is to connect rural areas, major cities, and/or transportation hubs. In alignment with this purpose, WSDOT has established four routes. A third-party contractor operates each of these routes.



## Existing intercity bus network



### Apple Line

The Apple Line (operated by Northwestern Stage Lines) travels between Ellensburg and Omak with stops in Okanogan, Malott, Brewster, Pateros, Chelan, Orondo, Quincy, and George. This line runs daily, with one round trip per day. Figure 4 depicts the Apple Line route, and Table 1 summarizes the Apple Line schedule.

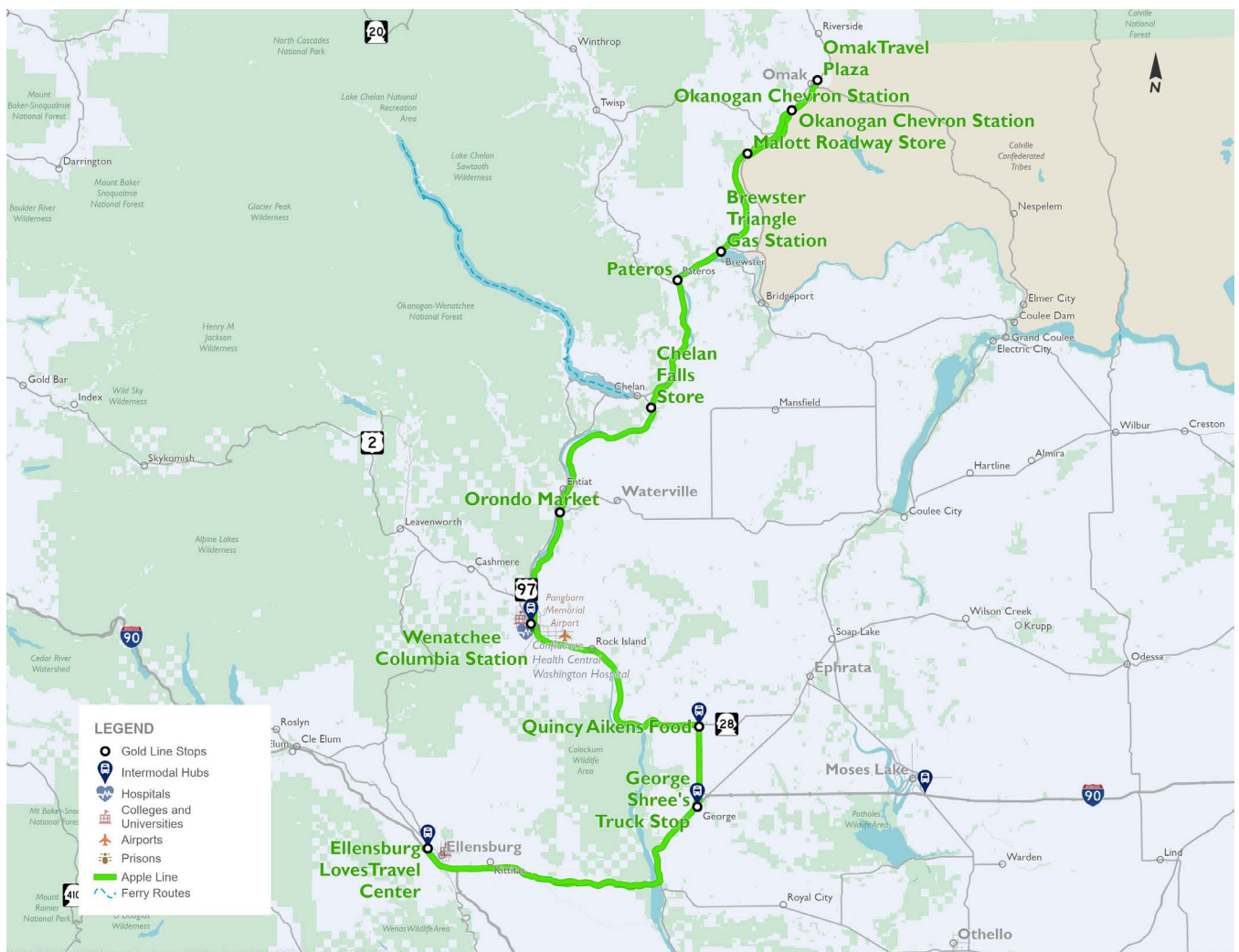


Figure 4: Apple Line Route and Stops





## Existing intercity bus network

Fares range between \$26.00 and \$69.00, depending on how far a passenger travels. The lowest-priced tickets are those purchased for travel between adjacent stops. Payment for reservations is processed electronically when booking online or by calling the 1-800 number listed on the Travel Washington Apple Line webpage. In addition, passengers traveling to or from Ellensburg may purchase tickets from the Greyhound trailer at the back of the station when it is open. Riders may purchase tickets with debit or credit cards. Passengers aged 62 years and older may request a 5 percent discount on regular published fares, a 10 percent discount is offered to those who present a military identification card, and up to two children under the age of 12 may receive a 25 percent discount when traveling the same itinerary as an accompanying adult.

**Table 1: Apple Line Schedule**

Stop	Time
Southbound	
Omak	7:00 a.m.
Okanogan	7:10 a.m.
Malott	7:20 a.m.
Brewster	7:40 a.m.
Pateros	7:55 a.m.
Chelan Falls	8:15 a.m.
Orondo	8:40 a.m.
Wenatchee Columbia Station	9:05 a.m.
Quincy Akins Fresh Market	10:00 a.m.
George Shree's Truck Stop	10:10 a.m.
Ellensburg Love's Travel Stop	11:00 a.m.
Northbound	
Ellensburg Love's Travel Stop	11:40 a.m.
George Shree's Truck Stop	12:20 p.m.
Quincy Akins Fresh Market	12:30 p.m.
Wenatchee Columbia Station	1:10 p.m.
Orondo	1:30 p.m.
Chelan Falls	1:55 p.m.
Pateros	2:40 p.m.
Brewster	2:50 p.m.
Malott	3:10 p.m.
Okanogan	3:20 p.m.
Omak	3:40 p.m.



## Existing intercity bus network



## Intermodal connections

Passengers traveling on the Apple Line can connect to several additional local, regional, and intercity transit services (including bus, rail, and ferry) and Sea-Tac Airport. Table 2 summarizes these connections and their amenities. Noted amenities may not always be directly associated with the transit service or provider. For example, the stop outside the Okanogan Chevron station does not include shelter or a restroom specifically for the bus service, but the Chevron station provides shelter, restrooms, and food.

As shown in Table 2, while the Apple Line serves many locations and is also served by other intercity and local buses, trains, and ferries, the timing of when stops are served and when services operate only sometimes supports convenient connections. Non-local services are presented first, followed by local services.

Table 2: Apple Line Intermodal Connections (1/2)

Stop Locations	Connecting Services		Connecting Service Characteristics
<b>Omak</b>	Okanogan County Transit Authority	●	The Okanogan-Omak Clinics route runs from 7:05 a.m. to 6:53 p.m. Mon-Fri with 30-60-minute headways and 8:05 a.m. to 5:53 p.m. on Saturday with 60-minute headways.
<b>Okanagan</b>	Okanogan County Transit Authority	●	The Okanogan-Omak Clinics route runs from 7:05 a.m. to 6:53 p.m. Mon-Fri with 30-60-minute headways and 8:05 a.m. to 5:53 p.m. on Saturday with 60-minute headways. The Okanogan-Omak-Conconully route runs from 8:30 a.m. to 6:46 p.m. Tuesday & Thursday with headways of 2-3 hours. The Tonasket-Okanogan route runs from 7:00 a.m. to 6:03 p.m. Mon-Fri and 8:00 a.m. to 5:18 p.m. Saturday with headways of 2 hours.
<b>Malott</b>	Okanogan County Transit Authority	●	The Okanogan-Pateros route runs from daily 7:00 a.m. to 6:05 p.m. with headways of 2-3 hours.
<b>Brewster</b>	Okanogan County Transit Authority	●	The Okanogan-Pateros route runs from daily from 7:00 a.m. to 6:05 p.m. with headways of 2-3 hours at Brewster Marketplace ½ mile south of the Exxon stop.
<b>Pateros</b>	Okanogan County Transit Authority	●	The Okanogan-Pateros route runs from daily 7:00 a.m. to 6:05 p.m. with headways of 2-3 hours.
<b>Chelan</b>	n/a	n/a	n/a
<b>Oronda</b>	Link Transit	●	Route 25 Wenatchee to Waterville service runs six times from 5:30 a.m. to 7:12 p.m. Mon-Fri and 8:30 a.m. to 6:12 p.m. Saturday and Sundays with headways of 2-3 hours.

Table continued on next page

- several connecting opportunities
- some connections, but not many or key missed opportunities
- no connections can be made or the timing of connections is unreasonably long (4 hours or longer)





Table 2: Apple Line Intermodal Connections (1/2)

Wenatchee	Amtrak	●	<p>Empire Builder service between Chicago and Seattle departs at 6:45 a.m. towards Seattle and at 8:57 p.m. towards Chicago.</p> <p><b>Riders arriving from north or south on the Apple Line can make the connection to Chicago with a lengthy wait.</b></p>
	Nothwestern Stage Lines	●	<p>NWSL service between Spokane and Tacoma (Service #15) serves this stop daily. The service leaves at 12:45 p.m. towards Spokane and at 1:55 p.m. towards Tacoma.</p> <p><b>Apple Line riders arriving from the south at 1:10 p.m. can make the connection to Spokane, and riders arriving from the North at 9:05 a.m. can make the connection to Spokane or Tacoma with a lengthy wait.</b></p>
	Link Transit	●	<p>Link service runs generally from 5:30 a.m. to 9:30 p.m. Mon-Fri, 7:40 a.m. to 5:40 p.m. and Saturday, and Sunday 9:40 a.m. to 5:40 p.m. Headways are 30 minutes Mon-Fri and 60 minutes on the weekend.</p>
	People for People	●	<p>People for People Route 100 to Moses Lake stops at Columbia Station at 1:50 p.m. and 4:20 p.m. Mon-Fri.</p> <p><b>Riders arriving from the north on the Apple Line at 9:05 a.m. can connect to the 1:50 p.m. bus heading to Moses Lake.</b></p>
Quincy	Nothwestern Stage Lines	●	<p>NWSL service between Spokane and Tacoma (Service #15) serves this stop daily. The service leaves at 1:45 p.m. towards Spokane and at 1:00 p.m. towards Tacoma.</p> <p><b>Apple Line riders arriving from the south or the north can make the daily NWSL connection towards Spokane or Tacoma.</b></p>
	Grant Transit Authority	●	<p>Route 40 has a nearby scheduled daily westbound stop at 6:30 a.m. and nearby scheduled eastbound stops at 7:13 a.m., 8:53 a.m., 1:23 p.m., and 5:23 p.m.</p>
George	Nothwestern Stage Lines	●	<p>NWSL service between Spokane and Tacoma (Service #16) serves this stop daily. The service leaves at 2:05 a.m. towards Spokane and at 12:35 a.m. towards Tacoma.</p> <p><b>Any connection from the Apple Line would require a lengthy wait.</b></p>
	Grant Transit Authority	●	<p>Route 40 stops at Shree's Truck Stop at 9:15 a.m., 1:43 p.m., 3:43 p.m., and 5:43 p.m. daily.</p>
Ellensburg	FlixBus	●	<p>FlixBus service between Spokane and Portland serves this stop at 1:05 p.m. headed toward Spokane and at 2:05 p.m. headed towards Portland.</p> <p><b>Apple Line riders arriving from the direction of Omak could connect to FlixBus service to either Portland or Spokane. Riders arriving on the FlixBus service will arrive too late to connect with the Apple Line.</b></p>
	Nothwestern Stage Lines	●	<p>NWSL service between Seattle and Tacoma (Service #16) serves this stop at 1:20 a.m. towards Tacoma and 1:00 a.m. towards Spokane.</p> <p><b>Any connection from the Apple Line would require a lengthy wait.</b></p>
	Central Transit	●	<p>Route 15 runs daily from 7:58 a.m. to 7:12 p.m. (westbound) and from 8:12 a.m. to 7:21 p.m. (eastbound) with 60-minute headways.</p> <p>Route 16 runs daily from 7:25 a.m. to 6:38 p.m. (westbound) and from 7:38 a.m. to 6:50 p.m. (eastbound) with 60-minute headways.</p>

- several connecting opportunities
- some connections, but not many or key missed opportunities
- no connections can be made or the timing of connections is unreasonably long (4 hours or longer)





## Dungeness Line

The Dungeness Line, operated by Greyhound, travels daily between the Port Angeles Gateway Transit Center and Sea-Tac Airport with several stops in Seattle; it also serves Sequim, Discovery Bay, Port Townsend, the Kingston ferry terminal, and Edmonds. This line runs daily, with two round trips per day. The schedule of the Dungeness Line is coordinated with the departure times of the Kingston-Edmonds ferry. Figure 5 depicts the Dungeness Line route, and Table 3 summarizes the Dungeness Line schedule.

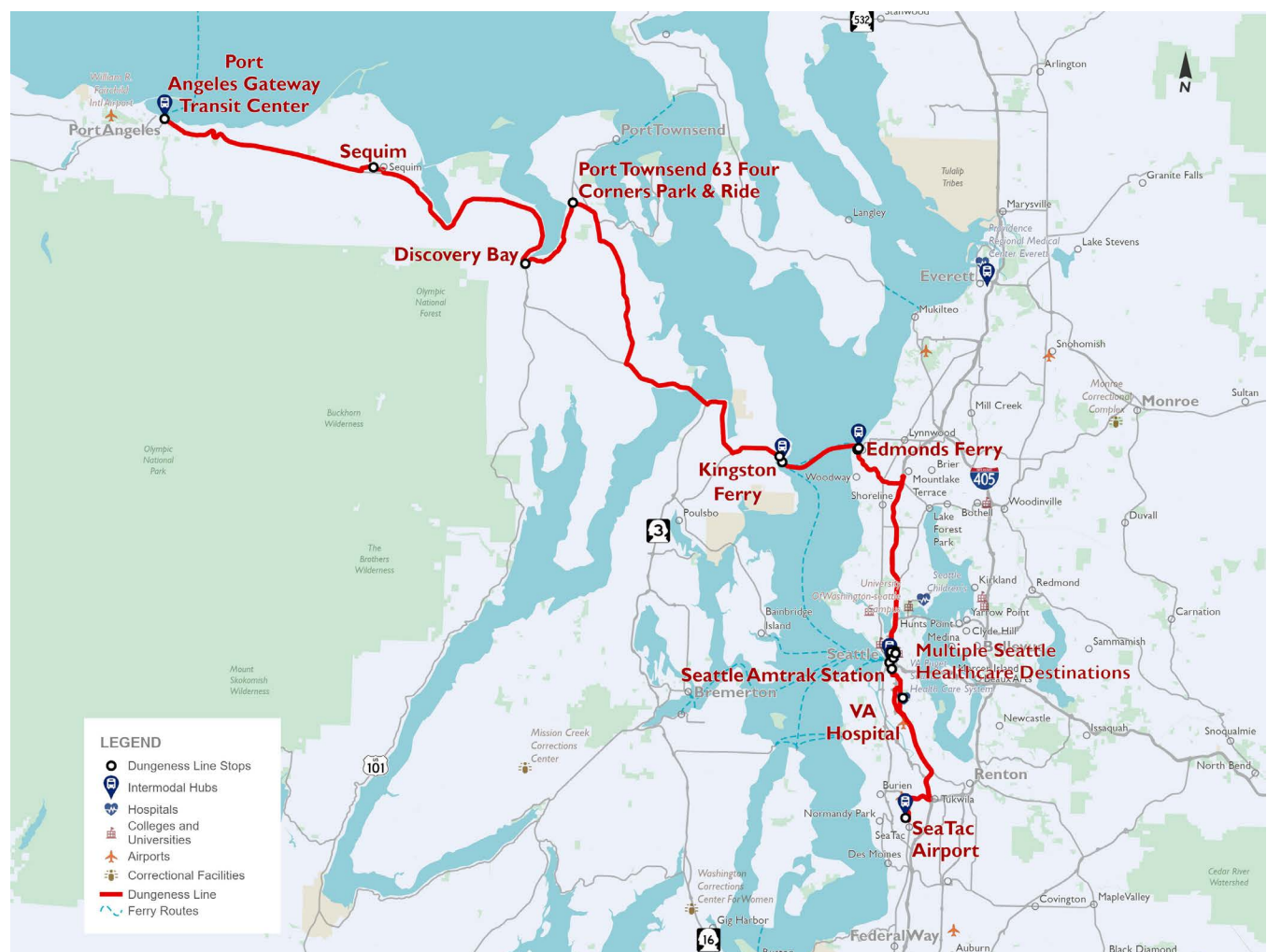


Figure 5 : Dungeness Line Route and Stops



## Existing intercity bus network

Fares are dynamic and generally range between \$23.49 and \$49.99 but depend on how far a passenger is traveling, where they are traveling, and how far in advance the rider books their travel. The lowest priced tickets are those purchased online and at least 24 hours before the travel date. Payment for reservations is processed electronically when booking online or through the Greyhound app. Customers who cannot purchase tickets electronically may book their travel by calling or emailing Greyhound. Cash and PayPal payments are also accepted at many retail locations, including Walmart, Walgreens, and 7-Eleven. Discount fares of 10 percent off are available to veterans taking part in the WeSalute+ benefits program. Discounts may also be available for large group bookings of 10 or more by calling Greyhound.

**Table 3: Dungeness Line Schedule**

Stop	Time	
Eastbound		
Port Angeles	5:45 a.m.	12:01 p.m.
Sequim	6:15 a.m.	12:35 p.m.
Discovery Bay	6:45 a.m.	1:05 p.m.
Port Townsend*	6:55 a.m.	1:20 p.m.
Kingston Ferry*	7:35 a.m.	2:30 p.m.
Edmonds Amtrak*	8:35 a.m.	3:10 p.m.
Seattle Virginia Mason*	9:00 a.m.	3:35 p.m.
Seattle Polyclinic Madison*	9:02 a.m.	3:37 p.m.
Seattle Swedish Hospital*	9:04 a.m.	3:39 p.m.
Seattle Arnold Medical Pavilion*	9:06 a.m.	3:41 p.m.
Seattle Harborview Medical Center*	9:08 a.m.	3:43 p.m.
Seattle King Street Station*	9:15 a.m.	3:50 p.m.
Seattle Greyhound Station	9:30 a.m.	4:05 p.m.
Seattle VA Hospital*	9:40 a.m.	4:17 p.m.
SeaTac Airport	10:00 a.m.	4:40 p.m.
Westbound		
SeaTac Airport	11:50 a.m.	7:00 p.m.
Seattle VA Hospital*	12:10 p.m.	7:30 p.m.
Seattle Greyhound Station	12:20 p.m.	7:40 p.m.
Seattle King Street Station*	12:35 p.m.	7:55 p.m.
Seattle Harborview Medical Center*	12:42 p.m.	8:02 p.m.
Seattle Arnold Medical Pavilion*	12:44 p.m.	8:04 p.m.
Seattle Swedish Hospital*	12:46 p.m.	8:06 p.m.
Seattle Polyclinic Madison*	12:48 p.m.	8:08 p.m.
Seattle Virginia Mason*	12:50 p.m.	8:10 p.m.
Edmonds Amtrak*	1:15 p.m.	8:45 p.m.
Kingston Ferry*	2:15 p.m.	9:45 p.m.
Port Townsend*	3:00 p.m.	10:30 p.m.
Discovery Bay	3:10 p.m.	10:40 p.m.
Sequim	3:40 p.m.	11:10 p.m.
Port Angeles	4:10 p.m.	11:40 p.m.








\*By reservation only



## Existing intercity bus network



### Amenities:

-  Food
-  Restrooms
-  Seating
-  Shelter
-  Sign Only
-  Staffed
-  Station

### Port Angeles

Gateway Transit Center



### Port Townsend

Four Corners



### Sequim



### Discovery Bay

junction of SR 20 & US 101



### Edmonds

Ferry Terminal



## Seattle

Virginia Mason Hospital



Polyclinic Madison



Swedish Hospital

First Hill Campus



Arnold Medical Pavilion



Harborview Medical Center



Seattle King Street Station



Seattle Greyhound Station



### Kingston

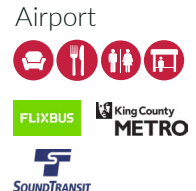
Ferry Terminal



Seattle VA Hospital



Sea-Tac Airport





## Intermodal connections

Passengers traveling on the Dungeness Line can connect to several local, regional and intercity transit services (including bus, rail, and ferry), as well Sea-Tac Airport. Table 4 summarizes these connections and their amenities. Noted amenities may not always be directly associated with the transit service or provider. For example, the stop in Discovery Bay does not include vending specifically for the bus service, but there is a restaurant nearby. Non-local services are presented first, followed by local services.

As shown in Table 4, while the Dungeness Line serves many locations that are also served by other intercity and local buses, trains, and ferries, the timing of when stops are served and when services operate does not always support convenient connections. In descriptions of connecting services, the parenthetical service numbers refer to non-Travel Washington routes (identified in later sections) and do not reflect any prioritization or external naming. They are provided only within this report to make it easier to reference the different intercity bus services.

Table 4: Dungeness Line Intermodal Connections (1/6)

Stop Locations	Connecting Services	Connecting Service Characteristics
Port Angeles	Clallam Transit	<p>● Clallam Transit buses depart multiple times daily to local and regional locations (including Joyce, Forks, and Sequim). Schedules vary and run as early as 5:30 a.m. and as late as 10:05 p.m. Headways range between 30 minutes and 3 hours.</p> <p>Clallam Transit Strait Shot departs for Bainbridge Island Ferry terminal 3 times daily Mon-Sat and twice Sunday. Schedule varies and runs as early as 7:57 a.m. and as late as 7:27 p.m.</p> <p><b>The only connection that the two service times allow for is for riders arriving in Port Angeles on the Dungeness at 4:10 p.m. and connecting to Clallam Transit Strait Shot heading eastbound at 6:00 p.m. Mon-Fri. On Saturdays, the Strait Shot departs at 4:15 p.m., making the connection theoretically possible but challenging.</b></p>
	Black Ball Ferry Line	<p>● The ferry departs for Victoria 3-4 times daily in the spring-fall and twice daily in the winter. Schedules vary and run as early as 8:20 a.m. and late as 9:30 p.m.</p> <p>The only connection that the two service times allow for is for riders arriving in Port Angeles on the Dungeness at 4:10 p.m. and connecting to the 5:15 p.m. ferry to Victoria. The ferry arriving from Victoria at 12:00 p.m. just misses a connection with the Dungeness, which departs at 12:01 p.m.</p>
Sequim	Clallam Transit	<p>● A connection to Clallam Transit is located .8 miles away at the Sequim Transit Center. Connecting routes include the Strait Shot described above and Routes 30, 50, and 52. The Strait Shot operates daily, with three runs Mon-Sat and two runs on Sunday.</p> <p><b>For riders taking the Clallam Strait Shot to connect with the Dungeness, the only convenient connection is for those arriving Mon-Sat on the Strait Shot at 11:45 a.m. to catch the 12:35 p.m. Dungeness departure south. On Sunday, the 12:25 p.m. Strait Shot arrival in Sequim does not allow enough time for riders to travel to the Dungeness stop .8 miles away.</b></p> <p><b>For those arriving on the Dungeness from the south and hoping to catch the Strait Shot, the only connection that would work would be the 3:40 p.m. Dungeness arrival to catch the 6:32 p.m. Strait Shot departure Mon-Fri or the 4:47 p.m. Strait Shot departure on Saturday. On Sunday, the 3:47 p.m. Strait Shot departure does not allow enough time for riders to travel from the Dungeness stop to the Sequim Transit Center.</b></p>
	Jefferson Transit	<p>● A connection to Jefferson Transit Route 8 is also available .8 miles away at the Sequim Transit Center. Route 8 travels between Sequim and Port Townsend through Discovery Bay. Route 8 runs five times Mon-Fri and twice on Saturday.</p> <p><b>For riders taking Route 8 to connect with the Dungeness heading south, the only possible connection is for those arriving Mon-Fri on the Route 8 at 6:47 a.m. or 9:27 a.m. to catch the 12:35 p.m. Dungeness departure. The 12:33 p.m. Route 8 arrival does not allow enough time for riders to travel to the Dungeness stop .8 miles away. On Saturday, riders arriving on the 8:03 a.m. Route 8 can connect with the 12:35 p.m. Dungeness departure heading south.</b></p> <p><b>For those arriving on the Dungeness from the south and hoping to catch Route 8, the only connection that would work would be the 3:40 p.m. Dungeness arrival to catch the 4:20 p.m. or 6:40 p.m. Route 8 departure Mon-Fri or the 5:53 p.m. Route 8 departure on Saturday.</b></p>

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- several connecting opportunities
- some connections, but not many or key missed opportunities
- no connections can be made or the timing of connections is unreasonably long (4 hours or longer)



Table 4: Dungeness Line Intermodal Connections (2/6)

Discovery Bay	Clallam Transit	●	<p>Clallam Transit stops in Discovery Bay three times daily on weekdays and Saturdays and twice daily on Sundays.</p> <p><b>For riders taking the Clallam Strait Shot from the east to connect with the Dungeness, the only possible connection is for those arriving on the Strait Shot at 8:22 a.m. Mon-Fri, 8:25 a.m. Saturday, or 9:02 a.m. Sunday to catch the 1:05 p.m. Dungeness departure south.</b></p> <p><b>For those arriving on the Dungeness from the south and hoping to catch the Strait Shot heading west, Mon-Sat, the 3:10 p.m. Dungeness arrival allows for connection to the 4:25 p.m. (Mon-Fri) or 4:00 p.m. (Saturday) Strait Shot departure.</b></p>
	Jefferson Transit	●	<p>A connection to Jefferson Transit Route 8 (described above) is available across Hwy 101 on SR 20.</p> <p><b>For riders taking Route 8 from northwest of Discovery Bay to connect with the Dungeness heading south, they can connect to both Dungeness runs Mon-Fri. The 6:20 a.m. Route 8 arrival provides enough time to catch the 6:45 a.m. Dungeness departure, and the 9:08 a.m. or 12:33 p.m. Route 8 arrivals provide enough time to catch the 1:05 p.m. departure.</b></p> <p><b>For those arriving on the Dungeness from the south and hoping to catch Route 8, the only connection that would work would be the 3:10 p.m. Dungeness arrival to catch the 4:46 p.m. or 7:03 p.m. Route 8 departure Mon-Fri or the 5:20 p.m. Route 8 departure on Saturday.</b></p>
Port Townsend	Jefferson Transit	●	<p>Riders can connect to Jefferson Transit routes, including Route 1, which serves the Haines Place Park &amp; Ride near the WSDOT Keystone Ferry terminal in Port Townsend, allowing connection to Island Transit on Whidbey. Route 1 runs four times a day Mon-Fri and twice on Saturday.</p> <p><b>For riders taking Route 1 from south of Four Corners to connect with the Dungeness heading south, the only connection option is the 10:24 a.m. Mon-Fri or 9:08 a.m. Saturday Route 1 arrival to catch the 1:20 p.m. Dungeness. For riders taking Route 1 from north of Four Corners to connect with the Dungeness heading south, the 5:25 a.m. Route 1 arrival allows for a connection to the 6:55 a.m. Dungeness departure.</b></p> <p><b>For those arriving on the Dungeness from the south and hoping to catch Route 1 going south towards Triton Cove, the only connection that would work would be the 3:00 p.m. Dungeness arrival to catch the 5:47 p.m. Route 1 departure Mon-Fri or the 5:35 p.m. Route 1 departure on Saturday. To catch Route 1 going north, the only connection option is the 3:00 p.m. Dungeness arrival to catch the 4:27 p.m. Route 1 departure.</b></p>

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Table 4: Dungeness Line Intermodal Connections (3/6)

<b>Kingston Ferry Terminal</b>	Kingston-Edmonds Ferry	●	The fare for the Dungeness includes the fare for passage on the ferry, and the bus is timed to use the ferry to connect between Kingston and Edmonds.
	Jefferson Transit	●	Jefferson Transit Route 14 stops at Kingston Ferry terminal twice a day Mon-Sat.  <b>For riders taking Route 14 from north of the Kingston Ferry Terminal to connect with the Dungeness heading south, the only connection option is the 8:27 a.m. Mon-Fri or 10:45 a.m. Saturday Route 14 arrival to catch the 2:30 p.m. Dungeness.</b>  <b>For those arriving on the Dungeness from the south and hoping to catch Route 14 going north towards the Keystone Ferry Terminal, the only connection that would work would be the 2:15 p.m. Dungeness arrival to catch the 4:07 p.m. Route 14 departure Mon-Fri or the 5:27 p.m. Route 14 departure on Saturday.</b>
	Kitsap Transit	●	Kitsap Transit Route 302 stops six times headed in each direction Mon-Fri. Headways range between an hour and a half minutes and several hours. Route 307 stops at Kingston ferry terminal seven times in the southbound direction Mon-Fri (5 times on Saturday) and eight times Mon-Fri in the northbound direction (six times on Saturday), also with varying headways.  <b>For riders taking Route 302 from south of the Kingston Ferry Terminal to connect with the Dungeness heading south, Route 302 options (only Mon-Fri) allow for connection with both daily Dungeness runs, with a 45-minute wait between the 6:50 a.m. Route 302 arrival and the 7:35 a.m. Dungeness departure and a 15-minute wait between the 2:15 p.m. Route 302 arrival and the 2:30 p.m. Dungeness departure.</b>  <b>For those arriving on the Dungeness from the south and hoping to catch Route 302 going south towards Suquamish, the only connection that would work would be the 2:15 p.m. Dungeness arrival to catch the 4:07 p.m. Route 302 departure Mon-Fri.</b>  <b>For riders taking Route 307 from southwest of the Kingston Ferry Terminal to connect with the Dungeness heading south, Route 307 options allow for connection with both daily Dungeness runs, with a 45-minute wait between the 6:50 a.m. Route 307 arrival and the 7:35 a.m. Dungeness departure and an 18-25-minute wait between the 2:12 p.m. (Mon-Fri) or 2:05 p.m. (Sat) Route 307 arrival and the 2:30 p.m. Dungeness departure.</b>  <b>For those arriving on the Dungeness from the south and hoping to catch Route 307 going southwest towards the North Viking Transit Center, the only connection that would work would be the 2:15 p.m. Dungeness arrival to catch the 4:07 p.m. Route 307 departure Mon-Fri. On Saturday, the 2:15 p.m. Dungeness arrival theoretically could connect with the 2:21 p.m. Route 307 departure, but it could be challenging. The next Saturday 307 departure would be at 5:11 p.m.</b>
<b>Edmonds Ferry Terminal or Amtrak Station</b>	Kingston-Edmonds Ferry	●	The fare for the Dungeness includes the fare for passage on the ferry, and the bus is timed to use the ferry to connect between Kingston and Edmonds.
	Sound Transit	●	Connections to Sounder N Line trains are also available at the station.  <b>Dungeness riders coming from the west who want to connect to Everett can catch the Amtrak Cascades line headed towards Vancouver, BC as described below or can catch the Sounder N Line. The 3:10 p.m. Dungeness arrival in Edmonds allows for a connection to the 5:00 p.m. or 6:02 p.m. Sounder N Line.</b>
	Amtrak	●	Connections to the Cascades Amtrak trains are available at the Amtrak station.  <b>Riders taking Amtrak Cascades heading south from Vancouver, BC can connect to the Dungeness headed toward Port Angeles once a day with the 11:00 a.m. Cascades arrival in Edmonds and the 1:15 p.m. Dungeness departure towards Port Angeles. Riders taking Amtrak Cascades heading north from Portland, OR have two options to connect to the Dungeness heading towards Port Angeles - the 8:56 a.m. Cascades arrival to catch the 1:15 p.m. Dungeness departure and the 6:26 p.m. Cascades arrival to catch the 8:45 p.m. Dungeness departure.</b>
	Community Transit	●	Community Transit Route 130 (Edmonds to Lynnwood) shares a roadside stop with Dungeness Line (Bay 4). Route 130 operates with about 60-minute headways Mon-Fri from 4:32 a.m. to 9:26 p.m., Saturday from 6:49 a.m. to 9:48 p.m., and Sunday from 7:48 a.m. to 8:45 p.m. Community Transit Route 166 (Edmonds to Silver Firs) serves Bay 1 at the station. Route 166 operates with 30-minute headways Mon-Fri from 5:00 a.m. to 8:59 p.m. and with 60-minute headways Mon-Fri from 8:59 p.m. to 10:59 p.m., Sat from 5:52 a.m. to 9:50 p.m., and Sunday from 6:54 a.m. to 8:50 p.m.

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## Existing intercity bus network

Table 4: Dungeness Line Intermodal Connections (4/6)

<b>Virginia Mason Hospital</b>	King County Metro	● Dungeness shares a stop with Route 193 (Federal Way to First Hill). Other nearby routes include: 2 (Downtown Seattle) 302, 303 (Richmond Beach to Cherry Hill) 322 (Kenmore to First Hill) 630 (Mercer Island to Downtown Seattle)
<b>Polyclinic Madison</b>	King County Metro	● Nearby King County Metro Routes include: 12 (Downtown to Interlaken Park) 60 (Broadway to White Center/Westwood Village) 193 (Federal Way to First Hill)
<b>Swedish Hospital</b>	King County Metro	● Several King County Metro bus routes serve stops in the vicinity, including: 3, 4 (North Queen Anne to Madrona) 12 (Downtown to Interlaken Park) 60 (Broadway to White Center/Westwood Village) 193 (Federal Way to First Hill) 302, 303 (Richmond Beach to Cherry Hill) 322 (Kenmore to First Hill) 630 (Mercer Island to Downtown Seattle) First Hill Streetcar stops are .2 miles north and south of the hospital entrance.
<b>Arnold Medical Pavilion</b>	King County Metro	● The Arnold Medical Pavilion is just a block away from the main Swedish Hospital campus and served by the same King County Metro services.
<b>Harborview Medical Center</b>	King County Metro	● Several King County Metro bus routes serve stops in the vicinity, including: 3, 4 (North Queen Anne to Madrona) 27 (.3 miles away - Downtown to Colman Park) 60 (Broadway to White Center/Westwood Village) 193 (Federal Way to First Hill) 302, 303 (Richmond Beach to Cherry Hill) 322 (Kenmore to First Hill)

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Table 4: Dungeness Line Intermodal Connections (5/6)

Seattle King Street Station	Amtrak	●	<p>Three Amtrak train lines serve the King Street Station: Empire Builder (one daily Chicago-Seattle), Coast Starlight (one daily Los Angeles-Seattle) and Cascades (eight daily Eugene, OR-Vancouver, BC).</p> <p>Riders arriving on the Dungeness from points north/west at 9:15 a.m. can catch the 9:55 a.m. Coast Starlight towards Los Angeles, which includes stops in Portland, OR and Eugene, OR. The only other train connection possible to Eugene is at 2:20 p.m., which departs before the next arrival of the Dungeness. Riders arriving on the 3:50 p.m. Dungeness can catch the 6:00 p.m. Cascades to Vancouver, BC or the 5:40 p.m. or 7:50 p.m. Cascades south to Portland, OR.</p>
	Amtrak Thruway	●	<p>Two Amtrak Thruway services (Seattle to Vancouver, BC and Seattle to Bellingham) serve the station.</p> <p>Riders arriving on the Dungeness from points north/west at 9:15 a.m. can catch the 10:45 a.m. Thruway service to Vancouver, BC (Service #1) or the 11:00 a.m. service to Bellingham (Service #2). Riders arriving on the Dungeness from points north/west at 3:50 p.m. arrive too late to catch the Thruway service up to Bellingham (Service #2) and may arrive too late to catch the 4:00 p.m. Thruway service to Vancouver, BC (Service #1).</p>
	Northwestern Stage Lines	●	<p>Northwestern Stage Lines service between Spokane and Tacoma serves the King Street Station. The Dungeness arrives when the daily Northwestern Stage Lines service to Spokane (Service #13) leaves, so riders cannot make the connection. Thurs-Sun, riders can catch the 10:50 a.m. to Spokane (Service #15). To connect to the Northwestern Stage Lines daily service to Tacoma (Service #13), riders arriving at 3:50 p.m. on the Dungeness can catch the 6:25 p.m. towards Tacoma. Thurs-Sat (Service #15), there is an additional departure at 4:00 p.m., but the timing for the connection may be too tight to be reliable.</p>
	Sound Transit	●	<p>The Sounder S Line (13 daily Seattle-Tacoma) also serves King Street Station.</p> <p>The first S Line towards Tacoma that riders arriving on the Dungeness from points north/west at 9:15 a.m. can catch is at 2:35 p.m. Riders arriving on the Dungeness from points north/west at 3:50 p.m. may be able to catch the 3:55 p.m. S Line towards Tacoma. If they miss that, there are several additional later options, including at 4:15 p.m.</p>
	King County Metro	●	<p>Many Sound Transit and King County Metro routes run within 2-3 blocks of King Street Station, with varying frequencies.</p>
	FlixBus (nearby)	●	<p>FlixBus service between Seattle and Eugene, OR (Service #3), between Portland, OR and Vancouver, BC (Service #5), and between Seattle and Vancouver, BC (Service #11) serve the FlixBus stop at 6th Ave S and S Lane St 2 blocks (~.4 miles) from King Station.</p> <p>The service to Eugene (Service #3) departs at 7:15 a.m. and 3:35 p.m., so the only connection possible would be for those arriving on the Dungeness at 9:15 a.m. to catch the 3:35 p.m. to Eugene. Service to Portland (Service #5) departs at 1:55 p.m. and 7:45 p.m., and service to Vancouver, BC (Service #5) departs at 12:50 p.m. and 6:50 p.m., so travelers on either of the two daily Dungeness arrivals can connect to those services with a lengthy wait. Travelers arriving on the Dungeness at 9:15 a.m. may be able to catch the 9:35am departure for Vancouver, BC (Service #11). Riders traveling from Vancouver, BC and wanting to connect to Dungeness Line service to Port Angeles can do so as well. Riders arriving at 11:00 a.m. or 5:05 p.m. (Service #11) or 1:55 p.m. or 7:45 p.m. (Service #5) can connect to the Dungeness at 12:35 p.m. or 7:55 p.m. Riders traveling from Portland, OR on either arrival (Service #5) and wanting to connect to service to Dungeness Line service to Port Angeles can make that connection without a lengthy wait (12:05 p.m. arrival from Portland, OR for a 12:35 p.m. Dungeness Line departure or 6:50 p.m. arrival from Portland with a 7:50 p.m. Dungeness Line departure).</p>

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Table 4: Dungeness Line Intermodal Connections (6/6)

Seattle Greyhound Station	FlixBus	●	FlixBus routes to Eugene (Service #3 & Service #4), Portland (Service #6), and Spokane (Service #7 & Service #8) serve this stop.  <b>Among the FlixBus services, riders arriving on the Dungeness can only connect to two. Riders arriving at 9:30 a.m. can connect to the 10:55 a.m. departure for Spokane (Service #7), and riders arriving at 4:05 p.m. can connect to the 4:15 p.m. departure for Portland (Service #6), assuming there are no delays on the Dungeness Line.</b>
	Greyhound	●	Greyhound provides limited-stop service to Vancouver daily (Service #12). <b>Riders arriving on the 9:30am Dungeness can catch the 11:00am Greyhound departure for Vancouver, BC.</b>
	Northwestern Stage Lines	●	Northwestern Stage Lines provides service between Spokane and Tacoma through Seattle with two different routes. One route travels through Everett, Monroe, Skykomish, Leavenworth, Wenatchee, Quincy, Moses Lake, and Ritzville (Service #15). The other travels through Ellensburg, George, Moses Lake, and Ritzville (Service #16). <b>Riders arriving on the 9:30am Dungeness cannot connect to Service #15 towards Spokane, which departs at 9:15 a.m. Riders arriving at 4:05 p.m. can connect to the 11:15 p.m. departure towards Spokane (Service #16) with a lengthy wait.</b>
	Sound Transit	●	Sound Transit Metro buses serve nearby locations several times a day.
	King County Metro	●	King County Metro buses serve nearby locations several times a day.
Seattle VA Hospital	King County Metro	●	King County Metro Routes 50 (Alki to Othello Station) and 36 (Downtown to Rainier Beach) serve nearby stops.
Sea-Tac Airport	FlixBus	●	FlixBus service to Eugene, OR (Service #3), connecting Portland, OR and Vancouver, BC (Service #5), and connecting Portland, OR and Spokane (Service #6) serve Sea-Tac.  <b>The only connection possible between Dungeness and FlixBus service to Eugene is for the Dungeness riders arriving at 10:00am to catch the 4:10 p.m. departure towards Eugene. Dungeness riders arriving at 10:00 a.m. can catch the 11:40 a.m. departure towards Vancouver, BC and may be able to catch the 10:20 a.m. departure to Spokane (Service #6). Dungeness riders arriving at 4:40 p.m. can catch the 5:50 p.m. departure to Portland on Service #5, but the Service #6 Portland departure at 4:50 p.m. may be too tight of a connection.</b>
	King County Metro	●	King County Metro buses serve Sea-Tac and nearby locations several times a day.
	Sound Transit	●	Sound Transit buses serve Sea-Tac and nearby locations several times a day.

● several connecting opportunities

● some connections, but not many or key missed opportunities

● no connections can be made or the timing of connections is unreasonably long (4 hours or longer)



## Existing intercity bus network



### Gold Line

The Gold Line travels between Kettle Falls and Spokane Airport with stops in Colville, Arden, Addy, Chewelah, Loon Lake, Deer Park, and North Spokane. This line runs seven days a week with two round trips per day. Figure 6 depicts the Gold Line route, and Table 5 summarizes the Gold Line schedule.

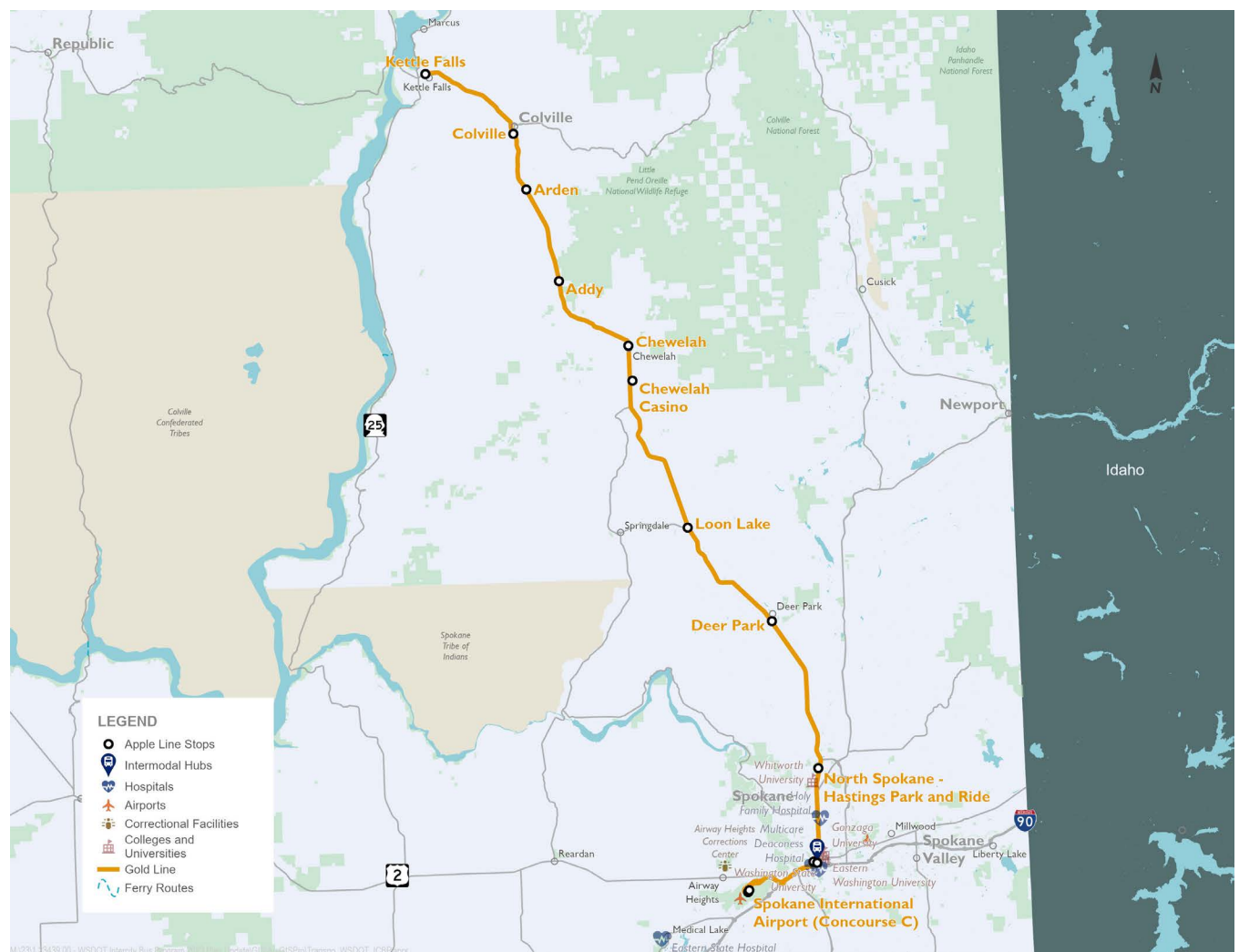


Figure 6 : Gold Line Route and Stops



## Existing intercity bus network

Bellair Charters & Airporter Shuttle operates the Gold Line. Fares range between \$7.00 and \$58.00, depending on how far a passenger is traveling. The lowest priced tickets are those purchased for travel between nearby stops. Fares may be purchased with debit or credit cards when making a reservation. Payment for reservations is processed electronically when booking online or by calling the 1-800 number listed on the Travel Washington Gold Line webpage between 6:00 a.m. and 9:30 p.m. Cash is accepted at pick-up locations not requiring a reservation to make the stop, provided seats are available. Tickets are available for in-person purchase at the Spokane Intermodal Station and at the Colville Rural Resources Community Action center. Youth riders under the age of 11 may receive a 25 percent discount when traveling the same itinerary as an accompanying adult. Children under 2 ride for free.

Table 5: Gold Line Schedule

Stop	Time	
Southbound		
Kettle Falls	7:30 a.m.	1:45 p.m.
Colville	7:45 a.m.	2:00 p.m.
Arden	7:55 a.m.	2:10 p.m.
Addy	8:05 a.m.	2:20 p.m.
Chewelah	8:20 a.m.	2:35 p.m.
Chewelah Casino*	8:25 a.m.	2:40 p.m.
Loon Lake	8:45 a.m.	3:00 p.m.
Deer Park	9:05 a.m.	3:20 p.m.
North Spokane	9:25 a.m.	3:50 p.m.
Spokane STA Plaza	9:45 a.m.	4:00 p.m.
Spokane Intermodal Station	9:50 a.m.	4:05 p.m.
Spokane Airport*	10:05 a.m.	4:20 p.m.
Northbound		
Spokane Airport*	11:05 a.m.	5:20 p.m.
Spokane Intermodal Station	11:20 a.m.	5:35 p.m.
Spokane STA Plaza	11:35 a.m.	5:45 p.m.
North Spokane	11:55 a.m.	6:05 p.m.
Deer Park	12:15 p.m.	6:25 p.m.
Loon Lake	12:30 p.m.	6:40 p.m.
Chewelah Casino*	12:50 p.m.	7:00 p.m.
Chewelah	12:55 p.m.	7:05 p.m.
Addy	1:10 p.m.	7:20 p.m.
Arden	1:20 p.m.	7:30 p.m.
Colville	1:30 p.m.	7:40 p.m.
Kettle Falls	1:45 p.m.	7:55 p.m.

\*By reservation only





## Existing intercity bus network



## Intermodal connections

Passengers traveling on the Gold Line can connect to several additional local, regional and intercity transit services. Table 6 summarizes these connections and their amenities. Noted amenities may not always be directly associated with the transit service or provider. For example, the stop in Arden near the Conoco does not include any shelter specifically for the bus service, but Conoco provides shelter, restrooms, and food. Non-local services are presented first, followed by local services.

As shown in Table 6, while the Gold Line serves locations that are also served by other intercity and local buses, the timing of when stops are served and when services operate does not always support convenient connections. In descriptions of connecting services, the parenthetical service numbers refer to non-Travel Washington routes (identified in later sections) and do not reflect any prioritization or external naming. They are provided only within this report to make it easier to reference the different intercity bus services.

Table 6: Gold Line Intermodal Connections (1/2)

Stop Locations	Connecting Services		Connecting Service Characteristics
<b>Kettle Falls</b>	n/a	n/a	n/a
<b>Colville</b>	Rural Resources Community Action	●	For riders wanting to connect from or two more local destinations in Colville, Kettle Falls, or Chewelah, the RRCA Colville-Kettle Falls Route serves this stop Mon-Fri at 7:45 a.m., 8:45 a.m., 3:45 p.m., and 4:45 p.m. The Chewelah-Colville Route serves this stop Mon-Fri at 7:45 a.m. and 4:45 p.m.
<b>Arden</b>	n/a	n/a	n/a
<b>Addy</b>	n/a	n/a	n/a
<b>Chewelah</b>	Rural Resources Community Action	●	For riders wanting to connect from or two more local destinations in Colville or Chewelah, the RRCA Chewelah-Colville Route serves this stop Mon-Fri at 7:15 a.m., 8:25 a.m., 4:10 p.m., and 5:25 p.m.
<b>Chewelah Casino</b>	Moccasin Express	●	The Spokane Route connecting Wellpinit and Spokane serves this stop daily at 7:30 a.m., 9:00 a.m., 11:00 a.m., 2:30 p.m., 4:00 p.m., and 5:45 p.m.
	Rural Resources Community Action	●	For riders wanting to connect from or two more local destinations in Colville or Chewelah, the RRCA Chewelah-Colville Route serves this stop Mon-Fri at 7:10 a.m., 8:30 a.m., 4:05 p.m., and 5:30 p.m.
<b>Loon Lake</b>	n/a	n/a	n/a
<b>Deer Park</b>	Special Mobility Services	●	The Spokane-Deer Park route departs towards Spokane Mon-Fri at 7:35 a.m. and 4:05 p.m. Because the route connects Deer Park and Spokane, as does the Gold Line, most riders are not likely to want to transfer here. Riders trying to connect to or from Colbert may want to connect. <b>Riders arriving in Deer Park from Colbert at 7:30 a.m. can catch the Gold Line to Spokane at 9:05 a.m. or the Gold Line to Kettle Falls at 12:15 p.m. with a lengthy wait. Riders arriving in Deer Park on the Gold Line from Spokane at 12:15 p.m. or from Kettle Falls at 2:00 p.m. can catch the SMS towards Colbert at 4:05 p.m.</b>
<b>North Spokane</b>	Spokane Transit Authority	●	This stop is served by STA Route 20 every 15 minutes between 5:44 a.m. and 10:36 p.m., and Route 124 every 20-25 minutes between 5:20 a.m. and 5:50 p.m.

Table continued on next page

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## Existing intercity bus network

Table 6: Gold Line Intermodal Connections (2/2)

Spokane STA Plaza	Special Mobility Services	●	<p>Special Mobility Services stops two blocks away at Stevens and Sprague. The Spokane-Davenport route serves the stop Mon-Fri at 7:45 a.m., and 4:30 p.m. with extra mid-day service at 12:20 p.m. on Wednesdays. The Ritzville-Spokane route operates Tuesday and Thursday, beginning service in Spokane at 6:00am, traveling to Sprague and Ritzville and back by 9:15 a.m. The service makes the same run again at 2:30 p.m., returning to Spokane at 5:10 p.m. The Newport-Spokane route operates Monday, Wednesday, Thursday, and Friday, beginning service in Spokane at 6:35 a.m., traveling to Newport (8:15 a.m.) and back by 10:15 a.m. The service makes the same run again at 2:05 p.m., returning to Spokane at 5:45 p.m.</p> <p><b>Riders arriving from Davenport at 10:00 a.m., from Ritzville at 9:15 a.m., or from Newport at 10:15 a.m. can catch the 11:35 a.m. Gold Line to Kettle Falls. Riders arriving from Davenport on Wednesday at 2:30 p.m., or riders arriving from Ritzville at 5:10 p.m. could catch the Gold Line to Kettle Falls at 5:45 p.m. The 5:45 p.m. Gold Line departure is at the same time as the later Ritzville arrival, eliminating the opportunity to connect.</b></p> <p><b>Riders arriving from Kettle Falls on the Gold Line at 11:35 a.m. could catch service to Davenport at 4:30 p.m. (and additionally at 12:20 p.m. on Wednesdays), to Ritzville at 2:00 p.m., or to Newport at 2:00 p.m.</b></p>
	Moccasin Express	●	The Spokane Route connecting Wellpinit and Spokane serves a stop two blocks away at Stevens and Sprague daily at 7:30 a.m., 10:30 a.m., 2:30 p.m., and 5:30 p.m.
	Spokane Transit Authority	●	Connections to several routes are available Mon-Fri every 15-30 minutes and Saturday and Sunday with longer headways.
Spokane Intermodal Station	Amtrak	●	<p>The Empire Builder line serves this station.</p> <p><b>Riders arriving on the Gold Line from Kettle Falls at 9:50 a.m. can catch the Empire Builder to Portland (3:49 p.m.) or Seattle (3:19 p.m.) with a lengthy wait. Riders arriving on the Gold Line from Kettle Falls at 4:05 p.m. can catch the Empire Builder towards Chicago at 1:15 a.m. but only by waiting over 9 hours.</b></p>
	FlixBus	●	<p>Three FlixBus routes, one connecting Portland, OR and Spokane (Service #6) and two connecting Seattle and Spokane (Service #7 &amp; Service #8) serve this station.</p> <p><b>Riders arriving on the Gold Line from Kettle Falls arrive too late to connect to any of the three FlixBus services heading to Portland or Seattle. Riders arriving on FlixBus from Portland (Service #6) at 4:25 p.m. or Seattle (Service #8) at 4:30 p.m. can catch the Gold Line towards Kettle Falls.</b></p>
	Jefferson Lines	●	<p>Jefferson Lines service between Spokane and Billings, MT (Service #13 &amp; Service #14) serves this station.</p> <p><b>Riders arriving on the Gold Line from Kettle Falls at 4:05 p.m. can connect to the 5:10 p.m. departure towards Billings (Service #13). Riders arriving at 10:30 a.m. from Billings, MT (Service #13) can catch the Gold Line towards Kettle Falls at 11:35 a.m. Because Service #14 leaves Spokane at 6:00 a.m. for Billings, MT and arrives in Spokane from Billings at 8:00 p.m., there are no options to connect to the Gold Line without staying in Spokane overnight.</b></p>
	Northwestern Stage Lines	●	<p>Three NWSL routes, one connecting Spokane and Lewiston, ID (Service #17) and two connecting Tacoma and Spokane (Service #15 &amp; Service #16), serve this station.</p> <p><b>Riders arriving on the Gold Line from Kettle Falls at 9:50 a.m. can catch NWSL service to Tacoma (Service #15) at 10:45 a.m., and riders arriving on the Gold Line at 4:05 p.m. can catch service to Lewiston, ID (Service #17) at 4:25 p.m. or service to Tacoma (Service #16) at 10:15 p.m. with a long wait.</b></p> <p><b>Riders arriving on NWSL service from Tacoma or Lewiston can connect to the Gold Line. Riders arriving from Tacoma (Service #1) at 4:30 p.m. or arriving from Lewiston, ID (Service #17) at 4:25 p.m. can catch the 5:45 p.m. Gold Line departure towards Kettle Falls. Riders arriving from Lewiston, ID at 9:30 a.m. (Service #17) can catch the 11:35 a.m. Gold Line departure towards Kettle Falls, as can riders arriving at 4:25 a.m. (Service #16), though they will need to wait ~7 hours.</b></p>
	Spokane Transit Authority	●	Route 90 (Sprague) serves the station every 25 minutes between 5:42 a.m. and 11:12 p.m., and Routes 1 (City Line), 6 (Cheney), 14 (South Adams/Napa), and 25 (Division) serve stops one block north of the station.
	Moccasin Express	●	The Spokane Route towards Wellpinit serves this stop daily at 7:35 a.m., 10:35 a.m., 2:35 p.m., and 5:35 p.m.
Spokane Airport	Spokane Transit Authority	●	Route 60 (Airport) connecting to downtown Spokane serves this stop daily with ~30-minute headways Mon-Fri and 60-minute headways Saturday and Sunday.

● several connecting opportunities

● some connections, but not many or key missed opportunities

● no connections can be made or the timing of connections is unreasonably long (4 hours or longer)





## Grape Line

The Grape Line, operated by Bellair Charters & Airpoter, travels three times daily between Walla Walla and Pasco with stops in Touchet, Wallula, and Burbank along the way. Figure 7 depicts the Grape Line route, and Table 7 summarizes the Grape Line schedule.

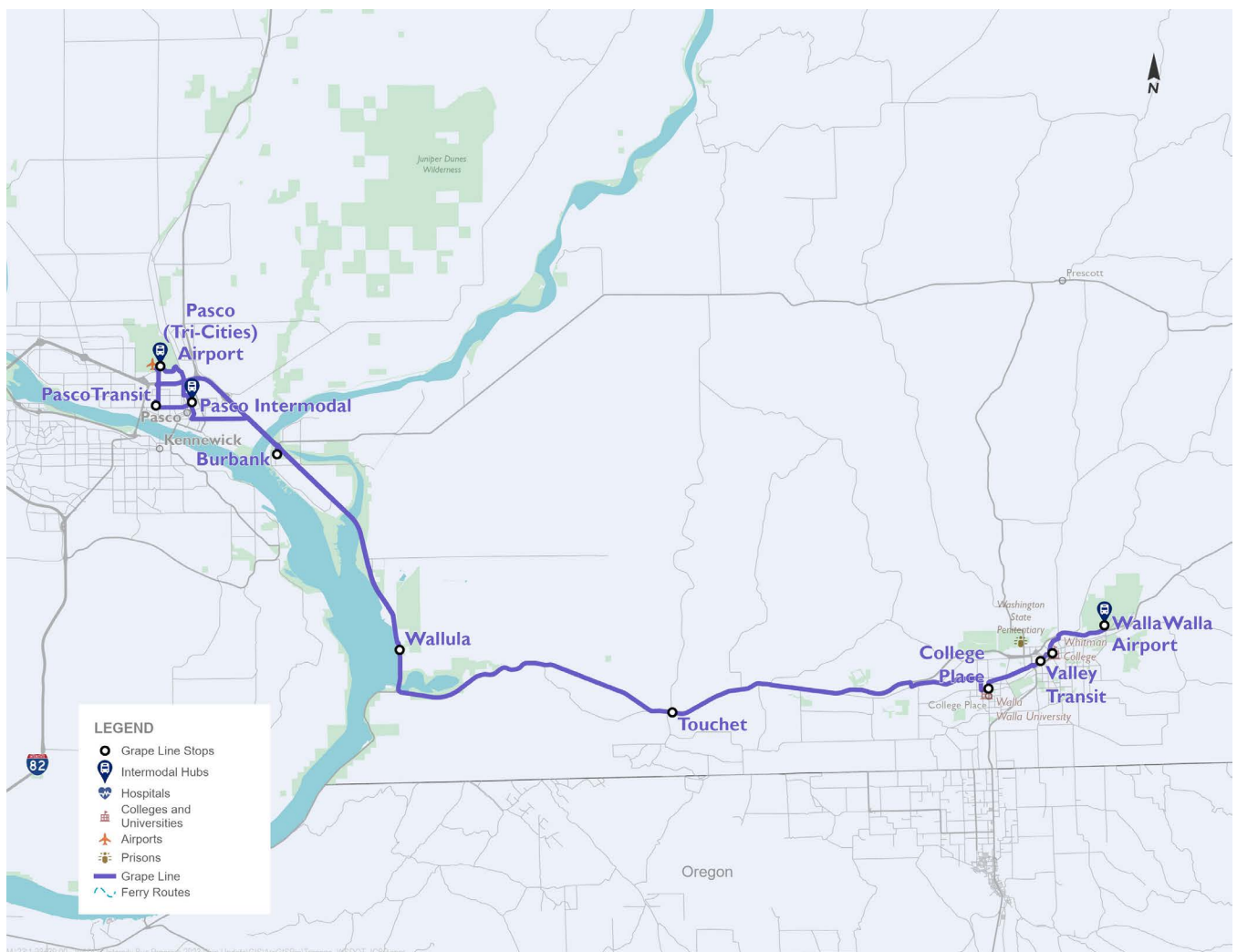


Figure 7: Grape Line Route and Stops





## Existing intercity bus network

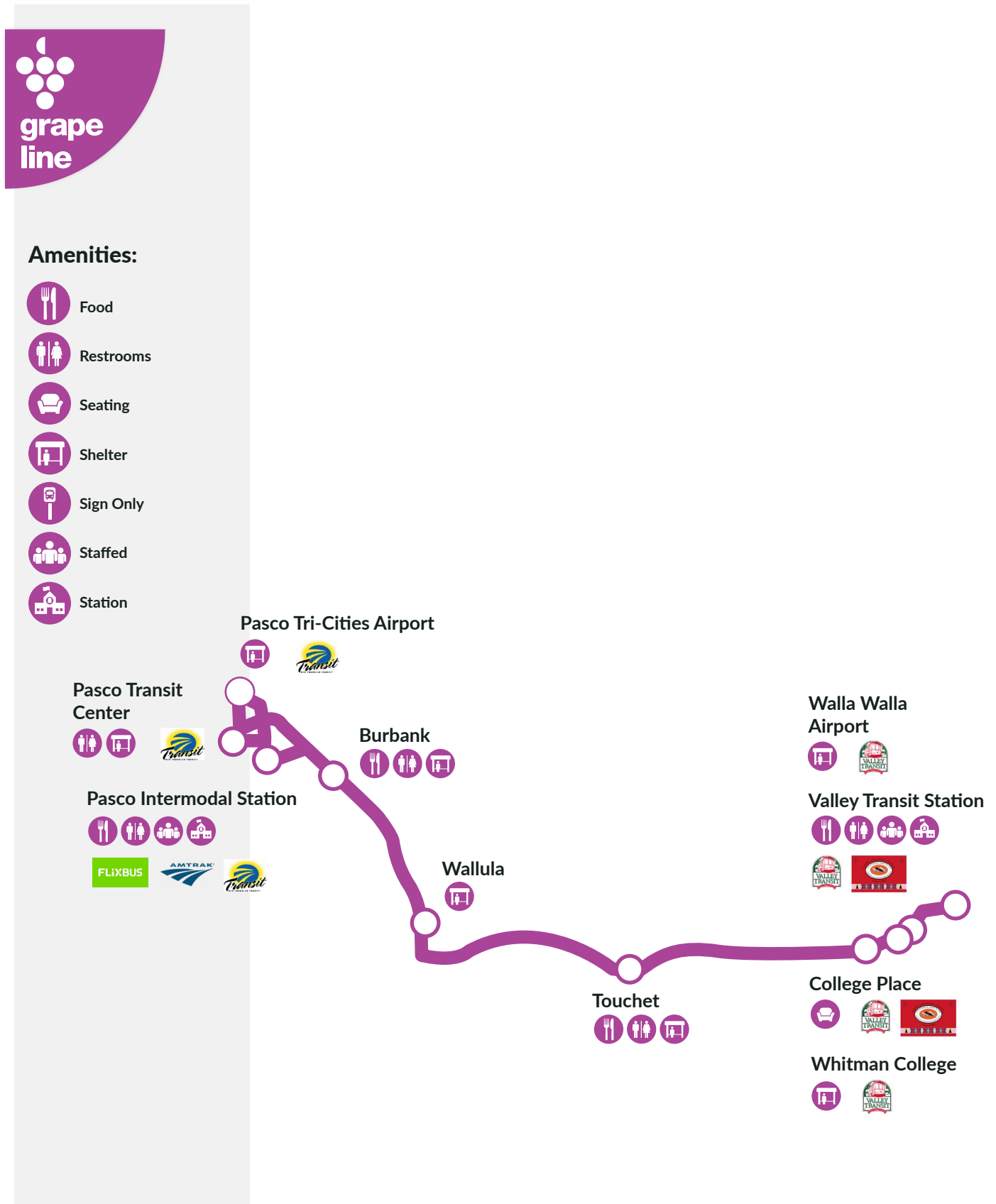
Fares range between \$9.00 and \$40.00, depending on how far a passenger travels. The lowest priced tickets are those purchased for travel between nearby stops. Fares may be purchased with debit or credit cards, and payment for reservations is processed electronically when booking online or by calling the phone number listed on the Travel Washington Grape Line webpage. Travelers booking electronically may board using their payment confirmation number. Cash is accepted at stops that do not require an advance or paid reservation, provided a seat is available on the desired trip. No discounted fares are available on Grape Line.

**Table 7: Grape Line Schedule**

Stop	Time		
Westbound			
Walla Walla Airport*	6:15 a.m.	11:45 a.m.	5:15 p.m.
Whitman College*	6:20 a.m.	11:50 a.m.	5:20 p.m.
Valley Transit Station	6:25 a.m.	11:55 a.m.	5:25 p.m.
College Place*	6:35 a.m.	12:05 p.m.	5:35 p.m.
Touchet*	6:55 a.m.	12:25 p.m.	5:55 p.m.
Wallula*	7:10 a.m.	12:40 p.m.	6:10 p.m.
Burbank*	-	12:50 p.m.	6:20 p.m.
Pasco Tri-Cities Airport*	7:30 a.m.	1:00 p.m.	6:30 p.m.
Pasco Intermodal Station	7:40 a.m.	1:10 p.m.	6:40 p.m.
Pasco Transit Center	7:50 a.m.	1:20 p.m.	6:50 p.m.
Eastbound			
Pasco Transit Center	9:45 a.m.	3:00 p.m.	8:55 p.m.
Pasco Intermodal Station	9:55 a.m.	3:10 p.m.	9:05 p.m.
Pasco Tri-Cities Airport*	10:05 a.m.	3:25 p.m.	9:15 p.m.
Burbank*	10:12 a.m.	3:32 p.m.	9:22 p.m.
Wallula*	10:23 a.m.	3:43 p.m.	9:33 p.m.
Touchet*	10:40 a.m.	4:00 p.m.	9:50 p.m.
College Place*	11:00 a.m.	4:20 p.m.	10:10 p.m.
Valley Transit Station	11:10 a.m.	4:30 p.m.	10:15 p.m.
Whitman College*	11:15 a.m.	4:35 p.m.	10:20 p.m.
Walla Walla Airport*	11:25 a.m.	4:40 p.m.	10:25 p.m.

\*By reservation only





### Intermodal connections

Passengers traveling on the Grape Line can connect to several additional local, regional, and intercity transit services. Table 8 summarizes these connections and their amenities. Noted amenities may not always be directly associated with the transit service or provider. For example, the stop in Burbank near Jacksons does not include any signage or shelter specifically for the bus service, but Jacksons provides shelter, restrooms, and food. Non-local services are presented first, followed by local services.

As shown in Table 8, while the Grape Line serves many locations also served by other intercity and local buses, trains, and airlines, the timing of when stops are served and when services operate only sometimes supports convenient connections. In descriptions of connecting services, the parenthetical service numbers refer to non-Travel Washington routes (identified in later sections) and do not reflect any prioritization or external naming. They are provided only within this report to make it easier to reference the different intercity bus services.



Table 8: Grape Line Intermodal Connections

Stop Locations	Connecting Services	Connecting Service Characteristics
Pasco Tri-Cities Airport	Airport	● Services at the airport provide direct connections to 10 different destinations through services from Alaska, Allegiant, American, Avelo, Delta, and United Airlines.
	Ben Franklin Transit (BFT)	● Routes 225, 268 serve a stop .3 miles away on Argent Rd every 30 minutes.
Pasco Transit Center	Ben Franklin Transit	● Routes 1, 3, 64, 65, 67, and 225 serve the Transit Center with headways from 15 to 30 minutes.
Pasco Intermodal Station	Amtrak	● The Empire Builder service between Seattle and Chicago departs for Chicago at 9:06 p.m. and departs for Seattle at 6:40 a.m. <b>Riders arriving on the Grape Line from Walla Walla at 6:40 p.m. can catch the train towards Chicago but do not have a reasonable connection to catch the train to Seattle. Riders arriving at the Pasco Intermodal Station on the Empire Line from Chicago at 6:40 a.m. can catch the Grape Line towards Walla Walla at 9:55 a.m.</b>
	FlixBus	● There are three FlixBus routes that serve the Pasco Intermodal Station – between Spokane and Seattle, between Pasco and Portland, OR, and between Pasco and Boise, IL. <b>All three FlixBus routes arrive at the stop at the same time (1:40 p.m.) and leave towards their respective destinations at the same time (2:10 p.m.). Riders on the Grape Line arriving at the station on the 1:10 p.m. arrival can catch any of the FlixBus services at 2:10 p.m. Riders arriving on any of the three FlixBus services at 1:40 p.m. can catch the 3:10 p.m. departure of the Grape Line towards Walla Walla.</b>
	Ben Franklin Transit	● Route 3 connecting Pasco and Kennewick departs every 15 minutes.
Burbank	n/a	n/a n/a
Walla Walla	n/a	n/a n/a
Touchet	n/a	n/a n/a
College Place	Confederated Tribes of the Umatilla Indian Reservation/Kayak Transit	● The CTUIR/Kayak Transit Whistler route between Walla Walla and Pendleton, OR serves a stop .7 miles to the south of the Grape Line stop, four times Mon-Fri and twice on Saturday. <b>Mon-Fri, riders arriving on the Grape Line from Pasco at 11:00 a.m. have the chance to catch the Whistler service heading towards Pendleton at 3:22 p.m. (with a lengthy wait), and riders arriving on the Grape Line at 4:20 p.m. can catch the 6:49 p.m. departure. On Saturday, riders on the Grape Line arriving at 4:20 p.m. can catch the 5:50 p.m. Whistler service towards Pendleton.</b>
	Valley Transit	● Routes 1 and 310 serve the nearby intersection of N College Ave and W Whitman Dr every 30-40 minutes Mon-Fri, 6:15 a.m. to 5:45 p.m. Route 2 serves nearby stop on E Whitman every 30 minutes Mon-Fri. Flex on-demand service operates Saturday from 10:45 a.m. to 6:10 p.m.; weekday evening Flex service is suspended.
Valley Transit Station	Confederated Tribes of the Umatilla Indian Reservation/Kayak Transit	● The CTUIR/Kayak Whistler route serves the Transit Station four times Mon-Fri and twice on Saturday. <b>Mon-Fri, riders arriving on the Grape Line from Pasco at 11:55 a.m. have the chance to catch the Whistler service heading towards Pendleton at 3:11 p.m. (with a lengthy wait), and riders arriving on the Grape Line at 5:25 p.m. can catch the 6:41 p.m. departure. On Saturday, riders on the Grape Line arriving at 4:20 p.m. can catch the 5:50 p.m. Whistler service towards Pendleton.</b>
	Valley Transit	● Valley Transit Routes 1, 3, 4, 5, 6, 7, 9, 300, and 310 serve the Transit Station every 30-60 minutes, Mon-Fri.
Whitman College	Valley Transit	● Routes 1, 4, and 300 serve stops within two blocks of the Grape Line stops, with headways between 30-55 minutes Mon-Fri.
Walla Walla Airport	Valley Transit	● Valley Transit routes 1 and 300 serve the Walla Walla Airport every 30-60 minutes, Mon-Fri.

● several connecting opportunities

● some connections, but not many or key missed opportunities

● no connections can be made or the timing of connections is unreasonably long (4 hours or longer)





### Intercity bus network

Beyond Travel Washington, residents of Washington have access to several other intercity bus routes. This section describes each of these routes, organized by operator. The parenthetical service numbers do not reflect any prioritization or external naming. They are provided only within this report to make it easier to reference the different intercity bus services. WSDOT requested but did not receive operational and fleet data from private intercity bus operators. Information reflected in this section was collected using publicly available data from providers and third-party websites.

#### Amtrak

Amtrak provides bus service to complement train service along specific routes. Fares may be purchased with debit or credit cards when making a reservation. Payment for reservations is processed electronically when booking online or using the Amtrak app. eTickets are sent to the purchaser as a PDF attachment to their emailed receipt. Tickets can also be purchased in person at Amtrak kiosks inside the stations, where available.

The following discount rates may be applicable:

Travel Category	Discount
Senior Citizens	10%
Military Personnel and Family	10%
Military Veterans	10%
Children under 2	Free
Youth 3-12	50%
Students 17-24	15%
Disabled Travelers and one Companion	10% (each)
Rail Passenger Association Member	10%
Large Groups (15+ travelers)	Call Amtrak

#### Thruway Seattle–Vancouver, BC (Service #1)

The Vancouver, B.C.–Seattle Amtrak Thruway service travels directly between the Pacific Central Station in downtown Vancouver, B.C. and the Seattle King Street Station with no stops along the way. Cantrail Coach Lines operates this service and runs four round trips per day.

#### Fares

Fares are approximately \$50.00 for the direct Seattle–Vancouver, BC service but vary depending on the time of year the travel is booked, how far in advance the booking is made, and the cancellation policy chosen. Cancellation fees vary depending on the type of ticket purchased.

#### Intermodal connections

Connections available at the Seattle King Street Station are described in Intermodal Hubs. Connections at the Pacific Central Station in Vancouver, BC include Rail Canada and Greyhound (Service #12). Local transit providers also serve both stops.



Table 9: Amtrak Thruway Seattle-Vancouver, BC Schedule

Stop	Time			
Southbound				
Vancouver, BC Pacific Central Station	5:30 a.m.	9:00 a.m.	11:30 a.m.	4:00 p.m.
Richmond, BC	5:50 a.m.	9:30 a.m.	12:00 p.m.	4:30 p.m.
Seattle King Street Station	9:00 a.m.	12:45 p.m.	3:30 p.m.	7:45 p.m.
Northbound				
Seattle King Street Station	10:45 a.m.	1:45 p.m.	4:45 p.m.	9:00 p.m.
Richmond, BC	1:45 p.m.	4:45 p.m.	7:45 p.m.	11:45 p.m.
Vancouver, BC Pacific Central Station	2:15 p.m.	5:15 p.m.	8:15 p.m.	12:15 a.m.

### Thruway Seattle–Bellingham (Service #2)

The Bellingham–Seattle line travels between Bellingham and the Seattle King Street Station with stops in Mount Vernon and Everett along the way. This line runs daily with two round trips per day.

### Fares

Fares on the Seattle-Bellingham service generally range from \$9.00–\$19.00 but vary depending on the time of year the travel is booked, how far in advance the booking is made, and the cancellation policy chosen. Cancellation fees vary depending on the type of ticket purchased.

### Intermodal connections

Connections available at the Seattle King Street Station, the Everett Intermodal Station, the Mount Vernon Intermodal Station, and the Bellingham Intermodal Station are described in the Intermodal Hubs section that follows the description of intercity services. All stops are also served by local transit providers.

Table 10: Amtrak Thruway Seattle–Bellingham Schedule

Stop	Time	
Northbound		
Seattle King Street Station	11:00 a.m.	3:00 p.m.
Everett Intermodal Station	11:45 a.m.	3:45 p.m.
Mount Vernon Intermodal Station	12:30 p.m.	4:30 p.m.
Bellingham Intermodal Station	1:15 p.m.	5:15 p.m.
Southbound		
Bellingham Intermodal Station	11:15 a.m.	2:15 p.m.
Mount Vernon Intermodal Station	11:45 a.m.	2:45 p.m.
Everett Intermodal Station	12:30 p.m.	3:30 p.m.
Seattle King Street Station	1:30 p.m.	5:00 p.m.



### FlixBus

FlixBus is a German company whose parent company owns Greyhound as of October 2021. FlixBus is a low-cost service provider. Some FlixBus routes are run by third-party contractors, such as the Seattle-Eugene, OR services described in this section.

Tickets can be purchased online through FlixBus or Greyhound. Fares are described for each service but also vary depending on the time of year the travel is booked and how far in advance the booking is made. Fares may be purchased with debit or credit cards when making a reservation. Payment for reservations is processed electronically when booking online, through the app, or at an official ticket reseller. Ticket sales locations can be found by visiting the ticket sales points page. Military veterans with an ID VetReward card are eligible for a 10 percent fare discount.

### Seattle–Eugene, OR 1 (Service #3)

FlixBus offers three different options connecting Seattle and Eugene, all operated by MTR Western, LLC. All three run daily.

Table 11 shows two of the options. One travels through Tacoma, Portland, Olympia, and Corvallis on the way. The other travels through Tacoma, Portland, Salem, and Corvallis on the way.

**Table 11: FlixBus Seattle-Eugene, OR 1 Schedule**

Stop	Time	
Southbound		
Seattle UW	7:00 a.m.	3:15 p.m.
Seattle 6th Ave S & S Lane St	7:15 a.m.	3:35 p.m.
Seattle Greyhound Station	7:30 a.m.	-
Sea-Tac Airport	8:00 a.m.	4:10 p.m.
Tacoma Puyallup Ave Intermodal Area	8:40 a.m.	5:05 p.m.
Olympia Transit Center	-	5:50 p.m.
Portland 700 NW Station	11:15 a.m.	7:50 p.m.
Salem Chemeketa & Liberty	12:45 a.m.	-
Corvallis OSU	1:40 p.m.	10:00 p.m.
Eugene UO	2:45 p.m.	11:00 p.m.
Northbound		
Eugene UO	7:00 a.m.	3:34 p.m.
Corvallis OSU	7:55 a.m.	4:35 p.m.
Salem Chemeketa & Liberty	8:50 a.m.	5:35 p.m.
Portland 700 NW Station	10:10 a.m.	6:55 p.m.
Olympia Transit Center	12:50 p.m.	-
Tacoma Puyallup Ave Intermodal Area	1:30 p.m.	9:50 p.m.
Sea-Tac Airport	2:00 p.m.	10:20 p.m.
Seattle Greyhound Station	-	10:45 p.m.
Seattle 6th Ave S & S Lane St	2:25 p.m.	10:55 p.m.
Seattle UW	2:45 p.m.	11:15 p.m.



**Seattle–Eugene, OR 2 (Service #4)**

The third option travels through Centralia, Kelso, and Portland.

Table 12: FlixBus Seattle-Eugene, OR 2 Schedule

Stop	Time
Southbound	
Seattle Greyhound Station	6:00 a.m.
Centralia	7:20 a.m.
Kelso Intermodal Station	8:05 a.m.
Portland 700 NW Station	9:05 a.m.
Eugene UO	11:45 a.m.
Northbound	
Eugene UO	6:40 p.m.
Portland 700 NW Station	9:05 p.m.
Kelso Intermodal Station	10:15 p.m.
Centralia	11:00 p.m.
Seattle Greyhound Station	12:20 a.m.

**Fares and discounts**

Fares between Seattle and Eugene are generally between \$32.99 and \$40.99 (plus a \$3.99 service fee), with lower fares available for shorter trips serving stops along the way.

**Intermodal connections**

At the UW campus in Seattle, riders can connect to King County Metro and Sound Transit routes. From 6th Ave S and S Lane Street, riders can catch other FlixBus services. Connections available at the Seattle Greyhound Station, the King Street Station, the Kelso Intermodal Station, Sea-Tac Airport, the Olympia Transit Center, and the Tacoma Puyallup Ave Intermodal Center are described in the Intermodal Hubs section that follows the description of intercity services. Most stops are also served by local transit providers.

**Vancouver, BC–Portland, OR (Service #5)**

This service runs daily between Vancouver, BC and Portland, OR, with stops in Seattle and one stop in Bellingham.

Table 13: FlixBus Vancouver, BC–Portland, OR 1 Schedule

Stop	Time	
Southbound		
Vancouver, BC Pacific Central Station	9:15 a.m.	3:15 p.m.
Bellingham WWU	11:50 a.m.	5:40 p.m.
Seattle UW	1:35 p.m.	7:25 p.m.
Seattle 6th Ave S & S Lane St	1:55 p.m.	7:45 p.m.
Sea-Tac Airport	2:35 p.m.	8:15 p.m.
Portland 700 NW Station	5:50 p.m.	11:10 p.m.
Northbound		
Portland 700 NW Station	8:30 a.m.	3:00 p.m.
Sea-Tac Airport	11:40 a.m.	6:20 p.m.
Seattle 6th Ave S & S Lane St	12:05 p.m.	6:50 p.m.
Seattle UW	12:40 p.m.	7:25 p.m.
Bellingham WWU	2:30 p.m.	9:10 p.m.
Vancouver, BC Pacific Central Station	4:40 p.m.	11:05 p.m.

**Fares and discounts**

Fares between Portland and Vancouver range from \$53.99 to \$103.99 (plus a \$3.99 service fee), with lower fares available for shorter trips serving stops along the way.

**Intermodal connections**

Connections available at Sea-Tac Airport are described in Intermodal Hubs. The other stops are served by local transit providers and by other FlixBus routes.





### Spokane–Portland, OR (Service #6)

This service runs daily between Spokane and Portland, OR, with stops in Olympia, Tacoma, Seattle (two), Ellensburg, and Moses Lake. Travelers interested in traveling between Spokane and Portland, OR also have the option of taking the FlixBus Portland-Pasco service (Service #9) and then transferring to the Seattle-Spokane service (Service #8), which may result in a shorter, cheaper trip, even with the transfer.

**Table 14: FlixBus Spokane–Portland, OR Schedule**

Stop	Time
Eastbound	
Portland 700 NW Station	7:15 a.m.
Olympia Transit Center	9:05 a.m.
Tacoma Puyallup Ave Intermodal Area	9:50 a.m.
Sea-Tac Airport	10:20 a.m.
Seattle Greyhound Station	10:55 a.m.
Ellensburg Love's Travel Stop	1:05 p.m.
Moses Lake Ernie's Fuel Stop	2:45 p.m.
Spokane Intermodal Station	4:25 p.m.
Westbound	
Spokane Intermodal Station	11:15 a.m.
Moses Lake Ernie's Fuel Stop	12:55 p.m.
Ellensburg Love's Travel Stop	2:05 p.m.
Seattle Greyhound Station	4:15 p.m.
Sea-Tac Airport	4:50 p.m.
Tacoma Puyallup Ave Intermodal Area	5:30 p.m.
Olympia Transit Center	6:15 p.m.
Portland 700 NW Station	8:15 p.m.

### Fares and discounts

Fares are \$51.99-\$59.99 (plus a \$3.99 service fee), with lower fares available for shorter trips serving stops along the way.

### Intermodal Connections

Connections available at the Olympia Transit Center, Tacoma Puyallup Ave Intermodal Area, Sea-Tac Airport, Seattle Greyhound Station, Ellensburg Love's Travel Stop, Moses Lake Ernie's Fuel Stop, and the Spokane Intermodal Station are described in Intermodal Hubs. Most stops are served by local transit providers and by other FlixBus routes as well.



### Spokane–Seattle 1 (Service #7)

FlixBus has two routes between Spokane and Seattle, and both run daily.

Table 15: FlixBus Spokane–Seattle 1 Schedule

Stop	Time
Eastbound	
Seattle Greyhound Station	3:00 p.m.
Ellensburg CWU	4:55 p.m.
Moses Lake Ernie's Fuel Stop	6:15 p.m.
Spokane Intermodal Station	7:55 p.m.
Westbound	
Spokane Intermodal Station	7:00 a.m.
Moses Lake Ernie's Fuel Stop	8:30 a.m.
Ellensburg CWU	9:45 a.m.
Seattle Greyhound Station	11:55 a.m.

#### Fares and discounts

Fares are \$29.99-\$39.99 (plus a \$3.99 service fee), with lower fares available for shorter trips serving stops along the way.

#### Intermodal connections

Connections available at the Seattle Greyhound Station, Moses Lake Ernie's Fuel Stop, and Spokane Intermodal Station are described in Intermodal Hubs. Most stops are served by local transit providers and by other FlixBus routes as well.

### Spokane–Seattle 2 (Service #8)

The second Seattle–Spokane route services more stops along the way.

Table 16: FlixBus Spokane–Seattle 2 Schedule

Stop	Time
Eastbound	
Seattle UW	8:45 a.m.
Seattle Greyhound Station	9:00 a.m.
Ellensburg CWU	11:10 a.m.
Yakima	12:05 p.m.
Sunnyside	12:50 p.m.
Pasco Intermodal Station	1:40 p.m.
Spokane Intermodal Station	4:30 p.m.
Westbound	
Spokane Intermodal Station	11:20 a.m.
Pasco Intermodal Station	2:10 p.m.
Sunnyside	3:00 p.m.
Yakima	3:40 p.m.
Ellensburg CWU	4:30 p.m.
Seattle Greyhound Station	6:35 p.m.
Seattle UW	7:05 p.m.

#### Fares and discounts

Fares are \$29.99-\$39.99 (plus a \$3.99 service fee), with lower fares available for shorter trips serving stops along the way.

#### Intermodal connections

Connections available at the Seattle Greyhound Station, Pasco Intermodal Station, and Spokane Intermodal Station are described in Intermodal Hubs. Most stops are served by local transit providers and by other FlixBus routes as well.



### Portland, OR–Pasco (Service #9)

This service runs daily connecting Portland, OR and Pasco.

Table 17: FlixBus Portland, OR–Pasco Schedule

Stop	Time
Eastbound	
Portland 700 NW Station	9:50 a.m.
Hood River, OR	10:55 a.m.
The Dalles, OR	11:20 a.m.
Pasco Intermodal Station	1:40 p.m.
Westbound	
Pasco Intermodal Station	2:10 p.m.
The Dalles, OR	4:25 p.m.
Hood River, OR	5:00 p.m.
Portland 700 NW Station	6:10 p.m.

#### Fares and discounts

Fares are \$30.99–\$33.99 (plus a \$3.99 service fee), with lower fares available for shorter trips serving stops along the way.

#### Intermodal connections

Connections available at the Pasco Intermodal Station are described in Intermodal Hubs. Most stops are served by local transit providers and by other FlixBus routes as well.

### Pasco–Boise, ID (Service #10)

This service runs daily, connecting Boise, ID to Pasco through stops in eastern Oregon.

Table 18: FlixBus Pasco–Boise, ID Schedule

Stop	Time
Northbound	
Boise, ID	8:50 a.m.
Ontario, OR	9:30 a.m.
Baker City, OR	10:00 a.m.
La Grande, OR	11:15 a.m.
Pendleton, OR	12:15 p.m.
Pasco Intermodal Station	1:40 p.m.
Southbound	
Pasco Intermodal Station	2:10 p.m.
Pendleton, OR	3:30 p.m.
La Grande, OR	4:35 p.m.
Baker City, OR	5:30 p.m.
Ontario, OR	8:20 p.m.
Boise, ID	9:30 p.m.

#### Fares and discounts

Fares are \$41.99–\$46.99 (plus a \$3.99 service fee), with lower fares available for shorter trips serving stops along the way.

#### Intermodal connections

Connections available at the Pasco Intermodal Station are described in Intermodal Hubs. Most stops are served by local transit providers and by other FlixBus routes as well.



### Seattle–Vancouver, BC (Service #10)

FlixBus' service connecting Seattle and Vancouver, BC runs three times a day, servicing different stops along each run, as seen in Table 19.

Table 19: FlixBus Seattle–Vancouver, BC Schedule

Stop	Time		
Northbound			
Seattle 6th Ave S & S Lane St	7:30 a.m.	9:35 a.m.	1:30 p.m.
Seattle UW	-	-	1:45 p.m.
Everett Intermodal Station	8:15 a.m.	10:15 a.m.	-
Bellingham WWU	-	11:20 a.m.	-
Bellingham Intermodal Station	9:25 a.m.	-	-
Vancouver, BC Pacific Central Station	11:10 a.m.	1:30 p.m.	5:10 p.m.
Southbound			
Vancouver, BC Pacific Central Station	7:20 a.m.	1:00 p.m.	4:30 p.m.
Bellingham Intermodal Station	-	3:05 p.m.	-
Bellingham WWU	-	-	6:40 p.m.
Everett Intermodal Station	-	4:20 p.m.	7:45 p.m.
Seattle UW	10:40 a.m.	-	-
Seattle 6th Ave S & S Lane St	11:00 a.m.	5:05 p.m.	8:30 p.m.

### Fares and discounts

Fares are \$36.99-\$72.99 (plus a \$3.99 service fee), with lower fares available for shorter trips serving stops along the way.

### Intermodal Connections

Connections available at the Bellingham Intermodal Station and the Everett Intermodal Station are described in Intermodal Hubs. Most stops are served by local transit providers and by other FlixBus routes as well.

### Greyhound

Greyhound previously operated the largest network of intercity bus services in North America. Since the purchase of Greyhound by the parent company of FlixBus in October 2021, many Greyhound routes are now operated by FlixBus, and many Greyhound stations have been closed, with FlixBus using curbside stops as an alternative. Greyhound continues to operate some routes directly.





### Seattle–Vancouver, BC (Service #12)

Greyhound service between Seattle and Vancouver, BC runs Thursday–Monday (no service on Tuesday and Wednesday).

Table 20: Greyhound Seattle–Vancouver, BC Schedule

Stop	Time
Northbound	
Seattle Greyhound Station	11:00 a.m.
Everett Intermodal Station	11:40 a.m.
Mt Vernon Intermodal Station	12:30 p.m.
Bellingham Intermodal Station	1:05 p.m.
Vancouver, BC Pacific Central Station	3:00 p.m.
Southbound	
Vancouver, BC Pacific Central Station	6:00 p.m.
Bellingham Intermodal Station	8:15 p.m.
Mt Vernon Intermodal Station	8:55 p.m.
Everett Intermodal Station	9:40 p.m.
Seattle Greyhound Station	10:25 p.m.

### Fares and discounts

Fares are \$32.99–\$39.99 (plus a \$3.99 service fee), with lower fares available for shorter trips serving stops along the way.

### Intermodal connections

Connections available at the Bellingham Intermodal Station, Everett Intermodal Station, Mount Vernon Intermodal Station, and Seattle Greyhound Station are described in Intermodal Hubs. Most stops are also served by local transit providers as well.

### Jefferson Lines

Jefferson Lines provides intercity bus service in the west and mid-west, and the parent company, Jefferson Partners, also provides charter bus service in some service areas. Tickets may be purchased electronically when booking online or by calling the 1-858 number listed on the Jefferson Lines website. Cash and major credit cards are accepted at most stops. Discount fares are available according to the table below.

Travel Category	Discount
Senior Citizens	5%
Military Personnel and Veterans	10%
Children under 2	Free
Youth 2–11	20%
Students (college, with ID)	15%

Jefferson Lines provides two options connecting Spokane and Billings, MT.



### Spokane–Billings 1 (Service #13)

This service runs daily, connecting Spokane to Billings, MT through two stops in Idaho and several in Montana.

Table 21: Jefferson Lines Spokane–Billings, MT 1 Schedule

Stop	Time
Eastbound	
Spokane Intermodal Station	5:10 p.m.
Coeur D'Alene, ID	6:00 p.m.
Kellogg, ID	6:50 p.m.
Missoula, MT	10:10 p.m.
Butte, MT	12:15 a.m. (next day)
Bozeman, MT	1:50 a.m.
Billings, MT	4:05 a.m.
Westbound	
Billings, MT	1:30 a.m.
Bozeman, MT	3:45 a.m.
Butte, MT	5:20 a.m.
Missoula, MT	7:35 a.m.
Kellogg, ID	8:50 a.m.
Coeur D'Alene, ID	9:50 a.m.
Spokane Intermodal Station	10:30 a.m.

### Fares and discounts

Fare for the Jefferson Lines Spokane–Billings, MT service is \$180.00, with lower fares available for shorter trips serving stops along the way.

### Intermodal connections

Connections available at the Spokane Intermodal Station are described in Intermodal Hubs. Most stops are also served by local transit providers as well.



### Spokane–Billings 2 (Service #14)

This service runs Friday through Monday, connecting Spokane to Billings, MT through several stops in Montana.

Table 22: Jefferson Lines Spokane–Billings, MT 2 Schedule

Stop	Time
Eastbound	
Spokane Intermodal Station	6:00 a.m.
Missoula, MT	10:15 a.m.
Butte, MT	12:25 p.m.
Bozeman, MT	1:50 p.m.
Livingston, MT	2:30 p.m.
Big Timber, MT	3:05 p.m.
Billings, MT	4:25 p.m.
Westbound	
Billings, MT	11:45 a.m.
Big Timber, MT	1:00 p.m.
Livingston, MT	1:35 p.m.
Bozeman, MT	2:15 p.m.
Butte, MT	3:25 p.m.
Missoula, MT	5:30 p.m.
Spokane Intermodal Station	8:00 p.m.

### Fares and discounts

Fare for the Jefferson Lines Spokane–Billings, MT service is \$180.00, with lower fares available for shorter trips serving stops along the way.

### Intermodal connections

Connections available at the Spokane Intermodal Station are described in Intermodal Hubs. Most stops are also served by local transit providers as well.

### Northwestern Stage Lines

Northwestern Stage Lines (NWSL), a subsidiary of Salt Lake Express, is based in Spokane, WA. Besides operating the Apple Line, NWSL provides three other intercity bus routes that serve Washington travelers. Payment for fares is processed electronically when booking online. Drivers accept cash upon pickup or at stations. Discount fares are not available.



### Tacoma–Spokane 1 (Service #15)

One of two NWSL routes connecting Tacoma and Spokane, this route runs daily, serving several stops with multiple intermodal connections.

Table 23: Northwestern State Lines  
Tacoma–Spokane 1 Schedule

Stop	Time
Eastbound	
Tacoma Puyallup Ave Intermodal Area	7:45 a.m.
Seattle King Street Station	8:50 a.m.
Seattle Greyhound Station	9:15 a.m.
Everett Intermodal Station	10:10 a.m.
Monroe	10:30 a.m.
Skykomish	11:15 a.m.
Steven's Pass	11:30 a.m.
Leavenworth	12:10 p.m.
Wenatchee Columbia Station	12:45 p.m.
Quincy Akins Fresh Market	1:45 p.m.
Moses Lake Ernie's Fuel Stop	2:30 p.m.
Ritzville	3:30 p.m.
Spokane Intermodal Station	4:30 p.m.
Westbound	
Spokane Intermodal Station	10:45 a.m.
Ritzville	11:40 a.m.
Moses Lake Ernie's Fuel Stop	12:30 p.m.
Quincy Akins Fresh Market	1:00 p.m.
Wenatchee Columbia Station	1:55 p.m.
Leavenworth	2:55 p.m.
Steven's Pass	3:35 p.m.
Skykomish	3:55 p.m.
Monroe	4:30 p.m.
Everett Intermodal Station	5:05 p.m.
Seattle Greyhound Station	6:10 p.m.
Seattle King Street Station	6:25 p.m.
Tacoma Puyallup Ave Intermodal Area	7:10 p.m.

### Fares and discounts

Fare for these routes is \$49.00–\$75.00, with fares not clearly corresponding to the distance between the origin and destination locations.

### Intermodal connections

Connections available at the Spokane Intermodal Station, Moses Lake Ernie's Fuel Stop, Quincy Akins Fresh Market, Wenatchee Columbia Station, Everett Intermodal Station, Seattle King Street Station, Seattle Greyhound Station, and Tacoma Puyallup Ave Intermodal Area are described in Intermodal Hubs. Most stops are also served by local transit providers as well.





### Tacoma–Spokane 2 (Service #16)

NWSL's other route connection Tacoma and Spokane runs Thursday-Sunday eastbound and Wednesday-Saturday westbound. The route serves George and Ellensburg and includes a stop at the Spokane Airport.

**Table 24: Northwestern State Lines  
Tacoma–Spokane 2 Schedule**

Stop	Time
Eastbound	
Tacoma Puyallup Ave Intermodal Area	9:45 a.m.
Seattle King Street Station	10:50 a.m.
Seattle Greyhound Station	11:15 a.m.
Ellensburg Love's Travel Stop	1:00 p.m.
George Shree's Truck Stop	2:05 p.m.
Moses Lake Ernie's Fuel Stop	2:35 p.m.
Ritzville	3:25 p.m.
Spokane Intermodal Station	4:25 p.m.
Spokane Airport	4:40 p.m.
Westbound	
Spokane Airport	10:00 p.m.
Spokane Intermodal Station	10:15 p.m.
Ritzville	11:15 p.m.
Moses Lake Ernie's Fuel Stop	12:05 a.m.
George Shree's Truck Stop	12:35 a.m.
Ellensburg Love's Travel Stop	1:20 a.m.
Seattle Greyhound Station	3:35 a.m.
Seattle King Street Station	4:00 a.m.
Tacoma Puyallup Ave Intermodal Area	4:45 a.m.

### Fares and discounts

Fare for these routes is \$49.00 to \$103.00, with fares not clearly corresponding to the distance between the origin and destination locations.

### Intermodal connections

Connections available at the Spokane Airport, Spokane Intermodal Station, Moses Lake Ernie's Fuel Stop, George Shree's Truck Stop, Ellensburg Love's Travel Stop, Seattle King Street Station, Seattle Greyhound Station, and Tacoma Puyallup Ave Intermodal Area are described in Intermodal Hubs. Most stops are also served by local transit providers as well.



### Spokane–Lewiston, ID (Service #17)

This service runs daily between Spokane and Lewiston, ID.

Table 25: Northwestern State Lines  
Spokane–Lewiston Schedule

Stop	Time	
Southbound		
Spokane Airport	7:00 a.m.	5:15 p.m.
Spokane Intermodal Station	7:30 a.m.	5:45 p.m.
Colfax, ID	8:40 a.m.	6:50 p.m.
Pullman, ID	9:05 a.m.	7:15 p.m.
Moscow, ID	9:30 a.m.	7:40 p.m.
Lewiston, ID	10:10 a.m.	8:15 p.m.
Northbound		
Lewiston, ID	7:00 a.m.	1:45 p.m.
Moscow, ID	7:40 a.m.	2:25 p.m.
Pullman, ID	8:05 a.m.	2:50 p.m.
Colfax, ID	8:25 a.m.	3:15 p.m.
Spokane Intermodal Station	9:30 a.m.	4:25 p.m.
Spokane Airport	9:55 a.m.	4:45 p.m.

### Fares and discounts

The fare for these routes is \$59.00, with lower fares available for shorter trips that serve stops along the way.

### Intermodal connections

Connections available at the Spokane Airport and Spokane Intermodal Station are described in Intermodal Hubs. Some stops are also served by local transit providers as well.

### Intermodal hubs

One of the primary goals of the Travel Washington program is to provide meaningful connections to the greater intercity bus network, and intercity service hubs serve as a primary component of the Travel Washington route structure. Not only do these hubs provide the opportunity to connect to multiple intercity bus routes, but they also provide amenities, such as restrooms, food services, or a staffed station, which can make transfers between services more functional for passengers.

Two or more intercity providers (including bus, ferry, plane, train) serve the following locations. Stops served only by multiple lines from the same provider are not included (for example, curbside street stops used only by FlixBus). Some airports throughout the state are not currently served by intercity bus service as defined as part of this study but are served by airporter shuttles or other similar services. As airports are an integral part of the national travel network, these airports have been included as intercity service hubs.



## Existing intercity bus network



Figure 8: Summary of intermodal hubs (western half of Washington)





## Existing intercity bus network

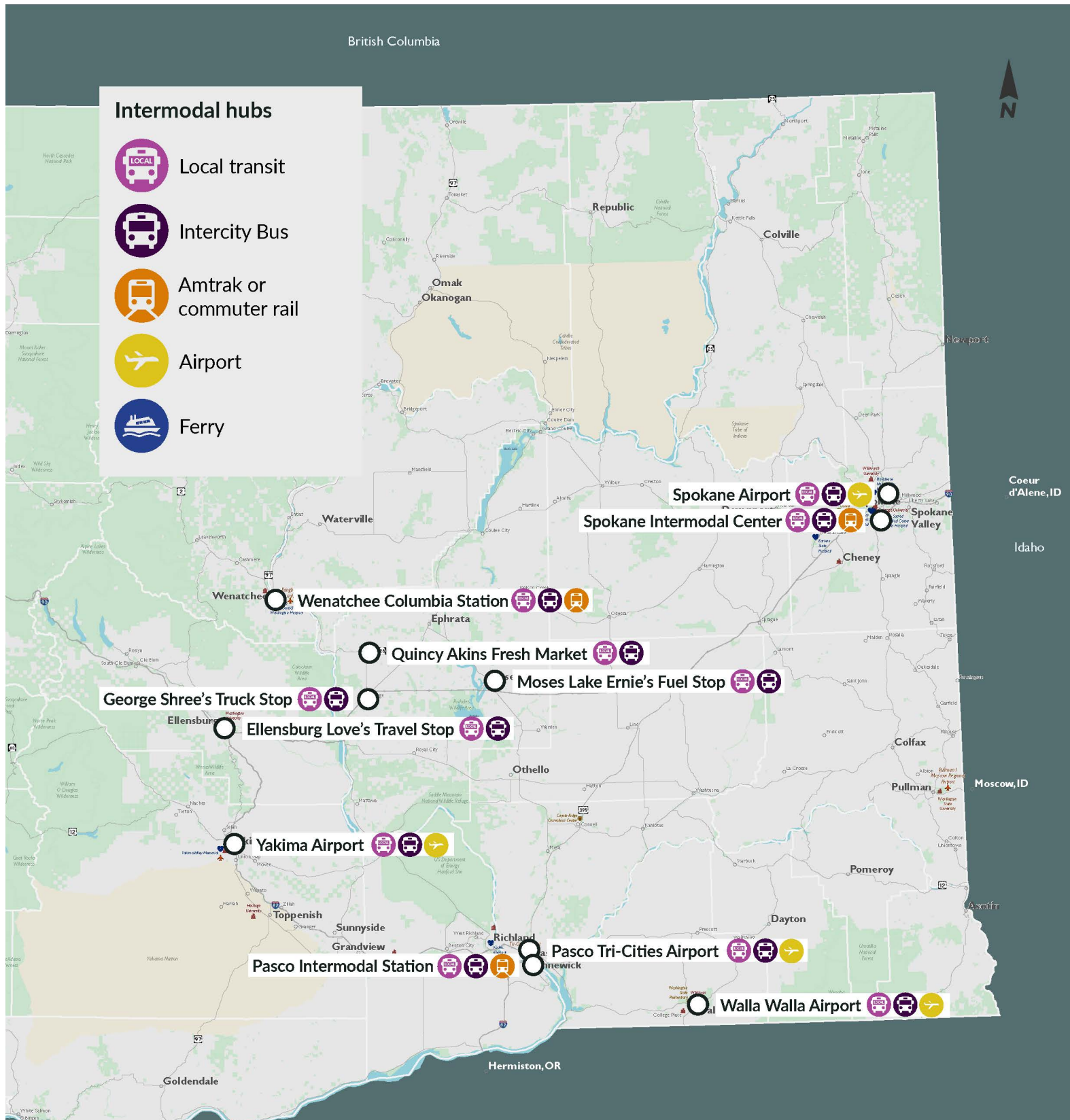


Figure 9: Summary of intermodal hubs (eastern half of Washington)





## Existing intercity bus network

### Bellingham Airport

#### Airlines

- Alaska Airlines, Allegiant, Southwest Airlines, San Juan Airlines

#### Intercity Bus

- Quick Shuttle<sup>1</sup>
- Bellair Airporter Shuttle<sup>1</sup>

#### Local Transit:

- Whatcom Transportation Authority (1 route)

### Bellingham Intermodal Station

#### Rail

- Amtrak Cascades

#### Intercity Bus

- Amtrak Thruway (Service #2)
- FlixBus (Seattle #11)
- Greyhound (Service #12)
- Bellair Airporter Shuttle<sup>1</sup>

#### Local Transit

- Whatcom Transportation Authority (2 routes)

### Edmonds Ferry Terminal

#### Rail

- Amtrak Cascades
- Sounder N Line

#### Intercity Bus

- Dungeness Line

#### Local Transit

- Community Transit (2 routes)

### Ellensburg Love's Travel Stop

#### Intercity Bus

- Apple Line
- FlixBus (Service #6)
- Northwestern Stage Lines (Service #16)
- Bellair Airporter Shuttle<sup>1</sup>

#### Local Transit

- Central Transit (2 routes)
- Kittitas County Connector

### Everett Intermodal Station

#### Rail

- Amtrak Cascades
- Amtrak Empire Builder
- Sounder N Line

#### Intercity Bus

- Amtrak Thruway (Service #2)
- FlixBus (Service #11)
- Greyhound (Service #12)
- Northwestern Stage Lines (Service #15)

#### Local Transit

- Everett Transit (8 routes)
- Community Transit (6 routes)
- Island Transit (1 route)
- Skagit Transit (1 route)
- Sound Transit (3 routes)

### George Shree's Truck Stop

#### Intercity Bus

- Apple Line
- Northwestern Stage Lines (Service #16)

#### Local Transit

- Grant Transit (1 route)

### Kelso Intermodal Station

#### Rail

- Amtrak Cascades

#### Intercity Bus

- Service #4 (FlixBus Seattle - Eugene, OR 2)

#### Local Transit

- River Cities Transit (4 routes)
- Wahkiakum on the Move

### Kingston Ferry Terminal

#### Intercity Bus

- Dungeness Line

#### Ferry

- Kingston-Edmonds Ferry

#### Local Transit

- Jefferson Transit (1 route)
- Kitsap Transit (2 routes)

### Moses Lake Ernie's Fuel Stop

#### Intercity Bus

- FlixBus (Service #6 and #7)
- Northwestern Stage Lines (Service #15 and #16)

#### Local Transit

- Grant Transit (1 route)

### Mount Vernon Intermodal

#### Rail

- Amtrak Cascades

#### Intercity Bus

- Amtrak Thruway (Service #2)
- Greyhound (Service #12)

#### Local Transit

- Skagit Transit (10+ routes)
- Island Transit (1 route)

### Olympia Transit Center

#### Intercity Bus

- FlixBus (Service #3 and #6)

#### Local Transit

- Intercity Transit (10+ routes)
- Mason Transit (1 route)
- Lewis County Transit (1 route)

### Pasco Tri-Cities Airport

#### Airlines

- Alaska, Allegiant, American, Avelo, Delta, and United Airlines

#### Intercity Bus

- Grape Line
- HRR Shuttle

#### Local Transit

- Ben Franklin Transit (2 routes)

### Pasco Intermodal Station

#### Rail

- Amtrak Empire Builder

#### Intercity Bus

- Grape Line
- FlixBus (Service #8, #9, and #10)

#### Local Transit

- Ben Franklin Transit (1 route)

<sup>1</sup> Not defined as intercity bus as part of this study



## Existing intercity bus network

### Port Angeles

#### Intercity Bus

- Dungeness Line

#### Ferry

- Black Ball Ferry Line

#### Local Transit

- Clallam Transit Strait Shot

### Quincy Akins Fresh Market

#### Intercity Bus

- Apple Line
- Northwestern Stage Lines (Service #15)

#### Local Transit

- Grant Transit (1 route)

### Seattle King Street Station Rail

- Amtrak Empire Builder
- Amtrak Cascades
- Amtrak Coast Starlight
- Sounder S Line

#### Intercity Bus

- Dungeness Line
- Amtrak Thruway (Service #1 and #2)
- Northwestern Stage Lines (Service #15 and #16)

#### Local Transit

- Link Light Rail (1 route)
- King County Transit (10+ routes)
- Sound Transit (10+ routes)
- First Hill Seattle Streetcar

### Seattle Greyhound Station

#### Intercity Bus

- Dungeness Line
- FlixBus (Service #3, #4, #6, #7, and #8)
- Greyhound (Service #12)
- Northwestern Stage Lines (Service #15 and #16)

#### Local Transit

- Link Light Rail - 1 Line
- King County Transit (10+ routes)
- Sound Transit (10+ routes)

### Sea-Tac Airport

#### Airlines

- 37 different passenger airlines

#### Intercity Bus

- Dungeness Line
- FlixBus (Service #3, #5, and #6)
- Bellair Airporter<sup>1</sup>

#### Local Transit

- Link Light Rail - 1 Line
- King County Transit - Route 124
- Sound Transit - Route 560, Route 574

### Spokane Airport

#### Airlines

- Alaska, Allegiant, American, Delta, Southwest, Sun Country, and United Airlines

#### Intercity Bus

- Gold Line
- Northwestern Stage Lines (Service #16 and #17)
- Spokane Airport Shuttle<sup>1</sup>

#### Local Transit

- Spokane Transit Authority (2 routes)

### Spokane Intermodal Center Rail

- Amtrak Empire Builder

#### Intercity Bus

- Gold Line
- FlixBus (Service #6, #7, and #8)
- Jefferson Lines (Service #13 and #14)
- Northwestern Stage Lines (Service #15, #16, and #17)

#### Local Transit

- Spokane Transit Authority (10+ routes)
- Moccasin Express (1 route)

### Tacoma Puyallup Ave Intermodal Area Rail

- Amtrak Cascades
- Amtrak Coast Starlight

#### Intercity Bus

- FlixBus (Service #3 and #6)
- Northwestern Stage Lines (Service #15 and #16)

#### Local Transit

- Link Light Rail (1 route)
- Pierce Transit (5 routes)
- Sound Transit (5 routes)

### Walla Walla Airport Airlines

- Alaska Airlines

#### Intercity Bus

- Grape Line

#### Local Transit

- Valley Transit (2 routes)

### Wenatchee Columbia Station Rail

- Amtrak Empire Builder

#### Intercity Bus

- Apple Line
- Service #15 (Northwestern Stage Lines Spokane - Tacoma 1)

#### Local Transit

- Link Transit (2 routes)
- People for People (1 route)

### Yakima Airport

#### Airlines

- Alaska Airlines

#### Intercity Bus

- Bellair Shuttle<sup>1</sup>

#### Local Transit

- Yakima Transit (2 routes)

<sup>1</sup> Not defined as intercity bus as part of this study







# Chapter 4

## Existing operator characteristics



This chapter assesses the characteristics of existing intercity bus operations in the state. For Travel Washington routes, this includes an evaluation of operational characteristics, including historic ridership, route performance, and operating statistics.

This chapter also assesses issues facing the intercity bus industry, gaps and needs throughout the network, and the outlook of intercity bus service based on interviews with intercity bus operators and connecting services across Washington state.

### **A note about Travel Washington data**

Although contracted Travel Washington operators are required to provide WSDOT with specific operating and performance data on a regular basis, several factors have affected the quality and completeness of this information over the past several years.

- The reporting templates are not sufficiently standardized to ensure that all operators (or even different reporters working for the same operator) are calculating the same metrics in the same way.
- Data in the reports is often incomplete, contradictory, and contains copy/paste and other errors.
- The Travel Washington program does not have sufficient staff resources to ensure that operator reports are complete, comprehensive, and correct.
- With limited Travel Washington oversight, operators do not have sufficient incentive (and potentially have limited staffing resources) to complete reports accurately and reliably.

These factors significantly impact the data that Travel Washington had available for this study; data beginning in 2020 are particularly impacted due to factors related to the COVID-19 pandemic. Analysis in this chapter was completed using data provided directly from operators and from WSDOT. Within the information provided, there were often instances of numbers from WSDOT and from the operator not matching up, data and reports being mislabeled, metrics being calculated differently between one reporting period and the next, reported metrics not matching (for example, during a reporting period with reduced service days, the reported revenue hours and/or revenue miles were the same as a previous period with more service days), and whole reporting periods or specific performance measures not being available (for example, revenue hours were often missing from the data provided). The analysis provided may still be valuable in identifying high-level trends, but it should be viewed with an understanding of the quality of the data. These data challenges are further addressed in Chapter 10.



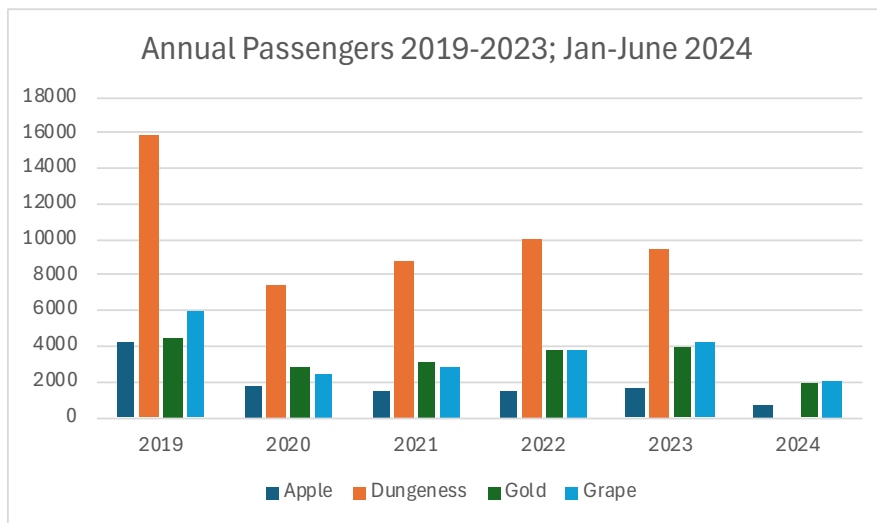
## Travel Washington operational characteristics

Where available, this plan update explores service data from 2019 through 2023 to provide a comparison of pre-COVID, COVID-19 pandemic, and post-pandemic performance.

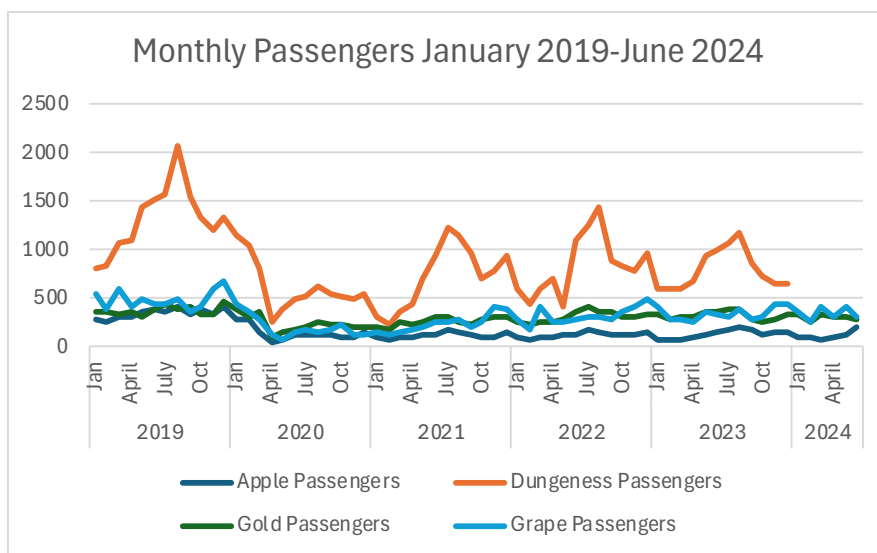
### Ridership

All routes saw a significant decline in ridership beginning in March 2020. While the Dungeness Line had the highest ridership before the pandemic, and still does today, it has been the slowest to rebound in ridership as of the end of 2023.

Ridership on Travel Washington routes varies seasonally across all years examined for the plan update, with some routes experiencing more significant seasonal changes than others. The following sections describe the performance of each in more detail. Figure 11 shows ridership by month for each of the Travel Washington routes. As shown, the Dungeness Line has significant ridership peaks in the summer, whereas the Grape Line tends to see its highest ridership in the late fall and winter months. Seasonal fluctuations are less evident for the Apple and Gold Lines.



**Figure 10: Annual Travel Washington Ridership by Route, January 2019-June 2024 (Data for Dungeness Line not available for 2024)**



**Figure 11: Monthly Travel Washington Ridership by Route, January 2019-June 2024**





## Operating data

Travel Washington providers regularly share operating and performance information with WSDOT, and WSDOT provides operators with funding on a per-mile basis. Table 26 shows sample operating information, representing services from July 2022 through June 2023.

Table 26: Travel Washington Operating Statistics July 2022-June 2023

Line	Ridership	Revenue Miles	Vehicle Trips	Gross Operating Cost	Revenue	Net Operating Cost
Apple Line	1,576	104,720	726	\$341,666.28	\$41,740.93	\$299,925.35
Dungeness Line	10,591	175,518	1,440	\$1,293,878.27	\$273,497.31	\$1,020,380.96
Gold Line	4,072	130,676	1,440	\$301,402.52	\$79,705.22	\$217,627.36
Grape Line	4,342	119,130	2,166	\$332,840.85	\$52,663.95	\$280,176.90
Total	20,603	530,044	5,772	\$2,269,787.92	\$447,607.41	\$1,818,110.57

In the period represented, Travel Washington operators served over 20,000 trips at a combined gross operating cost of over \$2.3 million. In the previous plan's performance period of July 2017 through June 2018, Travel Washington operators served over 30,000 trips at a combined gross operating cost of \$1.9 million.

Table 27: Table 26: Change in Travel Washington Operating Statistics (July 2017-June 2018 to July 2022-June 2023)

Line	Ridership	Revenue Miles	Vehicle Trips	Gross Operating Cost	Revenue	Net Operating Cost
Apple Line	↓61%	↓22%	-	↑23%	↓54%	↑61%
Dungeness Line	↓31%	↑9%	↓1%	↑25%	↓53%	↑128%
Gold Line	↓19%	-	↓1%	↑2%	↑20%	↓5%
Grape Line	↓23%	-	↓1%	↑7%	↓17%	↑13%
Total	↓32%	↓3%	↓1%	↑18%	↓45%	↑164%

Between the previous study's performance period and the one examined for this update, ridership across all Travel Washington routes has decreased by 32 percent, revenue miles have decreased by 3 percent, and vehicle trips have mainly stayed the same. The unique characteristics of each route and provider result in varied performance outcomes. Among lines, ridership and revenue miles changes vary, with the Apple Line experiencing the largest percentage loss, with 61 percent (2,478) fewer riders. The Dungeness, Gold, and Grape Line ridership decreased by 31 percent (4,842 riders), 19 percent (952 riders), and 23 percent (1,289 riders), respectively. Gross operating costs increased across all providers, though with varied magnitudes. Only the Gold Line saw increased revenue and decreased net operating costs.

Table 28 presents standard performance measures for transit. While these measures provide valuable information about the cost and productivity of service operations, rural and intercity transit services, which travel long distances and serve low-density markets, are expected to have different productivity levels than expected in urban areas. However, the measures can help identify service challenges and trends.



## Existing operator characteristics

All Travel Washington routes have productivity and cost recovery typical of rural transit, and like transit services across the country, all routes have experienced a significant reduction in ridership compared to 2019. This loss of ridership negatively affected route revenues while operating costs have increased, leading to an increase in net operating costs of more than \$700,000 compared to 2019 data. For all Travel Washington routes combined, ridership is still down by one-third compared to pre-pandemic levels. Average farebox recovery for all Travel Washington routes combined has decreased by over 20 percent compared to pre-pandemic levels.

**Table 28: Travel Washington Performance Measures July 2022-June 2023**

<b>Line</b>	<b>Avg Cost per Mile</b>	<b>Subsidy per Mile</b>	<b>Avg Cost per Rider</b>	<b>Avg Subsidy per Rider</b>	<b>Avg Boardings per Trip</b>	<b>Farebox Recovery</b>
Apple Line	\$3.26	\$3.51	\$216.79	\$190.31	2.17	12.22%
Dungeness Line	\$7.37	\$4.95	\$122.17	\$96.34	7.35	21.14%
Gold Line	\$2.31	\$3.93	\$73.62	\$53.16	2.84	26.44%
Grape Line	\$2.79	\$4.02	\$76.66	\$64.53	2.00	15.82%

While, as noted previously, the data available for this period are incomplete and reflect some of the other data challenges discussed, performance differences between operators are worth noting. The cost per mile hour for Dungeness Line operations is considerably higher than for the other lines. This disproportionately high rate continues the trend identified in the previous plan. Across all providers, the average boardings per trip have decreased compared to the July 2017-June 2018 performance period of the previous plan update. Farebox recovery has also gone down for all lines except the Gold Line.

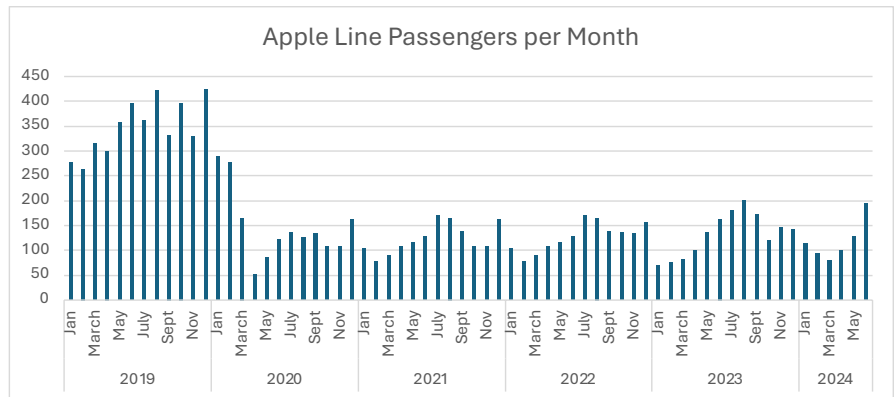
**Table 29: Travel Washington Performance Measures Changes from July 2017-June 2018 to July 2022-June 2023**

<b>Line</b>	<b>Avg Cost per Mile</b>	<b>Subsidy per Mile</b>	<b>Avg Cost per Rider</b>	<b>Avg Subsidy per Rider</b>	<b>Avg Boardings per Trip</b>	<b>Farebox Recovery</b>
Apple Line	↑57%	↑106%	↑216%	↑314%	↓61%	↓63%
Dungeness Line	↑15%	↑110%	↑83%	↑233%	↓30%	↓63%
Gold Line	↑3%	↓5%	↑26%	↑17%	↓18%	↑18%
Grape Line	↑7%	↑13%	↑138%	↑46%	↓22%	↓53%



### Apple Line

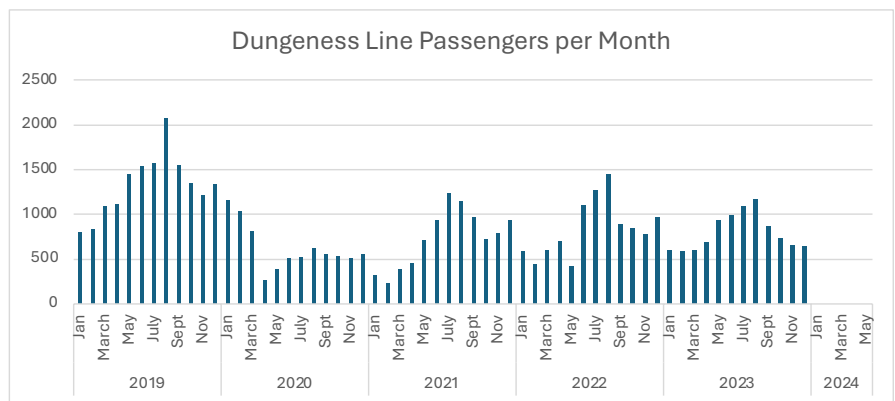
The Apple Line has the lowest annual ridership across the years under consideration, though there are months when ridership surpasses that of the Gold Line. The Apple Line also had the highest subsidy (\$195.90) per passenger July 2022 through June 2023. With such a considerable relative reduction in ridership (61 percent decrease), the average subsidy per rider has increased over 310 percent from 2017-2018 levels. While the Apple Line did not report any change in vehicle trips between the analysis periods, vehicle revenue miles are reported to have been reduced by over 29,000 miles or over 22 percent of the revenue miles, from 2017-2018. Weekend service was canceled in May 2022 and returned in April 2023; this and missed trips may account for some of the reduced ridership figure.



**Figure 12: Apple Line Passengers per Month January 2019-June 2024**

### Dungeness Line

Among the Travel Washington routes, the Dungeness consistently has the highest ridership. The line connects two major cities and serves an area with high travel demand. The Dungeness Line's revenue decreased disproportionately, compared with the other operators, when accounting for the decreased ridership between analysis periods. The Dungeness Line was the only route with a reported increase in revenue vehicle miles. Reporting likely inflated this number, because the Dungeness Line did not provide increased service runs compared to 2018. The average subsidy per rider has increased by over 230 percent from 2017-2018 levels.

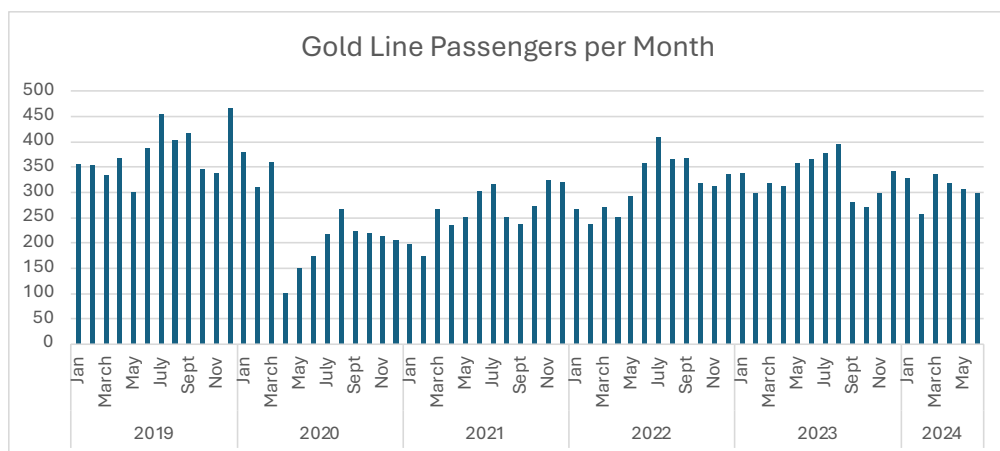


**Figure 13: Dungeness Line Passengers per Month January 2019-December 2023 (Data Unavailable for 2024)**



### Gold Line

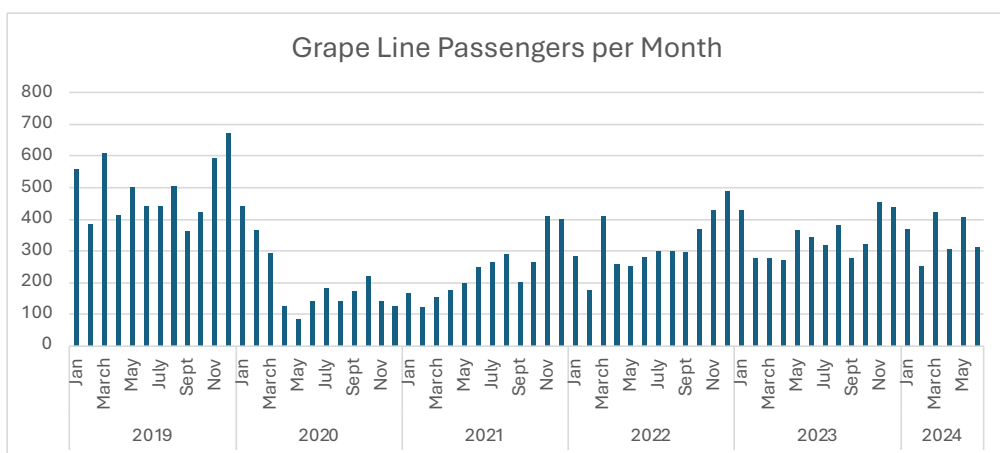
The Gold Line is the only Travel Washington Route that, between the analysis periods for the previous plan and this plan update, saw a reduction in net operating costs, driven by an increase in the farebox recovery ratio combined with the lowest loss of ridership among the four Travel Washington routes. The Gold Line reported only a slight change in revenue vehicle miles and trips between the two periods, with the cost per mile of service going up only 3 percent and the subsidy per rider going up 17 percent.



**Figure 14: Gold Line Passengers per Month January 2019-June 2024**

### Grape Line

The Grape Line's performance between the two performance periods is most similar to the Gold Line, with the second smallest reduction in ridership (23 percent). The Grape Line reported only a slight change in revenue vehicle miles and trips between the two periods, with the cost per mile of service going up only 7 percent and the subsidy per rider going up 46 percent.



**Figure 15: Grape Line Passengers per Month hour January 2019-June 2024**



### Operator interviews

Interviews were conducted with existing intercity bus and connecting service operators in Washington. These interviews aimed to learn about the state of the intercity bus industry from the operators' perspective, including the effects of the COVID-19 pandemic on services, challenges in providing existing services, and interest in expanding or offering new services. An initial online survey was distributed to all known intercity bus providers operating in Washington to collect preliminary data and gauge interest in participating in one-on-one video conference calls. Table 28 summarizes the service providers who participated in individual video conference calls.

Table 30: List of Operator Interviews

Service provider representatives interviewed	Date interviewed
Bellair–Central Washington Airporter Shuttle	June 5 9:30 a.m. PST
Northwest Stage Lines	June 5 10:30 a.m. PST
MTR Western	June 5 12:30 p.m. PST
Greyhound and FlixBus	June 17 10:00 a.m. PST
Jefferson Lines	June 25 2:30 p.m. PST
WSDOT Rail Freight and Ports	July 30 1:00 p.m. PST
Amtrak	Aug. 6 12:30 p.m. PST

### Issues facing the industry

Based on the operator interviews, several key issues are facing the intercity bus industry.

#### Service reductions and connectivity challenges

Operators reported a significant reduction in schedules and connections owing to the effects of the COVID-19 pandemic and strategic changes by major carriers such as Greyhound and FlixBus. This has resulted in severed connections in critical areas such as Boise, ID, Twin Falls, ID, and Salt Lake City, UT, affecting overall regional route connectivity. While outside Washington, these areas are vital to the national network's overall connectivity, as they serve as crucial hubs for long-distance travel. Maintaining strong and meaningful connections beyond the state ensures Washington residents can access destinations across the country, highlighting the importance of preserving these routes for the entire system's integrity. The reduction in services by private carriers also created significant gaps in service quality and customer service standards, notably changing how riders can book trips and purchase tickets. Customers who previously purchased fares in person at stations must now navigate various websites or apps, which may not be accessible or familiar to individuals such as older adults or people with limited English proficiency who comprise a large portion of intercity bus ridership. Staff loss is another significant challenge affecting intercity bus service in the post-pandemic landscape. Staff attrition is attributed to significant COVID-related layoffs, post-COVID rehiring challenges, and drivers quitting, citing increased safety concerns on specific routes.

#### Customer service

The shift to online ticket sales and fewer staffed locations for some operators has resulted in a noticeable gap in customer service. Operators observed increased confusion among passengers in locations without agents, particularly among those passengers with limited access to technology or who face language barriers. Clear and effective communication was identified as necessary to respond to customer needs and ensure customer satisfaction, while staffed stations were identified to promote safety.





## Existing operator characteristics

Carriers also recognized the importance of raising customer service standards, realizing that improving the customer experience, particularly in terms of safety, comfort, and access to essential services, is critical to increasing ridership. Intercity bus passengers, who frequently travel long distances, deserve the same amenities as airport passengers, such as restrooms, food, shelter, and secure waiting areas. Improving off-bus services and making ticketing and booking more convenient is critical for a safe and comfortable travel experience.

### Safety and security concerns

Both drivers and passengers also reported increased safety concerns. For drivers, the increase in driver attrition suggests the need for improved safety protocols and staffing at station locations. For passengers, many continue to express higher risk aversion and safety-related concerns stemming from the pandemic.

### Public perception and communication

Passengers' reluctance to return to bus travel after the pandemic, primarily because of safety concerns, is a significant issue. Overcoming negative perceptions of bus travel requires improved communication and education. Some operators cited passenger experience and perception as the most crucial ridership drivers, noting that Travel Washington has a significant opportunity to become a central information hub that can streamline information dissemination and provide comprehensive details on transit services.

## Gaps and needs in the system

Based on the operator interviews, contracted Travel Washington operators and other intercity bus providers shared key gaps and needs.

### Connectivity and coordination

Operators desired to improve geographical and temporal connectivity across the network. They noted that to ensure the viability of the intercity bus network, physical connections to local transit systems must be improved, and critical feeder routes must be maintained. Operators also noted better coordination among other intercity bus service providers, highlighting the need for technology integration and maintaining up-to-date schedule information to facilitate connections.

### Technology integration and interoperability

Better technological integration across service providers was noted as a requirement to keep information up to date and operations running efficiently. Operators desired improved interoperability between ticketing services, such as the Multi-Modal Cloud platform (MMC) for ticket interlining, the National Bus Traffic Association (NBTA) for ticket reconciliation, and the FlixBus ticketing system. Using standardized data formats, such as the General Transit Feed Specification (GTFS), to publish their schedules on a common platform would allow operators to improve service coordination and provide patrons with accurate and up-to-date schedule information.

### Infrastructure and facilities

Interviewees emphasized the need for improved passenger facilities and amenities, especially in rural areas. This includes ensuring that transfer points and terminals are secure, well-maintained, and provide adequate amenities and information. The acquisition of Greyhound by FlixBus has resulted in the closure of many major bus stations, making it more difficult for passengers to make seamless connections with other carriers. As FlixBus and Greyhound have fewer stops to facilitate easy transfers, the challenge of securing shared space at multimodal facilities, transit centers, and airports has become more pronounced. These challenges highlight the need for improved facilities to support intercity bus



## Existing operator characteristics

service. Improving these areas would not only raise the profile of intercity bus service but also offer an opportunity to enhance customer service and communication, ensuring passengers have access to a safe and comfortable environment for transfers or accessing other modes of transportation.

### Public engagement and data utilization

Operators mentioned a critical gap in data collection used to drive planning and decision-making, noting that there needs to be more consistency in the collected data. Solutions offered included increasing public engagement, leveraging data analytics, and sharing relevant ridership and operational data for more informed recommendations. This would aid in achieving higher levels of network integration and system interconnectivity by revealing areas with high ridership and opportunities for expansion and intermodal connections.

## Future of intercity bus services

According to the operator interviews, intercity bus providers see many opportunities and challenges for improving access to intercity bus services.

### Service expansion and frequency

Operators see significant opportunities to increase service frequency between major cities while expanding routes to underserved areas such as central and eastern Washington. Some carriers saw an opportunity to fill gaps where other agencies had discontinued service, increasing overall mobility and connectivity.

### Sustainability and electrification

Operators consider sustainability as critical for the future, with several operators pursuing fleet electrification and forming partnerships for electric vehicle initiatives. Many operators began planning and implementing electrification projects for vehicles or routes during the pandemic. This shift toward reducing fossil fuel dependence is expected to position intercity bus services as a more environmentally friendly mode of transportation. However, using electric vehicles for long-distance trips presents some challenges.

### Collaboration and network integration

Operators' visions for the future include a more connected and stable intercity bus network and increased collaboration to provide seamless and efficient service. They cited using technology and maintaining high service standards as essential for achieving this goal. Several partners expected ongoing collaboration to align the intercity bus plan with the state's broader transportation goals. Others stated that intermodal connectivity and collaboration would be critical to optimize connections and provide a seamless, intermodal travel experience in Washington state.



## Funding and strategic support

According to operators, ongoing funding from state and federal programs, particularly the 5311(f) program, is critical for maintaining and expanding the intercity bus network. Strategic planning and collaboration with local transit agencies and stakeholders are essential for intercity bus services' long-term viability and expansion.

Most partners were familiar with the 5311(f) program, citing the importance of preserving the viability of routes that would otherwise be unprofitable but are necessary for connectivity, particularly in rural areas. Partners stated that their previous participation in such programs provided financial and strategic benefits, resulting in the maintenance and expansion of services, demonstrating the program's importance in sustaining operations in changing market conditions. Other partners stated that although they were not yet fully knowledgeable about the FTA 5311(f) program, they recognized its importance and wanted to learn more about how the program could help them improve their service offerings.

### Travel Washington services and zero-emission vehicles

The current state of zero-emission vehicles (ZEVs) in intercity bus services offers exciting possibilities and significant challenges. While ZEV technology, particularly for battery-electric buses, is rapidly advancing and increasingly being adopted in urban transit networks, its application to intercity bus services is more complicated. Intercity routes are typically longer, have fewer stops, and operate in rural markets, making the limited range of current ZEV buses a critical consideration. Furthermore, charging times, terrain challenges, and a need for charging infrastructure, particularly in rural areas, limit the viability of adopting electric motor coaches for intercity transportation. For example, while some ZEV motor coaches report ranges that could meet specific Travel Washington route requirements, most current routes are too long or contain challenging topography. Available ZEV models are frequently designed for urban transit and lack the space required for luggage and parcels, which are critical for intercity services. The high costs and logistical challenges of installing the necessary charging infrastructure in rural areas present another barrier. Given these constraints, transitioning Travel Washington's bus fleet to ZEVs now would not be the most efficient use of resources. The current generation of battery-electric buses is not well suited to many intercity routes, and the infrastructure needed for efficient operations in rural areas has yet to be feasible. As a result, it is recommended to postpone large-scale investments in ZEV technology for intercity buses until alternative zero-emission technologies, such as hydrogen fuel cell vehicles, become more viable. Hydrogen fuel cell technology, which allows for longer ranges and faster refueling times, may better meet the needs of intercity bus services. Patience and ongoing monitoring will ensure the eventual transition to a ZEV fleet is cost-effective and operationally viable. Additional information is provided in Appendix E.







# Chapter 5

**User characteristics and  
network travel patterns**



This chapter describes current and potential intercity bus riders and network travel patterns. Rider characteristics are discussed in relation to intercity bus research and an evaluation of demographic and socioeconomic data. Travel patterns reflect modeled trip demand. Chapter 6 includes additional information about rider characteristics and travel patterns gathered during public engagement efforts.

### Intercity rider characteristics

Rider populations were identified through a review of existing research to ensure that public engagement and analysis efforts focused on the populations likely to use and want to use intercity bus services. The SAG reviewed and validated this research.

#### Rider characteristics from existing research

Recent research about and analysis of intercity bus travel and travelers was reviewed to understand traveler and trip characteristics better. Other statewide intercity bus plans were also reviewed, including the 2019 Travel Washington Intercity Bus Program Plan Update.

Traveler characteristics represented in the research and plans varied by geography, trip, and service type. Certain types of services (such as urban commuter services) attract riders with different characteristics. Since these services were not under consideration for this update, factors more aligned with this plan's definition of intercity bus services were considered, including:

- Age 18-24 and over 55 (or over 60)
- Low income or below poverty line
- No vehicle access or low car ownership
- Having one or more disabilities, particularly mobility impairments
- Non-white
- Low educational attainment
- Female

These characteristics were then prioritized in consultation with the SAG, who prioritized rider characteristics:

1. People with low incomes
2. Non-white populations
3. Households with no or limited vehicle access
4. People with disabilities
5. People aged 60 and older
6. People aged 18-24 (i.e., students)

Trip types also varied, particularly depending on the service. Because commuter and airporter services are not under consideration in this plan but were often included in other intercity bus research, a broad list was first developed. This list was based on trip types/destinations frequently cited in the research and plans and included:

- Commute and business trips
- Visiting friends and family
- Connecting to other transportation services, including airports
- Accessing healthcare
- Accessing college or university
- Shopping or other errands
- Accessing government offices, correctional facilities, or military installation

These trip types were then prioritized in consultation with the SAG, who prioritized trip types:

1. Healthcare
2. Connections to transportation hubs
3. Recreation
4. Shopping/errands
5. Educational institutions
6. Commute/business
7. Correctional facilities

The SAG also requested that grocery shopping be separated from other shopping and errands in public survey and other engagement efforts.





## Community characteristics

This section describes the existing demographic and socioeconomic characteristics of Washington state, focusing on the intercity bus traveler characteristics described above, using the most current data from the US Census Bureau (2020), the American Community Survey (2022), and United for ALICE. All data are displayed using Census county subdivision geographies, with all maps including the boundaries of the six administrative WSDOT regions for additional context. The data presented in this section represent where people live and show where demand or need for intercity bus service may be higher. However, this analysis does not address where people in these areas want to go. The following section (Network Travel Patterns) addresses this aspect of travel demand.

### Total population

Figure 16 shows population density in people per square mile for Washington state. As of the 2020 Decennial Census, Washington state's population was 7,705,281 people, spread across 66,437.5 square miles. This population is primarily concentrated in urbanized regions and many smaller towns, with large parts of the state being rural or sparsely populated. Puget Sound is the most densely populated region, with 4,936,090 people living in Seattle, Tacoma, Olympia, Bellevue, Everett, Mount Vernon, and outlying areas. Other urbanized but less densely populated parts of the state include the Spokane metro area with approximately 598,000 residents, the Vancouver metro area with 421,000 residents, the Tri-Cities metropolitan area (including Kennewick, Pasco, and Richland) with 311,000 residents, the Yakima area with 150,000 residents, and the Bellingham area with 123,000 residents.

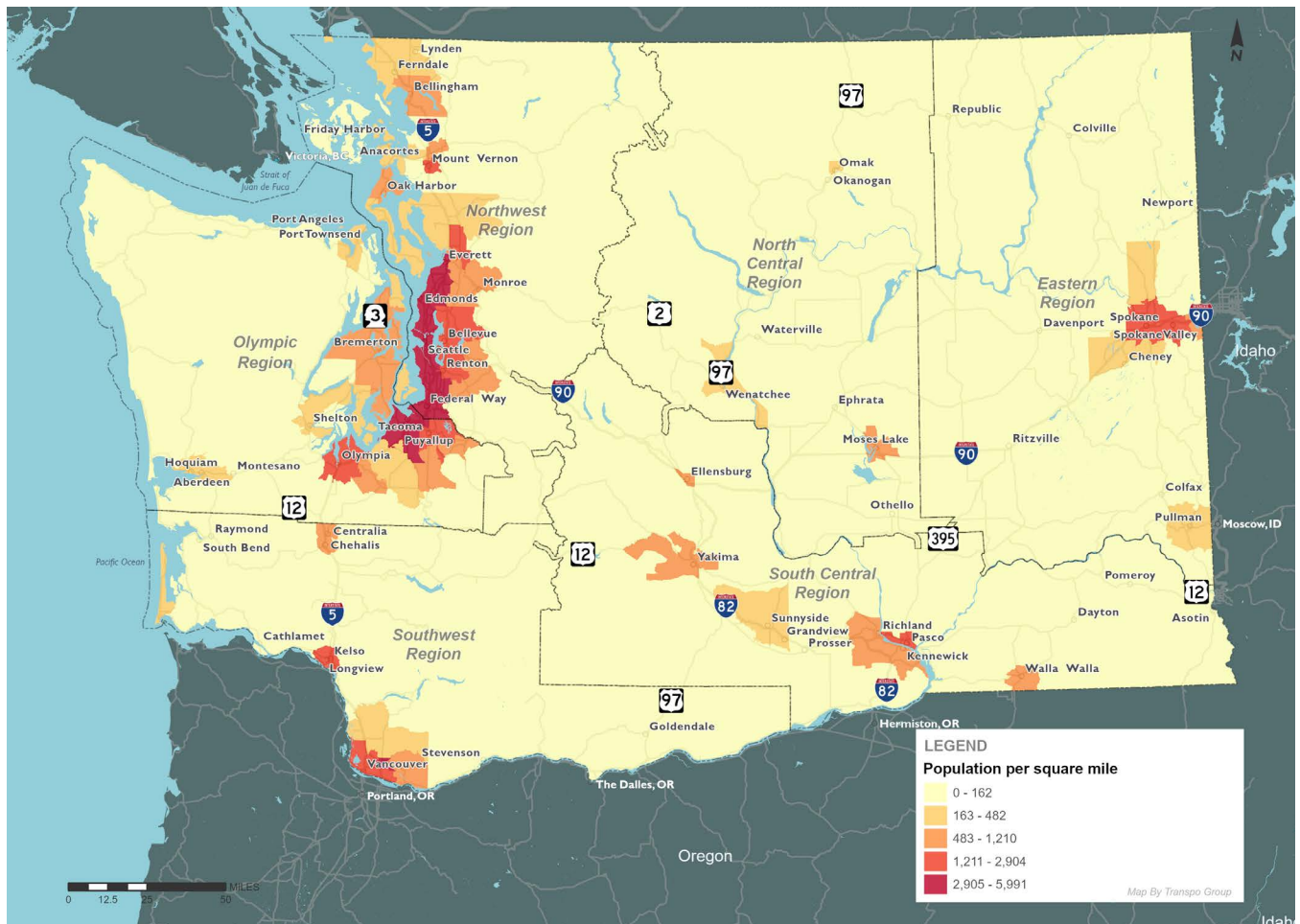
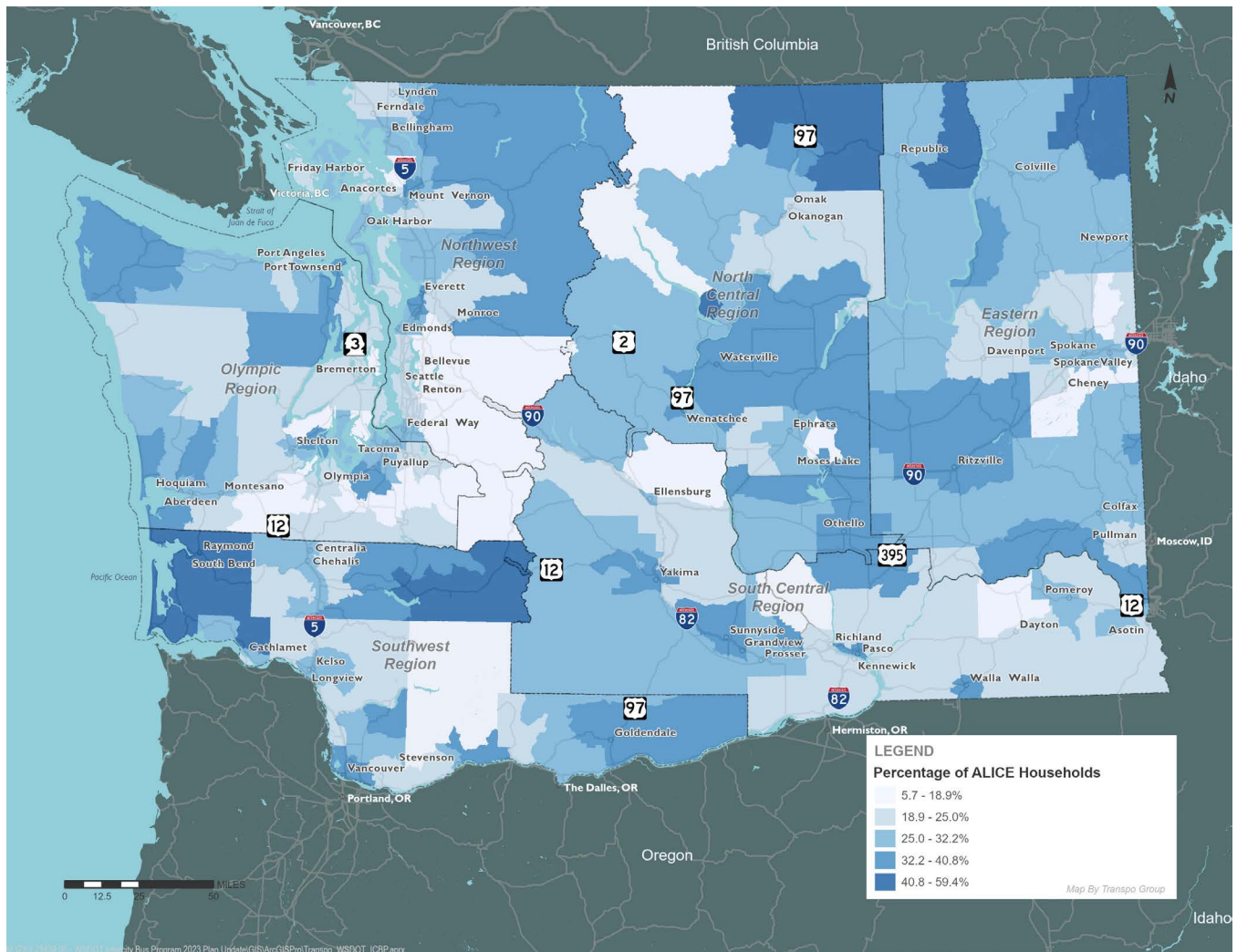


Figure 16: Population Density in Washington by Census County Subdivision



### ALICE households

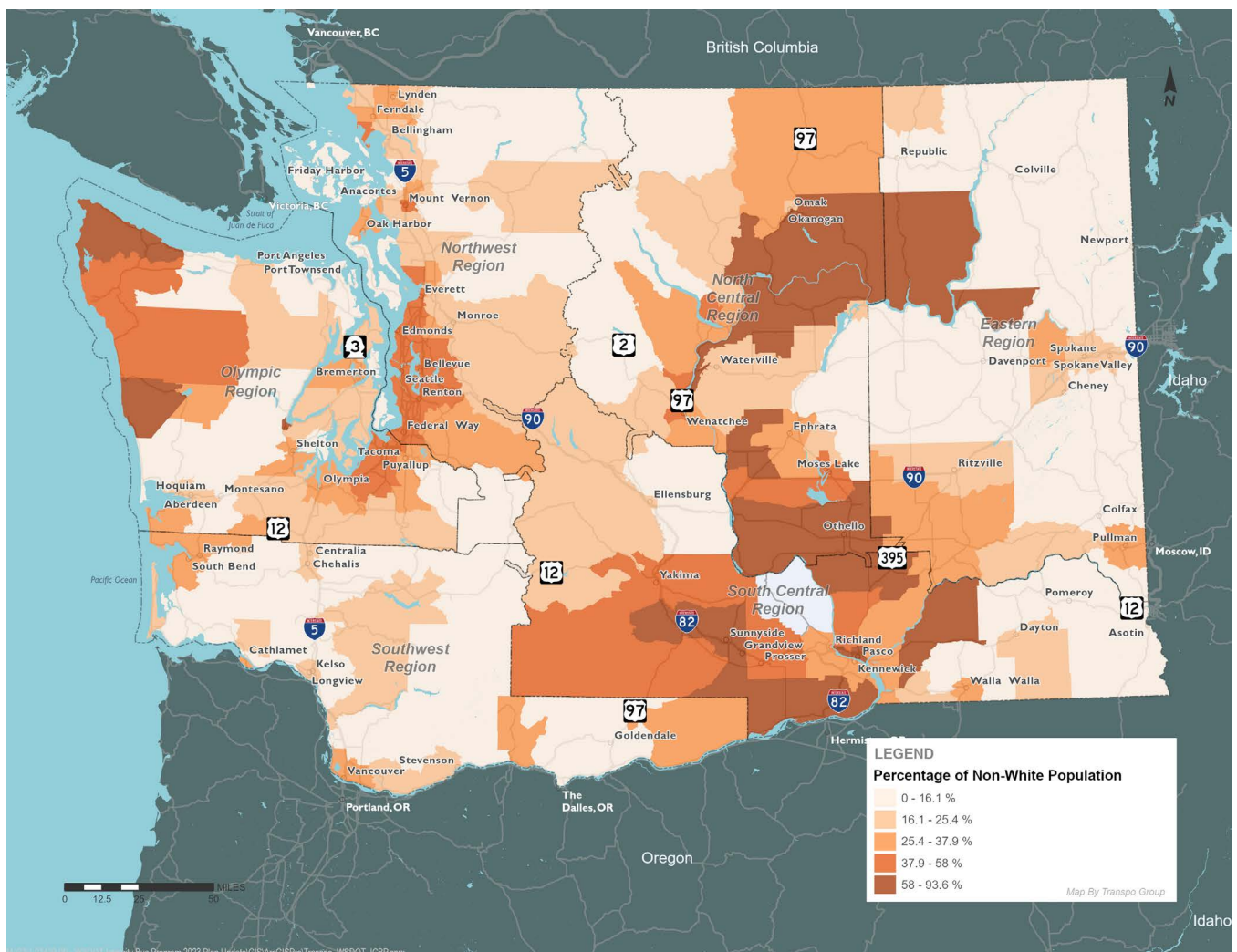
Figure 17 shows the percentage of ALICE households across the state from 2024 data published by the United Way of Northern New Jersey. ALICE data identifies asset-limited, income-constrained, employed (ALICE) households and is a more comprehensive measure of financial hardship than the federal poverty level (FPL). ALICE households may earn wages that put them above the FPL. Still, they struggle to afford basic expenses because of many factors varying by location, including housing, transportation, food, and healthcare costs. Recent upticks in inflation have significantly increased the number of households that meet the threshold for ALICE in Washington, as cost-of-living increases have continued to trail wage growth. As of 2024, 25 percent of Washington state households are ALICE. In the state's western portion, areas above that average include south Puget Sound, the Olympic and Southwest Region's coastal areas, and Vancouver and its surrounding suburbs. On the state's east side, the I-82 corridor has many areas with a high percentage of ALICE households, including Yakima, Sunnyside, Benton City, and Pasco. The Eastern Region has many areas with a high percentage of ALICE households, including Moses Lake and areas near Tonasket, Oroville, and Republic.



**Figure 17: Percentage of ALICE (Asset-Limited, Income-Constrained, Employed) Households by Census County Subdivision**

### Non-white population

Non-white population numbers include respondents who listed their race as other than white-Caucasian or their ethnicity as Hispanic in the American Community Survey. Non-white population distribution is important to understand because of historical inequities that continue to the present day. People living in these areas face more barriers to transportation than the general population. Figure 18 shows the percentage of each county subdivision population considered non-white for the state. The largest populations of non-white individuals live within major cities and places like Seattle and Tacoma, which comprise the majority (over 50 percent) of the total state population. However, concerning local populations, areas east of the Cascades and on tribal reservations have higher percentages of non-white residents than in the major population centers. In particular, the I-82 corridor between Yakima and the Tri-Cities is home to large percentages of non-white individuals. In places like Toppenish, Sunnyside, and Pasco, the populations are 67-90 percent non-white. High percentages of non-white residents are also on the Olympic Region's north coast and in the more mountainous regions of the North Central and Eastern regions.

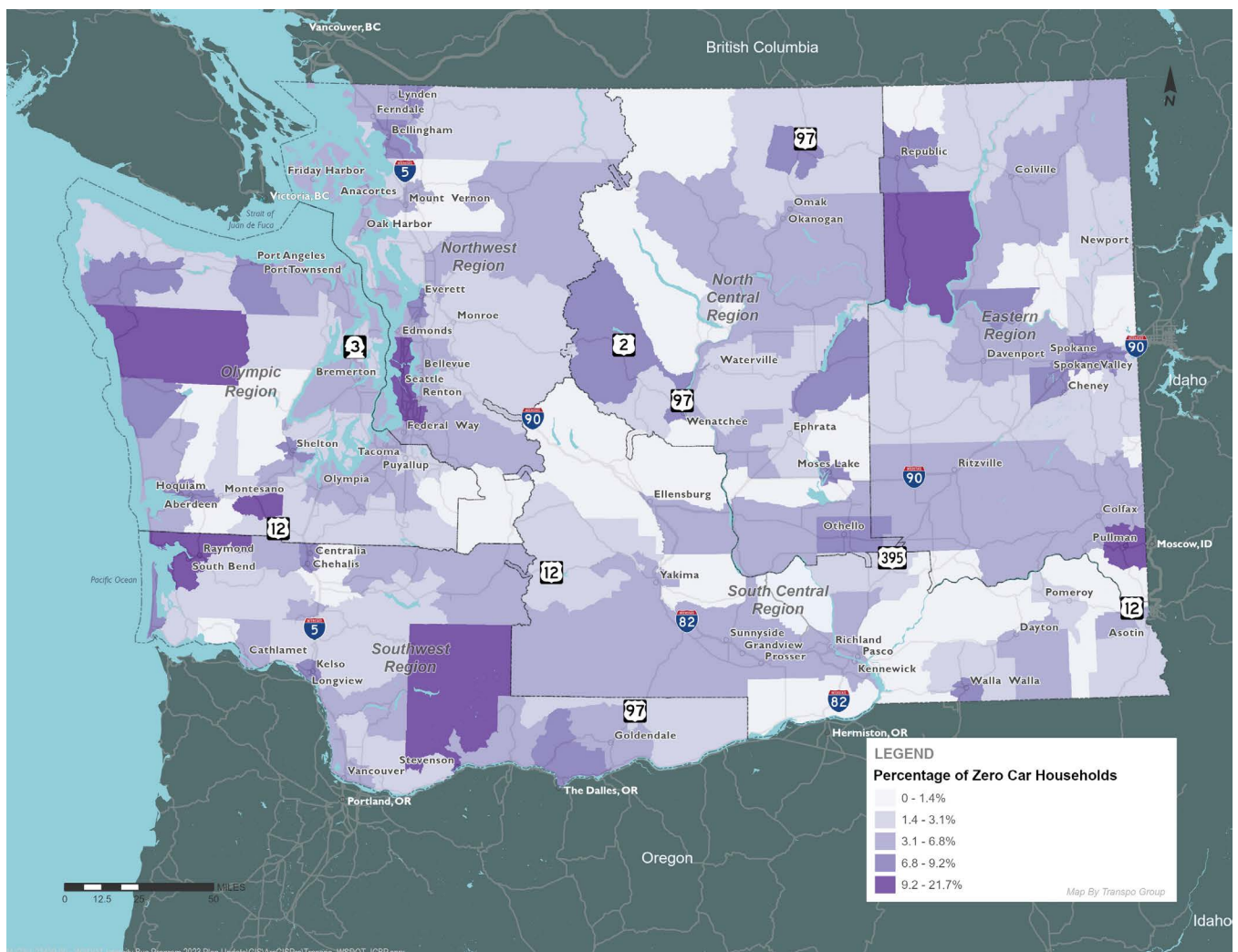


**Figure 18: Percentage of Non-White Population by Census County Subdivision**



### Zero car households

Figure 19 shows the percentage of households with no vehicle. Households with no access to a personal vehicle are primarily reliant on public transport for local and intercity services for many essential (and non-essential) trips. On average, 6.8 percent of Washington households do not have a personal vehicle. This average is below the national average of 8.3 percent. Renter-occupied households do not have vehicle access at a higher rate than owner-occupied households, 15.1 percent compared to 2.2 percent. Vehicle ownership varies across the state, with vehicle availability decreasing in urban areas where access to other transportation options is more readily available. Notable areas outside of large urban centers where vehicle access is limited include the coastal Olympic Region along the coast and further inland in Shelton, the Southeast region near Aberdeen and northeast of Vancouver, the Eastern Region west of the Columbia River, and Pullman in the far east of the state.



**Figure 19: Percentage of Zero-Car Households by Census County Subdivision**



### Population with disabilities

Figure 20 shows people with disabilities as a percentage of the area population for the state. People with disabilities may face more barriers to easy access and use of transportation options than individuals without disabilities. These barriers may include being unable to drive, an increased cost of ownership of an ADA-accessible personal vehicle where needed, increased difficulty navigating existing transit infrastructure, or the need to travel with a service animal. Residents with disabilities in rural areas may rely more heavily on intercity bus services to travel to specialist services that are only available in major urbanized areas. Areas of the state with more significant proportions of disabled people include the western Olympic Region and portions of the Southwest, the North Central and Eastern Regions. These areas are predominantly rural, and the higher proportions of people with disabilities in these areas confirm that connecting rural areas of Washington with bus services remains an important priority.

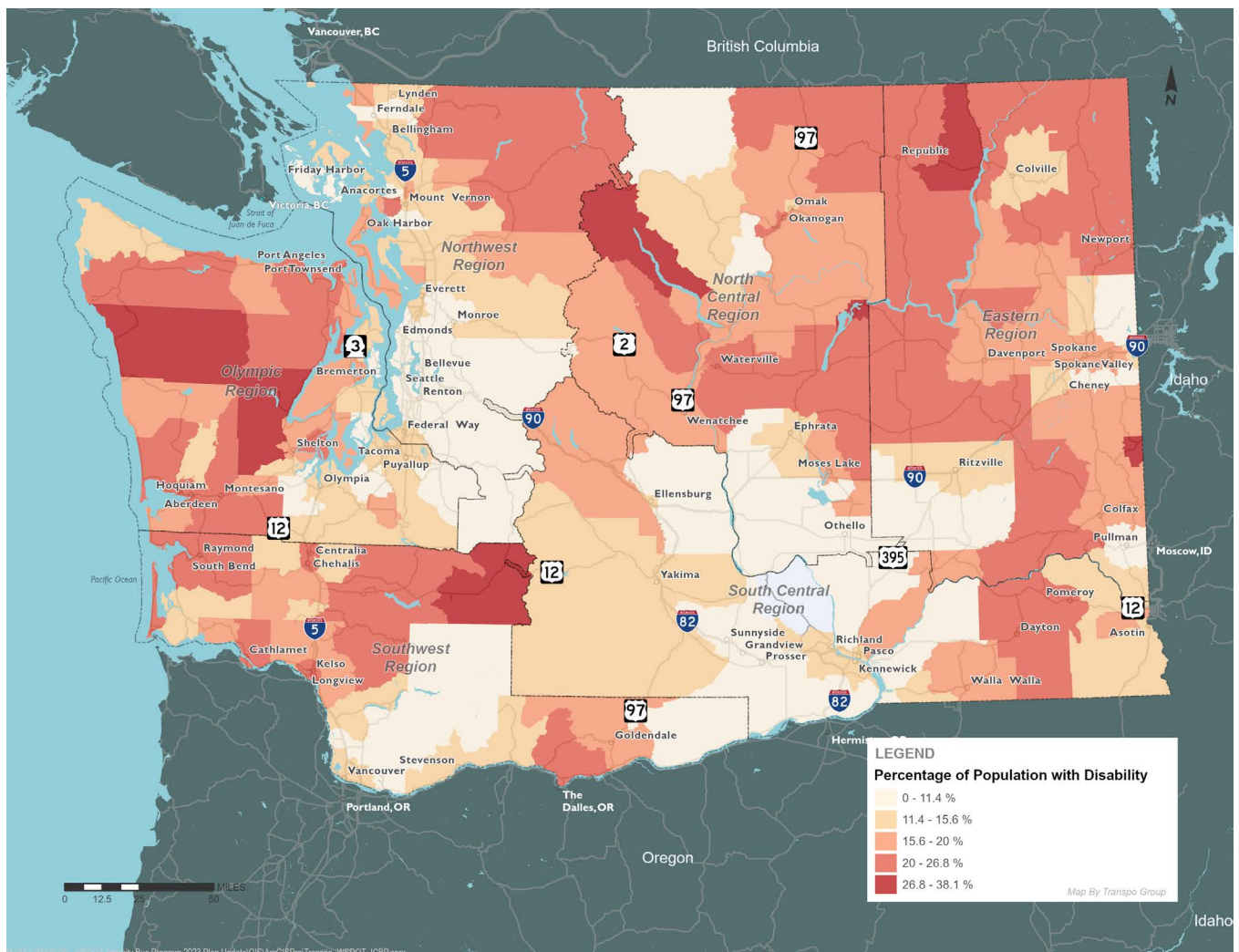
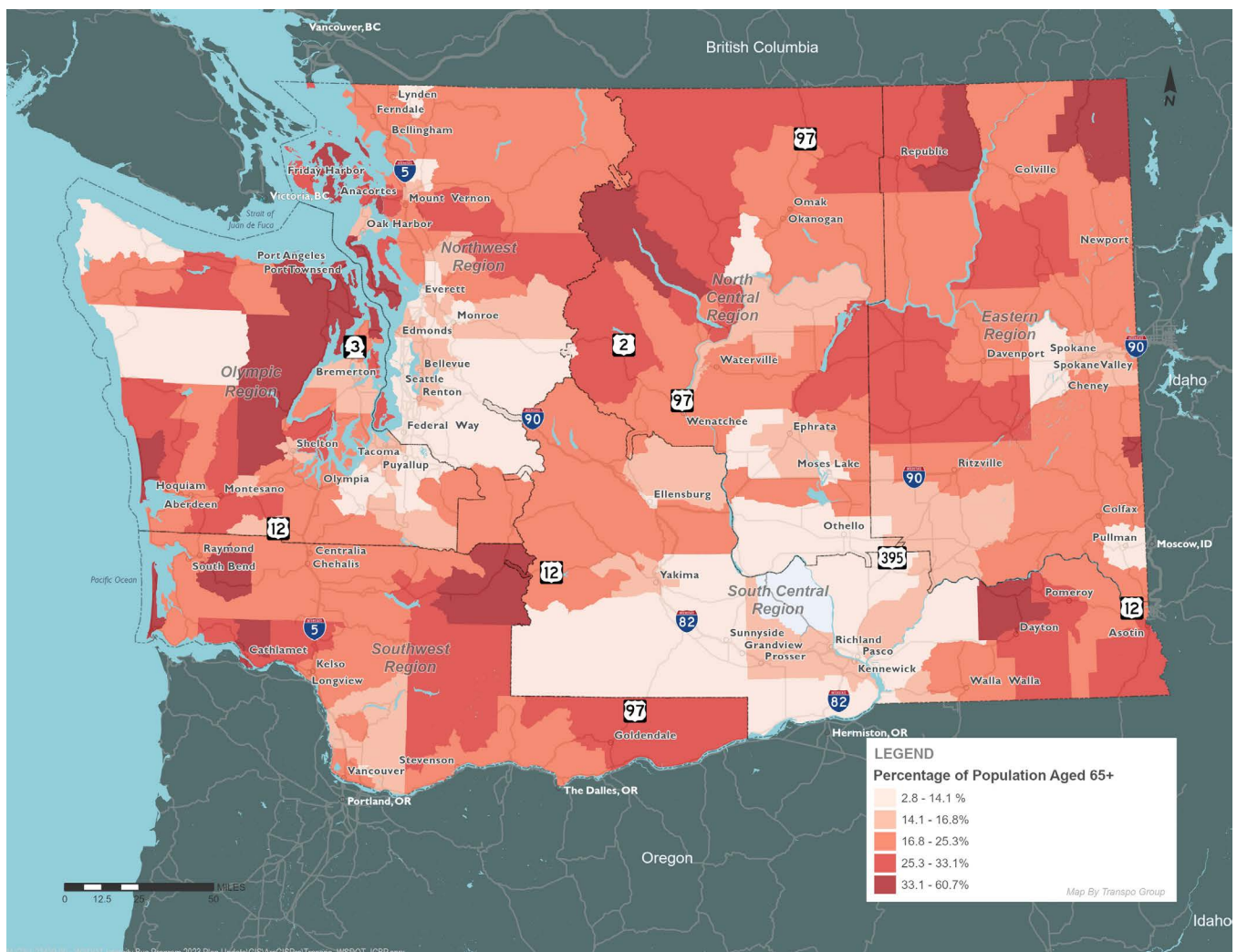


Figure 20: Percentage of Population with a Disability by Census County Subdivision

### Older adult population

Figure 21 shows the percentage of the population 65 years of age and older by county subdivision. Older adult populations rely more heavily on local and intercity bus services for essential trips because of a greater need for medical care and reduced vehicle ownership because of the cost of driving or the inability to drive. The population of individuals 65 and older in Washington state is 16.8 percent, just below the national average of 17.3 percent. There are many areas of the state where the proportion of older adults is much higher than the average, including areas of the Olympic region and along the southwestern coast and portions of the North Central, Eastern, and South Central regions. In general, the rural portions of the state have much higher than average proportions of older adults than the major urban areas where high numbers of working-age people live. Approximately 43 percent of the older adult population in Washington live with a disability (Source: Census PUMS 2022 5-year estimates).



**Figure 21: Percentage of Population Aged 65 and Older by Census County Subdivision**

### Post-secondary student population

Post-secondary students frequently use intercity bus services because of their low vehicle ownership, and many students travel long distances between home and school between semesters. Figure 22 shows the percentage of post-secondary students, including college, technical, and graduate students, as a proportion of local populations. The Northwest and Olympic Regions are home to the highest number of higher education institutions, including the University of Washington, the largest institution in the state. This area also has the highest overall post-secondary student population. Many of Washington's other prominent educational institutions are in small towns, such as Pullman (Washington State University), Cheney (Eastern Washington University), and Ellensburg (Central Washington University). The student population can make up as much as 47 percent of the total population in these areas.

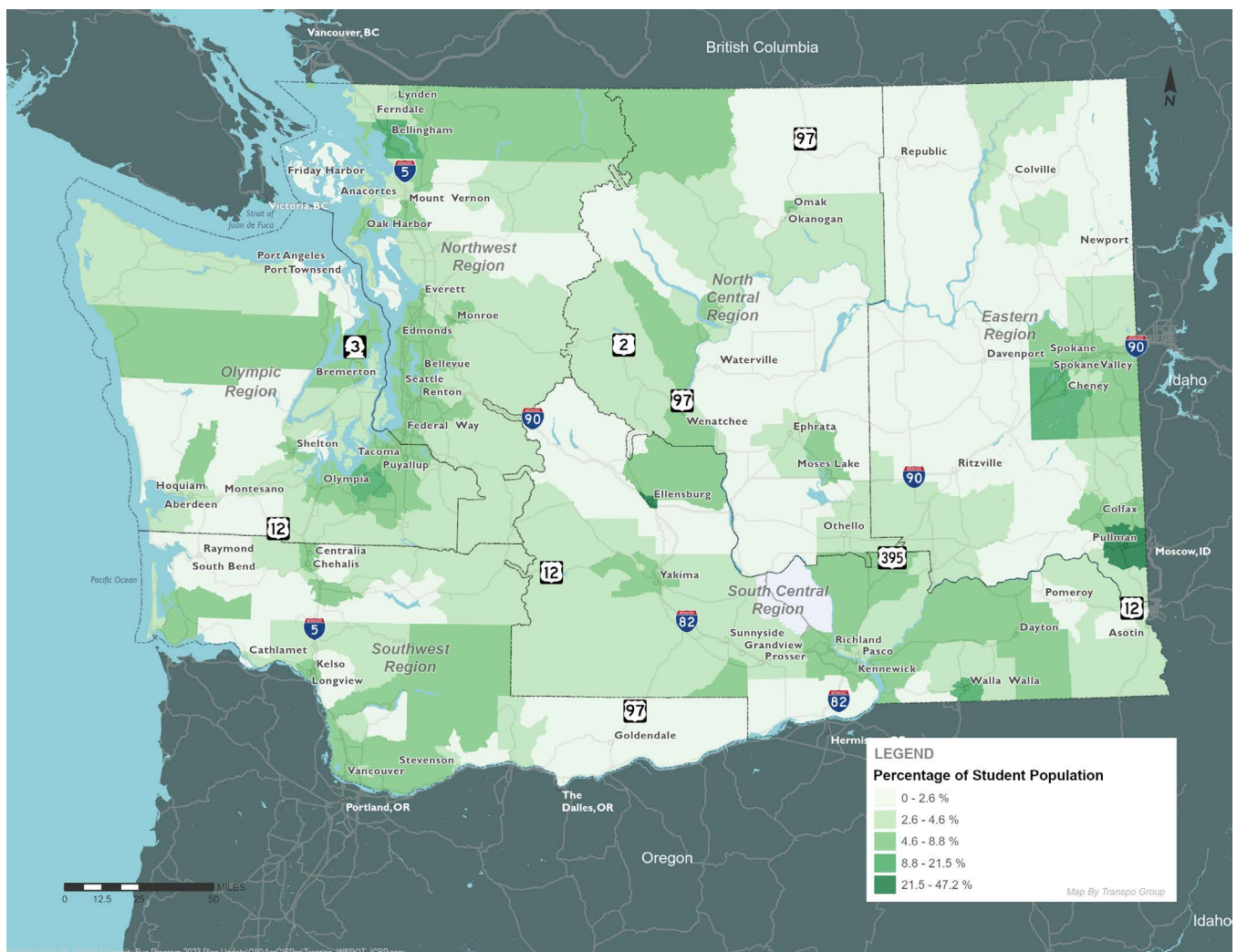
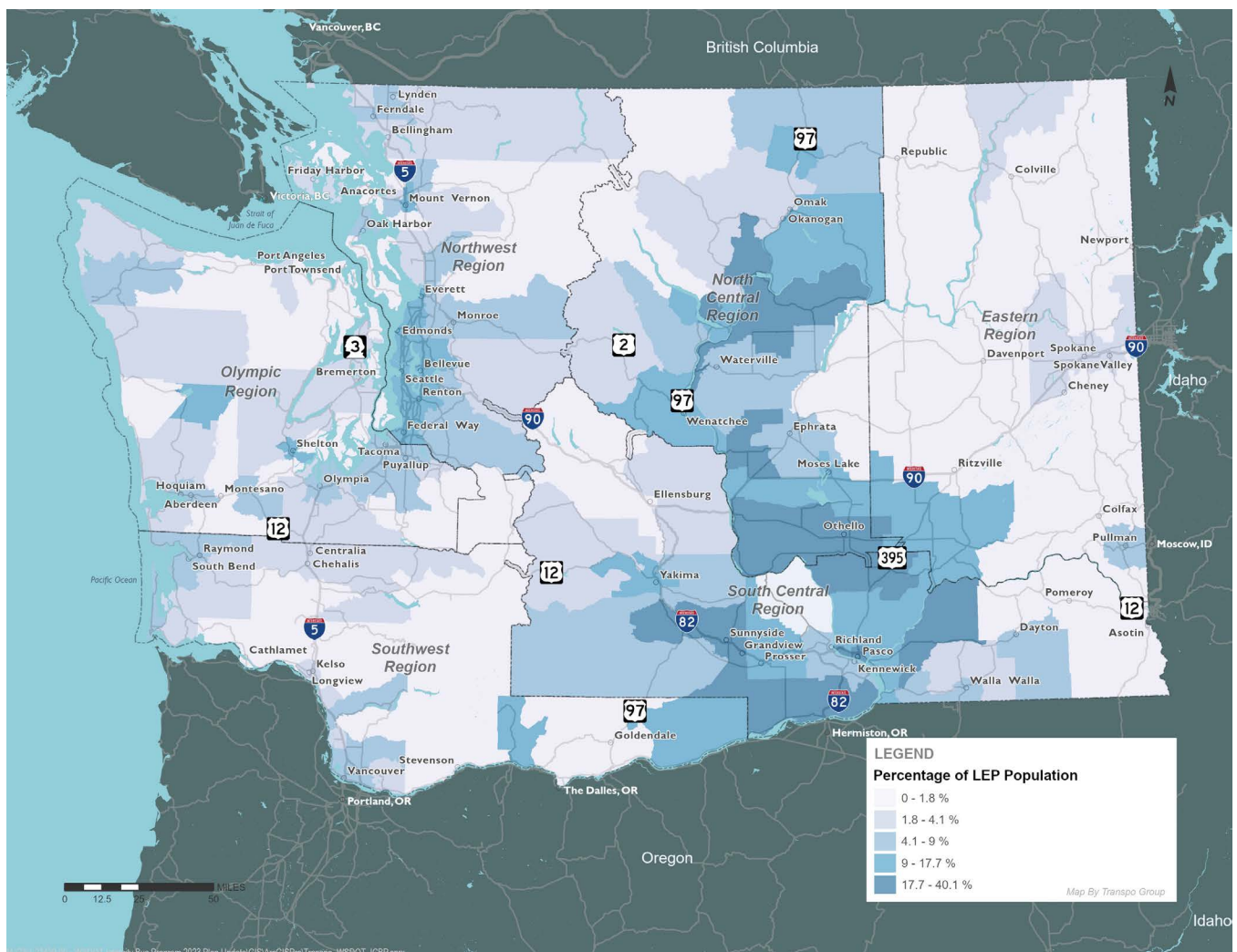


Figure 22: Percentage of Post-Secondary Student Population by Census County Subdivision



### Population with Limited English Proficiency

Figure 23 shows the proportion of the population who reported speaking English less than “very well” in the American Community Survey. Individuals with limited English proficiency (LEP) are often immigrants or migrant workers who may rely heavily on intercity bus service to travel between places of seasonal employment. In Washington state, 7.96 percent of the population self-reports having limited ability to speak English. The highest percentages of individuals with LEP in the state are in the central region east of the Cascades. Yakima, Tri-Cities, Wenatchee, Chelan, and Douglas counties have populations in which 20-40 percent of residents have LEP. These areas correlate strongly with large agricultural regions in the state and show areas where residents may rely heavily on the intercity bus network to travel between seasonal employment. In Washington, approximately 86 percent of individuals with LEP are non-white (Source: Census PUMS 2022 5-year estimates).



**Figure 23: Percentage of Population with Limited English Proficiency by Census County Subdivision**



### Summarizing demographic data - demographic index development

To incorporate these demographic data as a parameter for further analysis, it was necessary to develop a demographic index. This provided the ability to consider an area's demographic profile as a single variable when evaluating regional demand for intercity bus. The variables used in this index include all population groups evaluated previously, except for LEP populations. When examining the overlap between non-white and LEP populations, it was found that 86 percent of the state's LEP population also identified as non-white (Census ACS 5-year PUMS, 2022). Including both population groups would cause double counting of many individuals, and therefore the proportion of LEP populations was excluded from the index.

The variables used were then incorporated into an index that scaled the input variables using a minimum-maximum method. This method assigned each variable a number between 0 and 1 using the minimum and maximum values for each dataset. The output scores were then multiplied by weights, which were determined using the rider characteristic priorities assessed in coordination with the SAG. Population was given a "middle weight" to prevent the results from inadvertently highlighting areas with very low or very high populations. Finally, the scores for each variable were summed to create a final score and mapped, as shown in Figure 24. This index was used to identify high priority regions, to understand if these regions are un- or underserved by existing intercity bus services, and to assess where additional intercity bus service may warrant additional evaluation.

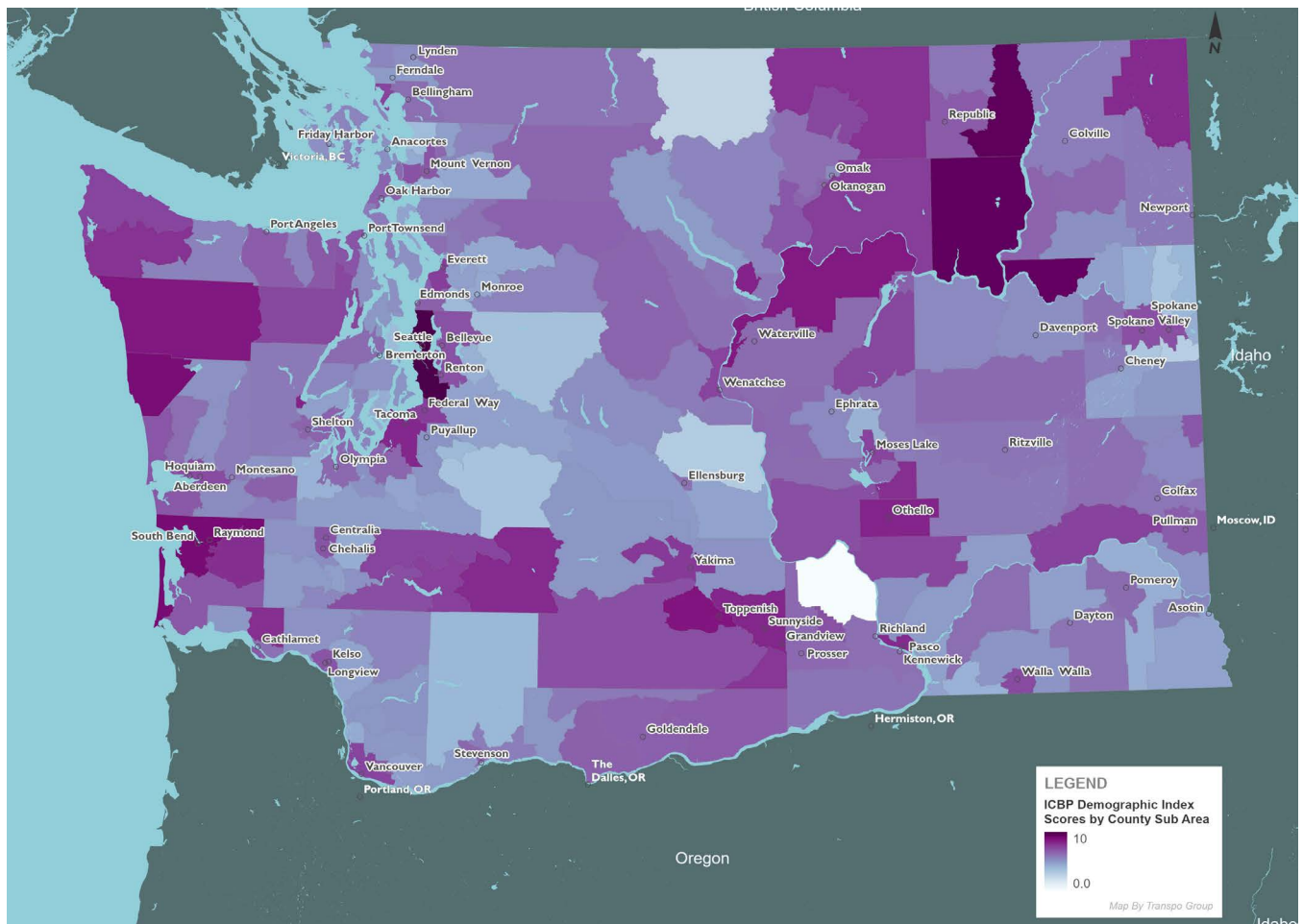


Figure 24: Intercity Bus Demographic Index by Census County Subdivision



## Points of interest

Figure 25 shows the distribution of locations within the state that could serve as likely endpoints for intercity bus trips. The Puget Sound region has a high density of destinations for most trip types, while destinations in other parts of the state are more spread out. This most likely means that travelers living outside of the Puget Sound travel for much longer distances for the same purposes compared to those living in the densely populated areas of the state. Many smaller towns may not have any major destinations that meet the needs of residents, in which case intercity travel is a must for people living in those areas.

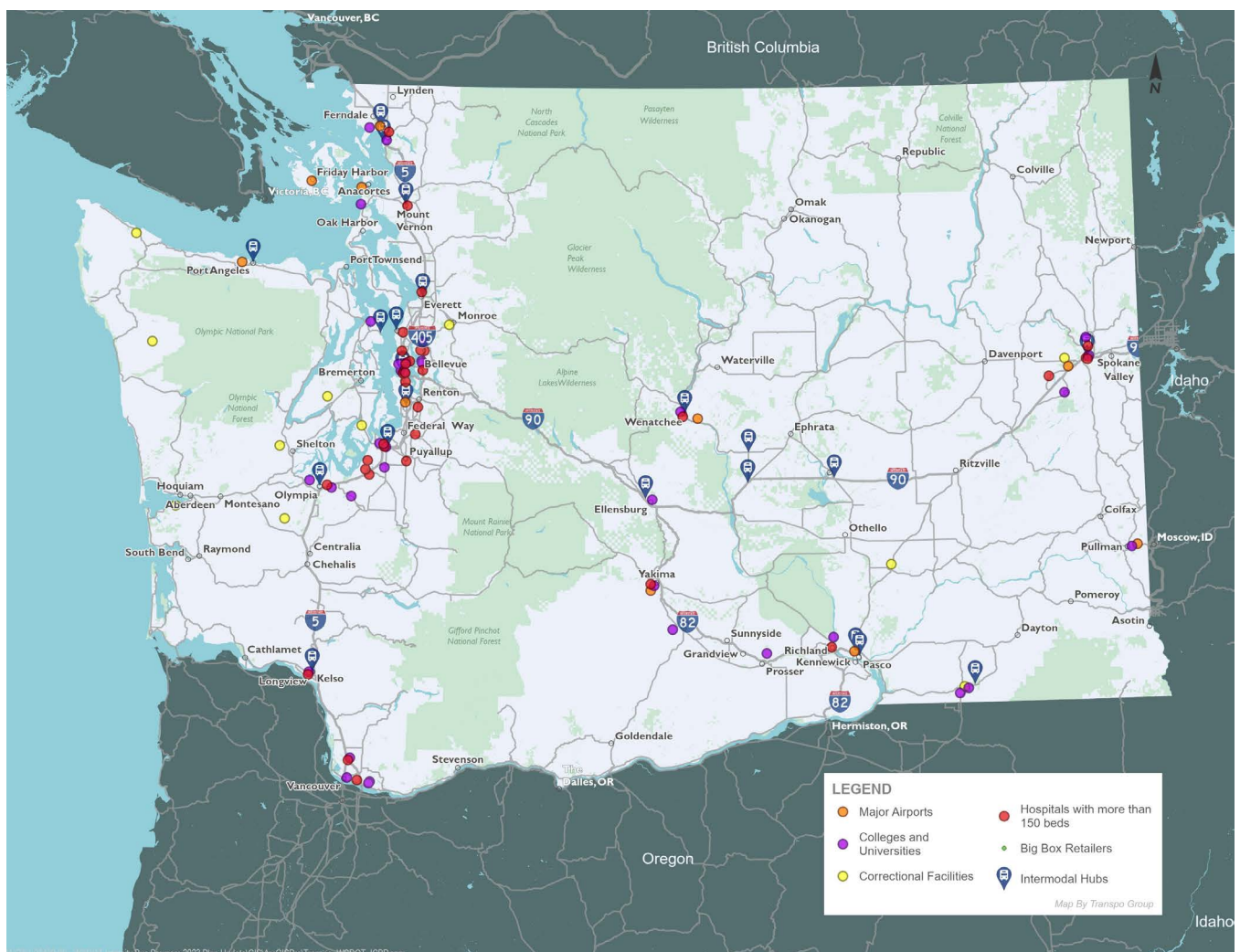


Figure 25: Statewide Points of Interest



### Network travel patterns

A data-driven approach was employed to understand long-distance travel patterns in Washington. This involved quantifying demand for trips exceeding 50 miles that have at least one trip end in Washington, identifying high-demand origin-destination (OD) pairs, and evaluating the specific long-distance travel characteristics of population groups discussed in the previous section. The analysis primarily relied on Replica data (described in the following section) to understand the demand for intercity bus trips, given that actual intercity bus OD data was unavailable.

### Analysis methodology and data source

Replica's weekly OD information is based on a nationwide activity-based model that is updated each week with near-real-time data on mobility, consumer spending, and land use. Replica's weekly tables have Census-tract-level fidelity with mobility data, including origins and destinations, trip mode, and residential vehicle miles traveled (VMT).

Replica uses a composite of data sources to:

1. Create a synthetic population that matches the characteristics of a region.
2. Train a number of behavior models specific to that region.
3. Run simulations of those behavior models applied to the synthetic population to create a "replica" of transportation and economic patterns.
4. Calibrate outputs of the model against observed "ground-truth" to improve quality.

Replica builds its simulations using a diverse set of third-party data from public and private-sector sources. These sources include five categories of data:

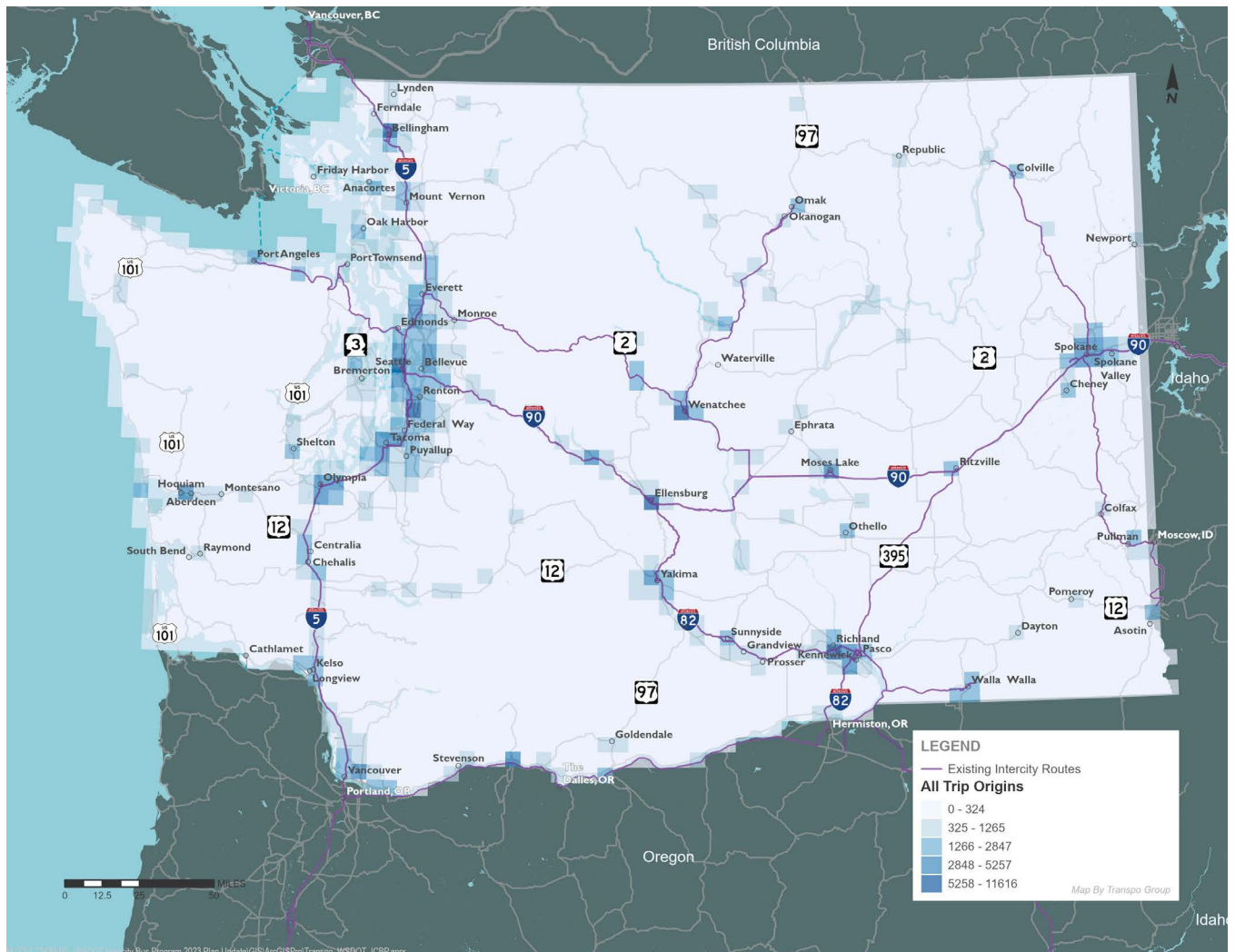
- **Mobile location data:** To create a representative sample of daily movement patterns within a place, Replica uses multiple types of mobile location data (location-based services (LBS) data collected from personal mobile devices, vehicle in-dash GPS data, and point-of-interest aggregates) as inputs to the model. Previous versions of Replica's model also included cellular networks data as another source of mobile location data. Replica only acquires de-identified mobile location data.
- **Consumer/resident data:** Demographic data from public and private sources provides the basis for determining where people live and work and the characteristics of the population, such as age, race, income, and employment status.
- **Built environment data:** Land use data (such as zoning regulations), building data (such as total square footage and use types), and transportation network data (such as road and transit networks) are used to determine where people live, work, and shop, and by what means it is possible to travel to each activity.
- **Economic activity data:** Includes all transactions, including credit card, debit card, and cash transactions, that take place at a point of sale. With this input, Replica depicts the level and types of spending that occurred at a particular time and place.
- **Ground truth data:** Ground truth data is used to calibrate and improve the overall accuracy of Replica outputs. The types of ground truth collected by Replica include auto and freight volumes, transit ridership, and bike and pedestrian counts. Ground truth is both acquired directly by Replica and provided by customers.





### Travel demand analysis

The analysis within Replica began with the development of a 5-square-mile grid zone system. The grid approach was implemented to help identify areas with high demand for long-distance travel, similar to a heat map (see Figure 26). OD data was then extracted from Replica and aggregated into service areas, which were defined as potential transit stop catchment areas.



**Figure 26: 5-Square-Mile Grid Zone System - Origins of Trips > 50 Miles**

To visualize demand between these service areas, OD information was mapped as desire lines. These lines connect origin and destination points, with their thickness representing travel volume, illustrating key travel patterns.

Desire lines were mapped for each market segment or demographic group, for which Replica has available data, considered in this study. Thus, these maps show the travel patterns of people most likely to use intercity buses or identified as essential groups to consider from an equity standpoint. Demographic groups that Replica did not have data for include persons with limited



## User characteristics and network travel patterns

English proficiency (LEP), people with disabilities, and students. Trips on the following maps have been aggregated to the district level, and desire lines with low numbers of trips between origins and destinations have been filtered out of the data to enhance map readability.

### All daily trips

Figure 27 shows the total simulated daily trips or “desire lines” for all trips over 50 miles in Washington state and the intensity of trips that end in each district. A few districts with high numbers of trip ends form regional hubs with high numbers of trips connecting to other smaller cities inside and outside the state. These hubs include the Seattle Metro, Spokane, Benton-Franklin, and Portland Metro (including Vancouver, WA) districts.

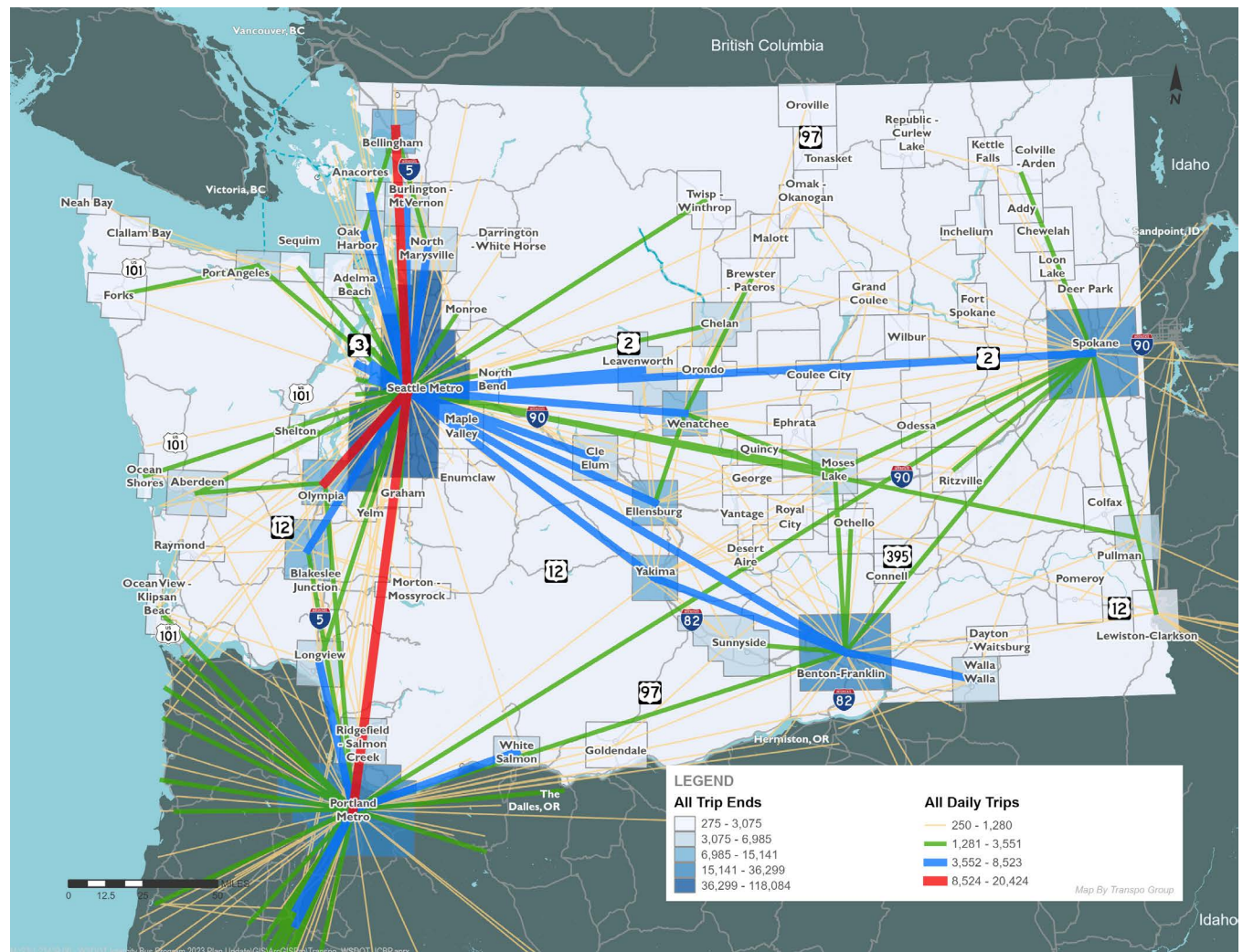


Figure 27: Desire Lines - All Daily Trips



### Low-income households

Figure 28 shows desire lines between districts for low-income travelers earning less than \$35,000 in annual income. This data represents a smaller subset of the population than the previous map. Although the symbols used on the map are the same, they represent fewer total trips for each category. Beyond the expected strong connections along the I-5 corridor, which are currently well served by intercity bus services, significant travel is observed between the Seattle Metro and Aberdeen districts and between the Seattle Metro and Spokane districts. The I-82 corridor also shows high demand for low-income travelers between the Yakima and Walla Walla districts and places in between. Notable on this map is the connection between Pullman and Spokane, which is at least partially representative of the large student population in Pullman, who typically must travel to Spokane to connect with other regional, statewide, and national transportation services.

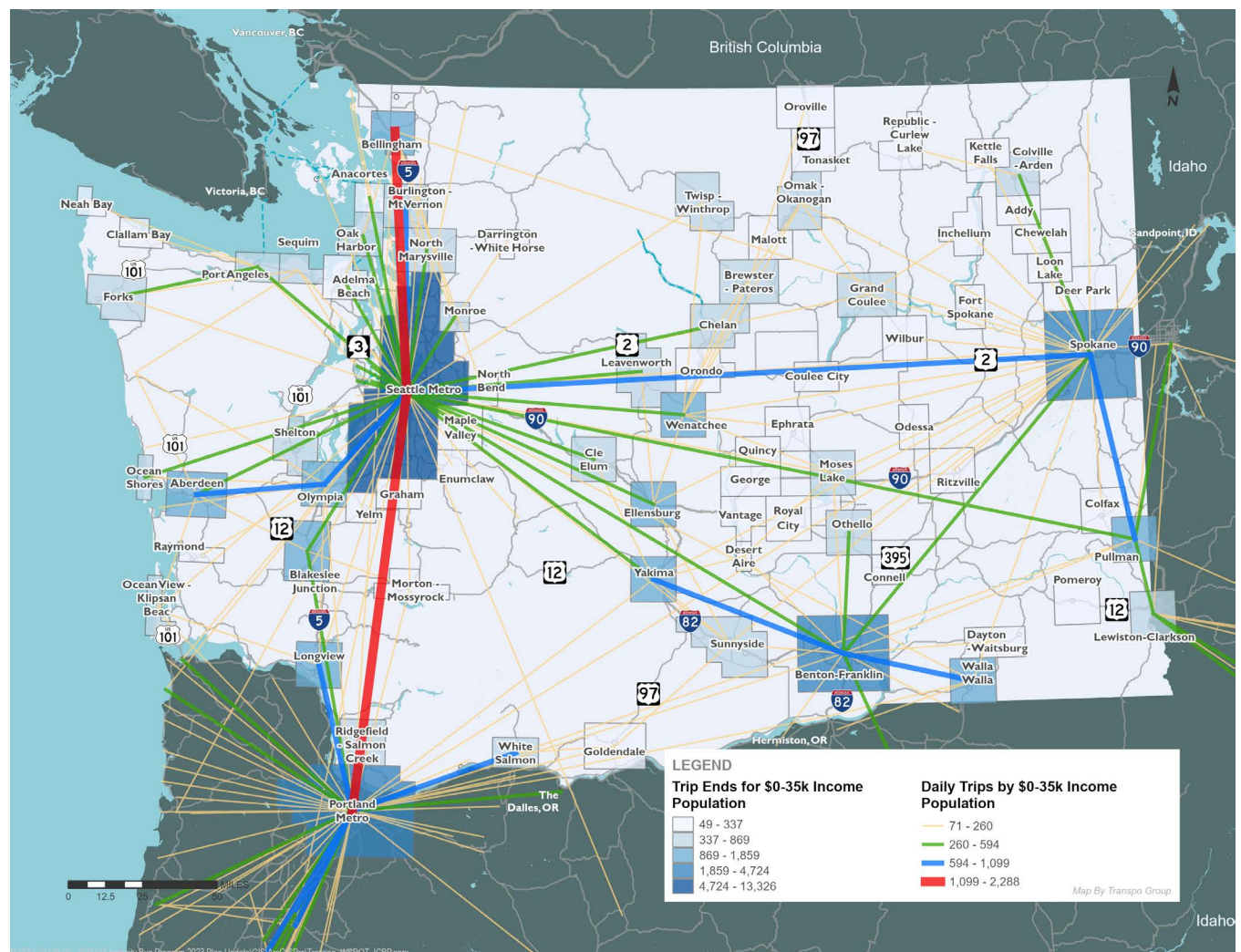


Figure 28: All Daily Trips for Populations with a \$0-\$35,000 Household Income





## Non-white population

Figure 29 shows travel demand by non-white travelers throughout the state. As on previous maps, Seattle Metro, Spokane, Portland Metro, and Benton-Franklin districts remain regional hubs; however, there are some notable differences relative to the overall travel patterns. In the Benton-Franklin district, substantial regional travel composed of shorter trips to nearby districts, such as Sunnyside, Yakima, Othello, Walla Walla, and, to a lesser extent, Moses Lake and Desert Aire can be seen. Increased travel demand in places with large Native American populations in districts like Grand Coulee, Fort Spokane, Sunnyside, and Neah Bay is also visible. Finally, demand for north-south travel between Ellensburg, Wenatchee, Chelan, and areas north can be seen, but less demand for north-south routes between Spokane and areas to the north is visible compared to Figure 27. Aside from these differences, travel patterns for non-white travelers seem very similar to overall travel patterns for the state. This suggests that service improvements focused on this group's needs will benefit the state's population.

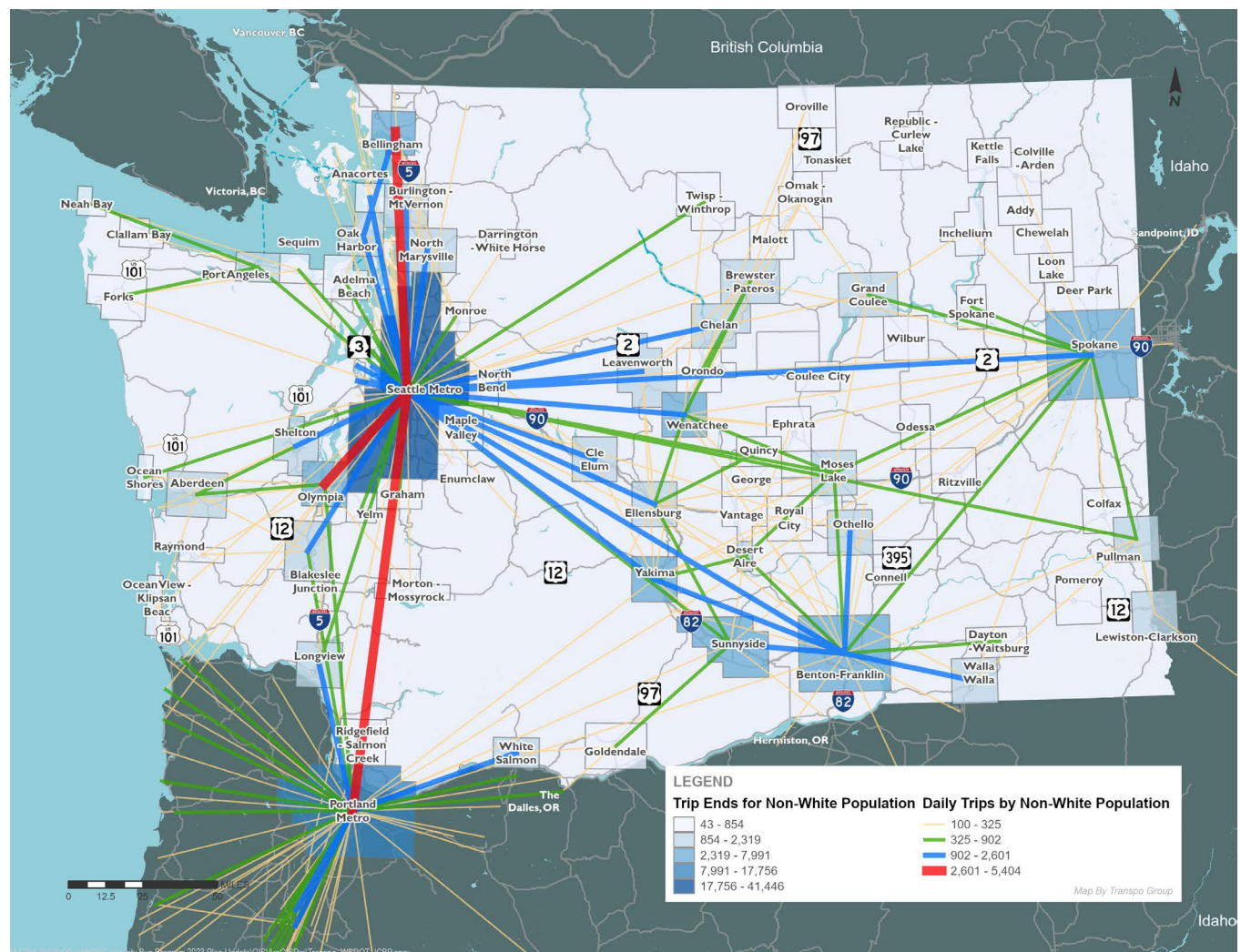


Figure 29: All Daily Trips by Non-White Populations



## Zero-car households

Figure 30 shows travel patterns for individuals who do not have access to a personal vehicle for long-distance travel. This group predictably has the lowest total trip count of any studied group. It is also the group most likely to choose intercity buses as the mode of travel for long-distance trips. The most prominent connection is between the Seattle and Portland Metro districts, with the next highest trip counts being between those districts and the Longview, Blakeslee Junction, Burlington–Mt. Vernon, Bellingham, and Spokane Districts. These are all districts currently served by Amtrak on either the Cascades, Coast Starlight, or Empire Builder routes and some districts with the most frequent intercity bus service. This shows the importance of existing intercity services to travelers who do not own personal vehicles. It also shows that the presence or absence of intercity bus service may directly affect their decisions on where to travel. Similarly, the Benton-Franklin district shows weaker demand for connections to areas along the I-82 corridor, the Seattle Metro, district, and Spokane district than on other maps. This may reflect the lower frequency of intercity bus service to and from the Tri-Cities area.

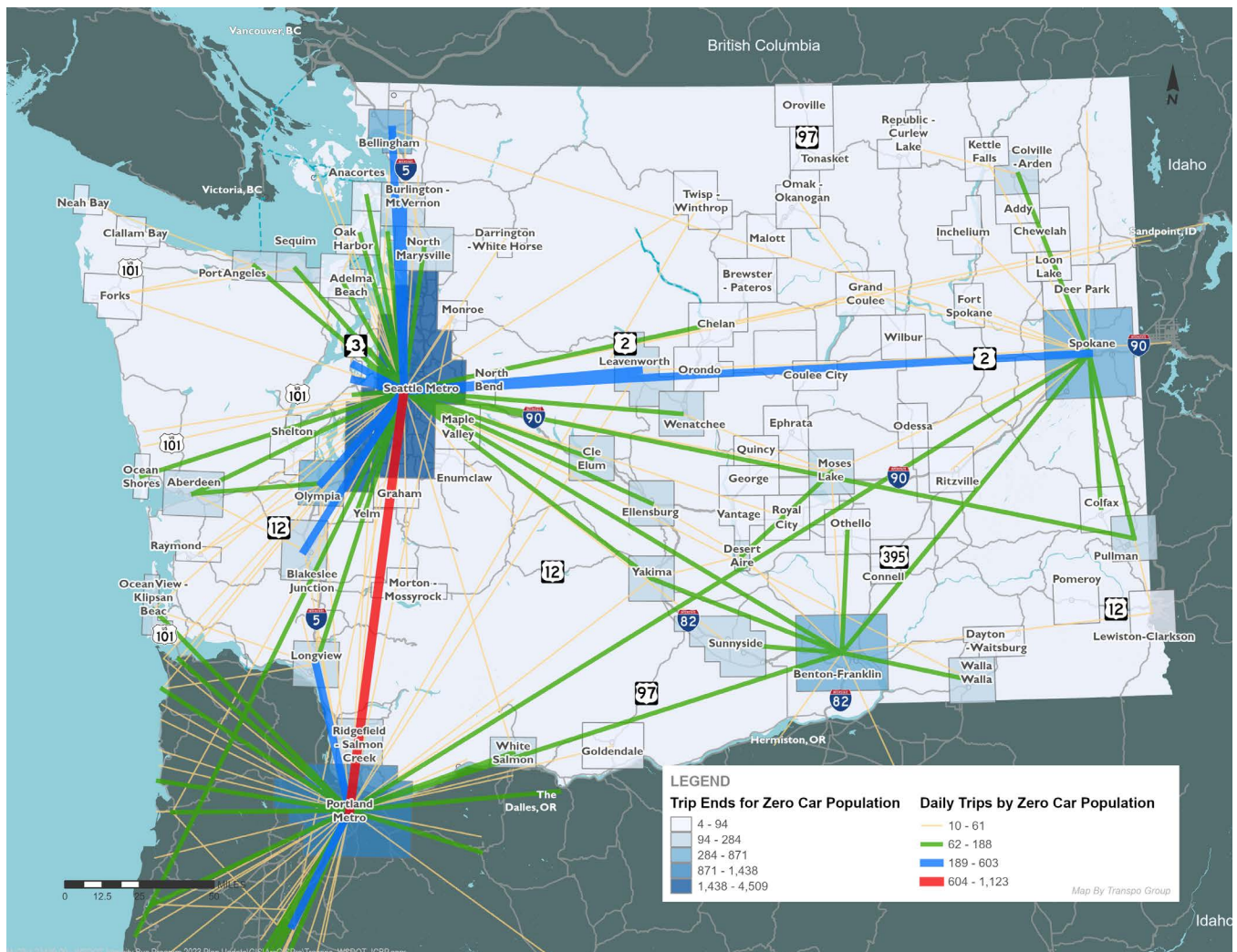


Figure 30: All Daily Trips by Zero Car Households





## Older adult population

Figure 31 shows daily trips taken by travelers over the age of 60 for the state. Compared to all trips in Figure 27, rural districts have a higher proportion of trip ends, which correlates with the higher percentage of older adults living in rural areas noted on the demographic maps. This can be observed in the north-central and eastern regions of the state, where districts like Leavenworth, Brewster-Pateros, Twisp-Winthrop, Omak-Okanogan, Deer Park, and Colville-Arden have a much higher share of trip ends compared to Figure 27. This pattern is also visible in coastal districts such as Aberdeen, Sequim, and Port Angeles, as well as in the south-central districts of Moses Lake, Ephrata, and Desert Aire. Although the number of trip ends is higher for rural districts, the strongest desire lines between them most often connect them to the regional travel hubs of Seattle Metro, Spokane, Portland Metro, and Benton-Franklin. These travel patterns show that older adults are an important group to consider when planning connections from more rural areas of the state to existing intercity bus services on Washington's busiest travel corridors.

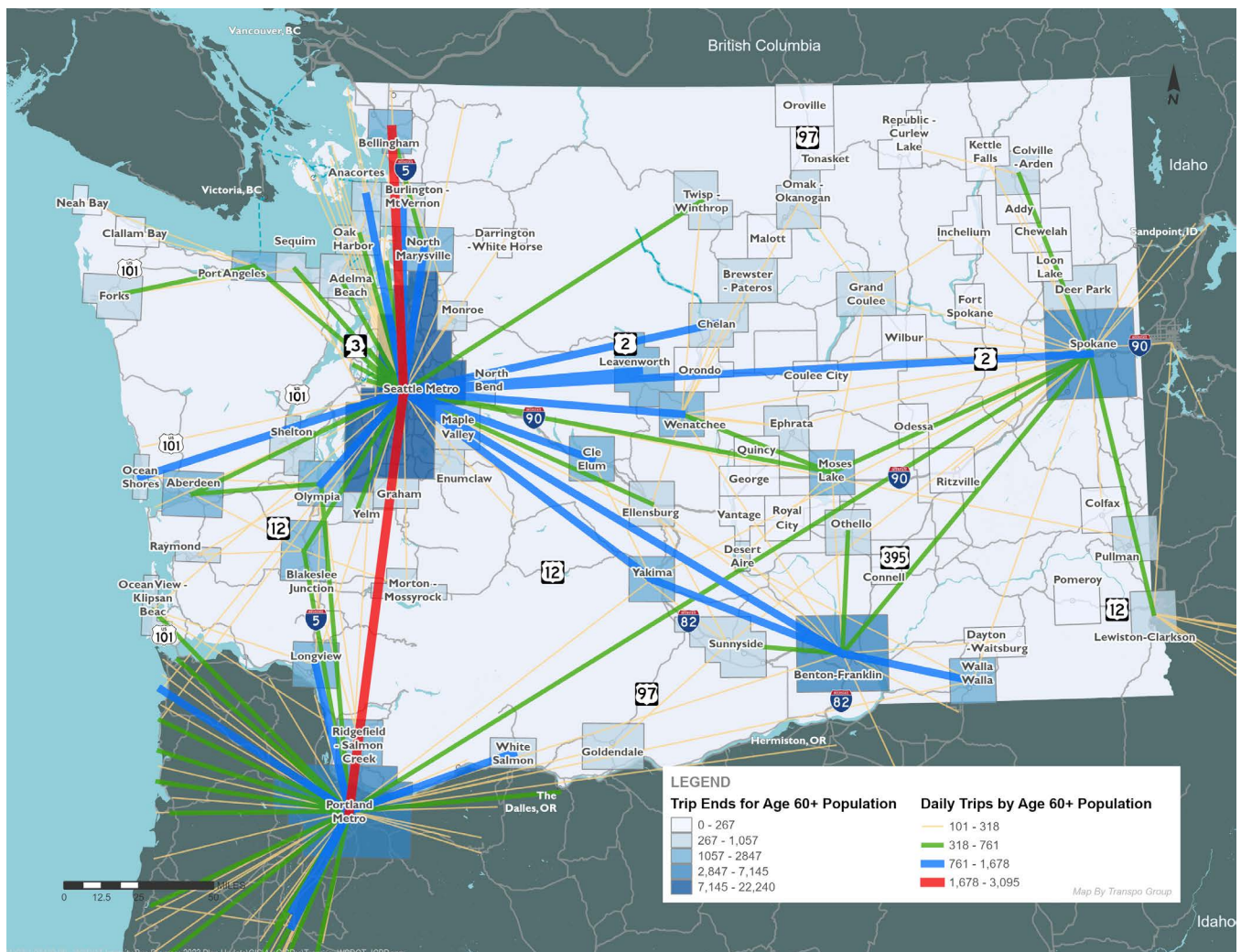


Figure 31: All Daily Trips by Population Aged 60+

### Summary of travel demand

The corridors with the highest long-distance travel demand are predictably along the I-5 corridor and in Puget Sound, where most of the state's population lives. However, high travel demand also connects Seattle with cities east of the Cascades along the I-90 corridor, including Cle Elum, Ellensburg, Moses Lake, and Spokane. The desire lines connect Seattle with districts along the I-82 corridor, such as Yakima, Benton-Franklin (Tri-Cities), and Walla Walla. Finally, the cities of Leavenworth and Wenatchee along the US-2 corridor strongly demand connections to Seattle.

Coastal areas of Washington with relatively high travel demand include districts like Forks, Port Angeles, Ocean Shores, and Aberdeen, and these areas show travelers are typically beginning or ending their trips in the larger metropolitan areas of Seattle-Tacoma and Olympia.

The Benton-Franklin and Spokane districts form regional travel hubs on the state's east side. Not only are they directly linked by a high travel demand corridor, but the cumulative demand for travel to districts between them, such as Moses Lake, Othello, and Ritzville, shows that these are areas worth exploring when considering new or improved intercity bus services. The Benton-Franklin district also shows strong demand for travel to/from the Portland Metro district, Walla Walla, and communities along the I-82 corridor. The Spokane district shows strong demand between Pullman/Lewiston-Clarkston, Grand Coulee, Fort Spokane, and Colville-Arden.

For the intercity bus network to adequately connect Washington state's residents, it must have strong connections between Seattle, Spokane, Portland Metro, and the Benton-Franklin districts. Service between these corridors should be sufficient to allow meaningful connections between existing and future Travel Washington routes.







# Chapter 6

## Public engagement



## Public Engagement

This chapter summarizes the comprehensive public engagement approach completed for this study, including the methods used and the overarching findings of those efforts. Engagement efforts blended in-person and virtual opportunities. An online survey invited feedback and input from current and prospective intercity bus riders, while in-person methods included community tabling events and open houses. Virtual open houses and listening sessions were also held. Materials translated in Spanish were provided at in-person events. The online survey could be translated into multiple languages, ensuring that non-English speakers could learn about the study and participate in community feedback opportunities. While high attendance and participation can be difficult when targeting rural and underrepresented communities, this effort was successful in receiving feedback from a diverse set of perspectives. This feedback was incorporated into the findings and recommendations of this plan.

### Engagement by the numbers

- 225 completed online surveys
- 4 in-person tabling events that reached 550+ engagements
- 2 virtual listening sessions
- 2 in-person open houses
- 11 virtual open houses
- materials translated into Spanish to support equitable engagement





### Public survey

A public survey was conducted between May 15, 2024, and July 7, 2024. The survey aimed to determine the travel habits, preferences, and needs of current and prospective intercity bus passengers in Washington state. Results from 225 respondents provided a comprehensive overview of the factors influencing intercity bus usage and areas for evaluation and improvement. The survey included questions about travel frequency, intercity bus usage, access methods, destinations, barriers to use, desired improvements, and demographics. Responses provided helpful information about Washington residents' travel habits and preferences, emphasizing the benefits and drawbacks of current intercity bus services. Survey respondents represent a diverse set of experiences from across the state, with a higher proportion of respondents living in the regions where in-person engagement was concentrated.

### Survey findings summary

To better understand the differences between survey respondents' characteristics, travel needs, and intercity bus service recommendations, responses were grouped by frequency of intercity bus use (non-rider, infrequent rider, frequent rider). The following summarizes the major themes and takeaways from the online survey. Appendix B includes a more detailed description of survey respondent characteristics and responses.

#### Rider characteristics

Among survey respondents, people aged 60-74 comprised the largest group of respondents and the largest response group for non-riders and frequent riders. Frequent riders tend to have lower incomes than other groups, with 73 percent of respondents making under \$50,000/year and 42 percent making less than \$25,000/year. Half of frequent riders cannot drive, and 54 percent have one or more disabilities.

#### Rider experiences

Frequent intercity bus riders value the existing services and often need other options to meet their intercity travel needs. Frequent riders rely on intercity service for a balanced set of trip types, with 50-60 percent of respondents using intercity bus to travel to work, errands, visit friends and family, recreation, and grocery shopping, and 38 percent using intercity to access healthcare. Among infrequent riders, 50-60 percent of respondents use intercity to visit friends and family or recreation.

#### Barriers to using intercity bus

The top three barriers for frequent riders are that the services are not available on days when needed (46 percent), the services are not available at the time of day needed (42 percent), and the service does not go where needed (38 percent). Among infrequent riders, the top three barriers are that services are not available at the time of day needed (59 percent), service does not go where needed (51 percent), and the trip takes too long on the bus (39 percent).

#### Recommendations and priorities for improvement

Intercity bus riders' top priorities for improving service, in ranked order, are to increase frequency, add new routes to serve new destinations, and improve conditions at bus stops. Respondents highlighted several other opportunities for improvement, including better accessibility for people with disabilities, improved traveler-facing information, and specific connections that could use intercity bus service or more frequent intercity bus service.



## In-person and virtual information gathering events

In-person and virtual engagement events were conducted throughout the plan update process. Initial public outreach focused on introducing the project to the public and gaining insight from riders, non-riders, key population groups, and representatives from transit operators, MPOs, RTPOs, and other organizations. Engagement toward the end of the project focused on informing the public of initial recommendations and receiving feedback on those recommendations.

### Tabling sessions

Tabling sessions were conducted to understand rider groups' specific unmet travel needs, current travel patterns, desired changes to public transportation offerings, and how new, expanded, or modified service offerings could affect ridership in the future. The tabling sessions took place at community locations and events. Materials translated into Spanish were offered at in-person events to ensure that Spanish-speaking communities could participate meaningfully. Table 30 summarizes the date, location, and number of attendees for each tabling session.

Table 31: List of Tabling Sessions

Event Date	Event	Location	Attendees
5/29/24	Central Washington University Tabling	Ellensburg, WA	33
6/14/24	Miramar Health Fair Tabling	Kennewick, WA	140
6/15/24	Ellensburg Farmers Market Tabling	Ellensburg, WA	260
6/16/24	Downtown Yakima Farmers Market Tabling	Yakima, WA	160

The in-person tabling session program included an interactive flip chart pre-filled with places people could travel to. As people walked by, the project staff encouraged them to mark a tally of places they frequently travel to or to add additional places to the list. This invited further conversations and questions about people's travel experiences. A map of the existing intercity bus network was displayed to share the current system and solicit feedback on how familiar people were with it, how well it works, and potential improvements to the network. Appendix C includes summaries of each tabling session.

### Listening sessions

During virtual listening sessions, participants were introduced to the project and the overarching intercity bus network. Participants were encouraged to share intercity bus service gaps and needs they experience or are experienced by those they represent. Through these listening sessions, students, families, healthcare professionals, tribal groups, and general community members provided feedback. Appendix C includes summaries of each listening session.

Table 32: List of Listening Sessions

Event Date	Event	Location	Attendees
7/15/24	Tribal Focus Group	Virtual	3
7/19/24	Transportation Choices Meeting	Virtual	10



Open houses

At the project’s outset, eight public meetings were held to inform and consult with community members about existing intercity bus services and to solicit feedback regarding the future of intercity bus travel. At least one open house was conducted in each geographic region of the state, and overarching findings and results of the initial engagement efforts were shared in a statewide “report back” open house. Two events were held in person, while the others were held in a Zoom virtual space. Table 29 summarizes the dates and locations of each open house event.

Table 33: List of Open Houses (June and July 2024)

Event Date	Event	Location
6/17/24	Yakima Open House	Yakima, WA
6/18/24	Pullman Open House	Pullman, WA
6/26/24	North Central Region Open House	Virtual
6/26/24	Southwest Region Open House	Virtual
6/27/24	Northwest Region Open House	Virtual
6/27/24	Olympic Region Open House	Virtual
7/15/24	Eastern Region Open House	Virtual
7/17/24	Report Back Open House - Statewide	Virtual

The in-person and virtual open houses followed a similar program. They first included a brief presentation about the Travel Washington program, the greater intercity bus network in the state, and the study’s goals, followed by interactive activities to solicit feedback from attendees.

Participants were asked to map out their long-distance travel destination patterns so that the project team could better understand popular destinations, travel purposes, and the distances regularly traveled. After reflecting on personal travel patterns, participants ranked how well the existing intercity bus network serves their needs. Using graphical travel personas (described in a later section), the project staff went through fictional travel scenarios, illustrating how someone might interact with the intercity bus network. This activity encouraged participants to consider their community and how others might travel while understanding the opportunities and challenges of intercity bus service across the state. Finally, the participants were asked to consider funding improvements to the intercity bus service by ranking priorities with a fixed number of votes.

These events reached regional and local transit agencies, regional transportation planning organizations, city and county planning staff, tribal groups, and broader community members. Appendix C includes summaries of each open house.



### Information gathering themes

Through the tabling sessions, listening sessions, and open houses, the following themes emerged.

#### Increased frequency

Participants want increased frequency and coverage of intercity bus services to meet the needs of travelers who require more flexible options. People who provided input shared that services are unavailable when needed. When considering traveling by intercity bus, users noted that the schedule and timing prevent them from choosing it as an option. **“The feedback that we hear all the time in the Thurston Region is a need for a better connection to the airport without the use of a personal vehicle. But the frequency and reliability of the service makes it difficult to rely on.”**

#### New routes (or extend current routes to new destinations)

Community members stated that the current network has route limitations, and there is an opportunity to ensure that routes are comprehensive and accessible, covering key destinations and residential areas. People also valued the possibility of extending existing bus routes to new geographic areas and adding new stops to existing routes. **“I think your route should extend another 17 miles to a little town of Wishram on the Columbia River. That’s currently an Amtrak stop on the Empire Builder. The advantage of this is, first of all, the Yakima to Wishram stops, you could provide a stop at Toppenish, which would serve the Yakima Nation, as well as Goldendale (...) and the thing about this is if the schedule was timed right, the Amtrak train stops at Wishram on route to Portland at 8:30 in the morning.”**

#### Improved connections

The most common deciding factor to using the service is the schedule and time that it takes to use the service, mainly if transfers are involved. Community members shared difficulties in timing with other transfers, including ferries, local/regional buses, and other intercity bus services. They also noted the consideration of medical appointments

and flight schedules where improved connections would make intercity bus a more attractive option for traveling. Beyond the schedule, some participants noted that while the route travels along their desired corridor, there is no stop location close enough to their intended destination.

**“It is more difficult to get to the intercity lines from the more rural areas that are lacking in local transit connections, especially when you have to coordinate times.”**

#### More information/targeted marketing

Many members of the public we engaged with, especially students, were not aware of the current network, suggesting there is an opportunity to promote and share information about the intercity bus network as a travel option for specific populations, including students on college campuses. Others who know about and use or have used intercity bus services mentioned a lack of publicly available network information. Suggestions accompanying this theme include targeted marketing that provides clear and accessible information about routes, schedules, connections, prices, and ticket availability or purchase options, as well as environmental and cost benefits and addresses the specific needs of different demographic groups.

**“One of the major needs is getting out to people so that they can know what services are available, so they know the formulas for getting places.”**

#### Other themes

Members of the community that provided feedback also mentioned their preference for driving because of schedule flexibility, ease of navigation once they arrive at their destination, or family size. Additional insights include addressing safety concerns and comfort at stations, providing straightforward and secure pick-up and drop-off locations, adding Wi-Fi service to the buses, and offering restroom access and other station-level amenities.





## Intercity bus traveler personas

Intercity bus rider demographics and trip types, community characteristics, and modeled origin-destination (OD) pairings were integrated to create fictional traveler personas. These personas were developed to reflect, to the extent possible, likely intercity bus travelers and scenarios based on the following integrated data sources:

- Community characteristics and OD patterns were evaluated by specific groups to determine which factors are best linked.
- A likely OD pairing for the demographic characteristics of that persona was identified. For example, in an area with a high concentration of lower-income persons, the desired OD pairings associated with low-income travelers in that area were evaluated.
- The types of trips connecting that OD pair were examined. For example, once an OD pair was chosen, that trip by traveler characteristic and trip type could be examined.

Other factors considered during the development of the personas included:

- Comprehensively representing priority demographic characteristics and trip types.
- Representing multiple geographies.
- Identifying a mix of trip service possibilities, including travel options through a combination of intercity bus and other regional and local transit services with reasonable connections and wait times.

Based on this evaluation, six traveler personas were developed. Each persona was represented graphically and through storytelling, including demographic factors, trip purpose, transit options,



travel times for making the trip, and pertinent challenges. These traveler personas were shared during the public engagement events to help participants understand the range of intercity bus travelers and trips, along with the services and service gaps throughout the state. The development and sharing of these personas helped the project team and the public to understand the challenges and opportunities within the current intercity bus network from a more detailed and grounded perspective than could be achieved through analyzing existing intercity bus services, demographic and socioeconomic conditions, and trip modeling alone.







**Esther**

Esther is 68 years old and lives in Freeland on Whidbey Island. She has a medical appointment in Everett.

She has many options throughout the day involving some combination of local buses, regional bus, and/or ferry.

The trip involving the ferry is the shortest option; there are three options in the morning, leaving around 4:45am, 5:50am, and 6:20am and taking between 2 hours and 2 hours and 30 minutes, depending on the timing of the transit connections. Return trips using the same services leave Everett at 1:55pm, 2:25pm, and 3:22pm, allowing Esther enough time to complete her medical appointment. Esther would start her trip from home on Island Transit (free), transfer to the ferry (free outboard, \$3 return trip), and then transfer to Everett Transit (\$2).


For Esther, a trip that, if she was able to drive or be driven, would take just under an hour, would take about 2.25 hours on transit and cost Esther \$7 round trip. Alternatively, if she was able to drive or be driven the trip would take about an hour each way. However, driving would still require her to align her trip with the ferry schedule and it would cost her \$21 round trip to bring a vehicle on the ferry.




**Ethan**

Ethan lives in Pomeroy and attends Washington State University for a summer engineering course that meets Monday through Thursday. He was hoping to back to Pomeroy most Fridays to spend weekends at home.

The drive between Pullman and Pomeroy is about an hour and 15 minutes, but Ethan won't have access to a vehicle. Unfortunately, there are no local or regional transit options that would allow him to make this trip without a vehicle and any access to transit from Pomeroy is just as far a drive. If not further, than the drive to the University, Ethan would have to rely on family or friends to drive him to and from campus at the beginning and end of each week or seek out carpooling options.

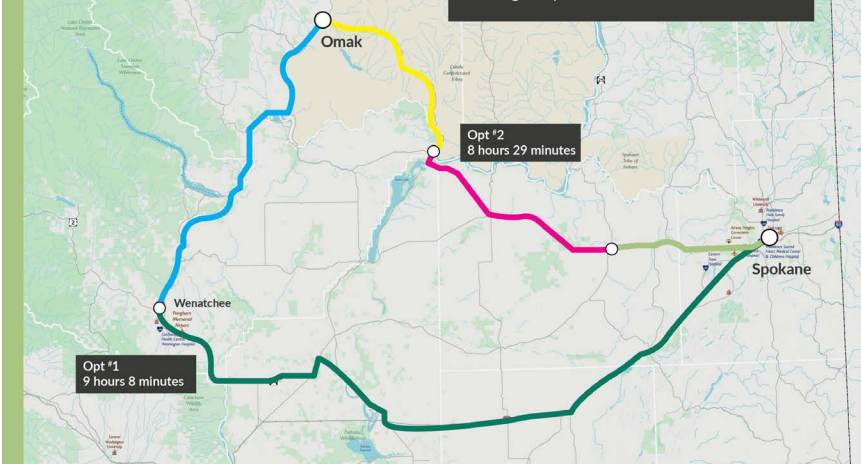
**Lea**

Lea is 30 years old and the primary caregiver for a 2-year old child. Lea lives in Omak and needs to travel to Spokane for specialty pediatric care for her child.

There are multiple ways that Lea can access Spokane through a combination of local and regional transit or through a combination of regional transit providers, but each option will take about 9 hours or more, and none get her to Spokane before 4pm. Based on the available travel options, Lea and her child would need to spend two nights in Spokane. If she had the option to drive it would take her under 3 hours each way and the trip could be completed in a single day.

**Option #1**  
The option with the fewest transfers would be for Lea to walk just under a mile with her child to take the 7am Apple Line to Columbia Station in Wenatchee (\$48), wait 2 hours, and then take the Amtrak Thruway bus from Columbia Station to the Greyhound Station in Spokane (\$64) for arrival in Spokane around 4:30pm.

**Option #2**  
Another option would provide a shorter, less expensive trip for Lea and her child, but would require two transfers and one very long wait. For this option, Lea would walk 1 mile to take the 10:25am TranGO to Coulee Dam City Park (\$1), wait 4 hours, take the 4:00pm People for People service to Pioneer Plaza in Davenport, (free), wait a little under half an hour, and then take the Special Mobility Services shuttle to Spokane (\$2). Each of these options are visible to her on Google Maps.




### Open houses presenting recommendations

An additional five virtual open houses were held between Sept. 24 and Sept. 26 to present the draft recommendations and ensure the plan sufficiently reflects the public's feedback. While the format of these open houses was more presentation-based than the open houses early in the project, ample time was provided for questions and feedback from attendees. Four of the open houses focused on specific regions (Spokane/Pullman; Tri-Cities; Yakima Valley; Seattle/Peninsula), and one was statewide; however, each open house was open to all participants.

### Summary of feedback on draft recommendations

Questions and feedback were focused on clarifying and providing more details related to the analysis methods. As outlined below, attendees discussed specific focus areas when implementing route expansions, developing policy-level recommendations, and planning for follow-up analyses. Appendix C includes summaries of each open house.

#### Fares and affordability

While fares were not formally evaluated in this study, the impact of rising fares is recognized and should be examined as part of any route implementation.

#### Travel planning and booking

Travelers face challenges when booking trips because they must combine routes from multiple providers, increasing costs and difficulty.

#### Local and regional coordination

Before implementing any service expansion, it will be necessary to coordinate further with local and regional transit providers and other partner organizations to avoid duplication of services and effectively enhance transportation options.

#### Stop location facilities

There is a need for more consistent and comfortable conditions at stop locations.

#### On-board amenities

Travelers want consistent on-board amenities, such as Wi-Fi.

#### Marketing

There is a push for ongoing community engagement, including newsletters and surveys.







# Chapter 7

**Summary of key  
gaps and needs**



This chapter presents the gaps and needs identified in this study, including corridor-specific gaps and needs (geographic, temporal, and service frequency) and systemic needs and gaps (informational, infrastructural, and institutional) relevant to the Travel Washington program and intercity bus service in the state.

Related to the corridor-specific gaps and needs, this chapter presents corridors for which there is demand for intercity travel. This chapter is based on the evaluation of existing conditions and quantitative and qualitative analyses summarized in Chapters 3 through 6. Chapter 8 provides further evaluation of these corridors.

### Corridor level gaps and needs

The following defines and summarizes corridor and network gaps and needs for Travel Washington routes individually and intercity bus service in Washington more broadly.

#### Geographic

This study defines geographic gaps and needs as:

- Physical geographies and regions that are currently unserved by intercity bus service.
- Existing intercity bus routes that have limited stop locations such that lower-population communities are unserved.
- Origin-destination pairings in which travel by intercity bus is possible with transfers but that is not possible through a one-seat ride.
- Communities in which connections are not workable because stop locations of various providers are not co-located.

Through the quantitative and qualitative analyses, several communities, such as Republic, Othello, and Forks, were identified as having unmet intercity bus service needs. Many communities are located along an intercity bus route, but a stop is not provided (e.g. Connell, Cle Elum, etc.) in their community. For communities such as this, it can often be difficult or impossible to use intercity bus services effectively. For example, if a rider needed to travel to Spokane from Connell, they might take local transit to Pasco and transfer to a FlixBus route that then travels through Connell on the way to Spokane.

In addition to currently unserved areas, there are some communities in which stop locations are inconsistent between intercity bus services, making it difficult for Travel Washington routes to connect meaningfully. For example, this condition exists in Ellensburg, where some routes stop only at CWU, and some routes stop only at the Love's Travel Stop—locations that are nearly 3 miles apart.



### Temporal

The Travel Washington program relies on meaningful connections to the national intercity bus network. As such, addressing temporal gaps is important in improving intercity bus access. This study defines temporal gaps and needs as:

- Mismatch between local transit (including bus transit and ferries) service hours/schedules and intercity bus service hours.
- Poor connection times between Travel Washington routes and the national intercity bus network. Poor connection times are those that require lengthy waits between transfers or that do not allow for a transfer on the same day.
- Poor connection times between Travel Washington routes and Amtrak.

For each route, specific temporal gaps in the existing Travel Washington routes are described in Chapter 4. While some of these gaps and needs could be addressed through changes to existing Travel Washington services, other factors outlined below impact the temporal connectivity of the state's intercity bus services more broadly.

Private carriers' decline in intercity bus service has resulted in fewer meaningful connections between Travel Washington routes and the national intercity bus system. This frequently leads to lengthy transfer times and occasionally prevents a transfer from occurring on the same day.

Some intermodal hubs are served by intercity buses late in the evening or in the middle of the night, making meaningful connections impossible. This may raise real or perceived safety concerns. For example, this occurs in Ellensburg, where the Northwestern Stage Lines route between Spokane and Tacoma stops at the Love's Travel Plaza at 1:20 a.m. in the westbound direction and 12:35 a.m. in the eastbound direction.

Another issue is changes in private carrier schedules, which affect the ability to make meaningful connections. These changes frequently occur with little or no notice, making it difficult for Travel Washington to adjust. Even with notice, Travel Washington cannot reasonably respond to every schedule change from other carriers by negatively impacting other connection times. Changes in these schedules may also pose a challenge for passengers who rely on consistent service.

#### In-kind match impacts

Because of alternative in-kind options, the Travel Washington program is not significantly impacted when private carriers reduce services with little-to-no notice. However, this is a factor affecting much of the national ICB network and may ultimately result in challenges for services that connect to those in Washington.

### Service frequency

For intercity bus travel to be an effective form of transportation, a minimum level of service must be achieved. This study defines service level gaps and needs as:

- Major corridors in which intercity bus service is only provided once per day.
- Key origin-destination pairings in which out and back travel cannot be completed in a single day.



## Summary of key gaps and needs

Regarding Travel Washington services, the Apple Line is the only Travel Washington line that operates once per day, limiting the route's usefulness. In Ellensburg, the southern terminus of the route, the bus departs 40 minutes after it arrives. If a passenger was using the Apple Line to travel to Ellensburg, they could not take a return trip on the same day.

Beyond Travel Washington, there are several corridors in which national intercity bus routes operate only once per day (see Figure 32), including along US Highway 2 between Wenatchee and Everett, along Interstate 82 between Tri-Cities and Ellensburg, along US Highway 395 between Tri-Cities and Ritzville, and along Interstate 84 between Tri-Cities and Portland. Additionally, while several intercity bus routes travel between Seattle and Portland, the stop locations among these routes are inconsistent, so some stop locations along this corridor are served only once per day. Service frequency gaps along the national network have continued to grow, particularly post-COVID, with interstate corridors and key intermodal hubs being served less frequently. This impacts regional and national connectivity, making it more difficult to establish meaningful connections between Travel Washington routes and the national network.

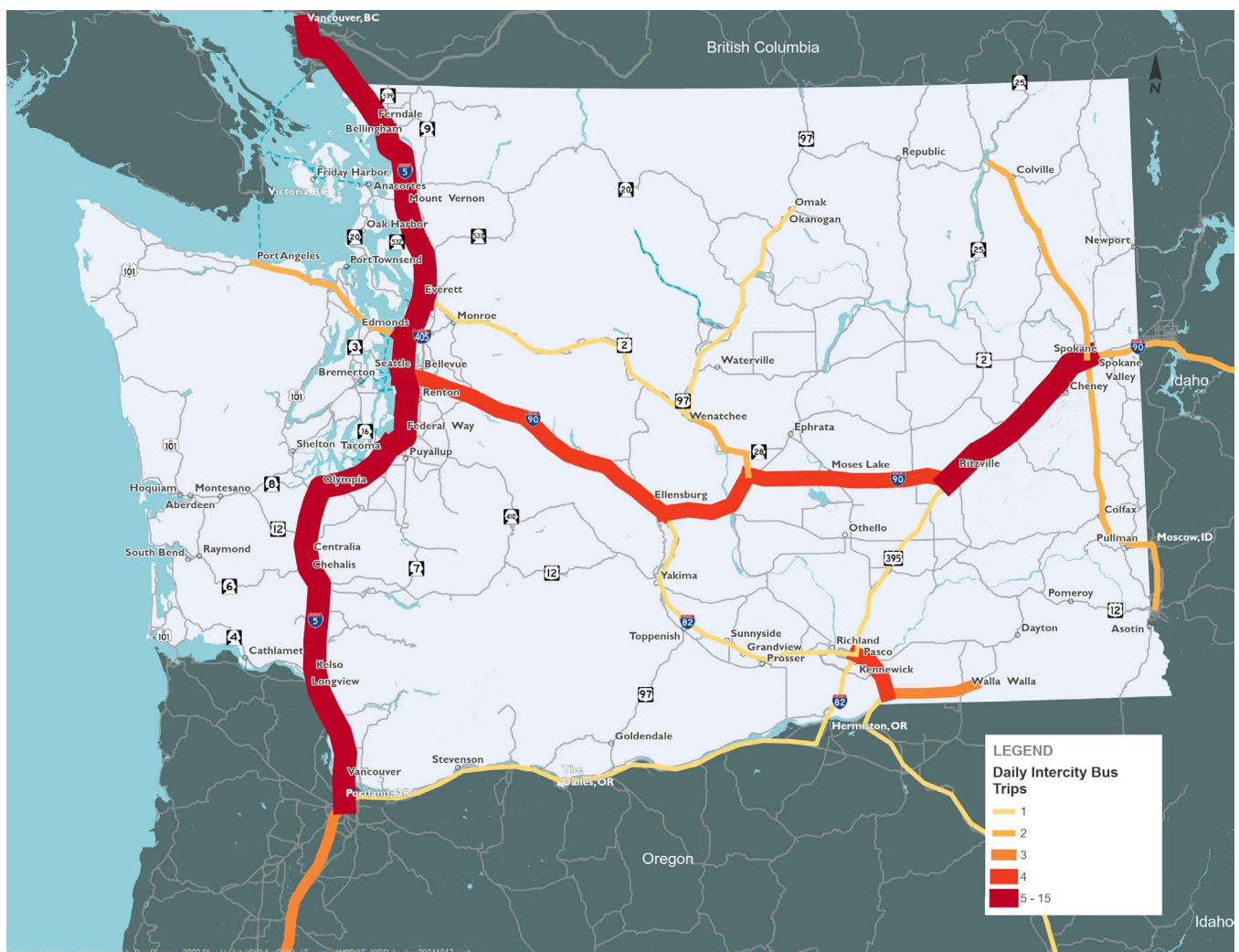


Figure 32: Daily Trips by Intercity Bus Operators by Corridor



## Intercity bus travel corridors for further evaluation

The study analysis (summarized in Chapters 5 and 6) identified several geographic needs, supporting the identification of corridors for further evaluation. These corridors, and others identified as critical travel corridors throughout the state, are described later in this chapter and further detailed in Chapter 8.

Building on the assessment of corridor-level gaps and needs (particularly geographic gaps and needs) and considering the extensive quantitative and qualitative analyses of the statewide intercity bus travel characteristics, several intercity bus travel corridors were identified for further evaluation. These corridors were developed based on the following characteristics:

- **Replica analysis:** Based on evaluating key long-distance OD pairs for all trips and each priority demographic group, corridors were developed to capture multiple OD pairs. For example, the Seattle to Tri-Cities corridor also captures OD pairs between Seattle and Ellensburg or between Yakima and Pasco.
- **Public engagement:** Corridors with unmet travel needs and areas with a general desire for more intercity travel options were identified through in-person engagement, virtual public meetings, focused listening sessions, and the survey. Public engagement feedback was used to develop potential extensions to the existing Travel Washington services.
- **Demographic and destination analysis:** Many travel corridors identified through Replica analysis and public engagement connect to, from, or between higher population regions with mobility hubs and areas where engagement efforts were focused. Other corridors were also considered, connecting areas with a high proportion of priority demographic characteristics to regional destinations, mobility hubs, or the national intercity bus network.

### Replica Analysis



### Public Engagement



### Demographic and Destination Analysis



## Initial OD Corridors





## Summary of key gaps and needs

Based on these considerations, several corridors were identified. These corridors are not necessarily routes that Travel Washington could sponsor but represent those identified as valuable to statewide transit connectivity. These corridors are further evaluated in Chapter 8, ultimately leading to a set of priority expansion scenarios for the Travel Washington program.

- Seattle–Tri-Cities (via Ellensburg)
- Pullman–Spokane
- Seattle–Spokane
- Portland–Tri-Cities
- Tri-Cities–Spokane
- Seattle–Vancouver, B.C.
- Yakima–Portland, OR
- Seattle–Portland, OR
- Ocean Shores–Seattle
- Seattle–Pullman
- Yakima–Spokane
- Spokane–Omak
- Yakima–Tacoma
- Long Beach–Kelso
- Toppenish–Goldendale
- Tri-Cities–La Grande, OR
- Tri-Cities–Moses Lake
- Tri-Cities–Moscow, ID
- Poulsbo–Tacoma
- Tri-Cities–Portland
- Everett–Wenatchee
- Bellingham–Rockport
- Apple Line Extension–Republic
- Gold Line Extension–Republic
- Dungeness Line Extension–Forks
- Grape Line Extension–Dayton

## Systemic gaps and needs

Systemic gaps and needs in Washington’s intercity bus network were identified using information collected from public engagement, operator interviews, and data analysis, as detailed in Chapter 7. The identified systemic gaps and needs were categorized as informational, infrastructure, or institutional and are discussed in detail below. Addressing these gaps is critical to ensuring equitable access to transportation for rural and underserved populations, a vital goal of the Travel Washington program. A set of policy recommendations to address systemic gaps and needs is presented in Chapter 10.

### Informational

Informational gaps and needs relate to rider-facing information. Informational gaps and needs include:

- Travel Washington routes have individual websites and are not accessible from a consolidated location on the WSDOT website.
- The WSDOT public transit page does not include information about Travel Washington routes.
- Riders and non-riders have difficulty finding information or are unaware of several available services.
- Riders have difficulty navigating services, particularly when transfers are required, and more so when the transfer requires riders to travel to a different stop location. Hubs, where multiple services connect, rarely provide sufficient information about the available intercity bus services.
- While WSDOT requires operators to submit a marketing plan, these plans are not coordinated as part of the Travel Washington program, and there is no marketing and promotion of the full Travel Washington program and network.
- Riders cannot access real-time information about bus location and arrival times.
- Riders do not have clear and consistent information about vehicle features and amenities (such as bike racks or wheelchair spaces) and how to ensure access to these during their booking process.
- Riders have limited access to materials available in languages other than English.
- Rider safety and health concerns stemming from the pandemic need to be clearly and consistently addressed by providers.



### Infrastructure

Infrastructure gaps and needs related to vehicles, bus stops and transfer locations, and supportive infrastructure like parking and charging. Infrastructure gaps and needs include:

- Certain stop locations (particularly in rural areas) lack safe, secure, and well-maintained facilities.
- Some stop locations lack secure parking.
- Many bus stops lack critical amenities such as route information, covered seating, restrooms, etc. The lack of stop standards means there is inconsistency in travel experience and expectation across the Travel Washington routes.
- Vehicles lack amenities, such as Wi-Fi or space for recreational gear, that may attract riders. Amenities across providers are different, and, as noted earlier, information about amenities is insufficient.

### Institutional

Institutional gaps and needs are those related to organizational, program, and industry factors. Institutional gaps and needs include:

- There is an increased number of intercity bus passengers that rely on online ticket sales, and currently, there are competing online ticketing platforms. Interoperability between the platforms needs to be improved to improve passenger experience.
- With the reduced number of bus stations in the system (in favor of curbside bus stops) and the accompanying reduction in staff and physical ticket counters, riders have less access to customer service and fewer options for purchasing tickets.
- Because of driver shortages, trips are missed, and/or operators must pay for drivers to travel long distances from their homes to the beginning of the route. This creates uncertainties for passengers and/or extra operator costs and longer shifts for drivers.
- Fares on Travel Washington routes reflect a wide variation in fare recovery ratios, and operators offer different (or no) fare discounts, leading to inconsistent travel experiences.
- Because of limited WSDOT program staffing resources, already-existing policies and processes related to operator oversight and service evaluation are not being completed consistently and comprehensively.
- While the Travel Washington operator contracts call for bi-annual rider surveys, these have not been conducted in the past years, and the design, dissemination, and results analysis processes are unclear.
- Operators are asked to share comments received with WSDOT, but there is no standing mechanism for WSDOT to directly and regularly accept rider feedback.
- Travel Washington service evaluation does not include system performance standards or regular review of performance measures.
- Travel Washington reporting processes allow for significant inconsistency between operators in how operators deliver information to WSDOT.
- Operator reporting requirements do not provide information about how many passengers with disabilities are being served, though some operators provide this information intermittently.







# Chapter 8

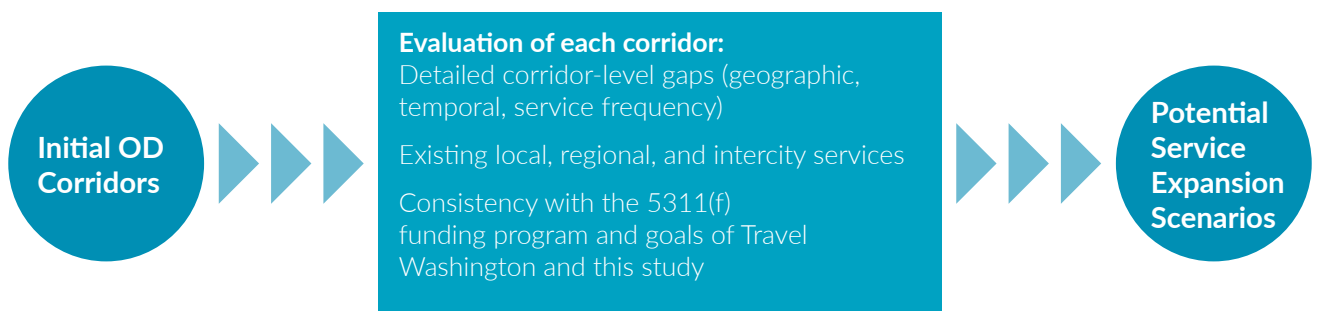
**Potential service  
expansion scenarios**



## Potential service expansion scenarios

The initial OD corridors developed in Chapter 7 were screened to define further the gaps that exist (geographic, temporal, service frequency), the service(s) (intercity, local, etc.) operating within each corridor, and whether the Travel Washington program could address the gap(s) within the scope of the 5311(f) program. With these considerations in mind, potential service expansion scenarios were developed to align with the Travel Washington program's mission and purpose, as well as the study's goals. The screening process addressed the following questions and considerations:

- Does an intercity bus carrier already serve this corridor? If so, how well is it served? Are there geographic, temporal, service level or informational gaps?
- Is this corridor already served by local or regional transit services (as a single route or requiring connections)? If so, how well is it served? Are there geographic, temporal or informational gaps?
- For corridors served by existing intercity bus or regional/local transit, can Travel Washington help address the existing gaps?
- How well does the corridor align with the 5311(f) program?
- At a high level, is it workable for Travel Washington to operate service along the corridor, considering elements such as vehicle requirements?



This initial screening process determined where and how Travel Washington could best address gaps along key intercity transit corridors across the state. A subsidized Travel Washington route may not be viable for some of these corridors. Given the Travel Washington program's limited resources and specific purpose, it is critical to recognize that rural intercity bus service cannot and should not address all gaps in transit service.

For example, an established national carrier may already serve a long-distance corridor. However, there may be gaps along the route where communities are not served or where service is limited to once per day in each direction. Travel Washington could provide service along a portion of this corridor to improve access to unserved or underserved communities along the route and increase the frequency of service in communities currently served by an intercity bus route.

A Travel Washington route serving an isolated rural community may be operationally infeasible in some cases due to low ridership potential or complex geographic constraints. Specialized transportation services, such as those provided by human service agencies or demand-responsive services, could be a more resource-efficient option. These services are more adaptable regarding vehicles and staffing and can be more responsive to a community's unique needs.





## Potential service expansion scenarios

Some corridors leading into a major metropolitan area are already served by one or more local transit agencies, and connections can be made using a combination of services. While a single Travel Washington route may improve service to these areas by providing a one-seat ride, the one-seat ride would benefit an area with fewer options than an area with more extensive local transit options. Transfers between existing services, for example, can take as little as half an hour in one area and four hours in another. This evaluation considered how much a Travel Washington route could reduce travel times.

The results of the initial screening process were used to narrow down the list to twelve potential expansion options, including new routes and extensions to existing routes, as illustrated in Figure 33. The figure also depicts the potential stopping points for each expansion option. These stop locations represent the communities where a stop could be located but do not indicate a specific stop location. Specific stop locations were evaluated in greater detail during development of the priority expansion scenarios in Chapter 9.

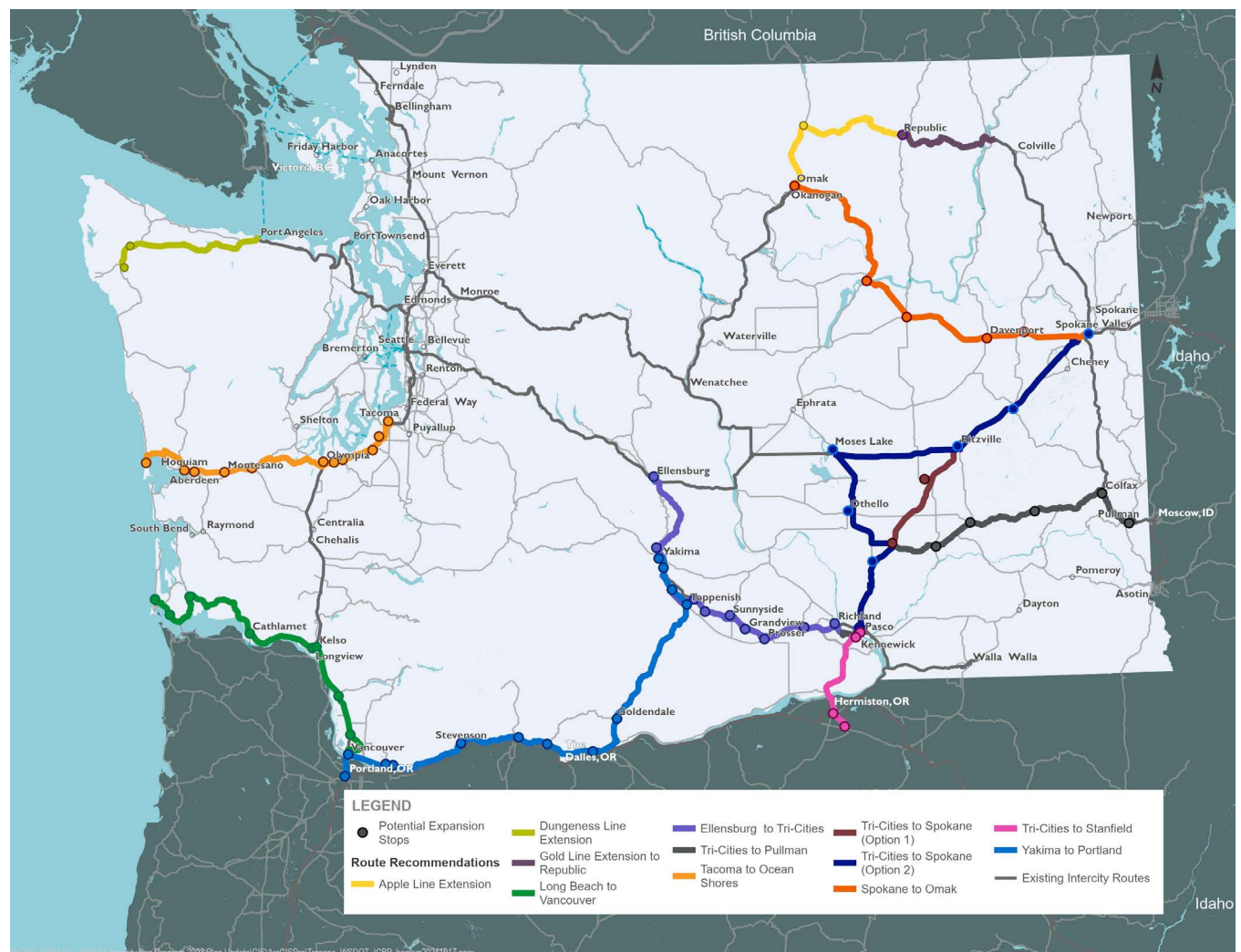


Figure 33: Potential Expansion Options



### Corridor evaluation process

The twelve potential expansion corridors were evaluated to assess the potential demand in each corridor and how each would impact accessibility, connectivity, and equity.

#### Performance measures

##### Potential demand

This performance measure gauges the potential demand of intercity bus travel for each expansion option. This was completed by evaluating the number of long-distance (>50 miles) trips to and from the Replica analysis zones within 15 miles of a proposed stop location for each expansion option. For extensions of existing routes, this analysis included trips to and from new stops along the extension but did not include trips to and from existing stops. The number of likely trips (across all travelers and trip types) was determined for each expansion option. Trips developed from the Replica analysis represent the potential current demand for long-distance, transit-based travel but do not indicate future ridership.



Figure 34: Example travel demand analysis shed

##### Accessibility

This performance measure evaluates the total population within a 10-mile buffer of each stop location to determine the net new population served by each expansion option. Net new population served refers to areas not currently served by an intercity bus service. For example, an expansion option could include seven stops, with one in an area already served by at least one intercity bus service. For this route, the population within the 10-mile radius surrounding the six new stops would be considered the net new population served.

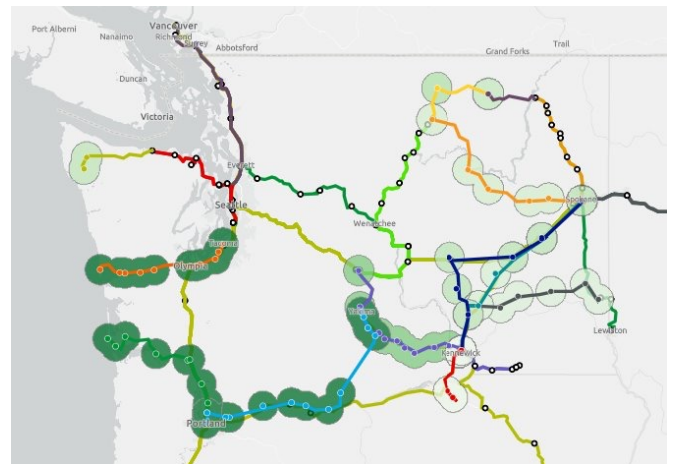


Figure 35: Net new population served at stop locations (10-mile radius)

##### Connectivity

This performance measure evaluates the utility of new or expanded services in providing connections to the greater intercity bus network. One of the primary goals of the Travel Washington program is the provision of meaningful connections to the greater intercity bus network, and this measure quantifies the magnitude of single-transfer connections to other intercity bus services that become possible with each new or expanded route. For example, if a passenger boards at a stop location on a new route, this analysis quantifies the number of additional services they could connect to by transferring at another stop location on the new route.



### Equity

This performance measure further evaluates each of the previous performance measures from an equity lens to understand how vulnerable, disadvantaged, underserved, and unserved population groups will be affected.

- **Demand analysis:** What proportion of new trips can be attributed to transportation-disadvantaged demographic groups? This performance measure is analyzed based on the Replica analysis; the demographic groups evaluated included low-income (\$0-\$35,000 income/year), senior populations (aged 60 and above), zero-car households, and non-white populations.
- **Accessibility:** What proportion of new populations served represent transportation-disadvantaged demographic groups? This performance measure is analyzed based on Census and ALICE data; the demographic groups evaluated included ALICE households, zero-car households, older adults (aged 65 and above), persons with a disability, non-white populations, and populations with limited English proficiency (LEP).
- **Connectivity:** How many more connections are provided to currently underserved or unserved areas? This performance measure evaluates the increase in intercity bus connections with the proposed route compared to existing conditions.

### Corridor evaluation

The corridor evaluation was used to compare each of the potential expansion options. To allow for a clear comparison between options, the demand and accessibility performance measures (including the equity components of these measures) were

further normalized on a per-mile basis. Without this normalization, longer routes with more stop locations would outperform shorter routes with fewer stop locations. No additional normalization was required for the connectivity performance measure. Quantitative scores were developed based on the described methodology and used to assess how well each potential expansion option would address the performance measures. Based on this evaluation, each potential route expansion was given a “high,” “medium,” or “low” score for each of the three performance measures and their equity lens counterparts.

The following presents the corridor evaluation for each potential route expansion option, including a map of the potential route, potential communities for stop locations, performance measure scores, and a discussion of how each route expansion addresses route-level gaps and needs. The corridor evaluation is a key component in developing priority expansion scenarios, described in detail in Chapter 9.

### Intermodal hubs



Local transit



Intercity Bus



Rail



Airport



Ferry

**L Low**

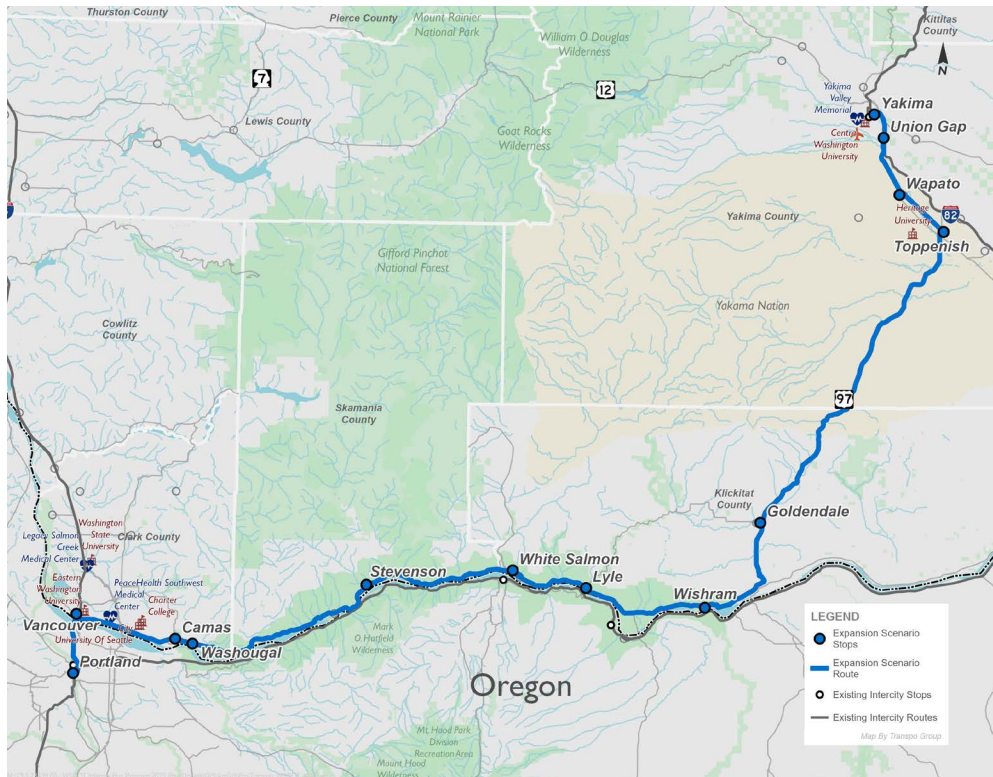
**M Medium**

**H High**





## Yakima to Portland



**Yakima**  
 Union Gap  
 Wapato  
 Toppenish  
 Goldendale  
 Wishram  
 Lyle  
 White Salmon  
 Stevenson  
 Washougal  
 Camas  
 Vancouver  
**Portland**

Demand	M
Demand+Equity	H
Accessibility	L
Accessibility+Equity	M
Connectivity	L
Connectivity+Equity	M

### How does this potential route expansion address the identified gaps and needs?

- Addresses OD connections that were identified through both travel demand analysis and public engagement efforts (e.g., Vancouver-Goldendale, Yakima-Portland, OR). Some of these connections are currently possible but require transfers, while others are not currently served by intercity bus.
- Provides service within communities that are currently unserved by intercity bus, resulting in new connections in the multimodal hub of Portland, OR.
- Provides an opportunity to eliminate lengthy connections in the Tri-Cities, particularly for those traveling between Yakima and Portland.
- Provides additional opportunities to connect to Amtrak heading to Chicago (in Portland, OR, Vancouver, White Salmon, and Wishram) or to Vancouver, BC (in Portland, OR and Vancouver).
- Provides additional service along the Columbia River (an underserved area), traveling along the Washington side rather than the Oregon side (served by FlixBus).

### Intermodal hubs

Yakima

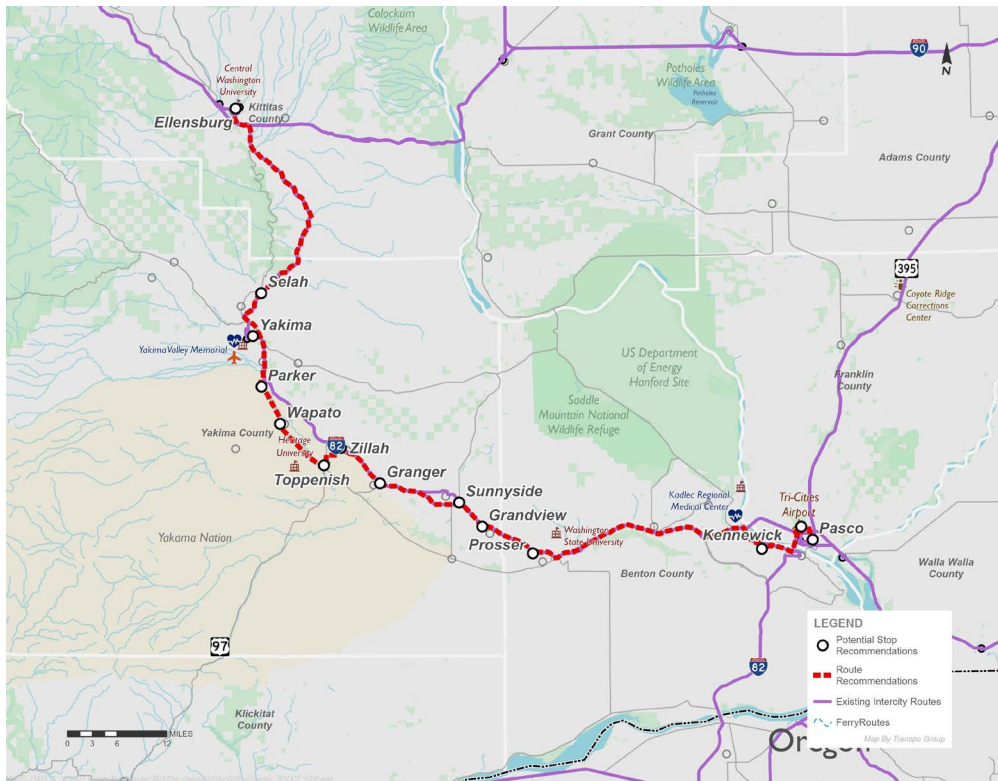


Portland





## Ellensburg to Tri-Cities



### Ellensburg

Selah  
Yakima  
Parker  
Wapato  
Toppenish  
Zillah  
Granger  
Sunnyside  
Grandview  
Prosser  
Kennelworth

### Pasco

Demand	H
Demand+Equity	H
Accessibility	H
Accessibility+Equity	H
Connectivity	M
Connectivity+Equity	M

### How does this potential route expansion address the identified gaps and needs?

- Provides service along an existing intercity bus route with new stop locations in communities that are currently unserved.
- Addresses the proviso outlined in the 2024 Supplemental Transportation Budget by improving access within the Yakima Valley and providing additional connections to the Tri-Cities and Ellensburg (where passengers can transfer to intercity services along I-90 towards Seattle or Spokane).
- Serves an area with a high concentration of likely intercity bus riders.
- Addresses OD connections that were identified as part of both the travel demand analysis (e.g., Ellensburg-Sunnyside, Yakima-Sunnyside, Sunnyside-Tri-Cities, Yakima-Tri-Cities) and public engagement efforts (e.g., Yakima-Kennelworth, Yakima-Pasco, Ellensburg-Kennelworth, Wapato-Pasco, Prosser-Selah, Ellensburg-Yakima).
- Makes it easier to connect to services in Ellensburg and Tri-Cities by eliminating the need for transfers between transit services.
- Introduces the opportunity for improved weekend service along the full corridor.
- Increases the level of service along this corridor, which is currently only served by one daily intercity bus trip.

### Intermodal hubs

Ellensburg



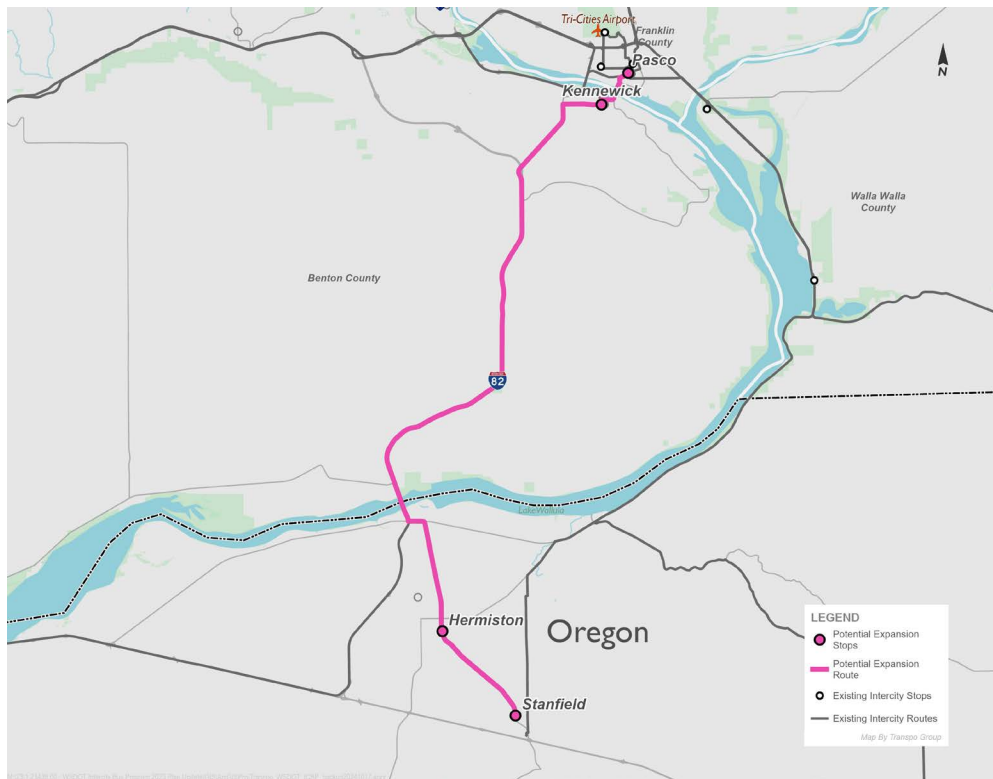
Yakima



Pasco



## Tri-Cities to Stanfield



Pasco  
Kennewick  
Hermiston  
Stanfield

Demand	L
Demand+Equity	L
Accessibility	L
Accessibility+Equity	L
Connectivity	M
Connectivity+Equity	L

### Intermodal hubs

Pasco



Hermiston

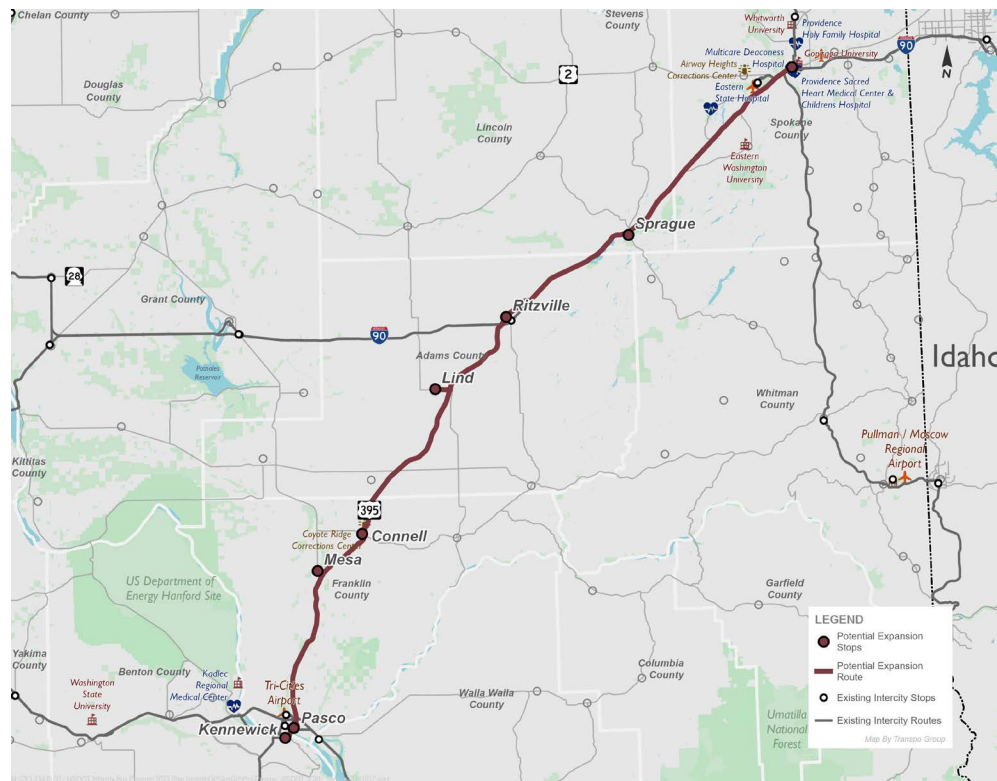


### How does this potential route expansion address the identified gaps and needs?

- Provides connections between the Tri-Cities and communities in Oregon that were consistently brought up during engagement efforts in the Tri-Cities region—including areas in which there has been significant reduction in transit services.
- Provides additional opportunities to connect to intercity services and other connecting services in the Tri-Cities region, which is a multimodal hub.



## Tri-Cities to Spokane (Option 1)



**Kennewick**  
Pasco  
Mesa  
Connell  
Lind  
Ritzville  
Sprague  
**Spokane**

Demand	L
Demand+Equity	L
Accessibility	M
Accessibility+Equity	H
Connectivity	H
Connectivity+Equity	H

### How does this potential route expansion address the identified gaps and needs?

- Provides service along an existing intercity bus route with stop locations in communities that are currently unserved, making it significantly easier for residents of these communities to access services in the Tri-Cities and Spokane, two multimodal hubs.
- Serves multiple areas with high concentrations of likely intercity bus riders.
- Addresses an OD connection (Tri-Cities-Spokane) that was identified as part of both the travel demand analysis and public engagement efforts. Many new connections are made possible that would be difficult or impossible to make on currently available transit services.
- Increases the level of service along this corridor, which is currently only served by one daily intercity bus trip.

### Intermodal hubs

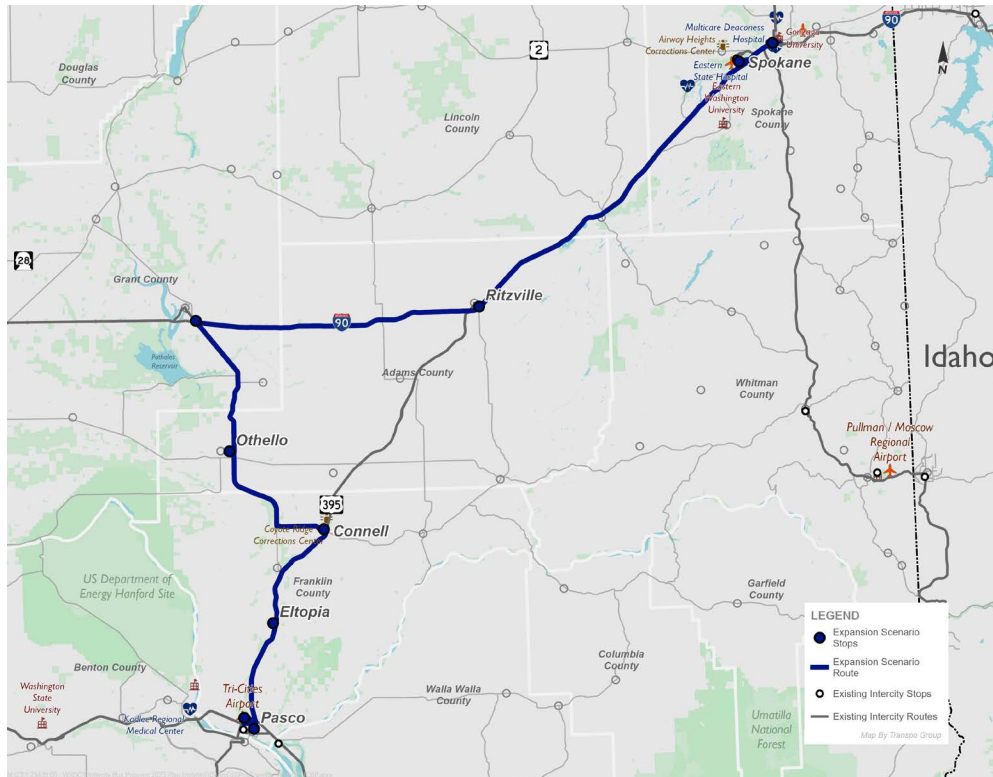
Pasco



Spokane



## Tri-Cities to Spokane (Option 2)



**Pasco**  
 Eltopia  
 Connell  
 Othello  
 Moses Lake  
 Ritzville  
**Spokane**

Demand	M
Demand+Equity	M
Accessibility	M
Accessibility+Equity	H
Connectivity	H
Connectivity+Equity	M

### How does this potential route expansion address the identified gaps and needs?

- Provides service along an existing intercity bus route but deviates from the current route and provides stop locations in communities that are currently unserved. This makes it significantly easier for residents of these communities to access services in the Tri-Cities and Spokane, two multimodal hubs.
- Serves multiple areas with high concentrations of likely intercity bus riders.
- Addresses multiple OD connections that were identified as part of both the travel demand analysis and public engagement efforts (e.g., Tri-Cities-Spokane, Tri-Cities-Moses Lake, Tri-Cities-Othello, Spokane-Moses Lake). Some of these connections are currently possible but require transfers, while others are not currently served by intercity bus.
- Introduces the opportunity for improved weekend service along the full corridor.
- Increases the level of service along this corridor, a portion of which is only served by one daily intercity bus trip.

### Intermodal hubs

Pasco



Moses Lake

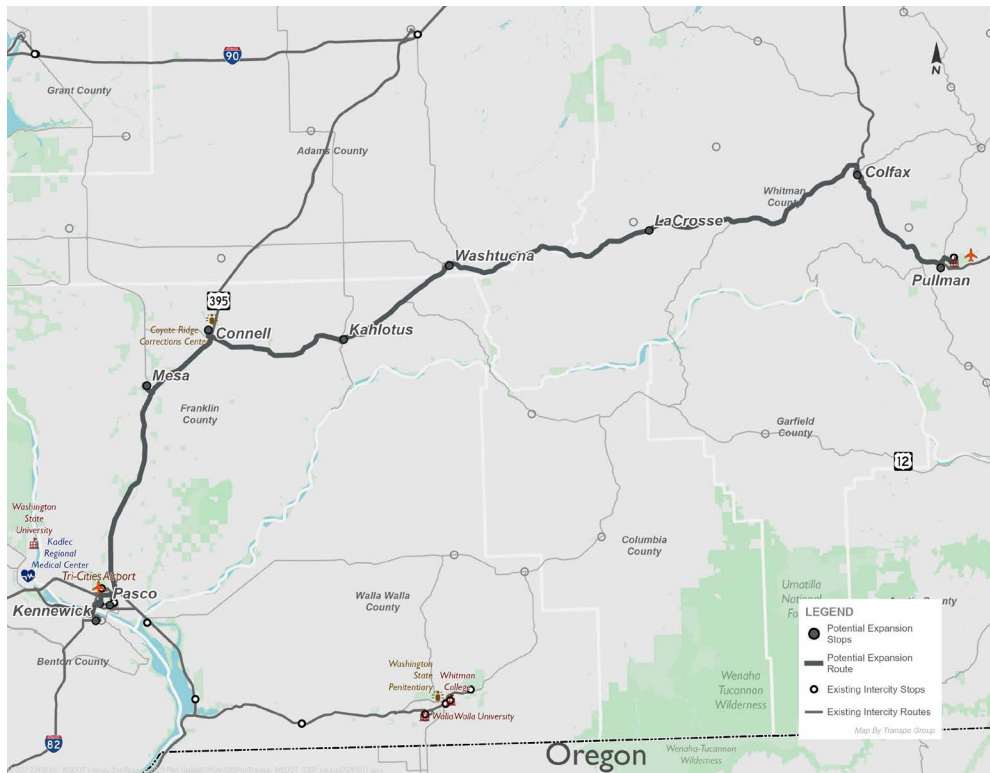


Spokane





## Tri-Cities to Pullman



**Kennewick**  
 Pasco  
 Mesa  
 Connell  
 Kahlotus  
 Washtucna  
 LaCrosse  
 Colfax  
**Pullman**

Demand	L
Demand+Equity	H
Accessibility	M
Accessibility+Equity	M
Connectivity	M
Connectivity+Equity	M

### How does this potential route expansion address the identified gaps and needs?

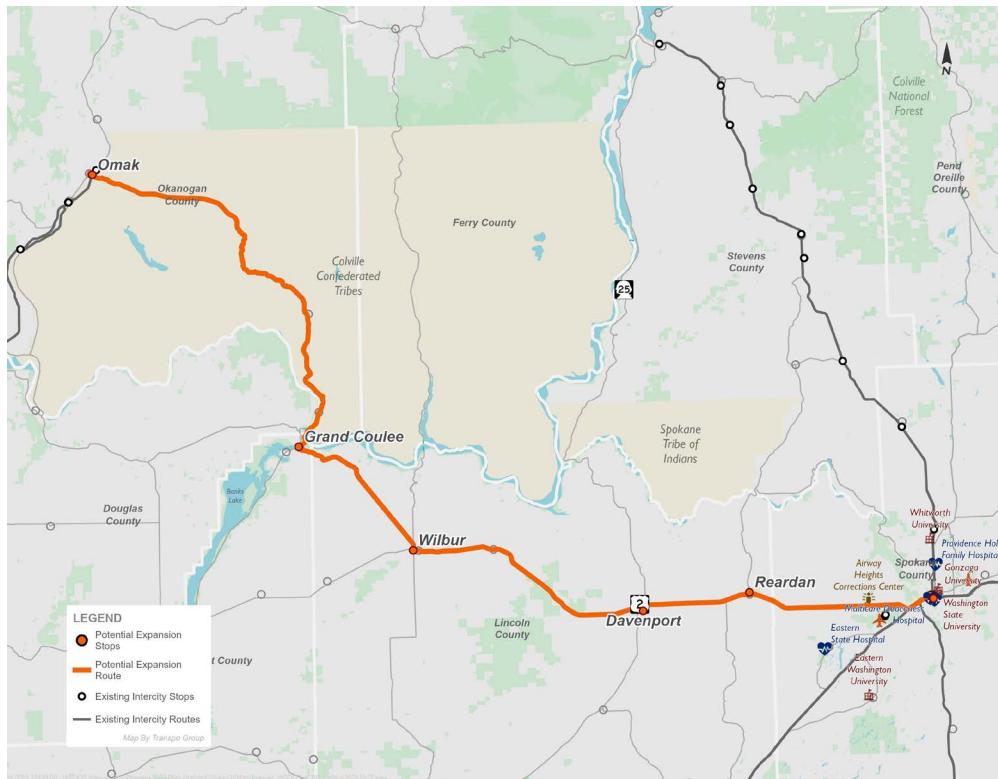
- Provides service to communities that are currently unserved by intercity bus service and often underserved by local transit options.
- Serves multiple areas with high concentrations of likely intercity bus riders.
- Addresses an OD connection (Tri-Cities-Pullman) that was identified as part of both the travel demand analysis and public engagement efforts.

### Intermodal hubs

Pasco



## Spokane to Omak



**Omak**  
Grand Coulee  
Wilbur  
Davenport  
Reardan  
**Spokane**

Demand	M
Demand+Equity	H
Accessibility	L
Accessibility+Equity	M
Connectivity	M
Connectivity+Equity	H

### How does this potential route expansion address the identified gaps and needs?

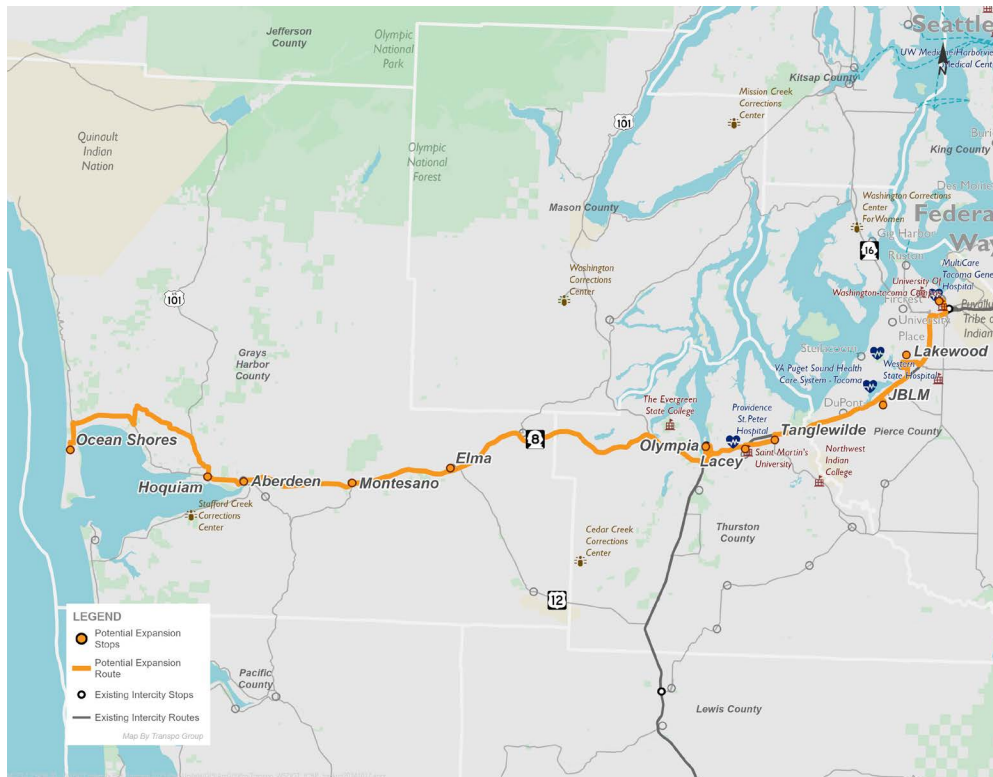
- Provides service to new communities that are currently unserved by intercity bus.
- Addresses OD connections that were identified as part of the travel demand analysis (e.g., Omak-Spokane, Grand Coulee-Omak, Grand Coulee-Spokane).
- Makes it easier to connect to services in Spokane by eliminating the need for lengthy transfers between transit services.
- Introduces the opportunity for improved weekend service along the full corridor.

### Intermodal hubs

Spokane



## Ocean Shores to Tacoma



### How does this potential route expansion address the identified gaps and needs?

- Provides service within many communities that are currently unserved by intercity bus, resulting in new connections at the intermodal hubs of Olympia and Tacoma.
- Serves multiple areas with high concentrations of likely intercity bus riders.
- Addresses multiple OD connections that were identified as part of both the travel demand analysis (Ocean Shores-Olympia), and public engagement efforts (Ocean Shores-Lacey), or both (e.g., Aberdeen-Olympia). Most connections are possible through a combination of local services, but this route would offer a one-seat ride for these connections.

### Ocean Shores

Hoquiam  
Aberdeen  
Montesano  
Elma  
Olympia  
Lacey  
Tanglewilde  
Joint Base  
Lewis-McChord  
Lakewood

### Tacoma

Demand	H
Demand+Equity	M
Accessibility	H
Accessibility+Equity	M
Connectivity	L
Connectivity+Equity	L

### Intermodal hubs

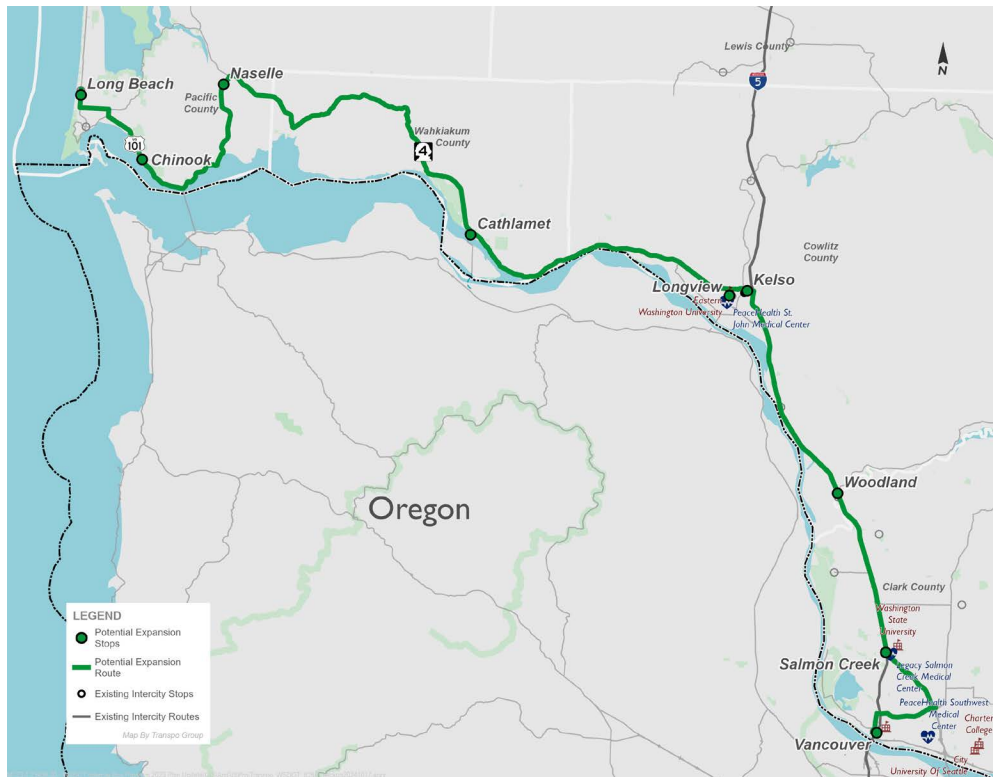
Tacoma



Olympia



## Long Beach to Vancouver



**Long Beach**  
Chinook  
Naselle  
Cathlamet  
Longview  
Kelso  
Woodland  
Salmon Creek  
**Vancouver**

Demand	H
Demand+Equity	M
Accessibility	H
Accessibility+Equity	M
Connectivity	L
Connectivity+Equity	L

### How does this potential route expansion address the identified gaps and needs?

- Addresses OD connections that were identified as part of the travel demand analysis (e.g., Long Beach-Long View) and through public engagement efforts. Some of these connections are currently possible but require transfers, while others are not currently served by intercity bus.
- Serves multiple areas with high concentrations of likely intercity bus riders.
- Provides service within many communities that are currently unserved by intercity bus, resulting in new connections to Kelso and to the greater Portland/Vancouver region.
- Introduces the opportunity for improved weekend service along the full corridor.

### Intermodal hubs

Kelso

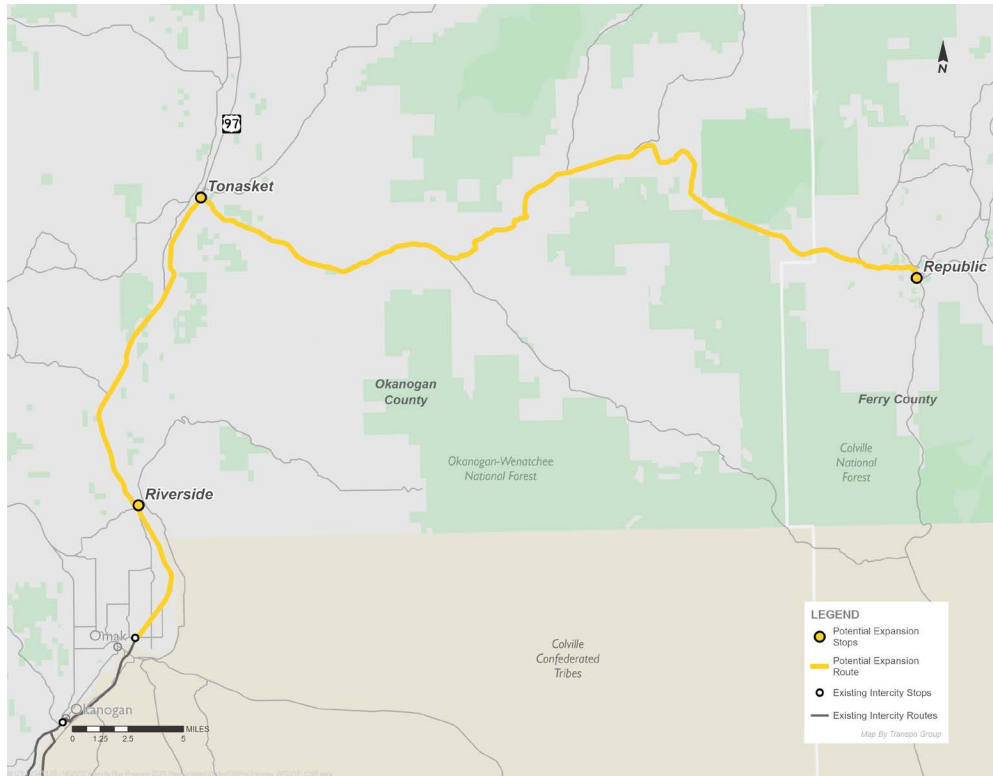


Vancouver





## Apple Line Extension to Republic



### How does this potential route expansion address the identified gaps and needs?

- Extends service along an existing intercity bus route to provide stop locations in communities that are currently unserved by intercity bus, providing additional connections to Apple Line intermodal hubs, including in Wenatchee, Quincy, George, and Ellensburg.
- Serves areas with high concentrations of likely intercity bus riders.
- Addresses OD connections identified as part of public engagement efforts (e.g., Ellensburg-Wenatchee), including between Republic and Wenatchee—a connection which is not currently possible using public transit.
- Addresses OD connections that were identified as part of the travel demand analysis (e.g., Republic-Omak, Tonasket-Brewster).

**Republic**  
 Tonasket  
 Riverside  
 Omak  
 Okanogan  
 Malott  
 Brewster  
 Pateros  
 Chelan Falls  
 Orondo  
 Wenatchee  
 Quincy  
 George  
**Ellensburg**

<b>Demand</b>	L
<b>Demand+Equity</b>	H
<b>Accessibility</b>	M
<b>Accessibility+Equity</b>	M
<b>Connectivity</b>	L
<b>Connectivity+Equity</b>	M

### Intermodal hubs

Wenatchee



Quincy



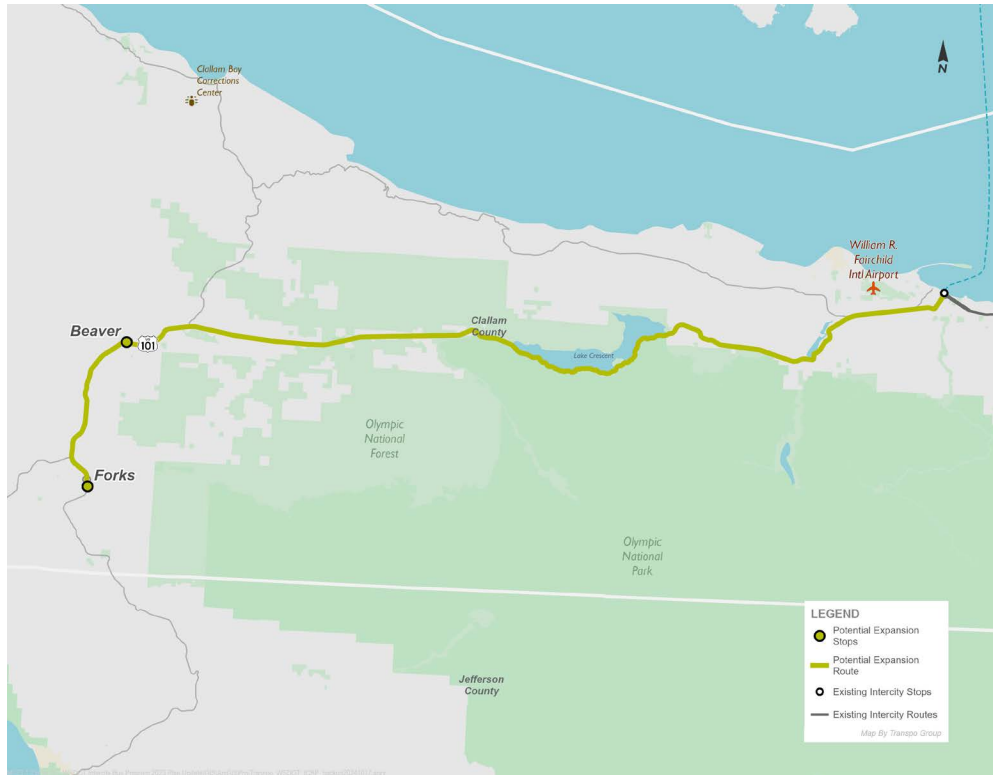
George



Ellensburg



## Dungeness Line Extension to Forks



**Forks**  
 Beaver  
 Port Angeles  
 Sequim  
 Discovery Bay  
 Port Townsend  
 Kingston  
 Edmonds  
**Seattle**





Demand	M
Demand+Equity	M
Accessibility	M
Accessibility+Equity	L
Connectivity	H
Connectivity+Equity	H

### How does this potential route expansion address the identified gaps and needs?

- Extends service along an existing intercity bus route to provide stop locations in communities that are currently unserved by intercity bus, providing additional connections to Dungeness Line intermodal hubs, including in Seattle and Sea-Tac.
- Serves areas with high concentrations of likely intercity bus riders.
- Addresses OD connections that were identified as part of the travel demand analysis (e.g., Forks-Port Angeles, Forks-Seattle, Forks-Sequim) and public engagement efforts (e.g., Port Angeles-Seattle, Port Townsend-Seattle), or both (e.g., Sequim-Seattle).
- Introduces the opportunity for improved weekend service along the full corridor.

### Intermodal hubs

Port Angeles    Kingston

Seattle

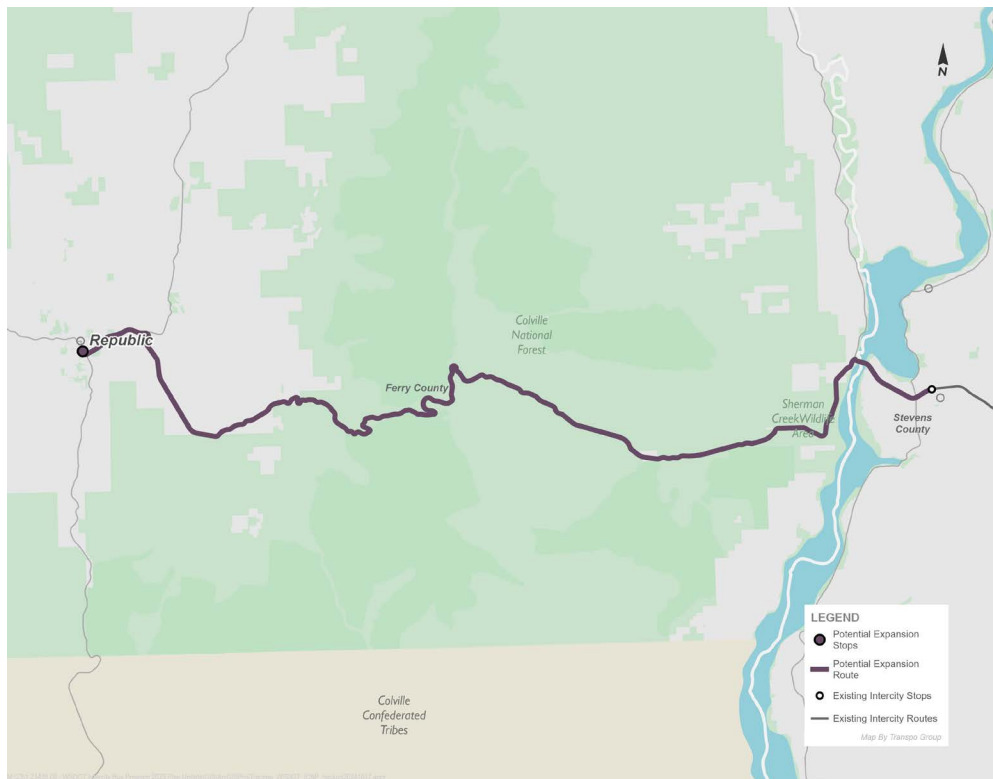
  

Sea-Tac



## Gold Line Extension to Republic



**Republic**  
Kettle Falls  
Colville  
Arden  
Addy  
Chewelah  
Loon Lake  
Deer Park  
**Spokane**

Demand	L
Demand+Equity	M
Accessibility	L
Accessibility+Equity	M
Connectivity	M
Connectivity+Equity	H

### How does this potential route expansion address the identified gaps and needs?

- Extends service along an existing intercity bus route to provide a new stop location for community that is currently unserved by intercity bus, providing additional connections to the intermodal hub of Spokane.
- Serves areas with high concentrations of likely intercity bus riders.
- Addresses OD connections that were identified as part of the travel demand analysis (e.g., Republic-Colville, Colville-Spokane, Chewelah-Spokane) or identified through both public engagement efforts and travel demand analysis (e.g., Republic-Spokane).

### Intermodal hubs

Spokane







# Chapter 9

## Priority expansion scenarios

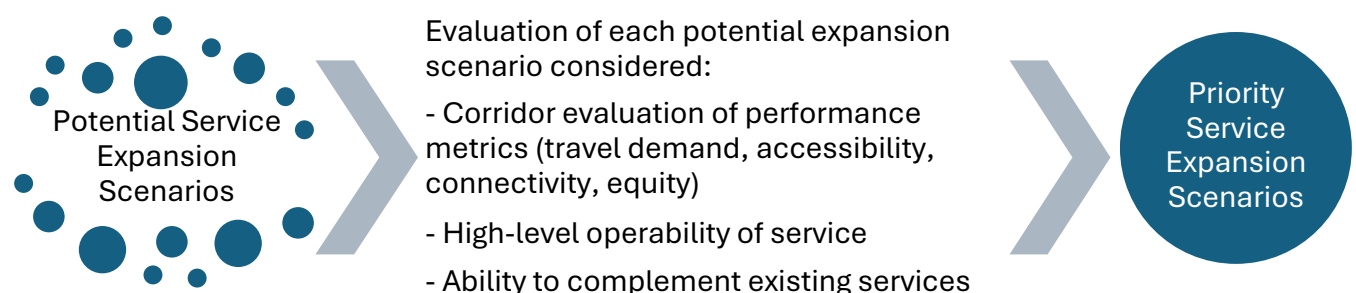


This chapter defines and details the priority expansion scenarios resulting from the outcomes of the potential expansion scenarios evaluation (described in Chapter 8) and further consideration of operability and coordination with other transit services. Detailed, planning-level service plans are included for the primary expansion scenarios, setting the stage for near-term implementation. A brief description is provided for secondary scenarios and scenarios excluded from further evaluation. WSDOT could consider these scenarios for mid-to long-term implementation.

### Priority expansion scenarios

Beyond the performance evaluation outlined in Chapter 8, each route's overall operability was evaluated in more detail before defining a set of priority expansion scenarios. The potential expansion scenarios were also presented to the SAG for additional input. The SAG's input focused on the operability of specific routes and the need to coordinate further with local transit agencies to ensure any new Travel Washington service is complementary to existing services. Appendix D provides a detailed summary of the SAG input on the potential expansion scenarios.

Based on this evaluation, potential expansion scenarios were narrowed to priority expansion scenarios, comprising primary expansion scenarios (slated for near-term implementation) and secondary expansion scenarios. The priority expansion scenarios include six new routes and three expansions to existing routes.



### Primary expansion scenarios

The primary expansion scenarios comprise two new routes and an expansion of three existing routes, as shown on Figure 37. Table 34 summarizes their performance metric scores.

Primary expansion scenarios are those that had the highest scores as part of the corridor evaluation process and those that can be implemented in the near term (e.g., expansions to existing services can typically be implemented faster than new routes). Additionally, these routes were well-received by the SAG and considered to meet the study's goals.

**Table 34: Summary of Performance Criteria Evaluation for Primary Expansion Scenarios**

Expansion Scenario	Performance Ranking (High/Medium/Low)					
	Demand	Demand (Equity)	Accessibility	Accessibility (Equity)	Connectivity	Connectivity (Equity)
Ellensburg–Tri-Cities	High	High	High	High	Medium	Medium
Tri-Cities–Spokane (Option 2)	Medium	Medium	Medium	High	High	Medium
Dungeness Line Extension–Forks	Medium	Medium	Medium	Low	High	High
Apple Line Extension–Republic	Low	High	Medium	Medium	Low	Medium
Gold Line Extension–Republic	Low	Medium	Low	Medium	Medium	High

Although more detailed service planning efforts will be required leading up to implementation, the following elements have been developed for each primary expansion scenario for planning purposes.

- Conceptual service package (route, schedule, preliminary stop locations, bus needs, driver shifts, etc.)<sup>2</sup>
- Ridership forecasting models and results
- Planning-level operational cost estimates

The following sections outline the conceptual service package for each primary expansion scenario and address the benefits and considerations of each service. Ridership forecasting and operational cost estimates for the primary expansion scenarios are included at the end of this chapter (Operational Evaluation of Primary Expansion Scenarios).

<sup>2</sup> Connections to intercity bus services and passenger rail denoted in the conceptual schedules are based on information available at the time of plan development and developed for planning purposes. All schedules developed as part of this study should be revisited prior to implementation to further coordinate with local transit agencies and ensure alignment with any updated intercity bus schedules.



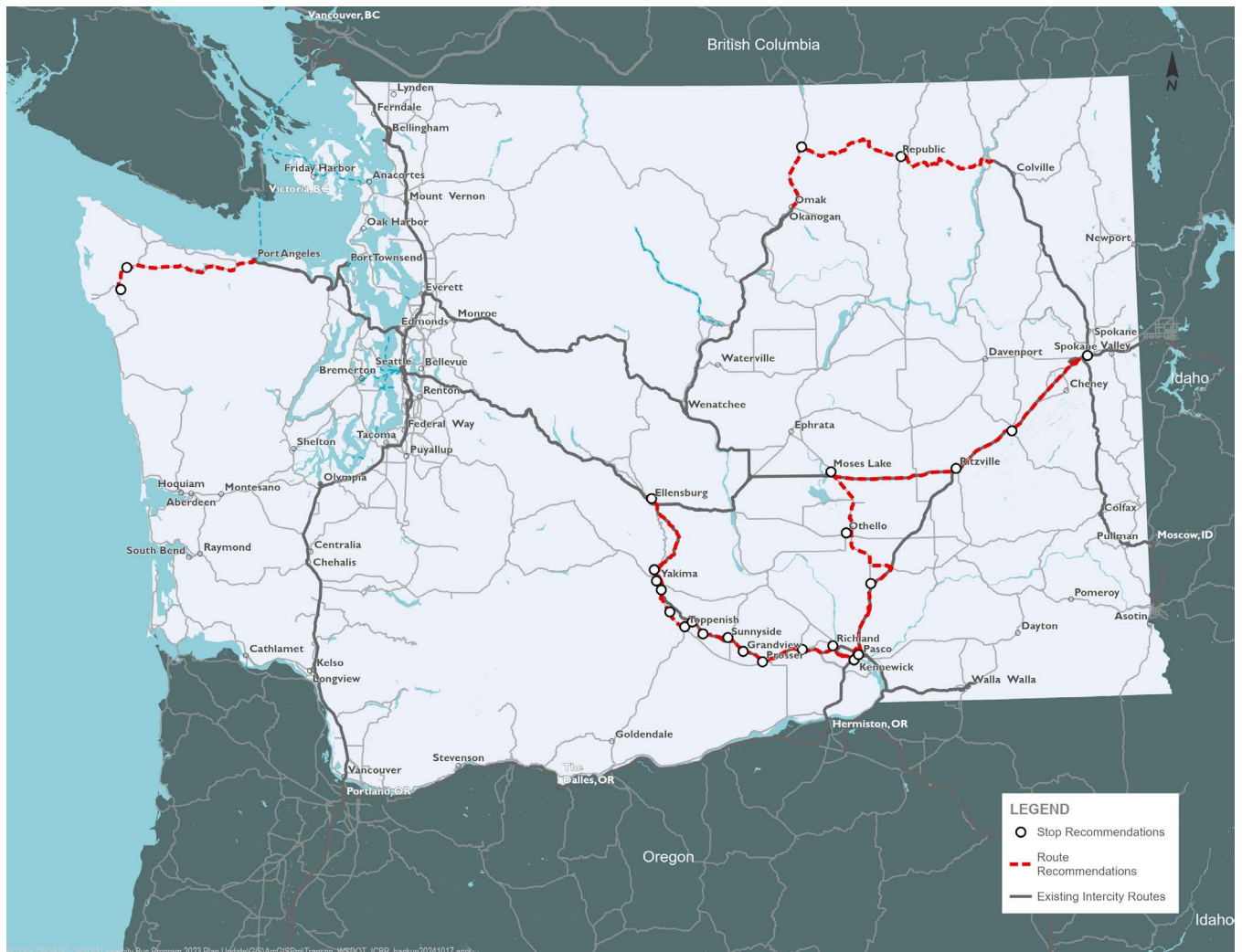


Figure 37: Primary Expansion Lines and Stops

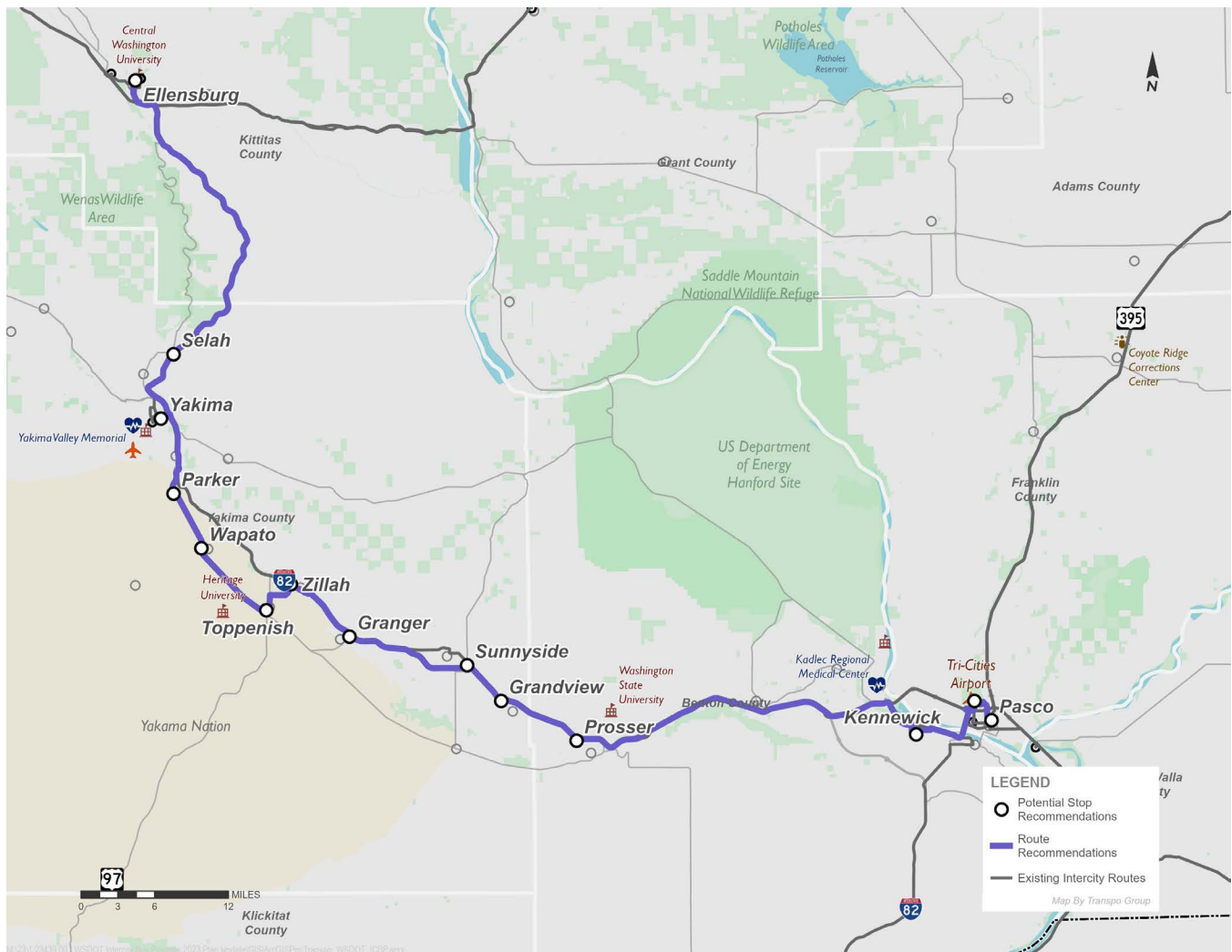
## Proposed new route: Tri-Cities – Yakima – Ellensburg

This route would provide service between Pasco and Ellensburg, serving communities in between along the Interstate 82 corridor, such as Sunnyside and Yakima. The proposed new service would offer daily fixed-route rural intercity bus service, fundamentally replacing the Greyhound Lines service lost in 2022 and providing access to even more communities not previously served by intercity bus routes. Connections to additional transit services include Ben Franklin Transit in the Tri-Cities, People for People services along Interstate 82, Pahto Public Passage, Union Gap Transit, Yakima Transit, Selah Transit, Central Transit in Ellensburg, multiple intercity bus services in Ellensburg and the Tri-Cities, and Amtrak, as well as regional and national passenger air service in Pasco.

### Operational considerations

As shown in Figure 38, the proposed expansion would include a new service of three daily round-trip schedules, filling intercity bus service gaps along the Interstate 82 corridor. Table 35 presents a planning-level schedule, indicating where and when connections to the national intercity bus network and passenger rail can be made.

This service would operate primarily in the Interstate 82 and US Route 97 corridors, providing fixed-route scheduled intercity bus services to the rural communities along these corridors. The proposed service expansion would originate in Ellensburg at the Love's Travel Plaza, serving as the northern anchor for the new service. Service would then stop at the existing intercity bus stop at East 11th and North Maple Street on the Central Washington University campus before accessing Interstate 82 via Interstate 90 towards the Yakima Transit Center. The bus would then return to Interstate 82 before getting on US Highway 97 towards Toppenish, then back on Interstate 82 to access Zillah and continue that path towards the Tri-Cities, making multiple stops along the way. Service would end at Pasco Station, while also providing access to the Tri-Cities Airport and Kennewick prior to reaching the southern terminus.



**Figure 38: Proposed New Route Map and Stop Locations: Tri-Cities - Yakima - Ellensburg**



## Priority expansion scenarios

**Table 35: Proposed New Route Schedule: Tri-Cities - Yakima - Ellensburg**

Stop	Time		
Eastbound			
Ellensburg (Love’s Travel Plaza)	5:50 a.m.	8:55 a.m.	3:30 p.m. <sup>1</sup>
Ellensburg (Central Washington Campus)	6:00 a.m.	9:05 a.m.	3:40 p.m. <sup>1</sup>
Selah	6:45 a.m.	10:05 a.m.	4:40 p.m.
Yakima (Transit Center)	7:00 a.m.	10:20 a.m.	4:55 p.m.
Wapato	7:25 a.m.	10:45 a.m.	5:20 p.m.
Toppenish	7:45 a.m.	11:05 a.m.	5:40 p.m.
Zillah	8:00 a.m.	11:20 a.m.	5:55 p.m.
Granger	8:15 a.m.	11:35 a.m.	6:10 p.m.
Sunnyside	8:30 a.m.	11:50 a.m.	6:25 p.m.
Grandview	8:50 a.m.	12:10 a.m.	6:55 p.m.
Prosser	9:05 a.m.	12:25 p.m.	7:00 p.m.
Kennewick (Three Rivers Transit Center)	9:45 a.m.	1:05 p.m.	7:40 p.m.
Tri-Cities Airport	10:05 a.m.	1:25 p.m.	8:00 p.m.
Pasco (Pasco Station)	10:15 a.m.	1:35 p.m. <sup>1</sup>	8:10 p.m. <sup>2</sup>
Westbound			
Pasco (Pasco Station)	8:05 a.m.	11:15 a.m.	2:25 p.m. <sup>1</sup>
Tri-Cities Airport	8:15 a.m.	11:25 a.m.	2:35 p.m.
Kennewick (Three Rivers Transit Center)	8:35 a.m.	11:45 a.m.	2:55 p.m.
Prosser	9:15 a.m.	12:25 p.m.	3:35 p.m.
Grandview	9:30 a.m.	12:40 p.m.	3:50 p.m.
Sunnyside	9:50 a.m.	1:00 p.m.	4:10 p.m.
Granger	10:05 a.m.	1:15 p.m.	4:25 p.m.
Zillah	10:20 a.m.	1:30 p.m.	4:40 p.m.
Toppenish	10:35 a.m.	1:45 p.m.	4:55 p.m.
Wapato	10:55 a.m.	2:05 p.m.	5:15 p.m.
Yakima (Transit Center)	11:20 a.m.	2:30 p.m.	5:40 p.m.
Selah	11:35 a.m.	2:45 p.m.	5:55 p.m.
Ellensburg (Central Washington Campus)	12:20 p.m.	3:30 p.m. <sup>1</sup>	6:40 p.m.
Ellensburg (Love’s Travel Plaza)	12:30 p.m. <sup>1</sup>	3:40 p.m.	6:50 p.m.

1. Indicates connection with a national intercity bus route

2. Indicates connection with Amtrak



With a 4.5-hour one-way run time, the proposed service could be operated within Federal Motor Carrier Safety Administration (FMCSA) regulations with single-shift drivers. While over-the-road (OTR) motor coaches would provide the most comfortable ride, medium-duty motor coaches with air suspension and high-back pillow top reclining seats could also provide a comfortable service for passengers.

### Proposed stop locations

- **Pasco** - The proposed service would use the existing intercity bus stops at the Pasco Intermodal Station and the Tri-Cities Airport in Pasco. These locations have been used as intercity bus stops for decades and have continuously provided intermodal connectivity in these communities.
- **Kennewick** - The proposed service would stop at the Ben-Franklin Transit Three Rivers Transit Center. An access agreement would need to be in place for the proposed intercity bus service. A dedicated area in a shared loading bay zone would help avoid conflicts with Ben Franklin Transit bus services.
- **Prosser** - Love's Travel Center, immediately off Interstate 82, provides a convenient, comfortable location for passengers with restrooms, a climate-controlled environment, and an opportunity to purchase items for their trip.
- **Grandview** - Grandview Chevron is immediately off Interstate 82 and would provide conveniences for waiting passengers.
- **Sunnyside** - The Ameristar Travel Plaza is a location that is served by FlixBus and would provide a safe transfer location and conveniences for passengers.
- **Granger** - Roady's Travel Plaza in Granger is located just off Interstate 82 and provides easy access back to the interstate. This location would also provide passenger comfort and convenience.
- **Zillah** - The Shell Sun Mart operationally is one of the most convenient locations off Interstate 82. This location also has nearby restaurants for waiting passengers and a convenience store for travel needs.
- **Toppenish** - In central Toppenish the Topp Stop provides a convenience store, and a central location in Toppenish for access by residents.
- **Wapato** - The Wolf Den and Travel Center in central Wapato on US 97 is a convenient location for residents and provides convenience for passengers.
- **Parker** - This is a potential reservation-only stop, based on the size of the community, and would need to be explored further. The location proposed for this stop is the Road Warrior Travel Center.
- **Yakima Transit Center** - In central Yakima, an access agreement would need to be in place for the proposed intercity bus service. A dedicated area in a shared loading bay zone would help avoid conflicts with Yakima Transit bus services.
- **Selah** - While Selah is a larger community in the Yakima Valley, there has been no intercity bus service in Selah for decades. The Bullseye Restaurant, immediately off Interstate 82, could provide an ideal stop location. Selah could initially be a reservation-only stop until ridership builds after establishing service.
- **Ellensburg** - The service would provide access to two bus stops that currently offer intercity bus service: the existing intercity bus stop at east 11th and North Maple (400 E. University) on the backside of the Student Medical Center on the Central Washington University Campus and at the Ellensburg Love's Travel Plaza.



### Benefits of expansion

Intercity bus service expansion in the Yakima Valley would directly connect rural communities in the valley with Yakima, Ellensburg, and the Tri-Cities. These services would provide mobility options for rural residents to connect to services and the national intercity bus, passenger rail networks, and regional and national air passenger services. The proposed service would meet the growing demand in the Yakima-Ellensburg market and help fill the service gaps in the Yakima-Tri-Cities market, providing a critical mobility option to the residents of these communities that currently have limited or no other options. This service would provide weekend transit connectivity, which is currently unavailable along the entire corridor. Expanding intercity bus services in the Yakima Valley would address the loss of Greyhound Lines scheduled services and improve upon this service by adding more stops in the valley than previously. Additionally, addressing the proviso in the 2024 Supplemental Transportation Budget, this connection enhances connections between the Yakima Valley region and Seattle by increasing service availability to Ellensburg where transfers to intercity bus towards Seattle can be made.

### Proposed new route: Tri-Cities – Moses Lake – Spokane

This route would provide service between the Tri-Cities, Moses Lake, and Spokane, serving communities along US Highway 395, State Route 17, and Interstate 90. The proposed new service would offer daily fixed-route rural intercity bus service, supplementing existing intercity bus service with limited stop locations along this corridor. This route would provide connections with Ben Franklin Transit in the Tri-Cities, Grant Transit Authority, Northwestern Stage Lines, and FlixBus in Moses Lakes, additional intercity bus connections in Ritzville, and a direct connection to Spokane International Airport and the national intercity bus and passenger rail networks at Spokane Intermodal Center.

### Operational considerations

The proposed service, as shown in Figure 39, includes a new service with three daily round-trip schedules. Table 36 is a planning-level schedule that shows where and when connections to the national intercity bus network and passenger rail can be made. This route would operate primarily along US 395, State Route 17, and State Route 260 between Pasco and Moses Lake, with a slight deviation along State Route 26 for the bus stop in Othello. Operational routing would resume along State Route 17 to the Interstate 90 interchange, where connections would be made at the existing stops for intercity bus services. Service would continue along Interstate 90 and travel east to Ritzville, stopping at the existing intercity bus stop and then traveling eastbound to Spokane International Airport, Spokane Transit Plaza, and terminating at Spokane Intermodal Center.



## Priority expansion scenarios

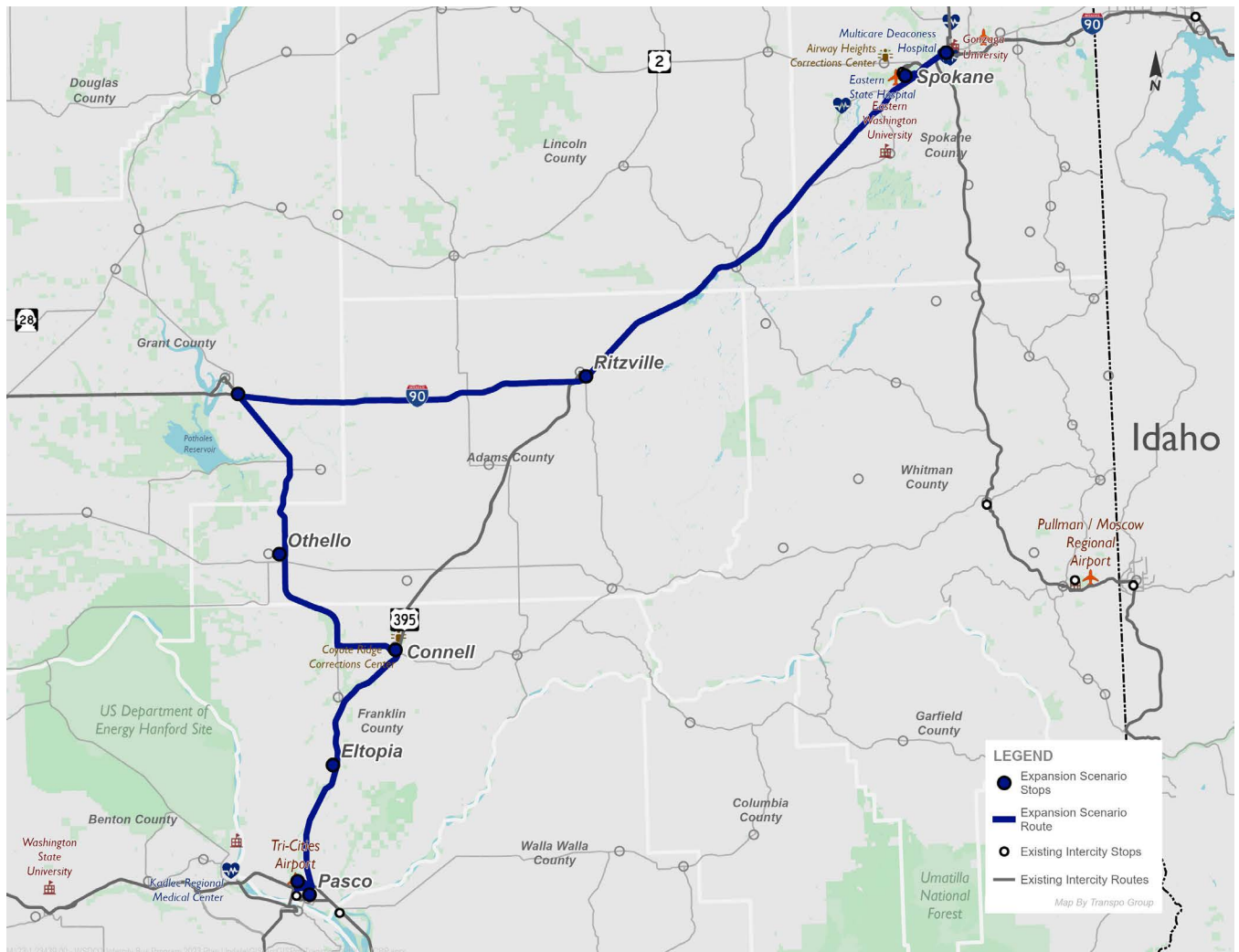


Figure 39: Proposed New Route Map and Stop Locations: Tri-Cities - Moses Lake – Spokane





Table 36: Proposed New Route Schedule: Tri-Cities - Moses Lake - Spokane

Stop	Time		
Southbound			
Spokane Intermodal Station	6:00 a.m.	12:00 p.m. <sup>1</sup>	3:00 p.m.
Spokane Transit Mall	6:10 a.m.	12:10 p.m.	3:10 p.m.
Spokane International Airport	6:25 a.m.	12:25 p.m.	3:25 p.m.
Ritzville	7:25 a.m.	1:25 p.m.	4:25 p.m.
Moses Lake (Ernie's Fuel Stop)	8:10 a.m.	2:10 p.m. <sup>1</sup>	5:10 p.m. <sup>1</sup>
Othello	8:40 a.m.	2:40 p.m.	5:40 p.m.
Connell	9:10 a.m.	3:10 p.m.	6:10 p.m.
Eltopia	9:30 a.m.	3:30 p.m.	6:30 p.m.
Tri-Cities Airport	9:50 a.m.	3:50 p.m.	6:50 p.m.
Pasco (Pasco Station)	10:00 a.m. <sup>1</sup>	4:00 p.m.	7:00 p.m. <sup>2</sup>
Northbound			
Pasco (Pasco Station)	9:40 a.m.	12:00 p.m.	3:00 p.m. <sup>1</sup>
Tri-Cities Airport	9:50 a.m.	12:10 p.m.	3:10 p.m.
Eltopia	10:10 a.m.	12:30 p.m.	3:30 p.m.
Connell	10:30 a.m.	12:50 p.m.	3:50 p.m.
Othello	11:00 a.m.	1:20 p.m.	4:20 p.m.
Moses Lake (Ernie's Fuel Stop)	11:30 a.m. <sup>1</sup>	1:50 p.m.	4:50 p.m.
Ritzville	12:15 p.m.	2:35 p.m.	5:35 p.m.
Spokane International Airport	1:15 p.m.	3:40 p.m.	6:40 p.m.
Spokane Transit Mall	1:30 p.m.	3:55 p.m.	6:55 p.m.
Spokane Intermodal Station	1:40 p.m.	4:05 p.m. <sup>1</sup>	7:05 p.m.

1. Indicates connection with a national intercity bus route

2. Indicates connection with Amtrak

With a 4-hour one-way trip, the proposed service levels would not require relief drivers mid-route, as the proposed schedule fits well within the FMCSA 10-hour maximum service hours for drivers. Given the distance of the proposed route, OTR motor coaches should be used for this proposed service. Medium-duty motor coaches lack on-board restrooms, and the ride quality is less comfortable over the proposed distance.



### Proposed stop locations

- Pasco - The proposed service would use the existing intercity bus stops at the Pasco Intermodal Station and the Tri-Cities Airport in Pasco. These locations have been used as intercity bus stops for decades and have continuously provided intermodal connectivity in these communities.
- Eltopia - The bus stop in Eltopia is proposed to be located at the South Columbia Basin Irrigation. The size of the community would classify Eltopia as a reservation-only stop along the proposed route.
- Connell - The proposed stop in Connell would be at Circle K at 600 South Columbia Avenue. This location would allow passengers to wait out of the elements and purchase items for their trips.
- Othello - The stop in Othello is proposed at the Walmart at 1860 East Main Street. This location would be ideal, as there are restrooms, a climate-controlled waiting environment, and access to goods to purchase for their trip. This may also become a regional destination for some passengers, as this is the largest retailer in the local region.
- Moses Lake-The stop at Interstate 90 is a well-established intercity bus stop served by Northwestern Stage Lines and FlixBus. Scheduled connections with both services at this location would allow passengers to transfer and travel west to Seattle, and connections with Grant Transit Authority (GTA) Route 11 can also be made at this location. Route 11 serves downtown Moses Lake and the GTA Intermodal Transit Center to connect with other GTA routes.
- Ritzville - Zip's Drive In has served as the intercity bus stop in this community for many years. Northwestern Stage Lines serves this stop and provides intercity bus passengers with a safe, climate-controlled location.
- Spokane - The remaining stop locations are proposed at the existing intercity bus stop locations at the Spokane International Airport, Spokane Transit Authority Plaza in downtown Spokane, and terminating at the Spokane Intermodal Center. These well-established stop locations provide passengers with transfer opportunities to national and international flights at Spokane International Airport and the national intercity bus and passenger rail network services at the Spokane Intermodal Center.

### Benefits of expansion

Expanding rural intercity bus service in this part of the state provides additional mobility options in rural communities with few alternatives. This proposed service would offer mobility options to the rural residents of these small, predominantly agricultural communities, establishing connections to shopping, medical, and dental services in Moses Lake, the Tri-Cities area, and Spokane. In addition, this new service would give access to the national intercity bus network in Moses Lake, Pasco, and Spokane, as well as to the passenger rail network and air service in Pasco and Spokane. Direct service to Moses Lake and Spokane was a primary theme during the public outreach events conducted for the plan update. This proposed service would meet those requests and provide solid anchors for the proposed route in the Tri-Cities and Spokane, featuring a mid-route hub connection in Moses Lake. In Spokane, rural residents could access the Spokane International Airport and the national intercity bus network, which includes connections to Boise provided by Northwest Stage Lines and to Montana and Minneapolis offered by Jefferson Lines.



## Existing route expansion: Apple Line

The expansion of the Apple Line is considered under two scenarios. The first scenario represents a geographic extension to Republic and an increase in daily frequency to three round trips per day. The second scenario represents the same increase in daily frequency without the extension to Republic. Both scenarios assume an additional stop location in Ellensburg at CWU, so additional connections can be made to the national intercity bus network.

### Geographic and temporal expansion

A geographic expansion of the Apple Line would include a service extension to the towns of Tonasket, Riverside, and Republic to the north and a new stop location in Ellensburg at CWU. The proposed expansion would provide daily service connecting Republic along SR 20 with Tonasket and Riverside along US 97 to Omak and the rest of the Apple Line route. This route would connect with the national intercity bus network, Link Transit, and the national passenger rail network, providing intermodal mobility options and connections for the rural residents of the newly served communities.

### Operational considerations

As shown in Figure 40, the proposed service would expand to three daily round-trip schedules (compared to a single round trip under existing conditions) coupled with the geographic extension to Republic. Table 37 presents a planning level schedule, indicating where and when connections to the national intercity bus network and passenger rail can be made.

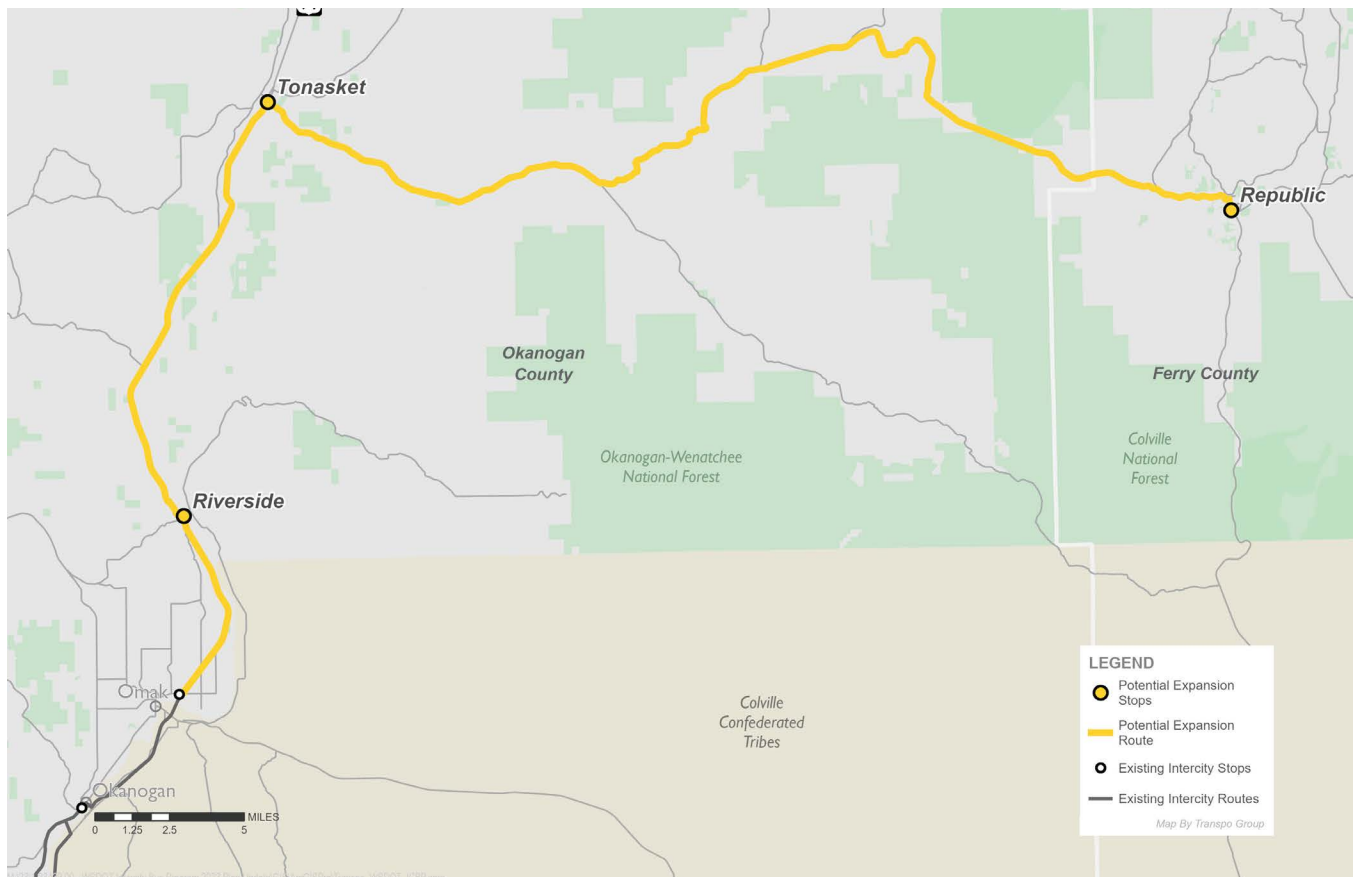


Figure 40: Apple Line Route Extension and Stops

## Priority expansion scenarios

The proposed service expansion would make Republic the northern anchor of the Apple Line. Service would originate in Republic and operate on State Route 20 along the Sherman Pass Scenic Byway to Tonasket. The route would then turn south onto US 97 to serve Riverside, and then Omak. From there, service would continue along the existing route to Wenatchee with connections with Northwest Stage Lines and Amtrak. Service would terminate at the Love's Travel Center in Ellensburg, where connections can be made with FlixBus services.

**Table 37: Apple Line Extension Schedule (with Geographic Expansion)**

Stop	Time		
Southbound			
Republic	3:00 a.m.	4:40 a.m.	8:45 a.m.
Tonasket	3:45 a.m.	5:25 a.m.	9:30 a.m.
Riverside	4:05 a.m.	5:45 a.m.	9:50 a.m.
Omak	4:20 a.m.	6:00 a.m.	10:05 a.m.
Okanogan	4:30 a.m.	6:10 a.m.	10:15 a.m.
Malott	4:40 a.m.	6:20 a.m.	10:25 a.m.
Brewster	5:00 a.m.	6:40 a.m.	10:45 a.m.
Pateros	5:15 a.m.	6:55 a.m.	11:00 a.m.
Chelan Falls	5:35 a.m.	7:15 a.m.	11:20 a.m.
Orondo	6:00 a.m.	7:40 a.m.	11:55 a.m.
Wenatchee <sup>3</sup>	6:25 a.m. <sup>2</sup>	8:05 a.m.	12:20 p.m. <sup>1</sup>
Quincy	7:15 a.m.	9:05 a.m.	1:15 p.m.
George	7:25 a.m.	9:15 a.m.	1:25 p.m. <sup>1</sup>
Ellensburg (CWU)	8:15 a.m. <sup>1</sup>	10:05 a.m. <sup>1</sup>	2:15 p.m. <sup>1</sup>
Ellensburg (Love's Travel Plaza)	8:25 a.m.	10:15 a.m. <sup>1</sup>	2:25 p.m.
Northbound			
Ellensburg (Love's Travel Plaza)	8:40 a.m.	10:35 a.m.	3:30 p.m. <sup>1</sup>
Ellensburg (CWU)	8:50 a.m.	10:45 a.m. <sup>1</sup>	3:40 p.m. <sup>1</sup>
George	9:40 a.m.	11:35 a.m.	4:20 p.m.
Quincy	9:50 a.m.	11:45 a.m. <sup>1</sup>	4:30 p.m.
Wenatchee <sup>3</sup>	10:25 a.m. <sup>2</sup>	12:30 p.m.	5:10 p.m. <sup>1,2</sup>
Orondo	11:15 a.m.	1:10 p.m.	5:55 p.m.
Chelan Falls	11:40 a.m.	1:30 p.m.	6:20 p.m.
Pateros	12:00 p.m.	1:50 p.m.	6:40 p.m.
Brewster	12:15 p.m.	2:05 p.m.	6:50 p.m.
Malott	12:35 p.m.	2:25 p.m.	7:10 p.m.
Okanogan	12:45 p.m.	2:35 p.m.	7:20 p.m.
Omak	12:55 p.m.	2:45 p.m.	7:30 p.m.
Riverside	1:10 p.m.	3:00 p.m.	7:45 p.m.
Tonasket	1:30 p.m.	3:20 p.m.	8:05 p.m.
Republic	2:15 p.m.	4:05 p.m.	8:50 p.m.

1. Indicates connection with a national intercity bus route

2. Indicates connection with Amtrak

3. Buses wait in Wenatchee for 15 minutes before departing





The extension to Republic on the Apple Line would make this route the longest in the Travel Washington system. Republic to Ellensburg is over 250 miles, with a run time of about 5.5 hours in one direction, such that this route extension option would require multiple drivers and OTR motor coaches with restrooms on board. With the proposed operating service hours, relief drivers would need to be available mid-day and possibly mid-route to stay within the FMCSA regulatory 10-hour shift maximum.

Another consideration is winter driving conditions along SR 20 between Tonasket and Republic. This section of SR 20 is typically closed for extended periods during snow events, which could strand passengers and drivers in Tonasket, unable to return to Republic.

### Proposed stop locations

- **Republic** - There are two initial proposed terminus locations in Republic. First, the Chevron station at 30267 State Route 20. This location offers a convenience store, with restrooms for waiting passengers. The location could also serve as a fueling location and offer a location to store vehicles overnight. A second possible location could be the Union 76 station at 1201 State Route 20. Again, this location also offers a convenience store with restrooms, which could serve as a fueling location and possibly overnight parking. This location is also at the south end of Republic, slightly closer to the main part of town.
- **Riverside** - The Appaloosa restaurant could be a suitable location for a bus stop. The restaurant has restrooms and could provide a climate-controlled waiting area for passengers.
- **Tonasket** - Tonasket has two options for stop locations. First, the Tonasket Exxon and Food Market on South Whitcomb Avenue (US 97) operates until 11 pm and offers conveniences and restrooms for passengers. A second possible location could be the Junction Mobil station at 509 South Whitcomb Avenue (US 97). OTR motor coaches can easily serve this location, which offers conveniences, restrooms, and a climate-controlled environment for waiting passengers.
- **Ellensburg** - As part of the expansion, an additional stop is proposed at the existing intercity bus stop at east 11th and North Maple (440 E. University) on the backside of the Student Medical Center on the CWU campus. This would provide additional connectivity to intercity bus services served at this stop location.

### Benefit of the geographic and temporal expansion

The Apple Line service expansion to Tonasket, Riverside, and Republic would connect the rural residents of these communities to intermodal hubs such as Wenatchee and Ellensburg, providing a critical mobility option to residents. This mobility option would provide residents of these communities with access to medical and dental services, shopping in Wenatchee and Ellensburg, meaningful connections with the national intercity bus and passenger rail networks, and passenger air service in Wenatchee.

Benefits of this service expansion include access to recreational activities along the US 97 corridors and the Sherman Pass Scenic Byway. The Omak Stampede is a tourist draw; this service could provide access to this annual event. The byway itself is often a tourist draw, and this service could provide tourists with car-free access to Sherman Pass and the region.

This expansion would also address geographic and temporal gaps in the Apple Line service. The new CWU stop location in Ellensburg would allow for additional connections to two intercity bus routes operated by FlixBus. Under existing conditions, the nearest Apple Line stop location is located approximately 3 miles away. The frequency expansion would also provide new intercity bus and passenger rail connections that are not currently possible under existing conditions. Notably, the service would allow connections to the Amtrak Empire Builder route towards Seattle. Not only does the added frequency improve intermodal connections, but it also improves the utility of the route for those traveling between stop



## Priority expansion scenarios

locations. Under existing conditions, in Ellensburg, the southern terminus of the route, the bus departs 40 minutes after it arrives. If a passenger was using the Apply Line to travel to Ellensburg, they could not make a return trip on the same day. The proposed frequency expansion addresses this temporal gap.

### Temporal expansion only

Since the geographic expansion results in a one-way trip of nearly 5.5 hours and introduces operational challenges, an expansion scenario that increases the number of daily trips to three round trips without geographic expansion was also considered. This scenario assumes an additional stop location in Ellensburg at CWU.

### Operational considerations

The expansion of Apple Line service to three daily round trips would allow residents to travel along the US 97 corridor between Omak and Ellensburg, making day trips from one end to the other. The proposed schedule in Table 38 shows how expanding the Apple Line's current schedule and routing to connect with the existing stop at CWU would increase mobility options for rural residents along the service route. The proposed new service expansion, combined with existing service, would provide three daily round trips along the current route, significantly improving connections to Link Transit, the national intercity bus network, Amtrak passenger rail services, and regional passenger air services in Wenatchee. The proposed schedule expansion would require two additional medium-duty motor coaches and at least two more drivers. Operations would readily meet FMSCA driver operations hours and provide employment opportunities in Omak for new drivers, since the Apple Line service is based there.

**Table 38: Apple Line Extension Schedule (Temporal Expansion Only)**

Stop	Time		
Southbound			
Omak	4:20 a.m.	6:00 a.m.	10:05 a.m.
Okanogan	4:30 a.m.	6:10 a.m.	10:15 a.m.
Malott	4:40 a.m.	6:20 a.m.	10:25 a.m.
Brewster	5:00 a.m.	6:40 a.m.	10:45 a.m.
Pateros	5:15 a.m.	6:55 a.m.	11:00 a.m.
Chelan Falls	5:35 a.m.	7:15 a.m.	11:20 a.m.
Orondo	6:00 a.m.	7:40 a.m.	11:55 a.m.
Wenatchee <sup>3</sup>	6:25 a.m. <sup>2</sup>	8:05 a.m.	12:20 p.m. <sup>1</sup>
Quincy	7:15 a.m.	9:05 a.m.	1:15 p.m.
George	7:25 a.m.	9:15 a.m.	1:25 p.m. <sup>1</sup>
Ellensburg (CWU)	8:15 a.m. <sup>1</sup>	10:05 a.m. <sup>1</sup>	2:15 p.m. <sup>1</sup>
Ellensburg (Love's Travel Plaza)	8:25 a.m.	10:15 a.m. <sup>1</sup>	2:25 p.m.
Northbound			
Ellensburg (Love's Travel Plaza)	8:40 a.m.	10:35 a.m.	3:30 p.m. <sup>1</sup>
Ellensburg (CWU)	8:50 a.m.	10:45 a.m. <sup>1</sup>	3:40 p.m. <sup>1</sup>
George	9:40 a.m.	11:35 a.m.	4:20 p.m.
Quincy	9:50 a.m.	11:45 a.m. <sup>1</sup>	4:30 p.m.
Wenatchee <sup>3</sup>	10:25 a.m. <sup>2</sup>	12:30 p.m.	5:10 p.m. <sup>1,2</sup>
Orondo	11:15 a.m.	1:10 p.m.	5:55 p.m.
Chelan Falls	11:40 a.m.	1:30 p.m.	6:20 p.m.
Pateros	12:00 p.m.	1:50 p.m.	6:40 p.m.
Brewster	12:15 p.m.	2:05 p.m.	6:50 p.m.
Malott	12:35 p.m.	2:25 p.m.	7:10 p.m.
Okanogan	12:45 p.m.	2:35 p.m.	7:20 p.m.
Omak	12:55 p.m.	2:45 p.m.	7:30 p.m.

1. Indicates connection with a national intercity bus route

2. Indicates connection with Amtrak

3. Buses wait in Wenatchee for 15 minutes before departing



### Benefits of temporal expansion

Since the opening of the Apple Line in October 2008, the route has been limited to only one daily round trip. This has made day trips from one end of the route to the other very challenging for passengers. It has often required passengers to stay overnight in Omak, Ellensburg, or Wenatchee. While this may be acceptable for passengers who use the service to visit family and friends, this is not sufficient for several other trip purposes.

While this expansion option does not provide the added benefit of serving new communities, a temporal expansion with inclusion of the CWU stop location addresses geographic and temporal gaps of the existing service. This frequency expansion would increase mobility options for rural residents throughout the US 97 corridor between Ellensburg and Omak. Increasing access to services in Wenatchee and Ellensburg would enable day trips along the route for rural residents for the first time since service began. This mobility option would give residents more access to meaningful connections with the national intercity bus and passenger rail networks and passenger air service in Wenatchee.

### Existing route expansion: Dungeness Line

The expansion of the Dungeness Line is considered under two scenarios. The first scenario represents a geographic extension to Forks and an increase in daily frequency to three round trips per day. The second scenario represents the same increase in daily frequency without the extension to Forks.

### Geographic and temporal expansion

The expansion of fixed-route scheduled intercity bus service from Port Angeles to Forks would build upon the existing schedule and routing of the Dungeness Line. The proposed new service expansion would provide daily service, connecting Forks and Beaver along US 101 with Port Angeles and the Dungeness Line route and communities served along the US 101 corridor to Seattle and Sea-Tac International Airport.

### Operational considerations

As shown in Figure 41, the proposed service would expand to three daily round trip schedules (compared to two round trips under existing conditions) coupled with the geographic extension to Forks. Table 39 presents a planning level schedule, indicating where and when connections to the national intercity bus network and passenger rail can be made.

The service expansion would make Forks the western anchor of the Dungeness Line. Service would originate in Forks and operate from US 101 to Port Angeles Gateway Transit Center. From Port Angeles, the Dungeness Line would continue to serve the existing stops and communities along the US 101 and Interstate 5 to Seattle, making meaningful connections with the national intercity bus network and passenger rail services. Consistent with existing conditions, service would terminate at Sea-Tac International Airport. Service expansion to Forks on the Dungeness Line would make this route one of the longest in the Travel Washington system. Forks to Sea-Tac International Airport is approximately 170 miles with a run time of nearly 5.5 hours in one direction, impacted by the necessary ferry crossing along this route. This route extension option would require multiple drivers and mid-route relief drivers as the service would exceed FMCSA regulatory 10-hour shift limits. The extension on the Dungeness Line would require OTR motor coaches with restrooms on board, as the additional operating time and miles would preclude restroom breaks along the route. To maintain meaningful connections in Seattle, the third scheduled trip would not return to Forks until after midnight. This service extension proposal could be quite challenging from a service provision perspective.



Table 39: Dungeness Line Extension Schedule (with Geographic Expansion)

Stop	Time		
Eastbound			
Forks	4:45 a.m.	8:45 a.m.	11:20 a.m.
Beaver	4:55 a.m.	8:55 a.m.	11:30 a.m.
Port Angeles	5:55 a.m.	9:55 a.m.	12:30 p.m.
Sequim	6:15 a.m.	10:15 a.m.	12:50 p.m.
Discovery Bay	6:45 a.m.	10:45 a.m.	1:20 p.m.
Port Townsend	6:55 a.m.	10:55 a.m.	1:30 p.m.
Kingston	7:35 a.m.	11:35 a.m.	2:10 p.m.
Edmonds	8:35 a.m.	12:35 p.m.	3:10 p.m.
Virginia Mason	9:00 a.m.	1:00 p.m.	3:35 p.m.
Poly Clinic-Madison	9:02 a.m.	1:02 p.m.	3:37 p.m.
Swedish Hospital	9:04 a.m.	1:04 p.m.	3:39 p.m.
Arnold Medical Pavilion	9:06 a.m.	1:06 p.m.	3:41 p.m.
Harborview Medical Center	9:08 a.m.	1:08 p.m.	3:43 p.m.
Seattle-King Street Station	9:15 a.m. <sup>1,2</sup>	1:15 p.m. <sup>1,2</sup>	3:50 p.m. <sup>1,2</sup>
Seattle-Greyhound Station	9:30 a.m. <sup>1</sup>	1:30 p.m. <sup>1</sup>	4:05 p.m. <sup>1</sup>
VA Hospital	9:40 a.m.	1:40 p.m.	4:15 p.m.
Sea-Tac International Airport	10:05 a.m. <sup>1</sup>	2:05 p.m. <sup>1</sup>	4:40 p.m. <sup>1</sup>
Westbound			
Sea-Tac International Airport	11:45 a.m. <sup>1</sup>	3:35 p.m. <sup>1</sup>	7:15 p.m. <sup>1</sup>
VA Hospital	12:10 p.m.	4:00 p.m.	7:40 p.m.
Seattle-Greyhound Station	12:20 p.m. <sup>1</sup>	4:10 p.m.	7:50 p.m. <sup>1</sup>
Seattle-King Street Station	12:35 p.m. <sup>1,2</sup>	4:25 p.m. <sup>1,2</sup>	8:05 p.m. <sup>1,2</sup>
Harborview Medical Center	12:42 p.m.	4:32 p.m.	8:12 p.m.
Arnold Medical Pavilion	12:44 p.m.	4:34 p.m.	8:14 p.m.
Swedish Hospital	12:46 p.m.	4:36 p.m.	8:16 p.m.
Poly Clinic-Madison	12:48 p.m.	4:38 p.m.	8:18 p.m.
Virginia Mason	12:50 p.m.	4:40 p.m.	8:20 p.m.
Edmonds	1:15 p.m.	5:05 p.m.	8:45 p.m.
Kingston	2:15 p.m.	6:05 p.m.	9:45 p.m.
Port Townsend	2:55 p.m.	6:45 p.m.	10:25 p.m.
Discovery Bay	3:05 p.m.	6:55 p.m.	10:35 p.m.
Sequim	3:35 p.m.	7:25 p.m.	11:05 p.m.
Port Angeles	3:55 p.m.	7:45 p.m.	11:25 p.m.
Beaver	4:55 p.m.	8:45 p.m.	12:25 a.m.
Forks	5:05 p.m.	8:55 p.m.	12:35 a.m.

1. Indicates connection with a national intercity bus route

2. Indicates connection with Amtrak





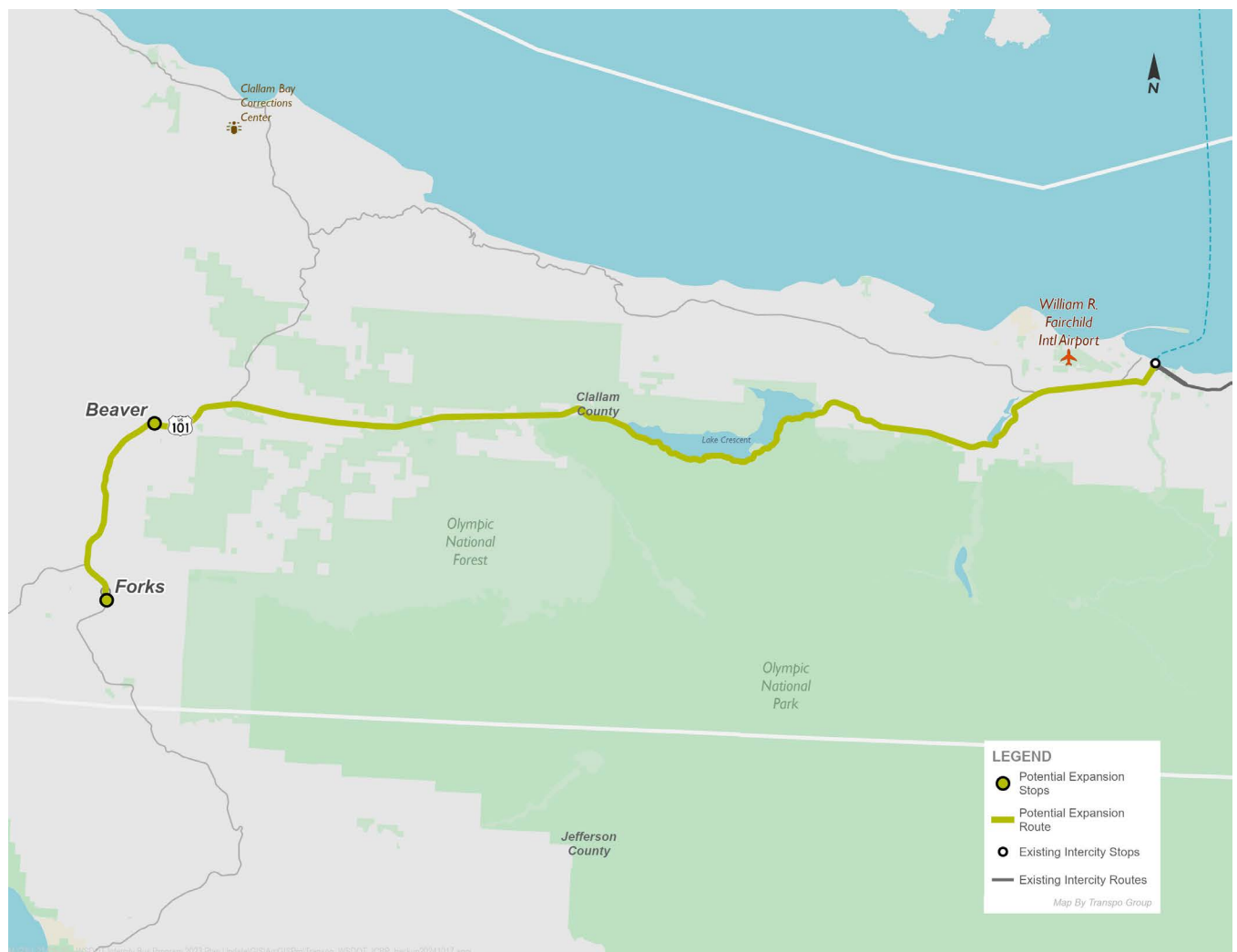


Figure 41: Dungeness Line Route Extension and Stops

### Proposed stop locations

- **Forks** - The ideal terminus location in Forks is the Forks Transit Center at 161 East E Street, where an access agreement would need to be in place for the proposed intercity bus service. This location is a regional transportation hub and would provide a convenient waiting area and cross-platform transfers with Clallam Transit Route 14 connecting to Port Angeles, Route 15 connecting to La Push and the Quileute Nation, and Route 16 connecting to Neah Bay and the Makah Nation. Jefferson Transit's Olympic Connection route serves the Forks Transit Center and provides public transit service south along the coast to Amanda Park, where connections are made to Grays Harbor Transit. These transit routes offer weekday and Saturday services.
- **Beaver** - The Beaver Grocery Store on US 101 would be the location for a bus stop. This location is shared with Clallam Transit Routes 14, 15, and 16 and offers convenience and restrooms, and a climate-controlled environment for waiting passengers. This location is also where the Post Office and the Beaver Urgent Care Center are located.

### Benefits of geographic and temporal expansion

The Dungeness Line service expansion to Forks and Beaver would connect the rural residents of these communities directly to the Travel Washington system and the national intercity bus network and passenger rail services in Seattle and Sea-Tac International Airport without transferring in Port Angeles.

Benefits of this service expansion would also include increased access to recreational activities along the US 101 corridor and transfers with Jefferson Transit in Forks to the west side of the Olympic Peninsula and to Amada Park, which would provide car-free access. This expansion would also address existing temporal gaps of the existing Dungeness Line service. The frequency expansion from two to three daily trips would provide improved intercity bus connections in Seattle and additional travel flexibility. However, the ferry crossing schedule limits the ability to shift the Dungeness Line schedule to better align with intercity bus connections. For example, a connection to the Northwestern Stage Lines route to Spokane cannot be easily addressed without impacting other connections.

### Temporal expansion only

Since the geographic expansion results in a one-way trip of nearly 5.5 hours and introduces operational challenges, an expansion scenario that increases the number of daily trips to three round trips without the geographic expansion was also considered.

### Operational considerations

The proposed schedule shown in Table 40 would improve connections in Seattle, with the midday trip allowing for additional connections to the intercity bus network and passenger rail service. The proposed service schedule restoration, which includes an additional daily round trip, could be completed with a minimal increase in operational service costs. One additional bus and driver would be required, and the schedule would adhere to the FMCSA regulatory maximum of 10 hours of service. The restoration of the third daily service schedule would also provide mobility options and accessibility, as well as help to restore ridership levels on the Dungeness Line.



Table 40: Dungeness Line Extension Schedule (Temporal Expansion Only)

Stop	Time		
Eastbound			
Port Angeles	5:55 a.m.	9:55 a.m.	12:30 p.m.
Sequim	6:15 a.m.	10:15 a.m.	12:50 p.m.
Discovery Bay	6:45 a.m.	10:45 a.m.	1:20 p.m.
Port Townsend	6:55 a.m.	10:55 a.m.	1:30 p.m.
Kingston	7:35 a.m.	11:35 a.m.	2:10 p.m.
Edmonds	8:35 a.m.	12:35 p.m.	3:10 p.m.
Virginia Mason	9:00 a.m.	1:00 p.m.	3:35 p.m.
Poly Clinic-Madison	9:02 a.m.	1:02 p.m.	3:37 p.m.
Swedish Hospital	9:04 a.m.	1:04 p.m.	3:39 p.m.
Arnold Medical Pavilion	9:06 a.m.	1:06 p.m.	3:41 p.m.
Harborview Medical Center	9:08 a.m.	1:08 p.m.	3:43 p.m.
Seattle-King Street Station	9:15 a.m. <sup>1,2</sup>	1:15 p.m. <sup>1,2</sup>	3:50 p.m. <sup>1,2</sup>
Seattle-Greyhound Station	9:30 a.m. <sup>1</sup>	1:30 p.m. <sup>1</sup>	4:05 p.m. <sup>1</sup>
VA Hospital	9:40 a.m.	1:40 p.m.	4:15 p.m.
Sea-Tac International Airport	10:05 a.m. <sup>1</sup>	2:05 p.m. <sup>1</sup>	4:40 p.m. <sup>1</sup>
Westbound			
Sea-Tac International Airport	11:45 a.m. <sup>1</sup>	3:35 p.m. <sup>1</sup>	7:15 p.m. <sup>1</sup>
VA Hospital	12:10 p.m.	4:00 p.m.	7:40 p.m.
Seattle-Greyhound Station	12:20 p.m. <sup>1</sup>	4:10 p.m.	7:50 p.m. <sup>1</sup>
Seattle-King Street Station	12:35 p.m. <sup>1,2</sup>	4:25 p.m. <sup>1,2</sup>	8:05 p.m. <sup>1,2</sup>
Harborview Medical Center	12:42 p.m.	4:32 p.m.	8:12 p.m.
Arnold Medical Pavilion	12:44 p.m.	4:34 p.m.	8:14 p.m.
Swedish Hospital	12:46 p.m.	4:36 p.m.	8:16 p.m.
Poly Clinic-Madison	12:48 p.m.	4:38 p.m.	8:18 p.m.
Virginia Mason	12:50 p.m.	4:40 p.m.	8:20 p.m.
Edmonds	1:15 p.m.	5:05 p.m.	8:45 p.m.
Kingston	2:15 p.m.	6:05 p.m.	9:45 p.m.
Port Townsend	2:55 p.m.	6:45 p.m.	10:25 p.m.
Discovery Bay	3:05 p.m.	6:55 p.m.	10:35 p.m.
Sequim	3:35 p.m.	7:25 p.m.	11:05 p.m.
Port Angeles	3:55 p.m.	7:45 p.m.	11:25 p.m.

1. Indicates connection with a national intercity bus route

2. Indicates connection with Amtrak



### Benefit of temporal expansion

Consistent with the previous expansion option, adding a third daily round trip would increase residents' mobility options and improve access to the national intercity bus and passenger rail network while restoring and improving intermodal mobility and connections for rural residents and communities along the US 101 corridor.

While this option does not include geographic expansion, Clallam Transit provides fixed-route transit service to Beaver and Forks on weekdays and Saturdays, connecting the communities to Port Angeles. Additional coordination with Clallam Transit may be required to ensure optimal connectivity in Port Angeles. However, relying on existing local services may be preferable to the operational challenges associated with the Dungeness Line's geographic expansion.

### Existing route expansion: Gold Line

The expansion of fixed-route scheduled service to Republic would complement the Gold Line's current schedule and routing. The proposed new service expansion would provide daily service between Republic, Colville, Chewelah, and Spokane, allowing for meaningful scheduled connections to the national intercity bus network, Spokane Transit, passenger rail, and Spokane International Airport.

### Operational considerations

As shown in Figure 42, the proposed service would expand to three daily round trip schedules (compared to two daily round trips under existing conditions) coupled with the geographic extension to Republic. Table 41 presents a planning level schedule, indicating where and when connections to the national intercity bus network and passenger rail can be made.

The proposed service expansion would establish Republic as the Gold Line's northern anchor. Service would begin in Republic and follow State Routes 20 and 21 along the Sherman Pass Scenic Byway to Barneys Junction, where it would continue south on US 395 to the Gold Line's current terminus at the Kettle Falls Chamber of Commerce. The service would then continue along the current route along US 395, serving existing communities and continuing to downtown Spokane before terminating at Spokane International Airport.





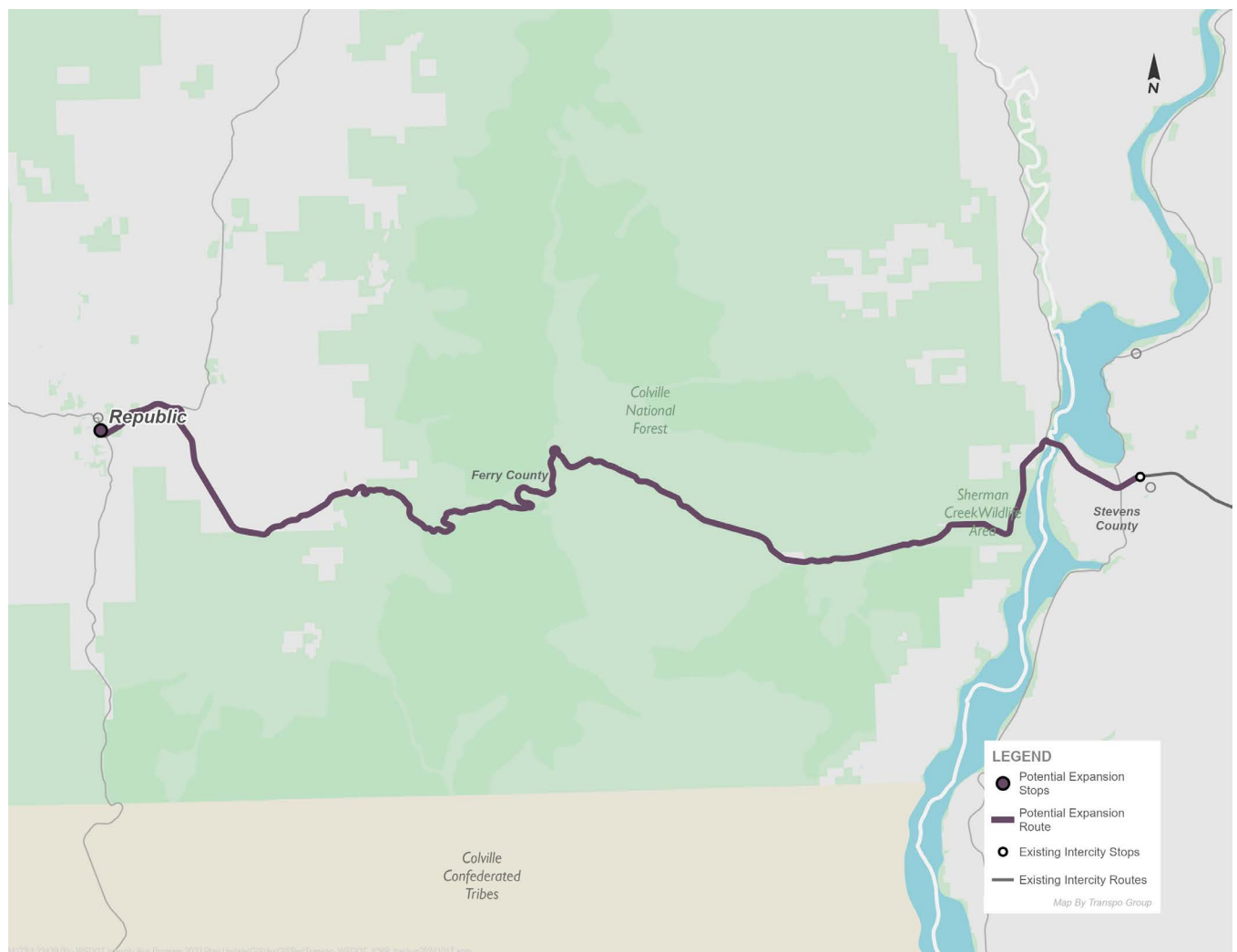


Figure 42: Gold Line Route Extension and Stops

Table 41: Gold Line Extension Schedule (Expansion to Republic)

Stop	Time		
Southbound			
Republic	3:20 a.m.	6:20 a.m.	12:55 p.m.
Kettle Falls	4:20 a.m.	7:20 a.m.	1:55 p.m.
Colville	4:35 a.m.	7:35 a.m.	2:10 p.m.
Arden	4:45 a.m.	7:45 a.m.	2:20 p.m.
Addy	4:55 a.m.	7:55 a.m.	2:30 p.m.
Chewelah	5:10 a.m.	8:10 a.m.	2:45 p.m.
Loon Lake	5:35 a.m.	8:35 a.m.	3:10 p.m.
Deer Park	5:55 a.m.	8:55 a.m.	3:30 p.m.
North Spokane	6:15 a.m.	9:15 a.m.	3:50 p.m.
Spokane STA Plaza	6:35 a.m.	9:35 a.m.	4:10 p.m.
Spokane Intermodal Station	6:40 a.m. <sup>1</sup>	9:40 a.m. <sup>1</sup>	4:15 p.m. <sup>1,2</sup>
Spokane International Airport	6:55 a.m.	9:55 a.m.	4:30 p.m.
Northbound			
Spokane International Airport	8:00 a.m.	11:00 a.m.	5:30 p.m.
Spokane Intermodal Station	8:15 a.m. <sup>2</sup>	11:15 a.m. <sup>1</sup>	5:45 p.m. <sup>1</sup>
Spokane STA Plaza	8:20 a.m.	11:20 a.m.	5:50 p.m.
North Spokane	8:40 a.m.	11:40 a.m.	6:10 p.m.
Deer Park	9:00 a.m.	12:00 p.m.	6:30 p.m.
Loon Lake	9:20 a.m.	12:20 p.m.	6:50 p.m.
Chewelah	9:45 a.m.	12:45 p.m.	7:15 p.m.
Addy	10:00 a.m.	1:00 p.m.	7:30 p.m.
Arden	10:10 a.m.	1:10 p.m.	7:40 p.m.
Colville	10:20 a.m.	1:20 p.m.	7:50 p.m.
Kettle Falls	10:35 a.m.	1:35 p.m.	8:05 p.m.
Republic	11:35 a.m.	2:35 p.m.	9:05 p.m.

1. Indicates connection with a national intercity bus route

2. Indicates connection with Amtrak

Service expansion to Republic could operate with the current number of vehicles and drivers. The preliminary service schedule results in a 3.5-hour one-way trip from Republic to Spokane International Airport. With these operating service hours, there would be no need to have relief drivers mid-route to stay in the FMCSA regulatory 10-hour shift maximum. The preliminary schedule and number of daily trips would allow passengers to have an easy round-trip journey to Colville and Spokane.



### Proposed Stop Locations

- Republic - There are two initial proposed terminus locations in Republic. First, the Chevron station at 30267 State Route 20. This location offers a convenience store, with restrooms for waiting passengers. The location could also serve as a fueling location and offer a location to store vehicles overnight. A second possible location could be the Union 76 station at 1201 State Route 20. Again, this location also offers a convenience store with restrooms, which could serve as a fueling location and possibly overnight parking. This location is also at the south end of Republic, slightly closer to the main part of town.

### Benefits of expansion

Expanding service to Republic would connect rural residents directly to Colville and Spokane, providing residents with an essential mode of transportation. This mode of transportation would give residents access to jobs, shopping in Colville, medical and dental services in Spokane, and meaningful connections to the national intercity bus and passenger rail networks, as well as passenger air service. This service expansion would also provide access to recreational activities along the Sherman Pass Scenic Byway, a popular tourist destination. This service would allow visitors to visit Canyon Creek Campground, Sherman Pass Campground, and Kettle Crest Trailhead without driving.

In addition to geographical expansion, the increased frequency of service increases the number of meaningful connections to intercity bus services in Spokane. Most notably, the additional morning route connects to the 7:00 a.m. FlixBus route to Seattle and the 7:00 a.m. Northwestern Stage Lines route to Lewiston.



## Secondary expansion scenarios

Secondary expansion scenarios were identified as important route connections through the corridor evaluation process and could be implemented in the mid- or long-term. The secondary expansion scenarios comprise four new routes, as shown on Figure 43. Table 42 summarizes their performance metric scores. Secondary expansion scenarios are meaningful in their ability to enhance access to intercity bus service throughout the state but did not perform as well as the primary expansion new routes in the corridor evaluation process, nor would they be as quick to implement as expansions to existing services. That said, this study does not preclude these route expansions from being implemented before the primary expansion scenarios. If sufficient funding is available to implement secondary expansion scenarios, additional route development would be required to advance these expansion scenarios toward implementation.

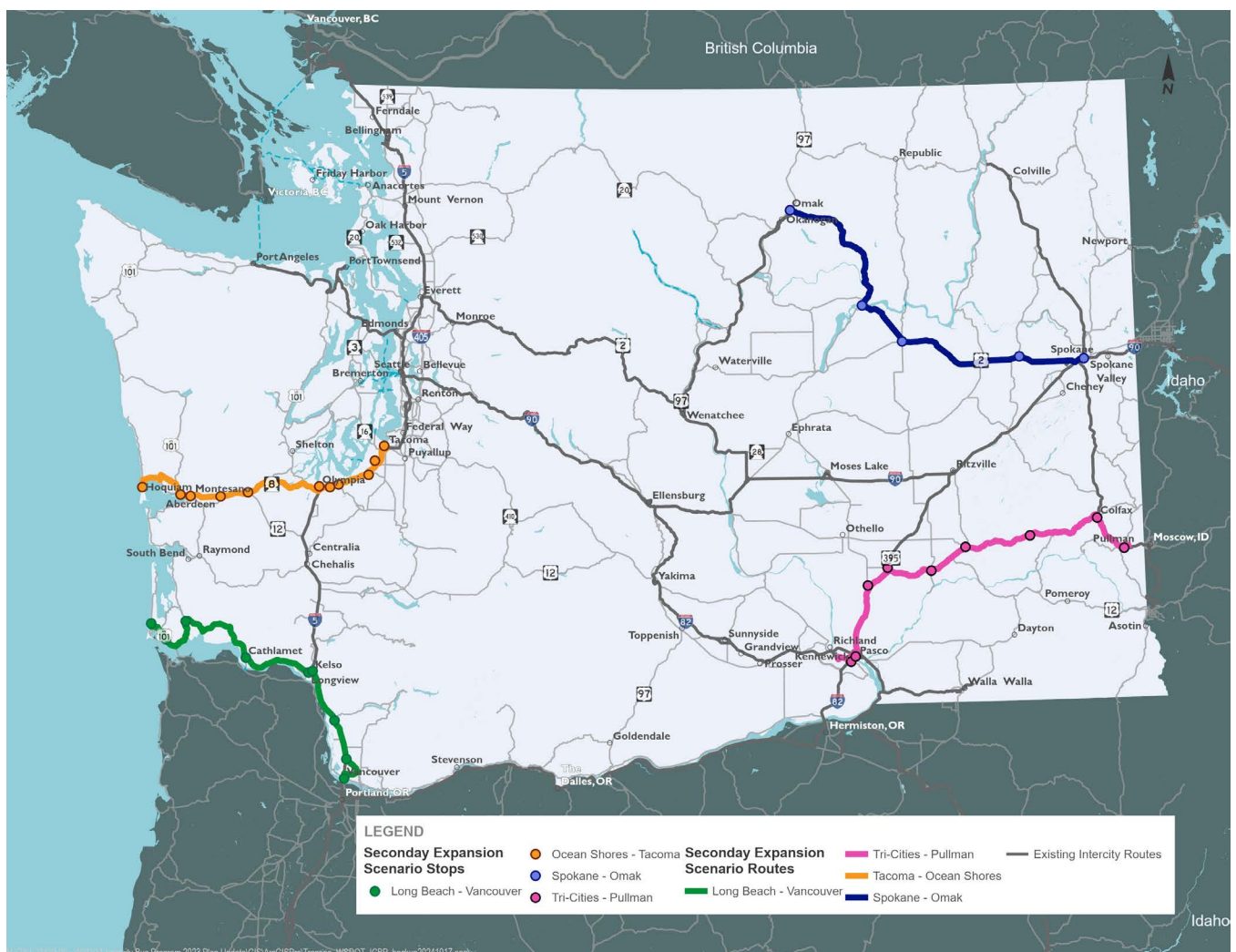


Figure 43: Secondary Expansion Lines and Stops





Table 42: Summary of Performance Criteria Evaluation for Secondary Expansion Scenarios

Expansion Scenario	Performance Ranking (High/Medium/Low)					
	Demand	Demand (Equity)	Accessibility	Accessibility (Equity)	Connectivity	Connectivity (Equity)
Spokane–Omak	Medium	High	Low	Medium	Medium	High
Tri-Cities–Pullman	Low	High	Medium	Medium	Medium	Medium
Tacoma–Ocean Shores	High	Medium	High	Medium	Low	Low
Long Beach–Vancouver	High	Medium	High	Medium	Low	Low

### Tri-Cities – Pullman

A route connection between the Tri-Cities and Pullman would operate along the US 395, SR 260, SR 26, and US 195 corridors, serving Eltopia, Connell, Kahlotus, Washtucna, deviating to La Crosse, then on to Colfax and terminating in Pullman. This route would provide some very rural communities with access to the Tri-Cities, where connections could be made with the national intercity bus and passenger rail systems, as well as regional and national air services. The Tri-Cities is also the regional center for medical and dental services for south-central Washington and shopping. In Pullman, connections exist with the intercity bus network, with Northwestern Stage Lines providing service to Spokane and Boise, as well as to Washington State University and the University of Idaho in Moscow. Pullman and Moscow are also locations for medical services.

### Spokane – Omak

The Spokane-Omak route would operate along the US 2 route from Spokane Intermodal, Spokane Transit Plaza, and stop at Spokane International Airport, then continue along US 2 to Reardan, Davenport, and Creston to Wilbur. There, the route would proceed along SR 174 to Coulee City, then on SR 174 to SR 17 to Bridgeport. The route would then follow US 97 to Omak, providing connections in Spokane to the national intercity bus, passenger rail networks, and national passenger air services. Most of this route along US 2 between Spokane and Wilbur was a segment operated by Northwestern Stage Lines for many years. Low ridership and revenues forced Northwestern Stage Lines to abandon this route segment and focus on Interstate 90. The intercity bus service provided critical links for disadvantaged rural populations in small rural communities and the Colville Reservation to Spokane and Wenatchee. These connections supported rural populations' access to healthcare and other services, educational opportunities, and connections to the national intercity bus and passenger rail networks and regional, national, and international air passenger services.



### Long Beach – Vancouver

This route would provide rural intercity bus services between Long Beach and Vancouver, offering service along Interstate 5, State Route 4, and US 101, serving Vancouver and Kelso (where connections could be made with the national intercity bus and rail network), Longview, Cathlamet, Naselle, Ilwaco, and finally Long Beach. While River Cities Transit and Pacific Transit serve their respective authority regions and provide some regional connectivity with Aberdeen and Grays Harbor Transit and Ilwaco and Astoria, there is no intra-regional connectivity between Kelso-Longview and Long Beach. The region also lacks regional fixed-route general public transportation between the communities and Vancouver.

### Ocean Shores – Olympia – Tacoma

This route would provide rural intercity bus services between Ocean Shores and Tacoma, providing service along State Route 8 and interstate 5, connecting communities such as Hoquiam Aberdeen, Montesano, and Elma to the national intercity bus network and passenger rail network in both Olympia and Tacoma. This route would provide an important connection for residents to employment, education opportunities, healthcare services, and shopping. Under existing conditions, Grays Harbor Transit provides inter-regional public transit services between the coast and Olympia, but service does not extend all the way to Tacoma, where connections to the greater Seattle area are more extensive.

## Expansion options excluded from further development

The three potential expansion scenarios not included as priority expansion scenarios either scored lower than the primary and secondary scenarios as part of the corridor evaluation or were deemed too challenging to operate based on additional assessment of the routes and discussions with the SAG. These routes include:

- **Yakima–Portland, OR.** While this route scored relatively well as part of the corridor evaluation, the proposed routing and the length of the route make this route difficult to operate. While a direct route between Yakima and Portland may not be workable, implementation of the Tri-Cities to Ellensburg route would improve access between Yakima and the Tri-Cities, where passengers can transfer to either intercity bus or Amtrak to travel to Portland.
- **Tri-Cities–Spokane (Option 1).** This route was one of two options identified between Tri-Cities and Spokane. Option 2 scored more favorably as part of the corridor evaluation and was deemed more beneficial by the SAG.
- **Tri-Cities–Stanfield, OR.** While this route has promise and is based on feedback heard during public outreach in the Tri-Cities, it had the lowest score as part of the corridor evaluation and was deemed more difficult to implement due to necessary coordination with partners in Oregon.



## Operational evaluation of primary expansion scenarios

Primary expansion scenarios are the most important service enhancements and should be prioritized for implementation over secondary scenarios. This section provides an additional assessment of ridership forecasting, operational costs, and funding opportunities to support implementation efforts.

### Ridership forecasting

Predicting intercity bus ridership is a complex task shaped by various factors, including economic trends, population changes, technological advancements, and competition from other transportation modes. As there are no formalized tools for intercity bus ridership forecasting, the ridership forecasting focused on analyzing historical ridership data from existing routes, incorporating it into projections for proposed new or expanded services. This approach leverages the similarities in socioeconomic conditions between established routes and potential service areas to improve the accuracy of predictions.

To analyze the transportation network, the travel shed for each route was defined using Geographic Information Systems (GIS) within a grid zone system measuring 5 miles by 5 miles. Origin-destination (OD) trips were determined using Replica-based data. A 15-mile buffer was applied around each stop to account for the service area. The travel shed, or total potential market, comprises all the OD pairs (trips) between the grid zones within the buffer. Figure 44 shows an example of the geographical travel shed for the proposed new route between Ellensburg and the Tri-Cities area. Next, the current mode share for existing services was calculated for each service level. As of 2023, the Gold Line operates two trips per day, seven days a week. The Grape Line, also in 2023, runs three trips per day, seven days a week. For the Apple Line, operations varied: between May 2022 and April 2023, it provided one trip per day, five days a week, while in 2019 and again after April 2023, it ran one trip per day, seven days a week. The Dungeness Line offers two trips per day, seven days a week. Table 43 shows the calculated mode shares using the existing ridership data stratified by service level.

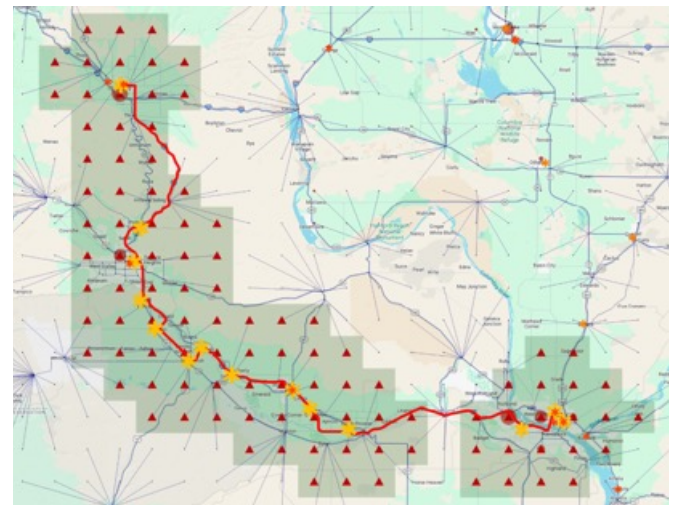


Figure 44: Example of Intercity Bus Travel Shed

Table 43: Calculated Mode Shares for Existing Travel Washington Routes

Trips/Day	Days/Week	Annual ICB Ridership	Daily ICB Ridership	Travel Shed Daily Trips	Mode Shares
1	5	1,473	4.04	9,292	0.04%
1	7	1,651	4.52	9,292	0.05%
2	7	14,685	41.25	19,350	0.21%
3	7	4,144	11.64	4,675	0.24%

## Priority expansion scenarios

To forecast future demand, the mode share for existing routes—adjusted for their increased level of service—was applied to the travel sheds of the existing route extensions (Gold, Dungeness, and Apple). For the Dungeness and Apple Lines, a supplemental ridership analysis was performed, assuming the frequency of service increases without the geographic extension. For new routes, the average mode shares from comparable services with similar service levels were used. Table 44 presents the current and projected ridership estimates for the primary recommended routes.

**Table 44: Estimated Annual Ridership for New and Extended Routes**

Route	Current (July 2022 – June 2023)			Service Expansion Type	Proposed			
	Service Level	Mode Share	Annual ICB Trips		Service Level	Mode Share	Travel Shed Daily Trips	Annual ICB Trips
Gold Line	2 Trips/Day; 7 Days/Wk	0.24%	4,094	Frequency & Extension	3 Trips/Day; 7 Days/Wk	0.27%	5,484	5,404
Dungeness Line	2 Trips/Day; 7 Days/Wk	0.20%	10,591	Frequency	3 Trips/Day; 7 Days/Wk	0.23%	14,675	12,320
				Frequency & Extension	3 Trips/Day; 7 Days/Wk	0.23%	18,098	15,193
Apple Line <sup>1</sup>	1 Trip/Day; 5 Days/Wk	0.04%	1,473	Frequency	3 Trips/Day; 7 Days/Wk	0.24%	9,292	8,140
				Frequency & Extension	3 Trips/Day; 7 Days/Wk	0.24%	10,347	9,064
Ellensburg–Tri-Cities	--	--	--	New Service	3 Trips/Day; 7 Days/Wk	0.25%	12,178	10,668
Tri-Cities–Spokane	--	--	--	New Service	3 Trips/Day; 7 Days/Wk	0.25%	13,461	11,792

1. Ridership data from May 2022-April 2023 to align with when weekday only service was provided

### Operating cost analysis

A planning-level operating cost analysis was performed to understand the investment level expected to implement the primary expansion scenarios. This analysis is based on an assumed cost per mile (CPM) range, which is influenced by the existing operating costs for the Travel Washington services and an understanding of near-term and long-term conditions impacting intercity bus operating costs at an industry level. The CPM accounts for several operating factors, including fuel, vehicle maintenance costs, terminal access fees (if serving a non-owned facility), marketing, administrative costs (insurance, office supplies, ticket processing, accounting, customer service, etc.), overhead costs (rents, utilities, facility maintenance), and salaries and benefits of all staff involved in the provision of service.





## Priority expansion scenarios

As outlined previously in Chapter 5, the CPM for existing services based on July 2022 to June 2023 data ranges between \$2.31 per mile and \$7.37 per mile, with a system-wide average of \$4.28 per mile. For comparison, the system-wide average from July 2017 to June 2018 was \$3.51 per mile. This results in a 22 percent increase over a five-year time span. While this growth may reflect conditions of the last five years, several new and changing conditions have impacted and continue to impact the expected operating costs for intercity bus services in the short and long term.

These impacts are primarily rooted in the after-effects of the COVID-19 pandemic. Most intercity bus providers reduced their scheduled services to “lifeline” frequencies of one or two trips per schedule table. This caused the reduction and attrition of operating personnel, ticket offices, terminal staff, and support staff. As the pandemic waned, intercity bus providers attempted to restore service levels. However, recruiting and rehiring qualified staff was a significant challenge. Higher salaries and hiring incentives were needed to rebuild operating and maintenance staff. This, in turn, prolonged the restoration of intercity bus schedules and service levels, contributing to higher operating costs. Fewer operating miles mean that operations costs are no longer allocated over a larger intercity bus service network, reducing the potential for economies of scale.

Another major factor is the nationwide closure and sale of bus terminals and intercity bus infrastructure assets due to ownership and business model changes. This issue has led to increased rents and access fees observed nationwide. This factor’s impacts will come to fruition in Washington state within the next year, as bus station leases in Seattle and Spokane are anticipated to expire in 2025. Rent and access fee increases are expected to be at least five times higher. These rent increases and access fees could result in significant operating cost increases for intercity bus providers, reflected in the CPM.

While the ultimate impact of these factors is not yet fully known, operating costs can be expected to increase at a greater rate than previously experienced, and these increases could be most severe in the near term. Additionally, while it is possible that some priority service expansions could be implemented within a two-year time frame, this analysis outlines expected costs for an assumed five-year time horizon. Based on a five-year time horizon and accounting for additional impacting factors, this analysis assumes a CPM range between \$6.40 and \$8.50 for new services, or approximately 50-100 percent greater than the existing systemwide average.

Similarly, for expansions of existing services, the CPM range is based on the existing operating cost of each service, with the low end of the range being 50 percent greater than the existing operating cost and the high end of the range being 100 percent greater than the existing operating cost. Expanding an existing service may be more costly if it requires rebidding as a new extension to an existing route rather than modifying the current service under the existing contract and current rate. Costs can vary significantly, with a higher cost likely incurred if rebidding is required.



## Priority expansion scenarios

The estimated operating costs for existing service expansions and new services are summarized in Table 45. For existing services, this cost is representative of the expansion only and does not include the cost of the existing service.

**Table 45: Summary of Planning-Level Operating Cost Projections**

<b>Primary Expansion Scenario</b>	<b>Improvement</b>	<b>CPM Range</b>	<b>Estimated Operating Cost</b>
Gold Line Extension <sup>1</sup>	Frequency + Extension	\$3.50 - \$4.60	\$0.56M - \$0.73M
Dungeness Line Extension <sup>1</sup>	Frequency	\$11.00 - \$14.70	\$0.87M - \$1.16M
	Frequency + Extension		\$2.20M - \$2.93M
Apple Line Extension <sup>1</sup>	Frequency	\$4.90 - \$6.50	\$1.32M - \$1.75M
	Frequency + Extension		\$1.99M - \$2.64M
Ellensburg–Tri-Cities	New Route	\$6.40 - \$8.60	\$2.13M - \$2.87M
Tri-Cities–Spokane	New Route	\$6.40 - \$8.60	\$2.71M - \$3.65M

1. Annual cost is representative of the expansion only and not the operating cost of the full route. Cost estimates rely on the accuracy of existing operating data.

Beyond the CPM, additional capital costs would be associated with implementing these services. For all expansion scenarios, new bus stops would need to be established, with the costs of bus stops and associated amenities varying depending on the suitability of existing bus stops. At a minimum, new signage would be required at each stop location. Additional costs may be incurred at existing stop locations to reflect the service changes for ongoing services.

Finally, the service expansions would warrant the procurement of additional buses; in some cases, operators already have aging fleets, necessitating the replacement of buses currently in service. As experienced across the transit industry, the impacts of the pandemic have resulted in the costs of buses and the manufacturing time increasing considerably. This could result in the implementation timeline of new services being impacted by the ability to procure new buses.

### Comparison of expansion scenarios

Based on the projected ridership and operating cost estimates, a cost-per-passenger range was established for each expansion scenario, as summarized in Table 46. As shown in the table, improved frequency along the Apple Line, the Ellensburg–Tri-Cities route, and the Tri-Cities–Spokane route are projected to be the most cost-effective from a cost-per-passenger perspective. This is primarily due to the higher ridership that can be expected from a new route compared to an expansion of an existing route. For the Apple Line, greater ridership increases are anticipated due to the more impactful increase in service frequency from one round trip per day to three round trips per day.



Table 46: Comparison of Cost per Passenger by Expansion Scenario

Primary Expansion Scenario	Improvement	Cost		Projected New Ridership	Cost/Passenger	
		Low	High		Low	High
Gold Line Extension <sup>1</sup>	Frequency + Extension	\$0.56M	\$0.73M	1,310	\$426.49	\$560.53
Dungeness Line Extension <sup>1</sup>	Frequency	\$0.87M	\$1.16M	1,729	\$500.99	\$669.51
	Frequency + Extension	\$2.20M	\$2.93M	4,602	\$477.20	\$637.72
Apple Line Extension <sup>1</sup>	Frequency	\$1.32M	\$1.75M	6,667	\$198.01	\$262.67
	Frequency + Extension	\$1.99M	\$2.64M	7,591	\$262.15	\$347.76
Ellensburg–Tri-Cities	New Route	\$2.13M	\$2.87M	10,668	\$200.10	\$268.88
Tri-Cities–Spokane	New Route	\$2.71M	\$3.65M	11,792	\$230.23	\$309.37

1. The annual cost only represents the expansion and not the entire route's operating cost. Cost estimates rely on the accuracy of existing operating data.

Based on this operational evaluation and the conceptual service plans outlined previously, it is recommended that the improvement be limited to increased frequency for the Dungeness Line and Apple Line rather than increased frequency with a geographic expansion. While the geographic expansions benefit from offering service to new communities, the operability of those extended services and the associated costs are challenging. The increased frequency of these routes ultimately results in the added utility of these services, which improves connections to local public transit services, the intercity bus network, and passenger rail.

## Funding Travel Washington

Since the inception of Travel Washington, the program has relied solely on FTA 5311(f) funds for operations. Table 47 summarizes the 5311(f) apportionments received by WSDOT from 2020 to 2024. The local match to the federal funds is provided through in-kind valuations of unsubsidized connecting scheduled services. Since 2007, these in-kind valuations have been provided through Greyhound Lines' connection schedules in Seattle, Ellensburg, Pasco, and Spokane.

Table 47: Summary of Annual 5311(f) Apportionments

Funding Year	5311(f) Apportionment
2020	\$2,209,890.00
2021	\$2,214,215.00
2022	\$2,715,867.06
2023	\$2,771,629.00
2024	\$2,934,078.00



While the current level of 5311(f) funding is adequate to run the Travel Washington program, operating cost inflation is expected to outpace increases in 5311(f) funding, and the reliance on in-kind match as it currently exists is called into question. Based on the above cost considerations, both operational and capital, Travel Washington is expected to seek alternative in-kind match options and expand funding resources beyond the 5311(f) program, not only to fund recommended service expansions but also to maintain current service levels. This would allow the state's rural intercity bus services to continue without interruption. There are several funding options available for this purpose.

Toll credits are an eligible source of local match for FTA 5311(f) operating funds. These funds are derived from a network of toll lanes on Puget Sound highways. These funds would provide a consistent source of local match and additional operating funds to help Travel Washington expand its services.

Another eligible source of funding for local match and operating funds is the Climate Commitment Act (CCA). This state program could be an important source of operating funds, serving as the local match to FTA 5311(f) funds. This could provide the funds needed to expand Travel Washington services, potentially replacing bus services in reduced or eliminated interstate corridors. These funding sources could help meet the Travel Washington network's need for additional rural intercity bus services.

Another benefit of using state funds for the Travel Washington network would be the ability to purchase capital equipment. Using FTA 5311(f) funds limits WSDOT and Travel Washington's ability to procure equipment that meets Buy America standards. While supporting American manufacturing and its products is important, however, the Travel Washington program cannot procure some products due to its use of federal funds for vehicle replacement. Zero-emission vehicles such as Van Hool's over-the-road motor coaches and chargers cannot be procured and deployed on Travel Washington routes due to Buy America requirements.

Additional state funding would present the Travel Washington program with more independence. While continuing to use FTA 5311(f) funds, supplementing these funds with state funding will provide Travel Washington with an additional source of funding for service improvements, the restoration of lost intercity bus services in connecting corridors, and the expansion of existing services to truly meet the needs of not only rural residents but also residents statewide.







# Chapter 10

## Recommendations



This chapter details the policy recommendations that address the system-level gaps and needs identified in Chapter 7. Additionally, it summarizes the recommendations for the existing Travel Washington services and the proposed new Travel Washington services, including operational highlights and implementation considerations.

### **Role of the national intercity bus network**

Potential expansion scenarios and policy recommendations depend on maintaining the national and private intercity bus service levels along major interstate corridors. Without these services, or with service reductions, the utility of potential expansion scenarios is significantly diminished and, in some cases, may result in an expansion scenario that fails to meet the 5311(f) program requirements. If service is further reduced along major corridors, the option for WSDOT to backfill these services may need to be evaluated more thoroughly, and it may become a higher priority than the recommendations outlined in this report.

Operating cost inflation is expected to outpace increases in 5311(f) funding, raising concerns about the current reliance on in-kind matching. Currently, the local match for federal funds is provided through in-kind valuations of unsubsidized connecting scheduled services. Since 2007, Greyhound Lines has provided these in-kind valuations through its connection schedules in Seattle, Ellensburg, Pasco, and Spokane. As Greyhound service continues to decline, this study suggests that the Travel Washington program look into alternative in-kind match options and funding resources outside of the 5311(f) program.

### **Policy recommendations**

The following policy recommendations are influenced by Washington state's existing intercity bus network and the gaps and needs identified in Chapter 7. The intercity bus industry is evolving as carriers exit and enter the market, reduce and revise routes, shift services away from existing intermodal hubs, and make fewer stops between major urban areas.

To continue to improve access to mobility for residents across the state, WSDOT's role in supporting intercity bus services may need to evolve. This transition will necessitate acquiring new resources, such as funding (in addition to 5311(f) program funding) and staffing. Even if industry changes do not necessitate a change in WSDOT's approach, more funding and staffing resources will be required to address the recommendations developed during this planning process, owing to increased service costs.

The policy recommendations outlined below are divided into objectives, outcomes, and priority actions for achieving the desired outcome.



### Objective 1

#### Improve monitoring and evaluation of existing intercity bus services.

**Outcome:** WSDOT has comprehensive, up-to-date, high-quality data about the state of intercity bus services, including both contracted and private services and subsidized and unsubsidized services.

##### Priority Action 1.1

Monitor existing intercity bus services across Washington for changes in frequency or routes, including reduced frequency or elimination of unsubsidized intercity bus services.

##### Priority Action 1.2

Revise the quarterly progress report to include new key performance measures with clear definitions and instructions to minimize open-text responses that operators may interpret differently. For example, operators should present days that are not in service clearly and distinctly from days with zero riders. All quarterly progress reports should include only data specific to the Travel Washington route being contracted out to the operator. Instead of the 10 days currently mandated for the reports, operators should be allowed 21 days to provide their reports to reduce the number of revisions and accompanying administrative and analysis work required by WSDOT. Performance measures should include, by month:

- Number of days in service
- Vehicle trips
- Missed trips
- Number of bikes carried
- Number of passengers in wheelchairs transported
- Safety incidents
- Revenue hours
- Revenue miles
- Passengers
- Operating costs
- Fare revenue

##### Priority Action 1.3

Monitor and enforce contractual terms with operators, including marketing plans, bi-annual ridership surveys, quarterly progress reports, and communication protocols with project partners. Where needed, revise contract language in future amendments and new contracts to better reflect the roles and responsibilities between WSDOT and the contractor; for example, it is unclear if WSDOT or the contractor is responsible for disseminating the bi-annual rider survey.



## Objective 2

### **Enhance coordination with local, regional, and neighboring state transit providers to improve access to the intercity bus network.**

**Outcome:** Travelers' intercity bus needs are met through a well-coordinated network of services provided by local and regional providers, private intercity providers, and contracted Travel Washington providers.

#### **Priority Action 2.1**

Coordinate with local jurisdictions and agencies to share identified intercity travel needs likely best served by local/regional providers.

#### **Priority Action 2.2**

Complete more detailed analysis of timed connections along Travel Washington routes to identify areas of likely high connection demand where improved frequency or timing is warranted.

#### **Priority Action 2.3**

Work with local jurisdictions to understand challenges and opportunities related to intercity bus services, including curbside congestion, and identify opportunities for WSDOT to support local jurisdictions with regulation, funding, or coordination efforts.

#### **Priority Action 2.4**

Coordinate with regional and state entities and providers in states, including in Idaho, Oregon, Nevada, California, Utah, and Montana, that have intercity bus services that connect to the Washington network.





### Objective 3

#### **Improve internal WSDOT coordination to maximize the effective and efficient use of funding and staff time.**

**Outcome:** All WSDOT programs that impact or are impacted by intercity bus services consistently coordinate, ensuring that critical information, funding and program opportunities, and opportunities to co-create solutions are regularly identified.

##### **Priority Action 3.1**

Coordinate with Public Transit to ensure the Travel Washington program is integrated into public-facing information, consideration of unmet transit needs, and opportunities to meet those needs, and that Travel Washington can fully benefit from relevant data, analysis, or other resources developed by or for the Public Transit division.

##### **Priority Action 3.2**

Develop and implement a consistent process for engaging with WSDOT and regional human services transportation projects and programs to ensure intercity bus providers are identified in transit inventories, that Travel Washington can share and collect data about unmet transit needs, and that human services transportation (HST) customers and those who work with HST customers have a clear understanding of available intercity bus services.

##### **Priority Action 3.3**

Regularly monitor timed connections with WSDOT ferries to support seamless connections for intercity bus travelers.

##### **Priority Action 3.4**

Explore the most effective way to regularly coordinate with WSDOT staff in other focus areas—including data, rail, transit, local planning, marketing, and communications—to ensure that Travel Washington program needs and opportunities are shared across the organization and that the program staff stay up to date on relevant needs and opportunities in other WSDOT focus areas.



### Objective 4

#### **Provide customers with comprehensive, high-quality, and up-to-date information about intercity bus services.**

**Outcome:** Current and potential intercity bus riders can discover existing services, easily identify Travel Washington services, understand local transit options to and from the relevant intercity bus stops, and plan, book, and pay for their trip.

##### **Priority Action 4.1**

Develop a Travel Washington website with comprehensive information about all Travel Washington services (including accommodations for people with disabilities) and basic information about connecting intercity services (intercity bus, passenger rail, and airporter and commuter services). Include a trip planner with local transit agency services represented for first-/last-mile trip planning.

##### **Priority Action 4.2**

Ensure Travel Washington operators, and encourage other intercity bus operators to, provide consistent, standardized information (e.g., a route map, a schedule with timing for each stop, information about each stop location) and materials available in at least English and Spanish, with built-in online translation tools for other languages.



### **Objective 5**

#### **Promote and market Travel Washington services.**

Outcome: Increase awareness of Travel Washington (and other local and private providers of intercity services) to attract new riders and expand the use of intercity bus services by existing riders.

##### **Priority Action 5.1**

Ensure consistent branding, amenities, and customer service across Travel Washington routes so that marketing and promotion efforts are relevant across all lines. This includes, in relation to Objective 1, ensuring that operators provide services on the days they are contracted to (currently every day of the year except Thanksgiving and Christmas).

##### **Priority Action 5.2**

Develop and implement an online and print marketing campaign for each route and the program as a whole.



### Objective 6

#### Improve the travel experience for intercity bus riders.

**Outcome:** Intercity bus travelers are safe and comfortable while waiting for the bus, riding the bus, and making connections to other travel modes.

##### Priority Action 6.1

Develop stop standards for Travel Washington routes and stops, and develop a plan to align all stops with the standards. Standards should address factors such as signage, accessibility, shelter, and safety. Develop and offer financial incentives for providers to progress toward meeting the standards.

##### Priority Action 6.2

Identify preferred standard on-board amenities and include them in future requests for proposals. Develop and offer financial incentives for providers to improve on-board amenities that make progress toward meeting the standards.

##### Priority Action 6.3

Develop standards for preferred amenities for intermodal facility/bus terminal locations and assess existing hubs to identify missing amenities. Promote available facilities funding opportunities to hub owners (private or public).

##### Priority Action 6.4

Through coordination with local agencies and jurisdictions (Priority Action 2.1), identify local transit facilities that act or may act as intercity bus stops and promote available facilities funding opportunities.





## **Objective 7**

### **Improve consistency of travel experience across Travel Washington routes.**

**Outcome:** Intercity bus travelers riding on Travel Washington routes can count on having a consistent and reliable experience across all routes.

#### **Priority Action 7.1**

Bring all stops into compliance with standards developed through Priority Action 6.1.

#### **Priority Action 7.2**

Require all Travel Washington providers to provide the same fare discount categories and levels.

#### **Priority Action 7.3**

Explore the potential for free fare for youth to align with the practice of many local transit agencies and with Amtrak's intercity bus services.



## Objective 8

### Increase funding and staffing resources.

**Outcome:** WSDOT has the funding and staffing resources to manage the delivery and coordination of intercity bus services in a responsive, effective, and efficient manner.

#### Priority Action 8.1

Continue coordination and information at the state level and awareness-building and education at the federal level to maintain and grow funds, including funds outside of and in addition to 5311(f).

#### Priority Action 8.2

Hire additional staff to support and advance Travel Washington program recommendations.

#### Priority Action 8.3

Increase administrative support for contracted partners, in the form of additional funding or in the form of technical assistance from WSDOT staff.



## Service recommendations

Service recommendations, including expansions to existing services and implementation of new services, are depicted in Figure 45 and summarized in the following section, with a detailed evaluation of these services included in Chapter 9.

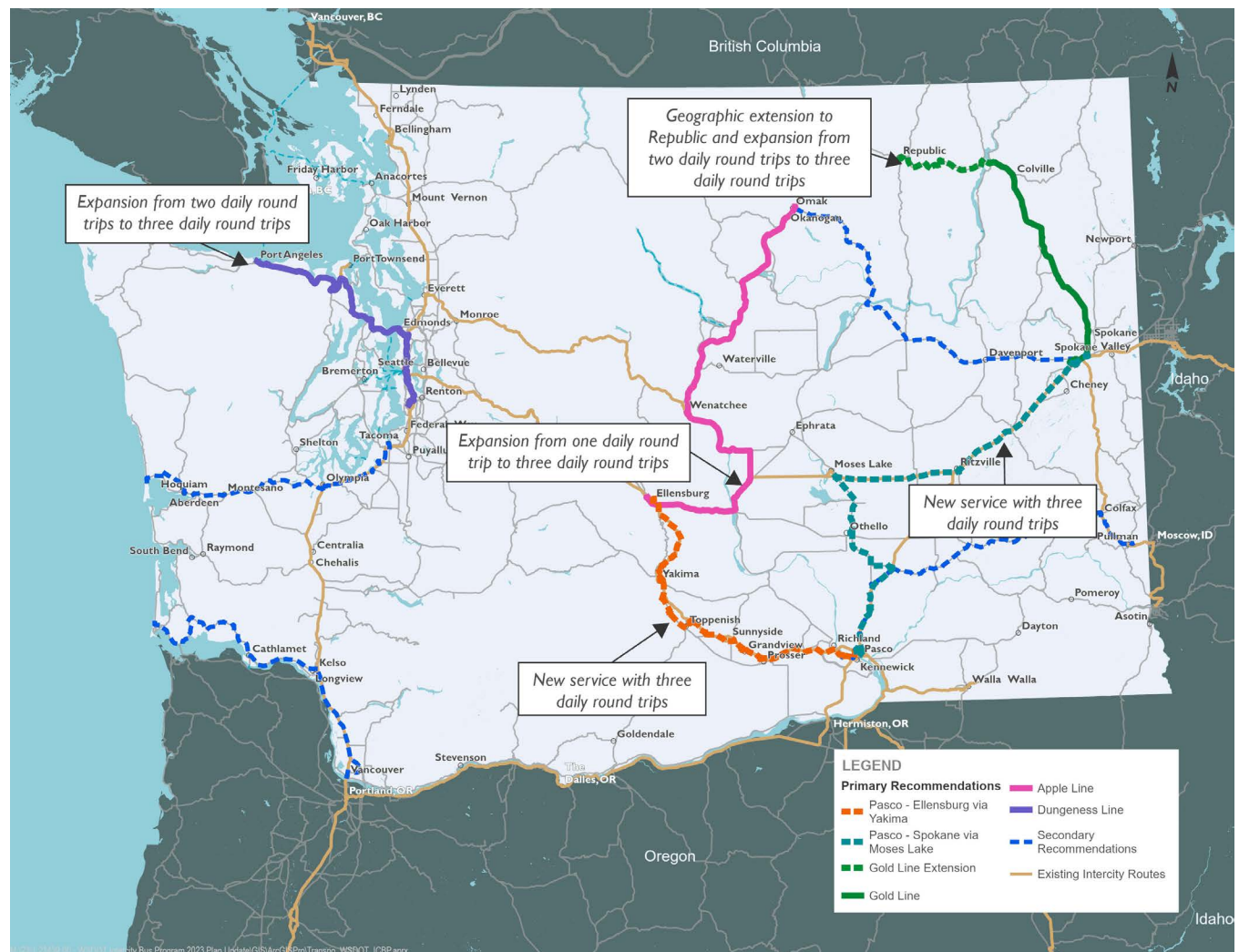


Figure 45: Summary of proposed service recommendations



### New route: Ellensburg–Tri-Cities

#### Improvement description:

This new route would provide service between Pasco and Ellensburg, serving communities along the Interstate 82 corridor, including Sunnyside and Yakima. The proposed new service would offer daily fixed-route rural intercity bus service, replacing the Greyhound Lines service lost in 2022 and providing access to even more communities not previously served by intercity buses.

#### Needs and gaps addressed:

- Provides service along an existing intercity bus route and a corridor that previously experienced a higher level of service than exists today, while adding new stop locations in communities that have not historically been served by intercity bus.
- Addresses the proviso outlined in the 2024 Supplemental Transportation Budget by improving access within the Yakima Valley and providing additional connections to the Tri-Cities and Ellensburg (where passengers can transfer to intercity services along I-90 towards Seattle or Spokane).
- Serves a region with a high concentration of likely intercity bus riders.
- Addresses OD connections identified in the travel demand analysis and public engagement efforts.
- Addresses service frequency along this corridor, which is currently only served by one daily intercity bus trip.
- Makes it easier to connect to services in Ellensburg and Tri-Cities by eliminating the need for transfers between varying public transit services. Service is dramatically improved on weekends, as some existing public transit services do not operate on weekends or only on Saturdays.
- Establishes the existing FlixBus stop at CWU in Ellensburg as an intermodal hub by offering new service there, while also connecting to the Ellensburg Love's Travel Plaza.

#### Operational highlights:

- Three daily round trips per day
- 4.5-hour one-way run time
- Projected annual ridership: 10,668 passengers
- Estimated annual operating cost range: \$2.13M–\$2.87M
- Projected cost/rider range: \$200.10–\$268.88
- Connects to multiple intermodal hubs: Ellensburg Love's Travel Plaza, Ellensburg CWU, Yakima Transit Center, Pasco Tri-Cities Airport, and Pasco Intermodal Station
- Could be operated within Federal Motor Carrier Safety Administration (FMCSA) regulations with single-shift drivers
- Could be operated using over-the-road (OTR) motor coaches (for the most comfortable ride) or medium-duty motor coaches with air suspension and high-back pillow-top reclining seats

#### Implementation considerations:

- Establishment of new bus stops, which will require coordination with local businesses and/or local jurisdictions, access agreements at intermodal hubs (e.g., Ben Franklin Three Rivers Transit Center, Yakima Transit Center), and capital investment for necessary bus stop amenities.
- Further coordination with several transit providers (Ben Franklin Transit, Pahto Public Passage, Union Gap Transit, Yakima Transit, Selah Transit, Central Transit, and People for People) would be necessary to ensure the service is complementary.
- With intercity bus and passenger rail connections on both ends of this route, the schedule must be revisited before implementation to ensure optimal connections.





### New route: Tri-Cities–Spokane

#### Improvement description:

This new route would provide service between the Tri-Cities, Moses Lake, and Spokane, serving communities along US Highway 395, State Route 17, and Interstate 90. The proposed new service would offer daily fixed-route rural intercity bus service, supplementing existing intercity bus service with limited stop locations along this corridor.

#### Needs and gaps addressed:

- While this corridor is currently served by varying intercity bus services, service needs to be more cohesive and provide sufficient service frequency between Ritzville and the Tri-Cities (currently one daily round trip). The proposed route not only increases service frequency for the above OD pairing but also deviates from the current service, providing stop locations in rural communities that are currently unserved.
- Serves multiple communities, predominantly agricultural communities, with high concentrations of likely intercity bus riders.
- Addresses multiple OD connections identified as part of the travel demand analysis and public engagement efforts (e.g., Tri-Cities to Spokane, Tri-Cities to Moses Lake, Tri-Cities to Othello, Spokane to Moses Lake). Notably, Tri-Cities to Moses Lake and Tri-Cities to Othello are not currently served by intercity bus, and Tri-Cities to Spokane is only served once daily by intercity bus.
- Makes it easier to connect to services in the Tri-Cities and Spokane by eliminating the need for transfers between public transit and intercity bus services. Service is dramatically improved on weekends, as key existing public transit services do not operate on weekends.

#### Operational highlights:

- Three daily round trips per day
- 4-hour one-way run time
- Projected new annual ridership: 11,792 passengers
- Estimated annual operating cost range: \$2.71M–\$3.65M
- Projected cost/rider range: \$230.23–\$309.37
- Connects to multiple intermodal hubs: Pasco Tri-Cities Airport, Pasco Intermodal Station, Moses Lake Ernie's Fuel Stop, Spokane Airport, Spokane Intermodal Station
- Could be operated within Federal Motor Carrier Safety Administration (FMCSA) regulations with single-shift drivers.
- Recommended to be operated using over-the-road (OTR) motor coaches.

#### Implementation considerations:

- Establishment of new bus stops, which will require coordination with local businesses and/or local jurisdictions, access agreements at intermodal hubs, and capital investment for necessary bus stop amenities.
- Further coordination with local transit providers (Ben Franklin Transit, Grant Transit Authority, and People for People) would be necessary to ensure that service is complementary.
- With intercity bus and passenger rail connections on both ends of this route, the schedule must be revisited before implementation to ensure optimal connections are made.



### Existing route improvement: Apple Line

Recommended improvements to the Apple Line include increased frequency to provide three daily round trips (compared to a single daily round trip under existing conditions) and establishing an additional stop location in Ellensburg at the existing CWU stop location currently served by FlixBus. The geographic expansion to Republic was deemed too operationally challenging to be considered for recommendation. While Apple Line service would not extend to Republic, the Gold Line is recommended to extend to Republic, ensuring that the community can access intercity bus services and connections to intermodal hubs in Spokane. Additionally, while service is limited to weekdays, TranGo currently offers public transit services that connect Omak with Tonasket and Riverside.

#### Needs and gaps addressed:

- Since its opening, this route has been limited to only one daily round trip, limiting possible connections to the national intercity bus network and making day trips from one end of the route to the other challenging or impossible. The additional frequency addresses both challenges, enabling day trips along the route and establishing many additional connections to the national intercity bus network.
- Incorporating a new stop location at CWU will add connections to the national intercity bus network and provide an opportunity for this route to serve new trip purposes in Ellensburg.

#### Operational highlights:

- Three daily round trips per day
- 4.25-hour one-way run time
- Projected annual net new ridership: 6,667 passengers
- Estimated annual operating cost range: \$1.32M–\$1.75M
- Projected cost/rider range: \$198.01–\$262.67
- Expands access to the new intermodal hub at Ellensburg CWU
- Could be operated within Federal Motor Carrier Safety Administration (FMCSA) regulations with single-shift drivers
- Would require two additional medium-duty motor coaches and at least two more drivers

#### Implementation considerations:

- Capital investment will be required at the proposed Ellensburg CWU stop location and should be considered at other existing stops with limited amenities.
- Further coordination with local transit providers (TranGo, Link Transit, People for People) would be necessary to ensure that service is complementary.
- With intercity bus and passenger rail connections in Wenatchee and Ellensburg, the schedule must be revisited before implementation to ensure optimal connections are made.



### Existing route improvement: Gold Line

#### Improvement description:

The recommended expansion of fixed-route scheduled service to the town of Republic would build upon the existing schedule and routing of the Gold Line. The proposed new service expansion would provide daily service connecting Republic with Colville, Chewelah, and Spokane, where meaningful scheduled connections with the national intercity bus network, Spokane Transit, passenger rail, and Spokane International Airport can be made. Additionally, the increased frequency of providing three daily round trips (compared to a single daily round trip under existing conditions) would improve connections to the national intercity bus network accessible in Spokane for current and prospective riders.

#### Needs and gaps addressed:

- Extends service along an existing intercity bus route to a community currently unserved by intercity buses and has a high concentration of likely intercity bus riders, providing additional connections to the intermodal hub in Spokane.
- Addresses OD connections identified in the travel demand analysis and public engagement efforts.
- Increased frequency provides new meaningful connections to intercity bus services in Spokane due to an earlier morning run.

#### Operational highlights:

- Three daily round trips per day
- 3.5-hour one-way run time
- Projected annual net new ridership: 1,310 passengers
- Estimated annual operating cost range: \$0.56M–\$0.73M
- Projected cost/rider range: \$426.49–\$560.53
- Could be operated within Federal Motor Carrier Safety Administration (FMCSA) regulations with single-shift drivers
- Could be operated with the current number of vehicles and drivers

#### Implementation considerations:

- Establishing a new bus stop will require coordination with the town of Republic and local businesses and capital investment for necessary bus stop amenities. Additionally, capital investments at existing stops with limited amenities should be considered.
- Further coordination with local transit providers (Rural Resources Community Action, Moccasin Express, Special Mobility Services, Spokane Transit Authority) would be necessary to ensure that service is complementary.
- With intercity bus and passenger rail connections in Spokane, the schedule must be revisited before implementation to ensure optimal connections.



### Existing route improvement: Dungeness Line

#### Improvement description:

Recommended improvements to the Dungeness Line include increased frequency to provide three daily round trips (compared to two daily round trips under existing conditions). The geographic expansion to Forks was deemed too operationally challenging to be considered for recommendation. While Dungeness Line service would not extend to Forks, Clallam Transit currently offers public transit services that connect Port Angeles with Forks, with service offered Monday to Saturday.

#### Needs and gaps addressed:

- Restoring and enhancing intercity bus service and intermodal mobility options for communities along the US 101 corridor by providing more frequent connections.
- Increased connections in Seattle such that new meaningful connections can be made to intercity bus service and passenger rail.

#### Operational highlights:

- Three daily round trips per day
- 4-hour one-way run time
- Projected annual net new ridership: 1,729 passengers
- Estimated annual operating cost range: \$0.87M–\$1.16M
- Projected cost/rider range: \$500.99–\$669.51
- Could be operated within Federal Motor Carrier Safety Administration (FMCSA) regulations with single-shift drivers
- Would require one additional medium-duty motor coach and one more driver

#### Implementation considerations:

- Capital investments should be considered at existing stops with limited amenities.
- Further coordination with several transit providers (Clallam Transit, Jefferson Transit, Kingston-Edmonds Ferry, Kitsap Transit, Sound Transit, Community Transit, King County Metro) would be necessary to ensure that service is complementary.
- With intercity bus and passenger rail connections in Seattle and Sea-Tac, the schedule must be revisited before implementation to ensure optimal connections are made. However, the schedule of the Edmonds-Kingston ferry crossing limits the flexibility of schedule adjustments.



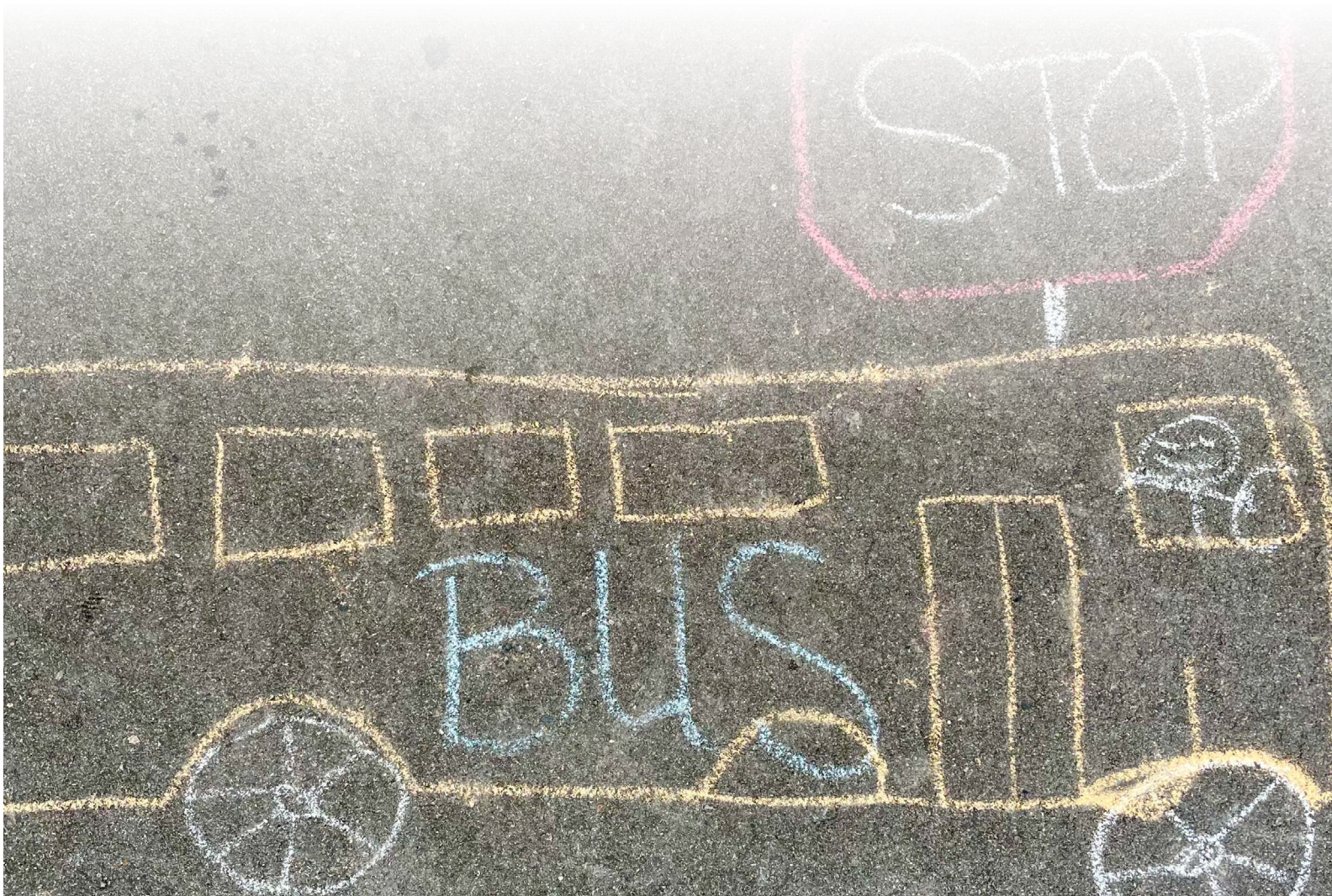


### Mid- to long-term service recommendations

Secondary expansion scenarios, detailed in Chapter 9, are slated for medium- to long-term deployment following implementation of the near-term service recommendations. While these routes did not rank as high as other new routes, changes in the overall intercity bus landscape or other external factors may cause these routes to rise in priority, necessitating additional evaluation to develop key operational and implementation considerations.

### Advancing the vision for the Travel Washington program

The intercity bus network is an integral part of the public transportation network, serving communities around the state and making regional travel more accessible to many. The goals of the Travel Washington Intercity Bus Program are in alignment with many of WSDOT's existing plans, such as the Statewide Public Transportation Plan and Statewide Human Services Transportation Plan. We know that many people with special transportation needs continue to lack access and public transportation providers struggle to provide service in rural areas. Intercity bus service plays an important role in these areas and can fill gaps with adequate funding support. While the Travel Washington Program depends on public-private partnership, the role of the state continues to grow as the private sector deals with increased operating costs and other operational challenges. WSDOT is committed to finding ways to continue to advance this program, keeping the goals of equity, accessibility, safety, and comfort at the forefront and ensuring everyone in Washington has access to the places that help them live a healthy, happy, and fulfilling life.







# Appendix A

## Policy and plan review



## MEMORANDUM

<b>Date:</b>	May 17, 2024	<b>TG:</b>	1.23439.0
<b>To:</b>	Nina Stocker - WSDOT		
<b>From:</b>	Chris Titze, AICP, PP and Maris Fry, PE – Transpo Group		
<b>Subject:</b>	WSDOT Intercity Bus Program Plan Update – Review of Plans and Policies (Task 1 Tech Memo)		

This memo provides a review of critical statewide transportation plans and studies related to or addressing intercity bus travel, including the following:

- 2016 Washington State Public Transportation Plan
- 2023 Public Transportation Mobility Report
- 2023 Nondrivers: Population, Demographics, and Analysis
- 2023 Frequent Transit Service Study
- 2023 Public Transportation Unmet Needs Study
- Washington Statewide Human Services Transportation Plan
- Washington State Active Transportation Plan 2020 and Beyond
- Feasibility of an East-West Intercity Passenger Rail System for Washington

The documents were reviewed for consistency and linkages between the goals, priorities, and action items of the intercity bus plan and other statewide studies' goals, priorities, findings, and action items. Key findings for each document are listed in the sections that follow.

### 2016 Washington State Public Transportation Plan

The Washington State Public Transportation Plan was developed in response to increasing demand for sustainable transportation options in the context of population growth and the growing demand for specialized services that accompany it, climate change, aging transportation infrastructure, and changes in the ways in which we travel for work commutes and other trips. The plan's key themes "recognize that a connected, coordinated transportation system that serves all people is instrumental to thriving communities, acknowledge[es] that widespread innovation and continuous improvement are key to meeting ever-changing transportation needs, advocate[s] for ongoing emphasis on delivering positive customer experiences, provide[s] a framework for a more performance-focused and integrated approach to transportation, [and] advances the state's interest and role as a public transportation provider." While the Washington State Public Transportation Plan is a wide-reaching document that covers many forms of public transportation and demand management, most of which are local, it does specify the need to include plans for intercity travel and identifies the modes that serve mobility between cities as airplane, passenger rail, and bus. This document will focus on the relevance of the Washington State Public Transportation Plan, and other plans discussed within, to intercity bus travel.

The Washington State Public Transportation plan also identifies several important demographic trends that will influence the demand for public transportation in the future. Increases in Washington state's elderly and disabled populations, changes in housing and transportation affordability and the resulting changes in population distribution, and the transportation preferences of younger generations are all expected to play significant roles in shaping Washington's future transportation system. Strong growth in the state's five largest population centers has already driven growth in the use of transit, walking and



biking in those areas. Several communities have seen increases in vanpool and fixed-route trips. On the other hand, rural areas, while providing generally more affordable housing, continue to experience lower population densities that make it challenging to build, maintain and operate robust transit systems that provide both local connectivity and inter-city mobility. A national longitudinal study cited by the Plan found that the single strongest factor in improving the economic well-being of low-income residents and the communities in which they live is shortening commute times. Public transportation, especially intercity transit, is a critical element in breaking the poverty cycle by providing low-cost access to jobs.

The Vision Statement of the Washington State Public Transportation Plan thus reads: “All transportation partners in Washington state will work together to provide a system of diverse and integrated public transportation options. People throughout the state will use these options to make transportation choices that enable their families, communities, economy and environment to thrive.” This sets the tone of the document’s overall focus on effective collaboration between jurisdictions and transportation partners in achieving the desired outcome of meeting the state’s public transportation needs going forward, particularly for those with disabilities, older residents, people with limited incomes and those living in rural and suburban communities.

To guide partners’ efforts to plan and manage public transportation options in the state, the Washington State Public Transportation Plan sets forth five goals, strategies to support each goal, and a program of near-term actionable items (to have been completed by December 2017).

The goals, strategies and action items are listed below.

**Goal 1. Thriving Communities:** Cultivate thriving communities by supporting health, equity, prosperous economies, energy conservation and a sustainable environment through transportation.

Strategies:

- Research, test and share tools and best practices to advance sustainable and equitable transportation and investment
- Quantify and communicate the economic, environmental, health and community benefits of public transportation to Washington state
- Test ways to improve the quality and cost-effectiveness of transportation strategies that support people throughout their lives
- Align and coordinate transportation investments to support local comprehensive plans and community priorities, such as improving first- and last-mile pedestrian connections to transit or connections between buses and ferries

Action items:

1. Develop additional strategies for local jurisdictions and partners to reduce drive alone vehicle trips
  - Broaden the state’s commitment to trip reduction to also reduce non-commute drive-alone vehicle trips
  - Develop and propose a grant program to support local efforts to reduce non-commute drive-alone vehicle trips
  - Develop a data methodology to support programs focused on reducing drive-alone travel for other types of trips
2. Pilot efforts to further integrate access to transit and land use in planning, environmental review and permitting





- Support training for land use and transit planners with a focus on transit planning, street and transit operations and transit-oriented development
- Ensure multimodal transportation is included in practical solutions training involving state, regional and local agencies
- Collaboratively determine strategies to support complete streets, transit-oriented development and a more robust State Environmental Policy Act
- Expand availability of maps that identify barriers to first- and last-mile access to transit
- Collaborate on plans and identify opportunities to apply practical solutions strategies
- Identify ways to better align grant programs with practical solutions

3. Continue to develop practical solution methodologies to create a more integrated multimodal system

- Engage public transportation stakeholders to review and provide comment on proposed challenges to practical solution methodologies
- Train and equip staff engaged in public transportation (transits, local jurisdictions, etc.) on how to use the methodologies
- Identify pilot projects to test new methodologies

4. More clearly identify and address human services transportation needs and gaps

- Develop, test and provide methodologies to better quantify local human services transportation needs
- Provide technical assistance to help local coalitions use these data and methodologies as they update their Human Services Transportation Plans

**Goal 2. Access:** Provide and sustain transportation that allows people of all ages, abilities and geographic locations to access jobs, goods, services, schools and community activities.

Strategies:

- Allow for system gaps and deficits to be more quickly identified and addressed; for example, during routine congestion, incidents, emergencies and disaster response
- Remove barriers, such as conditions on special needs funding and other policy restrictions, and incentivize collaboration and integration between service providers
- Work with a broad range of partners to plan and invest based on systemwide needs, priorities and performance

Action items:

1. Gather and use data that provides a more complete picture of public transportation performance gaps and opportunities

- Identify priority attributes and a standardized approach to help local jurisdictions collect and store data about their public transportation systems, services and infrastructure, such as transit routes and stops, sidewalks, bikeways, accessibility and transfer points: consider approaches that engage community members to help gather data
- Communicate data gaps learned through the WSDOT Corridor Sketch Planning process
- Gather data on bicycle use through the Bicycle Connection Pilot Program
- Provide information about tribal transportation services in a way that can be incorporated in to transportation maps

2. Develop recommendations to overcome barriers that prevent coordination and efficiency of special needs services



- Develop recommendations that will advance complete mobility solutions for people who use federally funded transportation programs; based on the recommendations, in part, on the work of the Federal Coordination Council on Access and Mobility
- Pilot the use of seamless stat sharing between two special needs transportation providers

3. Maximize the effectiveness of park and ride lots as part of the integrated multimodal system

- Identify and take action on issues related to park and ride management such as overcrowding, access for users with special needs, bicycle/pedestrian access, ease of customer use and safety
- Support and implement pilot parking management strategies at selected overcrowded park and rides
- Continue to implement strategies to promote development around transit stations

**Goal 3. Adaptive Transportation Capacity:** Use new technologies and partnerships to make better use of existing transportation assets and meet changing customer needs.

Strategies:

- Use technology to improve access for people with special transportation needs and maximize efficiency and effectiveness, (e.g. develop systems to help providers better coordinate service delivery)
- Develop and implement integrated, multimodal system improvements that move more people in fewer vehicles and at least cost
- Foster innovation to respond to emerging market opportunities and other system changes through public-private partnerships and agency coordination

Action items:

1. Establish an interdisciplinary innovation center to foster and better support public transportation innovation and adaptation

2. Pilot the use of a multimodal, corridor level mobility index

- Improve the quality, consistency and access to data sets
- Participate in the development of federal, state and local categories for performance measurement
- Produce and use at least one mobility index

**Goal 4. Customer Experience:** Enhance everyone's transportation experience by providing public transportation that is safe, seamless, pleasant, convenient, reliable, relevant and understandable.

Strategies:

- Deploy best practices in safety and security, taking into account issues of equity
- Foster additional collaboration among Washington state transportation providers to identify, implement and sustain solutions that improve the public transportation experience
- Increase consideration and use of multimodal options by piloting systems and programs to help the public better understand, consider and use multimodal options; support widespread adoption of proven approaches
- Develop tools and processes to promote timely adoption of innovations that improve the customer experience

Action items:



1. Support Target Zero Plan strategies intended to reduce pedestrian and bicycle fatalities and injuries
2. Provide tools and techniques to be used by transportation providers to enhance customer experience
  - Conduct workshops focused on best practices
  - Identify ways to implement customer experience improvements developed in the innovation lab
  - Develop and use technology that benefits users of multiple agencies, such as the next generation of ORCA, Rideshare Online and One Bus Away; dispatching systems; parking management systems' security systems; and real-time transit location devices
  - Identify ways for public transportation data to be more accessible to application developers
3. Support efforts to make it easier for customers to pay for transportation services and manage transportation payments, regardless of agency, organization or mode

**Goal 5.** Transportation System Guardianship: Protect, conserve and manage Washington's transportation assets in a manner that maximizes and sustains their value to the public, public transportation and the statewide transportation system.

Strategies:

- Manage, preserve, maintain and operate the transportation network as a complete multimodal system
- Develop a dashboard that monitors Washington's transportation system around multimodal performance indicators that build toward a more integrated, connected multimodal system
- Test pilot service concepts to increase vehicle occupancy and use of public transportation, including transit, active transportation, ride-hailing, telework and more

Action items:

1. Develop a plan and begin implementation to increase stakeholder and public understanding of the value of public transportation
  - Inventory current efforts
  - Identify key gaps and understandings
  - Develop goals, strategies and work plans
2. Advance opportunities for integrated, multimodal investments
  - Identify and report key risks that threaten public transportation infrastructure and performance
  - Identify and report key opportunities for public transportation that enhance mobility and solve transportation problems
  - Begin development of supplementary measures to improve understanding of public transportation performance in the context of a complete, integrated transportation system
3. Identify ways to help jurisdictions and public transportation providers better prepare for emergencies and disasters
  - Ensure that resource sharing and interagency emergency coordination memorandums of understanding and agreements between local, regional and state transportation agencies are complete and up-to-date and that key personnel are aware of their existence and potential uses
  - Assess data about people with special transportation needs, identify gaps and opportunities and recommend improvements
  - Further incorporate and refine transportation for people with special transportation needs into emergency and disaster plans



Development of the above goals and strategies was guided by the state's six Washington Transportation Plan (WTP 2035) policy goals:

- **Economic Vitality:** To promote and develop transportation systems that stimulate, support and enhance the movement of people and goods to ensure a prosperous economy
- **Preservation:** To maintain, preserve and extend the life and utility of prior investments in transportation systems and services
- **Safety:** To provide for and improve the safety and security of transportation customers and the transportation system
- **Mobility:** To improve the predictable movement of goods and people throughout Washington state, including congestion relief and improved freight mobility
- **Environment:** enhance Washington's quality of life through transportation investments that promote energy conservation, enhance healthy communities and protect the environment
- **Stewardship:** To continuously improve the quality, effectiveness and efficiency of the transportation system

#### **How does this relate to the intercity bus program plan update?**

The Washington Transportation Plan (WTP 2035) places emphasis on the importance of increasing the person-carrying capacity of key corridors to decrease congestion and improve service, support special transportation needs, connect communities to transit and expand local options for transit funding authority through effective partnerships that, customized to meet the unique needs of each community, produce more cost-effective and relevant transportation solutions.

The Washington State Public Transportation Plan is intended to embody and advance the spirit of the WTP 2035 goals and policies through focus on integrated multimodal outcomes and performance, especially highlighting the importance of collaboration that clearly identifies transportation performance goals, builds stronger partnerships, supports innovation and investment to achieve the goals, and develops better data and evaluation methods. The goals outlined for the Intercity Bus Program Plan Update are consistent and complimentary with those outlined in the 2016 Washington State Public Transportation Plan, particularly as it relates to improved accessibility, user experience, and overall equity. Action items stemming from the Plan, particularly those related to interjurisdictional coordination, consistent data collection and data maintenance efforts, and consistent user experience tools would be beneficial to the ongoing and future success of WSDOT's intercity bus program.

Of note, the 2016 Washington State Public Transportation Plan is being updated in 2024. Details regarding the update process are discussed in the 2023 Public Transportation Mobility Report.

## **2023 Public Transportation Mobility Report**

The 2023 Public Transportation Mobility Report highlights the programs, projects, and adaptive planning strategies that WSDOT and its partners are using to make needed changes to the state's public transit network. The following items provide the focus of the discussions contained within the report.

**Updates on WSDOT's public transportation grants** for 5 programs: Special Needs, Rural Mobility, Regional Mobility, Green Transportation Capital, and the State Buses and Bus Facilities programs. In relation to the intercity bus program, this review focuses on the Special Needs and Rural Mobility Facilities programs.





**WSDOT's efforts to engage a diverse group of stakeholders statewide** in a biennial evaluation of the application review process for the grant programs to ensure that equity remains an intentional lens when distributing funding.

**WSDOT's efforts as it prepares to update the Statewide Public Transportation Plan**, by prioritizing engagement with historically underserved communities.

**An update on the State's demand management programs:** Commute Trip Reduction Program, the Transportation Demand Management Technical Committee, and the State Agency Commute Trip Reduction Program.

**The role of Complete Streets and other integrated multimodal solutions** in WSDOT's efforts to reimagine Washington's transportation system.

Thanks to the Move Ahead Washington package, transit funding is on the rise in Washington. Furthermore, requirements under the CAA and HEAL policies direct much of this funding toward improving access and mobility for vulnerable populations in overburdened communities. During the 2023-2025 biennium, WSDOT's Public Transportation Division awarded approximately \$660 million in state funds for public transportation improvements. Recipients of these funds included transit agencies, nonprofits, tribes, counties, cities and other implementers of transportation demand management strategies across the state. Despite these improvements, the state still needs broader, system-wide improvements to ensure that *everyone* in the state - regardless of socioeconomic status, ability, geography, or other background – can get to and from their intended destinations.

**The 2023 Public Transportation Mobility Report contains findings from three studies published in 2023 that strongly highlighted the need to emphasize work in transportation equity and provided focus areas** to achieve the vision of providing equitable and safe access and mobility for all. These studies are the Nondriver Study, Frequent Transit Service Study, and the Unmet Needs Study, each of which are described in further detail, individually.

**The most pertinent finding of all three studies was the statewide need to address mobility related equity, and that barriers to accessing transportation come in many forms, requiring a diversified approach to service provision in order to close mobility gaps.** Key findings common to the three studies included:

- 10 percent (more than 700,000) of people [in the state of WA] live in poverty – more than the populations of Bellevue, Vancouver, and Spokane combined.
- 34 percent (nearly 997,000 households) fall below the Asset Limited, Income Constrained, Employed (ALICE) threshold (ALICE households earn more than the federal poverty level, but not enough to afford the basics where they live).
- 500,000 people over 16 don't have a driver's license.
- 45 percent of nondrivers will skip going somewhere or be late because of transportation issues.
- 270,000 mobility-challenged households are in areas with limited public transportation.
- 29 million trips are skipped due to transportation issues.
- Public transportation services don't exist everywhere and *aren't adequate anywhere*.
- Access to transportation services and ease of use varies based on a rider's race, age, disability status, geography, and income level.
- Vulnerable populations are disproportionately affected by transportation burdens.

The three reports outlined changes needed to address barriers to accessing public transportation including:



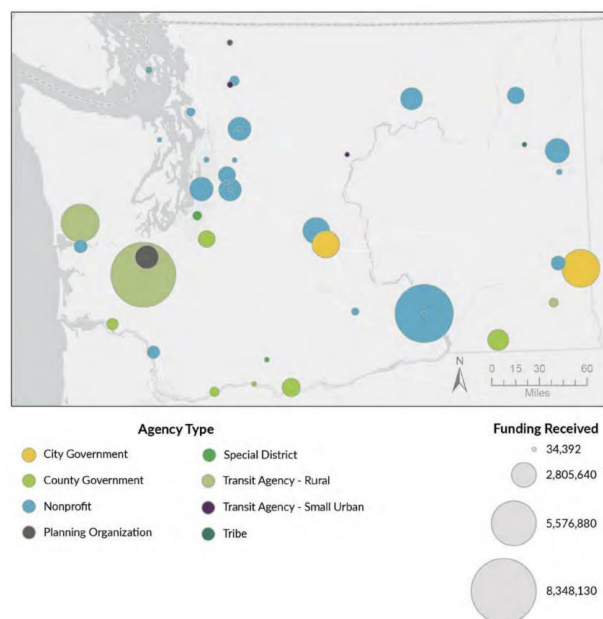
- Reduced fares or fare-free rides on transit for low-income people statewide.
- Affordable, hourly public transportation trips between every city with a population over 10,000.
- Increased demand-response service.
- Evening, night, and weekend public transportation service.
- Increased biking and walking paths as well as transit-friendly roadways, all safely connecting the first and last mile of a public transportation trip.
- Jobs and affordable housing located together with easy access to public transportation.
- Multimodal improvements included in project descriptions and cost estimates for every proposed roadway expansion and maintenance project.

## Public Transportation Grants

The Special Needs and Rural Mobility program is administered by WSDOT through the Consolidated Grant Program. This helps grantees meet the federal match requirements with state funds and vice-versa and allows the division to provide more and larger grants to recipients statewide. Grantees receiving funding from the Special Needs and Rural Mobility program may use the money to purchase new buses and improve services in rural communities, especially those serving seniors and persons with disabilities. About 80 percent of the funding maintains operations and creates access to medical appointments and employment for people who otherwise wouldn't be able to make these important trips. In the 2023-2025 biennium, competitive Special Needs and Rural Mobility Grant program funds account for around 47 percent and 23 percent of the funds awarded through the Consolidated Grant Program, respectively. The largest awards were distributed to county governments and nonprofit organizations.

### 2023-2025 Special Needs and Rural Mobility grant program investments

This map illustrates investments in the competitive Special Needs and Rural Mobility Grant programs for the 2023-2025 biennium.



Source: 2023 Public Transportation Mobility Report

Some of the program's inspirational success stories and project highlights from grantees are listed below.

### Pierce County Human Services: Beyond the Borders

Close to half of Pierce county residents live in unincorporated rural areas without access to transit. Beyond the Borders provides three connector busses linking Sumner to Bonney Lake, Orting to Puyallup/South Hill and South Hill to Spanaway. These busses may deviate from their routes up to a half mile to pick up riders by request and offer door-to-door demand-response service for those who don't live near one of the connector routes. Eligible riders for Beyond the Borders service include persons with disabilities, senior citizens over 65, veterans, youth 12-17, low-income riders, and people who need to travel outside the Pierce Transit service area. Beyond the Borders provides connection to Pierce Transit fixed routes (bus and shuttle), Sound Transit, King County Metro, and other regional transportation service providers. In 2022, the program experienced its highest ridership at 19,661 rides. In addition to



commuting. Beyond the Bordes riders also use the service to gain access to essential services. Part of the award-winning success of the service is due to its ability to provide trips to meal-site programs, food banks, social services and medical services not covered by Medicaid.

**Columbia County Public Transportation and David Ocampo: installation of bus shelters in the city of Dayton**

This project was awarded funding from the Rural Mobility Grant Program in 2021 to install several bus shelters in the city of Dayton in southeastern Washington state. Columbia County Public Transportation employees saved time and money by installing the shelters themselves after pandemic-era supply chain disruptions caused an aluminum shortage and price increase, and several employee health issues delayed project delivery.

**Link Transit: Transportation Reimbursement Intercommunity Program**

The Rural Mobility Grant Program contributed about 90% of the project cost to Link Transit's TRIP-Link in the 2023-2025 biennium. The service provides connectivity and closes service gaps in rural Chelan and Douglas counties by providing mileage to eligible riders who then use the mileage to pay volunteer drivers using personal vehicles to drive them to essential services, appointments and transit connections. TRIP-Link serves more than 68,000 residents outside of Link Transit's current service boundary.

**Thurston Regional Planning Council: ruralTRANSIT**

ruralTRANSIT (rT) provides route deviated, on demand service to areas outside of Intercity Transit's service area and the Thurston County urban hub. In some of the areas it serves, rT is the only public transportation provider. During the 2023-2025 biennium, rT received funding from the Rural Mobility Grant Program to expand its weekday services and establish Saturday service. The new services include a new route to Yelm from Rainier, a new midday route, and a new stop.

**Mid-Columbia Economic Development District: Gorge Regional Transit Network inclusive outreach and education**

The Rural Mobility Grant Program is contributing 55 percent of the project cost to hire a part time travel trainer who will develop and implement innovative approaches to expand education and outreach strategies that focus on reaching older adults, low-income residents, resident seasonal farm workers, people with limited English proficiency, people with disabilities, veterans and the Native American population living at the in-lieu and treaty access fishing sites. The trainer will also assist those who require dial-a-ride and other special services by coordinating with regional transit providers to deliver service to more people. The travel trainer will teach riders how to access stops by multiple modes as well as how to use the transit system.

## WSDOT Stakeholder Engagement for Public Transportation Grants

### Grants Program Advisory Consultation

The Grants Program Advisory Consultation was established by WSDOT in 2005 with the purpose of creating a diverse group of stakeholders to evaluate and advise WSDOT on policy and process improvements for its public transportation grant programs in accordance with state law (RCW 47.66.080). Stakeholders engaged in this process will:

- Identify opportunities for improvement and recommend two to three grant application process improvements.
- Improve inclusiveness and accessibility of applications and include a diverse panel of reviewers during evaluation of applications.
- Enhance interaction, trust and transparency between the division and its grant applicants, recipients, and partners.

Since 2005, stakeholders have identified the following priorities to improve the division's grant programs:



- Consider reducing the local match requirements for small projects.
- Display the grant balance on the dashboard so that recipients no longer have to file a claim to check their balance.
- Improve the user experience of the Grants-Management System.
- Enhance tribal coordination guidance.

The 2023-2024 Grants Program Advisory Consultation identified previous input from past consultations that will influence the 2025-2027 biennium. The process included 28 interviews with grant customers and partners and offered a chance to provide input on Public Transportation Division grant programs and processes. The outreach included a range of grant-eligible agencies from 22 counties across the state representing rural, small and large urban, private sector, and tribal and county governments. The 2023-2024 consultation interviews provided WSDOT with the following recommendations:

- Continue to improve the user experience of the Grants Management System
- Provide more easily accessible resources to learn about grant opportunities and answer questions, particularly guides, reference sheets, samples and clear directions on locating resources.
- Increase guidance on tribal coordination requirements.
- Increase the number of Public Transportation Division grant announcements and notifications.
- Target grant related communications to reach a broader audience.
- Provide clearer explanations of grant funding sources and amounts available.
- Provide clearer explanations of eligibility requirements for each funding source.

In continuation of the consultation process, the Public Transportation Division engaged a group of participants at the Washington State Public Transportation Conference in August 2023 in a 90-minute hands-on session that included interactive, small group discussions to identify and prioritize actionable improvements to the grant programs. From these discussions the following priorities were identified:

- Consider reductions to local match requirements for small projects.
- Display the grant balance on the Grants Management System dashboard rather than requiring recipients to file a claim to check the balance.
- Improve the user experience of the Grants Management System to make it more user-friendly.
- Enhance tribal coordination guidance.

## Updating the 2016 Washington State Public Transportation Plan

Throughout 2024, WSDOT will be reaching out to historically underserved communities to understand the best approaches to community engagement for the updated plan so that it is respectful of the individuality of communities and effectively incorporates feedback regarding the planning process. The department especially seeks to understand the priorities of those not well-engaged in the previous planning effort. The Statewide Public Transportation Plan plays an important role in moving the state toward its overall transportation goals of providing a transportation system that promotes economic vitality, preservation, safety, mobility, human health and environmental stewardship and supports the State's Transportation Plan: 2040 and Beyond, in this intent.

WSDOT develops a new Public Transportation Plan every 20 years and works with communities to do so, recognizing that in the span of 20 years many things can change that require local knowledge and input to best define goals and strategies to provide public transportation moving forward. As such, WSDOT updates the Public Transportation Plan periodically to keep up with evolving partner plans, incorporate or address new information from studies published by WSDOT's Public Transportation Division, WSDOT modal planners, and transportation partners across the state, and to adapt policies and practices to the ever-changing transportation sector. Studies and plans that inform the WSDOT planning process include:





- Washington Transportation Plan: 2040 and Beyond (WSDOT)
- Statewide Active Transportation Plan (WSDOT)
- Statewide Human Services Transportation Plan (WSDOT)
- Local coordinated public transit - human services transportation plans (regional and metropolitan planning organizations)
- Transit development plans (transit agencies)
- Zero-emission fleet transition plans (transit agencies)
- Frequent Transit Service Study (WSDOT)
- Unmet Needs Study (WSDOT)
- Nondriver Study (Joint Transportation Committee)
- Aviation System Plan Update (WSDOT)
- Washington State Ferries Long Range Plan (WSDOT)
- Amtrak Cascades Service Development Plan (WSDOT)
- Ultra-High Speed Rail Study (WSDOT)
- I-5 Study (WSDOT)
- Sound Transit Link Light Rail system expansion planning

WSDOT intends to use what is learned through the early engagement process to design an inclusive community engagement plan that effectively guides the Public Transportation Plan update process.

## State Commute Trip Reduction Program

In recent years, several fundamental changes to commuter habits have occurred, particularly in light of the COVID-19 pandemic. The state Commute Trip Reduction (CTR) program encourages people to commute to work using alternatives to the single-occupancy-vehicle, including the coordination of vanpools, carpools, biking, walking or by eliminating the commute altogether through telework arrangements and compressed schedules. Implementers of the state's CTR use Commute Trip Reduction funding to incentivize the use of these alternatives, the City of Bellevue offers mini-grants to commute trip reduction affected companies. One such recipient was a local hospital that installed "transit screens" throughout the facility that display real time traffic information. Another company in a more remote part of Bellevue used its mini-grant to purchase e-bikes. Due to the remote nature of the company, many employees used their cars to access lunch. With the implementation grant, employees are able to check out an e-bike and get their lunches, taking a significant number of cars off the road. Another example of successful CTR funding implementation comes from Kitsap Transit. Kitsap Transit used funding from the program to incentivize commute trip reduction and modal shift through 10 employer participation events that aimed to highlight vanpool services. To further energize interest and sustain awareness of vanpools, the campaign included raffle drawings for e-bikes and other prizes. Kitsap Transit also partnered with a marketing firm to develop a vanpool awareness campaign that included social media assets, collateral materials, short vanpool videos and a t-shirt design.

Notable CTR partnerships include the City of Seattle, Commute Seattle, and Amazon who teamed to produce a study called "Active Transportation at Amazon". Amazon shared the study online in a post on its LinkedIn page where it received nearly 300 "likes", several comments and reposts. City of Seattle, along with partner Commute Seattle produced a commute trip reduction Power BI dashboard that allows Seattle's commute trip reduction-affected worksites to compare program offerings to those of its peers and neighbors.

## State Agency Commute Trip Reduction Program

The State Agency Commute Trip Reduction Program encourages employees of state agencies to use commute alternatives to replace drive alone trips to work. The work of the State Agency Commute Trip



Reduction program is conducted collaboratively between the Thurston Regional Planning Council, the Washington State Office of Financial Management, and the State Agency Commute Trip Reduction Board. Together, the agencies work to refine policy for the State Agency Commute Trip Reduction Program, determine best practices to follow, and provide policy direction for commute trip reduction to state agencies. Additionally, WSDOT has produced the Joint Comprehensive Commute Trip Reduction Plan to guide state agencies in developing effective commute trip reduction programs and policies and meet state requirements. Recent updates to the plan include financial subsidies that state agencies can offer to achieve trip reduction goals, and the Statewide commute trip reduction drive-alone-rate goal of 60 percent. After the plan was updated, WSDOT Public Transportation Division staff reviewed the CTR policies or procedures of state agencies to ensure compliance and consistency. Overall, the work created increased engagement with and awareness of the importance of CTR.

#### **How does this relate to the intercity bus program plan update?**

The 2023 Public Transportation Mobility Report highlights the need to address mobility related equity and show that barriers to accessing transportation exist in many forms, driven largely by a variety of demographic factors but also by individual choice and lifestyles. Closing mobility gaps in an equitable manner that addresses past harms will require a diversified approach to service provision and fostering innovative partnerships to meet the distinct needs of the state's rural and urban nondriver populations and link people to their destinations.

Crafting equitable, community needs-driven solutions and plans will require facilitation of enhanced participation from community stakeholders and tribal governments. WSDOT's Grants Program Advisory Consultation identified several ways to improve the accessibility and equity of policy and processes regarding its public transportation grants. These included improvements to the user experience of the Grants Management System and reducing the local match requirements for small projects.

## **2023 Nondrivers: Population, Demographics, and Analysis (Joint Transportation Committee)**

This study was conducted by the Joint Transportation Committee at the directive of the Washington State Legislature with the intent to identify nondrivers in Washington including population size and demographics, analyze available transportation for nondrivers, and provide insight into the impacts of not driving on daily life. The study also investigated people's reasons for not driving. U.S. Census Bureau, Federal Highway Administration, and Department of Licensing data in addition to a statistically significant market research survey and focus groups were used to identify the different population groups that comprise nondrivers in Washington.

- **Demographic Findings:**

The Nondrivers Study found that the number of people in the state who were nondrivers was impossible to estimate as nondrivers fall into three groups with significant overlap potential between the groups. In general, nondriver population groups were defined as those under the age of 16 who are ineligible for a driver's license, and those age 16 and over who; do not have a driver's license, and those who have a license but do not own a vehicle. A population estimate for each of the groups was achieved by combining U.S. Census Bureau data and FHWA Highway Statistics data to estimate rates of driver licensing and vehicle ownership.

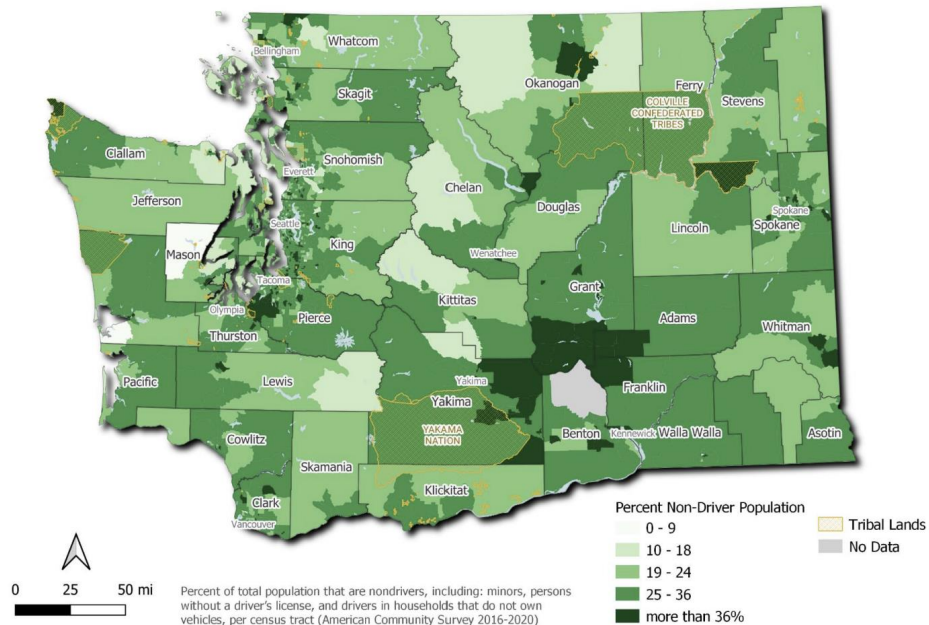


Demographic characteristics analysis found that nondriver survey respondents (18 and over) were more likely to be female, younger, lower income, renters, and have larger than average (for Washington state) household sizes. A higher proportion of the survey respondents were African American or Native American compared to the overall average population for the state.

Among survey respondents it was found that males, younger people, and people with lower incomes were less likely to be licensed than females, seniors and nondrivers with higher incomes. Vehicle ownership was found to be less likely among those who were younger, had lower incomes, and physically able nondrivers with valid driver's licenses as compared to seniors, higher income, and disabled nondriver survey respondents.

The study found that, among respondents who have valid driver's licenses and vehicles in their homes, younger, lower-income women were less likely to be the primary driver compared to males, those over 25 years of age, and those with incomes over \$56,000. Of nondriver survey respondents who have driver's licenses and vehicles in their homes but do not drive to meet most transportation needs, more than ½ are female, and half have annual incomes at or above \$56,000. The majority of these respondents were 25-64 years in age and 80 percent resided in the 10 most populated counties in Washington. Disability or a limiting condition that impacts their ability to drive was reported by 19 percent of the survey respondents.

Figure 2. Percentage of Nondriver Population in Washington State per Census Tract.



Source: Nondrivers: Population, Demographics & Analysis



- **Reasons Survey Respondents Gave for Not Driving:**

The survey respondents identified 3 primary categories of reasons to not drive: cost, income and lifestyle. Cost was the most frequently given response, but reasons that cost was excessive was primarily split between the high cost of owning a car and the costs associated with having a disability, varying by demographic characteristics.

Of nondrivers who were younger, males, lower-income, urban residents, and physically abled survey respondents were more likely to cite income or cost as their reason to not drive.

Respondents selecting the lifestyle category as their reason for not driving were found to be more likely to be male, younger, urban, and have higher incomes.

- **Most Common Modes of Travel for Nondrivers:**

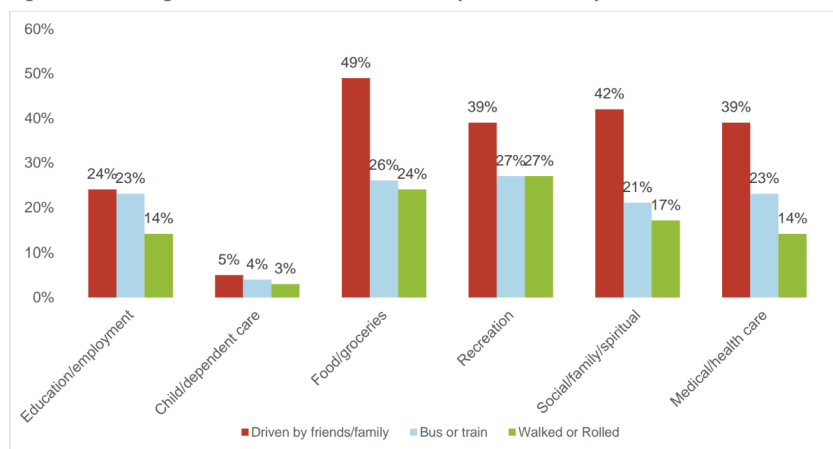
More than half travel to gain access to necessary goods and services such as food and groceries, medical and healthcare, and for recreational and social purposes including visiting family and friends, and spiritual activities. Just under half of the survey respondents indicated that they travel for work or education.

Across all destinations, the most common mode of transport was getting car rides from friends or family, followed by fixed route bus or train services, and walking or rolling. These modes were also identified as the easiest to use.

Ease of use among the different modes varied by demographic characteristics. In general travel by any mode was easier for males, younger people, those with higher incomes, urban residents, and physically abled travelers. Older people also indicated that they had less need for transportation options compared to the younger survey respondents.

Access to daily life activities was similarly varied by demographic, with income having the most impact on access compared to other demographic categories. Lower income respondents indicated that it was more difficult for them to access all destinations compared to higher income nondriver survey respondents.

Figure 14. Percentage of Nondrivers that Traveled to Daily Life Activities by Most Common Travel Mode



Source: Nondrivers: Population, Demographics & Analysis





- **Impacts of Transportation Options on Quality of Life:**

Over 70 percent of survey respondents described skipping trips, being late, worrying about not being able to get places, worries about bothering or inconveniencing people they depended on to provide transportation in the past 30 days. These impacts were more often reported by females, younger travelers, and lower income people. Disabled nondrivers reported worries about inconveniencing others more often than nondrivers without disabilities. Negative impacts to quality of life were far more often felt than positive impacts. Nondrivers reported that lowering the costs associated with vehicle ownership and improving transit routes would be the best ways to improve transportation.

- **Focus Group Findings:**

Participants in the nondriver study focus groups said that while their usual scheduled activities required a degree of planning to complete their trips and that completing regularly scheduled trips was manageable, unplanned or spontaneous events were far more challenging. The focus group participants also indicated that on-demand transportation options were generally not considered, out of budget, or being unavailable to them. Another major transportation challenge highlighted by the focus group participants was finding transportation outside of key service hours. This was a challenge especially for rural and disabled participants who indicated that they were usually unable to attend evening events or activities outside of their usual day-to-day schedule. Most of the participants indicated that while being a nondriver offered monetary cost savings over owning and operating a car, not driving came with significant hidden costs in terms of independence, freedom, and access.

- **Transportation Options Analysis:**

Travel options were analyzed to better understand access and mobility throughout the state and understand the level of access to daily life destinations via available options. The study found that riding public transit is generally restricted to the footprint or extent of the fixed-route network and the span of service. Shorter service hours in rural communities present more challenges. For many, the cost of transit was prohibitive, with some participants indicating that a more relaxed cut off for income qualifications for reduced fares could make a tremendous difference in their ability to also afford things like food and rent. Walking and biking are potential means of access for about 50 to 80 percent of the population in urban areas, with a much lower reach in rural areas due to limited active transportation facilities and sparsely distributed destinations. Reducing first-and-last mile access to transit through provision of safe facilities, additional bike lanes, paratransit and other options would bridge gaps for many nondrivers. Most respondents indicated that they would prioritize improved bus service though some also indicated Sounder trains or light rail expansion and recommended increasing service or flexibility of existing services.

Respondents indicated that leveraging their relationships for rides, except for instances where individuals had strong community groups or friends, was a particular challenge that came with hidden costs such as additional worry and costs to social capital.

**How does this relate to the intercity bus program plan update?**

A key finding of this study as it relates to the intercity bus program plan update is the negative impact on quality of life for nondrivers, particularly for demographic groups including females, younger travelers, lower income people and those with disabilities. This study indicates that improvements to transit could serve as one of multiple solutions to improve quality of life and increase independence for nondrivers and help reduce the number of skipped trips that occur as a result. This study, in addition to providing key insights into the experiences and barriers of nondrivers, offers input and validation of the user types and trip types to be evaluated as part of the intercity bus program plan update.



## 2023 Frequent Transit Service Study (WSDOT)

The Frequent Transit Service Study examined the frequency of existing fixed route services across the state and identified gaps in frequent transit service. The report also presented funding strategies that could address identified gaps, analyzed gaps for disparities in race, age, and disability, summarized stakeholder engagement and recommended further studies to measure access to all forms of public transportation.

The Frequent Transit Service Study found that only 7 percent of Washington residents lived within a half mile of Level 1 transit frequency (defined as 12-minute headways, 15 minutes at nights and on weekends). Another 20 percent live within a half mile of Level 2 service (defined as 15-minute headways, 30 at nights and on weekends), 40 percent of the state's residents live within the defined half-mile walkshed of Level 3 service (30-minute headways, 60 at nights and on weekends), 58 percent reside within the walk-shed for Level 4 (60-minute headways at least 5 days per week), 61 percent live within the half-mile distance to Level 5 (6 trips per day on weekdays), and the highest percentage (63 percent) of residents lived within a half mile of level 6 transit service (2 trips per day weekdays only).

Transit frequency	Description	Estimated population living within half a mile	Percentage of Washington residents
Level 1	12 min headway days; 15 nights and weekends	530,000	7%
Level 2	15 min headway days; 30 nights and weekends	1,520,000	20%
Level 3	30 min headway days; 60 nights and weekends	3,040,000	40%
Level 4	60 min headway minimum 5 days a week	4,390,000	58%
Level 5	6 trips per day on weekdays	4,610,000	61%
Level 6	2 trips per day on weekdays	4,720,000	63%
24-hour	1 trip every 2 hours overnight	690,000	9%

*Source: Frequent Transit Service Study*

Two different scenarios were analyzed to investigate potential for expanding service, scenario 1 focused on increasing the percentage of population with access to Level 1 transit to 30 percent. Scenario 2 focused on increasing access in Level 2 transit to half of Washingtonians. While scenario 2 would increase Level 2 transit access considerably, fewer than 30 percent would have access to Level 1 transit in this scenario. The study found that areas currently served by Levels 1 through 4 generally have sufficient population density and existing infrastructure to support fixed route transit expansion while areas currently served by Levels 5 and 6 may be better served by expanding access to other forms of public transport.

The study recommends policy changes to support expansion of fixed route service including updating the GMA to encourage density and transit-oriented development, transit priority, and other investments in sustainable transportation.

While the report notes that funding for fixed route transit typically comes from local sales taxes, and communities can vote to increase their sales taxes, tax increases to support funding for transit are not



consistently approved and governing boards do not consistently pursue transit funding increases, threatening the stability of local taxes as a funding source for fixed route transit over the long term.

Infrastructure is another important component that needs to be considered. The Frequent Transit Service Study notes that new sidewalks, curb ramps, crosswalks and other pedestrian infrastructure components are needed to facilitate the level of access to high frequency transit outlined by the two expansion scenarios. The State's Active Transportation Plan, discussed further below, outlines the infrastructure improvements necessary to support access to transit for all riders of all ages and abilities.

#### **How does this relate to the intercity bus program plan update?**

A key finding of this study as it relates to intercity bus is that a small portion of the state's population resides within a half-mile of the most frequent transit service, and the highest proportion of the state's residents living within a half mile of any transit service lived within walking range of the least frequent service. This is likely to correspond with the large number of residents living in rural areas where intercity transit would have the greatest positive impact. The frequent service transit study compared two potential expansion scenarios and found that areas served by the least frequent fixed-route services (Levels 5 and 6) may be those best served by improvements other than increasing access to higher frequency services, such as intercity bus routes. This study also noted that improving fixed route transit requires costly infrastructure improvements as well as policy adjustments. The study makes comments regarding local taxes as potential funding strategies, noting that these are dependent on voter approval, not always pursued by elected officials, and are unpredictable. The study further recommends specific policy changes to the GMA that can support the intercity bus program plan update.

## **2023 Public Transportation Unmet Needs Study (WSDOT)**

The Unmet Needs Study provides an analysis of the number of trips not taken due to lack of transportation access, and the impact of foregone trips on households.

Key findings of this study identified:

- Common characteristics of mobility challenged households include limited income, members living with physical impairments, more workers than personal vehicles, members over 70 years old.
- The number of households living in mobility challenged (fewer than 10 transit stops per square mile) areas of Washington is over 270,000.
- The number of trips foregone annually by mobility challenged households is nearly 29 million.
- The annual cost of unmet needs is about \$3,300 per household, collectively totaling over \$890 million for the state.
- Elements of unmet needs are related to lack of funding, resources, or staff.
- Incomplete non-motorized networks make it difficult for people to access public transportation safely and comfortably.
- People who are underserved by current public transportation services include those who work outside of traditional schedules, have lower incomes, need on-demand service, need interjurisdictional travel, and live in rural areas.
- Lack of access to reliable transportation reduces people's independence, autonomy, and quality of life.
- Successfully meeting transportation needs across the state will require a flexible approach that considers local factors.



Figure 3: Annual Unmet Trips Per Resident Household (Census Tracts)

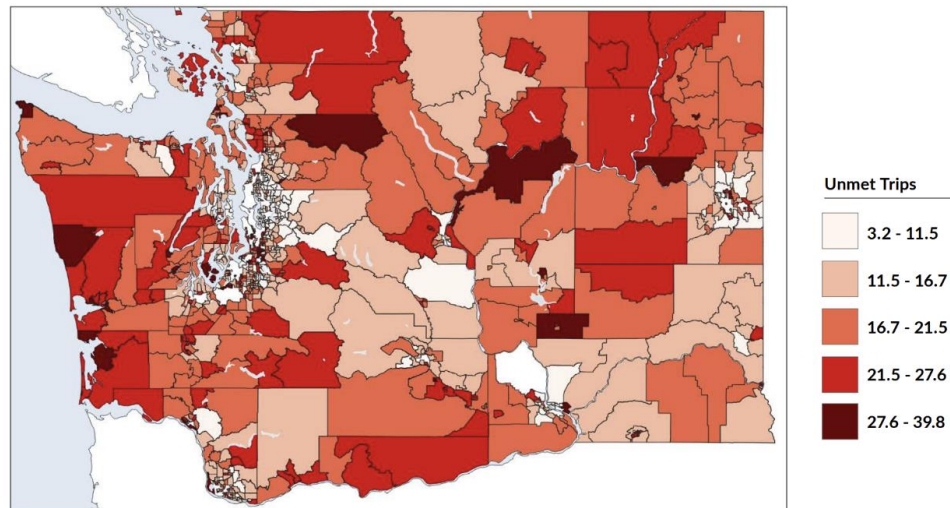
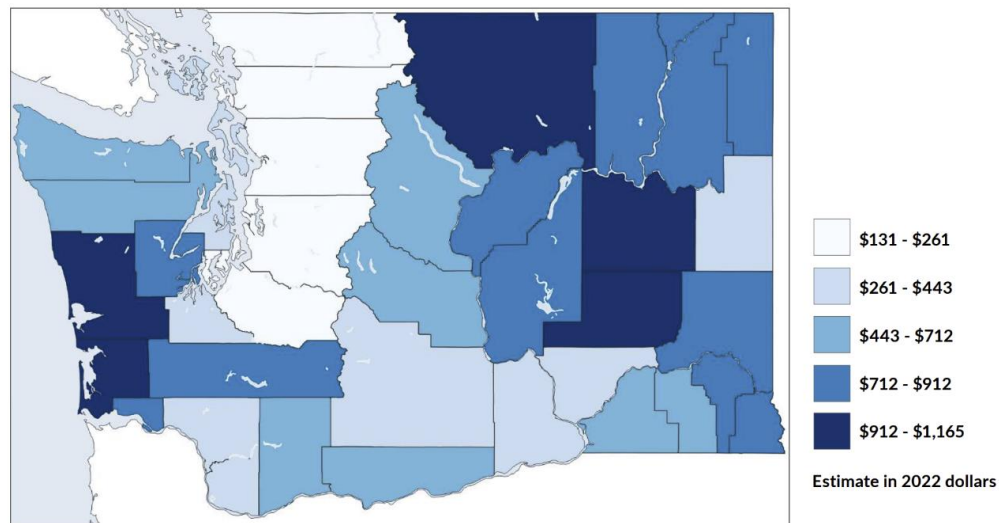


Figure 4: Annual Household Cost of Unmet Transportation Needs by County



Source: Public Transportation Unmet Needs Study

#### How does this relate to the intercity bus program plan update?

This study provides key insights into where unmet trips are occurring throughout the state, the financial impact of unmet transportation needs, and the quality-of-life impacts incurred as a result. These findings help further define where intercity bus service expansion scenarios may be focused, for whom service should be targeted, and what other complimenting services or infrastructure may further enhance the efficacy of public transportation services.



# Washington Statewide Human Services Transportation Plan

The Washington Statewide Human Services Transportation Plan (HSTP), developed by WSDOT, provides a strategic framework for addressing the state's existing and future human services transportation needs through a set of goals and policies that facilitate coordination and maximize resources. The plan was developed in collaboration with local partners and transit agencies, the Human Services Steering Committee, RTPO/MPOs, and members of the public.

Three primary goals are identified in the plan:

- **Accessibility:** Human services transportation is accessible and helps more people get where they need to go.
- **Safety:** People feel safe using human services transportation.
- **Ease of Use:** Human services transportation is easy to use.

Stakeholders and WSDOT identified a list of strategies and actions that can be taken to address unmet needs in human services transportation. The list of actions and strategies was split into two groups, those that are ready for implementation and those that require further legislative direction.

*Strategies (numbered) and actions (lettered) that are ready for implementation are:*

1. **Improve services for people with mobility barriers.**
  - a. WSDOT and transportation providers should continue to support national efforts to increase flexibility for use of federal funds (e.g., Coordinating Council on Access and Mobility).
2. **Ensure an ongoing pool of qualified and trained operators to keep customers safe.**
  - a. CTANW should continue to explore standardized operator training across the state for human service transportation providers.
  - b. WSDOT, CTANW and transit agencies should consider developing a proposal for job training and commercial drivers' license training that enables underrepresented populations to fill jobs in public transportation and electrification maintenance.
3. **Improve the influence of people with mobility barriers in transportation plans and decisions.**
  - a. Government agencies and other transportation service providers should deploy updated tools and invest staff resources to better engage people with mobility barriers.
  - b. Government agencies should update grant-selection processes to improve the consideration of mobility for people with mobility barriers.
  - c. WSDOT should update planning guidance to enable more robust consideration of mobility for people with mobility barriers.
  - d. WSDOT should develop better methodologies to identify unmet needs for people with mobility barriers and estimate costs.
4. **Make it easier to use technology to plan, book, and pay for public transportation.**
  - a. Public Transportation providers should pursue a central repository of data that could support improved services and travel information for people with mobility barriers and one-call/one-click programs.
  - b. Public transportation providers should integrate accessibility features and eligibility into transportation data standards.
  - c. State agencies should update policies to support rural broadband expansion based on findings from the Joint Transportation Committee (JTC) Broadband Access to State Highway Right of Way Study.
  - d. WSDOT should provide technical support to transportation service providers to update data standards and provide data that meets these standards.
  - e. Public transportation providers should provide peer support to collaborate and develop regional fare programs.



**5. Improve access to transit and on-demand mobility for people with mobility barriers.**

- a. WSDOT, local jurisdictions and transit agencies should invest staff resources to emphasize universal access, rider comfort, and safety in planning, project development, scoping, design and delivery of transit stops.
- b. Government agencies and other transportation service providers should include considerations for people with mobility barriers in grants, programs, and policies that relate to mobility-on-demand and first-/last-mile to transit connections.
- c. WDOT and transit agencies should pilot the use of vanpool program flexibility for non-work trips (e.g., groceries, medical appointments, training, and education).

*Strategies and actions that require further legislative action:*

**6. Maintain and expand services for people with mobility barriers.**

- a. Communities should maintain existing public transportation services, including paratransit and human services transportation. To do so, additional federal, state, and/or local funding is needed.
- b. Communities should expand public transportation services to improve mobility for people with mobility barriers. To do so, additional federal, state, and/or local funding is needed.
- c. Communities should expand access to transportation services for people with mobility barriers and improve the efficiency of public transportation services by expanding mobility management and coalitions. To do so, additional federal, state, and/or local funding is needed.
- d. Communities should improve emergency response planning for people with mobility barriers. To do so, additional federal, state, and/or local funding is needed.
- e. Transportation providers should provide data and technology that makes it easier for people with mobility barriers to plan, book, and pay for public transportation.

**How does this relate to the intercity bus program plan update?**

The Washington Human Services Transportation Plan sets forth a set of goals and policies that facilitates intergovernmental and human service provider coordination on transportation issues and maximizes resources to improve transit access to those facing mobility barriers. These policy recommendations include bolstering public outreach and participation to include considerations of those facing mobility barriers in grants, programs, and policy efforts that relate to first-and last-mile transit connections and improving the influence of people with mobility barriers in transportation plans and decisions, making transit easier, safer and more comfortable to use, and developing better methodologies to identify unmet needs. The goals outlined for the Intercity Bus Program Plan Update are consistent and complimentary with those outlined in the HSTP, particularly as it relates to improved accessibility, safety and comfort, and equity.

## Washington State Active Transportation Plan 2020 and Beyond

The Washington State Active Transportation Plan (ATP) 2020 and beyond was created for several purposes including:

- To assess statewide needs of active transportation and micromobility users
- To define the state's interest in a statewide active transportation network
- To meet the transportation needs of people who don't drive
- Meet state laws requiring safety and mobility of public travel
- Meet state laws pertaining to reducing greenhouse gas emissions and energy use through mode shift from SOV's to active transportation
- Meet performance goals and comply with reporting requirements



- Acknowledge and address inequitable impacts on safety and mobility due to infrastructure decisions, especially in places historically harmed, underserved, or dependent on active modes for transport
- Offer recommendations for the statewide active transportation network, including;
  - State highways that allow active transportation use
  - Infrastructure located on, connected to or serving as an alternate route to state highways
  - City streets and sidewalks
  - County roads
  - Trails on public lands
- Planning connections to transit, ferry terminals, passenger rails and airports
- Recommend focusing on multimodal network connectivity and using level of traffic stress to evaluate state highways
- Provide information to decision makers that can be used to support policy and investment recommendations that create safer connections in and between communities

The Plan outlines five goals to organize actions around these objectives and lists a set of sample actions for each goal. The sample actions are intended to serve as a springboard to inspire action and do not represent a comprehensive or exhaustive list. Several of the suggested actions may move the state toward the accomplishment of multiple goals. A specific timeline for actions is not presented as some of the actions may be achievable in a short timeframe, while others may take longer to realize and rely on the identification of funding and other resources. The goals and suggested actions are:

**Connectivity:** Create and connect comfortable and efficient walking and rolling networks so people can reach their destinations and other forms of transportation and have everyday access to physical activity.

- Adopt or update policies in support of network connectivity and comfort.
  - Adopt policies for Complete Streets design approaches on state highways in populations centers.
  - Establish LTS2 or better as the standard for baseline conditions that should be met as roads are improved.
  - Establish a minimum acceptable shoulder width for locations that lack alternate routes.
- Coordinate with partners for development of active transportation infrastructure across jurisdictional boundaries.
  - Develop a connectivity analysis framework that identifies locations on the state system that connects with local and regional existing and planned infrastructure.
  - Participate in statewide trails planning.
  - Review statutes, rules, and other information related to trail development; identify aspects and issues that present barriers to network connectivity and propose solutions.
- Identify and address data gaps including the need for comprehensive facilities inventories and data stewardship to maintain and update information as conditions change.
  - Complete an asset inventory including facilities such as sidewalks and implement a data stewardship plan.
  - Work with partners to identify management solutions for understanding connectivity across jurisdictional boundaries.
  - Provide and utilize data in the statewide trails database that the Recreation and Conservation Office is developing.
  - Develop and maintain GIS data layers for the agency and its partners.
- Provide actionable tools to inform decisions in all phases of WSDOTs work that affects network connectivity and comfort.
  - Develop and apply tools to evaluate proposed projects and their effects on active transportation facilities with methods supported by this plan's analysis.
  - Develop and deliver training for WSDOT staff on best practices in design and operations to support seamless transit access and increase mode shifts.



- Develop additional guidance as needed for treatment selection based on this plan's analytical approach and resources such as FHWA, AASHTO, and NACTO guides, incorporate into future updates of manuals, forms and processes.
  - Provide guidance for making iterative changes over time to accomplish long-term goals through incremental steps, such as decreasing LTS from 4 to 3 or creating a wider shoulder through restriping.
  - Develop definitions for state of good repair and other elements of asset management; track and report active transportation asset condition to enable preservation and maintenance.
- Improve connectivity through construction of sidewalks, trails, bike lanes, crossing and speed treatments, operational changes, and or identification of local alternatives to achieve LTS2 or better.
  - Identify conditions to be addressed in pre-scoping phase on all projects.
  - Incorporate analysis into programming of any appropriate funding sources for changes to the state system that affect active transportation.
  - Update administrative processes concerning mitigation and right of way access to support completion of connections on and across state right of way.
- Measure and report on system performance and integrate core concepts into other agency plans.
  - Develop a regular schedule for progress reports as part of the agency's overall reporting systems.
  - Measure and report system performance for active transportation in terms of network usability, defined by pedestrians and bicyclists' LTS and route directness.
  - Incorporate active transportation concepts into agency updates to measures of VMT reduction, multimodal levels of service, and other performance metrics.
  - Integrate this plan's approach into the update to WSDOT's Highway System Plan and other statewide multimodal plans.

**Safety:** Eliminate deaths and serious injuries of people walking and rolling.

- Adopt policies in support of the Safe System Approach including speed management for safety and increase capacity in WSDOT and its partners to put the policy into practice.
  - Adopt an update to the agency's sustainable safety executive order to incorporate speed management for injury minimization.
  - Re-evaluate existing speed limits and update to injury minimization speed limits, particularly in population centers and where requested by partners to implement local plans.
  - Update intersection control evaluation policy to incorporate speed minimization principles.
- Increase ability in WSDOT and partners to create and manage active transportation facilities that provide lower levels of traffic stress and improved route directness.
  - Identify and schedule updates to manuals and guidance needed to support the Safe System Approach, injury minimization speed management, crossing control recommendations from the 2018 Pedestrian Safety Action Plan, and principals from this plan for LTS and route directness.
  - Develop tools and provide training on LTS analysis for corridors, projects, roadway segments, and intersection/ ramp jurisdictions.
  - Develop performance metrics needed to account for preservation of active transportation facilities as agency assets.
- Improve the way active transportation access is maintained during weather events and construction, maintenance, and other activities that affect safety and accessibility.
  - Update the cooperative agreement with local agencies and other partners concerning maintenance responsibilities in accordance with this plan, local plans, and ADA requirements.





- Develop a template for consistent agreements associated with new infrastructure such as trails to facilitate routine maintenance coordination across jurisdiction boundaries.
  - Review work zone management guidance and update the manual and associated training as needed.
- Develop proactive safety plans for each WSDOT region grounded in the Safe System Approach, systemic analysis, this plan's methodologies, and an equity framework and use them to identify priority locations for improvements.
  - Provide LTS to WSDOT regional offices for use in identifying baseline contextual conditions.
  - Review safety programming guidelines and provide updated information of active transportation safety.
- Identify and incorporate crash data and methods of analysis for active transportation on par with those used to evaluate the transportation system for motorist safety.
  - Develop volume estimates for pedestrian and bicyclist miles traveled to enable calculation of crash exposure.
  - Analyze the state system to identify the high injury network locations and common context and contributing factors, such as "close call" data, crashes that do not involve motor vehicle collision report, hospital admission data, and other sources.

**Opportunity:** Eliminate disparities in access to safe, healthy, active transportation connections for people and communities most dependent on walking, bicycling and transit.

- Integrate equity criteria into decision making and evaluation and report on progress.
  - Update the equity criteria developed for this plan to meet requirements of the HEAL Act and align with future agency practice in environmental justice analysis and project evaluation.
  - Identify equity issues not directly addressed in this plan that future updates can include.
- Clarify and strengthen connections between this plan and the ADA Transition Plan with tools for use in analysis, design, and maintenance.
  - Continue to update the asset inventory that tracks accessibility needs.
  - Develop plans with partners to address locations prioritized based on accessibility needs.
  - Expand notion of ADA accessibility to include use of trail and on-road facilities using a variety of devices (such as three-wheeled bikes); update guidelines as needed.
- Prioritize walking and biking investments in historically overburdened and transportation disadvantaged communities and in locations where these investments arise from local plans and priorities.
  - Provide equity analysis of crash data, network gaps, and other information essential to active transportation safety and mobility to WSDOT and partners.
  - Identify opportunities and implement changes that apply this approach to ongoing activities wherever possible.
- Update policy and practices for state-administered competitive funding programs related to active transportation to expand participation, capacity, and success for applicants in historically underserved communities.
  - Analyze applications to identify communities that do not apply; identify barriers to application; update administrative practices and support to increase participation; track and report results and adjust process as needed.
  - Integrate this plan's analysis into WSDOT grants and funding awards beyond the funding programs administered by the Active Transportation Division.
- Develop equity checks on other goals, report findings, and use results to adjust future implementation efforts.
  - Identify data sources and limitations.
  - Collaborate with other agencies undertaking equity analysis and reporting to arrive at common definitions wherever possible.

**Participation:** Increase the percentage of everyday trips made by walking or bicycling.



- Increase access to transit and other modes by improving active transportation infrastructure and/or lowering the LTS to extend mobility and access to essential services.
  - Coordinate with WSDOT's Public Transportation Division on grants priorities associated with transit access.
  - Participate in developing a guidebook to best practices in design and operations for improved transit and station area access.
  - Participate in agency initiatives addressing the effects of land use on active transportation use.
- Develop and implement updates to data collection to take advantage of new technologies, in-depth surveys, and other mechanisms.
  - Identify data sources needed to more fully understand active transportation use and barriers to participation.
  - Partner with local and regional agencies to collect data that all agencies can use.
- Develop and implement improved wayfinding, signage, route planning, and other information resources to make the system legible and understandable for all users.
  - Establish a plan for installation of uniform signage to support access from state highways to regional and local systems.
  - Collaborate with partners to develop trail signage standards as required by [state law] and adopt regulations as needed to supplement MUTCD standards in support of appropriate trail signage.
- Evaluate and improve existing Safe Routes to School curriculum, planning, and other programs that help increase the number and frequency of children walking and bicycling.
  - Continue to conduct the student travel survey regularly to understand children's trips to/from school.
  - Convene state agencies and stakeholders to explore options for both school-based curriculum delivery and other mechanisms for people of all ages.
  - Identify schools adjacent to state highways, with a high proportion of students receiving free and reduced cost meals. Inventory whether they have up-to-date walk route maps and work with partners to identify funding sources to develop maps where they are not available.
  - Provide data for WSDOT Region offices to assess in working with local agencies to identify the potential need for crossing locations, speed management, and other treatments.
- Partner with agencies and organizations to establish a central clearinghouse for active transportation safety education and training materials appropriate for all ages and abilities.
  - Explore opportunities with the Washington Traffic Safety Commission and other agencies and organizations.
  - Identify funding source(s) for development and maintenance of online materials.
  - Develop a timeline for analysis of education and encouragement needs to address in a future update to this plan.

**Partnership:** Collaborate and coordinate with public, tribal, nonprofit, and private partners to complete and improve the network across boundaries.

- Strengthen partnership mechanisms that enable advance planning and coordination for collaborative projects and activities throughout the network lifecycle.
  - Collaborate with partners to clearly identify needs along, across, and connecting the state highway system and align plans around shared priorities and projects.
  - Establish reliable partnership mechanisms that enable advance planning and coordination for collaborative projects and activities.
  - Review the Local Agency Guidelines Manual and update as needed to incorporate best practices.
- Partner in data-sharing to identify available facilities and their quality and condition, including ADA accessibility.
  - Develop a plan and timeline for data-sharing on facilities, active transportation modeling and forecasting, and other information needed for effective collaboration.



- Identify and implement process improvements to streamline agreements involving projects on state right of way.
  - Develop templates and umbrella agreements to simplify consistent decision making.
  - Develop clear mechanisms to fund projects on local systems that help close active transportation gaps on the state system.
  - Identify policies and processes that support or hinder this capability. Advance questions to appropriate leadership for consideration.
- Coordinate and collaborate with other state agencies where the work will advance multiple policy goals in health, environment, commerce, recreation, education, and equity.
  - Continue participation in existing efforts led by other agencies such as RCO's State Comprehensive Outdoor Recreation Plan steering committee.
  - Continue reviewing state plans that could incorporate active transportation toward identified goals and submit suggested language.
  - Participate in the HEAL Act implementation team.
- Build and maintain ongoing relationships with communities of those who have been historically underrepresented, marginalized, or disenfranchised to identify priority issues affecting the use of active transportation. Apply their knowledge to update implementation plans.
- Convene regular information sharing connections for WSDOT regions with partners and constituents to share progress on this plan's implementation, upcoming and completed projects, and other activities that cross jurisdictions boundaries.
- Continue to coordinate with the Cooper Joes Active Transportation Safety Council on safety issues.
- Work with this plan's Stakeholder Steering Committee to develop a structure and recommendations for an ongoing advisory group.

#### **What does this mean for intercity transit?**

The Washington State Active Transportation Plan sets forth goals and policy recommendations that guide decision makers toward creating a transportation system that is capable of moving people seamlessly across jurisdictional boundaries, with a focus on population centers. The plan recommends future analysis to bring rural areas into the conversation and emphasizes the need to provide options for first- and last-mile access to transit, evaluate active mode facilities based on level of traffic stress (LTS) and user comfort, factoring in the directness of routes and crossing availability, applying equity factors in evaluations for prioritizing facility improvements, and using travel need and latent demand as justification for new facilities rather than usage counts alone. The plan also identifies the importance of closing gaps located on or created by state facilities, developing implementation plans with clear responsibilities, and aligning policy changes, funding, and commitment to the state's Target Zero policy. Overall, the goals and objectives of the Active Transportation Plan are in alignment with the goals of the WSDOT Intercity Bus Program Plan Update.

## **Feasibility of an East-West Intercity Passenger Rail System for Washington State**

The East/West Rail Report (June 2020) was conducted to examine the feasibility of constructing an east/west passenger rail service between Seattle and Spokane with stops in Tukwilla, Auburn, Cle-Elum, Yakima, Ellensburg, Tri-Cities, and Toppenish. The study identifies several locations where new track infrastructure would be required including additional or longer passing tracks and new or expanded passenger stations.

The overall conclusions of this study found that while introducing service from Seattle to Spokane would be technically feasible and could generate ridership above or comparable to other Amtrak State supported services, the journeys would be long (a little over 8.5 hours from Spokane to Seattle) and cost,



particularly upfront costs, for infrastructure and other required improvements could be prohibitive. The study recommended further investigation of capital and operating costs, specifically regarding liaison and agreement with BNSF.

#### **What does this mean for intercity transit?**

The feasibility study's findings on an East-West intercity passenger rail system for Washington State offer important insights into the future of intercity transit, particularly the role of intercity bus services. The study predicted a low diversion rate from intercity buses to passenger rail, most likely due to the increased travel time. For Spokane residents and many rural communities, intercity bus service remains an important and relevant development priority. Below, we highlight the potential high-level implications and benefits of expanding intercity bus service across Washington versus passenger rail alternatives.

#### ***Political Implications***

The development and expansion of intercity bus services versus a new passenger rail system may become politically charged, particularly given the significant investment required for rail infrastructure compared to bus services. Policymakers may face pressure to balance the interests of urban and rural constituencies. Urban areas may advocate for rail development due to potential economic benefits and increased connectivity. At the same time, rural communities may advocate for improved bus services that are more practical and cost-effective.

The decision to prioritize bus services over rail may also highlight equity concerns, especially if rural areas feel overlooked in favor of urban-centric projects. Ensuring that rural communities have a strong voice in transportation planning is critical to avoiding political backlash and ensuring that any transportation development is inclusive and equitable.

#### ***Service Implications***

From a service standpoint, the study concludes that intercity buses will likely continue to be an important mode of transportation, particularly in communities like Spokane and other rural areas where rail is not feasible. The longer travel times associated with rail than buses indicate that buses will remain the more practical option for many residents, providing a faster and more flexible service.

However, given the reliance on bus services, there must be a focus on improving the quality and frequency of bus routes. Improvements could include better integration with other modes of transportation, more frequent service, and improved amenities to make bus travel more appealing. There is also an opportunity to expand the network to reach underserved areas, potentially increasing ridership and decreasing the number of people relying on personal vehicles.

#### ***Improving Access to Rural and Needy Communities***

One of the most significant advantages of focusing on intercity bus services is the potential to improve transportation access in the most underserved and rural areas. By expanding bus service to previously underserved areas, the state can help ensure that all residents, regardless of location, have access to essential services, job opportunities, and educational institutions.

This emphasis on equity is significant for the State of Washington and its rural areas, where transportation choices are often limited. Enhanced bus services could significantly reduce isolation in these communities, improving quality of life and economic opportunities.

#### ***Impact on Mobility Across the State***





Improving intercity bus services could significantly impact mobility throughout Washington State. Buses, by providing a dependable and efficient alternative to personal vehicle travel, can help reduce traffic congestion, lower carbon emissions, and make it easier for people to move around the State. This would benefit not only rural residents but would also help to ensure the long-term viability of the state's transportation system.

Improved connectivity facilitates greater economic integration between urban and rural areas, spreading economic benefits evenly throughout the state.

The findings of the East-West intercity passenger rail feasibility study highlight the continued importance of intercity bus services in Washington State, particularly in rural areas. By addressing the political, service, and equity implications, as well as focusing on continuous improvement and sustainability, Washington State can ensure that its transportation system meets the needs of all of its residents now and in the future.







# Appendix B

**Detailed summary of  
survey responses**



## Respondent Characteristics

The following section describes the demographic characteristics of the survey respondents broken out by type of intercity bus passenger (frequent rider, infrequent rider, and non-rider).

### Intercity Bus Usage

Among the respondents, 133 either have never used intercity bus or used to but no longer do, 71 use intercity bus infrequently (once a month or a few times a year or less), and 26 use intercity bus frequently (daily or weekly). Throughout this section, “frequent” refers to travelers who use intercity bus services daily or weekly, “infrequent” refers to travelers who use intercity bus services monthly or a few times a year or less, and “non-rider” refers to individuals who no longer use intercity bus services or who have never used intercity bus services.

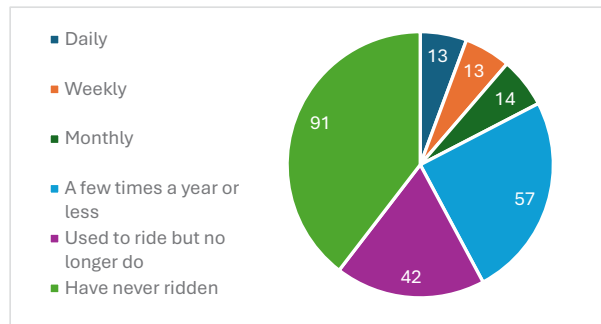


Figure 1: Number of Respondents by Frequency of ICB Use

### Age

Individuals aged 60-74 made up the largest group of respondents and comprised the largest group of frequent rider and non-rider categories individually. Among infrequent riders, people aged 45-59 made up the age group with the largest number of respondents. As the proportion of older adults continues to grow in Washington State, intercity services in the state should identify opportunities to better support older adult access to and ease of use of the system through improved traveler-facing information, clear and easy-to-use trip planning and booking processes, and increased availability of services that support individuals who travel with a wheelchair or other mobility aid.

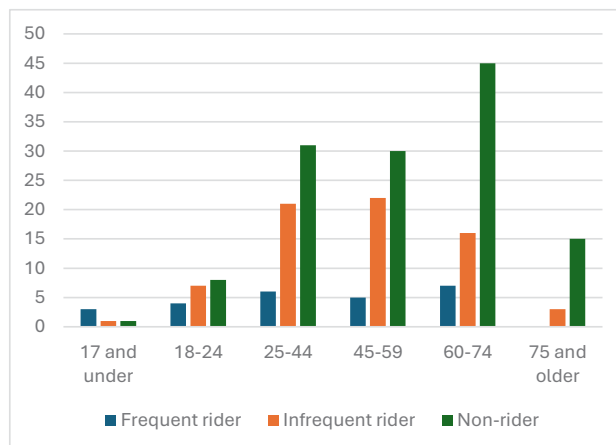


Figure 2: Number of Respondents by Age and Frequency of ICB Use



### Race and ethnicity

Most respondents (81%) identify as white, and over 10% identify as Latino. Because respondents could identify more than one race and/or ethnicity, the percentages will not add up to 100%. Some respondents who selected “Two or more races” also selected individual race categories, and some did not.

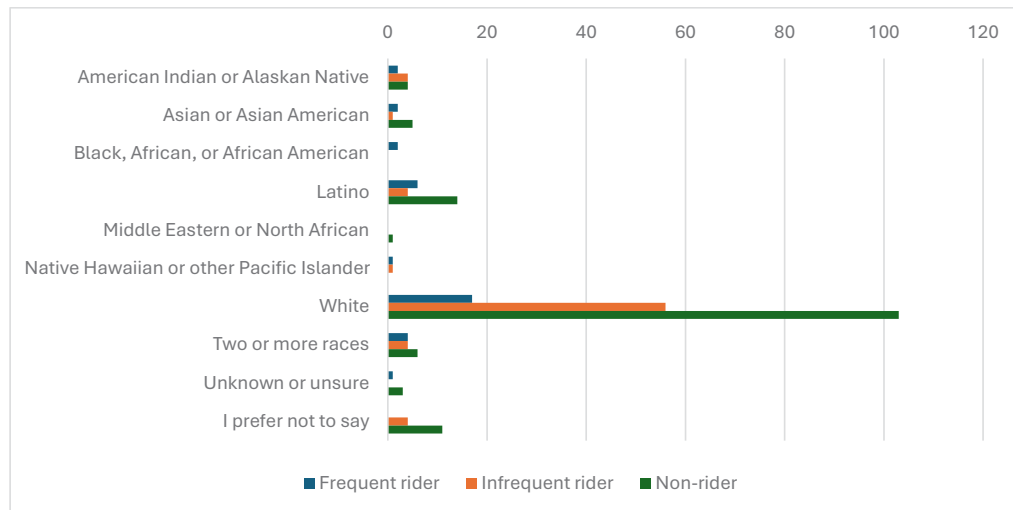


Figure 3 Race and Ethnicity of Respondents by Frequency of ICB Use

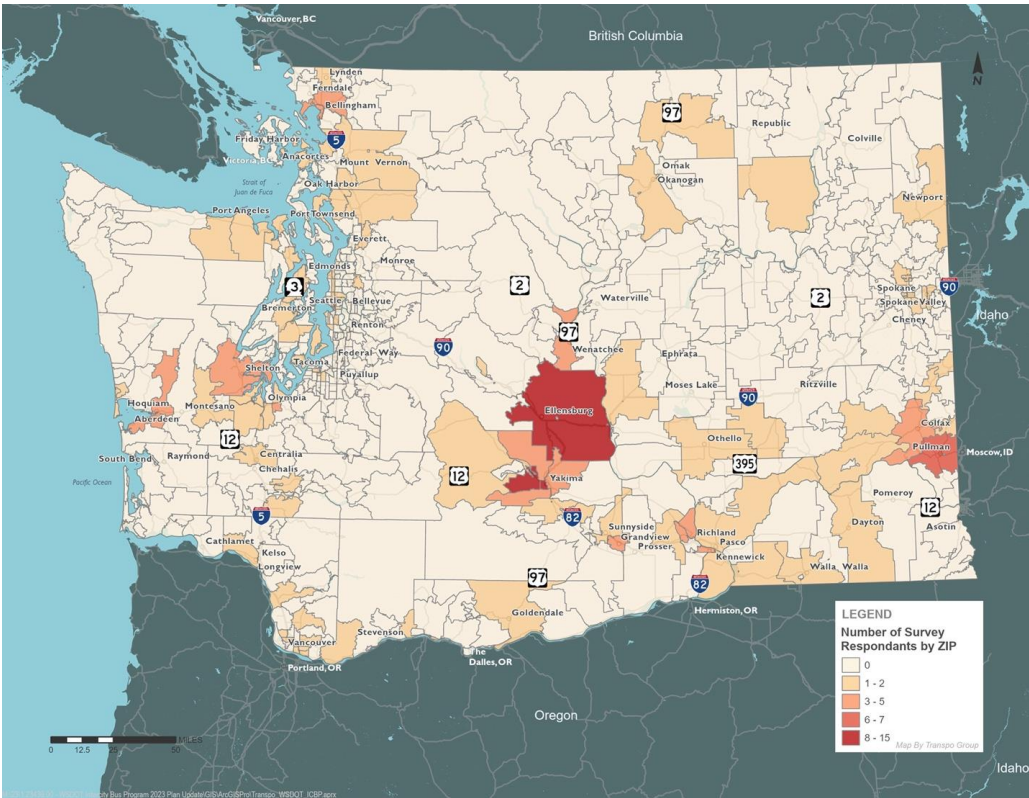
### Language(s) Spoken at Home

Most respondents (88%) speak English at home. Among all respondents, 8% speak Spanish at home. Among frequent riders, 27% speak Spanish at home. Other languages that were identified by respondents include Mongolian and Dutch. Among current intercity bus providers, Amtrak, Greyhound, and FlixBus sites have a built-in translation function for the website. Jefferson Lines and Northwestern Stage Lines do not have built-in translation for their websites. For Travel Washington routes, due to varying operators between the services, the Grape and Gold Line websites include a built-in translation tool, but the Apple and Dungeness do not. With an increasing Spanish-speaking population in the state, intercity bus service information should be provided in Spanish across all services.





# Residence



# Income

In general, frequent riders have lower incomes than infrequent riders and non-riders. Among frequent riders, 73% make under \$50,000/year, with 42% making less than \$25,000/year. Among infrequent riders and non-riders, over 50% make \$75,000 or more per year. The lower income of frequent riders, combined with responses to other survey questions, suggests that, for many frequent riders, the bus is often the most (or only) accessible intercity transportation option, even if there are other service modes available.

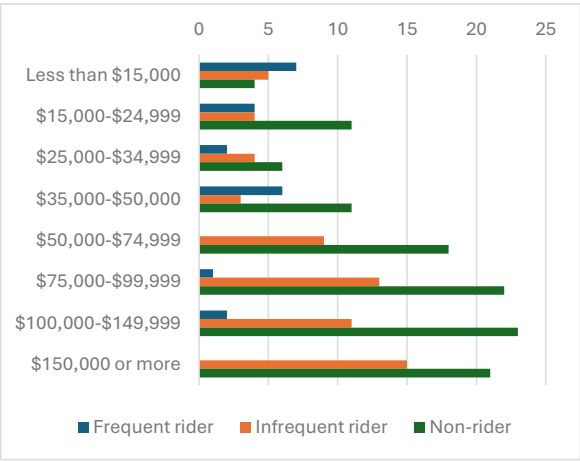


Figure 4: Annual Income of Respondents by Frequency of ICB Use



### Employment

Just over half of all survey respondents are employed full time, with this category making up the largest employment status category for each group. Among frequent riders, 31% are employed full time, 19% are disabled and unable to work, and 15% are employed part time. Among infrequent riders, 63% are employed full time, 13% are retired, and 7% are employed part time. Among non-riders, 48% are employed full time, 31% are retired, and 9% are self-employed. With many frequent and infrequent riders employed full time, the frequency and timed connections of the intercity bus services are especially important, as connections requiring an overnight stay or that only operate during traditional work hours may cause riders to take one or more days off work for even just one leg of their trip.

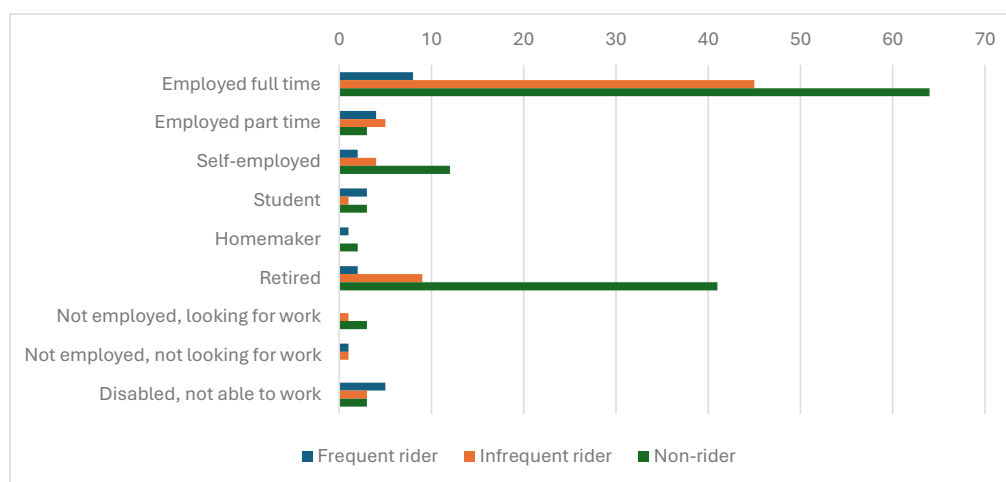


Figure 5 Employment Status of Respondents by Frequency of ICB Use

### Ability to Drive

Respondents were asked, “Are you able to drive and have a current driver’s license?” Among frequent riders, 50% of respondents cannot drive, compared to 11% of infrequent riders and 5% of non-riders.

### Vehicle Access

Respondents were asked, “Do you have access to a personal vehicle that you drive?” Among frequent riders, 58% of respondents do not have access to a

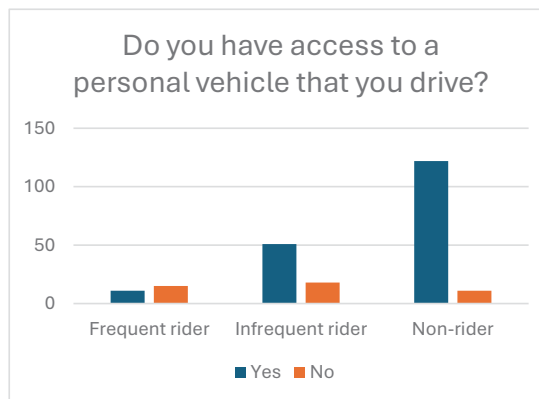


Figure 6: Respondents' Vehicle Access by Frequency of ICB Use



personal vehicle that they drive, compared to 25% of infrequent riders and 8% of non-riders.

#### Disability

Among frequent riders, 54% of respondents have one or more disabilities, compared to 17% of infrequent riders and 25% of non-riders. The survey did not collect information about specific types of disabilities. To better support travelers with diverse disabilities, intercity bus providers should ensure the accessibility of their services regarding bus stops and amenities, vehicles, and traveler-facing information online, onboard, and in print.

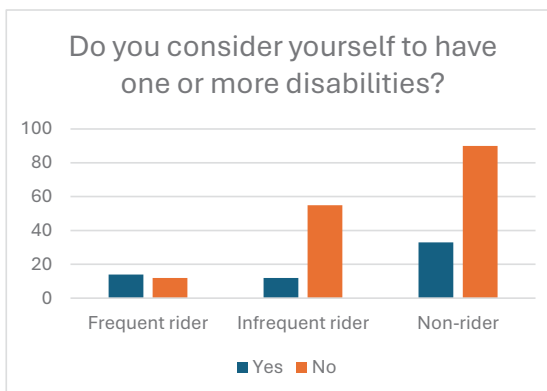


Figure 7: Number of Respondents with One or More Disabilities by Frequency of ICB Use

### Respondents' Experience of Intercity Bus Services

For respondents who indicated that they use intercity bus services currently, the survey presented questions related to how they use intercity bus, barriers to increased use, and their suggestions for improvements.

#### Trip Types

Respondents were asked which destinations they travel to using intercity services. Response options also included "Correctional facility" based on analysis from the previous Washington Intercity Bus Study, but no respondents selected this option. Six infrequent riders also noted the airport as a destination, with two specifying SeaTac. Frequent riders rely on intercity service for a balanced set of trip types, with 50-60% of respondents using intercity bus to travel to work, errands, visit friends and family, recreation, and grocery shopping, and 38% using intercity to access healthcare. Among infrequent riders, 50-60% of respondents use intercity to visit friends and family or recreation.



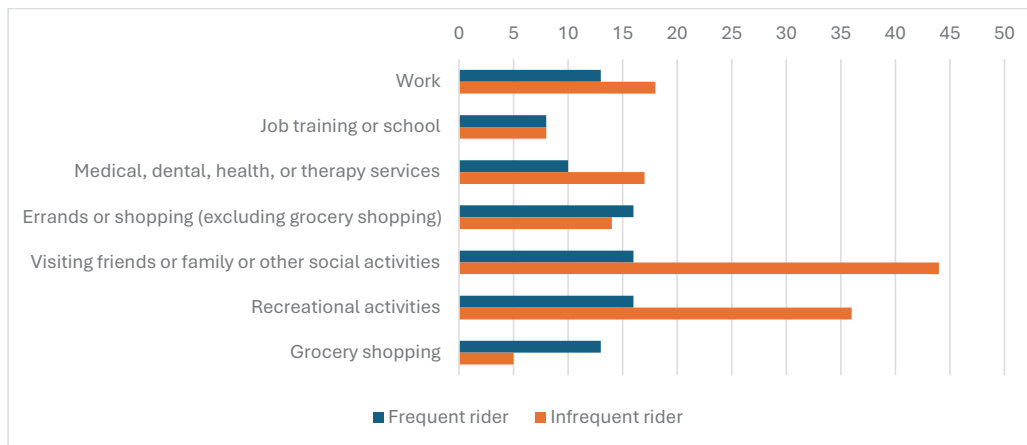


Figure 8: Type of Trips Respondents Take on ICB by Frequency of ICB Use

### Accessing Intercity Bus Service

Respondents were asked to identify the ways they physically access intercity bus services. The local bus was the most common way to access ICB, with 85% of frequent riders and 62% of infrequent riders selecting that option.

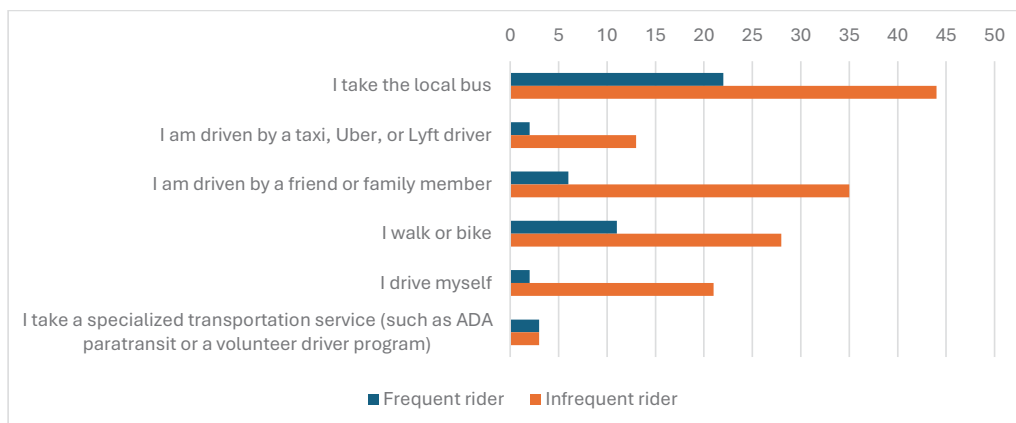


Figure 9: How Respondents Access Intercity Bus Services by Frequency of ICB Use

### Why Riders Use Intercity Bus Services

Respondents were asked to share the reasons that they use ICB services. Frequent and infrequent riders shared the same top two reasons—that using ICB is good for the environment and saves them money. Based on the most shared reasons for using ICB, ICB providers may want to consider emphasizing the cost-saving, environmental, and convenience benefits of their services.





- Frequent
  - Using public transit is good for the environment
  - It saves me money
  - I do not have a car, or there is only one car available in my household
  - So I do not have to look for or pay for parking
- Infrequent
  - Using public transit is good for the environment
  - It saves me money
  - So I do not have to look for or pay for parking
  - I do not like to drive myself long distances

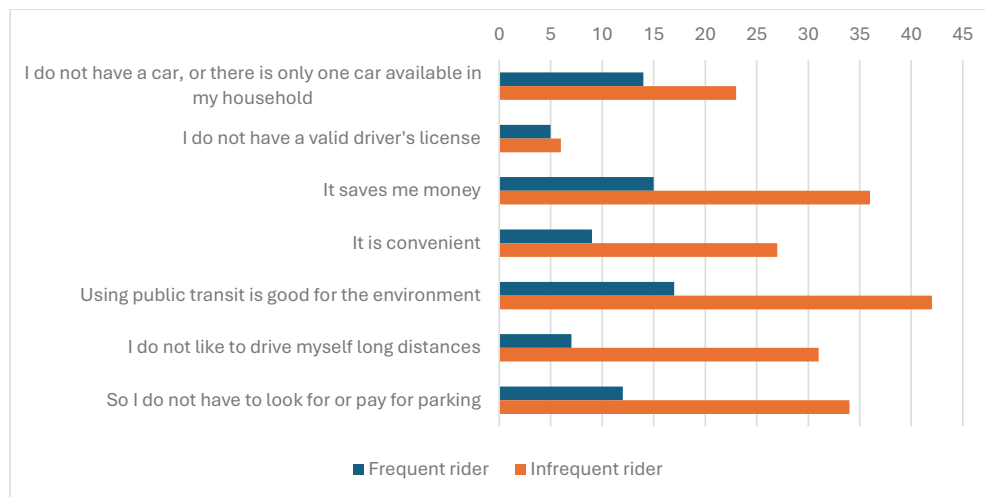


Figure 10: Why Respondents Use ICB by Frequency of ICB Use

#### How Riders Would Travel without ICB

Respondents were asked, “If the intercity bus services were not available, such as during COVID service suspensions, what alternative options would you or did you use to make intercity trips?” Just under half (46%) of frequent riders indicated that they would not be able to make intercity trips if ICB services were not available; this was the most chosen response for frequent riders. The second most chosen option was that the respondent would get a ride from family or friends. While this option may still allow the rider to access their destination, it requires another person to spend that time, potentially needing to take time off of work or otherwise alter their schedule and limiting the rider’s ability to travel. For infrequent riders, the most chosen response (52%) was that the respondent would drive.



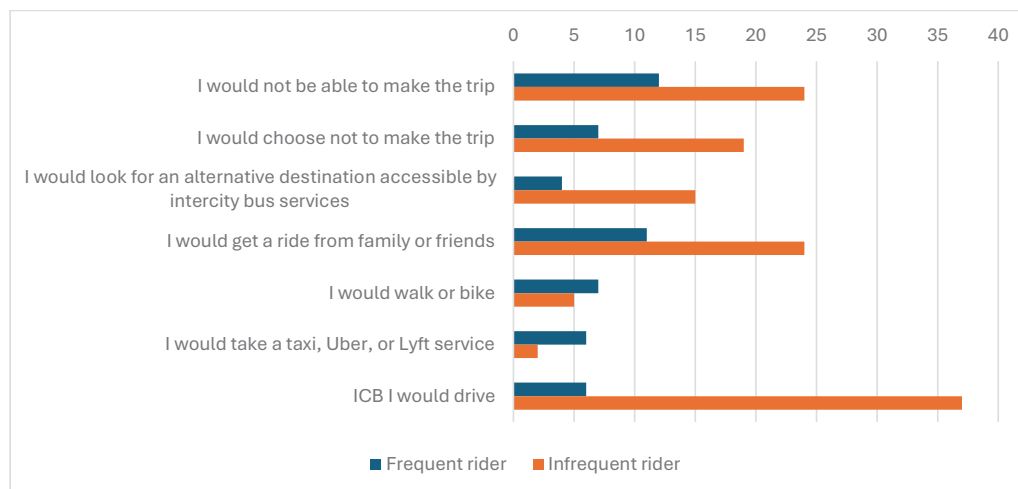


Figure 11: How Riders Would Make Intercity Trips without ICB Service by Frequency of ICB Use

### Desired Destinations

Current intercity bus riders were asked, “Are there regional or state destinations that you need or would like to travel to using intercity bus services if more service was available?” This question helped identify areas already served but that may need more frequent service in addition to potential new areas. In addition, if a respondent chose “Add new routes to serve new destinations” as one of their top three priorities for improving intercity bus, they were asked, “What new destinations would you like to see served by intercity bus?” and then prompted to share how often they would use that service.

Based on the information provided for these two questions, additional origin-destinations patterns were gathered. Trips 45 miles longer or more were considered intercity bus requested connections. However, some responses only provided information on the origin or the destination, and not both. For those that only provided their origin or destination, the analysis assumes that there is a desire for more intercity bus to serve that area generally.

Several responses included requests for improvement to local service or for airporter or shuttle service, which, as described in Chapter 3, are not defined as intercity bus services for this study. Locations that were requested five or more times as one end of a trip, and the locations respondents requested connections to, included:

1. Seattle (20 connection points) to Aberdeen, Anacortes, Bellingham, Clarkston, Cle Elum, Leavenworth, Mount Rainier, Ocean Shores, Olympia, Othello, Pasco, Port Angeles, Port Townsend, Republic, Richland, Sequim, Stanwood, Vancouver, Walla Walla, Wenatchee



2. Spokane (13 connection points) to Auburn, Bellingham, Bonney Lake, C’oeur d’Alene ID, Enumclaw, Inchelium, Kennewick, Monroe, Moses Lake, Republic, Sunnyside, Tonasket, Walla Walla
3. Yakima (13 connection points) to Hood Canal, Ilwaco, Kennewick, Leavenworth, Olympic Peninsula, Pacific coast, Pasco, Portland OR, Pullman, Richland, Sequim, Steven’s Pass, Wenatchee
4. Bellingham (12 connection points) to Arlington, Concrete, Everett, Federal Way, Leavenworth, Port Angeles, Port Townsend, Seattle, Spokane, Steven’s Pass, Vancouver, Wenatchee
5. Port Angeles (7 connection points) to Bellingham, Bremerton, Poulsbo, Port Townsend, Seattle, Silverdale, Tacoma
6. Portland, OR (6 connection points) to Bremerton, Olympia, Poulsbo, Silverdale, Tacoma, Yakima
7. Wenatchee (6 connection points) to Bellingham, Everett, Republic, Seattle, Sunnyside, Yakima
8. Leavenworth (5 connection points) to Bellingham, Everett, Seattle, Stanwood, Yakima
9. Vancouver, WA (5 connection points) to Bellingham, Goldendale, Pullman, Seattle, Walla Walla

Several of these, and other less common requests are already served by one or more intercity bus services. Where that is the case, the request was considered a request for more frequency, though it may instead reflect a survey respondent’s lack of awareness of existing options.

## Barriers and Recommendations

All respondents were asked about the barriers to them using intercity bus at all or more often and about their priorities for improving intercity bus services.

### *Barriers to ICB Use*

Both riders and non-riders were asked, “What prevents you from using intercity bus services or using intercity bus services more often?” The top three barriers for frequent users are that the services are not available on days when needed (46%), the services are not available at the time of day needed (42%), and service does not go where needed (38%). Among infrequent riders, the top three barriers are that services are not available at the time of day needed (59%), service does not go where needed (51%), and the trip takes too long on the bus (39%). For non-riders, the top three barriers are service does not go where needed (47%), service does not come close enough to the respondent’s home



(41%), the services are not available at the time of day needed (32%), and (tied for third place), the trip takes too long on the bus (32%).

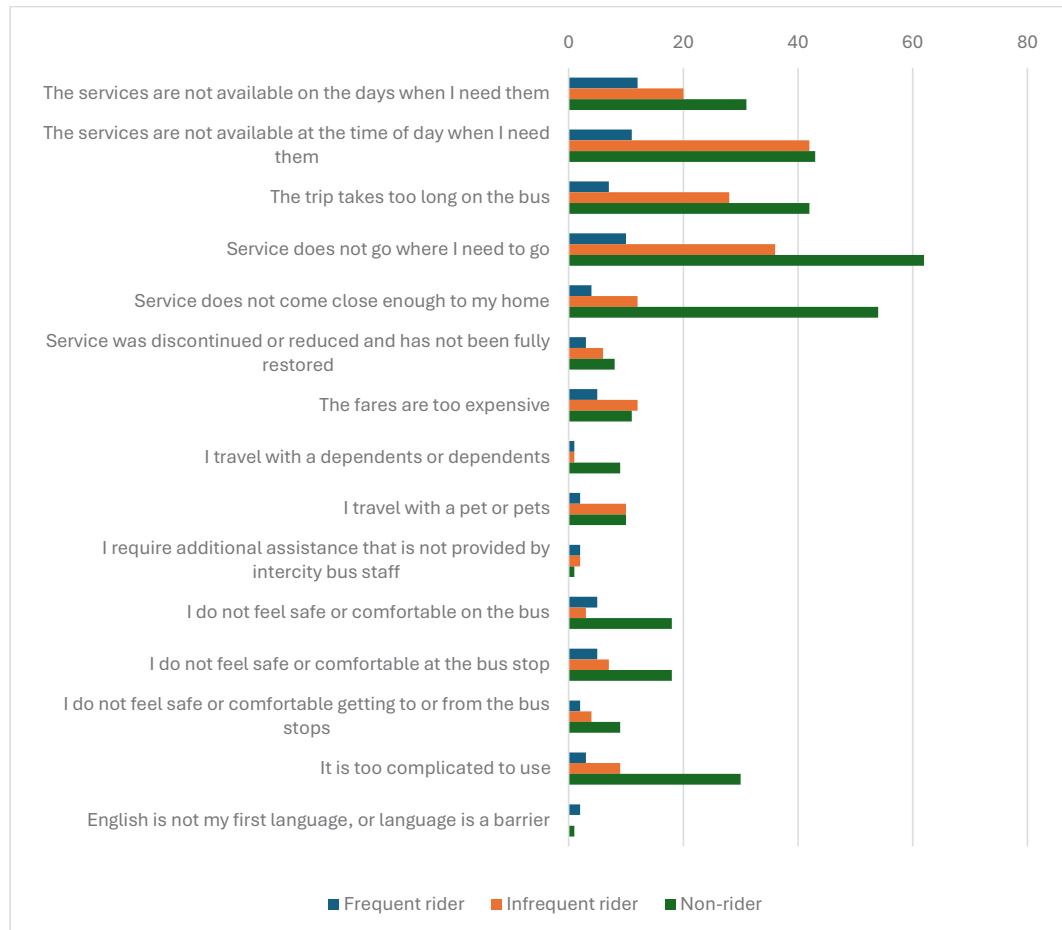


Figure 12: Barriers to Using ICB At All or More Often by Frequency of ICB Use

Respondents were given with the option of choosing “Other” and providing their own thoughts on barriers to their use of intercity bus services. Themes from these responses, by rider frequency, included:

- Frequent:
  - There is limited access for people using wheelchairs or walkers.
  - There is a need for sliding fee scale, discounts for low-income, and/or the ability to accept insurance coverage for payment.
  - Weather affects comfort and safety.





- The buses do not run late enough at night.
- Infrequent:
  - Information about the services is very difficult to navigate, especially among the many providers and sites.
  - Hubs where multiple services connect do not provide sufficient information about the ICB services.
  - Bus comfort and amenities need improvement.
  - Services do not operate on the days and at the times needed.
  - Busses do not allow for easily traveling with a bike or with gear such as skis.
- Non-rider:
  - Busses do not allow for easy traveling with a bike or with gear such as skis.
  - Information about the services is very difficult to navigate, especially among the many providers and sites.
  - Services do not operate on the days and at the times needed.
  - Several transfers are required to make the trip.
  - Transportation access at the end destination is lacking.
  - Intercity bus isn't as convenient as driving or taking the train.

#### *Priorities for Improvement*

Respondents were asked to choose three responses to “Which of the following strategies would improve your intercity bus experience the most?” The top three priorities for frequent users are to increase frequency of service (58%), add new routes to serve new destinations (54%), and improve conditions at bus stops (38%). Among infrequent riders, the top three priorities are to increase frequency of service (73%), add new routes to serve new destinations (62%), and improve timing of connections to other transportation services (51%). For non-riders, the top three priorities are to add new routes to serve new destinations (60%), increase frequency of service (52%), and improve information about services (44%).



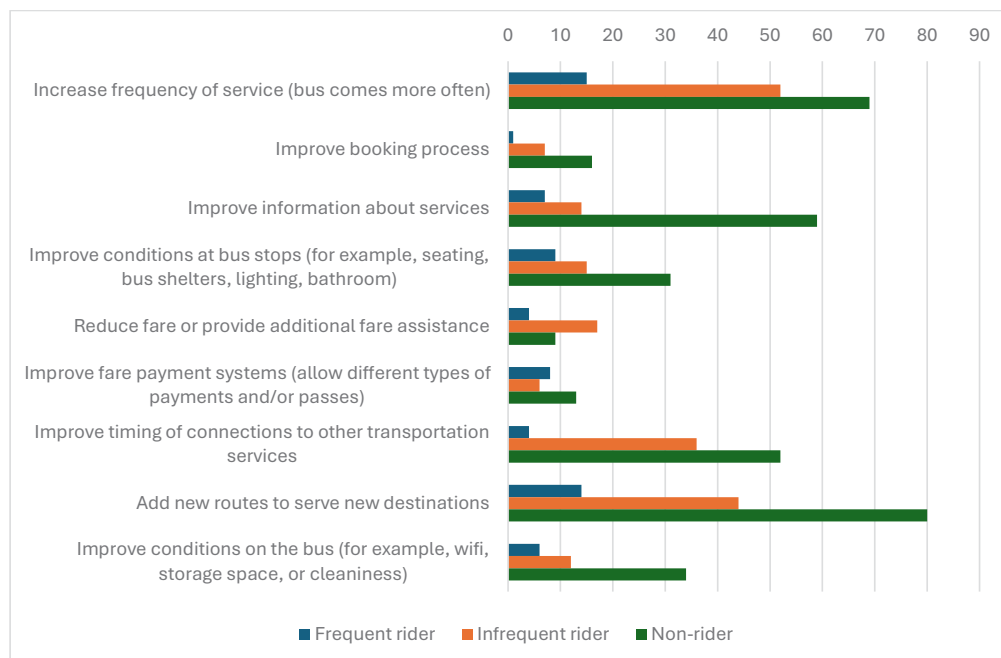


Figure 13: Top Priorities for Improving ICB Experience by Frequency of ICB Use

Respondents were given with the option of choosing “Other” and providing their own priority for improving intercity bus services. Few respondents used this option, and there were no themes among the responses. Responses included integrating fare payment with the ORCA card, allowing for easier bike storage on the bus, providing on-demand stops at smaller communities along the route, and improving visibility of existing stops. Besides having the option of prioritizing their “other” response among their top three requests, respondents were given the opportunity provided further improvement strategy ideas. Themes from these responses include:

- Better access to bathrooms on the bus and at stops
- Improved traveler-facing information about real-time bus location and arrival
- Centralized, easy-to-use website with schedules, interactive maps, planning tools, fares, bike accommodation, and connection opportunities
- Safe parking at bus stops
- Option to book by phone
- More direct routes with fewer stops



## Other Comments

Respondents were given the opportunity to provide any further comments and questions to the project team. Themes from these responses include:

- Need for better connections to smaller communities and more than one stop within larger communities
- Preference for clean busses with amenities (charging, Wi-Fi, air conditioning)
- Concerns about safety at connection hubs in urban areas
- Need for better marketing of intercity bus services (as well as commuter and airporter services)
- Need for better connections across the Washington/Idaho and Washington/Oregon borders
- Appreciation for professionalism of the drivers
- Overall need for better wheelchair access and accommodation







# Appendix C

**Detailed engagement  
summaries**



## Central Washington University Tabling

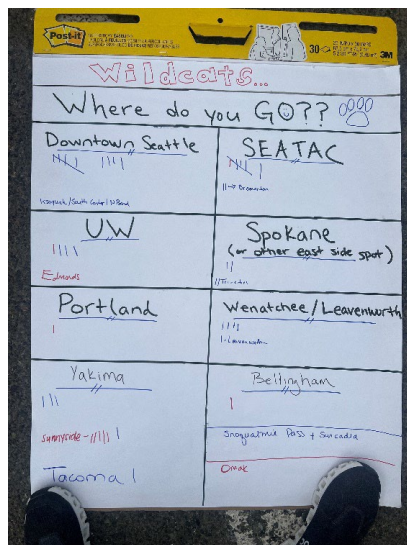
Date	May 29, 2024
Number of interactions	33
Key takeaways	<ul style="list-style-type: none"> <li>• Seattle destinations are the most popular.</li> <li>• Recreation and visiting friends or family are primary trip purposes.</li> <li>• Most people drive to travel outside of their community, citing convenience, schedule and cost for doing so.</li> </ul>

### Overview

Members of the project team conducted tabling in the Central Washington University (CWU) Student Union and Recreation Center (SURC) from 11:15 a.m. – 2:15 p.m. to talk with students and staff about places they go outside of their community, how they get there, how often they travel, and the purpose of their trip. We also assessed familiarity with the current bus network and how it could be improved to better serve the individual and community.

A map of Washington with the current intercity bus network was paired with a flip chart was used to record (via tally marks) the places people travel to outside of their community. This served as a conversation starter and opened the door to discuss personal regional travel experiences with table visitors.

### Where they travel



**Left:** Location tally marks collected on the flip chart.

**Above:** Project staff conducting an intercept interview with a CWU student.

Seattle was the most popular destination, with 19 total trips to various destinations in and around the City. SeaTac airport and Sunnyside tied for second place, each with 6 total trips.

- 9 – Downtown Seattle

- 6 – SeaTac airport
- 6 – Sunnyside
- 4 – UW
- 4 – Wenatchee
- 3 – Yakima
- 2 – Other King County locations (Issaquah / North Bend / Edmonds)
- 2 – Bremerton (via transfer to ferry in Seattle)
- 2 – Spokane
- 2 – Tri-Cities
- 1 – Leavenworth
- 1 – Omak
- 1 – Tacoma
- 1 – Portland
- 1 – Prosser
- 1 – Bellingham

## How they travel

Most people who have a car indicated that that is their primary mode of traveling outside of their community. Not surprisingly, those who do not have a car or driver's license are more reliant on the existing network.

## Why they travel

Many students also indicated they use the service to go home and visit friends and family. Medical appointments, particularly at UW, were also cited as a reason for travel. Yakima is a travel destination for running errands.

## Other notes

- While a few students were unaware that intercity bus service existed, there is a potential opportunity to work with CWU to increase awareness of transit options for students.
- Many brought up safety concern issues with public transit, though complaints centered around transit services they would connect to, not intercity bus service.
- The most common mitigating factor to using the service is the schedule and time that it takes to use the service, particularly if transfers are involved. People with a car prefer the flexibility of driving. Some also want to see later return trip times.
- Some also indicated that the cost to use FLIX was too high, stating it didn't really save money to use the service. One person specifically mentioned that they use the service to avoid parking fees at the airport.
- Some said that more frequent service and a covered transit center, with parking, would be helpful in encouraging them to consider using the service.



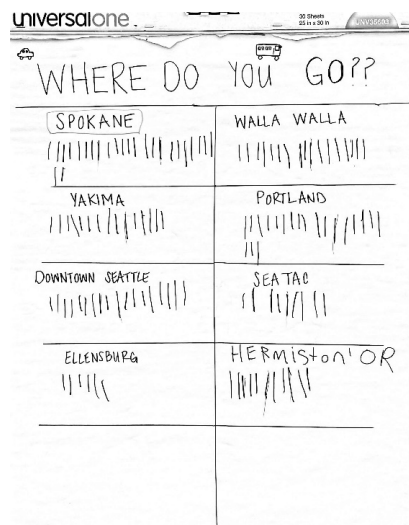
## Miramar Health Fair Tabling

<b>Date</b>	June 14, 2024
<b>Number of interactions</b>	140
<b>Key takeaways</b>	<ul style="list-style-type: none"> <li>• Recreation is the primary trip purpose.</li> <li>• Most people drive to travel outside of their community, citing convenience and individual schedule as the reason.</li> <li>• Respondents suggested improving marketing or available accessible information</li> </ul>

### Overview

Members of the project team conducted tabling in the Miramar Health Fair in Kennewick, WA from 3:00p.m. – 6:00 p.m. to talk with members of the community and healthcare staff about places they go outside of their community, how they get there, how often they travel, and the purpose of their trip.

A map of Washington with the current intercity bus network was paired with a flip chart used to record (via tally marks) the places people travel to outside of their community. The Health Fairs staff passed out passport cards for attendees to get stamps at participating booths. This drove a number of people to stop by our table. The project staff used this opportunity to discuss personal regional travel experiences with table visitors.



**Left:** Location tally marks collected on the flip chart.

**Above:** Project staff interacting with booth visitors.

## Where they travel

Popular destinations from the flip chart showed larger metropolitan areas including Spokane, Portland, and Seattle.

- 25 – Spokane
- 20 – Portland
- 18 – Downtown Seattle
- 17 – Walla Walla
- 15 – Yakima
- 11 – Hermiston, OR
- 9 – SeaTac
- 6 – Ellensburg

## How they travel

Most attendees travel using a car. Many noted that schedule flexibility is the primary reason. When considering traveling by intercity bus, they cited the schedule and timing would prevent them from choosing it as an option.

## Why they travel

Recreation was the most common trip purpose, followed by medical services and errands.

## Other notes

- Many booth visitors had not heard of the intercity bus network. A few said better marketing and more accessible information on how to ride intercity bus as well as how it connects to local and regional bus systems would make it less intimidating.
- A few booth visitors shared that they prefer taking the car due to the large family size they travel with.
- Those who have taken intercity buses wanted improvements to cleanliness and comfort.





## Ellensburg Farmers Market Tabling

Date	June 15, 2024
Number of interactions	250+
Key takeaways	<ul style="list-style-type: none"> <li>• Visting family, recreation, medical service, and errands are the primary trip purposes.</li> <li>• Seattle and SeaTac are popular destinations. Many have used the Bellair Airporter Shuttle and have had a positive experience.</li> <li>• Booth visitors wanted increased frequency for the Airporter Shuttle and additional stops for destinations like specialty health care.</li> <li>• Respondents suggested improving marketing or available accessible information</li> </ul>

## Overview

Members of the project team conducted tabling in the Ellensburg Farmers Market from 9:00 a.m. – 1:00 p.m. to talk with members of the community about places they go outside of their community, how they get there, how often they travel, and the purpose of their trip.

A map of Washington with the current intercity bus network was paired with a flip chart used to record (via tally marks) the places people travel to outside of their community. The booth was located near one of the market entrances and by the prepared foods, making it a high-traffic area where the project staff could discuss personal regional travel experiences with table visitors.

## Where they travel



**Above:** Location tally marks collected on the flip chart.

**Top Right:** Table set up at Ellensburg FM.

**Bottom Right:** Project staff interacting with booth visitors.

- 30 – Spokane
- 20 – Portland
- 20 – Moses Lake
- 16 – Tri-Cities
- 2 – Everett

Popular destinations from the flip chart included Downtown Seattle, Yakima, and SeaTac.

- 67 – Downtown Seattle
- 66 – Yakima
- 53 – SeaTac
- 31 – Wenatchee

Outside of flip chart, we heard several community members note Issaquah as a destination, primarily for medical services.

## How they travel

Most attendees travel using a car, citing schedule and space as primary reasons why. Compared to other tabling events, there were a sizable amount of booth visitors at the Ellensburg Farmers Market who said they ride the bus to get around.

## Why they travel

Visiting family was the most common trip purpose, generally from booth visitors who say they travel to Yakima. Medical services, recreation, and running errands followed closely behind.

## Other notes

- Many booth visitors who have travelled using intercity bus have used the Bellair Airporter Shuttle. For those who have used it, they indicated it was a good option if you don't want to park at SeaTac, pricing is reasonable, and generally works with flight schedules. However, improvements to the schedule came up substantially. Having to time the shuttle times around flight schedules is a barrier for many. Suggestions to increase the frequency and expand the schedule of the shuttle were shared.
  - "If the Bellair Shuttle didn't exist, I wouldn't be able to travel" – booth visitor.
- Others have taken the Flixbus to travel around the state. Many stated the pricing was reasonable and the ride was comfortable.
- Improvements to the intercity bus shared by the community included better marketing, safer pick-up and drop-off locations, and increasing comfort on the bus like Wi-Fi service, cleaner bathrooms, and seat belts.
- Many were concerned about weather conditions and how they impact bus services. Some shared experiences where the Airporter shuttle was canceled.
- The handful of booth visitors who shared that they travel to Issaquah noted that it is an important destination for specialty medical services and that there is no current service to the area.



## Downtown Yakima Farmers Market Tabling

Date	June 16, 2024
Number of interactions	150+
Key takeaways	<ul style="list-style-type: none"> <li>Recreation is the primary trip purposes.</li> <li>Seattle and SeaTac are popular destinations. Many have used the Bellair Airporter Shuttle and have had a positive experience.</li> <li>Booth visitors noted cost of flying from Yakima to destinations like Seattle are not much more expensive than the bus options.</li> <li>Respondents suggested more available accessible information</li> </ul>

### Overview

Members of the project team conducted tabling in the Yakima Farmers Market from 9:00a.m. – 1:00 p.m. to talk with members of the community about places they go outside of their community, how they get there, how often they travel, and the purpose of their trip.

A map of Washington with the current intercity bus network was paired with a flip chart used to record (via tally marks) the places people travel to outside of their community. The booth was located by the parking lot where many visitors entered the market. Project staff handed out totes for shoppers, which provided a natural way to start conversations about intercity bus.

### Where they travel



**Above:** Project staff hand out swag and speak to booth visitors.

**Left:** Location tally marks collected on the flip chart.



Popular destinations from the flip chart included Downtown Seattle, Yakima, and SeaTac.

- 53 – SeaTac
- 49 – Downtown Seattle
- 43 – Tri-Cities
- 39 – Ellensburg
- 33 – Spokane
- 33 – SeaTac
- 22 – Portland
- 20 – Wenatchee
- 16 – Union Gap

## How they travel

Most attendees travel using a car, citing schedule and cost as primary reasons. They also shared that it's hard to navigate without a car once they arrive at their destination.

## Why they travel

Recreation was the most common trip purpose.

## Other notes

- Many booth visitors who have travelled using intercity bus have used the Bellair Airporter Shuttle. They mentioned increased frequency improvements would make it more attractive.
- Improvements to the intercity bus shared by the community included better information about how the system connects to local transit. Many who were interested noted they were unsure how to get around after intercity drops them off at their destination.
- Many booth visitors did not know about intercity bus and shared their excitement of the option for elderly family members or those who have accessibility needs and cannot drive.
- Some booth visitors who have taken intercity bus noted the small cost difference between a flight from Yakima compared to intercity bus.
  - "If [intercity bus] was cheaper, I would use it. Right now, the price is about the same as a flight" – booth visitor





## Tribal Group Focus Group

<b>Date</b>	July 15, 2024
<b>Number of interactions</b>	3
<b>Key takeaways</b>	<ul style="list-style-type: none"> <li>• Medical service and recreation are the main reason tribal members travel.</li> <li>• Adding stops and accessibility of information are top priorities.</li> </ul>

### Overview

Members of the project team conducted a virtual focus group for tribal group community members on July 15 to learn about the travel experiences of tribes across the state. A questionnaire was sent out to tribal groups as well.

Only one tribal participant was able to join the virtual meeting, while a couple others shared their thoughts through the questionnaire.

### Where they travel

Members of the Shoalwater Bay Tribe shared that they travel from the Washington Coast to larger cities including Olympia, Portland, Tacoma, and Seattle. These trips are made regularly from 2-3 times a week to Olympia and monthly trips to Tacoma and Seattle.

A Nooksack Tribe member shared that most members of his tribe travel to Bellingham.

### How they travel

They mentioned that they currently travel by driving using personal vehicles or finding rides from family or community members.

### Why they travel

Medical services are the main reasons why all tribal community members travel. Additionally, air travel, recreation, and shopping are other reasons why members of the Shoalwater Bay Tribe travel.

### Other notes

- The Shoalwater Bay Tribe shared desires for intercity bus routes along the Washington Coast, citing that many tribal members would use these services for travel.
  - Their top improvement priority for funding would be “Add routes to new geographic areas” followed by “Extend existing routes to new geographic areas” and an accessibility app that users can use to find routes.
- The Nooksack Tribe shared their top priorities would be to “Add routes to new geographic areas” as well as “Increase the number of times buses run each day”
- The Nooksack Tribe also shared that tribal members have issues with existing local bus stops on the side of main roads, making buses feel unsafe and inaccessible.
- The tribal liaison from WSDOT shared that accessibility of information is a top priority for many tribes across the state.



## Report Back Meeting

Date	July 17, 2024
Number of attendees	23

## Comments/Questions

- Shaun Darveshi, WSDOT NCR, asked about outreach in Okanogan area. WSDOT is working on projects to emphasize connections for vulnerable populations. They're engaging with local communities and tribes. Tribe contact talked about need for service, how WSDOT/State can address the lack of service in the region.
  - Nina responded: no direct outreach there. We did talk with tribal representative. Ellensburg and Yakima service, and discussion addressed extending service or connections. Also during tabling events: in Yakima, Ellensburg, Kennewick folks mentioned this topic. Chris: online (survey) we had a lot of representation and opportunities. We will be taking note of Shaun's comment. We've also worked with WSDOT Tribal liaison office for ongoing conversations with tribal representatives.
  - Shaun will connect with Nina directly. Also curious about service happening between Omak and Ellensburg
- Gary: route Yakima to Goldendale. Route should extend 17 miles to Wishram on Columbia River. Amtrak Empire Builder stops in Wishram, which could help people connect elsewhere (White Salmon-Portland or Kennewick-Spokane. It would include a stop in Toppenish and Goldendale.
  - "...I think your route should extend another 17 miles to a little town of Wishram on the Columbia River. That's currently an Amtrak stop on the Empire Builder. The advantage of this is, first of all, the Yakima to Wishram stops, you could provide a stop at Toppenish, which would serve the Yakima Nation, as well as Goldendale (...) and the thing about this is if the schedule was timed right, the Amtrak train stops at Wishram on route to Portland at 8:30 in the morning.
- Nicholas Backman, Study Advisory Group member, Lacrosse Washington
  - Gary has great proposal for his area. Also, some requests for Lacrosse and other towns in SE WA. Population decline in small towns in the SE because of mechanized farming, but those same towns are now making a comeback with more shopping and attracting visitors. These towns would benefit from new service to the area.
- Suzanne Seigneur
  - include neighboring states if and when a map is developed



- Nicholas asked about reporting back to the legislature in December and origins of this project.
  - Nicholas would like to share the info with State rep out of Kofex . Nina responds – references proviso issued in 2023 in the transportation budget to focus specifically in Yakima region for intercity bus services. WSDOT added funding from Federal level through rural FTA program to expand scope to include state-wide review of the intercity bus program. Combination of state and federal funding.



## Yakima Open House

## Pullman Open House

Date	June 17 and 18, 2024
Number of interactions	15
Key takeaways	<ul style="list-style-type: none"> <li>Commute (work), recreation, school and travel (airports) were the main reasons people visited neighboring cities and communities</li> <li>Most people drive to travel outside of their community, citing convenience and schedule for doing so.</li> </ul>

### Overview

Members of the project team led two public open house events at the cities of Yakima and Pullman to inform, involve, and consult community members about Travel Washington Intercity Bus system. Both open houses had a workshop component that engaged directly with members of the community present and allowed them to discuss intercity bus travel issues and future priorities.

The first one was held at the Richard E. Ostrander West Valley Community Library in Yakima on June 17 from 5:30 p.m. to 7 p.m. The project team travelled then to the Washington State University Alumni Centre in Pullman, and held the open house from noon to 1:30 p.m.

WSDOT Intercity Bus Plan	
Email Address	Check to receive email updates
Summer Durrant / WSDOT	
Debbie Dexter	
Jon	
gonza.gordo.0110@gmail.com	✓
PHIL NUGENT phil.nugent@wsdot.wa.gov	
Acan Axtar yvob	
Marissa Carlson PPP	
Prudence Dow	

WSDOT Intercity Bus Plan	
Email Address	Check to receive email updates
rebecca@palousestpo.org	
boygnc@wsu.edu	
Nichols. Lametta@wsu.edu	
gabbygabby@wsu.edu	
Rylee vining@wsu.edu	
malia.lincoln@wsu.edu	
Diego.banterivera@wsu.edu	

**Left:** Participant sign-in sheet at the open house in Yakima

**Right:** Participant sign-in sheet at the open house in Pullman

After a presentation that provided information and insights about the Intercity Bus service, routes and the goal of this outreach phase, attendees participated in the workshop that consisted of four different stations spread across the room, each with a different dynamic:

- STATION ONE: LIVED EXPERIENCE** – Participants were asked about their lived experience traveling to places outside of their own community: where do you go, how often, what is the trip purpose.





- **STATION TWO: CURRENT NETWORK** – This station presented a map of the existing network, and participants were asked how well the existing network helps meet their travel needs by rating it on a scale of 1-10.
- **STATION THREE: COMMUNITY LENS** – The project team shared travel “personas” with stories that portrayed different perspectives on how members of the community might use or experience intercity bus service. This encouraged a conversation about the needs of their own community and travel patterns.
- **STATION FOUR: STATEWIDE PRIORTIZATION** – Finally, attendees were asked to think about connections across the state and participated in an exercise prioritizing investments in new connections. They had the opportunity to assign resources to different categories (increase frequency, add new routes, marketing/information, extend existing routes, etc).

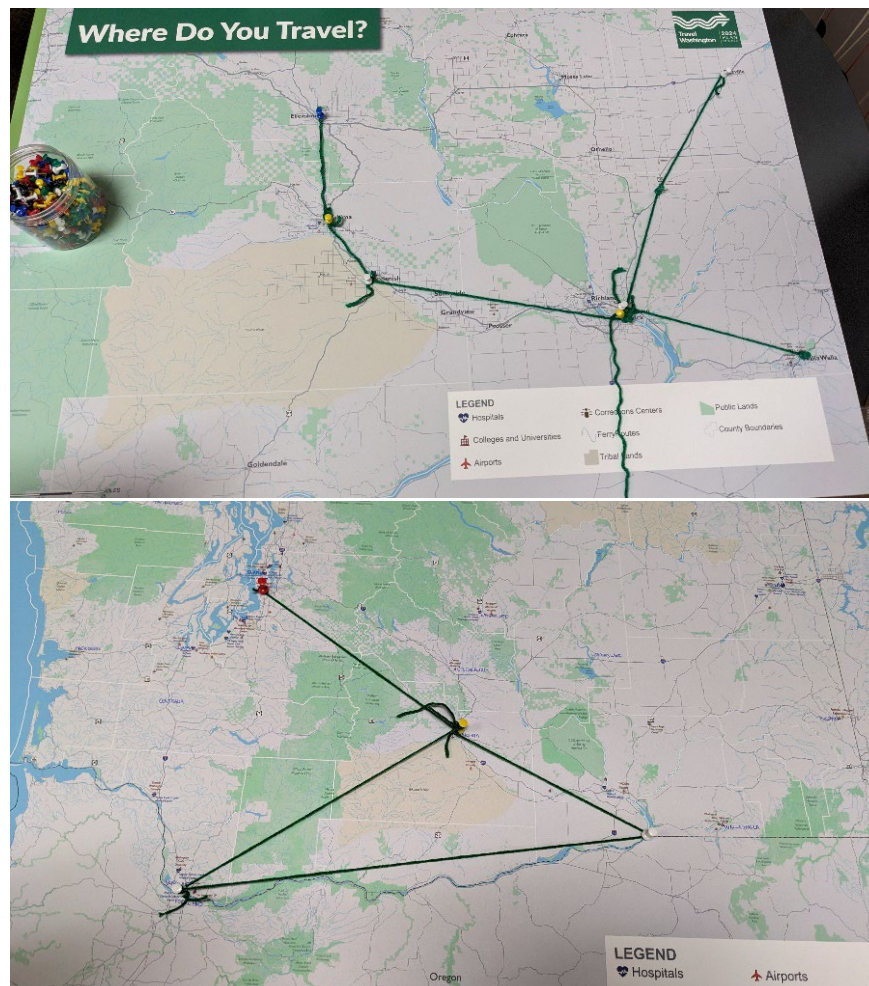
### Station 1: Where they travel

A map of Washington was paired with a map of south and central Washington with the city of Yakima in the center, both used to record (via push pins and strings) the places people travel to outside of their community.

The places mentioned by attendants of the open house held in Yakima were:

- Seattle
- Toppenish
- Ellensburg
- Walla-Walla
- Pasco
- Portland





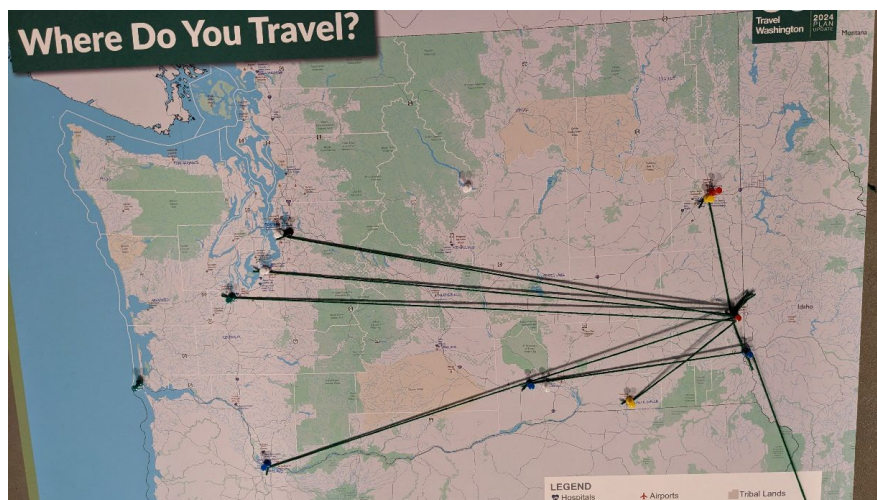
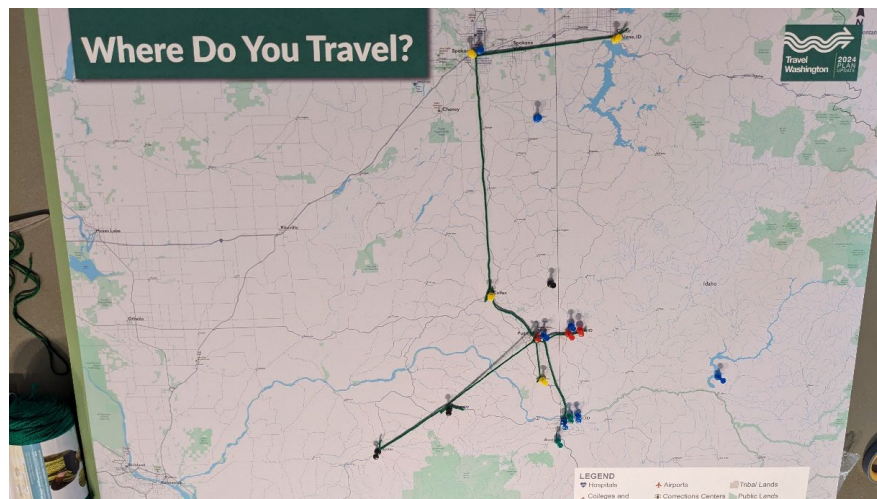
*Above: Yakima participants' travel patterns.*

The main reasons participants in the Yakima open house travel to outside of their communities are commute to/from work, education (Central Washington University, Washington State University and community colleges in Ellensburg and Tri-Cities), recreation, healthcare (Seattle), travel (Tri-Cities airport) and to visit family/friends (corrections center in Conell).

During the open house held in Pullman, members of the community that participated in these exercises mentioned the following locations as places they travel the most outside their community:

- Portland
- Vancouver, WA
- Tri-Cities
- Chelan
- Wenatchee

- Spokane
- Lewiston
- Walla-Walla
- Yakima
- Olympia
- Tacoma
- Boise, ID
- Moscow, ID
- Coeur D'Alene, ID



*Above: Pullman participants' travel patterns.*

Some of the reasons shared for travelling outside their community are for work, travel (Spokane airport), shopping, recreation and visiting family.



## Station 2: Evaluating existing service



Participants had to evaluate the current intercity network on a scale of 1-10. At both open house meetings, community members commented they were not aware of the current network or mentioned the service would benefit from additional marketing to inform the public.

Other comments (for evaluations of 5, 6, 7 and 8) favored the current network but expressed areas of opportunity, including improving information accessibility, a larger network and additional “feeder” services from neighboring communities near city hubs and main routes.

*Left: Participant in Pullman learn about the existing intercity bus network.*

## Station 3: Community lens



During the open house in Pullman, participants shared that university staff and faculty could identify with some of the scenarios presented through the “personas”, including lack of information or trying to figure out schedules and duration for specific destinations, for example traveling to the Spokane International Airport. For participants in Yakima, connections to certain destinations are lacking or confusing.

*Left: Project staff share travel personas with participant in Yakima.*

## Station 4: Resource allocation

Attendees who participated in this exercise were asked to allocate funding, represented in 10 \$100,000 coins, to improving intercity bus service. The options were:

1. Add routes to new geographic areas
2. Increase the number of times buses run each day
3. Improve connections to sidewalks and bike facilities
4. Extend existing routes to new geographic areas
5. Add new stops along existing routes



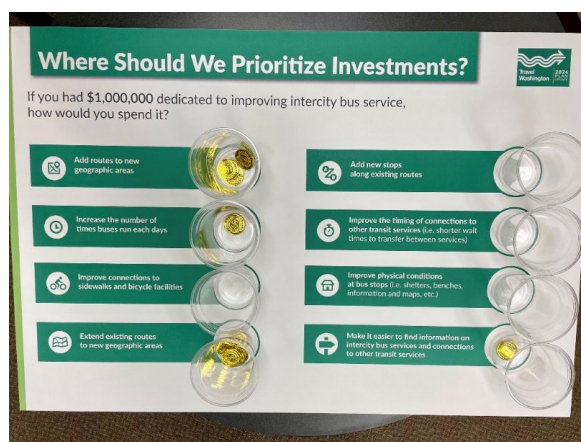


6. Improve the timing of connections to other transit services (i.e. shorter wait times to transfer between services)
7. Improve physical conditions at bus stops (i.e. shelters, benches, information and maps, etc.)
8. Make it easier to find information on intercity bus services and connections to other transit services



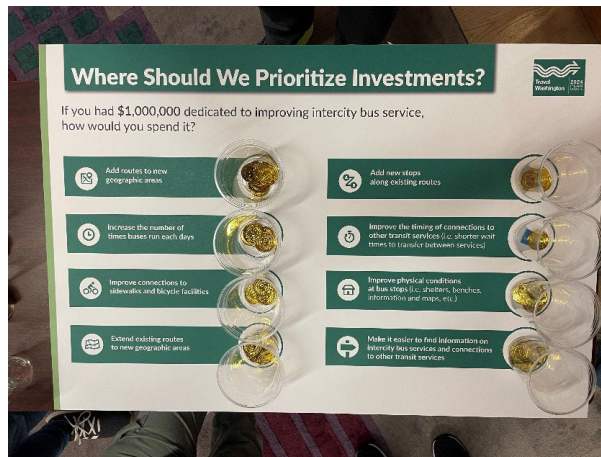
*Above: Participants were tasked with prioritizing funding to improve intercity bus service.*

At the open house in Yakima, the option that was prioritized the most was **adding routes to new geographic areas** (13 coins). This option was followed by service frequency ("increase the number of times buses run each day") and extending existing routes to new geographic areas with 10 coins each.



Other options prioritized, in order of allocated funds, were making information more readily available, improving the timing of connections to other services, improving physical conditions at bus stops and improving connections to sidewalks and bike facilities, and adding new stops along existing routes.

*Left: A Yakima's participant's prioritization allocation.*



In Pullman, attendees who participated prioritized **adding routes to new geographic areas** and **improving physical conditions at bus stops** (13 coins each). Close behind in order were increase the number of times buses run per day (12), extend existing routes (11), information accessibility and improve timing of connections to other transit services (10 each).

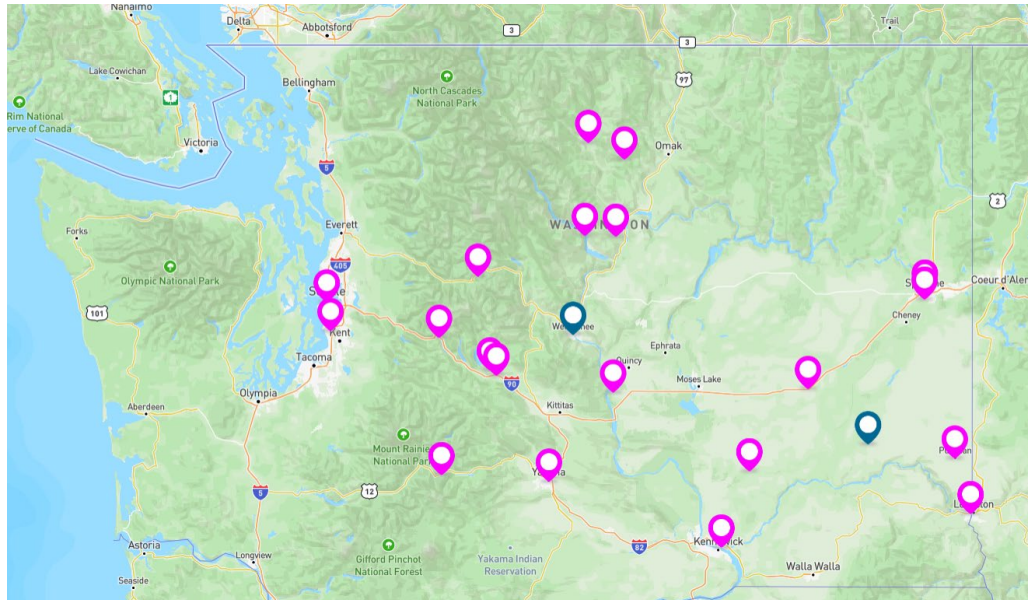
**Left:** A Pullman participant's prioritization allocation.

## North Central Region Open House

June 26, 2024

### Activity 1: Where do you travel?

22 contributions

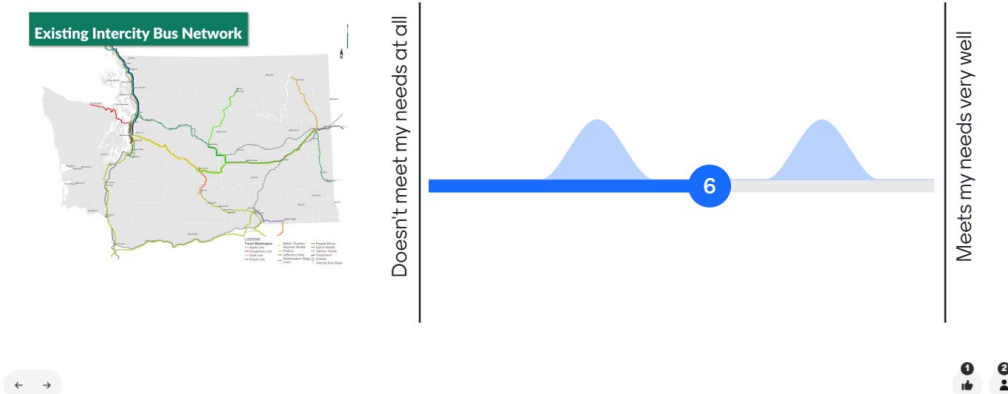


- Cristina Barone
  - Live in Wenatchee, travel to Seattle, SeaTac - going over to visit friends/fam, or travelling elsewhere.
  - Also, recreation (bike use and other recreation gear), especially going over the passes. Experience has been sometimes good. You need to have them packed which complicates things. It could be easier.

### Activity 2: How well does the existing network work for you?

The average score from respondents is 6.

On a scale of 1 to 10, how well does the existing intercity bus network work for you?



- Cristina Barone
  - Overall it covers major routes, but times are limited, challenging.
- Teresa Andrus
  - Agrees with Cristina. Routes are fine, it's the time that is an issue. Seattle, Tumwater. It's almost easier to use Amtrak, they've expanded their service times, so it's what she defaults to.
- Cristina Barone
  - Amtrak between Seattle and Wenatchee. Morning to Seattle, afternoon to Wenatchee. And buses usually are just mid-day so that means she misses usually all day of work.
- Teresa Andrus
  - Vancouver going east to Skamania or Klickitat, there is now train service. Teresa has not accessed intercity bus service that way. Teresa says their organization refers clients to the train service.
- Cristina Barone
  - There used to be a Wenatchee - Seattle via Snoqualmie pass, which she thinks it was removed during covid (Wenatchee, Quincy, Ellensburg, Seattle via I90). It would be good to have that route reestablished.

### Activity 3: Personas exercise

No discussion.

### Activity 4: How would you allocate funds for intercity bus?

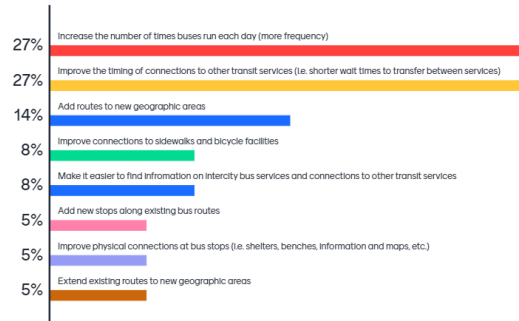
Resource allocation results:



1. 27% (1st & 2nd place): increase the number of times buses run each day (more frequency) and improve the timing of connections to other transit services



If you had \$1,000,000 dedicated to improving intercity bus service, how would you spend it?



- Cristina Barone
  - Another point to consider is to provide more information on intercity bus services, provide info on how the intercity bus service can connect to local services. Now people have to navigate to different websites.
- Teresa Andrus
  - It's hard to pick, everything is really important, but connections and times/frequency are very important. Speaking for the clients in the region, those are two of the elements that are very important.

Fund one improvement results:

- 1<sup>st</sup> (2 votes) Increase the number of times buses run each time





If you could only fund one improvement to  
intercity bus, which would you choose?

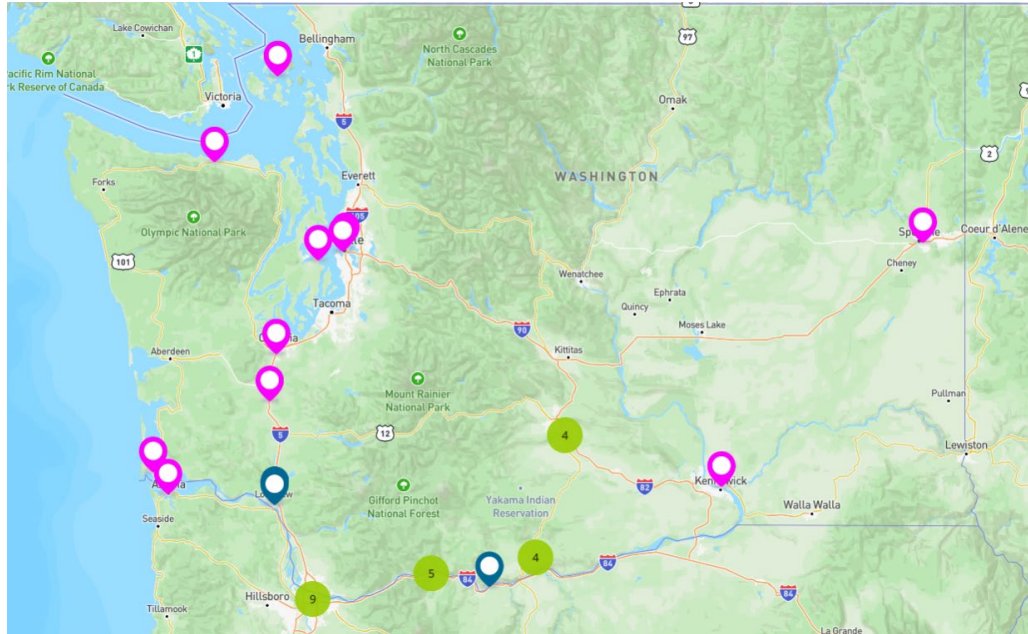


## Southwest Region Open House

June 26, 2024

### Activity 1: Where do you travel?

32 contributions



### Activity 2: How well does the existing network work for you?

Average score from respondents is 1.2.

On a scale of 1 to 10, how well does the existing intercity bus network work for you?



- Jeananne Edwards: Lives in Vancouver, pretty much cannot go east.
  - Flix bus goes to Vancouver, but you have to go to Portland to do. Annoying, expensive (not the Flix bus service, just to get there), no pets.
- Sharon Carter: Lives in Columbia River Gorge, Carson, works in Klickitat County (White Salmon and Goldendale).
  - Transit service is being developed but funding is not enough for the frequency to add commute to and from work. Also visits Vancouver to visit elder mother on weekends or evenings, and there is no service. That's why she drives. Medical appointments also really only accessible driving because of bus service frequency or (after) hours.
- Kelly Wagoner: Transportation manager for Lower Columbia Cap.
  - Current service amtrack and greyhound that go through Longview where he lives. Most of the times when he leaves town is to Portland or Vancouver for medical appointments, neither service meets his needs. Timing mostly is the barrier. Going to an appointment that lasts an hour and you can't get back for 5-6 hours. 30 miles away from Vancouver, distance is not bad although traffic is terrible. Biggest reason why he doesn't use it at all.
- Eve Elderwell: Also lives Mid-Columbia Gorge area, in Lyle, works in Klickitat and Skamania counties.
  - Agrees with what Sharon said.
  - When living in Bellingham intercity bus worked great to Seattle and i-5 corridor. In the map seeing the Flix bus service, did not know about it, not familiar with it.
  - Personally and in the work she does, transportation always rates high in the needs of people in the region.
  - Eve says the drive time and the lack of infrastructure are barriers for the population in the area is a big barrier for many of the populations in the area, which is why they choose driving.



- Kelly Wagoner
  - People don't know how to buy the tickets. More kiosks would help.

### Activity 3: Personas exercise

- Kelly Wagoner
  - The trip for "Sharon" (5-6 hrs each way) the duration is a challenge. They do senior transportation and it's hard, even for "myself", though it's something people have to do.
  - "Lea" you're in an area with no options, that's the reality, really rural.
  - "Tony & Teresa" there is a public transit option through Tumwater. Also 3-4 hours looks like a doable situation for folks who don't want to drive.
- Jeananne Edwards
  - We pay a lot for door to door transportation for some of these cases, which is more cost effective than paying for hotel stays.
- Sharon Carter
  - Echo Jeananne. Requests exceed the funding.
  - When people can't get dialysis or chemo/radiation services, talking about many hours in travel and can't realistically do waits or transfers. Goldendale to Portland is 3 hours one way. Even with a dial-in service it's an entire day for folks. There has to be more investments in getting access to essential services for those that most need it.

### Activity 4: How would you allocate funds for intercity bus?

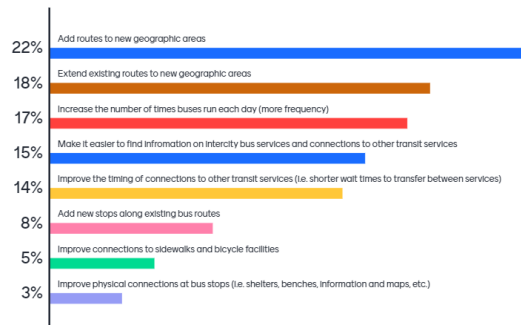
Resource allocation results:

1. 22% (1st) add routes to new geographic areas
2. 18% extend routes to new geographic areas
3. 17% Increase the number of times buses run each day





If you had \$1,000,000 dedicated to improving intercity bus service, how would you spend it?



- Eve Elderwell
  - Those 2 first options. Working with healthcare providers. Missing link from Yakima to Goldendale. At least it's what she's hearing from that area of the region, extending intercity connections.
- Jeananne Edwards
  - Feels some are needed but work now, even though not to all. But she thinks that things should get going at least, even if it does not work for all. If people don't know about the service, including the connections. Marketing of the services and connections is not good. No place for people to purchase their ticket to get them where they want to go.
- Sharon Carter
  - In some regions there is no service.

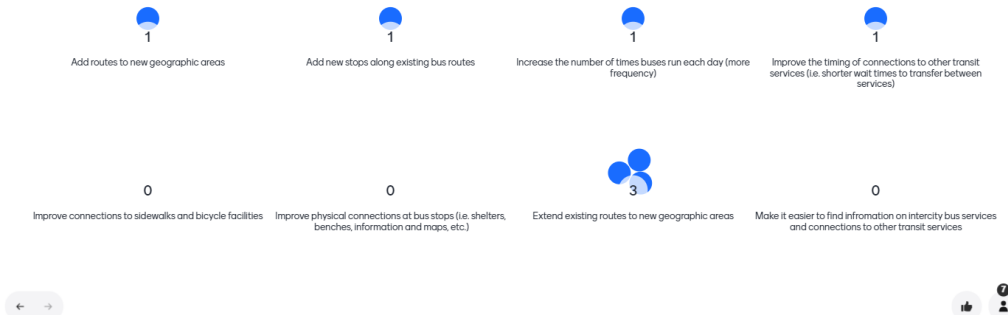
Fund one improvement results:

- 1st (3 votes) Extend existing routes to new geographic areas





## If you could only fund one improvement to intercity bus, which would you choose?



- Kelly Wagoner:
  - Selected "Add new stops to existing bus routes." Greyhound Lewis and Clark counties there were multiple stops. But all the rural stops got dropped and only kept the major cities. If you want to serve rural communities but not stopping where they're at, it's a negative impact.

### What are other improvements not on the list?

- Jeananne Edwards:
  - Seamless travel, being able to purchase a ticket
- Kelly Wagoner
  - About the one ticket. There's multiple funding sources for multiple agencies for different purposes. We're a non-profit with the city providing a service using taxes, it would be challenging.
- Kathy F.
  - By "one ticket", sounds like we are talking about interlining? That is possible, but like someone just said, because of the different funding sources, very difficult.

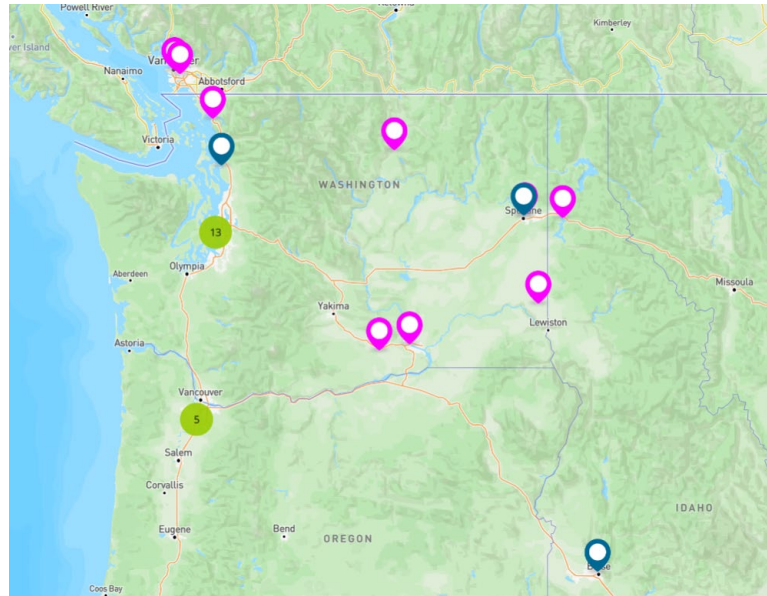


## Northwest Region Open House

June 27, 2024

### Activity 1: Where do you travel?

30 contributions



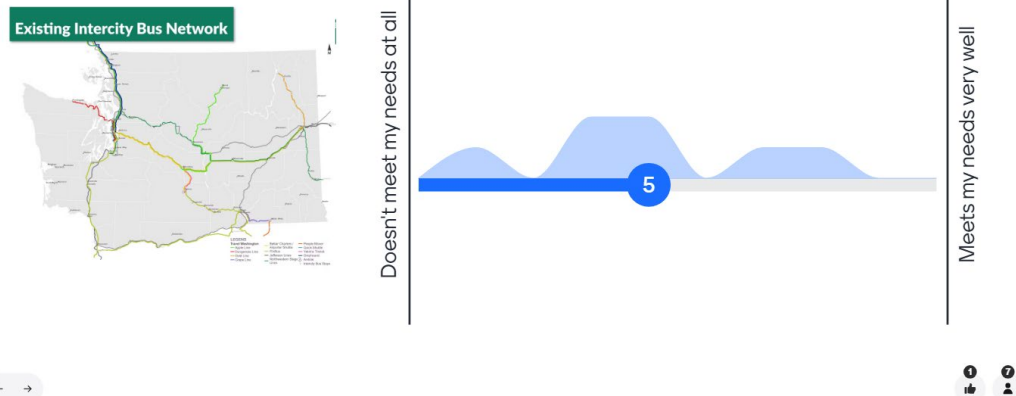
- Several traveling in and out of Seattle area
- A few traveling to Portland

### Activity 2: How well does the existing network work for you?

Average score from respondents is 5.



On a scale of 1 to 10, how well does the existing intercity bus network work for you?



- Jillian Trinkaus, Intercity Transportation Coordinator for the Oregon DOT
  - Lived in Bellingham for 30 years. Recently moved to Oregon.
  - Anything off of the I-5 corridor was harder to travel. There might be service, but the timing of the service did not work.
  - Competing with the car. People are not considering the true time of driving with car (parking, stopping for gas, traffic).
- Linda Fox, resident of Vashon
  - Needing transportation now and having to ask around for rides.
  - Vashon area. Does not connect with the ferries. Spotty network.
- Melissa Johnson, Snow Goose Transit
  - It is more difficult to get to the intercity lines from the more rural areas that are lacking in local transit connections especially when you have to coordinate times.
- Mary Proudfoot, Registered Nurse citizen
  - I did not know about this network
- Brock Howell
  - My desired trip is Seattle to Prosser. While the FlixBus goes to Sunnyside, there's no transit service between Sunnyside & Prosser.
- Marianna Hanefeld, WSDOT Tribal Liaison
  - Challenges of ferry connections in island county and more in San Juan county
  - There's more connections to the south than there is to the north.

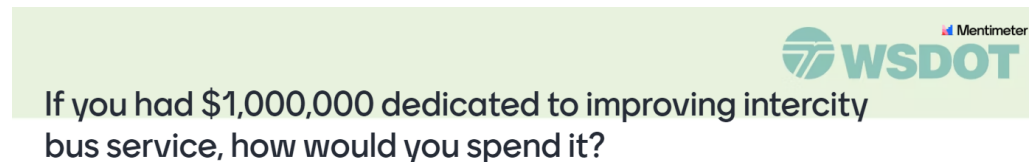
### Activity 3: Personas exercise

- Mary Proudfoot
  - Friend uses specialty medical care in Seattle (NW Hospital and Harborview)
  - Friend is blind and has to schedule disability accommodations ahead of time

## Activity 4: How would you allocate funds for intercity bus?

Resource allocation results:

1. 23% (1st) add routes to new geographic areas
2. 21% Increase the number of times buses run each day (more frequency)
3. 14% improve the timing of connections to other transit services
4. 13% Extend existing routes to new geographic areas
5. 13% Add new stops along existing bus routes



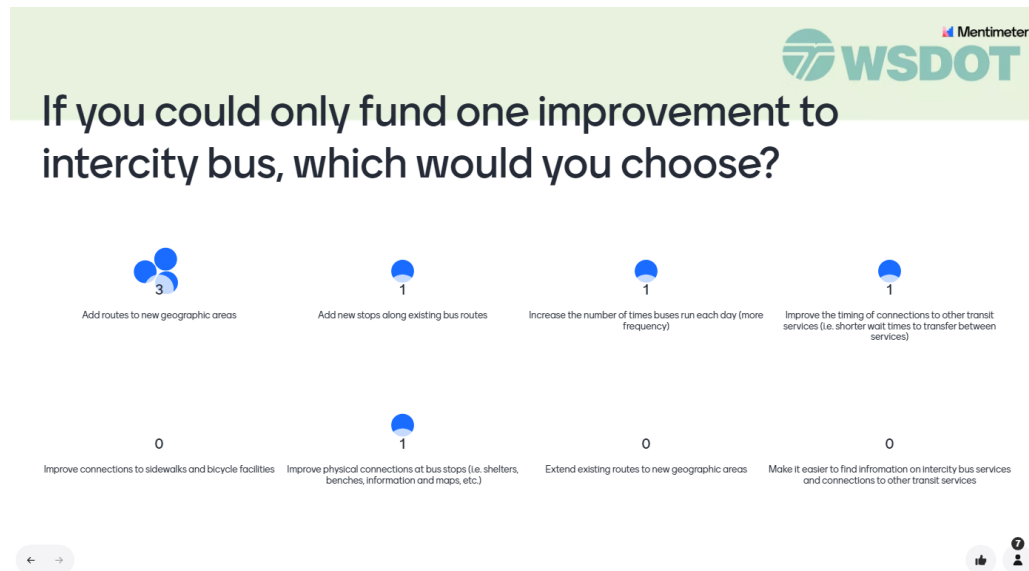
- Julie Meyers chose “add routes to new geographic areas”
  - Specifically in the East Skagit County - Mount Vernon, Bellingham, Snohomish County particularly to medical facilities
- Jillian Trinkaus, intercity transportation coordinator for the Oregon DOT
  - Most important when deciding this question - does the bus go there? If the bus doesn't go there enough, it doesn't really matter. Frequency matters.
- Melissa Johnson, Snow Goose Transit
  - Local transit can provide access to the main lines. There is a transportation gap from rural areas to the intercity buses.
- Brock Howell
  - Improved connections to sidewalks and bicycles is supported but the question is around dedicated funding, which most have identified is getting there is the most important.
  - Frequency is most important especially for the timing of medical appointments.
  - Split his votes between “extend existing routes to new geographic areas” and “add routes to new geographic areas” - Would combine these two.
  - Missing links in terms of facilities in the Snohomish. To some extent, there is Amtrak service and NW trail service across the pass, but perhaps there is a role for WSDOT to support those as well to get to Wenatchee/Leavenworth



- No service from the pass to the north to Methow Valley
- Jillian Trinkaus
  - Being able to pay easily among different systems. If you have to transfer 4 times, and pay 4 different ways, it would be very cumbersome.

Fund one improvement results

- 1st (3 votes) Add new routes to new geographic areas

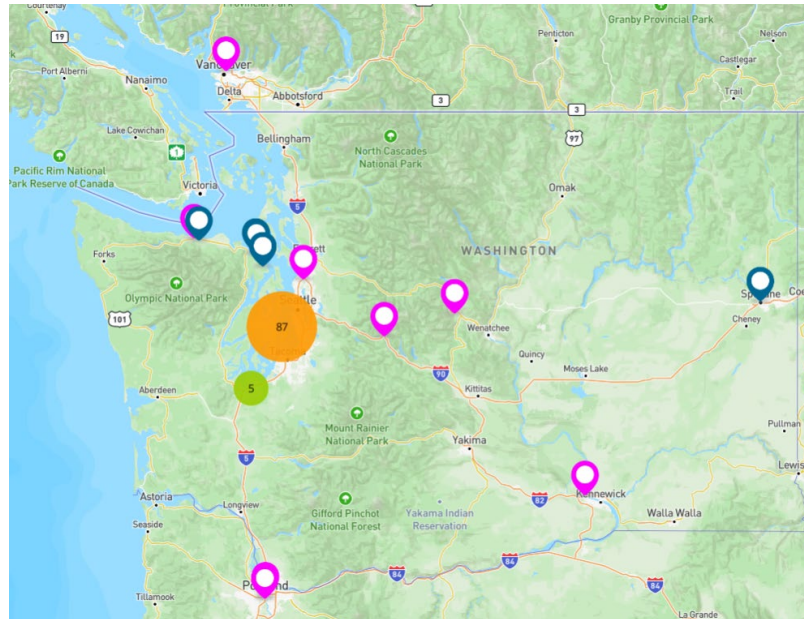


## Olympic Region Open House

June 27, 2024

## Activity 1: Where do you travel?

105 contributions



## Activity 2: How well does the existing network work for you?

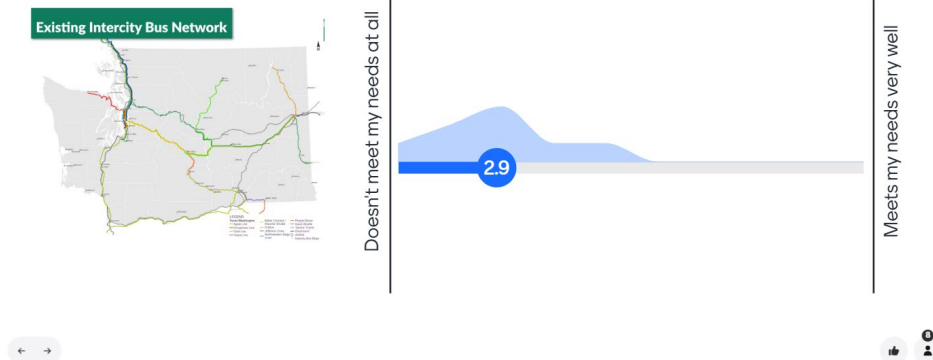
Average score from respondents is 2.9.





Mentimeter

On a scale of 1 to 10, how well does the existing  
intercity bus network work for you?



- David Ruggiero, Chimacum/Port Ludlow, citizen and rider
  - Goes to Seattle
  - Ferries introduce cost elements and time uncertainty element - this is where intercity bus can really help us
  - No stops south of Port Townsend, if I don't live Sequim or Port Townsend, then not being served.
- Erin Hogan, Puget Sound Regional Council (the MPO for King, Kitsap, Pierce, and Snohomish counties)
  - Puget sound regional council
  - Hear a lot when engaging with specialized transportation providers
  - Thinking about filling gaps but there are benefits to redundancy. Frequency is important.
- Kyle Cornwell
  - Lived in Port Orchard, lived in Purdy
  - No way to get between interjurisdiction park and rides - could be a good way to serve
- Michael Mills, Thurston Regional Planning Council
  - "The feedback that we hear all the time in the Thurston Region is a need for a better connection to the airport without the use of a personal vehicle. But the frequency and reliability of the service makes it difficult to rely on the Flix Bus."
- David Ruggiero
  - Agrees with Michael. Connections to other transportation services has a multiplier effect at little or no additional cost to the ICB program. For example, the Dungeness bus stops at Pill Hill to serve medical needs, which is great - but if it also was able (on demand) to stop at the Capitol Hill Light Rail station nearby, it would allow a wealth of better connections for riders.
- Nick Backman, Study Advisory Group member, Lacrosse Washington
  - "Park and rides can be useful for seniors who can drive locally but don't want to or can't drive in larger cities"



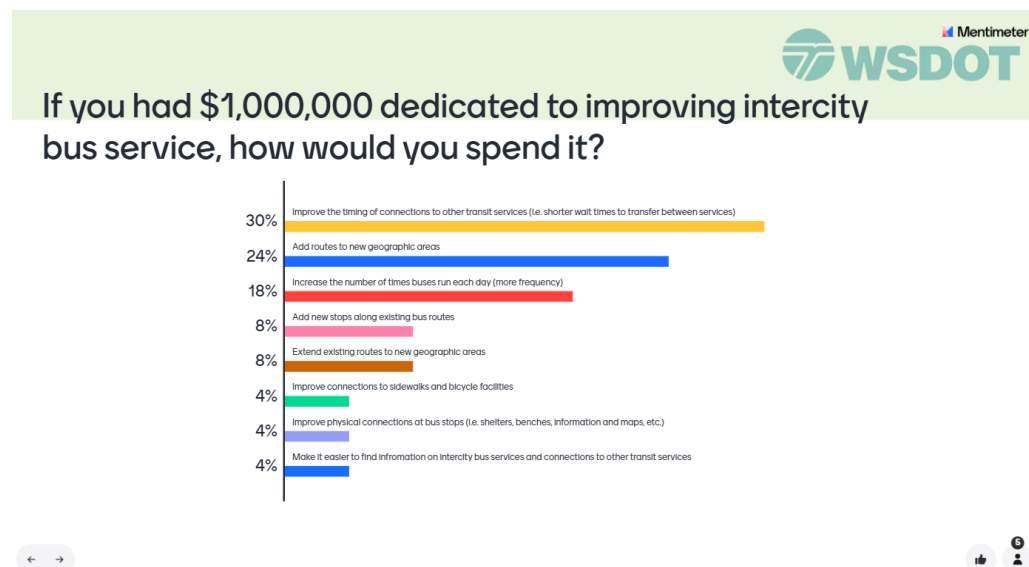
### Activity 3: Personas exercise

- Erin Hogan
  - Really highlight the connection the land and sea services. Good scheduling and reliability is really important
- David Ruggiero
  - If Dungeness line can stop by other lines (like the cap hill link) then number of connections increases

### Activity 4: How would you allocate funds for intercity bus?

Resource allocation results:

1. 30% (1st) Improve the timing of connections to other transit services
2. 24% Add routes to new geographic areas
3. 18% Increase the number of times buses run each day
4. 8% Add new stops along existing bus routes
5. 8% Extend existing routes to new geographic areas



- Wendy Clark-Getzin
  - "Can you create an answer for new buses? This is where most of my funds would go."
  - Took flix bus to Spokane - got a really great trip. Bus was brand new, changed the whole experience. It met my business desires. Clean, reserve seats, didn't feel like Greyhound or Dungeness line.
  - "The new Flix buses are great! Upgrades the clientele experience to take discretionary riders off the highway."



- Elizabeth Safsten, WSDOT Public Transportation Division
  - "I can't flip to the past suggested route extensions, but one of the large transit deserts I keep hearing from folks in the Peninsula Region about regarding inter-city transportation is connecting Kitsap County to Pierce County (similar to what Kyle brought up earlier). I see and hear about people soliciting rides from strangers on social media asking for help getting to medical appointments. They are often traveling from Port Orchard or South Kitsap to Gig Harbor and Tacoma medical provider buildings."
- Kyle Cornwell
  - "I prioritized new routes since my entire area isn't served by one of these routes. I can take a King County Metro route to downtown, but there are no other really viable options to connect to other areas or even the ferries in my area"
  - Kitsap in the peninsula is not really served
  - King county has a route to Kitsap but that takes 2 hours
- Emily Fowler, Care Navigator with Olympic Medical Physicians Primary Care
  - "As we had mentioned, pertaining to Dungeness lines, the low frequency makes getting our Patients to the Kitsap area an ordeal, or untenable for a lot of persons with restraints due to age or disability. I think that if there were a way to get the frequency increased, even if it was just once bi-weekly, our patients could schedule appointments on that particular day, that way the timing would be more forgiving."
- Wendy Clark-Getzin
  - A lot of the functions of riding Flix was on the app which could be an ADA consideration
- Thera Black, Peninsula RTPO
  - "Do the same FTA asset management standards apply to private operators?"
- Elizabeth Safsten
  - "A big pro I haven't heard mentioned today about the Dungeness Line is the fact that you can avoid waiting in the ferry vehicle line. This might be useful in promoting the service? Especially with reduced WSF ferries?"

Fund one improvement results:

- 1st (4 votes) Add new routes to new geographic areas





If you could only fund one improvement to  
intercity bus, which would you choose?



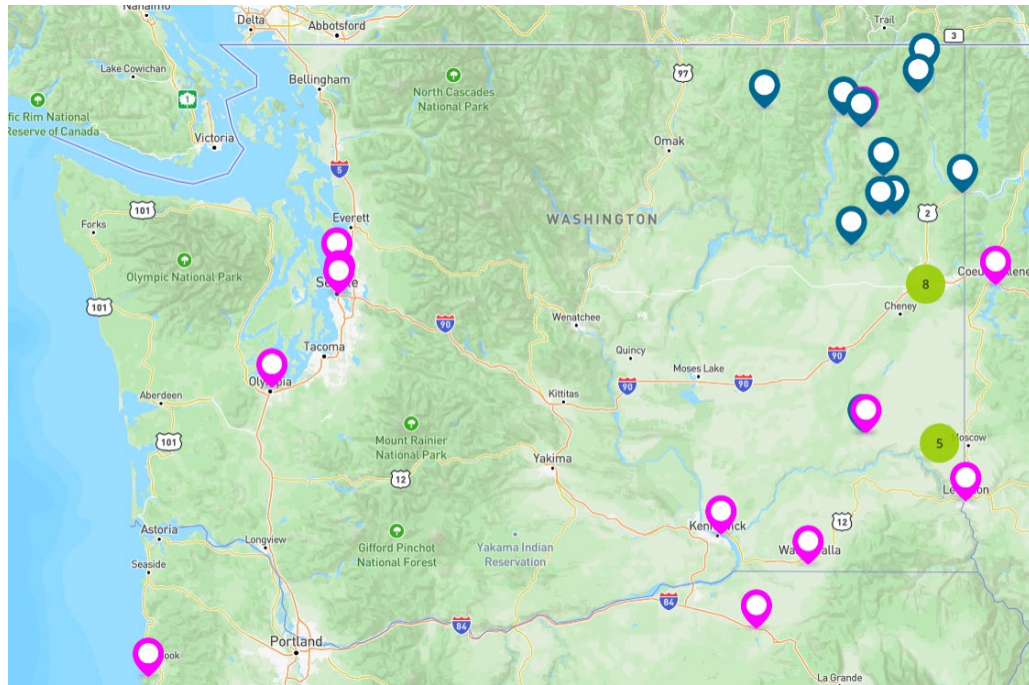


## Eastern Region Open House

July 15, 2024

### Activity 1: Where do you travel?

36 contributions

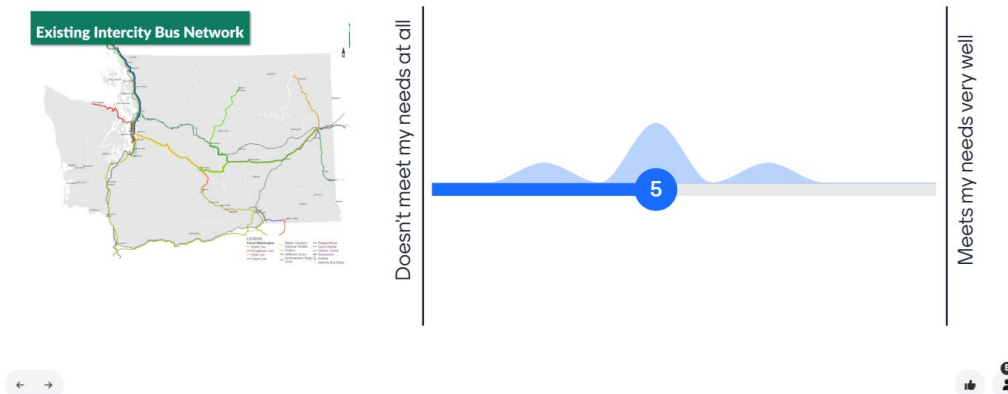


- Frank Metlow, Deputy Director, Northeast Washington Regional Transportation Planning Organization (Stevens, Ferry and Pend Oreille Counties)
  - People travel to small cities and towns - Spokane, Colville - wherever there are medical centers and employment center
- Benjamin Kloskey, Associate Transportation Planner with Spokane Regional Transportation Council
  - I commute via bus from Liberty Lake on the Idaho border to downtown Spokane, which takes anywhere from 35-45 minutes during peak travel times.

### Activity 2: How well does the existing network work for you?

Average score from respondents is 5.

On a scale of 1 to 10, how well does the existing intercity bus network work for you?



- Frank Metlow
  - Gave it a 5 because only have the Gold Line. I know we need more. More frequency would make people want to ride it more. Getting to more stops off of 395 route would be good.
- Leslie Druffel
  - The rural connections are non-existent. Health care does come with virtual options but limited and sketchy internet connectivity severely limit its potential for reaching patient

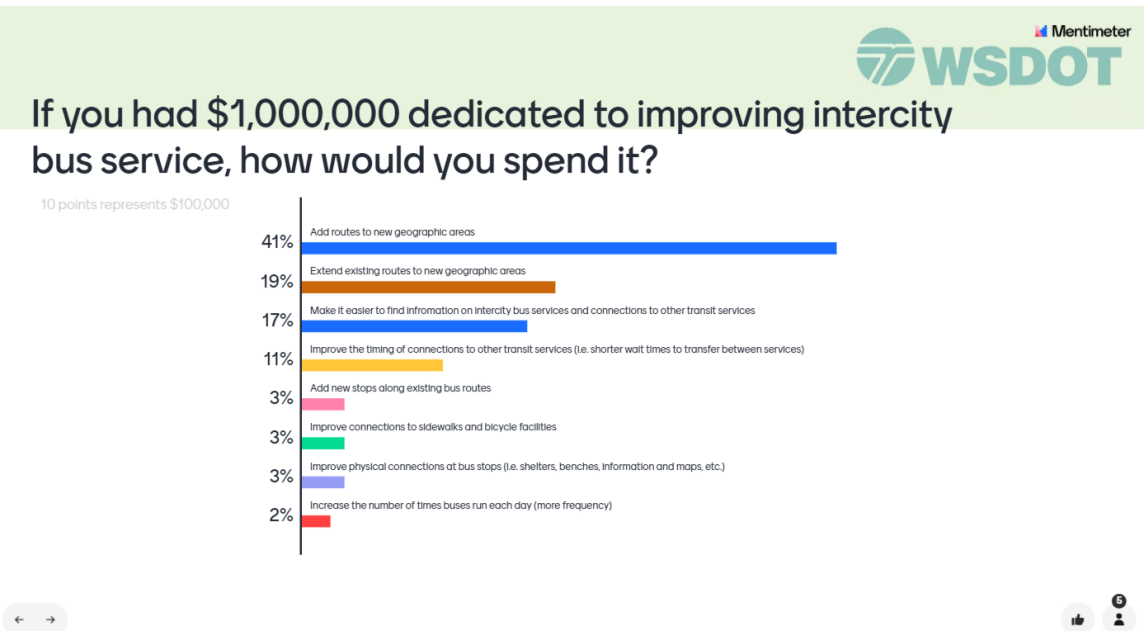
### Activity 3: Personas exercise

- Frank Metlow
  - Other transit providers need to be part of these discussions. One of the major needs is getting out to people so that they can know what services are available, so they know the formulas for getting places.

### Activity 4: How would you allocate funds for intercity bus?

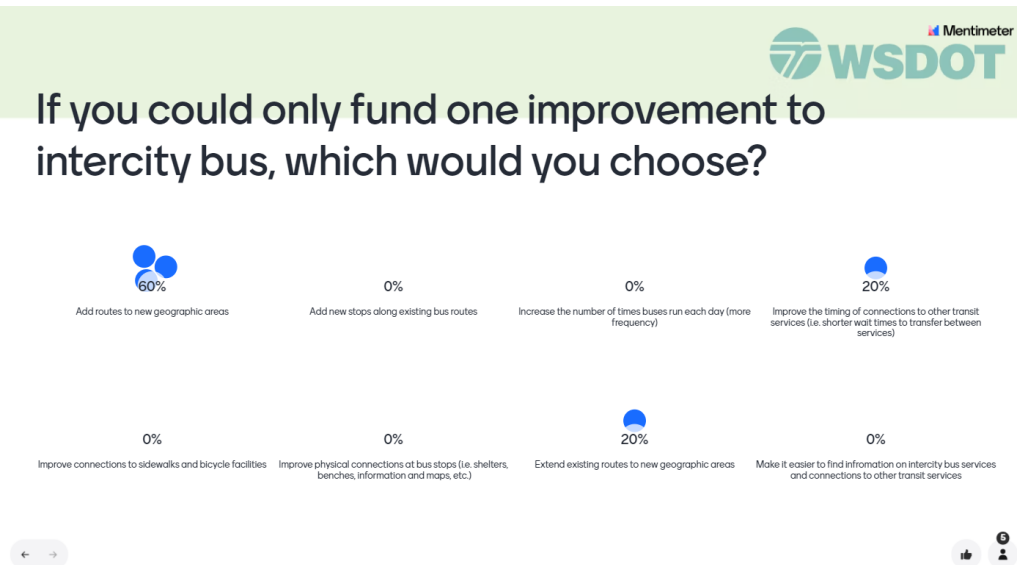
Resource allocation results:

1. 41% Add routes to new geographic areas
2. 19% Extend existing routes to new geographic areas
3. 17% Make it easier to find information on Intercity bus services and connections to other transit services
4. 11% Improve the timing of connections to other transit services



Fund one improvement results:

- 1st (3 votes) Add routes to new geographic areas



Other comments:

- Frank Metlow
  - Need to consider geography, not like flat land. Mountains and trees really do create barriers. Route 395 does not serve anyone on Highway 2.





## Report back Open House

Wednesday, July 17, 2024 | 12 PM

(review notes for several comments or questions)

### Comments/Questions

Shaun Darveshi – WSDOT NCR: asked about outreach in Okanogan area. WSDOT is working on projects to emphasize connections for vulnerable populations. They're engaging with local communities and tribes. Tribe contact talked about need for service, how WSDOT/State can address the lack of service in the region.

Nina responded: no direct outreach there. We did talk with tribal representative. Ellensburg and Yakima service, and discussion addressed extending service or connections. Also during tabling events: in Yakima, Ellensburg, Kennewick folks mentioned this topic. Chris: online (survey) we had a lot of representation and opportunities. We will be taking note of Shaun's comment. We've also worked with WSDOT Tribal liaison office for ongoing conversations with tribal representatives.

Shaun will connect with Nina directly. Also curious about service happening between Omak and Ellensburg

Gary: route Yakima to Goldendale. Route should extend 17 miles to Wishram on Columbia River. Amtrak Empire Builder stops in Wishram, which could help people connect elsewhere (White Salmon-Portland or Kennewick-Spokane. It would include a stop in Toppenish and Goldendale.

Nicholas: Gary has great proposal for his area. Also, some requests for Lacrosse and other towns in SE WA. Population decline in small towns in the SE because of mechanized farming, but those same towns are now making a comeback with more shopping and attracting visitors. These towns would benefit from new service to the area.

Chat: Suzanne – include neighboring states if and when a map is developed

Nicholas: asked about reporting back to the legislature in December and origins of this project. Nicholas would like to share the info with State rep out of Kofex. Nina responds – references proviso issued in 2023 in the transportation budget to focus specifically in Yakima region for intercity bus services. WSDOT added funding from Federal level through rural FTA program to expand scope to include state-wide review of the intercity bus program. Combination of state and federal funding.



## Report Back Meeting

<b>Date</b>	September 24, 2024
<b>Number of attendees</b>	11 attendees <ul style="list-style-type: none"> <li>• Barb Stout, COAST Transportation</li> <li>• Paige Collins, COAST Transportation</li> <li>• Aly Stermann, COAST Transportation</li> <li>• Benjamin Kloskey, Spokane Regional Transportation Council</li> <li>• Ryan Overton, WSDOT</li> <li>• Paul Krueger, WSDOT Rail, Freight and Ports Division</li> <li>• Holly Chilinski, Special Mobility Services</li> <li>• Micah Clark, Special Mobility Services</li> <li>• Amber Johnson, Chief Operating Officer with SNAP Resource Rides</li> <li>• Chad Johnson</li> <li>• Jackson Deese</li> </ul>

## Comments/Questions

**Benjamin Kloskey:** Sorry if I missed this, but have you been coordinating with local transit agencies (if available) on where to locate these stops or where the best location to stop would be?

- Not directly yet. This is a next step for us. We are moving these conversations forward for the primary expansion scenarios, but it is not the main part of this study's scope. If and when these scenarios are approved and get implemented, we will definitely be reaching out to local transit agencies more thoroughly to examine this.
  - **Benjamin:** Thanks for the answer, makes sense to me. Seems like a lot of crossover benefits to local transit/transport agencies from a business and accessibility point of view.

**Holly Chilinski:** Concern in my Spokane community is the loss of CalTram as a provide and its impact to tribal communities and rural communities. If a check of check for equity in the Tri-Cities route would be possible or if it's out of the scope of 5310 since it's tribal transportation. But would love to see a funding source or a proper provider who can pick up this service.

- We will have to look more closely. It did not populate within the study from the data or the community engagement efforts, however Nina shared she worked in the Eastern region for years and familiar with the gaps in the area.
- WSDOT is working with the tribes to provide funding that is available at the consolidated grant program at the public transportation division.

**Micah Clark:** Do you have a newsletter? With updates and links to surveys?

- Project link shared with Micah as well as Nina's email for direct questions.

**Holly:** We would love a layer of this map with sms community shuttles and the mocassin express to post on our One-click One-call website, too.



## Report Back Meeting

<b>Date</b>	September 25, 2024
<b>Number of attendees</b>	<p>MPACT Committee Meeting (<a href="https://www.yvcog.us/agendacenter">https://www.yvcog.us/agendacenter</a>)            27 attendees (total 34 including Nina, Transpo Group -for Intercity Bus and other projects- and subs)</p> <ul style="list-style-type: none"> <li>• Alan Adolf – YVCOG</li> <li>• Patricia Byers</li> <li>• Byron Gumz</li> <li>• Geoff Wagner YVCOG</li> <li>• Hector</li> <li>• Hilda Gonzalez</li> <li>• Jamie West</li> <li>• Janna Lewis-Clark</li> <li>• Jeff Watson YVCOG</li> <li>• Raul Sanchez</li> <li>• Shane Andreas</li> <li>• Shaun Burgess</li> <li>• Kate Tollefson</li> <li>• Tom Gaulke</li> <li>• Rocky Wallace</li> <li>• Paul Tabayoyon</li> <li>• Vidhya Jagadeesan</li> <li>• Ashley Arriaga – People for People</li> <li>• Jason Cavanaugh</li> <li>• Alma Rabadan</li> <li>• Madelyn Carlson</li> <li>• Gary Wirt</li> <li>• Greg – Yakima Transit</li> </ul>

## Comments/Questions

**Mark Reynolds:** How does Pahto Transit (Yakama Nation) fit into this document?

- Nina Stocker: We consider any public transit services, whether operated by a public entity, non-profit, or tribe complimentary to this network, but they are not identified as intercity bus services specifically, per the FTA 5311(f) definition. The map on the screen only identifies intercity bus services specifically. As Maris mentioned, our internal database does include the other types of public transportation across the state, which was part of our analysis as we moved toward identifying potential expansion scenarios.

**Greg:** Why isn't the Ellensburg Commuter on that map?

- Nevermind. it was answered
  - **Gary Wirt:** Agree, but kind of a narrow-sighted answer.



- **Nina Stocker:** Commuter services such as the Ellensburg to Yakima route are excluded specifically in the FTA 5311(f) Circular and are not eligible for the funding that Travel Washington utilizes.

**Greg:** why are you repeating one that is already existing, from Ellensburg to Yakima

- **Nina:** Not repeating, these are potential scenarios identified through public engagement and modeling. Not saying we're going to implement a route; when we actually move towards implementation, we'll meet with organizations and agencies to identify the next steps by analyzing options. **Chris:** difference between intercity bus service and commuter bus service are different, so looking for support, cooperation between them.
- **Maris:** we did study knowing there's a commuter service there; if we move forward, it would be
- **Greg:** Yakima Transit applying for grants for the commuter; I would like those things considered since we're already at demand and are looking at possibly adding more buses in the near future. This is quickly outgrowing us, so would like the cooperation and conversation.

**Madelyn Carlson:** appreciate conversation for additional transportation options. As many different connections as possible is needed. We have a lot of service between Ellensburg and Yakima, including the private airport shuttle. When mapping those services, are private-public partnerships/resources being considered?

- **Nina:** yes. Airport service, also Grape and Goldline, same private operator. In our analysis, we have all these included, including People for People, nonprofit, Tribal, etc, all the actors in the transportation puzzle, so looking also at complementing the existing network through public-private partnerships.
- **Madelyn:** Able to coordinate, not duplicate, and increase the number of options for everyone. Crisis healthcare, not having services locally, probably not changing in the near future, so the options are important (to reach the Tri Cities area).

**Kate Tollefson:** in rural area, where there are maybe just 2 route options; did the analysis look into occasional deviations accommodating riders/riders' requests, rerouting by demand?

- **Chris:** of all the services, Intercity Bus is possibly the least flexible because it services the most urban areas in the rural areas, where timing is so important. So no, it was not looked at in the study. The important thing is to leverage the local services to feed the intercity service.

**Gary Wirt:** Yakima needs a connection to/from Wishram, WA to provide connections to/from Amtrak Empire Builder & Coast Starlight long-distance train service to Los Angeles & Chicago.

- **Kate Tollefson:** Is there wifi on all the intercity bus lines?
  - **Chris:** it depends on the provider.
- **Allan Adolf:** mentioned coordination with Travel Washington so they can address transit in the region and in Yakima County.





- Once we get everything finalized, please request with Nina. We'll also be engaging with partners following the study, so there will be opportunities to connect with nonprofits and other partner agencies.



## Report Back Meeting

<b>Date</b>	September 25, 2024
<b>Number of attendees</b>	6 attendees <ul style="list-style-type: none"> <li>• Angie Peters, Valley Transit in Walla Walla</li> <li>• Gabe Martin, Ben Franklin Transit in Tri Cities</li> <li>• Stanley Green, Walla Walla 2020 Transportation Committee</li> <li>• Joyce Newsom, People For People, Mobility Manager</li> <li>• Paul Krueger, WSDOT</li> <li>• Kevin Slider, BFT</li> </ul>

## Comments/Questions

- **Angie Peters:** where could we find those passenger profiles online?
- **Nina Stocker:** Hi Angie. Do you mean the traveler personas? If so, they will be part of the final report, but I can send them your way sooner.
- **Angie:** hi yes, I did mean those. I missed that they'd be in the final report so that's great, but I wouldn't say not to getting them sooner! I'd like to use them as an example to do something similar to do outreach/education on who rides our local system.
- **Joyce Newsome:** May we have a copy of this PP please?
- **Nina Stocker:** Yes, I can share it with you via email later today.
- **Joyce:** Were routes researched from Tri Cities to Yakima?
- **Nina:** The highest demand and need identified along the Ellensburg to Tri Cities corridor was between Yakima and Tri Cities. So yes. If the route started/ended in Ellensburg it would effectively offer connection between the Apple and Grape Lines that are currently served.
- **Joyce:** Thank you 🙌
- **Angie Peters:** did this study explore the impact of fares on these routes? I know that Grape Line recently raised their fares making the round-trip price inaccessible to low-income riders
- **Chris Titze:** Current fares or changes in fares or fare policies were not evaluated as part of this effort.
- **Nina:** We are looking at fare structures. It is a complex conversation given the fares are controlled by the private operators to ensure their services remain somewhat profitable. Our subsidy unfortunately rarely covers the entire operating costs, especially in less urban markets. We continue to explore ways to address this.
- **Stanley Green:** Yes, a \$40 round trip, even for seniors, is a stark contrast to the senior fare for a comparable distance in other corridors.
- **Stanley:** In analyzing existing services, did you look at "airporter" services, such as by Bellair and QuickShuttle? There is a market segment which uses these services for purposes not related to air travel.
- **Chris Titze:** Yes, the "airporter" services were included in our analysis, and we interviewed operators of those services.



- **Gabe Martin** (not chat): Curious why fares were not considered or not looked at in the project.
- We didn't evaluate formally. We did include in the personas.
- **Maris**: we did some, for cost vs time (public transit and having long layovers, vs taking intercity bus with higher cost, and travel duration)
- **Chris**: as we were building personas, we took into account. However, working on scope, we focused on gaps and needs. When working on implementation, that's where fare analysis and structure will be studied. Also, bc of complexities of intercity bus system and work with private sector, fares are not as easily managed vs commuter or fix-route system.
- **Nina**: from a WSDOT perspective outside the plan update, we've been having this conversation. BC of public-private partnership and the subsidy to operator, rarely we get to cover the entire cost with subsidy. And that gap gets larger in non-urban markets. We don't cover all of their operating expenses, which means part of the contractual structure, they are still in control of setting fares –within reason and inside limitations-. These services operate on a different scale and model.
- **Stanley Green**: The connectivity map appropriately shows Portland & Vancouver, BC. Portland is essential for getting from SE to SW WA. The "amenities" in Portland are worse than abysmal. I have traveled between Walla Walla and Skagit Counties hundreds of times by private automobile and scores of times via various combinations of bus, rail, and air. In 2019, I could book Walla Walla to Mt. Vernon on one website for approx. \$40. In 2024, I had to look at Grapeline, "Greyhound", Metro or Sound Transit, and Airporter for an itinerary which cost more than \$100.
- **Stanley** (not chat): not only cost. Used to be I could book one ticket on greyhound for the full trip. Now has to combine different routes and service providers. Very few people can figure it out or have the dedication or money to do that.
- **Nina** explained the evolution and complexities of the system (including the acquisition of Greyhound by FlixBus).
- **Kevin Sliger**: good to see a secondary recommendation between tri cities and Pullman. I would encourage to connect with the airport, as well as north Franklin County communities. There's a People for People service. Did you look into connecting those small communities?
- **Maris**: Preliminary connections along that route. For any route traveling through Pasco, we would be including a stop at the airport, or if not a formal stop, a bare minimum a requested stop.
- **Kevin**: We're looking into airport service too. These are long trips, long cycle times. BFT is happy to be involved and working along WSDOT. Add new routes, or stagger to increase frequency, would be great.
- Also looking at Grapeline schedule. Last dropoff is about 8am. They don't leave until 9 or 10am. Is that typical to have a bus waiting in an area until the return trip?
- **Nina**: once we move any of the potential scenarios, TW will reach out to the local transit or transit organizations to talk stop and schedule. It will depend on many factors, including driver availability.
- **Kevin** mentioned being excited and available to work with and collaborate with TW.



- **Joyce Newsom:** PFP does operate a WSDOT funded shuttle from Othello to Tri Cities twice per day via Connell and Mesa?
- **Stanley Green:** Joyce, does the Othello service go to the intermodal (Amtrak/bus) terminal or the airport?
- **Joyce:** Hi Stanley, no but riders can request a stop 24 hours in advance?
- **Stanley:** Grape line adjusted their timetable to depart Pasco Intermodal BEFORE the train from Portland arrives? I learned that they will wait up to 20 minutes if they know they have a passenger, but some people might not even try
- **Stanley:** Speaking about connectivity issues, specifically about Vancouver BC and Portland as two connections important for Washingtonians?
- **Stanley:** Can WSDOT try to collaborate with ODOT and Portland?
- **Nina:** We do regularly coordinate with them but our programs are managed very differently which also proves an issue at times? But we continue to have the conversations?
- **Maris:** it's a goal but collaboration is a challenge (sharing data)
- **Stanley:** about shared data? Does your data include airporter service of those carriers?
- **Maris:** not included in intercity bus activity, so not in the map? But we do have the data in our analysis and understanding of what services are out there? Also in the public engagement, we heard most people were familiar with most airport shuttle services? Plus, we interviewed with Belair?





## Report Back Meeting

<b>Date</b>	September 26, 2024
<b>Number of attendees</b>	9 attendees <ul style="list-style-type: none"> <li>• John Baranowski - TDS; previously with Greyhound and got the company going with Dungeness Line, collaborated with Heckman Motors</li> <li>• Veronica Jarvis - Thurston Regional Planning Council in Olympia.</li> <li>• Edward Coviello - Peninsula Regional Transportation Planning Org.</li> <li>• Christopher Browning - Kitsap Transit. Grants and Compliance Coordinator</li> <li>• Phirun Lach - Sound Generations Hyde Shuttle</li> <li>• Mason Dirk - Oregon Department of Transportation</li> <li>• Paul Krueger - transportation planner in the WSDOT Rail, Freight and Ports Division</li> <li>• Ben Thomas - Jefferson Transit Authority Board Chair, PRTPO Vice Chair, Port Townsend City Council</li> <li>• Wendy Clark-Getzin</li> </ul>

## Comments/Questions

**Edward Coviello:** Kitsap Transit in our long range plan is recommended re establishing some type of bus service between Bremerton and Tacoma, two large metro areas, specifically Tacoma Dome with the light rail and Amtrak Cascades, good bus service, lots of employment and then city of Bremerton connecting Kitsap Transit, WSF, etc, lots of employment. Is there any room to modify these recommendations?

- **Maris:** that specific route was pulled into initial OD corridor, so that specific route did go through this process, but didn't get through the initial screening.
- **Chris:** overall that corridor was evaluated but don't remember why that one was not raised. We can go back to check where it was waited in the analyses. That's why this conversation is important.
- **Nina:** did show up in the ~20 corridors. But when put through the initial analysis, including equity and additional service that is already on that corridor, all of that sort of obviously had it pulled out eventually. Can provide additional information if needed. Funding program or mechanism considers rural service.
- **Edward:** My guess is one of the criteria that it missed is it's not a rural route, it doesn't serve rural destinations, it's an urban route.
- **Nina** provided details on the funding mechanism.

**John Baranowski:** Do Amtrak routes come into consideration? ...for connectivity, as with ICB

- **Nina** provided information on coordination with Amtrak and WSDOT rail.



**Veronica Jarvis:** Can you share again what your definition of Intercity Bus Service is?

- **Nina:** (provided definition and link to the FTA Circular 9040.1G).
- **Veronica:** That is helpful, thank you for sharing the definition. Would also love a link to the National Intercity Bus Network
- **Nina:** The closest thing to a national network map can be found here: <https://maps.tds.ai/map> The national network is comprised of state DOT programs like ours and private providers that operate the majority of the network across the country.
- **Mason Dirk:** This is a pretty comprehensive GIS map of almost all ICB routes provided by the Bureau of Transportation Statistics [Intercity Bus Atlas \(arcgis.com\)](https://www.bts.gov/intercity-bus-atlas)
- **Nina:** Unfortunately it is not up to date.

**Wendy Clark-Getzin:** Did your report show adding a Dungeness Line hub at the Blyn Scenic Overlook on Tribal Land? I might have missed the presentation moment.

- **Maris:** have not at this point added additional stops along existing route. This is the appropriate time for the input, recommendations for services

**John B:** Maps.tds.ai provides real time maps of all major ICB carriers and Amtrak. Free of charge.

**Wendy:** the request was made before this project. The Dungeness line has to be considered since the Tribes already have the hub. There has been invested in improving the hub. Already four different bus lines stopping there.

**John B:** the map is real time. We're open to transit and routes to be included in the map.



## Report Back Meeting

<b>Date</b>	September 26, 2024
<b>Number of attendees</b>	10 attendees <ul style="list-style-type: none"> <li>• Amanda Emery, MTRWestern</li> <li>• Jeremy Butzlaff, MTRWestern</li> <li>• Stephanie Gonterman, Greyhound/FLIX</li> <li>• Monica Ghosh, WSDOT</li> <li>• Nivya Murthi, Transportation Choices Coalition</li> <li>• Kathy Fitzpatrick, Mid-Columbia Economic Development District</li> <li>• Frank Metlow, NEW RTPO</li> <li>• Joel Manning, Oregon DOT, Public Transportation Division</li> <li>• Cody Zeifman</li> <li>• Paul Krueger, WSDOT Rail</li> <li>• Bonnie Buchanan</li> <li>• Tim Therrian, Greyhound/FLIX</li> </ul>

## Comments/Questions

**Tim Therrian:** Some of these are quite an expansion in miles, will the small equipment we currently use for intercity be sufficient?

- We are not there yet in determining that, but it will be down the line

**Tim:** When you look at connectivity, did you look at locations suitable to offer connections, meaning interior conditions like air conditioning or heating?

- Yes, we are looking at them for our primary connections.
- One of the challenges we are addressing the need to connect to the greater intercity bus network. We have to follow the lead of some of private operators for some things.

**Joel Manning:** what's your aspirational timeline for when one of these would be selected and implemented?

- This report will go to the legislature in December. Dependent on additional funding availability and further planning, at earliest I'd be putting new service out to bid late 2025/early 2026. As far as additional frequency or extensions of existing routes, maybe sooner.

**Nivya Murthi:** Can you please clarify the difference between primary and second expansion scenarios?

- Primary ones are the highest prioritized and scored as well included three expansions of existing services because of their ability to be implemented in a faster time frame.
- Secondary recommendations will be included in the report, but will not have the much data and research attached as the primary.



**Jeremy Butzlaff:** What are the potential challenges and pitfalls that you imagine in between now and when you expect implementation to begin

- Reliance on private operator? We shift our plans as private operators' plan change?
- Funding is not reliant

**Tim:** Homeless population has been a challenge for us at Greyhound/FLIX as services that have viewed as bringing this population to communities?







# Appendix D

**SAG meeting minutes**



## MEETING SUMMARY

<b>Date:</b>	April 29, 2024	<b>TG:</b>	1.23439
<b>To:</b>	Nina Stocker, WSDOT		
<b>From:</b>	Chris Titze, Transpo Group		
<b>Subject:</b>	SAG Meeting #1 – April 24, 2024		

### Meeting Attendees

Nina Stocker (WSDOT)  
Emily Watts (WSDOT)  
Chris Titze (Transpo Group)  
Maris Fry (Transpo Group)  
Heidi Ganum (Transpo Group)  
Steve Abernathy (David Evans and Associates)  
Yuki Zheng (Enviroissues)  
Ashley Arriaga  
Gregory Baker  
Janna Lewis-Clark  
Jenny George  
Kathy Fitzpatrick  
Lindsey Schromen-Wawrin  
Madelyn Carlson  
Monica Ghosh  
Nick Backman  
Thera Black

### Summary of SAG Meeting Presentation:

- Nina provided a brief introduction to the project and went over the rules of conduct for the meeting.
- An icebreaker was performed to get to know the project team and SAG members.
- The project team formally introduced themselves to the SAG meeting.
- Chris discussed the project's purpose at a high level.
- Chris reviewed the project schedule and deliverables in detail.
  - Task 1 includes project management (including weekly project team meetings), development of the project work plan and the public involvement plan, four meetings with the SAG and key points throughout the project, and a review of statewide and key regional/local planning documents.
  - Task 2 includes evaluating existing services, including a desk scan of existing intercity bus services and interviews with existing intercity bus operators and agencies.
  - Task 3 includes the development of the needs and gaps assessment, which comprises quantitative and qualitative elements.
    - The quantitative data gathering and analysis will take place through much of the project and include the identification of travel demand and key origin-destination pairings in addition to ridership forecasts for expansion scenarios.
    - The qualitative data gathering is comprised of many outreach and engagement activities, including the development of a project website, a publicly available survey that will be hosted on the website, 12



- stakeholder interviews with key stakeholder groups, 7 public workshops (one in each region +1), and listening sessions with key rider groups.
- Task 3 concludes with the development of potential intercity bus expansion scenarios based on the findings of the quantitative and qualitative analyses.
  - Task 4 includes evaluating and prioritizing recommendations. The measures for prioritization will reflect the project's goals and evaluate elements such as ridership projections and high-level cost.
  - Task 5 includes the development of the Intercity Bus Plan Update report as both a technical report and a stylized executive summary that can be used to help garner support for the project. Additionally, this task includes the development of supportive materials for presentations.
- Chris went over the expected roles and responsibilities of SAG members:
  - Connectors – connecting the project team to key population groups within their community.
  - Guides – helping to guide the study's progress by providing input at key stages.
  - Broadcasters – spreading the word about the project, particularly in their community.
  - Reviewers – reviewing and providing input on key documents.
- Yuki reviewed the key engagement strategies in the Public Involvement plan and the approach for a successful outreach process.
- Yuki expanded on the project teams' approach to equitable engagement.
- Maris summarized the project goals and objectives that were developed by WSDOT in coordination with the consultant team.
- Maris conducted the goal prioritization Menti poll.
- Steve provided an overview of how FTA defines intercity bus and how we plan to define intercity bus for the purpose of this study.
- Heidi reviewed intercity bus rider characteristics and key markets/trip types based on research on intercity bus systems throughout the country (including Washington).
- Maris conducted the rider characteristic and market/trip type prioritization Menti polls.
- Maris conducted a Menti activity to get feedback on the existing Intercity Bus network's strengths, weaknesses, opportunities, and threats.
- Chris went over the next steps for the project.

### Comments from SAG Members:

- Kathy Fitzpatrick: Note to engage with ODOT to understand the I-84 corridor services that would link with priority corridor service identified in the 2019 Intercity Bus Plan.
- Kathy Fitzpatrick: Working on a regional transit hub in Hood River that could include the HR Greyhound stop.
- Lindsey Schromen-Wawrin: For existing services, this is a spreadsheet that combines the multiple transit options between Port Angeles and Seattle:  
[https://docs.google.com/spreadsheets/d/1TERgoNc0iLQkpCatNw28tKuBn\\_A0jwHYzAeCkQ66hJw/edit#gid=1502965911](https://docs.google.com/spreadsheets/d/1TERgoNc0iLQkpCatNw28tKuBn_A0jwHYzAeCkQ66hJw/edit#gid=1502965911)
- Lindsey Schromen-Wawrin: Note that now with the Jefferson Transit Kingston Express and the Clallam Transit Strait Shot, the Dungeness Line to Seattle overlaps with other routes, so the advantage of the Dungeness Line is a direct connection with no transfers. One option for improving the value of the Dungeness Line would be to route it over the Tacoma Narrows Bridge rather than the Kingston/Edmonds Ferry since currently there are no easy public transit routes from the north Olympic Peninsula to Tacoma (and a Tacoma connection would make Olympia more accessible too).
- Nick Backman: The last survey didn't take medical appointments, shopping etc into consideration.



2



- Unknown User: Please note that MPO differs from RTPO – especially in rural WA. You want to rely on RTPOs to connect with your communities.
- Nick Backman: A surprising number of people don't realize there is an Amtrak thruway bus in Ritzville. Some of these existing stops might need some signage and advertising.
- Nick Backman: Without direct bus service from Pasco to Pullman, I feel these students, many of color, would be good to engage with. Currently, traveling between Pasco and Pullman by bus or plane takes over six hours, and a connection is required.
- Kathy Fitzpatrick: [Related to the Accessibility goal], does access include fare discount program development? Most Greyhound trips are more expensive than what the migrant/seasonal farmworkers and tribal fishers that I serve can afford.
- Lindsey Schromen-Wawrin: At my work, we recently did community engagement for Commerce, and our purposive door-knocking in low-income neighborhoods was very effective. If you want to hear from people needing these services, knock on doors in mobile home parks in rural counties.
- Nick Backman: Prisons are also a top destination for people needing bus service.
- Unknown User: Several of PRTPO's tribal members have educated us on the importance of intercity bus travel in maintaining family, community, and cultural connections between the tribes.
- Nick Backman: Some farming communities are food deserts, believe it or not. It's 30 miles to a major supermarket for some people on the Palouse.

**Follow-Up Items:**

- The project team will share the Menti poll as a survey so that SAG members who were not able to attend the meeting or not able to participate in the poll during the meeting can participate.
- The project team will share the Public Involvement Plan once it has been finalized.



## MEETING SUMMARY

<b>Date:</b>	July 11, 2024	<b>TG:</b>
<b>To:</b>	Nina Stocker, WSDOT	
<b>From:</b>	Chris Titze, Transpo Group	
<b>Subject:</b>	SAG Meeting #2 – July 11, 2024	

### Meeting Attendees

Nina Stocker (WSDOT)  
Emily Watts (WSDOT)  
Chris Titze (Transpo Group)  
Maris Fry (Transpo Group)  
Steve Abernathy (David Evans and Associates)  
Yuki Zheng (EnviroIssues)  
Wayne Flowers (EnviroIssues)  
Nick Backman  
Kathy Fitzpatrick  
Thera Black  
Monica Ghosh  
Ashley Arriaga  
Alan Adolf  
Gregory Baker

### Summary of SAG Meeting Presentation:

- Nina went over the housekeeping rules of conduct for the meeting and provided a brief overview of the project as a reminder to the SAG members.
- SAG members provided introductions in the chat.
- Nina provided an update on where we are in the project schedule as well as a reminder of the expected roles and responsibilities of SAG members.
- Maris summarized the high-level evaluation process of the project and shared completion of existing conditions evaluation.
  - Shared the development and use of comprehensive GIS Portal for gathering data.
  - Shared the creation of existing Intercity Bus Services map, used for multiple engagement events.
  - Shared the demographics analysis and key points of interest, following research of typical intercity bus passenger characteristics and feedback from SAG meeting #1.
- Maris shared the progress of gaps and needs assessment, summarizing the demand analysis approach and development of replica analysis.
- Maris summarized the engagement and outreach efforts conducted by the project team as part of the gaps and needs assessment.
- Chris went over the results from the operator interviews conducted with Bellair Charters & Airporter, MTRWestern, Greyhound, Northwestern Stage Lines, FlixBus, and Jefferson Lines.
  - Chris shared the questions and conversations of the operator interviews.
  - Chris and Steve went over the summary of key issues facing the industry including service reductions and connectivity, customer service and communication gaps, safety and security concerns, and public perception and hesitation to bus travel post-pandemic.





- Chris and Steve went over the summary of key gaps and needs including connectivity and coordination across the network, better technology integration, improved infrastructure and facilities for safety and comfort, and public engagement and data utilization for planning purposes.
  - Chris and Steve went over the summary of the future of the intercity bus service including service expansion and frequency, sustainability and electrification, collaboration and network integration, and funding and strategic support.
- Maris shares the results and findings from 225 respondents of the public survey hosted online from May 15 to July 7.
  - **Frequency and Purpose of Travel** – Most respondents travel to destinations more than two hours away (regardless of mode of travel) at least multiple times per year. The most frequent long-distance travel is related to visiting family and friends (43.50%).
  - **Intercity Bus Usage** – A significant portion of respondents have never used intercity bus services (36.61%).
  - **Access Methods** – Most respondents access intercity bus services via local bus (61%) or are driven by a friend or family member (42%). A significant number of respondents (38%) indicated walking or biking to intercity bus, highlighting the importance of first/last-mile connectivity.
  - **Popular Destinations** – The top destinations included visiting friends or family (57.7%) and recreational activities (53.6%)
  - **Motivations** – Existing riders use intercity bus because: It's good for the environment (56.6%), It saves them money (50.5%), and They do not have access to a car (35.4%)
  - **Alternatives** – If intercity bus service was no longer available, existing riders would: Drive to their destination (46.4%), Get a ride from family or friends (36.1%), and Would not be able to make the trip (36.1%)
  - **Barriers** – Service does not go where needed (48.2%), Service not available at needed times (41.8%), and Trip takes too long (33.6%)
  - **Opportunities** – New routes to serve new destinations (60.9%), Increase frequency of service (60.4%), and Improve timing of connections to other transportation services (42.9%)
- Yuki shared the summary of the four tabling events and key findings from each.
  - **Central Washington University**– Students and university staff audience. Opportunity to work with CWU to increase awareness of intercity bus option for students.
  - **Miramar Health Fair** – Most people drive to travel outside of their community, citing convenience, family size, and individual schedule as the reason. Better marketing and more accessible information on how to ride would make it less intimidating.
  - **Ellensburg Farmers Market** – General awareness of Bellair Airporter Shuttle and desire for increased frequency for the Airporter Shuttle and additional routes/stops for destinations like specialty health care, especially in Issaquah.
  - **Downtown Yakima Farmers Market** - General awareness of the Bellair Airporter Shuttle. Excitement of the option for elderly family members or those who have accessibility needs and cannot drive.
- Yuki shared the format and summary of the open houses, two in-person and four virtual.
  - **Station One** – Lived Experiences
  - **Station Two** – Current Network
    - Average of 4.1 ranking for how well the current network serves needs across all open houses
  - **Station Three** – Community Lens
  - **Station Four** – Statewide Prioritization. Results of top funding priorities were:
    - 1) Add routes to new geographic areas



- 2) Increase the number of times buses run each day
- 3) Extend existing routes to new geographic areas
- Other key takeaways from the open houses included general unfamiliarity of the network. Improvement opportunities include additional marketing to inform the public of the network and better connections to local transit.
- Maris and Chris share next steps in the project that involves continuation and completion of public engagement efforts, evaluation of gaps and needs, and development of planning-level intercity bus expansion scenarios.

#### **Comments from SAG Members:**

- Nick Backman: [Related to the better technology integration from operator interviews] If an app doesn't exist yet, a cell phone app for users to help plan trips would be nice that will navigate them through transfers and interline usage
- Thera Black: [Related to mapping exercise from open houses] The challenge for some of us is that we represent lots of entities. My personal opinion is not that of my region. This is challenging.
- Thera Black: Isn't there also a tribal meeting coming up?
- Thera Black: [Related to mapping exercise from open houses] They're set up for individual responses, not aggregate responses

#### **Follow-Up Items:**

- The project team will share the Menti state prioritization exercise since SAG members did not have time during the meeting to participate in it.
- The project team will share the meeting minutes and presentation to the SAG members.
- The project team will share the July 17 Report Back virtual public meeting event to SAG members who were not able to attend.



## MEETING SUMMARY

<b>Date:</b>	August 27, 2024	<b>TG:</b>
<b>To:</b>	Nina Stocker, WSDOT	
<b>From:</b>	Chris Titze, Transpo Group	
<b>Subject:</b>	SAG Meeting #3 – August 27, 2024	

### Meeting Attendees

Nina Stocker (WSDOT)  
Chris Titze (Transpo Group)  
Maris Fry (Transpo Group)  
Jonathan den Haan (Transpo Group)  
Steve Abernathy (David Evans and Associates)  
Wayne Flowers (Envirolssues)  
Nick Backman  
Thera Black  
Ashley Arriaga  
Alan Adolf  
Geoff Wagner  
Frank Metlow  
Janna Lewis-Clark  
Jenny George  
Kathy Fitzpatrick  
Robin Kieffer

### Summary of SAG Meeting Presentation:

- Nina went over some high-level housekeeping for the meeting and walked through the agenda
- Nina briefly covered the project purpose, goals and objectives
- Nina also provided an update on where we are in the project schedule
- Nina spoke to the project's Technical Approach and that we're currently concluding gaps and needs assessments and working on the service expansion scenarios
- Chris then introduced the quantitative and qualitative analysis the project team did during the initial phase of information and data gathering
- Chris also presented the most up to date of the existing intercity service map, which is the base used for the technical analysis. He also reminded the group that to map the community conditions, the project team developed a GIS portal and used different sources for the demographic data and analysis and to identify the points of interest
- Chris mentioned that there is a lot happening in the "intercity bus" world in the state, and getting everybody on the same page is challenging, especially when seeking different data
- Chris shared the gaps and needs assessment, summarizing the demand analysis approach and development of replica analysis.



- Community conditions data gathering also was presented
- Chris refreshed the SAG participants on the engagement and outreach efforts conducted by the project team as part of the gaps and needs assessment. Nina reminded the participants that Yakima Valley was one of the regions the Legislature emphasized for the study
- Chris went over the key survey findings, including:
  - Trip types by frequent and infrequent riders, as well as travel alternatives
  - Barriers to use or more frequent use
  - Priorities for improvement expressed by frequent and infrequent riders and non-riders
- Chris explained the corridor identification, screening processes and corridor identification
  - Geographic, demographic to determine Origin-Destination corridor
  - Used the quantitative and qualitative information and developed the initial O-D corridor in 3 tiers.
  - Took the initial O-D corridors and identified potential expansion scenarios based on the reality of Travel Washington
    - Nina clarified that the initial O-D corridors were reviewed under the evaluation and determination of what Travel Washington program can do under the 5311(f) program
    - Constrained resources – important to look where is the program more effective, connecting with current private operators, become a feeder into operations
  - Chris underlined that expansion scenarios and recommendations are entirely contingent on the interstate corridors service remains as currently serviced
- Maris presented the performance metrics for screening of the potential Travel Washington expansion scenarios
  - Demand analysis
  - Accessibility
  - Connectivity
  - Equity
- Maris then walked through the different expansion scenarios with their corresponding evaluations
  - Ellensburg to Tri-Cities
  - Tri-Cities to Spokane (2 different options)
  - Yakima to Portland
  - Spokane to Omak
  - Tri-Cities to Pullman
  - Tri-Cities to Stanfield
  - Tacoma to Ocean Shores
  - Long Beach to Vancouver
  - Extensions of existing services
    - Dungeness Line to Forks
    - Apple Line to Republic
    - Gold Line extension to Republic



- Chris mentioned that this work is providing the options, the identified corridors, and then we can think about the operational side
- Chris provided the Next Steps, including refining potential and priority Travel Washington expansion scenarios; develop recommendations for expansion scenarios, for existing routes expansions, for system/institutional gaps and needs; public engagement; and refining recommendations and reporting back to SAG (October)
- Nina reiterated that the project team continues to welcome feedback and input from the SAG members
- Maris reminded SAG members that we are moving fast in the process, so additional thoughts preferably by the end of the week. Chris also emphasized that the slide deck is a DRAFT

#### **Comments/Questions from SAG Members:**

- Nick Backman asked about Pasco to Pullman – metric says connectivity medium. Did the project consider Colfax to Pullman connection?
  - Maris explained that they considered how many routes you can connect to, that's why the connection was evaluated as medium.
- Alan Adolf: Yakima Portland, Tri-Cities to Stanfield: previous conversations of connecting to the Oregon system. Would either of these two have connection points at the border, and let Oregon pay for their share? Yakima to Portland I see keeping it because of coverage, but would this one have opportunity for threading the state border to minimize financial impact on both states?
  - Nina explained that evaluation does not say that this is potential, not definitive on the stops. We saw on the quantitative and qualitative data, the desire was to provide the service on the WA side. With this potential scenario the intention is to provide service to communities on the WA side, though initially there were conversations on threading the border. Not saying that it can't happen, but ODOT is at another stage. But this is part of what we'll look at.
  - Alan added that on the Federal level it could seem as duplicative, so it might be important to consider.
- Thera Black: Dungeness Line to Forks expansion: expansion between Forks and Seattle, it should be coordinated with the other routes – duration impacting frequency.
  - Maris said that the comment is very helpful as we study the next stage, on the extension scenarios considering if the extension would limit the number of round trips.
  - Nina added that these are options to study in the next phase.
- Thera Black: added that using the intercity bus is very important for the northern Olympic area, people use transit (instead of driving) because of "sustainability" values. The analysis should consider the opportunity of bringing people also into the community to support the community (tourism, visiting the natl parks)





- Chris commented on the importance that the recommendations should provide access to a larger - national network. Connections/feeder element is very important. Ultimately we need to narrow the scenarios down.
- Janna Lewis-Clark: went into detail on the service provided by the Yakama Nation Tribal Transit (Pahto Public Passage), including the drive between Yakima to Vancouver, along the Columbia River. Specified that the drive is very long (2-lane road), about 5 hours, roundtrip very long and challenging (narrow, windy). Mentioned that including Portland works but she wonders if there are areas not being covered in the route, some that Pahto currently covers or connects with Mt. Adams Transportation. Janna Lewis-Clark did express a lot of interest in the project and how Pahto fits or could fit in the scenarios, and is looking forward to the next stage.
- Thera Black: data used in the study is very valuable. Asked if it's possible to share the data (quantitative) with the RTPOs since it would be really valuable for them, to get access for their future planning processes. Even if it's in the WSDOT GIS data portal. This is a great example of useful data so everyone can work from the same data, especially for rural regions that don't have the resources to get this kind of data and HSTP planning.
  - Nina explained that she is working with others on ways to make the data available.

#### Comments from SAG Members in the meeting chat:

- **Kathy:** Yakima/Yakama to Biggs was the old route, correct?
  - 1 outbound, 1 inbound for Flix
  - No, ODOT isn't anywhere near this level of planning.
- **Steve Abernathy:** Flix currently operates only one daily schedule between Portland & Boise on I-84 (Oregon side of Columbia River)
- **Kathy:** It actually does not make sense to me for a long distance carrier to travel along SR14.
- **Janna Lewis-Clark:** FYI: For the Yakima to Portland route, Our Pahto transportation currently travels from Wapato, Toppenish to Goldendale; where we meet up with Mt. Adams Transportation and they continue the routes to Lyle, White Salmon and The Dalles, Oregon.
- **Kathy:** The community not being served currently on SR 14 is really only Lyle. All the others mentioned are being served by local transit with relatively high frequencies and low cost (a Gorge Transit Pass costs \$40 per 12 months unlimited rides).
- **Nick Backman:** Amtrak serves Washington side of the Columbia.
  - I wonder if they might do thruway bus to Yakima
- **Janna Lewis-Clark:** FYI: Living in the Yakima area, the drive from Yakima to Vancouver down along the Columbia River is a 5 hour drive one way.
- **Kathy:** But the consideration would be the Yakima County/Yakama Nation connections through to Goldendale which is served by Pahto Public Passage, so I will let Janna Lewis-Clark speak to that connection.
  - I support what Janna said about the SR14 corridor--our cutaways that travel along the SR14 corridor from Vancouver to Bingen have to squeeze through the narrow "tunnels"--if they meet up with a logging truck, they are



forced to scrape along the sides of the tunnels. Super sketchy, can't imagine in a large coach bus.

- The connection at Wishram with long distance rail would be a tough connection, considering when the rail comes through and often 6 hrs late-- Wishram is a tiny community with NO services.
- Also a quick note that Mt Adams Transportation Service is applying to the WSDOT Consolidated Grant program this September for the Bingen-Lyle-Dallesport Corridor.
- We are currently working with CRITFC to establish connectivity to the in-lieu and TFA sites.

**Follow-Up Items:**

- The project team will share the slide deck with the SAG members
- Next steps: communications are being sent out about the public meetings at the end of September
- Nina: reminded that we're hoping to engage with regional and local stakeholders, from elected officials to transit reps. She emphasized that if SAG members think of anyone/stakeholder that should be in that list of invites, please share it with Nina



## MEETING SUMMARY

<b>Date:</b>	October 24, 2024	<b>TG:</b>
<b>To:</b>	Nina Stocker, WSDOT	
<b>From:</b>	Chris Titze, Transpo Group	
<b>Subject:</b>	SAG Meeting #4 – October 24, 2024	

### Meeting Attendees

Nina Stocker (WSDOT)  
Chris Titze (Transpo Group)  
Maris Fry (Transpo Group)  
Heidi Ganum (Transpo Group)  
John Lewis (Transpo Group)  
Steve Abernathy (David Evans and Associates)  
Yuki Zheng (EnviroIssues)  
Alan Adolf  
Frank Metlow  
Geoff Wagner  
Monica Ghosh  
Janna Lewis-Clark  
Jeff Watson  
Jenny George  
Nick Backman  
Kathy Fitzpatrick  
Kimberley Gibson

### Summary of SAG Meeting Presentation:

- Chris gave a refresher of the project purpose, goals and objectives.
- Chris shared a summary of the September report back meetings including information shared, results from the study, and participant feedback.
- Maris shared information about the primary expansion scenarios:
  - New services:
    - Ellensburg to Tri-cities
    - Tri-cities to Spokane
  - Expansion of existing services
    - Dungeness Line Extension to Forks
    - Apple Line Extension to Republic
    - Gold Line Extension to Republic
- Maris shared information about the secondary expansion scenarios:
  - New services:
    - Spokane to Omak
    - Tri-cities to Pullman
    - Tacoma to Ocean Shores
    - Long Beach to Vancouver
- Heidi presented policy recommendations
  - Objective 1: Improve monitoring and evaluation of existing ICB services
  - Objective 2: Enhance coordination with local, regional, and neighboring state transit providers to improve access to ICB network
  - Objective 3: Improve internal WSDOT coordination to maximize the effective and efficient use of funding and staff time



- Objective 4: Provide customers with comprehensive, high-quality, and up-to date information about intercity bus services
  - Objective 5: Promote and market Travel Washington services
  - Objective 6: Improve the travel experience for intercity bus riders
  - Objective 7: Improve consistency of travel experience across Travel Washington
  - Objective 8: Increase funding and staffing resources
- Nina shared what the next steps are for the project including submitting drafts to WSDOT, sending the final draft to the Legislature in early December, and creating an Executive Summary.

#### **Comments from SAG Members:**

- Nick Backman: Add Spring, WA to the “Tri-Cities to Spokane” route.
- Kimberley Gibson: Rural Resources Community Action in Colville has a deviated fixed route that comes to Colville from Republic 3 times per week.
- Kathy Fitzpatrick: WSDOT contracts out to Trillium for trip planner. What trip planners do not show is local options. If someone is using long distance bus service, and they get to a smaller city, those local trips may not show up. Has struggled with trip planner and with Trillium before. If you want discoverability for those smaller local transit, we need a better system.
  - Nina: Aware of this issue. As we begin to research ways to provide this service, we will keep this in mind to make sure this is functional.
  - Chris: Trip planners themselves pick up the GTFS data. Also important is the data itself – how accurate it is, how often it is pulled, who is managing, will smaller/local agencies have the capacity to manage?
  - Heidi: Technology plan needed to think through all of these pieces in a comprehensive way. There is a home for that in WSDOT, not just within Travel Washington but would be a participant.
- Kathy Fitzpatrick: Public outreach. The use of long-distance carriers – not great frequencies, greater costs. This eliminates a lot of trip purposes, seems unlikely that people would be using this for commuter or medical trips.
  - Nina: Demographics of riders actually vary broadly. There are commuters, however ICB as designed is not meant for commuter services, it’s meant for long distances and connections to larger national network.
  - Chris: Looking at the survey respondents, we look at choice and non-choice riders. We did hear from folks during outreach that they use it for medical appointments especially for specialists. For choice riders, we heard a lot of people use it for recreational and family visits.
  - Nina: We do have a lot of people using the Dungeness Line specifically to access medical services. And in the Yakima region there is a massive shortage of doctors and facilities, so folks are traveling all the way to Seattle for medical appointments.
- Nick Backman: One frequent use I used to hear was car services.
- Jenny Gero: Are we sending the final drafts to the SAG before Legislature?

#### **Follow-Up Items:**

- The project team will share the meeting minutes and presentation to the SAG members.
- We will share the Executive Summary with SAG members.







# Appendix E

**EV feasibility evaluation**



TECHNICAL MEMORANDUM

Date:	October 10, 2024	TG:	23439.00
To:	Nina Stocker, WSDOT		
From:	Chris Titze, Transpo Group		
cc:	Paul Sharman and Maris Fry, Transpo Group		
Subject:	Travel Washington Bus Fleets and Zero-Emission Vehicles: Opportunities and Challenges		

As intercity bus fleets evolve to meet the growing demand for sustainable transportation, the transition to zero-emission vehicles (ZEVs) presents opportunities and challenges. The shift to electric and alternative fuel-powered buses is gaining traction, driven by technological advancements and regulatory pressures to reduce greenhouse gas emissions. However, the feasibility of converting intercity bus fleets to ZEVs is limited by vehicle range, longer charging times, and the necessity for significant infrastructure investments. This technical memorandum examines the current state of ZEV technology in intercity bus services, focusing on operational issues, potential pilot projects, and the future integration of electric buses along Washington's Travel Washington routes. While the path to full ZEV adoption may be challenging, careful planning, technological monitoring, and collaboration with local transit providers can help ensure a sustainable intercity transportation future.

The following provides an overview of the potential of transitioning the Travel Washington fleet to zero-emission vehicles (ZEVs) and the opportunities and challenges that must be addressed. The evaluation begins with a summary of the current state of ZEV technology for intercity bus vehicles. Next, it offers a brief overview of operational considerations when deploying ZEV technologies exclusively on the four existing Travel Washington routes, as summarized in Table 1. Lastly, if desired, concluding thoughts and next steps are provided to guide the planning for transitioning to ZEV in intercity bus operations.

State of Zero-Emission Motor Coach Technology

The Washington State Department of Enterprise Services (WSDDES) state contract was examined to determine the current status of the zero-emission bus market and its availability for procurement. This contract establishes agreements with various vehicle vendors, allowing public agencies to leverage the state's collective purchasing power to save money, reduce risk, and streamline procurement. The state contract includes zero-emission bus (ZEB) motor coaches from three vendors: MCI, a motor coach manufacturer; BYD (now rebranded as "Ride"); and Gillig, a manufacturer of public transit coaches. All



three manufacturers offer 35-foot battery-electric vehicles. The MCI L.E. motor coach is a traditional over-the-road (OTR) coach designed for intercity bus service. It meets ADA standards and boasts an advertised range of 225 miles on a single charge, with a charge time of less than four hours using a 520-kW charger. The BYD (Ride) transit coach advertises a range of 175 miles and charging times comparable to the MCI coach. Gillig claims a range of 288 to 403 miles on a single charge, with Tier 2 charging recommended for 0-100% charge in about three hours for its transit coach. There are no hydrogen fuel cell motor coaches on the WSDDES contract. New Flyer, another transit coach manufacturer, does offer fuel cell-powered 40-foot and 60-foot vehicles. Over time, a hydrogen fuel cell motor coach will likely be available through the WSDDES state contract. Additionally, WSDOT and Amtrak recently replaced a diesel motor coach with a CX-45E battery-electric motor coach from Van Hool, a Belgian manufacturer. This bus is currently used to travel from Seattle to Bellingham and back on a single charge, covering approximately 200 miles.

### Cursory Assessment of ZEV Operations on Travel Washington Routes

The following table summarizes the key operational details of Travel Washington’s intercity bus routes, including route distances, dwell times, round trips per day, and average daily mileage per vehicle.

**Table 1. Travel Washington Intercity Bus Routes, Travel Times, Distances and Dwell Times**

Route	Origin / Destination	Route Distance (one way in miles)	Dwell time at ends of route	Round Trips per Day per vehicle	Average Daily Mileage per vehicle
Gold Line	Kettle Falls – Spokane Airport	90	~1 hour in Spokane, none in Kettle Falls	2	344
Grape Line	Walla Walla - Pasco	51	~2 hours in Pasco, ~30 mins in Walla Walla	3	306
Apple Line	Omak - Ellensburg	161	40 minutes in Ellensburg, none in Omak	1	322
Dungeness Line	Port Angeles to SeaTac Airport	98	~2 hours at SeaTac	1	196

The Gold Line operates between Kettle Falls and Spokane Airport, covering 90 miles one way, with minimal dwell time in Kettle Falls and about one hour in Spokane, completing 2 round trips daily for an average of 344 miles per vehicle. The Grape Line connects Walla Walla to Pasco over 51 miles, with dwell times of approximately two hours in Pasco and about 30 minutes in Walla Walla, supporting three daily round trips and averaging 306



miles per vehicle. The Apple Line runs from Omak to Ellensburg, covering 161 miles one way, with 40-minute dwell times in Ellensburg and none in Omak, completing 1 round trip per day with an average daily mileage of 322 miles. Lastly, the Dungeness Line travels 98 miles from Port Angeles to SeaTac Airport, dwelling for approximately two hours at SeaTac and running 1 round trip daily, with an average of 196 miles per vehicle.

Terrain challenges, weather conditions, driver behavior, and battery degradation over time make it difficult for battery electric vehicles to achieve their advertised range. Given this, existing buses on the WSDOT state contract will likely meet each Travel Washington route's daily operational needs with mid-route charging during the working day. However, the BYD and Gillig coaches are unsuitable for rural intercity bus services because they need a separate compartment for luggage and parcels, as the intercity bus program requires. Other commercially available electric motor coaches, such as the recently deployed Van Hool CX-45E ZEV motor coach on the Amtrak route from Seattle to Bellingham, could meet the Dungeness Line's daily operational requirements without needing midday charging. However, Van Hool motor coaches must meet Buy America criteria, so they cannot be purchased with federal funds.

Travel Washington's intercity bus service primarily uses medium-duty coaches, and only Phoenix EV, Green Power EV, Endara, and Optimal EV currently manufacture comparable electric medium-duty buses. All four manufacturers produce medium-duty buses that travel 150 to 175 miles per charge and require 4-8 hours to recharge using 114-155 kWh chargers. The Optimal EV is Buy America-compliant and is advertised as rechargeable in 2 hours on a Level II DC fast charger with a 125-mile operating range.

Suppose Travel Washington desires to test the feasibility of ZEV motor coaches along its routes. In that case, a pilot project should be used to test and evaluate the operability of electric-powered motor coaches, and a pilot should occur on the least operationally challenging routes, such as the Grape Line. The Grape Line has the shortest one-way directional route and the most consistent layover (2 hours in Pasco) among Travel Washington routes. A two-hour layover could allow enough time to recharge during the operating service day to keep the Grape Line operational.

Many factors influence the operational performance of electric battery buses, including charging infrastructure availability, battery recharge rate, and the maximum operating range for which a fully charged battery can provide power. Other factors can affect vehicle and charging infrastructure performance. Colder temperatures and winter darkness can impact the rate at which a vehicle recharges and the total charge's operational range, as power is diverted to other needs like heating and lighting. Elevation changes like those encountered on cross-mountain pass routes can reduce actual range performance.



Furthermore, charging rates at Level II chargers, recommended for the fastest charges, are affected by the number of vehicles connected to the network at any given time. One potential limiting factor is the local power grid's ability to support Level II fast chargers. Many rural areas in the state currently require additional electrical grids to accommodate Level II chargers.

Under ideal conditions, a 35-foot Gillig transit battery electric bus with a larger 686-kW battery capacity would take nearly 3 hours to fully charge, giving it a range of about 403 miles. The Dungeness Line and the Grape Line have the most extended dwell times of any Travel Washington route, with two-hour dwell times at one end each. The Grape Line has an additional 30-minute stop in Walla Walla, where a 35-foot battery-electric Gillig transit coach can draw up to 130 kW, providing an additional 76 miles of range. Gillig buses equipped with smaller batteries have a range of around 288 miles. A full charge at 260 kW/hour would take about 1.8 hours.

Given that the Grape Line is 51 miles one-way, and the Dungeness Line is 98 miles, a range of 403 miles should be sufficient to run these routes if a medium-duty coach with this operating range is available and charging time is adequate. With charging times ranging from 1.8 to 3 hours and additional "top off" charging options, the Grape Line is the route most likely to effectively make the transition to ZEVs. However, schedules must be meticulously planned, and contingencies for unexpectedly slow charging rates may be necessary.

Deploying ZEVs across the entire Washington intercity bus network may not be possible at this time due to the scarcity of existing charging infrastructure in rural areas, long daily driving ranges, and relatively short dwell times at route ends; however, some routes may be considered for conversion to electric buses using current technology. When WSDOT decides to begin transitioning to ZEVs on the intercity bus network, it is recommended that the Grape Line be the first to test new ZE motor coaches due to its shorter daily mileage, relatively consistent topography, and longer, consistent layovers than those of other Travel Washington intercity buses.

Level II charging infrastructure should be strategically placed during future pilot projects to accommodate future electrified routes. For example, charging infrastructure along the Grape Line route should be in Pasco rather than Walla Walla so other intercity bus routes passing through Pasco could use it. Forming alliances with local transit providers such as Ben Franklin Transit and Valley Transit may also be advantageous as they transition to ZEVs and could share charging infrastructure.



## Conclusion and Next Steps

Year after year, technological advancements (battery sizes, bus and infrastructure costs, etc.) will expand the number of intercity bus routes that can be converted to ZEV. WSDOT should continue monitoring ZE motor coaches' availability and consult with ZEV operators (such as MTR Western, which operates the Seattle-Bellingham electric bus) to better understand the technology's capabilities and limitations. Further technological advancements may include the introduction of a hydrogen fuel cell-powered motor coach with enough range to operate on any intercity bus route. Before this becomes a viable option, additional hydrogen supply and fueling infrastructure development is required. Battery electric motor coaches are best suited to shorter routes with frequent charging stops. In contrast, long-distance operating routes or those with limited charging opportunities may be better suited for future technology improvements, such as hydrogen fuel cell-powered vehicles.

