whatcom **council of governments**

Whatcom County Human Services Transportation Plan

2018 Update

Prepared by the Whatcom Council of Governments

Adopted by the Whatcom Transportation Policy Board, October 10, 2018

Planning agency and contact information

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Contents

1. Introduction

Welcome to the Whatcom region's Coordinated Public Transit – Human Services Transportation Plan (CPT-HSTP). The primary purpose of the planning process and outcomes documented here is to maintain a comprehensive understanding of the Whatcom region's needs for transportation services for people who depend on publicly available transportation because of age, income, or disability and then present strategies and proposed investments to address those needs.

The Washington State Department of Transportation (WSDOT) uses this plan, along with the regional CPT-HSTPs of the state's other 13 regional transportation planning organizations (RTPOs), to

- Inform WSDOT's development of the state-wide CPT-HSTP in accordance with federal law (49 U.S.C. 5310) and
- Ensure that regional funding requests to state's Consolidated Grant Program are based in a regional, community-based process of needs identification, strategy development, and improvement project prioritization.

2. Stakeholder involvement

Since receiving a grant from WSDOT in 2006 to prepare its first coordinated human services transportation plan, WCOG has been convening community stakeholders to participate in continuous regional evaluation for the transportation needs of youth & seniors, people with disabilities, and people with low income. WCOG's current HSTP stakeholder group (listed in the table below) is inclusive of the human-services categories (listed in the column headings).

WCOG's attention to HST needs is also supported by the regional Citizens' Transportation Advisory Group (CTAG), Transportation Technical Advisory Group (TTAG), and the Whatcom Transportation Policy Board (PB).

In the lead up to this 2018 CPT-HSTP update, WCOG has also been engaged with two initiatives over the previous year that have both broadened the participation on the HSTP stakeholder group and established improved connections with HST stakeholders in adjacent planning and service areas.

Easter Seals grant: In 2016, WCOG applied for and received an Active Transportation Communities Initiative (ATCI) grant from Easter Seals, Inc. The $100,000 award for one year of activity supports the formation of a local ATCI committee and consensus-based investments in human-services transportation improvements. As part of this initiative, WCOG conducted outreach among the HST stakeholder group and beyond in preparation for a two-day workshop in September 2017. The

workshop not only involved new representatives from important human-services organizations but produced new leads for additional organizations who have been invited to participate in WCOG's HST steering committee. The ATCI project will wrap up in early 2019. It is anticipated that the initiative's focus on improving access to transit will continue under WCOG's human-services planning activities.

North Sound Transportation Alliance – Health in Transportation: In September 2017, the North Sound Connecting Communities Program which is administered by WCOG (now the North Sound Transportation Alliance – NSTA) held a five-county workshop focused on gaps in health-related transportation for vulnerable populations needing to travel outside their jurisdiction for care – populations including the elderly, disabled, rural, and poor. Participants included a wide range of health care and transportation organization representatives, along with regional planning organizations, who participated in three interactive sessions. In addition to identifying strategies that pertain to a broader regional geography, the workshop and work that continues from it has connected each of the participating RTPOs with human-services stakeholders outside of their planning area but connected to some critical transportation needs of the local residents.

Stakeholder group formation - background

WCOG's 2014 HSTP update involved a variety of transportation and human services providers through presentations to the following groups:

- Community Resource Network monthly meetings (Bellingham area Opportunity Council meeting of representatives from shelters, food banks, alms ministries, financial literacy programs, transition housing, disabled services, and others)
- Family to Family Committee
- Governor's Committee on Disability Issues and Employment quarterly meeting
- Whatcom County Coalition to end Homelessness meeting
- Senior Living Fair
- Transportation Technical Advisory Group
- Citizen's Transportation Advisory Group

As part of the 2014 HSTP update, the following groups were invited to participate:

Human Services Agencies

Aging and Disabilities Services Administration

ARC of Whatcom County

Bellingham Food Bank

Bellingham /Whatcom County Housing Authority

Boys' and Girls' Clubs of Whatcom County

Cascade Vocational Services

Catholic Community Services

Child Protective Services

Department of Social and Health Services

Early Learning and Family Services Northwest

Interfaith Coalition (Clinic, Housing)

Kulshan Community Land Trust

Lighthouse Mission Ministries

Lions' Club

Northwest Regional Council (Area Agency on Aging)

Opportunity Council

Rebound of Whatcom County

St. Joseph Hospital

SeaMar Health Clinic

Spinal Cord Injury Support Group

Visiting Angels

Whatcom Alliance for Healthcare Access

Whatcom Coalition for Healthy Communities

Whatcom Community and Family Network

Whatcom Council on Aging

Whatcom/Skagit Housing (Rural Self-help Homes)

YMCA (childcare, etc.)

YWCA (transition housing, etc.)

Schools

Bellingham School District

Mount Baker School District

Readiness to Learn Consortium

Western Washington University

Transportation Providers

BellAir Charters

Cascade Ambulance Service, Inc.

Love, INC (volunteer drivers)

Lummi Transit Service

Northwest Regional Council (Medicaid Brokerage Transport)

Rural Metro (Medical Transport)

Veterans of Foreign Wars Medical Transport

Whatcom Transportation Authority (WTA)

Whatcom Volunteer Center CHORE program

Washington State Department of Transportation (WSDOT)

Agency Council on Coordinated Transportation (ACCT)

Yellow Cab of Whatcom County

Jurisdictions or Departments

Bellingham Emergency Management

City of Bellingham public works

City of Bellingham Consolidated Plan for Human Services

Lummi Nation

Nooksack Indian Tribe

Whatcom County Public Works

Whatcom County Health Department

Whatcom County Department of Emergency Management

Employers and Employer Groups

Bellingham/Whatcom Chamber of Commerce

Farm Friends/Farmworker Groups

Mt. Baker Chamber of Commerce

Workforce Development Council/WorkSource

As indicated by the table of entities currently participating – either directly through the HSTP stakeholder group, or via CTAG, ATCI, or NSTA, many of the entities invited in 2014 remain engaged. Additionally, HSTP stakeholders have extended invitations to their partners.

While most of the above entities were notified of the 2018 update process and invited to join the HST Stakeholder Group, the table below summarizes the organizations that directly participated in the stakeholder meetings and ongoing review activities leading to the 2018 plan update.

Table 1. 2018 HST Stakeholder Group

| Organization | Employ-ment Provid-ers | Educa-tion/ Youth | Health-care | Transpor-tation Provid-ers | Govt. Entities | Emerg-ency Mngmt. | Organizations for: | | | | Other: WCOG Commit-tee or Commu-nity Org. |
							People with Disabil-ities	People with Low Income	Youth & Teens	Seniors	
Bellingham Food Bank								x			
Bellingham High School		x		x					x		
City of Bellingham					x						
City of Sumas					x						
DSHS		x	x		x		x	x	x		
Kendall Columbia Valley Connectivity Plan											x
Lummi Indian Business Council				x	x						
Northwest Regional Council				x	x		x			x	
Opportunity Council								x			
Skagit Council of Governments					x						
WA State Department of Transportation				x	x						
WCOG Citizen's Transportatoin Adv. Group											x
Western Washington University	x	x									
Whatcom Council of Governments					x						
Whatcom Co. Sheriff's Div. of Emergency Mngmt.						x					
Whatcom County			x		x						
Whatcom County Council on Aging										x	
Whatcom County Health Department			x		x					x	
Whatcom Transportation Authority				x							
Whatcom Volunteer Center										x	

2018 Stakeholder Group meetings

The Whatcom HST Stakeholder Group has had four meetings to review and give input to the update of this plan.

- **April 19:** Outreach to additional stakeholder participants. Review and update of 2016 identified system gaps. Overview of upcoming Consolidated Grant (CG) program.
- **May 31:** Incorporation of improved mapping tools. Refinement of Goals & Strategies sections. Ideas about engaging better with regional emergency management offices. First review of update to CG project regional scoring criteria.
- **July 12:** Review of updated draft HSTP and collection suggested changes. Discussion of which regional agencies are planning to submit CG project funding requests. Review of regional project scoring and ranking process.
- **September 25:** Review of regional scoring process and presentations from CG project proponents. This provided an opportunity for reviewers (including reviewers from WCOG's Citizens' Transportation Advisory Group) to ask clarifying questions and identify additional strategies to complement each other's envisioned work.

3. Stakeholder development of vision, mission, goals, & strategies

Vision

Whatcom HSTP stakeholders agreed on the following vision statement for the work of the group:

> *"A barrier-free transportation system that helps people with special needs[1] in Whatcom County to carry out daily trips in a convenient and cost effective way."*

Mission

> *"To coordinate services, resources, and investments to ensure Whatcom County's transportation systems serve people of all abilities in a comprehensive and convenient way."*

Goals

The Whatcom region's transportation plan, *Whatcom Mobility 2040,* identifies seven goals that our region strives to achieve with investments in our transportation system. As a consistent process under the umbrella of *Whatcom Mobility 2040*, regular updating of our region's Human Services Transportation Plan is most connected to the region's goal of **Access and convenience**:

> *"The region's transportation system is intended to serve all people and acknowledge and reduce barriers to mobility that exist for older adults, people with disabilities, and people with low incomes."*

In addition to being a planning process, the HSTP is also a strategy for bringing additional attention to the regional goal of access and convenience.

The Whatcom HSTP Stakeholder Group developed specific goals to be advanced by strategies and actions identified in this HSTP. They are:

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[1] Whatcom HSTP stakeholders agreed to use the definition of special needs populations given by the Revised Code of Washington 47.06b: "Those people, including their attendants, who because of physical or mental disability, income status, or age, are unable to transport themselves or purchase transportation."

1. Access and connectivity: A transportation system should be multi-modal and serve common origins and destinations of special needs travelers.
2. Safety and comfort: A transportation system should be safe and comfortable for special needs travelers.
3. Common knowledge: Available transportation services should be well known to the public, especially to people who need them more because of age, income, or disability and to service organizations that depend on these transportation options to give high quality, timely and efficient service to their clients.
4. Fairness in Funding: Public investments in Human Services Transportation strategies should be equitably distributed among HSTP need categories (age, income, and disability)

Strategies

To advance the above four regional human service transportation goals, the Whatcom HST Stakeholder Group identified the following five strategies.

1. Increase access and connectivity by reducing gaps in the public transportation system.

2. Increase safety and comfort through education, enforcement, and infrastructure improvements and system operations.

3. Inform and instruct the public about their transportation options and how to use them through improved and more coordinated communications and travel-training programs.

4. Coordinate with regional emergency management to improve access to safe transportation for vulnerable people during major incidents.

5. Use technology when improves service quality and/or offers increased opportunities for serving more people better by more efficiently facilitating coordinated operations and cost savings.

4. Demographics, origins, & destinations

Whatcom County demographics

This section presents updated summary demographic statistics and trends for Whatcom County relative to Washington State.

10-year population trend overall by age by income by disability by veteran status

Age distribution

Table 4.1 below summarizes the age distribution of Whatcom County relative to the state overall. For the age categories most relevant to human services transportation planning we can make two conclusions.

- The portion of Whatcom County's population below driving age (captured in the 10-19 age groupings) is a bit lower than the state. This age group is also in relative decline as a percentage over the last six years – which matches the state trend.

- Whatcom County's senior population (65+) is both a higher percentage than the state and has been growing at a higher rate. Services and non-vehicle alternatives for seniors are expected to be in increasing demand. This growth trend should continue since Table 4.1 also shows growth above the state wide level in the "pre-retirement" cohort (60-64 years of age).

Table 4.1: *American Community Survey age distribution for Whatcom Co. and Washington, 2010, '13, and '16.*

	Washington				Whatcom County			
	2010	**2013**	**2016**	**2010-16 Δ**	**2010**	**2013**	**2016**	**2010-16 Δ**
Total population	6,561,297	6,819,579	7,073,146	7.8%	195,993	203,211	209,729	7.0%
Age Groups								
Under 5	6.50%	6.50%	6.30%	-0.20%	5.60%	5.60%	5.50%	-0.10%
5 to 9	6.40%	6.40%	6.30%	-0.10%	5.40%	5.40%	5.40%	0.00%
10 to 14	6.60%	6.40%	6.20%	**-0.40%**	6.30%	6.10%	5.70%	**-0.60%**
15 to 19	7.00%	6.60%	6.20%	**-0.80%**	8.20%	7.50%	7.00%	**-1.20%**
20 to 24	6.90%	7.00%	6.90%	0.00%	10.60%	10.80%	11.20%	0.60%
25 to 29	7.10%	7.20%	7.30%	0.20%	6.50%	6.70%	6.50%	0.00%
30 to 34	6.60%	6.90%	7.20%	0.60%	5.80%	6.20%	6.30%	0.50%
35 to 39	6.90%	6.60%	6.60%	-0.30%	6.30%	5.80%	6.10%	-0.20%
40 to 44	7.20%	6.80%	6.50%	-0.70%	6.10%	6.00%	5.50%	-0.60%
45 to 49	7.60%	7.00%	6.50%	-1.10%	6.90%	6.40%	6.00%	-0.90%
50 to 54	7.40%	7.30%	6.90%	-0.50%	7.00%	6.70%	6.30%	-0.70%
55 to 59	6.60%	6.70%	6.80%	0.20%	6.80%	6.70%	6.40%	-0.40%
60 to 64	5.30%	5.90%	6.20%	0.90%	5.70%	6.30%	6.50%	0.80%
65 to 69	3.70%	4.30%	4.90%	**1.20%**	4.00%	5.00%	5.50%	**1.50%**
70 to 74	2.70%	3.00%	3.40%	**0.70%**	2.80%	2.90%	3.80%	**1.00%**
75 to 79	2.10%	2.20%	2.30%	0.20%	2.30%	2.20%	2.50%	0.20%
80 to 84	1.70%	1.70%	1.70%	0.00%	2.00%	2.00%	1.70%	-0.30%
85+	1.60%	1.70%	1.80%	0.20%	1.60%	1.80%	1.90%	0.30%

Figure 4.1: *American Community Survey – Bar chart of Washington and Whatcom County population by five-year age groups – 2016.*
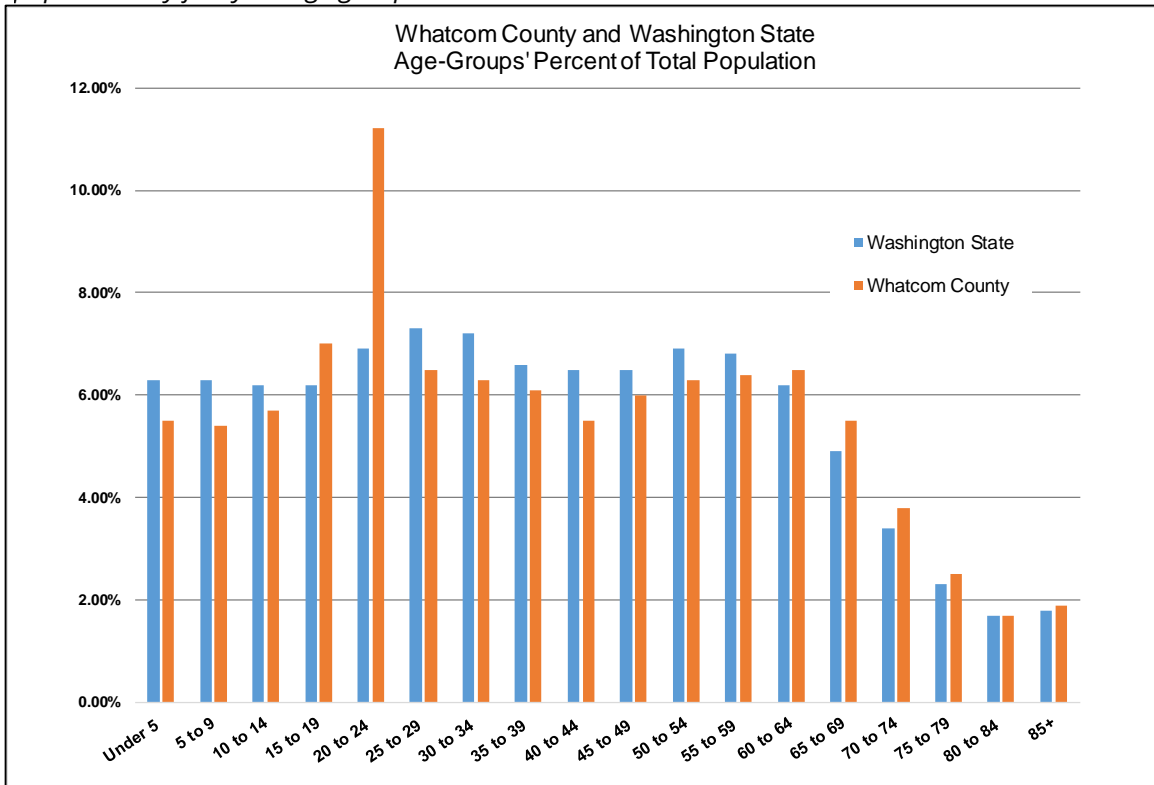
Figure 4.1 above portrays the Whatcom County and Washington State 2016 age categories as a grouped bar chart. Not only does the chart visualize the higher Whatcom portions of senior residents but also emphasizes the regionally distinct feature of Whatcom County's large proportion of post-secondary education students (Western Washington University, Whatcom Community College, and Bellingham Technical College). The number of college-age students who move into and then out of the county is estimated to be about 9,000. If this feature of the local population were controlled for in the calculation of age-group percentages, Whatcom County's share of other categories would be slightly higher.

Income

Table 4.2 below summarizes Whatcom County and Washington State populations in terms of household income levels. The table shows that Whatcom County has higher proportions of low-income households that the state overall – between 1 and 2.1 percent more in the four lowest income bands.

Table 4.2: *American Community Survey – 2016 Washington State and Whatcom County household income by income categories.*

2016 American Community Survey Household Income	Washington		Whatcom Co.		Whatcom difference
	Estimate	Percent	Estimate	Percent	
Total households	2,696,606		81,019		
Less than $10,000	159,844	5.9%	6,413	7.9%	2.0%
$10,000 to $14,999	107,677	4.0%	4,022	5.0%	1.0%
$15,000 to $24,999	227,113	8.4%	8,491	10.5%	2.1%
$25,000 to $34,999	234,455	8.7%	8,334	10.3%	1.6%
$35,000 to $49,999	342,648	12.7%	9,876	12.2%	-0.5%
$50,000 to $74,999	496,567	18.4%	15,961	19.7%	1.3%
$75,000 to $99,999	361,540	13.4%	10,745	13.3%	-0.1%
$100,000 to $149,999	421,056	15.6%	10,605	13.1%	-2.5%
$150,000 to $199,999	175,400	6.5%	4,027	5.0%	-1.5%
$200,000 or more	170,306	6.3%	2,545	3.1%	-3.2%
Median household income (dollars)	$62,848		$54,207		-$8,641
Mean household income (dollars)	$84,022		$69,770		-$14,252

Table 4.3 below lists the percentages of families and people in Washington State and Whatcom County who are living below the poverty level. A couple of conclusions jump out.

- Whatcom County has a higher proportion of people living below the poverty level than the state overall, and, when controlling for family-composition, the

biggest difference is found among working-age (18-64) adults – 5.5 percent more.

- While Whatcom County may have a slightly lower proportion of children under the legal driving age, 44.5 percent of children in Whatcom County living with a related, single female householder, are living under the poverty level 9.1 percent more than state wide for this group.

Table 4.3: *American Community Survey – 2016 – Poverty level*

2016 American Community Survey – Percentage of Families and People Whose Income in the Past 12 Months is Below the Poverty Level	Washington	Whatcom Co.	Whatcom Co. Diff.
All families	8.4%	9.7%	1.3%
With related children of the householder under 18 years	13.6%	15.2%	1.6%
With related children of the householder under 5 years only	13.6%	14.2%	0.6%
Married couple families	4.2%	4.5%	0.3%
With related children of the householder under 18 years	6.1%	5.1%	-1.0%
With related children of the householder under 5 years only	4.9%	3.5%	-1.4%
Families with female householder, no husband present	26.5%	33.0%	6.5%
With related children of the householder under 18 years	35.4%	44.5%	**9.1%**
With related children of the householder under 5 years only	40.3%	41.4%	1.1%
All people	12.7%	16.0%	3.3%
Under 18 years	16.5%	15.3%	-1.2%
Related children of the householder under 18 years	16.1%	14.7%	-1.4%
Related children of the householder under 5 years	17.9%	16.1%	-1.8%
Related children of the householder 5 to 17 years	15.4%	14.2%	-1.2%
18 years and over	11.6%	16.2%	4.6%
18 to 64 years	12.4%	17.9%	5.5%
65 years and over	7.9%	9.2%	1.3%
People in families	9.5%	9.6%	0.1%
Unrelated individuals 15 years and over	24.8%	33.8%	**9.0%**

Veteran status

Table 4.4 below lists percentages of Washington and Whatcom County population by veteran status. While Whatcom County's proportion of residents who are veterans is two percent lower than the state as a whole, the portion of Whatcom County's veterans that are seniors is 4.1 percent higher. The interest in ensuring that the transportation needs of veterans are met is amplified in the HSTP context by the fact that, regionally, this group largely overlaps with Whatcom County's seniors. This information supports strategies that emphasize resources for accommodation mobility devices in veterans' transportation.

Table 4.4: *American Community Survey – 2016 – Veterans Status*

2016 American Community Survey – Veterans Status - 2012-16 5-yr Est.	Washington		Whatcom Co.		Whatcom Co.
	Estimate	Percent	Estimate	Percent	Difference
Civilian population 18 years and over	552,863	10.20%	13,657	8.20%	-2.00%
PERIOD OF SERVICE					
Gulf War (9/2001 or later) veterans	97,523	17.60%	1,826	13.40%	-4.20%
Gulf War (8/1990 to 8/2001) veterans	119,242	21.60%	2,337	17.10%	-4.50%
Vietnam era veterans	204,272	36.90%	5,710	41.80%	**4.90%**
Korean War veterans	46,235	8.40%	1,312	9.60%	1.20%
World War II veterans	27,480	5.00%	742	5.40%	0.40%
SEX					
Male	501,720	90.70%	12,781	93.60%	2.90%
Female	51,143	9.30%	876	6.40%	-2.90%
AGE					
18 to 34 years	50,916	9.20%	951	7.00%	-2.20%
35 to 54 years	145,247	26.30%	3,056	22.40%	-3.90%
55 to 64 years	115,202	20.80%	2,716	19.90%	-0.90%
65 to 74 years	135,266	24.50%	3,900	28.60%	**4.10%**
75 years and over	106,232	19.20%	3,034	22.20%	3.00%

Disability status

Table 4.5 below shows that the percentage of adult residents in Whatcom County with a disability is very similar to the statewide population – both about 16 percent.

Table 4.5: *American Community Survey – 2016 – Disability Status*

| Disability Status	Washington		Whatcom County	
	Estimate	Percent	Estimate	Percent
Civilian population 18 years and over for whom poverty status is determined	5,327,917		162,433	
With any disability	826,018	15.5%	26,183	16.1%
Without a disability	4,501,899	84.5%	136,250	83.9%

Common origins

While it is typical in transportation planning and system analysis to use the term *trip origin* to refer to the starting point of *all* trips, this HSTP will use the term more narrowly to refer to **where special needs transportation service users live**.

To examine this for the Whatcom County region, geographic information was acquired from the U.S. Census American Community Survey (updated in 2016) and portrayed in ArcGIS. Figure 4.6 is an example of how the percentage of the population estimated to fall into each needs-category (income, age, veterans, and disability) is visualized by U.S. Census block group.

On-line, scalable ArcGIS maps for each category are [viewable here](#)

In addition to the mapped demographic data, Whatcom Transportation Authority (WTA) fixed routes are also included as a layer to help identify where WTA service may be missing.

Figure 4.6: *WCOG ArcGIS, example summary of American Community Survey geography.*
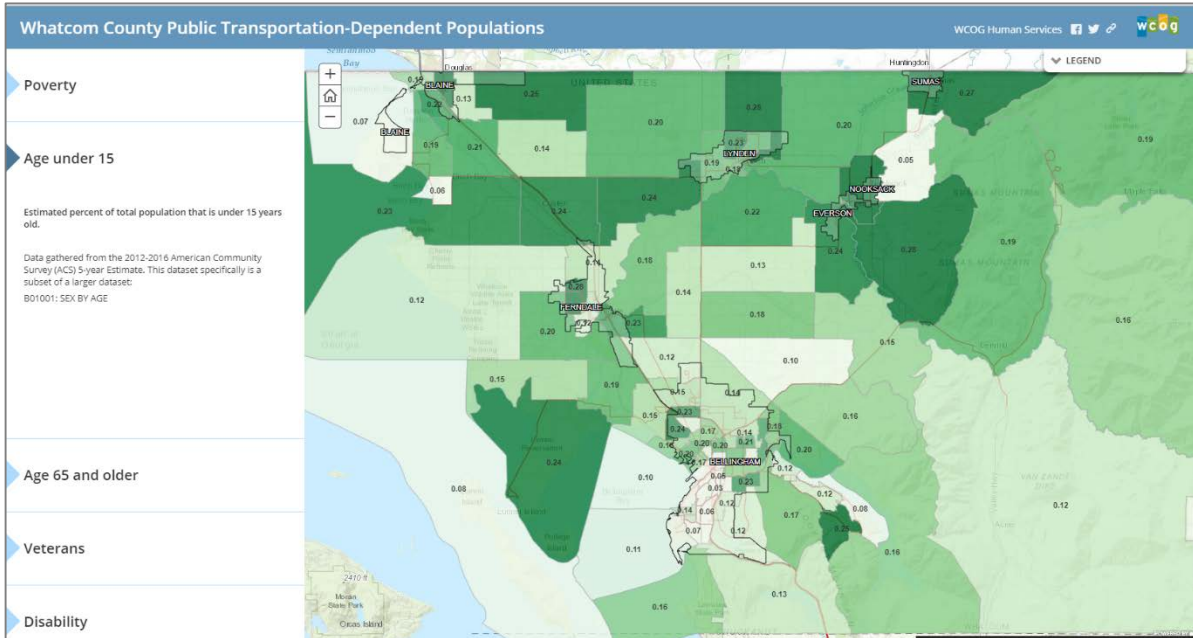
It is important to note that, while these demographic summaries are helpful in prioritizing certain investments, *individuals* with special needs live everywhere and that an overall goal is for all transportation system components and services to be accessible by everyone.

By reviewing the visualized geographic data for each of the needs-categories, some notable concentrations – and thus likely common origins within categories – are as follows (labeled with recognizable but not-necessarily-official place names):

Youth and seniors

Census blocks with higher concentrations of **youth under 15 years** old (25 percent and above) include:

- East Blaine - 30 percent
- North of Lynden - 28 percent
- Southeast of Nooksack – 28 percent
- Ferndale (central, north central) – 25-28 percent
- Sumas – 27 percent
- East of Blaine - 25 percent
- Sudden Valley – 25 percent

Census blocks with relatively higher concentrations of **seniors 65 and older** (28 percent and above) include:

- Bellingham, South Bellingham/Chuckanut Village – 70 percent
- Semiahmoo – 44 percent
- Lummi Island – 39 percent
- West Central Birch Bay – 34 percent
- Kendall / Maple Falls – 32 percent

- Northwest Blaine - 31 percent
- West Lynden – 29 percent
- Bellingham, South Hill – 29 percent
- Sudden Valley – 29 percent
- Bellingham, Cornwall Park – 28 percent
- Northeast of Bellingham – 28 percent

Census blocks with relatively higher concentrations of **people whose income is below the poverty level** (30 percent and above) include:

- Bellingham, Happy Valley – 50-60 percent
- Glacier – 59 percent
- Most of downtown Bellingham, – 34–50 percent
- Bellingham, Roosevelt neighborhood – 31-37 percent.

- Bellingham, Lincoln Creek area – 36 percent.
- Kendall – 31 percent
- Bellingham between Maplewood Ave. and Birchwood Ave. – 30 percent

Census blocks with relatively higher concentrations of **people who have a disability** (15 percent and above) include:

- Lummi Island – 22 percent
- Bellingham, multiple census blocks – 15-21 percent
- Deming/Kendall/Maple Falls – 20 percent
- Point Roberts - 19 percent
- Lummi Nation – 18 percent

- Northeast Ferndale – 17 percent
- Central Lynden – 16 percent
- South of Bellingham/Chuckanut Dr. – 16 percent
- Semiahmoo – 15 percent

Common human services destinations

Appendix B lists Whatcom County's common human-services trip destinations within the categories: grocery stores, food banks, hot-meals served, library, human-services agency, drug and alcohol treatment, senior centers, and mental health facilities.

People with special needs travel to the same array of places as everyone else: employment sites, childcare facilities, schools, medical services, commercial areas, recreation areas and more. Some residents with special needs travel more frequently to sites that offer specific types of services: vocational training, medical and rehabilitation centers, senior and assisted living centers, residential shelters, and human services appointments (e.g., DSHS, case managers, etc.).

The majority of these sites are clustered in the Bellingham area. For special needs residents in the smaller cities and rural areas, transportation to Bellingham may be cost prohibitive. People traveling to work during late night hours or on weekends have few public transportation options available.

To assess how these destination locations may be clustered (and thus present service-development opportunities) as well as to evaluate what extent they might be currently underserved by existing services, the addresses of all locations (126) are plotted on the Google map linked below – color coded by destination-type and overlaid with the WTA route system.

The Google map of Whatcom HSTP destinations is linked below.

HSTP Destinations Map: <u>viewable here</u>

Figure 4.7: Screen shot of common Human Service trip destinations map in Google Maps
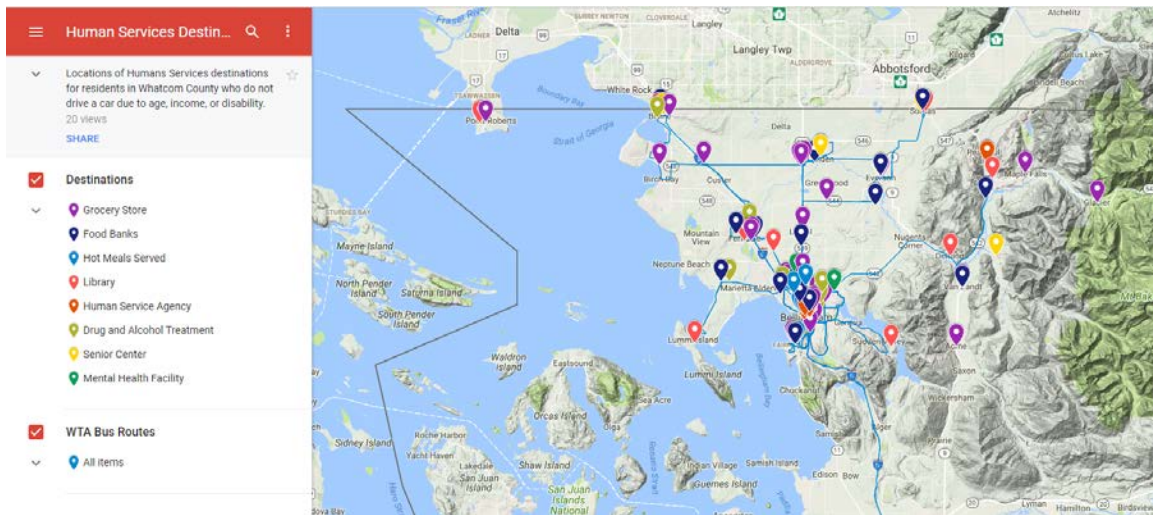
Based on review of the Whatcom HSTP Destinations Map, observations are as follows.

- Human service agency locations are clustered in Bellingham. These locations are mostly close to WTA transit stops. Variations in public-transit service are then largely a function of route connections to Whatcom County's rural communities and frequency of transit service on those routes.

- Stakeholder discussions have noted the lack of larger grocery stores in East Whatcom County, especially since closures of supermarkets in Nugents Corner and in Sumas. Thus, the closest large grocery stores to these communities are in Everson or the north east of Bellingham – 11 and 12 miles from Nugents Corner respectively. These are currently not well connected by existing transit services.

5. Existing transportation services and unmet transportation needs

Existing transportation services

The scope of the [transportation system serving the Whatcom region](#) is described in the metropolitan and regional transportation plan, Whatcom Mobility 2040.

This section highlights a subset of the regional system – those transit services that the U.S. Federal Transit Administration (FTA) refers to as the "family of transportation services" – intercity bus and rail, fixed route, route deviated, shuttle, demand response, taxi, vanpools, rideshare, volunteer driver programs, and others. Mobility management programs are also considered part of this family.

Transit buses, private shuttles, ferries and rail are some of the transportation services that serve residents of Whatcom County, including people with special needs. Paratransit, Medicaid brokerage transport services, volunteer driver programs, special event vans, and school buses are examples of services that specifically assist people with special needs. This chapter describes the main types of public and private transportation services available.

Whatcom Transportation Authority (WTA) is the County's public transportation provider, operating a variety of bus and van services.

Fixed Route Bus Service: WTA operates 30 routes served by large, conventional buses, serving regular stops on a published schedule. These routes serve specific corridors and stops are marked by posted signs. The fare is $1.00 per ride for the general public and $0.50 for those with a reduced fare card or over 65 years of age. Children under 8 years of age and seniors over 75 may ride free of charge.

Specialized Transportation Minibus Service: Minibuses offer door-to-door service for people who qualify through an eligibility process. The service is available within a 3/4 mile area of the fixed route corridors during a route's service hours.

Flex Routes: Specific rural routes (for example, 71X and 72X) offer the option for a passenger to request the bus to deviate slightly from the established route, within a designated zone. This service helps people to use the regular bus, and helps those with mobility impairments who can't otherwise get to the bus stop. When no one has pre-requested a deviation to the route, the bus travels as a Fixed Route bus.

Safety Net Service: In areas of the County not served by other WTA services, the Safety Net offers a minimum service on designated days of the week. The service is available to all residents by calling and requesting a ride. Pick-up and drop-off is

door-to-door; however, timing requires a "window" of up to two hours within which the ride could arrive.

Van-pool Service: For groups coming from and going to a similar destination, Van Pools offer a subscription service using volunteer drivers. WTA supplies and maintains the van. The service is self-sustaining with nearly the entire cost paid for by the subscribing users.

County Connector Bus: Fixed-route bus between Skagit and Whatcom Counties. Service is provided through a partnership between the two agencies and is currently funded by a state grant.

Lummi Nation Transit currently operates, fare-free, one modified route on the reservation from 7:10 AM to 3:32 PM. An additional route to Ferndale runs M-W-F from 11:00 AM to 6:30 PM. Plans are underway to return these routes to previous service levels. The reservation route would return to a service level of 6:10 am to 8:55 pm seven days a week 363 days a year (not on Thanksgiving & Christmas). The Ferndale route would return to 11:00 AM to 6:09 PM, M-F.

These services connect residential neighborhoods at the southern end of the reservation to government offices, stores, schools, clinics, WTA stops, and employment centers. Ferndale service is another important connection to WTA's Ferndale Station, government offices, stores, schools, clinics, WTA stops, and employment centers.

Northwest Regional Council (NWRC) is the Medicaid Brokerage in Whatcom, Skagit, Island and San Juan Counties. They report that transportation is about 26 percent of the total NWRC 2014 budget and that 75 percent of the costs are spent on contracted client services. NWRC saw a 10 percent increase in Medicaid transportation trips between the first six months of 2013 and the first six months of 2014.

As shown in the table below, fixed route bus service is the most cost effective way to transport the client to a medical appointment. A cabulance is a non-ambulatory ride while a taxi is an ambulatory ride. If the client does not live on a bus line then they are provided a taxi. A fixed route bus ride costs the agency $1.54 compared to a taxi ride which costs $62.06.

MODE	TRIPS	COST	AVERAGE COST PER TRIP
PUBLIC BUS-FIXED ROUTE	5,310	$8,168	$1
GAS VOUCHER CLIENT	2,391	$26,555	$11
AMBULATORY RIDE	2,239	$86,268	$39
PUBLIC BUS (PARATRANSIT)	511	$806	$2
NON-AMBULATORY RIDE	268	$16,632	$62
MILEAGE C.A.V.	205	$2,157	$11
FERRY	165	$2,211	$13
VOLUNTEER AGENCY	93	$6,014	$65
PHARMACY MAILING	0	$24	$3

Table 26: MAY 2014 Transportation Modes and Expenditures for NWRC Clients in Whatcom, Skagit Island and San Juan Counties

Amtrak: Regularly scheduled regional passenger rail service connecting cities in the state, nationally, and internationally. Rail service is supplemented by Thru-way Bus coach services. Bellingham on-offs refers to the number of people getting on, or off the train at the Bellingham Amtrak station.

	2010	2011	2012	2013
Total Ridership	838,251	848,000	836,000	807,000
Bellingham On-Offs	62,562	58,283	60,000	56,700

Table 27: Amtrak annual ridership information for 2010-2013

Whatcom Chief Ferry: Regularly scheduled daily ferry service connecting Lummi Reservation and Lummi Island. Operated by Whatcom County Public Works, the ferry transports motor vehicles, and walking and bicycling passengers.

Airporter Shuttle/BellAir Charters: Daily scheduled bus service connecting to SeaTac Airport and intermediate points. The Shuttle serves Blaine (by reservation only); Birch Bay, Lynden, Ferndale and Bellingham, providing 11 roundtrips each day. Charter and contracted services are also provided by special arrangement. Within Whatcom County, the Bellair Baker Shuttle offers service to the Ski area on a seasonal basis.

Taxis / Transportation Network Companies (TNCs), Limousine Services: Various taxi cab companies, limousine services, and TNCs (Uber, Lyft) serve the region. Some offer wheel-chair accessible van service.

Intercity Bus: Regularly scheduled regional bus service connecting to major cities is provided by <u>Greyhound</u> (who also owns and operates <u>Bolt Bus</u>), <u>Bellair Charters & Aiporter</u>, and <u>Quick Shuttle</u>.

Private Charter Coach: Several companies, such as Hesselgrave, casinos, and tour companies offer contracted service for events, charters or to serve client companies.

Charter Airlines: Charter flights can be arranged to and from Bellingham International Airport. Island Air is based in Friday Harbor, San Juan County. St. Joseph Hospital reports a significant number of residents of San Juan County who travel to Bellingham for medical care.

School Bus Services: Each of Whatcom County's eight public school districts provide bus service to bring students to and from regularly scheduled classes. Some schools offer additional bus service to serve students participating in extra-curricular activities. School Districts are required to provide bus service outside of their district to homeless students who have been relocated to a shelter far from their "home" school. This pupil transportation need has increased in recent years and has created additional costs. Where possible, School Districts have collaborated with each other to share the transportation responsibilities for homeless students.

Private Schools: Of the 28 private schools in Whatcom County, only five provide bus or van shuttle services. Lynden Christian School is the largest with over 1,000 students, providing daily transportation with a fleet of ten buses. Private schools offer specialized programs or instructional methods that can result in students traveling several miles each way.

Event/Community Group bus or van service: Many places of worship, summer camps, and assisted living residences operate van or bus service to assist members to attend weekly services and events. Some of these van services are operated on a volunteer basis and others are operated by employee drivers. Some hotels and casinos operate charter or shuttle services. Rental companies offer mini-vans and shuttle buses to organizations with appropriate insurance for operating such vehicles.

VFW VA Hospital Shuttle: The local veterans' group offers a week-day shuttle service for Seattle-area hospital appointments for veterans. The van is purchased through fundraising by VFW volunteers, and is not wheel-chair accessible. Insurance and maintenance are paid for by the Veterans Administration, the drivers are unpaid volunteers. Veterans' medical care and access was identified as a priority statewide in 2009.

Delivery Services: DSHS and other agencies send staff to remote site offices on a regular basis to serve residents who cannot access the Bellingham office. Some

vendors offer delivery of materials or purchases for a fee, or if a minimum order value is reached. Two grocery stores and two specialty food delivery services offer home delivery of groceries for a fee. Whatcom Volunteer Center "CHORE" program and the non-profit Love, INC., offer volunteer drivers for transportation or for delivery for people with special needs.

RideMatch Service: Internet-based car-pool match service for commute trips. Individuals register and make contacts for sharing commute trips or for special events. The website craiglist.org offers an informal ride-share program and Western Washington University students and staff can access a ride-share program through the university website.

Medical Transport: Private non-emergency ambulance services such as Cascade Ambulance Service and Rural Metro transport people to local or distant hospitals and medical centers.

Car Share or Rental Services: Private rental businesses offer short term use of motor vehicles for those who cannot afford to or choose not to own a car. Car Share services such as Zipcar operate on a membership basis with fees based on hourly use. In 2013 Zipcar started operations in Whatcom County. As of 2014 all cars are located on WWU's campus; students, staff and community members are able to open accounts.

Mobility Management: Special needs populations benefit from community-wide education programs and marketing to increase awareness of transportation options. Whatcom Smart Trips educates people of all ability levels through marketing and promotion of walking, taking the bus, sharing a ride, and bicycling to reduce car trips. Participants benefit from the message that walking, bicycling, riding the bus, and sharing rides is a popular and positive way for everyone to travel, not just those with special needs. Discounts, prizes, reduced-rate bus passes, emergency ride home, and other incentives inspire community members to use the variety of transportation available.

Low Income Children's Bicycle Transportation: A non-profit bicycle shop located in a low-income neighborhood teaches children bicycle riding skills and maintenance through hands-on, supervised instruction. The children may earn a bicycle through work and by paying a modest sum. Supervised bicycle rides teach bicycle traffic skills and an understanding of bike and trail routes for transportation.

The following agencies and programs provide transportation assistance to the region's special needs population:

Northwest Regional Council	Medicaid Brokerage: transportation vouchers or subsidies to medical appointments for those eligible
School Districts	School Bus Walk Route Maps
Retirement Residences	Wheelchair vans for scheduled outings
Head Start	Mini-bus transportation for eligible children
Youth Daycares	Vans or mini buses to transport school children from school to daycare facility
Places of worship	Mini-vans for seniors, members with disabilities or others who cannot drive.
Meals on Wheels	Home delivered meals Congregate meal distribution
Mt. Baker Ski Area	Shuttle bus for seasonal employees Shuttle bus for Middle and High School students
Disabled Veterans Association (DAV)	Medical shuttle to Veterans Administration Hospital in Seattle
Domestic Violence Shelters	Volunteer drivers, as requested (volunteers must pass a security screening process)
Whatcom Volunteer CHORE program	Volunteer drivers for seniors Delivery of food from Food Bank
Various church alms programs	Small cash donations to pay for vehicle fuel or bus fare
Whatcom Alliance for Healthcare Access	Mobile medical care services
Sterling Drive Church "Sterling Bike Works"	Bicycle repair for low-income children and children of farm workers
Whatcom Smart Trips and The Hub	Bicycles and bike education for low-income adults and children

Table 5: Agencies that provide transportation services

Unmet transportation needs

Stakeholder assessment of needs

In reviewing the preceding demographic and transportation service information presented above, and in evaluating the needs of the special-needs populations that their respective entities interact with, the Whatcom County HSTP Stakeholder Group has identified the following list of needs.

Transit Service Needs and Gaps
Early morning bus service for shifts starting at 6 am or 7am, especially at the hospital
The Opportunity Council on Cornwall Avenue is not directly on a bus line, they have limited parking and some clients can't walk the few blocks to the nearest bus stop
Improved connections between rural communities, without requiring a transfer in Bellingham
Improve access to shopping and medical facilities for seniors
Lummi Transit has a long headway of one and half hours (1.5 hours)
Using 80x county connector to get to VA Clinic is doable, however, it has complications. After arriving in Mt. Vernon you must transfer to another bus. (Noted that CHORE program could possibly help)
Current VA bus leaves Bellingham early in the morning to head to Seattle and can't drop Veterans off at Mt. Vernon clinic because the clinic isn't open yet. (Noted that CHORE program could possibly help)
People aren't able to access food banks and other essential services because of lack of vehicles and lack of bus service; no transit or pedestrian access to Foothills Food Bank. (Noted that CHORE program could possibly help)
Mobility Related Needs and Gaps
People with mobility impairments aren't able to stand in food bank lines – which could be up to a ninety-minute wait. Adding in the time to wait for Specialized Transportation the trip can take up to five hours
Capital Facility Needs and Gaps
Improve comfort and safety at bus stops by adding shelters, benches and lighting (Advanced under ATCI but more locations with needs)
Safe pedestrian access to bus stops is lacking, in some areas
At some locations, there is need for secure, indoor waiting areas for seniors and vulnerable people waiting to make transportation connections.
Bike lanes and better bike access to and on Lakeway, especially to Fred Meyers
Bike lanes and better bike access on Meridian Street (COB advancing projects here)
Free or low cost bicycles for low income adults and Veterans
Better bicycle facilities in rural areas, especially in Urban Growth Areas and on the Lummi Reservation
Lack of a safe non-motorized connection between Blaine and Birch Bay
No safe non-motorized access to East Whatcom Regional Resource Center on SR 547/Kendall Road (some progress made on this)

Maintain both WTA and Lummi Transit's fleet and facilities in a state of good repair

Income Related Needs and Gaps
Must be very low income to use veteran transportation services, thus not all veterans can take advantage of the service.
Coordinated process or approach needed regarding relicensing for low income residents
Better way to get a driver's license back when you owe fines. Low income people can't afford to pay fines and so are without identification when their license has been taken away because of unpaid fines.
Low income clients cannot afford a monthly bus pass (WTA does offer reduced-price passes)
Staff who work with homeless youth aren't able to connect youth who reside outside of downtown Bellingham to services due to lack of vehicle

User Knowledge Related Needs and Gaps
Continuing need for outreach and education about the transportation options that exist (all modes) and instruction for new users.
Ongoing need to conduct outreach and education about paratransit as new and growing populations come to need it and need to know how to use it well (including information about when fixed-route service is a better fit).
Bicycle education: -multi-purpose trail use.
Creation of an information hub for all transportation services – especially for human-service agency clients.
Better public information about the benefits of living close to available transportation services – especially for seniors looking to relocate. (coordinate with Bellingham@Home?)
Promotion of alternatives to driving especially for seniors (Discussion of including electric bikes in this approach)
Travel training for longer transit trips -- especially cross-county transit.

Other Needs and Gaps
Better connectivity and schedule options for transportation to work. (e.g. some people are taking risks, leaving kids at home because of lack of vehicle ownership and the bus schedule timing)
Therapy animals and regular pets on WTA requested – so people can ride the bus to the park to walk their dog.
Increased options for bus pass purchases and fare-payment options requested.

Duplications of service that were identified include the following:

- Veterans Medical shuttle (daily to Seattle) and Lummi Nation medical shuttle (daily to Everett) and volunteer drivers (periodically driving seniors to Seattle area medical specialists)
- Daily or weekly delivery of Meals-on-Wheels to rural locations; Bellingham Food Bank delivers to rural food bank locations; Whatcom CHORE program delivers food to some residents who can't access the Food Bank
- School bus service in some cases travels similar routes and times as the public bus

- Duplicated transportation provided by separate vehicles for different patients from and to identical locations at the same time, a situation created by policies of different funding organizations that prohibit combining trips
- The Nooksack Indian Tribe shuttles Tribal Members to the Skagit Station where they connect with a shuttle to the Stillaguamish Methadone Clinic. NWRC uses a vanpool to pick clients up to then connect with the 80X to Mount Vernon, where they also connect with the shuttle to the clinic

2013 Transportation Needs Assessment Report

In 2013 WCOG contracted with Applied Research Northwest, LLC to conduct research and outreach to more fully understand existing transportation services and unmet transportation needs for people with special needs. The full report "Whatcom Council of Governments Transportation Needs Assessment (May 2013)" is available to view on the Whatcom Council of Government's website (www.wcog.org).

6. Emergency management

Whatcom County Department of Emergency Management plans for and coordinates response for emergencies throughout Whatcom County and all its cities except Bellingham. The Bellingham Department of Emergency Management coordinates emergency response within city limits. Both offices coordinate under a unified management agreement and have jointly established the Whatcom Unified Emergency Coordination Center (ECC).

The City of Bellingham maintains a published Emergency Operations Plan. Whatcom County maintains and publishes a Comprehensive Emergency Management Plan. Both plans acknowledge the need for coordination of transportation during emergencies, especially for vulnerable populations, and both entities have established agreements with WTA for emergency use of transit vehicles and drivers, if needed.

As explained on the Whatcom County Sheriff's office web page for emergency management (as of May 4, 2018):

> "The Whatcom County Sheriff's Office, through its Division of Emergency Management, is responsible for providing emergency management services for all of unincorporated Whatcom County and for the cities of Lynden, Ferndale, Blaine, Sumas, Everson, Nooksack and the Port of Bellingham under an interlocal agreement and the Revised Code and Administrative Code of Washington. The City of Bellingham Fire Department, through its Office of Emergency Management, provides emergency management services within the City limits of Bellingham.

To ensure effective coordination and the sharing of assets at times of critical need, the concept of a **Whatcom Unified Emergency Management** was established as the modality for maximizing the capabilities and limited resources. A formal agreement to co-locate the Whatcom County Sheriff's Office Division of Emergency Management and the Bellingham Fire Department Office of Emergency Management, as well as the Port of Bellingham and other partners has created the Whatcom Unified Emergency Coordination Center (ECC). Under this agreement, most emergency coordination will occur at the ECC. Whatcom County, the City of Bellingham, the Port of Bellingham and private sector partners may undertake joint projects or services at the ECC during non-emergency periods."

As indicated above, the City of Bellingham and Whatcom County maintain separate emergency management and planning efforts which are coordinated in application via the Whatcom Unified Emergency Coordination Center.

Both Whatcom County and the City of Bellingham maintain published comprehensive emergency management plans (CEMPs). The most recent [Whatcom County CEMP](#) was updated in 2017. The most recent [City of Bellingham CEMP](#) was updated in 2013.

Both CEMPs are similar in format and both include an annex on transportation.

Whatcom Transportation Authority (WTA) & school district buses

While many agencies and departments have roles related to transportation, the following is intended to call out the existing coordination between transportation *providers* and emergency management plans and managers. Both WTA and school district bus departments are listed in the region's CEMPs as support agencies under the transportation support function.

For the purpose of citation in this HSTP, pertinent excerpts of the CEMPS include:

Whatcom Co. CEMP (Annex 10) – Emergency Support Function #1 Transportation

Concept of Operations (excerpts)
- "…Representatives from **Whatcom Transportation Authority** and Whatcom County Public Works Department will coordinate with each other regarding people-movement issues, including those persons with special needs."

Responsibilities (excerpts)
- **Whatcom Transportation Authority (WTA)**
  1. Upon the request of the Emergency Management Director or designee, provide buses and drivers to assist with the movement of persons including special-needs populations and the transporting of emergency workers.

2. Upon request, send a representative to the Whatcom Unified Emergency Coordination Center or appropriate municipal emergency operations center to coordinate use of agency resources for the movement of people.
3. Provide for record keeping of mileage and other transportation expenses incurred during emergency/disaster conditions."

- **School districts**
1. Depending upon the availability of resources and as directed by the Whatcom Unified Emergency Coordination Center, provide buses and drivers to assist with the emergency movement of people (including special-needs populations) and the transporting of emergency workers.

City of Bellingham CEMP (Annex 4) – Logistics & Support, Transportation

- **Concept of Operations** (excerpt)
…**Whatcom Transportation Authority (WTA)** may, subject to the conditions of the disaster and availability of operators and equipment, support emergency operations with buses or vans upon request of the Director of Emergency Services or the Incident Command Post.

…Transportation resources may be obtained from City and County departments, the private sector and from other local political subdivisions. School buses may be acquired for emergency use in coordination with the **Bellingham School District** and/or private bus contractors.

- **Responsibilities** (excerpt)
3. Bellingham School District
    3.1. Provide buses on a temporary basis (RCW 28A.24.170)
4. WTA
    4.1. Provide buses and qualified drivers as available."

Emergency management plans and transportation for special-needs populations

The Bellingham and Whatcom County CEMP transportation sections both make reference to the need to attend to special needs and vulnerable population's transportation needs during an emergency.

The website of the Whatcom Unified Emergency Communication Center (WUECC) does include a page that addresses the importance of planning for the emergency transportation needs of vulnerable populations. Noting that catastrophic events will always consume all available agency resources, rather than offer a set plan for providing emergency transportation for vulnerable people, the website provides links to resources and examples of how others have developed grass-roots networks to respond more effectively – for families, neighborhoods, service organizations, and businesses.

Additional assessment of and planning for transportation service resources that could be organized and mobilized to best serve vulnerable populations during

various types of emergencies is an activity that HSTP stakeholders have indicated a strong interest in.

7. Technology

This section will review existing technologies used in coordination and planning of HST services and describe envisioned opportunities for technology-based system improvements. Discussion will include how these current and potential applications fit with the regional intelligent transportation systems (ITS) architecture (plan).

Existing applications of technology

Whatcom Transit Authority (WTA) currently has automated vehicle location for its paratransit fleet and trip planning tools on its website. WTA has made recent investments in fare systems that are improving the availability and resolution of ridership data. These applications are noted in the Whatcom Regional ITS Architecture.

Possible future uses of technology

The Whatcom HST Stakeholder Group has discussed various interests in using technologies that could help services be more efficient and coordinated. Discussion has also noted that, technology should be deployed carefully because it can often offer little relative benefit to the methods it's replacing. New technologies, can also cause confusion for system users. With those concerns noted, possible future technologies discussed include:

- Partnering with transportation network companies (TNCs) to provide missing connections to transit in rural areas. This is being tried in other regions and hasn't yet shown consistent positive results.

- Route optimization tools, for services that schedule multiple stops at changing locations, are becoming more widely available and less expensive (e.g. MapQuest Route Planner). Making the best use of these tools could, for example, enable van services to ensure an evolving schedule of pickups and drop-offs is dynamically matched with a best route to maximize time allocation and asset utilization.

- Various services are interested in better ways of collecting ridership data.

- As location-based services (LBS) data becomes more affordable and resolute, it will likely be possible to use GIS analysis to gain additional insight on travel activities and mode choice to and from health human-services destinations.

Technology in rural areas

Both regionally and at health-and-transportation workshops sponsored through the North Sound Transportation Alliance, it has been noted that many of the possibly applicable technology-dependent services require levels of wireless data coverage that are currently unavailable in many rural communities. If, for example, it was desired to advance the use of transportation network companies (TNCs) to improve transportation access to rural areas, the consistent use of smartphones and app-based scheduling and transactions would be severely challenged by the lack of data infrastructure. The extent of data-coverage gaps and the costs of strategies to close these gaps needs to be better understood for the feasibility of various technologies to be fully evaluated.

8. Strategies to meet public transportation needs

Recommended actions

Improvements to coordinated transportation fill gaps in the human services transportation system or reduce the duplication of service and increase cost efficiency. In alignment with the Whatcom HSTP strategies listed in Section 3, recommended actions are listed under the five strategies:

> **1. Increase access and connectivity** by reducing gaps in the public transportation system.

- Maintain funding for Lummi Transit and Nooksack Tribal Transit Programs
- Develop transportation services to connect Kendall area residents to the EWRRC and the Deming Food Bank.
- Build on programs that provide low cost or free bicycles to low-income and special needs clients
- Continue to provide free WTA Day Passes to human service agencies (WTA is currently doing this)
- Provide more and better transportation options to Veterans who need to access the VA hospital and clinics.
- Continue to consider how rural flex routing of transit can expand access
- Continue to Inventory ADA and pedestrian access to bus stops and develop a prioritize project list
- Continue efforts to install bus shelters and lights at bus stops
- Inventory existing facilities as they relate to where special needs clients live and use the information to prioritize investments as funding is available.

- Evaluate, develop, and deploy services to provide and restore access to groceries – especially in communities where grocery stores have recently closed.
- Continue to support and participate in the North Sound Transportation Alliance (NSTA) and its initiatives to identify cross-jurisdiction HST gaps and advance regional coordination in the five-county NASTA region.

2. Increase safety and comfort through education, enforcement, and infrastructure improvements, and system operations.

- Provide bicycle safety education to special needs individuals
- Provide transit education to teach special needs individuals how to ride the bus
- Work with local jurisdictions as they update their comprehensive plans to ensure they include projects that will benefit special needs clients.

3. Inform and instruct the public about their transportation options and how to use them through improved and more coordinated communications and travel-training programs.

- Create a transportation coalition
- Compile, maintain and update transportation related information and make that information available to human service agencies and their clients
- Work with the Area Agency on Aging to educate Senior Citizens about transportation options available to them.
- Continue to offer Senior Bus Trips to teach seniors how to ride Fixed Route buses.
- Educate seniors about the relationship between housing location and transportation options.
- Continue programs that teach middle school students how to ride fixed route buses

4. Coordinate with regional emergency management to improve access to safe transportation for vulnerable people during major incidents.

- Continue involvement of regional emergency management officials in the HSTP stakeholder group.
- Advance efforts to build on existing emergency transportation plans, better inventory assets and resources usable to transport vulnerable populations under emergency conditions, and integrate resulting improvements to information-sharing and operating procedures into regional emergency management plans.

- Continue to improve and use ridership data for transit and other publically available services.
- Continue to monitor the feasibility and effectiveness of leveraging the flexibility and relative cost of transportation network companies (TNCs) to connect rural residents to transit.
- Continue to monitor the potential use schedule and routing optimization software to improve the feasibility of various services – especially those related to health care and food access.
- Continue to monitor technologies that could support improvement of ride-matching and ride-sharing services.

9. Coordination

WCOG's human services transportation planning activities bring together planning agencies, service providers, and stakeholders for the purpose of collecting and sharing information, identifying needs, and directing limited resources towards efficient and effective strategies for achieving the region's transportation goals, inclusive of human-services transportation priorities. Good information and information sharing is a necessary condition for effective coordination.

Regional planning activity, including human services planning, is conducted with ongoing consideration for which services are most efficiently or appropriately provided by government, by the market, by not-for-profit entities, or public-private collaborations.

The benefits of coordination show up at different levels:

- Avoidance of service duplication and waste.
- Better connections *between services* to expand geographic and time-of-day coverage.
- Better connections *between modes* to improve access.
- Improved viability of public investments resulting from financial partnerships and bureaucratic and regulatory coordination.

As with all planning activities undertaken by WCOG, human services transportation planning activities are performed under the 3-C model – cooperative, comprehensive, and continuing. Plan documents are periodically revised snapshots. Coordinated pursuit of regional goals, and regional human services transportation goals is continuously advanced through ongoing collaboration with WCOG MPO and RTPO member entities: local jurisdictions, WTA, WSDOT, the Transportation Technical Advisory Group (TTAG), the Citizens' Transportation Advisory Group

(CTAG), the North Sound Transportation Alliance (NSTA), and other interested community members.

Different types of transportation service needs will also be considered in ongoing transportation data collection and system performance measurement initiatives, especially data collected in WCOG's upcoming household travel survey. The use of passively collected location-data from survey participant mobile phones will likely produce new resolutions of data helpful for informing future HST strategies.

10. Community project priorities

Prioritized list of regionally proposed projects

Through WCOG's Human Services Transportation Stakeholder Group and other outreach, eligible organizations were notified and encouraged to apply for HST project funding through Washington State Department of Transportation's (WSDOT) Consolidated Grants Program.

The projects listed below were submitted to WSDOT and subsequently reviewed and scored by WCOG's volunteer, regional review committee – seven individuals from WCOG's Citizens' Transportation Advisory Group (CTAG) and HST stakeholder-group agencies. Each county in Washington is allotted a number of "A," "B," and "C" grades to be assigned to the CG project proposals submitted from their county. Whatcom County is allotted three of each. These grades give reviewers at WSDOT an indication or regional priority and also contribute partially to the statewide ranking.

Rank : 1	Letter grade: A
WCOG Mobility Management III (SFY's '19-'21 & '21-'23)	
Proponent: Whatcom Council of Governments (WCOG)	
Problem: Funding is needed to continue and improve the 7th Grade transit education program throughout the county and transit training in partnership with Senior Centers throughout the county.	
Cost: $354,000 & $366,900	**Funding request:** $258,000 & $270,900
Benefit: Continuing to provide an important option for access and mobility across the Lummi tribal reservation as well as to the City of Ferndale.	
Regional plan consistency: *Whatcom Mobility 2040* (WM40) documents the regional goal of providing a multi-modal transportation system. An important part of such as system's effectiveness is people's exposure to their options and acquisition of system-user skills. This project aligns with and advances this goal. Additionally, WM40's incorporation of Human Services Transportation as a regional strategy and its goal of *access and convenience* (The region's transportation system is intended to serve all people and acknowledge and reduce barriers to mobility that exist for older adults, people with disabilities, and people with low incomes) align with this proposed service expansion.	

Rank :2	Letter grade: A
WTA Mobility Management	
Proponent: Whatcom Transportation Authority (WTA)	
Problem: Many county residents who are technically eligible for paratransit, could be better served by fixed route service. While paratransit is the best and most appropriate solution for many, paratransit is, comparatively, very expensive. **Solution:** Establish a Mobility Management program to review incoming paratransit requests, and, in certain cases, offer information and training to help that person make primary use of fixed-route service – often a more efficient means of transportation for that person, too.	
Cost: $173,435	**Funding request:** $138,748
Benefit: Reduce amount of resources directed to expensive paratransit services allowing more efficient allocation of resources across all services.	
Regional plan consistency: *Whatcom Mobility 2040* (WM40) documents the regional goal of providing a multi-modal transportation system. An important part of such as system's effectiveness is people's exposure to their options and acquisition of system-user skills. This project aligns with and advances this goal. Additionally, WM40's incorporation of Human Services Transportation as a regional strategy and its goal of *access and convenience* (The region's transportation system is intended to serve all people and acknowledge and reduce barriers to mobility that exist for older adults, people with disabilities, and people with low incomes) align with this proposed program development.	

Rank: 3	Letter grade: A
Lummi Transit Operations	
Proponent: Lummi Tribe of the Lummi Reservation	
Problem: Funding is needed to continue operating the Lummi Transit system.	
Cost: $935,000.	**Funding request:** $589,050
Benefit: Continuing to provide an important option for access and mobility across the Lummi tribal reservation as well as to the City of Ferndale.	
Regional plan consistency: *Whatcom Mobility 2040* (WM40) acknowledges the strategic importance of providing effective interregional corridor connections with Lummi Nation – especially with the urban centers of Ferndale and Bellingham. This service helps connect Lummi Nation residents to these communities and to WTA transit routes throughout Whatcom County. Additionally, WM40's incorporation of Human Services Transportation as a regional strategy and its goal of *access and convenience* (The region's transportation system is intended to serve all people and acknowledge and reduce barriers to mobility that exist for older adults, people with disabilities, and people with low incomes) align with this proposed service expansion.	

Rank 4	Letter grade: B
Improving Public Transportation in Rural Whatcom County	
Proponent: Whatcom Transportation Authority (WTA)	
Problem: Continuing community requests for improved transit in northeast Whatcom County coupled with recent closures of grocery stores in two locations **Solution:** WTA proposes to add a 3-day/week, 4-times/day service, extending existing geographic coverage from Kendall to Maple Falls.	
Cost: $391,604.	**Funding request:** $313,284
Benefit: Addressing identified gaps in access and addressing worsening food-access issues.	
Regional plan consistency: *Whatcom Mobility 2040* (WM40) acknowledges the expected need to add transit service in response to growing population and shifting demands. Additionally, WM40's incorporation of Human Services Transportation as a regional strategy and its goal of *access and convenience* (The region's transportation system is intended to serve all people and acknowledge and reduce barriers to mobility that exist for older adults, people with disabilities, and people with low incomes) align with this proposed service expansion.	

Regional prioritization process

The regional process for evaluating and ranking proposals to WSDOT's Consolidated Grant Program – generating the prioritization of the projects listed above – is attached as **Appendix A**

Appendix B

Whatcom Human Services Destinations

Introduction

This document describes the process and method that the Whatcom Council of Governments will use to review and regionally-rank projects that are proposed for funding from Washington's Consolidated Grant Program.

Evaluation criteria

There are eight project evaluation criteria, each with an associated number of points available. Available points add to 100.

The criteria are based on the Human Services Transportation (HST) strategies identified in WCOG's Human Services Transportation Plan (HSTP) as well as some additional HST Stakeholder criteria applied for the purpose of ranking projects in the face of limited available funding.

Most criteria are followed by suggested scoring guidelines and/or descriptions of data that will inform and support evaluators' assignments of points. Other criteria are left more completely to evaluators' assessment and point allocation.

Scoring guidelines list suggested point value ranges for *elements* of each criterion. Suggested point-value ranges are not cumulative. Total points awarded for each criterion may not exceed the total available for that criterion. Additionally, the guidelines below are simply that. The number of available points awarded for each criterion is left to the discretion of evaluators.

HST Stakeholder project prioritization factor: Sustaining project

1	**Funding for an *existing* service or program.**	Points: 3
	Note: The regional HSTP stakeholder group has decided to prioritize continuity of existing successful programs that address HSTP needs over funding requests for new programs. This is an objective assessment. Staff will ensure that the 3 points are added to sustaining projects.	
	The converse of this is that proposals for *new* services, service expansions, or one-time projects (e.g. a planning project) will not receive these points.	

WCOG HSTP Strategy: Access & Connectivity

2	The project provides for improved regional transportation access and connectivity.	Available points: 26	
	Suggested scoring guidelines:		
	• The degree to which the proposal addresses a gap identified in the 2018 Whatcom Regional Human Services Transportation Plan		1-13pts.
	• The degree to which the proposal would serve special needs users – those who do not drive a personal vehicle because of health, disability, income, or age.		1-13 pts.

Appendix A

Regional Review Process for
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WCOG HSTP Strategy: Safety & comfort

3	**Funding would increase or sustain safety and comfort**	Available points: 20
	Suggested scoring guidelines: • The degree to which the proposed activity would improve human-services transportation system users' safety and comfort thus reducing incidents of injury and stress and, in so doing, remove physical and experiential barriers to increased use of available services. o Example safety and comfort strategies include: improved equipment, infrastructure, and technology; training for system-users, service schedulers; coordination with law enforcement, and coordination with emergency management.	0 -20 pts.

WCOG HSTP Strategy: Informing or instructing the public

4	**Funding will support informing or instructing the public.**	Available points: 21
	Suggested scoring guidelines:	
	• The degree to which the proposal addresses a gap identified in the 2018 Whatcom Regional Human Services Transportation Plan	0 -8 pts.
	• The degree to which the proposed information or instruction addresses special needs users – those who do not drive a personal vehicle because of health, disability, income, or age.	0 -8 pts.
	• The degree to which the proposed information or instruction would encourage improved mobility due to increased individual awareness or skill and/or improve special needs travelers' ability to make more efficient & coordinated use of transit services	0-5 pts.

WCOG HSTP Strategy: Coordinated with emergency management

5	**The proposed activity will be coordinated with regional emergency management agencies.**	Available points: 10
	Suggested scoring guidelines:	
	• The degree to which the proposal addresses a gap identified in the 2018 Whatcom Regional Human Services Transportation Plan	0 -5pts.
	• The degree to which the proposed activity addresses special needs users – those who do not drive a personal vehicle because of health, disability, income, or age – especially those who would be in greatest need during an emergency.	0 -5 pts.

WCOG HSTP Strategy: Uses technology

6	**The proposed activity uses technology**	Available points: 7
	Suggested scoring guidelines:	
	• The degree to which the proposal applies technology to addresses a gap identified in the 2018 Whatcom Regional Human Services Transportation Plan	0 -7pts.

	• The degree to which the proposed activity applies technology to address <u>special needs users</u> – those who do not drive a personal vehicle because of health, disability, income, or age – especially those who would be in greatest need during an emergency.	0 -7 pts.

HST Stakeholder project prioritization factor: Cost effectiveness

7	The project cost reflects an appropriate match of resources with a regional need. *The HST stakeholder group recognizes that regional need is not only a function of the number underserved individuals. Regional needs also includes persistent service gaps that we would benefit from addressing.*	Available points: 8

	The degree to which the proposed project cost is commensurate with its intended regional benefit having employed such strategies, if available, as:
	
	  o **Leveraging non-financial resources** from partner organizations,
	  o **Coordinating services** or other work with partner organizations,
	  o **Avoiding duplication** of services (routes, schedules, information, etc.)
		0-8 p

HST Stakeholder project prioritization factor: Leverage

8	Leverage and partnering	Available points: 5
	• The degree to which the project proponent has confirmed financial contributions that exceed the required match funding.	0-5
	• The degree to which the proponent's proposed improvement would be achieved by operational or other collaboration with another entity.	0-5

Project review and scoring procedures

1. Project evaluators are volunteers from the HST Stakeholder Group and from the Whatcom Citizens' Transportation Advisory Group (CTAG). While multiple individuals representing an HST stakeholder organization may work together on the project review committee to evaluate CG project submissions, each organization on the review committee may only submit one set of project scores.

2. Organizations that submit a project will not score *their own* projects

3. Organizations that submit a project are expected to participate on the project-review committee. (**The exception** is WCOG. As the RTPO administering the overall process, WCOG staff will not participate in project scoring – even though WCOG may submit a project funding request.)

4. It is understood that individual reviewers will differ from each other in how they award points under each criterion. **The important thing is that each reviewer is consistent in this regard across each of the projects they score.**

Project ranking methodology

Converting reviewers' individual project scores into a ranked list of projects will follow a multi-step process. This process will be completed by WCOG at the end of the review period.

Step 1 – Project scores by reviewer: As illustrated by the example project scoring tables in **(at end of this document)**, scores for each project will be tabulated both reviewer and by criterion. This is primarily for transparency. The total project scores by reviewer (far right column), are the key values for the ranking methodology.

Step 2 – Score-based ranking by project: For various reasons stemming from the scoring procedures (above), the scores, or project-score totals, are not useable for final ranking of projects for two reasons. First, projects do not all have the same number of reviewers (E.g. proponents don't rank their own submissions, WCOG may have a proposal but is not participating in ranking, etc.). This could be partially addressed by averaging project scores but this, too is problematic. While reviewers are presumably consistent in how they score the projects, each reviewer will be different from each other in how they allocate points under the criteria. With a relatively small list of projects and small group of reviewers, the influence of an individual reviewer's scores (or absence of those scores) could easily be stronger than the effect of averaging the other reviewers' scores.

Thus a second step takes each project's reviewer scores, applies a sort-ranking, and tallies the number of reviewers that scored that project as their highest (1st), second highest (2nd), and so on.

An example summary table of reviewer rankings is also included in Appendix A.

Each "1st" project receives a number of points equal to one less the total number of project proposals. In the Appendix A example, there are four proposals so 1sts are worth three points each. 2nds are worth two points, and 3rds get one point (no need to tally and score 4ths but, depending on the total number of projects being reviewed, this scale is adjusted accordingly).

Step 3 – Reviewer-count point adjustment: Before the project ranking points can be totaled and sorted to establish an overall ranking, **an adjustment is made**. Because the number of total reviewers can vary by project, a factor is applied based on this variable. In the example, Project 4 has five reviewers while Projects 1, 2, & 3 all have four reviewers. Because a project would have greater opportunity to gain ranking points with more reviewers, the ranking points initially calculated for Project 4 are discounted by 0.2 – the incremental advantage of 5 reviewers vs. 4. Depending on the range of the reviewer count for the projects submitted in 2018, the same method will be applied to calculate and apply one or more discount factors.

The last two columns in the example ranking table show the total ranking points and then the resulting overall project ranking.

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Example project scoring tables – by reviewer, by criteria, with total scores.

Note that proponents don't score their own projects. Proponents (A, B, C…) correspond to reviewers (A, B, C…) EE and FF represent CTAG reviewers. Proponent C represents WCOG, who can submit a proposal but will not be participating in scoring of any projects.

	Criteria								
	1	2	3	4	5	6	7	8	
Project No. 1 (Proponent D)	Sustaining	Access / Connect	Saftey & Comfort	Inform. & Instruct	Coord w/ Emrgcy Mngmt	Tech	Cost effective	Leverage	TOTALS
Points available	3	26	20	21	10	7	8	5	100
Reviewer A	3	4	8	2	8	2	10	4	41
Reviewer B	3	25	18	19	9	5	8	4	91
Reviewer EE	3	9	18	11	4	7	6	3	61
Reviewer FF	3	15	12	18	9	7	5	5	74

	Criteria								
	1	2	3	4	5	6	7	8	
Project No .2 (Proponent A)	Sustaining	Access / Connect	Saftey & Comfort	Inform. & Instruct	Coord w/ Emrgcy Mngmt	Tech	Cost effective	Leverage	TOTALS
Points available	3	26	20	21	10	7	8	5	100
Reviewer B	3	18	15	17	7	5	8	4	77
Reviewer D	3	11	12	3	10	0	9	3	51
Reviewer EE	3	12	9	10	5	4	6	3	52
Reviewer FF	3	16	12	21	8	2	4	2	68

	Criteria								
	1	2	3	4	5	6	7	8	
Project No .3 (Proponent B)	Sustaining	Access / Connect	Saftey & Comfort	Inform. & Instruct	Coord w/ Emrgcy Mngmt	Tech	Cost effective	Leverage	TOTALS
Points available	3	26	20	21	10	7	8	5	100
Reviewer A	0	15	8	14	3	3	4	4	51
Reviewer D	0	11	12	3	10	0	9	3	48
Reviewer EE	0	15	9	10	5	5	6	3	53
Reviewer FF	0	22	5	5	8	5	4	2	51

	Criteria								
	1	2	3	4	5	6	7	8	
Project No. 4 (Proponent C)	Sustaining	Access / Connect	Saftey & Comfort	Inform. & Instruct	Coord w/ Emrgcy Mngmt	Tech	Cost effective	Leverage	TOTALS
Points available	3	26	20	21	10	7	8	5	100
Reviewer A	3	19	12	7	4	2	6	1	54
Reviewer B	3	26	19	18	8	6	7	3	90
Reviewer D	3	11	12	3	10	0	9	3	51
Reviewer EE	3	23	17	19	5	0	6	3	76
Reviewer FF	3	18	11	9	7	2	7	2	59

Example reviewer rankings summary and project ranking methodology.

This example table is discussed on page 2 of the Regional CG project review process.

	Prop.	Reviewer Count	Reviewer A		Reviewer B		Reviewer D		Reviewer EE		Reviewer FF		1sts			2nds			3rds			Total Adj Rank Pts	Overall Rank
													3 Pts ea.		Adj pts	2 Pts. ea.		Adj pts	1 Pt. ea.		Adj pts		
			score	rank	score	rank	score	rank	score	rank	score	rank	Count	Pts		Count	Pts		Count	Pts			
Project 1	D	4	41	3	91	1		#N/A	61	2	74	1	2	6	6	1	2	2	1	1	1	9	1
Project 2	A	4		#N/A	77	3	51	2	52	4	68	2	0	0	0	2	4	4	1	1	1	5	3
Project 3	B	4	51	2		#N/A	48	3	53	3	51	4	0	0	0	1	2	2	2	2	2	4	4
Project 4	C	5	54	1	90	2	51	2	76	1	59	3	2	6	4.8	2	4	3.2	1	1	0.8	8.8	2

Adj. factor

Number of possible reviewers: 5   0.8

Lowest number of reviewers: 4   1

Appendix B

Whatcom Human Services Destinations

TYPE	NAME	ADDRESS
Drug and Alcohol Treatment	Belair Clinic	1030 North State St Bellingham WA 98225
Drug and Alcohol Treatment	Bridges Treatment And Recovery	1221 Fraser St Bellingham WA 98229
Drug and Alcohol Treatment	Ccs Recovery Center	515 Lakeway Dr Bellingham WA 98225
Drug and Alcohol Treatment	Compass Health Whatcom	3645 E McLeod Rd Bellingham WA 98225
Drug and Alcohol Treatment	Contact Counseling	1118 Finnegan Way Bellingham WA 98225
Drug and Alcohol Treatment	Lummi Chemical Addiction Recovery and Education (CARE)	2530 Kwina Rd Bellingham WA 98226
Drug and Alcohol Treatment	Sea Mar Behavioral Health Center	3350 Airport Dr Bellingham WA 98226
Drug and Alcohol Treatment	Sea Mar Visions Female Youth Treatment Center	1603 East Illinois St Bellingham WA 98226
Drug and Alcohol Treatment	Whatcom Community Detox	2030 Division St Bellingham WA 98226
Drug and Alcohol Treatment	Waterfront Counseling In Blaine	228 Cherry St Blaine WA 98230
Drug and Alcohol Treatment	Nooksack Tribe Genesis II	6750 Mission Rd Everson WA 98247
Drug and Alcohol Treatment	Bridges Treatment And Recovery	6044 Portal Way Ferndale WA 98248
Food Banks	Bellingham Food Bank	1824 Ellis St Bellingham WA 98225
Food Banks	Blaine Food Bank	500 C St Blaine WA 98230
Food Banks	Christ the King	5373 Guide Meridian Bellingham WA 98226
Food Banks	Ferndale Food Bank	1671 Main St Ferndale WA 98248
Food Banks	Food Lifeline Mobile Pantry	8251 Kendall Rd Maple Falls WA 98266
Food Banks	Foothills Food Bank	6210 Mt Baker Hwy Deming WA 98244
Food Banks	Foothills Food Bank	6210 Mt Baker Hwy Deming WA 98244
Food Banks	Hope House	207 Kentucky St Bellingham WA 98225
	Lord's Table: River of Life Church	
Food Banks		4037 Valley Hwy Van Zandt WA 98224
Food Banks	Lummi Food Bank	2830 Kwina Rd Ferndale WA 98266
Food Banks	Lynden Project Hope Food Bank	205 S BC Ave Lynden WA 98264
Food Banks	Nooksack Tribal Food Bank	2515 Sulwhanon Dr Everson WA 98247
Food Banks	Nooksack Valley Food Bank	204 N Washington Nooksack WA 98248
Food Banks	Salvation Army	2912 Northwest Ave Bellingham WA 98225
Food Banks	Southside Food Bank (Hillcrest Chapel)	1400 Larrabee Ave Bellingham WA 98225
Food Banks	St. Joseph's Outreach	5781 Hendrickson St Ferndale WA 98248

Food Banks	Sumas Food Bank	415 Cherry St Sumas WA 98295
Food Banks	Alderwood Elementary School	3400 Hollywood Ave Bellingham WA 98225
Grocery Store	Acme General Store	2035 Valley Hwy 9 Deming WA 98220
Grocery Store	Abarrotes La Gloria	5974 Guide Meridian Bellingham WA 98226
Grocery Store	Asia Oriental Market	2408 Meridian Ave Bellingham WA 98225
Grocery Store	Bellingham Farmers Market	1100 Railroad Ave Bellingham WA 98225
Grocery Store	Bellingham Grocery Outlet	1600 Ellis St Bellingham WA 98225
Grocery Store	Community Food Co-Op	1220 N Forest St Bellingham WA 98225
Grocery Store	Community Food Coop - Cordata	315 Westerly Rd Bellingham WA 98226
Grocery Store	Costco	4125 Arctic Ave Bellingham WA 98226
Grocery Store	Fairhaven Farmers Market	1207 10th St Bellingham WA 98225
Grocery Store	Fred Meyer - Bakerview	1225 W Bakerview Rd Bellingham WA 98226
Grocery Store	Fred Meyer - Lakeway	800 E Lakeway Dr Bellingham WA 98229
Grocery Store	Haggen - Sehome Village	210 36th St Bellingham WA 98227
Grocery Store	Haggen - Fairhaven Market	1401 12th St Bellingham WA 98225
Grocery Store	Haggen - Meridian	2814 Meridian St Bellingham WA 98225
Grocery Store	Haggen - Barkley	2900 Woburn St Bellingham WA 98226
Grocery Store	K-Mart	1001 E Sunset Dr Bellingham WA 98226
Grocery Store	Safeway - Bellingham	1275 E Sunset Dr Bellingham WA 98226
Grocery Store	Trader Joe's	2410 James St Bellingham WA 98229
Grocery Store	Walmart	4420 Guide Meridian Bellingham WA 98226
Grocery Store	West Coast Oriental Grocer	4064 Meridian St Bellingham WA 98226
Grocery Store	Winco Foods Store	300 Bellis Fair Parkway Bellingham WA 98225
Grocery Store	Youngstock's Nursery & Produce	2237 James St Bellingham WA 98225
Grocery Store	Bay Center Market	8050 Harborview Rd Blaine WA 98230
Grocery Store	Cost Cutter - Blaine	1733 H St Blaine WA 98230
Grocery Store	Market at Birch Bay	8125 Birch Bay Sqaure St Blaine WA 98230
Grocery Store	Everybody's Store	5465 Potter Rd Deming WA 98244
Grocery Store	Everson Market	210 E Main St Everson WA 98247
Grocery Store	Grocery Outlet Ferndale	1750 Labounty Dr Ferndale WA 98248
Grocery Store	Haggen #63 - Ferndale	1815 Main St Ferndale WA 98248

Grocery Store	Graham's Store	9989 Mt Baker Hwy Glacier WA 98244
Grocery Store	Community Supermarket	6912 Hannegan Rd Lynden WA 98264
Grocery Store	Food Pavilion - Lynden	8130 Guide Meridian Lynden WA 98264
Grocery Store	Green Barn	211 Birch Bay Lynden Rd Lynden WA 98264
Grocery Store	Safeway - Lynden	8071 Guide Meridian Lynden WA 98264
Grocery Store	Crossroads Grocery & Video	7802 Silver Lake Rd Maple Falls WA 98266
Grocery Store	Maple Fuels Wash-A-Ton	7797 Silver Lake Rd Maple Falls WA 98266
Grocery Store	International Marketplace	370 Tyee Dr Point Roberts WA 98281
Grocery Store	Cherry St Market	725 Cherry St Sumas WA 98295
Hot Meals Served	Bellingham Community Meal	2116 Cornwall Ave Bellingham WA 98225
Hot Meals Served	Blaine Community Meal	763 G St Blaine WA 98230
Hot Meals Served	C.A.S.T.	1111 Cornwall Ave Bellingham WA 98225
Hot Meals Served	Church on the Street	1310 G St Bellingham WA 98225
Hot Meals Served	Ferndale Community Meal Program	2034 Washington St Ferndale WA 98248
Hot Meals Served	Food Not Bombs	104 West Magnolia St Bellingham WA 98225
Hot Meals Served	Lighthouse Mission Drop-In Center	1013 W Holly Bellingham WA 98225
Hot Meals Served	Little Cheerful	133 E Holly Bellingham WA 98225
Hot Meals Served	Loaves & Fishes Hot Meal	110 Flora St Bellingham WA 98225
Hot Meals Served	Maple Alley Café	2116 Walnut St Bellingham WA 98225
Hot Meals Served	Maple Alley Inn - Faith Lutheran Church	2750 McLeod Rd Bellingham WA 98225
Hot Meals Served	Nooksack Food Bank	204 N Washington Nooksack WA 98247
Hot Meals Served	Salt on the St Dinner	910 W Holly St Bellingham WA 98225
Hot Meals Served	Seeds of Hope	8251 Kendall Rd Maple Falls WA 98266
Hot Meals Served	Shuksan Middle School	2713 Alderwood Ave Bellingham WA 98225
Hot Meals Served	Southside Community Meal (Our Saviour's)	1720 Harris Ave Bellingham WA 98225
Hot Meals Served	First Christian Church Community Meal	495 E Bakerview Rd Bellingham 98226
Human Service Agency	Bellingham Housing Authority	208 Unity St Bellingham WA 98225
Human Service Agency	Brigid Collins	1231 N Garden St Bellingham WA 98225
Human Service Agency	Children and Family Services	1720 Ellis St Bellingham WA 98225
Human Service Agency	DSHS	4101 Meridian St Bellingham WA 98226
Human Service Agency	Goodwill Job Training	1115 E Sunset Dr Bellingham WA 98226

Human Service Agency	Unity Care NW	220 Unity St Bellingham WA 98225
Human Service Agency	Opportunity Council	1111 Cornwall Ave Bellingham WA 98225
Human Service Agency	PeaceHealth St. Joeseph Hospital Medical Center	2901 Squalicum Parkway Bellingham WA 98225
Human Service Agency	Planned Parenthood	1530 Ellis St Bellingham WA 98225
Human Service Agency	Social Security Administration	710 Alabama St Bellingham WA 98225
Human Service Agency	Women, Infants, & Children Program (WIC) office	1500 N State St Bellingham WA 98225
Human Service Agency	Worksource	101 Prospect St Bellingham WA 98225
Human Service Agency	East Whatcom Regional Resouce Center (EWRRC)	8251 Kendall Rd Maple Falls WA 98266
Library	Barkley Library	311 Newmarket St Bellingham WA 98226
Library	Bellingham Central Library	210 Central Ave Bellingham WA 98225
Library	Bookmobile Library	5205 Northwest Rd Bellingham WA 98226
Library	Fairhaven Library	1117 12th St Bellingham WA 98225
Library	South Whatcom Library	8 Barn View Ct Bellingham WA 98229
Library	Blaine Library	610 3rd St Blaine WA 98230
Library	Deming Library	5044 Mt. Baker Highway Deming WA 98244
Library	Everson Library	104 Kirsch Dr Everson WA 98247
Library	Ferndale Library	2007 Cherry St Ferndale WA 98248
Library	Island Library	2144 South Nugent Rd Lummi Island WA 98262
Library	Lynden Library	216 4th St Lynden WA 98264
Library	North Fork Library	7506 Kendall Rd Maple Falls WA 98266
Library	Point Roberts Library	1487 Gulf Rd Point Roberts WA 98281
Library	Sumas Library	451 2nd St Sumas WA 98295
Mental Health Facility	CCS Recovery Center	515 Lakeway Dr Bellingham WA 98225
Mental Health Facility	Depression & Bipolar Support Alliance	1212 Billy Frank Jr. St Bellingham WA 98225
Mental Health Facility	Behavioral Health - Unity Care NW	220 Unity St Bellingham WA 98225
Mental Health Facility	PeaceHealth St. Joseph Medical Center Behavioral Health	2901 Squalicum Parkway Bellingham WA 98225
Mental Health Facility	Sea Mar Bellingham Medical Center	4455 Cordata Pkwy Bellingham WA 98225
Mental Health Facility	Compass Health Whatcom	3645 McLeod Rd Bellingham WA 98226
Senior Center	Bellingham Senior Center	315 Halleck St Bellingham WA 98225
Senior Center	Blaine Senior Center	763 G St Blaine WA 98230
Senior Center	Deming Senior Center	5103 Mosquito Lake Rd Deming WA 98244

Senior Center	Everson Senior Center	111 W Main St Everson WA 98247
Senior Center	Ferndale Senior Center	1999 Cherry St Ferndale WA 98248
Senior Center	Lynden Senior Center	401 Grover St Lynden WA 98264
Senior Center	Point Roberts Senior Center	1487 Gulf Rd Point Roberts WA 98281
Senior Center	Sumas Senior Center	451 W 2nd St Sumas WA 98295