DRAFT

COORDINATED
HUMAN SERVICES
TRANSPORTATION PLAN

KOOTENAI COUNTY

2025

Contents

Introduction

This Coordinated Human Services Transportation Plan (HSTP) was developed to meet the Federal Transit Administration's (FTA) requirement for a locally coordinated transportation plan, as set forth in the Fixing America's Surface Transportation Act (FAST Act), 49 U.S.C. Section 5310, signed into law in December 2015. The FAST Act replaced the previous federal transit authorization, MAP-21, while keeping its requirements for coordination planning in federally funded projects.

The plan identifies the transportation needs of individuals with disabilities, seniors, and households with limited income; provides strategies for meeting those needs; and prioritizes services for funding and implementation.

Since the last plan was adopted, Kootenai County has made progress toward improving mobility services for older adults, people with disabilities, and individuals with limited incomes, including:

- **Citylink Service Enhancements**: Route adjustments have improved access to high-demand destinations such as health care facilities, grocery stores, and senior housing. The Intelligent Transportation System (ITS), known as Passio GO!, has also increased reliability by allowing riders to track buses in real time.

- **Expanded Ring-a-Ride Access**: The program has grown to provide more door-to-door rides for seniors and individuals with disabilities, including those outside of fixed-route service areas.

- **Stronger Coordination with Partners**: The County has deepened relationships with human service providers through the ALICE Task Force, multi-stakeholder planning sessions, and regular updates to city councils.

- **Broader Community Engagement**: Riders, disability advocates, veterans, and other voices have been included through public meetings, surveys, and one-on-one interviews.

- **Improved Data and Mapping Tools**: ITS and other data systems now help identify where service needs are greatest.

- **Health Transportation Partnerships**: Collaboration with Kootenai Health has expanded non-emergency medical transportation, improving access to care for residents without reliable transportation.

This plan builds on earlier efforts, including the Strategic Services Plan (Phases I and II), and reflects close coordination with local governments, service providers, employers, and community stakeholders.

A Coordinated HSTP does more than meet federal funding requirements—it helps communities use their transportation resources more efficiently and effectively. By identifying service gaps, reducing duplication, and strengthening collaboration between providers, the plan expands access for seniors, people with disabilities, and households with limited incomes. This coordination supports lower costs, better public health, and greater access to jobs, medical care, healthy food, and social opportunities—ultimately leading to a stronger, more connected community.

These efforts lay the groundwork for the strategies, partnerships, and priorities outlined in the chapters that follow.

Figure 1. City Limits within Kootenai County
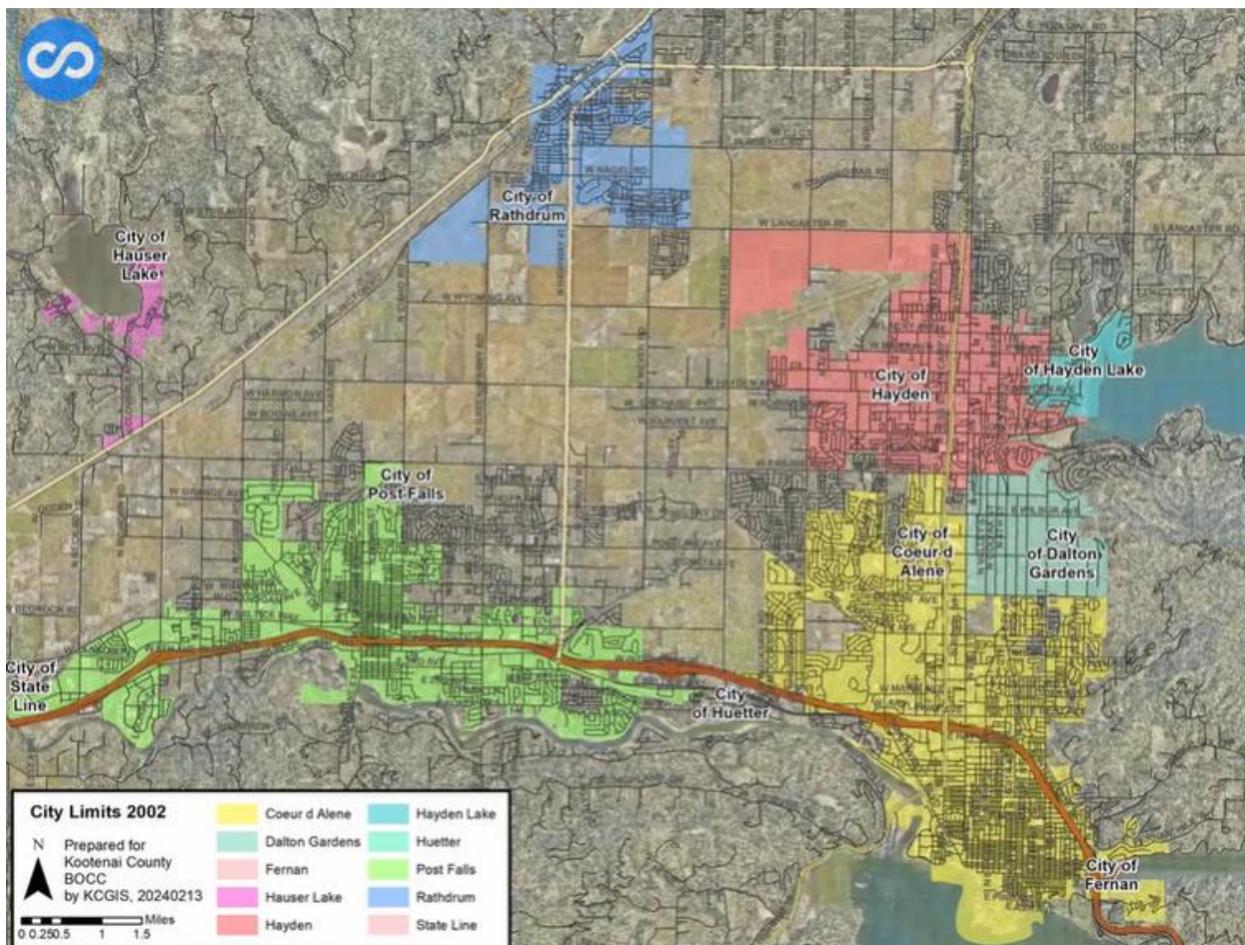
Federal and State Statutes

Federal Programs

Section 5310 Program – Enhanced Mobility of Seniors and Individuals with Disabilities

The Federal Transit Administration's Section 5310 program grant is intended to enhance mobility for elderly individuals and persons with disabilities, as well as individuals with limited financial means, by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

Funds are apportioned based on the state's share of the population for these two groups. Idaho Transportation Department (ITD) is the direct recipient of Section 5310 funds and administers the program for rural counties across the state.

Section 5307 Program – Urbanized Area Formula Grant Program

This program provides grants to urbanized areas for public transportation capital, planning, job access, and reverse commute projects, as well as operating expenses in certain circumstances. Programs to assist low-income individuals in accessing jobs are eligible.

Section 5311(f) – Nonurbanized or Rural Intercity Bus Program

This program provides capital, planning, and operating assistance to states to support the connection between rural areas with populations less than 50,000 and the larger regional or national system of intercity bus services.

Section 5339 – Bus and Bus Facilities Program

This program provides capital funding to replace, rehabilitate, and purchase buses and related equipment, and construct bus-related facilities. Public, private, and non-profit organizations engaged in public transportation are eligible.

Idaho Programs

ITD Coordinated Mobility Program

In Idaho, rural areas and small urban areas under 200,000 in population are managed and supervised by the Idaho Transportation Department's Public Transportation Division unless otherwise authorized by the Governor of Idaho. In response to the federal FAST Act requirements, ITD began its coordinated mobility program to administer the grant programs and

provide assistance and oversight for local coordination efforts. The goal of the program is to expand access, remove barriers, and foster collaboration.

ITD Vehicle Investment Program (VIP)

ITD's Vehicle Investment Program (VIP) provides capital funding for demand response providers to replace, rehabilitate, and purchase vehicles to support the continuation and expansion of public transportation services.

Americans with Disabilities Act (ADA) Curb Ramp Program

This state-administered program provides funding to construct new or alter existing curb ramps on the state highway system to meet ADA requirements. Accessible pedestrian infrastructure at transit locations is critical to building a system that is navigable for everyone. Funds can only be used for construction purposes. ITD currently allocates $500,000 of state funds annually for this program but will increase funds to $1 million in FY2024. Also in fiscal year 2024, ITD will open eligibility of this program to include any barrier to an accessible route on the State Highway System. This includes sidewalks, shared use paths, aprons, curb ramps, and physical obstructions.

Transportation Alternatives Program (TAP) Funding

This program provides funding for alternative transportation projects to address the needs of non-motorized users. Both infrastructure and non-infrastructure projects are eligible for this funding. COMPASS manages TAP-TMA program for the Boise Urbanized Area while ITD manages the area outside the Boise Urbanized Area.

Local Roles and Responsibilities

Public Transportation

Citylink, serving Kootenai and Benewah, is not a monolithic entity. It exists in two separate transit systems that work together to serve a large region encompassing both rural and urban areas. One transit system is based out of central Kootenai County (Citylink North) and another serves southern Kootenai County and portions of Benewah County (Citylink South). The separation of these two systems is primarily defined by geographic designations, administrative requirements, and funding received by each entity from Federal Transit Administration (FTA) and Idaho Transportation Department (ITD).

> **Kootenai County Transit/Citylink North (Small Urban System)**
> Citylink North in Kootenai County currently serves Coeur d'Alene, Dalton Gardens, Fernan, Hayden, Huetter, and Post Falls. It is funded by Federal and State funds that

are awarded directly to Kootenai County. Local match is provided by participating cities, Kootenai County, Kootenai Health, and the Coeur d'Alene Tribe.

City investment into Citylink North provides a direct benefit to the people of Coeur d'Alene, Dalton Gardens, Fernan, Hayden, Huetter, and Post Falls, and the investment is directly proportionate to the kind of system the cities are seeking.

Coeur d'Alene Tribe/Citylink South (Rural System)
The Tribe receives funding directly from FTA and ITD for Citylink South to provide rural service between Worley (Kootenai County – Coeur d'Alene Casino), Plummer (Benewah County), DeSmet (Benewah), and the Riverstone Transit Center (Kootenai).

Kootenai Metropolitan Planning Organization (KMPO)

KMPO as the designated regional transportation planning organization pursuant to U.S.C. Title 23 Section 134 and U.S.C. Title 49 Section 5303, is responsible for cooperatively developing and adopting the Metropolitan Transportation Plan (MTP) for all of Kootenai County. The 2020-2040 MTP is a comprehensive multi-modal "blueprint" for regionally significant transportation projects and investments aimed at meeting the mobility needs of Kootenai County. The Plan was approved by the KMPO Board on May 14, 2020, and the Coordinated Human Services Transportation Plan works in conjunction with and draws from the MTP approved by KMPO.

The call for projects that utilize FTA Section 5310 funds and are within or provide access to smaller urbanized areas is conducted by the KMPO for their designated urban area and then transmitted to the ITD after approval by the KMPO Board.

Kootenai County Profile & Demographics

Kootenai County is one of Idaho's fastest-growing regions, with a population that expanded by 8.7% between 2019 and 2021 alone, making it the fastest-growing county in the state during that period. As of 2023[1], the County is home to over 177,700 residents, with projections showing continued strong growth reaching more than 245,000 by 2040. This rapid population increase is driven by both in-state migration and new residents moving from out of state—evidenced by a 50% increase in surrendered driver's licenses between 2018 and 2021 (Spokane-Kootenai Real Estate Research Committee).

Figure 2. Population Growth, Kootenai County (2000-2023)

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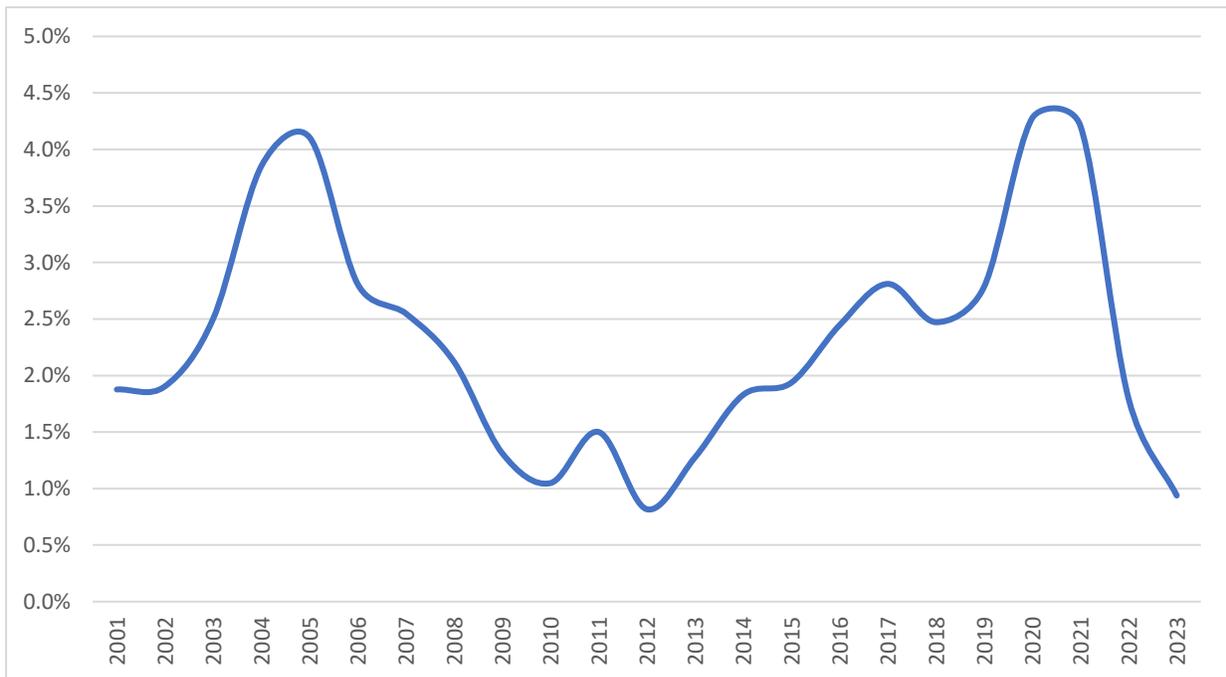
[1] Census data from 2023 was used throughout this report because it represents the most recent 5-year ACS estimates, which provide a more reliable and accurate picture of current conditions than the 2024 1-year estimates.

Source: ACS, 5-Year Estimates

This growth has created both opportunities and challenges. While the local economy is vibrant—particularly in the health care, construction, and professional services sectors—it has also strained transportation and infrastructure systems, often requiring flexible transportation schedules or access to job sites not well served by public transportation.

Figure 3. Population Growth from Base Year 2019, Top Idaho counties

Source: Idaho Department of Labor

Figure 4. Forecasted Population Growth, Kootenai County (2015-2040)
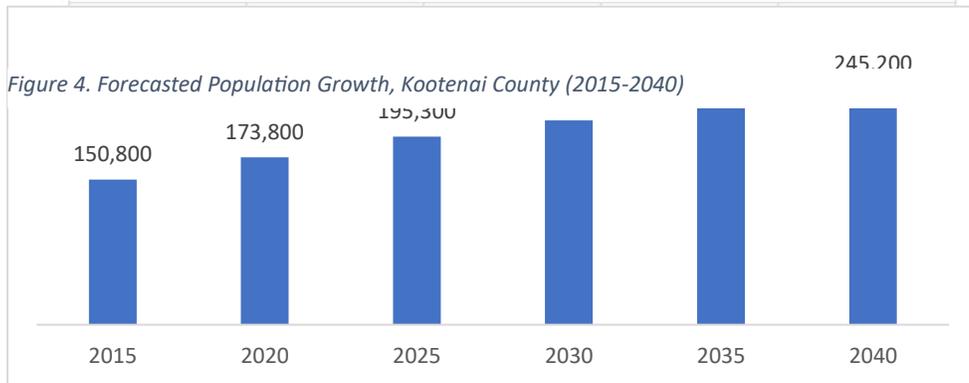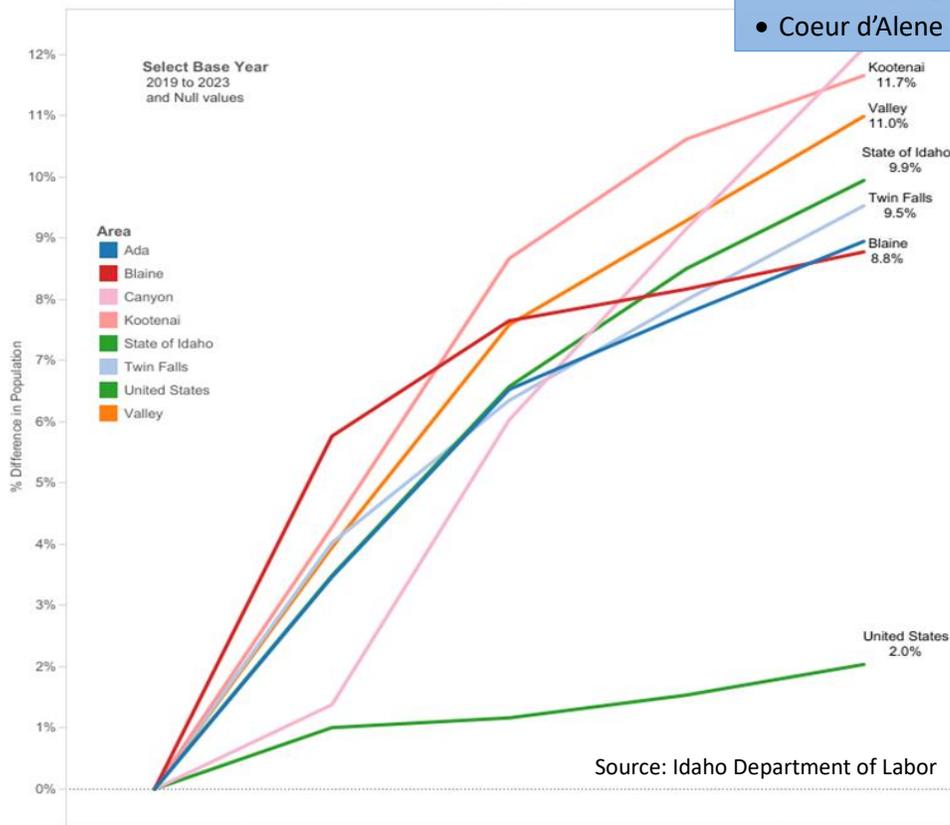
Source: Grant Forsyth, Avista Utilities using S&P/IHS Global Insights data

Many new households are settling in areas that lack public transportation, and development is rapidly expanding into formerly rural areas. While the housing market has leveled off, the number of multi-family housing units has grown substantially in recent years, indicating higher-density living that could support public transportation if properly planned.
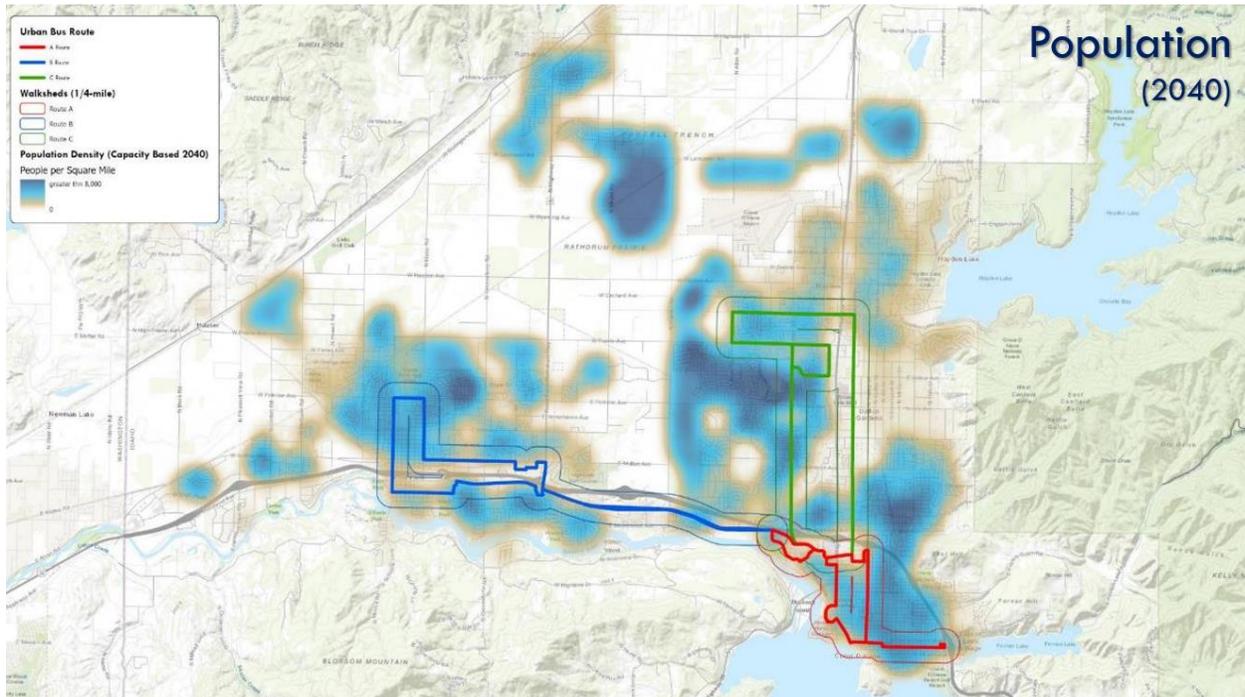
Source: JUB Engineers, Inc using data from KMPO

Senior Population

Seniors represent a growing share of Kootenai County's population, and their mobility needs are a central focus of this plan. Older adults often rely on transportation to reach healthcare, shopping, community services, and social activities, particularly when they can no longer drive. As the county's population ages, demand for accessible and reliable transportation will continue to increase.

In 2023, Kootenai County's population age 65 and older made up a significant portion of the community. Table 1 compares the percentage of seniors in Kootenai County to Idaho and the United States.

Table 1. Senior Population Profile

Geography	Number of Residents 65+	% Age 65+	Median Age	Old-Age Dependency Ratio*
Kootenai County	48,633	27.4%	40.8	34.1
Idaho	498,256	24.9%	37.8	30.2
U.S.	86,905,475	25.6%	39.2	29.7

Source: 2023, ACS 5-Year Estimates
*Old-age dependency ratio = ratio of residents age 65+ to working-age residents (15–64)

Kootenai County's median age is 40.8 years, which is higher than the state average and national averages. This indicates that the County's population is aging at a faster pace.

The old-age dependency ratio measures the number of residents age 65 and older compared to the working-age population (ages 15–64). It is typically expressed as the number of seniors per 100 working-age residents. A higher ratio indicates a greater share of older adults relative to the workforce, which can signal increasing demand for healthcare, social services, and transportation options, as well as potential strain on the local economy and support systems.

In Kootenai County, the old-age dependency ratio is 34.1, meaning there are about 34 seniors for every 100 working-age residents. This is higher than both the Idaho average of 30.2 and the U.S. average of 29.7. Combined with the fact that more than a quarter of Kootenai County's population is already age 65 or older (27.4%), these figures suggest that the region is aging more rapidly than the state and nation, underscoring the importance of long-term planning for transportation services tailored to seniors.

Poverty

Poverty rates vary across Kootenai County, with the highest concentrations found in western Post Falls near the Washington–Idaho state line and in the central neighborhoods of Coeur d'Alene.

Figure 5. Poverty Rate by Zip Code, Kootenai County (2023)
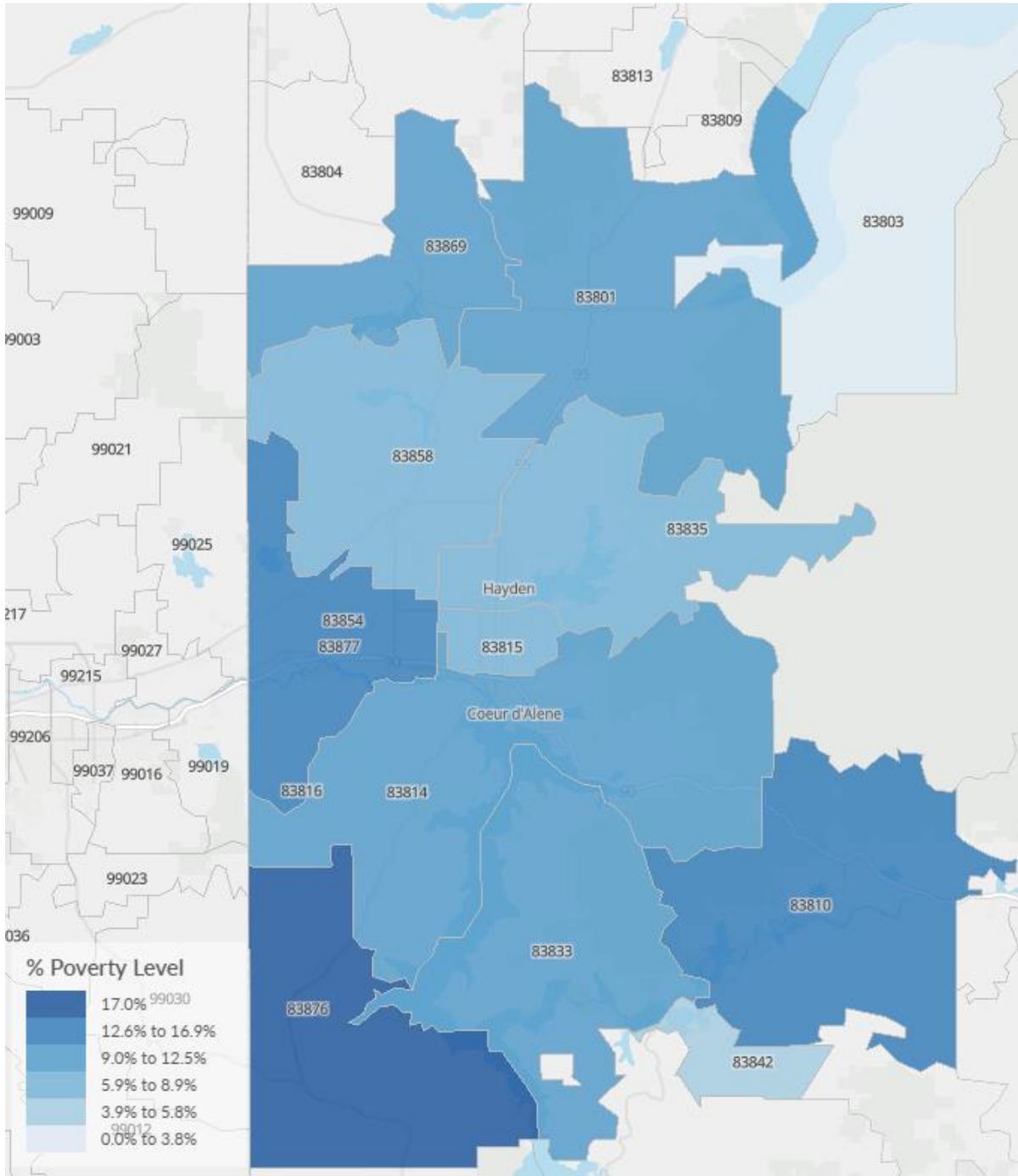
Source: 2023, ACS 5-Year Estimates

Poverty among seniors age 65 and older is distributed differently across the county compared to other age groups. Figure 6 shows the distribution of seniors living at or below the federal poverty level across Kootenai County. Higher concentrations appear in central Coeur d'Alene,

parts of Post Falls, and smaller pockets in outlying communities. Seniors living in poverty are more likely to depend on public transportation for medical care, groceries, and community activities, yet many of these areas face gaps in evening, weekend, or geographic service. The map highlights where targeted transit investments—such as improved bus stop amenities, expanded Ring-a-Ride coverage, or extended service hours—could have the greatest impact on mobility and quality of life for older adults.

Figure 6. Share of Seniors 65+ at Poverty Level by Zip Code, Kootenai County (2023)
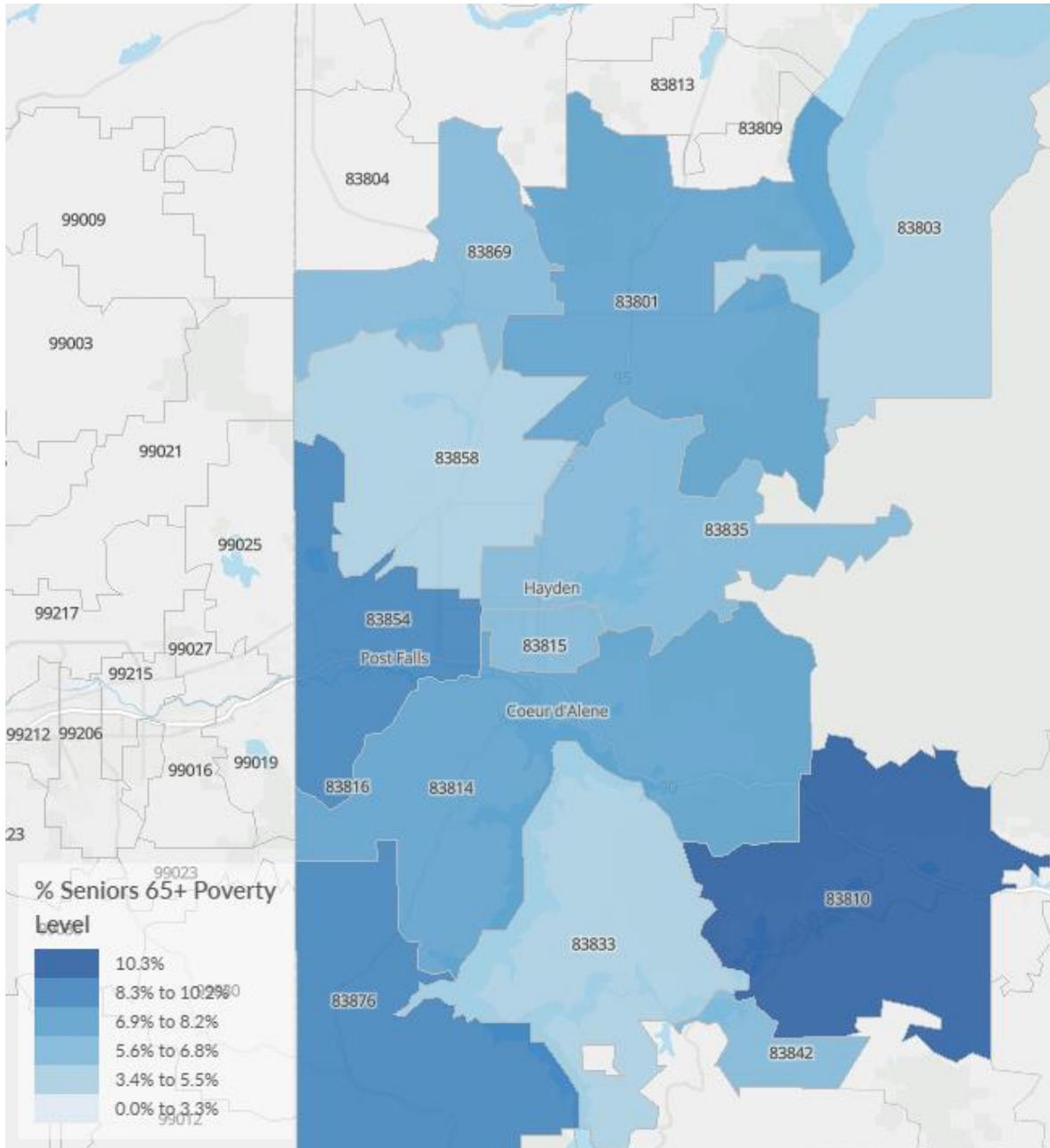
Source: 2023, ACS 5-Year Estimates

The existing Citylink routes provide strong coverage for areas with the highest concentrations of low-income households in Kootenai County. As shown on the map, the densest clusters of households living in poverty are located in and around central Coeur d'Alene, along the U.S. 95 corridor, and into parts of Post Falls.

Figure 7. Low Income Households in relation to Citylink Routes
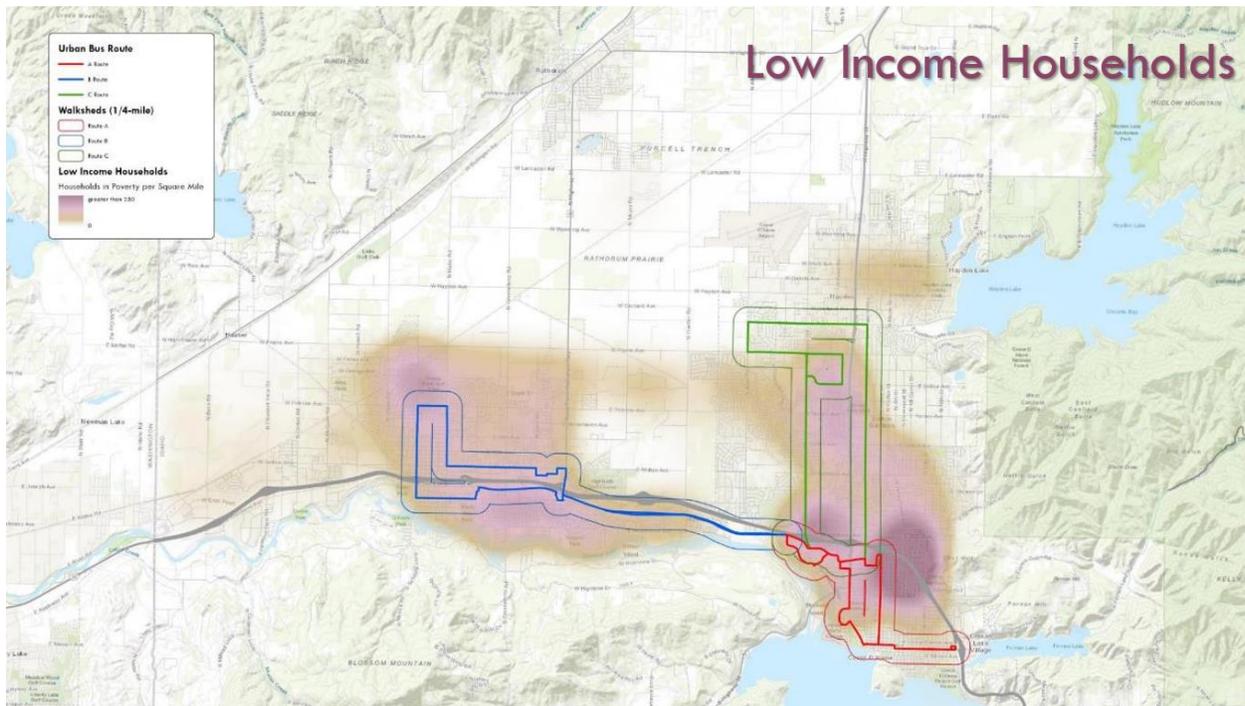
Source: JUB Engineers, Inc.

Although the Federal Poverty Rate has declined in recent years, the share of households earning above the federal threshold but still below the basic cost of living in Kootenai County, has increased (see Figure 8). This group, known as the ALICE population—Asset Limited, Income Constrained, Employed—represents a more accurate picture of working households that rely on public transportation to reach jobs, child care, health care, and other essential services.

While conditions have improved for some households, many continue to struggle, especially as wages fail to keep pace with the rising cost of household essentials (housing, child care, food, transportation, health care, and a basic smartphone plan). Households below the ALICE Threshold — ALICE households plus those in poverty — can't afford the essentials.

2023 Point-in-Time-Data

Population: 185,010 **Number of Households:** 74,253

Median Household Income: $73,456 (state average: $74,942)

Labor Force Participation Rate: 60% (state average: 63%)

ALICE Households: 33% (state average 31%) **Households in Poverty:** 9% (state average 10%)

Figure 8. Share of Population in Poverty compared to ALICE, Kootenai County (2010-2023)
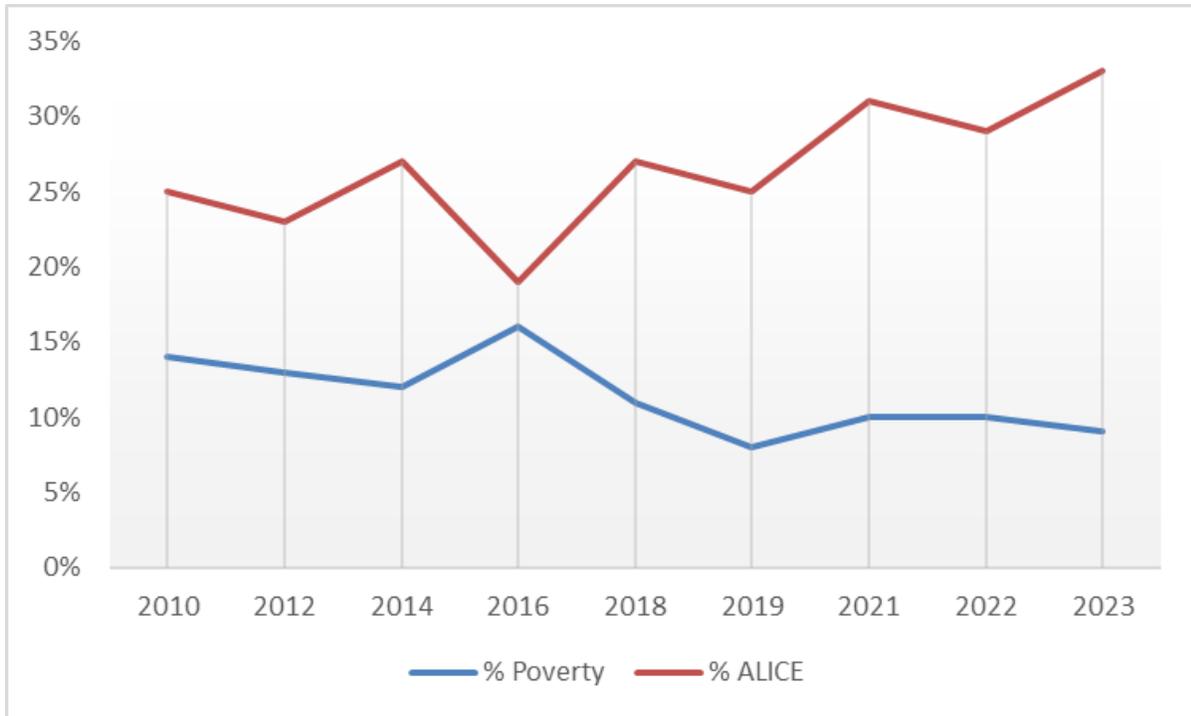
Source: United Way for ALICE

The Household Survival Budget represents the minimum cost for a household to live and work in today's economy, covering essential needs such as housing, child care, food, transportation, health care, technology, and taxes. It does not include savings for emergencies or future goals like college or retirement. In 2023, household costs in every Idaho county far exceeded the Federal Poverty Level, which is set at $14,580 for a single adult and $30,000 for a family of four (equivalent to $14.42 per hour). By contrast, the ALICE Survival Budget for a family of four in Kootenai County was $37.19 per hour—more than double the federal poverty threshold and 68% higher than the median wage in Kootenai County—highlighting the significant gap between federal guidelines and the actual cost of living.

Table 2. ALICE Household Survival Budget, Kootenai County, 2023

Name	Single Adult	One Adult One Child	One Adult One Childcare	Two Adults	Two Adults Two Children	Two Adults Two Childcare	Single Senior	Two Seniors
Housing	$922	$1,108	$1,108	$1,108	$1,351	$1,351	$922	$1,108
Child Care	$0	$252	$673	$0	$505	$1,393	$0	$0
Food	$512	$866	$777	$938	$1,574	$1,389	$471	$863
Transportation	$390	$512	$512	$609	$937	$937	$325	$480
Health Care	$140	$404	$404	$404	$679	$679	$517	$1,034
Technology	$86	$86	$86	$116	$116	$116	$86	$116
Miscellaneous	$205	$323	$356	$318	$516	$587	$232	$360
Taxes	$328	$364	$457	$411	$521	$718	$404	$763
Monthly Total	$2,583	$3,915	$4,373	$3,904	$6,199	$7,170	$2,957	$4,724
ANNUAL TOTAL	$30,996	$46,980	$52,476	$46,848	$74,388	$86,040	$35,484	$56,688
Hourly Wage	$15.50	$23.49	$26.24	$23.42	$37.19	$43.02	$17.74	$28.34

Median Hourly Wage in Kootenai County - $22.12

Source: Untied Way for ALICE

Disability

Disability status is a critical factor in understanding transportation needs, as individuals with disabilities are more likely to rely on accessible, affordable transportation options. In Kootenai County, an estimated 26,383 residents live with a disability, representing 14.8% of the total population.

The data show that disability rates increase sharply with age. Approximately 6.7% of children and youth under 18 live with a disability, while about 46% of working-age adults (18–64) report a disability. The highest concentration is among older adults: those aged 65 and older represent nearly 12,518 individuals, accounting for 47.4% of all people with disabilities in the County.

When compared to state and national figures, Kootenai County's overall disability rate (14.8%) is nearly identical to Idaho's (14.7%) and slightly higher than the U.S. average (13.7%). This age-related trend means that nearly one in two residents with a disability is a senior, underscoring the strong overlap between aging and accessibility needs. For public transportation, these findings highlight the importance of prioritizing ADA-compliant vehicles, accessible bus stops, and demand-response services that can connect seniors and people with disabilities to healthcare, shopping, social activities, and employment opportunities.

Table 3. Population with a Disability, Kootenai County (2023)

Age Group	Number	% of Total with a Disability
Under 5 years	36	0.1%
5-17 years	1,730	6.6%
18-34 years	2,409	9.1%
35-64 years	9,690	36.7%
65+ years	12,518	47.4%
Total (% of total population)	26,383	14.8%

Source: 2023, ACS 5-Year Estimates

Urban vs Rural

Kootenai County includes a mix of urban centers and rural communities, which creates different transportation challenges across the region. Cities like Coeur d'Alene, Post Falls, and Hayden have growing populations and more concentrated development, making it easier to provide fixed-route bus services and transportation infrastructure. However, these urban areas also face rising traffic congestion and mobility challenges linked to growth.

In contrast, rural parts of the County—such as Rathdrum, Athol, Spirit Lake, and areas near the state border—have limited access to public transportation. People in these areas live far from bus routes, jobs, or community resources, and they often rely on personal vehicles or informal carpooling. Long distances, low population density, and limited funding make it more difficult to deliver cost-effective rural transportation. However, Rathdrum is one of the fastest-growing cities in the region, expanding from 6,930 residents in 2013 to more than 10,130 in 2023—an increase of nearly 50 percent. With annual growth rates increasing from 1–2 percent a decade ago to 5-6 percent in recent years, demand for future public transportation connections in Rathdrum is projected to rise significantly.

The Coeur d'Alene Tribe, whose reservation extends into southern Kootenai County, also faces unique transportation needs. Tribal members often require access to services outside the reservation, including jobs,

Figure 9. Population Growth Rate, City of Rathdrum (2013-2023)

Source: ACS 5-Year Estimates
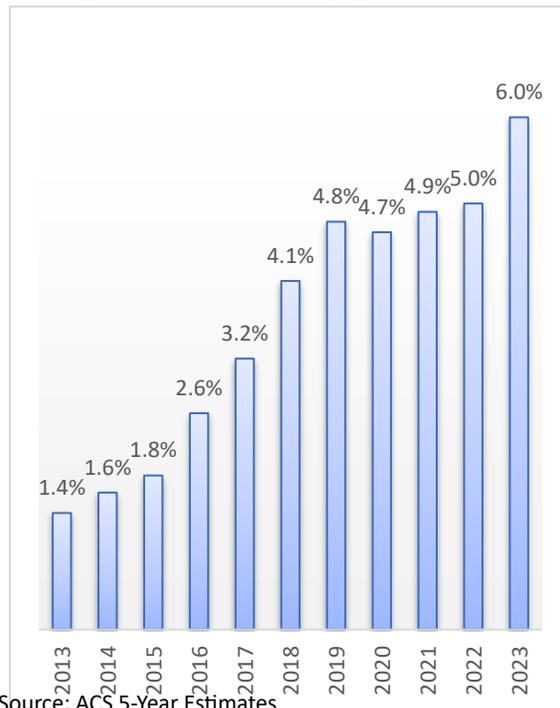
healthcare, and education in surrounding communities. To address these needs, the Tribe funds and operates Citylink South, a fixed-route service that connects the reservation communities of Worley, Plummer, De Smet, and Tensed with the urban center of Coeur d'Alene. This route plays a critical role in supporting mobility for both tribal and non-tribal residents in the southern part of the County. Coordinated planning with the Tribe ensures that regional transportation systems are comprehensive, accessible, and responsive to rural and tribal transportation challenges.

Understanding these dynamics is critical to designing transportation systems that meet the needs of a changing population—especially those who face transportation barriers due to age, income, health, or geographic isolation.

Key Local Institutions and Resources

Kootenai County is home to several major institutions that play an important role in shaping transportation needs. Kootenai Health is the County's largest hospital and regional medical center, serving patients from across northern Idaho and eastern Washington. Reliable transportation to this facility is critical for those needing regular medical care, including seniors and people with disabilities.

The region also includes a growing network of public schools, charter schools, and colleges, such as North Idaho College (NIC) in Coeur d'Alene and the college's Workforce Training Center in western Post Falls. These institutions create demand for safe, dependable transportation for students, staff, and faculty—especially for those without access to a car.

The County is home to many social service providers, such as food banks, senior centers, veterans' programs, recovery services, and job assistance offices. Because most of these resources are located in the larger cities, residents in outlying areas often struggle to reach them. The existing Citylink system already connects to several of these key destinations, including the Post Falls Food Bank, the Kroc Center, Department of Health and Welfare, Heritage Health, Kootenai Health, and the libraries. These connections make Citylink a vital link for people who depend on public transit to reach essential services. Strengthening and coordinating transportation will help ensure that all residents—regardless of income or ability—can continue to access the support they need.

See the Appendix for a full list of Service Providers in Kootenai County.
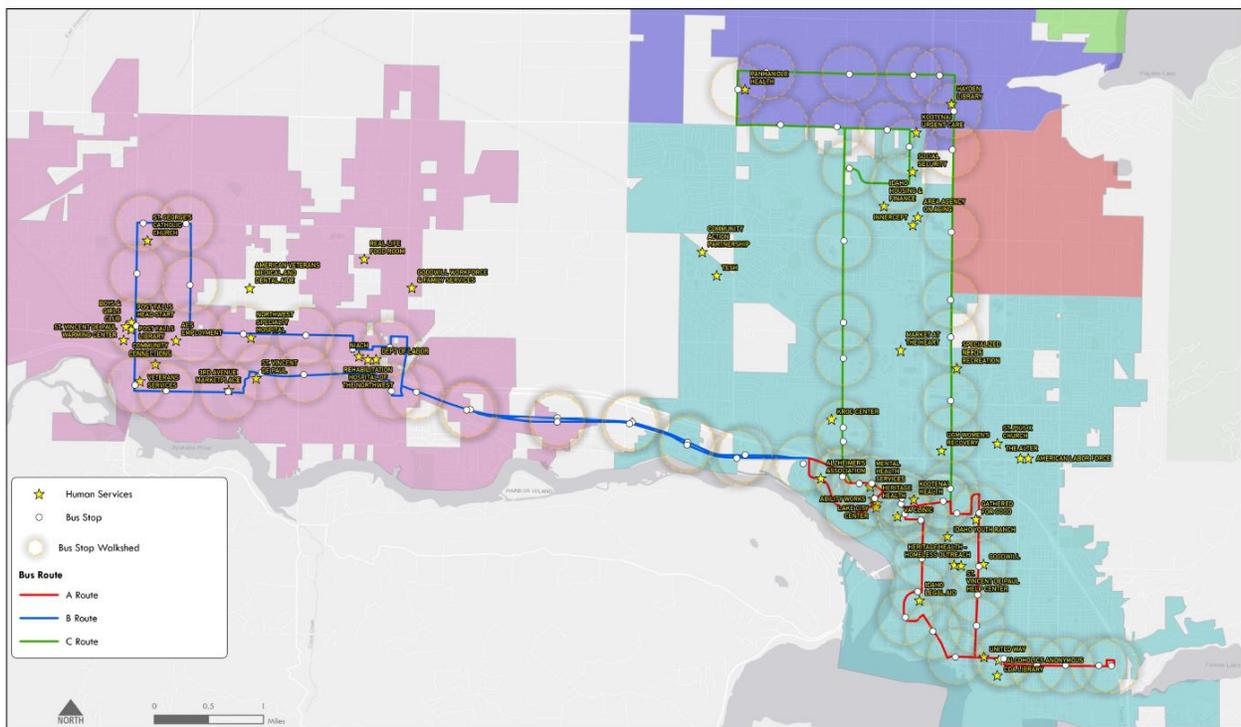
Source: JUB Engineers, Inc.

Inventory of Existing Transportation Services

Citylink North is the primary public transportation provider in Kootenai County, operating three fare-free fixed routes (A, B, and C) with 81 bus stops, along with paratransit and demand-response services.

Figure 11. Citylink North Routes
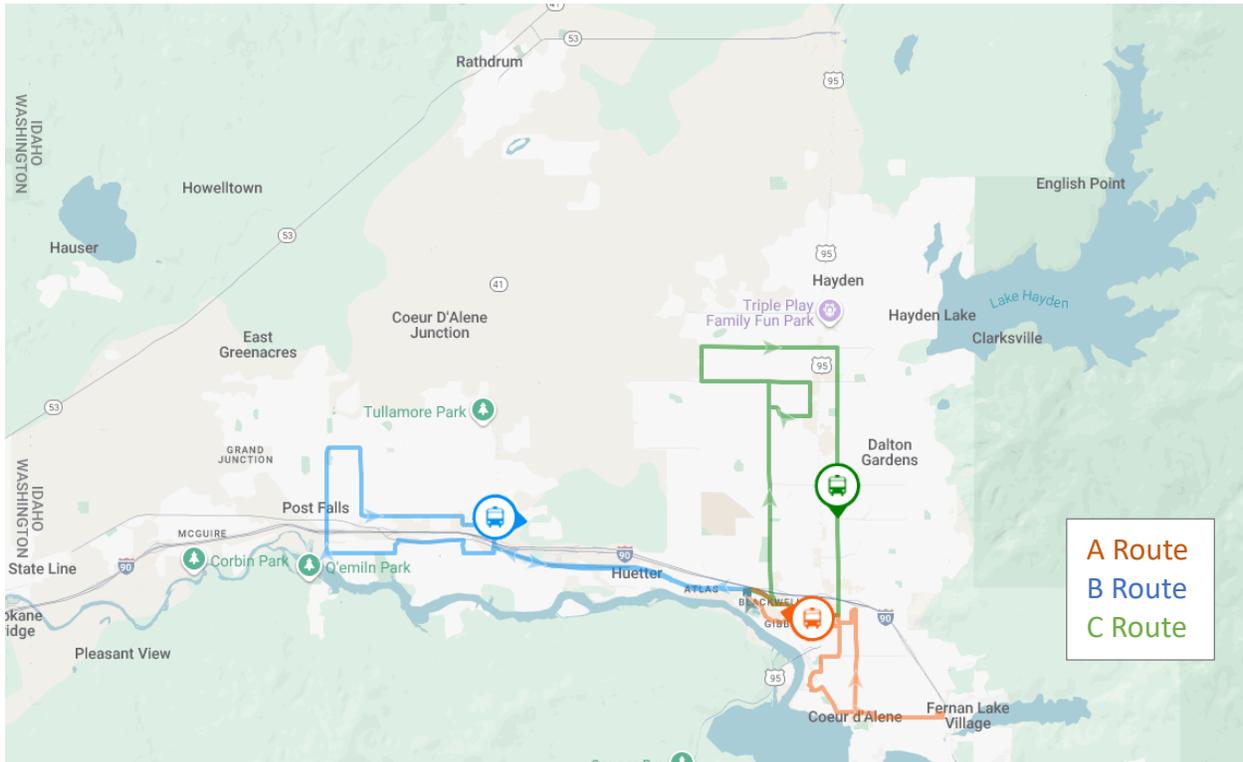
As shown in Table 4, Citylink North averaged 1,359 weekly riders across 81 stops between 2021 and August 2025. More than half of these boardings occurred at the Riverstone Transit Center, underscoring its role as the system's primary hub. While Riverstone shows strong performance, ridership levels at other stops reveal opportunities for growth and the need for more frequent service.

Table 4. Citylink North Ridership, 2021-Aug 30, 2025

Citylink Ridership	Route A	Route B	Route C	Total
# of Stops	25	28	28	81
Average Weekly Ridership	519	457	383	1,359
Riverstone Transit Center	294	263	270	826

Source: Citylink North

Other transportation providers include nonprofit organizations, taxi companies, Uber/Lyft, and volunteer-based services. Partnerships with Kootenai Health expand access to key medical destinations, and similar opportunities exist to build partnerships with Heritage Health and Northwest Specialty Hospital. These services help connect residents—especially those with limited mobility—to important destinations like work, school, medical care, and grocery stores.

A full list of transportation providers are listed in the Appendix of this report.

Table 5. Transportation Providers in Kootenai County

Provider	Service Type	Service Area	Operating Hours	Notes / Eligibility
Citylink (Urban Fixed Route: A/B/C)	Fixed-route, fare-free	Coeur d'Alene (CdA), Dalton Gardens, Hayden, Huetter, Post Falls	Mon–Fri 6:00 a.m.–7:00 p.m.; Sat 9:00 a.m.–4:00 p.m.	Hub: Riverstone Transit Center; fare-free
Ring-a-Ride (Paratransit/Demand-Response)	Demand-response (paratransit)	Kootenai County (eligible riders)	Mon–Fri 6:00 a.m.–6:00 p.m.; Sat 9:00 a.m.–3:00 p.m.	Eligibility generally 65+ or disability; advance booking required
Citylink South (Tribal)	Fixed-route (tribal system)	Rural service: connects Worley, Plummer, and DeSmet to CdA	Up to 20 hrs/day, 7 days	Separate from Kootenai County urban system; shared branding
Kootenai Health – Patient Transportation (in partnership with Citylink)	Non-emergency medical transport (NEMT)	Greater CdA; Rathdrum on Tue/Thu	Mon–Fri (CdA); Tue/Thu (Rathdrum); rides scheduled by voicemail	No-cost medical rides; request in advance via KH Transportation line
White Tail Transportation (NEMT)	NEMT & medical trips	North Idaho incl. CdA, Post Falls, Sandpoint	Mon–Fri 7:00 a.m.–5:30 p.m. (48-hr notice typical)	Preferred provider through MTM; advance scheduling required
Local Taxi Companies	On-demand	Kootenai County	24/7	Private pay; includes airport/local trips.
Uber/Lyft	On-demand	Kootenai County	24/7	Private pay; good for first/last-mile connections.

This mix of services provides a foundation for meeting local transportation needs, but rapid population growth and increasing demand have outpaced the availability of public transportation and the coordination needed to support it.

Stakeholder and Public Engagement

Stakeholder Engagement

A strong planning process depends on active engagement with stakeholders and the public. Throughout the development of the Strategic Services Plan and the Coordinated HSTP, a wide range of groups contributed insights that shaped priorities, identified challenges, and guided recommendations.

During Phase I of the Strategic Services Plan, a steering committee was formed with city planners, engineers, and GIS staff from local jurisdictions to provide overall direction and feedback. Regular updates were presented to city councils and Kootenai County Commissioners to ensure alignment with local policy priorities and community expectations. This early phase created the foundation for a coordinated planning process and ensured that elected officials were engaged and informed from the beginning.

Phase II expanded outreach with a greater focus on hands-on involvement. In addition to ongoing steering committee meetings and City Council updates, the process included ride-alongs with elected officials, committee members, city planners, and city engineers to better understand daily rider experiences (service providers were invited but did not participate). At the same time, statewide collaboration was strengthened to align resources and promote a unified approach. Team members met with public transportation groups across Idaho and shared updates with constituents at the annual Idaho Transportation Department Summit. These efforts broadened the perspective of the plan and ensured that recommendations addressed the needs of both urban and rural riders.

Community Input

Engagement under the Coordinated HSTP focused on the transportation barriers faced by households struggling to meet basic needs. The ALICE Task Force (Asset Limited, Income Constrained, Employed) played a central role by bringing together representatives from city staff, employers, and service providers. In addition, community surveys and one-on-one conversations with employers and service organizations provided specific insights into challenges and opportunities. This targeted outreach highlighted issues such as limited evening service, gaps in coverage to growing areas, and barriers faced by seniors and low-income households.

Needs and Gaps Assessment

Based on this combined outreach, several recurring themes emerged:

- **Hours of Operation** – Evening and weekend service is limited; many requested extension to 9:00 p.m.
- **Geographic Coverage** – Noteworthy gaps exist in west Post Falls, Rathdrum, and Rathdrum Prairie.
- **Senior Needs** – Seniors need better access to medical care, shopping, and social opportunities.
- **Headways** – Long waits reduce convenience and discourage ridership.
- **Coordination** – Lack of coordination among service providers reduces efficiency.

To summarize the findings, the most common gaps in the current Citylink bus system are outlined below along with potential strategies for improvement. These strategies are not final recommendations but serve as starting points for discussion on how Citylink can better meet community needs and strengthen its role as a reliable and accessible transportation option.

Gap Identified	Potential Strategy
Hours of Operation – Limited evening and weekend service restricts access to jobs, school, and activities.	Extend service hours to 9:00 p.m. and expand weekend coverage.
Geographic Coverage – Service gaps in west Post Falls, Rathdrum, and Rathdrum Prairie.	Add routes or modify existing ones to serve growing residential and employment areas.
Senior Needs – Older adults face challenges reaching medical care, shopping, and social activities.	Increase frequency on key routes serving senior populations and ensure stops have accessible amenities.
Headways (Frequency) – Long wait times reduce reliability and convenience.	Shorten headways on high-demand routes and introduce two-way service during peak hours.
Coordination Among Providers – Limited coordination reduces efficiency and rider convenience.	Strengthen partnerships to share resources and align schedules between public transportation and service providers.

Together, these gaps and potential strategies highlight where targeted investments and system adjustments could have the greatest impact, setting the stage for the recommendations presented in the following section of this report.

These findings build directly on the technical analysis completed through the Kootenai County Strategic Services Plan, which provided a deeper look at system performance and bus stop conditions. Together, these perspectives create a fuller understanding of how well the current system is meeting needs, where it falls short, and how resources can be prioritized.

Kootenai County Strategic Services Plan

The Kootenai County Strategic Services Plan was completed alongside this HSTP to evaluate the Citylink system. The plan analyzed route performance, coverage, and travel times, and reviewed bus stops for accessibility, safety, amenities, and proximity to key destinations. Its findings led to prioritized upgrade recommendations and site assessments. Stakeholder engagement included local jurisdictions and major employers, ensuring that the plan addressed both community and workforce needs.

Ridership and Service Performance

Building on this work, a detailed bus stop analysis considered several factors—such as existing ridership, surrounding land use, demographics, urban form, multimodal access, and overall transit orientation—to create a profile of each stop. Stops were grouped into three categories:

- **Relocate & Consolidate** – Lower-performing stops with limited long-term growth potential.

- **Promote & Plan** – Medium-performing stops with moderate transit orientation and potential to grow.

- **Access & Amenities** – High-performing stops with strong ridership and transit orientation.

This method ensured that recommendations were matched to each stop's conditions, balancing efficiency, accessibility, and long-term community goals. The stop-level typology further highlights where service could be consolidated, where amenities are most needed, and where future investment will yield the strongest returns. By combining technical findings with community input, the planning process ensures that recommendations are both evidence-based and responsive to the daily realities of riders.

Table 6. Prioritization Typology

Category	Description	Recommendations	Potential Outcomes	Bus Stop Locations	Rationale
Relocate & Consolidate	Lower-performing stops located in areas with limited transit orientation and minimal long-term growth potential.	• Relocate stops to more transit-oriented, accessible locations. • Consolidate underperforming stops to reduce travel times and increase system efficiency.	• Faster, more reliable service for riders. • Reduced operational costs. • Improved efficiency of transportation resources.	B Route • Seltice & Idewild • Seltice & Grand Mill • Seltice & Huetter - EB • Seltice & Huetter - WB • Seltice & Commerce - WB • Seltice & Cedar - WB • Seltice & Atlas - EB • Seltice & Ross Point C Route • Panhandle Health • Honeysuckle & Newcastle • Government & Aqua	Maintaining underutilized stops strains operational efficiency. Relocation and consolidation streamline routes, improve reliability, and align service with demand.

Category	Description	Recommendations	Potential Outcomes	Bus Stop Locations	Rationale
Access & Amenities	High-performing stops with strong ridership and excellent transit orientation. Strategic opportunities for investment to expand capacity and improve rider experience.	• Enhance stop environment with shelters, lighting, signage, and accessibility upgrades. • Eliminate sidewalk gaps and multimodal barriers. • Develop longer-term service improvements (reduced headways, bi-directional service).	• Higher rider satisfaction and loyalty. • Greater capacity to meet demand. • Reinforcement of transit-oriented development.	A Route • North Idaho College • Sherman & 12th • 4th & Harrison • Ironwood • Lakeside & 1st • Lakeside & 8th - West • Lakeside & 8th - East • Sherman & 15th • 4th & Miller • Kootenai Health - West • Kootenai Health - East B Route • Post Falls Walmart • Post Falls Library • Food Bank C Route • Hayden Walmart • Government & Neider	High-performing stops are system anchors. Enhancing comfort and accessibility sustains demand, while service upgrades accommodate growth.

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Geographic Gaps and Future Growth

Figure 12 illustrates projected transit orientation in Kootenai County through 2040, based on expected population and employment growth. Areas shaded in purple represent the highest concentrations of potential transit demand. While strong demand is expected near Riverstone and in Coeur d'Alene, Post Falls, and Hayden, significant new growth is anticipated in west Post Falls, Rathdrum, and the Rathdrum Prairie—areas that are not currently well served by Citylink. Rathdrum, in particular, is experiencing faster growth than surrounding communities because it has available land for development. Growth in this area is expected to continue well beyond 2040, making it essential for public transportation to expand alongside it.

Figure 12. Transit Orientation (Capacity-Based, 2040)
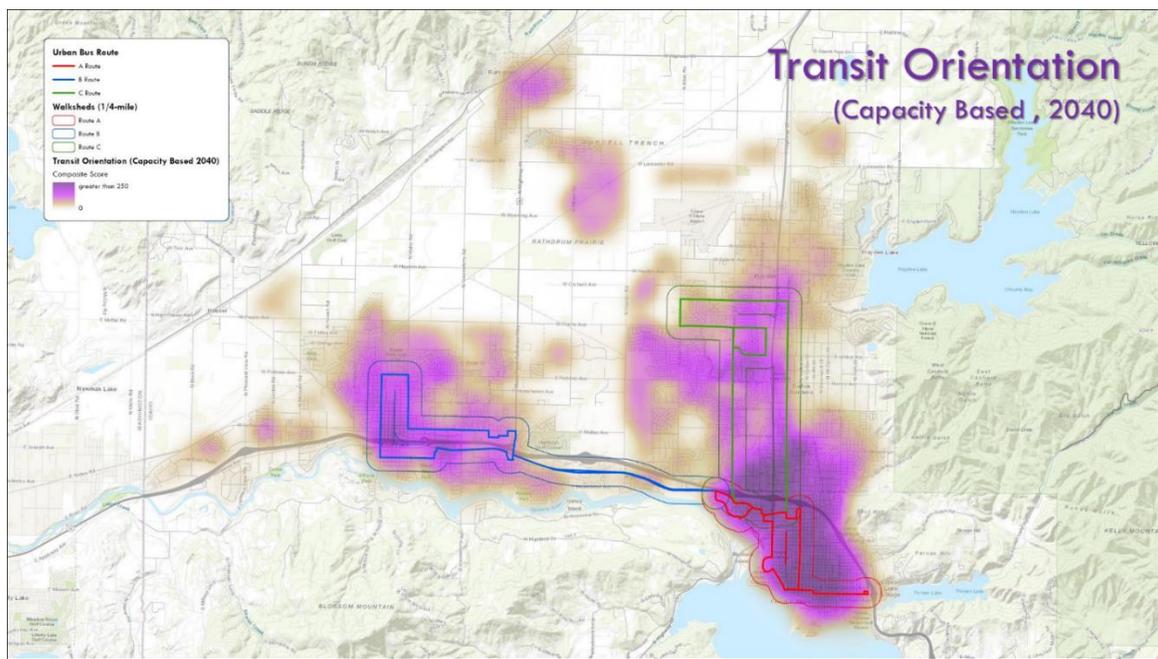
Source: JUB Engineers, Inc.

This forward-looking perspective demonstrates the need to align service expansions with projected growth areas to ensure consistent access and long-term sustainability. Figure 13 illustrates the distribution of workers across Kootenai County by zip code. Higher concentrations of workers are visible in Post Falls and Coeur d'Alene, with notable growth emerging in west Post Falls and north. Aligning transit services with these worker concentrations is essential to ensure residents can reliably access jobs, particularly in areas where current Citylink coverage is limited or absent. The map underscores the importance of expanding service to keep pace with employment growth and to improve connections between neighborhoods, job centers, and major community resources.

Figure 13. Share of Workers Age 16 and Over by Zip Code, Kootenai County (2023)
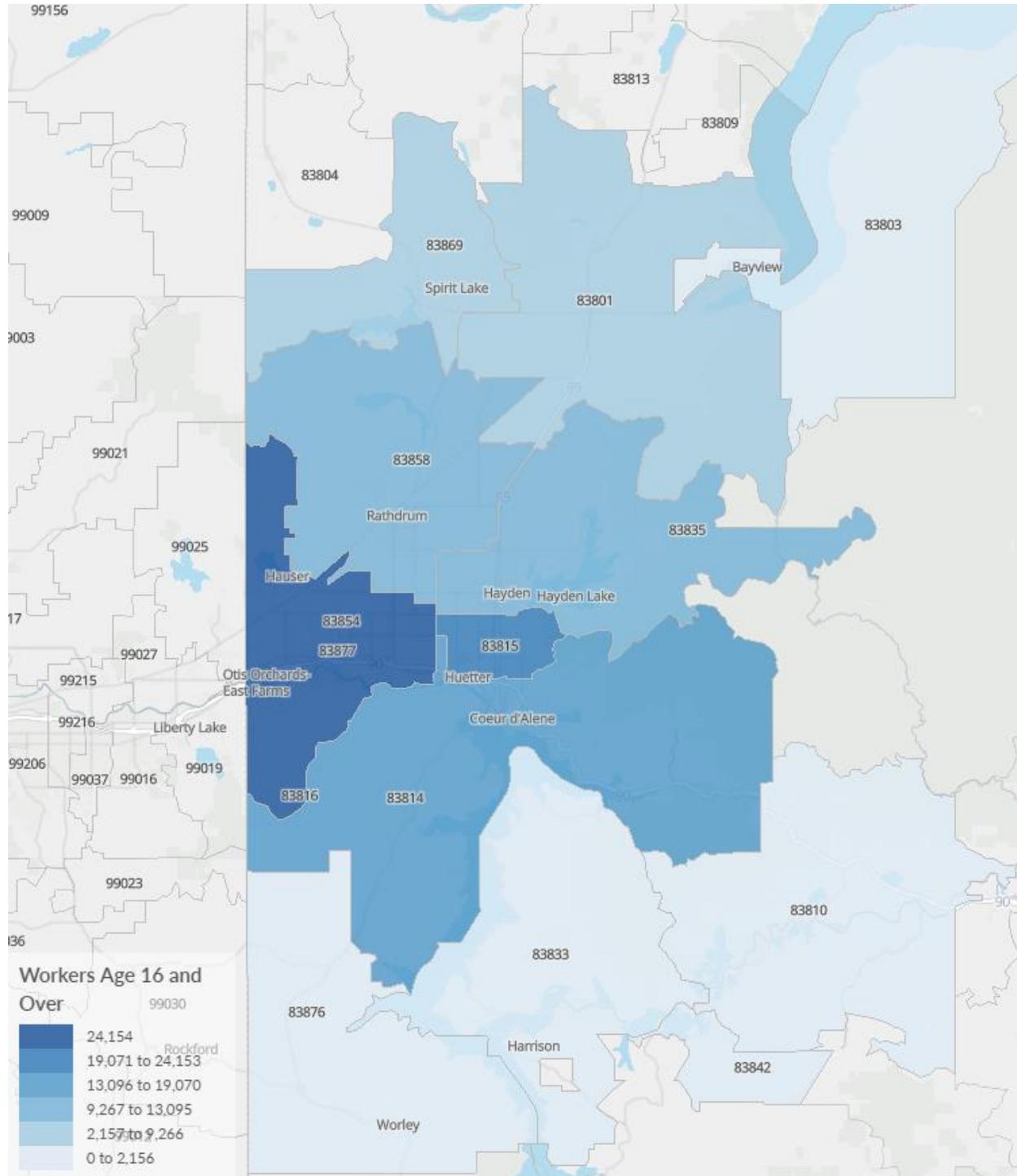
Source: ACS 5 Year Estimates, 2023

Demographic Needs: Seniors and Individuals with Disabilities

Seniors and individuals with disabilities make up a significant share of Kootenai County's population. Nearly one in four residents is age 65 or older, and 14.8% of all residents report having a disability. Importantly, nearly half of those with disabilities are seniors, underscoring the overlap between aging and mobility challenges.

Stakeholder input revealed that these groups face particular challenges:

- **Limited evening and weekend hours** make it difficult to access healthcare, social activities, or late work shifts.
- **Long one-way loop routes** create extended travel times, which are especially burdensome for riders with mobility limitations.
- **Coverage gaps in west Post Falls, Rathdrum, and the Rathdrum Prairie** limit access to growing senior housing areas and healthcare destinations.
- **Stop accessibility** is inconsistent, with gaps in sidewalks, shelters, and ADA-compliant features.

These findings highlight the importance of maintaining accessible paratransit service, ensuring bus stops meet ADA standards, and expanding coverage to areas with large and growing senior populations.

Strategies to Address Needs and Gaps

The Needs and Gaps Assessment identified several challenges facing Citylink: limited evening and weekend service, coverage gaps in west Post Falls and Rathdrum, long one-way loop routes, accessibility issues for seniors and individuals with disabilities, and limited coordination among providers. Building on these findings, Citylink and its partners have advanced several strategies to strengthen the system. These strategies are designed to respond to current needs while preparing for anticipated growth through 2040.

Current Strategies Implemented

Citylink has already taken steps to address many of the gaps identified by riders and stakeholders:

- Technology Upgrades (Passio) – Real-time ridership and performance data now supports more efficient route management and service adjustments.
- Ring-a-Ride Service (On-Demand) – Flexible, demand-response trips extend coverage to lower-density areas and fill gaps where fixed-route service is not feasible.
- Partnership Services – Partnerships with Kootenai Health, Heritage Health, Northwest Specialty Hospital, and the Idaho Department of Labor (IDOL) improve access to healthcare, employment, and workforce resources.

These efforts have increased efficiency, extended service access, and created stronger connections between key community destinations.

Strategies Not Yet Implemented

Despite progress, several important strategies remain unaddressed:

- Two-Way Service on Loop Routes – Many current routes operate as one-way loops, requiring riders to travel long distances for short trips. Introducing two-way service, either during peak hours or throughout the day, would shorten travel times and make service more convenient.
- Extended Service Hours – Evening service currently ends too early for many workers, students, and families. Extending hours to at least 9:00 p.m. and expanding weekend coverage would directly respond to community feedback.
- Expanded Geographic Coverage – Service remains limited in growth areas such as west Post Falls, Rathdrum, and the Rathdrum Prairie. Short-term coverage could be provided by flexible services, but fixed-route expansion will ultimately be required as these areas grow.

Growth-Oriented Strategies

Looking ahead to 2040, population and employment growth will be concentrated along Seltice Way, Prairie Avenue, and the Rathdrum Prairie. Strategies for these areas include:

- Secondary Hub at Post Falls Walmart – Establishing a hub in Post Falls would create a stronger transfer point, reduce travel times, and improve east–west connectivity.
- Seltice Way Corridor – Two-way service connecting Riverstone, the Walmart hub, and west Post Falls, with frequent headways during peak hours.
- Prairie Avenue Corridor – A limited-stop, two-way service connecting Rathdrum, the Walmart hub, and Post Falls, providing a direct east–west transit spine across the Prairie.

Together, these corridors create a "Core Corridors Strategy" that strengthens existing hubs, expands coverage into new growth areas, and reduces travel times for riders.

Citylink has made measurable progress through technology, flexible service, and partnerships, but additional strategies are needed to fully meet community needs. The most immediate opportunities are introducing two-way service and extending evening and weekend hours, while long-term strategies must focus on expanding coverage into west Post Falls, Rathdrum, and the Rathdrum Prairie. These strategies provide a roadmap for building a more effective, accessible, and sustainable transit system.

Coordination Opportunities

The ALICE Task Force identified several opportunities for stronger coordination between Citylink and community partners. These ideas build on existing relationships while expanding the visibility, reach, and effectiveness of public transportation services. By aligning with employers, service providers, and community events, Citylink can strengthen ridership, improve access, and create new channels for outreach.

Key coordination opportunities include:

- Hotels – Partner with local hotels to provide public transportation information for employees and guests, helping connect workers to shifts and offering visitors car-free options.
- Kroc Center – Coordinate with the Kroc Center to improve access for families, youth programs, and community activities.

- White Tail Transportation & Taxi Companies – Explore partnerships with private transportation providers to improve first- and last-mile connections, especially in areas with limited fixed-route service.
- Walmart – Leverage the planned Walmart hub to connect shoppers and employees, while also serving as a prominent location for Citylink information.
- Bus Stop Partners – Work with local businesses and organizations to sponsor bus stops through signage, covered shelters, and advertising that includes system maps.
- Advertising on Buses – Generate additional revenue and increase visibility of community partners by offering advertising opportunities on buses.
- Day of Hope & Resource Fairs – Provide targeted outreach and potential shuttle service at community resource events to reach households most in need of public transportation.
- Community Events (Volunteer North Idaho site) – Collaborate with organizers of large community events to promote public transportation as a reliable option for attendance and participation.

These opportunities demonstrate how public transportation can be integrated into the broader fabric of community life. By pursuing partnerships with employers, service providers, and event organizers, Citylink can not only improve mobility but also build stronger community connections and expand awareness of its services.

Implementation Priorities

Citylink's implementation priorities are designed to balance what is already in place, what can be addressed in the near term, and what will require long-term planning and investment. This phased approach ensures that the system remains responsive to today's riders while preparing for projected population and employment growth through 2040.

Current Priorities (Already Implemented)

These initiatives are in place and form the foundation for service improvements:

- **Passio Technology** – Provides real-time data to optimize routes and manage performance.

- **Ring-a-Ride Service** – Expands access in lower-density or underserved areas with flexible, on-demand trips.

- **Partnership Services** – Strengthens connections to healthcare and employment through collaboration with Kootenai Health, Heritage Health, Northwest Specialty Hospital, and the Idaho Department of Labor.

These priorities have improved efficiency, expanded coverage in targeted ways, and reinforced the system's ability to serve key destinations.

Short-Term Priorities (1–5 Years)

Short-term priorities focus on immediate improvements that directly address rider concerns and can be achieved with moderate investment:

- **Extend Evening and Weekend Hours** – Expand service until 9:00 p.m. and strengthen weekend coverage to meet the needs of late-shift workers, students, and families.

  Potential Funding Source: FTA Section 5307 operating assistance; ITD state match for expanded operating hours

- **Introduce Two-Way Service on Loop Routes** – Reduce unnecessary travel time and improve convenience by allowing buses to operate in both directions, at least during peak hours.

  Potential Funding Source: FTA 5307 (capital and operating) for service restructuring

- **Improve Headways on High-Demand Routes** – Shorten wait times to 15–20 minutes during peak hours to make public transportation more competitive with driving.

Potential Funding Source: FTA 5307 operating assistance; can be supported by local match from jurisdictions

- **Enhance Stop Accessibility and Amenities** – Upgrade shelters, sidewalks, signage, and ADA compliance at high-performing and senior-serving stops.

  Potential Funding Source: FTA Section 5310 (seniors and disabled) for accessibility upgrades; FTA Section 5339 (Bus & Bus Facilities) for shelters, signage, and stop infrastructure.

Long-Term Priorities (5–15 Years)

Long-term priorities prepare the system for projected growth and ensure comprehensive access as the county develops:

- **Expand Geographic Coverage** – Extend service into west Post Falls, Rathdrum, and the Rathdrum Prairie, initially with flexible service and later with fixed routes as demand grows.

  Potential Funding Source: FTA Section 5311 (for rural areas and small towns), transitioning to 5307 as urban boundaries grow

- **Develop Secondary Hub at Post Falls Walmart** – Establish a transfer hub to anchor east–west service and support two-way connections along major growth corridors.

  Potential Funding Source: FTA Section 5339 (Bus & Bus Facilities) for hub construction; 5310/5311 can support elements tied to senior/disabled access

- **Core Corridors Strategy** – Build two-way service along **Seltice Way** (Riverstone ⇄ Walmart ⇄ West Post Falls) and **Prairie Avenue** (Rathdrum ⇄ Walmart ⇄ Post Falls), providing the backbone for future growth.

  Potential Funding Source: FTA Section 5307 (major capital/service expansion)

- **Plan for Circulators and Local Connectors** – Explore small local circulators in Post Falls and Rathdrum to link civic, medical, and retail destinations to the broader network.

  Potential Funding Source: 5310 if senior/disabled-oriented; 5311 for rural circulators; local partnerships for cost-sharing

Core Corridors Strategy

As Kootenai County grows, strengthening east–west connections will be critical to supporting mobility, access, and economic development. Two corridors in particular—Seltice Way and Prairie Avenue—emerge as logical anchors for future service. Both link existing hubs with major growth areas and provide the backbone for a network that balances convenience, coverage, and efficiency. By focusing on these corridors, Citylink can create a stronger, more resilient system that not only serves today's riders but also prepares for projected growth through 2040.

Post Falls Secondary Hub (Walmart). To improve access in west Post Falls and reduce travel times, Citylink would establish a secondary transfer hub at the Post Falls Walmart. The hub would anchor two-way service along Seltice Way and Prairie Avenue, with timed transfers to growth-area extensions serving west Post Falls and Rathdrum. Core corridors would target 15–20 minute peak headways (30 off-peak), while extensions would run every 30–45 minutes and pulse with arrivals at both Walmart and Riverstone. This design creates faster, more direct trips for riders, strengthens coverage in identified 2040 growth areas, without adding complex new infrastructure. This Walmart hub can support a small local circulator to link nearby civic, medical, and retail destinations, improving first- and last-mile access for seniors, workers, and families.

Seltice Way Corridor (Riverstone ⇄ Walmart ⇄ West Post Falls).
The Seltice Way corridor would operate as a two-way service connecting the Riverstone Transit Center to the new Walmart hub in Post Falls and extending westward into growing residential and employment areas. By running buses in both directions, the corridor eliminates the need for riders to travel full loops, significantly reducing travel times. Headways would target 15–20 minutes during peak periods and 30 minutes off-peak, with schedules coordinated to pulse at both Riverstone and Walmart for seamless transfers. This corridor strengthens access to retail, employment, and housing areas along Seltice Way, supports future growth west of Highway 41, and reinforces Riverstone's role as the primary hub.

Prairie Avenue Corridor (Rathdrum ⇄ Walmart ⇄ Post Falls).
The Prairie Avenue corridor would provide a two-way, limited-stop service linking Rathdrum to the Walmart hub in Post Falls, creating a direct east-west transit spine across the Rathdrum Prairie. This corridor would operate with fewer stops to ensure faster travel times, while still serving key residential and employment clusters. Headways would target 15–20 minutes during peak hours and 30–45 minutes during off-peak periods, with timed transfers at Walmart to connect riders to Riverstone and other destinations. By offering a reliable alternative to driving on one of the region's busiest growth corridors, the Prairie Avenue service expands access to jobs, schools, and shopping while preparing for significant population and employment growth projected by 2040.

Together, these corridors form the foundation of a "Core Corridors Strategy" that balances efficiency with accessibility. They reduce travel times, connect growing communities, and expand access to major destinations. By strengthening these east–west transit backbones, Citylink positions itself to meet both current community needs and long-term regional growth.

Performance Measures & Monitoring

Category	Performance Measure	Metric
1.0 Service Effectiveness		
1.1	On-time performance	% of buses arriving within 5 minutes of schedule
1.2	Headway reliability	% of scheduled trips delivered at planned intervals (15–20 minutes peak, 30 minutes off-peak)
1.3	Two-way service coverage	# of loop routes converted to two-way operation
2.0 Ridership and Accessibility		
2.1	Ridership growth	Change in weekly and annual unlinked passenger trips by route and corridor
2.2	Evening and weekend ridership	Ridership during extended service hours compared to baseline
2.3	New coverage areas served	Number of boardings from added stops in west Post Falls, Rathdrum, and the Rathdrum Prairie
2.4	Senior and low-income ridership	Ridership among seniors and low-income households – Measured through rider surveys or counts at key locations to track changes over time
3.0 Community Partnerships and Visibility		
3.1	Formal partnerships	# of agreements established with employers, service providers, or event organizers
3.2	Bus stop enhancements	# of stops upgraded with shelters, signage, or map
3.3	Advertising revenue	Revenue generated from advertising on buses and at stops
3.4	Community event outreach	# of events supported with bus access or outreach (e.g., Day of Hope, Resource Fair)
4.0 Cost Efficiency		
4.1	Operating cost per passenger trip	Total operating costs divided by ridership

Category	Performance Measure	Metric
4.2	Operating cost per vehicle mile	Costs relative to service provided
4.3	Fare-free sustainability	Evaluation of alternative funding sources and partner contributions
5.0 Monitoring		
5.1	Reporting to City Council, County Commissioners, and the Steering Committee	Quarterly reports
5.2	Performance dashboard to track changes year-over-year and communicate results to the public	Annual updates
5.3	Rider and stakeholder surveys every two years to supplement performance data with user experience	Every 2 years

Appendices

Appendix 1: Human Service Organizations

Appendix 2: Human Service Organizations Quick Links/Numbers

Appendix 3: Northern Panhandle Idaho Assisted Housing Directory

Appendix 4: Veterans Services

Appendix 5: Transportation Services in Kootenai County

Appendix 6: Map of Service Providers

KOOTENAI COUNTY ASSISTANCE RESOURCE LIST

451 N. Government Way *Coeur d'Alene, ID 83814*	*Phone: 208-446-1880* *Fax: 208-446-2177*
Area Agency on Aging 208-667-3179/800-786-5536 402 W. Canfield Ave., Ste. 1, Cd'A Adult protection (60 years of age or spouse of an eligible senior). *aaani.org*	**Benewah Medical & Wellness Center** 208-245-2591 – 1115 B Street, Plummer Dental assistance – don't have to be a tribe member. *bchmed.org*
CHAS Health Mobile Clinic 208-848-8300 Primary care, pediatrics, nutrition, behavioral health, health screening, STI screening, women's health, etc. *chas.org/location/chas-health-mobile-clinic/*	**CHIP-Children's Health Insurance Program** dial 211 or 800-926-2588 – a program of Idaho Department of Health & Welfare. *healthandwelfare.idaho.gov/services-programs/medicaid-health/childrens-health-insurance-program-chip*
Community Action Partnership 800-326-4843 / 208-664-8757 – 4144 W. Industrial Loop, Cd'A Energy assistance program, food bank with seasonal garden, and other poverty assistance	**Cup of Grace** 208-623-5878 or 817-228-5018 31848 N Fourth Ave, Spirit Lake Weekly free meals, clothing, family assistance, food bank. *cupofgrace.life*
Department of Health & Welfare 208-769-1456 1120 Ironwood Drive, Cd'A TAFI, PWC, CHIP, food stamps, child care assistance, child support enforcement. *healthandwelfare.idaho.gov/dhw/coeur-dalene-office*	**Goodwill Industries** 208-667-6463 1621 N. 3rd Street, Ste. 1000, Cd'A Employment, individual and family services. *discovergoodwill.org/coeur-dalene/*
Heart of the City Church 208-665-7808 772 W. Kathleen Ave., Cd'A Rent/utilities assistance application. Thursdays, 4:30-6:30 pm open food bank, hot meal served, clothing, and hygiene items. *theheartcda.com*	**Heritage Health** 208-292-0292 1090 Park Place, Cd'A Family medical care, gynecological care, routine physicals, mental health care, discount prescription coverage. *myheritagehealth.org*
Heritage Health Dental Care 208-292-0697 1800 Lincoln Way #203, Cd'A Sliding fee schedule based on income. Accept Idaho Smiles insurance. Emergency dental care available, subject to availability – call at 7 am to check on openings. *myheritagehealth.org/dental-1*	**Idaho Crisis & Suicide Hotline** call/text 988 24/7 behavioral health crisis hotline statewide For Veterans Crisis Line, press 1.
Idaho Housing & Finance 208-762-5113 915 W. Canfield Ave., Cd'A Rental assistance – get on a waiting list. *idahohousing.com*	**Job Services – IDoL** 208-457-8789 600 N. Thornton Street, Post Falls *labor.idaho.gov/dnn/Job-Seekers*
Kootenai Behavioral Health Center 208-625-4800 – 2003 Kootenai Health Way, Cd'A Open 24/7 – Inpatient Youth Acute Unit, Adult Psychiatric Unit, Addiction Recovery, Mental Health Outpatient, Inpatient Detox. *kh.org/behavioral-health/*	**Kootenai Medical Center** 208-625-4000 2003 Kootenai Health Way, Cd'A - *www.kh.org* **Patient Financial Services: 208-625-5000**
Legal Aid Services 208-746-7541 / 866-345-0106 610 W. Hubbard Ave., Ste. 219, Cd'A Representation for eligible citizens. *www.idaholegalaid.org*	**Marimn Behavioral Health** 208-686-1931 427 12th Street, Plummer – 43935 S Hwy 95, Worley Counseling, Child Play Therapy, crisis intervention, outpatient substance use disorder services, suicide intervention, Reentry Program, recovery coaching. *www.marimnhealth.org/services/behavioral-health/*
North Country Chapel 208-773-7100 2281 W. Seltice Way, Post Falls Food pantry – call to schedule.	**North Idaho College Services** Adult Education Center/GED 208-665-5099 Career Services 208-769-3448

	Center for New Directions 208-769-3445
	Veteran/Military Family Services 208-769-3281
	NIC Food Pantry 208-676-7156
Northern Idaho Crisis Center 208-625-4884 2195 Ironwood Court, Cd'A Crisis intervention specialists, food and utility assistance, housing needs, a safe place, medical care, other help. *www.nicrisiscenter.org*	**Open Arms Real Choices Clinic** 208-667-5433 8056 N Wayne Drive, Hayden Pregnancy medical clinic, services and testing, limited obstetric ultrasound, sexual abuse support, STI testing. *realchoicesclinic.com*
Panhandle Health District 208-415-5100 8500 N. Atlas Road, Hayden Immunization, resource nurse, family planning, Helping Hands Medical Access Program, tobacco cessation program WIC, Care Plus+ Clinical Services, Home Health. *www.panhandlehealthdistrict.org*	**Port of Hope Centers** 208-664-3300 218 N 23rd Street, Cd'A Intensive outpatient substance abuse program and rehab services. Sliding fee scale based on income and other factors.
Real Life Ministries 208-777-8600 1866 N. Cecil Road, Post Falls Financial assistance (T-Th, 10am), Job Club (T-Th, 10am-12pm), Food Room & Soup Kitchen (T-Th, 10am-12pm), Thrift Store. *reallifeministries.com*	**Safe Passage** 208-664-9303/800-799-7233 (Hotline) 850 N. 4th Street, Cd'A Shelter home and support groups for domestic violence and rape crisis, trained advocates. *safepassageid.org*
Social Security 800-772-1213 7400 N. Mineral Drive, Ste. 100, Cd'A Retirement, SS benefits, Medicare. *ssa.gov*	**St. George's Catholic Church** 208-773-4715 2010 N. Lucas Street, Post Falls Take-home meals, utilities assistance, shelter resources, pregnancy support. *stgeorgesidaho.com/misschar.html*
St. Pius X Catholic Church 208-765-5108 625 E. Haycraft Ave., C d'A Food pantry, personal care products, funeral meals, soup kitchen, shelter assistance for women and children only. *stpiuscda.org/missions-of-charity-1*	**St. Vincent de Paul North Idaho** 208-664-3095 201 E. Harrison Ave., Cd'A Shelters, transitional housing, meals, clothing, furniture, utilities, mental and emotional health services, at-risk youth, elderly, veterans in need, Child Care Food Program, etc. *stvincentdepaulnorthidaho.org*
Trans Lifeline 877-565-8860 Transgender crisis assistance. *translifeline.org*	**UGM Center for Women and Children** 208-665-4673 – 196 W. Haycraft Ave., Cd'A Meals, education, shelter, transitional housing, recovery programs, clothing, support services. *uniongospelmission.org/cda*
USDA Rural Development 208-762-4939 7830 Meadowlark Way, Ste. C3, Cd'A Rural Housing Program for *low and very low income*, Home Improvement/Repair loans and grants for *very low income* owner-occupants of modest single family homes in rural areas, and Guaranteed Rural Housing (GRH) Loans for *moderate income* applicants. *rd.usda.gov/programs-services*	**Veterans Services** 208-446-1090 120 E. Railroad Ave., Post Falls Information and direct assistance in filing for any Veterans Affairs benefit or service program. *kcgov.us/533/Veterans-Services*

Meals in Kootenai County		**Meals on Wheels** *Contact Senior Centers:*	
St. Pius X Church	208-765-5108	Coeur d'Alene	208-667-4628
St. George's Church	208-773-4715	Post Falls	208-773-9582
First Presbyterian Church	208-667-8446	Hayden	208-762-7052
UGM Women/Children Center	208-665-4673	Rathdrum	208-687-2028
St Vincent de Paul Kitchen	208-664-3095	Athol (community center)	208-683-2101
Heart of the City Church	208-665-7808	Spirit Lake	208-623-6125
Transportation in Kootenai County			
Citylink Bus System	877-941-RIDE (7433)		

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kcgov.us/486/Transit-Services Kootenai Health Transport 208-625-5030 Paratransit/Ring-a-Ride 208-446-1616 Sunset Taxi 208-664-8000	

APPENDIX 2: Human Service Organizations Quick Links/Numbers

Quick Links & Numbers		
AARP (American Association of Retired Persons)	888-687-2277	
Citylink Bus Service	877-941-7433	
Idaho Legal Aid	866-345-0106	
Idaho Medicaid Plus (IMPlus)	833-814-8568	
Medicare	800-633-4227	
Hotlines		
Area Agency on Aging Adult Protection	800-786-5536	
Domestic Violence (Safe Passage)	800-799-7233	
Fraud Hotline	800-632-5858	
Idaho Crisis & Suicide (call or text - Veterans press 1)	988	
National AIDS Hotline (National Institutes of Health)	800-342-2437	
National Alliance on Mental Illness Hotline	800-572-9940	
Northern Idaho Crisis Center 24/7	208-625-4884	
Poison Control Center	800-860-0620	
Substance Abuse & Intervention (Port of Hope Center CDA)	208-664-3300	
Regional Resources		
Area Agency on Aging	208-667-3179	402 W Canfield Ave, Ste 1, Coeur d'Alene 83815
Community Action Partnership	208-664-8757 / 800-326-4843	4144 W Industrial Loop, Coeur d'Alene 83815
Idaho Commission on Aging	208-334-3833	6305 W Overland Rd, Ste 110, Boise 83709
North Idaho Senior Companions (seniorcompanionsidaho.org)	208-415-5177	8500 N Atlas Rd, Hayden 83835
Senior Employment Program (Experience Works)	208-765-5191	400 N 15th Street, #113, Coeur d'Alene 83814
SHIBA (Senior Health Insurance Benefit Advisors)	208-666-6847	2005 Ironwood Pkwy, Ste 143, Coeur d'Alene 83814
Social Security Office	800-772-1213	7400 N Mineral Dr, Coeur d'Alene 83815
Food Banks		
ABC Food Bank: T 9:00am-12:00pm and 1:00-3:00pm	208-683-3244	30355 3rd St, Athol 83801
Altar Church: M 11:00am-2:00pm	208-664-1453	901 E Best Ave, Coeur d'Alene 83814

Canvas Healthy Choice Food Pantry: TH 2:30-4:00pm	208-667-5481	2200 N 7th St, Coeur d'Alene 83814
Christ the King Lutheran Church: TH 10:00am-2:00pm	208-664-9231	1700 Pennsylvania Ave, Coeur d'Alene 83814
Coeur d'Alene Bible Food Bank: 2nd & 4th M 10:00am-11:30am	208-664-4883	5350 N 4th St, Coeur d'Alene 83815
Coeur d'Alene Tribe Food Distribution: M-F 8:00am-4:30pm	208-686-0241	30903 S Cave Bay Rd, Worley 83876
Community Action Partnership: M-F 9:00am-3:45pm	208-664-8757	4144 Industrial Loop, Coeur d'Alene 83815
Harrison Food Bank: call to schedule	208-660-6904	Harrison Baptist Church, 100 Pine St, Harrison 83833
Jumpin' Beans Mobile Food Bank	208-762-7052	9428 N Government Way, Hayden 83835
Lake City Community Church: first four W 10:00am-2:00pm	208-676-0632	6000 N Ramsey Rd, Coeur d'Alene 83815
North Idaho College Food Pantry: call to schedule visit	208-676-7156 (robin.reese@nic.edu)	NIC, Edminster Student Union Building, Room 004, Coeur d'Alene
Parker Subaru Food Pantry Kiosk: 24/7 as there are donations available	208-415-0555	Corner of Government Way & Clayton, Coeur d'Alene
Post Falls Food Bank: M 11:00am-6:00pm, T-F 9:00am-2:00pm	208-773-0139	415 E 3rd Ave, Post Falls 83854
Rathdrum Food Bank: T-TH 10:00am-2:00pm	208-687-3696	8027 W Main St, Rathdrum 83858
Real Life Ministries: T-TH 10:00am-2:00pm	208-777-8600	1866 N Cecil Rd, Post Falls 83854
Seventh Day Adventist Church Hayden Lake: TH 12:30-2:30pm	805-630-4029	12940 N Government Way, Hayden 83835
Seventh Day Adventist Church: T & TH 9:00am-12:00pm, W 4:00pm-6:00pm	208-930-1891	1807 N 4th St, Coeur d'Alene 83814
Spirit Lake Food Bank: W 12:00pm-3:00pm	208-623-3107	32154 N 4th Ave, Spirit Lake 83869
St Pius X Catholic Church: T-F 9:00am-12:00pm	208-818-1546	625 E Haycraft Ave, Coeur d'Alene 83815
Soup/Community Kitchens		
Cup of Grace Community Meal: T 4:30-6:30pm	208-228-5018	31848 N 4th Ave, Spirit Lake
Ecumenical Food Kitchen (10 local churches): TH 11:30am-12:30pm	208-667-8446	First Presbyterian Church, 521 E Lakeside Ave, Coeur d'Alene 83814
Father Bill's Kitchen: M-F 5:00pm-6:30pm	208-664-3095	1317 N 1st St, Coeur d'Alene 83814
St George's Friendship Kitchen: TH 4:00-5:30pm	208-755-9788	2010 N Lucas St, Post Falls
St Pius X Soup Kitchen: F 4:30pm-6:00pm	208-765-5108	625 E Haycraft Ave, Coeur d'Alene 83815
St Thomas Catholic Church: T 4:30-5:30pm	208-664-9259	919 E Indiana Ave, Coeur d'Alene 83814
Summer Meals for Children (up to 18 years old)		
Borah Elementary: Weekdays June-Aug / Breakfast 8:00-9:00am / Lunch 11:00am-12:30pm	208-664-8241	632 Borah Ave, Coeur d'Alene

citylink

Cup of Grace: Saturdays during summer school break / 11:30am-1:00pm	208-623-5878 or 817-228-5018	Big Park, 32352 Park Ave, Spirit Lake
Lakeland Middle School: Breakfast 7:30-9:00am / Lunch 11:30am-1:00pm	208-687-0431	15601 N Hwy 41, Rathdrum
Lakes Middle School: Weekdays June-Aug / Breakfast 8:00-9:00am / Lunch 11:00am-12:30pm	208-664-8241	930 N 15th St, Coeur d'Alene
Northwest Expedition Academy: Weekdays June-Aug / Breakfast 8:00-8:30am / Lunch 11:30am-12:00pm	208-664-8241	9650 N Government Way, Hayden
Ponderosa Elementary: Weekdays June-Aug / Breakfast 8:00-9:00am / Lunch 11:00am-12:30pm	208-773-1625	3483 E Ponderosa Blvd, Post Falls
Post Falls High School: Weekdays June-Aug / Breakfast 7:30-9:00am / Lunch 10:30am-12:30pm	208-773-1625	2832 E Poleline Ave, Post Falls
Ramsey Magnet School: Weekdays June-Aug / Breakfast 8:00-9:00am / Lunch 11:00am-12:30pm	208-664-8241	1315 W Kathleen, Coeur d'Alene
River City Middle School: Weekdays June-Aug / Breakfast 7:30-8:30am / Lunch 11:00am-1:00pm	208-773-1625	1505 N Fir, Post Falls
Seltice Elementary: Weekdays June-Aug / Breakfast 8:00-9:00am / Lunch 11:00am-1:00pm	208-773-1625	1101 N Chase Rd, Post Falls

DRAFT DOCUMENT

Northern Panhandle Idaho Assisted Housing Directory—Rev. 05/2023

Idaho Housing and Finance Association

IHFA is a private, not-for-profit housing and finance association that administers several affordable housing programs and works with public and private partners to increase housing affordability for Idahoans. IHFA is not a state agency, nor does it receive any state funding.

About This Directory

This document lists rental housing, emergency shelter and transitional housing providers. It is organized by housing type (affordable, subsidized, emergency shelter and transitional housing) then alphabetically by city. Most listings include the property name, primary contact number, the number and type of units available and some have the property address. This listing is offered as a courtesy to housing consumers. The accuracy of the information is subject to change without notice. To report corrections please call Laurie at the CdA Branch office at 208-762-5113.

Types of Assisted Housing Available

There are four categories of assisted housing in this directory: *Affordable*, which offers fixed below-market rents; *Subsidized*, where sliding-scale rents are tied to tenant income; *Emergency Shelter*, for acute and immediate homelessness prevention; and *Transitional Housing*, to bridge the gap between homelessness and more stable housing. **Page 2 provides additional information on the different categories of assisted housing and where/how to apply for them.**

Helpful Information

Most landlords require a credit check and a non-refundable application fee, so be prepared. Some apartment complexes are designed for seniors or elderly tenants, while others are open to all individuals and families.

Verify availability, rental criteria and required fees before submitting an application to avoid unnecessary costs.

FOR RENTAL RESOURCES, VISIT:
www.housingidaho.com

At this website you'll find tools to help you decide how much you can afford to pay for rent, resources every family can use, a current list of available rental units and a rental checklist that may help you to decide which rental unit is right for you.

Section 8 Tenant-Based Rental Assistance
Description and Jurisdiction

IHFA offers the Section 8 Housing Choice Voucher program in 34 of 44 Idaho counties through four branch offices. Waiting lists in 2012 are one to over three years. If you'd like to apply to the wait list, please contact the branch office below that is closest to you:

Panhandle / IHFA's **Coeur d'Alene Branch Office**—915 W Canfield Avenue, Coeur d'Alene, Idaho 208-762-5113 / toll-free 1-866-621-2994

North Central / IHFA's Lewiston Branch Office— 208-743-0251 / toll-free 1-866-566-1727

South Central / IHFA's Twin Falls Branch Office— 208-734-8531 / toll-free 1-866-234-3435

Eastern Idaho / IHFA's Idaho Falls Branch Office— 208-522-6002 / toll-free 1-866-684-3756

Note: Section 8-rental assistance is offered in the remaining 10 counties by separate local housing authorities:

Southwest Idaho (Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington counties) / Southwestern Idaho Cooperative Housing Authority (SICHA) —208-585-9325
SICHA doesn't maintain an open waiting list.

Ada County (Ada County) / Boise City/Ada County Housing Authority—208-345-4907

Pocatello / Pocatello Housing Authority— 208-233-6276

Northern Panhandle Idaho Assisted Housing Directory—Rev. 05/2023

Assisted Housing Categories—Which one is best for you?

Section 8 Tenant-based assistance.	Sliding-scale project-based assistance	Affordable rental housing/ Section 42 (Tax Credit) or HOME developments
For tenants on very low or fixed incomes.	*For tenants on very low or fixed incomes.*	*Rents are fixed and affordable to households at 30%, 50%, or 60% of Area Median Income.*
Tenants qualify for the program based on income, and are placed on a waiting list.	Tenants qualify for the program based on income.	These complexes received federal support and reserve a percentage of units for low- and moderate-income households.
Pros: Household pays 30% of income toward rent; balance paid by program. Tenant receives a rental voucher and selects housing.	**Pros:** Waiting period is generally shorter and is based on unit availability.	**Pros:** Waiting period is generally shorter. Several new complexes are available.
Cons: Current wait in Idaho is one to four years;	**Cons:** Apartments only	**Cons:** Apartments only; fixed rents not affordable to everyone.
Best suited for: Those on fixed incomes (SSI, Disability, etc.). A single person living on less than $24,400 (Kootenai) $19,650 (Bonner) $21,550 (Boundary) $21,350 (Shoshone & Benewah) $22,400; or a 3-person household living on less than $31,400 (Kootenai) $27,700 (Bonner) $28,800 (Boundary) $27,450 (Shoshone & Benewah).	**Best suited for:** Those on current Section 8 waiting lists; anyone who would meet Section 8 income guidelines. A single person living on $19,350 (Kootenai) $19,650 (Bonner) and $17,950 in the remaining Northern Counties or less; or a 3-person household living on $24,850 (Kootenai) $24,600 (Bonner) and $23,050 in the remaining other Northern Counties or less.	**Best suited for:** Very-low, low- to moderate-income households.
Where to apply: www.idahohousing.com/rental-assistance/rental-assistance-application/ or IHFA's Coeur d'Alene Branch Office—915 W Canfield Avenue, Coeur d'Alene. 208-762-5113 / toll-free 1-866-621-2994. — See *Section 8 info* on page 1 for other regions of Idaho	**How to apply:** Contact apartment manager, complete and submit application.	**How to apply:** Contact apartment manager, complete and submit application.

Basic Tips for Renters

- Landlords or property managers want to know that you will respect the property and other tenants, and pay the agreed-upon rent on time. Credit checks and references are tools often used to indicate past performance in these areas.
- Be prepared to demonstrate that you will be able to meet the lease requirements and be a responsible tenant. Always be honest and up front with your landlord to avoid potential problems later on.
- Don't be afraid to negotiate if you require a change to the standard lease, but keep the first two items in mind as you go. Specify any changes or agreements in writing, then follow through with commitments to the property owner or manager.
- Know your rights and responsibilities and read all leases carefully before signing. You may obtain a copy of "Tenant's Rights" from your local Idaho Legal Aid Services branch office: Boise/208-345-0106; Caldwell/454-2591; Coeur d'Alene/667-9559; Idaho Falls/524-3660; Lewiston/743-1556; Pocatello/233-0079; and Twin Falls/734-7024.

- For a copy of Idaho Landlord/Tenant Guidelines, visit http://www.ag.idaho.gov/publications/consumer/LandlordTenant.pdf
- Fair Housing Law applies to housing sales, rental and financing. If you feel you have been a victim of discrimination based on a protected class (race, color, ethnic origin, religion, gender, familial status or disability), contact the HUD Fair Housing/1-800-877-0246, or Intermountain Fair Housing Council/1-800-717-0695.
- If you have a qualifying disability that substantially limits one or more major life activities, you may request a "reasonable accommodation" from your landlord. This may involve a structural modification (i.e. wheelchair ramp) or an exception to standard policy (such as a designated parking space or permission to keep an assistance animal). Landlords may require written verification from a qualified individual as to the need for the specific accommodation(s) requested, but may not ask for details or the nature of the disability. An accommodation request may be denied if it poses an undue financial or administrative burden to the property owner. For more information, visit http://www.ihfa.org/research_fairhousing.asp

Northern Panhandle Idaho Assisted Housing Directory—Rev. 05/2023

Northern Panhandle (Boundary, Bonner, Kootenai, Benewah and Shoshone Counties)

Sliding-scale project-based assistance

Rent generally based on income; no voucher required. Apply directly through site manager.

City	Facility Name	Address	Phone	Units by Type*			Unit Sizes*				
				Fam	Eld	Acc	Stu.	1 bd	2 bd	3 bd	4 bd
Bonners Ferry	Bonners Ferry I and II Apartments	6686 Augusta Street	267-2222	17		7			X	X	
Clark Fork	Lightning Creek (St Vincent)	120 W 10th	416-4704		16	2		X			
Coeur d'Alene	Heritage Place I & II	702 W Walnut Avenue	664-2680		150			X		X	
Coeur d'Alene	Howard Place Apartments	2707 N Fruitland Lane	664-5081	40		2		X	X	X	
Coeur d'Alene	Lakeside Manor	135 E Anton Avenue	664-6800		60		X	X			
Coeur d'Alene	Lakeside Village Apartments*	135 E Anton Avenue	664-6800	55				X	X	X	
Coeur d'Alene	Lincoln Way Terrace Apartments	Corner of Harrison & Lincoln Way	758-8363		18	2		X	X	X	
Kellogg	Amy Lynn Apartments	115 E Portland Avenue	784-8541	40					X	X	
Pinehurst	Pinehurst Plaza Apartments	610 Lewiston Avenue	682-4424	24		2		X			
Pinehurst	Whispering Pines	303 Arizona Street	682-9471		20	2		X			
Spirit Lake	Maple Tree Court Apartments	6155 W Jefferson Street	623-2424		12	12		X	X	X	
Spirit Lake	Timberline Apartments	5923 W Massachusetts Street	509-447-0207	8				X	X		
St. Maries	Ridgeview Apartments	1640 Washington Avenue	245-5233	34		2		X			
Wallace	Silver Hills	20 Bank Street	752-7181		24	4		X	X		

HOME/Tax Credit (Section 42) Apartments

Rents are fixed and deemed "affordable" to households below Area Median Income (AMI)

City	Facility Name	Address	Phone	Units by Type*			Unit Sizes*				
				Fam	Eld	Acc	Stu.	1 bd	2 bd	3 bd	4 bd
Bonners Ferry	Jenni Lane Apartments	6762 Wilson Street	267-7527	31				X	X	X	
Coeur d'Alene	Cherry Ridge Apartments	1053 Emma Avenue	667-6880	72		6		X	X		
Coeur d'Alene	Cd'A Senior Housing	7712 N Heartland Drive	772-2485		37	2		X	X		
Coeur d'Alene	Falls Creek Apartments	2831 N Julia Street	877-611-8170	170				X	X	X	
Coeur d'Alene	Heartland Senior Housing LP	7745 North Heartland Dr	772-2485		29	2		X	X		
Coeur d'Alene	Heritage Place III	702 Walnut Avenue	664-2680		4			X			
Coeur d'Alene	Homestead Apts	106 E Homestead	208-336-4610	7	6	5		X	X		
Coeur d'Alene	Hudson Park Apartments	1256 W Marie Ave	446-3210	60		3		X	X	X	

*Family = Fam; Elderly = Eld; Accessible = Acc (modified counter/outlet heights, bath)

*Stu. = Studio; 1 bd = 1 Bedroom; 2 bd = 2 Bedrooms; 3 bd = 3 Bedrooms; 4 bd = 4 Bedrooms

Northern Panhandle Idaho Assisted Housing Directory—Rev. 05/2023

HOME/Tax Credit (Section 42) Apartments (continued)

Rents are fixed and deemed "affordable" to households below Area Median Income (AMI)

City	Name	Address	Phone	Units by Type*	Accessible	Stu	1 bd	2 bd	3 bd	4 bd
Coeur d'Alene	Hudson Way Apartments	3448 N Hudson Circle	446-3210	75	3	X	X	X	X	X
Coeur d'Alene	Kathleen Corners	3350 W Kathy Loop	769-7301	60		X	X	X	X	X
Coeur d'Alene	Lakeside Village Apartments*	135 E Anton Avenue	664-6800	11		X	X	X	X	X
Coeur d'Alene	Lakewood Ranch (Senior)	3755 4th Street	765-4111	79	4	X	X	X		
Coeur d'Alene	Maple Grove Apartments	3157 Fruitland Lane	765-8438	30	1		X	X	X	X
Coeur d'Alene	Mill River Senior Apartments	3505 Sunapee Loop	446-8337	39	3	X	X	X	X	
Coeur d'Alene	Riverstone Place, LLC	2433 W John Loop	446-3210	114	5	X	X	X	X	X
Coeur d'Alene	Riverstone Silver Senior Apts	2050 W Whistler Loop	660-5353	80	4	X	X	X		
Coeur d'Alene	Riverstone West Apts III	2336 W John Loop	446-3210	38	3	X	X	X	X	X
Coeur d'Alene	Riverstone West Properties	2238 W John's Loop	446-3210	51	3	X	X	X	X	X
Coeur d'Alene	Seltice Seniors	2005 W Killington Dr	660-5353	66	4	X	X	X		
Coeur d'Alene	Silver Lake Properties I	692 W Wilbur Avenue	772-4129	45	3	X	X	X	X	X
Coeur d'Alene	Silver Lake Properties II	698 W Wilbur Avenue	772-4129	60	3	X	X	X	X	X
Coeur d'Alene	The Cottage	1505 N 9th St	667-9682	1		X	X			X
Coeur d'Alene	Trail Lodge Apartments	3825 N Ramsey Road	765-4100	150	All main level units	X	X	X	X	X
Hayden	Hayden Country Ridge	61 E Country Ridge Court	772-0491	45	3	X	X	X	X	X
Hayden	Hayden Senior Crossing	88 W Sargent Drive	772-2485	29	2	X	X	X		
Hayden	Sarah Street Apartments	9359 N Government Way	772-7762	36	2	X				
Hope	Trestle Creek	545 Highway 200	265-2952	8		X				
Ponderay	Mount Baldy Apartments	835 Kootenai Cut Off Road	265-0788	40		X	X	X	X	X
Ponderay	Woodland Crossing	839 Kootenai Cut Off Road	265-4644	39	2	X	X	X	X	X
Post Falls	Montrose Apartments	2280 Compass Loop	457-1300	60		X	X	X	X	X
Post Falls	Montrose Senior Apartments	2280 Compass Loop	457-1300	60		X	X			
Post Falls	North Creek Apartments	3642 W Chukar Circle'	457-0727	54	4	X	X	X	X	X
Post Falls	North Spencer Senior Apts	3255 E 3rd Avenue	930-5051	72	4	X	X	X		
Post Falls	Park Ridge Apartments	3321 E Park Ridge Loop	773-0741	54	2	X		X	X	X
Post Falls	Parkside Apartments	1814 N Spokane Street	773-2459	24	1	X	X	X	X	X
Post Falls	Pointe Apartments	5791 E Expo Parkway	292-8932	75		X	X	X	X	X

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Northern Panhandle Idaho Assisted Housing Directory—Rev. 05/2023

HOME/Tax Credit (Section 42) Apartments (continued)

Rents are fixed and deemed "affordable" to households below Area Median Income (AMI)

City	Property	Address	Phone	Family	Elderly	Acc	Stu	1bd	2bd	3bd	4bd
Post Falls	Post Falls Senior Apts	3367 E 3rd Avenue	930-5051		66			X	X		
Post Falls	Seltice Place Apartments	3955 2nd Avenue	733-6293	20				X	X	X	
Post Falls	Silver Creek Senior Apts	3720 W Tayjan Ln	457-7016		42	7		X	X	X	X
Post Falls	Silver Creek II Senior Apts	3619 W Tayjan Ln	505-0133		33			X	X	X	X
Post Falls	Spencer Place Apts	373 N Spencer St	369-4606	240		5		X	X	X	X
Post Falls	Tullamore Commons	3797 E Carradale Avenue	773-6900	50		3		X	X	X	X
Post Falls	Tullamore Commons II	3677 Donegal Lane	773-1111	51				X	X	X	X
Post Falls	Tullamore Place Apartments	36111 E Killdeer Ave	966-2423	119		1		X	X	X	X
Post Falls	Tullamore Seniors	3782 Carradale Ave	773-6900		50			X	X		
Post Falls	Valley View Apartments	1710 N Cecil Road	336-4610	35				X	X		
Rathdrum	Parkwood Place I & II Apts	15760 N Westwood Drive	687-5114	72		4		X	X	X	X
Rathdrum	Timber Cove Apartments	8131 W Montana Street	687-3736		22	2		X	X	X	
Rathdrum	Treehouse Apartments	14462 N. Treehouse Court	687-3736	36		2		X	X	X	X
Sandpoint	6th Street Senior Apartments	914 Sixth Avenue	304-3657		36	1		X	X		
Sandpoint	Chestnut Apartments	727 N 6th Avenue	304-3657	36		1		X	X	X	
Sandpoint	Milltown Apartments	1102 Sixth	920-1241	51		4		X	X	X	
Sandpoint	Northwood Terrace	307 Halley Street	263-8556	34		2		X	X	X	X
Sandpoint	Oak Street Apartments	1509 Oak Street	265-8845	40		2			X	X	
Sandpoint	Ponderosa Apartments	4107 Samuelson Ave	265-8844	60		3		X	X	X	
Sandpoint	Schweitzer Ranch Senior Apts	4207 Samuelson Ave	265-8844		51	3		X	X	X	X
Sandpoint	Syringa Estates	1101 N Division	263-8556	24		2		X	X	X	
Sandpoint	Trestle Creek Apartments	212 N 4th Ave	2652952	8				X			
St. Maries	Ridgeview Apartments	1640 Washington Ave	245-5233	34				X	X	X	
St. Maries	Valley Vista Senior Apts	820 Elm Street	245-4576	18	18	X	X	X			
Wallace	Canyonside Apartments	1741 Burke Canyon Road	753-6261	24				X	X	X	
Wallace	Silver Hills	20 Bank Street	752-7181		24	4		X	X	X	X

*Family = Fam; Elderly = Eld; Accessible = Acc (modified counter/outlet heights, bath)

*Stu. = Studio; 1 bd = 1 Bedroom; 2 bd = 2 Bedrooms; 3 bd = 3 Bedrooms; 4 bd = 4 Bedrooms

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Group Homes

City	Facility Name	Phone	Population Served	Bed/Units/ # can serve
Coeur d'Alene	Harmony House	762-9856	Persons with mental illness or traumatic brain injury	45 Beds
Coeur d'Alene	Trinity Group Homes (St. Vincent dePaul)	664-3095 ext 385	Persons with mental illness	52 rooms in 9 group homes

Region 1 Transitional Housing

City	Facility Name	Phone	Population Served	Beds/units/ # can serve
Coeur d'Alene	Union Gospel Mission	665-4673	Center for Women & Children	Contact Mission for information
Hayden	Able House	660-8880	Persons rehabilitating from mental illness and substance abuse challenges	4 bedrooms in a shared living environment
Post Falls	OASIS Post Falls P.D.	773-1080	Persons fleeing Domestic Violence	1 unit / 5beds
Priest River	Esther's House	448-2800	Women & children	Up to two families at a time-up to a year
Sandpoint	Bonner Homeless Transitions	265-2952	Families with children, Women	8 Units / 16 beds
Sandpoint	The Blue Haven	265-2952	Families with children	10 units

Region1 Emergency Shelter

City	Facility Name	Phone	Population Served	Beds/units/ # can serve
Coeur d'Alene	Family Promise of North Idaho	777-4190	Families	Up to 14 people
Coeur d'Alene	Moyer House	667-1189	Homes for children birth to 18	10 beds
Coeur d'Alene	Project Safe Place	676-0772	Teen Shelter	
Coeur d'Alene	Safe Passage	664-9303	Women Fleeing Domestic Violence	Emergency Shelter
Coeur d'Alene	St. Vincent de Paul Men's Shelter	664-3095	Men Only	10 beds
Coeur d'Alene	St. Vincent de Paul Women's Shelter	664-3095	Single women, Women with children	12 beds
Coeur d'Alene	The Women's Center	664-9303	Persons Fleeing Domestic Violence	15 beds
Post Falls	OASIS Post Falls Police Dept	773-1080	Persons Fleeing Domestic Violence	5 beds
Post Falls	Warming Center	664-3095 ext 306	Men, Women and Children	Shelter operates in Winter months only- when temperatures are 28 degrees or below. Can serve up to 62 people.
Priest River	Ruth's House	448-2800	Women and children	One family at a time-up to two weeks
Sandpoint	Bonner Gospel Mission	263-6698	Single Men	24 beds

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*Stu. = Studio; 1 bd = 1 Bedroom; 2 bd = 2 Bedrooms; 3 bd = 3 Bedrooms; 4 bd = 4 Bedrooms

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Homeless Shelters and Related Services

Due in part to a economic factors, increasing housing cost gaps, high consumer debt and congressional priorities, homeless shelters and service providers are experiencing their highest demands for services in decades. Since 2000, waiting lists for housing assistance have gone from several months to several years.

High Demand. On any given day, thousands of Idaho individuals and families need help. Shelters and transitional housing providers throughout Idaho often have waiting lists, serve clients on a first-come, first-served basis, and cannot provide same day service.

Planning ahead. When possible, don't wait until you or your family are actually on the street to contact a local shelter. At the first indication that your housing is threatened (unexpected loss of income, increase in expenses or other problem), contact the nearest provider(s) to find out how and where to apply for services.

Be resourceful. In some communities, local governments maintain lists of community resources at the City Clerk's office or County Welfare office, while local church and civic organizations may be aware of other types of assistance available.

*Family = Fam; **Elderly** = Eld; **Accessible** = Acc (modified counter/outlet heights, bath)
*Stu. = Studio; **1 bd** = 1 Bedroom; **2 bd** = 2 Bedrooms; **3 bd** = 3 Bedrooms; **4 bd** = 4 Bedrooms

VA Veterans Transportation Service

The Veterans Transportation Service (VTS) is a new program of the Veterans Health Administration (VHA) Central Business Office. VTS seeks to provide transportation services to VA Medical Centers as well as technology and mobility management training to Medical Center staff that enable VTS services to better interface with other community transportation resources.

VA Medical Centers and VTS sites are ideal partners for Veterans Transportation and Community Living Initiative (VTCLI) grant projects. The VTS Regional Coordinators, listed below, can help VTCLI grantees or applicants connect with the appropriate transportation professionals within the nearest VA facility.

For more information on the VTS, visit http://www.va.gov/healtheligibility/veteranstransportationservice/.
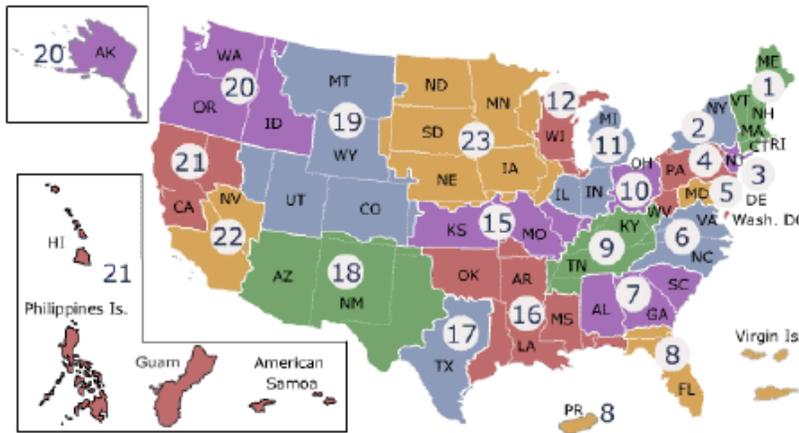
Determine the appropriate VISN(s) for your community and find the Regional Coordinator for that VISN below.

Regional Coordinator: Yvonne Pozgar
VISNs Assigned: 1-8
Phone: 404-798-7515
Email: yvonne.pozgar@va.gov

Regional Coordinator: Mindy Underwood
VISNs Assigned: 9,10,12, 15,16
Phone: 404-798-7520
Email: mindy.underwood@va.gov

Regional Coordinator: Kevin Bergan
VISNs Assigned: 11, 17-18
Phone: 404-798-7454
Email: kevin.bergan@va.gov

Regional Coordinator: Alex Martinez
VISNs Assigned: 19-23
Phone: 404-798-7511
Email: alex.martinez4@va.gov

Appendix 5: Transportation Services in Kootenai County

Transportation Provider	Number of Vehicles	Contact Information	Accessible Vehicles
A & J Medical Transport (Silver Valley)	4	208-755-1040	0
Benewah Area Transit (Valley Vista Care Services)	7	208-245-4576	5
Community Connections	Staff Vehicles	208-777-0314	0
DAV (Disabled Veterans)		877-310-4167	0
Hayden Senior Center	1	208-762-7052	1
Home and Away	6	208-777-5209 208-704-0153	1
Kootenai Health	6	208-446-7966	6
KROC	1 school bus, 2 cutaways		0
Lyft	Staff Vehicles		0
Milestones	1	208-676-8235	0
Medicaid Transportation			
Whitetail	Refused	208-448-0848	
Northwest Medical	13	208-665-5671	0
Lake City	5	208-664-1501	5
Post Falls Senior Center	1	208-773-9582	0
Round Up		208-683-7404	
RSVP Friendship Corps (Area Agency on Aging)		208-667-3179	0
Silver Express	2	855-495-0366	0
Senior Care Transportation Services			
Home Instead (Senior Care Services)	Staff Vehicles	208-415-0366	0
Comfort Keepers	Staff Vehicles	208-357-4295	0
Just for You	Staff Vehicles		0
Senior Living			
Affinity	1	208-667-1100	1
Bestland	1	208-665-1600	1
Brookdale	1	208-366-0078	1
Courtyard	1	208-292-3909	1
Garden Plaza	1	208-773-3701	1
Guardian Angel	1	208-777-7797	1
LaCrosse	1	208-664-2185	1
Life Care Coeur d'Alene	1	208-762-1122	1
Life Care Post Falls	1	208-777-0318	1
North Star	1	208-765-5505	1

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Pacifica	1	208-215-3064	1
The Village at Orchard Ridge	1	208-664-8119	1
Taxi Service			
Coeur d'Alene Cab	2	208-667-9000	0
Coeur d'Alene Taxi/Buses	14 Taxis/22 Buses	208-676-8294	all buses/4 taxis
Collins Taxi	2	208-704-0151	0
Scott's Taxi	8	208-704-6663	0
Sunset Taxi (Senior Discount)	2	208-664-8000	0
TESH	18	208-765-5105	1
UBER	Staff Vehicles		
Vanpool			
Spokane Transit	Varies	509-326-POOL	0
VA (to VA Medical)	2	509-434-7537	2
Valley Vista Care	7	208-245-4576	7

Appendix 6: Service Providers

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