

**IDAHO TRANSPORTATION DEPARTMENT – PUBLIC TRANSPORTATION  
2027-2028 5310 Rural Congressional Application**

**PROJECT APPLICATION**

AGENCY INFORMATION:

Agency Name:

Kootenai County Public Transportation (KCPT) – Citylink North

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Authorized Project Representative:

Chad Ingle, Program Manager

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Address:

Physical – 2400 W Riverstone Dr., Coeur d’Alene, ID / Mailing – PO Box 9000, Coeur d’Alene, ID 83816

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Phone:

208.446.2102

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Email:

[cingle@kcgov.us](mailto:cingle@kcgov.us)

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DUNS Number:

078207404

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Architect/Engineer/Planner if applicable:

N/A

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**Project Type:**

- |  |  |
|--|--|
| <input type="checkbox"/> Facility Construction       | <input type="checkbox"/> Replacement Vehicle Purchase                          |
| <input type="checkbox"/> Infrastructure Construction | <input type="checkbox"/> Expansion Vehicle Purchase                            |
| <input type="checkbox"/> Facility Renovations        | <input type="checkbox"/> Vehicle Rehabilitation                                |
| <input type="checkbox"/> ADA Accessibility           | <input type="checkbox"/> Transit Related Technology                            |
| <input type="checkbox"/> Planning                    | <input type="checkbox"/> Transit Related Equipment                             |
| <input type="checkbox"/> Marketing                   | <input checked="" type="checkbox"/> Other (specify) <u>Purchase of Service</u> |

**Project Cost:**

Federal Share: \$ 160,000

Local Match: \$ 40,000

Total Cost: \$ 200,000

## **Section 1: Project Description**

Kootenai County Ring-a-Ride, a shared-ride transport service designed to meet the transportation needs of seniors and individuals with disabilities, was launched in October of 2017. Since that time, the program has been widely embraced and ridership continues to grow.

The CDA UZA is experiencing exponential growth in senior and disabled populations. A great majority of multi-family housing for these specialized groups is often placed on, or outside, the outskirts of the city limits where there are significant barriers to transportation services. People living outside the transportation service area are required to walk several miles to a bus stop or are stranded with no access at all to doctors, work or grocery shopping.

During meetings with our Social Services Advisory Group that includes representatives from United Way, Area Agency on Aging, Post Falls Food Bank, the Kroc Center (Salvation Army), Panhandle Health, North Idaho College, Tesh, Heritage Health's Homeless Outreach, Kootenai County Veterans Association and Idaho State Veterans Association, it became increasingly clear that a solution to effectively address access to medical appointments, jobs, school, and recreation opportunities would be a demand response program, such as Ring-a-Ride.

By collaborating with these strong partners, Kootenai County's Ring-a-Ride program meets the transportation needs of older adults and people with disabilities when transportation service is unavailable, insufficient, or inappropriate in meeting their needs.

- a. Federal Transit Authority Program Eligibility: The goal of the FTA 5310 Program is to improve the mobility of seniors and individuals with disabilities by removing barriers to transportation services and expanding the transportation mobility options available. This application for funding to support purchase of services will support the continuity of providing safe and reliable transportation for those individuals who live outside of the paratransit zone and where transportation is unavailable, insufficient, or inappropriate to meet their transportation needs. Our project request meets the goals and criteria for Section 5310 funding under FTA.
- b. Idaho Transportation Department Call for Project Priorities: ITD's strategic mission of **safety**, **mobility**, and **economic opportunity** is reflected in Citylink North's emphasis on providing mobility options to seniors and persons with disabilities; a significant portion of riders in our program are traveling to places of work (economic opportunity) or to dialysis (safety/life-saving) while the largest part of our trips are to healthcare and food shopping (safety/mobility).

Additionally, the services we provide align with ITD's mission of "Growing Idaho's Mobility Network by Providing Exceptional Customer Service and Leveraging Emerging Technology." The programs utilizing demand-response buses will offer greater accessibility for riders, improving both safety and mobility for residents.

- c. Scope of Work: Kootenai County Public Transportation will continue to provide professional transportation services related to meeting identified needs of seniors and individuals with disabilities. These services will focus on the provision of safe and reliable transportation.

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## Service Hours

Monday through Friday 6:00AM to 7:00PM

Saturday 9:00AM to 4:00PM

No service: Thanksgiving, Christmas, New Year's Day, Memorial Day, Independence Day, and Labor Day.

## Project Duration (Term of Future Grant)

1 October 2026 through 30 September 2027

1 October 2027 through 30 September 2028

## Service Approach

Through our Intelligent Transportation System (ITS), we are able to coordinate Ring-a-Ride service delivery to qualifying clients where public transportation is unavailable, insufficient, or inappropriate to meet their transportation needs.

## Ring-a-Ride Program Goal

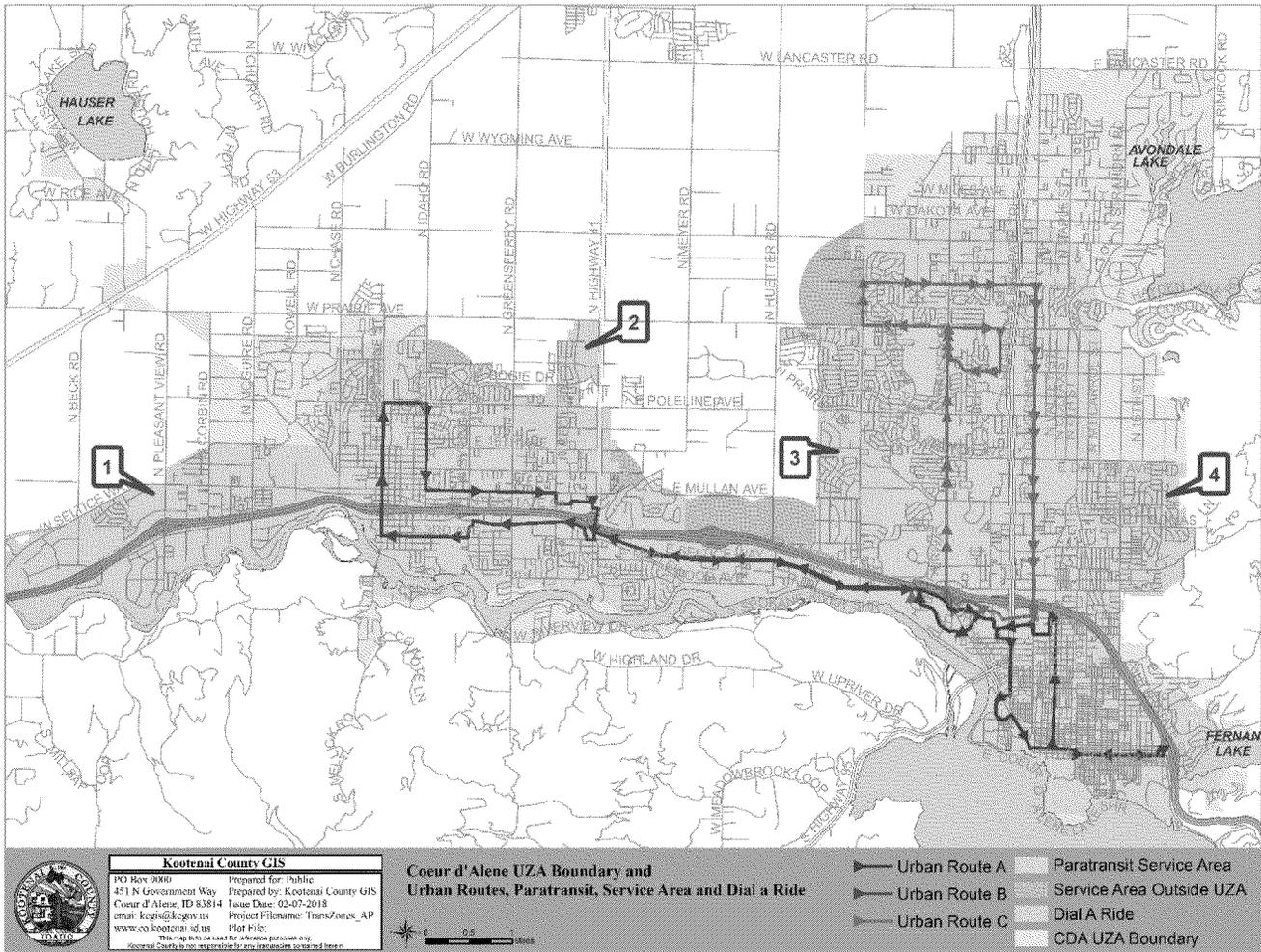
Our goal is to continue improving mobility for seniors and individuals with disabilities by removing barriers to transportation and expanding mobility options. The Ring-a-Ride program meets with every applicant to assess their needs and explain how the service works. Riders consistently express how invaluable the program is to their quality of life and their gratitude for the service. Kootenai County remains committed to planning, designing, and delivering transportation services that address the unique needs of older adults and individuals with disabilities.

## Service Area

Ring-a-Ride Service provides public transportation coverage in areas not served by public transportation or where public transportation is insufficient, unavailable, or inappropriate. In working with social services and responding to calls seeking transportation, four priority areas outside of the Paratransit zone were selected for the Ring-a-Ride program:

1. Several multi-family housing communities in west Post Falls with large populations of disabled and seniors, many of which have fixed and/or low-incomes.
2. The area of Tullamore located in northeast Post Falls contains a large number of mixed income housing, which includes low-income housing and a retirement community; many requests for transportation services originated in this area.
3. In northwest Coeur d'Alene there is a corridor which contains Tesh and Community Action Partnership. These service agencies have repeatedly requested coverage.
4. An underserved residential area in northeast Coeur d'Alene, south of Dalton Gardens, which contains elderly, individuals with disabilities, and low-income residents.

**Kootenai County Public Transportation (Citylink North) Service Area – Ring-a-Ride**



**Ring-a-Ride Service**

The Ring-a-Ride program provides transportation services to seniors and individuals with disabilities with limited or no transportation options, individuals who are reliant on the program for transportation to key life activities such as shopping and medical appointments. Kootenai County provides eight (8) round-trips or sixteen (16) one-way trips per month. Rides must be scheduled in advance and are based on availability.

**Eligibility**

Riders must have limited access to transportation and must meet one of the following conditions:

1. Be over 65 years of age or older with proof of identification and mobility challenges.
2. Be certified by application, as having a disability and be outside of the current transit area. This includes people who because of illness, injury, age, congenital malfunction or other incapacity of permanent disability are unable to access the regular route bus system.

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This project supports the continued availability of safe and reliable transportation for seniors and individuals with disabilities when public transportation is unavailable, insufficient, or inappropriate. It also ensures dependable access to healthcare facilities for members of the public. Kootenai County plans, designs, and administers transportation services that address the specialized needs of older adults, individuals with disabilities, and community members seeking access to employment, healthcare, education, and recreation. These services are provided through Citylink’s ADA-compliant complementary paratransit service, the Ring-a-Ride program, and a partnership with local healthcare providers.

### **Tools and Technology**

Kootenai County Public Transportation is working to meet the challenges created by rapid population growth in North Idaho, and we continue to make significant progress in using technology to improve transportation access for all, particularly for seniors and individuals with disabilities. Over the past several years, we have implemented tools that strengthen mobility options, including advancing rider access to transit information by making route and schedule data available on Google and Apple Maps, as well as through the Passio GO! app, which provides real-time bus locations and updates. We are also using technology to enhance our operations by supporting more efficient dispatching, vehicle tracking, and analysis of costs and service performance. Looking ahead, Kootenai County remains committed to pursuing and adopting emerging transportation technologies that will allow us to continue improving service, expanding mobility options, and responding effectively to the region’s growing needs.

### **Marketing**

Kootenai County was granted funds from the Idaho Transportation Department to enhance public awareness of available transportation services and to develop an improved website focused on user-friendly access to travel information. The updated website will include an online application process for individuals, interactive route maps and schedules, and information about businesses located within a quarter-mile walkshed of bus stop locations. Referrals from service agencies and healthcare professionals, outreach to social service organizations, and the continued influx of new residents have all contributed to an increase in demand for transportation services. Kootenai County is seeking this grant to ensure the continued availability of safe and reliable demand-response transportation to meet these growing community needs.

- d. Contractor Information: Kootenai County Public Transportation has a contract with MV Transportation to provide services for the Ring-a-Ride program, with oversight and vehicle purchase and maintenance performed by Kootenai County Public Transportation.

- MV Transportation
- 2711 N. Haskell Avenue, Suite 1500, Dallas, Texas 75024
- Aaron Edwards: 909-615-0270

### **Section 2: Demonstration of Need**

In Kootenai County, most travelers currently have **no** access to wheelchair-accessible private transportation options besides costly and sparsely available medical transportation services which do not provide transportation for daily life activities such as work, shopping, and socialization.

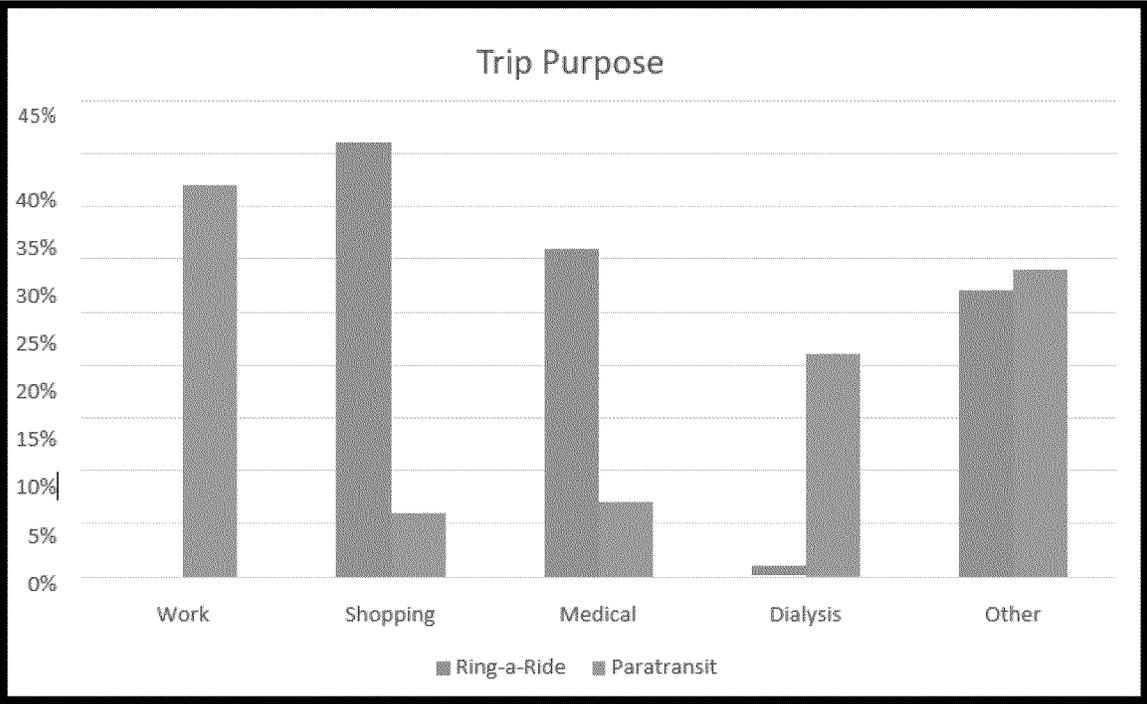
ITD-FTA Section 5310 Grant Application – Citylink North (KCPT)

Kootenai County Demographic Milestones: Kootenai County has experienced rapid population growth, with an estimated 188,000 residents in 2024, up nearly 10% from 2020. The county’s senior population—now approximately 20% of residents—is one of the fastest-growing demographic groups in the region. As this population continues to expand, the demand for safe, reliable, and accessible transportation services for older adults is increasing dramatically. Ensuring seniors have consistent access to healthcare, employment, and essential services is critical to their health, independence, and quality of life, making the expansion and support of demand-response transportation services an urgent community priority.

Kootenai County Population with a Disability: Kootenai County’s population includes a significant portion of residents with disabilities. Approximately 9.8% of the population under age 65 report having a disability, representing a sizable number of individuals who rely on transportation services that are accessible, reliable, and responsive to their needs (U.S. Census Bureau, 2019–2023). Additionally, about 20% of residents are age 65 or older, a demographic strongly associated with mobility challenges (U.S. Census Bureau, 2020). Ensuring that transportation programs support independent living is essential, giving people with disabilities the same freedom, choice, and control in their daily lives as their non-disabled peers (Disability Action Center NW).

Dialysis Transportation: The number of riders relying on our services for dialysis treatment has grown significantly. Dialysis treatments often leave patients fatigued, nauseated, or otherwise unable to safely transport themselves, which classifies them as having a disability and makes them conditionally eligible for our program. Reliable, safe, and timely transportation is critical for these individuals, directly impacting their health, independence, and quality of life. Ensuring continued access to demand-response transportation is essential for supporting the well-being of seniors and individuals with disabilities in our community.

Kootenai County Citylink Paratransit and Ring-a-Ride Trip Purpose Top Four:



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In meeting the transportation needs of seniors and individuals with disabilities, we provide transportation for purposes including: employment, healthcare services including dialysis, shopping, education, and access to facilities or opportunities for recreation and physical rehabilitation.

To meet the growing demand for ADA compliant demand response transportation, continuing our Ring-a-Ride services is imperative.

a. Service Area Level of Need: **Moderate – Affecting Access to Health and Safety Services**

Kootenai County Public Transportation conducts extensive outreach during planning and service phases of current programs, holding local and regional public transportation planning meetings, meetings with city planners, elected officials, city council members, state and local agencies, law enforcement, social services, employers, employees, health care providers, transportation providers, nonprofit entities, disability advocates, and riders. Our primary and secondary research identified public transportation service gaps for seniors and individuals with disabilities, which is particularly important in the key areas of access to medical/health care, necessary shopping such as for food and toiletries, and essential government services.<sup>1</sup> If Kootenai County does not have the funding to provide Ring-a-Ride services, the agency would be forced to terminate the program until further funding could be procured, leaving many residents without transportation options and in critical need.

b. Sustaining Existing Services or Expansion Need: **Sustaining Existing Services**

Kootenai County's Coordinated Public Human Transportation Plan evaluates current public, private, and non-profit transportation providers and assesses the needs of individuals with disabilities, seniors, and low-income residents. The Plan incorporates stakeholder experiences, robust data collection, and identification of service gaps. It found that while significant resources support transportation infrastructure, services for disadvantaged populations are often fragmented, underutilized, duplicative, costly, and difficult to navigate. Existing services are highly utilized, and any interruption would have a substantial negative impact on the community (see "c. Ridership" for details).

c. Ridership:

We have observed increases this year in ridership for our Ring-a-Ride program, while overall paratransit ridership has declined slightly. Demand for services remains strong, with a steady rise in applications and informational inquiries for our demand-response programs. These trends demonstrate continued community reliance on and interest in our transportation services.

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**Citylink**  
2018-2026 Total FYTD Ridership Comparison

**PARATRANSIT**

FY	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
2018	1,213	1,177	1,170	1,072	1,147	1,146	1,114	1,168	1,107	1,122	1,208	1,053
2019	1,330	1,229	1,149	1,280	1,210	1,328	1,400	1,293	1,217	1,285	1,337	1,206
2020	1,463	1,387	1,397	1,653	1,582	1,702	752	858	1,222	1,167	1,112	1,140
2021	1,245	1,226	1,259	1,208	1,022	1,427	1,420	1,346	1,406	1,317	1,378	1,303
2022	1,312	1,238	1,281	1,124	1,246	1,506	1,294	1,273	1,323	1,187	1,278	1,216
2023	1,267	1,266	1,296	1,247	1,128	1,240	1,095	1,236	986	859	1,057	999
2024	1,139	1,113	977	1,051	954	1,074	1,065	1,030	871	953	928	920
2025	983	880	878	880	852	914	937	904	910	943	861	887
2026	1,029											

**TOTAL FY**

2018	13,669											
2019	15,264	2018 vs 2019	12%	change in ridership								
2020	14,935	2019 vs 2020	-2%	change in ridership								
2021	15,557	2020 vs 2021	4%	change in ridership								
2022	15,278	2021 vs 2022	-2%	change in ridership								
2023	13,676	2022 vs 2023	-10%	change in ridership								
2024	12,025	2023 vs 2024	-12%	change in ridership								
2025	10,829	2024 vs 2025	-10%	change in ridership								

**R-A-R**

FY	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
2018	155	183	198	225	196	187	158	202	190	159	247	233
2019	260	235	208	242	186	235	252	241	208	182	195	178
2020	234	201	187	206	208	161	78	66	134	122	128	153
2021	162	180	230	205	183	271	245	229	242	217	240	234
2022	264	245	237	195	248	355	315	299	318	263	313	312
2023	313	256	261	264	246	306	216	153	0	0	28	0
2024	82	108	87	121	122	153	110	127	118	113	113	110
2025	131	137	130	127	123	103	136	119	119	117	100	125
2026	152											

**TOTAL FY**

2018	2,331											
2019	2,620	2018 vs 2019	12%	change in ridership								
2020	1,878	2019 vs 2020	-28%	change in ridership								
2021	2,638	2020 vs 2021	40%	change in ridership								
2022	3,364	2021 vs 2022	28%	change in ridership								
2023	2,037	2022 vs 2023	-39%	change in ridership								
2024	1,364	2023 vs 2024	-33%	change in ridership								
2025	1,467	2024 vs 2025	8%	change in ridership								

**KH**

FY	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
2018	2,073	1,933	1,870	2,093	2,018	2,098	2,005	2,090	1,920	1,992	2,081	1,943
2019	1,935	1,978	1,837	2,420	2,419	2,420	2,146	2,272	1,953	1,937	2,033	2,053
2020	2,161	1,962	2,107	2,358	1,884	2,177	889	1,250	1,387	1,468	1,367	1,455
2021	1,313	1,388	1,354	1,201	1,155	1,725	1,594	1,477	1,595	1,637	1,666	1,527
2022	1,359	1,435	1,658	1,661	1,277	1,530	1,632	1,395	1,530	1,433	1,782	1,741
2023	1,695	1,764	1,737	1,773	1,737	1,913	1,599	1,823	1,879	1,633	1,985	1,715
2024	1,974	1,756	1,541	1,913	1,927	1,828	1,931	1,901	1,672	1,947	1,925	1,827
2025	1,989	1,644	1,860	1,996	1,829	2,027	2,344	2,131	1,957	1,983	1,948	2,211
2026	2,413											

**TOTAL FY**

2018	24,116											
2019	25,409	2018 vs 2019	5%	change in ridership								
2020	20,465	2019 vs 2020	-19%	change in ridership								
2021	17,637	2020 vs 2021	-14%	change in ridership								
2022	18,433	2021 vs 2022	5%	change in ridership								
2023	21,253	2022 vs 2023	15%	change in ridership								
2024	22,142	2023 vs 2024	4%	change in ridership								
2025	23,929	2024 vs 2025	8%	change in ridership								

## Section 3: Project Planning

**Summary:** Kootenai County Public Transportation’s mission is to enhance mobility through innovative partnerships and the adoption of emerging technologies. This project will advance that mission by sustaining existing services, ensuring vehicle availability, and supporting community transportation needs, including access to medical care through collaborative partnerships. Maintaining the current Ring-a-Ride program will enable the provision of safe, efficient, and cost-effective transportation for local riders.

A key priority of this project is coordination among transportation providers to create a seamless system for users, improve existing services, and reduce inefficient redundancies across providers. Coordination

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strategies and implementation plans will continue to be developed collaboratively by Kootenai County Public Transportation and local service providers.

This project is based on a strong and proven foundation and is ready for implementation upon funding.

### a. Goals related to ITD Statewide Public Transportation Plan:

- i. The Idaho Statewide Public Transportation Plan projects that transit ridership in Kootenai County will increase by approximately 57% between 2015 and 2028. This anticipated growth underscores the importance of maintaining our current Ring-a-Ride service capacity and ensuring that reliable, efficient transportation options are available to meet rising community needs. By sustaining existing services and implementing strategies to improve operational efficiency, Kootenai County Public Transportation will be well-positioned to accommodate increasing demand and continue providing safe, cost-effective mobility for all riders, including those accessing medical care and other essential services.
- ii. The Idaho Department of Transportation Statewide Public Transportation Plan outlines four benefits of public transportation: economic development, health, connections, and environmental quality. Our project is in direct line with those benefits:
  - *Economic Development:* Increased transportation options allow community members to access jobs, stimulating economic development for business growth, and to access businesses and services, stimulating the economy. Many of the rides provided are trips to and from work for individuals with disabilities. Access to public transportation shared ride services saves riders an average of \$10,000 per year on vehicle ownership, or more for accessible vehicles with lifts.
  - *Connections:* Where connections to transportation are limited, enhanced tools and services can improve access to demand-response transit and help bridge gaps in the system. This will make travel more accessible for individuals who might otherwise be unable to make essential trips. Ensuring the availability and reliability of existing programs is critical to providing these services effectively.
  - *Health and Environmental Quality:* Access to health care accounts for over 35% of the rides provided to community seniors. In addition, shared transportation helps reduce vehicle emissions, contributing to environmental sustainability. Tracking and reporting on these outcomes will help demonstrate the impact of the program.

### b. Project Development Process Description:

- i. *Coordination with local stakeholders on development and involvement:*

The Kootenai County Public Transportation Department continuously gathers information on public transportation needs and works closely with human service agencies. Kootenai County has conducted stakeholder interviews and surveys; held public workshops; validated previously identified gaps in transportation service; and updated goals, objectives, and strategies to address those gaps.

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Citylink staff have spent many days riding the buses and speaking with our ridership, administered several hundred face-to-face surveys, community-wide surveys online, and worked to gather information from health care, educational, and jurisdictional organizations to determine needs and feasible avenues to provide services meeting those needs. Additionally, staff have met face-to-face with representatives from Area Agency on Aging, Idaho Commission for the Blind, NIC, Kootenai Health, Heritage Health, Panhandle Health, Coordinated Services of Idaho, Post Falls Food Bank, Project Search, Kootenai County Veteran’s Services, Trinity Group Homes, Family Promise, Harmony House, Ability Works, Adult Probation, Union Gospel Mission, and local governments. The information we gain from this process gives us a tremendous sense of the individuals we serve, including unhoused, elderly, disabled, low income, and under-employed demographics along with the environmentally conscious.

The data gathered regarding employment and other current county demographics, including data identifying low-income housing and support services, is being actively used in conjunction with the transportation data gathered from our Intelligent Transportation System.

ii. *Efforts undertaken to coordinate and include Minority and Low-Income Populations:*

Kootenai County Public Transportation conducted a Title VI Service and Fare Equity Analysis (SAFEA), a comparative analysis of existing transit service, potential alternatives, and future needs to identify opportunities for improving the efficiency and effectiveness of service provision to minority, veteran, senior, low income and disabled populations, as well as the general population within the CDA urbanized area.

As part of the Service and Fare Equity Analysis, Kootenai County evaluated the impact of service on vulnerable populations, and conducted an analysis to identify mitigations for potential disparate impacts to disadvantaged populations consistent with the Federal Transit Administration’s guidance for Service and Fare Equity Analysis.

The SAFEA did not identify areas specific to Minority or Low-Income Populations, but it did recommend that seniors, Medicare members, persons with disabilities, and individuals in a qualified low-income category should all be eligible for reduced price fares when a fare is implemented.

iii. *Disadvantaged Business Enterprise (DBE) plan:*

Kootenai County has a full and robust Disadvantaged Business Enterprise Program and all Requests for Proposals (RFPs) are subject to our DBE Program. The DBE Policy Statement from Kootenai County states: “Kootenai County has established a Disadvantaged Business Enterprise Program in accordance with regulations of the United States Department of Transportation (DOT), 49 CFR Part 26. Kootenai County has received Federal financial assistance from the Department of Transportation, and as a condition of receiving this financial assistance, the Kootenai County Commissioners have signed an assurance that it will comply with 49 CFR Part 26.”

iv. *Local Labor Unions Identified:* Not applicable.

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### c. Public Participation Efforts:

- Attached Letters of Support (7) – Attachment Section E (E1-E7)

**Please note:** The letters were written specific to 5310 funding for Ring-a-Ride services. The letters illustrate the value of this project and the rides provided to community members.

- Formal presentations are made on a regular basis at local jurisdictional and transportation public meetings to update stakeholders and partners on the demand response programs and continued need for transportation, as well as data specific to vehicle use, miles, etc.
- Kootenai County continues to provide information and seek input from community members and service agencies via the Social Services Advisory Committee as we work toward updating our Service Fare and Equity Analysis (SAFEA) and our Human Services Transportation Plan.

### d. Milestone Reporting: Please see Attachment B “Milestone Reporting”

## **Section 4: Project Benefits/Evaluation**

Now more than ever, safe and reliable transportation to key life activities and healthcare is crucial. Older people want to age in place, remaining in their homes and communities; individuals with disabilities want the same choices and control in their everyday lives that are available to non-disabled individuals. This project will provide community members with transportation services to maintain or improve their economic, physical, and social well-being through access to medical appointments, employment, shopping, food banks, and recreation.

- a. Improved Safety: Kootenai County Public Transportation – Citylink North is committed to the highest practicable level of safety.
  - Both of the Citylink programs provided give staff the opportunity to meet each individual in Kootenai County who apply for one of the transportation programs. A substantial portion of the seniors and individuals who enroll in Citylink demand response programs express relief at gaining this transportation option; many state that they have been reliant on neighbors or family for essential trips to medical appointments and grocery stores, while those without similar resources are dependent on delivery services and often express a lack of awareness of any transportation options other than taxi services (which are often outside of their budgetary constraints). Providing safe and reliable transportation vastly increases safety and independence for the people enrolling in demand response public transportation programs.
  - We monitor operational and maintenance data, safety reports and concerns from contractors and partners, riders, and employees, and perform service delivery safety check activities (field observations and ride-alongs). Citylink North actively promotes safety to each operator and requires each operator to participate in monthly safety trainings.
- b. Improved Mobility: This project helps to sustain mobility options for persons with disabilities where travel choices are sparse, provides seniors with safe and affordable (currently no fare) transport to life activities, and enhances our partnership for medical transportation for all.

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We will be able to continue to identify underserved areas and populations by tracking trip origins and destinations, mapping demand to service availability, and matching transportation needs to local transportation options. Working with local jurisdictions, Disability Action Center NW, and other stakeholders, we will explore regional and localized solutions that work with public transportation and all other transportation providers. Kootenai County Public Transportation will continue working with transit providers, human service agencies, private institutions, businesses, volunteers and political leaders to broaden transportation options for all users; particularly those in vulnerable populations, the economically disadvantaged, older adults and people with special needs.

### c. Support Local Economic Development and Expand Economic Opportunity:

- Providing transportation options allows community members to access jobs and frequent businesses, stimulating economic development and the economy.
- A robust transportation system with seamless additional transportation options is highly appealing to businesses considering expanding or relocating their business into the region.
- Furthermore, these services are integrated within the ITS, generating valuable location data that is increasingly critical. Location technologies enable individuals, businesses, and cities to operate more sustainably while improving efficiency and safety in transportation and mobility.

### **Project Evaluation Methodology:**

#### a. Continual Evaluation: Kootenai County will continually evaluate the project success by monitoring passenger trips, revenue hours, revenue miles, cost per revenue mile and average trip time.

##### i. *What kind of data will be collected and specific measures:*

**Vehicles:** The Fleet Maintenance Manager, working with partners and contractors, will ensure that FTA requirements have been met and documented. The Manager maintains a complete vehicle file for each vehicle from the date of procurement to three years after the end of the vehicle's useful life. This file will have copies of all procurement records, vehicle activity, Preventive Maintenance Inspections (PMI), service and repair work invoices or in-house reports, and decommissioning paperwork.

**Ridership:** The Program Specialist collects data on ridership for all Kootenai County and partner programs on a monthly basis. Data also includes vehicle miles and revenue miles. The status of ridership and vehicle miles is reported monthly to transportation advisory committees, such as the Kootenai County Area Transportation Team (KCATT) and Kootenai Metropolitan Planning Organization (KMPO), as well as jurisdictional partners as needed.

##### ii. *How often will data be collected, used, and evaluated:*

Vehicle data is collected daily through the Fleetio maintenance tracking system and Daily Trip Vehicle Inspections (DVIRs). Any issue brought up on inspections is emailed

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immediately to the Fleet Maintenance Manager for investigation and resolution. Ridership data is collected daily through of dispatching and scheduling software. Information will be evaluated on a monthly basis to ensure services are using funds in the most efficient and effective manner.

- b. Sustainability: Kootenai County has an approved Program of Projects in place to provide for financial planning. The funding for operations and capital projects to ensure sustainability of our programs. This financial planning makes the project sustainable with long-term benefits. At this time, the Ring-a-Ride program relies solely on 5310 funding provided by the State of Idaho and contributions made by the Area Agency on Aging.
- c. Demonstrated capacity to carry out the project and manage grant funding: Kootenai County is able to implement FTA and ITD funded projects in accordance with the grant application, agreement, and all applicable laws and regulations, to include 2 CFR 200, FTA Circular 5100, FTA Circular 5010, and FTA Circular 4220, using sound management practices. Kootenai County is currently a direct recipient of 5307 funds and a subrecipient of 5339 and 5310 funds. Our agency is eligible and authorized under state and local law to request, receive, and dispense federal and state funds and execute and administer funding projects. Kootenai County Public Transportation has demonstrated ability to match and manage FTA grant funds and conduct and respond to audits for more than a decade.
- Kootenai County Public Transportation received a clean audit with one minor finding on our FTA Triennial Review completed in 2024 for FY2021 – FY2024.

*Expertise*: Chad Ingle serves as the Program Manager – Public Transportation Office, responsible for definition and implementation of all aspects of Kootenai County Public Transportation System’s strategy, goals, objectives, processes, and initiatives. This position includes working closely with federal, state, local, and tribal officials to effectively manage a transit system that utilizes millions of dollars. Manager Ingle’s oversight responsibilities include the planning, operations, maintenance, capital, and security of the Citylink North system, which includes setting and achieving overall performance goals. Chad’s extensive private and public sector work have given him a depth of knowledge regarding the performance, administrative, and regulatory requirements of federal and state awards. Chad obtained his Bachelors of Business Administration with a Minor in Entrepreneurship from Concordia University.

<b>Name</b>	<b>Title</b>	<b>Area of Focus</b>
Chad Ingle	Program Manager	Relationship Management and Collaboration.
Dorian Komberec	Grants Manager	Finance, Accounting, Short-term and Long-term Budgets, and Program Forecasting.
Marie Holmes	Program Specialist	Paratransit/Ring-a-Ride Applications, Outreach, Ring-a-Ride Programming. Safety training.
David Waterhouse	Program Specialist	Travel training seniors or individuals with disabilities. Operations oversight and Regular-Route Services.
Christopher Carlos	Fleet Maintenance Manager	Vehicle Maintenance and Asset Management.

**Section 5: Project Budget**

**Summary:** A detailed line item budget is attached, see Attachment A: “Budget Sheet”

a. Budget Narrative:

*Source and status of all funding:* In-Kind Match funding is provided by local organizations which prefer to remain anonymous. Cash match is provided by local jurisdictions, with agreements renewed annually and currently in place for FY25. We have sufficient funding banked to fulfill the match obligation. Records are maintained internally, and are available for review.

*Costs/Estimates determinations:* As a public transportation system, we are keenly aware that it is our fiduciary duty to serve people in the most efficient and effective way possible. We have spent many days riding the buses and speaking with our ridership. The information that has come out of this process gives us a tremendous sense of those we serve and making sure our services are positioned to meet their needs. This has helped us to be able to use historical financial data in order to predict future funding needs for the Ring-a-Ride program.

The Program Specialist, working with the Program Manager, oversees the Ring-a-Ride program to ensure compliance and cost effectiveness.

- i. *Scalability:* The project becomes scalable based on available funding. Any funding available will be utilized towards each fiscal years operational needs.
- ii. *Davis Bacon:* Davis Bacon wage rates do not apply.
- iii. *Financial Capability-Reimbursement Basis:* Kootenai County has the financial capability to operate on a reimbursement basis: Kootenai County Financial Reports.

b. Itemized and Broken Down Estimated Project Budget:

<b>Quantity</b>	<b>Service</b>	<b>Cost</b>	<b>Scalable?</b>
One (1)	FY	\$ 100,000	Yes
One (1)	FY	\$ 100,000	Yes
	Total	<b>\$ 200,000</b>	Yes

c. Attachment A: Project Budget Request form – please see attached document.

## ITD-FTA Section 5310 Grant Application – Citylink North (KCPT)

### **Endnote:**

1 Kootenai County Coordinated Public Human Transportation Plan

### **Attachments:**

Attachment A - Project Budget Request Form

Attachment B - Milestone Reporting

Attachment C - NEPA Worksheet – N/A (Not included)

Attachment D - Demonstration of Need

Attachment E - Letters of Support (E1 – E7)

# Attachment A

## Project Budget Request

<b>Subrecipient</b>	Kootenai County
<b>Agreement Term</b>	October 1, 2026-September 30, 2028
<b>Contact Name</b>	Chad Ingle
<b>Address</b>	PO Box 9000; Coeur d'Alene, ID 83816-9000
<b>Phone Number</b>	208-446-2102

FTA Grant	Operating (OP) 50/50			Purchase of Service (PT) 80/20			Capital (CP) 80/20		
	Total	Federal	Match	Total	Federal	Match	Total	Federal	Match
5310		\$ -	\$ -	\$ 200,000.00	\$ 160,000.00	\$ 40,000.00	\$ -	\$ -	\$ -

<b>Total Project Cost</b>	<b>Total Federal Request</b>	<b>Total Match Needed</b>
\$ 200,000.00	\$ 160,000.00	\$ 40,000.00

**Scope of Work**

Kootenai County Public Transportation will continue to provide professional transportation services related to meeting identified needs of seniors and individuals with disabilities. These services will focus on the provision of safe and reliable transportation.

**Local Match Source(s) for Project:**

Cash provided by Area Agency on Aging; In-Kind provided by Partner Agency Operating Expenses

\_\_\_\_\_

Subrecipient Printed Name

\_\_\_\_\_

Subrecipient Signature

\_\_\_\_\_

Date

## Attachment B: Milestone Reporting

Agency Name	Kootenai County Public Transportation (KCPT) – Citylink North		
Agency Contact	Program Manager Chad Ingle		
Phone #	208.446.2102	Email	cingle@kcgov.us
<b>Grant Program</b>	<b>5310</b>	<b>Rural</b>	<b>Congressional</b>
Federal Award Amount	160,000		
Scope of Work:			
<p><b>Milestone Progress Report:</b> Target of major tasks to be achieved by specific dates. The report should include information such as: data for each activity line item within the approved project; a discussion of all</p> <ul style="list-style-type: none"> <li>• budget or schedule changes; original, estimated and actual estimated completion date</li> <li>• description of projects, status, specification preparation, bid solicitation, resolution of protests, and contract awards;</li> <li>• breakout of the costs incurred and those costs required to complete the project; reasons why any scheduled milestone or completion dates were not met, identifying problem areas and discussing how the problems will be solved; and discuss the expected impacts of delays and the steps planned to minimize these impacts.</li> </ul> <p>Add additional milestones to the table below as needed.</p>			

Name	Estimated Completion Date	Description
RFP/RFQ Issue Date	FY27	Social Services Stakeholder, Jurisdiction Review/Comment Performance Reporting Prior to FY27 Final Report
Award Date	FY27	Travel training to groups of seniors with a destination to spend time at (museum, events, shopping, etc.)
Start Date or Order Date for Rolling Stock, Equipment, and Technology Purchases	FY27 FY28	Semi-annual meetings w/ Social Services Advisory Team, Seniors and Individuals with Disabilities Stakeholders to Review/Comment on Performance Reports, Transportation Gaps, Program Value, Benefits, and Results
Construction Completion Date or Delivery Date for Rolling Stock, Equipment, or Technology Purchases	FY28	Social Services Stakeholder, Jurisdiction Review/Comment Performance Reporting Prior to FY26 Final Report
Contract Completion Date		

# Congressional Application Attachment D: Demonstration of Need

1. Type of Service (Check all that apply):

- Fixed Route
- Deviated Fixed Route
- Demand/ Response

2. Service Area (Check one)

- City
- County
- Multi-County
- Other (Please Specify):

3. Connectivity:

Do you connect with other modes of transportation? Check all that apply.

- Urban Public Systems
- Intercity Carriers
- Airports/ Trains
- Other transit operators in your region (please list below):

Kootenai County Citylink North connects with: Coeur d'Alene Tribe Citylink South

4. Ridership:

Estimate the average number of rides: Per Day 5 Per Year 1,467

Briefly describe your ridership over the last two years: -

Ridership among our senior population had been steadily declining, but it has begun to rise over the past year and continues to increase.

5. Days/ Hours of Service:

List days of the week and hours transit provider is in service

Monday through Friday 6:00 a.m. to 7:00 p.m. - Saturday 9:00 a.m. to 4:00 p.m. (Exception of six (6) holidays)



November 17, 2025

Kootenai County Public Transportation – Citylink North  
PO Box 9000  
Coeur d’Alene, ID

**Re: Support for 5310 Funding Request**

Dear Funding Agency:

On behalf of the City of Hayden, we are pleased to express our strong support for the continuation of services provided by Kootenai County Public Transportation through the Ring-a-Ride Program, funded in part by the Federal Transit Administration 5310 program.

The Ring-a-Ride program plays a critical role in providing transportation to seniors with mobility challenges and individuals with disabilities living outside the paratransit service area. These services ensure that members of our community have access to essential life activities, including grocery shopping, medical appointments, social engagement, and other vital needs.

In the past two years (FY 2024 and FY 2025), the Ring-a-Ride program has provided over 2,500 rides to seniors and persons with disabilities. With Kootenai County’s senior population continuing to grow, the need for these services will only increase. Programs like Ring-a-Ride are essential for supporting independence, dignity, and quality of life.

Our City strongly supports the expanded mobility opportunities provided by Kootenai County Public Transportation through the 5310 program. Public transportation in our community is more than a means of travel—it is a lifeline. It allows veterans, seniors, people with disabilities, working families, and young people to reach vital services and employment.

We urge continued funding and support for the Ring-a-Ride program, as well as other public transportation services, including Fixed Route and Paratransit. Maintaining and expanding these programs is crucial for preventing isolation, improving health outcomes, and ensuring all members of Kootenai County can participate fully in community life.

Sincerely,

Mayor, Alan Davis



Kootenai County Public Transportation – Citylink North  
PO Box 9000  
Coeur d'Alene, ID

Re: Support for 5310 Funding Request

Dear Funding Agency:

On behalf of Project SEARCH/Coeur d'Alene School District, we are pleased to express our strong support for the continuation of services provided by Kootenai County Public Transportation through the Ring-a-Ride Program, funded in part by the Federal Transit Administration 5310 program.

The Ring-a-Ride program plays a critical role in providing transportation to individuals with disabilities living outside the paratransit service area. These services ensure that members of our community have access to essential life activities, including grocery shopping, medical appointments, social engagement, and other vital needs.

Many of our Project SEARCH graduates qualify for this service due to their disability and living outside of the paratransit service area. Our graduates have a variety of disabilities and many are unable to drive. Having a variety of transportation services available increases the independence of many with disabilities.

In addition to providing transportation, 5310 funding supports Travel Training, helping community members learn to access and navigate public transit independently. Citylink offers personalized, one-on-one training tailored to individual abilities, as well as group outings for seniors, making the learning experience both educational and enjoyable.

Project SEARCH student interns and graduates learn how to utilize Citylink through group and individual training. Many of our student interns and graduates utilize individual training as well the paratransit service. These services are all vital for our young adults with disabilities to meet their transportation needs.

We urge continued funding and support for the Ring-a-Ride program, as well as other public transportation services, including Fixed Route and Paratransit. Maintaining and expanding these programs is crucial for preventing isolation, improving health outcomes, and ensuring all members of Kootenai County can participate fully in community life.

Thank you for your consideration.

Sincerely,  
Theresa Moran  
Project SEARCH Instructor  
208-625-5799  
tmoran@cdaschools.org



**KootenaiHealth**

2003 Kootenai Health Way  
Coeur d'Alene, ID 83814  
208.625.4000 tel  
kh.org

Kootenai County Public Transportation – Citylink North  
PO Box 9000  
Coeur d'Alene, ID

Re: Support for 5310 Funding Request

Dear Funding Agency:

On behalf of Kootenai Health, Inc., we are pleased to express our strong support for the continuation of services provided by Kootenai County Public Transportation through the Ring-a-Ride Program, funded in part by the Federal Transit Administration 5310 program.

The Ring-a-Ride program plays a critical role in providing transportation to seniors with mobility challenges and individuals with disabilities living outside the paratransit service area. These services ensure that members of our community have access to essential life activities, including grocery shopping, medical appointments, social engagement, and other vital needs.

In the past two years (FY 2024 and FY 2025), the Ring-a-Ride program has provided over 2,500 rides to seniors and persons with disabilities. With Kootenai County's senior population continuing to grow, the need for these services will only increase. Programs like Ring-a-Ride are essential for supporting independence, dignity, and quality of life.

In addition to providing transportation, 5310 funding supports Travel Training, helping community members learn to access and navigate public transit independently. Citylink offers personalized, one-on-one training tailored to individual abilities, as well as group outings for seniors, making the learning experience both educational and enjoyable.

Our agency strongly supports the expanded mobility opportunities provided by Kootenai County Public Transportation through the 5310 program. Public transportation in our community is more than a means of travel—it is a lifeline. It allows veterans, seniors, people with disabilities, working families, and young people to reach vital services and employment.

We urge continued funding and support for the Ring-a-Ride program, as well as other public transportation services, including Fixed Route and Paratransit. Maintaining and expanding these programs is crucial for preventing isolation, improving health outcomes, and ensuring all members of Kootenai County can participate fully in community life.

Thank you for your consideration.

Sincerely,

Toby Ruhs  
Transportation & Fleet Services Manager

November 19, 2025

Kootenai County Public Transportation – Citylink North  
PO Box 9000  
Coeur d’Alene, ID

**Re: Support for 5310 Funding Request**

Dear Funding Agency:

On behalf of the City of Post Falls, we are pleased to express our strong support for the continuation of services provided by Kootenai County Public Transportation through the Ring-a-Ride Program, funded in part by the Federal Transit Administration 5310 program.

The Ring-a-Ride program plays a critical role in providing transportation to seniors with mobility challenges and individuals with disabilities living outside the paratransit service area. These services ensure that members of our community have access to essential life activities, including grocery shopping, medical appointments, social engagement, and other vital needs.

In the past two years (FY 2024 and FY 2025), the Ring-a-Ride program has provided over 2,500 rides to seniors and persons with disabilities. With Kootenai County’s senior population continuing to grow, the need for these services will only increase. Programs like Ring-a-Ride are essential for supporting independence, dignity, and quality of life.

Our City strongly supports the expanded mobility opportunities provided by Kootenai County Public Transportation through the 5310 program. Public transportation in our community is more than a means of travel—it is a lifeline. It allows veterans, seniors, people with disabilities, working families, and young people to reach vital services and employment.

We urge continued funding and support for the Ring-a-Ride program, as well as other public transportation services, including Fixed Route and Paratransit. Maintaining and expanding these programs is crucial for preventing isolation, improving health outcomes, and ensuring all members of Kootenai County can participate fully in community life.

Sincerely,



Ronald G. Jacobson, Mayor  
City of Post Falls



**Kootenai County Public Transportation – Citylink North**

PO Box 9000

Coeur d'Alene, ID

**Re: Support for 5310 Funding Request**

Dear Funding Agency:

On behalf of Lake City Center Inc., I am pleased to express our strong support for the continuation of services provided by Kootenai County Public Transportation through the Ring-a-Ride Program, funded in part by the Federal Transit Administration's Section 5310 program.

The Ring-a-Ride program is essential in providing dependable transportation for seniors with mobility challenges and for individuals with disabilities who live outside the paratransit service area. This service ensures that community members can access necessary daily activities—including medical appointments, grocery shopping, social engagement, and other fundamental needs.

As Kootenai County's senior population continues to grow, the demand for these services will only increase. Programs like Ring-a-Ride are vital in promoting independence, dignity, and quality of life for those we serve.

Section 5310 funding also supports Citylink's Travel Training program, which helps riders learn to access and navigate public transit independently. Citylink offers personalized, one-on-one training tailored to each individual's abilities, as well as group outings for seniors—making the training process both effective and engaging.

Lake City Center Inc. strongly endorses the enhanced mobility opportunities provided through the 5310 program. Public transportation in our community is more than a method of travel—it is a lifeline. It enables veterans, seniors, individuals with disabilities, working families, and young people to reach essential services, employment, and community resources.

We respectfully urge continued funding and support for the Ring-a-Ride program, as well as for other public transportation services, including Fixed Route and Paratransit. Sustaining and expanding these programs is critical to reducing isolation, improving health outcomes, and ensuring that all residents of Kootenai County can participate fully in community life.

Thank you for your time and consideration.

Sincerely,

**Nancy Phillips**

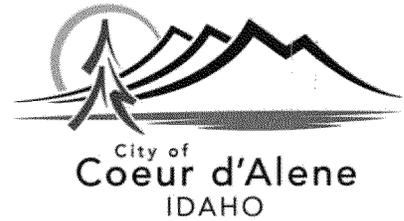
Lake City Center Inc.

1916 N. Lakewood Drive \* Coeur d'Alene, ID 83814 \* (208) 667-4628 Phone \* (208) 667-6695 Fax

501(c)3 charitable organization Federal TAX ID: 82-0322548

[www.lakecitycenter.org](http://www.lakecitycenter.org)

Office of the Mayor  
Woody McEvers



November 26, 2025

Kootenai County Public Transportation – Citylink North  
PO Box 9000  
Coeur d'Alene, ID

Re: Support for 5310 Funding Request

Dear Funding Agency:

On behalf of the City of Coeur d'Alene, we are pleased to express our strong support for the continuation of services provided by Kootenai County Public Transportation through the Ring-a-Ride Program, funded in part by the Federal Transit Administration 5310 program.

The Ring-a-Ride program plays a critical role in providing transportation to seniors with mobility challenges and individuals with disabilities living outside the paratransit service area. These services ensure that members of our community have access to essential life activities, including grocery shopping, medical appointments, social engagement, and other vital needs.

In the past two years (FY 2024 and FY 2025), the Ring-a-Ride program has provided over 2,500 rides to seniors and persons with disabilities. With Kootenai County's senior population continuing to grow, the need for these services will only increase. Programs like Ring-a-Ride are essential for supporting independence, dignity, and quality of life.

In addition to providing transportation, 5310 funding supports Travel Training, helping community members learn to access and navigate public transit independently. Citylink offers personalized, one-on-one training tailored to individual abilities, as well as group outings for seniors, making the learning experience both educational and enjoyable.

Our agency strongly supports the expanded mobility opportunities provided by Kootenai County Public Transportation through the 5310 program. Public transportation in our community is more than a means of travel—it is a lifeline. It allows veterans,



seniors, people with disabilities, working families, and young people to reach vital services and employment.

We urge continued funding and support for the Ring-a-Ride program, as well as other public transportation services, including Fixed Route and Paratransit. Maintaining and expanding these programs is crucial for preventing isolation, improving health outcomes, and ensuring all members of Kootenai County can participate fully in community life.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to read "Woody McEvers", written in a cursive style.

Woody McEvers  
Mayor



201 E. Harrison Ave. ■ Coeur d'Alene, ID 83814  
Ph. 208-664-3095 ■ Fax 208-664-1772  
[www.stvincentdepaulcda.org](http://www.stvincentdepaulcda.org)

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Kootenai County Public Transportation – Citylink North  
PO Box 9000  
Coeur d'Alene, ID

Re: Support for 5310 Funding Request - November 19, 2025

Dear Funding Agency:

On behalf of St Vincent de Paul North Idaho, we are pleased to express our strong support for the continuation of services provided by Kootenai County Public Transportation through the Ring-a-Ride Program, funded in part by the Federal Transit Administration 5310 program.

The Ring-a-Ride program plays a critical role in providing transportation to seniors with mobility challenges and individuals with disabilities living outside the paratransit service area. These services ensure that members of our community have access to essential life activities, including grocery shopping, medical appointments, social engagement, and other vital needs.

In the past two years (FY 2024 and FY 2025), the Ring-a-Ride program has provided over 2,500 rides to seniors and persons with disabilities. With Kootenai County's senior population continuing to grow, the need for these services will only increase. Programs like Ring-a-Ride are essential for supporting independence, dignity, and quality of life.

In addition to providing transportation, 5310 funding supports Travel Training, helping community members learn to access and navigate public transit independently. Citylink offers personalized, one-on-one training tailored to individual abilities, as well as group outings for seniors, making the learning experience both educational and enjoyable.

Our agency strongly supports the expanded mobility opportunities provided by Kootenai County Public Transportation through the 5310 program. Public transportation in our community is more than a means of travel—it is a lifeline. It allows veterans, seniors, people with disabilities, working families, and young people to reach vital services and employment.

We urge continued funding and support for the Ring-a-Ride program, as well as other public transportation services, including Fixed Route and Paratransit. Maintaining and expanding these programs is crucial for preventing isolation, improving health outcomes, and ensuring all members of Kootenai County can participate fully in community life.

Thank you for your consideration.

Sincerely,

Donna Brundage  
Community Outreach  
St Vincent de Paul North Idaho

*Committed to Helping Others Help Themselves!*