

Provider Perspectives on Mobility and Access to Services in Okanogan County

Please respond by August 7th

Thank you for helping us establish a regional understanding of transportation's role in the health outcomes and community wellbeing of Okanogan County.

For purposes of this poll, the word "client" is used as a neutral term applicable to a variety of services and might mean patient, customer, member, resident, consumer, or client, depending on the organization and context. Also, we did not define various measures of frequency, recognizing "frequent" often means different things in different contexts and services.

Responses will be aggregated into broad statements of regional need except where we explicitly ask for comments that might be used to enhance our narrative. When we use comments as quotes, attribution will be first name and last initial.

* 1. How often do your clients indicate they can't access care or utilize your services because they don't have a way to get there?

- ☐ Frequently
- ☐ Occasionally
- ☐ Rarely
- ☐ Never

* 2. How frequently do you encounter these kinds of issues due to lack of reliable travel options?

	Daily	Weekly	Monthly	Rarely	Never or NA
Clients miss scheduled appointments	☐	☐	☐	☐	☐
Clients are unable to get to a specialist outside the local area	☐	☐	☐	☐	☐
Clients postpone or decline recommended care or services	☐	☐	☐	☐	☐
Client health outcomes are worsened due to missed or postponed treatments	☐	☐	☐	☐	☐

* 3. Does someone on staff know where to direct people who need help making travel arrangements?

- ☐ Yes, we know the transportation providers in our area and help some of our clients make travel arrangements for appointments or programs
- ☐ Yes, we have a current list of transportation providers that we share with clients who need help
- ☐ No, we're not sure all the transportation services that are available for different kinds of trips or where to direct our clients for more help, but that would be helpful information to have
- ☐ Not applicable - our clients don't have issues with transportation
- ☐ I'm not sure

* 4. Does your organization provide transportation services or mobility support for your clients?

- ☐ Yes, we provide targeted transportation services (e.g. shuttle service, door-to-door pickup, etc)
- ☐ Yes, we provide financial assistance for gas, minor car repairs, or bus fares
- ☐ We don't provide transportation directly, but we schedule our services/programs to coincide with regularly scheduled transportation services provided by others
- ☐ No, we don't provide any kind of transportation or mobility support
- ☐ Comments

* 5. Which of the following statements comes closest to your own observations?

- ☐ Transportation has no practical bearing on the health outcomes of our clients
- ☐ Transportation is an issue we're aware of, but compared to everything else, it is a relatively minor factor in the health outcomes of our clients
- ☐ Transportation issues are problematic and unhelpful to the health outcomes of our clients
- ☐ Transportation issues are a recurring problem that is undermining the health outcomes of our clients
- ☐ Transportation issues are a serious problem with a pronounced impact on the health outcomes of many of our clients

* 6. In your opinion, how has the need for travel assistance changed among your clients over the last five years?

- ☐ Fewer people need help with travel than five years ago
- ☐ It is relatively unchanged from five years ago
- ☐ More people need help with travel than five years ago

Comments on change in need for travel assistance

7. How would you describe the role of reliable transportation in the health outcomes and community wellbeing in Okanogan County? We also welcome insights about broader implications for other community interests, the availability of rural health services and programs, or future opportunities.

We'll excerpt statements to help convey to funders the implications when people can't access available services because they don't have a way to get there. We are working to support more investments in mobility services for Okanogan County residents.

The following information helps us validate for WSDOT that we are engaging service providers who are familiar with "target populations" featured in our reporting requirements. This includes all rural residents but especially those who are 65 and older, or have one or more disabilities, or who are considered low-income. These are all broad indicators that a person may need assistance with travel. We've expanded that lens to include some other relevant demographics for Okanogan County.

* 8. Our clientele includes residents with the following characteristics (check all that apply)

- ☐ Low-income
- ☐ One or more disabilities
- ☐ Age 65 or older
- ☐ Veteran
- ☐ Native American
- ☐ Seasonal / Agricultural Worker

* 9. How do you describe the primary demographic you serve?

* 10. Please provide a brief description of the services or programs you offer and your general service area.

11. Do you have any other thoughts to share about the intersection of transportation and health outcomes in Okanogan County?

* 12. Respondent Information

Name

Organization

Title or Role

Email

13. Would you like to be kept in the loop about future discussions on this topic?

☐

Please let me know if there are discussions on this in the future. I've provided my email, above.

Thank you for taking the time to respond to this poll. If you would like to know more about the Human Services Transportation Plan that OCOG updates periodically for WSDOT, this is a good time to take a look. We'll adopt our 2026 update on August 10th for submittal.

You can access the HSTP from the Okanogan Council of Governments website at www.ocog.org or follow this link directly to the plan: <https://www.okanogan-hstp.org/> For more information on this poll, the findings, the Human Services Transportation Plan, or related funding opportunities, please contact Thera Black at thera@3ptransport.com