

Tri-County Metropolitan Transportation District of Oregon (TriMet)

COORDINATED TRANSPORTATION PLAN FOR SENIORS & PERSONS WITH DISABILITIES

June 2016

Prepared for:

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Table of Contents

1. Introduction	1-1
Development of the CTP	1-2
Principles of the CTP	1-5
2. Existing Transportation Services	2-1
Regional Transit Service Providers	2-5
Community-Based Transit Providers	2-21
Statewide Transit Providers	2-32
3. Service Guidelines	3-1
History	3-1
Service Guidelines.....	3-2
Capacity Guidelines.....	3-7
Performance Measures and Reporting	3-11
4. Needs Assessment.....	4-1
Demographic Analysis.....	4-1
Stakeholder Outreach	4-18
Transportation Service Needs	4-19
Infrastructure Needs.....	4-22
Coordination and Organizational Needs	4-22
Technology Needs.....	4-23
Deficiencies to Service Guidelines.....	4-24
5. Priorities, Strategies and Actions	5-1
Priorities	5-1
Strategies and Actions	5-2
Plan Implementation Committee	5-5
Measure Performance	5-6
Enhance Access and increase System Efficiency	5-7
Maintain and Expand Service to Meet Service Guidelines.....	5-17

Improve Customer Experience	5-22
Transit Provider Coordination and Innovative Partnerships.....	5-27
6. Financial Plan.....	6-1
State Special Transportation Fund (STF) Program	6-1
§5310 Funds	6-2
Other Funds	6-2
Projected Funding Needs	6-3
Current Federal Authorization	6-4
Funding Process	6-7
7. Conclusions	7-9

List of Figures

Figure 1-1. Continuum of Transportation Options for Seniors and People with Disabilities 1-2

Figure 4-1. Portland Metropolitan Area Transit Service Coverage Map..... 4-3

Figure 4-2. 2014 Population Density..... 4-6

Figure 4-3. Regional Job Density..... 4-7

Figure 4-4. Low Income and Non-English Speaking Population 4-8

Figure 4-5. Minority Population 4-9

Figure 4-6. Households with Low Vehicle Access..... 4-10

Figure 4-7. Location of Seniors and/or Persons with Disabilities 4-16

Figure 4-8. Affordable Housing Stock 4-17

List of Attachments

Attachment A: Common Acronyms

Attachment B: Glossary of Terms

Attachment C: STFAC Membership Roster

Attachment D: STFAC Meeting Summaries

Attachment E: Transit Providers Fleet Data

Attachment F: Ride Connection Partner Network

Attachment G: Performance Measures and Reporting

Attachment H: Demographic Data

Attachment I: Summary of Stakeholder Workshop

Attachment J: Peer Review on Strategies

Attachment K: Summary of STFAC Workshop on Priorities and Strategies

Attachment L: Summary of STFAC Workshop on Funding Process and Application
Criteria

Attachment M: Proposed Application Funding Process

Attachment N: Draft Funding Application

1. INTRODUCTION

Decisions we make today on how best to invest in transportation options for seniors and persons with disabilities will affect the future quality of life for thousands of tri-county residents. By 2040, there is expected to be approximately 230,000 more people 65 years and older in the tri-county area, growing from a 13.2 percent share of the population today to a 20.0 percent share in 2040. According to the 2010 US Census, over 10 percent of the region’s population reported that they had a disability.

Seniors will represent the fastest growing segment of population in years to come, far outpacing the rate of population growth. As the Portland metro region is projected to become proportionally older, many seniors are likely to become disabled due to physical frailty caused by the effects of aging. Existing resources are inadequate to meet the growing demand for services for these populations.

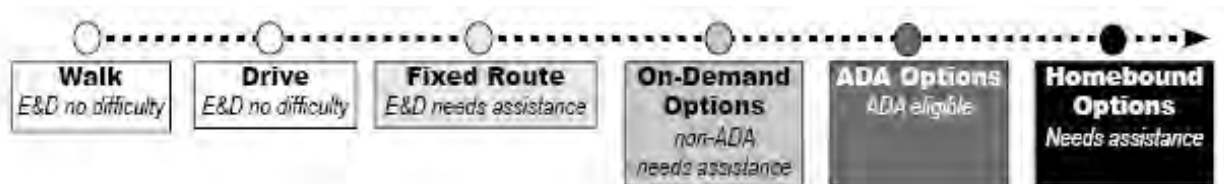
Transportation is a key determinant of health. The World Health Organization has developed a “Checklist of Essential Features of Age-friendly Cities” (2007) as a tool for a city’s assessment and map for charting progress. All of the data indicates that 80-90% of individuals want to stay in their home as long as possible. One of the key elements of a Livable Community is adequate transportation to access medical care and other essential services. The concept of Age-friendly Communities or Livable Communities is being actively promoted by AARP, The National Council on Aging and the National Association of Area Agencies on Aging. The Institute on Aging at PSU is a leading expert in Age-friendly Communities.

These changing demographics challenge the conventional solutions of more buses, light rail service, and paratransit vans. While such traditional modes of transportation will surely be needed, there is a limit to how much the region can afford. Improved coordination among existing services, innovative collaboration to deliver new types of services and a regional commitment to placing public facilities and social services at locations served by public transit will also be needed. The 2016 update to the Coordinated Transportation Plan for Elderly and Persons with Disabilities (CTP) builds upon the foundation of the 2012 CTP as well as the 2009 update, known as the Tri County Elderly and Disabled Transportation Plan (EDTP), both of which described the region’s vision of a continuum of transportation services that takes into account people’s abilities as they transition through various stages of age and disability.

Figure 1-1 illustrates a Continuum of Transportation Options beginning with transportation for seniors and persons with disabilities who have no difficulty with mobility, through the life stages where they need some accommodation, to services

for people who stay at home because of limited mobility or fragile health, either temporarily or long-term. This continuum recognizes the different stages that every resident of the region may experience at some point in their lives. It also recognizes the different transportation-related needs at different points along the continuum. Because both expectations and costs vary along the continuum, it is useful to help guide thinking about service standards as well as action items.

Since the development of the 2006 EDTP, the region has made significant advances and implemented new programs, such as creating new low cost or no cost transportation options, starting new community based shuttle services, and launching a new paratransit certification process. The region will continue to focus on developing an innovative continuum of services, one that takes in to account individuals' abilities throughout life. Additional paratransit services will be needed to take seniors and/or persons with disabilities customers to fixed route, particularly in areas without sidewalks and safe pedestrian crossings. As a result, new sources of funding will need to be identified and the Special Transportation Fund Advisory Committee (STFAC), which provided guidance and oversight of this plan update, has recognized such efforts as a high priority. During this update, the STFAC advised TriMet



DEVELOPMENT OF THE CTP

The CTP was developed under the guidance and oversight of the STFAC, a 27-member group appointed by the TriMet Board of Directors who reside in the tri-county area,

are knowledgeable about the transportation needs of seniors and persons with disabilities, and are users of or familiar with public or community based transportation services. The STFAC convenes to advise TriMet in making recommendations about formula and discretionary grant distributions funded by the State of Oregon's STF funds and federal §5310 funds, all of which are focused on meeting transportation needs of seniors and/or persons with disabilities. All STFAC meetings are open to the public, formally noticed by TriMet, and accessible by Americans with Disabilities Act (ADA) standards.

In 2016, one of the STFAC's main charges was to also help update the Coordinated Transportation Plan for seniors and/or persons with physical and/or cognitive disabilities. More than one-half of the committee is comprised of seniors and/or persons with disabilities representing geographic diversity in the tri-county area, both within and outside of the TriMet service district. This includes members of the TriMet Committee on Accessible Transportation (CAT). The remaining members are staff representing organizations such as the County Aging and Disability agencies; TriMet, which is the regional transit agency; transit systems in the City of Sandy and the City of Wilsonville; and Ride Connection, which is a network of over 30 partners delivering transportation for seniors and persons with disabilities. TriMet coordinates planning efforts with the South Clackamas Transit District (SCTD) and Canby Area Transit (CAT), though those organizations are not represented on the STFAC. *Attachment C lists the STFAC members.*

Over the course of six months, the STFAC met seven times to review the progress made since 2012 and revise elements of the previous plan to reflect current circumstances. The rest of this document reflects the results of this work. *Attachment D includes the meeting summaries for each of the STFAC meeting related to the CTP update.*

In addition to updating the STFAC on a regular basis, the following steps were taken to develop the key findings included in this Plan Update:

- A survey was distributed to transit service providers and social service providers to learn more about the perceived needs and gaps, potential coordination opportunities and what types of services, programs or advances in technology could help address service gaps or offer new and innovative services. In addition, transit service providers provided fleet vehicle information.
- One-on-one meetings were conducted with transit and social service providers, including representatives of Oregon Project Independence (OPI)

services, to review information, learn about existing services and/or identify any major changes since the 2012 CTP update.

- Providers were contacted to ensure their program information is accurate and up-to-date;
- A regional stakeholder workshop was convened to (1) discuss the transportation needs, gaps and challenges specific to seniors and persons with physical and/or cognitive disabilities; (2) Identify geographic, regulatory and structural barriers to addressing these needs; and (3) share ideas for new and innovative services. Workshop invitees included transportation providers, community organizations, senior centers and human and health service agencies, representing a diverse group of services and geographies.
- A peer review was conducted of eleven transit agencies that are similar in size to TriMet and have recently updated their coordinated transportation plans for seniors and persons with disabilities.

The CTP fulfills the planning requirements of the State's STF administrative rules and the federal requirement for a coordinated human services plan. The federal Fixing America's Surface Transportation (FAST) Act requires that transportation providers and human service agencies plan jointly in order to be eligible for Enhanced Mobility of Seniors and Individuals with Disabilities Program (§5310), Formula Grants for Rural Areas (§5311), Public Transportation Innovation (§5312), and other sources of federal funds. Federal guidance specifies four required elements of a coordinated plan, as follows:

- An assessment of available services that identifies current transportation providers (public, private, and non-profit).
- An assessment of transportation needs for individuals with disabilities, seniors, and persons with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service.
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities.

The CTP is divided into seven chapters, as outlined below:

-
- Chapter 1 introduces the CTP and sets forth a vision and priorities for the Plan.
 - Chapter 2 highlights the existing transportation services currently available to seniors and persons with physical and/or cognitive disabilities in the tri-county region.
 - Chapter 3 presents service goals that providers should strive to meet and evaluates how well the region is meeting these goals.
 - Chapter 4 presents a demographic profile and summary of stakeholder outreach to identify the transportation needs, gaps and challenges specific to persons with cognitive and/or physical disabilities and seniors.
 - Chapter 5 presents a set of prioritized actions for the STFAC and the region's transit and social-service providers to implement to improve the delivery of transportation services.
 - Chapter 6 describes the current funding climate and outlines the process the STFAC will follow in making funding recommendations to implement the initiatives and strategies outlined in Chapter 6.
 - Chapter 7 concludes the CTP with an overview of the types of projects that the STFAC has funded since the original Elderly and Disabled Transportation Plan was completed, and sets forth an updated process and evaluation criteria for considering funding decisions in the future.

PRINCIPLES OF THE CTP

Vision: Guide transportation investments toward a full range of options for seniors and people with disabilities, foster independent and productive lives, strengthen community connections, and strive for continual improvement of services through coordination, innovation and collaboration, and community involvement.

Coordinate. To make best use of service hours and vehicles, assure that services are coordinated and well organized. Assure that customer information is useful and widely provided throughout the region. Work with others to achieve results.

1. **Innovate and Collaborate.** Increase options available to seniors and/or persons with disabilities by providing innovative, collaborative, flexible, attractive and cost-effective alternatives to standard fixed route buses, rail and paratransit. Expand outreach and education on how to use services.

2. **Involve the Community.** Include seniors and/or persons with disabilities, social services staff, private non-profit providers, and other community partners in the dialogue and decisions about services. Advisory committees working on issues for seniors and/or persons with disabilities should have over 50% representation of seniors and persons with disabilities.
3. **Improve the Service Foundation.** Fixed route service frequencies and coverage in some suburban areas, as well as ways to get to the fixed routes, need continuous improvement. Continually improve the total fixed route transit system including the waiting area, customer service of the operators, priority seating, security and accessibility. Include performance measure.
4. **Integrate Land Use and Transportation Decisions.** Communicate importance of land use and transportation for seniors and/or people with disabilities. Advocate at the local, state and federal level for facilities for seniors and/or persons with disabilities and work to encourage local zoning and regulations to incentivize placement of essential destinations for seniors and/or persons with disabilities to be in fully accessible locations with frequent fixed transit service. Seek opportunities to influence land use decisions and eliminate environmental barriers to using transit.
5. **Improve Customer Convenience.** Minimize physical and psychological impediments to using fixed-route transit services relative to other modes. Make transit system and trip planning tools easy to understand and use. Facilitate transfers between transit services with the use of wayfinding information and high-amenity transfer facilities.
6. **Improve Safety.** Assure that real and perceived safety concerns are addressed at passenger waiting areas and on board transit vehicles. Utilize transit provider staff, volunteers and other riders to increase sense of security along with investments in physical infrastructure where appropriate.
7. **Measure Performance.** Strive to implement performance measures to create baselines for tracking progress on improvements to service, customer convenience and safety, and to evaluate the effectiveness of funding decisions.

The CTP includes a series of attachments which provide additional detail to supplement the report text. Two attachments are intended to guide the reader with respect to common acronyms, and to provide a Glossary of Terms. *These are included as Attachment A and Attachment B, respectively.*

OVERVIEW OF RELEVANT GRANT PROGRAMS

The STFAC reviews applications and makes funding recommendations to the TriMet Board for the following two grant programs.

§5310 Federal Funds

The 49 U.S.C 5310 program (§5310) provides formula funding to states and metropolitan regions for the purpose of assisting private nonprofit groups in meeting the transportation needs of seniors and persons with disabilities. Funds are apportioned based on each state's share of the population for these two groups. The purpose of the program is to improve mobility for seniors and persons with disabilities by removing barriers to transportation service and expanding transportation mobility options. Eligible projects include both "traditional" capital investment and "nontraditional" investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

The Federal Transportation Bill, also known as the Fixing America's Surface Transportation (FAST) Act, replaced the Moving Ahead for Progress in the 21st Century Act (MAP-21) which previously merged the New Freedom program (49 U.S.C. 5317) into the §5310 program. As a result, activities eligible under the New Freedom program, including operating expenses, are eligible under §5310. Consistent with Section 5317, funds are apportioned among large urbanized areas, small urbanized areas, and rural areas instead of only to states (see C_9070.1G, p.I-6 and II-1). MAP-21 also repealed the Job Access and Reverse Commute (JARC) program, under 49 U.S.C. 5316. Under the FAST Act, JARC activities are eligible under Section 5307 and are covered under TriMet's Employment Transportation Services Plan.

Traditional Section 5310 project examples include:

- Purchasing buses and vans for providing service to seniors and/or persons with disabilities
- wheelchair lifts, ramps, and securement devices for such vehicles
- transit-related information technology systems, including scheduling/routing/one-call systems
- mobility management programs
- acquisition of transportation services for seniors and/or persons with disabilities under a contract, lease, or other arrangement

Nontraditional Section 5310 project examples include:

-
- travel training to help seniors and/or persons with disabilities make transit trips on fixed-route where they have more convenience in choosing when to travel and more independence
 - volunteer driver programs
 - building an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features
 - improving signage, or way-finding technology
 - incremental cost of providing same day service or door-to-door service (compared to curb-to-curb with 24 hours notice)
 - purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs
 - mobility management programs

The federal share of eligible capital costs may not exceed 80 percent. The federal share of eligible operating cost assistance may not exceed 50 percent.

State Special Transportation Funds (STF)

The Special Transportation Fund (STF) was created in 1985 by the Oregon Legislature. It is funded by cigarette tax revenue, excess revenue earned from sales of photo ID Cards, and other funds from Oregon Department of Transportation. The STF Program provides a flexible, coordinated, reliable and continuing source of revenue in support of transportation services for people who are senior and persons with disabilities of any age. The Oregon Legislature intended that STF funds be used to provide transportation services needed to access health, education, work, and social/recreational opportunities so that seniors and persons with disabilities may live as independently and productively as possible. The funds may be used for any purpose directly related to transportation services, including transit operations, capital equipment, planning, travel training and other transit-related purposes.

TRIMET ROLE AS THE SPECIAL TRANSPORTATION FUND AGENCY

TriMet is the federally-designated agency to disburse the Federal Transit Administration's (FTA) 49 U.S.C. 5310 (§5310) Enhanced Mobility of Seniors and Individuals with Disabilities funds for Clackamas, Multnomah, and Washington Counties portion of the Urbanized area. TriMet administers the §5310 program and coordinates with other providers in the region to ensure coordinated, effective provision of service that meets federal and state requirements. TriMet also receives funds through the Oregon Department of Transportation (ODOT) §5310 program for urban and rural projects.

TriMet is also the designated “STF Agency” to receive and distribute STF funds from the State of Oregon. Both of these sources of funds are focused on supporting transit service for seniors and persons with disabilities.

TriMet develops a coordinated public transit-human services transportation plan (CTP) and updates the plan at least every four years to meet the Federal Transit Administration’s (FTA) requirement that projects selected for funding under the §5310 program be included in such plans. Federal law requires these plans to be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public." TriMet develops the Coordinated Transportation Plan for Seniors and Persons with Disabilities (CTP) in coordination with the STF Advisory Committee (STFAC) and members of the public who engage in the STFAC process.

TriMet Board of Directors

The TriMet Board of Directors receives STFAC recommendations and is responsible for approval of the STFAC recommended funding levels to endorse federal §5310 and STF funds disbursement to support coordinated transportation services for seniors and persons with disabilities in the three-county region. This action also authorizes the TriMet General Manager to enter into funding agreements with transportation providers.

COORDINATION WITH METRO AND JOINT POLICY ADVISORY COMMITTEE (JPACT)

Metro is the Metropolitan Planning Organization (MPO) for the greater Portland, Oregon metropolitan area and includes twenty four cities surrounding Portland in Clackamas, Multnomah, and Washington Counties. Metro is also a regional governing body and includes a Metro Council which includes an elected president and six elected councilors. The Metro Council is advised by JPACT. JPACT is made up of mayors, city councilors, county commissioners, that represent the cities and counties of the region as well as executive staff from TriMet, the Port of Portland and ODOT. JPACT recommends priorities and develops plans for the region. The Metro Council must adopt the recommendations before they become transportation policies.

Metro is the federally mandated MPO designated by the governor to develop an overall transportation plan and to manage the decision making process on how federal funds are spent in the region. TriMet coordination with Metro staff

ensures that all projects funded with §5310 funds (see description of §5310 funds below) are listed in the Metropolitan Transportation Improvement Program (MTIP), the federally mandated four year schedule of expenditures of federal transportation funds as well as significant state and local funds in the Portland metropolitan region. JPACT and Metro Council coordinate with ODOT and transit (TriMet and SMART) prioritization processes for the MTIP adoption, including §5310 and STF funding distribution.

Metro has many regional planning documents that the CTP must consider, complement, and fill in the gaps for seniors and persons with disabilities including the Regional Transportation Plan (RTP), the Regional Transit Strategy within the RTP, and Metro's Growing Transit Communities strategy.

2. EXISTING TRANSPORTATION SERVICES

TriMet operates fixed-route and ADA paratransit services within Clackamas, Multnomah, and Washington County. South Metro Area Rapid Transit (SMART) in Wilsonville; Canby Area Transit (CAT) in Canby; Mount Hood Express and Sandy Area Metro (SAM) in Sandy; Yamhill County Transit providing service to Hillsboro and Tigard; and Columbia County Rider providing service to Hillsboro and central Portland are the other fixed-route transit agencies in the tri-county area. In addition, Tillamook WAVE connects to Banks and North Plains on its way to serving Tillamook County on the Oregon Coast and connecting to Union Station in downtown Portland. Deviated fixed-route service is operated by South Clackamas Transit District (SCTD) in Mollalla, Mount Hood Express in the “Villages at Mount Hood” (Brightwood, Welches, Wemme, Zig Zag and Rhododendron), Washington County Community Bus in Banks and North Plains, and Ride Connection contracts to provide GroveLink in Forest Grove, Tualatin Shuttle in Tualatin and North Hillsboro Link in Hillsboro.

The Ride Connection partner network of over 30 private nonprofit and volunteer service providers complements the services provided by the region’s transit agencies. The Ride Connection network provides more than a quarter of the region’s door-to-door rides for seniors and persons with disabilities. TriMet also provides funding to Ride Connection to support the provider network and provide volunteer transportation and local shuttle services for seniors and persons with disabilities.

This chapter provides a summary of the regional transit agency service providers and community-based transit providers operating in the plan area, the transit providers that provide statewide service or provide connections to and from areas outside of the plan area, and takes note of new services that have been established since the 2012 CTP. Table 2-1 identifies the existing transportation providers in each of the three counties. A map of the service areas is provided in Figure 4-1. *Information on each agency’s fleet of vehicles is included in Attachment E.*

Table 2-1. Continuum of Transportation Services

Service Areas									
		Regularly Scheduled Fixed Route		Deviated-Fixed Route	Shuttle Service	Paratransit Service (1)			
		TriMet District	Other Transit Agency			ADA Paratransit	Medicaid	Non-Medical Medicaid	Community Based Transportation (includes RideWise) (2)
Washington County	Incorporated Cities	King City		RC-King City		LIFT	DMAP Broker	Ride Connection	Ride Connection
		Hillsboro	Yamhill City Transit Columbia County Rider	RC-North Hillsboro Link					
		Tigard	Yamhill City Transit						
		Tualatin	SMART	RC-Tualatin Shuttle					
		Beaverton	SMART		RC-Beaverton RideAbout				
		Forest Grove	Yamhill City Transit	RC-Grovelink					
		Rivergrove							
		West Linn		West Linn Community Center					
		Sherwood							
		Durham							
		Cornelius	Yamhill City Transit						
		Banks	Tillamook WAVE	RC-Wash Co. Community Bus					
		North Plains	Tillamook WAVE	RC-Wash. Co Community Bus					
	Gaston	Yamhill City Transit							
Rural Communities	Other								

Service Areas		Regularly Scheduled Fixed Route								Paratransit Service (1)			
		TriMet District		Other Transit Agency		Deviated-Fixed Route	Shuttle Service	ADA Paratransit	Medicaid	Non-Medical Medicaid	Community Based Transportation (includes RideWise) (2)		
		TriMet District	Other Transit Agency										
Multnomah County	Incorporated Cities	Portland	TriMet District	CC Rider SMART Portland Streetcar Tillamook WAVE Columbia Gorge Express		MFS Project Linkage Gateway Shuttle N/NE RideAbout Neighborhood House – Downtown RideAbout MFS Project Linkage- Mid- County RideAbout Swan Island Shuttle Washington Park Shuttle	LIFT	DMAP Broker	First Transit	N/NE - MFS Project Linkage, Urban League, African American Chamber of Commerce SE - Impact Northwest SW - Neighborhood House Downtown - Northwest Pilot Project			
		Gresham				First Transit				Ride Connection			
		Troutdale				First Transit				Ride Connection			
		Fairview				First Transit				Ride Connection			
		Wood Village				First Transit				Ride Connection			
		Maywood Park				First Transit				Ride Connection			
	Unincorporated Urban Areas	Other								Ride Connection			
Rural Communities	Other				Columbia Gorge Express								
Clackamas County	Incorporated Cities	Lake Oswego	TriMet District			Mary's Woods	LIFT	DMAP Broker	TRP	TRP & Lake Oswego Adult Comm. Ctr.			
		West Linn								TRP & Pioneer Community Ctr.	TRP & Pioneer Community Ctr.		
		Happy Valley/Damascus								TRP, Milwaukie Ctr. & Estacada Comm. Ctr.	TRP, Milwaukie Ctr. & Estacada Comm. Ctr.		
		Gladstone								TRP & Gladstone Sr. Ctr.	TRP & Gladstone Sr. Ctr.		
		Oregon City								TRP & Pioneer Community Ctr.	TRP & Pioneer Community Ctr.		
		Milwaukie								TRP & Milwaukie Ctr	TRP & Milwaukie Ctr		
		Johnson City											
		Wilsonville		SMART						SMART	TRP	SMART & TRP	
		Molalla			SCTD		SCTD	TRP & Molalla Adult Comm. Ctr.	TRP & Molalla Adult Comm. Ctr.				
		Estacada		SAM			STAR	TRP & Estacada Comm. Ctr.	TRP & Estacada Comm. Ctr.				
		Sandy		SAM			STAR	TRP & Sandy Sr. Ctr.	TRP & Sandy Sr. Ctr.				
		Canby		CAT			CAT	TRP & Canby Adult Ctr.	TRP & Canby Adult Ctr.				

Service Areas									
		Regularly Scheduled Fixed Route		Deviated-Fixed Route	Shuttle Service	Paratransit Service (1)			
		TriMet District	Other Transit Agency			ADA Paratransit	Medicaid	Non-Medical Medicaid	Community Based Transportation (includes RideWise) (2)
Unincorporated Urban Areas	Other				CCC Xpress Shuttle	LIFT		TRP	TRP
	Rural Communities	Villages at Mount Hood		Mount Hood Express	Mount Hood Express			TRP & Hoodland Sr. Ctr.	TRP & Hoodland Sr. Ctr.
		Other						TRP	TRP
(1) Ride Connection (RC) is noted where they manage the program and/or the service uses a combination of RC paid and volunteer drivers and cab companies. RC satellite offices run as their own community-based program and exist in most communities.									
(2) Client-based programs serving by eligibility over geography include: Tualatin Valley Workshops, Maryville, Michael's Place, David's Harp, Providence Elder Place, Edwards Center, Albertina Kerr, American Cancer Society									

REGIONAL TRANSIT SERVICE PROVIDERS

The following describes the transit agency service providers in the three county area and, as applicable, describes their services and programs, structure and advisory committees, background, future plans. The agencies include:

- Tri-County Metropolitan Transportation District (TriMet);
- City of Portland;
- Canby Area Transit (CAT);
- Mount Hood Express;
- Sandy Area Metro (SAM);
- South Clackamas Transit District (SCTD);
- South Metro Area Regional Transit (SMART);

TriMet

Fixed Route Service

TriMet operates a fixed-route network consisting of 89 bus lines, a 60-mile, 97-station MAX light rail system and a 14.7 mile commuter rail service. By 2017, all fixed-route buses will have low floors, allowing people to conveniently board the bus without climbing stairs or using a lift. All MAX trains have at least one low-floor car and all WES commuter rail trains have level boarding with accessible platforms.

In the TriMet district, 89.7 percent of people 65 years and older live within one-half mile and 73.4 percent live within one-quarter mile of fixed-route bus or MAX service.¹ 13.5 percent of weekday rides (approximately 40,000 trips per day) are taken by seniors and persons with disabilities. During the 2013 fiscal year (FY13), Seniors and persons with disabilities boarded TriMet bus and MAX approximately 10.7 million times a year out of a total of 99.3 million boardings.

Trips by persons with disabilities under age 65 have increased 5.6 percent per year on average since 1999 (through FY15). Trips by seniors and persons with disabilities

¹ ACS 2015 5-year summaries: Table B01001, Oregon Metro/RLIS: master address point & tax lots, TriMet: service district polygon, route geometries.

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increased 3.6 percent annually during the same period, an average of 359,000 more boardings every year (based on the fare survey completed in Fall 2012).

During FY15, TriMet's cost to provide each fixed route originating ride on bus was approximately \$3.77. On MAX, it was \$2.52. For comparison, the average cost per ride on LIFT was \$32.49.

TriMet is committed to continually improving the total transit system with enhanced customer information, access to transit, amenities at bus and rail stops, frequency, reliability, passenger comfort, enforced priority seating, safety and security.

TriMet Complementary Paratransit

TriMet LIFT Paratransit Service provides origin to destination ADA (Americans with Disabilities Act) paratransit service for persons with disabilities who are unable to ride regular buses or trains. TriMet operates 253 LIFT buses and 15 LIFT vans.

The LIFT paratransit service area and hours of operation match nearby bus/MAX service. There are six time-of-day LIFT paratransit service boundaries that coincide with different fixed route coverage areas: weekdays, weekday evenings, Saturdays, Saturday evenings, Sundays, and Sunday evenings. As allowed under the ADA, LIFT trips are only provided if there is nearby fixed-route bus or rail service in operation during that time. These requirements for complementary paratransit do not apply to commuter bus, commuter rail, or intercity rail systems.

Rides must be reserved by 5 p.m. the day before and can be reserved up to seven days in advance.

There are 1.1 million annual boardings on TriMet LIFT service. The cost to TriMet is approximately \$33 per one-way trip, net of fares.

New TriMet Fixed Route Service

Orange Line

On September 12, 2015, the Orange Line opened providing 7.3 miles of light rail service from Portland to Milwaukie between Portland State University in downtown Portland and Oak Grove in north Clackamas County. The Orange Line includes a total of 10 new stations. Two new stations are west of the Willamette River and eight are located on the east side of the river. East side stations are located in inner Southeast Portland, Milwaukie and north Clackamas County. The line crosses the river via a new bridge named Tilikum Crossing – Bridge of the People. The bridge spans the river from OHSU’s future South Waterfront campus on the west side to OMSI on the east side. Along with light rail trains, the bridge also serves pedestrians, bicyclists, emergency vehicles, buses and Portland Streetcar. With the opening of the Orange Line, TriMet added Bus Line 99, which provides weekday rush-hour service between Clackamas Community College and Portland City Center via Oregon City, Gladstone, Milwaukie, Sellwood and inner SE Portland.

Line 97–Tualatin/Sherwood

In June 2016, TriMet will start a new weekday morning and evening bus line operating during commute hours between Tualatin and Sherwood along Tualatin-Sherwood Road. This is TriMet’s first new bus line in many years and it will be the first connection between Tualatin and Sherwood - which are five miles apart, but have never had a direct transit connection.

TriMet’s Advisory Committee on Accessible Transportation (CAT)

TriMet’s Committee on Accessible Transportation (CAT) was formed in 1985 to advise the TriMet Board of Directors and staff on plans, policies and programs for seniors and persons with disabilities. CAT has 15 community members: eight seniors and/or

January 21, 2019

persons with disabilities who use TriMet, six representatives of seniors and/or persons with disabilities and one member of the TriMet Board of Directors. The remaining members are consumers of TriMet transportation services or representatives of consumers. All CAT members are appointed by the TriMet Board president for a two-year term. The CAT has a business meeting every two months, an executive committee, and ad-hoc committees to address special issues as needed. Together with TriMet staff, CAT develops an annual work plan to identify major issues and prioritize the year's activities.

TriMet Operator Training

TriMet operators and supervisors receive ADA information and updates through Training Bulletins and as part of the yearly Bus Operator Recertification Training program. New operators receive nearly 20 hours of ADA and disability awareness training as part of their initial training. Much of this training focuses on procedural issues, but also includes experiential exercises.

Disability awareness and ADA training is given to new operators during their 6-month probationary period. Over 4,300 operators, supervisors, managers and others have attended since 2012. Riding Together makes use of procedural and experiential exercises, including interaction with a panel of persons with disabilities. Panel members provide information about the nature of their disability and the challenges they face in riding public transit. One of TriMet's challenges in providing this training has been to secure panel members who are consistently willing to attend the training and including updated mobility devices to be used for training purposes.

Pedestrian Network Analysis (PNA) Project [www.trimet.org/walk]

Through the Pedestrian Network Analysis Project, TriMet partnered with cities and counties to identify areas around the region where pedestrian improvements will

provide safer and more comfortable access to transit. In particular, TriMet looked at areas where sidewalks are missing, traffic volumes are high, speed limits are high and pedestrian crashes have occurred in the past and where destinations more likely to be used by seniors and/or persons with disabilities were located among other measures. This work continues to guide TriMet and their partners for continued investment in access to transit. This study included a focus of maintaining independence, and included objectives such as addressing the needs of seniors, persons with disabilities, the economically disadvantaged, and school children; and making existing transit customers walking trips safer, more direct, and comfortable.

TriMet Bike Plan [www.trimet.org/bikes]

TriMet is currently creating the TriMet Bike Plan — a roadmap that will help guide future investments in biking infrastructure and amenities. This includes improving bike access to transit stops, expanding bike parking options, and accommodating bikes onboard buses and trains. The goal of the plan is to make bike + transit trips easier, safer and more convenient for more people. One of the efforts within the plan is to provide more bike parking at stops and stations and encourage more riders to leave their bikes in secure storage so more riders will not feel the need to bring their bikes on board, leaving more space for other users including seniors and persons with disabilities. The plan is currently underway, and is expected to be completed by summer of 2016.

TriMet Funding

TriMet receives the majority of its funding from an employer payroll tax. Passenger fares are another significant revenue source, making up 24 percent of the total funding. To meet the demand for more service, the TriMet Board increased the employer payroll and self-employment tax by 1/10th of one percent, phased-in over 10 years. This phasing began in January 2016.

January 21, 2019

The additional payroll tax revenue will be dedicated to new and expanded bus, rail and innovative community and job-connector services that are outlined in TriMet's comprehensive and strategic Future of Transit plans. With the 10-year increase in revenue, they will be able to implement about a third of the 20-year visions for the future of transit that were developed over four years of meetings with stakeholders, businesses, residents and riders.

The Future of Transit

The following describes several of TriMet and Metro's on-going transit planning projects.

Service Enhancement Plans

Between 2011 and 2016, TriMet engaged Portland area communities in a process to envision a 20-year expansion of TriMet's bus service. The process divided the region into five sub-areas – Eastside, Westside, Southeast, Southwest, and North/Central – and developed Service Enhancement Plans for each area. The process relied on significant stakeholder outreach including current riders, neighborhood associations, business organizations and large companies, social service providers, institutions like schools, colleges, and hospitals, and jurisdictions. In addition, TriMet staff looked at demographic and trip pattern data for the region. Finally, individual jurisdictions provided short and long-term growth and redevelopment plans. The Service Enhancement Plans identified gaps in the system – both geographic and service related. The following are brief summaries of the service needs in each sub-area of the region.

Westside, consisting of Beaverton, Hillsboro, Cornelius, Forest Grove, and unincorporated Washington County:

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- More north/south service to serve the intra-county travel between residents in the south and employment opportunities in the north.
 - Last mile connections to reach many jobs located just beyond a reasonable walking distance from transit.
 - Improved frequency as development on the Westside continues and urban amenities are provided, the opportunity to serve more persons with more frequent bus service increases.

Southwest, consisting of SW Portland, Tigard, Tualatin, Sherwood, King City, Durham, Lake Oswego, and West Linn:

- Route reconfigurations that serve growing job centers areas other than Downtown Portland. This is especially true for east/west service.
- Increased service levels where existing bus service significantly lacks frequency and service only runs during commuter hours.
- Community Shuttles for some communities where traditional fixed route service is not cost-effective to offer, yet some demand for bus service still exists.

North/Central, consisting of the majority of the land area within the City of Portland (I-205 to the east, the Multnomah County/Washington County border to the west, Division Street to the south on the east side of the Willamette River, and I-405/US 26 to the south on the west side of the Willamette River):

- New routes and more coverage on existing routes for the neighborhoods not served as comprehensively as others.
- More frequency and hours of service on existing routes to help relieve overcrowding and to add more service at the beginning and ends of the day.

January 21, 2019

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- Community Shuttles for some communities where traditional fixed route service is not cost-effective to offer, yet some demand for bus service still exists.

Eastside, consisting of East Portland (east of I-205), Gresham, Troutdale, Fairview, and Wood Village:

- More north/south service that improve regional connections to jobs, education, health care, affordable housing, and essential services.
- Improving service on existing routes to provide more frequency, longer hours of service, and better schedule adjustments.
- Community Shuttles for some communities where traditional fixed route service is not cost-effective to offer, yet some demand for bus service still exists.

Southeast, consisting of Southeast Portland (South of SE Division), Estacada, Gladstone, Happy Valley, Milwaukie, Oregon City, and Clackamas County:

- More east/west service to provide new access for growing communities and employment centers
- Community Shuttles for some communities where traditional fixed route service is not cost-effective to offer, yet some demand for bus service still exists.
- Improving service on existing routes to provide more frequency, longer hours of service, and better schedule adjustments.

Hop Fastpass

Arriving in 2017, Hop Fastpass is a new electronic fare system that will make it faster, easier and more convenient to ride the bus or train. Hop will work with a fare card,

January 21, 2019

smartphone or your credit/debit card. It will also work with C-TRAN and Portland Streetcar. It will have benefits for Honored Citizens and LIFT Riders as well.

The Hop Fastpass system will be integrated with TriMet's LIFT software (Trapeze) with development activities occurring in 2016 and testing occurring in 2017. Honored Citizens and LIFT riders will be able to link payment with the LIFT reservation process. This will provide additional convenience to seniors and persons with disabilities during the payment process. Linking the two systems will allow the customer to use their Hop Fastpass account to pay for their LIFT ride. The fare for their LIFT trip would be deducted from their account at the time the ride is performed. Riders that qualify for LIFT paratransit service are eligible to pay the reduced Honored Citizen fare on fixed-route. The fixed-route system will recognize a LIFT paratransit card and automatically deduct the correct reduced fare amount. Additional information can be found at www.myhopcard.com.

Southwest Corridor Plan

Light rail will improve the transportation system in the corridor that includes Southwest Portland, Tigard, Tualatin, and neighboring cities. Additional information can be found at www.swcorridorplan.org.

The Powell-Division Transit and Development Project

Arterial on-street Bus Rapid Transit (BRT) has been chosen as the transit solution in the busy corridor that stretches from Portland State University (PSU) and Oregon Health Sciences University (OHSU) on the westside to Mt. Hood Community College on the eastside. Additional information can be found at www.oregonmetro.gov/powelldivision.

Canby Area Transit (CAT)

CAT Service

Canby Area Transit (CAT) provides service within Canby and to Oregon City, Aurora, Hubbard, and Woodburn from the Canby Transit Center, the central transit terminal in Canby. Route 99 is the only commuter fixed route currently in operation and provides circulation within the city along the Highway 99E corridor between the Canby Market Center (Fred Meyer), Canby Transit Center, and Canby Square (Safeway) areas with headways between 30 and 90 minutes. Service is provided between 5:00 a.m. and 9:00 p.m. Monday through Friday and does not operate on major holidays. Route 99 makes 20 daily trips from Oregon City to the Canby Transit Center, and continues on to Aurora, Hubbard, and Woodburn eight times per day. The route provides connections to TriMet at the Oregon City Transit Center, Woodburn Transit and CARTS Routes 10 and 25 in Woodburn, SMART Route 3 at The Canby Transit Center. CAT service on Route 99 costs \$1.00 for a one-way ride, and is free for children six years old and younger. A monthly pass may be purchased for \$20.00.

The CAT Dial-A-Ride program provides a variety of services. These services require either advance registration or eligibility approval. The following provides a brief overview of these services.

- **Complementary Paratransit Service** (for eligible seniors and persons with disabilities) is provided within $\frac{3}{4}$ mile of the local Canby Fixed-Route and extends to all locations within the Canby Urban Growth Boundary.
- **Premium Dial-A-Ride Service** is available to customers who are eligible for complementary paratransit services. This service transports individuals to and from destinations within the Oregon City limits. It is limited by trip purpose to medical, education, employment, legal services and social service appointments.

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- **General Public Dial-A-Ride Service** provides morning and afternoon shopping shuttles and local demand responsive rides to the general public. This service is open to anyone traveling in Canby and is provided on a space available basis (first-come first-served).

CAT Advisory Committee

A seven member Transit Advisory Committee (TAC) advises Canby Area Transit Staff and the Canby City Council. The TAC meets monthly and is made up of seniors, persons with disabilities, Canby residents, CAT customers and members of the business community.

CAT Funding

Canby Area Transit receives operating revenue from local resources including payroll tax, the State's STF funds, federal §5311 Non-urbanized area formula program, the federal §5339 Buses and Bus Facilities Grants Program and capitalized preventive maintenance funding from the federal §5310 program.

City of Portland

PORTLAND STREETCAR LOOP SERVICE

With the opening of Tilikum Crossing: Bridge of the People on September 12, 2015, Portland Streetcar riders will see a change in service on both sides of the river. Instead of the old Central Loop (CL) from SW Clay to OMSI, riders will board the A Loop, which will operate clockwise around the Central City connecting the Pearl District, Lloyd District, OMSI and PSU, or the B Loop, which will operate in the opposite direction, or counter-clockwise.

January 21, 2019

The new A & B Loops will double up service with the North/South (NS) Line from NW Johnson south to SW Moody & Meade, providing 7.5 minute frequency Monday through Saturday, 10:00am to 7:00pm, and 10 minute frequency all day Sunday.

The City of Portland developed a City-wide Streetcar System Concept Plan which identifies corridors for consideration for future expansions of the Streetcar system. This planning effort was managed by the Portland Office of Transportation in coordination with both the Metro/TriMet regional High Capacity Transit System Plan and the Portland Plan.

Portland Aerial Tram

The Portland Aerial Tram is part of Portland's public transportation system and operates in coordination with TriMet and Portland Streetcar. The tram operates load-n-go. The lower tram terminal is at the intersection of SW Moody & Gibbs. The upper terminal is located on Marquam Hill at Oregon Health and Sciences University. Including travel and boarding time, cabins typically depart every 6 minutes. A trip is 4 minutes each way.

Mount Hood Express

Mount Hood Express Service

The Mount Hood Express is a general public transit service operating on Mount Hood. This service in its former incarnation, the Mountain Express, provided only point-deviated fixed route services to residents between Sandy and the “Villages at Mt Hood” (Brightwood, Welches, Wemme, Zig Zag and Rhododendron) for access to work, school, medical and other needs. In 2014, after an extensive planning process, the service expanded to include commuter service going to destinations such as Government Camp and Timberline Lodge. Approximately 40 percent of the riders are

commuters, of which the vast majority works entry-level positions. All vehicles are lift equipped and operators announce stops. The service offers flag stops and ADA eligible deviations on the Villages shuttle routes only.

Mount Hood Express Advisory Committee

The Mount Hood Express service has been managed by Clackamas County's Social Services Division for over eight years. The service is governed by the Board of County Commissioners for Clackamas County but also has an informal advisory board (Mt Hood Transportation Advisory Group) that includes public and private partners.

Mount Hood Express Funding

The service is currently funded with a public-private partnership model and includes grant funds through the Federal Lands Access Program (FLAP), §5311, and §5310 programs, as well as STF funds, along with county funds and funding provided by large employers at Mt Hood.

Sandy Area Metro (SAM)

Sandy Service

Sandy Area Metro (SAM) provides service within the City of Sandy via a fixed route in the commercial corridor and a dial-a-ride service which is available to the general public up to and within a 3 mile radius of the city. SAM also operates 2 commuter routes and an Elderly and Disabled program that provides out of town non-emergency medical rides to Medicaid ineligible frail elderly and disabled persons.

The SAM Gresham route operates along Highway 26 to the Gresham Transit Center. This is a vital connector between the TriMet system in the greater Metro area and the

January 21, 2019

Eastern region of Clackamas County. SAM Gresham makes 30 weekday trips to the Gresham Transit Center, 17 Saturday trips and 8 trips Sundays and most holidays.

The SAM Estacada route travels south along Highway 211 via Sandy, Eagle Creek and Estacada where SAM connects with the TriMet bus service. This is an important connector for the Eastern region of Clackamas County to Oregon City, the county seat. SAM Estacada provides 5 daily trips to Eagle Creek and Estacada Monday through Friday.

Sandy's Advisory Committee

A Transit Advisory Committee (TAC), comprised of individuals from the greater Sandy area, advises the City of Sandy. TAC members represent the business community, students and youth, seniors, persons with disabilities, minorities, and Sandy City Council members. Quarterly meetings are advertised and open to the public. The Committee forwards transit service recommendations to the Sandy City Council, where final decisions are made in a public forum.

Sandy Funding

Sandy Transit receives operating revenue from several resources. Locally, the City collects a payroll and self-employment tax and as of October of 2013 Sandy charges a fare on all system services. Other sources include the State's Special Transportation Funds (STF) funds, capitalized preventative maintenance funds from the Federal §5310 Enhanced Mobility of Seniors & Individuals with Disabilities, Federal §5311 non-urbanized formula funds, Federal §5339 Buses and Bus Facilities Grants Program, and Federal Highway Access Program Funds.

South Clackamas Transit District (SCTD)

SCTD Service

South Clackamas Transportation District (SCTD) operates 3 routes. The Molalla City bus is a fareless deviated route which makes 10 weekday trips throughout Molalla and connects with 2 SCTD commuter routes. Seven of the City bus trips connect with the Clackamas Community College (CCC) commuter route.

The CCC bus terminates at the Clackamas Community College campus. The CCC bus makes 22 weekday and 9 Saturday trips to the campus where it connects with the TriMet bus system. The CCC bus service also makes 8 weekday connections to the Canby bus service, a commuter route that is a vital connection to both the Canby (CAT) bus service and Wilsonville (SMART) bus service. Both the CCC and Canby commuter routes charge a \$1.00 fare.

SCTD Advisory Committee

The SCTD Board of Directors consists of seven members elected from the District. The District is a free-standing Transportation District organized under Chapter 267 of the Oregon Revised Statutes (ORS). Seniors and persons with disabilities are serving on the board. SCTD also has an advisory committee that is called on as needed.

SCTD Funding

SCTD is funded with a payroll and self-employment tax, passenger revenue, federal 5311 Non-urbanized area federal assistance, state STF funds, interest and other sources.

South Metro Area Regional Transit (SMART)

SMART Service

SMART, operated by the City of Wilsonville, maintains a fleet of over 35 vehicles and has nine fixed routes, including one late night service, operating routes within Wilsonville and to the Barbur Transit Center, Salem and Canby (which overlaps with some of YCTA's transit service). SMART also operates Dial-a-Ride, which provides door-to-door service within Wilsonville and medical transport services to Portland and other nearby cities for the elderly and people with disabilities. SMART transportation services are free within Wilsonville, but charge a fee for intercity services. The service costs \$1.50 per trip for adults and \$0.75 for seniors (60+), disabled, and youth outside of the CAT and SMART fareless zones. A transfer to TriMet WES Commuter Rail is possible at SMART Central at Wilsonville Station. SMART operates on weekdays from 5 am to 9 pm, Saturday from 7:30 am to 5:30 pm, and select holidays. Pre-scheduled service is provided to the Wilsonville Community Center. Transportation to Portland area medical appointments for seniors and persons with disabilities is provided with STF funds.

SMART Advisory Committee

SMART is advised on services through a citizen/stakeholder Task Force, as well as public input, City Council. SMART also actively solicits input from seniors and persons with disabilities through the Wilsonville Community Center. SMART also works directly with Clackamas Community Health (formerly Clackamas Mental Health) to coordinate transportation services.

SMART Funding

Business and self-employment tax provides 62 percent of SMART's operating revenues. Federal grants provide 12 percent and STF and other operating grants represent 22 percent of SMART's budget. Fares make up three percent of SMART's current budget and miscellaneous revenue is one percent

Future of SMART Transit

SMART is currently updating their master plan which was last updated in 2008.

COMMUNITY-BASED TRANSIT PROVIDERS

The following describes the community-based transit operators in the study area and, as applicable, describes their services and programs, structure and advisory committees, background, future plans. The organizations include:

- Ride Connection;
- Clackamas County Social Services Division;
- Clackamas Community College;
- Washington County Disability, Aging and Veteran Services;
- Multnomah County Aging, Disability, and Veteran Services;
- Swan Island Transportation Management Association; and,
- Washington Park Transportation Management Association

Ride Connection

Background

Ride Connection is a private non-profit organization, located in Portland, Oregon, that coordinates transportation operations, mobility management activities provided by community-based organizations and groups and provides direct service when a partner cannot be found.

The partner network includes a variety of human service organizations serving seniors, persons with disabilities and other individuals who experience barriers to accessing the transportation system in the Portland metropolitan region and nearby rural areas. Each transportation service is individually designed to serve the unique needs of communities including geographically based services, as well as services based on specific levels of service or cultural affinities. The majority of Ride Connection customers are seniors or persons with disabilities. In recent years, Ride Connection services have also expanded to include more community-connector shuttle services and fare assistance for low-income individuals. A list of Ride Connection's partners is included in *Attachment F*.

In areas where there are no private non-profit partners with the capacity to provide door-to-door transportation services, Ride Connection directly operates services. Currently, this includes East Multnomah County, Northwest Portland and all of Washington County. In areas where additional door-to-door capacity is needed, beyond Ride Connection network capacity, Ride Connection contracts with established taxicab companies to provide additional service.

Ride Connection services continue to expand and grow to meet more community needs. In July of 2014, Ride Connection moved to its new Resource and Operations Center located at 9955 NE Glisan Street in the Gateway district of Portland. The

January 21, 2019

Resource and Operations Center is home to the Ride Connection Customer Service Center, Fleet Management, Training Programs and Administrative Support services. In addition, direct service operations are coordinated from six satellite offices located in Beaverton, Forest Grove, Gresham, Hillsboro, King City and Tualatin.

Fleet management for the network includes a fleet of 100+ accessible mini-buses and minivans, along with six sedans to provide additional capacity for special programs and needs. Service is provided by approximately 800 drivers, of whom approximately two-thirds are volunteers. In Fiscal Year 2014-15, nearly 500,000 trips were provided by Ride Connection door-to-door and community connector services and Ride Connection volunteers provided 42,965 hours of service.

Ride Connection provides the following support services for its partners:

- Service coordination between partners
- Service scheduling and centralized call center services
- Travel Options Counseling for individual customers
- Driver, partner and staff training and development
- Accessible fleet acquisition
- Preventative maintenance program and fleet management
- Technical assistance and support service to service partners and other community organizations
- Outreach and joint marketing of regional transportation services
- Advocacy for individuals with transportation needs and for community-based service partners who help meet those needs
- Volunteer recruitment assistance
- Data management and reporting support

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- Web-based tools for daily operations and reporting
 - Contract administration, compliance and performance monitoring
 - Grant writing, fundraising and serving as a conduit for state and federal funding
 - Service planning, including coordination of existing services for efficiency and creation and implementation of new services and innovative programs that meets transportation needs identified by local and regional communities.

Partnership Support

Ride Connection recognizes and supports the uniqueness of individual service partners and community organizations in the region. As the coordinating organization in the region, Ride Connection works diligently to provide collaborative opportunities for planning, funding, contract management, reporting tasks, fiscal monitoring, and volunteer management, so that service partners can focus on what they do best: providing transportation options to the communities they serve.

The Ride Connection coordination model is a hybrid of centralized and decentralized activities. Many of the direct service activities happen at the local neighborhood level, where knowledge of the community and its needs support a customer-focused, needs-based philosophy. Where centralization allows economies of scale to be achieved, functions are consolidated and managed by Ride Connection. Ride Connection is committed to enhancing support and strengthening network service partners while creating transportation solutions in accordance with the Coordinated Transportation Plan.

Transportation Services

Ride Connection has been instrumental in the development of regional information and referral service, driver training and travel training services, and a broad range of transportation services to address a variety of needs identified by the communities and individuals who receive service. It provides key connections to social service organizations and County aging and disability services, a role that urban transit agencies have not traditionally emphasized within their organizations. The following provides an overview of services:

Door-to-Door Services: Depending upon location, Ride Connection links the customer to a service partner or one of its direct service outlets. They are picked up at their door and taken to their destination.

- **Rides Upon Request** – Rides are provided at no cost for seniors (age 60+), persons with disabilities and veterans who need a lift to places like the grocery store, medical appointments and social activities.
- **Non-Medical OHP** –Ride Connection is the provider for non-medical transportation for Oregon Health Plan members (as authorized by Medicaid long-term case managers) in Washington County. To be eligible, the customer must be on the Oregon Health Plan (OHP). These services provide access to destinations beyond medical appointments, such as community services, activities and supportive services that are specified in the customer’s OHP service plan.
- **Shared and Retired Vehicle Program** – Organizations that need a vehicle occasionally can borrow Ride Connection’s accessible vehicles without having the expense of owning a vehicle. Ride Connection provides driver screening and training and they or one of its partners provides the vehicle. The borrowing organization provides the fuel and driver. Through the Retired Vehicle Program, Ride Connection places retired vehicles with

community organizations throughout Clackamas, Multnomah and Washington counties. Nonprofit organizations as well as government entities and jurisdictions serving persons with disabilities and/or individuals over the age of 60 are eligible to apply to receive a retired vehicle. All vehicles are wheelchair accessible and applications are accepted year-round.

- **Ride Together** –Riders recruit their own driver and once the driver is approved, Ride Connection provides mileage reimbursement for rides given. This program is intended to empower riders to ask for rides from a loved one or neighbor without feeling like they have nothing to offer in return.
- **RideAbout (Community Shuttles)** – A number of shuttles were designed for specific communities where many customers request similar trips (i.e. grocery stores). By implementing fixed route services (that can deviate with advance notice) that make stops at popular destinations, Ride Connection decreases the cost per ride.
- **Dahlia: Dialysis Transportation** – In 2013, Ride Connection received a grant from the Administration for Community Living to further investigate the needs of individuals who regularly receive dialysis treatments. Ride Connection is working with one dialysis clinic, with an expansion to two in 2016 and with a cadre of customers and volunteers to provide rides for individuals to and from treatment. A new process has been instituted in order to address wait times and overall customer comfort and have developed a one-of-a-kind training program specifically for drivers who provide rides to and from dialysis.
- **Veteran Transportation Services** – designed to meet the needs of Veterans through the use of volunteer drivers who are veterans as well.

Provide Access to Public Transit: Ride Connection collaborates and acts as a liaison between public transit agencies and service partners to develop community based

transportation services and programs that offer solutions for customer needs, leverage community resources, and expand the capacity of the regional transportation system.

- **Fare Relief** – Using TriMet funds, Ride Connection provides matching funds to nonprofit organizations to supplement funding used to purchase transit fare for seniors and persons with disabilities. As a new program, it was created to encourage human service agencies and community non-profit partners to include transportation for seniors and persons with disabilities in their program planning, funding applications and program operational budgets.
- **RideWise Travel Training** – Promotes independent travel of seniors and persons with disabilities by providing free access to information, one-on-one training and support. The RideWise program is designed to provide mobility support ranging from trip planning assistance to intensive one-on-one travel training and is based solely on an individual's need and ability level.
- **Information and referral (Travel Options Counseling)** – Ride Connection's Travel Coach provides a personalized mobility planning system that is easy to access and addresses the individual mobility needs of each customer. This personalized service provides customers with information and services that best meet their mobility needs.
- **Rider's Clubs** – Group trips are designed to encourage comfort in using the public transit system by creating fun adventures that include riding fixed route to and from. Volunteers called "Ride Ambassadors" lead these trips.

Last-Mile Services provide deviated, fixed-route transportation services in areas underserved by transit.

- **GroveLink** is a free "deviated, fixed route" public transit service and is designed to help the community access employment opportunities, local

destinations, and regional transit services: specifically TriMet bus line 57 and Ride Connection’s Washington County Community Bus.

- **North Hillsboro Link** is a free “deviated, fixed route” service linking Orenco MAX Station to suburban employment centers in North Hillsboro. While specifically designed for transit-dependent employees, job-seekers, and low-income individuals, service is open to the public.
- **Tualatin Shuttle** is a free “deviated, fixed route” service linking Tualatin WES Station to employment destinations in the Tualatin area. While specifically designed for transit-dependent employees, job-seekers, and low-income individuals, service is open to the public.
- **Washington County Community Bus** connects the general public with the cities of Forest Grove, Banks, North Plains, and the Hillsboro Transit Center. This bus also connects to Tillamook’s WAVE bus and GroveLink.

Board/Advisory Committee

Ride Connection’s Board of Directors oversees and directs the organization’s activities. Board membership is comprised of a diverse group of individuals who provide insight from different geographic areas of the region, different professional backgrounds, and individuals who use and benefit from the services that Ride Connection provides. This provides a variety of skill sets needed to ensure proper oversight of Ride Connection’s non-profit, mission-based operations. Advisory committees (e.g. Audit and Finance Committee, Program and Provider Services Committee) report to the board and monitor business practices, service delivery methods, fund development activities and core accountabilities to ensure the stability, adaptability and resilience of the organization and its network.

Ride Connection Funding

Ride Connection programs are funded with §5307, §5310, §5311 federal rural assistance, State STF funds, Aging and Disability Services, fare donations, fund raising, interest income, private, Business Energy Tax Credit, charitable contributions and other local funding resources. Ride Connection provides services within TriMet's service boundary that are beyond TriMet's minimum complimentary paratransit requirements as they are able to provide those services more cost effectively than TriMet's LIFT program.

Non Emergency Medical Transportation

Non Emergency Medical Transportation is provided through funding from Oregon Health Plan and operated by Ride To Care. Trips can be scheduled for medical visits with at least two days notice.

Clackamas County Social Services Division

Clackamas County Social Services Division is the county's Area Agency on Aging, Community Action Agency, Development Disabilities Program and the Veteran's Service office. They offer two internal transportation services for seniors and persons with disabilities:

- Catch-a-Ride (CAR): This program is provided with paid drivers, and also has a small job access program for individuals with disabilities.
- Transportation Reaching People (TRP): This program is provided with a combination of paid drivers and volunteer drivers who receive mileage reimbursement.

The Social Services Division provides rides throughout Clackamas County, including with volunteers who are dispatched out of their local senior centers. Rides are provided for a variety of needs but medical and life-sustaining medical (including

January 21, 2019

dialysis) rides are prioritized. The Division also works with volunteers for the Vets Driving Vets and Ride Together programs. Medicaid Waivered Non-medical Rides for the county are provided as well.

In addition to the two internal transportation programs, Clackamas Social Services is the lead organization in the Clackamas County Transportation Consortium, a partnership of senior and community centers that provide community-based services to seniors and persons with disabilities. The county's senior and community centers provide a variety of services to help individuals age in place, including home delivered meals and other essential supports. Centers currently providing transportation services include Pioneer (Oregon City), Milwaukie, Gladstone, Lake Oswego, Canby, Estacada, Molalla, Hoodland and Sandy. Most of the rides provided by center vehicles are for nutrition or local services. However, most centers dispatch TRP volunteers or their own volunteers to provide expanded medical ride services, including over significant distances such as to OHSU.

Clackamas Community College

Clackamas Community College (CCC) provides an express service, the CCC Xpress Shuttle, between CCC's Oregon City and Harmony campuses and the Green Line MAX at the Clackamas Town Center. The CCC Xpress Shuttle is free and open to the general public. Elderly riders and persons with disabilities using TriMet or the South Clackamas Transportation District rural service can transfer at the Oregon City campus to the CCC Xpress for direct service to the Harmony campus and Clackamas Town Center. Shuttles run fall, winter, and spring terms, but do not run during breaks, summer term, or during college closures resulting from inclement weather or other local emergencies.

Washington County Disability, Aging and Veteran Services

Washington County Disability, Aging and Veteran Services (WCDAVS) provide services through the Older Americans Act to individuals over 60 years of age. Services are designed to keep individuals independent and living in their home in the local community. Transportation needs for WCDAVS clients range from medical appointments, grocery shopping, socialization, and entertainment or service appointments with other social service agencies. In addition the Tillamook WAVE service, WCDAVS has contracts with Ride Connection to cover the full range of transportation needs for its clients. This includes the North Hillsboro Link, GroveLink, King City RideAbout, Tualatin Shuttle, Beaverton RideAbout and the Washington County Community Bus.

Multnomah County Aging, Disability, and Veteran Services

Multnomah County Aging, Disability, and Veteran Services provide services through the Older Americans Act to individuals over 60 years of age. Services are designed to keep individuals independent and involved in their local community. Transportation needs for MCADVS clients range from medical appointments, grocery shopping, socialization, and entertainment or service appointments with other social service agencies. MCADVS has contracts with Ride Connection, Radio Cab, TriMet, and First Transit to cover the full range of transportation needs for its clients.

Transportation Management Associations

Swan Island Transportation Management Association

The Swan Island Shuttle is run by the Swan Island TMA. The shuttle is intended to serve the island's graveyard shift employees after regular fixed-route transit service to this area ends. The shuttle operates between Swan Island and Rose Quarter from

January 21, 2019

approximately 6:30 p.m. to 11:30 p.m. The last trip from Swan Island continues through Rose Quarter TC to downtown Portland for connection to MAX and late night buses. “By Request” service for Mock’s Bottom and the Shipyards is available.

Washington Park Transportation Management Association (WPTMA)

The WPTMA operates the “Explore Washington Park” free shuttle transports people to all major attractions in the park from the main parking area and the MAX station. It operates daily June through August and on the weekends only in May, September, and October. There is no service November through April.

STATEWIDE TRANSIT PROVIDERS

The following is a list of other transit providers and services that connect to the Tri-county Area.

AMTRAK

Amtrak operates their Cascades train service between Vancouver, British Columbia and Eugene, Oregon, with a stop at Portland’s Union Station. There are six trains operating in each direction on each day of the week. The Coast Starlight operates one daily train in each direction between Seattle, Washington and Los Angeles, California, with a stop at Portland’s Union Station.

Cascades POINT

The Cascades POINT provides seven round trips daily from downtown Portland to and from the University of Oregon in Eugene, making a total of seven stops. Tickets are sold by Amtrak and are \$28.00 for adults, \$23.80 for seniors 62 years and older, and \$14.00 for children between the ages of 2 and 15.

Clark County Public Transit Benefit Area Authority (C-TRAN)

C-TRAN offers convenient Limited service to downtown Vancouver, Delta Park/Vanport and Parkrose/Sumner MAX light rail stations. From these locations, riders can transfer to other C-TRAN routes, MAX, or TriMet bus routes for continued travel to destinations including Rose Quarter, Lloyd District, Swan Island, and downtown Portland. Service is provided weekdays only, except on the 65 Parkrose Limited, which provides service on Saturdays. The adult All-Zone one-way fare is \$2.50 or \$100.00 for a monthly pass. The Honored/Youth fare for children 7-18 years of age, senior citizens 65 years or older, disabled individuals, and Medicare card holders is \$1.25 (\$34.00 for a monthly pass).

C-TRAN offers Clark County residents convenient Express service to Lloyd District, the downtown Portland Transit Mall, and the OHSU campus on Marquam Hill. Express service is available only during weekday peak commute times from all major park and ride and transit center locations in Clark County, except on the Route 105 I-5 Express which provides service throughout the day, Monday through Friday. The adult, Honored/Youth fare for children 7-18 years of age, senior citizens 65 years or older, disabled individuals, and Medicare card holders is one-way fare is \$3.85 or \$125.00 for a monthly pass.

Coastal CONNECTOR

The North by Northwest CONNECTOR system is an alliance of the transit providers across five counties in northwestern Oregon including Benton, Clatsop, Columbia, Lincoln, and Tillamook Counties. The partner agencies, including Tillamook County Transportation District, Lincoln County Transit, Columbia County Rider, Sunset Empire Transportation District, and Benton County Rural and Special Transportation, offer a 3-day joint pass for \$25.00 or a 7-day pass for \$35.00.

January 21, 2019

As part of the CONNECTOR, TCTD operates the Coastal Connector route from Lincoln City to Spirit Mountain and Salem (TCTD Route 6) where transfers can be made with Cherriots. At Spirit Mountain, connections can be made with YCTA which provides seven round trips per day between Spirit Mountain and McMinnville. From McMinnville YCTA provides connections to Hillsboro (MAX), Newburg, Sherwood, Tigard, and West Salem.

While TCTD is the designated service operator, the service is subsidized by an ODOT §5311(f) Intercity Grant. The grant's local matching funds are provided by the Confederated Tribes of the Grand Ronde (CTRG) and the Confederated Tribes of the Siletz Indians (CTSI).

Columbia County Rider (CCR)

Columbia County Rider (CCR) provides public transit services in Columbia County and connections to TriMet. CCR has three lines that connect riders to TriMet routes. Line 1 operates Monday through Friday with 13 round trips between downtown Portland and the St. Helens Transit Center. Line 2 operates Monday through Friday with six round trips between Portland Community College's Rock Creek campus and the St. Helens Transit Center. Fares on Line 1 and Line 2 are as follows: one-way fares are \$5.00 for the general public and \$4.00 for Honored Citizens and students. A monthly pass is \$75.00 (\$60.00 for Honored Citizens and students). Line 7 is the Lower Columbia Connector which provides two daily trips every day of the week from downtown Portland to the St. Helens Transit Center. Round trip fare from Portland to the St. Helens Transit Center is \$12.00.

Columbia Gorge Express Pilot

ODOT will operate a seasonal pilot transit service during summer months in 2016 and 2017, using accessible vehicles. Visitors to the Gorge can take the Columbia Gorge

January 21, 2019

Express Fridays through Sunday (and federal holidays) from the Gateway Transit Center in Portland to Multnomah Falls May through September. In addition, regular weekend bus service will transport visitors for free between an overflow parking lot at Rooster Rock State Park and Multnomah Falls. [Visit the Columbia Gorge Express website for more information and to buy tickets.](#)

Northwest POINT

The NorthWest POINT provides twice daily bus service between downtown Portland and Astoria, making a total of nine stops, including Cannon Beach. The NorthWest POINT service connects with TCTD Bus Route 3 in Cannon Beach. Service from Portland to Astoria arrives in Cannon Beach at 11:00 a.m. and 7:50 p.m. and costs \$4.50 for an adult (16-61 years of age), \$3.85 for seniors, and \$2.25 for a child. Service from Astoria to Portland arrives in Cannon Beach at 9:05 a.m. and 6:45 p.m. and costs \$17.00 for an adult (16-61 years of age), \$14.45 for seniors, and \$8.50 for a child. More information on this service can be found online at: http://www.oregon-point.com/nw_point.php.

Salem-Keizer Transit (Cherriots)

Salem-Keizer Transit (SKT) is the primary public transit and complementary paratransit provider to the Salem-Keizer area and Marion and Polk counties. Operating Monday through Friday, Cherriots buses provide service in the Salem-Keizer area, and connections to other metropolitan regions such as Portland.

Cherriots Route 1X provides service between the Wilsonville Transit Center and Salem. Riders from the Portland metropolitan area can reach Wilsonville via WES commuter rail or South Metro Area Regional Transit (SMART) buses. Route 1X operates 13 round-trips a day, with six trips in each direction during the morning and seven in the afternoon and early evening hours. The adult one-way fare is \$3.00 or \$85.00 per

month. The Reduced & Youth fare for children 6-18 years of age, senior citizens 60 years or older, disabled individuals, and Medicare card holders is \$1.50 (\$42.50 for a monthly pass). The monthly pass also provides free connections to Cherriots and CARTS.

Tillamook County Transportation District (TCTD)

Tillamook County Transportation District (TCTD) provides a twice-daily service from Tillamook to Portland's Union Station downtown where passengers may connect with Amtrak and Greyhound. Prior to downtown Portland, the service stops at Banks, North Plains, NW 185th Ave and the Sunset Transit Center to connect with TriMet's MAX light rail system, which provides connections to Portland International Airport as well as all destinations in TriMet's bus, light rail, and commuter rail system. Bus service runs from 8:00 a.m. to 6:00 p.m. All vehicles are accessible and can accommodate wheelchairs. The one-way fare is \$15.00 between Tillamook and Portland and the one-way reduced fare is \$7.50. The round trip fare is \$20.00 the round trip reduced fare is \$10.00. There is no charge for passengers from Banks to North Plains and from North Plains to TriMet stops in Hillsboro. However, TCTD records the number of pickups and reports them to Ride Connection. Ride Connection then compensates TCTD for the trips at a rate of \$5.00 per one-way trip from Banks/North Plains to Hillsboro (\$2.50 one-way reduced fare) and \$2.50 for a one-way trip from Banks to North Plains (\$1.25 one-way reduced fare).

Yamhill County Transit Area (YCTA)

Yamhill County Transit Area (YCTA) provides local public transit service in Yamhill County and connections to the TriMet system. Local service is provided in McMinnville and Newberg on weekdays only. In addition to local services, Yamhill County Transit

January 21, 2019

provides several routes connecting communities in the area to TriMet services in the Portland metropolitan area.

Route 33 (McMinnville - Hillsboro): Connects McMinnville to Carlton, Yamhill, Gaston, Forest Grove and to the MAX light rail (Blue Line) in Hillsboro with two morning, a midday, and two afternoon round trips on weekdays.

Route 44 (McMinnville – 99W): Connects McMinnville to Lafayette, Dundee, Newberg, Sherwood, and Tigard. Route 44 operates ten weekday round trips, which includes an express route (Route 45x), and four Saturday round trips (Route 46s).

Fixed route one-way regular fare is \$1.25 and a single day-pass is \$2.50. Unlimited monthly passes are \$35.00. Service runs from 5:00 a.m. to 9:00 p.m.

3. SERVICE GUIDELINES

HISTORY

The 2006 tri-county Elderly and Disabled Transportation Plan (EDTP) adopted a Land Use Concept as the strategy to guide the delivery of transportation services. This concept states that:

“A higher level of transportation services for the seniors and/or- persons with disabilities community is available in areas where the concentration of the seniors and persons with disabilities population is the greatest. In this strategy, an urban area, city, town or small community would receive more services than those living outside those jurisdictional boundaries—for example, on a farm or in a rural area.”

During the development of the EDTP update in 2009, the TriMet STFAC reaffirmed the Land Use Concept and most of the service standards that flow from it, and changed the language of a service “standard” to a service “guideline” to clarify that the guidelines are goals that providers should strive to meet given the variance among individual communities.

Originally, the 2006 EDTP divided the service delivery plan between communities within the Urban Growth Boundaries (UGB) and those outside it. This was later changed by the STFAC during the 2012 CTP update. The UGB designation was removed to create guidelines that apply inside and outside the TriMet Service District as the STFAC recognized that it was not cost-effective or necessary for some of the smaller communities within the UGB to provide a 20-24 hour service span. Within the TriMet Service District, the new guidelines defined Frequent Service corridors and standard service areas and reduce the span of service for fixed routes. These guidelines better corresponded to TriMet’s current bus and rail service standards but still may be higher than current service to reflect the aspiration of more service in the future. In addition, the new guidelines reduced the span of service goal inside the district for paratransit provided to non-ADA eligible riders to better balance priorities.

In the small communities and rural areas, where the guidelines recommended that service be available five days a week, language in the 2012 CTP was added to clarify that the guideline does not require only weekday service, but that service could be offered on a Saturday or Sunday, as community needs dictate.

The 2016 update version of the CTP has removed the large community, small community, and rural designations for classifying communities outside of the TriMet

Service District but retains the associated population thresholds. The three categories are communities with 1) more than 2,500 people, 2) communities between 500 and 2,500 people, and 3) communities with less than 500 people.

SERVICE GUIDELINES

Service guidelines are used as a tool for assessing the level of service currently provided and identifying unmet needs or gaps. While each recommended guideline may not be achieved, it should remain a target for ongoing improvement. The public and policy-makers should not view these guidelines as guaranteed levels of service but rather as ways to measure progress toward an ideal continuum of transportation service.

This updated version of the plan has retained the categories of service available for people with varying degrees of ability to use fixed-route transit. The guidelines address the following categories:

Fixed Route—No to Some Difficulty

This category refers to days and hours of service available to seniors and persons with disabilities who have moderate or no difficulty using fixed route transit. Outside the TriMet Service District, this service may be provided by fixed route or paratransit service.

Paratransit

No Difficulties: This category refers to days and hours of paratransit service available to seniors and/or persons with disabilities in large, small and rural communities outside the TriMet Service District who have no difficulty using fixed route service, but where fixed route service may not be available.

January 21, 2019

Non-ADA with some difficulty: This category refers to days and hours of paratransit service available to seniors and persons with disabilities who are not ADA-eligible but who have some difficulty riding fixed route service.

ADA eligible: This category refers to the days and hours of complementary paratransit service available to ADA-eligible customers, which must coincide with the days and hours that fixed route transit is available in the area.

Needs Assistance: This category refers to days and hours of paratransit service for seniors and persons with disabilities who are unable to utilize fixed route service and cannot use demand response services without enhanced assistance, such as: an escort or travel assistant, door through door assistance or similar specialized services. This service exceeds that required by the ADA.

The following are the service guidelines recommended by the STFAC.

Within the TriMet Service Area

The following aspirational service guidelines apply within the TriMet service area and can be seen in Table 3-1.

Seniors and persons with disabilities who are able to use fixed route transit should have these fixed-route services available to them:

- **Frequent Service Corridors.** Bus and rail Frequent Service, serves main streets and connects regional and town centers identified in Metro's 2040 Plan. Frequent Service corridors have population and employment densities that can support 15 minute service most of the day, with a full span of service of at least 18 hours a day, seven days a week.
- **Standard Service.** Standard service helps meet the need for basic community mobility and provides connections to Frequent Service routes.

Standard service operates on corridors or in communities with population and employment concentrations that can generate at least 15 boarding rides per vehicle hour with a span of at least 15 hours a day, seven days a week.

Seniors and persons with disabilities who are unable to use fixed route services, or who have moderate or major difficulty riding the fixed route system should have these services available to them:

- Additional local curb-to-curb or door-to-door services available 10-15 hours a day on weekdays and 8-10 hours a day on weekends. These services provide local transportation to shopping, nutrition sites, and medical clinics, for example, as well as to fixed route service. Services should generate at least four boarding rides per vehicle hour.
- ADA Paratransit service is available to people whose disability prevents them from using regular bus and rail service for some or all of their trips and who live within a three quarter mile radius of fixed route service. Service is limited to only those persons who have been determined as eligible according to criteria specified in the ADA law.
- Needs Assistance customers should have service available 10-15 hours a day on weekdays and 8-10 hours a day on weekends. These services may or may not be client specific, but provide local transportation for a variety of different trip purposes.

Outside the TriMet Service Area

The following service guidelines apply outside the TriMet service area and can be seen in Table 3-1.

Communities with more than 2,500 people

Seniors and persons with disabilities with major, moderate, or no difficulty using the fixed route system should have access to fixed-route, curb-to-curb, or door-to-door services 10-15 hours a day, six days a week. Needs Assistance passengers should have access to service 8-10 hours a day, five days a week.

Communities with between 500 and 2,500 people

Seniors and persons with disabilities with major, moderate or no difficulty using the fixed-route system should have access to regularly scheduled, deviated fixed-route, curb-to-curb or door-to-door services 8-10 hours a day, five days a week, which may include a Saturday or Sunday. Needs Assistance passengers should have access to service 6-8 hours a day, five days a week for medical, work and nutrition trips, and 2-3 days a week for all other trips. This level of service exceeds that required for complementary paratransit under the ADA.

Communities with fewer than 500 people

Generally, these areas are small developments surrounded by large tracts of farmland or forests. Because of the sparse population, neither fixed routes nor complementary ADA-paratransit are anticipated under these guidelines. Seniors and persons with disabilities living in rural areas, including Needs Assistance passengers, should have access to demand response service a minimum of 6-8 hours a day, five days a week for medical, work and nutritional trips, and 2-3 days a week for all other trips. The service may include a Saturday or Sunday.

Table 3-1. Aspirational Service Guidelines Summary

	Fixed Route	Paratransit			
	No to Some Difficulty	E&D No Difficulty	Non ADA Eligible (some difficulty)	ADA Eligible	Needs Assistance
TriMet Service District High Frequency Corridors	≥ 18 hrs/7 days	N/A	Localized curb-to-curb 10-15 hrs weekdays; 8-10 hrs weekends	Same as fixed route	10-15 hrs weekdays; 8-10 hrs weekends
TriMet Service District Standard Service	≥ 15 hrs/7 days	N/A	Localized curb-to-curb 10-15 hrs weekdays; 8-10 hrs weekends	22 hrs/7 days	10-15 hrs weekdays; 8-10 hrs weekends
Community with more than 2,500 people	10-15 hrs/6 days	10-15 hrs/6 days	10-15 hrs/6 days	10-15 hrs/6 days	8-10 hrs/5 days
Community between 2,500 and 500 people	8-10 hrs/5 days	8-10 hrs/5 days	8-10 hrs/5 days	8-10 hrs/5 days	6-8 hrs/5 days for medical, work and nutrition; 2-3 days for other trips
Community with less than 500 people	N/A	6-8 hrs/5 days for medical, work and nutrition; 2-3 days for other trips	6-8 hrs/5 days for medical, work and nutrition; 2-3 days for other trips	6-8 hrs/5 days for medical, work and nutrition; 2-3 days for other trips	6-8 hrs/5 days for medical, work and nutrition; 2-3 days for other trips

Conformance to Service Guidelines

Table 3-2 and Table 3-3 provide an evaluation of how well the service guidelines are being met. Table 3-2 provides the results for areas located within the TriMet Service District and Table 3-3 provides the results for areas located outside the TriMet Service District. Gaps in service exist primarily in the Needs Assistance category, and in local on-demand services for ADA and non-ADA-eligible customers. This evaluation is based on conformance to service guidelines which are aspirational but that should be worked towards in the long-term.

CAPACITY GUIDELINES

Guidelines based on the hours that a service is *offered* does not address whether adequate service is available. For this reason, in 2009 the STFAC recommended that a new guideline to address *capacity* be developed.

To identify what capacity problems exist, TriMet previously sent a survey to the network of providers who deliver non-ADA service to seniors and/or persons with disabilities. The providers responded by listing the following issues:

- There are a limited number of vehicles and drivers to serve large areas over a long span of service.
- Providers cannot always supply the requested ride. They may need to refer a caller to a different service, deny the ride altogether, or renegotiate the time or day of the requested service.
- Providers have had to change scheduled service to meet more pressing ride requests.
- Providers are reluctant to promote their service, because they are at capacity and cannot serve new requests.
- Customers are requesting services for which there is no capacity, such as early morning and evening trips, a shorter scheduling window to request trips, fewer referrals to LIFT, and weekend trips.

In 2009, two Capacity Guidelines were discussed but not adopted:

- **Paratransit Guideline:** Set a limit on the number of unfilled requests per month to determine if additional capacity is needed.
- **Regularly-scheduled Shuttle Guideline:** Count the number of customers compared to the maximum capacity of the vehicle to determine if additional capacity is needed.

Table 3-2. Conformance to Service Guidelines inside the TriMet Service District Boundary

TriMet Service Area	Place	Classification	Regularly Scheduled Fixed Route	Paratransit			
				Non ADA Eligible (Curb-to-Curb)	ADA Eligible (Door-to-Door)	Needs Assistance (Door-through-Door) ¹	
Washington County	Incorporated Cities	King City	Frequent & Standard	Shuttle short 13 hrs weekdays & No service weekends	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service
		Hillsboro	Frequent & Standard	+	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service
		Tigard	Standard	+	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service
		Tualatin	Standard	Short 5 hrs. Sundays	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service
		Beaverton	Frequent & Standard	+	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service
		Forest Grove	Frequent & Standard	+	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service
		Rivergrove	Standard	Short 3 hrs. service weekdays, No service weekends	No Service	+	No Service
		West Linn	Standard	Short 5 hrs. weekends	Short 4.75 hrs. weekdays & No weekend service	+	Short 4.75 hrs. weekday & No Sat. service
		Sherwood	Standard	+ Along Hwy 99	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service
		Durham	Standard	Short 5 hrs. Sundays	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service
Multnomah County	Incorporated Cities	Portland	Frequent & Standard	+	Short 2 hrs. weekdays & No weekend service	+	Short 2 hrs. weekday & No Sat. service
		Gresham	Frequent & Standard	+	Short 12 hrs. weekdays & No weekend service	+	Short 2 hrs. weekday & No Sat. service
		Troutdale	Standard	+	Short 2 hrs. weekdays & No weekend service	+	Short 2 hrs. weekday & No Sat. service
		Fairview	Standard	+	Short 2 hrs. weekdays & No weekend service	+	Short 2 hrs. weekday & No Sat. service
		Wood Village	Standard	+	Short 2 hrs. weekdays & No weekend service	+	Short 2 hrs. weekday & No Sat. service
		Maywood Park	Frequent & Standard	+	Short 12 hrs. weekdays & No weekend service	+	Short 2 hrs. weekday & No Sat. service
Clackamas County	Incorporated Cities	Lake Oswego	Standard	Short 5 hrs. weekends	Short 0.5 plus hrs. weekdays & No weekend service	+	No Sat. service
		West Linn	Standard	Short 5 hrs. weekends	Short 4.75 hrs. weekdays & No weekend service	+	Short 4.75 hrs. weekday & No Sat. service
		Happy Valley	Standard	Short 3 hrs. service M-Sa, No service Sundays	Short 2 hrs. weekdays & No weekend service	+	Short 2 hrs. weekday & No Sat. service
		Gladstone	Frequent & Standard	+	Short 4 hrs weekdays service & No M/Sat/Sun service	+	Short 4 hrs weekdays service & No M/Sat service

TriMet Service Area	Place	Classification	Regularly Scheduled Fixed Route	Paratransit		
				Non ADA Eligible (Curb-to-Curb)	ADA Eligible (Door-to-Door)	Needs Assistance (Door-through-Door) ¹
Unincorporated Urban Areas	Oregon City	Frequent & Standard	+	Short 3 hrs. weekdays & No weekend service	+	Short 3 hrs. weekday & No Sat. service
	Milwaukie	Frequent & Standard	+	Short 2 hrs. weekdays & No weekend service	+	Short 2 hrs. weekday & No Sat. service
	Johnson City	Standard	Short 1.5 hrs. service weekdays, No service weekends	No Service	+	No Service
	Clackamas	Standard	Short 4 hrs. Sundays	Short 2 hrs. weekdays & No weekend service	+	Short 2 hrs. weekdays & No Sat. service

(1) Ride Connection Network service provides door-through-door assistance in some circumstances

Table 3-3. Conformance to Service Guidelines Outside the TriMet Service District Boundary

Area	Place	Fixed Route	ON DEMAND				
			No Difficulty (Public DAR)	Non ADA Eligible (Curb-to-Curb)	ADA Eligible (Door-to-Door)	Needs Assistance (Door-through-Door) ¹	
Washington County	Incorporated Cities	Banks	+	+	+	+	+
		North Plains	+	+	+	+	+
		Cornelius	NA	+	+	No Service	+
		Gaston	N/A	+	+	No Service	+
Unincorporated Rural Communities	Other	N/A	+	+	No Service	+	
Multnomah County	Incorporated Cities	Other	N/A	+	+	No Service	+
	Unincorporated Rural Communities	Other	N/A	+	+	No Service	+
Clackamas County	Incorporated Cities	Wilsonville	No Sun Service	N/A	No Weekend Service	+	
		Canby	No Weekend Service				
		Molalla	No Sun Service, Sat Service for Molalla-CCC route only				
		Sandy	+	+	+	+	Short 3 hrs. service weekdays
		Estacada	+	Short 3.5-6 hrs. weekdays, only volunteer service 1 weekday	Short 3.5-6 hrs. weekdays, only volunteer service 1 weekday	+	Short 1.5-4 hrs. weekdays, only volunteer service 1 weekday
		Unincorporated Rural Communities	Mount Hood Villages (Shuttle)	No Weekend Service	N/A	No Weekend Service	No Weekend Service
Other	N/A	Based on volunteer driver and vehicle availability		No Service	See non-ADA service note		

(1) Ride Connection Network service provides door-through-door assistance in some circumstance

At the time, the STFAC recommended that a capacity guideline should be set. However, they determined that not enough information and input from providers was currently available to set the guideline and this is still the case. The following items need to be considered when setting such a guideline:

- Determine whether the guideline should focus only on denials or include referrals and renegotiations.
- The terms should be well-defined and used consistently across providers.
- Consider using the ADA definition for denials.
- Data collection for the guidelines should be easy to collect.
- Decide if data should be collected for requests when the provider is not in operation, such as evenings and weekends, in order to document unmet needs.
- Consider how lack of promotion could be factored into a capacity guideline.
- Allow for flexibility in applying the guideline to areas with different population levels.

PERFORMANCE MEASURES AND REPORTING

During the review of the Priorities for the 2016 update to the Coordinated Plan, the STFAC identified the desire to incorporate performance measurement into the funding application process, to utilize these to assess the success or impact of funded projects, and to provide regular reports to the STFAC that provide more useful information than the monthly data currently provided. The list of Priorities in Chapter 1 has been expanded to include the following priority on performance measurement: Strive to implement performance measures to create baselines for tracking progress on improvements to service, customer convenience and safety, and to evaluate the effectiveness of funding decisions.

Many different types of performance measures are pertinent to various types of programs and projects. How the different types of performance measurements, including evaluations of previous funding decisions, would be incorporated into the updated funding application process were discussed and are described in Chapter 7. A strategic initiative identified in this plan update is to update the agency reports to more directly relate to the measures in the funding applications. *Attachment G includes a list of potential performance metrics that can be used to evaluate different service elements related to the CTP priorities.*

4. NEEDS ASSESSMENT

Developing a comprehensive and updated needs assessment is an important part of the planning process. The Coordinated Transportation Plan for Seniors and Persons with Disabilities focuses on the transportation needs, gaps and challenges specific to persons with disabilities and seniors; therefore, this chapter articulates those needs. Chapter 5 identifies actions intended to address these needs, and will also serve as the basis and rationale for potential future applications to the STFAC for federal and state funding.

The needs assessment was developed using demographic analysis, stakeholder outreach, and by evaluating available service to the Service Guidelines included in Chapter 3.

The demographic analysis of the tri-county area used 2010 data from the U.S. Census, 2010-2014 data from the most recent five-year American Community Survey (ACS), and population estimates from the most recent publication of the State of Oregon's Office of Economic Analysis in 2013. The analysis outlines recent and future trends for the total population and seniors in the tri-county area as well as ACS data for persons with disabilities.

The stakeholder outreach component of the needs assessment included outreach and coordination with the key stakeholders involved in planning for and delivering transportation services and social services to articulate and share their experiences, perceptions and opinions about which needs are most critical to meet. This outreach was conducted utilizing a survey, one-on-one meetings, and a regional stakeholder workshop.

The evaluation of availability of service to the recommended Service Guidelines in Chapter 3 identified locations where there are significant gaps in service per the recommended service levels by type of service.

DEMOGRAPHIC ANALYSIS

The following provides an overview of the tri-county area based on data from the 2010 United States Census and the 2010-2014 American Community Survey 5-year estimate dataset. The tables and maps identify the areas of population most likely to face mobility challenges. There are 33 incorporated cities in addition to the three counties that make up the local governance within the tri-county area. Both Washington and Clackamas Counties include a significant amount of urbanized and densely populated

land in their unincorporated areas, but within the Urban Growth Boundary. The transit service area in the plan area is shown in Figure 4-1. It is based on a $\frac{3}{4}$ mile area from fixed route transit service which is the minimum required area for complimentary paratransit services.

General Population Profile

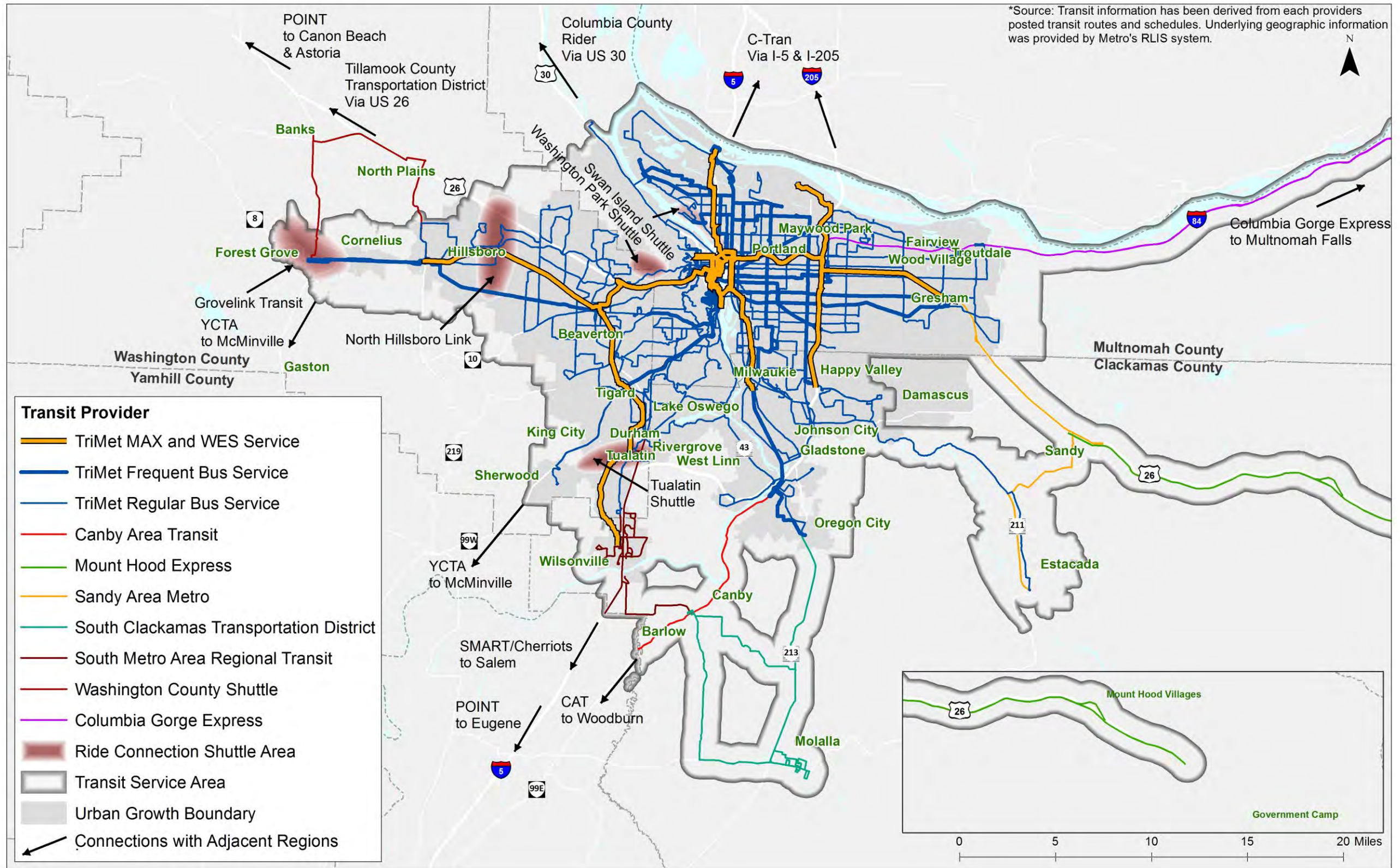
The 2010 U.S. Census included 1,641,036 people in the tri-county area. The American Community Survey estimates the 2014 population to be 1,689,519 which would indicate a regional annual growth rate of 0.7 percent from 2010 to 2014. This growth is not reflected equally throughout the region with some cities showing a decline in overall population during this period. The highest estimated growth rates were assigned to smaller communities. The City of Barlow, the City of Maywood Park, the City of Happy Valley, the City of Rivergrove, and the City of Gaston all had growth rates in excess of two percent per year. The City of Banks, the City of North Plains, and the City of Durham all had an estimated population loss.

The greatest absolute increases in population were in the City of Portland (over 22,000 people), Unincorporated Washington County (over 7,300 people), the City of Hillsboro (over 4,100 people), the City of Beaverton (over 2,700 people), and the City of Gresham (over 2,600 people).

Approximately 1,560,803 people lived within the current TriMet service area in 2010 representing over 95 percent of the tri-county population. Population information for each jurisdiction is shown in *Table H1 in Attachment H*, and a map of population density is provided in Figure 4-2.

By 2035, the tri-county population is forecast to be approximately 2,200,000, which represents a 34 percent increase over 25 years, or a 1.4 percent annual increase.

Figure 4-1. Portland Metropolitan Area Transit Service Coverage Map



Employment and Income

The tri-county area is the economic center of Oregon. According to the Longitudinal Employment and Housing Dynamic's (LEHD) 2014 reporting, there are approximately 888,500 jobs in the three counties. The largest concentration of employment is found in central Portland. Other large employment concentrations are found along the I-205 corridor through Multnomah and Clackamas Counties, and along US-26, OR 217, and I-5 in Washington County. *Table H2 in Attachment H* lists the largest localized employment hubs in the region and *Figure 4-3* shows regional employment densities.

As of December, 2015, the Portland metropolitan area had an unemployment rate of 4.7 percent according to the Bureau of Labor Statistics. The highest unemployment rates are generally found in the smaller communities further from the major central employment hubs such as downtown Portland and the business campuses in Washington County. The cities of Gaston, Barlow, and Cornelius have eight percent or more of their workforce unemployed, while the cities of Gresham and the City of Wood Village, and the City of Troutdale have near to or more than six percent unemployed. The lowest unemployment rates are found in northwest Clackamas County and southern Washington County.

Communities in Clackamas County have generally higher travel times to work, particularly those further to the south such as the City of Estacada and the City of Molalla.

Household incomes are typically highest in northwest Clackamas County communities while the lowest median incomes are generally in Multnomah County communities east of the City of Portland and in the smaller outlying cities.

At least 15% of the populations of the City of Cornelius, the City of Barlow, and the City of Johnson City have limited English Proficiency (LEP). Communities with greater proportions of LEP populations typically have lower median household incomes, and generally have higher than average population densities, but have shorter commutes.

Employment and income information by jurisdiction is provided in *Table H3 in Attachment G* and a map showing concentrations of people earning below poverty level incomes and those who do not speak English very well is shown in *Figure 4-4*. A map showing concentrations of minority populations is shown in *Figure 4-5*.

January 21, 2019

Vehicle Access

Riders are considered transit dependent when they can't drive or do not have the means to buy/maintain a car. Approximately 14.7% percent of households in the tri-county area have no or limited vehicle access according to the 2010-2014 American Community Survey. Low vehicle access means their household either has no vehicles or there are more workers than available vehicles.

A map showing concentrations of low vehicle access households is shown in figure 4-6.

Figure 4-2. 2014 Population Density

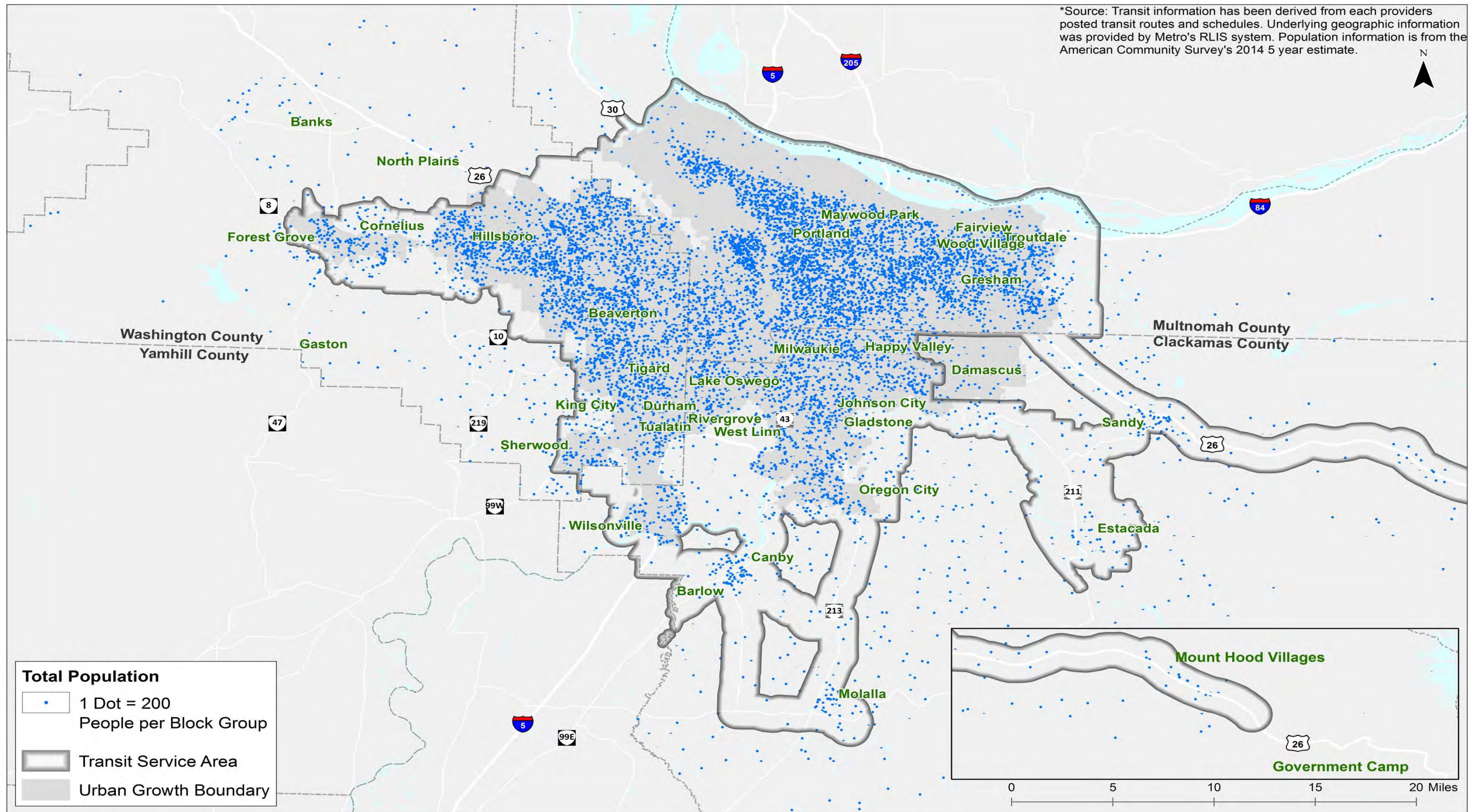


Figure 4-3. Regional Job Density

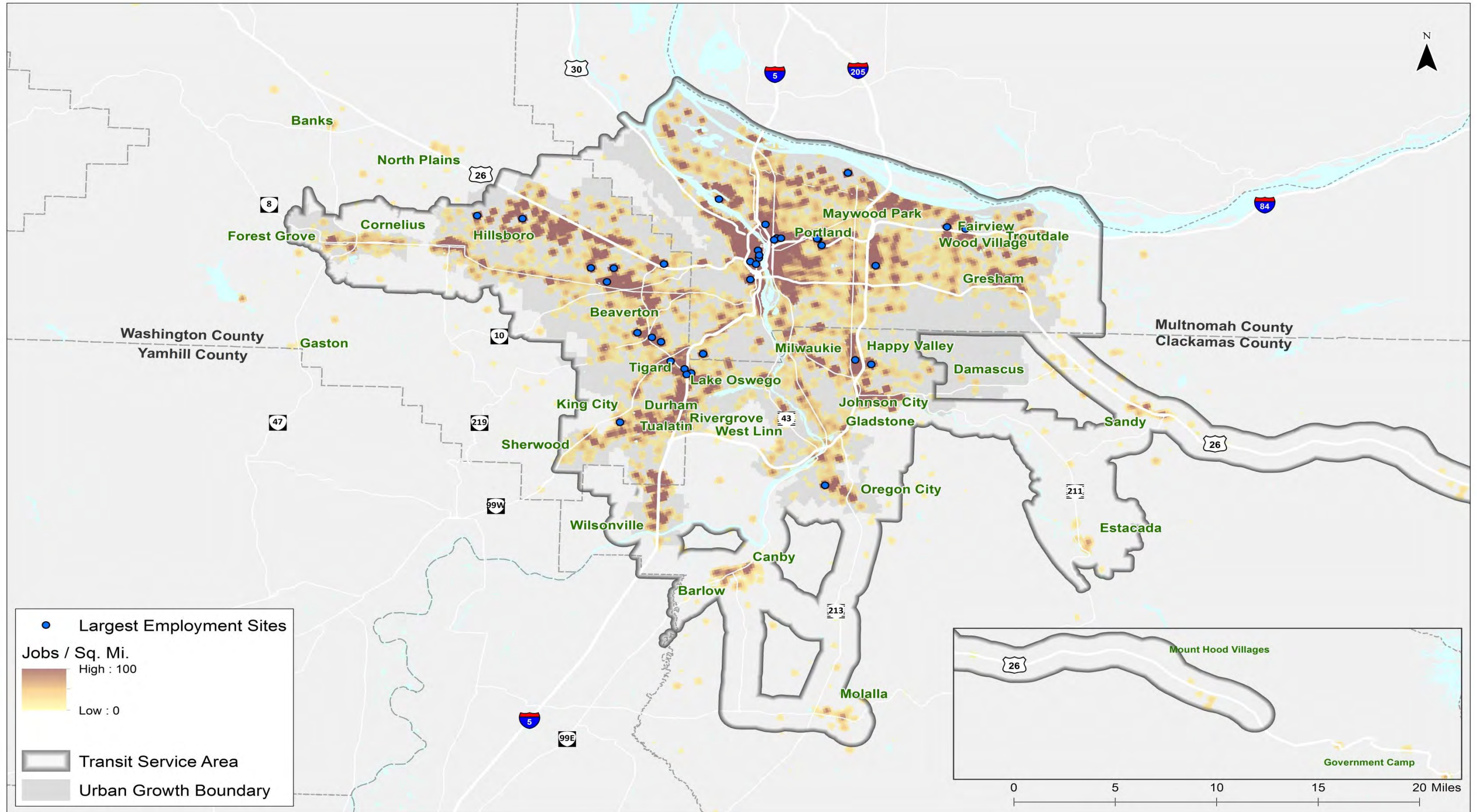


Figure 4-4. Low Income and Non-English Speaking Population

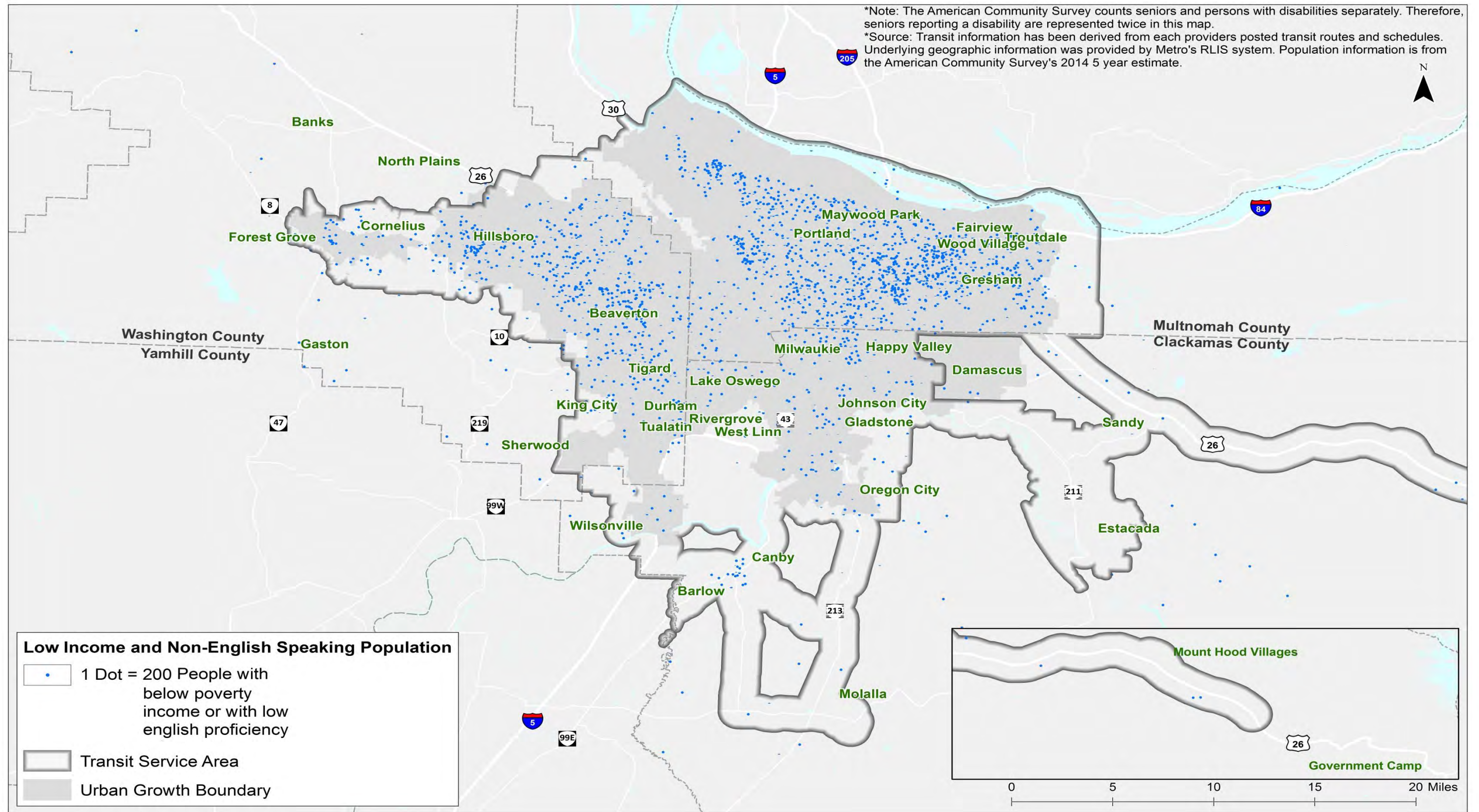


Figure 4-5. Minority Population

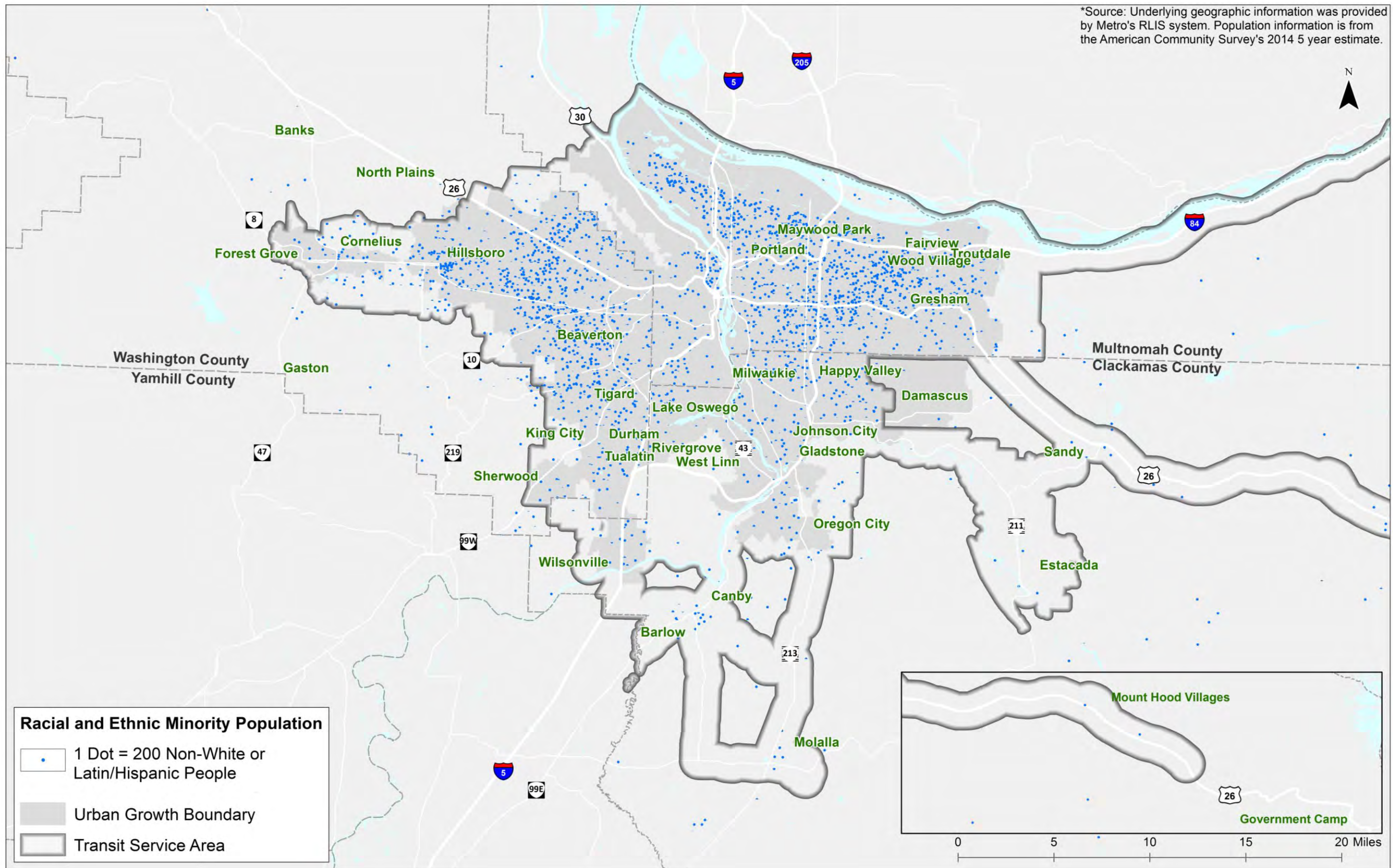
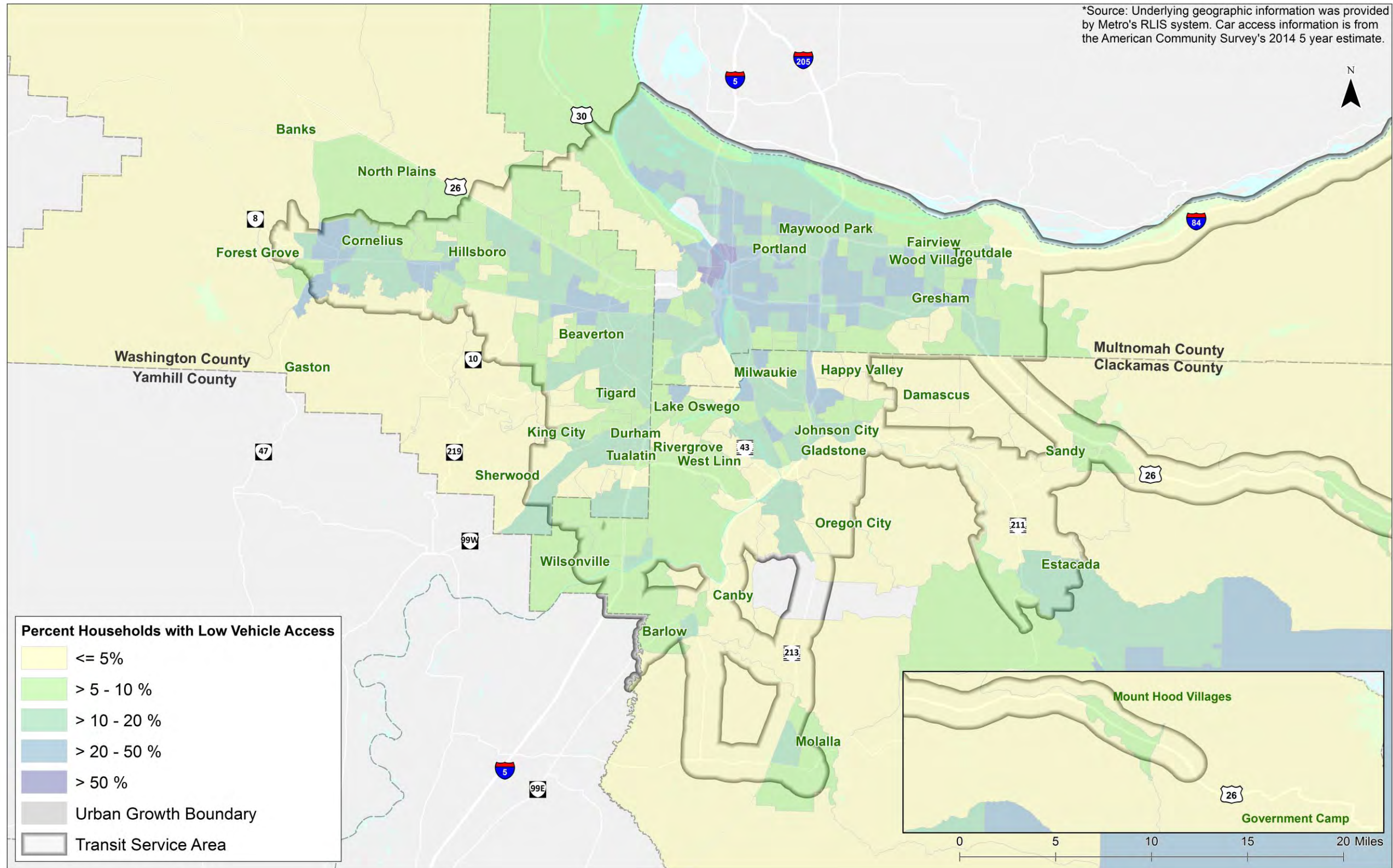


Figure 4-6. Households with Low Vehicle Access



Seniors and/or Persons with Disabilities

Seniors and/or Persons with disabilities are very vulnerable populations and often times they are not able to drive due to disability or are on a fixed income and cannot afford to buy and maintain a vehicle.

There were 181,780 seniors in the tri-county area representing approximately 11.1 percent of the general population at the 2010 census. The American Community Survey estimates that there are 193,352 persons with disabilities as of 2014 representing 11.4 percent of the general population. The City of King City stands out with over 48 percent of its population aged 65 and over. The next highest concentration of seniors is Johnson City at 18.6 percent and the City of Rivergrove at 18.3 percent. Communities in Washington County have fewer seniors than those in Clackamas and Multnomah Counties. Population for seniors and persons with disabilities for each jurisdiction is shown in *Table H4 in Attachment H*, and a map of seniors and persons with disabilities population density is provided in Figure 4-7.

As of 2015, it was estimated that 73.4 percent of the 177,217 persons aged 65 years or more within the TriMet service district lived within ¼ mile of fixed-route bus or MAX service, and 89.7 percent lived within ½ mile.

Persons with disabilities are most concentrated in the City of Fairview (19.4 percent), the City of Molalla (19.0 percent), Johnson City (18.3 percent), and King City (18.2 percent). The lowest proportion of persons with disabilities can be found in the higher income communities south of the City of Portland such as Lake Oswego, Sherwood, Happy Valley, and West Linn.

The highest densities of seniors and persons with disabilities living outside of the existing TriMet service area are along the US-26 corridor to the City of Sandy, the OR 99E corridor to the City of Canby, along the OR 8 corridor further into the City of Forest Grove, and the parts of Washington County adjacent to the Cities of Cornelius and Forest Grove.

As of 2010, approximately 95% of the tri-county population lived within the TriMet service area (approximately 1,561,000 people). Approximately 88% of the tri-county senior population is in the TriMet district, and approximately 92% of the tri-county population with disabilities is in the TriMet district.

Affordable Housing

Lower income households are sometimes eligible for regulated affordable housing. Affordable housing stock is distributed throughout the region with most communities having at least some. Figure 4-8 shows the locations where affordable housing is most concentrated.

Access to Internet and Smart Phones

Every year, TriMet conducts an Attitudes and Awareness survey of the region's residents to gauge public approval and understanding of the agency's services, including new or future projects. According to TriMet's 2015 Attitudes & Awareness Survey of 800 Portland Metro residents, including 116 seniors ages 65 and older shows that while internet access is very high for seniors, low-income individuals, and people of color, the majority of seniors do not have a smart phone. Seniors who either choose to not have a smart phone or have challenges in acquiring or using smart phones and apps may have limited access to mobile transit tools like app-based trip planning, real time vehicle location, and mobile ticketing that are offered through smart phones. As our population ages, a larger percentage of the senior population will be more adapted to smart phone technology; therefore, it is important that transit agencies acknowledge current challenges for seniors to access smart phone information but also plan for the future and make efforts accommodate these current senior population with access and training for tools offered through smart phones. Exhibits 4-1, 4-2, 4-3, and 4-4 provide an overview of smart phone access by income and by race according to TriMet's *2015 Attitudes & Awareness Survey*.

Exhibit 4-1. Internet Access by Age

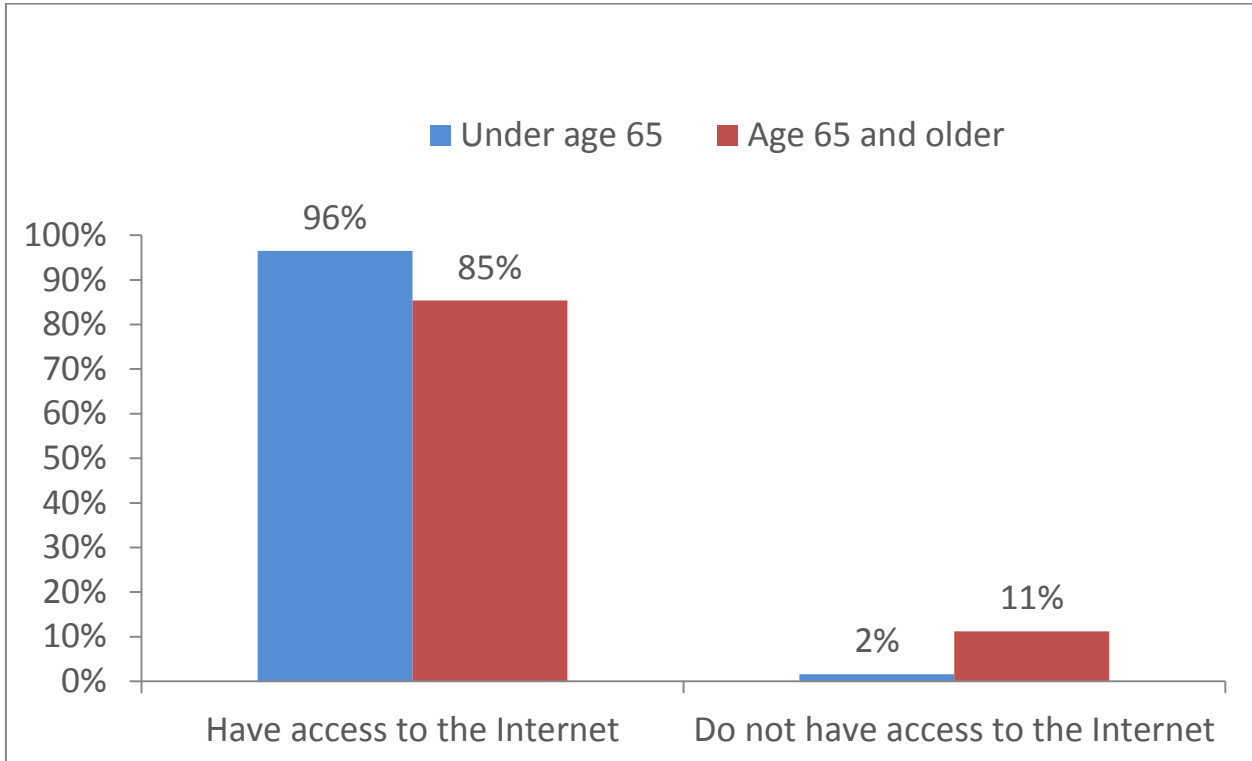


Exhibit 4-2. Smart Phone Access by Age

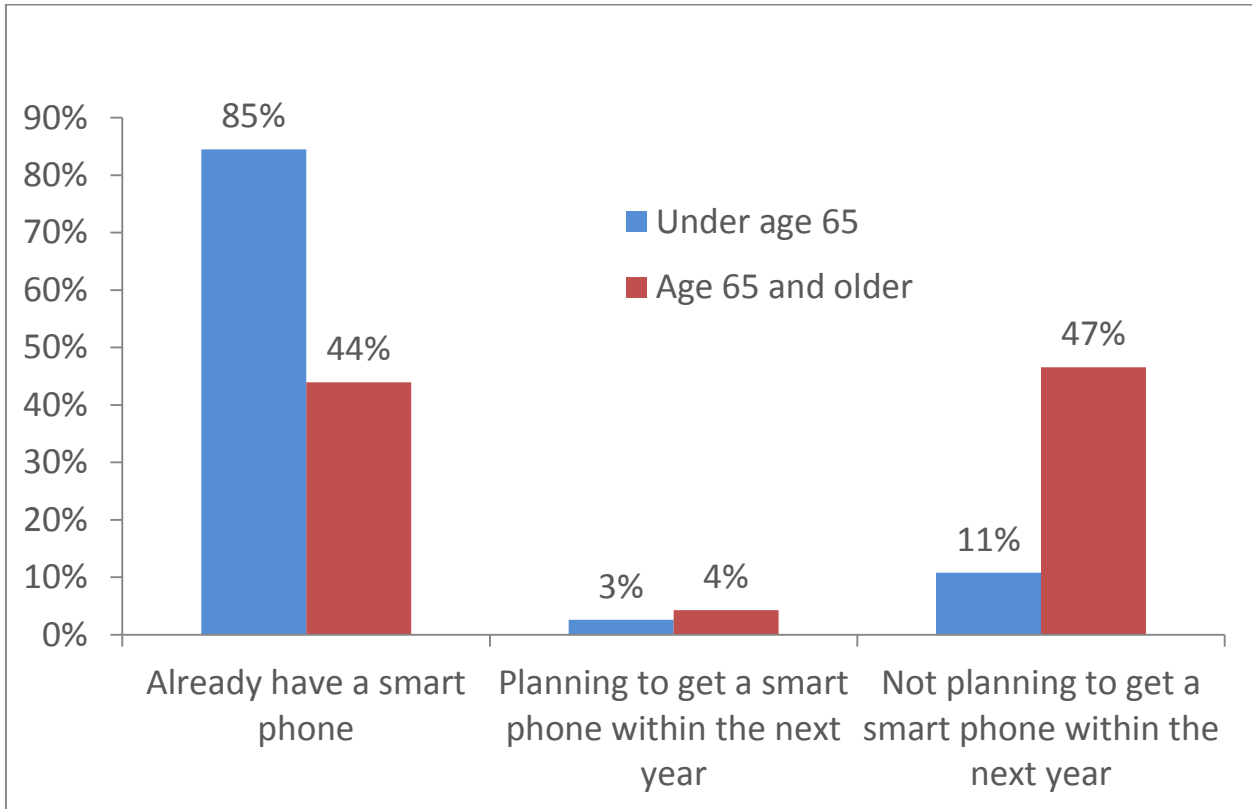


Exhibit 4-3. Smart Phone Access by Income

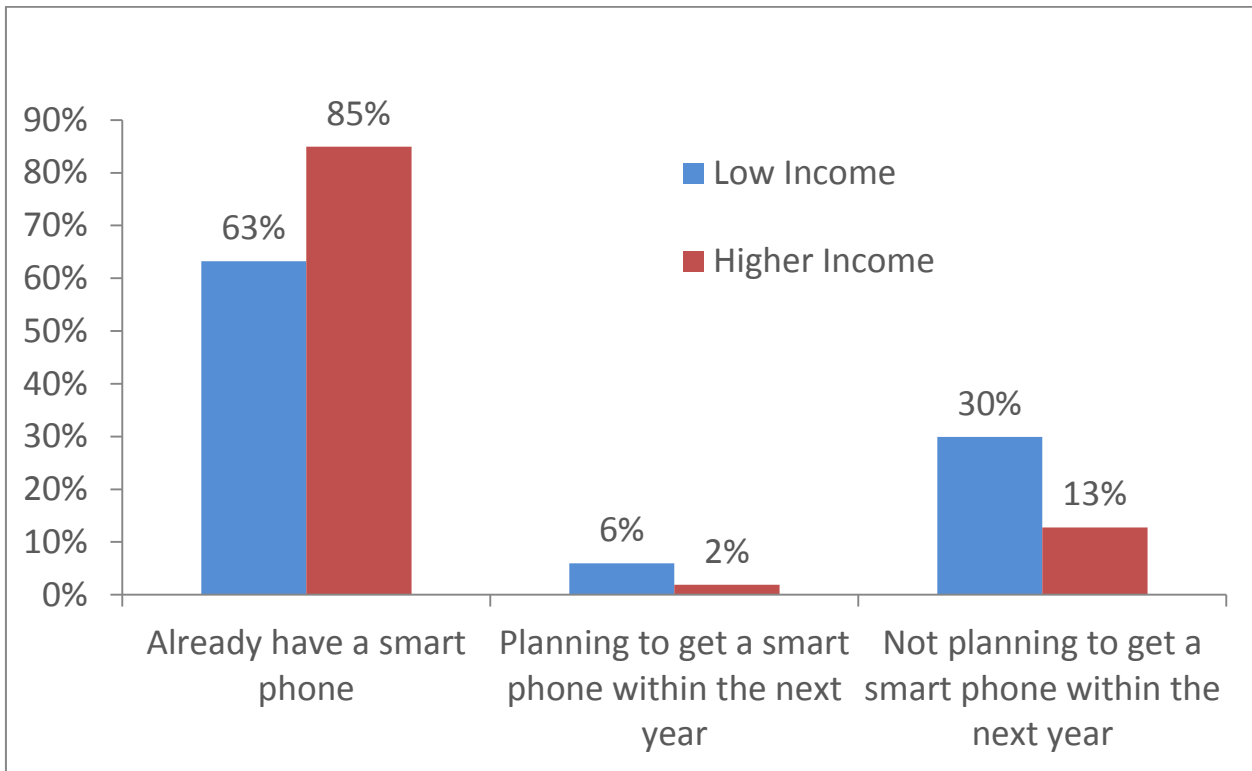


Exhibit 4-4. Smart Phone Access by Race

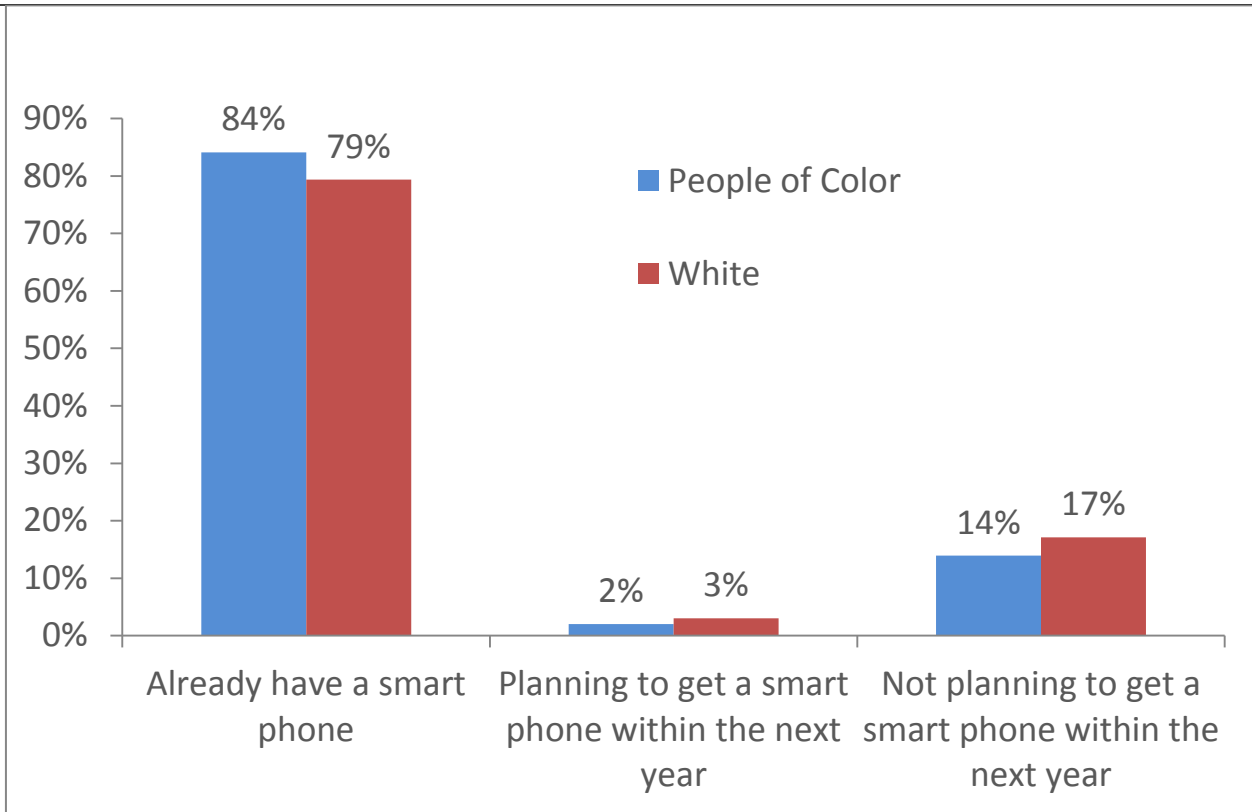


Figure 4-7. Location of Seniors and/or Persons with Disabilities

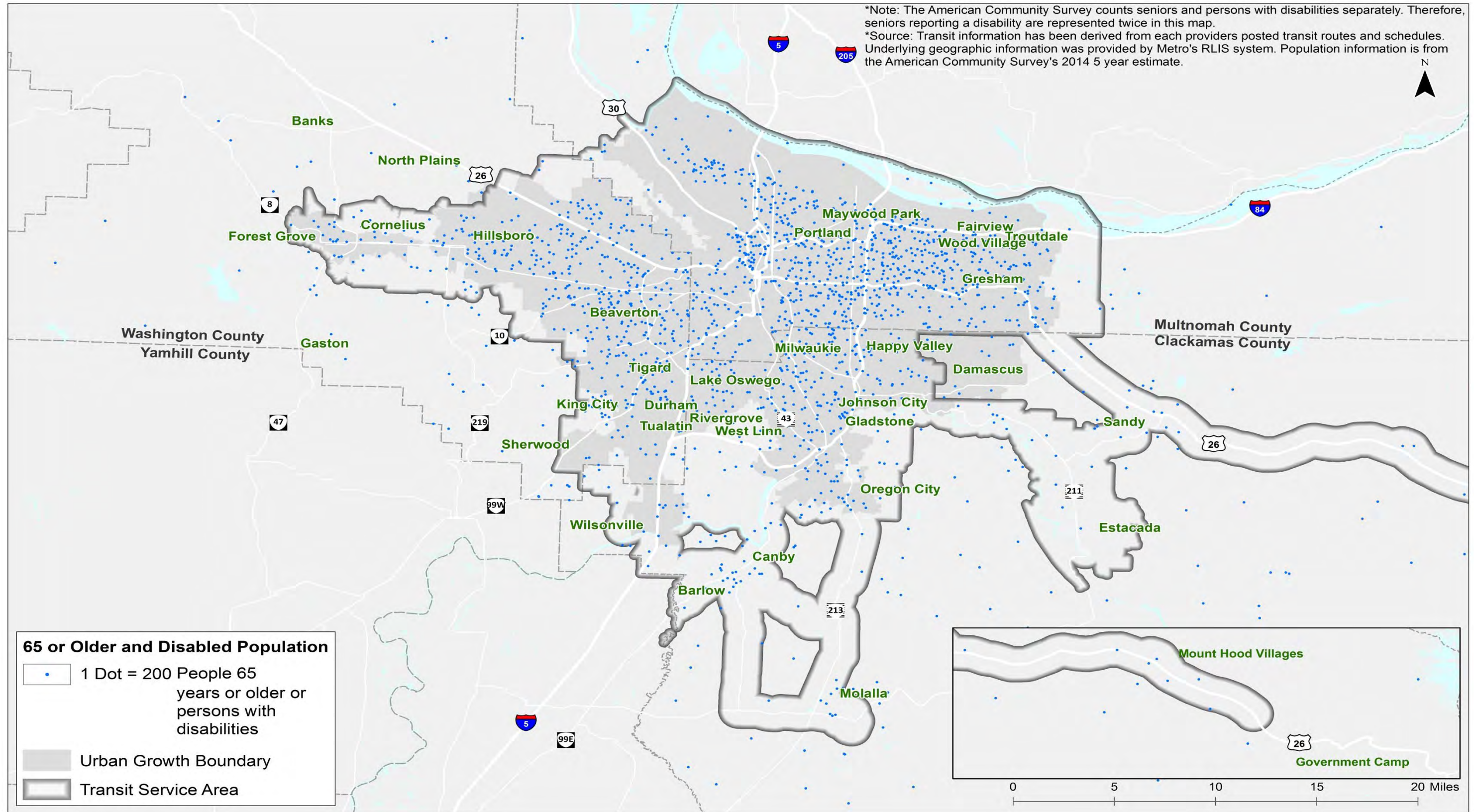
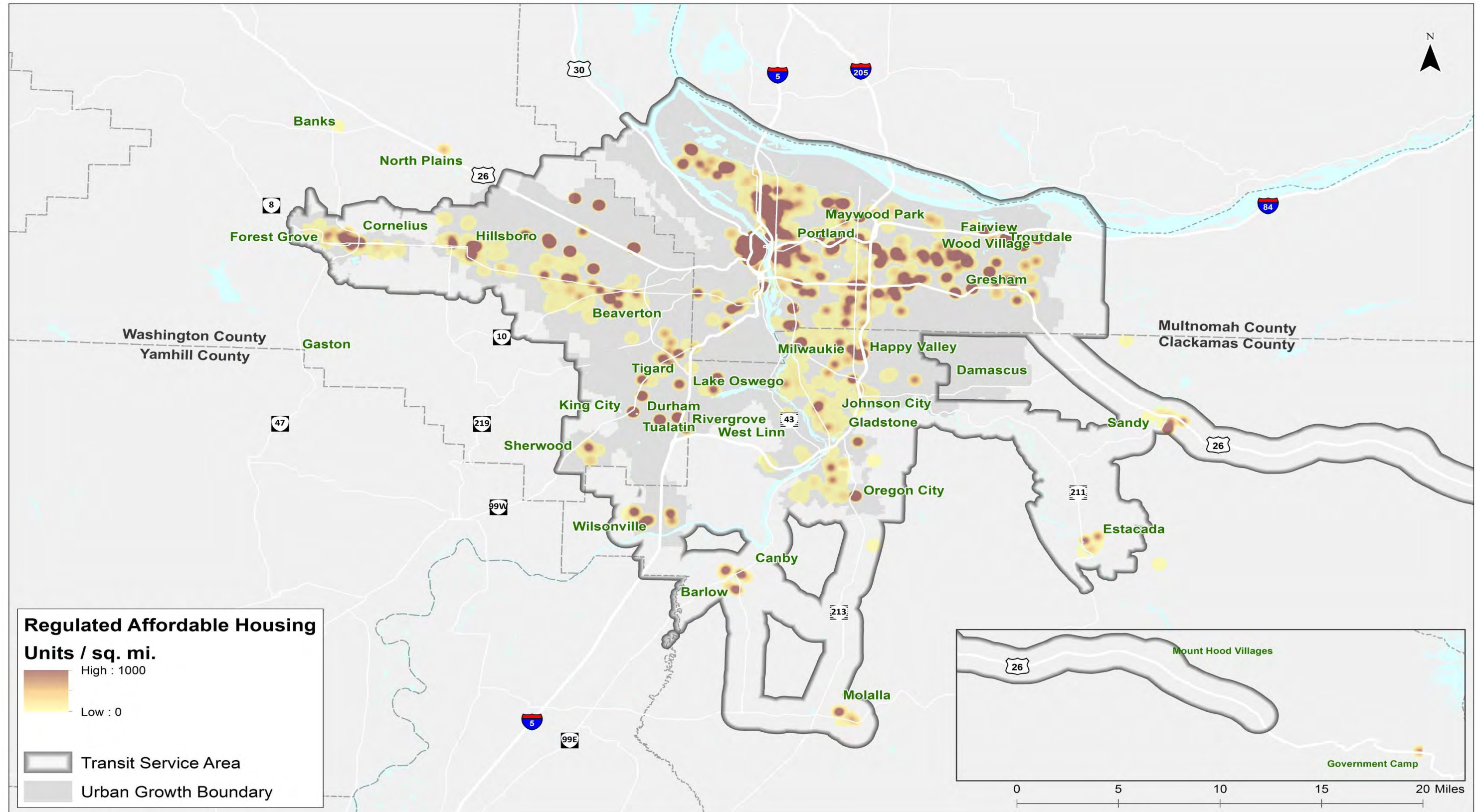


Figure 4-8. Affordable Housing Stock



Summary of Demographic Based Needs

The need for specialized transit services is not limited to the urban centers or even to the TriMet service district. The surrounding rural communities have pockets of potential paratransit riders, including those that do not currently have fixed route transit service.

The vast majority of seniors and persons with disabilities living in the TriMet service district are in close proximity to existing fixed route services. This provides the opportunity to investigate options for making the fixed route system more accessible for people who might otherwise have difficulty accessing the system while allowing paratransit services to be focused on those with the greatest need or those that are truly not within a convenient distance to the fixed route system.

There are several clusters of employment and affordable housing that are not currently well connected to the fixed route transit system in the Tualatin, Hillsboro, and Happy Valley areas which could force some eligible people to rely on the paratransit system unnecessarily. Additional shortfalls in the provided transit service are identified in the Transportation Service Needs discussion.

The tri-county area's population has been growing and is forecast to continue to grow for the foreseeable future. Similarly, the population continues to age increasing the number of seniors who are eligible for paratransit services. It can also be expected that the population of persons with disabilities will increase proportionally with the overall population increase.

The overall demographic trend is that transit needs will continue to grow, and spread farther out geographically.

STAKEHOLDER OUTREACH

The stakeholder outreach component of the needs assessment included outreach and coordination with the key stakeholders involved in planning for and delivering transportation services and social services. They were asked to articulate and share their experiences, perceptions and opinions about which needs are most critical to meet. This outreach was conducted in the following ways:

- A survey was distributed to transit service providers and social service providers to learn more about the perceived needs and gaps, potential coordination opportunities and what types of services, programs or

advances in technology could help address service gaps or offer new and innovative services.

- One-on-one meetings were conducted with transit and social service providers, including representatives of Oregon Project Independence (OPI) services, to review information, learn about existing services and/or identify any major changes since the 2012 CTP update, and supplement the information received in the survey.
- A regional stakeholder workshop was convened to (1) discuss the transportation needs, gaps and challenges specific to seniors and persons with physical and/or cognitive disabilities; (2) Identify geographic, regulatory and structural barriers to addressing these needs; and (3) share ideas for new and innovative services. Workshop invitees included transportation providers, community organizations, senior centers and human and health service agencies, representing a diverse group of services and geographies. *A summary of this workshop can be found in Attachment I.*

A summary of needs resulting from this outreach, as identified by the stakeholders, is provided below. It is summarized in four major themes including Transportation Service Needs, Infrastructure Needs, Coordination and Organizational Needs, and Technology.

TRANSPORTATION SERVICE NEEDS

The following describes areas that have current unmet transportation needs or needs for new or improved transportation service, specifically considering the needs and challenges of seniors and persons with physical and/or cognitive disabilities. This list is purposefully created without regard to current funding levels. Whether the improvements could be made soon or would need substantial more funding to be possible, the intention is to document all identified needs and then prioritize as needed with available funding and use the identified needs to support seeking additional funds.

- New transit services in areas without existing service such as:
 - Summertime hours for the CCC Xpress Shuttle
 - For-hire service (taxis, Lyft, Uber) availability, especially in rural areas
- Improved transit services in areas with existing service

- Additional frequency and extended (longer, evening, weekend) service hours are needed in many locations, including rural and suburban areas.
- Specific locations that have identified needs are:
 - Mt. Hood Villages (Rhododendron, Government Camp)
 - Clackamas County (Boring, Oregon City, Clackamas Community College, Clackamas Industrial Area)
 - Washington County (Bethany, Aloha, River Terrace in Tigard, Villebois)
 - Multnomah County (East Columbia Corridor)
- More frequent intercity connections such as:
 - Between Canby and Woodburn, Wilsonville and Oregon City
 - The 99E corridor between Oregon City and Salem
 - Express bus service between Wilsonville WES and downtown Portland via TriMet Line 96 extension, connecting to Salem-Keizer Area Public Transit at SMART Central
 - New SMART Express Service between Wilsonville and the MAX Green Line
 - Canby to the MAX Green Line via Clackamas Community College
- Meet dial-a-ride (DAR) service needs such as the STAR DAR service, rural DAR service, and reduce wait time for DAR services
- Improve “first” and “last” mile service
 - To/from urban and rural residential areas and to/from service businesses (health care, shopping, banks)
 - Minimize on-board vehicle time (especially for medical transport and those with significant care needs), more point to point transportation
 - Additional community/job connector shuttle services similar successful Grove Link and Tualatin Shuttle
 - Need to integrate last-mile services with demand-response service in suburban areas.
 - Meet transportation needs of riders living more than $\frac{3}{4}$ mile from a transit stop
- Eliminate or reduce service gaps and geographic gaps

-
- Close the gaps in LIFT/paratransit services as fixed routes service has been removed in rural areas
 - Rural weekend service (including demand-response), better local service, and re-implementation of local deviated fixed routes
 - More capacity in the following areas:
 - Staffing/drivers/training, such as:
 - Recruit additional volunteers for Ride Connection's Ride Together service, Clackamas County's Senior Companions, and other programs.
 - At least two additional paid drivers for CCSSD's TRP and CAR programs to help meet the needs for medical and dialysis appointments.
 - CCSSD organizational capacity for additional volunteer driver recruitment and training, including mileage reimbursement funds
 - More Ride Connection volunteers to increase capacity
 - Additional vehicles, including accessible vehicles
 - Additional funding is required to meet the following needs:
 - To fund operations, accessible and general vehicle purchases, maintenance, service and geographic area expansion.
 - Specific agencies that have identified additional funding needs include: Ride Connection, Clackamas County Social Services Division, Multnomah County, TriMet LIFT service, and Mt. Hood Express
 - Specific needs for service include: group trips (shopping, exercise, recreation), an expanded TRP program for medical trips, federal funds (or other sources) to create Community/Job Connectors shuttle services, and for rural/suburban service and operations
 - Discounted fares; mileage reimbursement; paid drivers; and driver recruitment and training.
 - Rural and suburban infrastructure needs.
 - Unmet medical needs including:
 - Coordination/collaboration with house-call service for routine medical and life sustaining treatments like dialysis
 - Additional flexibility for trips to/from medical and/or dialysis facilities
-

-
- Veteran medical service transportation (such as Vets Driving Vets)
 - Mobility management
 - Increase the number of personally owned vehicles (POV) volunteer rider service
 - Explore the need for medical shuttles between key hubs (e.g. Sandy Senior Center) and medical facilities in greater Portland metro area and for persons who do not qualify for Medicaid medical rides

INFRASTRUCTURE NEEDS

The following describes current infrastructure needs associated with providing transportation service for seniors and persons with disabilities.

- Improve transit infrastructure
 - Accessible bus stops, bus stop facilities (seats, shelters, “level of comfort”), security (lighting and safe places to wait), signage
- Improve pedestrian infrastructure and network
 - Sidewalks, completing pedestrian network gaps, crosswalks, mid-block crossings, pedestrian connections to bus stops, ADA compliance, improve safety, pedestrian signals, wayfinding, curb cuts, reduce out of direction travel
- Improve street networks and connectivity
- A land-use/transportation planning program for elder-districts and siting of residential communities, care facilities, and public housing.

COORDINATION AND ORGANIZATIONAL NEEDS

The following describes the needs for improved coordination and organization between social service providers and transit providers.

- Continue to strengthen partnerships within and adjacent to service areas with such organizations as:
 - Transit providers: Ride Connection, Honored Citizen program, TriMet, TriMet LIFT, CAT, SCTD, SMART, SAM, SKT, Woodburn Transit (WTS), Mt. Hood Villages, CCC Xpress Shuttle
 - Counties, cities, and other public agencies

-
- Community based organizations: senior centers, religious organizations, community centers
 - Social service partners
 - Medical partners such as hospitals and clinics
 - Other private partners
 - Inter-agency coordination needs to be addressed include:
 - Service expansions, improvements, and modifications
 - Service and schedule coordination (transfers between services in/out of service areas, route sharing)
 - Coordination of fare policies, fare sharing and/or fare reciprocity between transit systems.
 - Coordination of vehicle maintenance and facilities
 - Coordination of and funding on projects that improve safety, service, and infrastructure.
 - Shuttle services, which take customers to fixed route (bus, rail) service on request.
 - Travel training (RideWise) and transportation options programs, including improved regional carpool matching program.
 - Regular meetings between regional and local transportation providers and service agencies coordinators to discuss resources and services.
 - Transportation co-operative programs with retirement communities to coordinate and share resources
 - Acceptance of other paratransit providers ADA eligibility processes
 - Possibly reduce number of transportation providers

TECHNOLOGY NEEDS

The following describes technology gaps in providing transportation services to meet the needs of seniors and persons with disabilities.

- Real-time information technology
- Electronic fare systems
 - Reloadable fare cards
 - Regional fare system

- Common fare media
- Automatic stop announcement
- Automatic appointment reminders (calls, texts)
- “Texting” stops (rider notification system)
- Ride scheduling technology
 - Software to match customer needs and volunteer availability/ability in real-time
 - Dispatch technology
- Unified communication, web-based routing and scheduling systems across regional service providers for urban and rural trip planning and to communicate/share trips with other demand response providers or ADA services
- Finalization of rural transit providers GTFS data into Google Maps to help riders plan trips - SCTD is not currently in Google Maps.
- TriMet LIFT customer access to trip information through IVR or web
- Technology designed for use on the Internet, phones, and mobile devices
- Cabbie-cam in all cabs, searchable and viewable from a central website
- Volunteer ride connection software

DEFICIENCIES TO SERVICE GUIDELINES

Table 3-2 and Table 3-3 summarize locations which fall short of meeting the aspirational service guidelines. Highlights include:

- Cities within the TriMet service district, such as Clackamas, Durham, Happy Valley, Johnson City, Lake Oswego, Rivergrove, Tualatin, and West Linn are mostly well served with fixed-route service and complimentary ADA paratransit throughout the week, but are short by 3+ hours during the weekend.
- King City, which is classified as a high frequency location, fixed route- service is short 13 hours on weekdays and has no service on weekends.
- Communities within the TriMet service district are short of complying with service standards for the Non-ADA Eligible (Curb-to-Curb) and Needs Assistance (Door-through-Door) categories, with most short at least a few hours on weekdays and many lacking weekend service.

-
- Most cities and unincorporated areas outside of the TriMet service district do not have fixed route service. However, most of these locations do meet service standards for Dial-A-Ride (DAR) services including: No Difficulty (Public DAR), Non-ADA Eligible (Curb-to-Curb), and Needs Assistance (Door-through-Door). Most cities and unincorporated areas in Clackamas County are short of the service standards for those DAR services.

5. PRIORITIES, STRATEGIES AND ACTIONS

This chapter presents a set of strategies and actions based on the CTP priorities that the tri-county region can pursue to improve transportation services for seniors and persons with disabilities. Each of the strategies support one or more of the plan's Priorities.

PRIORITIES

The Principles from the 2012 CTP were updated through the CTP Update process by the STFAC and are referred to as Priorities in this plan. The Priorities will guide the decisions made by the STFAC to implement the Plan including how to evaluate funding applications. *Chapter 7 has information on how the Priorities were used to develop evaluation criteria for funding applications.* The Priorities, not listed in any particular order, include:

1. Provide transit service throughout the tri-county area for seniors and persons with disabilities consistent with the CTP Service Area Standards and Guidelines (see Table 3-1). This can be achieved in the following ways:
 - a. Maintain existing services and programs that meet the needs of seniors and/or persons with disabilities
 - b. Expand service to areas that don't currently have service (either in new areas or areas where service was previously cut)
 - c. Increase capacity and improve service quality of existing services (such as providing additional or larger buses, right-sizing buses, reducing headways, increasing span of service)
 - d. Improve stop accessibility
2. Provide for adequate capital replacements and maintenance of vehicles and other fundamental requirements to provide service.
3. Consider how projects are cost-effective and meeting specified goals when making funding decisions (such as \$ per ride, % match) but balance that with the need to provide accessibility throughout the tri-county area.
4. Strive for strategic and equitable distribution of funding to address the needs of the region's seniors and persons with disabilities.
5. Advocate for increased funding and partnerships for transit and investment in transit supportive infrastructure.

6. Seek out new and innovative partnerships and funding opportunities.
7. Implement new and innovative initiatives related to technology and different service models.
8. Support new and collaborative partnerships that improve service to underserved communities and people.
9. Enhance rider experience and sense of dignity by being sensitive and attentive to the varied needs of individuals and by emphasizing a customer service model.

STRATEGIES AND ACTIONS

The strategies and actions presented and discussed below are intended to address or mitigate transportation needs for seniors and persons with disabilities as identified in Chapter 4 (Needs Assessment). This is an important element of the Coordinated Transportation Plan for Seniors and Persons with Disabilities in that it responds to federal planning requirements; in addition, it provides an opportunity to document regional service priorities as well as to identify lead entities responsible to implement them.

The methodology used to develop the actions included taking the following steps:

- Strategies and actions included in previous plan were reviewed with the responsible parties to assess whether they have been completed, or are more appropriately considered ongoing agency activities.
- A peer review was conducted of similar sized metropolitan areas throughout the country to identify new and innovative strategies being implemented throughout the country. *A summary of the peer review can be found in Attachment J.*
- Strategies and actions to address needs and move toward a future vision of enhanced transportation for seniors and persons with disabilities were discussed with the STFAC members and with stakeholders through surveys, interviews, and workshops. *A summary of the STFAC workshop on strategies can be found in Attachment K.*

This Plan update has streamlined the number of actions by removing those that are considered completed and, in some cases, those that are considered ongoing tasks and responsibilities of local service providers. Several new actions, especially related to implementing the plan and measuring performance, have been added.

The actions are assigned a “tier” ranking. Tier 1 projects are those considered of high priority to the region and the most feasible to implement. Tier 2 projects are considered short-medium term with potential funding sources to implement them. Tier 3 projects are those that will require long-term implementation efforts, and where funding is not secured.

Table 5-1 identifies the strategies and the CTP Priority that the strategy helps implement. Table 5-2 through Table 5-7 identify actions to implement each strategy, suggested lead agency or agencies to assume responsibility for implementation, the timeframe for completion, and the suggested tier. It should be noted that while some actions will require an initial investment to implement them, over the long term they may result in cost-savings to public transit programs.

Table 5-1. Strategies and CTP Priorities Addressed

Strategies	CTP Priority Addressed											
	1a – Maintain Service	1b – Expand Service	1c – Increase Capacity and Quality of Service	1d – Improve Stop Accessibility	2 – Capital Replacements and Maintenance	3 – Balance cost-effectiveness and accessibility	4 – Equitable Distribution of Funds	5 – Increased funding	6 – New/Innovative Partnerships and Funding	7 – New and Innovative Technology and Service Models	8 – New Partnerships to serve underserved communities	9 – Enhance rider experience
Develop a committee to oversee implementation of the plan								X	X	X	X	
Measure performance						X						
Enhance access and increase system efficiency			X	X						X		
o Encourage use of fixed route transit			X									
o Manage ADA service demand			X									
o Enhance pedestrian access/land use improvements				X								

Strategies	CTP Priority Addressed											
	1a – Maintain Service	1b – Expand Service	1c – Increase Capacity and Quality of Service	1d – Improve Stop Accessibility	2 – Capital Replacements and Maintenance	3 – Balance cost-effectiveness and accessibility	4 – Equitable Distribution of Funds	5 – Increased funding	6 – New/Innovative Partnerships and Funding	7 – New and Innovative Technology and Service Models	8 - New Partnerships to serve underserved communities	9 – Enhance rider experience
Provide service to meet recommended guidelines	X	X			X		X		X	X	X	
<ul style="list-style-type: none"> Maintain existing services and programs that meet the needs of seniors and/or persons with disabilities 	X				X							
<ul style="list-style-type: none"> Expand or establish new services and programs 		X							X		X	
Improve customer experience			X							X		X
<ul style="list-style-type: none"> Improved Information and referral/program outreach 			X									X
<ul style="list-style-type: none"> Address safety and security concerns at transit facilities and on vehicles 			X									X
Promote coordination among service providers and innovative partnerships										X	X	

PLAN IMPLEMENTATION COMMITTEE

Through the CTP Update process, the STFAC identified many actions that could or should be implemented by the STFAC or that require participation, coordination, and collaboration from multiple transportation providers represented on the STFAC and in the plan. In years past, there had been a Regional Transportation Coordination Committee (RTCC) that had performed some of these functions but it was discontinued. To assist in plan implementation, the STFAC desires to create a Plan Implementation Sub-Committee to help oversee, advance, and implement strategies and actions identified in the Plan. This could include actions related to evaluating system and project performance, estimating costs to implement actions in the plan, seeking new sources and advocating for additional funding, and facilitating and pushing for innovative partnerships. The sub-committee needs representation from transit providers as well as members from TriMet’s Committee on Accessible Transportation (CAT).

Table 5-2. Actions to Develop a Committee to Oversee Plan Implementation

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
1. Develop a STFAC sub-committee to assist with plan implementation	STFAC to create sub-committee charter, work plan, nominate members and chair	STFAC, TriMet	2017	x		
2. Estimate costs to implement CTP actions	Identify in sub-committee work plan	STFAC sub-committee	2017	x		
3. Develop an advocacy white paper related to the need for additional funding	Identify in sub-committee work plan	STFAC sub-committee	2017	x		
4. Periodically review CTP to evaluate progress	Identify in sub-committee work plan	STFAC sub-committee	2017	x		

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
5. Review funding application process and application materials on biennial basis	Recommend updates to STFAC prior to announcement of biennial STF formula funds	STFAC sub-committee	2017	x		

MEASURE PERFORMANCE

Through the CTP Update process, the STFAC identified the need to modify the monthly reports they receive from transit providers to provide data more relevant to their decision making. The STFAC expressed a desire that the reports help them evaluate progress implementing the plan, understand if they are increasing the amount of people being served, and evaluate the effectiveness of the projects they have funded. Additionally, the STFAC recognizes the connection between health and transportation and has expressed interest in exploring standards and models for evaluating the performance of health benefits generated as a result of transit investments.

Table 5-3. Actions to Measure Performance

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
6. Update the monthly reports from the providers to the STFAC and develop a plan to evaluate CTP progress and document outcomes of funding applications	Identify in sub-committee work plan	STFAC sub-committee, TriMet	2017	x		

ENHANCE ACCESS AND INCREASE SYSTEM EFFICIENCY

As shown in Chapter 4, the population in the tri-county areas is projected to continue to grow as is the portion of the population that are seniors and/or persons with disabilities. This will result in steadily increasing demand for transit service of all types. With limited funding for transit, key to serving the most people is encouraging and helping seniors and persons with disabilities to access fixed route service where available. This is the most cost-effective form of transit and also frees capacity in demand-responsive services for those that are unable to utilize fixed-route service due to lack of availability or physical or cognitive ability. Encouraging and helping people utilize fixed-route transit requires:

- addressing the issues that prevent people from using fixed-route service when available;
- managing demand for demand-responsive services through a conditional eligibility process; and,
- addressing systemic issues related to transit supportive land uses and complete accessible pedestrian networks.

The financial benefits of this approach accrue over time, as each person that transitions to fixed route potentially takes many trips.

Encourage use of Fixed Route Transit

The 2012 CTP update process included a regional workshop and peer agency review to explore barriers that may prevent people from using fixed route services, as well as strategies which, if implemented, could encourage use of regularly scheduled transit services.

Many people who currently use paratransit services for all their travel needs may be able to use fixed-route, or other regularly scheduled transit service for some or all of their needs. The following services and initiatives will help encourage the use of more efficient modes of travel where appropriate.

Implement Trip Screening and Path of Travel Review

TriMet has an ADA paratransit eligibility process and opened a Certification Center in 2010 for in-person interview and functional assessment of abilities to ensure applicants for paratransit are accurately assessed for their eligibility to use ADA paratransit services, and conditions under which they are eligible. The implementation of the in-person eligibility determination process has provided an opportunity for

TriMet staff to discuss the application of conditionally eligibility with the applicants and educate the community in general on the appropriate use of the LIFT service. The new eligibility process has also enabled staff to complete a more thorough evaluation of the applicant's functional abilities and identify more accurate conditions that may apply.

TriMet established a recertification period of three years and has completed the initial recertification of approximately 10,000 existing customers within that three years. TriMet's eligibility determination process has been recognized as a national model and there are no plans or apparent needs for implementing any process improvements at this time.

As a next step, TriMet, as well as other regional providers, could consider implementing trip screening for persons who are determined "conditionally" eligible, or able to use fixed route transit for at least some of their trips. This step should be taken in tandem with a path of travel review process, which would evaluate an individual's ability to get to or from a bus stop or rail station. STFAC member concerns with trip screening include consideration of weather conditions in the eligibility assessment as well as advance notification of a denied trip.

Bus Stop Improvements

TriMet has a strategic plan to improve many of its bus stops to ensure they are better accessible for seniors and persons with disabilities. The Pedestrian Network Analysis (PNA at www.trimet.org/walk) identifies priority locations for sidewalk, curb ramp and crossing improvements. Since the PNA was released, cities and ODOT have made such improvements in many locations and TriMet has partnered with cities and ODOT to secure grant funding totaling over \$15 million that is now going into such improvements in various parts of the region. Efforts should continue to identify locations with high ridership and the most potential for improvement. Making improvements such as adding benches or seats, providing real-time scheduling information, ensuring that the path of travel to the bus stop can be navigated by persons with disabilities, ensuring the bus stop platform can accommodate persons in wheelchairs, and making sure shelters are transparent to promote personal security are tangible steps that can be taken.

Paratransit Feeder Services

Customers who are able to use the fixed route but have trouble accessing bus stops can be picked up and taken to the nearest transit center to access the fixed route services to other local destinations. Feeder service can greatly reduce trip lengths on

paratransit services and free up resources for other trip requests. Transfers to fixed-route services should only be done at improved transit centers to assure customers are not overly inconvenienced by the transfer. Also only customers capable of making the transfer should be required to feed into the fixed-route service. This would require an assessment of the customer's capability to use fixed-route for the trip, and their ability to access their final destination from their destination stop/station. This assessment can be part of the trip screening and path of travel review steps described in the following ADA Demand Management section.

The lack of restroom facilities at transit centers has been identified as a barrier to customer's comfort at utilizing paratransit feeder services as well as making fixed-route transit trips that require transfers. On-time performance of these trips is critical for customers to make their connections and arrive at their destinations on time.

Most of Ride Connection's community connectors link to a transit center and anyone who qualifies for door-to-door services can request a trip to a transit center rather than their final destination. However, it is rare that customers request this due to the transfer penalty associated with their fare. Ride Connection does not currently require door-to-door trip requests to link to fixed route service even if an assessment of their ability would indicate they are able to do so.

Route Deviation

In a route deviation, a bus goes off its course to go to a specific location on a pre-scheduled request. By surveying riders using paratransit services to travel to community centers and supported employment sites, transit operators can determine if a route deviation would allow many of the riders to instead use the less-expensive fixed route buses. Riders could be given incentives to make the switch to fixed-route buses.

Ride Connection provides deviated route service within ½ mile of the routes for the Washington County Community Bus, GroveLink, Tualatin Shuttle, King City RideAbout, and North Hillsboro Link. These services are free and open to the public. The South Clackamas Transportation District and Mount Hood Express also offer deviated fixed-route service.

Address Safety and Security Concerns at Transit Facilities and on Vehicles

Improving access to bus stops and rail stations can remove physical barriers preventing riders from using fixed-route services, but customer perceptions about their personal safety may limit the use of these services. See the section on Improving Customer

Experience for actions that can improve safety and deter crime, and address the perceptions of transit as unsafe, which are often not the case.

Manage ADA Service Demand

Review paratransit service standards

In 2012 TriMet LIFT ADA service boundaries and fares were modified to better align with TriMet fixed route. Previously service throughout the ADA service area was offered—this was adjusted to six service areas (Weekday, Weekday Evening, Saturday, Saturday Evening, Sunday and Sunday Evening). And as changes are made to Fixed Route service, ADA boundaries are now expanded or contracted on an individual route basis.

Prior to 2012, TriMet LIFT fares were less than fixed route. In 2012, a resolution was passed to gradually equalize LIFT fares with the adult TriMet fare. There was a proposal to eliminate the LIFT monthly pass, but ultimately the pass was retained. Currently LIFT fares and TriMet adult fares are equivalent.

Providers besides TriMet may need to review their service standards. As with the action to revise the paratransit certification process, it is important to carefully review options and to assess the potential impacts revisions of service standards would have on customers and potential customers of paratransit services. To the extent possible, these impacts should be quantified; that is, the eventual outcomes predicted and measured (i.e. number of trips that would not be provided). A range of scenarios should be reviewed with advisory committees and other stakeholders with the goal of prioritizing those most feasible to implement.

Likewise, a “safety net” should be developed in parallel to implementation of this action to allow for customers to access transportation in limited cases when they have no other option. The voucher system, described below, may be one way to provide this safety net of limited services, or through volunteer or other programs administered through Ride Connection.

This action could apply to other operators as well.

Develop Comprehensive ADA Paratransit Eligibility Process

Since the development of the last Plan Update, TriMet has taken significant steps to refine its ADA paratransit eligibility process, and has opened a Certification Center.

Other service providers may be interested, as well, in making revisions to their certification processes.

There are two primary goals for this action:

- To ensure that persons are accurately and appropriately provided with the best mobility option based on their needs and conditions; and
- To ensure that ADA paratransit costs and resources are directed to those who meet eligibility standards as defined in the ADA.

Certification staff from other cities/programs that transitioned to an in-person assessment have emphasized the need for public outreach and education to current and potential users of the system, as well as to social service agencies.

Community-Based Accessible Vans

Making accessible vans available to community-based organizations often provides a lower cost, and more customer-focused alternative to traditional ADA complementary paratransit service. Transit providers can provide new or retired vehicles to the organizations for use with their staff or volunteer drivers. Some programs require a commitment from the community-based organization that they will take a quantifiable number of rides off of the ADA system.

Ride Connection offers these programs, which could be expanded because they currently run out of vehicles to share and place.

Enhance Services for People Who Stay at Home

Another way of looking at mobility is to think of ways to instead bring the services to the person. This type of service can be particularly important to people who temporarily stay at home because of limited mobility, fragile health, etc.—for example, after surgery—or people whose mobility has become very restricted over the long-term, such as those with a debilitating illness. The goal is to help people who stay at home “age in place”—that is, help them to remain in their homes rather than institutionalize them. Currently, the following services are available:

- Grocery deliveries
- Meals on Wheels
- Library book deliveries

Ride Connection works with Travel Options Counselors and Travel Navigators to provide them tools to make referrals to non-transportation programs in the course of working with customers.

Enhance Pedestrian Access/Land Use Improvements

Pedestrian-Friendly Environment

It is human nature to want to be self-reliant. Self-reliant citizens make a stronger and more resilient community. Our society should take advantage of this desire to be independent by fostering ways for seniors and persons with disabilities to remain healthy and active. Transportation is one of many social determinants of health. Providing a pedestrian-friendly environment increases access to essential destinations and to fixed-route transit. By improving transportation access in this way not only will the result be happier individuals, but also the limited funds for transportation seniors and/or persons with disabilities will last longer and be available for those who truly need assistance.

This CTP encourages jurisdictions within the tri-county area to make their communities more pedestrian friendly for seniors and/or persons with disabilities populations. In keeping with the Land Use Concept, the plan advocates for more age-friendly communities, expanding wheelchair capacity on all transit vehicles, and locating housing for elders and persons with disabilities near services, such as grocery stores, pharmacies and support services, so that residents could walk instead of drive to obtain their basic needs. Specific resources to implement these innovations include:

Livable Communities Evaluation. This American Association of Retired Persons (AARP) evaluation guide includes a “walkability survey” to assess sidewalks, crosswalks, resting places and similar issues.

Pedestrian Master Plan. The City of Portland has adopted a 20-year *Pedestrian Master Plan* for pedestrian improvements, which can serve as a model for other communities. The plan includes a process for prioritizing improvements. The *Portland Pedestrian Design Guide* that was produced in conjunction with the pedestrian plan is used in the development review process.

Other cities, counties and ODOT have varying levels of pedestrian-oriented plans and design criteria.

Table 5-4. Actions to Enhance Access and Increase System Efficiency

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
Encourage Use of Fixed Route Transit						
7. Support and expand travel training programs	Continue support for Ride Wise and other programs.	STFAC, Ride Connection, transit providers	Ongoing	x		
8. Implement or expand upon feeder services to fixed route transit	Identify most popular destinations visited by seniors and persons with disabilities utilizing LIFT or other paratransit service. Implement community connectors identified in TriMet’s SEPs.	Transit agencies and Ride Connection partners	Ongoing	x		

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
9. Consider incorporating public restrooms into transit center designs and look for options to retrofit existing transit centers to include public restrooms	Identify most critical transit centers for retrofit, comment on all future proposed transit centers	STFAC, Transit agencies	Ongoing			x
Manage ADA Service Demand						
10. Implement trip screening as appropriate for ADA paratransit users	Prepare a plan, conduct research, develop preliminary goals	TriMet and other transit agencies, if interested	Ongoing			x
11. Coordinate path of travel improvements with LIFT eligibility center	Prepare a plan, identify key locations needing improvement	TriMet and other transit agencies, if interested, Ride Connection	Ongoing		x	

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
12. Create interface (web portal) that allows riders with conditional LIFT eligibility to see their trip options and (a) choose to purchase fare through Hop Fastpass and the fixed route system and ride right away or (b) schedule out a LIFT trip a day in advance and pay for trip through Hop Fastpass	Upgrading LIFT scheduling software to allow online scheduling	TriMet	2016-2019		x	
Enhance Pedestrian Access/Land Use Improvements						
13. Advocate for aging and disability-friendly streets and roads	Advocate for funding sources to be applied to projects that fill gaps in system providing sidewalks, lighting, paths, crosswalk and other improvements	TriMet and other transit agencies to coordinate with cities, counties, and ODOT; work with local planning staff	Ongoing		x	

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
14. Implement recommendations from TriMet’s Pedestrian Network Analysis and other agencies and local jurisdiction plans (Pedestrian Master Plans, safe routes to transit) to encourage walking by seniors and persons with disabilities	Prioritize impacts of improvements to benefit persons with disabilities, seniors	TriMet and other transit agencies to coordinate with cities, counties, and ODOT	Ongoing		x	
15. Develop strategies (i.e. incentives, mutual planning requirements, etc.) to influence the siting of facilities that provide services to seniors and/or persons with disabilities.	Conduct assessment of current zoning and permit processes that influence facility siting practices	Transit Agencies with Metro and local jurisdictions	Ongoing	x		
16. Continue to pursue advocacy and partnerships to improve access consistent with the Pedestrian Network Analysis		TriMet and local jurisdictions	Ongoing	x		

MAINTAIN AND EXPAND SERVICE TO MEET SERVICE GUIDELINES

The Service Guidelines in Chapter 3 are a tool for assessing the level of service currently provided and identifying unmet needs or gaps. While each recommended guideline may not be achieved, it should remain a target for ongoing improvement. A Guiding Principle of the CTP is to provide service throughout the tri-county areas, in urban and rural areas, consistent with the recommended Service Guidelines which take into account the needs and feasibility of providing different service levels in different areas. Strategies to meeting the Service Guidelines include maintaining service, expanding service, enhancing service, and maintaining and providing appropriate vehicles and facilities to support the service. Implementing these strategies requires funding for operations as well as a supply of vehicles and drivers.

The following programs help increase the availability of vehicles and drivers.

- **Taxicab or TNC Vouchers.** Taxi or Transportation Network Company (TNCs, such as Uber or Lyft) discount programs for seniors and persons with disabilities allow residents to purchase vouchers at less than the face value and use them to pay for taxi rides.
- **Driver Pools.** Agencies could share drivers by establishing a pool among the three counties. Paid drivers who have free hours or days could enter the pool, as well as volunteer drivers willing to dedicate additional hours. The region has consistently supported this approach. *Ride Connection currently has an “on-call” driver pool that is shared across the region. Drivers are employed by Ride Connection and generally provide on-call service capacity, but can also be assigned to partner programs as needed to cover vacations/sick time etc.*
- **Volunteer Driver Programs.** Volunteers have long been relied upon in the delivery of public transit services in small communities and rural areas. Public agencies and non-profit organizations often oversee programs to recruit, train, schedule, and/or reimburse volunteer drivers. Volunteer drivers can sign up to drive organization vehicles or their personal cars. Similarly they can volunteer to drive any customer needing a ride or just friends or family members based on the program parameters.
- **Peer and Cause Based Programs.** The recruiting and retaining of volunteer drivers is often difficult and expensive. Involving peers of the program participants (e.g. seniors and veterans) has proven beneficial in reaching out to new volunteers as they can relate to the needs of their peers and are more motivated in helping out. *Ride Connection has an established veteran’s*

transportation program and is doing additional “cause based” volunteer recruitment for dialysis.

Additional strategies to maintain and expand service that were identified during the CTP Update process include:

- Seek additional dedicated state funding for transit providers (i.e. e-cigarette taxes ear mark funds for senior programs)
- Revisit design of fixed-route transit buses to accommodate growth of mobility devices and other needs
- Develop an advocacy white paper for legislators/statewide advocacy effort to increase funding sources.
- Utilize crowd source funding for special projects to expand service.
- Evaluate potential role of Transportation Network Companies (TNCs) such as Uber and Lyft to provide first- and last-mile services to seniors and persons with disabilities.

Table 5-5. Actions to Maintain and Expand Service to Meet Service Guidelines

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
Maintain Existing Services and Programs						
17. Preserve existing services and provide vehicle maintenance for services that meet the needs of seniors and/or persons with disabilities	Identify additional revenue and prioritize services	Transit agencies and Ride Connection	Ongoing	x		

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
18. Advocate for adequate capital replacements	Identify and prioritize funding sources	Transit agencies and Ride Connection, STFAC	Ongoing	x		
19. Seek stable funding in upcoming legislative session to support ongoing operations and capital expenses	Develop and participate in regional and statewide advocacy and education efforts	Transit agencies, human service agencies, Ride Connection	2017-18 legislative session	x		
Expand or Establish New Services and Programs						
20. Address service gaps in public transit services	Prioritize service gaps; seek additional funding	Transit agencies, Ride Connection	Ongoing		x	
21. Implement new services including the additional community connectors identified in TriMet's Service Enhancement Plans	Implement new services including the additional community connectors identified in TriMet's Service Enhancement Plans	Transit agencies, Ride Connection, TMAs, private providers	Ongoing	x		

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
22. Increase capacity of existing volunteer programs by increasing the fleet of accessible vehicles for community-based services	Increasing capacity requires increasing the vehicle fleet.	Ride Connection and county departments of social services	Ongoing	x		
23. Develop back-up driver pool for existing volunteer driver programs	Ride Connection has a successful volunteer recruitment program (Iwanttodrive.org). Address issues for paid drivers.	Ride Connection	Ongoing	x		
24. Develop and implement new or revised no cost/low cost community services projects	Prepare a community needs assessment and develop partnerships outside of network.	Ride Connection, transit agencies, human services departments, county agencies	Ongoing	x		

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
25. Develop and implement new transportation services to assist low-income individuals access employment and training opportunities in rural areas	Track federal legislative action on transportation authorization bill; monitor 2017 and 2019 state legislative session for opportunities	Transit agencies, Ride Connection, private sector	Ongoing		x	
26. Develop and test new technology to improve service efficiencies	Ride Connection - Implement technology to support deviated fixed route services.	Ride Connection, transit agencies	Ongoing		x	
27. Develop open source software to enable multiple operators to connect with single clearinghouse	Provide interface for volunteer drivers and customer.	Transit Agencies, Ride Connection	Ongoing	x		

IMPROVE CUSTOMER EXPERIENCE

One of the priorities in the 2016 CTP is to enhance rider experience and sense of dignity by being sensitive and attentive to the varied needs of individuals and by emphasizing a customer service model. The following describes various strategies to work towards this principle.

Improve Information and Referral/Program Outreach

While all transit agencies and Ride Connection have improved the service information on their websites since 2012, a number of additional actions can be taken to increase public awareness of transportation services for elders and persons with disabilities within the region.

Provider websites review

For those with Internet access, websites can provide important information about the transportation services available to meet individual travel needs. The tri-county region's community-based organizations could provide a link on their websites to TriMet and Ride Connection's sites.

TriMet currently provides links on their website to schedules for all transit services that interface with TriMet. It is located at <http://trimet.org/schedules/othertransit.htm>.

SMART has a trip planner that links both services.

Ride Connection's website provides information about all of its' services and the fixed-route and deviated route community shuttles it operates. <https://rideconnection.org/about-us/partners>

Ride Connection and the other transit agencies that interface with TriMet or other services should provide links to those services websites.

Address Safety and Security Concerns at Transit Facilities and on Vehicles

Customer experience is impacted by their sense of safety and security during the trip. The following actions can improve safety and deter crime, and can address the perceptions of transit as unsafe, which often is not the case.

- **Improve lighting.** Adequate lighting at, and around, bus stops and rail stations can both deter crime and provide riders with a better sense of personal security.
- **Improve visibility.** Eliminating hidden areas at stops, on platforms and along access paths will provide similar benefits. Avoiding opaque shelter walls and managing landscaping are two primary tools for providing clear lines of sight to transit users while accessing or waiting for a bus or train.
- **Improve communications with transit security personnel.** Clearly identified and easy to use voice communications with security personnel can reduce response time in case of an emergency and provide riders with a better sense of security. Visual communications for people who are hard-of-hearing/deaf also need to be considered. Similarly video cameras can deter crime if would be offenders think the public space if being monitored, and riders appreciate knowing they are not isolated.
- **Provide public information on transit safety and security.** The perception of transit as unsafe is frequently not supported by the facts. Providing the public, especially potential users, with current data on crimes and accidents on transit vehicles and at transit facilities can often mitigate unfounded concerns.

TriMet continues work with its jurisdictional partners to make capital investments to the pedestrian, bicycle, and transit network. Contributions include sidewalk infill, pedestrian crossing improvements, in street bus pads and pullouts to improve operational safety. Most bus stops are located in public right-of-way. While effort is made to place bus stops near existing streetlight infrastructure, TriMet is a fiscally responsible entity and does not actively pursue the proliferation of street lights at bus stops and the ongoing operating expense of energizing them. Most TriMet provided energized lighting can be found at TriMet transit centers, rail platforms and the highest ridership bus stops. TriMet does provide solar powered (low operating expense) lights on many bus shelters, and will continue to do so. TriMet's 2015-2016 Bus Stop Capital Improvements for Access to Transit included improvements to fifteen bus stops to make them ADA accessible with concrete pads and add shelters and sidewalks in some locations. Many of the highest ridership stops (including those that serve transit dependent patrons, social service providers, seniors and persons with disabilities, already have amenities and functional accessibility. Continuing to implement the bus stops strategic plan to ensure they are better accessible for seniors and persons with disabilities is ongoing.

SMART has also upgraded a number of curbs/bus stops to meet ADA requirements in the past several years.

Additional strategies to enhance improve customer experience were identified during the CTP Update process, including:

- Provide customers better information about available services across all providers.
- Increase the availability of real-time information for scheduled rides.
- Improve the technology and communications that clients are using to deliver information and schedule trips.
- Schedule TriMet LIFT online or through mobile device applications and connect to the TriMet fixed-route application. *TriMet LIFT has upgraded scheduling software versions and their base map. The new base map has capability for more accurate scheduling methods, which are expected to be implemented over time. LIFT is continuing to seek funding for automated customer information.*
- Develop on-demand ride-matching technology that is user-friendly and accessible
- Advocate and look for opportunities to improve accessible service by Transportation Network Companies (TNCs) like Lyft and Uber.
- Implement electronic fares (E-fare) across all systems.
- Utilize Neighborhood Associations as transportation ambassadors to educate on services. *Ride Connection currently provides concierge volunteers on some neighborhood shopping shuttles.*
- Provide monitors or additional staff onboard to assist customers.
- Enhance and provide additional Driver Training
 - Include a panel of persons with disabilities as part of operator training, and/or produce a training video that can be presented to vehicle operators at multiple programs. Ride Connection has developed a dialysis training module informed by dialysis patients through their participatory planning process and they participate in trainings sometimes.
 - Provide greater mental health training for drivers and support staff. For example, transit operators in Eugene, OR know to call CAHOOTS, a mobile crisis intervention team, in case additional support is needed for individuals with cognitive and/or mental health challenges.

Information about these services should be incorporated into transportation providers' programs. The services are a piece of a multimodal strategy for mobility,

reflecting the mobility needs of the “whole person” as people transition through various stages of age and disability.

Table 5-6. Actions to Improve Customer Experience

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
Improved Information and Referral/Program Outreach						
28. Develop and distribute information promoting Travel Options Counseling services and providing web-based and application based information systems	Develop protocols for maintaining information. Update and continue distribution of brochure; update web site; develop mobile device application that provides info on all travel options	Transit Agencies, Ride Connection, ADRC, 211	Ongoing		x	
29. Increase communication and marketing efforts to make members of the public and policy-makers aware of rural transportation options	Work with counties to increase interest and help increase service availability	Ride Connection and rural transit agencies, ADRC, 211	Ongoing		x	
30. Work towards providing real-time information for scheduled rides and same-day or on-demand scheduling.	Obtain necessary software.	TriMet, Ride Connection, and other interested agencies	2016-2018		x	

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
31. Encourage seniors and persons with disabilities to utilize online trip planning tools	Coordinate technical training to support smart phone literacy; Include question about smart phone usage by seniors and persons with disabilities in future surveying efforts	Transit Agencies, Ride Connection, Independent Living Resources	2016-2018		x	
Create Safer Environment and Improve Perception of Safety						
32. Create a safer transit environment	Improve lighting and implement other safety and security improvements; coordinate with transit security personnel	Transit agencies, Counties, Cities, and State	Ongoing		x	
33. Address perception of personal safety for new or potential users of fixed route transit	Develop public relations campaign, informational materials. Ride Connection – continue presentations to students and teachers about the safe use of public transit.	Transit agencies, Ride Connection	Ongoing	x		

TRANSIT PROVIDER COORDINATION AND INNOVATIVE PARTNERSHIPS

TriMet, Ride Connection, and the other transportation providers and social service providers identified in this Plan are already a model nationally for coordinating transportation service for seniors and persons with disabilities. These efforts need to continue but in order to keep up with growing demand, additional effort is needed to go beyond coordinating to collaborating to provide a seamless service experience throughout the region and to identify innovative partnerships and ways to work with existing and new partners.

Coordinated Planning & Operations

Within TriMet and other public transit systems, analysis of TriMet's LIFT and the other transit agencies' ADA eligible ridership should continue to be undertaken to identify where clusters of elders and persons with disabilities are located, their travel patterns, common origins and destinations, and to identify paratransit users who also are served by the transit agencies and the Ride Connection network. The service planning objectives of such assessments include the following:

- Identify opportunities to reconfigure existing fixed routes and amenities to better serve the needs of the transit dependent.
- Identify opportunities for developing deviated fixed route options, service routes or other flexible service designs to enhance local community and fixed route access by the seniors and/or persons with disabilities population.
- Identify opportunities to reduce individually dispatched trips by grouping riders and introducing neighborhood circulators, shopping shuttles or other hybrid transit services.

Within the Ride Connection Network

Ride Connection could implement many of the recommendations included in this updated CTP by expanding the existing planning process with its network partners to target identified underserved and unserved communities and populations. Some specific strategies include the following:

- **Expand Partner Capacity:** Ride Connection can serve as an incubator, a role that involves identifying potential partner agencies in the community,

training the managers and professional staff, and nurturing the operation initially to ensure success.

- **Expand Accessible Vehicle-Sharing and Volunteer Drivers:** Partners have indicated that underutilized vehicles should be made more available to fill service gaps. Incentives, such as eligibility for a small pool of discretionary funding or credits toward grant funding, could be designed to reward vehicle-sharing among partners. In addition, partners have identified a need for more drivers. Making presentations to service clubs and also developing a driver incentive program might recruit more volunteer drivers.
- **Group Medical Trips:** Establish a program to assist medical clinics and hospitals to group rides and schedule treatments around transportation for patients, particularly those who are receiving life-sustaining medical procedures (e.g., dialysis, chemotherapy and radiation).

Intra-Regional Strategies

A number of actions can be taken that would promote connectivity between Ride Connection and TriMet, and between Ride Connection, TriMet, other transit agencies, and TMAs in the region.

- **Joint Service Planning:** Several community shuttles have been developed as a result of neighborhood needs assessments and cooperative planning efforts between TriMet, Ride Connection and TMAs. Those joint planning efforts should be expanded, particularly in areas identified as underserved, in communities where there are overlapping trips by LIFT and Ride Connection partners, and in more isolated areas within the region that have only limited fixed route service.
- **Regional ADA Eligibility & Reciprocity:** A concerted effort should be undertaken by the five transit agencies in the region to further explore the feasibility of regional ADA eligibility, an approach that was originally suggested in the EDTP in 2009. Many customers need to travel across the region for a variety of trips. Sometimes transfers are required, resulting in need for certification by multiple jurisdictions, eligibility reciprocity between agencies and/or expanded visitation rules. Some agencies provide complete cross-region travel eliminating the need for eligibility (and fare) reciprocity. Both SMART in Wilsonville and Sandy Transit bring people into the TriMet district medical centers and use STF funds to cover these costs.
- **Coordination with Private Sector:** Opportunities should be explored to develop new partnerships with private businesses. Cooperative agreements

could be created to provide group trips or subscription services to area groceries, pharmacies, technical training schools, medical centers, and shopping centers. Increased communication and planning with retirement homes, foster care homes, assisted living centers, and nursing homes could result in more coordination between public transit and these private transportation services. For example, joint scheduling or sharing of vehicles could potentially result in cost savings for both the public and private sector. Ride Connection has developed funding partnerships with WalMart and Providence to enhance their ability to provide trips to healthcare services. They have worked with Reser's Foods to coordinate the North Hillsboro Link and working with Hollywood Dialysis Center staff to coordinate dialysis trips through a pilot project at that location.

- **Coordinate Scheduling of Rides:** Each of the transit agencies in the region and many of the 30 plus community-based transportation agencies that make up Ride Connection's partner network currently handle their own ride requests and operate separate call centers. In addition, each of the three counties schedules rides independently for elders, veterans and other client groups. The STFAC encourages the consolidation or centralizing of several of these call-taking functions, where it would increase efficiency without compromising service quality. Ride Connection currently handles the coordination of trips and call center activities for the open request Community Based transportation services that receive funding through the STF/§5310 process and/or are subcontracted to Ride Connection in Washington and Multnomah Counties. Clackamas County still manages its own trip requests/calls for programs based in Clackamas County. Where Ride Connection receives a first call from a customer living in Clackamas County – they are given information and referred to Transportation Reaching People.

Centralize Network Information: Efforts should continue, in addition to coordinating scheduling of rides, to developing a centralized information system that can be accessed by people needing information on applicable mobility resources for them. The primary focus for seniors and persons with disabilities should be to connect them to Ride Connection's Travel Options Counselors.

- **Coordination with Medical Facilities:** Efficiencies could be realized by better coordinating medically-related trips with medical facilities, with the goal of developing a more flexible scheduling approach. For example, anecdotal evidence suggests that there is currently duplication of service to major

medical facilities or clinics, such as dialysis centers. There may be opportunities to work with staff from the clinics to facilitate grouping of trips where appropriate, in order to avoid service redundancy. Another example relates to coordinating the transportation of patients being discharged from hospitals. Currently, when such trip requests are not coordinated, the patient may be required to stay longer than necessary in the medical facility, which is inefficient use of medical facilities and an inconvenience to the patient. *Ride Connection currently has a successful dialysis project in coordination with Hollywood Dialysis Center and is working on establishing a program with Raines Dialysis Center in Forest Grove.*

- **Coordinated Care Organizations (CCOs):** In 2011 the Oregon State Legislature authorized the establishment of Coordinated Care Organizations (CCOs). The CCOs provide medical services to those enrolled in the Oregon Health Plan (including Medicaid recipients) under a different model than previously existed. It is important for local public transit service operators to track efforts to facilitate transportation for Medicaid recipients under this new model.
- **Non Emergency Medical Transportation (NEMT):** Recipients of Oregon Health Plan (OHP) are eligible for non-emergency medical transportation. That service is currently provided by Ride To Care on contract with the State of Oregon. Though provided separately and with a separate funding source, the STFAC should remain aware of the service levels and funding for this service to look for potential coordination opportunities.

Regional Strategies

Improved customer connectivity between systems is important for improving special transportation needs services. Many travel patterns are considered regional in nature, or are corridor-based, meaning trips may begin in one area (county, city) and end in another. Trips requiring a transfer from one system to another can be time-consuming and inconvenient, and difficult for persons with disabilities. Connectivity improvements should address travel for passengers both on fixed route and paratransit programs.

Additional strategies to enhance coordination that were identified during the CTP Update process include:

- Provide transit hubs for connectivity of dispersed services

- Work with local agencies to include requirements for bus shelters in the development review process. City of Wilsonville has such requirements. Other cities, such as City of Portland, do as well.
- Enhance partnerships between cities and services to share and coordinate transportation services.

Innovative Partnerships and Collaboration

Throughout the CTP Update process the STFAC expressed strong desire to advocate for and support new and innovative collaborative partnerships and service models. Ideas for innovative partnerships and collaboration with new partners that were identified during the CTP Update process include:

- Utilize and update existing ridesharing platforms. Drive Less Connect, an online ridesharing platform operated by ODOT and promoted by Metro, could be upgraded and expanded to help connect rides among individuals who have accessibility challenges.
- Develop on-demand ride-matching technology that is user-friendly and accessible
- Explore partnerships with TNCs operating in the region, like Uber and Lyft. Public-private partnerships can expand the number of transportation providers, encourage software integration and improve customer experience through first-mile/last-mile transportation. This is currently being done in Kansas City, Kansas and Dallas, Texas.
- Approach medical facilities, grocery stores, etc. to participate financially in community shuttles serving their sites.
 - Ride Connection worked with Mary's Woods assisted living campus to establish a connector service to Highway 43. Mary's Woods provides the vehicle and transportation program coordination and Ride Connection provides funding for driver time and technical assistance.
- Partner with places of worship to coordinate ridesharing.
- Explore opportunities for companies and organizations such Walmart, Boy and Girl Scouts, etc. to enhance bus stops or volunteer as drivers for service projects.
- Explore partnerships with schools to utilize their buses and drivers for community shuttles and other types of trips. *Ride Connection currently works with 20 programs across 13 different school districts.*

Table 5-7. Actions to Promote Coordination and Innovative Collaboration among Service Providers

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
34. Consider expanding E-fare participation within the Tri-County region	Conduct a peer review of electronic fare systems, prepare a gap analysis report for potential new participants and develop a Project Management Plan identifying new and existing participant roles and responsibilities	ODOT, TriMet, Rural transit agencies	2016	x		
35. Improve regional connections between modes and service providers	Use Hop Fastpass trip pattern data to analyze regional connections to identify opportunities to make service improvements	ODOT, transit agencies	2016-2018		x	
36. Coordinate with public and private sector: joint scheduling or sharing of vehicles	Build off of successful pilot with Mary’s Woods and work with assisted living facility with vehicle, church, grocery store, or school districts	Ride Connection, transit agencies	Ongoing		x	

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
37. Coordinate with medical facilities, Seniors and/or Persons with Disabilities transportation consumers and their representatives to optimize trip scheduling	Develop information for medical providers illustrating opportunities to work with transit providers and coordinate customer travel schedules	Ride Connection, transit agencies, Coordinated Care Organizations, medical providers, Access to Care	Ongoing	x		
38. Expand awareness of home delivery services (i.e. groceries, library) to people who stay at home in order to assist with “aging in place” and providing independence for persons with disabilities	Continue collaboration and coordination between transit and human service agencies and providing information through provide information and referral on this through Travel Options Counseling where appropriate.	Social service agencies, Ride Connection, private sector	Ongoing			x

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
39. Continue program to provide fare assistance for people whose primary barrier to using public transit is financially based.	Implement fare assistance program or other steps to assist such riders	Ride Connection, social service providers and transit agencies throughout the Tri-County area	Ongoing	x		
40. Coordinate outreach and advocacy activities with CCO development	Continue discussions with CCOs, County Departments of Social Services, State OHA	Ride Connection, TriMet and other transit providers	Ongoing	x		
41. Develop a centralized information system that can be accessed by people needing information on applicable transportation resources for them.	Identify site and staff resources	STFAC and sub-committee will likely lead; ADRC, 211	Ongoing		x	

Action	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
42. Explore partnerships with TNCs such as Uber or Lyft to provide first-mile/last-mile transportation for customers that can utilize fixed-route transit for part of their trip.	Explore agreements and funding approach being utilized in Kansas City, Kansas and Dallas, Texas.	Transit agencies, Ride Connection	2017	x		
43. Explore opportunities to expand Drive Less Connect or develop a new platform for ridematching for seniors and persons with disabilities	Work with Drive Less Connect or other sources to explore opportunities.	TriMet, Ride Connection	2017	x		
44. Monitor OHP-funded non-emergency medical transportation for coordination opportunities	Identify how to include updates on NEMT at STFAC updates	STFAC and sub-committee	Ongoing	x		

6. FINANCIAL PLAN

The tri-county area is at the beginning stages of a dramatic demographic shift that will have substantial implications for transportation costs and services for seniors and persons with disabilities.

Today in the tri-county area, approximately one in ten people in the TriMet service district is over age 65 or has a disability. By 2030, this will increase to nearly one in five people. Between the years 2015 and 2030, the growth of people age 65 and older will increase 70 percent, while the growth of the general population will be 20 percent.

As a result of this demographic shift, the tax base will be smaller relative to the number of people needing services. The demand for specialized transportation services is expected to grow with the increase in the senior population, and more costly services, such as door-to-door transportation are likely to be needed.

The most expensive of these services is ADA complementary paratransit; a paratransit ride costs approximately ten times that of fixed route service. In addition, fixed route service allows for a very low marginal cost of additional trips until the capacity of the vehicle is reached. In comparison, ridership growth on complementary paratransit service results in a more one-to-one rate of increase in service and vehicle purchases.

The following sections describe how the State of Oregon STF and federal §5310 funding programs have been utilized, and the updated process the TriMet STFAC will use to allocate STF and §5310 funds.

STATE SPECIAL TRANSPORTATION FUND (STF) PROGRAM

The three-county STF area receives approximately \$10-15 million in STF formula, supplemental, and discretionary funds each biennium (every two years). STF funds have played an important role in the expansion of community-based services for seniors and persons with disabilities the last five years as well as in the preservation of fixed route and complementary paratransit services. STF funds have permitted:

- areas outside transit district boundaries to provide transportation to people who don't have service;
- non-profit transportation providers to hire paid drivers, improving the reliability of the service over that which can be provided with volunteers.
- transit agencies outside the TriMet district to add routes to better serve seniors and persons with disabilities.

These programs, funded with STF funds, may have helped stem the growth of TriMet's LIFT ridership and SMART dial-a-ride, thus preserving the Portland area fixed route bus and rail system. Ride Connection ridership of seniors and persons with disabilities grew from 198,000 rides in FY 2000 to 434,900 rides in FY2014 with a commensurate increase in service. LIFT ridership has remained fairly stable for 10 years. LIFT boardings in FY2005 were 1,026,156, and in FY2015 were 1,042,272, with a high during that period of 1,122,036 in FY2008. The fairly stable demand for LIFT despite the growth in the population of seniors and persons with disabilities may be attributed to efforts of RideWise and Ride Connection, changes to LIFT eligibility and promoting less costly transportation alternatives.

STF formula funds cover 6% of transit agencies' costs of door-to-door services for seniors and people with disabilities. The STF formula program supports about 41% of the City of Sandy's paratransit costs; 66% of Wilsonville's; 31% of Canby's; and 5% of TriMet's paratransit costs

§5310 FUNDS

The tri-county area received approximately \$10.7 million in §5310 funds for the 2016-17 biennium. These funds are improving transportation for seniors and persons with disabilities transportation by providing for:

- vehicle maintenance and new vehicles for transit agencies as well as Ride Connection and its partners;
- operations that both maintain and expand service;
- mobility management; and

technology capital and IT infrastructure.

OTHER FUNDS

Grant funds that are not available through the STFAC process are offered from a variety of other sources and may be available to transit providers for planning transit projects and improving coordination. These grants include:

Transit Planning 4 All

The mission of this project, sponsored by the Department of Health and Human Services' Administration for Community Living is to demonstrate the value that inclusive processes can bring to transportation efforts. Grant funds for inclusive planning projects and technical projects are made available on an ad-hoc basis.

The Community Transportation Association of America, in partnership with Easter Seals, National Association of Area Agencies on Aging, and Westat, is developing, testing and demonstrating ways to empower people with disabilities and older adults to be actively involved in designing and implementing coordinated transportation systems. Their goal is to support communities nationwide in adopting sustainable, scalable, and replicable models that include participation of people with disabilities and older adults in the design and implementation of responsive, coordinated transportation systems.

Rides to Wellness Demonstration and Innovative Coordinated Access and Mobility Grants program

Rides to Wellness Demonstration Grants are part of a series of activities to support FTA's Rides to Wellness Program that seeks to address challenges for the transportation disadvantaged in accessing health and wellness services. The goal of the competitive Rides to Wellness Demonstration Grants is to find and test promising, replicable public transportation healthcare access solutions that support the following Rides to Wellness goals: increased access to care, improved health outcomes and reduced healthcare costs.

PROJECTED FUNDING NEEDS

The STF program funding has not kept up with increasing paratransit costs. Serving the growing population of seniors and persons with disabilities and addressing gaps in service will require more money.

- The tax base supporting STF formula funds is a declining source of revenue as it is not keeping pace with the growth of the senior population and it is funded by cigarette tax revenue, excess revenue earned from sales of photo ID Cards, and other funds from Oregon Department of Transportation. Additional funding will be needed just to maintain services at current levels and provide inflation increases to providers.
- The state discretionary STF program also remains a flat source of revenue. This program does not provide enough funding to continue existing services and provide for on-going vehicle maintenance and replacements.

CURRENT FEDERAL AUTHORIZATION

The latest federal transportation funding authorization is the five-year Fixing America's Surface Transportation (FAST) Act, which was signed in December 2015. Highlights of FAST that are relevant to the CTP are summarized in Table 6-1.

Table 6-1. FAST Act Highlights

Program	Purpose	Status in FAST Act	Overview of Changes in FAST Act
<p>§5307 - Urbanized Area Formula Program</p>	<p>Provides funding for transit capital, operations, planning, and engineering in urbanized areas (which have a population of 50,000 or more). This includes some ADA complementary paratransit service costs.</p>	<p>Modified</p>	<p>"100 bus rule" is modified to include non-ADA general population demand response transit service Allows 20% of allocation to be used for operations of ADA paratransit under certain conditions Directs recipients to maintain equipment and facilities in accordance with their transit asset management plan Eliminates requirement to spend 1% of 5307 funds on Associated Transit Improvements Allows use of up to 0.5% of 5307 funds for Workforce Development Increases the Small Transit Intensive Cities (STIC) tier starting in FY 2019 Funding: \$4.53 Billion (FY 2016) authorized Small but not substantial changes in funding levels from previous years</p>
<p>§5310 - Enhanced Mobility of Seniors & Individuals with Disabilities</p>	<p>Provides funding to support transportation for the elderly and persons with disabilities. Provides</p>	<p>Modified</p>	<p>Allows states or localities that provide transit service to be direct recipients under this section Requires FTA to develop a best practices guide for §5310 service providers</p>

Program	Purpose	Status in FAST Act	Overview of Changes in FAST Act
	<p>funding for vehicles, wheelchair lifts, scheduling systems, mobility management programs, contracted services, services beyond those required by the ADA, travel training, and more.</p>		<p>Introduces a new Pilot Program for Innovative Coordinated Access & Mobility (to improve coordination of transportation and non-emergency medical transportation services) Requires Coordinating Council on Access and Mobility (CCAM) to produce a strategic plan to address coordination across the federal government Funding: \$263 million (FY 2016) authorized from the Trust Fund Small but not substantial changes in funding levels from previous years</p>
<p>§5311 - Formula Grants for Rural Areas</p>	<p>Provides funding for transit capital, planning, and operations in rural areas (population less than 50,000), including job access and reverse commute projects.</p>	<p>Modified</p>	<p>Increases the tribal formula authorization to \$30M/year, maintains the \$5M discretionary tribal program Allows advertisement & concessions revenue as local match Clarifies what costs are to be counted as local match with respect to intercity bus feeder service Recipients may now use up to 20% of their 5311 allocation (previously 10%) for the operation of paratransit service, if certain conditions are met In determining the amount of the unsubsidized portion of privately provided intercity bus service that connects feeder service that is eligible as in-kind local match, all operating and capital costs can now be included without revenue offset</p>

Program	Purpose	Status in FAST Act	Overview of Changes in FAST Act
			<p>Funding: \$620M (FY 2016) authorized from the Trust Fund</p> <p>Small but not substantial changes in funding levels from previous years</p>
<p>§5314 - Technical Assistance & Workforce Development</p>	<p>Supports technical assistance activities that enable more effective and efficient delivery of transportation services, foster compliance with federal laws (including the ADA), meet the transportation needs of the elderly, and more. Supports activities that address public transportation workforce needs through research, outreach, and training.</p>	<p>Consolidated</p>	<p>Consolidates former §5314 and §5322 into a single section for both eligibilities, and maintains the National Transit Institute (NTI)</p> <p>Workforce Development remains a competitive program, with outreach to additional populations, a focus on national training standards, increased outcome requirements, and a Report to Congress</p> <p>Allows use of up to 0.5% of 5307 funds for Workforce Development</p> <p>Funding: \$9M/year from the Trust Fund, of which \$5M is set-aside for NTI, and an additional \$5M/year authorized from the General Fund (subject to appropriations)</p> <p>Small but not substantial changes in funding levels from previous years</p>
<p>§5339 – Buses and Bus Facilities</p>	<p>Provides funding to replace, rehabilitate and purchase buses and related equipment and</p>	<p>Modified</p>	<p>Recipients of 5307 and 5311 may now be direct recipients of Section 5339 funds.</p> <p>Discretionary components added: A bus and bus facilities competitive program based on asset age and</p>

Program	Purpose	Status in FAST Act	Overview of Changes in FAST Act
	to construct bus-related facilities including technological changes or innovations to modify low or no emission vehicles or facilities.		condition, and a low or no emissions bus deployment program. A new pilot provision for urbanized areas between 200,000 and 999,999 in population to participate in voluntary state pools to allow transfers of formula funds between designated recipients. Allows states to submit statewide applications for bus needs. Grantees may use up to 0.5% of their 5339 allocation on Workforce Development activities.

Sources: "The Federal Transit Administration's Programs under the FAST Act." Presentation. FTA, Washington, D.C., January 2016. And ["FTA Program Fact Sheets under the FAST Act." Web page. FTA, Washington, D.C., Updated March 24, 2016.](#)

National Aging and Disability Transportation Center Resources

The National Aging and Disability Transportation Center (NADTC), the Federal Transit Administration's newest technical assistance center, has launched a new [website](#) to provide easy access to a wealth of useful resources and information. The NADTC focuses on leveraging FTA's [\\$5310](#) formula grants and other transit investments.

The clearinghouse offers resources created through FTA's investments in technical assistance supporting accessibility and mobility.

FUNDING PROCESS

One of the key roles of the STFAC is to review applications for STF and \$5310 funds and make recommendations for funding between project applications. The application review and evaluation process was discussed as part of the CTP update process. Through a series of meetings and a workshop, the STFAC was asked to articulate and share their experiences, perceptions and opinions about the funding process, funding application categories, evaluation criteria, and application format. A summary of the topics discussed at the workshop focused on the application process is provided

below. *A summary of the STFAC workshop on the funding process and application review criteria can be found in Attachment L.*

- **Funding Process.** The proposed application review process for reviewing funding applications identifies a seven step process that includes three STFAC meetings, and identifies actions that will occur by TriMet staff and STFAC members between meetings and between funding cycles.
- **Funding Application Categories.** The proposed funding application categories were updated based on input received at previous meetings to more clearly separate capital from operations. The categories now include capital projects and operations projects under “Maintaining Existing Service” and “Service Expansion” projects. There is also a category for “New Initiatives”.
- **Evaluation Criteria.** The proposed evaluation criteria are related to the CTP Priorities. The criteria each include a series of questions to help describe how different types of applications may address the criteria. Applicants will be asked specifically to address these criteria and the STFAC members will evaluate each application how well they address the criteria.
- **Funding Applications.** The proposed updated funding applications have two forms. The first form provides information about the applicant’s organization and they will complete this only once, regardless of how many different project applications they submit. The second form will get filled out for each project application submitted by an applicant.

The proposed funding process, application categories, and application review criteria can be found in Attachment M. A pair of draft funding applications can be found in Attachment N.

7. CONCLUSIONS

The region is growing rapidly and the population of seniors and/or persons with disabilities is growing even faster as a share of the total population. In order to support and maintain strong communities, there is a growing emphasis on “aging in place” which means that demand for transportation is expected to remain strong and grow over time. Strong coordination, collaboration, and innovation will be critical to meeting the transportation needs of seniors and/or persons with disabilities in the future.

The CTP defines priorities and action steps to support a cost-effective, efficient and high-quality transportation network for seniors and/or persons with disabilities. It also looks forward to future needs, identifying those needs, calling for actions to help address them. Among the many actions called for, some highlights include:

- Creating an implementation sub-committee of the STFAC to help ensure that actions are carried through and that the region continues to collaboratively seek additional funds for identified service needs
- Strengthening the focus on performance measurement and monitoring including updating current data reporting to make it more focused and user-friendly
- Encouraging use of fixed-route transit, which has a much lower cost per ride and therefore offers the opportunity to provide mobility for many more people with whatever the resources available
- Managing ADA service demand to ensure that those who need it have it available and manage future costs
- Enhancing pedestrian access and participating in land use decision-making to make it easier for seniors and/or persons with disabilities to not have to rely on paratransit or individual rides, but be able to get around more on their own or on fixed-route transit
- Maintain current cost-effective services that meet the needs of Seniors and/or Persons with Disabilities
- Expand or establish new services and programs to provide greater coverage, more span throughout the day and weekends, as well as expanding the most cost-effective services and new technologies
- Improve the customer experience with better information
- Create a safer environment and improve the perception of safety with infrastructure like lighting and with information and outreach

- Promote coordination and innovation with a range of activities from electronic fares that are seamless between systems, sharing of vehicles and trips and other potential partnerships

The CTP service guidelines and actions are consciously unconstrained by current available dollars. This helps better define the real need for additional funds and sets a high bar to encourage seeking additional resources to provide these services.

Transportation and mobility are fundamental to a person's well-being. To support fulfilling and productive lives for the residents of the tri-county area, this plan aims to maintain and improve current services and expand services to meet current and future needs.