

Special Transportation Fund Advisory Committee (STFAC)
Friday, May 6th, 9:00am-12:00pm • ODOT Public Meeting Room, 123 NW Flanders (1st Floor)

AGENDA

TIME	SUBJECT	TOPICS	LEAD
9:00	Welcome	• Agenda	Jan Campbell, <i>STFAC Chair</i>
9:05	Application Worksession: Report Back	• Key findings & Discussion	Susan Wright, <i>Kittelson & Associates</i>
9:20	Draft CTP: Chapter Overview and Attachments	• Review the draft CTP chapters and attachments	Hannah Ritchie, Susan Wright
10:00	<i>Break</i>		
10:15	Draft CTP Worksession (table discussions)	• Table discussions/questions on specific chapters, action items, format	Table Facilitators
11:35	Brainstorm Technical Project		Hannah Ritchie, Alan Lehto
12:00	<i>Adjourn</i>		Jan Campbell

Worksession Questions:

- Does the CTP capture everything we covered in the previous meetings and worksessions? If not, what is missing?
- Is Chapter 5 on Strategies easy to follow?
 - Are there strategies missing you would like to see included?
 - Which strategies do you think are the highest priority?
 - Which strategies do you think are a low priority or should be removed?
- Do you think the plan will be useful as it relates to future funding decisions? What would make it better?
- What else would you like to see added to the plan?
- Are there recommendations for chapters or specific content they want to see reduced or consolidated?

COORDINATED TRANSPORTATION PLAN FOR SENIORS AND PEOPLE WITH DISABILITIES

Prepared for: TriMet

Prepared by: Kittelson & Associates, Inc.

DRAFT MAY 2, 2016

Table of Contents

Chapter 1 Introduction	1-1
Priorities of the CTP.....	1-2
Development of the CTP	1-4
Chapter 2 Existing Transportation Services	2-1
Transit Service Providers.....	2-1
TriMet.....	2-2
Sandy Area Metro (SAM).....	2-9
SMART (South Metro Area Regional Transit)	2-10
CAT (Canby Area Transit).....	2-11
SCTD (South Clackamas Transit District)	2-12
Mount Hood Express.....	2-13
Community-Based Transit Operators.....	2-13
Ride Connection	2-14
Clackamas County	2-19
Washington County.....	2-21
Multnomah County.....	2-21
Chapter 3 Service Guidelines.....	3-1
History.....	3-1
Service Guidelines	3-2
Within the TriMet Service Area.....	3-3
Outside the TriMet Service Area	3-4
Capacity Guidelines.....	3-6
Performance Measures and reporting	3-10
Chapter 4 Needs Assessment	4-1
Demographic Analysis	4-1
Stakeholder Outreach	4-11
Transportation Service Needs	4-12
Infrastructure Needs	4-15
Coordination and Organizational Needs	4-15
Technology.....	4-16
Deficiencies to Service Guidelines.....	4-17
Chapter 5 Priorities and Actions	5-1

Priorities	5-1
Actions	5-2
Plan Implementation Committee	5-4
Measure Performance	5-5
Enhance Access and increase System Efficiency	5-5
Maintain and Expand Service to meet Service Guidelines	5-15
Improve Customer Experience	5-19
Transit Provider Coordination and Innovative Partnerships	5-25
Chapter 6 Financial Plan	6-1
State Special Transportation Fund (STF) Program	6-1
5310 Funds	6-2
Projected Funding Needs	6-2
Current Federal Authorization	6-3
Funding Process	6-5
Chapter 7 Conclusions	7-1

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..... 4-5

Figure 4-3. Regional Job Density..... 4-6

Figure 4-4. Low Income and Non-English Speaking Population 4-7

Figure 4-5. Location of Seniors and People with Disabilities..... 4-9

Figure 4-6. Affordable Housing Stock 4-10

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: Performance Measures and Reporting

Attachment G: Demographic Data

Attachment H: Summary of Stakeholder Workshop

Attachment I: Peer Review on Strategies

Attachment J: Summary of STFAC Workshop on Strategies

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

Attachment L: Proposed Application Funding Process

Attachment M: Draft Funding Applications

CHAPTER 1 INTRODUCTION

Decisions we make today on how best to invest in transportation options for seniors and people 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.

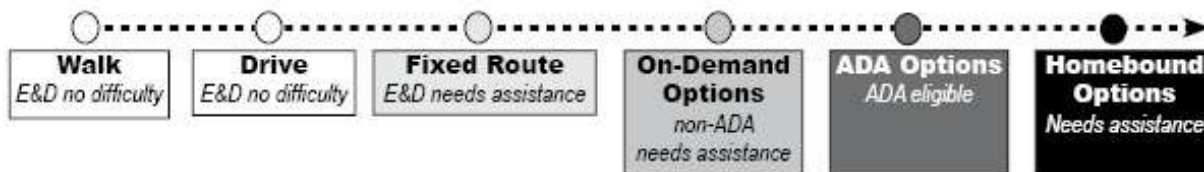
These changing demographics challenge the conventional solutions of more buses, light rail service, and paratransit vans. While such traditional modes of transportation will surely be needed, there is a limit to how much the region can afford. Improved coordination among existing services, innovative 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 People 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 people with disabilities (S & PWD) 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.

Since the development of the 2006 EDTP, the region has made significant advances and implemented new programs, such as creating new low cost-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 S & PWD 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 revised the application process for Special Transportation Funds (STF), and other funds such as 5310, to streamline the process and better support funding decisions. Other strategies of particular interest for this update focus on taking steps to encourage use of regularly scheduled transit, and to continue the regional commitment to placing new public facilities and social services near transit services. To implement these strategies, the STFAC supports the reinstatement of a subcommittee to help implement the CTP.

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



PRIORITIES 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.

Guiding Tenets:

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 S & PWD customers 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 people with disabilities, social services staff, private non-profit providers, and other community partners in the dialogue and decisions about services. Advisory committees working

- on S & PWD issues should have over 50% representation of seniors and people 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 S & PWD transportation for seniors and people with disabilities. Advocate that local, state and federal facilities for seniors and people with disabilities and work to encourage local zoning and regulations to incentivize placement of similar facilities 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 core transit services relative to other modes. Make transit system 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.*

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. The STFAC convenes to advise TriMet in making recommendations about formula and discretionary grant distributions funded by the State of Oregon's Special Transportation Fund and other funding sources.

In 2016, one of the STFAC's main charges was to also help update the coordinated transportation plan to provide services for seniors and people with physical and/or cognitive disabilities. More than one-half of the committee is comprised of seniors and/or people 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 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 people 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 older adults and people 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 Special Transportation Fund (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 (Section 5310), Formula Grants for Rural Areas (Section 5311), Public Transportation Innovation (Section 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, older adults, and people 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 guiding tenets for the Plan.
- Chapter 2 highlights the existing transportation services currently available to seniors and people 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 older adults.
- 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.

ROLE OF THE SPECIAL TRANSPORTATION FUND ADVISORY COMMITTEE (STFAC)

The STFAC is TriMet's appointed advisory and coordinating body for \$5310 federal funds as well as funding provided by the State of Oregon for transportation services to seniors and people with disabilities, called Special Transportation Funds (STF). STFAC members are appointed by the TriMet Board of Directors. As required by the STFAC Bylaws, STFAC members reside in the tri-county area, are knowledgeable about the transportation needs of seniors and people with disabilities, and are users of or familiar with public or community based transportation services.

More than one-half of the committee is comprised of seniors and/or people with disabilities representing geographic diversity in the tri-county area, including five

members of the Committee on Accessible Transportation. The remaining members represent the County Aging and Disability agencies; TriMet; small transit systems; and Ride Connection, which is a network of over 30 non-profit service providers delivering transportation for seniors and people with disabilities. All STFAC meetings are public, formally noticed by Trimet, and ADA accessible.

OVERVIEW OF RELEVANT GRANT PROGRAMS

The following describes the two funding programs the STFAC makes recommendations for to the TriMet Board.

5310 Federal Funds

The 49 U.S.C 5310 program (§5310) provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people 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 individuals 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 modified the Job Access and Reverse Commute (JARC) program, under 49 U.S.C. 5316, merging it with Section 5307 funds which are not covered under this Coordinated Transportation Plan.

Traditional Section 5310 project examples include:

- buses and vans
- wheelchair lifts, ramps, and securement devices
- transit-related information technology systems, including scheduling/routing/one-call systems
- mobility management programs

- acquisition of transportation services under a contract, lease, or other arrangement

Nontraditional Section 5310 project examples include:

- travel training
- 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
- 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 people 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 people 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 Special Transportation Funds (STF) 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 People with Disabilities (CTP) in coordination with the STF Advisory Committee (STFAC).

TriMet Board of Directors

The TriMet Board of Directors reviews and provides 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 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 the Joint Policy Advisory Committee on Transportation (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 program federal funds. 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 Special Transportation Fund (STF) funding distribution.

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

CHAPTER 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 City Transit in Hillsboro and Tigard; and Columbia County Rider in Hillsboro and North/Northeast 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, 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 people with disabilities. TriMet considers Ride Connection’s services so important that it provides approximately \$1 million a year to Ride Connection to support the provider network and provide volunteer transportation and local shuttle services for seniors and people with disabilities.

This chapter provides a summary of the transit agency service providers and community-based transit providers in 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.*

TRANSIT SERVICE PROVIDERS

The following describes the transit agency service providers in the study 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);
- Sandy Area Metro (SAM);
- South Metro Area Regional Transit (SMART);

- Canby Area Transit (CAT);
- South Clackamas Transit District (SCTD);
- Clackamas County Transportation Consortium
- Ride Connection
- Clackamas County

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.

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 people with disabilities. During the 2013 fiscal year (FY13), Seniors and people with disabilities board TriMet bus and MAX 10.7 million times a year out of a total of 99.3 million boardings.

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

TriMet's cost to provide each fixed route originating ride is approximately \$3.97.

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. Building the total transit system is the top goal of TriMet's Transit Investment Plan.

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

Table 2-1. Continuum of Transportation Services

Service Areas			Regularly Scheduled Fixed Route				Paratransit Service (1)			
			Regularly Scheduled Fixed Route		Deviated Fixed Route	Shuttle Service	N/A Paratransit	Medicaid	Non-Medical Medicaid	Community Based Transportation (includes RideWise) (2)
			TriMet District	Other Transit Agency						
Washington County	Incorporated Cities in Metro	King City	TriMet District		RC-King City	LIFT	DMP 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			RC-GroveLink					
		Rivergrove								
		West Linn			West Linn Community Center					
		Shenwood								
		Dufur								
	Unincorporated Urban Areas in Metro	Other								
	Incorporated Cities outside of Metro	Banks		Tillamook WAVE	RC-Wash Co. Community Bus					
North Plains			Tillamook WAVE	RC-Wash Co. Community Bus						
Gaston										
Unincorporated Rural Communities	Other									
Multnomah County	Incorporated Cities in Metro	Portland	TriMet District	Columbia County Rider SMART Portland Streetcar	MFS Project Linkage, Gateway Shuttle NNE RideAbout Neighborhood House - Downtown RideAbout MFS Project Linkage- Mid-County RideAbout	LIFT	DMP Broker	First Transit	NNE - MFS Project Linkage, Urban League, African American Chamber of Commerce SE - Impact Northwest SW - Neighborhood House Project Downtown - Northwest Ridge	
		Gresham						First Transit	Ride Connection	
		Trousdale						First Transit	Ride Connection	
		Farview						First Transit	Ride Connection	
		Wood Village						First Transit	Ride Connection	
		Maywood Park						First Transit	Ride Connection	
	Unincorporated Urban Areas in Metro	Other						Ride Connection		
	Incorporated Cities outside of Metro	Other						Ride Connection		
Unincorporated Rural Communities	Other									
Clackamas County	Incorporated Cities in Metro	Lake Oswego	TriMet District		Mary's Woods	LIFT	DMP 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	SMART & TRP	
	Unincorporated Urban Areas in Metro	Other		OCC Xpress Shuttle	LIFT		TRP	TRP		
	Incorporated Cities outside of Metro	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	
		Carby		CAT		CAT		TRP & Carby Adult Ctr	TRP & Carby Adult Ctr	
	Unincorporated Rural Communities	Villages at Mount Hood		Mount Hood Express	Mount Hood Express			TRP & Hoodland Sr. Ctr	TRP & Hoodland Sr. Ctr	
Other							TRP	TRP		

New 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 commuter hours bus line 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 Complementary Paratransit

TriMet LIFT Paratransit Service provides door-to-door ADA (Americans with Disabilities Act) paratransit service for people 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.

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 people with disabilities. CAT has 15 community members: eight seniors and/or people with disabilities who use TriMet, six representatives of seniors and/or people 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. It includes procedural and experiential exercises. Riding Together also uses a panel of people 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 Project

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. 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, people with disabilities, the economically disadvantaged, and school children; and making existing transit customers walking trips safer, more direct, and comfortable.

TriMet Bike Plan

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 people with disabilities. The plan is currently underway, and is expected to be completed before the end 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, they are increasing the employer payroll and self-employment tax by 1/10th of one percent, phased-in over 10 years. This phasing began in January 2016.

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 up to 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:

- 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 becomes denser and urban amenities are provided, the opportunity to serve more people with more frequent bus service increases.

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

- Route reconfiguration 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 difficult to offer, yet 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.
- Community Shuttles for some communities where traditional fixed route service is difficult to offer, yet 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 difficult to offer, yet 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 difficult to offer, yet 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, 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 people 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 and Bus Rapid Transit are the options being considered to improve the transportation system in the corridor that runs north-south from Downtown Portland to Tualatin and east-west from Lake Oswego to Beaverton. Additional information can be found at www.swcorridorplan.org.

The Powell-Division Transit and Development Project

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.

SANDY AREA METRO (SAM)

Sandy Service

The City of Sandy provides one fixed route within Sandy along the commercial corridor with commuter routes to Estacada and Gresham on its SAM system. Also available is STAR, a general dial-a-ride service. STAR is primarily used for trips within Sandy but will extend up to 3-miles outside of the city limits subject to availability. Because Sandy is a small city, STAR is used to provide local curb-to-curb dial-a-ride service for the general public as well as for older adults. STAR acts as a paratransit feeder service to the three fixed routes operating between Sandy and Gresham, Estacada and the “Villages at Mount Hood.” Seniors and people with disabilities comprise 64 percent of the STAR ridership which is the highest percentage recorded

to date. A trip to and from the greater Portland Metro region is provided to non-Medicaid-eligible frail seniors and people with disabilities for medical appointments.

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, people 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 State Special Transportation Funds, capitalized preventative maintenance funds from the federal 5310 program federal, 5311 non-urbanized formula funds and Federal Highway Access Program Funds.

SMART (SOUTH METRO AREA REGIONAL TRANSIT)

SMART Service

SMART, operated by the City of Wilsonville, has nine fixed routes, including one late night service, as well as door-to-door dial-a-ride service, with priority given to ADA-eligible customers. Pre-scheduled service is provided to the Wilsonville Community Center. Transportation to Portland area medical appointments for seniors and people 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 people 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.

CAT (CANBY AREA TRANSIT)

CAT Service

Canby Area Transit (CAT) operates commuter service along Highway 99E to both Oregon City and Woodburn. The service known as the Route 99 also provides local fixed-route services along the Highway 99E corridor between Canby Market Center (Fred Meyer) and Canby Square (Safeway).

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 people 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.
- **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, people 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 Special Transportation Fund (STF), federal 5311 Non-urbanized area formula program, the federal 5316 Job Access Reverse Commute (JARC) program and capitalized preventive maintenance funding from the federal 5310 program.

SCTD (SOUTH CLACKAMAS TRANSIT DISTRICT)

SCTD Service

SCTD was established and began providing transit services in Molalla in 1989. SCTD currently offers three fixed routes:

- Molalla route provides local city services;
- Molalla – Canby route connects Molalla to the Canby Area Transit System and Wilsonville SMART at the Canby Transit Center
- Molalla – Clackamas Community College route connects Molalla to TriMet at Clackamas Community College in Oregon City.

All routes offer deviated-fixed route service for older adults and people with disabilities. Advance reservations are required.

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 people 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 Special Transportation funds, interest and other sources.

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.

COMMUNITY-BASED TRANSIT OPERATORS

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; and,
- Multnomah County Aging, Disability, and Veteran Services.

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 older adults, people 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 older adults or people with disabilities that are eligible for ADA complimentary paratransit. In recent years, Ride Connection services have also expanded to include more community-connector shuttle services and fare assistance for low-income individuals.

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 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
- 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 older adults (age 60+), people 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 people 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 processes 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** – In partnership with TriMet, Ride Connection provides matching funds to nonprofit organizations to supplement funding used to purchase transit fare for Older Adults and People with Disabilities. As a new program, it was created to encourage human service agencies and community non-profit partners to include transportation for older adults and people with disabilities in their program planning, funding applications and program operational budgets.
- **RideWise Travel Training** – Promotes independent travel of older adults and people 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, TriMet, 5307, 5310, 5311 federal rural assistance, State Special Transportation Funds, Aging and Disability Services, fare donations, fund raising, interest income, private, Business Energy Tax Credit and charitable contributions. 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.

CLACKAMAS COUNTY

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 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 people 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

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

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, and TriMet to cover the full range of transportation needs for its clients.

Swan Island Shuttle

The Swan Island Shuttle is run by the Swan Island Transportation Management Association (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 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 Seasonal Shuttle

The Washington Park Transportation Management Association (TMA) 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,

CHAPTER 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 S & PWD community is available in areas where the concentration of the S & PWD 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. 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 people 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

S & PWD No Difficulties: This category refers to days and hours of paratransit service available to seniors and people 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.

Non-ADA with some difficulty: This category refers to days and hours of paratransit service available to seniors and people 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 people 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 people 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 densities that can generate at least 10 boarding rides per vehicle hour with a span of at least 15 hours a day, seven days a week.

Seniors and people 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 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 people 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 people 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 people 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 S & PWD riders. 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 in Metro	King City	Frequent & Local <i>Shuttle short 13 hrs weekdays & No service weekends</i>	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service	
		Hillsboro	Frequent & Local	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service	
		Tigard	Local	+	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service
		Tualatin	Local	Short 5 hrs. Sundays	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service
		Beaverton	Frequent & Local	+	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service
		Forest Grove	Frequent & Local	+	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service
		Rivergrove	Local	Short 3 hrs. service weekdays, No service weekends	No Service	+	No Service
		West Linn	Local	Short 5 hrs. weekends	Short 4.75 hrs. weekdays & No weekend service	+	Short 4.75 hrs. weekday & No Sat. service
		Sherwood	Local	+ Along Hwy 99	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service
		Durham	Local	Short 5 hrs. Sundays	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service
Multnomah County	Incorporated Cities in Metro	Portland	Frequent & Local	Short 2 hrs. weekdays & No weekend service	+	Short 2 hrs. weekday & No Sat. service	
		Gresham	Frequent & Local	+	Short 12 hrs. weekdays & No weekend service	+	Short 2 hrs. weekday & No Sat. service
		Troutdale	Local	+	Short 2 hrs. weekdays & No weekend service	+	Short 2 hrs. weekday & No Sat. service
		Fairview	Local	+	Short 2 hrs. weekdays & No weekend service	+	Short 2 hrs. weekday & No Sat. service
		Wood Village	Local	+	Short 2 hrs. weekdays & No weekend service	+	Short 2 hrs. weekday & No Sat. service
		Maywood Park					
Clackamas County	Incorporated Cities in Metro	Lake Oswego	Local	Short 5 hrs. weekends	Short 0.5 plus hrs. weekdays & No weekend service	+	No Sat. service
		West Linn	Local	Short 5 hrs. weekends	Short 4.75 hrs. weekdays & No weekend service	+	Short 4.75 hrs. weekday & No Sat. service
		Happy Valley	Local	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 & Local	+	Short 4 hrs weekdays service & No M/Sat/Sun service	+	Short 4 hrs weekdays service & No M/Sat service
		Oregon City	Frequent & Local	+	Short 3 hrs. weekdays & No weekend service	+	Short 3 hrs. weekday & No Sat. service
		Milwaukie	Frequent & Local	+	Short 2 hrs. weekdays & No weekend service	+	Short 2 hrs. weekday & No Sat. service
		Johnson City	Local	Short 1.5 hrs. service weekdays, No service weekends	No Service	+	No Service
	Wilsonville (2)						
Unincorporated Urban Areas in Metro	Clackamas	Local	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
(2) Wilsonville is primarily served by SMART, though a TriMet bus terminus exists within city limits.

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

TriMet Service 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 outside of Metro	Banks	+	+	+	+	+	
		North Plains	+	+	+	+	+	
		Cornelius	NA	+	+	No Service	+	
	Gaston	N/A	+	+	No Service	+		
	Unincorporated Rural Communities	Other	N/A	+	+	No Service	+	
Multnomah County	Incorporated Cities outside of Metro	Other	N/A	+	+	No Service	+	
	Unincorporated Rural Communities	Other	N/A	+	+	No Service	+	
Clackamas County	Incorporated Cities in Metro	Wilsonville	No Sun Service	N/A				
	Incorporated Cities outside of Metro	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	N/A	
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 circumstances

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 Guiding Tenets 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 Guiding Tenets in Chapter 1 has been expanded to include the following tenet 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 F includes a list of potential performance metrics that can be used to evaluate different things.*

CHAPTER 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 People with Disabilities focuses on the transportation needs, gaps and challenges specific to persons with disabilities and older adults; therefore, this chapter articulates those needs. Chapter 5 identifies strategies or solutions 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 older adults in the tri-county area as well as ACS data for people 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 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 TriMet service coverage area is shown in Figure 4-1.

General Population Profile

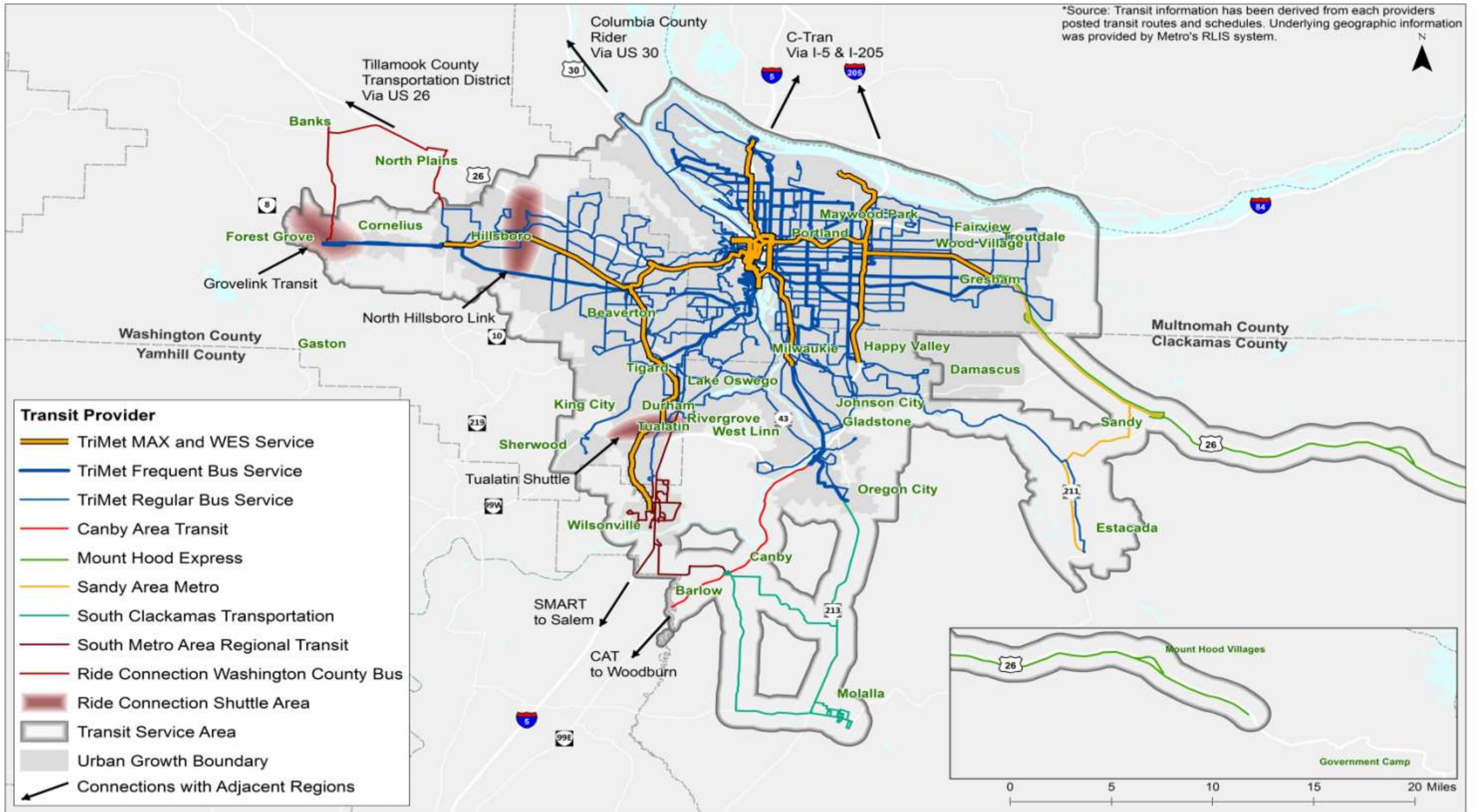
The 2010 U.S. Census included 1,641,036 people in the tri-county area. The American Community Survey estimates the 2014 population to be 1,689,519 which would indicate a regional annual growth rate of 0.7 percent from 2010 to 2014. This growth is not reflected equally throughout the region with some 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. Several existing concentrations of population are outside of the current service area. Most notably are the northern portion of the City of Happy Valley, the City of Sandy, the City of Canby, the City of Molalla, the southern portion of the City of Wilsonville, the southern portion of the City of Oregon City, and the northern portion of the City of Forest Grove. Population information for each jurisdiction is shown in *Table G1 in Attachment G*, 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 G2 in Attachment G* 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 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. The communities with the fastest growth rate are loosely correlated to those with higher travel times to work, likely due to less expensive housing.

Household incomes are typically highest in northern 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 do not speak English very well. Communities with greater proportions of people who do not speak English very well 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 G3 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*.

Figure 4-2. 2014 Population Density

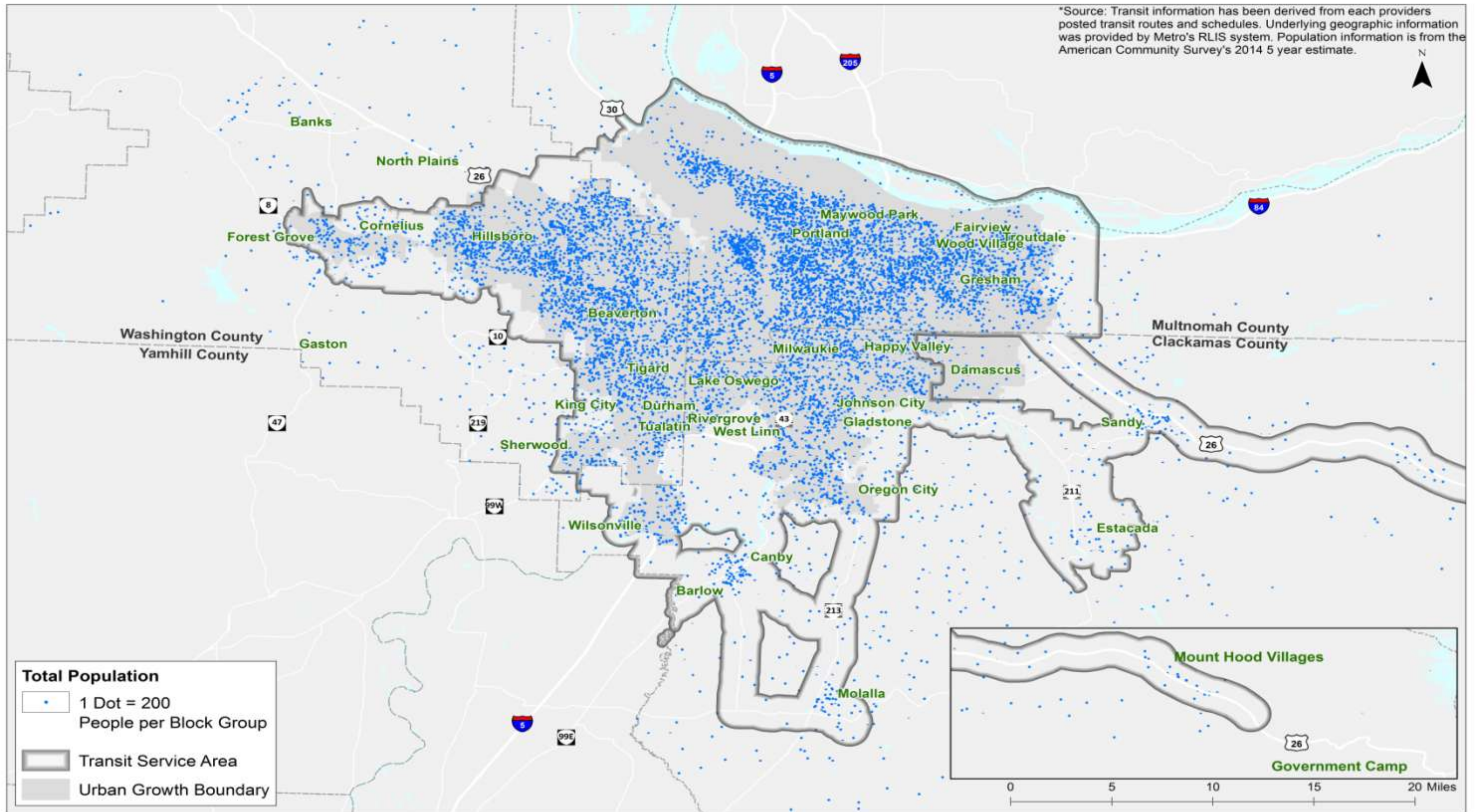


Figure 4-3. Regional Job Density

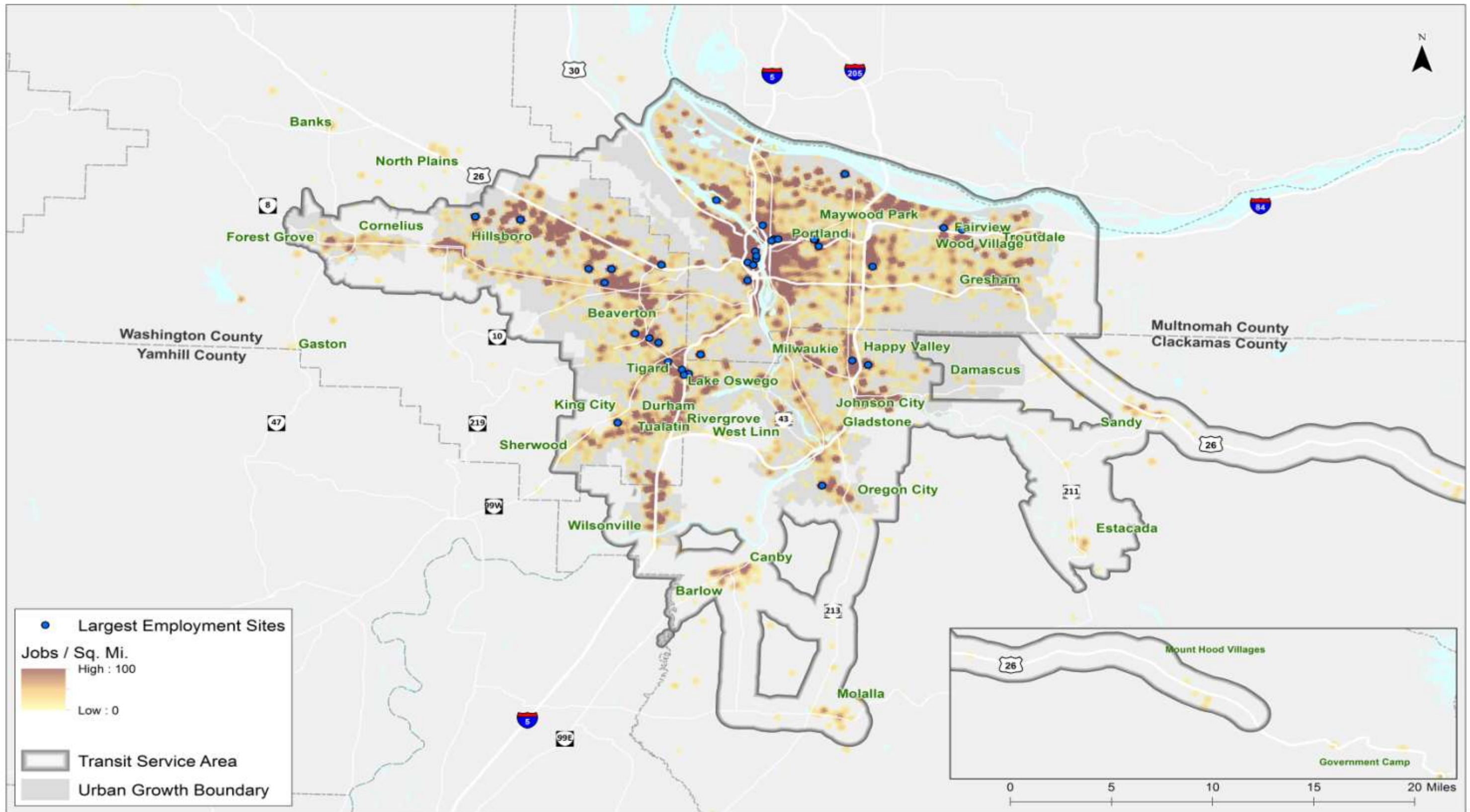
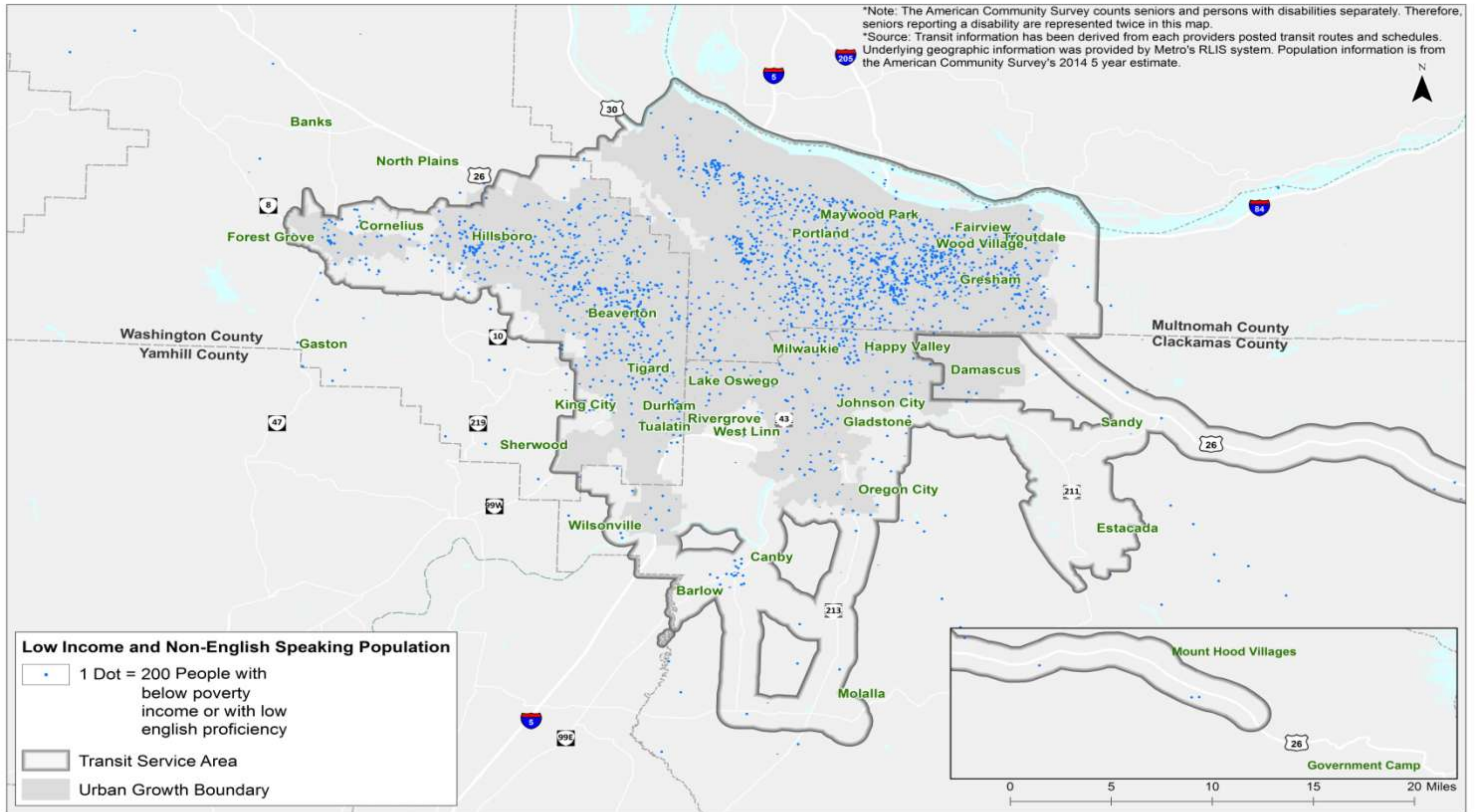


Figure 4-4. Low Income and Non-English Speaking Population



Seniors and Persons with Disabilities

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 people with disabilities for each jurisdiction is shown in *Table G4 in Attachment G*, and a map of seniors and people with disabilities population density is provided in Figure 4-5.

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 $\frac{1}{4}$ mile of bus or MAX service, and 89.7 percent lived within $\frac{1}{2}$ 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.

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. Given the correlation between income, disability status, and senior citizenship, it should be a priority to ensure that paratransit service is available where there are clusters of affordable housing units. Figure 4-6 shows the locations where affordable housing is most concentrated.

Figure 4-5. Location of Seniors and People with Disabilities

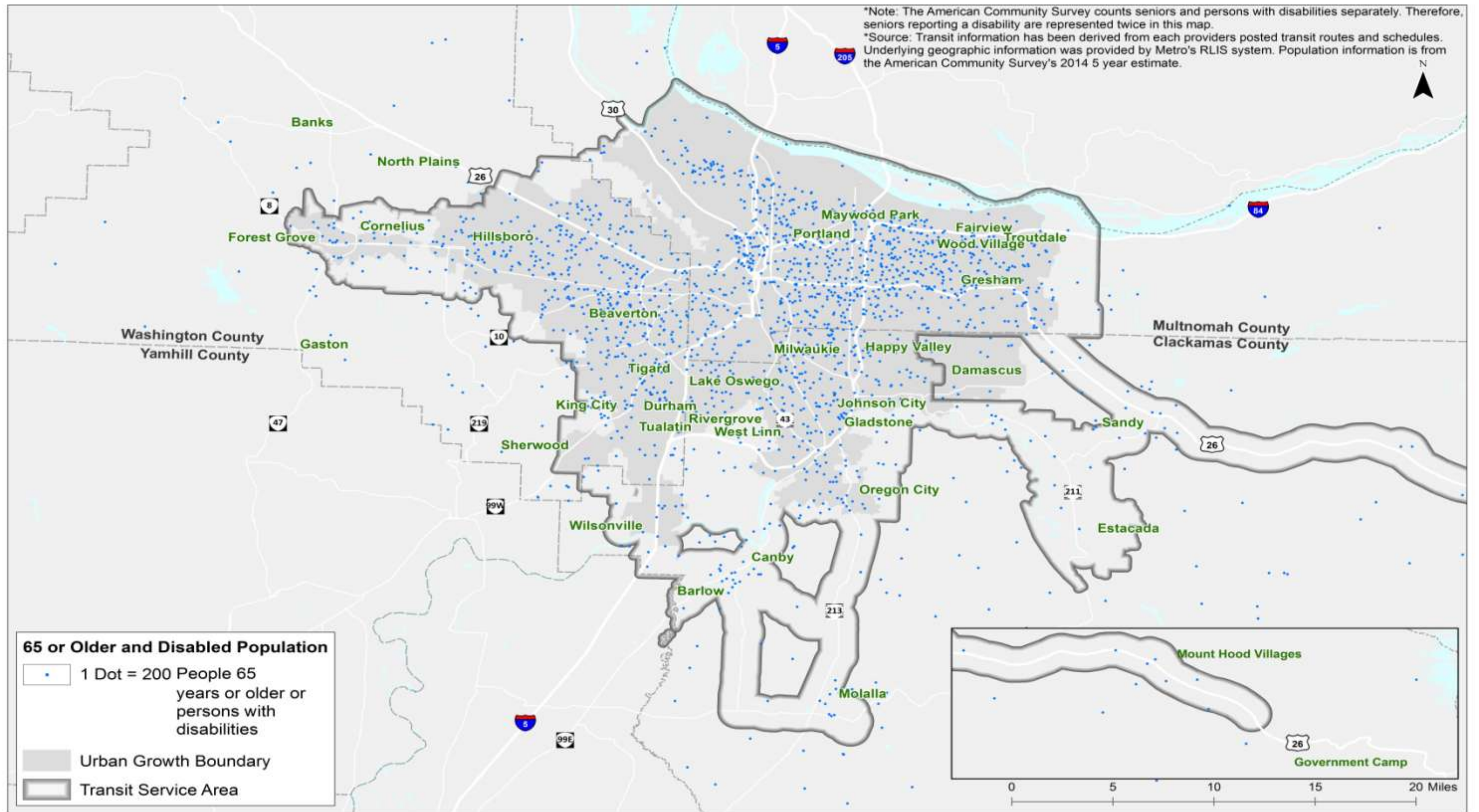
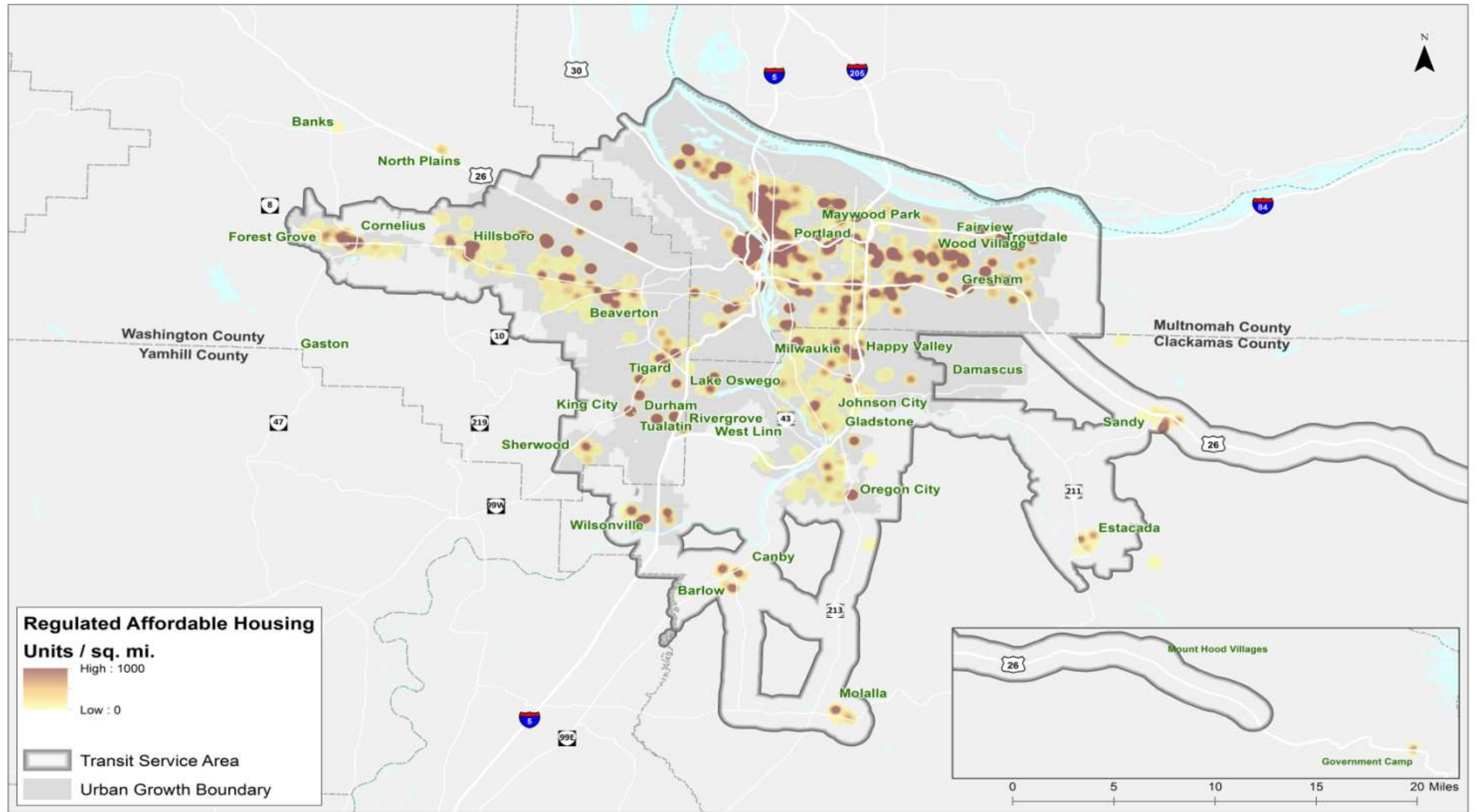


Figure 4-6. Affordable Housing Stock



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. 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 older adults and people 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 H.*

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 people with physical and/or cognitive disabilities. This list is purposefully created while ignoring current funding. 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:
 - To/from Molalla, Hood River, and Warm Springs
 - 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, CCC, 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 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, including those from Uber and Lyft
 - 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 been identified additional funding needs include: Ride Connection, Clackamas County Social Services Division, Multnomah County, 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 people 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, 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, Canby Adult Center,
- 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 (Ride Connection).
 - 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

The following describes technology gaps in providing transportation services to meet the needs of seniors and people 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 for 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
- No availability of LIFT trip status information access 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 mostly 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.

CHAPTER 5 PRIORITIES AND ACTIONS

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

PRIORITIES

The Guiding 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 people with disabilities consistent with the CTP Service Area Standards and Guidelines. This can be achieved in the following ways:
 - a. Maintain existing services
 - 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 people 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.

ACTIONS

The 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 People 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 I.*
- 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 J.*

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 major actions and the CTP Priority that the action helps implement. Table 5-2 through Table 5-7 identify the actions, estimated costs to implement each action, 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 actually result in cost-savings to public transit programs.

Table 5-1. Actions and CTP Priorities Addressed

Actions	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		
○ Encourage use of fixed route transit			X									
○ Manage ADA service demand			X									
○ Enhance pedestrian access/land use improvements				X								
Provide service to meet recommended guidelines	X	X			X		X		X	X	X	

Actions	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
○ Maintain existing services and programs	X				X							
○ Expand or establish new services and programs		X							X		X	
Improve customer experience			X							X		X
○ Improved Information and referral/program outreach			X									X
○ 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 disbanded. 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, advocating for funding, and facilitating and pushing for innovative partnerships.

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

Action	Estimated cost	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
1. Develop a STFAC sub-committee to assist with plan implementation	Staff time from participating agencies	STFAC to create sub-committee charter, work plan, nominate members and chair	STFAC, TriMet	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.

Table 5-3. Actions to Measure Performance

Action	Estimated cost	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
2. Update the monthly reports from the providers to the STFAC to reflect Plan progress and document outcomes of funding applications	Staff time from participating agencies (possible reduction or no net increase)	STFAC to create sub-committee charter and nominate members	TriMet, STFAC	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 people 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 people 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 conditional 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 has established a recertification period of three years and has completed the initial recertification of approximately 10,000 existing customers. TriMet's eligibility

determination process has been recognized as a national model and there are no plans 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.

Bus Stop Improvements

TriMet has a strategic plan to improve many of its bus stops to ensure they are better accessible for older adults and people with disabilities. The Pedestrian Network Analysis (PNA at www.trimet.org/walk) identifies priority location 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 the 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 peak 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 all zone 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 all zone 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 at great benefit and low cost to the region as 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 our Travel Options Counselors and Travel Navigators to provide them tools to make referrals to non-transportation programs in the course of working with our customers.

Enhance Pedestrian Access/Land Use Improvements

Pedestrian-Friendly Environment

It is human nature to want to be self-reliant. Our society should take advantage of this desire to be independent by fostering ways for older adults and people with disabilities to remain healthy and active. Not only will the result be happier

individuals, but also the limited funds for S & PWD transportation 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 S & PWD populations. In keeping with the Land Use Concept, the plan advocates locating housing for elders and people 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 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.

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

Action	Estimated cost	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
Encourage Use of Fixed Route Transit							
3. Expand Ride Connection’s RideWise travel training program	Staff costs	Expand program to work with SMART to/from/in Wilsonville.	Ride Connection, SMART, other agencies if interested	Ongoing	x		
4. Implement or expand upon feeder services to fixed route transit	+/- \$150,000 per year per route	-Identify most popular destinations visited by seniors and people with disabilities utilizing LIFT or other paratransit service. -Implement routes identified in TriMet’s SEPs.	Transit agencies with Ride Connection partners	Ongoing	x		
5. Incorporate public restrooms into transit center designs and look for options to retrofit existing transit centers to include public restrooms	Depends on project	Identify most critical transit centers for retrofit, comment on all future proposed transit centers	STFAC, Transit agencies	Ongoing		x	
Manage ADA Service Demand							
6. Implement trip screening as appropriate for LIFT users	Need to analyze investment and savings potential	Prepare a plan, conduct research, develop preliminary goals	TriMet and other transit agencies, if interested	Ongoing	x		

Action	Estimated cost	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
7. Coordinate path of travel improvements with LIFT eligibility center	Need to analyze investment and savings potential	Prepare a plan, identify key locations needing improvement	TriMet and other transit agencies, if interested	Ongoing	x		
8. 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	2016-2018		x	
Enhance Pedestrian Access/Land Use Improvements							
9. Create aging-friendly streets and highways	Significant costs depending on nature of project	Work with local jurisdictions to fill gaps in system providing sidewalks, lighting, paths, crosswalk and other improvements	TriMet and other transit agencies to coordinate with partners; work with local planning staff	Ongoing		x	
10. 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 older adults and people with disabilities	Significant costs, depending on nature of the project	Prioritize impacts of improvements to benefit persons with disabilities, older adults	TriMet and other transit agencies to coordinate with partners	Ongoing		x	

Action	Estimated cost	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
11. Develop strategies (i.e. incentives, mutual planning requirements, etc.) to influence facility siting locations.	Staff costs	Conduct assessment of current zoning and permit processes that influence facility siting practices	Transit Agencies with Metro and local jurisdictions	Ongoing	x		
12. Continue to pursue advocacy and partnerships to improve access consistent with the Pedestrian Network Analysis	Depending on nature of the project		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 (such as Uber or Lyft) discount programs for older adults and people 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 Caused Based Programs.** The recruiting and retaining of volunteer drivers is often difficult and expensive. Involving peers of the program participants (e.g. older adults 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 rural 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 people with disabilities.

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

Action	Estimated cost	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
Maintain Existing Services and Programs							
13. Preserve existing cost-effective services and preventive maintenance	A minimum of \$1.5 million per year additional funds needed per year	Identify additional revenue and prioritize services	Transit agencies and Ride Connection	Ongoing	x		
14. Provide for adequate capital replacements	A minimum of \$3.0 million additional funds needed per year	Identify and prioritize funding sources	Transit agencies and Ride Connection	Ongoing	x		

Action	Estimated cost	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
15. Seek stable funding in upcoming legislative session to support ongoing operations and capital expenses	N/A	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							
16. Address service gaps in public transit services	Significant costs, depending on nature of project; will require new revenue	Prioritize service gaps; seek additional funding	Transit agencies, Ride Connection	Ongoing		x	
17. Identify new services including the additional community connectors identified in TriMet's Service Enhancement Plans	Depends on project (STF or 5310 funding levels should not exceed S & PWD ridership)	Identify new services including the additional community connectors identified in TriMet's Service Enhancement Plans	Transit agencies, Ride Connection	Ongoing	x		
18. Restore frequency of service of recently reduced transit services	\$6 million a year (net of fares)	Prioritize service cuts to be re-initiated; seek additional funding	Transit agencies	Ongoing		x	
19. Increase capacity of existing volunteer programs by increasing the fleet of accessible vehicles for community-based services	Depends on number of vehicles.	Increasing capacity requires increasing the vehicle fleet.	Ride Connection and county departments of social services	Ongoing	x		
20. Develop back-up driver pool for existing volunteer driver programs	Staff costs	Ride Connection has a successful volunteer recruitment program (Iwanttodrive.org).	Ride Connection	Ongoing	x		

Action	Estimated cost	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
21. Develop and implement new or revised no cost/low cost community services projects	Depends on project	Prepare a community needs assessment and develop partnerships outside of our network.	Ride Connection, transit agencies	Ongoing	x		
22. Develop and implement new transportation services to assist low-income individuals access employment and training opportunities in rural areas	Depends on project	Track federal legislative action on transportation authorization bill; JARC program guidelines expected to change	Rural transit agencies, Ride Connection, TriMet	Ongoing		x	
23. Develop and test new technology to improve service efficiencies	Depends on project	Ride Connection - Implement technology to support deviated fixed route services.	Ride Connection, transit agencies	Ongoing		x	
24. Develop open source software to enable multiple operators to connect with single clearinghouse	\$400,000	Provide interface for volunteer drivers and customer.	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 people 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#hillsboro>.

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 people with disabilities, already have amenities and functional accessibility. Continuing to implement the bus stops strategic plan to ensure they are better accessible for older adults and people 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 that were identified during the CTP Update process include:

- Provide customers better information about available services across all providers.
- Increase the availability of real-time information for scheduled rides.
 - 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.
- Utilize 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.
- 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 people with disabilities as part of operator training. Ride Connection has developed a dialysis training module been 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. Transit drivers 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.

- Explore arts funding to improve stops and shelters.

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	Estimated cost	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
Improved Information and Referral/Program Outreach							
25. Develop and distribute brochure promoting Travel Options Counseling services and providing web-based and application based information systems	\$25,000 printing, on-going staff time	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	TriMet, Ride Connection, and other transit agencies	Ongoing		x	
26. Increase outreach efforts to make members of the public and policy-makers aware of rural transportation options	Staff costs	Work with Washington County communities to increase interest and help increase service availability	Ride Connection and rural transit agencies	Ongoing		x	
27. Work towards providing real-time information for scheduled rides and same-day or on-demand scheduling.	Depends on scope of project	Implement Automatic Vehicle Locating (AVL) throughout the fleet and obtain necessary software.	TriMet, Ride Connection, and other interested agencies	2016-2018		x	
28. Encourage seniors and persons with disabilities to utilize online trip planning tools	Staff costs	Coordinate technical training to support smart phone literacy	TriMet	2016-2018		x	
Create Safer Environment and Improve Perception of Safety							
29. Create a safer transit environment	Depends on scope of project	Improve lighting and implement other safety and security improvements; coordinate with transit security personnel	Transit agencies	Ongoing		x	

<p>30. Address perception of personal safety for new or potential users of fixed route transit</p>	<p>Depends on scope of project</p>	<p>Develop public relations campaign, informational materials. Ride Connection – continue presentations to students and teachers about the safe use of public transit.</p>	<p>Transit agencies</p>	<p>Ongoing</p>		<p>x</p>	
--	------------------------------------	---	-------------------------	----------------	--	----------	--

TRANSIT PROVIDER COORDINATION AND INNOVATIVE PARTNERSHIPS

The 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 people 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 people with disabilities are located, their travel patterns, common origins and destinations, and to identify paratransit users who also are served by the DMAP medical transportation program (MTP) and 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 S & PWD 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 insure 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 and other transit agencies 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 and Ride Connection. 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. 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 their 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 people 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 are working on establishing a program with Raines Dialysis Center in Forest Grove.*
- **Coordinated Care Organizations (CCOs):** This strategy is evolving as a result of implementation of legislation passed by the Oregon State Legislature in 2011 which authorized the establishment of Coordinated Care Organizations (CCOs). The CCOs will provide medical services to those enrolled in the Oregon Health Plan (including Medicaid recipients) under a different model than what now exists. It will be important for local public transit service operators to track efforts to facilitate transportation for Medicaid recipients under this new model.

Recently, TriMet hosted a meeting attended by CCO, State of Oregon and County Departments of Social Services to begin a collaborative dialogue in expression of support for the CCO's mission, and to present information about the existing DMAP brokerages as well as services provided by Ride Connection and others.

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.*
- 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 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.
 - *Kaiser's Happy Valley shuttle coordinates with others to provide more comprehensive transportation services. This is coordinated through a Transportation Management Association (TMA).*
 - *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 as Walmart, Boy 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.*

One existing example of a collaborative partnership exists between CAT and SMART. Through Canby Area Transit's (CAT) partnership with South Metro Area Regional Transit (SMART) they were able to utilize SMART buses already traveling through Canby to provide local service in the northwestern section of town. CAT is a fareless service. So customers traveling locally in Canby do not have to pay a fare. SMART keeps track of these fare amounts and bills CAT for the fares. This arrangement allowed CAT to provide more service where it was needed without cutting any existing service. Additionally, CAT and Ride Connection signed a shared vehicle agreement so the Adult Center bus can be used for a CAT back-up when it is available. Early fare reciprocity discussions between Sandy Transit and TriMet in 2008 were promising and will be developed in 2009. SMART also route shares Route 1X with Salem Transit. SMART operates 16 trips and Salem Transit operates 10 trips. At the end of each month, monthly pass sales are reconciled with pass fares on each system.

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

Action	Estimated cost	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
31. 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	2016	x		
32. Improve regional connections between modes and service providers	Staff time	Use HOP Fastpass trip pattern data to analyze regional connections to identify opportunities to make service improvements	Trimet	2016-2018		x	
33. Coordinate with public and private sector: joint scheduling or sharing of vehicles	Staff time	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	
34. Coordinate with medical facilities and S & PWD transportation consumers and their representatives to optimize trip scheduling	Staff time	Develop information for medical providers illustrating opportunities to work with transit providers and coordinate customer travel schedules	Ride Connection, TriMet MTP, transit agencies, Coordinated Care Organizations	Ongoing	x		
35. Expand awareness of home delivery services (i.e. groceries, library) to people who stay at home in order to assist with "aging in place"	Staff costs; could result in cost savings to transit agencies	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	Ongoing			x

Action	Estimated cost	Next step	Responsible party	Time frame	Tier 1	Tier 2	Tier 3
36. Continue program to provide fare assistance for people whose primary barrier to using public transit is financially based.	Depends on scope of project	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		
37. Coordinate outreach and advocacy activities with CCO development	N/A	Continue discussions with CCOs, County Departments of Social Services, State OHA	Ride Connection, TriMet and other transit providers	Ongoing	x		
38. Develop a centralized information system that can be accessed by people needing information on applicable mobility resources for them.							
39. 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.	Unknown	Explore agreements and funding approach being utilized in Kansas City, Kansas and Dallas, Texas.	TriMet, Ride Connection	2017	x		
40. Explore opportunities to expand Drive Less Connect or develop a new platform for ridematching for seniors and people with disabilities	Unknown	Work with Drive Less Connect to explore opportunities.	TriMet, Ride Connection	2017	x		

CHAPTER 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 people 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 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 and discretionary funds a biennium. STF funds have played an important role in the expansion of community-based services for seniors and people with disabilities the last five years as well as in the preservation of fixed route and complementary paratransit services:

- STF formula funds have permitted areas outside transit district boundaries to provide transportation to people who don't have service.
- STF formula funds have permitted non-profit transportation providers to hire paid drivers, improving the reliability of the service over that which can be provided with volunteers.

- STF formula funds have permitted transit agencies outside the TriMet district to add routes to better serve seniors and people with disabilities.
- STF discretionary funds support several innovative services in the Portland area, such as RideWise travel training, the North/Northeast RideAbout, Seniors-in-Action Customer Service Monitoring, and several new Ride Connection partner services.

These innovative programs, all funded with STF funds, have helped stem the growth of TriMet's LIFT ridership, thus preserving the Portland area fixed route bus and rail system. All of the increase in STF formula funds in 1999 in the TriMet district went to community-based providers of transportation and have been a cost effective use of these dollars. In fact, Ride Connection ridership of seniors and people 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 people 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 3% of transit agencies' costs of door-to-door services for seniors and people with disabilities. The STF formula program supports about 46% of the City of Sandy's paratransit costs; 52% of Wilsonville's; 41% of Canby's; and 2% of TriMet's paratransit costs.

5310 FUNDS

Update with historic 5310 levels and the primary projects it has funded to help seniors and people with transportation.

PROJECTED FUNDING NEEDS

The STF program funding has not kept up with increasing paratransit costs. Serving the growing population of seniors and people with disabilities 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. The deficit averages \$3.4 million a year between 2013 and 2022. Only two years in the ten-year window are adequately funded, but as much as \$10 million in additional funding will be needed in a given year to adequately fund discretionary programs.

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
5307 - Urbanized Area Formula Program	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.	Modified	<ul style="list-style-type: none"> “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
5310 - Enhanced Mobility of Seniors & Individuals with Disabilities	Provides funding to support transportation for the elderly and persons with disabilities. Provides funding for vehicles, wheelchair lifts,	Modified	<ul style="list-style-type: none"> 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 Introduces a new Pilot Program for Innovative Coordinated Access & Mobility (to improve coordination of transportation and non-emergency

	scheduling systems, mobility management programs, contracted services, services beyond those required by the ADA, travel training, and more.		<p>medical transportation services)</p> <p>Requires Coordinating Council on Access and Mobility (CCAM) to produce a strategic plan to address coordination across the federal government</p> <p>Funding: \$263 million (FY 2016) authorized from the Trust Fund</p> <p>Small but not substantial changes in funding levels from previous years</p>
5311 - Formula Grants for Rural Areas	Provides funding for transit capital, planning, and operations in rural areas (population less than 50,000), including job access and reverse commute projects.	Modified	<p>Increases the tribal formula authorization to \$30M/year, maintains the \$5M discretionary tribal program</p> <p>Allows advertisement & concessions revenue as local match</p> <p>Clarifies what costs are to be counted as local match with respect to intercity bus feeder service</p> <p>Recipients may now use up to 20% of their 5311 allocation (previously 10%) for the operation of paratransit service, if certain conditions are met</p> <p>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> <p>Funding: \$620M (FY 2016) authorized from the Trust Fund</p> <p>Small but not substantial changes in funding levels from previous years</p>
5314 - Technical Assistance & Workforce Development	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.	Consolidated	<p>Consolidates former 5314 and 5322 into a single section for both eligibilities, and maintains the National Transit Institute</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>

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.](#)

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 projects that applied. 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 K.*

- **Funding Process.** The proposed application review process for reviewing funding applications identifies a seven step process that includes three STFAC meetings instead of two, 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 identify criteria that relate to the 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 L. A pair of draft funding applications can be found in Attachment M.

CHAPTER 7 CONCLUSIONS

PERFORMANCE MEASURES AND REPORTING

Performance measures have a variety of different uses. The funding applications that the STFAC evaluates include a variety of performance measures related to the projects and programs seeking funding. The STFAC also receives monthly reports that include data and performance measures from each of the transit providers within the tri-County area. The STFAC desires to update the monthly reports to provide data that is:

- more directly related to the performance measures reported in the funding applications;
- provides information that helps the STFAC understand how well they are serving seniors and people with disabilities, how many people they are serving, and what progress is being made on implementing the CTP; and,
- aides the STFAC in their decision making; and,
- is succinct and not overly burdensome on the providers to prepare.

The types of performance measures that may be useful to the STFAC include measures that do the following:

- Assess compliance with federal regulations such as the Americans with Disabilities Act (ADA)
- Evaluating the merits of funding applications with the TDP Guiding Principles
- Evaluate the performance of providers
- Evaluate the performance of a specific program or project funded by the STFAC
- Identify unmet needs per the TDP Service Guidelines
- Identify program or project benefits to customers and the community
- Identify how many additional people are being served or helped by a program funded by the STFAC
- Document customer satisfaction

Characteristics of effective performance measurement that should be considered when selecting performance measures include:

- Stakeholder acceptance
- Linkage to goals
- Clarity
- Reliability and credibility
- Variety of measures
- Number of measures
- Level of detail
- Flexibility
- Realism of goals and targets
- Timeliness
- Integration into agency decision-making

The following provides a list of performance measures relevant to paratransit, dial-a-ride, and small fixed route systems which may be applicable to the types of programs and projects that the STFAC evaluates. The CTP Guiding Principles that the measure could help evaluate are identified.

It is recommended that the smallest number of measures that address priority policy issues be used. Too many measures tend to obscure the most important needs and can hinder effective management.

Additional information on each of these measures can be found in the Transit Cooperative Research Program (TCRP) Report 88: A Guidebook for Developing a Transit Performance-Measurement System.

http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_report_88/Guidebook.pdf

Table 1 Potential Performance Measures

	Relationship to CTP Priorities							
	How many people are being served?	What or how much area is being served?	Is capacity adequate?	Is the service accessible?	Are the vehicles adequate or in good repair?	How cost-effective is the service?	Is the distribution of service equitable?	How is the rider experience?
Revenue hours	X		X					
Stop accessibility	X			X				X
Passengers per mile	X					X		
Passengers per hour	X					X		
Passenger trips per employee	X					X		
Percentage of no-shows	X						X	X
Service Hours	X							X
Total annual ridership	X							
Passenger miles traveled	X							
Trips per vehicle	X							
No shows and late cancelations	X							
Service coverage area		X						
Hours of service		X						
Capital resource utilization Peak-to-Base Ratio			X			X		
Demand to Capacity Ratio			X			X		
Percentage of missed phone calls			X					X

Percentage of calls held excessively long			X					X
Response time			X					X
Passenger capacity			X					
Service denials			X					
Percentage of stops with shelters and benches				X				X
Equipment reliability				X				X
Maintenance work orders per bus model vs. total fleet				X				
Fleet composition					X	X		X
Miles between safety incidents					X			X
Average age of fleet					X			X
Van miles per trouble call					X			X
Injuries per 100,000 passenger boardings					X			X
Equipment reliability					X			X
Road calls					X			X
Preventative maintenance inspections completed					X			
Percentage of vehicles placed into service					X			
Mean vehicle age					X			
Subsidy per passenger						X	X	
Cost per vehicle hour						X		

Cost per vehicle mile						X		
Cost per trip						X		
Operating expense						X		
Service Equity							X	
Local Index of Transit Availability							X	
Passenger Complaints								X
Passenger commendations								X
Vehicle accidents								X
Late trips								X
On-time Performance (demand-responsive)								X
Customer satisfaction								X

Table G1. Tri-County Population Profile

	2010 Population	2014 Population	2035 Population Forecast	Annual Population Growth	Land Area (sq mi)	Population Density (pers / sq mi)
Clackamas County	375,992	384,697	512,731	0.6%	1864.01	202
Barlow	135	170		5.9%	0.05	2,610
Canby	15,829	16,821		1.5%	4.37	3,626
Damascus	10,539	10,711		0.4%	15.23	692
Estacada	2,695	2,860		1.5%	2.22	1,213
Gladstone	11,497	11,668		0.4%	2.37	4,852
Happy Valley	13,903	15,693		3.1%	9.42	1,476
Johnson City	566	573		0.3%	0.06	9,040
Lake Oswego	36,619	37,310		0.5%	10.76	3,404
Milwaukie	20,291	20,449		0.2%	4.93	4,120
Molalla	8,108	8,247		0.4%	2.31	3,503
Oregon City	31,859	33,834		1.5%	9.64	3,306
Rivergrove	289	322		2.7%	0.18	1,578
Sandy	9,570	9,945		1.0%	3.35	2,855
Tualatin	26,054	26,604		0.5%	8.11	3,213
West Linn	25,109	25,710		0.6%	7.53	3,334
Wilsonville	19,509	20,335		1.0%	7.29	2,674
<i>Unincorporated</i>	<i>143,555</i>	<i>143,615</i>		<i>0.0%</i>	<i>1776.23</i>	<i>81</i>
Multnomah County	735,334	757,371	909,947	0.7%	433.58	1,696
Fairview	8,920	9,094		0.5%	3.15	2,827
Gresham	105,594	108,250		0.6%	23.41	4,510
Maywood Park	752	894		4.4%	0.17	4,479
Portland	583,776	602,568		0.8%	134.36	4,345
Troutdale	15,962	16,339		0.6%	5.92	2,695
Wood Village	3,878	3,946		0.4%	0.95	4,073
<i>Unincorporated</i>	<i>16,452</i>	<i>16,280</i>		<i>-0.3%</i>	<i>265.60</i>	<i>62</i>
Washington County	529,710	547,451	782,316	0.8%	723.24	732
Banks	1,777	1,699		-1.1%	0.67	2,635
Beaverton	89,803	92,593		0.8%	19.60	4,582
Cornelius	11,869	12,068		0.4%	2.02	5,863
Durham	1,351	1,327		-0.4%	0.41	3,318
Forest Grove	21,083	22,070		1.2%	5.86	3,599
Gaston	637	703		2.5%	0.34	1,858
Hillsboro	91,611	95,765		1.1%	24.64	3,717
King City	3,111	3,351		1.9%	0.70	4,423

North Plains	1,947	1,868		-1.0%	0.91	2,149
Sherwood	18,194	18,687		0.7%	4.33	4,202
Tigard	48,035	49,633		0.8%	12.68	3,789
<i>Unincorporated</i>	<i>240,292</i>	<i>247,687</i>		<i>0.8%</i>	<i>651.07</i>	<i>369</i>

Source: 2010 Population, US Census Table P1; 2014 Population, American Community Survey Table B01003, Oregon Office of Economic Analysis.

Table G2. Largest Employment Nodes

Primary Employer / Site	County	City	Jobs
Oregon Health & Science University	Multnomah	Portland	19,439
Nike, Inc. – Main Campus	Washington	Unincorporated	8,462
Providence Health and Services – Headquarters	Multnomah	Portland	7,993
Intel Corporation – Main Campus	Washington	Hillsboro	7,691
Portland State University	Multnomah	Portland	6,331
Intel Corporation – Jones Farm Campus	Washington	Hillsboro	5,608
Kaiser Permanente – Sunnyside Medical Center	Clackamas	Unincorporated	5,205
Portland International Airport	Multnomah	Portland	5,007
Washington Square	Washington	Tigard	4,921
Lloyd Center	Multnomah	Portland	4,610
Providence St. Vincent Medical Center	Washington	Unincorporated	4,572
Commercial Zone – I-5 / OR 217 Jct. Northwest	Washington	Tigard	4,522
Providence Portland Medical Center	Multnomah	Portland	3,938
Shipyards Commerce Center – Swan Island	Multnomah	Portland	3,273
Boeing Company	Multnomah	Gresham	3,151
Legacy Emmanuel Medical Center	Multnomah	Portland	3,022
US Bankcorp Tower	Multnomah	Portland	2,987
Portland Community College – Sylvania	Multnomah	Portland	2,828
Murray Business Center / Providence Health	Washington	Beaverton	2,775
Clackamas Town Center	Clackamas	Unincorporated	2,691
Kaiser Permanente – 500 Multnomah Street	Multnomah	Portland	2,312
Commercial Zone – OR 217 / OR 99W Jct. South	Washington	Tigard	2,232
Commercial Zone – Sandy Boulevard / NE 181 st Avenue Southwest	Multnomah	Gresham	2,231
Industrial Zone – OR 99W / SW 124 th Avenue Southwest	Washington	Tualatin	2,223
Commercial Zone – OR 217 / SW Hall Boulevard Southwest	Washington	Beaverton	2,149
World Trade Center – Portland	Multnomah	Portland	2,134
Commercial Zone - Centerpointe Drive	Clackamas	Lake Oswego	2,133
Clackamas County Administration	Clackamas	Oregon City	2,054
Adventist Medical Center	Multnomah	Portland	2,045
Commercial Zone - Merlo Road	Washington	Beaverton	2,025
Moda Tower	Multnomah	Portland	2,000

Source: Longitudinal Employment & Housing Dynamic - 2014.

Table G3. Income, Employment, and English Proficiency

	Median Income	Mean Travel Time to Work	Unemployment Rate	Non-English Speaking Population
Clackamas County	\$64,700	27.4	4.7%	4.6%
Barlow	\$34,922	17.8	8.4%	20.7%
Canby	\$58,653	26.6	5.0%	9.9%
Damascus	\$85,708	30.9	4.4%	3.7%
Estacada	\$42,674	34.7	5.1%	2.9%
Gladstone	\$54,494	26.8	4.8%	5.3%
Happy Valley	\$100,438	28.9	3.7%	9.0%
Johnson City	\$33,269	24.1	4.1%	15.8%
Lake Oswego	\$84,244	23.5	4.5%	3.7%
Milwaukie	\$55,827	24.3	5.0%	3.9%
Molalla	\$52,193	32.5	4.8%	3.4%
Oregon City	\$59,429	26.4	4.8%	3.1%
Rivergrove	\$105,500	20.6	3.3%	4.3%
Sandy	\$56,476	29.1	4.2%	2.9%
Tualatin	\$65,903	22.5	4.7%	7.5%
West Linn	\$83,933	24.8	4.0%	2.6%
Wilsonville	\$58,757	23.8	4.4%	4.7%
<i>Unincorporated</i>	<i>\$57,437</i>	<i>30.2</i>	<i>5.0%</i>	<i>4.2%</i>
Multnomah County	\$52,845	25.1	4.8%	9.3%
Fairview	\$53,381	22.3	2.6%	10.1%
Gresham	\$47,706	27.6	5.9%	13.3%
Maywood Park	\$71,518	22.6	3.5%	1.3%
Portland	\$53,230	24.7	4.6%	8.9%
Troutdale	\$58,790	25.4	6.3%	5.6%
Wood Village	\$37,268	27.4	6.9%	12.4%
<i>Unincorporated</i>	<i>\$64,730</i>	<i>25.4</i>	<i>4.8%</i>	<i>2.2%</i>
Washington County	\$65,272	24.2	4.3%	9.3%
Banks	\$77,115	28.4	4.3%	0.2%
Beaverton	\$57,068	23.7	4.5%	11.1%
Cornelius	\$55,203	23.6	8.0%	22.5%
Durham	\$66,094	23.0	3.1%	3.5%
Forest Grove	\$48,365	25.5	5.3%	8.5%
Gaston	\$52,917	30.0	13.9%	3.3%
Hillsboro	\$66,668	24.3	4.1%	12.8%
King City	\$33,662	23.8	3.7%	3.2%
North Plains	\$73,750	26.8	4.3%	2.2%
Sherwood	\$84,360	26.8	3.7%	3.7%
Tigard	\$60,849	22.6	4.1%	8.6%

<i>Unincorporated</i>	\$69,971	24.3	4.1%	7.6%
-----------------------	----------	------	------	------

Source: Median Income, American Community Survey Table S1903 (2010-2014 5 Year Estimate); Mean Travel Time to Work, American Community Survey Table B08013 (2010-2014 5 Year Estimate); Unemployment Rate, American Community Survey Table S2301 (2010-2014 5 Year Estimate), normalized by the regional unemployment rate reported by the Bureau of Labor Statistics; Non-English Speaking Population, American Community Survey Table DP02 (2010-2014 5 Year Estimate).

Table G4. Population of Seniors and Persons with Disabilities

	2010 Population	65 and Over Population	% Over 65	Population with Disabilities	% with Disabilities
Clackamas County	375,992	51,231	13.6%	45,777	11.9%
Barlow	135	17	12.6%	22	12.9%
Canby	15,829	2,247	14.2%	1,881	11.2%
Damascus	10,539	1,406	13.3%	1,338	12.5%
Estacada	2,695	347	12.9%	414	14.5%
Gladstone	11,497	1,581	13.8%	1,726	14.8%
Happy Valley	13,903	1,138	8.2%	1,398	8.9%
Johnson City	566	105	18.6%	105	18.3%
Lake Oswego	36,619	5,918	16.2%	3,071	8.2%
Milwaukie	20,291	2,767	13.6%	2,472	12.1%
Molalla	8,108	797	9.8%	1,564	19.0%
Oregon City	31,859	3,555	11.2%	4,206	12.4%
Rivergrove	289	53	18.3%	30	9.3%
Sandy	9,570	977	10.2%	1,106	11.1%
Tualatin	26,054	1,819	7.0%	2,608	9.8%
West Linn	25,109	2,785	11.1%	2,200	8.6%
Wilsonville	19,509	2,597	13.3%	1,737	8.5%
<i>Unincorporated</i>	<i>143,555</i>	<i>23,139</i>	<i>16.1%</i>	<i>19,921</i>	<i>13.9%</i>
Multnomah County	735,334	77,423	10.5%	94,564	12.5%
Fairview	8,920	890	10.0%	1,763	19.4%
Gresham	105,594	11,321	10.7%	16,008	14.8%
Maywood Park	752	118	15.7%	113	12.6%
Portland	583,776	60,789	10.4%	72,519	12.0%
Troutdale	15,962	1,215	7.6%	1,858	11.4%
Wood Village	3,878	291	7.5%	617	15.6%
<i>Unincorporated</i>	<i>16,452</i>	<i>2,799</i>	<i>17.0%</i>	<i>1,686</i>	<i>10.4%</i>
Washington County	529,710	53,109	10.0%	52,989	9.7%
Banks	1,777	70	3.9%	169	9.9%
Beaverton	89,803	9,374	10.4%	9,502	10.3%

Cornelius	11,869	744	6.3%	444	3.7%
Durham	1,351	139	10.3%	110	8.3%
Forest Grove	21,083	2,599	12.3%	3,324	15.1%
Gaston	637	38	6.0%	109	15.5%
Hillsboro	91,611	7,155	7.8%	8,751	9.1%
King City	3,111	1,494	48.0%	612	18.3%
North Plains	1,947	180	9.2%	246	13.2%
Sherwood	18,194	1,240	6.8%	1,377	7.4%
Tigard	48,035	5,413	11.3%	5,081	10.2%
<i>Unincorporated</i>	<i>240,292</i>	<i>24,663</i>	<i>10.3%</i>	<i>23,264</i>	<i>9.4%</i>

Source: Population Over 65, US Census Table DP-1(2010); Population with Disabilities, American Community Survey Table DP02 (2010-2014 5 Year Estimate) – Percentage calculated using 2014 estimated population.

PROPOSED FUNDING PROCESS

1. **STFAC Meeting #1** - STFAC meets to discuss upcoming funding opportunities and priorities and discuss the following:
 - a. Which funding sources will be available and approximately how much will be available?
 - b. What projects are eligible under each funding opportunity?
 - c. What are the STFAC's priorities for each of the funding opportunities?
 - d. How well are existing programs meeting the STFAC's goals? *(This will inform applicants on how to improve their applications or project scope before drafting an application.)*
2. **TriMet Staff Actions**
 - a. Inform applicants of upcoming funding opportunities and the STFAC's priorities for each fund this funding cycle.
 - b. Solicit applications (Impress on ODOT the need for increased time for the project solicitation process and STFAC review evaluation and deliberation).
 - c. Review applications for completeness of information and ask applicants for any necessary application updates.
 - d. Distribute complete applications to STFAC for review and preliminary evaluation.
3. **STFAC Action** – STFAC members review and complete preliminary evaluation of applications.
4. **STFAC Meeting #2** - STFAC meeting for applicants to present their applications and for the STFAC to ask questions. STFAC members complete

their application evaluations and submit them to TriMet staff at the end of the meeting.

5. **TriMet Staff Action** - TriMet summarizes STFAC evaluations and creates a funding straw proposal for discussion (includes ranking by application type and combined).
6. **STFAC Meeting #3** - STFAC meets to discuss the funding straw proposal and make a recommendation to the TriMet Board.
7. **Between funding cycles:**
 - a. **TriMet Staff Action**
 - i. TriMet staff provides regular updates on the status of future funding, including grants beyond STF and 5310 – what’s happening at the federal and state level?
 - ii. TriMet staff provide a history of the previous funding cycle and review of previous recipients of funding.
 - b. **Transit Providers** provide a status report on how previously funded programs are meeting specified goals and if not meeting these goals, describe why.
 - c. **STFAC** or a subcommittee meets to discuss opportunities to enhance effectiveness of the funded programs in the next funding cycle.

PROPOSED FUNDING APPLICATION CATEGORIES

Applications for STF and 5310 funding can generally be placed into the following general categories:

- **Maintain Existing Service**
 - a. Capital
 - i. Dispatch or computer system
 - ii. Replacement vehicles

- iii. Vehicle Preventative Maintenance
 - iv. Capital Equipment Replacement
 - b. Operations
 - i. Operational funding to maintain existing transit service levels
 - ii. Operational funding to maintain existing coordination service
 - iii. Operational funding to maintain existing mobility management service
- **Service Expansion**
 - a. Capital
 - i. Dispatch or computer system
 - ii. Purchase additional vehicles or right-sizing vehicles
 - iii. New equipment or Stop/Transit Center amenities
 - b. Operations
 - i. Increase amount of service - this provides more transportation service than currently provided, such as adding weekend service or having more frequent service.
 - ii. Restore service area – this restores transit service to an area that has received service in the past.
 - iii. New service area – this expands transit service to an area that has never received service before
- **New initiatives** – this category would include other new efforts which could include projects such as introducing new technologies and new ways to coordinate or collaborate on services.
 - a. New technology project
 - b. New ways to coordinate or collaborate on services
 - c. New type of Mobility Management
 - d. Accessibility Improvement (e.g. sidewalks, curb ramps, crossings, etc.)

PROPOSED APPLICATION REVIEW CRITERIA

STFAC members may provide project rankings or evaluation scores for each project. An evaluation scoring process is described below to assist STFAC members with developing their rankings if that is their preferred approach. Either ranking or scores will be useful to TriMet in compiling the evaluations.

The evaluation criteria and questions provided are intended to help articulate how a project addresses the priorities identified during the CTP Update process. These evaluation criteria will be addressed in the application forms completed by the applications and will be useful to the STFAC members responding during their evaluations.

Review each project and evaluate each project on the degree to which they implement the Priorities of the CTP. Rate each project on a scale of 1 to 5 point value for each criterion to reflect how well the proposed project satisfies each of the four ODOT public transportation goals.

Greatest 5 4 3 2 1 Least

1. How cost-effective is the application?
 - a. Is it leveraging other funds? What %?
 - b. What is the cost per ride or potential maintenance savings?
 - c. Will it improve the cost-effectiveness of all service (such as through improved dispatch, ride matching, technology, etc.)?

2. Does the project provide accessibility that is otherwise not available for seniors and people with disabilities?
 - a. What percentage of the rides will be for seniors and people with disabilities?
 - b. Is this the only available service for seniors and people with disabilities?
 - c. Does it address the needs of an underserved population?
 - d. Does it address a service gap per the Service Guidelines and Standards?

3. Does the project increase accessibility of existing services?

- a. Does it expand the service hours?
 - b. Does it increase the capacity of an existing service?
 - c. Does it improve physical access to transit (more accessible vehicles, sidewalks, transit stop/station amenities)?
 - d. Does it address a service gap per the Service Guidelines and Standards?
4. Does the application include a new or innovative approach to coordinate and collaborate?
- a. Does the project implement new technology to enhance service or improve cost-effectiveness?
 - b. Does the project include new partnerships or collaboration between more than one agency or service provider?
5. Would the project improve customer service?
- a. Does the project improve ease of scheduling, or on-time performance, or communication between rider and driver?
 - b. Does the project improve the customer on-board experience?
 - c. Does the project improve their wait time at a stop or station?
 - d. How many people would be affected?
6. Does the project improve equity?
- a. How is the project geographical/demographically/financial equitable?
 - b. How does this project increase access or opportunity to people of color and low income populations?
 - c. Does it address the needs of an underserved population?
7. Is the project sustainable?
- a. Does it complete a one-time gap or need funds every year?
 - b. Does it build on previous efforts and work towards a whole?
 - c. Would “seed money” create a long-term funding source?
 - d. Does the project leverage other infrastructure?