

# Tri-County Elderly and Disabled Transportation Plan

May 2009



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## Section 1. Introduction

Decisions we make today on how best to invest in transportation options for elders and people with disabilities will affect the future quality of life for thousands of tri-county residents. By 2025, it is projected that the region will experience a 151% growth in the senior population. Existing resources are inadequate to meet this growing demand. In the 2000 Census 16% of the population reported that they had a disability. As the elderly become a higher percentage of the population, a higher percentage will also become disabled due to physical frailty caused by the effects of aging. (Appendix A contains a chart illustrating the Population Projections for ages 60-85+ during the 2005-2030 timeframe. Population forecasts do not project future growth of people with disabilities).

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 ways of delivering services, and a regional commitment to placing public facilities and social services at locations served by public transit will also be needed.

The 2009 *Tri-County Elderly and Disabled Transportation Plan* (EDTP) builds upon the foundation of the 2006 EDTP, 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.

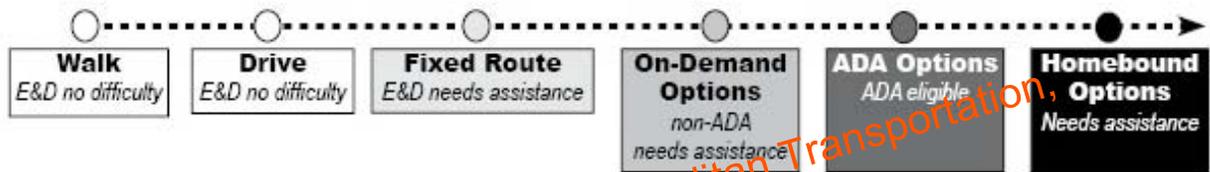
Figure 1 illustrates a Continuum of Transportation Options beginning with transportation for elders and people with disabilities (E&D) who have no difficulty with mobility, through the life stages where they need some accommodation, to services for people who stay at home because of limited mobility or fragile health, either temporarily or long-term.

Since the 2006 EDTP the region has created new low cost-no cost transportation options, started new community based shuttle services, and addressed the region's long time goal of a one-stop information and referral center for E&D transportation options.

The 2009 EDTP discusses the current continuum of services and the region's next focus.

Emphasis in the 2009 EDTP is to make progress on coordination. Providing cost-effective services by reducing redundancy, grouping rides and scheduling efficiently are key to providing the most transportation for the greatest number of people. 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 E&D customers to fixed route, particularly in areas without sidewalks and safe pedestrian crossings. Also important is a regional commitment to placing new public facilities and social services near transit services.

**Figure 1-1 Continuum of Transportation Options for Elderly and Disabled Population**



## Vision and Guiding Tenets of the EDTP

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

### Guiding Tenets:

- 1. 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.
- 2. Innovate.** Increase options available to E&D customers by providing innovative, flexible, attractive and cost-effective alternatives to standard fixed route buses, rail and paratransit. Expand outreach and education on how to use services.
- 3. Involve the Community.** Include elders 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 E&D issues should have over 50% representation of elders and people with disabilities.

*4. Improve the Service Foundation.* Fixed route service frequencies and coverage in some suburban areas, as well as ways to get to the fixed routes, will need to be improved. Continually improve the total fixed route transit system including the waiting area, customer service of the operators, priority seating, security and accessibility.

*5. Integrate Land Use and Transportation Decisions.* Communicate importance of land use and transportation for E&D transportation. Seek opportunities to influence land use decisions.

## **Development of the EDTP**

The EDTP was developed with the assistance of the Special Transportation Fund Advisory Committee (STFAC). This 25-member group is appointed by the TriMet Board of Directors to advise TriMet in making recommendations about formula and discretionary grant distributions funded by the State of Oregon's Special Transportation Fund.

The STFAC also helps develop a coordinated transportation plan to provide services for elders and people with disabilities. More than one-half of the committee is comprised of elders and/or people with disabilities representing geographic diversity in the tri-county area, including 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; small transit systems; and Ride Connection, which is a network of over 30 partners delivering transportation for E&D riders. Appendix B lists the STFAC members.

The STFAC met over a four-month period to review the progress made since 2006, to revise elements of the previous plan to reflect current circumstances, and to create new programs. The rest of this document reflects the results of this work. Appendix I documents the public process employed for the EDTP update.

The EDTP 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 Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) requires that transportation providers and human service agencies plan jointly in order to be eligible for Elderly and Individuals with Disabilities Program, New Freedom Program and Job Access Reverse Commute Program 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).** Section 2 highlights the services currently available in the tri-county region.
- **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. Section 7 summarizes both urban and rural needs for the targeted populations.
- **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.** Section 8 presents the set of strategies identified in this EDTP update.
- **Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities.** Based on financial opportunities and constraints highlighted in Section 7, the strategies offered in Section 8 are prioritized as short-term (those realizable with current resources) or long-term actions.

Cited in Boosey, Tri-County Metropolitan Transportation,  
No. 08-25879 archived on December 1, 2009

## Section 2. Existing Transportation Services

### A Continuum of Services

TriMet operates fixed-route and ADA paratransit services within each of the three counties. SMART (South Metro Area Rapid Transit) in Wilsonville; CAT (Canby Area Transit) in Canby; and SAM (Sandy Area Metro) in Sandy are the other fixed route transit agencies in the tri-county area. In addition, SCTD (South Clackamas Transit District) operates deviated fixed route service in Molalla. 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 24% of the region's door to door rides for elders and people with disabilities. TriMet considers Ride Connection's services so important that it provides approximately \$1,000,000 a year to Ride Connection to support the provider network and provide volunteer transportation and local shuttle services for elders and people with disabilities.

This chapter makes note of new services that were recommended in the 2006 EDTP. The region was able to add new services with \$375,000 annually of additional funding provided by the Federal Transit Administration New Freedom program and by focusing on adding low cost-no cost community based transportation solutions

All new services were developed with extensive community involvement. Appendix J also documents progress toward the individual strategies laid out in the 2006 EDTP.

Figure 2-1, Continuum of Transportation Services, lists the existing transportation providers in each of the three counties. The RideWise program teaches elders and people with disabilities how to use the public transportation by providing information on travel choices, personal trip planning, and fixed route travel training.

Figure 2-1 Continuum of Transportation Services

County	Service Areas		Existing Transportation Services							
			Regularly Scheduled Fixed Route	Deviated-Fixed Route	Shuttle Service	Paratransit Service				
						ADA Paratransit	Medicaid	Employment	Nutrition & Groceries	Community Based Transportation (includes RideWise)
Washington	Urban Areas	King City	TriMet Bus/MAX		King City RideAbout	LIFT	DMAP Broker		RC Network	RC Network
		Tigard	TriMet Bus/MAX			LIFT	DMAP Broker	RC Job Access	RC Network	RC Network
		Beaverton	TriMet Bus/MAX		Beaverton RideAbout	LIFT	DMAP Broker		RC Network	RC Network
		Rest of UGB	TriMet Bus/MAX			LIFT	DMAP Broker			RC Network
	Small Community	Banks North Plains			DMAP Broker			RC Network		
	Rural Areas						DMAP Broker	RC U-Ride		RC Network
Multnomah	Urban Areas	N/NE Portland	TriMet Bus/MAX		N/NE RideAbout	LIFT	DMAP Broker		RC Network	RC Network
		East Portland	TriMet Bus/MAX		Gateway Shuttle Cherry Blossom Shuttle	LIFT	DMAP Broker		RC Network	RC Network
		Mid-County	TriMet Bus/Max		Mid-County RideAbout	LIFT	DMAP Broker		RC Network	RC Network
		Rest of UGB	TriMet Bus/MAX Portland Streetcar		Downtown RideAbout	LIFT	DMAP Broker		RC Network	RC Network
	Rural Areas						DMAP Broker			RC Network

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**Tri-County Elderly and Disabled Transportation Plan**

2009 UPDATE

County	Service Areas		Existing Transportation Services							
			Regularly Scheduled Fixed Route	Deviated-Fixed Route	Shuttle Service	Paratransit Service				
						ADA Paratransit	Medicaid	Employment	Nutrition & Groceries	Community Based Transportation (includes RideWise)
Clackamas	Urban Areas	Wilsonville	SMART			SMART	DMAP Broker		SMART	SMART RC Network
		Rest of UGB	TriMet Bus/MAX			LIFT	DMAP Broker		RC Network	RC Network
		Happy Valley/Damascus					DMAP Broker		RC Network	RC Network
	Large Community	Canby	CAT			CAT	DMAP Broker		RC Network	RC Network
		Molalla		SCTD			DMAP Broker		RC Network	RC Network
		Sandy	SAM			STAR <sup>1,2</sup>	DMAP Broker		RC Network	RC Network
		Hoodland		Mountain Express by Clackamas Co			DMAP Broker		RC Network	RC Network
	Small Community	Estacada	TriMet Bus/MAX SAM			LIFT	DMAP Broker		RC Network	RC Network
	Rural Areas						DMAP Broker		RC Network	RC Network

**Key:** **ADA:** Americans with Disabilities Act    **UGB:** Urban Growth Boundary    **MAX:** light rail    **OMAP:** Oregon Medical Assistance Program (Medicaid)  
**RC:** Ride Connection

## Services Provided by Transit Agencies

### TriMet

#### TriMet's Advisory Committee

TriMet's Committee on Accessible Transportation (CAT) advises TriMet staff and the Board on TriMet's plans, policies and programs for accessible transportation. Elders and people with disabilities comprise at least 51% of the CAT membership. The remaining members are consumers of TriMet transportation services or representatives of consumers. The CAT has a monthly business meeting, an executive committee, regularly scheduled work sessions, and ad-hoc committees to address special issues.

#### TriMet Fixed Route

TriMet operates a fixed route network consisting of 93 bus lines, a 44-mile, 64-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, 92% of people 65 and older live within one-half mile and 75% live within one-quarter mile of fixed route bus or MAX service.

Elders and people with disabilities board TriMet bus and MAX 10.7 million times a year out of a total of 99.2 million boardings. Trips by people with disabilities under age 65 have increased 7.7% per year on average since 1999. Trips by all elders and people with disabilities increased 4.1% annually during the same period, an average of 374,000 more boardings every year. TriMet's cost to provide each fixed route originating ride is \$1.63, net of the fare revenue.

Tri-Met 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*.

#### New Service

The Wilsonville to Beaverton Commuter Rail opened for service in February 2009. This 14.7-mile line shares freight train tracks with the

Portland & Western Railroad in eastern Washington County. The line connects to TriMet's light rail system at the Beaverton Transit Center and serves Washington Square, Tigard, Tualatin and Wilsonville. Revenues from the increase in the payroll tax rate support the additional costs of Commuter Rail operations.

The I-205/Portland Mall Light Rail project (the Green line), now in its last year of construction, will open for service September 2009. The project is a key component in the regional transportation plan, adding more transit capacity downtown and expanding the light rail system along I-205 to Clackamas County, one of the region's fastest growing areas. The project constructs a new MAX line along the I-205 freeway between the Gateway Transit Center and the Clackamas Town Center, and will add north/south light rail on the downtown Portland Mall between Portland State University and Union Station. The Portland Mall segment of the project will bring MAX service through the heart of downtown, fulfilling a 30-year vision of Portland to extend the Mall south to Portland State University. Revenues from the increase in the payroll tax rate support the additional costs of Green line operations.

### **TriMet Complementary Paratransit**

LIFT service is door-to-door ADA (Americans with Disabilities Act) paratransit provided to people who, because of their disability, cannot use or access fixed route transit. Services are provided to all areas of the TriMet district from 4 AM to 2 AM, based on the span of the longest fixed route service day, which is that provided by the MAX light rail. Rides must be reserved by 5PM the day before and can be reserved up to 14 days in advance. There are 1.1 million annual boardings on TriMet LIFT service. The cost to TriMet is about \$26.50 per one-way trip, net of fares. Growth has averaged about four percent over past five fiscal years (FY03-FY08), three percent over the past three fiscal years (FY05-FY08) and about two percent this past (FY08) fiscal year.

### **TriMet MTP**

TriMet's Medical Transportation Program provides non-emergency transportation to eligible Oregon Health Plan Plus Medicaid clients traveling to and from eligible medical services. Transportation is available for clients who have no other way to get to their medical appointments. In addition, some trips (about 4% of the total) are allowed for non-medical purposes if it

can be demonstrated that providing such trips can help persons remain independent and not rely on more costly institutionalized care.

TriMet administers this program under contract to the State of Oregon. In most parts of Oregon, Medicaid transportation services are brokered by local transit agencies. TriMet serves as the broker for the tri-county (Multnomah, Washington, Clackamas) region, which means that TriMet staff is responsible to:

- Confirm customer eligibility through the State's client database.
- Confirm the trip requested meets State Medicaid guidelines.
- Determine the most appropriate mode of travel for the customer.
- Arrange for the trip through a vendor under contract to TriMet.
- Reimburse the vendor for the service provided.
- Maintain records and provides overall administration for the program according to State of Oregon DHS guidelines.

### **TriMet Operator Training**

TriMet operators receive ADA updates and information as part of the yearly Operator Professional Development training. **Riding Together** is an ongoing 8-hour disability awareness and ADA training given to new operators. Over 2,000 operators, supervisors, managers and others have attended since 1998. New operators receive nearly 20 hours of ADA and disability awareness training. For new hires, much of this training is procedural, including experiential exercises.

TriMet uses a panel of people with disabilities as part of this training. Panel members provide information about the nature of their disability and what it is like for them to ride transit. The diversity of disabilities represented on the panel is not as broad as TriMet would like. For example, consistently getting a panel member with cognitive disabilities has been difficult to achieve.

### **TriMet Funding**

Payroll, self-employment and state-in-lieu tax revenues account for about 55% of TriMet's operating revenues. . Passenger revenues account for about 25% of revenues, federal and state operating grants account for 15%

of revenues and all other sources (interest, advertising) account for 5% of operating revenues.

## Other Public Transit Providers

### SAM (Sandy Area Metro)

#### Sandy's Advisory Committee

A Transit Advisory Committee consisting of 12 individuals from the greater Sandy area and three associate members representing the neighboring communities of the Villages of Mt. Hood and Estacada advises the City of Sandy. The membership consists of broad representation, including the business community, student and youth representation, with elders and people with disabilities making up more than 75% of the committee. The Committee meets quarterly; meetings are publicized and open to the public. The Committee makes transit service recommendations to the City Council, where decisions are made in a public forum.

#### Sandy Service

The City of Sandy provides two fixed routes on its SAM system. In addition, it offers STAR service, which is general public dial-a-ride service prioritizing elders and people with disabilities, who comprise 56% of the ridership. Door-to-door service is offered between 7:30 AM and 6:30 PM and between 8:30 PM and 9:00 PM on weekdays expanding up to a 5-mile radius of the city limits for special needs clientele subject to availability. The service changes to a curb-to-curb deviated route service between 5:30 AM and 7:30 AM and between 6:30 PM and 8:30 PM. On Saturdays, door-to-door service is offered between 10:30 AM and 4:30 PM. Fixed-route curb-to-curb service, offered during commute hours, deviates to provide door-to-door service for elders or people with disabilities. Door-to-door ADA service is available all hours of operation. No transfers are required on service to and from the Portland area for medical appointments needed by non-Medicaid eligible frail elders and people with disabilities. STF Formula grants partially funds the STAR service and the STF Discretionary program partially funds the Portland medical service.

In October 2006 nine daily service hours were added on weekdays to the fixed route between Sandy and Gresham creating half-hour headways. The 17% service increase resulted in a ridership increase of 37% over the

previous year. Similarly, the fixed route between Sandy and Estacada, funded by Job Access, was interlined with the Mountain Express service in order to gain efficiencies by using the same vehicle and driver to serve both communities throughout the day. The frequency was increased by one run per day on weekdays and the ridership increased 23% in 2007 and 11% in 2008. Surveys in 2007 indicate that 89% of this ridership was transit dependent.

In 2008, Sandy Transit procured two cutaways and two 35' Low-Floor buses providing greatly needed stability in vehicle availability for operations. The agency also added two bus shelters along the fixed route.

The Sandy-Estacada job access project has been continued and is very successful. Over 80% of the ridership is transit dependent.

### **Sandy Funding**

Business payroll and self-employment tax provides 28% of Sandy Transit's operating revenues. Federal grant programs (5311, 5310, JARC, New Freedom) account for 42%, state grants (STF) represent 7%, Business Energy Tax Credits provide 21% and other sources (fares, interest, etc.) make up the last 1% of operating revenues.

### **SMART (South Metro Area Rapid Transit)**

#### **SMART Advisory Committee**

SMART is advised on services through public input, and actively solicits input from elders 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 Service**

SMART, operated by the City of Wilsonville, has five fixed routes and curb-to-curb 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 elders and people with disabilities is provided with STF funds. Canby Area Transit operates several of the trips between Wilsonville and Canby.

## SMART Funding

Business and self-employment tax provides 62% of SMART's operating revenues. Federal capital grants provide 12% and STF, BETC and other operating grants represent 22% of SMART's budget. Fares make up 3% of SMART's current budget and miscellaneous revenue is 1%.

## CAT (Canby Area Transit)

### 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 elders, people with disabilities, Canby residents, CAT customers, and members of the business community.

### CAT Service

Canby Area Transit (CAT) operates fixed-route service within Canby with connections to Oregon City and Woodburn. Also CAT and South Metro Area Regional Transit (SMART) share the operation of a fixed route connecting Canby and Wilsonville.

CAT provides complementary door-to-door paratransit services within Canby with connection to the Oregon City Transit Center (TriMet) and destinations within Oregon City. Customers qualify for Dial-A-Ride through an application process based on the ADA eligibility guidelines. STF partially funds CAT's paratransit service.

Canby Area Transit (CAT) redesigned their fixed routes, interlining buses to increase the frequency of service on local routes (inside Canby). The Blue Line in south Canby and the Green Line in north Canby now provide service in two directions. This reduces the trip length for some of the in town rides by as much as 40 minutes. The service is still hourly but many trips times have been reduced. CAT did this while maintaining a comparable frequency of service during commuter hours between Oregon City and Canby.

The changes to the local fixed-route service have made it more attractive to the elders and people with disabilities who use the service. CAT has seen a drop in the number of paratransit rides, which they believe was due in part

to the service changes. Overall capacity of the CAT system was increased by these changes with a very minimal increase in costs.

## **CAT Funding**

In FY08 Canby Area Transit received operating revenue from local payroll tax, the state's Special Transportation Fund (STF), Business Energy Tax Credit revenue, federal 5311 Non-urbanized Area formula program and the federal 5316 Job Access Reverse Commute (JARC) program. In FY08 CAT will also a one-time grant from the federal 5317 New Freedom program. On average over the past 5 years nearly 60 percent of CAT's revenue is from payroll tax, nearly 8 percent is from the STF formula program and the remaining 32 percent comes from either BETC revenues or federal grant funding. In FY08 only 6 percent of CAT revenue came from the STF formula program.

## **SCTD (South Clackamas Transit District)**

### **SCTD Advisory Committee**

The SCTD Board of Directors consists of seven members elected from the District. Elders and people with disabilities are serving on the board. SCTD also has an advisory committee that is called on as needed.

### **SCTD Service**

Three fixed routes operate on the City of Molalla's SCTD system. The city route and the Canby route operate ten hours a day Monday through Friday, and the Community College route operates 15 hours a day, five days a week. The Canby route will make flag stops. All routes offer deviated fixed route service for elders and people with disabilities. Advance reservations are required.

### **SCTD Funding**

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

*Cited in Bousso v. Tri-County Metropolitan Transportation, No. 38-35878 archived on December 4, 2009*

## Clackamas Transportation Consortium

The Clackamas Transportation Consortium was established in 1992 and includes representatives from private nonprofit and public programs, which provide transportation to elders and people with disabilities in Clackamas County. Volunteer driver-based trips, using personal vehicles, are a primary component of the services offered. With only 22% of the region's elderly and disabled population and the largest area to serve, Clackamas County provides approximately 50% of all volunteer-based rides in the region. The Clackamas County Social Services Division (CCSS) provides staff support and coordinates the Consortium.

## Mountain Express

Mountain Express is a general public fixed-route service operating weekdays between Sandy and the "Villages of Mt. Hood" (Brightwood, Welches, Wemme, Zig Zag and Rhododendron). It offers flag stops and ADA eligible deviations. All vehicles are lift equipped and operators announce stops. Door-to-door service is available for eligible elders and people with disabilities for eligible trips.

## Ride Connection

### Advisory Committee

Ride Connection has a fifteen-member board of directors that directs the organization's overall activities. The majority of board members are elders or people with disabilities. . Additional advisory committees include the board's Program and Provider Services Committee and a peer committee that advises RideWise (RideWise Committee).

## Background

Ride Connection is a private non-profit organization located in Portland, OR that coordinates transportation operations of 33 small community based providers of elderly and disabled transportation.

The partner network includes a variety of human service organizations serving elders and people with disabilities throughout the metropolitan area. Each partner is geographically located. Transportation services are individually designed for each neighborhood.

Ride Connection service partners include the local chapter of the American Red Cross, faith-based groups, senior centers, residential care facilities and multi-service centers. The vast majority of people served by the Ride Connection network are ADA eligible. (A complete listing of network service partners is included in Appendix C.)

Ride Connection and its partners operate in all areas of the TriMet district. In east Multnomah County and in Washington County--areas of the district where there are no private non-profit providers of elderly and disabled transportation--Ride Connection becomes the provider, hiring operators and operating the service.

In the last eight years, Ride Connection has more than doubled the transportation services they provide for elders and people with disabilities.

This network operates a fleet of approximately 100 accessible vans and small buses, in addition to volunteer-owned vehicles. Approximately 600 drivers, of whom two-thirds are volunteers, provided over 371,500 E&D rides in FY08, an increase of 4.1% over FY07. Ride Connection volunteers provided approximately 52,000 rides in FY08.

### **Network Services**

Ride Connection provides the following support services for its partners:

- Service coordination between partners. Service scheduling for some partners
- Driver training and continuing education
- Call center information and referral services
- Fundraising
- Grant writing and serving as conduit for state and federal funds
- Volunteer recruitment and placement
- Advocacy
- Equipment purchases and coordination of shared use vehicle programs; offers vehicle insurance
- New service design
- Contract administration, technical assistance and performance reporting, customer service monitoring

Ride Connection has been instrumental in the development of low cost-no cost services, regional one stop travel information and travel training services. Ride Connection 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.

### **Information and Referral and Scheduling**

Customer Service Representatives at Ride Connection's Service Center provide information on all available travel options for elders and people with disabilities in the region. The Service Center also schedules and dispatches rides for some of the service partners.

The Ride Connection Service Center scheduled over 100,000 rides in FY08. Ride Connection now schedules all of the community-based rides in Washington County and over half of the community-based rides in Multnomah County.

Service partners who are currently not receiving scheduling and dispatch assistance from the Ride Connection Customer Service Center participate in the information and referral program, which allows customers to enroll by calling the Customer Service Center phone number to be referred to the service partner in their area.

Upgrades to the Service Center phone system to add language support and real-time call queuing are in progress. Ride Connection plans to upgrade its scheduling software to provide additional scheduling optimization and web-enabled features that benefit both customers and service partners.

### **The Best Ride Passenger Care and Assistance Workshop**

All new paid and volunteer Ride Connection drivers receive four hours of classroom passenger assistance training and four hours of classroom defensive driving training. All van and bus drivers also complete up to two hours of additional training in vehicle familiarization and on the road training and testing. Privately owned vehicle drivers must complete an on-the-road test. Drivers are retrained every three years. Those over age of 70 are encouraged to participate in the extended six-hour defensive driving course.

Ride Connection offers to its drivers and others involved in community transportation a four-hour course on customer care and assistance. Through video, simulation activities, and large and small group discussion, participants gain practical knowledge and experience to assist them in their work as drivers and concierge. At the end of the session participants will have a basic understanding of some of the physical and psychological differences of the people served by Ride Connection as well as a set of best practices.

In response to identified needs, Ride Connection has developed an expanded range of E&D transportation services. Many of these are described below.

## **Transportation Services**

### RideWise

RideWise assists older adults and people with disabilities to ride safely and independently using public transportation. By providing information on travel choices, personal trip planning and assistance in learning how to navigate the region's public bus and rail systems, RideWise customers build confidence and skills to use any of the transit options available to them.

The one-time cost of travel training gives people independence, mobility and choice and can save a lifetime of trips on LIFT, freeing up funds for individuals whose disability requires door-to-door service.

RideWise offers the following services:

- Assistance in developing individual transportation plans, which identify the service that works best for a particular trip—fixed route, LIFT, or Ride Connection partner;
- Personal and group orientation in boarding vehicles;
- Travel training on fixed routes for individuals or community groups;
- Ride Ambassador peer travel training program with volunteers;
- Support of agency professionals currently providing travel training in the community. These individuals receive materials and resources, in-service training, ability to call on RideWise to solve problems about

transportation issues, and ability to refer individuals for training that they would not otherwise receive through agency programs; and

- Consumer education and outreach on the benefits of fixed route transit.

No program can help people unless they know about it. RideWise is promoted with a dedicated outreach employee, a video that can be viewed on Ride Connection's website and the Rider's Voice, a photo book and web book that tells the stories of RideWise graduates in their own words.

### Community Shuttles

Many people need a way to travel to fixed route and to make short trips within their community. In an effort to improve local mobility options for elders and people with disabilities and to create more cost-effective group options for rides to common destinations, Ride Connection has begun to develop a number of community shuttles. These neighborhood circulators operate in designated communities, offering scheduled service to local shopping, grocery and activity centers. To date, Ride Connection and TriMet have jointly created the following community shuttles:

- King City RideAbout
- Gateway Shuttle
- Cherry Blossom Client Shuttle
- Downtown RideAbout
- North/Northeast RideAbout
- Beaverton RideAbout began March 2008 with New Freedom funds
- Mid-County RideAbout began June 2008 with New Freedom funds

The North/Northeast RideAbout is an illustration of the collaboration that has been created around Ride Connection's shuttle program. The North/Northeast RideAbout is a free community shuttle for elders and people with disabilities serving the neighborhoods around the Urban League's Adult and Senior Services Center on MLK Blvd. This shuttle is the result of cooperation among the African American Chamber of Commerce, the Urban League, Metropolitan Family Services/Project Linkage Program, the American Red Cross, Ride Connection and TriMet. The RideAbout Shuttle provides transportation to shopping, medical and business appointments, meal sites and senior centers. The service is provided

without cost to the rider, but donations are accepted. Service began May 3, 2004.

New community transportation services have recently been added in the Beaverton and Mid-Multnomah County areas. Based on EDTP 2006 standards, these areas stood out as underserved

Beaverton RideAbout service in Central Beaverton was established in March of 2008, to respond to high demand for TriMet Lift services, as well as a lack of an accessible base of operations for Ride Connection volunteer community transportation partners in the area. A local shuttle service connects the high concentration of housing in West Central Beaverton, to human services, recreation and shopping destinations in East and North Central Beaverton.

Mid-Multnomah County U-Ride is a partnership between Metropolitan Family Service and Ride Connection. Service is provided to individuals over 60 and people with disabilities Monday through Friday between 9 AM and 5 PM. Service is primarily within the service area: East to NE/SE 162nd, West to NE/SE 82nd, North to the Columbia River and South to the Clackamas County border. The program has two available accessible vehicles including one lift-equipped mini-bus, primarily used for shuttle service, and one mini-van dedicated to individual demand-response trips five days a week throughout the service area. Metropolitan Family Service also recruits volunteers who are willing to use their own vehicles to provide trips in the area to help meet the need for individual trips.

The Mid County RideAbout for the Lents / Powellhurst-Gilbert area/neighborhoods provides regular service to and from points South of Division between 82nd Avenue and 162nd Avenue. Destinations include grocery stores, community centers, parks, and other locations of interest. RideAbout service is available Thursdays, between 9 AM and 5 PM in the Lents / Powellhurst-Gilbert area

### U-Ride Programs

U-Ride provides transportation solutions for people living in rural west Washington and east Multnomah counties. . This program is a shared ride demand response service coordinated by the Ride Connection Service Center serving the transportation needs of older adults, people with disabilities, the general public and employment related trips (Job Access)

for low-income adults. U-Ride allows rural General Public and Job Access customers to access the nearest fixed route transit. Older adults and people with disabilities receive door-to-door service for any trip purpose in the service areas.

### Community Door-to-Door Service

The Ride Connection network of partner agencies provides community door-to-door transportation for elders and people with disabilities. These neighborhood organizations include individual and family support organizations, senior and community centers and volunteer driver programs. Community transportation is available throughout the entire tri-county area. Rides are provided to customers who call them in advance. Hours and days of service vary within each community, but generally are available 8:00 a.m. to 5:00 p.m. Monday through Friday.

Community door-to-door service may be provided on small buses, vans, taxis, or in sedans. Most are accessible for mobility devices. The service is door to door. Services are free, but donations are accepted. Service providers are listed in Appendix C.

In addition, many Ride Connection service partners provide regularly scheduled group trips shown in Appendix D, which often change to meet local community needs. Group trips by zip code can be found on the Ride Connection website at [rideconnection.org](http://rideconnection.org). These group trips and informal shuttles provided by Ride Connection partners play an important role as they efficiently transport larger numbers of passengers to popular destinations and reduce the demand for more expensive individual passenger trips.

### **No Cost/Low Cost Community Services**

Working with service partners, Ride Connection offers the following low cost options in the continuum of services.

### **Vehicle Only Program**

In this program, Ride Connection uses grant funds to purchase vehicles and insurance for organizations to provide elderly and disabled transportation. The organization pays for the driver and other operating costs. This program provided 131,000 rides in FY08. Organizations in this

program are Edwards Center, Lifeworks, Port City and Providence Elderplace.

### **Shared Vehicle Program**

Ride Connection vehicles are loaned to organizations during off-peak hours (evenings and weekends). Ride Connection provides the vehicle and driver training and the borrowing agency provides a driver and pays for fuel. In FY08 Ride Connection facilitated fourteen shared vehicle and 49 special event agreements.

### **Retired Vehicle Program**

Each year there are vehicles in the Ride Connection fleet and the TriMet LIFT fleet that would historically have been sent to auction. Ride Connection places some of these retired vehicles with governmental jurisdictions and non-profit organizations. The only condition is that the vehicles will be used to provide transportation to people over 60 years of age and/or people with disabilities. Vehicles can also be made available to Ride Connection partners who need a backup vehicle to support existing transportation services. This program reduces demand on TriMet LIFT services and Ride Connection Network services.

Recipients of the vehicles are responsible for the costs of operating and maintaining the vehicles once they receive them. Ride Connection retains the titles to the vehicles and helps each organization properly qualify and train their drivers. Vehicle recipients become “partners” in the Ride Connection Network.

15,312 rides were provide with retired vehicles in FY08

### **Mileage Reimbursement**

All service partners who are funded by the TriMet volunteer program and have volunteers that drive their own vehicles have mileage reimbursement available. The amount they reimburse varies. Before the huge increase in gas prices many volunteers did not ask for reimbursement. Some choose to take the miles as a deduction on their taxes instead.

## **Rethinking Transportation**

Rethinking Transportation is a presentation or series of activities geared towards active older adults. Activities are coordinated through senior centers, meal sites, park-and-recreation facilities, senior housing and community gathering locations. This program brings partners and peers together to present the program.

Ride Connection service partners are encouraged to coordinate Rethinking Transportation presentations as part of their cost savings measures, and to ensure customers are offered access to the entire continuum of services throughout the tri-county area.

## **Transit Boards**

Ride Connection created Transit Boards to promote the use of fixed-route transit service to target audiences. Transit Boards are customized to each display site and include a map showing the nearest transit stops, a list of destinations that can be reached without making a transfer, information on the RideWise program, and brochures to bus lines and local service available nearby. Since the Transit Board program began in September 2008, boards have been placed at 29 locations in the tri-counties including senior/community centers, retirement communities, apartment complexes and Goodwill Job Connection sites. Ride Connection continues to distribute additional Transit Boards

## **Safe at Any Age**

Ride Connection conducts a certified classroom defensive driving program that provides a discount on automobile insurance for persons over the age of 55. It consists of six hours of classroom learning on defensive driving techniques as a person ages.

## **Network Providers Help Expand Low Cost No Cost Solutions**

Most Ride Connection network providers receive Special Transportation Formula (STF) funds to operate services. Primarily made up of revenues from the state cigarette tax, these funds are declining. To maintain service levels while STF funds are declining, Ride Connection uses its Business Energy and Tax Credit (BETC) funds and TriMet uses payroll tax revenues to provide annual CPI increases to network providers.

In exchange, network providers agree to provide the same number of rides or more than were provided in the previous year. They also agree to help the region save costs through cost savings measures, which include expanding the number of shared vehicle agreements, forming Rider's Clubs, recruiting volunteer drivers and Ride Ambassadors, referring individuals to RideWise travel training, increasing LIFT eligible riders on their services, and posting and maintaining Transit Boards at senior centers and living facilities. First quarter of FY09, Ride Connection providers reported savings of nearly \$150,000.

### **Ride Connection Funding**

Ride Connection programs are funded with JARC, New Freedom, TriMet, 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.

*Cited in Boose v. Tri-County Metropolitan Transportation,  
No. 08-35878 archived on December 1, 2009*

## Section 3. Innovations

To augment the existing services described in the previous section, this EDTP recommends exploring and introducing innovative approaches to providing transportation for elders and people with disabilities, such as the following:

### 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 E&D transportation will last longer and be available for those who truly need assistance.

This EDTP encourages jurisdictions within the tri-county area to make their communities more pedestrian friendly for E&D 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:

**Liveable 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.

### Safe Driving and Driving Cessation

One of the greatest fears of older adults is losing their driver’s license. Many equate losing their license to a loss in their quality of life and a future of dependency. For this reason, many also continue driving when they are a danger to themselves and others. Helping older adults continue driving

safely for as long as possible can forestall that dreaded day, protect society at large, prepare them for when they eventually must give up their license, and reduce the need for costly paratransit services. Ride Connection's Transportation Resource Specialists would be one way of disseminating information on their own **Safe at Any Age** program or these additional opportunities.

**AARP's Driver Safety Driver Program Driver Improvement Course (formerly 55 Alive).** This is an established national program that provides a discount on automobile insurance. It consists of eight hours of class split over two days.

**The Road to Driving Wellness.** This program is a set of materials featuring physical and mental exercises for older drivers with excellent driving skills and showing how older adults can use them to maintain those skills.

**Guidelines and Recommendations to Accommodate Older Drivers and Pedestrians.** This Federal Highway Administration (FHWA) document provides guidance that jurisdictions within the tri-county area should use to install roadway improvements that assist older drivers to maneuver more safely.

**Seniors on the Go.** People age 65 years and older in Santa Rosa, CA, enjoyed a week's unlimited free access to all CityBus routes by showing a "Seniors on the Go" pass, which also made them eligible for a drawing of grocery gift certificates. Tri-county transit providers could consider offering a similar program to older adults, who might then be more likely to consider fixed-route transit as a realistic option when they could no longer drive.

**CarFit.** CarFit® is an educational program which offers a trained team of volunteers and health professionals who evaluate how well their cars "fit" older adult drivers.

## **Fixed-route Enhancements**

Some people cannot walk as far as a bus stop or stand to wait for the bus. Deviated Routes and Paratransit Feeders address these problems.

**Deviated Routes.** 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 senior centers and sheltered workshops, 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.

**Paratransit Feeders.** Customers who are able to use the fixed route but have trouble accessing the bus stops are picked up at home and taken to the nearest transit station to access the fixed route and to other local destinations. All Ride Connection services can take people to fixed routes.

**Travel Hosts.** A Travel Host pilot program could be developed to help LIFT customers transition to fixed route. Attendees could receive travel training and Travel Hosts could be recruited to assist attendees needing to transfer from one line to another. This idea is an expansion of the current RideWise Ride Ambassador Program

**Peer Program.** Involving older adults and people with disabilities (peers) can help transit providers focus service improvements where they are needed most, improve disability awareness, and provide support to people who need it to use fixed route transit. Involvement of peers is a key goal of our region. TriMet's CAT and other people with disabilities, for example, provide disability awareness and sensitivity training to operators and other staff, and monitor TriMet fixed route and LIFT service.

Expansion of current peer involvement by elders and people with disabilities could include providing assistance in the paratransit eligibility process by assisting people with the forms and informing people in person about the RideWise fixed route travel training and Ride Ambassadors program. It could also include elders and people with disabilities in TriMet's on-street customer service program.

## Review LIFT service standards

Currently, the LIFT program exceeds minimal ADA service standards in several ways, including:

- Fares are less than minimally required (twice fixed route fare)
- Service boundaries and service hours exceed ADA guidelines
- Service provided is door-to-door rather than curb-to-curb

Through this approach, options would be explored to better align LIFT service standards with ADA guidelines.

As with the strategy 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 TriMet's 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 strategy 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.

## Vehicle and Driver Alternatives

One of the difficulties in serving a growing population of residents who have transportation difficulties is a shortage of vehicles or drivers. The alternative vehicles mentioned here can be used for non-ADA eligible riders and are not necessarily meant for ADA riders needing lift-equipped vans.

**Rental Cars.** Using rental cars could attract people who would like to be volunteer drivers but who do not wish to use their own vehicles or are concerned about their insurance rates and liability. It may be a good option for rural areas and small communities, where a long paratransit trip to and from Portland can be an expensive trip to provide in a paratransit vehicle.

**Taxicab Vouchers.** Taxi 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.

**On-Line Reservation System.** A web-based reservation system could be developed, where agencies could list which of their vehicles are free during certain hours or days of the week. Providers could access the list over the Internet and contact the provider with the free vehicle to make

arrangements to use it during its idle time or reserve idle vehicles directly over the Internet.

**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.

## **Develop Comprehensive ADA Paratransit Eligibility Process**

The goal of this strategy is to more closely examine the LIFT Program's current processes for determining ADA paratransit eligibility and to identify opportunities to ensure that applicants are accurately assessed and provided with appropriate mobility options.

It is important to develop a step-by-step implementation plan, including a comprehensive and inclusive public outreach when considering how best to move forward with this strategy. A first step may involve identifying best practices or model programs that integrate a "family of services" approach that is inclusive and based on the functional ability of the applicant. Many transit agencies throughout the country have transitioned to a process that is based on an in-person assessment, a functional assessment of the applicant's ability to use public transit, or a combination of both.

There are two primary goals for this strategy:

- 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. The following principles are suggested as a starting point for guiding future implementation efforts:

- Where possible, present choices or options so that members of the disability community, advisory committee members and others can help shape the eventual outcome
- Seek community input on how best to ensure the new process is user-friendly and convenient
- Present paratransit as one component in a “family of services,” and stress that the new process is intended to provide customers with the most appropriate mobility option at the time they apply
- Ensure that travel training offered through the RideWise program is considered in partnership with the new certification process
- Develop and conduct a range of outreach and education activities; consider developing a brochure or video that can be left behind. Some of the materials could be specifically targeted, for example a brochure specifically for the medical community
- Consider including incentives to use fixed route transit as part of the package; such as free or reduced fares on fixed route, new services oriented to seniors, etc.
- Engage members of the disability community to participate in outreach efforts and in implementation steps, such as selecting a contractor to conduct functional assessments, etc.

## ADA Alternatives

To ensure that people who need ADA transportation will continue to have it available, the two programs discussed below are ways to serve ADA needs while controlling spiraling costs.

**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.

**Para-Pass.** Eligible riders could be offered incentives to voluntarily take fixed-route service instead of complementary paratransit service. Incentives could take the form of discounted transit passes. A program built around financial incentives should more than pay for itself if trips are moved to the lower costs fixed-route services.

## 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

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.

*Cited in Eboose v. Tri-County Metropolitan Transportation,  
No. 08-35078 archived on December 1, 2009*

## Section 4. Coordination

Providing the most cost-effective services by reducing redundancy and improving the transportation choices available for E&D residents is a goal of the EDTP.

A significant amount of coordination already exists within the region. The region collaborates on the EDTP, the transit options brochure, the development of a regional information center, and providing transportation information to 211 and the Network of Care website.

**Coordination of Planning** On-going planning for special needs transportation services is coordinated not only by the STFAC, but also the Regional Transportation Coordinating Council (RTCC). This twenty-five member group includes 51% representation of elders and people with disabilities, representation from public and private non-profit transportation providers, CAT members, staff of the three county Aging and Disabilities Service agencies, Ride Connection, Metro, Oregon Department of Transportation (ODOT), and the State Department of Human Services (DHS). The Regional Transportation Coordinating Council serves as a point of coordination for inter-agency inter-provider activities related to the tri-counties' elderly and disabled transportation services. The RTCC meets monthly.

The Clackamas Transportation Consortium was designated as the Local Coordinating Council for Clackamas County and subsequently established a Steering Committee to address issues directly related to the implementation of the plan.

**Coordination of Information** The region has taken the initial steps recommended in the 2006 EDTP to create a First Stop information and trip planning service at Ride Connection's Service Center. Customer Service Representatives at the Center provide information on all available travel options, listed below, for elders and people with disabilities and the provision of scheduling and dispatch software to coordinate rides for many of the service partners.

- Trip planning and scheduling with public and private transportation providers;
- Mobility assessments and eligibility screenings

- Travel Training;
- Vanpool and other ride-sharing options; and
- Other (escort services, home delivered products & services, etc.).

The First Stop phone number and services provided need to be more widely marketed.

A number of additional coordination measures are recommended to further increase the level of coordination among transit providers.

## **Meeting the Information Challenge**

While all transit agencies and Ride Connection have improved the service information on their websites since 2006, 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 can improve the information provided on its website to include Ride Connection's shuttle services as well as fixed route bus, rail and LIFT services.

Ride Connection should provide more information on what services it provides and how to access those services on its website.

## **Coordinating Scheduling**

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.

## **Centralize Network Information, Referral and Scheduling**

The goal of this strategy is to do more with limited existing resources by tapping the underutilized capacity of providers and transportation assets within the region. Currently, Ride Connection operates a joint service center with the American Red Cross, and is testing an integrated scheduling arrangement with a few of its partner agencies who have access to shared software. Ride Connection intends to centralize its call-taking, dispatching and scheduling functions in selected instances, where it is considered appropriate and effective. As a very long-term goal, a regional service center may someday be able to schedule LIFT, Medicaid, Ride Connection and perhaps other door-to-door or curb-to-curb trips. Such a service center would be directly linked to a centralized dispatching system, and the rider would be scheduled during the same phone call instead of being called back by the applicable provider.

However, the software and hardware to do this do not exist and would be expensive to develop. The Federal Transit Administration has recently sought to provide funds to develop scheduling software for the coordination of four major federal transportation programs such as ADA paratransit, Medicaid transportation, Head Start and Vocational Rehabilitation transportation. This region will be watching the cost and effectiveness of this software with interest. In addition, it will be important to weigh the advantages of a single number to schedule all trips in the region versus the personalized relationship that riders develop by dealing directly with the provider themselves.

In the meantime, the region is greatly benefiting from having a central call-in number for answering the tough questions or assisting new riders, all in conjunction with the ability to distribute trip requests to the most appropriate scheduling resource in the region.

## Coordination of Paratransit and MTP Operations

The goal in implementing this strategy would be to identify whether there is duplication of services between among these programs and, in such cases, evaluate whether costs for these duplicative trips could be shared by the two agencies, thus resulting in cost-savings for both.

The Oregon Department of Human Services, which sponsors transportation for medically-related trips for persons who are Medicaid eligible, administers the Medical Transportation Program (MTP); eligibility is income-based. In most parts of Oregon, these transportation services are brokered by local transit agencies. TriMet serves as the MTP broker for the tri-county region, which means that TriMet staff is responsible to:

- Confirm customer eligibility through the Medicaid client database
- Confirm the trip requested meets Medicaid guidelines
- Determine the most appropriate mode of travel for the customer
- Arrange for the trip through a vendor under contract to TriMet
- Reimburse the vendor for the service provided
- Maintain records and provides overall administration for the program according to Medicaid guidelines

Trips are provided on the most appropriate mode, which may be use of fixed route transit, paratransit, taxi or other method.

Eligibility for TriMet's ADA paratransit program is based on disability status; that is, persons are eligible if they have a disability that prevents independent use of fixed route transit. Trips are provided for any purpose, and there is no restriction as to the number of trips a person is eligible to take.

Currently, there is not a comprehensive assessment of potential client overlap and a first step would be to determine how many customers are eligible for both programs.<sup>1</sup> Next, a review would be conducted to determine whether there are duplicate trips; that is, persons going from and to common points of origins and destinations. For those trips, the goal is to

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<sup>1</sup> Ride Connection does ask potential customers whether they are members of the Oregon Health Plan. Since January 2008, 17% of new customers indicated they are on OHP.

develop a methodology to share trips and applicable costs, which could result in cost savings for both programs.

Implementation of this strategy would require the collaboration of both TriMet and the Oregon Department of Human Services. Agreement would need to be reached, for example, to ensure the confidentiality of data collected, including the names and eligibility status of program clients. Secondly, the programs would need to develop and test a method of cost-sharing.

There may be an opportunity to develop one or two pilot-programs that could assess the feasibility of broader application, and to measure potential cost-savings or other financial implications to both programs. There is also an opportunity to learn from other states how they have approached this topic; a number of “best practices” can help inform this strategy.

## **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 E&D 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 EDTP 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 2001 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. See the *Improve Regional Connectivity* for further discussion on cross region travel issues.

- **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.

## 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.

Such an approach may involve conducting outreach and education to major medical facilities or clinics in order to establish a better working relationship with them, and to develop systems for managing medically-related

transportation trips. It may make sense to initiate such a strategy jointly between Ride Connection and the Medical Transportation Program, with the goal of identifying common medical destinations.

## Improve Regional Connectivity

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. The following steps illustrate opportunities for addressing regional connectivity.

**Identify existing or new transit “hubs” and develop a connectivity plan for each:** As a first step, transit hubs or facilities used by multiple operators should be identified, and data collected to document their usage. Examples of such facilities may include the Gresham and Barbur Transit Centers. In cases where these agreements are not in place, or where there are inconsistent policies and procedures, a connectivity plan would identify improvements needed to enhance the usage of a transit hub.

**Identify and adopt common connectivity standards.** Efforts to enhance connectivity are sometimes compromised because each individual operator has adopted its own logo, signage, fare system, etc. At places where multiple operators converge, efforts should be taken to adopt common connectivity standards, especially to coordinate schedules to allow for seamless transfers, and to allow for a coordinated fare structure so a customer does not have to carry multiple fare instruments. Signage is also an important feature to help customers, especially new transit customers, navigate their way through a facility that may be served by multiple providers.

**Eliminate artificial barriers that force transfers:** Local elected officials and transit board members need to assure their customer base that local revenues are being used to support local services. At the same time, there is a need for regionally-based trips, or those that require crossing service boundaries. Where “artificial” boundaries restrict the provision of such trips,

local entities should develop cost-sharing arrangements that may fairly and equitably promote transporting customers into each other's service areas, and/or develop decisions policies for direct service for some trips or destinations.

This strategy promotes the goal of ensuring the region's operators are working together in a coordinated fashion to identify facilities served by multiple operators and that they develop common or reciprocal fare structures, coordinated schedules, signage, and information and referral standards. As such, the logical "champion" to advance this strategy would be the Regional Transportation Coordinating Council.

### **Interagency Coordination**

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.

## Section 5. Service Guidelines

### Land Use Concept

The 2001 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 E&D community is available in areas where the concentration of the E&D 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.*

### Service Standards/Guidelines

In developing this updated EDTP, the STFAC reaffirmed the Land Use Concept and most of the service standards that flow from it. However, there was concern that the word “standard” implies failure if the standard is not met. The STFAC indicated that the standards should not be used in a judgmental manner, because of the great variance among individual communities. As a result, the STFAC changed the word “standard” to “guideline” in order to clarify that the guidelines are goals that providers should strive to meet. They should be used as tools 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.

The STFAC has changed the guidelines from the 2001 EDTP, which divided the service delivery plan between communities within the Urban Growth Boundaries (UGB) and those outside it. Instead, the STFAC eliminated the UGB designation but created separate standards for inside and outside the TriMet district. This change was made because the STFAC recognized that it was not cost-effective or even necessary for some of the smaller communities within the UGB to provide 20-24 hour service. Within the TriMet district, the new guidelines define Frequent Service corridors and local service areas and reduce the span of service for fixed routes. These guidelines better correspond to TriMet’s current bus and rail service standards. In addition, the new guidelines reduce the span of service goal

inside the district for paratransit provided to non-ADA eligible riders. The guidelines are more in line with community needs and provider capability, as revealed by the results of the provider survey distributed in 2005. Those results indicate the need to expand service in the early morning and early evening hours on weekdays and to provide weekend service. Provider survey results are summarized in Appendix C. Results are still valid as the region has been unable to expand mornings, evenings and weekends.

In the small communities and rural areas, where the guidelines recommend that service be available five days a week, language has been 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.

This 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

Days and hours of service available to elders 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

Days and hours of paratransit service available to elders 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.

Days and hours of paratransit service available to elders and people with disabilities who are not ADA-eligible but who have some difficulty riding fixed route service.

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.

Days and hours of paratransit service for those who Need Assistance, as discussed below.

The 2001 EDTP also had a separate standard for people needing assistance, which required fewer days and hours of service because of the extra help provided for the trip. This recommended service exceeds that required by the ADA. The STFAC determined that the term “Needs Assistance passengers” term should be restated as “Needs Assistance customers” and should be more clearly defined as follows:

*Needs Assistance customers are elders 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.*

The following are the modified standards, now guidelines, recommended by the STFAC in this EDTP update.

## TriMet Service Area

The following guidelines apply within the TriMet service area:

Elders and people with disabilities who are able to use fixed route transit will 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 in Metro’s 2040 Plan. Frequent service corridors have population and employment densities that can support 15 minute service 18-22 hours a day, seven days a week, by generating at least 25 boarding rides per vehicle hour on weekdays and 20 boarding rides per vehicle hour on weekends.
- **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 15 to 18 hours a day, seven days a week.

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

- Additional local curb-to-curb or door-to-door services will be available 10-15 hours a day on weekdays and 8-10 hours a day on weekends. These services will 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 22 hours a day, seven days a week 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 will receive services 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 will provide local transportation for a variety of different trip purposes.

## **Outside the TriMet Service Area**

### **Large Communities**

The following guidelines apply to communities with a population greater than 2,500 outside the TriMet service area.

- Elders and people with disabilities with major, moderate, or no difficulty using the fixed route system will receive fixed-route, curb-to-curb, or door-to-door services 10-15 hours a day, six days a week.
- Needs Assistance passengers will receive services 8-10 hours a day, five days a week.

### **Small Communities**

The following guidelines apply to communities with a population between 250-2,499 outside the TriMet service area.

- Elders and people with disabilities with major, moderate or no difficulty using the fixed-route system will receive 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 will receive services 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.

## **Rural Areas**

**The following guidelines apply to rural areas, which do not form a contiguous community with a population of 250.**

Generally, these areas are not communities but rather 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.

Elders and people with disabilities living in rural areas, including Needs Assistance passengers, will receive 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.

These categories of service, accompanied by the recommended guidelines described below, are summarized in Figure 5-1. Appendix E is an evaluation of how well the region is meeting the new guidelines. Gaps in service exist primarily in the Needs Assistance category, and in local on-demand services for ADA and non-ADA-eligible customers.

Figure 5-1 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	18-22 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
TriMet Service District Standard Service	15-18 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
Large Community	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
Small Community	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
Rural	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

### Capacity Guidelines

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

To identify what capacity problems exist, TriMet sent a survey to the network of providers who deliver non-ADA service to E&D 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.

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.

The STFAC recommended that a capacity guideline should be set. However, they determined that not enough information and input from providers was available to set the guideline at this time. The STFAC referred the issue to the Regional Transportation Coordinating Council (RTCC) and recommended that providers who are not members of the RTCC be included when this issue is discussed. Items identified for consideration when setting the guideline include:

- 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.

## Section 6. Needs Assessment

### Regional Transit Needs

The service guidelines defined in Section 5 outline the transit level of service goals for the general public as well as for elders and people with disabilities across the tri-county region. Appendix E provides an evaluation of how well the region is meeting these guidelines resulting in a set of unmet needs, which should be addressed in this plan. Additional input on needs comes from the provider survey detailed in Appendix C.

The region is faced with increased demand for service and increased costs, while funding is stable at best and more often reduced over time. Additional resources and prioritizing among service needs are needed.

The following represents a summary of the identified unmet needs:

- Limited service in the early morning and early evening hours on weekdays and on weekends relative to the service guidelines
  - Primarily outside of core urban areas for fixed-route
  - Across the region for on-demand services, especially under the Needs Assistance and the Non-ADA-Eligible categories
- There are a limited number of vehicles and drivers available to serve large areas over long spans of service, resulting in capacity constraints (even where level of service guidelines are met)
- Limited financial resources and high costs for on-demand service constrain providers

### Rural Transit Needs

Rural communities in the tri-county region face unique challenges, requiring innovative and flexible approaches from transit providers. These challenges are also seen in some the large and small communities outside of the immediate Portland urban area (i.e. Canby, Sandy, Molalla, Damascus, Forest Grove etc). Small population bases and/or large distances between activity centers characterize these communities. Appendix A highlights the region's population distribution between urban and rural communities and identifies some of the fast growing rural communities in the tri-county region.

In the outlying cities and rural communities, public transportation is delivered through many different service providers using many different styles. Services include a mix of fixed routes, deviated fixed routes and demand response services – many relying on volunteer drivers and vehicles. Many services address the needs of elders and people with disabilities, those requiring job access travel and the general public at the same time.

Available funding is limited and often constrained. Providers serving these areas often mix funding sources to put together services to meet the diverse needs in the rural communities. Various resources such as 5311, STF, JARC, 5310, New Freedom, waived non-medical, and Medicaid are often blended to provide the appropriate, least cost service delivery method where appropriate.

Identified needs in outlying cities and rural areas include:

- Some areas have very limited service availability, limiting options for residents, especially for non-medical trips. Even when non-medical travel is offered, it is often not available when capacity constraints force re-prioritization.
- Because the population in these areas is less dense, distances to services is greater, the cost of providing service is often high. At the same time, the available resources are smaller relative to those available in the larger urban areas.
- Many required services are located in the Portland metro area, requiring cross-region travel from the outlying cities and rural communities. Employment opportunities also often require long trips from these areas.
- JARC funding has been relied on to maintain general public services in addition to job access travel. Service just as the Canby to Woodburn route provided by Canby Area Transit may be terminated without a sustainable source of funds.

*Cited in: Boise v. Tri-County Metropolitan Transportation, No. 08-35878, archived on December 1, 2009.*

## Section 7. Financial Plan

The tri-county area is just a few years away from the beginning of a dramatic demographic shift, one that has significant implications for costs and services:

- Today in the tri-county area, one in fourteen people are over age 70, by 2030, one in seven people will be over age 70.
- Between 2010-2030, the growth of people age 70 and older will be 124% (a 4.2% annual rate), while the growth of the general population will be just 29% (a 1.3% annual rate)
- By comparison, between 1990 and 2000, the elderly population in the tri-county area grew just .5% per year.

No projections about the number of people with disabilities in future years are available from state and regional agencies. However, the incidence of disability increases with age. Today, 16% of the regional population has a disability, but 39% of the age 65+ population has a disability according to 2000 census data. This will be magnified as the population ages.

As a result of this demographic shift, the tax base will be smaller relative to the number of people needing services. The demand for E&D transportation services will grow with the elderly population, and more costly services, such as door-to-door transportation will be needed.

The most expensive of these services is Americans with Disabilities Act (ADA) complementary paratransit. A paratransit ride costs ten or eleven times that of fixed route. In addition, on fixed route, additional trips can be provided at no cost until the capacity of the vehicle is reached, while on complementary paratransit, ridership growth results in a commensurate increase in service and vehicle purchases.

### TriMet Costs as an Example

TriMet provides a typical example. As a result of growing paratransit demand, TriMet's ability to increase fixed route service as the region grows is severely constrained. In fact, revenues from the increase in the payroll tax rate have been used at TriMet to meet the demand for paratransit service since 2005, which means less money for expanded bus service. Paratransit could require 40% of new revenues by 2015. Yet most elders

and people with disabilities used fixed route transit and their numbers have been growing.

Today, elders and people with disabilities take TriMet bus and MAX 10.7 million times a year. By comparison, LIFT provides 1.1 million rides a year and at much greater cost. While a fixed route ride costs TriMet about \$1.63 net of fares, a one-way ride on LIFT costs an average of \$26.50 to provide net of fares (operating costs only).

Since 2000 the tri-county region has worked to stem the growth of paratransit demand and provide for the future by adding good, low cost services for elders and people with disabilities and investing in fixed route accessible service, community based services, shuttles, and more and better places for customers to wait.

Following are some of the steps we have taken and the resulting savings:

- The RideWise program teaches individuals with cognitive, vision and multiple disabilities throughout the region how to safely use bus and MAX. Without travel training, many people with disabilities will be dependent on door-to-door paratransit.
- RideWise saves TriMet up to \$3.5 million a year in LIFT costs. As new individuals are travel trained, savings are growing \$.5 million a year.
- All regional transit agencies provide tools to help people with disabilities ride bus and MAX. There are bus line identifiers for blind customers to alert the driver, schedules available in large print and on audiocassette, bus stop and MAX location and directions available for downloading for users of Sender Group's Braille Note or VoiceNote GPS wayfinding devices, securement straps available for wheelchair users, operators trained in disability awareness and sensitivity training and how to provide the best ride for elders and people with disabilities.
- The region sponsors community-based transportation that includes a 1) vehicle only program 2) a partner program 3) community-based shuttle services 4) a donated vehicle program
- Vehicle Only Program: state Special Transportation Funds (STF) pay for the vehicles, while partner agencies provide the service. Partner agencies include Providence ElderPlace, LifeWorks, Northwest, Port

City Development Center and Edwards Center. This program saves the region \$3.8 million a year in ADA paratransit operating and capital costs.

- Partner Program: Ride Connection and 15 community based organizations provide 190,000 door-to-door rides a year for medical, shopping, exercise, social trips. For some trips, volunteers stay with customers at medical appointments. TriMet provides \$815,000 a year to support these services. STF and federal Title XIX funds also support these services. TriMet saves \$1.2 million a year in LIFT service costs due to these services.
- Community Shuttles: Often, public transit is the only option for people with disabilities. In many communities, people need transportation to get to the bus and MAX and some need to get around in their communities where there is no fixed route service. Ride Connection operates seven shuttles to serve elders and people with disabilities. Services are provided at low cost by community-based organizations such as Project Linkage, American Red Cross, and Urban League. In FY08 35,000 rides were provided. This program saves \$366,000 a year in LIFT operating costs. Two more community shuttles were started with New Freedom funds in 2008.
- Donated Vehicle Program: TriMet and Ride Connection donate their retired vans and shuttle buses to non-profit organizations and churches to provide rides for elderly and people with disabilities. Many of these rides would have been provided on more expensive paratransit. Michael's Place provides 15,000 rides a year to children with cognitive disabilities while Emmanuel Temple received two donated vehicles and uses them to bring individuals with disabilities to church and to community events.
- Total savings of the above is approximately \$7 million a year.

TriMet's FY10 budget includes costs to conduct in-person functional assessments of customers of LIFT door-to-door service for people with disabilities. Today TriMet determines eligibility for door-to-door LIFT service without seeing the applicant. In-person functional assessments will help TriMet more accurately determine when and under what conditions individuals with disabilities can and cannot use fixed route based on their functional abilities. Individuals found to be unconditionally eligible for LIFT will be able to use LIFT service for all of their trips. Individuals found to be

conditionally eligible will be eligible to use LIFT for some, fixed route for other trips. TriMet will recertify current LIFT clients over a three-year period as well as conduct in-person assessments of new applicants.

Conditional eligibility must be based on most limiting condition of the person, the transit system, the travel environment (architectural or environmental). A thorough process is required.

In-person functional assessments will bring TriMet into compliance with the Americans with Disabilities Act (ADA), which requires eligibility for LIFT service to be strictly limited to those who are *unable* to use fixed route due to their disability. The additional costs of functional assessments will be more than offset by reductions in the growth of LIFT ridership and costs. TriMet expects in-person assessments to save operating and capital costs over the next six years compared to the current trend of 3% annual growth of LIFT ridership and service.

## **State Special Transportation Fund (STF) Program**

The TriMet STF area receives approximately \$120 million in STF funds a biennium. STF funds have played an important role in the expansion of community-based services for elders 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 elders and people with disabilities.
- STF discretionary funds support several innovative services in the Portland area, such as RideWise travel training, the North/Northeast RideAbout, Elders-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 elderly and disabled ridership grew from 198,000 rides in FY 2000 to 369,000 rides in FY2008 with a commensurate increase in service. LIFT ridership growth has averaged about four percent over past five fiscal years (FY03-FY08), three percent over the past three fiscal years (FY05-FY08) and about two percent this past (FY08) fiscal year.

STF formula funds cover 4% of transit agencies' costs of door-to-door services for elders and people with disabilities. The STF formula program supports about 49% of the City of Sandy's paratransit costs; 56% of Wilsonville's; 35% of Canby's; and 3% of TriMet's paratransit costs.

## **Projected Funding Needs**

The STF program funding has been flat or declining for the last five years. Serving the growing population of elders and people with disabilities will require more money.

- The tax base supporting STF formula funds is a declining source of revenue. Another \$.5 million a year is needed just to maintain services at current levels and provide inflation increases to providers. (See Appendix F. The deficit increases from \$80,000 in the first year to \$626,000 in the sixth year)
- The state discretionary STF program is also 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. If adequate funding were provided, an additional \$3.5 million a year would be needed, roughly equivalent to a 5-cent cigarette tax increase. (See Appendix F)
- An additional \$2 million a year for innovative services could help curb the growth of paratransit services and provide a cost effective foundation for the future as the region's elderly population increases.

Appendix F provides ten-year STF financial projections for the tri-county region. It includes vehicle replacements, projected increases and the cost of continuing services that are funded with STF funds.

## Section 8. Implementation Plan

Based on discussions of the ideas presented in the earlier sections on Innovation and Coordination, the STFAC developed priorities for implementation of the EDTP. The EDTP addresses the many different transportation needs of a growing population of elders and people with disabilities. The continued support for the preservation of existing cost-effective services and adequate capital replacements remain priorities for the tri-county region and will require most of the formula and discretionary funding available for the foreseeable future.

- Many people with disabilities will be dependent on door-to-door public transportation unless they have the opportunity to learn to use fixed route transit. The plan recommends that the region fully coordinate a TriMet LIFT functional assessment eligibility process with RideWise, as recommended by TriMet's Committee on Accessible Transportation (CAT) with CAT as a partner. This program gives people freedom, independence and choice. It can also save a lifetime of paratransit costs.
- Many people need a way to get around in their communities and get to fixed route transit, especially if they live in the suburbs. This plan recommends neighborhood shuttles and shopper shuttles to take elders and people with disabilities to fixed route transit and to activities, such as grocery shopping, that are difficult to do on the bus. These are hybrid fixed route/paratransit services, so trips can be grouped, but the service is personalized.
- The plan recommends continually involving people with disabilities and elders in sensitivity awareness and training for fixed route and paratransit drivers, in fixed route customer service monitoring, in fixed route travel training, and in using peer volunteers to assist people with disabilities make transfers from one route to another or use the system beyond an initial training period.
- More can be done to encourage community organizations and churches to provide transportation to elders and people with disabilities. This plan recommends giving these organizations used accessible vans in exchange for providing rides to ADA-eligible individuals and recruiting members to be volunteer drivers in the Ride Connection community-based transportation program. .

- People with disabilities often have no other choice but to use public transit. On the other hand, baby boomers have lived their entire adult lives in a society where driving and living are nearly one and the same. If fixed route transit meets the needs of people with disabilities, it will also be a good option for baby boomers as they age. Fixed route service frequencies and coverage in some suburban areas, as well as ways to get to the fixed routes, will need to be improved. The total fixed route transit system from the waiting area, shelters, benches, customer service by the operators, priority seating, and security will need to be continually monitored for accessibility and improvement.
- A truly multi-modal transportation system will have pedestrian-safe communities with sidewalks. This plan recommends using the priorities developed in the newly funded pedestrian access study to focus future investments in sidewalks.
- Older drivers must deal with gradual changes in functioning, changes in their reflexes, their ability to make quick decisions, and their vision at night. This plan recommends Older Driver Safety programs are regularly scheduled throughout the tri-county area and that the programs introduce people to their public transit options as well.
- Providing cost-effective services by reducing redundancy, grouping rides and scheduling efficiently are key to providing the most transportation for the greatest number of people. The STFAC recommends that TriMet, Ride Connection, and the Other Transit Agencies vigorously pursue the coordination recommendations in this EDTP.
- Better coordination between local jurisdiction land use decisions and transportation providers can improve mobility for people if key facilities are placed in closer proximity to transit. The results of incompatible location decisions and public transit routing patterns are significant because:
  - Persons who are transit-dependent have difficulty in accessing some locations or cannot get there at all
  - Once the location decision has been made, transit operators may be put in the difficult position of needing to realign service or make a decision not to provide service at all due to lack of resources.

Cited in Boose v. Tri-County Metropolitan Transportation District of Oregon, No. 08-35878, filed on December 1, 2009.

- Transit-dependent residents who need to get to essential services are forced to increasingly rely on others for rides, or pushed from fixed-route public transit onto more costly paratransit services.

## **Prioritization of Strategies**

The strategies identified in Figure 8-1 are intended to be prioritized in order to identify those most critical, and most feasible, to implement. Strategies that maintain and preserve existing services, as well as seek additional funding to support operating and capital expenses, have been identified as the highest “tier”:

- Preserve existing cost-effective services
- Provide for adequate capital replacements
- Maintain strategic distribution of available funding
- Seek additional funding for operations and capital expenses
- Increase capacity of existing programs; new innovative services should be implemented using the existing infrastructure where possible.

The second tier strategies are those with a targeted short-term duration, the third tier is ongoing short-term strategies, and the fourth tier contains long-term strategies.

Figure 8-1 EDTP Implementation Plan

Strategy	Estimated cost	Next step	Responsible party	Time frame
<b>Tier 1: High Priority Strategies</b>				
1. Preserve existing cost-effective services	\$5.0 million per year	Identify funding shortfalls and prioritize funding sources	Transit agencies and Ride Connection	Ongoing
2. Provide for adequate capital replacements	\$4.0-\$5.0 million per year	Identify and prioritize funding sources	Transit agencies and Ride Connection	Ongoing
3. Maintain strategic distribution of available funding	None, part of staff time devoted to STF process	Build on allocation process used in prior grant cycle	Transit agencies and Ride Connection	Ongoing
4. Seek additional funding in the legislative session to support operations and capital expenses	Unknown staff and volunteer time	Develop and participate in regional advocacy and education activities	Transit agencies, Ride Connection, CAT, STFAC	Spring 2009
5. Increase capacity of existing programs;	\$2.5 - \$3.5 million per year	Evaluate current capacity and needs, make recommendations	Transit agencies and Ride Connection network	Ongoing

Cited in Boose v. Tri-County Metropolitan Transportation District of Oregon, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

2009 UPDATE

Strategy	Estimated cost	Next step	Responsible party	Time frame
6. Assist people making transfers from one service to another (e.g. Travel Hosts)	To be determined based on program	Identify opportunities for use of Travel Hosts during transition to LIFT in-person assessments.	TriMet with Ride Connection partners	2009-2010
7. Develop comprehensive ADA paratransit eligibility process	Staff time, consultant assistance	Review proposed revisions with CAT, develop outreach and education strategies including RideWise services	Transit Agencies, CAT	Begin early 2009
<b>Tier 2: Targeted Duration Short-Term Strategies</b>				
8. Expand No Cost/Low Cost Community Services program	Need to identify opportunities and their costs	Continue to expand innovative programs (vehicle only, donated vehicle, transit boards, Ride Ambassadors)	Ride Connection	On-going
9. Livable Community Evaluation: assess walkability (access to transit) for seniors and people with disabilities	Currently funded	Execute Metro-funded study	TriMet to coordinate with partners	2009

Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

2009 UPDATE

Strategy	Estimated cost	Next step	Responsible party	Time frame
10. Innovative Services: Paratransit Feeders (paratransit to fixed routes)	\$95,000 annual operating cost per vehicle and \$65,000 per vehicle	Develop service plans	Transit agencies with Ride Connection partners	2010 and beyond
<b>Tier 3: Ongoing Strategies</b>				
11. Increase savings from Cost Savings Measure program	No cost	Identify additional cost saving measures	Ride Connection	Ongoing
12. Create aging-friendly streets and highways	Unknown	Work with local jurisdictions to fill gaps in system providing sidewalks, lighting, paths, crosswalk and other improvements	PriMet to coordinate with partners	Ongoing
13. 211 Hotline: maintain transit links to human service phone number	Minimal	Maintain transportation information with 211	Ride Connection and transit agencies	Ongoing

*Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009*

**Tri-County Elderly and Disabled Transportation Plan**

2009 UPDATE

Strategy	Estimated cost	Next step	Responsible party	Time frame
14. Links to Other Websites: maintain and add transit links to sites of social services, senior centers, Blind Commission, Independent Living Resources (ILR), other disabilities organizations	Minimal	STFAC suggestions communicated to webmasters	Ride Connection and transit agencies	Ongoing
15. Services to people who stay at home: increase awareness of grocery, meal, library deliveries	Minimal	Provide links to services on websites, e.g. Network of Care, Ride Connection, transit agencies	TriMet, Ride Connection, Area Agencies on Aging and Disabilities	Ongoing
16. Safe Driving for Seniors: offer classes	\$2,000/yr materials, fees, and meetings	Work with AARP, CarFit (company adapting cars for older adults)	Ride Connection/area hospitals/DMV/ senior centers	Ongoing
17. Transit info at driving events	Staff time	Get calendar of existing events and attend, bringing Transit Options Brochure	Ride Connection and transit agencies	Ongoing

Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

2009 UPDATE

Strategy	Estimated cost	Next step	Responsible party	Time frame
18. More RideWise outreach	Staff time	Various	RideWise outreach coordinator	Ongoing
19. Community-based vehicle programs: expand Donated vehicle and Vehicle Only program	\$4,000 per vehicle per year for donated vehicles; \$45,000 per vehicle plus \$1,500 annual cost for vehicle only program)	Identify opportunities and seek funding	Ride Connection and transit agencies	Ongoing
20. Transit Options Brochure: user-friendly guide	\$25,000/year for printing.	Continue distribution of brochure	Ride Connection	Ongoing
21. Find-A-Ride Information and Referral Center	\$20,000 one time cost to add service information to Ride Connection website. More funds needed later as program grows.	Ride Connection continually improving customer information services. Review with RTCC for refinement. Continue to brand.	Ride Connection to coordinate with transit agencies, Regional Transportation Coordinating Council (RTCC)	Ongoing

Cited in *Moore v. Tri-County Metropolitan Transportation*, No. 08-351 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

2009 UPDATE

Strategy	Estimated cost	Next step	Responsible party	Time frame
22. Centralize Ride Connection Dispatch and Scheduling: integrate 30 partners to increase sharing of vehicles, drivers, passengers	Unknown. Staff time to develop.	Ride Connection taking initial steps	Ride Connection	Ongoing implementation where effective or needed
23. Joint Service Planning: reduce overlapping, fill in underserved gaps	Staff time	Bring issue to Regional Transportation Coordinating Council (RTCC)	Ride Connection, transit agencies, RTCO	Ongoing
24. Coordinate with private sector: joint scheduling or sharing of vehicles	Staff time	Develop pilot—e.g., contact assisted living facility with vehicle	Ride Connection, City transit agencies	Ongoing
25. Peer Program: fixed route monitoring, disability awareness and sensitivity training for operators and staff, travel assistance “bus buddies;” fixed route travel training	Costs embedded in agency training and monitoring programs and RideWise	Develop new programs	TriMet with CAT, Ride Connection	Ongoing

Cited in Boose v. Tri-County Metropolitan Transportation District of Oregon, No. 08-35878 archived on December 1, 2009

Strategy	Estimated cost	Next step	Responsible party	Time frame
<b>Tier 4: Long-Term Strategies</b>				
26. On-Line Vehicle Reservation System: to share Ride Connection accessible vehicles Increase use of shared vehicles	Up to \$71,250 one time cost for 25 vehicles + \$30,000/year wireless fees for online system	Program development; find on-line software vendor	Ride Connection	
27. Increase capacity of existing volunteer programs. Seek resources to expand programs.	Unknown	Recruit volunteers as part of outreach activities. Evaluate potential of volunteer clearinghouse	Transit agencies and Ride Connection	
28. Driver Pool: hire more drivers and recruit more volunteer drivers to be shared among providers	\$57,200 for 2 full-time drivers and \$500/yr for tests, training, background checks	Identify funding opportunities and hire operators	Ride Connection	

Cited in *Boose v. Tri-County Metropolitan Transportation*, No. 08-35078 archived on December 1, 2009.

**Tri-County Elderly and Disabled Transportation Plan**

2009 UPDATE

Strategy	Estimated cost	Next step	Responsible party	Time frame
29. Statewide ADA Eligibility Reciprocity: one transit certification accepted by other districts	\$0 to discuss, build awareness; may be a cost to transit agencies	Discuss at OR Transit Assoc., Public Transit Advisory Committee of ODOT and investigate regional coordination	TriMet with CAT, Regional Transit Coordinating Council (RTCC)	
30. Coordinate with medical facilities and E&D 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	
31. Pedestrian Master Plan: safe routes to transit and to encourage walking by older adults and people with disabilities	\$100,000 for small city	Letter to Metro	TriMet to coordinate with partners	
32. Develop campaigns to promote transit use (e.g. "Seniors and People with Disabilities on the Go"): try transit marketing campaign	\$115,000 fare loss; \$100,000 advertising cost	More development needed	TriMet, CAT, Ride Connection	

Cited in Boose v. Tri-County Metropolitan Transportation District of Oregon, No. 08-35078, archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

2009 UPDATE

Strategy	Estimated cost	Next step	Responsible party	Time frame
33. Ride Finders Website: comprehensive tri-county transportation information	\$50,000-\$100,000 one time cost (possible Innovations fund request)	Develop idea further as supplement to RideWise's existing information & trip planning	Ride Connection	
34. Develop one or two pilot-programs that could assess the feasibility of broader cost sharing between DMAP and paratransit trips, and to measure potential cost-savings or other financial implications to both programs.	TriMet LIFT and MTP Staff	Identify possible pilot services and scope of project	TriMet	
35. Coordinate DMAP scheduling with Ride Connection partners: Remove Medicaid ride restrictions	Ride Connection, TriMet staff time	Ride Connection and TriMet to discuss changing local rules on combining trips	Ride Connection	

*Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009*

**Tri-County Elderly and Disabled Transportation Plan**

2009 UPDATE

Strategy	Estimated cost	Next step	Responsible party	Time frame
36. Provide incentives to use fixed route where appropriate (e.g. Para-Pass: discounted fixed-route transit fares in return for foregoing paratransit trips)	One time cost could save ongoing LIFT costs	TriMet to review.	TriMet, CAT, others if desired	
37. Review LIFT service standards	Staff time	Develop proposed service change; review with CAT	TriMet, CAT	
38. Regional connectivity: identify transit hubs	Staff time	Develop goals and objectives and principles for connectivity plan	Ride Connection, Transit Agencies	
39. Regional connectivity: develop connectivity standards	Staff time	Develop as part of connectivity plan	Ride Connection, Transit Agencies	

Cited in *Boose v. Tri-County Metropolitan Transportation*, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

2009 UPDATE

Strategy	Estimated cost	Next step	Responsible party	Time frame
40. 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	FY10 and beyond
<b>Strategies with a Rural Focus</b>				
41. Reinstitute Clackamas County JARC Projects	\$350,000	Evaluate services that has been dropped and reinstitute most efficient way possible.	Clackamas County Transit agencies	
42. Further develop the program that would provide a pool of funds for people with no transit options – to be distributed in conjunction with RideWise program	\$5,000	Refine criteria for which transit passes, volunteer driver reimbursement, or alternate means could be provided (with regular review process to determine ongoing eligibility)	Ride Connection, social service providers and transit agencies throughout the Tri-County area	

*Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009*

**Tri-County Elderly and Disabled Transportation Plan**

2009 UPDATE

<b>Strategy</b>	<b>Estimated cost</b>	<b>Next step</b>	<b>Responsible party</b>	<b>Time frame</b>
43. Increase outreach efforts to make customers aware of rural transportation options	None	Determine # of locations & outreach	Ride Connection and Clackamas County transit agencies	FY 09-10
44. Re-establish rural area transportation advisory committee with participation from area cities, county, schools, customers	None	Confirm committee members and roles for existing Clackamas and Washington County committees	Ride Connection and Clackamas County transit agencies	FY 10-11

*Cited in Boose v. Tri-County Metropolitan Transportation,  
No. 08-35878 archived on December 1, 2009*

# APPENDIX A

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# POPULATION STATISTICS

Cited in *Boose v. Tri-County Metropolitan Transportation,*  
No. 08-35878 archived on December 1, 2009

## Appendix A: Population Statistics

### Population Projections for 60-85+ 2005-2030

County	2005	2015	Percent Change from 2005-2015	2030	Percent Change from 2005-2030
Clackamas	40,334	59,802	48%	94,945	135%
Multnomah	70,632	89,063	26%	143,992	104%
Washington	42,985	65,197	52%	147,492	243%
Tri-County Total	153,951	214,063	39%	386,430	151%

Source: Office of Economic Analysis, Department of Administrative Services, State of Oregon; 2000 Census.

### People with Disabilities 5+ Yrs and Over Living in Each County

County	Disabled in County	Total Population	Percentage of County that is disabled.
Clackamas	50,253	338,391	15%
Multnomah	114,674	660,486	17%
Washington	60,418	445,342	14%
Tri-County Total	225,345	1,444,219	16%

Source: 2000 Census.

The Census Bureau defines disability as a long-lasting physical, mental, or emotional condition. This condition can make it difficult for a person to do activities such as walking, climbing stairs, dressing, bathing, learning, or remembering. This condition can also impede a person from being able to go outside the home alone or to work at a job or business. Census data is broken out for the following categories:

- Sensory disability
- Physical disability
- Mental disability

- Self-care disability
- Go-outside-home disability
- Employment disability

All these categories can be considered mobility disabilities and are included in the analysis. The ADA definition of disability includes people with drug and alcohol addictions, as long as they are not using and are in treatment.

**Rural Data**

Over 10 percent of the region’s population resides of the tri-county urban area (as defined by the Urban Growth Boundary (UGB)). The following table provides 2000 population statistics for the areas outside of the TriMet district and the UGB.

	<b>Tri-County</b>	<b>Tri-County Area outside TriMet District</b>	<b>Tri-County Area outside Metro UGB</b>
Total Population <sup>1</sup>	1,444,219	135,398	151,398
Aged 65+ <sup>1</sup>	150,386	14,289	15,772
Disabled <sup>2</sup>	225,945	24,132	30,411

<sup>1</sup> Data from Census 2000 Summary File 1 at the Block level.

<sup>2</sup> Data from Census 2000 Summary File 3 at the Tract level (includes age 5+ and Over)

The following table details the region’s urban and rural populations according to the 2000 Census. The 2007 population estimates for the incorporated cities are included to show recent growth trends.

<b>Community and Census Designation<sup>1</sup></b>	<b>2000 Urban Population</b>	<b>2000 Rural Population</b>	<b>2007 Total Population Estimates</b>
Aloha CDP	41,741	0	
Banks city	0	1,286	1,435
Barlow city	140	0	140
Beaverton city	76,129	0	85,560
Canby city	12,784	6	15,140
Cedar Hills CDP	8949	0	
Cedar Mill CDP	12,597	0	

**Tri-County Elderly and Disabled Transportation Plan**

<b>Community and Census Designation<sup>1</sup></b>	<b>2000 Urban Population</b>	<b>2000 Rural Population</b>	<b>2007 Total Population Estimates</b>
Clackamas CDP	5,177	0	
Cornelius city	9,632	20	10,895
Damascus city			9,775
Durham city	1,382	0	1,395
Estacada city	2,371	0	2,695
Fairview city	7,561	0	9,695
Forest Grove city	17,608	100	20,775
Garden Home-Whitford CDP	6,931	0	
Gaston city	0	600	650
Gladstone city	11,438	0	12,200
Gresham city	90,012	193	99,225
Happy Valley city	4,519	0	10,380
Hillsboro city	69,900	288	88,300
Jennings Lodge CDP	7,036	0	
Johnson City city	634	0	675
King City city	1,949	0	2,700
Lake Oswego city	35,270	8	36,345
Maywood Park city	777	0	750
Metzger CDP	3,354	0	
Milwaukie city	20,490	0	20,920
Molalla city	5,573	74	7,195
Mount Hood Village CDP	2,667	639	
North Plains city	0	1,605	1,890
Oak Grove CDP	12,808	0	
Oak Hills CDP	9,050	0	
Oatfield CDP	15,750	0	
Oregon City city	25,730	24	30,060
Portland city	527,255	1,866	568,380
Raleigh Hills CDP	5,865	0	
Rivergrove city	324	0	350
Rockcreek CDP	9,403	1	
Sandy city	5,268	117	7,595
Sherwood city	11,782	9	16,365
Sunnyside CDP	6,791	0	
Tigard city	41,223	0	46,715

Cited in *Boose v. Tri-County Metropolitan Transportation*,  
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<b>Community and Census Designation<sup>1</sup></b>	<b>2000 Urban Population</b>	<b>2000 Rural Population</b>	<b>2007 Total Population Estimates</b>
Troutdale city	13,719	58	15,430
Tualatin city	22,766	25	26,025
West Haven-Sylvan CDP	7,147	0	
West Linn city	22,250	11	24,180
West Slope CDP	6,442	0	
Wilsonville city	13,973	18	17,405
Wood Village city	2,860	0	3,100

<sup>1</sup> *Data from Census 2000, places are identified as either incorporated cities or Census Designated Places (CDP). 2007 population estimates for incorporated cities are from the Oregon Population Research Center, PSU March 2008*

In addition, the following list represents some of the fast growing rural communities: Barton, Beaver Creek, Boring, Brightwood, Carver, Corbett, Colton, Damascus, Eagle Creek, Government Camp, Marmot, Marquam, Mulino, Redland, Rhododendron Rivergrove, Stafford, Wemme, Welches, and Zig Zag and Liberal

*Cited in Boose v. Tri-County Metropolitan Transportation  
No. 08-35878 archived on December 1, 2009*

# **APPENDIX B**

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## **SPECIAL TRANSPORTATION FUND ADVISORY COMMITTEE (STFAC)**

*Cited in Boose v. Tri-County Metropolitan Transportation,  
No. 08-35878 archived on December 1, 2009*

## Appendix B: Special Transportation Fund Advisory Committee (STFAC)

The STFAC is TriMet’s appointed advisory committee to assist the agency in its duties as the Special Transportation Fund Agency (STF Agency) for Clackamas, Multnomah and Washington Counties. As required by the STFAC Bylaws, STFAC members reside in the tri-county area, are knowledgeable about the transportation needs of the elderly and people with disabilities, and are users of or familiar with public or community based transportation services. More than one-half of the members are elders or persons with a disability.

Membership Category Description	Members
Those interested persons who are members of the TriMet Committee on Accessible Transportation (CAT), excepting the CAT member who is a Board member	John Betts Bill Brown, Jan Campbell Tom Ciecieski Stan Lewis JD Markey Zoe Presson
Seniors or persons with disabilities who reside in Clackamas County	Dick Jones Clair Kuppenbender
Seniors or persons with disabilities who reside in Multnomah County	Raissa Moore Claudia Robertson
Seniors or persons with disabilities who reside in Washington County	Tim Baker Ross Matthews
Seniors or persons with disabilities who reside outside the TriMet District	Virginia Jennings Carol Ryan

*Cited in Beose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009*

**Tri-County Elderly and Disabled Transportation Plan**

<b>Membership Category Description</b>	<b>Members</b>
Staff representatives of the respective County Agencies on Aging and Disability; one per county	Stephanie Spann, Multnomah County  Teresa Christopherson, Clackamas County  Jeff Hill, Washington County
Staff representative of TriMet	Kathy Miller
Staff representative of Ride Connection	Elaine Wells
Staff representatives of public transit entities other than TriMet, including a rural transit entity representative	Julie Stephens, City of Sandy (rural representative)  Cynthia Thompson, Wilsonville
Members at Large (3)	Beth Rehm David Keyes Ron Thompson

*Cited in Boose v. Tri-County Metropolitan Transportation,  
No. 08-35878 archived on December 1, 2009*

# APPENDIX C

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## RIDE CONNECTION

## PROVIDER NETWORK

## AND CAPACITY SURVEY RESULTS

Cited in Boose V. Tri-County Metropolitan Transportation,  
No. 08-35878 archived on December 1, 2009

## **Ride Connection Provider Network**

### Ride Connection Partner Network

#### **Clackamas County**

- American Cancer Society<sup>1</sup>
- Canby Adult Center
- Clackamas County Community Health
- Clackamas Transportation Consortium
- Edward's Center, Inc.<sup>2</sup>
- Friends of Estacada Community Center
- Gladstone Senior Center
- Hoodland Senior Center
- Lake Oswego Adult Community Center
- Milwaukie Senior Center
- Molalla Senior Center
- Pioneer Community Center
- Sandy Senior Center
- Transportation Reaching People (TRP)

#### **Multnomah County**

- African American Chamber of Commerce
- American Cancer Society<sup>1</sup>
- American Red Cross<sup>1</sup>
- David's Harp<sup>2</sup>
- East County U-Ride
- Emmanuel Temple Church<sup>2</sup>
- Impact Northwest
- Metropolitan Family Service (MFS) – Project Linkage
- Neighborhood House
- Northwest Pilot Project
- Northwest Portland Ministries

Cited in Book V: Tri-County Metropolitan Transportation,  
No. 08-35978 archived on December 1, 2009

- Port City Development Center<sup>2</sup>
- Providence ElderPlace<sup>2</sup>
- Urban League of Portland

**Washington County**

- American Cancer Society<sup>1</sup>
- American Red Cross<sup>1</sup>
- City Ride (BPA Provider)
- Edward's Center, Inc.<sup>2</sup>
- Forest Grove Senior Center
- LifeWorks Northwest<sup>2</sup>
- Michael's Place<sup>2</sup>
- PacifiCAB Company, Inc. (BPA Provider)
- Wapato Shores Transport (BPA Provider)

NOTES:

<sup>1</sup> Serves multiple counties

<sup>2</sup> Client-based services only

*Cited in Boose v. Tri-County Metropolitan Transportation,  
No. 08-35878 archived on December 1, 2009*

**Summary of Providers' Responses to TriMet Capacity Survey (2005)**

Question	Responses	Agree	Disagree	Percent Agree
#1 -Our organization has enough vehicles to provide additional service, but not enough funding to hire additional drivers.	11	6	5	55%
#2 -Our organization has limited number of vehicles and drivers to serve a large area and a long service day.	21	19	2	90%
#3 -Our organization restricts the number of requests a customer can make and has rules governing where an individual can travel.	11	6	5	55%
#4 -Our organization has limited ability to provide rides at the requested time, so we must prioritize these requests. We can generally provide the ride on the day requested, but not at the time requested.	20	16	4	80%
#5 -Our organization has limited capacity on any one day, but can usually accommodate ride requests by moving the ride to another day.	21	17	4	81%
#6 -Our organization has to turn down rides because of the limited capacity. The ride is not provided at all.	21	17	4	81%

*Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878, archived on December 1, 2009*

**Tri-County Elderly and Disabled Transportation Plan**

<b>Question</b>	<b>Responses</b>	<b>Agree</b>	<b>Disagree</b>	<b>Percent Agree</b>
#7 -Our organization has no backup driver. When there is driver turnover, we have to turndown rides.	21	4	7	19%
#8 -Our organization refers rides to LIFT because of limited capacity.	21	17	4	81%
#9 -Our organization refers rides to other Ride Connection organizations because of limited capacity.	21	14	7	67%
#11 -Our organization offers regularly scheduled service, but the service is sometimes re-scheduled to accommodate more important trips.	21	15	6	71%
#12 -Our organization offers regularly scheduled service, but does not advertise it to a broader audience in the fear that we would quickly run out of capacity and have to turn riders away.	21	17	4	81%
#13 -Our organization currently offers regularly scheduled services that could be advertised to the public.	21	16	5	76%
#14 -If funding were to be increased, our organization would be willing to provide additional service.	21	20	1	95%

*Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35872 archived on December 1, 2009*

**Tri-County Elderly and Disabled Transportation Plan**

Question	Responses	Agree	Disagree	Percent Agree
#10 -Our organization hears from customers about the following needs that it cannot meet. (Number of Responses)				
Customers would like early morning and evening trips.				15
Customers would like to able to schedule rides with shorter notice.				14
Customers would like to not have to use LIFT (if in TriMet district).				10
Customers would like us to provide weekend trips.				9
Customers would like our organization to be able to provide cross county trips.				6
Customers would like a regular community shuttle.				5
Customers would like to be picked up and taken to fixed route.				3

*Cited in Boose v. Tri-County Metropolitan Transportation,  
No. 08-35878 archived on December 1, 2009*

# APPENDIX D

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## RIDE CONNECTION GROUP SHUTTLES

*Cited in Boose v. Wm. County Metropolitan Transportation,  
No. 08-35878 archived on December 1, 2009*

**Tri-County Elderly and Disabled Transportation Plan**

Provider	Trip Type	Destination	Days Week
American Red Cross	Nutrition	North Plains Senior Center	Mon Wed Fri
	Medical	OHSU Dental School	Mon Thurs
	Nutrition	Elsie Stuhr Center	Mon-Fri
	Nutrition	Cherry Blossom Senior Center	Wed Fri
	Nutrition	Hillsboro Senior Center	Mon-Fri
	Shopping	Washington Square	Thurs
	Shopping	Safeway	Tues
	Shopping	Safeway, Albertsons, Canned Out	Tues
	Shopping	Safeway on Murray	Thurs
	Shopping	WinCo or other locations	Thurs
	Nutrition	IRCO	Tues Wed
Northwest Portland Ministries	Shopping	Fred Meyer on Burnside	Thurs Sat
	Therapy	MJCC pool therapy	Mon Fri
	Respite Care	Alzheimers respite care	Wed Fri
	Exercise	Friendly House Community Center	Varies
	Exercise	Dishman Pool	Mon
	Shopping	Stadium Fred Meyer & Trader Joe's	Mon
	Recreation	Friendly House Community Center trips	Tues

Cited in *Boose v. Tri-County Metropolitan Transportation*, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

Provider	Trip Type	Destination	Days Week
East Multnomah County U-Ride	Supportive Services	Cherry Blossom Senior Center	Wed
	Nutrition	IRCO	Wed
	Shopping	Varies	Mon-Thurs
Northwest Pilot Project	Nutrition	1st Congregational Church	1st Mon of mth.
Portland Impact	Shopping	Safeway on Woodstock	Mon
	Shopping	Fred Meyer 39th & Hawthorne	Tues
	Shopping	Safeway on Woodstock	Wed (AM & PM)
	Nutrition	Multicultural Senior Center	Thurs
	Shopping	Fred Meyer Johnson Creek	Tues
	Nutrition	Cherry Blossom Senior Center	Wed Fri
	Shopping	Waco on 82nd	1st Tues
	Shopping	Eastport Plaza	3rd Fri
	Nutrition	Adventist Community Basket	3rd Fri
	Shopping	Farmer's Market	Seasonal
	Nutrition	Dancing Tree Family Center	4th Fri
	Nutrition	SE Multicultural Center	Daily

Cited in *Boose v. Tri-County Metropolitan Transportation*, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

Provider	Trip Type	Destination	Days Week
Metropolitan Family Service (MFS) - Project Linkage	Shopping	Lloyd Center Mall, Lloyd Center Safeway, & Hollywood Fred Meyer	Tues
	Shopping	122 <sup>nd</sup> WinCo	Fri 2x month
	Medical	OHSU	Wed
	Shopping	Gateway Fred Meyer & WinCo	Wed Thurs Fri
	Shopping	Rose City Safeway & Glisan Fred Meyer	Every other Thurs
	Nutrition	Cherry Blossom Senior Center	Tues
	Recreation	Westminster Presbyterian Church	Sun
	Recreation	Rose City Park Methodist Church	Sun
	Nutrition	Moreland Farmers Market (Seasonal)	Wed
	Shopping/Recreation	Foster Fred Meyer, Eastport Plaza, 122 <sup>nd</sup> Goodwill, 122 <sup>nd</sup> WinCo, Safeway, & Midland Library	Thurs
	Recreation	Sharon Seven Day Adventist Church	Sat
	Nutrition	IRCO	Tues Wed
	Nutrition	Turkish-American Cultural Center	Fri
	Shopping	Northeast Costco & Frontier Thrift	Mon 1x month
Shopping	Goodwill	Mon 1x month	
Shopping	Troutdale Super WalMart	Fri 1x month	

Cited in Boise v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

Provider	Trip Type	Destination	Days Week
Metropolitan Family Service (MFS) - Project Linkage	Shopping	MLK Safeway & Walgreens	Every other Wed
	Shopping	Hollywood Trader Joe's & Hollywood Grocery Outlet	Every other Wed
	Shopping	Arbor Lodge New Seasons & Interstate Fred Meyer	Wed 1x month
	Shopping	Cully Albertsons	Wed 1x month
	Shopping	Downtown St Johns, Safeway, & Fred Meyer	Thurs 2x month
	Shopping	Cully Albertsons, Sav-on, & Rite-Aid	Thurs 1x month
	Shopping	Harvest Share	Thurs 1x month
Canby Adult Center	Shopping	Fred Meyer, Safeway	Wed Thurs
	Nutrition/Other Ctr Activities	Canby Adult Ctr	Mon Wed Thurs Fri
	Recreation	Canby Adult Ctr	Tues 1x or 2x month
Gladstone Senior Center	Shopping	Berry Hill Milwaukie Mktpl or Fred Meyer	3rd Tues 2nd Thurs
	Nutrition/Other Ctr Activities	Gladstone Senior Center	Tues Wed Thurs
	Recreation	Gladstone Senior Center	1 Mon/month & Fri

*Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009*

**Tri-County Elderly and Disabled Transportation Plan**

Provider	Trip Type	Destination	Days Week
Hoodland Senior Center	Nutrition	Hoodland Senior Center	Mon Thurs
	Recreation	Hoodland Senior Center	Tues Fri & occasional Sat
	Other Ctr Services	Hoodland Senior Center	Fri
Lake Oswego Adult Community Center	Nutrition/Other Ctr Activities	Lake Oswego Adult Comm Center	Mon Wed Fri & 4th Tues every other month
	Shopping	Safeway	Fri
	Recreation/Spec. Outings	Lake Oswego Adult Comm Center	Mon-Fri
Milwaukie Sr Center	Nutrition/Other Ctr Activities	Milwaukie Senior Center	Mon-Fri
	Shopping	Safeway	Tues Thurs

*Cited in Moose v. Tri-County Metropolitan Transportation, No. 08-95878 archived on December 1, 2009*

**Tri-County Elderly and Disabled Transportation Plan**

Provider	Trip Type	Destination	Days Week
Molalla Sr Center	Nutrition/Other Ctr Activities	Molalla Senior Center	Mon Tue Thur Fri
	Shopping	Safeway Bi-Mart Thriftway	Mon Tue Thur
	Recreation	Restaurants	Mon Wed Sat
Pioneer Community Center	Nutrition/Other Ctr Activities	Pioneer Community Center	Mon-Fri
	Shopping	Fred Meyer Albertsons Thiftway	Tues Wed Fri
	Recreation	Pioneer Community Center	Mon Tues Fri
Sandy Senior & Community Center	Nutrition/Other Ctr Activities	Sandy Senior & Comm Center	Mon-Fri
	Shopping	Safeway	Thurs
	Recreation/Spec. Outings	Sandy Senior & Comm Center	Mon-Fri
Friends of Estacada Comm. Center	Nutrition/Other Ctr. Activities	Estacada Comm Center	Mon-Fri
	Shopping, Personal Business	Local Estacada businesses	Tue Fri
	Recreation	Varies	Varies

*Cited in Boise V. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009*

**Tri-County Elderly and Disabled Transportation Plan**

Provider	Trip Type	Destination	Days Week
Neighborhood House	Shopping	Safeway, Trader Joe's, Area Pharmacies	Fri
	Shopping	Fred Meyer	Fri
	Shopping	WinCo	1st & 3rd Tues
	Shopping	Grocery Outlet	2nd & 4th Wed
	Shopping	WinCo & Dollar Tree	2nd Mon
	Shopping	WinCo & Dollar Tree (varies)	3rd Wed
	Nutrition	Cedar Sinai Park Kosher Meal Program	1st & 3rd Fri
	Nutrition	Harvest Share Food Distribution	3rd Thurs
	Nutrition	Food Distribution at Neighborhood House	Tues Thurs
	Recreation	Cedar Sinai Park	Mon Wed
	Recreation	Recreational Tour	Varies (6x or more per month)
	Recreation	Exercise Shuttle	Tues Thurs
Recreation	Rose Schnitzer Tower	5th Mon	
Urban League	Nutrition	Multicultural Senior Center	M-F

*Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009*

# APPENDIX E

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## CONFORMANCE TO SERVICE GUIDELINES

Cited in Boise V. Tri-County Metropolitan Transportation,  
No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

Place	EDTP Classification	FIXED ROUTE	ON DEMAND			
		Non-ADA Eligible (no or some difficulty)	Elderly & Disabled: No Difficulty	Non ADA Eligible (some difficulty)	ADA Eligible	Needs Assistance <sup>1</sup>
Beaverton	TriMet Service Area (High Frequency & Local)	+	N/A	Short 2.5 hrs. weekdays & No weekend service	+	<i>Short 2.5 hrs. weekday &amp; No Sat. service</i>
Clackamas	TriMet Service Area (Local)	Short 4 hrs. Sundays	N/A	Short 2 hrs. weekdays & No weekend service	+	<i>Short 2 hrs. weekdays &amp; No Sat. service</i>
Cornelius	TriMet Service Area (High Frequency & Local)	+	N/A	Short 2.5 hrs. weekdays & No weekend service	+	<i>Short 2.5 weekdays &amp; No Sat. service</i>
Durham	TriMet Service Area (Local)	Short 9 hrs. Sundays	N/A	Short 2.5 hrs. weekdays & No weekend service	+	<i>Short 2.5 hrs. weekday &amp; No Sat. service</i>
Fairview	TriMet Service Area (Local)	+	N/A	Short 2 hrs. weekdays & No weekend service	+	<i>Short 2 hrs. weekday &amp; No Sat. service</i>
Forest Grove	TriMet Service Area (High Frequency & Local)	+	N/A	Short 2.5 hrs. weekdays & No weekend service	+	<i>Short 2.5 hrs. weekday &amp; No Sat. service</i>

Cited in Boose v. Tri-County Metropolitan Transportation District of Oregon, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

Place	EDTP Classification	FIXED ROUTE	ON DEMAND			
		Non-ADA Eligible (no or some difficulty)	Elderly & Disabled: No Difficulty	Non ADA Eligible (some difficulty)	ADA Eligible	Needs Assistance <sup>1</sup>
Gladstone	TriMet Service Area (High Frequency & Local)	+	N/A	Short 4 hrs weekdays service and No M/Sat/Sun service	+	Short 4 hrs weekdays service and No M/Sat service
Gresham	TriMet Service Area (High Frequency & Local)	+	N/A	Short 12 hrs. weekdays & No weekend service	+	Short 2 hrs. weekday & No Sat. service
Happy Valley	TriMet Service Area (Local)	Short 3 hrs. service M-Sa, No service Sundays	N/A	Short 2 hrs. weekdays & No weekend service	+	Short 2 hrs. weekday & No Sat. service
Hillsboro	TriMet Service Area (High Frequency & Local)	+	N/A	Short 2.5 hrs. weekdays & No weekend service	+	Short 2.5 hrs. weekday & No Sat. service
Johnson City	TriMet Service Area (Local)	Short 1.5 hrs. service weekdays, No service weekends	N/A	No Service	+	No Service

Cited in Boosey v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

Place	EDTP Classification	FIXED ROUTE	ON DEMAND			
		Non-ADA Eligible (no or some difficulty)	Elderly & Disabled: No Difficulty	Non ADA Eligible (some difficulty)	ADA Eligible	Needs Assistance <sup>1</sup>
King City	TriMet Service Area (High Frequency & Local)	Shuttle short 13 hrs weekdays & No service weekends	N/A	Short 2.5 hrs. weekdays & No weekend service	+	<i>Short 2.5 hrs. weekday &amp; No Sat. service</i>
Lake Oswego	TriMet Service Area (Local)	Short 5 hrs. weekends	N/A	Short 0.5 plus hrs. weekdays & No weekend service	+	<i>No Sat. service</i>
Milwaukie	TriMet Service Area (High Frequency & Local)	+	N/A	Short 2 hrs. weekdays & No weekend service	+	<i>Short 2 hrs. weekday &amp; No Sat. service</i>
Oregon City	TriMet Service Area (High Frequency & Local)		N/A	Short 3 hrs. weekdays & No weekend service	+	<i>Short 3 hrs. weekday &amp; No Sat. service</i>
Portland	TriMet Service Area (High Frequency & Local)	+	N/A	Short 2 hrs. weekdays & No weekend service	+	<i>Short 2 hrs. weekday &amp; No Sat. service</i>

*Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009*

**Tri-County Elderly and Disabled Transportation Plan**

Place	EDTP Classification	FIXED ROUTE	ON DEMAND			
		Non-ADA Eligible (no or some difficulty)	Elderly & Disabled: No Difficulty	Non ADA Eligible (some difficulty)	ADA Eligible	Needs Assistance <sup>1</sup>
Rivergrove	TriMet Service Area (Local)	Short 3 hrs.service weekdays, No service weekends	N/A	No Service	+	<i>No Service</i>
Sherwood	TriMet Service Area (Local)	+ Along Hwy 99	N/A	Short 2.5 hrs. weekdays & No weekend service	+	<i>Short 2.5 hrs.weekday &amp; No Sat. service</i>
Tigard	TriMet Service Area (Local)	+	N/A	Short 2.5 hrs. weekdays & No weekend service	+	<i>Short 2.5 hrs.weekday &amp; No Sat. service</i>
Troutdale	TriMet Service Area (Local)	+	N/A	Short 2 hrs. weekdays & No weekend service	+	<i>Short 2 hrs.weekday &amp; No Sat. service</i>
Tualatin	TriMet Service Area (Local)	Short 5 hrs.Sundays	N/A	Short 2.5 hrs. weekdays & No weekend service	+	<i>Short 2.5 hrs.weekday &amp; No Sat. service</i>
West Linn	TriMet Service Area (Local)	Short 5 hrs. weekends	N/A	Short 4.75 hrs. weekdays & No weekend service	+	<i>Short 4.75 hrs.weekday &amp; No Sat. service</i>
Wood Village	TriMet Service Area (Local)	+	N/A	Short 2 hrs. weekdays & No weekend service	+	<i>Short 2 hrs.weekday &amp; No Sat. service</i>

Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

Place	EDTP Classification	FIXED ROUTE	ON DEMAND			
		Non-ADA Eligible (no or some difficulty)	Elderly & Disabled: No Difficulty	Non ADA Eligible (some difficulty)	ADA Eligible	Needs Assistance <sup>1</sup>
Wilsonville	Large Community	Short 3 hrs. Saturday	N/A	Short 3 hrs. Saturday	Short 3 hrs. Saturday	<i>No Service</i>
Canby	Large Community	Short 1.5 hrs. Saturday	Short 5 hrs weekdays service and No Tu/Sat service	Short 5 hrs weekdays service and No Tu/Sat service	+	<i>Short 3 hrs weekday service and No Tu service</i>
Molalla	Large Community	No Sat Service on local route	Short 3 hrs. weekdays & No Sat Service	Short 3 hrs. weekdays & No Sat Service	Short Sat Service	+
Mount Hood Village	Large Community	No Sat Service	No Sat Service	No Sat Service	No Sat Service	+
Sandy	Large Community	+	Short 4 hrs. Sat service	Short 4 hrs. Sat service	+	<i>Short 3 hrs. service weekdays</i>
Banks	Small Community	No Service	+	+	+	+
Estacada	Small Community	+	Short 3.5-6 hrs. weekdays, only volunteer service 1 weekday	Short 3.5-6 hrs. weekdays, only volunteer service 1 weekday	+	<i>Short 1.5-4 hrs. weekdays, only volunteer service 1 weekday</i>
North Plains	Small Community	No Service	+	+	+	+
Gaston	Rural	N/A	+	+	No Service	+

Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

Place	EDTP Classification	FIXED ROUTE	ON DEMAND			
		Non-ADA Eligible (no or some difficulty)	Elderly & Disabled: No Difficulty	Non ADA Eligible (some difficulty)	ADA Eligible	Needs Assistance <sup>1</sup>
Rural Clackamas Co	Rural	N/A	Based on volunteer driver and vehicle availability		No Service	<i>See non-ADA service note</i>
Rural Multnomah Co.	Rural	N/A	+	+	No Service	+
Rural Washington Co.	Rural	N/A	+	+	No Service	+

Notes: <sup>1</sup>Ride Connection Network service provides door-through-door assistance in some circumstances

*Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009*

# APPENDIX F

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## 10-YEAR STF FINANCIAL PROJECTIONS

Cited in *Boose v. Tri-County Metropolitan Transportation,*  
No. 08-35878 archived on December 1, 2009

**STF Discretionary Program**

**Vehicles Funded with STF Discretionary Funds**

Fiscal Year	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	
<b>TriMet LIFT</b>											
Replacement	27	40	40	8	0	0	0	39	50	52	
Cost per Vehicle	82,517	84,993	87,543	90,169	92,874	95,660	98,530	101,486	104,531	107,667	
Replacement Cost	2,227,970	3,399,718	3,501,709	721,352	-	-	-	3,957,955	5,226,530	5,598,659	
<i>Additional (1.5%-3.5% Ride Growth)</i>											
Replacement	1	1	5	5	5	5	5	5	5	5	
Cost per Vehicle	83,708	86,219	88,806	91,470	94,214	97,041	99,952	102,950	106,039	109,220	
Additional Total	83,708	86,219	444,030	457,351	471,071	485,203	499,759	514,752	530,195	546,100	
TriMet Total	2,311,678	3,485,937	3,945,739	1,178,703	471,071	485,203	499,759	4,472,707	5,756,725	6,144,759	
<b>STF Total</b>											
Biennium Amount TriMet Vehicles	2,074,269	3,127,931	3,540,511	1,057,650	422,692	435,373	448,434	4,013,360	5,165,509	5,513,693	
		5,202,200		4,598,161		858,065		4,461,794		10,679,201	
<b>Ride Connection</b>											
Replacement MiniVan	8	4	6	3	2	4	4	2	4	2	
Cost per Vehicle	49,173	50,648	52,168	53,733	55,345	57,005	58,715	60,477	62,291	64,160	
Replacement Cost	393,384	202,593	313,006	161,198	110,689	228,020	234,861	120,953	249,164	128,319	
Replacement Cut-Away	15	2	5	13	11	10	4	6	4	6	
Cost per Vehicle	65,560	67,527	69,553	71,639	73,788	76,002	78,282	80,631	83,049	85,541	
Replacement Cost	983,400	135,054	347,763	930,509	368,015	760,020	313,128	483,783	332,198	513,246	
<b>STF Total</b>											
Biennium Amount Ride Connection Vehicles	1,235,388	302,970	592,302	980,307	430,373	886,568	491,710	542,630	521,656	575,676	
		1,380,369		1,411,646		1,181,691		928,114		984,636	
<b>Sandy</b>											
Replacement	2009 1 mini-van	2010 1 cutaway	2011 1 mini-van	2012 1 cutaway	2013 1 cutaway	2014 1 cutaway	2015 2 mini-van	2016 1 cutaway	2017 1 cutaway	2018 2 mini-van	2019 1 cutaway
Cost per Vehicle	49,000	100,000	50,000	70,000	72,000	57,000	78,000	80,000	80,000	62,290	84,872
Replacement Cost	49,000	100,000	50,000	70,000	72,000	114,000	78,000	80,000	80,000	124,580	84,872
<i>Additional (Ride Growth) 10% slow to 4%</i>											
Replacement	1 mini-van	1 mini-van	1 cutaway				1 cutaway				
Cost per Vehicle	48,000	49,000	67,000				78,000				
Additional Total	48,000	49,000	67,000				78,000				
requested in 09 not funded-using replaced vehicle daily for service (2-3 vehicles in service daily)											
STF Total	43,070	87,935	149,849	44,865	62,811	64,606	102,292	139,979	71,784	111,786	76,156
Biennium Amount Sandy Vehicles		237,785		107,676		166,898		211,763		187,941	
<b>SCTD</b>											
Replacement	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	
Cost per Vehicle	170,000	170,000							215,351	215,351	
Replacement Cost	170,000	170,000							215,351	215,351	
<b>STF Total</b>											
Biennium Amount SCTD Vehicles	152,541	152,541	-	-	-	-	-	-	193,234	193,234	
		305,082		-		-		-		386,469	

Cited in Boose v. Tri-County Metropolitan Transportation District of Oregon, No. 08-35878 archived on December 1, 2009

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
<b>Canby</b>										
Replacement	3	2	1	0	1	1	1	1	1	1
Cost per Vehicle	<u>75,500</u>	<u>77,765</u>	<u>80,098</u>	<u>82,501</u>	<u>84,976</u>	<u>87,525</u>	<u>90,151</u>	<u>92,855</u>	<u>95,641</u>	<u>98,510</u>
Replacement Cost	226,500	155,530	80,098	-	84,976	87,525	90,151	92,855	95,641	98,510
<i>Additional (Ride Growth) 10% slow to 4%</i>				1 cutaway			1 cutaway			
Cost per Vehicle				71,639			78,282			
Additional Total				71,639			78,282			
<i>STF Total</i>	203,238	139,557	71,872	64,282	76,249	78,536	151,135	83,319	85,819	88,393
<i>Biennium Amount Canby Vehicles</i>		342,796		136,154		154,785		234,454		
<b>SMART</b>										
Replacement	2	2	3	1	3	0	0	3	0	0
Cost per Vehicle	<u>75,500</u>	<u>77,765</u>	<u>80,098</u>	<u>82,501</u>	<u>84,976</u>	<u>87,525</u>	<u>90,151</u>	<u>92,855</u>	<u>95,641</u>	<u>98,510</u>
Replacement Cost	151,000	155,530	240,294	82,501	254,928	-	-	278,566	-	-
<i>Additional (Ride Growth)</i>	0	1	0	0	0	1	0	0	1	1
Cost per Vehicle	<u>86,500</u>	<u>89,095</u>	<u>91,768</u>	<u>94,521</u>	<u>97,357</u>	<u>100,277</u>	<u>103,286</u>	<u>106,384</u>	<u>109,576</u>	<u>112,863</u>
Additional Total	-	89,095	-	-	-	100,277	-	-	-	-
SMART Total	151,000	244,625	240,294	82,501	254,928	100,277	-	278,566	-	-
<i>STF Total</i>	135,492	219,502	215,616	74,028	228,747	89,979	-	249,958	-	-
<i>Biennium Amount SMART Vehicles</i>		354,994		259,644		318,725		249,958		

Cited in Boose v. Tri-County Metropolitan Transportation,  
No. 08-35878 archived on December 1, 2009

**Service Funded with Discretionary Funds**

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
RideWise	408,500	408,500	420,755	433,378	446,379	459,770	473,563	487,770	502,403	517,476
NERideAbout	234,912	234,912	241,959	249,218	256,695	264,396	272,327	280,497	288,912	297,579
Waivered Non-Medical	125,800	125,800	129,574	133,461	137,465	141,589	145,837	150,212	154,718	159,360
Ride Connection Technology	178,426	178,426	183,778	189,292	194,970	200,819	206,844	213,049	219,441	226,024
Ride Connection Preventive Maintenance	217,800	217,800	224,334	231,064	237,996	245,136	252,490	260,065	267,867	275,903
Sandy Preventive Maintenance	35,000	35,000	36,050	37,132	38,245	39,393	40,575	41,792	43,046	44,337
SCTD Preventive Maintenance	35,000	35,000	36,050	37,132	38,245	39,393	40,575	41,792	43,046	44,337
SMART Preventive Maintenance	35,000	35,000	36,050	37,132	38,245	39,393	40,575	41,792	43,046	44,337
Canby Preventive Maintenance	35,000	35,000	36,050	37,132	38,245	39,393	40,575	41,792	43,046	44,337
Multnomah County Medicaid	797,000	797,000	820,910	845,537	870,903	897,031	923,941	951,660	980,209	1,009,616
Clackamas County Medicaid	19,600	19,600	20,188	20,794	21,417	22,060	22,722	23,403	24,106	24,829
Sandy Service	38,136	38,136	39,280	40,458	41,672	42,922	44,209	45,536	46,902	48,309
East County Service	89,730	89,730	92,422	95,195	98,050	100,992	104,022	107,142	110,357	113,667
Portland Impact Service	72,375	72,375	74,546	76,783	79,086	81,459	83,902	86,420	89,012	91,682
E and D Service Coordination/Implementation	69,406	69,406	71,488	73,632	75,841	78,117	80,460	82,874	85,360	87,921
<b>Total</b>	<b>2,391,684</b>	<b>2,391,684</b>	<b>2,463,434</b>	<b>2,537,337</b>	<b>2,613,457</b>	<b>2,691,861</b>	<b>2,772,617</b>	<b>2,855,795</b>	<b>2,941,469</b>	<b>3,029,713</b>
<b>Total Annual</b>	<b>6,280,548</b>	<b>6,484,034</b>	<b>6,929,206</b>	<b>4,776,414</b>	<b>3,836,123</b>	<b>4,284,609</b>	<b>4,003,875</b>	<b>7,816,846</b>	<b>9,019,472</b>	<b>9,476,865</b>
STF Discretionary Currently Available (Biennium / 2)	2,682,371	2,682,371	2,682,371	2,682,371	2,682,371	2,682,371	2,682,371	2,682,371	2,682,371	2,682,371
Difference Between Available and Need	(3,598,177)	(3,801,663)	(4,246,835)	(2,094,043)	(1,153,752)	(1,602,238)	(1,321,504)	(5,134,475)	(6,337,101)	(6,794,494)
STF Formula Available	2,645,000	2,592,100	2,540,258	2,488,453	2,439,664	2,390,871	2,343,053	2,296,192	2,250,268	2,205,263
STF Formula Minimum Need (FY09+3%)	<u>2,724,350</u>	<u>2,806,081</u>	<u>2,890,263</u>	<u>2,976,871</u>	<u>3,066,280</u>	<u>3,158,268</u>	<u>3,253,016</u>	<u>3,350,607</u>	<u>3,451,125</u>	<u>3,554,659</u>
Difference Between Available and Need	(79,350)	(213,981)	(350,005)	(487,518)	(626,616)	(767,398)	(909,963)	(1,054,415)	(1,200,857)	(1,349,396)
Total Difference Available and Need	(3,677,527)	(4,015,644)	(4,596,840)	(2,581,561)	(1,780,368)	(2,369,636)	(2,231,467)	(6,188,890)	(7,537,958)	(8,143,890)

Cited in Boase v. Tri-County Metropolitan Transportation District of Oregon, No. 08-35878 archived on December 1, 2009

# **APPENDIX G**

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## **LIST OF ACRONYMS**

Cited in *Boose v. Tri-County Metropolitan Transportation,*  
No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

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AAA	Area Agency on Aging (sometimes called triple “A”)
AARP	American Association of Retired Persons
ADA	Americans with Disabilities Act
ADS	Aging & Disabilities Services
ANT	Advocacy Network for Transportation
APTA	American Public Transit Association
AT	Assistive Technology
ATP	Accessible Transportation Program
AVL	Automatic Vehicle Location
BPA	Blanket Purchase Agreement
CAD	Computer Aided Dispatch
CASD	Computer Aided Scheduling and Dispatch
CAT	TriMet Committee on Accessible Transportation
CCAM	Coordinating Council on Access and Mobility
CCS	Catholic Community Services
COLCO	Columbia County Transportation
CTAA	Community Transportation Association of America
CTP	Community Transportation Program
DAS	Department of Administrative Services
DAVS	Disabilities, Aging, and Veterans Services (Washington County)
DDC	Defensive Driving Course
DFWA	Drug Free Workplace Act
DHS	Department of Human Services

*Cited in Booser, Tri-County Metropolitan Transportation,  
No. 08-35878 archived on December 1, 2009*

**Tri-County Elderly and Disabled Transportation Plan**

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DOT	Department of Transportation
DR/DRT	Demand Response Transportation (paratransit)
E&D	Elderly and Disabled
EDTP	Tri-County Elderly and Disabled Transportation Plan
EMO	Ecumenical Ministries of Oregon
EMS	Emergency Medical Services
FHWA	Federal Highway Administration (also FHA)
FR	Fixed Route
FTA	Federal Transit Administration
GIS	Geographic Information System
GP	General Public (related to FTA 5311 Funds)
GPS	Global Position Systems (typically satellites)
ITP	Individual Trip Planner
ITS	Intelligent Transportation Systems
JARC	Job Access Reverse Commute
JPACT	Joint Policy Advisory Committee on Transportation
JPO	Joint Program Office (FTA & FHWA)
LAN	Local Area Network
LCDC	Land Conservation and Development Plan
LED	Light Emitting Diode
MAAP	Mobility Awareness and Assistance Program
MDT/MDC	Mobile Data Terminal/Mobile Data Computer
MFS	Metropolitan Family Services

*Cited in Boosting Tri-County Metropolitan Transportation,  
No. 08-35878 archived on December 1, 2009*

**Tri-County Elderly and Disabled Transportation Plan**

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MSAA	Mobility Services for All Americans
MTP	Medical Transportation Providers
NOVAA	Northwest Oregon Volunteer Administrators Association
NPR	National Public Radio
NTI	National Transit Institute
OCF	Oregon Community Foundation
O D	Original-Destination
ODOT	Oregon Department of Transportation
OMAP	Oregon Medical Assistance Program
OPB	Oregon Public Broadcasting
OTA	Oregon Transit Association
OTN	Oregon Transportation Network
PDA	Personal Data Assistant
PDC	Portland Development Commission
PDOT	Portland Department of Transportation
POV	Privately Owned Vehicle
PSA	Public Service Announcement
PTAC	Public Transit Advisory Committee
PTD	ODOT Public Transit Division
PTO	Portland Transportation Options
QIC	Quality Improvement Committee
RFP	Request for Proposal
RFQ	Request for Qualification

*Cited in Booser v. Tri-County Metropolitan Transportation,  
No. 08-35878 archived on December 1, 2009*

**Tri-County Elderly and Disabled Transportation Plan**

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RSVP	Retired and Senior Volunteer Program
RTAP	Rural Transportation Assistance Program
RTP	Regional Transportation Plan
RTCC	Regional Transportation Coordinating Council (committee for Tri-County E&D Plan)
RVTD	Rogue Valley Transportation District
SAFETEA-LU	Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users Federal authority to appropriate general revenues and to spend trust fund monies through limitations on obligations, for highways and transit, on an annual basis for Fiscal Years 2005-2009.
SAIL	State Wide Alliance for Independent Living
SMART	South Metro Area Rapid Transit
SPD	Seniors and People with Disabilities (formerly SDSD)
STF	Special Transportation Fund (Discretionary and Formula)
STFAC	Special Transportation Fund Advisory Committee
STP	Surface Transportation Programs
STIP	Surface Transportation Improvement Projects
TAC	Technical Advisory Committee
TACS	Technical Assistance for Community Services
TDD	Telecommunications Device for the Deaf
TDM	Transportation Demand Management
TPAC	Transportation Policy Advisory Committee
TSP	Transportation System Plans
TRP	Transportation Reaching People

Created in Boise v. Tri-County Metropolitan Transportation, No. 08-30978 archived on December 1, 2009

TTY Text Telephone

UWR United We Ride

VAN Vehicle Area Network

VCS Volunteer Chore Services

WLAN Wireless Local Area Network

WSDOT Washington State Department of Transportation

WVDO Willamette Valley Development Officers

§ 5309 Federal funds provide assistance for the establishment of new rail transit projects, improvement and maintenance of existing rail transit and other fixed-guideway systems, buses and other bus-related capital projects

§ 5310 Federal funds ensure the right that elderly citizens and people with disabilities have to utilize public transportation facilities and services

§ 5311 Federal funds can be used for planning, capital, operating and administrative assistance to state agencies, local public bodies, nonprofit organizations, Native American organizations and operators of public transportation in non-urbanized areas with populations less than 50,000

*Cited in Boose v. Tri-County Metropolitan Transportation,  
No. 08-35878 archived on December 1, 2009*

# APPENDIX H

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## PUBLIC AND COMMUNITY

## TRANSPORTATION GLOSSARY

*Cited in Boose v. Tri-County Metropolitan Transportation,  
No. 08-35878, archived on December 1, 2009*

<b>Accessibility</b>	The extent to which facilities, including transit vehicles, are barrier-free and can be used by people who have disabilities, including wheelchair users.
<b>Administrative assistance</b>	Funding that supports the administrative costs related to a program activity, such as office expenses, insurance, legal expenses, bookkeeping, and administrative staff expenses.
<b>ADA</b>	Americans with Disabilities Act: Passed by the Congress in 1990, this act mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications and public accommodations. Under this Act, most transportation providers are obliged to purchase lift-equipped vehicles for their fixed-route services and must assure system-wide accessibility of their demand-responsive services to persons with disabilities. Public transit providers also must supplement their fixed-route services with paratransit services for those persons unable to use fixed-route service because of their disability.
<b>ADA Eligible</b>	ADA Eligible refers to eligibility for complementary fixed route paratransit. Individuals who qualify must be unable to use fixed route due to a disability.
<b>AoA</b>	Administration on Aging. The agency within the U.S. Department of Health and Human Services that oversees the implementation of the Older Americans Act, including senior nutrition programs, senior centers and supportive services for elders.
<b>Boarding Rides</b>	Boarding rides are counted each time a person enters a vehicle. Boardings and rides all refer to boarding rides.
<b>Boarding Rides per Vehicle Hour</b>	The number of boardings divided by the vehicle hours of service. Describes a route's productivity.

Cited in Boose v. Tri-County Metropolitan Transportation District of Oregon, No. 00-35878 archived as Decider 1, 2009

<b>Brokerage</b>	A method of providing transportation where riders are matched with appropriate transportation providers through a central trip-request and administrative facility. The transportation broker may centralize vehicle dispatch, record keeping, vehicle maintenance and other functions under contractual arrangements with agencies, municipalities and other organizations. Actual trips are provided by a number of different vendors.
<b>Complementary Paratransit</b>	Paratransit service that is required as part of the Americans with Disabilities Act (ADA) which complements, or is in addition to, already available fixed-route transit service. ADA complementary paratransit services must meet a series of criteria designed to ensure they are indeed complementary.
<b>Coordination</b>	A cooperative arrangement between transportation providers and organizations needing transportation services. Coordination models can range in scope from shared use of facilities, training or maintenance to integrated brokerages or consolidated transportation service providers.
<b>Corridors</b>	The Corridor concept is from the 1997 Regional Framework Plan. Corridors are not as dense as centers, but also are located along good quality transit lines. They provide a place for densities that are somewhat higher than today and feature a high quality pedestrian environment and convenient access to transit. Typical new developments would include row houses, duplexes and on to three story office and retail buildings, and average about 25 persons per acre.
<b>Curb-to-Curb Service</b>	A common designation for paratransit services. The transit vehicle picks up and discharges passengers at the curb or driveway in front of their home or destination. In curb-to-curb service the driver does not assist the passenger along walks or steps to the door of the home or other destination.

*Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009*

<b>Demand-Response Service</b>	The type of transit service where individual passengers can request transportation from a specific location to another specific location at a certain time. Transit vehicles providing demand-response service do not follow a fixed route, but travel throughout the community transporting passengers according to their specific requests. Can also be called dial-a-ride. These services usually, but not always, require advance reservations.
<b>Deviated Fixed Route</b>	This type of transit is a hybrid of fixed-route and demand-response services. While a bus or van passes along fixed stops and keeps to a timetable, the bus or van can deviate its course between two stops to go to a specific location for a pre-scheduled request. Often used to provide accessibility to persons with disabilities.
<b>Disability</b>	The limitation of normal physical, mental, social activity of an individual. There are varying types (functional, occupational, learning), degrees (partial, total) and durations (temporary, permanent) of disability.
<b>Door-to-Door Service</b>	A form of paratransit service which includes passenger assistance between the vehicle and the door of his or her home or other destination. A higher level of service than curb-to-curb, yet not as specialized as door-through-door service (where the driver actually provides assistance within the origin or destination).
<b>Fare Box Revenue</b>	A public transportation term for the monies or tickets collected as payments for rides. Can be cash, tickets, tokens, transfers and pass receipts. Fare box revenues rarely cover even half of a transit system's operating expenses.

Cited in Boose v. Tri-County Metropolitan Transportation District, No. 08-35878 archived on December 1, 2009

<b>Fixed-route</b>	Transit services where vehicles run on regular, pre-designated, pre-scheduled routes, with no deviation. Typically, fixed-route service is characterized by printed schedules or timetables, designated bus stops where passengers board and alight and the use of larger transit vehicles.
<b>Frequent Service</b>	TriMet service that operates every fifteen minutes or better, every day. 16 bus routes and all MAX lines meet this level of service.
<b>FY (Fiscal Year)</b>	In Oregon, public agency Fiscal Years start on July 1 of the preceding calendar year. FY 2005 is from July 1, 2004 to June 30, 2005.
<b>Guaranteed Ride Home</b>	Program that encourages employees to carpool, use transit, bike or walk to work by guaranteeing them a ride home in case they cannot take the same mode home (e.g., if they need to work late or if an emergency occurs).
<b>Homebound</b>	Those unable to leave home without exceptional effort and support. One of the requirements to qualify for Medicare home health care.
<b>Independent Living Facility</b>	Rental units in which services are not included as part of the rent, although services may available on site and purchased by residents for a fee.
<b>JARC (Jobs Access Reverse Commute)</b>	Federal formula funds available to provide transportation to assist low income individuals get to work.
<b>Match</b>	State or local funds required by various federal or state programs to complement funds for a project. A match may also be required by states in funding projects, which are joint state/local efforts. Some funding sources allow services, such as the work of volunteers, to be counted as an in-kind funding match. Federal programs normally require that match funds come from other than federal sources.

<b>Medicaid</b>	Also known as Medical Assistance, this is a health care program for low-income and other medically needy persons. It is jointly funded by state and federal governments. The Medicaid program pays for transportation to non-emergency medical appointments if the recipient has no other means to travel to the appointment.
<b>New Freedom</b>	Federal formula funds for transit agencies to provide services to people with disabilities that are above and beyond what the ADA requires.
<b>Paratransit</b>	Types of passenger transportation that are more flexible than conventional fixed-route transit but more structured than the use of private automobiles. Paratransit includes demand-response transportation services, subscription bus services, shared-ride taxis, car pooling and vanpooling, jitney services and so on. Most often refers to wheelchair accessible, demand-response van service.
<b>Service Route</b>	Another hybrid between fixed-route and demand-response service. Service routes are established between targeted neighborhoods and service areas riders want to reach. Similar to deviated fixed routes, service routes are characterized by flexibility and deviation from fixed-route intervals. However, while deviated fixed routes require advanced reservations, service routes do not. A service route can include both regular, predetermined bus stops and/or allow riders to hail the vehicle and request a drop-off anywhere along the route.
<b>Special Transportation Fund (STF)</b>	State funds for transportation for elderly and people with disabilities.

*Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009*

- Total Transit System** TriMet's term for all of the attributes that make transit an attractive choice for riders, including customer information, easy access to transit, comfortable places to wait, high quality transportation (frequent, reliable, comfortable), safety and security.
- Trip** A one-way movement of a person or vehicle between two points. Many transit statistics are based on unlinked passenger trips, which refer to individual one-way trips made by individual riders in individual vehicles. A person who leaves home on one vehicle, transfers to a second vehicle to arrive at a destination, leaves the destination on a third vehicle and has to transfer to yet another vehicle to complete the journey home has made four unlinked passenger trips.
- Urban Growth Boundary (UGB)** The UGB controls urban expansion onto farm, forest and resource lands. Metro, the regional government, manages the UGB as required by state law.
- Vanpool** A prearranged ridesharing service in which a number of people travel together on a regular basis in a van. Vanpools may be publicly operated, employer operated, individually owned or leased.
- Vehicle Hours** Vehicle hours include revenue hours plus the time it takes a vehicle to travel from the garage to the end of the line.

*Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009*

# APPENDIX I

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## PUBLIC PROCESS

*Cited in Boose v. Tri-County Metropolitan Transportation,  
No. 08-35878 archived on December 1, 2009*

## Appendix I. Public Process

Four public meetings were held with the STFAC to develop the plan and review associated STF grant applications. The following meeting notices were published in the Oregonian two weeks in advance of the meeting and was also sent by email to TriMet's interested party list:

**October 31, 2008**

### **Special Transportation Fund Advisory Committee Public Meeting Notice**

Notice is hereby provided that the Special Transportation Fund Advisory Committee will meet to assist and advise TriMet, the Special Transportation Fund Agency for the Multnomah, Washington and Clackamas County area, on the State Special Transportation Fund Program and the update of the 2006 Elderly and Disabled Transportation Plan. This is the first meeting of the STFAC in fiscal year 2009. The public is welcome to attend. Time for public comment will be provided at the meeting.

The meeting will take place Friday, October 31, 2008 at the City of Portland Building, 1120 SW 5<sup>th</sup> Avenue, Room C from 9:00A-12:00P

TriMet will provide a sign language interpreter for anyone who requests it at least 48 hours before the meeting by calling 503-962-4831 or TDD 203-962-5811 Mon. through Fri., 8:00 am to 5:00 pm.

### **ELDERLY AND DISABLED TRANSPORTATION GRANT APPLICATIONS AVAILABLE Public Notice**

The Tri-County Metropolitan Transportation District of Oregon (TriMet) announces the availability of applications for the 2009 Special Transportation Formula Fund Program. Sponsored by the Oregon Department of Transportation's Public Transit Division, this Program funds transportation services benefiting the elderly and people with disabilities. Eligible applicants are public and private non-profit agencies with managerial and financial capability providing transportation services for the elderly and people with disabilities.

Private non-profit firms interested in applying, contact:

Heather Roberts at Ride Connection  
3030 SW Moody  
Portland OR 97201  
Phone: 503-528-1746  
Email: [hroberts@rideconnection.org](mailto:hroberts@rideconnection.org);

Applications from non-profit firms are due at Ride Connection by 5 PM on November 26, 2008.

All applications are due at TriMet by 5 PM on December 26, 2008.  
Contact:

Petra Churchill at TriMet  
4012 SE 17<sup>th</sup> Avenue  
Portland, OR 97202  
Phone: 503-962-4813  
Email: [churchip@trimet.org](mailto:churchip@trimet.org)

Completed applications will be reviewed and ranked by TriMet's Special Transportation Fund Advisory Committee at a public meeting scheduled for January 16, 2009, ODOT Public Meeting Room, 123 NW Flanders, Portland from 9:00 am to 12:30 pm. There will be time for public testimony at the meeting.

David Auxier  
Executive Director, TriMet  
Finance & Administration Division

**December 5, 2008**  
**Special Transportation Fund Advisory Committee**  
**Public Meeting Notice**

Notice is hereby provided that the Special Transportation Fund Advisory Committee will meet to assist and advise TriMet, the Special Transportation Fund Agency for the Multnomah, Washington and Clackamas County area, on the State Special Transportation Fund Program and the update of the 2006 Elderly and Disabled Transportation Plan. This is the second meeting of the STFAC in fiscal year 2009. The public is welcome to attend. Time for public comment will be provided at the meeting.

The meeting will take place Friday December 5, 2008 at the ODOT Public Meeting Room, 123 NW Flanders (1<sup>st</sup> Floor), Portland, from 9:00 am to 12:00 pm.

TriMet will provide a sign language interpreter for anyone who requests it at least 48 hours before the meeting by calling 503-962-4831 or TDD 203-962-5811 Mon. through Fri., 8:00 am to 5:00 pm.

### **January 16, 2009**

#### **Special Transportation Fund Advisory Committee Public Meeting Notice**

Notice is hereby provided that the Special Transportation Fund Advisory Committee will meet to score STF Formula and STF Discretionary grant applications and advise TriMet, the Special Transportation Fund Agency for the Multnomah, Washington and Clackamas County area, on the State Special Transportation Fund Program. The public is welcome to attend. Time for public comment will be provided at the meeting.

The meeting will take place Friday, January 16, 2009 at the ODOT Public Meeting Room, 123 NW Flanders (1<sup>st</sup> Floor), Portland, from 9:00 am to 12:00 pm.

TriMet will provide a sign language interpreter for anyone who requests it at least 48 hours before the meeting by calling 503-962-4831 or TDD 203-962-5811 Mon. through Fri., 8:00 am to 5:00 pm.

### **January 30, 2009**

#### **Special Transportation Fund Advisory Committee Public Meeting Notice**

Notice is hereby provided that the Special Transportation Fund Advisory Committee will meet to assist and advise TriMet, the Special Transportation Fund Agency for the Multnomah, Washington and Clackamas County area, on the rural JARC and New Freedom grant applications and to update the 2006 Elderly and Disabled Transportation Plan. This is the fourth meeting of the STFAC in fiscal year 2009. The public is welcome to attend. Time for public comment will be provided at the meeting.

The meeting will take place Friday January 30, 2009 at the ODOT Public Meeting Room, 123 NW Flanders (1<sup>st</sup> Floor), Portland, from 9:00 am to 12:00 pm.

TriMet will provide a sign language interpreter for anyone who requests it at least 48 hours before the meeting by calling 503-962-4831 or TDD 203-962-5811 Mon. through Fri., 8:00 am to 5:00 pm.

**April 10, 2009  
Special Transportation Fund Advisory Committee  
Public Meeting Notice**

Notice is hereby provided that the Special Transportation Fund Advisory Committee will meet to assist and advise TriMet, the Special Transportation Fund Agency for the Multnomah, Washington and Clackamas County area, on the update of the 2006 Elderly and Disabled Transportation Plan. This is the fifth meeting of the STFAC in fiscal year 2009. The public is welcome to attend. Time for public comment will be provided at the meeting.

The meeting will take place Friday April 10, 2009 at the ODOT Public Meeting Room, 123 NW Flanders (1<sup>st</sup> Floor), Portland, from 9:00 am to 12:00 pm.

TriMet will provide a sign language interpreter for anyone who requests it at least 48 hours before the meeting by calling 503-962-4831 or TDD 203-962-5811 Mon. through Fri., 8:00 am to 5:00 pm.

*Cited in Boose v. Tri-County Metropolitan Transportation District No. 08-35878 archived on December 1, 2009*

# APPENDIX J

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## PROGRESS TO 2006 EDTP STRATEGIES

Cited in *Boose v. San Diego County Metropolitan Transportation*,  
No. 08-35878 archived on December 1, 2009

Cited in *Boose v. Tri-County Metropolitan Transportation*,  
No. 08-35878 archived on December 1, 2009

Status of Strategies from September 2006 Plan Update

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
<b>No/low cost strategies:</b>							
Livable Community Evaluation: assess walkability for seniors	Letter to Metro	TriMet to coordinate with partners	TriMet received funding (MTIP) for a "Pedestrian Network Analysis" to prioritize pedestrian infrastructure investments.		X		
FHWA Guidelines: create aging-friendly streets and highways	Letter to ODOT (Oregon Department of Transportation)	TriMet to coordinate with partners	ODOT already uses FHWA Guidelines to create aging-friendly highways in Oregon				X
511 Hotline: add transit links to State road phone number	Provide agency links to ODOT	Ride Connection and transit districts	Ride Connection and all service partner agencies are linked.	X			
211 Hotline: add transit links to human service phone number	Provide transportation information to 211	Ride Connection and transit districts	Ride Connection and all service partners are listed in the directory and transit agencies	X			

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
Links to Other Websites: add transit links to sites of social services, senior centers, Blind Commission, Independent Living Resources (ILR), other disabilities organizations	STFAC suggestions communicated to webmasters	Ride Connection and transit districts	TriMet links to all other transit agencies and Ride Connection's N/NE RideAbout  TriMet and Ride Connection are working to add a pull-down menus of Ride Connection services  TriMet will add information about Blind Commissions Orientation and Mobility program			<b>X</b>	

Cited in *Boase v. Tri-County Metropolitan Transportation*,  
 No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
Statewide ADA Eligibility Reciprocity: one transit certification accepted by other districts	Discuss at OR Transit Assoc., Public Transit Advisory Committee of ODOT	TriMet with CAT, Regional Transit Coordinating Council (RTCC)	<p>Suggestion to pursue regionally first</p> <p>With respect to regional reciprocity, the Sandy eligibility form is similar, if not the same as the current TriMet form. Eligibility cards allow reciprocity between agencies, but customers are advised to complete a LIFT application if they anticipate frequent use</p>				<b>X</b>

Cited in Booser, Tri-County Metropolitan Transportation Districts, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
Services to people who are homebound: increase awareness of grocery, meal, library deliveries	Provide links to services on websites, e.g., Network of Care, Ride Connection, transit districts	TriMet, Ride Connection, Area Agencies on Aging and Disabilities	Ride Connection service center provides customers with information about grocery delivery services Sandy Senior Center provides similar information			X	
Rural: Transit info at safe driving events	Get calendar of existing events and attend, bringing Transit Options Brochure	Ride Connection and Transit District Reps	CAT distributed Brochure and Chamber and other events, involving Ride Connection providers where appropriate			X	

Cited in Boose v. Tri-County Metropolitan Transportation District No. 08-55878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
Rural: More RideWise outreach	Transit agencies invite RideWise outreach coordinator to speak	Transit agencies invite RideWise outreach coordinator to speak	RideWise has worked with Canby Area Transit and other rural area high school programs (i.e. Estacada HS.) Rural outreach efforts will continue			X	
<b>FY 2006-07 Strategies</b>							
Safe Driving for Seniors: offer classes	Work with AARP, CarFit (company adapting cars for older adults)	Ride Connection/area hospitals/DMV/ senior centers	TriMet provided AARP and Safe at Any Age instructors with transit information for class participants  Ongoing support continues			X	

Cited in Boose v. Tri-County Metropolitan Transportation District of Oregon, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
Innovative Services: Paratransit Feeders (paratransit to fixed routes) and Travel Hosts (assist people making transfers from one to another route)	Develop service plans	To Meet with Ride Connection providers	All Ride Connection shuttle services are designed to stop at fixed route bus and MAX.  RideWise does not have a formal Travel Host program, but instead relies on natural support system to assist RideWise graduates where needed  Sandy Transit drivers/dispatchers assist passengers with transfers between local services at transit centers.			X	

Cited in Boose v. Tri-County Metropolitan Transportation District of Oregon, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
Peer Program: fixed route monitoring, disability awareness and sensitivity training for operators and staff, travel assistance “bus buddies;” fixed route travel training	Develop new programs	TriMet, TriCAT, Ride Connection	<p>Rider’s Voice project features people with disabilities speaking out about learning to use public transit</p> <p>Ride Connection’s Rider’s Clubs feature volunteer Ride Ambassadors introducing transit to elders and people with disabilities</p> <p>RideWise Ride Ambassador volunteers provide travel assistance through Rider’s Clubs and other group outings</p>		X		

Cited in Boosew. Tri-County Metropolitan Transportation District's 2009 No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
Full coordination of ADA (Americans with Disabilities ACT) eligibility for LIFT paratransit with RideWise services	Develop open process with elders and people with disabilities, social service agencies	TriMet with CAT, Ride Connection	RideWise information provided in LIFT application packet but there is not adequate coordination				X
Community Transportation (e.g., mileage reimbursement for volunteer drivers, Volunteer Exchange to trade skills, Rideboards, Taxi Vouchers to reduce trip cost, Rental Cars for volunteer drivers)	Develop programs and costs	Ride Connection	Rideboards were piloted but were not well utilized. A new idea, transit boards, was developed and so far they have been very popular  Ride Connection has developed a mileage reimbursement policy for drivers in their own cars		X		

Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
Community Transportation – continued			Researched has taxi vouchers but implementation issues exist  Ride Connection has been piloting a fare-assistance program which has served 22 unduplicated riders who have reported taking 2,800 trips on TriMet since September 2007		<b>X</b>		

Cited in Boose v. Tri-County Metropolitan Transportation,  
 No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
On-Line Vehicle Reservation System: to share Ride Connection accessible vans	Program development; find on-line software vendor	TriMet and Ride Connection	Ride Connection evaluated several online programs available, but none met the budget goals. Ride Connection has promoted the shared vehicle program through additional outreach and worked more closely with service partners to promote vehicle sharing			<b>X</b>	

Cited in Boose v. Tri-County Metropolitan Transportation District of Oregon, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
Community Based Van Program: give accessible vans to non-profit organizations for their use if they also transport elders/disabled	Work started. Develop program further to refine costs, identify partners	TriMet and Ride Connection	<p>Began program in fall of 2006 - currently there are five buses assigned to non-profits with two more in the process of being assigned.</p> <p>Canby Area Transit gave older minivan to the Canby Adult Center to transport people who are outside the Canby Area Urban Growth Boundary.</p>			<b>X</b>	
Driver Pool: hire more drivers to be shared among providers	Hire operators	Ride Connection	Funding is not available for shared drivers				<b>X</b>

Cited in *Boose v. Tri-County Metropolitan Transportation District of Oregon*, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
Transit Options Brochure: user-friendly guide	Consultant to complete with EDTP update	Consultant and TriMet	Completed brochure is being distributed, including as insert in all LIFT packets In process of translating the leaflet into several different languages	X		X	
One Stop Service Center (Ride Connection)	Ride Connection continually improving process as One Stop Center. Bring idea to RTCC for refinement. Continue to brand.	Ride Connection to coordinate with Regional Transportation Coordinating Council (RTCC)	Ride Connection changed their messaging to reflect that they are a source of transportation information  Travel Navigators have been educated on all available options		X		

Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35078 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
<b>Long-term strategies</b>							
Pedestrian Master Plan: safe routes to transit and to encourage walking by older adults and people with disabilities	Letter to Metro Fall 2006 (no cost)	TriMet to coordinate with partners	Canby Area Transit staff work proactively with the city of Canby's Planning and Public Works departments to assure that new development is both transit and pedestrian friendly. The development of transit and pedestrian friendly policies and ordinances will be their next step.		X		
"Seniors and People with Disabilities on the Go": try transit marketing campaign	More development needed	TriMet, CAT, Ride Connection	TriMet looked into this, but decided to focus outreach efforts on the Rider's Voice books and web-book				X

Cited in Boose v. Tri-County Metropolitan Transportation District of Oregon, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
Ride Finders Website: comprehensive tri-county transportation information	Develop idea further as supplement to RideWise's existing information & trip planning	Ride Connection	Ride Connection website updated to show options based on customer zip code		X		
Integrate OMAP/LIFT: one scheduling and dispatching center for Oregon Medical Assistance Program (OMAP) Medicaid and ADA trips	Watch Lane Transit District, OR (LTD) software development as model	Tri-Met	Monitoring results of Eugene experiment				X
Coordinate OMAP scheduling with Ride Connection providers: Remove Medicaid ride restrictions	Ride Connection and TriMet to discuss changing local rules on combining trips	Ride Connection					X

Cited in Boost V. Tri-County Metropolitan Transportation District v. Oregon, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
Centralize Ride Connection Dispatch: integrate 30 providers to increase sharing of vehicles, drivers, passengers	Ride Connection taking initial steps, but is selective, because centralized dispatch not most efficient in all cases	Ride Connection	Ride Connection has made progress — working with several providers to potentially do all their call-taking		X		
Joint Service Planning: reduce overlapping, fill in underserved gaps	Bring issue to Regional Transportation Coordinating Council (RTCC)	Ride Connection, RTCC	The Ride Connection Network added service in two areas identified as most underserved, Beaverton and Mid-Multnomah County			X	
Coordinate with private sector: joint scheduling or sharing of vehicles	Develop pilot— e.g., contact assisted living facility with vehicle	Ride Connection, City transit districts	Canby Area Transit entered shared vehicle agreement so the Adult Center bus can be used for a CAT back-up when it is available.			X	

Cited in Boose v. Tri-County Metropolitan Transportation District No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
Inventory for-profit transportation providers	Conduct research and contact providers.	Ride Connection					X
Para-Pass: free fixed route transit for giving up paratransit trips	TriMet to review.	TriMet, OAT, others if desired	Sandy system is already integrated without incentives as most ADA trips involve demand responsive feeder service to fixed routes				X
Rural: Reinstigate some of Ride Connection's Washington County rides and Clackamas County JARC projects	Evaluate service that has been dropped and reinstitute most efficient way possible	Ride Connection, SCTD, SAM, SMART	Ride Connection was able to re-implement JARC program in rural Washington County  Outreach efforts are ongoing to promote the program		X		

Cited in Boose v. Tri-County Metropolitan Transportation, No. 08-35878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
Rural: Develop a pilot program that would provide a pool of funds for people with no transit options – to be distributed in conjunction with RideWise program	Develop criteria for which transit passes, volunteer driver reimbursement, or alternate means could be provided (with regular review process to determine ongoing eligibility)		The fare-assistance program piloted by Ride Connection serves those who live in both urban and rural areas if they can make use of TriMet fixed route service for their transportation		<b>X</b>		

Cited in *Boose v. Tri-County Metropolitan Transportation*  
 No. 08-05878 archived on December 1, 2009

**Tri-County Elderly and Disabled Transportation Plan**

DRAFT 2009 UPDATE

Strategy	Action Item	Responsible party	Status	Completed	In Progress	Ongoing	Not Started
Rural: Increase capacity of existing programs	Evaluate current capacity on vehicles (no cost) and determine if human or capital resources are needed. Work with state legislature in '07 to increase funding and then implement strategies in '08.	All service providers, transit agencies, and Ride Connection	<p>Ride Connection is working on a possible shuttle in rural Washington County.</p> <p>Providers have also increased days and hours of existing service in rural Washington County</p> <p>Canby Area Transit restructured fixed routes improving service for ED population and saving costs</p>		<b>X</b>		

Cited in Boose v. Tri-County Metropolitan Transportation District of Oregon, No. 08-25878 archived on December 1, 2009