

Lane Coordinated Public Transit - Human Services Transportation Plan

2013 UPDATE

FINAL



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Executive Summary

The *Lane Coordinated Public Transit-Human Services Transportation Plan* (Lane Coordinated Plan) was first prepared by Lane Transit District (LTD) and adopted by the Board of Directors in January 2007. Because the original plan was developed prior to the issuance of guidance by the Federal Transit Administration (FTA), it was revised in June 2008 to include additional information to meet both FTA and State of Oregon planning expectations. Both versions are incorporated by reference as source documents for this and subsequent updates.¹

The Lane Coordinated Plan satisfies federal requirements enacted through the passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for User (SAFETEA-LU). It is specific to funds administered through the FTA and the Oregon Department of Transportation (ODOT) Public Transit Division with expectations for planning and coordination of these resources. The federal requirements for the coordinated transportation planning process are retained under new legislation signed into law on July 6, 2012, by President Obama titled *Moving Ahead for Progress in the 21st Century* (MAP-21).

MAP-21 took effect on October 1, 2012. Some changes were made to improve the efficiency of administering grant programs by consolidating and repealing several programs. Programs relevant to this plan are §5310 *Enhanced Mobility of Seniors and Individuals with Disabilities* (Enhanced Mobility), §5311 *Rural Area Formula Grants* (Rural and Small City), §5316 *Job Access and Reverse Commute* (JARC), and §5317 *New Freedom*.

This 2013 update to the Lane Coordinated Plan will:

1. Update important information in order to ensure that the Lane Coordinated Plan is relevant to **present conditions**;
2. Include **transportation needs of veterans** and their families and how these are identified;
3. Reference relevant **needs assessment and local planning** information;
4. Match needs with preferred **coordination practices and projects**;
5. List projects and **resources**; and
6. Report on **public review and comments** about the Lane Coordinated Plan.

¹ The *Lane Coordinated Public Transit-Human Services Transportation Plan* is posted on LTD's website at ltd.org under EZ Access/Accessible Services. Copies in print or alternate formats are available on request by contacting LTD's Administration office at 541-682-6100 (voice) or 7-1-1 (TTY).

Additional resource documents are:

- Attachment 1:** Health System Transformation (HST) in Oregon - Non-Emergent Medical Transportation Policy Recommendations
- Attachment 2:** Legislative Task Force on Veterans' Transportation Final Report October 2010
- Attachment 3:** Plan Summary: Lane Coordinated Public Transit-Human Services Transportation Plan by the Lane Livability Consortium
- Attachment 4:** Fact Sheet: Enhanced Mobility for Seniors and Individuals with Disabilities Section 5310, U.S. Department of Transportation Federal Transit Administration
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Since the initial Plan and subsequent update was adopted, there have been significant changes and new initiatives that impact local transportation, such as a sluggish state and local economy with a very slow recovery from recession, fluctuations in fuel costs, uncertainty about federal and state transportation resources, and fixed-route service reductions along with increased use. Responding to unmet service needs and more demand is quite challenging under these circumstances. So too is taking on new initiatives to serve veterans and military families, transportation linked to health care reform, and providing transportation to the growing number of older adults in need of transportation services to help sustain, support, or enhance personal independence.

Section 1: Present Conditions

Local Economy

Lane Transit District (LTD) was founded in 1970 under the laws of the State of Oregon that allowed the formation of transit districts as special taxing entities. LTD was empowered by State Statutes to impose an excise tax on employers to fund local transit. The recent downturn in the local economy with associated job losses led to a significant reduction in LTD's payroll tax revenues. The State of Oregon Economic and Revenue Forecast published in September 2009 predicted that Oregon jobs lost since 2007 would not be regained until 2013. Since there have been only small improvements in the local economy since 2009, there is speculation that job recovery will not occur until 2015. The local economy is not likely to regain lost jobs any sooner. Unemployment rates remain high and have not changed significantly.

In 2009, a significant LTD service reduction was avoided by the application of federal stimulus funds in support of fixed-route operations. Federal stimulus funds were a one-time infusion, so the need for the service reduction that was averted in 2009 was not eliminated. With the continued poor local economy, a service reduction of 11.2 percent was carried out in September 2010. The health of the local economy remains a critical factor in assessing Lane Transit District's ability to preserve and potentially improve service. This slow growth means that District costs will continue to be carefully controlled, and it is likely to be years before additional service can be considered.

Unlike the recession that began in 2001 that was relatively mild and of short duration, it does not appear that our community will fare as well in recovering from the recession that began in 2008. While officially over, the end of the recession has brought back few of the thousands of local jobs that have been lost. Only the recession of the early 1980s, which necessitated a 30 percent fixed route service cut, has challenged the District's Board of Directors and staff more in their efforts to continue to provide quality public transportation options to our community. (For additional information, visit the LTD website at ltd.org under Reports and Publications to find the LTD Annual Budget.)

The story is similar for local non-profit and human services agencies that also depend on a stable economic base. Likewise, statewide cuts to human services programs have had a negative ripple effect that degrades service networks, including transportation.

Rising Cost of Fuel

While it is encouraging that LTD payroll tax receipts have stabilized, it is discouraging that fuel prices continue to climb and fluctuate. Annual fuel prices are expected to increase. LTD assumes that fuel price inflation will be 6 percent per year from Fiscal Year (FY) 2013 through FY 2019. This affects all providers of transportation services. Small operators of taxis or specialized vehicles, whether a for-profit business or a not-for-profit agency, feel the impact of fuel prices and

have few options to mitigate the higher cost of doing business except to raise fares or rates or reduce service availability.

State and Federal Revenue

Additional state funding was obtained from the 2009 legislative session in an amount of \$450,000 for transportation services for older adults and people with disabilities within Lane County. This state revenue supported implementation of projects within the Lane Coordinated Plan.

Unfortunately, because of larger state budget issues, this funding was not continued past FY 2011.

A different source of revenue - the Business Energy Tax Credit (BETC), was curtailed as allowable for public transit services. Elimination of the BETC program was a setback to both LTD's fixed-route and paratransit (*RideSource*) services. No new revenue source is available to fully replace this resource.

Congress passes legislation which, when signed by the President, appropriates funds for the U.S. Department of Transportation and associated agencies. MAP-21, the new two-year transportation authorization, consolidates certain transit programs to improve their efficiency and provides significant funding increases specifically for improving the state of good repair of transit systems. It places new emphasis on restoring and replacing aging transportation infrastructure and streamlines processes for large capital project eligibility and development. The bill highlights safety by granting FTA new authority to strengthen the safety of public transportation throughout the country. Most significant to this Plan is the consolidation of some programs.

Two programs, §5316 Job Access and Reverse Commute (JARC) and §5317 New Freedom were repealed and expired on September 30, 2012. No new funding is authorized beyond 2012 for these programs although LTD can continue to use up previous authorizations. JARC activities are now eligible under the Urbanized Area Formula program (§5307) as well as the Rural Area Formula program (§ 5311). Activities eligible under the former New Freedom program are now eligible under the Enhanced Mobility Program (§ 5310). More information about these programs is provided in Section 5: Resources starting on page 26.)

Health Care Reform in Oregon

A growing body of evidence supports the connection between successful health outcomes and access to affordable and appropriate transportation options; that there is synergy between health and transportation availability.

Oregon is carrying out a significant change to provide health care services for people who receive health care coverage under the Oregon Health Plan (Medicaid) by creating Coordinated Care Organizations (CCO). As described by the Oregon Health Authority:

Coordinated Care Organizations are replacing managed care organizations, mental health organizations, and dental care organizations for Oregon Health Plan members. The CCO's will focus on improved wellness, prevention, and integration of behavioral and physical health care. These local health entities will deliver health care and coverage for people eligible for the Oregon Health Plan (Medicaid), including those also covered by Medicare. Coordinated Care Organizations are a new way of doing business for the Oregon Health Authority. They will be the umbrella organizations that govern and administer care for OHP members in their local communities.

CCO's must be accountable for health outcomes of the population they serve. They will have one budget that grows at a fixed rate for mental, physical, and ultimately dental care. CCO's will bring forward new models of care that are patient-centered and team-focused. They will have flexibility within the budget to deliver defined outcomes. They will be governed by a partnership among health care providers, community members, and stakeholders in the health systems that have financial responsibility and risk.

Although relationships and agreements have yet to be established, it has been determined that CCO's must offer transportation to persons eligible for that benefit under the Oregon Health Plan. Managers of Oregon's network of transportation Call Centers agree that the goal of CCO's to reduce health care costs is good for the state. However, at present, neither the Oregon Health Authority nor the proposed CCO's have a clear understanding what moving responsibility for Non-Emergency Medical Transportation (NEMT) to CCO's means for the current transportation network and system.

The *RideSource* Call Center (RSCC) is one of eight regional call centers currently within Oregon that handle transportation services for Medicaid recipients through an agreement with the Oregon Health Authority. Unique to the RSCC are features that offer a comprehensive approach to coordinating local transportation services:

- Approved cost allocation methodology
- Cost sharing and integration of human service transportation
- Personal in-the-home interviews by trained Transportation Coordinators from Senior and Disabled Services (S&DS) and Alternative Work Concepts (AWC)
- Interagency collaboration with Case Managers
- Innovative program development using a community care model
- Sophisticated application of technology and software

Development of the *RideSource* Call Center has been the overarching strategic and accountability model for coordinating transportation services for older adults and people with disabilities in Lane County. In essence, the RSCC serves as a one-call center for different transportation services using an assortment of resources and providers. Since 2008, the

RideSource Call Center has provided Non-Emergency Medical Transportation (NEMT) for people eligible under the Oregon Health Plan. Under Oregon's emerging CCO structure, these newly formed entities will now be primarily responsible for NEMT transportation.

While the RSCC is well positioned to continue providing NEMT transportation, there is no guarantee that the local CCO will choose to use the Call Center. This has the potential of undermining efforts to provide a single location from which to coordinate transportation services for people who are eligible for and/or utilize multiple transportation programs. The initial transition is scheduled to occur by July 1, 2013.

For more information about the transition of NEMT to CCO's, refer to Attachment 1: Health System Transformation (HST) in Oregon - Non-Emergent Medical Transportation Policy Recommendations.

LTD Accessible and Customer Services

LTD has changed its internal structure to better align the work of Accessible Services and Customer Services staff. Already this change has revealed new ideas for improving service to customers and better coordination of services for older adults, people with disabilities, and persons of low income. For example, integrated improvements to the data management system and co-location at the downtown Eugene Station of staff responsible for LTD's Not-for-Profit, Reduced Fare, and other programs that offer assistance to these groups.

LTD has two discount fare programs aimed at providing lower cost fixed-route public transportation:

EZ Access Half-Fare and Honored Rider Programs: LTD's EZ Access program provides free fares to customers age 65 and older, and half-price discounted bus fares to customers with disabilities. The latter is in accordance with and exceeds the FTA half-fare requirements.

Private Not-for-Profit Agency Program: The District offers private, not-for-profit agencies the opportunity to purchase LTD fare media at a 50 percent discount. This discount is granted in recognition of a community need for transportation services for low-income individuals and families who are working with an agency(s) to seek employment, housing, and medical services.

At present these programs are managed separately and without a communication or data connection to other services such as in person assessments, transit training and host services, and ADA paratransit. Now is a great time to build upon and improve coordination across a wider spectrum of services and make better connections with the people who need and use a variety of these options.

A comprehensive evaluation of LTD's fare-based programs will be conducted with oversight and accountability incorporated into the overall management of the collection of services referenced in the Lane Coordinated Plan.

Section 2: Transportation for Veterans and Military Families

Transportation Needs of Oregon Veterans

This summary from the *Legislative Task Force on Veterans' Transportation Final Report October 2010*, follows the work conducted at the State level to identify the transportation needs of Oregon veterans:

In 2008, Governor Ted Kulongoski commissioned the Governor's Task Force on Veterans' Services with the mission of identifying issues facing Oregon veterans and providing recommendations to improve service delivery to those veterans. During its work, the Task Force traveled to 24 cities throughout the state and met with more than 500 veterans. In every city the Task Force visited, veterans identified lack of transportation to and from VA medical appointments as a major barrier to veterans receiving their earned benefits.

In response, the Governor's Task Force recommended that the 2009 Legislature create a task force on veterans' transportation that could more deeply examine the current veterans' transportation system and provide recommendations for enhancements that would meet the concerns of Oregon veterans. The Legislature passed Senate Bill 98 creating the Legislative Task Force on Veterans' Transportation.

The Task Force made a number of recommendations. During the course of its work, the Task Force was cognizant of Oregon's current economic crisis and noted that it worked diligently to provide recommendations with the least amount of fiscal impact. And, it acknowledged that transporting veterans did have a cost. The goal of the Task Force was to recommend creative ways to leverage existing resources to meet veteran transportation needs, as well as find creative financing through existing federal monies (such as VA mileage, grants, pilot projects, etc.) to establish a consistent and efficient veteran medical transportation system in Oregon.

For a full copy of the report refer to Attachment 2: Legislative Task Force on Veterans' Transportation Final Report October 2010.

Veterans Transportation Initiative

President Obama called on Federal agencies to support veterans and military families through a coordinated network of support systems. Staff members of the Federal Interagency Coordinating Council on Access and Mobility (CCAM), which includes the U.S. Departments of Transportation, Veterans Affairs (VA), Labor, and Health and Human Services worked with the Defense Department's Office of Wounded Warrior Care and Transition Policy to move this initiative forward.

CCAM acknowledges that:

Access to reliable and affordable transportation is an essential ingredient to empower today's service members, veterans, and their families to participate fully and successfully in their communities and achieve economic stability. Many families are struggling to meet mobility needs with one or more family members deployed overseas. Moreover, our fighting forces returning from overseas face a range of physical, mental health, and economic challenges that directly affect their families as they strive to rejoin their communities.

A new Veterans Transportation and Community Living Initiative (VTCLI) focused on these challenges:

- Support the creation or expansion of community-based "one-call" transportation centers and mobility management strategies to include veteran and military family-directed resources;
- Target outreach efforts to the military and veteran communities through veterans service organizations and military family support organizations; and
- Provide technical assistance to selected communities to improve awareness, effectiveness, and coordination of existing transportation resources.

Under this initiative, LTD has been awarded a capital grant to replace and augment the 25-year-old communications structure and systems used in the RideSource Call Center with current technology. The software system is being replaced to (1) ensure seamless interaction with modern software technologies, (2) allow for growth and adding new services, and (3) take into account significant data security needs for privacy and asset protection. A new telephone system with advanced capabilities will replace the old service. Along with the capital elements of the project, a Work Group has convened to explore transportation options and choices for local veterans and military families.

Transportation for Lane County Veterans

LTD teamed up with Lane County Veteran's Services to offer transportation to and from VA medical and Lane County Veterans Services appointments. Funding from LTD's Accessible Services Fund was reprogrammed to pay and arrange for trips through the RideSource Call Center.

In calendar year 2010 (before starting the Veterans' Transportation Program), 76 veterans made a total of 548 one-way trips for total average of 45 trips per month through the RideSource Call Center. Service was incidental with no special attempt to identify veterans within the system or to promote transportation specifically to veterans. Transportation is now offered to veterans for medical and local Veteran's Services appointments at no cost. Non-veteran family members needing to get to service appointments also can use the service. Veterans are now identified and can get rides through this and other programs offered through the Call Center.

Over the last six months (April 1 through September 30, 2012) 543 one-way trips have been provided. Most but not all trips are local. This chart shows trips by destination:

Number of One-Way Trips to Veterans by Facility from April through September 2012

Trip Destination	April	May	June	July	August	September	Total
VA Clinic	48	35	46	45	36	44	254
VA Mental Health	18	21	20	28	30	49	166
McDonald's Rest (VA bus stop)	6	10	5	9	6	10	46
Veterans Counseling	8	10	8	6	5	4	41
VA Hospital Roseburg, OR	2	2	2	6	10	0	22
VA Services of Lane County	0	0	2	4	3	2	11
VetLift (Homeless services)	0	0	0	0	0	1	1
VA Hospital Portland, OR	0	0	1	0	0	0	1
VA Hospital Walla Walla, WA	0	1	0	0	0	0	1
VA Community Counseling	0	0	0	0	0	0	0
	82	79	84	98	90	110	543

This chart shows trips by transportation program type:

Number of One-Way Trips to Veterans by Program Type from April through September 2012

Program Type	April	May	June	July	August	September	Total
RideSource ADA	52	38	37	45	29	18	219
Non-Emergency Medical Transportation (NEMT)	24	24	22	24	20	36	150
Community Non-Medical	0	0	0	0	2	6	8
Vets Transportation	6	17	25	29	39	50	166
	82	79	84	98	90	110	543

This update to the Plan responds directly to the Task Force on Veterans' Transportation recommendation to:

Ensure that transportation for veterans is included in all local Public Transit-Human Services Coordinated Transportation Plans

To further improve coordination and follow-up on other Task Force recommendations veterans are identified during initial contact and follow-up interviews by Transportation Coordinators with the goal of making sure that veterans are aware of transportation options available in the area.

On November 10, 2012, LTD participated in the 2012 Lane County Stand Down:

Stand Down was a term first used to describe the relief of a military unit on the front lines. By moving the unit to the comparative safety of the rear, it could rest, eat hot food, train, and re-equip before going back into action.

Today, Stand Down is the annual celebration where local veterans are exposed to a variety of exhibits, and programs, many of which are unknown by the average veteran. A Stand Down operates at several levels; for Veterans and their families, a variety of programs from the VA, local support organizations, and fraternal organizations are exhibited and; for veterans who are homeless, there are basic services, haircuts, clothes, and a hot meal.

Section 3: Needs Assessment and Local Planning

Needs Assessment

Senior and Disabled Services (S&DS) a division of the Lane Council of Governments periodically conducts research in conjunction with their responsibility as the Area Agency on Aging:

Between December 1, 2010 and January 1, 2011, LCOG Senior & Disabled Services distributed 4,649 surveys to adults who were at least 60 years of age and resided in Lane County. There were 1,027 useable surveys returned. As a result of the return rate, this survey meets a 99 percent confidence level with an error rate of +/- 4 percent. The survey explored the views of adults meeting the age requirements regarding housing, in-home support needs, transportation, health and nutrition, financial security, and care giving.

Key findings in the area of transportation are:

- Older adults who live alone have a greater need for accessible/specialized transportation services. Sixteen percent of survey respondents reported needing accessible/special transportation. Nearly 60 percent of these individuals live alone.
- Seven percent of survey respondents reported being unable to shop for groceries, and out of this group, 71 percent live by themselves.
- Non-medical transport continues to be an issue. Many low income seniors cannot afford to pay for their own transportation needs which leaves them socially isolated.

Within their report, S&DS highlighted these actions to improve transportation:

- Continue coordination between S&DS and LTD to utilize a fully integrated transportation model to assess the transportation needs of older adults and people with disabilities.
- Utilize the Aging and Disability Resource Connection to inventory existing transit services and analyze accessibility, cost, and transit utilization to fully explore existing transportation and identify gaps in services.
- Advocate for and identify potential community partners that provide transportation to rural and socially isolated seniors.
- Advocate for the continued creation of public transportation services and pedestrian-friendly environments for older adults and people with disabilities.

- Advocate for expansion of transportation services that make shopping, recreation opportunities, and essential services available to those who need it

Lane Transit District also conducts research. LTD uses origin and destination surveys to ask riders about various elements of LTD fixed-route service that is not working for them and where they would like to see improvements. A new survey was conducted in October 2011. An on-board survey was administered to riders on a random sampling of LTD buses. Surveyors provided self-administered questionnaires to every rider on those runs.

The report presents results of a survey of 6,647 LTD passengers. The survey tracks many of the same factors addressed in previous surveys conducted since 1999. A significantly revised questionnaire was utilized in 2011 to provide expanded origin/destination information.

This question was new to the survey:

What type of assistance, if any, did you need to use the bus today?

These follow-up options were provided:

- No assistance
- Lift/Ramp
- Stop announcements
- Driver assistance
- Travel training
- Personal assistance
- Service Animal
- Other: fill in the blank

Other questions like, “In the past 30 days, how well has LTD met your transportation needs,” helped identify specific needs of riders who reported needing some assistance when using the bus. Here are some of the findings reported by CJI Research:

Of all LTD riders, 4.8 percent indicated that they needed some type of assistance in using the bus on the day of the survey. Conversely, of course, this means that 95.2 percent did not need assistance. While relatively few riders need assistance, some of those, particularly those in need of travel training, those who use service animals, and those who require a personal assistant, all have very small subsamples within the study.

Among those who needed assistance, the most common need is for bus stop announcements (2.2%). The second most common need is for a lift or ramp to board the bus (1.7%). The needs vary among the rider segments. For example, those who ride only occasionally, from one to three days a week, are more likely to need a lift or ramp, while those who ride seven days a week are more likely to rely on stop announcements.

Do those who need assistance feel that their needs are being met? Generally, the answer was yes. However, there were some exceptions. Those who need a lift or ramp to board a bus were more likely than others to say that their needs were not being met very well. Specifically, 6 percent gave a rating of one, and another 17 percent gave a rating of two, for a total of 23 percent giving a negative rating. This compares to only 10 percent of the total LTD sample who gave such low ratings. Although the subsample is extremely small ($n = 27$), those who rely on a service animal appeared to give the most negative rating of all in terms of their needs being met. A total of 51 percent of this small group gave a rating of only one or two, more than five times the negativity of the total sample.

Of course, these are perceptions, and this result does not mean that LTD is not doing all it can to meet the needs of those who need assistance. However, the results may indicate a need to further examine these aspects of service to those needing assistance. In spite of the relative dissatisfaction in terms of having their needs met by current LTD service, those who need special assistance actually are more likely than others to indicate that they are likely to use LTD more often in 2012 than they were in 2011. It is unclear from the data why this specific sub-population would expect to use LTD more rather than to the same extent they now use it.

With the exception of those who needed a lift or ramp to board the bus, most of those who indicated a need for assistance tended to follow the same general age profile as the total ridership. Those who needed a lift or ramp to board the bus, however, tended to be older than the norm for other riders. Of those who needed a lift or ramp, 40 percent were over 60 years of age compared to only 6 percent of the total ridership sample. Those who required driver assistance also were more likely than others to be over 60 years of age (12%), but the difference is much less than for those who required a lift or ramp.

The other groups, however, were similar in profile to the general ridership in terms of age. For example, of those who rely on stop announcements, 37 percent were under 20 years of age compared to 33 percent of the total ridership.

Such findings provide insight into the service needs and satisfaction of current LTD riders who say they need some type of assistance and illuminates system characteristics that are important to these older adults and younger people with disabilities.

Looking at age in general:

LTD ridership tends to fall in a relatively younger, economically active age group. That is, riders are primarily employed or preparing for employment. In 2011, only 6 percent of all LTD riders were over 60 years of age. However, this is 2 percent higher than in 2007 and 2004. The increase may have to do with the fact that the baby-boomers are entering their 60s and constitute a larger proportion of the population.

Riders were asked to rate the importance of a wide variety of potential service improvements and then to select those most important to them personally. While not appreciably different, there

were some slight variations between the expressed preferences of riders needing assistance compared to the general ridership.

Top ranked improvements for riders needing assistance were:

1. More frequent weekend service
2. Schedule information at more bus stops
3. Later evening service
4. More bus stop seating
5. More frequent weekday service

For total ridership the ranking went like this:

1. Later evening service
2. More frequent weekend service
3. Schedule information at more bus stops
4. More frequent weekday service
5. More bus stop shelters

Local Planning

The Lane Livability Consortium is a collaborative effort focused on identifying opportunities and connections with core regional plans primarily in the areas of land use, transportation, housing, economic development, and public health. The Consortium is working under a Sustainable Communities Regional Planning Grant starting in 2011 and finishing in 2014.²

Lane Livability conducted an assessment of regional planning efforts and held a community planning workshop to find ways to increase interagency collaboration. Plans were identified and reviewed in the core areas of interest. The Lane Coordinated Plan was included in the review. (For a copy of the review, refer to Attachment 3: Plan Summary: Lane Coordinated Public Transit-Human Services Transportation Plan by the Lane Livability Consortium.)

The Lane Coordinated Plan is one of a multitude of plans addressing specific issues or geographic areas. The Consortium offers that there are many opportunities to better connect and leverage the goals and strategies embodied in local plans. And, that there are “cross-cutting” issues that should be recognized amongst planning professionals. By providing a regional forum,

² The project is funded through a grant from the U.S. Department of Housing and Urban Development (HUD) and contributions of local partner agencies.

the Lane Livability Consortium provides an opportunity to expand the planning context of the Lane Coordinated Plan.

Section 4: Coordination Practices and Projects

Coordination Practices

As noted in the 2009 Lane Coordinated Plan (pages 1-5 and 1-6):

From the 1970s to the mid-1980s, a number of administrative and service changes within local public transit and human services laid the groundwork for the expansion of a human services transportation network. During this period, a protracted economic recession in Lane County forced the consolidation of services through coordination and cost savings measures.

The coming together of a consortium of small, human services agencies to pool resources and make agreements to use Dial-a-Ride service rather than competing with each other for limited grant dollars was a significant development. These individual agencies no longer had to purchase and maintain their own vehicles, employ driving staff or obtain insurance. The foundation of that enterprise is present today in the RideSource program that includes multiple relationships, contracts, and understandings that represent 25 years of coordination between public transportation and human service agencies in Lane County.

Cost savings through grouped purchasing, cost sharing, ride sharing, and creating economies of scale are the underpinnings of these core practices:

- One-Call Center with multiple transportation providers
- Consolidated vehicle purchasing and equipment acquisition
- Consolidated fleet management and vehicle preventive maintenance
- Cost sharing agreements
- Ride sharing

Matching a person's needs and capabilities with the most appropriate and least cost service available, reducing service duplication, reaching beyond the metro area, and offering a range of options through a single contact happens through:

- One-Call Center with a variety of transportation services
- Personalized evaluation of transportation needs and capabilities
- Interagency partnerships
- Rural and small city services

Linking Needs and Priorities with Practices and Projects

A number of unmet transportation needs were identified in the 2009 Lane Coordinated Plan (pages 5-1 through 6-3). Generally, these fell into the following categories:

1. Un-served or underserved areas (service not available where it is needed)
2. Lack of availability (service not available when it is needed)
3. Unconventional services (people need services different than traditional fixed route and paratransit)
4. Affordability (cost of public transportation is difficult for some)
5. Lack of awareness (need additional information about transportation services)
6. Training (need assistance using transportation services)

These priorities were established in the 2009 Lane Coordinated Plan (pages 6-4 and 6-5) to help guide the selection of projects. The wording was updated to maintain relevancy:

First Priority: Maintain sustainable service levels of viable operations – ensure transportation services and connections remain at a sustainable level for people who depend on public transportation services in Lane County.

Second Priority: Respond to growth within existing services – Allow for measured increases where demand points to an unmet need within the available resources.

Third Priority: Respond to emerging community needs – Take action on opportunities to optimize coordination, develop new partnerships and to accommodate newly identified transportation needs and gaps.

For the period of July 1, 2011 through June 30, 2013, a variety of transportation projects were supported. All were considered high priority projects because of helping to maintain the established transportation service network. Projects dealt with a previously identified service need and contributed to an integrated service approach.

The following table connects service needs and system goals with coordination practices or strategies and specific projects:

Need	Practice (Strategy)	Project Description
<ul style="list-style-type: none"> • Maintain and improve transportation services throughout Lane County • Manage costs 	<ul style="list-style-type: none"> • Consolidated vehicle purchasing • Cost sharing agreements • Ride sharing • Interagency partnerships 	<p>Replacement Vehicles – LTD buys and then leases accessible vehicles to non-profit and for-profit businesses and local government agencies that serve older adults or people with disabilities and operate in Lane County. These agencies include:</p> <ul style="list-style-type: none"> • Special Mobility Services (RideSource and Oakridge) • South Lane Wheels (Cottage Grove/Creswell) • River Cities Taxi (Florence) • Willamalane Senior Center • City of Eugene – Hilyard Community Center Adaptive Recreation Program
<ul style="list-style-type: none"> • Maintain and improve transportation services throughout Lane County • Manage costs 	<ul style="list-style-type: none"> • Consolidated fleet management and vehicle preventive maintenance • Cost sharing agreements • Interagency partnerships 	<p>Vehicle Preventive Maintenance (PM) – This covers some costs for preventive maintenance for the fleet of accessible vehicles that serve older adults and people with disabilities in Lane County. These agencies include:</p> <ul style="list-style-type: none"> • Special Mobility Services (RideSource and Oakridge) • South Lane Wheels (Cottage Grove/Creswell) • River Cities Taxi (Florence)

Need	Practice (Strategy)	Project Description
<ul style="list-style-type: none"> • Unconventional services • Unique needs and circumstances associated with mental health issues and disability 	<ul style="list-style-type: none"> • Interagency partnerships 	<p>Mental Health Transportation - White Bird Clinic (WBC) is a crisis intervention, mental health counseling and information and referral center. The Counseling Program serves adults on the Oregon Health Plan (Medicaid). Grants fund low-income and homeless individuals. WBC arranges transportation primarily to mental health treatment and other essential activities.</p>
<ul style="list-style-type: none"> • Lack of awareness • Training • Manage costs 	<ul style="list-style-type: none"> • One-Call Center with a variety of transportation services • Personalized evaluation of needs and capabilities • Interagency partnerships 	<p>Transit Training & Hosts – Alternative Work Concepts (AWC) provides one-on-one training on how to effectively use TheBus! and EmX. AWC employs Transit Hosts who assist with prescheduled transfers, support training activities, and provide ride and schedule information at the downtown Eugene Station each weekday. AWC also conducts in person visits to evaluate transportation needs and capabilities. Transitions riders from paratransit to fixed-route</p>
<ul style="list-style-type: none"> • Meet demand for Americans with Disabilities Act (ADA) complementary paratransit service 	<ul style="list-style-type: none"> • One-Call Center with multiple transportation providers • Ride sharing • One-Call Center with a variety of transportation services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships 	<p>RideSource ADA – This is curb-to-curb service within the metro area for people unable to use regular bus service (some or all of the time) because of a disabling condition. RideSource ADA meets ADA requirements. It is operated by Special Mobility Services, Inc. a non-profit agency. Transportation Coordinators from Alternative Work Concepts and Senior and Disabled Services (S&DS) make in person evaluations to determine eligibility. S&DS is a division of the Lane Council of Governments and the local Area Agency on Aging.</p>

Need	Practice (Strategy)	Project Description
<ul style="list-style-type: none"> • Unconventional services – riders need assistance with packages • Affordability • Manage costs 	<ul style="list-style-type: none"> • Ride sharing • One-Call Center with a variety of transportation services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships 	<p>RideSource Shopper – The Shopper is a low cost, once a week neighborhood shopping shuttle operating within the metro area. The driver assists people with their groceries and packages. It is operated by Special Mobility Services, Inc. a non-profit agency. Transportation Coordinators from Alternative Work Concepts and Senior and Disabled Services make in person evaluations to determine eligibility.</p>
<ul style="list-style-type: none"> • Un-served or underserved areas • Unconventional services – riders need high level of assistance in order to travel 	<ul style="list-style-type: none"> • One-Call Center with a variety of transportation services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships • Rural and small city services 	<p>Volunteer Escort – This is a door-through-door service for people who need a high level of assistance and do not have other transportation options. Special Mobility Services (SMS), Senior and Disabled Services, and the Senior Companion Program all participate in the support and recruitment of volunteers. Volunteer drivers using their own cars receive a per mile reimbursement. SMS volunteers often use agency vehicles. The program serves older adults and people with disabilities throughout Lane County. Transportation Coordinators from Senior and Disabled Services make in person evaluations to determine eligibility.</p>

Need	Practice (Strategy)	Project Description
<ul style="list-style-type: none"> • Unconventional services – parents with disabilities who have young children need transportation support to help optimize child development 	<ul style="list-style-type: none"> • Cost sharing agreements • Ride sharing • One-Call Center with a variety of transportation services • Interagency partnerships 	<p>Pearl Buck Center (PBC) Preschool Transportation – PBC’s preschool program is designed to support parents with disabilities and foster optimal development in their children. Most children whose parents have special needs are born with the potential for average and above-average intelligence. Preschool transportation is a shared cost, dedicated service offered through the RideSource Call Center and the children do better when they are able to participate regularly.³</p>
<ul style="list-style-type: none"> • Unconventional services • Manage costs 	<ul style="list-style-type: none"> • Cost sharing agreements • Ride sharing • One-Call Center with a variety of transportation services • Interagency partnerships 	<p>Transportation to Work for Persons with Developmental Disabilities – Transportation for eligible individuals that get vocational benefits through Lane County Developmental Disabilities Services. This is shared cost service offered through the RideSource Call Center. Service is managed through an intergovernmental agreement with the Oregon Department of Human Services.</p>
<ul style="list-style-type: none"> • Unserved or underserved areas 	<ul style="list-style-type: none"> • Consolidated vehicle purchasing • Consolidated fleet management and vehicle preventive maintenance • Ride sharing • Interagency partnerships • Rural and small city services 	<p>South Lane - The non-profit agency, South Lane Wheels (SLW) provides local Dial-a-Ride services that are open to the general public in Cottage Grove, Creswell, and surrounding rural areas. SLW takes people into Eugene and Springfield for medical appointments and is a provider for the RideSource Call Center. The agency also operates a local shuttle supported by the City of Cottage Grove and the Rural General Public Program for areas with a population less than 50,000.</p>

³ This is a long-standing relationship established when PBC agreed to join a newly created transportation consortium. In 1992, the Lane Council of Governments (under the direction of LTD) submitted the first coordinated vehicle grant applications thereby consolidating ownership of vehicles and oversight of services.

Need	Practice (Strategy)	Project Description
<ul style="list-style-type: none"> • Un-served or underserved areas • Unconventional services – riders need high level of assistance in order to travel 	<ul style="list-style-type: none"> • Consolidated vehicle purchasing • Consolidated fleet management and vehicle preventive maintenance • Ride sharing • Interagency partnerships • Rural and small city services 	<p>West Lane – The Rhody Express is a local shuttle service within the City of Florence that is operated by River Cities Taxi. The shuttle is supported by the City of Florence and the Rural General Public Program for areas with a population less than 50,000. River Cities Taxi is also a provider for the RideSource Call Center.</p>
<ul style="list-style-type: none"> • Un-served or underserved areas 	<ul style="list-style-type: none"> • Consolidated vehicle purchasing • Consolidated fleet management and vehicle preventive maintenance • Ride sharing • Interagency partnerships • Rural and small city services 	<p>East Lane – Service for the community of Oakridge includes demand response service as a provider for the RideSource Call Center and an intercity shuttle called the Diamond Express, both operated by Special Mobility Services. The Diamond Express makes three runs each weekday between Oakridge and the metro area as an intercity connection and is open to the general public. The midday run provides curb-to-curb assistance in the metro area to better serve older adults and people with disabilities. It is supported by the City of Oakridge and the Intercity Passenger Program that connects communities with a population of 2,500 to the next larger market economy and to other transportation services.</p>
<ul style="list-style-type: none"> • Unconventional services - short term transportation intervention 	<ul style="list-style-type: none"> • One-Call Center with a variety of transportation services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships • Rural and small city services 	<p>Crucial Connections - Transportation to relieve an immediate (non-emergency) or evolving situation when no other transportation option can be identified; offers quick relief to allow time to formulate long-term resolution. Crucial Connections pays for a limited number of trips that are situation specific. Service involves cooperation with human service workers and creative problem-solving.</p>

Need	Practice (Strategy)	Project Description
<ul style="list-style-type: none"> • Lack of awareness 	<ul style="list-style-type: none"> • One-Call Center with a variety of transportation services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships 	<p>Veterans Services Transportation – Transportation for veterans to get to VA medical and local Veteran’s Services appointments at no cost. Non-veteran family members needing to get to service appointments can also use the service.</p>
<ul style="list-style-type: none"> • Un-served or undeserved areas • Unconventional services • Lack of awareness 	<ul style="list-style-type: none"> • Cost sharing agreements • One-Call Center with a variety of transportation services • Personalized evaluation of needs and capabilities • Interagency partnerships 	<p>Mobility Management and Service Coordination – In person (most often in the home) transportation assessments to determine the transportation needs and capabilities of older adults, people with disabilities and people with low incomes. Transportation Coordinators from Alternative Work Concepts and Senior and Disabled Services make these evaluations. Results are recorded in a centralized database - TAMS</p>
<ul style="list-style-type: none"> • Unconventional services • Manage costs 	<ul style="list-style-type: none"> • One-Call Center with multiple transportation providers • Cost sharing agreements • One-Call Center with a variety of transportation services • Interagency partnerships 	<p>Medical and Community Non-Medical Transportation under Medicaid – The RideSource Call Center administers two Medicaid programs: (1) Non-Emergency Medical Transportation (NEMT) and (2) Community Non-Medical transportation. Medicaid NEMT is for people who qualify for Oregon Health Plan (OHP) Plus medical coverage. In addition, some non-medical trips are arranged for Medicaid recipients who have a qualifying care plan that is managed through a Senior and Disabled Services Case Worker. The latter is based on a cost sharing agreement between LTD and the Oregon Department of Human Services.</p>

Need	Practice (Strategy)	Project Description
<ul style="list-style-type: none"> • Unconventional services • Manage costs 	<ul style="list-style-type: none"> • One-Call Center with multiple transportation providers • Cost sharing agreements • Ride sharing • One-Call Center with a variety of transportation services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships • Rural and small city services 	<p>Lane County Coordination – The <i>RideSource Call Center System Improvement</i> project is a necessary upgrade to call taking, scheduling, and dispatch systems. This project involves replacing and augmenting a 25 year old structure and systems with current technology. LTD determined the software system must be replaced for effective operations and continuity to (1) ensure seamless interaction with modern software technologies, (2) allow for growth and adding new services, and (3) take into account significant data security needs for privacy and asset protection.</p>

Section 5: Resources

Funding Sources

There is a mix of federal, state, and local funds that pay for transportation projects that help meet mobility needs of older adults and people with disabilities and are managed through LTD's Accessible Services Fund.

Money coming from these federal programs is anticipated over the next two to three years.

Older Americans Act – Senior and Disabled Services (S&DS) is the local Area Agency on Aging and is authorized by the Older Americans Act to receive funds to develop, coordinate, and arrange for services. Older Americans Act programs serve older adults and adults with disabilities, age 18-64. Transportation remains a priority in the Area Plan and there is an annual allocation that supports Volunteer Transportation.

§5310 Enhanced Mobility of Seniors and Individuals with Disabilities - This program is intended to enhance mobility for older adults and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. For more information, refer to Attachment 4: Fact Sheet: Enhanced Mobility of Seniors and Individuals with Disabilities Section 5310, U.S. Department of Transportation, Federal Transit Administration.

§5311 Formula Grants for Rural Areas – This funding goes to States for the purpose of supporting public transportation in rural areas with population of less than 50,000. For more information, refer to Attachment 5: Fact Sheet: Formula Grants for Rural Areas Section 5311, U.S. Department of Transportation Federal Transit Administration.

§5316 Job Access Reverse Commute - The purpose of the JARC program is to fund local programs that offer job access services for low-income individuals. Mobility management activities are eligible under JARC. While the §5316 JARC program has been repealed under MAP-21, LTD has funds from previous years that will be dedicated to projects that meet formerly established program criteria. For more information, refer to Attachment 6: Fact Sheet: Program Consolidation, U.S. Department of Transportation Federal Transit Administration.

§5317 New Freedom - The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. The New Freedom Program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the ADA. While the §5317 New Freedom program has been repealed under MAP-21, LTD has funds from previous years that will be

dedicated to projects that meet formerly established program criteria. For more information, refer to Attachment 6: Fact Sheet: Program Consolidation, U.S. Department of Transportation Federal Transit Administration.

Medicaid Non-Emergency Medical (NEMT), Community Transportation and Vocational Transportation for Persons with Developmental Disabilities - NEMT is a benefit for some people who are eligible for Medicaid to make sure that they can get to covered medical appointments and treatment. In Oregon, people who qualify for Oregon Health Plan (OHP) Plus medical coverage and do not have any other transportation are provided with the least cost, most appropriate transportation option available. Oregon is known for having developed community-based residential options under Medicaid using *waivered services* as an alternative to nursing home placements. Transportation for trips other than to medical services is provided as an important support service for community-based housing choices. Under a different type of waiver program for eligible individuals with developmental disabilities transportation to and from work is provided. These latter two programs are under cost sharing agreements with local matching resources covering approximately 50 percent of the full cost of these trips.

The sole dedicated resource from the State of Oregon to support public transportation comes from the Special Transportation Fund for the Elderly and People with Disabilities (STF):

Special Transportation Fund - Agencies designated by statute (transportation districts, county governments, and Native American tribal governments) are given an annual formula-based allocation from the cigarette tax and other state resources approved by the Legislature that go into the Fund. This money often is used as local match for federal grants. A portion of the STF funds that are allocated for Lane County are dedicated to projects that operate within LTD's service district (In-District), and the remaining funds are distributed to providers who operate outside of LTD's service district (Out-of-District). On a bi-annual basis, there typically are discretionary grant funds that also are available from this program.

Other resources include fares collected from passengers, local contributions from small cities and agencies to support specific projects of interest, and a significant contribution from the LTD General Fund. These local revenues help pay for ADA complementary paratransit and associated services and meet local match requirements for federal and state grants, as needed.

The following charts show revenues and project budgets for FY 12 and FY13 from LTD's Accessible Services Fund:⁴

⁴ LTD's Medicaid Fund revenue and expenses and capital projects are not included.

Accessible Services Fund Two Year Revenue Budget for FY12 and FY13

Revenue	FY12 Actual	FY13 Budget
Older American Act	10,222	10,200
§5310 Enhanced Mobility	1,136,784	1,460,300
§5311 Formula Grants for Rural Areas	142,382	154,900
§5316 Job Access Reverse Commute	187,838	91,500
§5317 New Freedom	15,588	152,000
Medicaid Non-Emergency Medical (NEMT)	28,382	0
Developmental Disabilities Services	430,979	488,300
Special Transportation Fund	585,708	473,000
Fares	317,948	319,500
Small City - Florence and Oakridge	40,000	41,800
Agency - Pearl Buck Center	52,700	48,500
LTD General Fund	1,906,946	2,563,300
Total	\$ 4,855,477	\$ 5,803,300

Accessible Services Fund Two Year Project Budget for FY12 and FY13

Project	FY12 Actual	FY13 Budget
Vehicle Preventive Maintenance	164,580	180,500
Mental Health Transport - White Bird Clinic	79,466	86,600
Transit Training & Hosts	122,188	130,000
RideSource ADA	2,754,779	3,525,000
RideSource Shopper	94,628	98,000
Volunteer Escort	88,769	128,500
Pearl Buck Preschool	143,825	152,000
Developmental Disabilities Services	702,760	700,000
South Lane - Cottage Grove	94,779	104,000
West Lane - Florence	156,323	172,000
East Lane - Oakridge	183,852	188,000
Lane County Coordination	29,439	45,000
Crucial Connections & Veterans	2,973	18,200
Mobility Mgt & Service Coordination	237,116	275,500
Total	\$ 4,855,477	\$ 5,803,300

Section 6: Public Review and Comments

Community Outreach Prior to Public Comment:

September 18, 2012 – Presentation of Plan Update process to LTD Accessible Transportation Committee; information item.

November 5, 2012 – Presentation of Draft Plan Update to Housing Policy Board; information item.

November 7, 2012 – Presentation of Draft Plan Update to United Way Advisory Committee and Human Services Network; information item.

November 12, 2012 – Presentation of Draft Plan Update to LTD Board of Directors; information item.

January 10, 2013 – Presentation of Draft Plan Update to Metropolitan Policy Committee; information item.

January 15, 2013 – Update on Draft Plan Update to LTD Accessible Transportation Committee; information item.

Outreach Activity – Public Hearing and Adoption

February 5, 2013 - Notice of Public Hearing printed in Eugene Register Guard; posted on LTD website; posted on LTD Facebook.

February 19, 2013 – Presentation and Public Hearing on Draft Plan Update at LTD Accessible Transportation Committee (ATC) meeting. A motion was made and ATC unanimously approved forwarding their recommendation that the LTD Board adopt the Plan.

February 20, 2013 – Presentation on Plan Update at LTD Board of Directors. Plan Update is adopted unanimously.

Public Comment

No input was received during the public comment period.