

Special Transportation Fund Advisory Committee (STFAC)
Friday, March 4th, 9:00am-12:00pm
ODOT Public Meeting Room, 123 NW Flanders (1st Floor)

Worksession Agenda

TIME	SUBJECT	TOPICS	Lead
9:00	Welcome	<ul style="list-style-type: none"> • Introductions • Agenda 	Jan Campbell, <i>STFAC Chair</i>
9:10	Coordinated Transportation Plan for Elderly and Disabled People: Overview	<ul style="list-style-type: none"> • Background • Work to date • Worksession goals and outcomes 	Susan Wright, <i>Kittelson and Associates</i>
9:30	<i>Break – Please move to discussion tables</i>		
9:45	Workshop Discussion	<ul style="list-style-type: none"> • Transportation needs, challenges and gaps • Geographic, regulatory and structural barriers • Ideas for new and innovated services 	Table Facilitators
10:45	<i>Break – Please move to discussion tables</i>		
11:00	Report Back	<ul style="list-style-type: none"> • Report main ideas from each discussion table 	Susan Wright
11:45	<i>Worksession Invitees Adjourned</i>		
11:50	STFAC Housekeeping	<ul style="list-style-type: none"> • Committee nominations 	Jan Campbell
12:00	<i>Adjourn</i>		Jan Campbell

COORDINATED TRANSPORTATION PLAN (CTP) FOR ELDERLY AND PEOPLE WITH DISABILITIES

Updated Chapter 4: Needs Assessment

The following provides updated draft text for Chapter 4: Needs Assessment in TriMet's CTP for Elderly and People with Disabilities. The draft text below reflects the information gleaned from the 2012 CTP, transit service provider surveys, and social service organization surveys. We will continue to gather input for the Chapter 4 draft during the March 4th STFAC worksession. At the following meeting on March 18th, we will use the information shared during the March 4th work session to develop strategic initiatives and strategies for the Chapter 5 - Strategic Assessment update of the CTP.

Transportation Service Needs

Considering the transportation needs and challenges of elderly people and people with physical and/or cognitive disabilities, please identify areas that have current unmet transportation needs or needs for new or improved transportation service.

- New transit services in areas without existing service
 - To/from Molalla, Hood River, and Warm Springs
 - Summertime service needed for the CCC Xpress Shuttle
 - For-hire service (taxis, Lyft, Uber) availability, especially in rural areas
- Improved transit services in areas with existing service
 - Additional frequency and extended (longer, evening, weekend) service hours are needed in many locations, including rural and suburban areas.
 - Specific locations that have identified needs are:
 - Mt. Hood Villages (Rhododendron, Government Camp)
 - Clackamas County (Boring, Oregon City, CCC, Clackamas Industrial Area)

- Washington County (Bethany, Aloha, River Terrace in Tigard, Villebois)
 - Multnomah County (East Columbia Corridor)
 - The need to add more frequent intercity connections such as:
 - Between Canby and Woodburn, Wilsonville and Oregon City.
 - The 99E corridor between Oregon City and Salem
 - Express bus service between Wilsonville WES and downtown Portland via TriMet Line 96 extension, connecting to Salem-Keizer Area Public Transit at SMART Central
 - New SMART Express Service between Wilsonville and the MAX Green Line
 - Canby to the MAX Green Line via Clackamas Community College
 - Meet dial-a-ride (DAR) service needs such as the STAR DAR service, rural DAR service, and reduce wait time for DAR services
- Need to improve “first” and “last” mile service
 - To/from urban and rural residential areas and to/from service businesses (health care, shopping, banks)
 - Minimize on-board vehicle time (especially for medical transport and those with significant care needs), more point to point transportation
 - Additional community/job connector shuttle services similar successful Grove Link and Tualatin Shuttle
 - Need to integrate last-mile services with demand-response service in suburban areas.
 - Meet transportation needs of riders living more than $\frac{3}{4}$ mile from a transit stop
- Need to eliminate or reduce service /geographic gaps
 - Close the gaps in LIFT/paratransit services as fixed routes service has been removed in rural areas

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

- Coordination/collaboration with house-call service for routine medical and life sustaining treatments like dialysis
- Provide additional flexibility for trips to/from medical and/or dialysis facilities
- Veteran medical service transportation (such as Vets Driving Vets)
- Mobility management
- Increase the number of personally owned vehicles (POV) volunteer rider service
- Explore the need for medical shuttles between key hubs (e.g. Sandy Senior Center) and medical facilities in greater Portland metro area and for persons who do not qualify for Medicaid medical rides

Infrastructure Needs

What are the current infrastructure needs for these population(s).

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

Coordination and Organizational Needs

What are the needs for improved coordination and organization between social service providers and transit providers?

- Need to continue to strengthen partnerships within and adjacent to service areas with such organizations as:
 - Transit providers: Ride Connection, Honored Citizen program, TriMet, LIFT, CAT, SCTD, SMART, SAM, SKT, Woodburn Transit (WTS), Mt. Hood Villages, CCC Xpress Shuttle, Oregon POINT, Amtrak
 - Counties, cities, state Departments of Transportation, and other public agencies
 - Community based organizations: senior centers, religious organizations, community centers, Canby Adult Center,
 - Social service partners
 - Medical partners such as hospitals and clinics
 - Other private partners
- Inter-agency coordination needs to be addressed, including:
 - Service expansions, improvements, and modifications
 - Service and schedule coordination (transfers between services in/out of service areas, route sharing)
 - Coordination of fare policies, fare sharing, fare technology and/or fare reciprocity between transit systems.
 - Coordination of vehicle maintenance and facilities
 - Coordination of and funding on projects that improve safety, service, and infrastructure.
 - Shuttle services, which take customers to fixed route (bus, rail) service on request.
 - Travel training and transportation options programs, including improved regional carpool matching program.
- Regular meetings between regional and local transportation providers and service agencies coordinators to discuss resources and services.
- Transportation co-operative programs with retirement communities to coordinate and share resources
- Acceptance of other paratransit providers ADA eligibility processes

- Possibly reduce number of transportation providers

Technology

What are the technology gaps in providing transportation services to meet the needs of these populations?

- Real-time information technology
- Electronic fare systems
 - Reloadable fare cards
 - Regional fare system
 - Common fare media
- Automatic stop announcement
- Automatic appointment reminders (calls, texts)
- “Texting” stops (rider notification system?)
- Ride scheduling technology
 - Software for to match customer needs and volunteer availability/ability in real-time
 - Dispatch technology
- Unified communication, web-based routing and scheduling systems across regional service providers for urban and rural trip planning and to communicate/share trips with other demand response providers or ADA services
- Finalization of rural transit providers GTFS data into Google Maps to help riders plan trips - SCTD is not currently in Google Maps
- No availability of LIFT trip status information access through IVR or web
- Technology designed for use on the Internet, phones, and mobile devices
- Cabbie-cam in all cabs, searchable and viewable from a central website.
- Volunteer ride connection software

Looking Ahead. This section sets the stage for carrying the discussion into the next steps of the planning process.

7. Ideas and Strategies: Are there any new or innovative strategies or ideas that we should consider to improve the existing transportation system for the elderly and people with physical and/or cognitive disabilities?

8. Is there anything else you'd like to add?

Thank You!

Please return this comment form to your discussion leader or the comment form box at the sign-in table.

Would you like to receive more information as this process continues? Yes No

Email: _____

Phone: _____

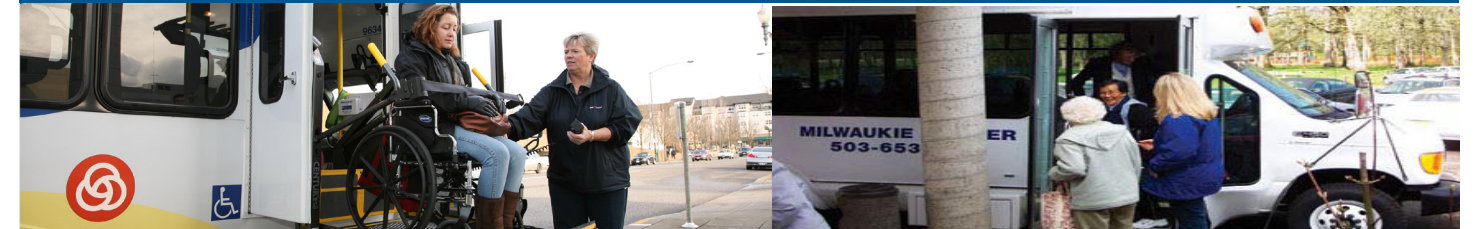
For more information about this process, please contact
Hannah Ritchie at RitchieH@TriMet.org or 503-962-4912

TriMet Coordinated Transportation Plan for Elderly and People with Disabilities

Comment Form

Friday, March 4th, 9am - 12pm

ODOT Public Meeting Room, 123 NW Flanders Street



Welcome!

Thank you for joining the Stakeholder Workshop to inform the 2016 update to TriMet's Coordinated Transportation Plan for Elderly and People with Disabilities.

The goals of this workshop are to:

- Articulate the transportation needs, gaps and challenges specific to older adults and people with physical and/or cognitive disabilities
- Identify geographic, regulatory and structural barriers to addressing these needs
- Share ideas for new and innovative services

Workshop invitees include transportation providers, community organizations, senior centers and human and health service agencies, providing a diverse representation of services and geographies. The outcome of this workshop will guide subsequent steps in the Coordinate Plan process, which include identifying strategies and solutions for addressing needs. This information will also serve as the basis and rationale for potential future applications for both federal and state funding sources.

Name: _____

Affiliation: _____

Please help ensure we are receiving balanced responses by providing the following information (optional):

Are you a transit service provider or a social service provider? (check all that apply)

Transit Service Provider: Social Service Provider: Other: _____

Are you a senior or person with a physical and/or cognitive disability? (check all that apply)

Senior: Physical: Cognitive:

Overview. *This section warms up the discussion by providing a lay of the land of the current transportation system.*

1. Current Situation: When thinking about the overall transportation system and services provided for the elderly and people with physical and/or cognitive disabilities, what is working?

2. Opportunities: When thinking about the current unmet needs or challenges for the elderly and people with physical and/or cognitive disabilities, what comes to mind?

Diving Deeper. *This section dives a little deeper into the different aspects of providing transportation service.*

3. Transportation Service: Considering the transportation needs and challenges of the elderly and people with physical and/or cognitive disabilities, please identify areas that have a need for new or improved transportation service.

4. Infrastructure and Associated Improvements (sidewalks, bus shelters, pedestrian crossings, curb cuts): What are the current infrastructure needs for the elderly and people with physical and/or cognitive disabilities?

5. Coordination and Organization: In your experience, what specifically are the needs for improved coordination and organization between and among social service providers and transit providers? Examples are welcome.

6. Technology (servers, GPS, real-time information, communication): What are some of the most pressing technology gaps in providing transportation services to meet the needs of the elderly and people with physical and/or cognitive disabilities?
