

COORDINATED PUBLIC TRANSIT— HUMAN SERVICES TRANSPORTATION PLAN

Yamhill County Transit Area

November 2016

Prepared for:

Yamhill County Transit Area

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**Yamhill County
Transit Area**



KITTELSON & ASSOCIATES, INC.
TRANSPORTATION ENGINEERING/PLANNING

MOVING **FORWARD** THINKING™

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Chapter 1

Introduction

INTRODUCTION

This document is intended to serve as the Coordinated Transportation Plan (Coordinated Plan) for Yamhill County, and is prepared on behalf of Yamhill County Transit Area (YCTA). The Coordinated Plan is a guiding document for YCTA's Board of Directors including their Special Transportation Fund Advisory Committee (STFAC) that makes recommendations about grant distributions funded by the State of Oregon's Special Transportation Fund (STF) and Section 5310 (§5310) funds to improve transportation programs and services for seniors and people with disabilities. This document builds on the original 2007 Coordinated Transportation Plan.

Since the adoption of the 2007 Coordinated Plan, YCTA has made advances in public transportation services and implemented new programs. As the population of senior and people with disabilities continues to grow, the region will continue to focus on developing an innovative continuum of transportation services, one that takes into account people's abilities throughout life. New sources of funding will be needed and coordination of services and service providers will be essential to providing the most access to transportation for seniors and people with disabilities as possible with limited funds.

LOOKING FORWARD

Transportation is a key determinant of health. The World Health Organization has developed a "Checklist of Essential Features of Age-friendly Cities" (2007) as a tool for a city's assessment and map for charting progress. All of the data indicates that 80 to 90 percent of people want to stay in their home as long as possible. One of the key elements of a Livable Community is adequate transportation to access medical care and other essential services.

Decisions we make today on how best to invest in transportation options for seniors and people with disabilities will affect the future quality of life for thousands of Yamhill County residents. By 2025, there is expected to be approximately 23,000 people 65 years and older in Yamhill County, growing from a 13.4 percent share of the population today to a 18.4 percent share. According to the 2010 US Census, 15.3 percent of the county population reported a disability.

Seniors will represent the fastest growing segment of population in years to come, far outpacing the rate of population growth. As Yamhill County is projected to become proportionally older, many seniors are likely to become disabled due to

physical frailty caused by the effects of aging. Existing resources are inadequate to meet the growing demand for services for these populations. These changing demographics challenge the conventional solutions of more buses and paratransit vans. While such traditional modes of transportation will surely be needed, there is a limit to how much YCTA can afford. Improved coordination among existing services, innovative collaboration to deliver new types of services and a regional commitment to placing public facilities and social services at locations served by public transit will also be needed.

YAMHILL COUNTY TRANSIT AREA'S 2016 COORDINATED PLAN

The Oregon Department of Transportation (ODOT) serves as the designated recipient for Section 5310 funds. As the designated recipient of these funds, ODOT policy assigns Section 5310 monies to geographic areas by using a population based formula that takes into account general population (50 percent), senior population (25 percent), and the number of people with disabilities (25 percent) to determine the amount of money an area will receive. ODOT is then required to conduct a competitive selection process within the geopolitically defined area to determine use of the funds, and to certify that projects were derived from a Coordinated Plan. These requirements come from a Federal Transit Administration (FTA) administrative rule. ODOT also administers Oregon's STF. An Oregon administrative rule requires that STF Agencies (the counties, transportation districts, and Native American tribes designated by state law to receive the STF monies) prepare a plan to guide the investment of STF monies to maximize the benefit to seniors and people with disabilities within their jurisdictions. ODOT has delegated authority to YCTA as the governing body to determine how STF and 5310 dollars are spent in the rural and urban areas of Yamhill County. This Coordinated Plan is used for the FTA-direct §5310 grant, the ODOT pass-through §5310 grant, and any STF grant funds; and to coordinate transportation services with human service organizations that receive funding from the Oregon Department of Human Services (DHS).

Successful implementation of the Coordinated Plan will depend upon good planning, leadership, state and federal funding support (e.g. Section 5310, Medicaid), and helping local human services agencies pursue and receive revenues that can be used for transportation services from federal and state funding sources (e.g. Veterans Medical Care Benefits, Temporary Assistance for Needy Families, Vocational Rehabilitation). YCTA recognizes that this will only come with strong involvement and support from the people and businesses in the community. The Coordinated Plan is intended to be a resource for all potential recipients of Section 5310 funds as well as

local, state, and federal agencies amongst which coordination of programs is essential in meeting the region’s transportation needs.

The 2016 update to the Coordinated Plan illustrates YCTA’s ability to provide transportation services that consider people’s functional abilities as they transition through various stages of age and ability. The 2016 update coincides with ODOT’s upcoming grant application process, with new grants to be awarded in the spring of 2017. Strategies of particular interest for this update focused on maintaining existing services, expanding service, coordinating with social service providers to increase system efficiencies, and working to implement strategies that increase access to lifeline services. It is recommended to use YCTA’s existing decision-making and planning functions to help implement the strategies laid out in the Coordinated Plan.

The Coordinated Plan is divided into seven chapters, as outlined below:

- Chapter 1 introduces the Coordinated Plan process.
- Chapter 2 describes the plan background and methodology, provides a description of the relevant grant programs, and discusses current transportation funding in Yamhill County.
- Chapter 3 presents a demographic profile of Yamhill County.
- Chapter 4 is a list of transit providers and human service agencies that operate in Yamhill County and in adjacent areas.
- Chapter 5 provides a summary of the transit provider and human service agency outreach survey and the stakeholder workshop to identify the transportation needs specific to seniors and people with disabilities.
- Chapter 6 presents a set of prioritized strategies for YCTA and the regional social-service providers to implement in order to improve the delivery of transportation services.
- Chapter 7 maps the applicable strategies from Chapter 6 to the transportation needs described in Chapter 5, provides a list of potential funding sources, and identifies a set of next steps toward plan implementation.

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Chapter 2

Background and Methodology

BACKGROUND AND METHODOLOGY

The Coordinated Plan was developed under the guidance and oversight of Yamhill County Transit Area (YCTA, YCTA's Board of Directors, and the Oregon Department of Transportation (ODOT), who are knowledgeable about the transportation needs of seniors and people with disabilities in Yamhill County. The YCTA Board has a Special Transportation Fund Advisory Committee (STFAC) that makes recommendations about formula and discretionary grant distributions funded by the State of Oregon's STF funds and federal §5310 funds to improve transportation programs and services for seniors and people with disabilities. The STFAC was initially set up under a mandate from ODOT which administers Oregon's STF. The STFAC is appointed by the Board and is made up of seniors, people with disabilities, and members of the public interested in improving transportation for these groups. The STFAC advises YCTA's Board of Directors in making recommendations, all of which are focused on meeting transportation needs of seniors and/or people with disabilities. The STFAC also receives and makes recommendations on the funding applications for Section 5310 projects every two years. All STFAC meetings are open to the public, formally noticed by YCTA, and accessible by Americans with Disabilities Act (ADA) standards.

Beginning in early 2016, YCTA and ODOT worked together to update the Coordinated Plan for seniors and people with disabilities. The following steps were taken to develop the key findings included in this Plan Update:

- A survey was distributed to transit service providers and social service providers to learn more about the perceived needs and gaps, potential coordination opportunities and what types of services, programs or advances in technology could help address service gaps or offer new and innovative services. In addition, transit service providers provided fleet vehicle information.
- Providers were contacted to ensure their program information is accurate and up-to-date;
- A stakeholder workshop was convened to (1) discuss the transportation needs, gaps and challenges specific to seniors and people with disabilities; (2) Identify geographic, regulatory and structural barriers to addressing these needs; and (3) share ideas for new and innovative services. Workshop invitees included transportation providers, community organizations, senior centers and human and health service agencies, representing a diverse

group of services and geographies. *A list of comments made by participants may be found in **Appendix A**.*

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

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

OVERVIEW OF RELEVANT GRANT PROGRAMS

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

Section 5310 Federal Funds

The 49 U.S.C 5310 program (§5310) provides formula funding to states and metropolitan regions for the purpose of meeting the transportation needs of seniors and people with disabilities. Funds are apportioned based on each state’s share of the population for these two groups. The purpose of the program is to improve mobility for seniors and people with disabilities by removing barriers to transportation service and expanding transportation mobility options. Eligible projects include both “traditional” capital investment and “nontraditional”



investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

On August 10, 2005, President Bush signed into law the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, commonly referred to as SAFETEA-LU. SAFETEA-LU authorized funding for federal surface transportation programs over six years through Fiscal Year 2009. Starting in Fiscal Year 2007, projects funded through three programs included in SAFETEA-LU and administered by the Federal Transit Administration (FTA), including the Job Access and Reverse Commute Program (JARC, Section 5316), New Freedom (Section 5317) and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) are required to be derived from a locally developed, coordinated transportation plan. These three funding programs focus on the needs of transportation disadvantaged people or those with special transportation needs that cannot be met through traditional means (access to automobile or public transportation).

On July 6, 2012, President Obama signed into law the Moving Ahead for Progress in the 21st Century Act, referred to as MAP-21. This transportation bill merged the New Freedom program (49 U.S.C. 5317) into the Section 5310 program. As a result, activities that were eligible under the New Freedom program, including operating expenses, were eligible under Section 5310. Consistent with Section 5317, funds were apportioned among large urbanized areas, small urbanized areas, and rural areas instead of only to states. In addition, MAP-21 merged the Job Access and Reverse Commute (JARC) program with Section 5307 funds.

The current Federal Transportation Bill, also known as the Fixing America's Surface Transportation (FAST) Act, replaced MAP-21. Under the FAST Act, JARC activities are eligible under Section 5307.

Traditional Section 5310 project examples include:

- Purchasing buses and vans for providing service to seniors and/or people with disabilities
- Preventative maintenance
- Wheelchair lifts, ramps, and securement devices for such vehicles
- Transit-related information technology systems, including scheduling/routing/one-call systems

- Acquisition of transportation services for seniors and/or people with disabilities under a contract, lease, or other arrangement

Nontraditional Section 5310 project examples include:

- Travel training to help seniors and/or people with disabilities make transit trips on fixed-route where they have more convenience in choosing when to travel and more independence
- Volunteer driver programs
- Building an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features
- Improving signage, or way-finding technology
- Incremental cost of providing same day service or door-to-door service (compared to curb-to-curb with 24 hours notice)
- Purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs
- Mobility management programs¹ for rural areas

The federal share of eligible capital costs may not exceed 80 percent. The federal share of eligible operating cost assistance may not exceed 50 percent. Purchased (or contracted) transportation costs may be matched may not exceed 90 percent.

State Special Transportation Funds (STF)

The STF was created in 1985 by the Oregon Legislature. STF is allocated (based on population) by the Oregon Legislature every two years to 42 jurisdictions around the state including YCTA. It is funded by cigarette tax revenue, excess revenue earned from sales of photo ID Cards, and other funds from the Oregon Department of Transportation. The STF Program provides a flexible, coordinated, reliable and continuing source of revenue in support of transportation services for seniors and people with disabilities of any age. The Oregon Legislature intended that STF funds be used to provide transportation services needed to access health, education, work, and social/recreational opportunities so that seniors and people with disabilities may live as independently and productively as possible. The funds may be used for any

¹ As defined by the American Public Transit Association, mobility management is, "...a strategic approach to service coordination and customer service...in the public transportation sector."



purpose directly related to transportation services, including transit operations, capital equipment, planning, travel training and other transit-related purposes.

YCTA’S ROLE AS THE SPECIAL TRANSPORTATION FUND AGENCY

YCTA is the federally-designated agency to disburse FTA’s 49 U.S.C. 5310 (§5310) Enhanced Mobility of Seniors and Individuals with Disabilities funds within Yamhill County. YCTA administers the §5310 program and coordinates with other providers in the region to ensure coordinated, effective provision of service that meets federal and state requirements. YCTA has chosen many components of the STF grant selection and award process for the FTA-direct Section 5310 grant process.

YCTA is also the designated “STF Agency” to receive and distribute STF funds from the State of Oregon for Yamhill County. Both of these sources of funds are focused on supporting transit service for seniors and people with disabilities. STF makes a further distinction that the funds can be used to support low-income people, many whom are also seniors and people with disabilities. In addition, CCR acts as the pass-through agency for §5310 dollars distributed by ODOT to non-profit agencies in Yamhill County.

YCTA develops a Coordinated Plan and updates the plan at least every four years to meet the FTA’s requirement that projects selected for funding under the §5310 program be included in such plans. Federal law requires these plans to be "developed and approved through a process that included participation by seniors, people with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public." YCTA develops the Coordinated Plan in coordination with members of the public as well as with many stakeholders, public and private, many whom engage in the STFAC Advisory Committee’s process for project solicitation, selection, and award.

YCTA Board of Directors

The YCTA Board of Directors works with the STFAC to make informed decisions about transportation for seniors and people with disabilities. The YCTA Board of Directors receives STFAC recommendations and has final authority for setting and approving funding levels to endorse federal §5310 and STF funds disbursement in Yamhill County. This action also authorizes the YCTA General Manager to enter into funding agreements with transportation providers.

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Chapter 3

Demographic Profile

DEMOGRAPHIC PROFILE

This chapter provides an overview of Yamhill County demographic data based on information from the 2010 United States Census and the 2010-2014 American Community Survey (ACS) 5-year estimate dataset. The information in this memorandum will be incorporated into the Coordinated Transportation Plan (CTP) and contains maps, created using Geographic Information System (GIS) technology, that illustrate the location and density of persons aged 65 years and over, persons with disabilities, and persons classified as impoverished within Yamhill County. These maps are useful in visually depicting geographic areas with concentrations of the population groups that are the subject of this plan and face particular mobility concerns.

Table 1 provides a “snapshot” of the presence of the three population groups of concern for the CTP within Yamhill County: older adults, persons with disabilities, and persons in poverty. Across the three population groups under study for the CTP, Yamhill County resembles the characteristics of the State of Oregon as a whole. One area of difference is the percentage of households without a vehicle, where the percentage of the population that lives in households without a vehicle in Yamhill County is lower than for the state as a whole.

Table 1. Population Characteristics

	Total Population ¹	% Persons Aged 65+ ¹	% Persons w/ Disabilities ^{3,5}	% Persons in Poverty ^{4,5}	% Zero Car Households ^{5,6}
Oregon	3,831,074	13.9%	14.2%	16.7%	8.0%
Yamhill County	99,193	13.4%	15.3%	16.7%	5.9%

(1) U.S. Census, 2010, Table DP-1. (2) U.S. Census, 2010, Table P2. (3) As percent of the total civilian noninstitutionalized population, Table S1810. (4) As percent of persons for which poverty status is determined, Table S1701. (5) ACS 2010-2014 estimate. (6) Table DP04. (7) Table S2301.

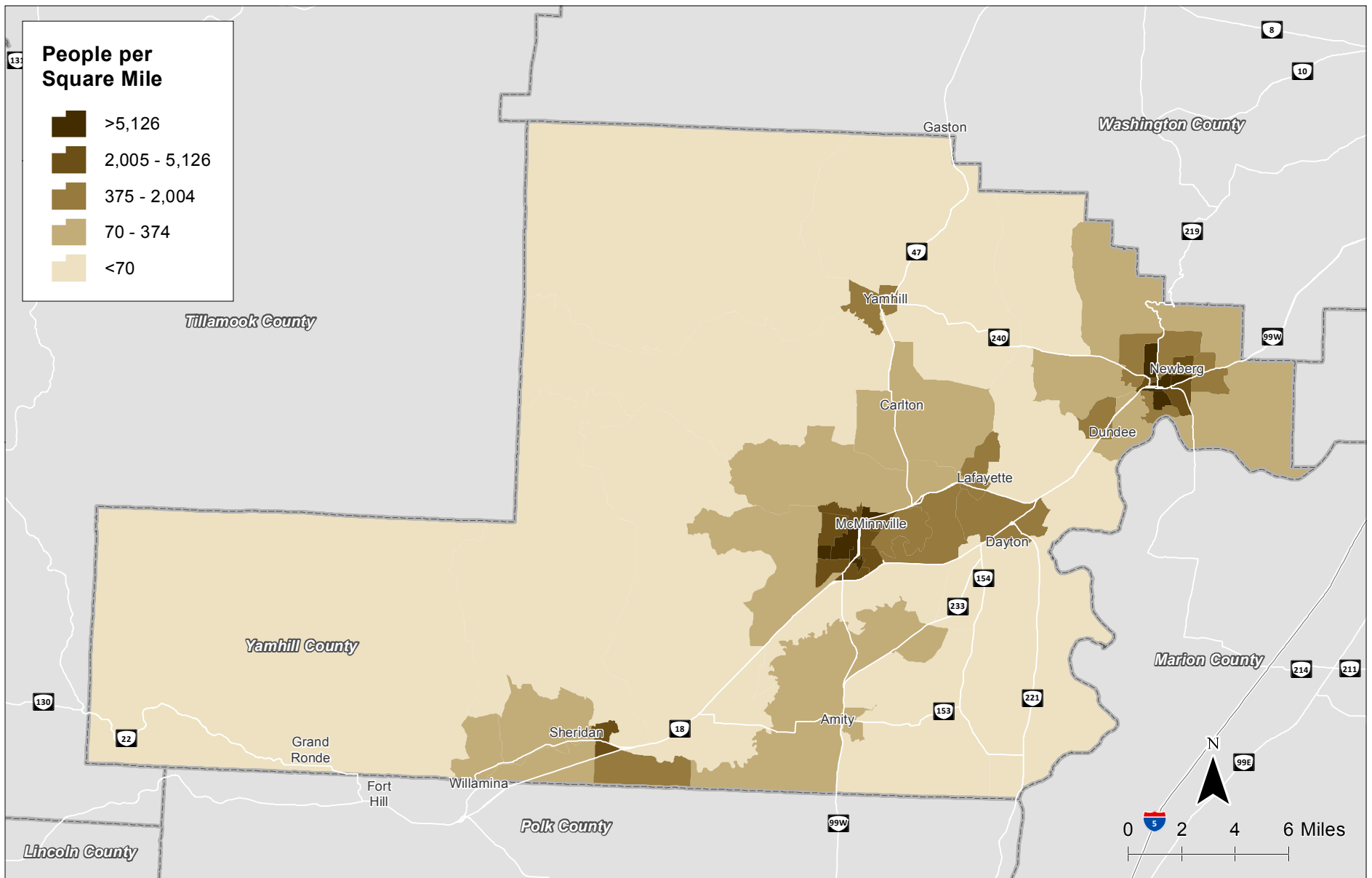
The distribution of the general population in Yamhill County is shown in **Figure 1**. **Table 2** presents an overview of the population of cities within Yamhill County.

Table 2. Population by City

City	2010 Population ¹	City	2010 Population ¹
McMinnville	32,200	Dayton	2,500
Newberg	22,100	Willamina	2,000
Sheridan	6,100	Carlton	2,000
Lafayette	3,700	Amity	1,600
Dundee	3,200	Yamhill	1,000

(1) U.S. Census, 2010, Table DP-1

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**Population Density
(by Census Block Group)
Yamhill County, Oregon**

Figure
1

Older Adults

Figure 2 illustrates a population density map of people aged 65 and older in Yamhill County. It shows that high concentrations of seniors reside in the cities of McMinnville and Newberg. Outside of those two areas, the largest concentrations of seniors are in the cities of Yamhill, Sheridan, and Willamina.

Table 3 lists the percentage of the population aged 65 years and older for individual cities in Yamhill County. Cities where the share of older adults is greater than the county as a whole are shown in bold. Other than the City of McMinnville, the cities in Yamhill County have a lower percentage (approximately 11 percent) of their population aged 65 years and older than the County as a whole (approximately 13 percent). This indicates that a higher percentage of seniors live within the rural areas of Yamhill County, and this creates a challenge in providing transportation services.

Table 3. Adults Aged 65+ by City

City	2010 Population Age 65+ ¹	% Age 65+
McMinnville	4,700	14.6%
Newberg	2,650	12.0%
Sheridan	550	8.9%
Dundee	320	8.0%
Lafayette	300	10.2%
Dayton	260	10.1%
Willamina	200	9.8%
Carlton	190	9.3%
Amity	130	8.1%
Yamhill	90	8.9%

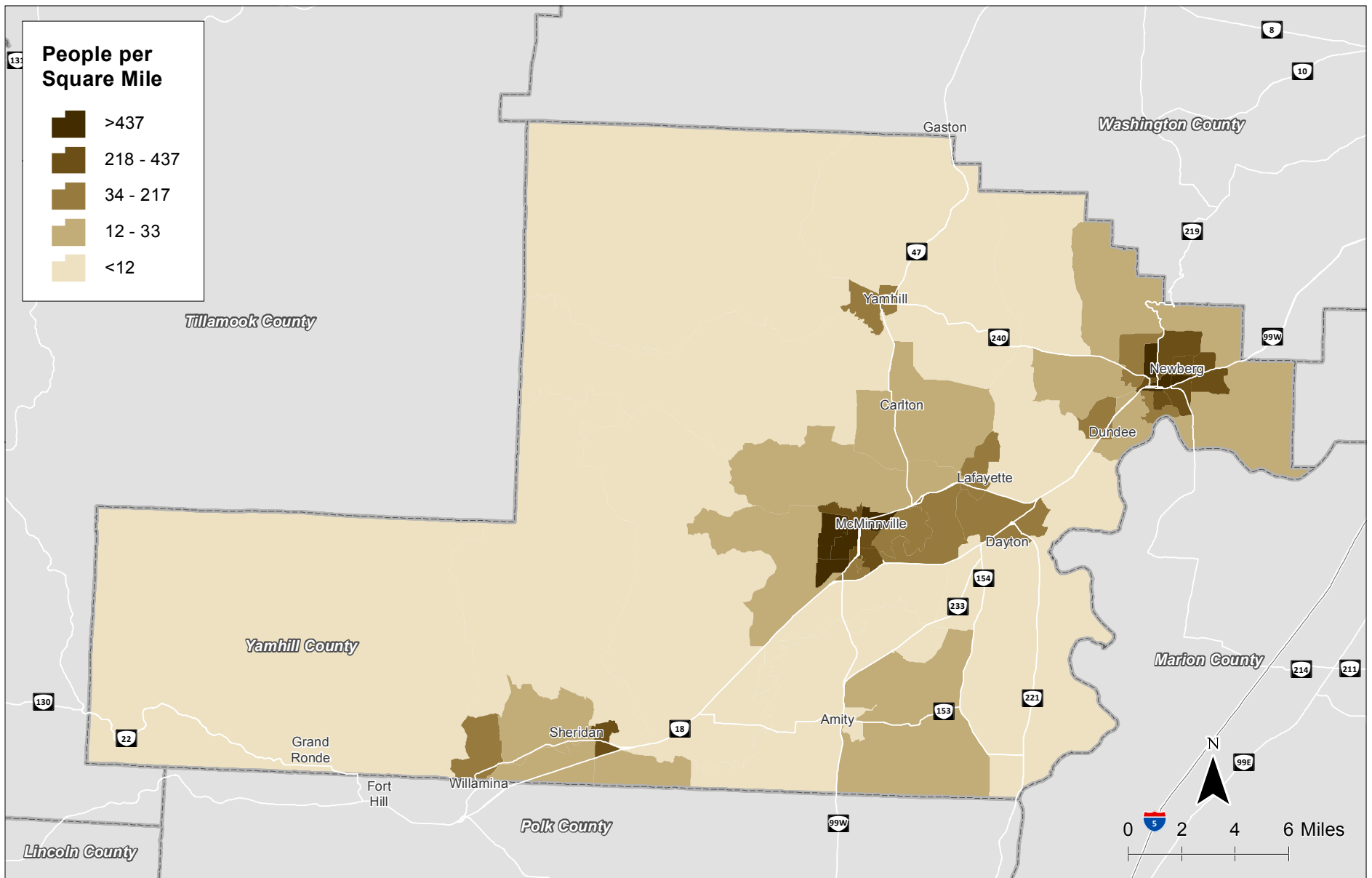
(1) U.S. Census, 2010, Table DP-1.

Persons with Disabilities

The definition of “disability” varies; for this project, information cited is consistent with definitions reported in the 2014 ACS. The questions regarding disability on the 2014 ACS remain unchanged from the 2008 ACS and include three questions with a total of six subparts with which to identify people with disabilities.² The questions are as follows:

- 16a. Is this person deaf or does he/she have serious difficulty breathing? (yes/no)

² https://www.census.gov/people/disability/files/2008ACS_disability.pdf, page 3



**Population Density of Persons Aged 65 & Older
(by Census Block Groups)
Yamhill County, Oregon**

**Figure
2**

- 16b. Is this person blind or does he/she have serious difficulty seeing even when wearing glasses? (yes/no)
- 17a. Because of a physical, mental, or emotional condition, does this person have serious difficulty concentrating, remembering, or making decisions? (yes/no)
- 17b. Does this person have serious difficulty walking or climbing stairs? (yes/no)
- 17c. Does this person have difficulty dressing or bathing? (yes/no)
- 18. Because of a physical, mental, or emotional condition, does this person have difficulty doing errands such as visiting a doctor's office or shopping? (yes/no)

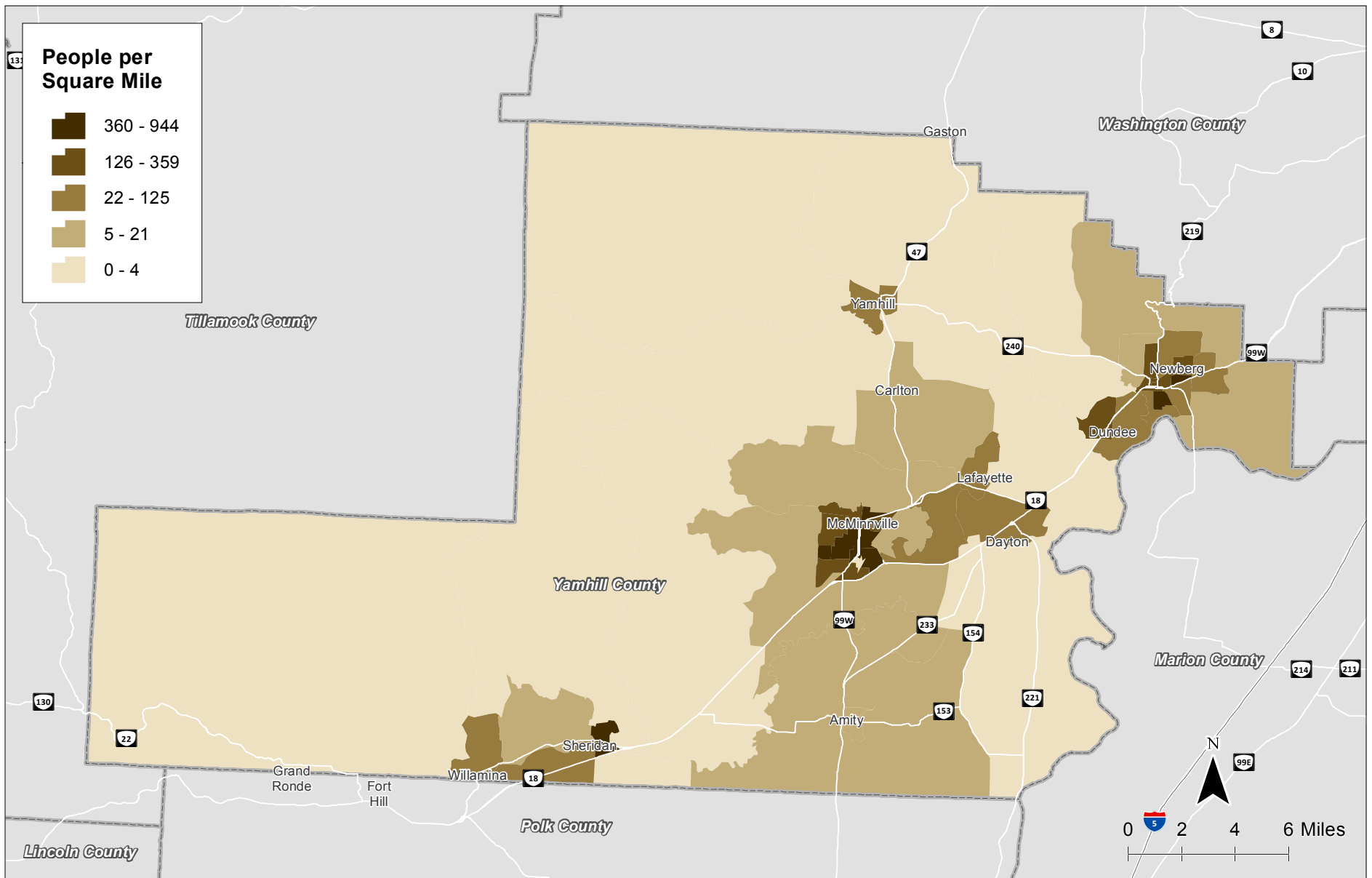
The “disability” definition differs from that used to determine eligibility for paratransit services required by the Americans with Disabilities Act (ADA). To qualify for ADA paratransit services, an individual's disability must prevent them from independently being able to use the fixed-route transit service, even if the vehicle itself is accessible to persons with disabilities (i.e. lift or ramp equipped).

Figure 3 shows a map of population density of disabled persons in Yamhill County. **Table 4** lists the percentages of the population with a disability for communities in each county. Cities where the share of persons with disabilities is greater than the County as a whole are shown in bold.

Table 4. Persons with Disabilities by City

City	Population with Disabilities ¹	% Persons w/ Disabilities
McMinnville	5,570	17.1%
Newberg	2,580	11.6%
Sheridan	870	19.8%
Dundee	540	17.0%
Lafayette	430	11.3%
Willamina	430	24.5%
Dayton	350	13.9%
Amity	280	17.9%
Carlton	260	13.8%
Yamhill	180	12.1%

(1) As percent of the total civilian noninstitutionalized population, Table S1810, ACS 2010-2014 estimate.



**Population Density of Persons with Disabilities
(by Census Block Group)
Yamhill County, Oregon**

**Figure
3**

Income Status

The map shown in **Figure 4** illustrates the portions of Yamhill County with the highest percentage of low-income individuals. A high proportion of low-income households reside in the major City areas of McMinnville and Newberg. Outside of these City areas, there are a high proportion of people living in poverty in the Willamina, Sheridan, Lafayette, and Yamhill areas.

Table 5 lists the percentages of the population in poverty for individual cities in each county. Cities where the share of persons in poverty is greater than the county as a whole are shown in bold.

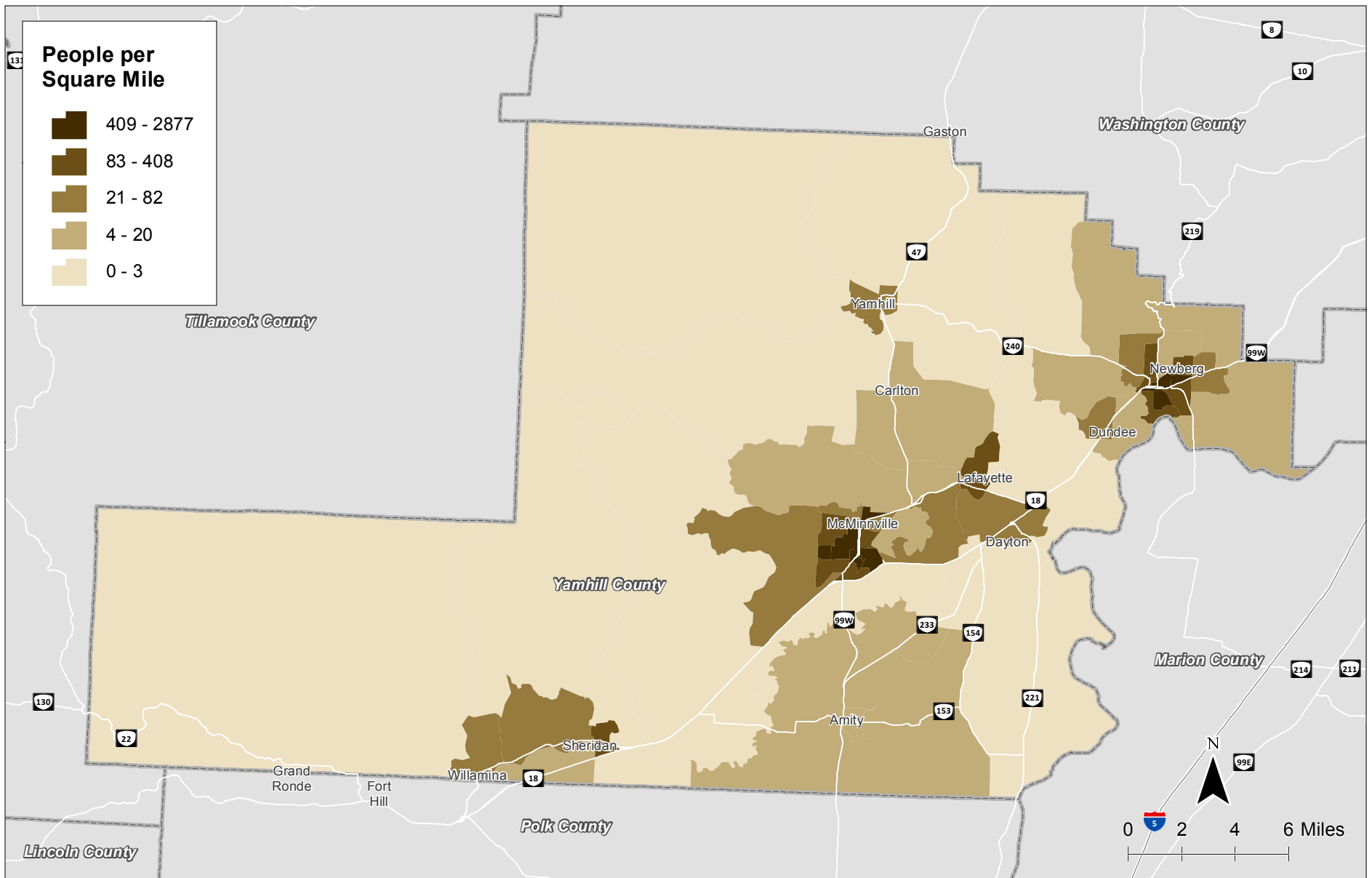
Table 5. Persons in Poverty by City

City	# Persons in Poverty ^{1,2}	% Persons in Poverty ^{1,2}
McMinnville	7,370	23.6%
Newberg	3,460	16.8%
Sheridan	850	19.2%
Lafayette	700	18.9%
Dayton	570	22.2%
Willamina	440	25.3%
Amity	210	13.7%
Dundee	200	6.4%
Yamhill	200	14.1%
Carlton	120	6.3%

(1) As percent of persons for which poverty status is determined, Table S1701. (2) ACS 2010-2014 estimate.

Vehicle Ownership

Vehicle ownership is an indicator of mobility, as access to a vehicle is a necessity in most rural communities due to limited or no public transportation services. Without a private vehicle, workers make their commute by taking transit, walking, biking, carpooling, or utilizing taxi services. Fewer than six percent of households in Yamhill County do not have access to a vehicle, which is lower than the statewide average of eight percent.



**Density of People Living in Poverty
(by Census Block Group)
Yamhill County, Oregon**

**Figure
4**

Population Trends

Based on population estimates provided by State of Oregon Department of Administrative Services Office of Economic Analysis, between the years 2010 and 2025, the overall population growth in Yamhill County (25 percent) is expected to outpace population growth for the state as a whole (18 percent) as shown in **Table 6**. Between the years 2010 and 2025, the rate of population increase for adults 65 years and older in Yamhill County (72 percent) and is expected to be similar to the state as a whole (73 percent). As in other parts of the country and in Oregon, it is estimated that Yamhill County will experience a substantial increase in the number of adults aged 65 and older over the next decade.

Table 6. Population Growth Forecasts

	Total Population in 2010 ¹	Total Population Forecast 2025 ²	Population Change % (2010-2025)	Total Persons Aged 65+ in 2010 ¹	Total Persons Aged 65+ Forecast in 2025 ²	65+ Population Change % (2010-2025)
Oregon	3,831,074	4,516,200	17.9%	533,533	921,012	72.6%
Yamhill County	99,193	123,897	24.6%	13,266	22,813	72.0%

(1) U.S. Census, 2010, Table DP-1. (2) Long-term Oregon State's County Population Forecast, 2010-2050, Prepared by Office of Economic Analysis, Department of Administrative Services, State of Oregon. Published March 28, 2013.

Employment

This section provides an overview of employment in Yamhill County based on data from the 2010-2014 ACS 5-year estimates.

Table 7 provides a “snapshot” of employment and median household income in Yamhill County and a comparison with the overall state of Oregon. Yamhill County has a labor force that is similar to the State of Oregon as a whole in terms of the percentage of the overall population that is eligible to participate in work. The unemployment rate (as a percentage of the overall labor force) is approximately one half percentage point lower in Yamhill County than in the state of Oregon. The median household income in Yamhill County is approximately seven percent higher than the statewide median. The mean travel time to work in Yamhill County is approximately seven percent higher than the statewide mean.

Table 7. Employment Characteristics

	Population Aged 16+ ^{1,2}	% Persons in Labor Force ^{1,2}	% Unemployed ^{1,2}	Median Household Income ^{1,2}	Mean Travel Time to Work in Minutes ^{1,3}
Oregon	3,139,152	62.5%	6.6%	\$50,521	22.7
Yamhill County	79,310	61.3%	6.2%	\$53,864	24.2

(1) ACS 2010-2014 estimate. (2) Table DP03. (3) Table S0801.

Major Trip Generators

There are numerous trip generators throughout the urban, suburban, and rural areas of Yamhill County. While some citizens may arrive to these destinations by private automobile, there are many households which own no car and therefore depend on public transportation to travel within the county. Special consideration to provide public transportation services for the economically disadvantaged, seniors, and people with disabilities can be made by mapping and reviewing the locations of a select number of Yamhill County's major trip generators.

Trip generators were selected throughout the County by identifying common destinations in the main population areas. **Figure 5** illustrates some of Yamhill County's major educational institutions, Spirit Mountain Casino (a major trip generator for employment, recreational, and tourism activities), grocery stores, health care institutions, public services, and senior centers. As shown in **Figure 5**, public services buildings are generally located in the center of cities, especially McMinnville and Newberg, whereas the senior centers and health care buildings tend to be located just outside the centers. The distance between these major trip generators demonstrates the potential utility of providing public transportation services for trips to and from these origins and destinations.

Common Destinations

In particular, a population group will be attracted to a common set of destinations. The following sections identify common destinations corresponding to a specific population group.

Seniors

Seniors need to travel to urban areas for health care institutions (hospitals and pharmacies), shopping, senior centers, social service centers, religious institutions, and recreation centers.

People with Disabilities

People with disabilities need to travel from their residences to medical centers, employment, shopping, health care institutions, disabilities service centers, and recreation centers.

Economically Disadvantaged

People with low incomes need transportations services from their residences to employment, employment service agencies, childcare facilities, public services,



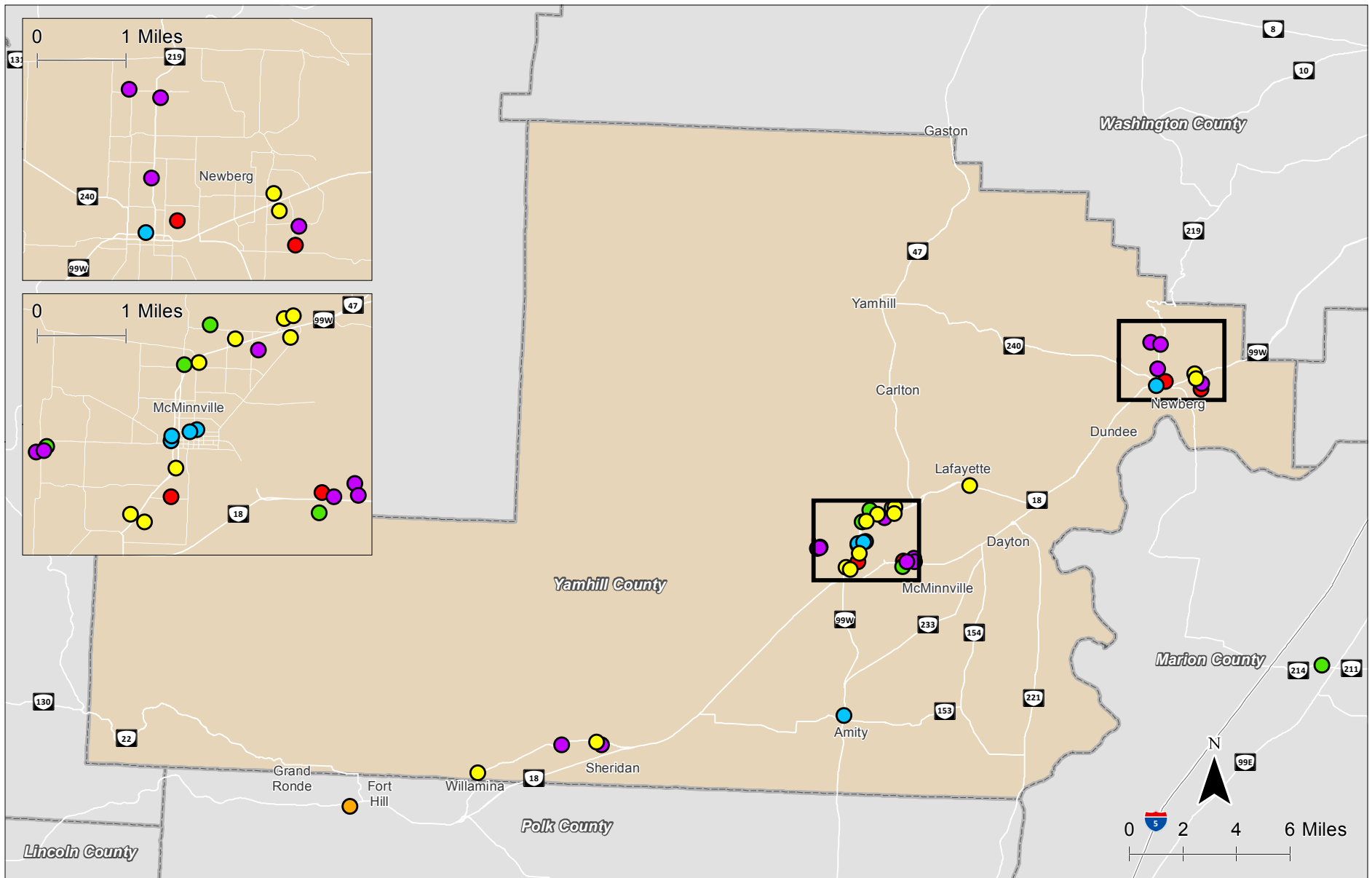
educational institutions, medical centers, shopping, social service centers, and recreation centers.

Medical Facilities

The following facilities are some of the important destinations for health care services in and near Yamhill County.

- Willamette Valley Medical Center (McMinnville)
- Northwest Senior & Disability (McMinnville)
- Brookdale McMinnville Town Center (McMinnville)
- McMinnville Immediate Health Care (McMinnville)
- West Valley Hospital (Dallas)
- Providence Newberg Medical Center (Newberg)
- Virginia Garcia Memorial Health Center (Newberg)
- Salud Medical Center (Woodburn)
- Geneva Health Center & Urgent Care (Forest Grove)
- Tuality Community Hospital (Hillsboro)
- Tuality Forest Grove Hospital (Forest Grove)
- Salem Hospital (Salem)
- Partnership in Community Living (Monmouth)
- Silverton Hospital (Silverton)
- Lebanon Community Hospital (Lebanon)
- Legacy Meridian Park Medical Center (Tualatin)
- Oregon State Hospital (Salem)

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- | | | |
|--|--|--|
| ● Educational Institution | ● Food | ● Public Services |
| ● Casino | ● Health Care | ● Senior Centers |

Major Trip Generators Yamhill County, Oregon

Figure
5

Chapter 4

Overview of Existing Public Transportation Services

OVERVIEW OF EXISTING PUBLIC TRANSPORTATION SERVICES

The section presents an overview of existing transit service in Yamhill County. The largest transit service providers, human service providers, and private transportation providers are described below. Additional information can be found in **Appendix B**.

Yamhill County Transit Area

800 NE 2nd St,
McMinnville, OR 97218
thompsonc@co.yamhill.or.us

The Yamhill County Transit Area (YCTA) provides public transit service in Yamhill County and connections to TriMet and Salem-Keizer Transit's Cherriots systems. The YCTA Transit Center located in downtown McMinnville serves all transit routes on weekdays. Some transit routes have service on Saturdays, but no YCTA routes operate on Sundays or on holidays. **Figure 6** illustrates a map of YCTA's existing transit routes locations served in Yamhill County. **Table 8** describes YCTA's routes, headways, and service span in greater detail.

Route 2 provides hourly east-west service within the City of McMinnville between Chemeketa Community College and Willamette Valley medical Center on the east side of the city, Linfield College, and Westhills Drive.

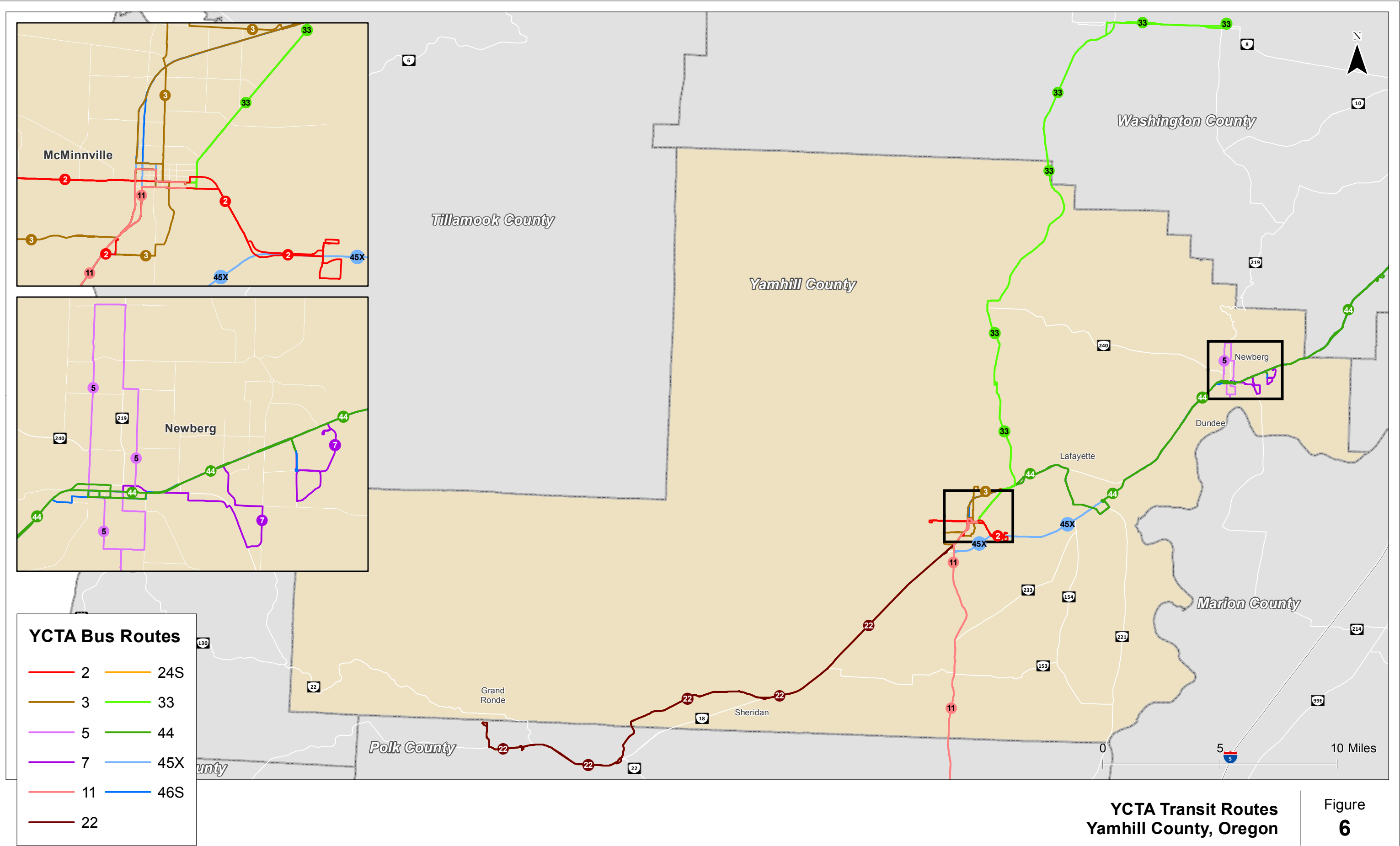
Route 3 provides hourly north-south service within the City of McMinnville connecting destinations such as Lowe's, Albertson's, Linfield College and Discovery Park at the southern end of the route with Heather Manor Mobile Home Park, Winco, Safeway, and Rite-Aid near OR 99W at the north end of the route.

Route 5 provides hourly north-south service within the City of Newberg between the Chehalem Senior Center and George Fox University in downtown Newberg.

Route 7 provides hourly east-west service within the City of Newberg connecting destinations such as Naps Thriftway and George Fox University in downtown Newberg with Safeway, Fred Meyer, Providence Medical Center and the Newberg branch of Portland Community College on the east end of town.

Route 11 provides weekday service from McMinnville to the City of Amity and to the Glen Creek Transit Center in Salem.

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**YCTA Transit Routes
Yamhill County, Oregon**

**Figure
6**

Table 8. YCTA Fixed Route Bus Service

Route Number	Route	Service Days	Headways	Length of Service
2	McMinnville East-West Express (McMinnville Circulator)	Weekdays	60 minutes	7:00 am - 5:55 pm
3	McMinnville City Loop (McMinnville Circulator)	Weekdays	60 minutes	8:00 am – 5:55 pm
5	Newberg Foothills Drive (Newberg Circulator)	Weekdays	60 minutes	7:30 am – 6:29 pm
7	Newberg Providence (Newberg Circulator)	Weekdays	60 minutes	7:00 am – 6:29 pm
11	McMinnville to West Salem	Weekdays	- McMinnville to Salem departure times: 6:00 am, 7:30 am, 12:00 pm, 4:00 pm, 5:30 pm. - Salem to McMinnville departure times: 6:00 am, 7:30 am, 12:00 pm, 4:00 pm, 5:30 pm. (The trip length of McMinnville to Salem is 40 minutes.)	6:00 am – 6:58 pm
22	McMinnville to Grand Ronde	Weekdays	Approximately two hours	5:30 am – 7:22 pm
24s	McMinnville to Grand Ronde	Saturday	Approximately two hours with a one-hour gap in the middle of the day	9:35 am – 4:50 pm
33	McMinnville to Hillsboro	Weekdays	- McMinnville to Hillsboro departure times: 6:00 am, 10:30 am, 12:30 pm, 3:30 pm, 5:30 pm - Hillsboro to McMinnville departure times: 7:00 am, 11:30 am, 1:30 pm, 4:30 pm, 6:30 pm. (The trip length of McMinnville to Hillsboro is 50 minutes.)	6:00 am – 7:20 pm
44	McMinnville to Tigard Transit Center	Weekdays	Approximately 90 minute headways throughout the day but as low as 60 minutes in the am toward Tigard and 38 minutes in the pm towards McMinnville.	5:10 am – 9:03 pm
45x	McMinnville to Tigard Transit Center	Weekdays	- There is one express bus traveling to McMinnville in the am and one express bus traveling to Tigard Transit Center in the pm. The total travel time is about 60 minutes.	6:42 am – 7:50 am and 5:05 pm – 6:06 pm
46s	McMinnville to Tigard Transit Center	Saturday	Approximately 3 hours	8:00 am – 7:30 pm

Route 22 provides service along OR 18 from McMinnville to Sheridan, Willamina, and to Spirit Mountain Casino and Grand Ronde.

Route 24S provides Saturday service along the same route as Route 22.

Route 33 provides weekday service to TriMet's MAX Blue Line and downtown Hillsboro. Buses travel along OR 47 and also provide service to the cities of Carlton, Yamhill, and Gaston.

Route 44 provides weekday service from McMinnville to the Tigard Transit Center along OR 99W and serves the communities of Lafayette, Dayton, Dundee, Newberg, and Sherwood. Route 45x provides morning and afternoon commuter service along the same route as Route 44. Route 46s provides Saturday service along the same route as Route 44. All three routes: Route 44, 45x, and 46s provide passengers the opportunity to connect to downtown Portland or other destinations via TriMet service from the Tigard Transit Center.

YCTA facilitates a volunteer program which provides transportation services for the cities of Yamhill and Carlton, and other cities in the county except for Sheridan and Willamina.

Fixed route one-way regular fare is \$1.25 and a single all-day pass is \$2.50. A 10-pass (all-day) passbook is \$18.00 and unlimited monthly passes are \$35.00. A pass may be purchased from YCTA drivers, the Board of Commissioners office, and the First Transit office.

YCTA provides general public curb-to-curb Dial-A-Ride services in McMinnville and Newberg and limited service to Dundee for anyone who is unable to access the fixed route system due to mobility limitations or those who origins/destinations are not within close proximity to fixed routes. The fare is \$1.75 one-way and \$40.00 for an unlimited monthly pass. Dial-A-Ride service operates from 8:00 am to 4:30 pm on weekdays. Reservations must be made by phone at least 24 hours in advance. Dial-A-Ride service hours overlap with the fixed route services offered by YCTA, which indicates that there may be gaps in service for seniors and persons with disabilities during the evenings, on Sundays, and during holidays.

YCTA provides ADA complimentary paratransit service within $\frac{3}{4}$ of a mile of its fixed routes in McMinnville and Newberg. Paratransit service operates Monday through Friday in McMinnville from 7:00 am to 6:00 pm and in Newberg from 7:00 am to 6:30 pm. Reservations can be made from 7:00 am to 6:30 pm Monday through Friday. Customers can leave a message on the phone on Saturday and Sunday for Monday



service. ADA Paratransit fare is \$2.00 single one-way ride. Monthly passes are not currently available for ADA paratransit service. Services for non-English speakers in Spanish can be provided upon request. Translations are performed by a Certified Languages International contractor. YCTA owns and operates a fleet of 30 wheelchair-accessible vehicles.

Salem-Keizer Transit (Cherriots, CARTS)

555 Court Street NE #5230

Salem, OR 97301

info@cherriots.org

Salem-Keizer Transit (SKT), or also primarily known as Cherriots, is the main public transit and complementary paratransit provider to the Salem-Keizer area, which is adjacent to Yamhill County. At this time, all Cherriots services operate Monday through Friday from 6:00 am to 9:00 pm. Cherriots manages all aspects of transportation in the Salem-Keizer area and overlaps with Yamhill County. Figure 7 illustrates the extents of the Cherriots system map.

Cherriots and YCTA Service Overlap

Cherriots provides fixed route bus service within Salem and Keizer with connections to Grand Ronde. Cherriots provides service to the Glen Creek Transit Center connecting to YCTA's Bus Route 11, which serves an area between McMinnville and Salem. The TripLink Call Center takes reservations for the RED Line, CherryLift, CARTS flex routes, and deviations from CARTS regular routes, coordinating rides through the region's Coordinated Care Organization (CCO) for Non-Emergency Medical Transportation (NEMT) to eligible Oregon Health Plan (OHP) clients traveling to covered medical services.

The West Salem Connector, a demand responsive service in West Salem operated by Cherriots connects riders to Cherriots' fixed route service using smaller vehicles. This service could potentially link to YCTA's stops along Route 11, which serves an area between McMinnville to Salem. This new service began operations on June 1, 2015 as a one-year pilot project, where rides are booked in advanced via phone or online. Riders identify their origin as one of the 24 Connector points to be picked up, and they may be dropped off at one of the Connector points or the Glen Creek Transit Center that they identify as their destination. Rides on the West Salem Connector cost \$1.60 for a one-way trip (\$0.80 for Reduced & Youth) or \$3.25 for a day pass (\$1.50 for Reduced & Youth). The West Salem Connector service operates from 6 am to 9 pm, seven days a week.

Frequent Routes

5 5A
15 min trunk
30 min branches

Frequent—buses run every 15 min on trunks (30 min in the evening). On branches, buses run every 30 min (60 min in the evening).

Standard Routes

9 9A
30 min trunk
60 min branches

Less frequent—buses run every 30 min on trunks. On branches, buses run every 60 min.

Basic Routes

7
60 min

Hourly service for entire route.

Select Trips

----- Trips offered only at select times. See schedule for more details.

Connector Zone

Flexible, on-demand service that requires a reservation.

Buses run on all routes on weekdays from approximately 6 a.m. to 9 p.m. See schedules for exact times.

P Park & Ride **TC** Transit Center

Regional Routes

..... Routes 1X, 2X, and CARTS routes link Salem with neighboring cities on weekdays. Schedules vary.

1X Wilsonville/Salem Express
Salem • Wilsonville

2X Grand Ronde/Salem Express
Salem • Rickreall • Grand Ronde

CARTS 10 Woodburn/Salem
Salem • Brooks • Gervais • Woodburn

CARTS 20 Silverton/Salem
Salem • Silverton • Mt Angel

CARTS 30 Canyon Connector
Salem • Turner • Aumsville • Sublimity
Stayton • Mehama • Lyons • Mill City • Gates

CARTS 40 Polk County
Salem • Independence • Monmouth • Dallas

CARTS 50 Dallas/Salem Express
Salem • Rickreall • Dallas

The following routes do not travel to Salem and are not pictured on this map.

CARTS 25 North Marion Flex
Woodburn • Mt. Angel • Silverton

CARTS 35 Canyon Flex
Turner • Aumsville • Sublimity • Stayton

CARTS 45 Polk Flex
Independence • Monmouth • Dallas

Cherriots
SALEM • KEIZER TRANSIT

Cherriots.org



Last Updated:
March 7, 2016

Route 2X, provides service between Salem and Spirit Mountain Casino in Grande Ronde, with a stop at the Yamhill County Fairgrounds park-and-ride in Rickreall. Cherriots' Route 2x service overlaps with YCTA's Route 22 and 22S between McMinnville and Grand Ronde. The Route 2X service is entirely paid for by federal transit dollars the Tribes receive and the only local contribution is the fares passengers pay on-board.

Operational Characteristics of Cherriots

There are 18 fixed routes organized by three route types: Frequent Routes, Standard Routes, and Basic Routes. The adult one-way fare is \$1.60 or \$3.25 for a day pass on Cherriots fixed route buses. The Reduced & Youth fare for children 6-18 years of age, senior citizens 60 years or older, disabled individuals, and Medicare card holders is \$0.80 (\$1.50 for day pass). A 30-day pass costs \$45.00 for adults and \$22.50 for those eligible for Reduced & Youth fares. Children five years or younger ride free.

The Cherriots fleet is composed of vehicles that are ADA compliant and equipped with lifts, ramps, or kneeling capability. Buses have an automatic stop announcement system as required by ADA. A priority seating area for seniors and people with disabilities is located near the front door of each vehicle. Each bus is also equipped with bike racks that accommodate up to two bicycles at a time.

CARTS (Chemeketa Area Regional Transportation System)

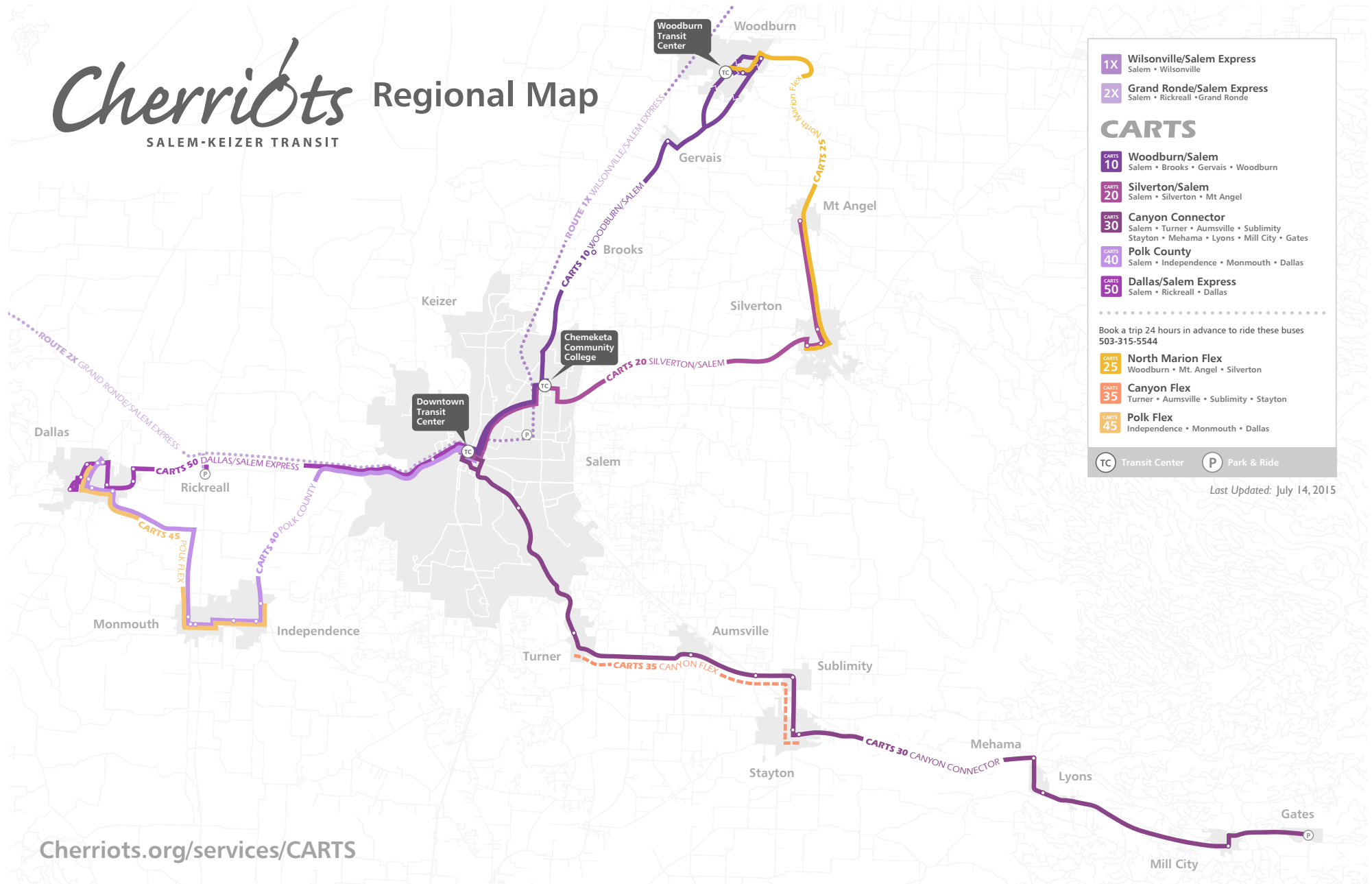
285 Church St NE
Salem, OR 97301
info@cherriots.org

CARTS provides transit service to the smaller cities and rural areas to and from Salem. In particular, transit service is provided from Salem to Woodburn, Silverton, villages along Highway 22, and Polk County. CARTS also connects with Canby Area Transit (CAT) and Woodburn Transit Service (WTS) in Woodburn, which is close to connecting to YCTA's service. **Figure 8** illustrates the CARTS transit system map.

Service is provided through deviated fixed routes and general public dial-a-ride. CARTS is operated by a contractor, but managed by Cherriots to provide seniors, disabled persons, and low-income persons access to medical services, educational, employment, shopping and recreational opportunities. CARTS buses operate on weekdays from approximately 6:00 am to 7:00 pm and does not provide service on holidays. While a fixed route is identified with regular bus stops, CARTS will deviate up to 0.75 of a mile from the route (with a 24-hour advance request made to the

Cherriots Regional Map

SALEM-KEIZER TRANSIT



- 1X Wilsonville/Salem Express**
Salem • Wilsonville
 - 2X Grand Ronde/Salem Express**
Salem • Rickreall • Grand Ronde
 - CARTS**
 - CARS 10 Woodburn/Salem**
Salem • Brooks • Gervais • Woodburn
 - CARS 20 Silverton/Salem**
Salem • Silverton • Mt Angel
 - CARS 30 Canyon Connector**
Salem • Turner • Aumsville • Sublimity
Stayton • Meham • Lyons • Mill City • Gates
 - CARS 40 Polk County**
Salem • Independence • Monmouth • Dallas
 - CARS 50 Dallas/Salem Express**
Salem • Rickreall • Dallas
- Book a trip 24 hours in advance to ride these buses
503-315-5544
- CARS 25 North Marion Flex**
Woodburn • Mt. Angel • Silverton
 - CARS 35 Canyon Flex**
Turner • Aumsville • Sublimity • Stayton
 - CARS 45 Polk Flex**
Independence • Monmouth • Dallas
- TC Transit Center P Park & Ride

Last Updated: July 14, 2015

Cherriots.org/services/CARTS

TriLink Call Center) to better serve riders. CARTS vehicle fleet is composed of 15 ADA accessible vehicles.

Willamette Valley Transport

1440 13th Street SE
Salem, OR 97302

Mcclain.timothy@wvtransport.com

Willamette Valley Transport (WVT) provides for-hire wheelchair transportation services for people living in an around Yamhill County. WVT owns five vans which are all wheelchair accessible and can accommodate non-English speakers.

Tri-County Metropolitan Transportation District of Oregon (TriMet)

1800 SW 1st Avenue #300
Portland, OR 97201

customerservice@trimet.org

Tri-County Metropolitan Transportation District of Oregon (TriMet) is the transit operator for the Portland metropolitan area including parts of Multnomah, Washington, and Clackamas Counties. TriMet is the largest transit operator in the state and provided over 101 million boarding rides in the Fiscal Year 2015 on 79 bus lines, five MAX light rail lines, and the Westside Express Service (WES) Commuter Rail. Service across the TriMet system is generally available from approximately 4:30 AM to 2:30 AM daily. Fares on TriMet are shown below in **Table 9**, and allow passengers to ride on any combination of buses, MAX light rail, WES, and on the Portland Streetcar system.

Table 9. TriMet Fares

Fare Type	2.5-Hr Ticket	1-Day Pass	7-Day Pass	14-Day Pass	Monthly Pass
Adult (18-64)	\$2.50	\$5.00	\$26.00	\$51.00	\$100.00
Honored Citizen (65+) / Youth (7-17)	\$1.25	\$2.50	\$7.50	\$14.50	\$28.00
LIFT Paratransit	\$2.50	-	-	\$37.50	\$74.00

LIFT is TriMet's shared-ride service for people who are unable to use regular buses or trains due a physical or mental disability. Passengers must apply and be registered customers in order to use LIFT. The LIFT service area covers all locations within TriMet's service boundary that are three-fourths of a mile of TriMet bus and light rail

routes. Service hours are similar to TriMet’s regular service window and are available from 4:30 AM to 2:30 AM daily. Advance reservation is required for all trips, and must be made before 5:00 pm on the day before the trip. More information on TriMet’s LIFT program can be found online at this URL:

<http://trimet.org/pdfs/lift/liftguide.pdf>

The TriMet system provides connections to surrounding transit systems including the Yamhill County Transit Area; Salem-Keizer Transit; C-TRAN in Vancouver, Washington; SMART; Canby Area Transit (CAT); and Sandy Area Metro (SAM).

South Metro Area Regional Transit (SMART)

28879 SW Boberg Road

Wilsonville, OR 97070

lashbrook@ridesmart.com

SMART operates a fixed route service within Wilsonville between Barbur Transit Center, Salem and Canby, which overlaps with some of YCTA’s transit service. SMART also operates Dial-a-Ride, which provides door-to-door service within Wilsonville and medical transport services to Portland and other nearby cities for the elderly and people with disabilities. SMART transportation services are free within Wilsonville, but charge a fee for intercity services.

The transportation organization operates on weekdays from 5 am to 9 pm, Saturday from 7:30 am to 5:30 pm, and select holidays. Some extended service is offered upon request, but is absolutely limited to 11 pm.

SMART is operated by the City of Wilsonville and maintains a fleet of over 35 vehicles ranging from 40 foot buses to minivans and a trolley-bus. Funding for SMART is provided primarily by local businesses and grants.

In addition to bus routes and Dial-a-Ride, SMART manages the SMART Options Program which promotes alternatives to driving alone, such as riding transit, walking, bicycling and ridesharing. SMART also provides buses for special events and pre-scheduled senior lunches, shopping, and other trips.

Yamhill CCO WellRide

16253 SE 130th Avenue

Clackamas, OR 97015

Cori.Walter@firstgroup.com



Yamhill CCO WellRide serves as the Medicaid transportation broker for Yamhill County and coordinates medical transportation needs for Yamhill CCO members and Medicaid recipients residing in Yamhill County. Non-emergency medical transportation is provided to Medicaid eligible persons, with costs reimbursed through the State of Oregon Department of Human Services. Most of the geographic service area is contained in Yamhill County, but some trips to Marion, Polk, Washington, Clackamas, and Multnomah Counties are served. Transportation services are offered 24 hours a day, 7 days a week, and 365 days per year and the call center is open from 7:30 am to 6 pm on weekdays. Yamhill CCO contracts with 11 transportation providers and the cumulative sum of the contractor's vehicle fleet is approximately 50 vehicles. Fleet vehicles must be under 10 years of age to be used. This transportation service also has drivers who speak Spanish.

Ride Connection, Inc.

9955 NE Glisan Street
Portland, OR 97220
apage@rideconnection.org

Ride Connection is a private, non-profit organization based in Portland, Oregon which offers transportation services for people to access the goods and services they need to survive and thrive. The Ride Connection network is made up of a collection of agencies who serve elderly, people with disabilities, low-income individuals, and the general public by offering a variety of transportation options in Clackamas, Multnomah, and Washington counties. While Ride Connection does not directly serve Yamhill County, YCTA's service does overlap with Ride Connection's service in the previously mentioned counties. Volunteers also assist with providing these transportation services. The regular transportation service hours operate on weekdays from 8 am to 5 pm and beyond the typical service hours upon request.

Ride Connection also offers rural General Public transportation services and Community Connector Shuttles that operate outside the regular service hours. The Community Connectors in Tualatin and North Hillsboro operate from 5-9 am and 2-7 pm. GroveLink operates from 6 am to 7 pm with peak service in the morning and evening commute times and a specific employment shuttle connecting to TriMet line 57. The Community Bus also runs early and late with connections to the Tillamook WAVE, GroveLink and Hillsboro Transit Center. This service travels to/from Forest Grove, Banks, North Plains, and Hillsboro, between 7-9 am and 4:30-7 pm.

Tillamook County Transportation District

3600 3rd St.

Tillamook, OR 97141

info@tillamookbus.com

Tillamook County Transportation District's Coastal Connector service links Lincoln City, Chinook Winds Casino, and Rose Lodge to Grand Ronde seven days a week. The service operates between 7:30 a.m. to 6:15 p.m. on weekdays and from 8:00 a.m. to 9:20 p.m. on weekdays. During weekdays, Salem-Keizer Transit's Cherriots 2X Route provides connecting service to downtown Salem. The one-way fare between Lincoln City and Grand Ronde or Grand Ronde and Salem is \$3.00, and the one-way reduced fare on either of those segments is \$1.50.

PARTICIPATING HUMAN SERVICE AGENCIES

Social service providers in Yamhill County include a wide array of schools, churches, nonprofits and human service agencies. Many of these operate a single van or, in some cases, a passenger vehicle. The inventoried organizations and agencies are described in the following sections. These include agencies that provide, utilize, and need transportation. Contact information is given for each organization to help aid in the future exchange of information and for coordination among agencies.

Yamhill County Health and Human Services - Abacus Program

625 NE Galloway Street

McMinnville, OR 97218

pipere@co.yamhill.or.us

The Abacus Program provides psychiatric rehabilitation services to adults and transitional aged youth with serious mental illness in Yamhill County. The services offered enhance the client's ability to live independently, increase their level of vocational functioning with Yamhill County citizens, and decrease their risk of psychiatric hospitalization. Transportation services are provided to clients for the purpose of group treatment and so that the clients can be transported to their employment, which may be provided by mental health service providers.

The Abacus Program provides transportation services on weekdays from 8 am to 8 pm and owns and operates three mini-vans, one 12-passenger van, and one mid-sized sedan.



Yamhill County Health and Human Services – Developmental Disability Services

850 SW Booth Bend Rd
McMinnville, OR 97218
partridgep@co.yamhill.or.us

Yamhill County Health and Human Services (HHS) manages the development of individuals with intellectual or developmental disabilities. This organization coordinates and assists these individuals with needs and monitors the delivery of identified supports which includes transportation. Transportation services are not directly provided, but may do so in the future if state/federal grants can be obtained. This organization works with Spanish speaking populations.

Yamhill Community Action Partnership

1317 NE Dustin Court
McMinnville, OR 97218
jeff@yamhillcap.org

Yamhill Community Action Partnership (YCAP) advocates for and assists people to become self-sufficient. YCAP works with people living with low-income, the elderly, and persons with disabilities. These services are facilitated through four major programs: Client Services & Housing, Energy Services, the regional Food Bank, and Youth Outreach. Transportation services are not directly provided but bus passes and other transportation assistance is provided. Seven vehicles are owned by the organization but none of them are used for public transportation or are wheelchair accessible. Regardless, there are many services offered by YCAP in English and Spanish.

Head Start of Yamhill County

2045 SW Hwy 18, Suite 300
McMinnville, OR 97218
rlucas@yamhillheadstart.org

Head Start of Yamhill County provides educational services for children in a comprehensive, family-focused, and childhood development program. While transportation is not a major component of this program, bus passes can be provided for families who have issues transporting themselves around Yamhill County. Other transportation services are provided to children, but only to/from school. Spanish speakers are needed to communicate to approximately 40% Spanish speakers involved with the Head Start of Yamhill County programs.

Yamhill County Special Olympics

PO Box 1203

McMinnville, OR 97218

ycspecialo@gmail.com

Yamhill County Special Olympics (YCSO) provides year-round sports competitions for athletes with intellectual disabilities. One necessity of the program is to transport athletes to various competitions. YCSO transports athletes in vehicles rented from rental car companies or school bus services. Information can be provided in English and Spanish.

United Way of the Mid-Willamette Valley

455 Bliler Avenue NE

Salem, OR 97301

avargas@unitedwaymwv.org

United Way is a multidisciplinary organization aiming to improve the lives of people in Yamhill County, which could include funding for education, food, and transportation. United Way of the Mid-Willamette Valley collaborates with the Yamhill Care Coordinating Organization and provides \$8,000 combined in bus passes and gas vouchers for people in need. The Mid-Willamette Valley chapter does not own any vehicles for transportation, but provides Spanish speaking services through the 211 information program.

Yamhill Community Care Organization

807 NE 3rd Street

McMinnville, OR 97218

ejohnson@yamhillcco.org

Yamhill Community Care Organization (Yamhill CCO) transports individuals (Medicaid only) to medical and wellness-type services through the WellRide program. Yamhill CCO contracts with First Transit (not the same staff as the YCTA First Transit contract) who operates approximately 15 different wheelchair accessible vans. Language translation services are available for Spanish speakers to make appointments, but the drivers are rarely Spanish speaking.



Oregon Mennonite Residential Services (OMRS)

325 SW Elmwood

McMinnville, Oregon 97128

<http://omrs-dd.org/contact/>

OMRS is a faith-based organization with a mission to improve the quality of life for individuals experiencing intellectual and developmental disabilities. OMRS has had contracts with both Linn and Yamhill Counties since it began operating group homes in 1986. OMRS provides residential and support services to 50 individuals in thirteen group homes located in McMinnville, Albany, and Sweet Home. OMRS has ten group homes in McMinnville. OMRS provides transportation services to their clients and operates vans for their clients unable to use public transportation. OMRS owns and operates 11 vehicles from minivans to 7-11 passenger vans in Yamhill County. Two of the larger vans are wheelchair equipped. OMRS transports residents to medical appointments, activities, shopping etc. The vehicles are available to the group homes 24 hours a day seven days a week. No fare is collected, transportation services are considered a support service.

MV Advancements

319 NE 5th Street

McMinnville, Oregon 97128

<https://mvadvancements.org/contact/directory/>

MV Advancements provides vocational and residential services to persons with disabilities in Yamhill County. The majority of MV Advancements transportation services are provided by YCTA although there are several areas where public transportation is not available or suitable for the needs of MV Advancements clients. MV Advancements provides transportation for work crews, for Community Inclusion Services clients to community activities, some residential clients to medical appointments and serves clients where public transportation has been determined to not be an option for getting them to and from their program. MV Advancements owns and operates 25 vehicles from mini-vans to 14 passenger mini-buses in Yamhill County.

The hours of service vary depending on the program but typically service is operated during the day with one program operating in the evening hours from 5:00 pm to 11:30 pm. No fare is collected, transportation services are considered a support service.

PRIVATE PROVIDERS

Private transportation options in the area include rail service provided by Amtrak, regional bus service provided by Greyhound, HUT Airport Shuttle to Portland Airport, the casino shuttle, and a number of taxi services.

Spirit Mountain Casino/Confederated Tribes of Grand Ronde

Spirit Mountain Casino operates casino shuttles from neighboring communities to their facility on weekdays. Cities served include Salem, Keizer, Woodburn, Wilsonville, and the greater Portland area. A roundtrip can be purchased for \$5.00. Cities served by the shuttle change by day of the week.

Depending on the day of the week, the casino operates up to five large over-the-road coaches. The service is contracted out to RAZ Transportation, a private charter company, who operates the service and provides vehicle maintenance for the casino.

The shuttle does not coordinate with any current services, according to casino staff.

Valley Retriever Bus

Valley Retriever Bus provides weekday and Sunday bus service from Newport to Portland (and Newport to Bend) with many stops in between. All buses meet ADA requirements. Route 103 leaves Newport at 3:30 pm; arrives in Salem at 5:30 pm after stops in Toledo, Philomath, Corvallis, and Albany; and arrives in Portland at 7:15 pm after stops in McMinnville, Newberg and Tigard. Route 101 leaves Newport at 5:30 am; arrives in Salem at 7:40 am after stops in Toledo, Philomath, Corvallis, and Albany; and arrives in Bend at 10:40 am after a stop in Sisters. Route 106 returns to Newport at 4:10 pm after leaving Bend at 10:55 am, and Route 104 returns to Newport at 11:00 am after leaving Portland at 7:30 pm. The McMinnville stop is located on OR-18 at the McDonald's near the Medical Center.

Taxis

There are four taxicab companies operating in Yamhill County. Super Cab and Rick Shaw Taxi are based in McMinnville. Advanced Taxi Service is based in Newberg. Yellow Cab also operates in Yamhill County upon request.



Chapter 5

Needs Assessment

NEEDS ASSESSMENT

Developing a comprehensive and updated needs assessment is an important part of the Coordinated Plan planning process. The Coordinated Plan focuses on the transportation needs, gaps and challenges specific to seniors and people with disabilities. The Coordinated Plan will identify actions intended to address these needs, and will serve as the basis and rationale for potential future applications to the Special Transportation Fund Advisory Committee (STFAC) for federal and state funding.

The needs assessment was developed using demographic analysis, stakeholder outreach, and through a survey of transportation providers, social service agencies, and other organizations.

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

The stakeholder outreach component of the needs assessment included outreach and discussions with the key stakeholders involved in planning and delivering transportation services and social services to have them articulate and share their experiences, perceptions and opinions about which needs are most critical to meet. This outreach was conducted utilizing a survey and stakeholder workshop that as held in Yamhill County.

JULY 2016 WORKSHOP

A workshop with Coordinated Plan stakeholders was conducted in July 2016 to discuss how the agencies and organizations involved in planning and delivering transportation services and social services currently coordinate what the unmet needs are and what opportunities exist to improve. The workshop began by asking the participants to provide examples of services that are currently working well in Yamhill County. This was done to create a positive environment for the workshop, to reinforce the idea that YCTA and many local organizations are already meeting many of the needs of seniors and people with disabilities, to recognize that the Coordinated Plan process seeks to build on the existing services, and to share good examples of existing programs and experiences that are working well with other participants and the YCTA and ODOT staff in attendance.

Many comments received through the public meeting and surveys relate to YCTA's fixed route transportation services. YCTA plans to complete a long-range public transportation plan in late 2017 to identify short- and long-term goals and strategies to achieve those goals. The information from this document will be considered in the long-range plan. Responses from workshop participants that highlight positive experiences with existing services include:

- Yamhill County Transit Area services
 - Participants expressed their opinions that YCTA services are reliable and reach most, if not every, community in Yamhill County each weekday. Service within McMinnville and Newberg and to/from these communities works well.
 - YCTA drivers were described as patient, kind, responsive, and interact well with staff and riders. Many riders have a personal relationship with drivers. Drivers will go out of their way to find a safe stop and provide directions to passengers.
 - YCTA works well with the social service provider MV Advancements in communicating and adjusting YCTA service to the needs of MV Advancements clients.
 - Participants noted that the McMinnville Transit Center is well maintained and facilities are clean.
 - Fares are reasonably priced.
- Medical service programs
 - Workshop participants expressed their opinion that WellRide, Yamhill County's Community Care Organization (CCO), provides generally good transportation service to medical appointments located in Portland.
 - Service providers share a commitment to providing good, timely service to medical appointments.
- Demand-response services and volunteer driver programs in Yamhill are working well.

NEEDS ASSESSMENT

This section presents a list of identified unmet public transportation needs as identified from the stakeholder workshop, a survey that went to local transit service



providers and social service agencies in March 2016, and other applicable needs as described in Yamhill County’s 2007 Coordinated Transportation Plan.

Transportation Service Needs

- Increase fixed route, demand-response, or commuter service availability.
 - Increase service span (early morning and evenings) and add service on weekends.
 - Increase service availability to support the Employment First Initiative.
 - Add service to meet basic needs (e.g. shopping, medical appointments, banks, recreation).
 - Add a shopper shuttle service.
- Increase fixed route, demand-response, or commuter service geographic scope.
 - To unserved, underserved, or “missing link” areas such as small, rural communities, or low-density areas outside of McMinnville and Newberg area; Carlton, Yamhill, Sheridan, Willamina, and Grand Ronde (West Valley)
 - Provide more long-distance service to Salem and Portland.
 - To/from specific locations and communities:
 - Chemeketa Community College and the Riverside Drive industrial area
 - McMinnville to Salem to accommodate attendance at alcohol and drug treatment centers
 - Increase transportation to the Yamhill Community Action Partnership Main Campus in McMinnville.
 - Directional service on OR 99 throughout Yamhill County.
 - To provide service to lifeline/basic needs destinations such as shopping, groceries, social services, and medical facilities
- Increase fixed route, demand-response, or commuter service quality.
 - Add frequency, especially during commute times.
 - Add additional stops, including at major destinations and flag stops, to make boarding/alighting easier.

- Provide a more robust demand-response service.
 - Expand demand-response service area to Carlton, Yamhill, Lafayette, Dayton, Amity, Sheridan, and Willamina.
 - Increase capacity (more vehicles, drivers, and hours/days available) and real-time demand response, especially during the afternoons and in support of employment opportunities.
 - Provide accessible, door-to-door, demand-response services for the general public.
- As applicable, increase fixed route and/or demand-response services to the following underserved groups:
 - Oregon Health Plan (OHP) enrollees, Medicare patients, and others who don't qualify for Medicaid services and who do not have the means to fulfill their transportation needs
 - People that need access to social service resources located outside of Yamhill county
 - Low-income families, school-age youth, people seeking employment

Infrastructure Needs

- Bus stops
 - Improve safety at stops, especially at major destinations and high ridership locations.
 - Add shelters for bus stops located at major retailers and other high ridership locations.
 - Improve ventilation and sun shading at bus shelters.
 - Improve signage for bus stops and shelters.
 - Post schedules and contact information at stops, including electronic reader boards showing live schedules and delays.
 - Need stops at Virginia Garcia and in front of the McMinnville Hospital
- Improve sidewalk connectivity at and near bus stops (e.g. near Dunn Place and Veteran's Services stops).

Coordination and Organizational Needs

- Emphasize coordination between transit agencies, especially as it relates to sharing of resources and service to/from the Portland area.



- Coordinate with Salem’s RideShare service.
- Coordinate with Yamhill County Health and Human Services³ (HHS) programs serving adults, seniors, and people with disabilities and veterans.
- Coordinate services among Yamhill County HHS programs, social service agencies, senior centers, medical facilities, employers, non-profits, and other organizations to share information about local transportation options, training opportunities, route and schedule changes, and other information. Specific organizations to coordinate with include, but are not limited to, the following:
 - Willamette Valley Medical Center – need to share resources better and figure out a way to help improve service to non-members or those that do not receive reimbursement for medical transportation expenses.
 - Yamhill CCO, WellRide, and NEMT services such as those provided from Willamette Valley Transport
- Seamless fare system between transit agencies to facilitate transfers
- Work with medical providers to ensure a smooth trip to appointments and a coordinated pick-up for the return trip home.
- Coordination with social service agencies, senior centers, medical facilities, employers, non-profits, and other organizations that could participate in vehicle sharing opportunities.
- Coordination with taxi companies

Marketing, Customer Service, and Outreach Needs

- Improve awareness of the availability of and access to information, education, and outreach about the range of different transit services, transportation providers, service areas, how they work together in both the urban and rural areas.

³ The following programs are included as part of Yamhill County Health and Human Services: Administration, Adult Mental Health, Chemical Dependency Services, Health and Human Services, Community Support Services, Abacus Program, Developmental Disability Services, Family and Youth programs, Enhanced Residential and Outreach Services, Yamhill Public Health, Veterans Services

- Increase the availability of information about fares for all transit services, including demand-response, transfers and connecting services online (web or mobile).
- Provide better information for riders and people with disabilities that need to travel for medical appointments.
- Service advertising
 - Radio, local publications, bus shelters, 211 service, kiosks, brochures, websites, social media, and other options
 - Improve transit service branding
- Improve communication about changes to bus schedules.
- Provide more information about rideshare and carpool options through Cherriots Rideshare.
- Increase travel training programs and the bus buddy system.
- Improve people's comfort in riding and using existing public transit services
- Improve driver training and interaction with riders.
- Provide longer pick-up windows.
- Increase the number of demand-response volunteer drivers, specifically in McMinnville, Dayton, Lafayette, Sheridan, Willamina, and Newberg.

Technology Needs

- Easier scheduling system for demand-response services.
- Improve YCTA phone system.
- Need web- and mobile-based trip planning app that would show YCTA routes and schedules, adjacent transit providers, real time vehicle location, availability of wheelchair spaces, and trip training.
- More on-demand services such as Uber and Lyft.

Capital and Funding Needs

- More demand-response service funding
- Need a way to increase the number of discounted fares, vouchers, and bus passes for people with low-incomes.
- Create multi-trip fare cards and bus pass pooling systems.
- Need a way to purchase bus passes online or to pay with a credit card



- Provide adequate funding to maintain fleet vehicles and to purchase bus and equipment replacements.
- Need to develop sustainable funding sources
- Financial support for smaller transportation providers
- Ability to pay drivers more
- Funding for bus stop enhancements (see above).

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Chapter 6

Priorities and Strategies

STRATEGIES

This chapter presents an overview of strategic initiatives, technologies, opportunities for coordination and other methods to improve transportation services for seniors and people with disabilities within Yamhill County. The strategies were generated from the stakeholder meeting, the existing 2007 CTP, current transit research, and a review of Coordinated Transportation Plans from peer agencies.

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

Transportation Service Strategies

- Sustain current fixed route, demand-response, and commuter transit service levels.
- Improve fixed route, demand-response, and commuter transit services.
 - Identify fixed route and demand-response service priorities through the 2016 YCTA Transit Development Plan (TDP).
 - Enhance Saturday service in McMinnville, in Newberg, on OR 99, and in the West Valley.
 - Review schedules and ridership to determine where increased route frequency would be the most beneficial.
 - Expand service span one day a week and incrementally add additional days as feasible.
- Explore options for circulator, feeder route, and flexible route demand-response services.
- Improve regional connections between service providers.
- Partner with local taxi cab companies to provide backup demand-response transit services.
- Explore partnerships with Transportation Network Companies (TNCs) such as Uber or Lyft to provide first-mile/last-mile transportation for customers that can utilize fixed-route transit for part of their trip.

- Explore carpool/vanpool opportunities to help low income commuter needs.
- Improve the current reservation system for demand-response services.

Infrastructure Strategies

- Review existing pedestrian plans in Yamhill County for ideas and funding sources to improve sidewalk and pedestrian infrastructure.
- Develop transit centers in convenient and centrally located areas to provide Park-N-Ride services and safe transfer points.
- Prioritize bus stop locations needing improvements based on locations that are important origins/destinations of seniors and people with disabilities. Make improvements to those bus stops.
- Determine if the Yamhill Community Action Partnership bus stop at Lafayette Avenue/Riverside Drive is a high ridership stop.
- Relocate stops on private property onto public right-of-way.
- Advocate and coordinate with local jurisdictions to support age- and disability-friendly streets and roads.

Coordination and Organizational Strategies

- Promote increased regional transportation coordination and cooperation with TriMet, SAMTD, Smart, Willamette Valley Transport (TripLink).
- Identify/nominate/appoint a volunteer to sit on Yamhill County's Employment First Team (which is a statewide program that is run by Yamhill County's Health and Human Services department) to partner with and start a subcommittee to discuss and coordinate transportation needs.
- Determine if and how YCTA can coordinate with WellRide to provide transportation services (fixed route or demand-response) for Oregon Health Plan (OHP) enrollees, Medicare patients, and others who don't qualify for Medicaid services to meet medical transportation needs.
- Coordinate with Yamhill County Health and Human Services⁴ (HHS) programs serving adults, seniors, and people with disabilities and veterans.

⁴ The following programs are included as part of Yamhill County Health and Human Services: Administration, Adult Mental Health, Chemical Dependency Services, Health and Human Services, Community Support Services, Abacus



- Coordinate with other public agencies and private organizations in Yamhill County to support employment initiatives.
- Work with Grand Ronde on their upcoming Coordinated Plan.
- Develop a STFAC sub-committee to assist with plan implementation and periodically review the Coordinated Plan to evaluate progress and make updates as needed.
- Continue coordination between Yamhill County cities through the YCTA Advisory Committee (which has representation from 10 municipalities and Grand Ronde).
- Engage advocates for transportation for seniors and people with disabilities to become involved in planning projects such as Transportation System Plans (TSP).
- Coordinate with medical facilities, seniors, and/or people with disabilities transportation consumers and their representatives to optimize trip scheduling.
- Partner with Developmental Disability Services, such as Yamhill County HHS, to assure clients have transportation to pursue competitive employment
- Continue partnering and fundraising for Yamhill County Special Olympics transportation services.
- Coordinate with public agencies, private sector, and non-profit organizations to identify opportunities for joint scheduling or sharing of vehicles.
 - Mid-Valley Advancements, Oregon Mennonite Rehabilitation Services, Work with Head Start, A Family Place, and MV Advantage, Chemeketa Community College, Linfield and George Fox Colleges.
- Coordinate with Willamette Valley and Yamhill Community Care Organization, currently using WellRide, for trips to/from the hospital and social services agencies for opportunities to pick-up and drop-off for passengers along route.

Program, Developmental Disability Services, Family and Youth programs, Enhanced Residential and Outreach Services, Yamhill Public Health, Veterans Services

- Continue to collaborate with the Confederate Tribes of Grand Ronde to provide transportation services for tribal members and extend existing routes to Willamina and Sheridan to include Grand Ronde
- Coordinate public transportation with community planning and encourage rational public transportation friendly development. Develop strategies (e.g. incentives, mutual planning requirements) to influence the siting of facilities that provide services to seniors and/or persons with disabilities.

Marketing, Customer Service, and Outreach Strategies

- Customer service survey to evaluate existing services.
- Develop a broad-based customer outreach strategy that focuses on delivering transportation information to riders and the community at-large across multiple print, online, and mobile platforms. Opportunities for communication and increased awareness of transit service availability and service updates include email lists, print media, online media, newsletters, advertising at local events, and other options.
- Develop a Rider's Guide booklet with information and maps about Yamhill County transit service.
- Promote travel options counseling services and providing web-based and application-based information systems.
- Increase communication and marketing efforts to make members of the public and policy-makers aware of transportation options.
- Create a customer feedback loop that includes the use of customer surveys available to the public to improve communication between transit providers, human services, and riders.
- Provide access to online trip planning tools, particularly for seniors and people with disabilities.
- Provide driver training to ensure a consistent and positive customer experience.
- Expand travel training programs that cover topics such as how to use the demand-response system, make transfers between transit systems and destinations, and use online tools and applications.
- Enhance and develop travel training material such as videos, educational brochures, provide on-location travel training, and encouraging bus buddies.



- Conduct outreach to increase the number and geographic locations of volunteer drivers.

Technology Strategies

- Implement grant for web and mobile based trip planning and real time tracking.
- Explore partnership with taxis to provide on-demand transportation services.
- Develop a centralized information system that can be accessed by people needing information on transportation resources.
- Develop an online resource and mobile application for trip planning.
- Provide real-time bus information for scheduled rides and same-day or on-demand scheduling.
- Provide online and mobile application system for requesting transportation where fixed routes are not accessible.

Capital and Funding Strategies

- Explore funding options through the DD 53 program, Yamhill County Health Department, ODOT and other partners.
- Examine Corvallis fare system for ideas that could be implemented in Yamhill County.
- Explore increased funding through traditional and non-traditional means.
- Explore partnerships between the YCTA and the United Way, Yamhill CCO, and other organizations to obtain subsidized and/or free bus passes.
- Continue the fare assistance program for people whose primary barrier to using public transit is financially based.
 - As funding allows, support organizations, such as United Way of the Mid-Willamette Valley coordination with Yamhill Community Care Organization, with reduced price bus passes.
- Advocate for increased funding and seek out new and innovative funding opportunities.
- Regularly review YCTA and other partners' vehicle inventories against route/passenger needs and vehicle condition. Forecast replacement and/or expansion needs, and share with funders, partners and other stakeholders as needed.

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Chapter 7

Unmet Needs/Strategies and Next Steps

UNMET NEEDS/STRATEGIES AND NEXT STEPS

This chapter maps the relationship between the unmet needs described in Chapter 5 with the strategic initiatives, technologies, opportunities for coordination and other methods to improve transportation services for seniors and people with disabilities within Yamhill County described in Chapter 6. This chapter concludes with a set of next steps that will help guide implementation of the Coordinated Plan.

Table 10, below, summarizes the unmet transportation needs in the left column, and suggests a corresponding service strategy in the right column. The list of strategies should be viewed as a “catalogue” of service alternatives and do not necessarily represent programs that have existing funding sources available to initiate or jump-start the strategy. Over time, YCTA should continually refine and update the list of preferred strategies with the goal of prioritizing those most feasible to pursue, and those that would best address identified unmet needs.

Table 10. Unmet Needs and Corresponding Strategies

Unmet Transportation Need(s)	Corresponding Strategy(s) and Potential Funding Sources
<p>Transportation Service Needs</p> <ul style="list-style-type: none"> • Increase fixed route, demand-response, or commuter service availability Increase service geographic scope. • Increase fixed route, demand-response, or commuter service geographic scope Increase Dial-A-Ride (DAR) services • Increase fixed route, demand-response, or commuter service quality • Provide a more robust demand-response service. • As applicable, increase fixed route and/or demand-response services to the following underserved groups 	<p>Transportation Service Strategies</p> <ul style="list-style-type: none"> • Sustain current service levels. • Identify fixed route and demand-response service priorities through the 2016 YCTA Transit Development Plan (TDP). • Explore options for circulator, feeder route, and flexible route demand-response services. • Improve regional connections between service providers. • Explore carpool/vanpool opportunities to help low income commuter needs. • Improve the current reservation system for demand-response services.
<p>Infrastructure Needs</p> <ul style="list-style-type: none"> • Improve bus stops. • Improve sidewalk connectivity at and near bus stops (e.g. near Dunn Place and Veteran’s Services stops). 	<p>Infrastructure Strategies</p> <ul style="list-style-type: none"> • Review existing pedestrian plans in Yamhill County for ideas and funding sources to improve sidewalk and pedestrian infrastructure. • Develop transit centers in convenient and centrally located areas. • Prioritize bus stop locations needing improvements based on important origins/destinations • Advocate and coordinate with local jurisdictions to support age- and disability-friendly roads.

<p>Coordination and Organizational Needs</p> <ul style="list-style-type: none"> • Emphasize coordination between transit agencies, especially as it relates to service to/from Portland. • Coordinate with Yamhill County Health and Human Services programs • Coordinate to share information about local transportation options, training opportunities, route and schedule changes , and vehicle sharing • Work with medical providers to ensure a smooth trip to appointments and a coordinated pick-up for the return trip home 	<p>Coordination and Organizational Strategies</p> <ul style="list-style-type: none"> • Promote increased regional transportation coordination and cooperation. • Identify/nominate/appoint a volunteer to sit on Yamhill County’s Employment First Team. • Determine how YCTA can coordinate with WellRide to provide transportation services to meet medical transportation needs. • Coordinate with Yamhill County Health and Human Services (HHS) programs. • Coordination to support employment initiatives. • Develop a STFAC sub-committee to assist with plan implementation • Continue coordination between Yamhill County cities through the YCTA Advisory Committee • Engage advocates for transportation for seniors and people with disabilities • Coordinate with medical facilities and customers to optimize trip scheduling. • Coordinate with public agencies, private sector, and non-profit organizations to identify opportunities for joint scheduling or sharing of vehicles. • Coordinate with CCOs for trips to/from the hospital and social services agencies for opportunities to pick-up and drop-off for passengers along route. • Continue to collaborate with the Confederate Tribes of Grand Ronde • Coordinate public transportation with community planning and encourage rational public transportation friendly development.
<p>Marketing, Customer Service, and Outreach Needs</p> <ul style="list-style-type: none"> • Improve awareness, availability, and access to information, education, and outreach about the range of different transit services, transportation providers, and service areas. • Increase the availability of information about fares for all transit services, including demand-response, transfers and connecting services online. • Provide better information for riders and people with disabilities that need to travel for medical appointments. • Improve service advertising. • Increase the number of volunteer drivers for demand-response services. • Improve travel training programs for riders and training programs for drivers. 	<p>Marketing, Customer Service, and Outreach Strategies</p> <ul style="list-style-type: none"> • Conduct a customer service survey • Develop a broad-based customer outreach strategy. • Promote travel options counseling services • Increase communication and marketing efforts • Provide access to online trip planning tools • Provide additional driver training • Expand travel training programs and develop travel training material such as videos, educational brochures, provide on-location travel training, and encouraging bus buddies. • Conduct outreach to increase the number and geographic locations of volunteer drivers.



<p>Technology Needs</p> <ul style="list-style-type: none"> • Easier scheduling system for demand-response services. • Improve YCTA phone system. • Need web- and mobile-based trip planning app that would show YCTA routes and schedules, adjacent transit providers, real time vehicle location, availability of wheelchair spaces, and trip training. • More on-demand services such as Uber and Lyft. 	<p>Technology Strategies</p> <ul style="list-style-type: none"> • Implement grant for web and mobile based trip planning and real time tracking. • Explore partnership with taxis to provide on-demand transportation services. • Develop a centralized information system that can be accessed by people needing information on transportation resources. • Develop an online resource and mobile application for trip planning. • Provide real-time bus information for scheduled rides and same-day or on-demand scheduling. • Provide online and mobile application system for requesting transportation where fixed routes are not accessible.
<p>Capital and Funding Needs</p> <ul style="list-style-type: none"> • More demand-response service funding • Need a way to increase the number of discounted fares, vouchers, and bus passes for people with low-incomes. • Create multi-trip fare cards and bus pass pooling systems. • Need a way to purchase bus passes online or to pay with a credit card • Provide adequate funding to maintain fleet vehicles and to purchase bus and equipment replacements. • Need to develop sustainable funding sources • Financial support for smaller transportation providers • Ability to pay drivers more • Funding for bus stop enhancements (see above). 	<p>Capital and Funding Strategies</p> <ul style="list-style-type: none"> • Explore funding options • Examine Corvallis fare system for ideas • Explore partnerships to obtain subsidized and/or free bus passes. • Continue the fare assistance program • Advocate for increased funding and seek out new and innovative funding opportunities. • Regularly review YCTA and other partners' vehicle inventories against route/passenger needs and vehicle condition. Forecast replacement and/or expansion needs, and share with funders, partners and other stakeholders as needed.

NEXT STEPS

After adoption of the Coordinated Plan, there are a number of logical next steps that YCTA can take to move forward to implement the plan. Some general strategies, initiatives, and opportunities to implement in the near-term include:

1. YCTA staff to develop a strategy for Coordinated Plan implementation. As needed, the STFAC and public and private stakeholders will be included in order to gain feedback on the proposal for Coordinated Plan implementation.
2. YCTA staff to develop and/or refine a list of funding and transit service investment priorities to help identify which of the unmet needs are most pressing, and which of the proposed strategies would best be positioned to address the unmet needs.
3. Begin preparing for the next funding cycles, including any needed refinements to the STF and Section 5310 funding and application processes.

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Appendix A: Stakeholder Workshop Comments

Yamhill County Transit Area Coordinated Transportation Plan for Seniors and People with Disabilities

Comment Form

Thursday, July 28th • 6:30 – 8:40pm
*Yamhill County Courthouse, Room 32,
535 NE Fifth Street, McMinnville, OR 97128*

Welcome!

Thank you for joining the Stakeholder Workshop to inform the 2016 update to Yamhill County Transit Area's Coordinated Transportation Plan (CTP) for Seniors 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 disabilities
- Identify geographic, regulatory and structural barriers to addressing these needs
- Share ideas for new and innovative services and strategies to meet the transportation needs

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.

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 seniors and people with disabilities, what is working?

- YCTA and MV Advancements relationship
 - current schedule of current riders and make adjustments to work schedules of riders
 - communication
- Transportation Services
 - Buses are reliable
 - connects all of the communities in Yamhill – at least 1 route every day in every community
 - within towns
 - to larger communities/cities works well
 - being able to connect to appointments to Portland
 - DAR is accessible
- Costs are reasonable – cost effective
- Quality of Service
 - Commitment to good service, timeliness, access to medical care
 - Drivers communicate with riders well and are very responsive to needs
 - Drivers work with organizations like MV advocacy to resolve issues with passengers
 - Will go out of their way to find a safe stop and provide directions
 - Riders do have a personal relationship with drivers
- Infrastructure
 - McMinnville transit Center is well maintained and facilities are clean

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

- Limited funding for paratransit services
- Making stops safer and convenient for riders and drivers
- Transportation Services
 - Adding flagged/fixed stops
 - Expanding daily/weekend span for those working (early, late, weekend shifts), shopping, and doctor appointments
 - Needed especially for people with disabilities and employed
 - More transportation options outside of McMinnville and Newberg
 - Carlton only has 2 daily options
 - More frequency and access points for these areas
 - Routes that go by social service organizations
 - DAR on demand – currently requesting/scheduling after 2 pm is difficult
- Infrastructure
 - Route 3 – Lovers going to Linfield – need two directional service on 99 because stop is at a dangerous intersection for crossing
 - Bus shelters at major retailers
- Technology
 - Easier scheduling system/process for DAR
 - YCTA phone systems doesn't always work
- Connectivity – more cost effective and increase span of these services
 - McMinnville to Salem (alcohol and drug treatment centers)
- Education
 - Better attendance
 - Bus buddies
 - Help with navigation especially for those going to important medical trips or with disabilities

- Social service resource that fall outside of Yamhill county for well ride, people need transportation to these services and cannot use well ride because they are not billable services

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 seniors and people with disabilities, please identify areas that have a need for new or improved transportation service.

- increases of services quality, availability, frequency, and accessibility
 - base on ridership return and general benefit to communities
 - longer daily spans
 - need more evening services
 - employment – add Saturday service
 - Employment first initiative – main barrier is lack of weekend services, lots of opportunities for weekend jobs but no way to get there
 - coordinate with schools as well, students cannot leave school on time to catch bus
 - Need midstops (flag stops), too many restrictions put on bus drivers
 - Two directional service on 99 and closer stops at big box stores and hospital
 - Better routing north and south bound on 99 to Dundee
- Provide basic services to smaller, rural areas since there are limitations in funding
- Connect missing linkages between cities and counties
- Safer, convenient stops
 - Route 2 does not actually stop in front of the hospital, but instead a few blocks from the front door – need to stop in front of the entrance for those with disabilities and ill
- Expand services to:
 - New developments such as that at the end of 2nd avenue in McMinnville
- Communication
 - Need to inform riders about changes ahead of time (at least a month)

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

- Bus shelters:
 - With side ventilation and sunscreens
 - Grand Rondo bus stop (1st St and Grand Ronde Rd)
- Sidewalk connectivity
 - Bus stops for Route 2 stops off of Dunn Place, where there currently is no sidewalk
 - Lack of connectivity makes reaching Veterans services near Lowes difficult
- Buses going into properties, fronts of buildings
 - Need stops in front of the McMinnville hospital or closer to entrances
 - At big box stores, need bus to go through parking lots to entrance
 - Need stop in front of Virginia Garcia

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.

- Emphasis coordination between transit agencies
 - Lack of coordination between connection points going to Portland – need to coordinate with other transit agencies to assure people are not missing buses
- Coordination issues with stop locations
 - Ex: big box stores
- Make information easily available
 - Need to inform people about these rideshare/carpool options
 - Residents are aware of MC Carpool – rideshare
 - Yamhill County is part of the Salem ridematch
- Perhaps DAR could have the ability to bill for DD53 funds for off hours transportation
- Employment first team – has a seat available for a transportation person to partner with and starting a subcommittee to include anyone from local transportation community
- WVMC well ride
- Only for members
- Willamette valley medical center has a circulator among common facilities but
 - need better coordination and sharing of resources also resources non members
 - Especially need coordination of these services in McMinnville to share resources
 - Medicaid \$0.50/mi for trips (self-reimbursement)
 - Non-medical needs – reimbursement

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

- Need information on fares for all services, DAR and transfers
- Just got a grant approved to do a number of the technology options, web mobile trip base planning and signs at stops, real time tracking – at least a year to get in place
- Uber based system
 - on call on demand rideshare through YCT
 - maybe getting volunteers involved not just to get funding for them but also YCTA
- Integrating technology with current cameras
 - Cameras do not capture video all the time, so if there was an incident this might be missed
- Priority for technology
 - Panic button
 - Real time vehicle location
 - Update on whether wheelchair/bike slots full

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 seniors and people with disabilities? What strategies should be added to the plan?

- Improve driver training and interactions
 - Cherriot drivers have been seen as friendlier compared to YCTA. Could this be related to budget and drivers' satisfaction with pay/jobs?
 - Make sure drivers do not leave early or volunteers rushing passengers
- Fares
 - Discounted fare
 - Need a way to offset cost of transportation if going to drug/alcohol groups or assistance programs like that
 - centralized county pool of passes – having special passes for programs/organizations on a list for reduced fare
 - Look at Corvallis fare system
 - Punch cards
 - Easier way of getting passes online and paying with credit care
 - seamless fare system between transfers
 - online purchasing
- Expand volunteer services
 - Widen area search for volunteers
 - Especially for McMinnville, Dayton, Lafayette
 - Sheridan-Williamina, Newberg, McMinnville, Dayton, Lafayette
- DAR
 - Reservation system for all providers
 - Expand to Carlton, Yamhill, Lafayette, Dayton, Amity, Sheridan, Willamina

- Expand services/add services and begin with 1 day a week and slow work to full week accessibility
- Uber/rider share option

8. Funding: Providing transit services costs money. Transit service in rural areas and services such as Dial-A-Ride and paratransit (and ADA-accessible vehicles) commonly used by seniors and people with disabilities, generally costs more than local community transit. YCTA would like your opinion on the following questions:

- Current Facts
 - Currently YCTA – 90% from state and a bit from cities and county, near 10% from county, fares and cities small percentage
 - Using property, payroll tax, sin taxes
 - About 300,000 rides/yr
 - Commuter use going down – 160,000
 - Fixed routes going up – 1.5 rides per capita
 - Commuter
 - DAR – 48,000 rides/yr
 - Fixed route
- New ways of funding:
 - infrastructure fees, maintenance fees, utility tax
 - Corvallis has a utility tax funding their transit
- Need to know county's priorities about transit before deciding on tax/fee support through county
- Need to know how county is spending money right now on transportation
- Local community transit first, DAR for elderly and disabled second, DAR to gen public third, commuter service
- All of the commuter services are important, but should base any expansion in service on current ridership. Some preference towards Salem and Grand Ronde/Coast. Specifically Grand Ronde/Coast because of current employment in Lincoln County.

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

- Grand Ronde tribe will be working on its own plan for the Grand Ronde community
- Group homes have vehicles but for specialized needs
- Mennonite – barrier in providing funding for volunteer drivers
- Communication, collaboration, and education very important, making sure public is involved through the way of making decisions
 - Coordinating with agencies and making sure they are sharing resources
 - Posting schedules and contact number on all the shelters
 - Provide information for riders and the communities
 - Service options, coordinators, service areas, and phone numbers/contact information

Appendix B: Transportation Provider Survey Results

SURVEY RESULTS MATRIX

Provider Category	Type of Service	Days/Hours of Service	Eligibility Requirement	Service Area	Number of Vehicles
Oregon DOT Rail & Public Transit Division	Oregon POINT bus service and Amtrak Cascades rail service	www.amtrakcascades.com www.oregon-point.com	General public	Partial statewide coverage	Referring only to transit service operated by ODOT: ODOT owns one trainset (around two years old) ODOT has a security interest in one bus (around two years old with approximately 300,000 miles on it)
Head Start of Yamhill County	Bus passes for families with Transportation Issues. Some residence to school transport.	Transportation to/from school	Involved in the Head Start Program	Yamhill County	None
NW Medical Transportation	Door to door	Unknown	Ambulatory Client	Unknown	Unknown
United Way of the Mid-Willamette Valley	Bus passes and gas vouchers	N/A	Unknown	Mid-Willamette Valley	None
Yamhill Community Action Partnership	Bus passes and other assistance to access transportation	N/A	Persons living towards self-sufficiency	Yamhill County	Seven vehicles, but none are for public transportation or are wheelchair accessible
Yamhill Community Care Organization	WellRide – Transports members to medical appointments	24 hours per day, 7 days a week, 365 days per year. Call center is open from Weekdays 7:30 am to 6 pm	Must be a member of Yamhill CCO and WellRide	Yamhill County	Approximately 15 vehicles
Yamhill County Health and Human Services – Development Disability Services	Help persons with disabilities identify transportation services	Weekdays	Persons with Disabilities	Yamhill County	None
Yamhill County Health and Human Services Abacus Program	Transports youth and people with serious mental illnesses	8 am to 8 pm	Persons with Disabilities	Yamhill County	2008 Ford Fusion – 60190 miles 2012 Dodge Caravan – 24817 miles 2013 Dodge Caravan – 20124 miles 2011 Ford 12-passenger van – 17558 miles 2015 Dodge Caravan – 2402 miles
Yamhill County Special Olympics	Transports athletes to competitions	Event-based	Associated with Yamhill County Special Olympics Programs	Competition Area	None
South Metro Area Regional Transit (SMART)	Fixed Route and Dial-a-Ride service	Weekdays 5 am to 9 pm Saturday 7:30 am to 5:30 pm	General Public	City of Wilsonville	Unknown
Ride Connection	Door-to-Door service	Generally from 5 am to 7 pm	Targets Low-income and transit-dependent commuters, but is open to the general public	Clackamas, Multnomah, and Washington Counties	118 vehicles
The Yamhill County Transit Area	Fixed route, deviated route, and dial-a-ride	Monday thru Friday 6:00 am – 9:00 pm Saturday 8 am – 7:30 pm	General public	Yamhill County and some cities adjacent the County	30 ADA accessible vehicles

