



Image: Doug Kerr

# Yamhill County Transit Area Transit Development Plan

## Memo #4: Solution Strategies and Community Input



**Yamhill County  
Transit Area**

**April 2018**



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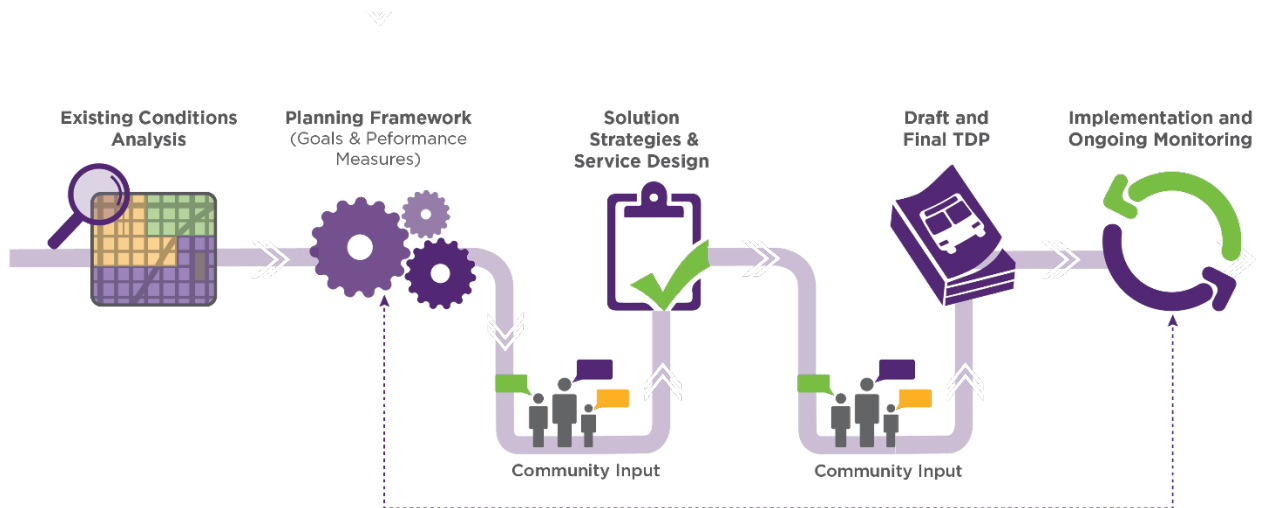
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# 1 INTRODUCTION

Technical Memorandum #4 (TM #4) puts forth initial options for the long-term vision for transit in Yamhill County, along with short-term steps to achieve that vision. These solution strategies build from the technical analysis and community input discussed in TM#2, and are evaluated using the planning framework created in TM#3. As shown in Figure 1-1, the solution strategies happen around the midpoint of the project. The project team will collect feedback from the Project Advisory Committee and the public and revise the strategies into a full operating and capital plan for the short, medium, and long term.

Figure 1-1 Service Opportunity Planning Framework



## 2 SOLUTION STRATEGIES

Analysis of existing service, input from multiple audiences, and discussions with the Project Advisory Committee yielded a number of issues and opportunities for transit in Yamhill County and adjoining communities. This chapter describes strategies YCTA can implement to answer the needs identified by the community. The strategies are meant to elicit input from the public and the PAC; after outreach is completed, the project team will develop more detailed descriptions (e.g., routing, service hours, number of vehicles) for strategies that best meet the project goals and stakeholder priorities.

### OPERATIONAL STRATEGIES

Operational strategies encompass when, where, which days, and at what frequencies routes run. These cover the nuts and bolts of day-to-day operation and have the largest impact upon ongoing resource needs.

#### Service Days and Hours

Changes to transit days of the week or hours of the day – known as the service span – were a commonly heard suggestion. Increasing service span accommodates a greater number of activity types (e.g., shopping after work or on weekends) and improved connections with regional transportation services.

**Operate routes in the evening to 9:00 p.m.** Most YCTA routes operate until between 6 p.m. and 7 p.m., which can limit public transportation’s usefulness for commute trips, and does not accommodate “trip chaining,” or allow for people to complete after-work activities before heading home. Stakeholder input suggested that service until 9 p.m. is sufficient for communities of the size found in Yamhill County. This strategy evaluation assumes:

- Local fixed routes, Dial-A-Ride and proposed flex routes will increase service by two to three hours per weekday; and
- Each intercity route will add one roundtrip per weekday.

**Start local service at 6 a.m.** Service within McMinnville and Newberg begins at 7 am. Stakeholders indicated that starting one hour earlier helps people get to jobs that start at 7 a.m. or 7:30 a.m.

**Add Saturday and/or Sunday service.** Saturday service is offered today on the Grand Ronde (24s) and Tigard (46s) routes. Weekend service would bring increased mobility on other key corridors and communities. Weekend service could be added to specific areas and phased over time to control the relatively high cost of adding both days to all routes. Weekend service levels are typically lower than weekday levels (e.g., four round trips instead of eight). This strategy evaluation assumes:

- Fixed route services add 10 hours of service per Saturday and per Sunday. For routes that operate on Saturday today (24s and 46s), only Sunday service needs to be added. The exact number of intercity round trips will be determined. Local services also gain 10 hours of service on Saturday and 10 hours on Sunday. The costs include mandatory ADA paratransit service.



- Demand-response service supports a different ridership market than fixed route services. Weekend service on Dial-A-Ride includes two 10-hour days, with routes and service types to be determined in subsequent service planning.

## Routing and Frequency

YCTA's fixed-route services fall into two main categories: intercity routes with limited stops connecting communities within Yamhill County as well as areas outside the county, and local service circulating within Yamhill County's two most populous cities. YCTA intercity service offers long-haul mobility while the local routes are typically used for shorter trips of one to five miles. Strategies in this section enhance both categories of service.

Note that for any strategies on OR 99W (Route 44 /45X), travel times may decrease and service reliability may increase once the Newberg-Dundee Bypass Phase 1 is completed in early 2018.

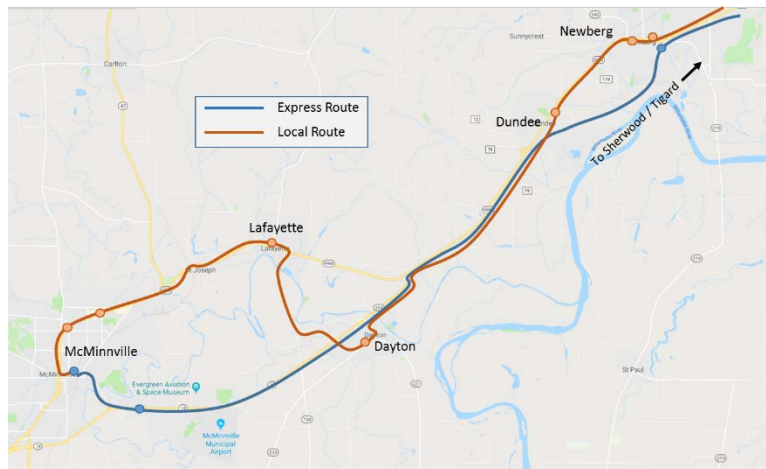
### Intercity

**Increase intercity route frequency.** Adding additional intercity trips during commute hours would focus service on the times with the highest ridership demand, and possibly bring more riders by adding convenience (more options) and schedule flexibility.

- Add one AM peak and one PM peak trip to Routes 11 and 33
- Add one PM peak trip to Route 22

**Add express service on Route 44/45X.** There is relatively high demand for direct connections between McMinnville and Newberg throughout the day. YCTA serves the 99W corridor with Routes 44 and 45x: Route 44 serves all local communities (McMinnville, Lafayette, Dayton, Dundee, Newberg, Sherwood and Tigard) with 9 round trips per day. Route 45x offers one round trip express run from McMinnville to Tigard each day (via McMinnville, Newberg, Sheridan, Tigard). Creating additional express trips could offer faster connections between McMinnville and Newberg and take advantage of the Highway 18 Dayton Bypass and the Newberg-Dundee Bypass (opening early 2018). Local routes would continue to ensure access to local communities throughout the day.

- **Maintain the local Route 44 with nine round trips per day.** Route 44 will serve all local communities. The travel time between Newberg and McMinnville would be about 40 minutes, and about 75 minutes for McMinnville to Tigard. Eliminating deviations and optimizing routing will be considered to reduce the travel time.
- **Operate the express Route 45X five times per day, four more than today.** Using the existing Route 45X path and limiting stops to McMinnville, Newberg, Sherwood and Tigard will provide more direct mobility. The travel time between McMinnville and Newberg would be about 30 minutes, and from McMinnville to Tigard would take about 60



minutes. The reliability of travel times could be improved with opening of the Newberg-Dundee Bypass. There is the potential to more directly connect activity centers including the CCC campus in Newberg and Providence Newberg Medical Center.

**Shorten intercity routes to Yamhill County borders.** Stakeholder feedback showed an interest in having passengers transfer to get to their final destination, which would be an inconvenience to riders but could also reduce cost. Shortening these routes to Yamhill County borders can save up to 20 minutes per trip, resulting in cost savings that YCTA can reallocate in the public transportation system.

- **End Route 44 in Sherwood** instead of Tigard during the mid-day period (10 a.m. to 3 p.m.) or all-day. This could reduce annual operating costs by up to \$100,000. Route 45X could continue to provide express service to Tigard, or Route 44 could continue serving the Tigard Transit Center during peak hour (commute) runs to provide employment and other activity access. A Sherwood stop will still offer connections to the Portland metro area: TriMet Routes 93/94 provides service between Sherwood and Tigard every 20- to 40 minutes, seven days per week. YCTA could serve its current stop on SW Langer Dr on another nearby stop.
- **End Route 33 in Forest Grove** instead of Hillsboro during the mid-day period (10 a.m. to 3 p.m.). YCTA should continue to serve the Hillsboro MAX light rail station during peak hour (commute) runs to provide Portland area access. This will shorten the route by about 20 minutes, reducing operating costs by about \$20,000. There is no MAX light rail stop in Forest Grove. Passengers must take TriMet Route 57, which runs every 15 to 30 minutes, to Beaverton Central Station.

**Extend Route 11 to Salem Downtown Transit Center.** YCTA currently serves a stop in West Salem. Extending the route to downtown would connect to the heart of Salem and the employment center of the capitol area. This would also provide transfers to the Salem Amtrak Station and Cherriots, Salem's local public transportation system.

## Local

**Add service areas to fixed routes in McMinnville.** Areas in the western and eastern parts of McMinnville are expected to develop further, and today have limited or no transit service. Several destinations in eastern McMinnville, such as YCAP and the Virginia Garcia medical clinic, are not served today. Route 3N (north) also covers a large service area and often runs late. By adding resources to fixed routes in McMinnville, YCTA can improve reliability and cover additional areas of the city.

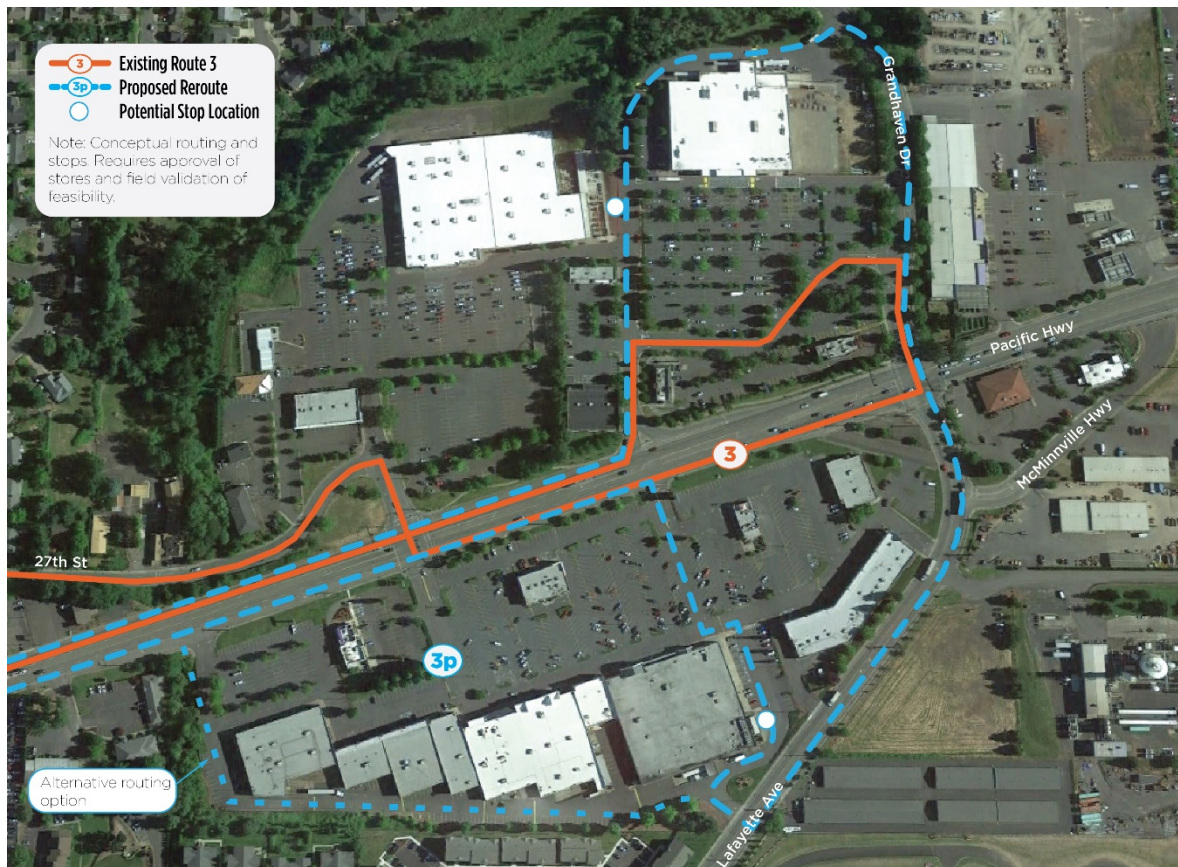
**Add service areas to fixed routes in Newberg.** Newberg's total population is similar to McMinnville's, but ridership is far lower. Routes in Newberg cover a limited area relative to the pace of land development, and today's one-way loops routes require long travel times. Adding additional fixed-route resources and revising the existing routing to provide more efficient travel times, cover unserved parts of the city (such as the northeast), and serve major destinations such as George Fox University could attract riders. In addition, given lower densities in parts of Newberg, a deviated fixed-route service could be considered. This means a route can "deviate" a limited distance from its regular route to pick up a passenger, which can be convenient for the passenger and cost-effective for YCTA, by reducing the demand for separate dial-a-ride or ADA Paratransit service.

**Increase local route frequency to every 30 minutes.** Frequency is a highly valued attribute of transit. Doubling frequency, from 60 minutes today to every 30 minutes, will likely attract more riders.

**Serve front doors of businesses.** The north section of Route 3 in McMinnville travels along Highway 99 past major shopping destinations. The "Big 5" stop serving this retail hub has very high ridership. The walking environment, however, does not make taking transit attractive. There is no safe crossing at the

Big 5 stop, meaning if a person is heading to Safeway or anywhere on the south side of Highway 99, they must walk 500 feet in either direction to signals at Lafayette Avenue or 27<sup>th</sup> Street. Once people are dropped off at the bus stop, they must walk through parking lots to access retail; for example, Safeway's front door is 350 feet from Highway 99. The bus can circulate through parking lots and use signals to cross Highway 99, providing front-door service. Figure 2-1 provides a conceptual example; routing would need to be validated in the field and secure approval from store owners.

Figure 2-1 Buses could circulate through parking areas to serve the front doors of retail destinations



**Add local stops to intercity routes.** The intercity routes pass through communities via arterials (i.e., OR 99W, OR 18, and OR 47) with limited stops. Over time, communities grow, and new stops may be needed to meet demand. Any additional stops must be limited in nature, since the current intercity routes do not require provision of ADA paratransit due to their designation as commuter/intercity routes. Also, any additional stops along arterials must have a safe place for the bus to stop, and should not require a significant deviation (and increase in travel time). Locations mentioned by the community for service include:

- Route 22, Sheridan – Route 22 serves three stops in Sheridan. A bus driver suggested a fourth stop west of the Washington and Main stop. A potential location might be Olive or Florence Streets. Stakeholders also indicated demand for a stop serving Deer Meadow Assisted Living.
- Route 22, Fort Hill – According to a driver, people walk from Fort Hill to Spirit Mountain Casino to catch the bus. There is a mobile home park in Fort Hill. A suggestion would be to stop near the lumber yard as shown in the figure below. An analysis would be required to determine where a bus stop could meet YCTA, ODOT, and local requirements.



Figure 2-2 Potential stop to Route 22



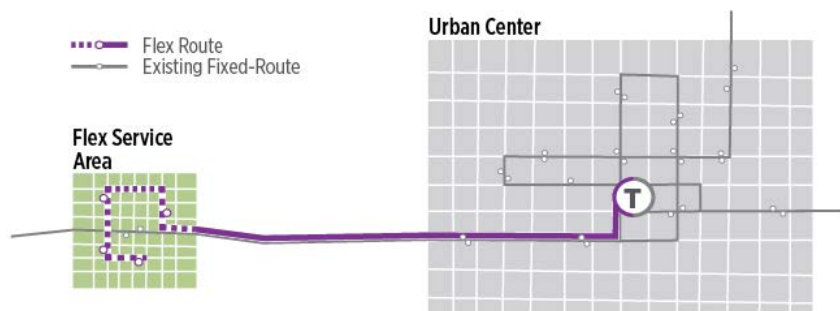
## Flexible and Demand-Response Services

One advantage of traditional fixed-route transit service is cost efficiency, providing high capacity on a predictable route and schedule. In some service areas, however, traditional fixed-route services may not meet all transit needs. Transportation that reaches people at their door, such as YCTA's Dial-A-Ride, or shuttles that operate only on certain days, may be a solution for many areas of Yamhill County.

“Flexible” transportation encompasses services that combine a mix of demand-response and fixed-route elements. Flex routes and shuttles recommended for Yamhill County are described below.

- **Flex routes.** Flex routes are a hybrid of fixed-route and demand-response. Flex fixed-routes run on a set route but have a designated deviation area within which drivers will deviate from the route to pick up passengers who

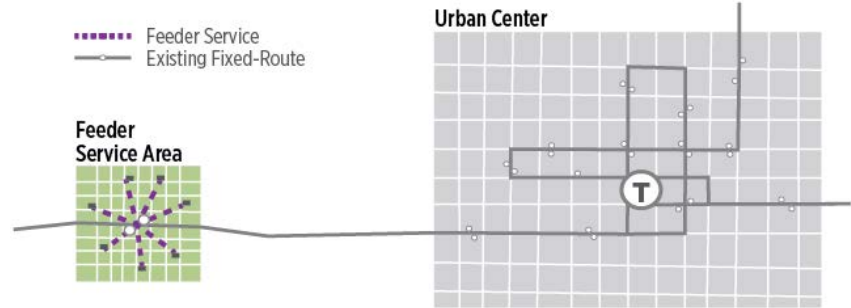
schedule a ride in advance. Providers create schedules with enough time built in to accommodate a limited number of deviations between timepoints. The advantage is flexibility to pick up those who cannot access the set route, but the disadvantage is longer travel times. In Yamhill County, this model would be best suited to small communities (e.g., Willamina, Yamhill), then operate via a fixed route to major destinations in McMinnville. A variation on this service is a point-deviated route, in which drivers pick up passengers upon request and there are a couple set stops with timepoints where passengers can walk to meet the bus if they are able.



- **Local feeder service**

**shuttle.** Fixed-route service runs through nearly all of the communities in Yamhill County, but with limited stops and only via arterials. People living in smaller communities may find

it difficult to access existing service due to the distance from their home or lack of safe walking paths. A small bus or van can offer first/last-mile access by providing door-to-bus stop trips linking people to the existing fixed-route service. Commonly known as “feeder” service, these shuttles rely on either advance reservations or following a route and stopping wherever people wait (i.e., “flag” stops). Feeders are timed to meet fixed-route service. Ride-hailing services like Uber, Lyft and Via provide a technology platform for these types of trips.

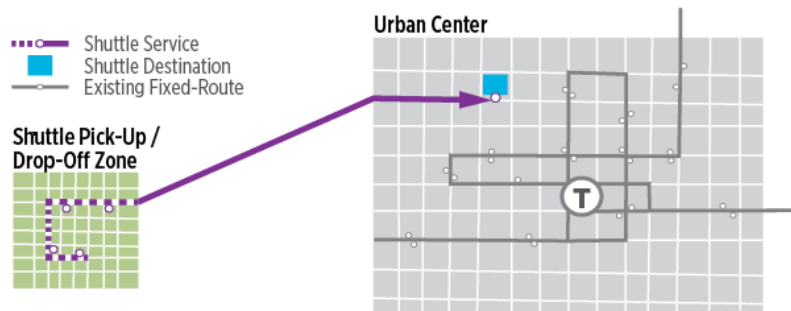


- **Shopper shuttle.** Shopper shuttles typically use small buses to take riders to a limited number of stores or shopping areas on one or two days per week. Riders schedule pick-ups in advance. Potential shopping hubs include the McMinnville Plaza Shopping Center (Safeway, WalMart, and WinCo) and downtown.

- **Employer shuttle or**

**vanpool.** An employer shuttle is typically designed to serve one employer or a small group of employers located near each

other that are either not near existing fixed route transit service or who have non-traditional work hours. Examples of large employers with limited transit service today include A-dec, Cascade Steel Rolling Mill, and the Willamette Valley Medical Center. The vineyard industry is another market with many work locations that are all far from the arterials that fixed-route serves. Many agricultural jobs also require report times outside of YCTA service hours (e.g., shifts start at 5 or 6 am). YCTA can support development of employer-owned vanpools by working with Cherriots' Trip Choice, which reduces dependence on single-occupancy vehicle use in Yamhill, Polk and Marion Counties.



- **Long-haul medical shuttle.** A non-emergency medical shuttle to Portland will provide access to medical facilities for individuals who are not able to drive. This strategy would respond to a relatively high demand for trips to Portland-area hospitals by Yamhill County residents. Combining some passenger trips, where possible, or setting Portland medical trips to one to three days per week, would enable YCTA to better manage vehicle and driver capacity
- **Dial-A-Ride.** The existing Dial-A-Ride service is popular and often has to turn away requests for trips. Dial-A-Ride picks people up in front of their home and takes them to their final destination. This provides customers with a very high level of service, but it is also the most costly type of service to provide on a per-passenger and per-hour basis. Added capacity can ensure growing demand for accessible transit services countywide. Increased Dial-A-Ride capacity can also augment or replace flexible transit service in smaller communities without dedicated local transit

service today, such as Sheridan, Yamhill, or Dayton. Adding countywide DAR capacity assumes at least two vehicles and two additional driver per weekday.

## Paratransit

YCTA paratransit provides door-to-door service in Newberg and McMinnville, between origins and destinations located within  $\frac{3}{4}$  of a mile of the local fixed route transit service (routes 2, 3, 5, and 7), as required under the federal Americans with Disabilities Act (ADA) of 1991. Service is limited to ADA-eligible customers—those who have a disability that prevents them from riding fixed-route service. The YCTA fixed route strategies described here (e.g., increase service to 9 p.m.) assume that ADA paratransit service will increase to maintain or exceed compliance with all federal transportation regulations. The costs and benefits of the added ADA paratransit service are included in the fixed-route strategy and scenario evaluations.

## CAPITAL STRATEGIES

Capital purchases such as vehicles, bus stop shelters and communications equipment are essential parts of YCTA's public transportation system, supporting safety, efficiency and customer convenience. Maintenance needs for older vehicles continue to increase relative to new vehicles and can contribute significant costs to the agency's annual operating budget. The high up-front costs of capital items, however, require balancing these needs with the ongoing costs of operations.

- Continue a **vehicle replacement program** to upgrade the YCTA fleet. YCTA has resourcefully purchased used vehicles, including some older than the Federal Transit Administration's useful life guidelines, to ensure continued coverage across the County. This approach can create increasing financial burdens as maintenance costs increase with major component repairs and replacements. YCTA has been successful at both managing the existing fleet and securing federal and state funding to replace vehicles, and should continue to track and upgrade the fleet. YCTA buses have racks that accommodate two bikes on-board buses; other models accommodate three bikes.
- Very few YCTA bus stops, including high-ridership locations like Big 5, have any indication that a bus stop exists. At a minimum, **marking bus stops with signs** including route information, contact information, and a map is needed at all scheduled stops. Lighting and a concrete pad are also crucial elements. Adding **shelters, seating, trash cans, and other amenities** makes waiting for transit more comfortable. Investing in high-quality bus stops and transit centers will create a more accessible, comfortable experience for all types of users. Given that stops are part of the street and sidewalk network, YCTA can explore funding or construction partnerships with local agencies to construct and maintain stops. Exploring a **transit center** in Newberg is recommended, and YCTA will need to plan for future expansion of its transit center in McMinnville. In addition, **secondary transit hubs** can facilitate connections between routes at key locations away from the primary transit centers.
- YCTA vehicles are stored and maintained on property owned by a private vendor. This creates a financial risk and lack of control relative to the option of having a **County-owned maintenance facility and bus yard**. Not having the facility can limit open competition – and thus increase costs – in bids to operate and maintain YCTA services. A County-owned facility can potentially reduce costs as a long-term strategy by increasing competition between vendors who don't have to locate their own facility in McMinnville, and ensuring that equipment, staff, and facilities meet local, state, and federal safety and efficiency standards.

### 3 SERVICE SCENARIOS

Providing transit service requires evaluating how to allocate limited resources based upon community goals. An early task of the TDP was to develop goals and objectives for public transportation that reflect Yamhill County's vision (Technical Memorandum #1). Stakeholders must still determine how resources should be allocated between local services, connections between Yamhill County communities, and regional connections (e.g., Portland and Salem). At this stage the project team suggests two long-range, conceptual "bookend" scenarios that contrast distinct approaches to allocating public transportation resources in Yamhill County. These scenarios targeted an operating budget of \$5 million. Technical Memorandum #3 identified a potential total budget of \$5.5 million by 2035, but some funds need to be reserved for non-operations costs, e.g., capital facilities. It is anticipated that a preferred scenario will be developed "mixing and matching" elements from both scenarios, and the phasing plan for the preferred scenario will ensure that adequate local funds are set aside for basic capital needs, such as bus stops and vehicles.

The conceptual scenarios include:

- **Scenario 1: Locally-focused.** YCTA prioritizes resources for local service and connections within Yamhill County, while either reducing slightly or maintaining at current levels the resources allocated to connections outside of Yamhill County.
- **Scenario 2: Regionally-focused.** YCTA enhances regional connections to be more attractive to commuters, with more modest improvements to local service and connections within Yamhill County.

Specific operational strategies for each scenario were created following the categories discussed in section 2. The project team screened each strategy against the goals and objectives presented in Technical Memorandum #1. The screening provides a cost-benefit analysis of strategies, with order-of-magnitude costs and estimated long-term effects of the strategy in terms of meeting the project goals. The screening will inform which strategies are carried forward when creating YCTA's preferred improvement scenario in Technical Memorandum #5. **Figure 3-1** and **Figure 3-2** present screening results for Scenarios 1 and 2, respectively. An assessment of priority for each strategy will be added after input is received from the PAC and the public.

The costs symbolized in the figures below are based on total annual service hours and an operating cost of \$75 per hour. The tables do not include capital projects, as these one-time costs are very high and do not provide clear order-of-magnitude cost comparisons. Transit-supportive program strategies are not included in the screening, as these minimal-cost items would not be prioritized against other strategies.

The "Short-term" column indicates which strategies can be considered for implementation in the next one to three years. These strategies, and others, are described in greater detail in Chapter 5.



**Transit Development Plan | Memo #4: Solution Strategies**  
Yamhill County Transit Area

**Figure 3-1 Scenario 1: Locally Focused Strategies**

Category	#	Strategy	Annual Operating Cost	Short-term	Goal 1 Mobility	Goal 2 Access	Goal 3 Passenger Experience	Goal 4 Safety, Security	Goal 5 Livability, Economy	Goal 6 Efficiency, accountability	Assessment of Priority (High, Medium, Low, or None)
Service Days and Hours	s2	Add evening service on local routes (9 p.m. all days)	\$\$\$\$		↑	→	→	--	→	→	
	s3	Add early morning service on local routes (6 a.m. all days)	\$\$\$		↑	→	→	--	→	↑	
	s4a	Add Saturday service on local fixed routes;	\$		→	↑	→	--	→	↓	
	s4b	Add Sunday service on local fixed-routes (less frequent than Saturday)	\$								
	s6a	Add Saturday service on local Dial-A-Ride	\$		→	↑	→	--	→	↓	
	s6b	Add Sunday service on local Dial-A-Ride	\$								
Routing and Frequency	c1	Add service areas to McMinnville and/or Newberg fixed routes	\$\$\$\$		→	↑	→	--	→	→	
	c2	Increase McMinnville and Newberg fixed route frequency to every 30 minutes on weekdays on selected route segments	\$\$\$\$		↑	→	↑	--	→	→	
	c3	Place local fixed route bus stops near store entrances when possible to improve pedestrian access	\$	✓	→	↑	↑	↑	→	↓	
	i1	Operate Route 45x express five times per day, serving McMinnville, Newberg, Sherwood, and Tigard via the bypass (also in Scenario 2)	\$\$\$		↑	↑	↑	--	→	↑	
	i7	End Route 44 in Sherwood and reallocate funds to local (or other) service	\$ (Savings)	✓	→	↓	→	--	↓	↑	

**Key:** \$ < \$100,000; \$\$: \$100,000 - \$200,000; \$\$\$: \$200,000-\$300,000; \$\$\$\$ > \$300,000.

↑ = Improves over existing conditions; → = Similar to existing conditions; ↓ = declines from existing conditions; -- not applicable.

**Transit Development Plan | Memo #4: Solution Strategies**  
Yamhill County Transit Area

Category	#	Strategy	Annual Operating Cost	Short-term	Goal 1 Mobility	Goal 2 Access	Goal 3 Passenger Experience	Goal 4 Safety, Security	Goal 5 Livability, Economy	Goal 6 Efficiency, accountability	Assessment of Priority (High, Medium, Low, or None)
	i9	End Route 33 in Forest Grove during off-peak hours and reallocate funds to local service	\$ (Savings)	✓	➡	⬇	⬇	--	⬇	⬆	
Flex and Demand Response	dr1	Add local shopping or medical appointment shuttles in McMinnville and Newberg, providing front-door semi-fixed route service.	\$		➡	⬆	⬆	--	⬆	⬇	
	dr2	Add general Dial-a-Ride capacity within the existing McMinnville service areas	\$\$		➡	⬆	⬆	--	⬆	⬇	
	dr3	Add capacity for flex or demand-response service in small communities (Sheridan, Willamina, Amity; Yamhill and Carlton; Lafayette, Dayton, and Dundee) with key stops in McMinnville or Newberg. Each community cluster gets one vehicle on two days per weekday. Cost assumes 7 total service days per week, 10 hours per day.	\$\$\$\$		⬆	⬆	⬆	--	➡	⬇	

**Key:** \$ < \$100,000; \$\$: \$100,000 - \$200,000; \$\$\$: \$200,000-\$300,000; \$\$\$\$ > \$300,000.

⬆ = Improves over existing conditions; ➡ = Similar to existing conditions; ⬇ = declines from existing conditions; -- not applicable.

**Transit Development Plan | Memo #4: Solution Strategies**  
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**Figure 3-2 Scenario 2: Regionally Focused Strategies**

Category	#	Screening Strategy	Annual Operating Cost	Short-term	Goal 1 Mobility	Goal 2 Access	Goal 3 Passenger Experience	Goal 4 Safety, Security	Goal 5 Livability, Economy	Goal 6 Efficiency, accountability	PAC Priority (High, Medium, Low, or None)
Service Days and Hours	s1	Add evening service on intercity routes (9 p.m. all days)	\$		↑	→	→	--	→	↑	
	s2b	Add evening service on local routes (7 p.m. all days); ends earlier than assumption in local scenario	\$		↑	→	→	--	→	→	
	s5a	Add Saturday service on intercity routes	\$		↑	→	→	--	→	↓	
	s5b	Add Sunday service on intercity routes	\$\$\$								
Routing and Frequency	i1	Operate Route 45x express five times per day, serving McMinnville, Newberg, Sherwood, and Tigard via the bypass (also in Scenario 1)	\$\$\$		↑	↑	↑	--	→	↑	
	i2	Add two trips daily on Route 11 Salem during weekday morning and evening commute hours	\$		↑	→	→	--	→	→	
	i3	Extend Route 11 into downtown Salem	\$		↑	→	→	↑	→	↑	
	i4	Add two trips on Route 33 Hillsboro during weekday morning and evening commute hours	\$		↑	→	→	--	→	↑	
	i6	Adjust Route 22 Grand Ronde within existing span to better meet Casino work shift times	\$	✓	→	→	→	--	→	↑	
	i5	Adjust intercity route schedules to better connect with neighboring transit providers	\$	✓	↑	→	→	↑	↓	↑	

**Key:** \$ < \$100,000; \$\$: \$100,000 - \$200,000; \$\$\$: \$200,000-\$300,000; \$\$\$\$ > \$300,000.

↑ = Improves over existing conditions; → = Similar to existing conditions; ↓ = declines from existing conditions; -- not applicable.

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Category	#	Screening Strategy	Annual Operating Cost	Short-term	Goal 1 Mobility	Goal 2 Access	Goal 3 Passenger Experience	Goal 4 Safety, Security	Goal 5 Livability, Economy	Goal 6 Efficiency, accountability	PAC Priority (High, Medium, Low, or None)
	i8	Add stops on intercity routes to serve local communities	\$	✓	↑	↑	↑	--	→	↑	
Flex and Demand Response	dr4	Add weekday medical appointment shuttle from McMinnville and Newberg to hospitals and clinics in the Portland or Salem areas (2 days per week)	\$		→	↑	↑	--	→	↓	
	dr5	Add Dial-A-Ride weekday capacity countywide (assumes 2 vehicles)	\$\$\$\$		→	↑	↑	--	→	↓	

**Key:** \$ < \$100,000; \$\$: \$100,000 - \$200,000; \$\$\$: \$200,000-\$300,000; \$\$\$\$ > \$300,000.

↑ = Improves over existing conditions; → = Similar to existing conditions; ↓ = declines from existing conditions; -- not applicable.



## SCENARIO COMPARISON

Figure 3-3 summarizes service characteristics under both Scenario 1: Locally Focused, and Scenario 2: Regionally Focused. The services are grouped by scenario (existing, Scenario 1, Scenario 2) across columns, and grouped by service corridor (e.g., McMinnville, OR-99W Corridor) in rows. Each route or service area level of public transportation service is defined by the routes, number of vehicles, frequency, and service hours.

Figure 3-3 Comparison of Scenarios

**Bold** = change from existing

Transit Market or Corridor	Characteristic	Existing		Scenario 1: Locally-Focused		Scenario 2: Regionally-Focused	
		Weekday	Weekend	Weekday	Weekend	Weekday	Weekend
McMinnville and Newberg							
McMinnville Local Service	Routes Vehicles Frequency Service Hours	<ul style="list-style-type: none"><li>2 routes (2, 3)</li><li>2 buses</li><li>60 minute</li><li>7 am – 6 pm</li></ul>	<ul style="list-style-type: none"><li>No service</li></ul>	<ul style="list-style-type: none"><li>4 routes</li><li>4 buses</li><li>30-60 minutes</li><li>6 am – 9 pm</li><li>Expanded DAR</li></ul>	<ul style="list-style-type: none"><li>4 routes</li><li>3 buses</li><li>60 minutes (up to 120 minutes on Sundays)</li><li>8 am – 6 pm</li><li>DAR</li></ul>	<ul style="list-style-type: none"><li>4 routes</li><li>3 buses</li><li>60 minutes</li><li>7 am – 7 pm</li></ul>	<ul style="list-style-type: none"><li>Regional routes only</li></ul>
Newberg Local Service	Routes Vehicles Frequency Service Hours	<ul style="list-style-type: none"><li>2 routes (5, 7)</li><li>1 bus</li><li>60 minutes</li><li>7 am – 6:30 pm</li></ul>	<ul style="list-style-type: none"><li>No service</li></ul>	<ul style="list-style-type: none"><li>3-4 routes</li><li>3 buses</li><li>30-60 minutes</li><li>6 am – 9 pm</li><li>Deviated fixed-route</li><li>Expanded DAR</li></ul>	<ul style="list-style-type: none"><li>3-4 routes</li><li>2 buses</li><li>60 minutes (up to 120 minutes on Sundays)</li><li>8 am – 6 pm</li><li>DAR</li></ul>	<ul style="list-style-type: none"><li>3-4 routes</li><li>2 buses</li><li>60 minutes</li><li>7 am – 7 pm</li><li>Deviated fixed-route</li></ul>	<ul style="list-style-type: none"><li>Regional routes only</li></ul>
OR 99W (McMinnville-Salem)							
Amity	Routes Frequency Service Hours	<ul style="list-style-type: none"><li>See Route 11 below</li></ul>	<ul style="list-style-type: none"><li>No service</li></ul>	<ul style="list-style-type: none"><li>See Route 11 below</li><li>Local flex-route to McMinnville (in addition to Route 11)</li><li>up to 3 days/week, shared with Sheridan and Willamina</li><li>8 am – 6 pm</li></ul>	<ul style="list-style-type: none"><li>No service</li></ul>	See Route 11 below	<ul style="list-style-type: none"><li>See Route 11 below</li></ul>
McMinnville to West Salem (Route 11)	Routes Frequency Service Hours	<ul style="list-style-type: none"><li>Route 11 serves West Salem TC</li><li>5 round trips</li><li>6 am – 7 pm</li></ul>	<ul style="list-style-type: none"><li>No service</li></ul>	<ul style="list-style-type: none"><li>Route 11 serves West Salem TC</li><li>5 round trips</li><li>6 am – 7 pm</li></ul>	<ul style="list-style-type: none"><li>No service</li></ul>	<ul style="list-style-type: none"><li>Extend Route 11 to downtown Salem</li><li>Add 3 round trips (8 total)</li><li>6 am – 9 pm</li></ul>	<ul style="list-style-type: none"><li>Extend 11 to downtown Salem</li><li>Add 4 round trips per Sat and Sun</li><li>8 am – 6 pm</li></ul>
OR 18 (McMinnville-Grand Ronde)							
Sheridan, Willamina	Routes  Frequency  Service Hours	<ul style="list-style-type: none"><li>See Route 22 below</li></ul>	<ul style="list-style-type: none"><li>See Route 24s below</li></ul>	<ul style="list-style-type: none"><li>See Route 22 below</li><li>Add 1-2 local stops</li><li>Local flex-route to McMinnville (in addition to Route 22)</li><li>Up to 3 days/week, including Amity</li><li>8 am – 6 pm</li></ul>	<ul style="list-style-type: none"><li>1 route (24s – see below)</li><li>Add 1-2 local stops</li></ul>	<ul style="list-style-type: none"><li>See Route 22 below</li><li>Add 1-2 local stops</li></ul>	<ul style="list-style-type: none"><li>See Route 24s below</li><li>Add 1-2 local stops</li></ul>
McMinnville to Grand Ronde (Route 22/24s)	Routes Frequency Service Hours	<ul style="list-style-type: none"><li>1 route (22)</li><li>7 round trips per day</li><li>5:30 am – 7:30 pm</li></ul>	<ul style="list-style-type: none"><li>1 route (24s)</li><li>4 round trips per Saturday</li><li>9:30 am – 5 pm</li></ul>	<ul style="list-style-type: none"><li>1 route (22)</li><li>7 round trips</li><li>5:30 am – 7:30 pm</li></ul>	<ul style="list-style-type: none"><li>1 route (24s)</li><li>4 round trips per Saturday</li><li>9:30 am – 5 pm</li></ul>	<ul style="list-style-type: none"><li>1 route (22)</li><li>Add 1 round trip per day (8 total)</li><li>5:30 am – 9 pm</li></ul>	<ul style="list-style-type: none"><li>1 route (24s)</li><li>4 round trips per Sat and Sun</li><li>9:30 am – 9 pm</li></ul>

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Transit Market or Corridor	Characteristic	Existing		Scenario 1: Locally-Focused		Scenario 2: Regionally-Focused	
		Weekday	Weekend	Weekday	Weekend	Weekday	Weekend
OR 47 (McMinnville-Hillsboro)							
Carlton, Yamhill	Routes	<ul style="list-style-type: none"><li>See Route 33</li></ul>	<ul style="list-style-type: none"><li>No service</li></ul>	<ul style="list-style-type: none"><li>See Route 33</li></ul>	<ul style="list-style-type: none"><li>No service</li></ul>	<ul style="list-style-type: none"><li>See Route 33</li></ul>	<ul style="list-style-type: none"><li>See Route 33</li></ul>
	Frequency Service Hours			<ul style="list-style-type: none"><li>Local flex-route to McMinnville (in addition to Route 33)</li><li>Up to 2 days/week</li><li>8 am – 6 pm</li></ul>			
McMinnville to Hillsboro (Route 33)	Routes	<ul style="list-style-type: none"><li>1 route (33)</li></ul>	<ul style="list-style-type: none"><li>No service</li></ul>	<ul style="list-style-type: none"><li>1 route (33)</li><li>Midday trips end in Forest Grove</li><li>5 round trips per day</li></ul>	<ul style="list-style-type: none"><li>No service</li></ul>	<ul style="list-style-type: none"><li>1 route (33)</li></ul>	<ul style="list-style-type: none"><li>1 route (33)</li></ul>
	Frequency	<ul style="list-style-type: none"><li>5 round trips per day</li></ul>				<ul style="list-style-type: none"><li>Add 3 round trips per day (8 total)</li></ul>	<ul style="list-style-type: none"><li>Add 5 round trips per Sat. and Sun</li></ul>
	Service Hours	<ul style="list-style-type: none"><li>6 am – 7 pm</li></ul>		<ul style="list-style-type: none"><li>6 am – 7 pm</li></ul>		<ul style="list-style-type: none"><li>6 am – 9:30 pm</li></ul>	<ul style="list-style-type: none"><li>9 am – 7 pm</li></ul>
OR 99W (McMinnville-Newberg)							
Dundee, Lafayette, Dayton	Routes	<ul style="list-style-type: none"><li>See Route 44/45x</li></ul>	<ul style="list-style-type: none"><li>See Route 46s</li></ul>	<ul style="list-style-type: none"><li>See Route 44</li><li>Route 45x does not serve Dundee</li></ul>	<ul style="list-style-type: none"><li>See Route 46s</li></ul>	<ul style="list-style-type: none"><li>See Route 44</li><li>Route 45x does not serve Dundee</li></ul>	<ul style="list-style-type: none"><li>See Route 46s</li></ul>
	Frequency Service Hours			<ul style="list-style-type: none"><li>Local flex-route to McMinnville (in addition to Route 44)</li><li>Up to 2 days/week</li><li>8 am – 6 pm</li></ul>			
McMinnville to Tigard (Route 44/45x/46s)	Routes	<ul style="list-style-type: none"><li>2 routes (44, 45x)</li></ul>	<ul style="list-style-type: none"><li>1 route (46s)</li></ul>	<ul style="list-style-type: none"><li>2 Routes (44 and 45X)</li></ul>	<ul style="list-style-type: none"><li>1 route (46s)<ul style="list-style-type: none"><li></li></ul></li><li>4 round trips Saturday</li></ul>	<ul style="list-style-type: none"><li>2 Routes (44 and 45X)</li></ul>	<ul style="list-style-type: none"><li>1 route (46s)</li></ul>
	Frequency	<ul style="list-style-type: none"><li>9 round trips per day (44)</li><li>1 round trip per day (45x)</li></ul>	<ul style="list-style-type: none"><li>4 round trips per Saturday</li></ul>	<ul style="list-style-type: none"><li>44: 9 local round trips per day (ends in Sherwood)</li><li>45x: 5 express round trips per day running on Dayton and Dundee Bypass</li></ul>		<ul style="list-style-type: none"><li>44: 9 local round trips per day</li><li>45x: 5 express round trips per day running on Dayton and Dundee Bypass</li></ul>	<ul style="list-style-type: none"><li>4 round trips Saturday</li><li>Add 4 round trips on Sun</li></ul>
	Service Hours	<ul style="list-style-type: none"><li>5 am – 9 pm</li></ul>	<ul style="list-style-type: none"><li>8 am – 7:30 pm</li></ul>	<ul style="list-style-type: none"><li>5 am – 10 pm</li></ul>	<ul style="list-style-type: none"><li>8 am – 7:30 pm</li></ul>	<ul style="list-style-type: none"><li>5 am – 10 pm</li></ul>	<ul style="list-style-type: none"><li>8 am – 7:30 pm</li></ul>
Countywide							
Countywide Dial-A-Ride	Service Hours	<ul style="list-style-type: none"><li>7 am – 6 pm, but limited capacity outside of McMinnville and Newberg</li></ul>	<ul style="list-style-type: none"><li>No service</li></ul>	<ul style="list-style-type: none"><li>7 am – 6 pm, but limited capacity outside of McMinnville and Newberg</li></ul>	<ul style="list-style-type: none"><li>No service</li></ul>	<ul style="list-style-type: none"><li>2 dedicated Dial-A-Ride vehicles, serving north- and south-County zones.</li><li>8 am – 6 pm</li></ul>	<ul style="list-style-type: none"><li>2 dedicated Dial-A-Ride vehicles, serving north- and south-County zones.</li><li>8 am – 6 pm</li></ul>

**Figure 3-4** Map of Scenario 1:  
Locally Focused

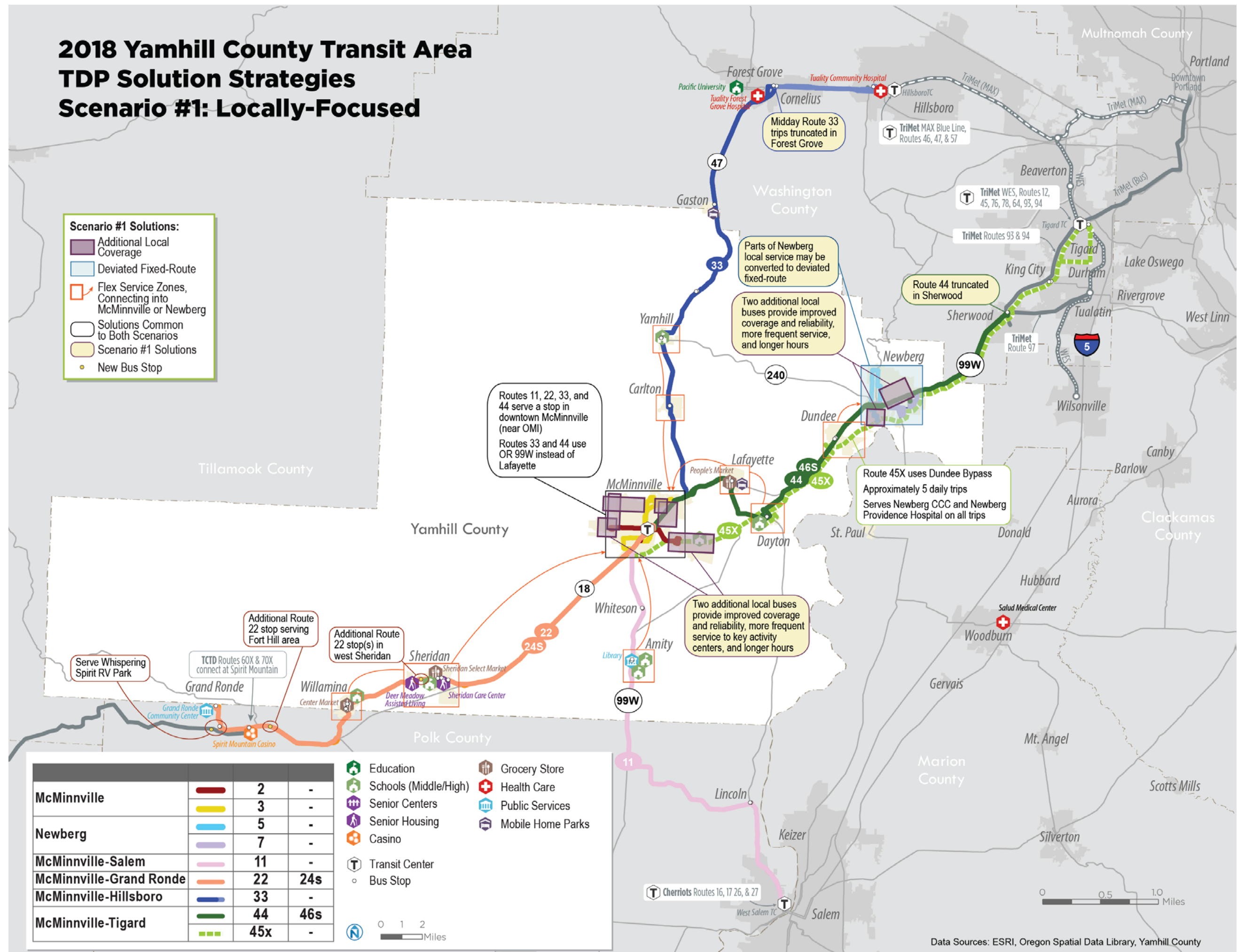
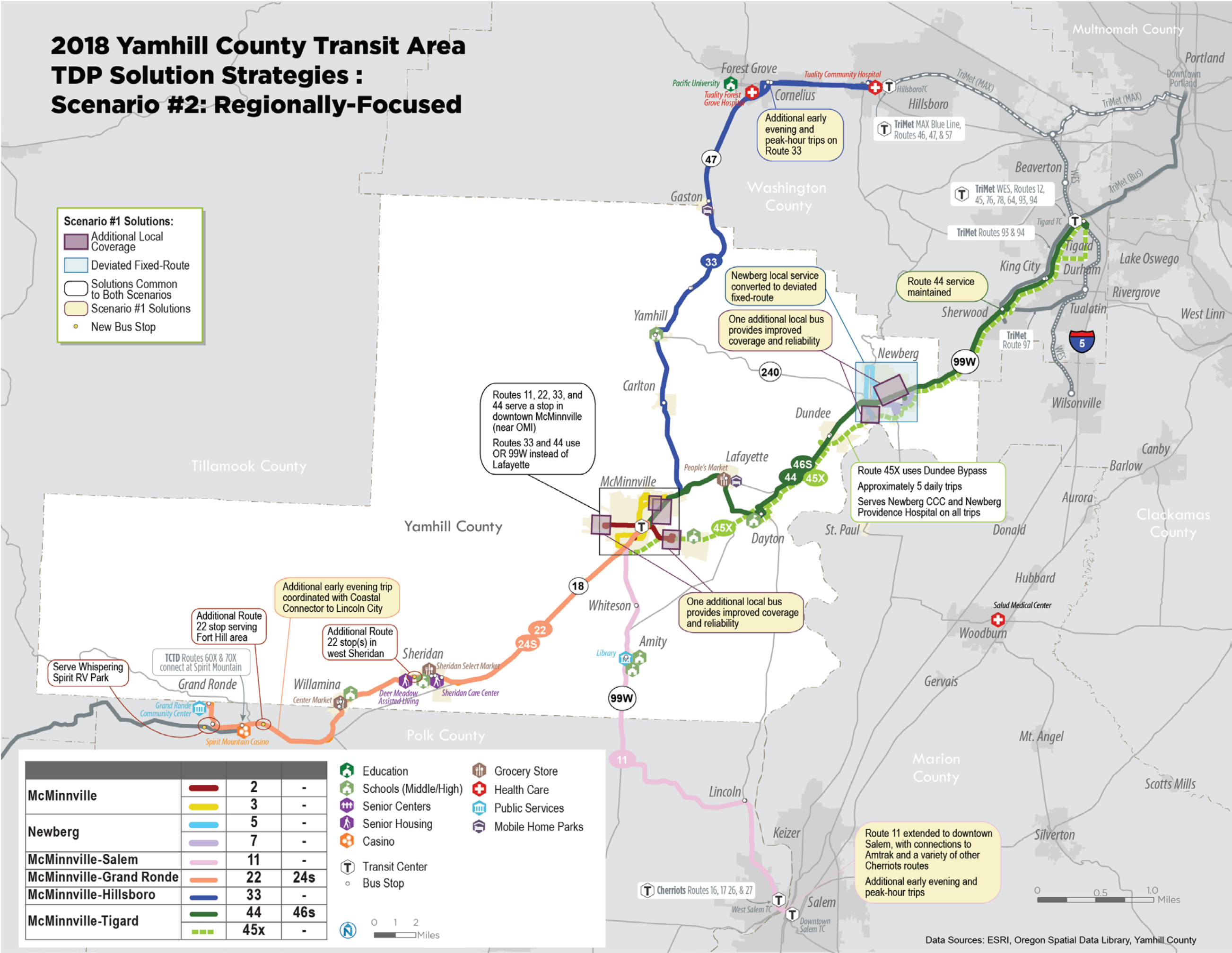




Figure 3-5 Map of Scenario 2: Regionally Focused











## **SCENARIO EVALUATION MEASURES**


















The scenarios overall were also evaluated to understand how well they perform against the goals and performance measures presented in Technical Memorandum #1 and #3. Figure 3-6 provides scenario-level evaluation results, which will inform development of a preferred scenario in subsequent tasks, along with PAC and public input. The scenario evaluation includes only operations-related performance measures and is not the full table included in the previous documents.

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Figure 3-6 Scenario Performance Evaluation (Adapted from TM #1 and #3 Planning Framework Measures)

Goal	Objective (numbering refers to full Goals & Objectives framework)	Performance Measure (qualitative or quantitative)	Existing	Scenario 1: Locally Focused	Scenario 2: Regionally Focused
Service Hours			35,000	70,100	59,400
Estimated Operating Cost			\$2.6 million	\$5.3 million	\$4.6 million
Estimated Number of Vehicles (assumes replacement of existing fleet)			8 fixed-route buses 4 Dial-A-Ride buses	13 fixed-route buses 11 Dial-A-Ride buses or vans	13 fixed-route buses 7 Dial-A-Ride buses or vans
Goal #1: Mobility	1. Achieve high route productivity by serving key ridership markets	Evaluation based on existing route-level ridership and proposed service changes (qualitative)	Local Fixed-Route: 11.1 Intercity: 10.4 Dial-A-Ride: 3.3		
	2. Serve key activity centers with convenient hours and days of service that meet the travel needs of workers and residents	Service span: hours of service (qualitative)	Local: 7 am - 7 pm Intercity: 6 am-7 pm or 6 am-9 pm (varies by route)	 Local: 6 am - 9 pm	 Local: 7 am - 7 pm
				 Intercity: 6 am - 7 pm or 6 am - 9 pm (varies)	 Intercity: 6 am-9 pm
	3. Provide direct and reliable service that supports reliable transfers to intra- and inter-county regional connections	Schedule alignment with connecting providers (qualitative)	N/A	 More direct service but reduced midday connections	 Increased frequency and service to downtown Salem

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Goal	Objective (numbering refers to full Goals & Objectives framework)	Performance Measure (qualitative or quantitative)	Existing	Scenario 1: Locally Focused	Scenario 2: Regionally Focused
<b>Goal 2: Accessibility</b>	3. Provide local connectivity within and between the various communities in the County	Revenue hours dedicated to connections between Yamhill County communities (quantitative)	16,900 (48%)	 19,600 (27%)	  30,400 (56%)
	4. Provide a mix of public transportation services to meet the needs of different rider markets, such as fixed routes, deviated fixed routes, commuter routes, dial-a-ride, community shuttles, and rideshare services	Service hours per capita (quantitative) Peer median of 0.73, range of 0.28 to 1.24	0.32 (Overall Yamhill County, 2017) 0.42 (UGB Population, 2017)	 0.51 (Overall Yamhill County Forecast, 2035) 0.65 (UGB Population Forecast, 2035)	 0.43 (Overall Yamhill County Forecast, 2035) 0.55 (UGB Population Forecast, 2035)
<b>Goal 5: Livability and economy</b>	1. Enhance access to major activity centers (e.g., major residential, employment, industrial, and institutional locations) and emerging or underserved activity centers (e.g., agricultural employment) as resources warrant	% employees within ¼ mile of a transit stop (quantitative)* % residents within ¼ mile of a transit stop (quantitative)*	16,700	 19,400	  22,900
			35,000	  41,800 (fixed-route only) 57,300 (including flex-routes in small cities)	 39,950
<b>Goal 6: Efficiency and financial accountability</b>	1. Advocate for increased funding and seek out new and innovative funding opportunities	Transit operating funding per capita, relative to peers Peer median of \$59.19, range of \$19.52 to \$105.58	\$24.14 (Overall Yamhill County, 2017)	 \$38.60 (Overall Yamhill County Forecast, 2035)	 \$32.56 (Overall Yamhill County Forecast, 2035)
	2. Improve system productivity and reliability to ensure efficient resource utilization	Riders per revenue hour compared to peers (qualitative); peer median of 13, range of 10.2 to 17.8 On-time performance (qualitative)*	10.4 (all fixed-route)		
			N/A		

Notes: Calculated using Remix, LEHD 2014 and American Community Survey 2015 at the block group level. \* Additional resources would improve reliability of local service, whereas regional service reliability is subject to congestion, which can be addressed in designing schedules and providing adequate recovery time.



## 4 POLICIES & PROGRAMS

### REGIONAL SERVICE COORDINATION

Travel data shows that Yamhill County residents travel beyond county borders for work, shopping, and other trips. Numerous providers connect to YCTA services in Marion, Polk, Washington, and Clackamas Counties. Facilitating connections to these services adds regional mobility for Yamhill County residents without requiring a wealth of resources. Typically, coordination efforts entail shifting schedules slightly to foster transfers and making information clearer to passengers that a transfer is available. Figure 4-1 identifies specific opportunities for each YCTA intercity route or travel market.

**Align schedules and service changes.** YCTA can coordinate schedules with the primary routes at major intercity hubs, in terms of both service span and specific arrival and departure times. Since YCTA's regional services are relatively infrequent, connecting to frequent services (every 15 minutes or better) operated by other providers helps minimize waiting time for transfers and reduces the impact of future schedule adjustments. YCTA needs to maintain ongoing, periodic contacts with other agencies to ensure coordination on schedules and service changes.

Specific connections include:

- TriMet bus routes in Tigard and Sherwood (e.g., Route 12, 93)
- TriMet bus/rail lines in Hillsboro (MAX and Route 57)
- Cherriots routes in Salem (e.g., Route 17)
- TriMet WES (every 30 minutes)
- Tillamook County Transportation District buses in Grand Ronde (Coastal Connector and Grand Ronde Express)

**Maintain or add bus stop amenities at transfer points.** Comfortable, covered waiting facilities and prominent signage are needed at transfer points with regional providers. YCTA can explore cost sharing arrangements with partnering transportation agencies, cities and counties, or an “adopt a stop” program with local businesses or associations, to ensure cost-effective implementation.

**Improve transit information and wayfinding.** Transit information includes online, printed, and real-time media. Online trip planning and website information lets potential passengers find out about YCTA service and understand how to use it. YCTA can include information about regional connections on its website and work with its partners to maintain the information. YCTA should have printed information at each regional transit center, provide online and/or real-time information as technology infrastructure permits, and provide wayfinding at stops that are adjacent to a main transit center (e.g., Tigard and Hillsboro Transit Centers).

**Explore electronic fare media and fare reciprocity policies.** TriMet implemented the Hop Fastpass electronic fare media system in 2017, and other agencies in Oregon have implemented other electronic fare systems. The Oregon Department of Transportation partnered with other public transportation providers, including YCTA, to explore how smaller agencies could expand the Hop Fastpass system to their agency, employ other smartcard systems, or implement alternative strategies

such as mobile applications or ticket vending machines. The preliminary estimate for YCTA to expand TriMet's Hop Fastpass was between \$450,000 and \$660,000 in implementation costs, and over \$100,000 in annual operating costs. Many agencies have found these costs to be prohibitive. YCTA can continue to monitor electronic fare initiatives among neighboring providers, including Cherriots, for cost-effective opportunities.

**Programs.** YCTA has access to emergency ride home, ride sharing (carpool), and vanpool programs through Cherriots' Trip Choice programs. YCTA can coordinate with Cherriots to disseminate information about these programs and facilitate Yamhill County resident and employee participation.

**Coordinate schedules with major employers.** Ensuring that large organizations have YCTA schedules and service types that best meet employee needs can increase ridership. Stakeholders specifically referenced the **Spirit Mountain Casino** and **agricultural sites in Yamhill County**.

Figure 4-1 Summary of Coordination Opportunities

Provider	Category	Specific Opportunities
Cherriots	Schedules/General Service Changes	<ul style="list-style-type: none"> <li>Identify opportunities to better align YCTA Route 11 schedules with Cherriots Route 11, and secondarily with other services in Salem</li> <li>Update online and printed materials to reflect upcoming and future service changes.</li> </ul>
	Facilities/Infrastructure	<ul style="list-style-type: none"> <li>Cherriots is planning to install a shelter for the bay currently utilized by YCTA in West Salem in early 2018, including a schedule/map.</li> <li>Cherriots is supportive of YCTA coming into downtown Salem and also stopping on-street in West Salem near the West Salem transit center. Cherriots has asked that YCTA rename Route 11 to avoid confusion with Cherriots Route 11.</li> </ul>
	Transit Information and Wayfinding	<ul style="list-style-type: none"> <li>YCTA could be integrated in electronic displays and provide printed schedules for placement at the downtown transit center.</li> </ul>
	E-Fares/Fare Reciprocity	<ul style="list-style-type: none"> <li>YCTA can explore coordination of fare (electronic or other) opportunities</li> </ul>
	Programs	<ul style="list-style-type: none"> <li>Share information on Yamhill County employers/contacts to whom Cherriots could reach out, identify Yamhill County staff who could assist in outreach with guidance from Cherriots, explore the potential for Cherriots to contribute to a part-time staff person in the future, identify potential locations where information on commute options/emergency ride home program could be placed in Yamhill County.</li> </ul>
Grand Ronde Tribe	Schedules/General Service Changes	<ul style="list-style-type: none"> <li>Identify opportunity to align Route 22 schedule with Grand Ronde stakeholder needs for access to and from the area. For example, work shifts at the Casino typically start at 8 a.m., while the YCTA bus arrives at about 7 a.m.</li> <li>Explore schedule changes that better align arrivals and departures with the Coastal Connector (Lincoln City – Salem) and the Grand Ronde Express (Grand Ronde-Salem) – see TCTD below.</li> </ul>
	Transit Information and Wayfinding	<ul style="list-style-type: none"> <li>Improve and maintain wayfinding information at the Grand Ronde Community Center and Casino stops.</li> </ul>

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Provider	Category	Specific Opportunities
SMART	Schedules/General Service Changes	<ul style="list-style-type: none"> <li>Connections to Wilsonville can currently be made using WES (in Tigard) or to the 1X service co-operated by SMART and Cherriots (in Salem). This should be included in YCTA's regional transit information.</li> <li>In the future SMART plans to operate its 2X service between Wilsonville, Tualatin, and Tigard TC, which would provide a single-transfer connection between Yamhill County and Wilsonville.</li> </ul>
	E-Fares/Fare Reciprocity	<ul style="list-style-type: none"> <li>No immediate opportunities, but possible future coordination in shared e-fare system initiatives</li> </ul>
Tillamook County Transportation District (TCTD)	Schedules/General Service Changes	<ul style="list-style-type: none"> <li>Coordinate schedules with Coastal Connector and Grand Ronde Express routes in Grand Ronde, and ensure these connections are reflected in print and online materials.</li> </ul>
	Transit Information and Wayfinding	<ul style="list-style-type: none"> <li>Update printed and online materials to reflect new 60X and 70X services</li> </ul>
	Other	<ul style="list-style-type: none"> <li>Possible future coordination on long-distance non-emergency medical trips</li> </ul>
TriMet	Facilities/Infrastructure	<ul style="list-style-type: none"> <li>Explore integrating YCTA into a future Tigard Transit Center when Southwest Corridor service opens</li> <li>Explore integrating YCTA into Hillsboro Central Station; Central Station is currently at capacity but TriMet can incorporate YCTA in consideration of future needs.</li> <li>TriMet can include YCTA route stickers at shared stops, e.g., OR 99W in Sherwood/Tigard and TV Hwy in Forest Grove.</li> </ul>
	Transit Information and Wayfinding	<ul style="list-style-type: none"> <li>Coordinate on improving wayfinding to YCTA service in Tigard (adjacent to Tigard TC)</li> <li>Explore options for integrating YCTA into Hillsboro Central Station including wayfinding and/or transit information; Central Station is currently at capacity but TriMet can incorporate YCTA in consideration of future needs.</li> </ul>

## TRANSIT-SUPPORTIVE PROGRAMS AND TECHNOLOGY

Policies and program strategies leverage investments in YCTA transit service and capital facilities. There are improvements that can be made to enhance existing services, without making direct changes to transit operations or capital. Coordination of supportive connections to transit, engagement with local stakeholders, and taking a systematic approach to communications can all have lasting impacts on the success of YCTA services.

- **Transit information** makes using the transit system more intuitive, particularly for infrequent riders. **Real time bus information** lets people know when the bus will arrive, which is particularly important given congestion along OR 99W. YCTA has secured state funding to purchase and implement a rider information system for the existing fleet, scheduled for implementation on YCTA fixed routes in 2018.
- **Flexible fare programs** make transit easier to use and more affordable for families and low-income people. YCTA fares are generally perceived as affordable, and new technology can further improve how customers get the most value from single, weekly, and monthly bus tickets. **Electronic fare payment** is developing rapidly. YCTA has been exploring options in

coordination with ODOT and other partners, as described above. Other, lower-cost options include mobile payment technology (i.e., purchasing tickets through a smartphone or computer), or simplified and flexible pass programs. **Coordinating with regional providers** such that fares can be combined or set to the same price, can make transfers between YCTA and other transit providers easier.

- **Access to transit**, sometimes called first/last mile connections, refers to the various ways transit riders get to/from a transit stop and their trip origin and destination.
  - Every transit rider is a pedestrian at some point in their trip. A network of **safe and accessible pedestrian facilities** allow people to access transit stops and key destinations. The pedestrian network includes sidewalks that are sufficiently wide and well-lit, with curb ramps that provide a transition to the street, well-marked and convenient street crossings, and wayfinding that helps direct passengers to transit and destinations.
  - **Safe and convenient bicycle access routes** to transit stops and both short-term and secure, long-term **bicycle parking** expand the distance people can travel to access transit.
  - **Ride-hailing services** are point-to-point transportation services that are most often scheduled and paid for using an online application or platform, such as smart phone apps (but are similar to traditional taxis in some respects). On-demand service providers including Lyft and Uber are starting to become available outside of major urban areas, including in Yamhill County.
  - **Carpools and vanpools** serving destinations not directly connected by YCTA service can be facilitated through Drive Less Connect, Oregon's online ride-matching tool. Valley Vanpool lists existing vanpools serving Yamhill County. **Park-and-ride facilities** provide all-day parking for transit riders who need to travel by car for a portion of their trip. Park-and-rides can often be provided in partnership with churches and other institutions that have parking that is not fully utilized during times of peak transit demand.
- **Coordinated land use and development policies** can strengthen YCTA's voice in local land use changes, as well as the maintenance of bus stops and the space around them. Providing input on local zoning and development reviews, and coordination with local business alliances can be effective in encouraging transit-supportive land uses and drawing businesses to active transit corridors.
- **Outreach and education programs** improve awareness of existing services and programs, and promote understanding of how to use the transit system.
- **Transportation Demand Management (TDM) Programs.** There is an existing **Emergency Ride Home Program** that is available to all employees who live in Yamhill County through Cherriots (Salem-area transit provider). This program enables people who carpool, vanpool, or ride transit to work with a voucher for a free ride home in the event of an emergency.
- **Marketing and branding plan.** A **communications plan** is a centralized tool for organizing service branding, information mediums, targeted outreach approaches, limited English proficiency (LEP) planning, communications resources, and progress metrics. Previously discussed strategies such as vehicle and bus stop branding, and real-time bus location information both advance YCTA service visibility, but should be prioritized alongside other enhancements such as translating service information based on local LEP needs. Through the development of a communications plan the demands, costs, and funding of these strategies can be balanced to maximize resources over time.

## 5 SHORT-TERM RECOMMENDATIONS (NEXT 1-3 YEARS)

This section identifies short-term public transportation improvement strategies for YCTA. These strategies are distinct from the long-term strategies described and evaluated in sections 1 through 4; however, short-term options will be refined to align with the long-term direction established for YCTA. The short term strategies fall into three categories:

- **Cost-neutral/low-cost recommendations** for optimizing YCTA service within existing funding levels. These address minor schedule adjustments and significant operational issues to the extent possible.
- **Moderate cost increase** options where additional resources would be required to add routes or vehicles. It is assumed that YCTA would not have access to significant additional resources until 2020, when Oregon Statewide Transit Investment Fund (STIF) revenues are anticipated to be available.
- **Options for contracting service or realizing efficiencies**, which could enable repurposing existing resources to implement some of the moderate cost increase recommendations.

These recommendations are preliminary and will be revised based on public input on key elements of the local and regional scenarios. The short-term strategies are presented below by route, followed by capital and programmatic improvements.

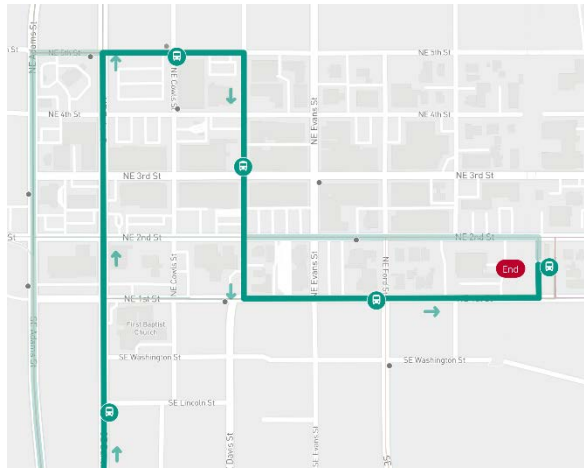
### McMinnville-Salem (Route 11)

#### Cost-Neutral or Low Cost

- Consider adding an additional 1-2 minutes to the scheduled time between the McMinnville TC and Bi-Mart (or ensure there is adequate recovery time at the far end of the route). This will better reflect actual operations.
- Provide additional layover time between the 7:28 a.m. arrival at McMinnville TC and the 7:30 a.m. departure to Salem, and between the 5:29 p.m. arrival at McMinnville TC and the 5:30 p.m. departure to Salem. This will better reflect actual operations.
- Modify routing in McMinnville to provide direct service to the Oregon Mutual Insurance stop in the inbound direction (to McMinnville); assumes an additional 3 minutes in scheduled time. See Figure 5-1.



**Figure 5-1** Proposed Route 11 Routing to OMI Stop, Inbound to McMinnville TC



- **Improve signage, information, and add a shelter at West Salem Transit Center if Route 11 is not moved to the Salem Downtown Transit Center. As described in Chapter 4, Cherriots is already planning to add a shelter at West Salem TC with space for YCTA information.**
- **Add on-board bicycle racks that accommodate three bicycles for this route.**

### Moderate Cost-Increase

- **Extend Route 11 to the downtown Salem Transit Mall. In conjunction with this change, rename Route 11 (e.g., to 80X) to avoid confusion with Cherriots Route 11.**

## McMinnville-Grand Ronde (Route 22)

### Cost-Neutral or Low Cost

- Consider adding an additional 1-2 minutes to the scheduled time between the McMinnville TC and Bi-Mart; a high percentage of westbound trips are late. This will better reflect actual operations.
- Consider modifying routing in McMinnville to provide direct service to the OMI stop in the inbound direction (to McMinnville); assumes an additional 3 minutes in scheduled time, similar to Route 11.
- Adjust schedules to better align with Casino work schedules (discussed in Chapter 4 Regional Coordination).
- Explore potential to deviate to serve the Federal Correctional Institution (FCI) on select trips timed with worker shifts.
- Add additional stops west of the South Yamhill River crossing (in front of Hofenbredl Timber) and in the west part of Sheridan (described in previous section).
- Explore options to address safety concerns with the left turn from Grand Ronde Road onto eastbound OR-18. This could potentially include a new stop serving the Whispering Spirit RV Park.
- Improve connections with Route 44 (McMinnville-Newberg-Tigard), particularly if an additional trip is added on Route 44 to Tigard that would align with the 8:08 a.m. Route 22 arrival in McMinnville.

- Consider removing the midday trip, particularly if a shopper shuttle service is initiated between Sheridan/Willamina and McMinnville

#### **Moderate Cost-Increase**

- N/A

### **McMinnville-Hillsboro (Route 33)**

#### **Cost-Neutral or Low Cost**

- Consider adding an additional 1-2 minutes (or more in the afternoon peak period) to the scheduled time between the McMinnville TC and Lafayette/OR 99W; the schedule is not realistic. This will better reflect actual operations.
- Modify routing in McMinnville to provide a stop on the west end of downtown (e.g., OMI), better serving commuters.
- Coordinate with the Oregon Department of Transportation to prevent signs from being posted on the pole at the crossing of the westbound leg of OR 99W (turning left onto Hwy 47). Alternatively, explore options to enable buses to make a more timely crossing.
- Install bus stop signs at intercity stop locations where there is only a shelter in one direction.
- Explore an alternative southbound stop serving Forest Grove to reduce the time required to return to the highway, and ensure schedule/stop coordination with the GroveLink service.
- Provide a safer southbound stop in Cove Orchard.
- Improve signage and information at Hillsboro Central Station (in coordination with TriMet).

#### **Moderate Cost-Increase**

- N/A

### **McMinnville-Tigard (Routes 44/45x/46s)**

#### **Cost-Neutral or Low Cost**

- Consider adding an additional 1-2 minutes to the scheduled time between the McMinnville TC and Lafayette/OR 99W; the schedule is not realistic. This will better reflect actual operations.
- Restructure service to improve reliability, including taking advantage of the Dundee Bypass. Consider providing regular service to key destinations in Newberg that are along the route, e.g., Chemeketa Community College and Providence Medical Center.
- Modify routing in McMinnville to provide a stop on the west end of downtown (e.g., OMI), better serving commuters.
- Consider redesigning the deviation to Sherwood Shari's, which requires approximately three minutes northbound and five or more minutes southbound.
- Add a shelter at Tigard Transit Center and improve wayfinding between the transit center and the YCTA stop.
- Market the 44 and 45x together as service between McMinnville and Newberg. The destination "Newberg" is not part of the route name and people may be unaware that 10 trips per day already connect the two cities.

### **Moderate Cost-Increase**

- Add additional 45x trips between McMinnville and Tigard via the Newberg-Dundee Bypass to open in 2018. This adds fast service along YCTA's highest-ridership corridor, but also adds more service connecting McMinnville and Newberg. The advantages are direct access to the Hospital and other activity centers on the Highway 18 Bypass, and shorter travel times between the County's largest population centers.

## **McMinnville Local Service**

### **Cost-Neutral or Low Cost**

- Mark stops and add shelters at key locations.
- Identify potential cost savings or additional revenues that could be used to add an additional vehicle/route, with the priority being to address operational and capacity issues on route 3N (McMinnville TC – Walmart/Big 5).
- Explore options to utilize the emergency access roadway and locked gate on Cumulus Ave to extend Route 2E to serve the Virginia Garcia Clinic and additional nearby housing areas located west of Evergreen Museum. The bus could then connect directly into the CCC parking lot, where there is an existing, currently unused shelter. This would require securing approval from CCC as well as the McMinnville fire department.
- Work with store owners to explore routing options through selected store parking lots (as described in Chapter 2).

### **Moderate Cost-Increase**

- Add an additional vehicle to expand coverage and make the level of service/reliability more attractive to potential passengers, including addressing Route 3N operational issues.

## **Newberg Local Service**

### **Cost-Neutral or Low Cost**

- Mark stops and add shelters at key locations.
- Redesign existing routes (to be determined).
- Identify potential cost savings or additional revenues that could be used to add an additional vehicle/route.
- Explore converting Newberg local service to a deviated fixed-route. An additional vehicle is required to make Newberg service effective and reliable. There are currently no ADA trips in Newberg. It was discussed that with a deviated/flex route in Newberg a Dial-A-Ride vehicle could be reallocated to a deviated fixed-route service. Effective use of a deviated fixed-route could depend on YCTA's selection of a new dispatch system.
- Redesign service to provide separate stops on OR 99W at the west end of downtown Newberg. This would require identifying a stop location, and preferably a shelter, on E. Hancock St.

### **Moderate Cost-Increase**

- Add an additional vehicle to expand coverage and make the level of service/reliability more attractive to potential passengers.

## Shopping and Medical Trip Shuttle Pilot Programs

A pilot program could implement the proposed shopping/medical appointment shuttle on a limited basis (e.g., several hours per day, one day per city or corridor per week):

- Add local shopping or medical appointment shuttles in McMinnville and Newberg, providing demand-responsive, curb-to-curb service to a limited set of major destinations. These shuttles would help provide more convenient, front-door access to key destinations, including major retail areas where large parking lots can make it challenging to access the front door from a bus stop along the road.
- Add shopping or medical appointment shuttles connecting cities outside McMinnville (e.g., Sheridan/Willamina/Amity, Carlton/Yamhill, Dayton/Lafayette/Dundee) to a limited set of major destinations in McMinnville or Newberg. These shuttles would help address unmet needs of residents in smaller cities that are unable to easily access the intercity routes and provide more convenient, front-door access to key destinations. Pickups could be a hybrid of door-to-door and/or from identified locations in each city. Service in Sheridan should include Deer Meadows.

The specific design of each service should be developed with local community input.

## Capital

- Mark stops and install shelters at major, high-ridership stops; move towards eliminating flag stops.
- Explore installing beacons that provide drivers with a signal that an intercity stop has been requested.
- Add higher-capacity bicycle-carrying racks to buses, prioritizing routes where bike capacity is an issue (Routes 11 and 44), and bicycle racks at major bus stops.
- Create a local "safe routes to transit" program to identify local funds for sidewalk and bus stop improvements.

## Technology

- Improve customer information through technology, relevant media, and outreach.

## Programs

- Develop a marketing and branding plan.
- Foster transit supportive land use through input on local zoning and collaboration with local stakeholders.
-

## 6 COMMUNITY INPUT ON SOLUTIONS STRATEGIES

### OVERVIEW

This chapter summarizes public input on the proposed solutions strategies and high-level service design for the YCTA TDP. Input was gathered from current riders and the general public through public events and an online survey, reaching or engaging a total of approximately 125 people. Figure 6-1 summarizes the outreach time frame, topics, and types. This chapter summarizes the results; a detailed appendix presents more complete results from each outreach element as indicated in the table below.

Figure 6-1 Summary of Community Input

Time Frame	Project Tasks	Outreach Tools	Detailed Results
Winter/Spring 2018	Solution Strategies Service Design	<ul style="list-style-type: none"><li>▪ Outreach events</li><li>▪ Community survey</li></ul>	TM #4, Chapter 6, and TM #4, Appendix A

Figure 6-2 summarizes each outreach event or survey, and the number of people that participated or engaged with a member of the project team.

Figure 6-2 Summary of Participation/Engagement - Outreach Events and Online Surveys

Event / Location	Date	Location	Approximate # of People Engaged
Community Locations/Events			
McMinnville Transit Center	3/2/2018	McMinnville	<ul style="list-style-type: none"><li>▪ Approx. 20-25 people</li></ul>
McMinnville Community Center	3/2/2018	McMinnville	<ul style="list-style-type: none"><li>▪ Approx. 5 people</li></ul>
Nap's Thriftway	3/7/2018	Newberg	<ul style="list-style-type: none"><li>▪ Approx. 20 people</li></ul>
Chehalem Cultural Center	3/7/2018	Newberg	<ul style="list-style-type: none"><li>▪ Approx. 5 people</li></ul>
Surveys			
Online Open House	Late Feb - March 2018	Online	<ul style="list-style-type: none"><li>▪ 77 completed surveys</li></ul>

Information about potential solutions for various aspects of YCTA service, capital facilities, and program was presented on display boards at in-person open houses. Solutions were identified for preliminary implementation time frames. Participants discussed solutions with the project team and were able to place dots on the display boards to indicate support ("I like it"), concerns ("I have concerns"), or whether they felt an enhancement should be implemented sooner ("Do it sooner"). Participants could also write comments on sticky notes or complete a comment card, which was available in both English and Spanish (see Figures A-10 and A-11 in Appendix A). A Spanish-speaking member of the project team was present to explain and discuss the information at the in-person events.



## KEY FINDINGS

Key findings from the online survey and in-person public outreach events include:

- The **overall top service priorities** are:
  - **Enhanced local service in McMinnville and Newberg**—top priority for 32% of people who responded to the survey and among **top 3 priorities for 67%**.
  - **Regular all-day service on OR 99W (Route 44)** connecting McMinnville, Lafayette, Dayton, Dundee, and Newberg including on Saturdays—top priority for 25% and among **top 3 priorities for 65%** of respondents.
  - **The next priority is to add commute period and early evening service** on intercity routes—among **top 3 priorities for 44%** of people.
- The highest **priorities for the near-term** (44% of responses), if funding is available, are to:
  - Add **Saturday service in McMinnville and Newberg**.
  - Initiate a **local shopper/medical shuttle pilot program**.
  - **The next tier of near-term priorities (30% of responses) included:**
    - **Add a local route in McMinnville.**
    - **Run local bus routes earlier in the morning and later in the evening.**
- While most people supported the proposed improvements, several **key concerns** are:
  - **Dundee residents are concerned about losing service** if Route 45x (express) is modified to use the Dundee Bypass.
  - **Some people were concerned about eliminating flag stops**, particularly if the distance between assigned stops is too long on some routes.
  - **Bus ridership in Newberg may not increase** in response to service improvements
- There are some **key schedule gaps** particularly Route 44 in the mid-morning and mid-afternoon and Route 11 in the mid-morning.
- **Timing of connections** is important, both between all intercity routes and between intercity and local routes.
- **Later evening hours** that align with class/shift times are important for students and workers.
- **Rural flex route service for small cities received the strongest support**, but there was also interest in the shopper/medical service model (including in McMinnville and Newberg), including as a way to experiment with this type of service; in practice a hybrid model could emerge from a community-driven design process.
- **Marking bus stops, adding shelters, improving customer information, and improving the appearance/cleanliness of vehicles** was a high priority—within top 3 overall priorities for **43%** of respondents. In addition:
  - Intercity routes need to have **higher-capacity buses**. Smaller-capacity buses are acceptable for local routes, but **cutaways do not provide a comfortable ride**.
  - Bus **schedules need to be clear and consistent**, both in print and online forms.
  - **Communicating information** about delays and route changes/closures is essential.
  - Programs that provide **travel training/education** would be valuable

The following sections summarize the outreach results. Appendix A provides images of the open house display boards and dot exercise.

## OVERALL RESULTS

### Ranking of Proposed Enhancements

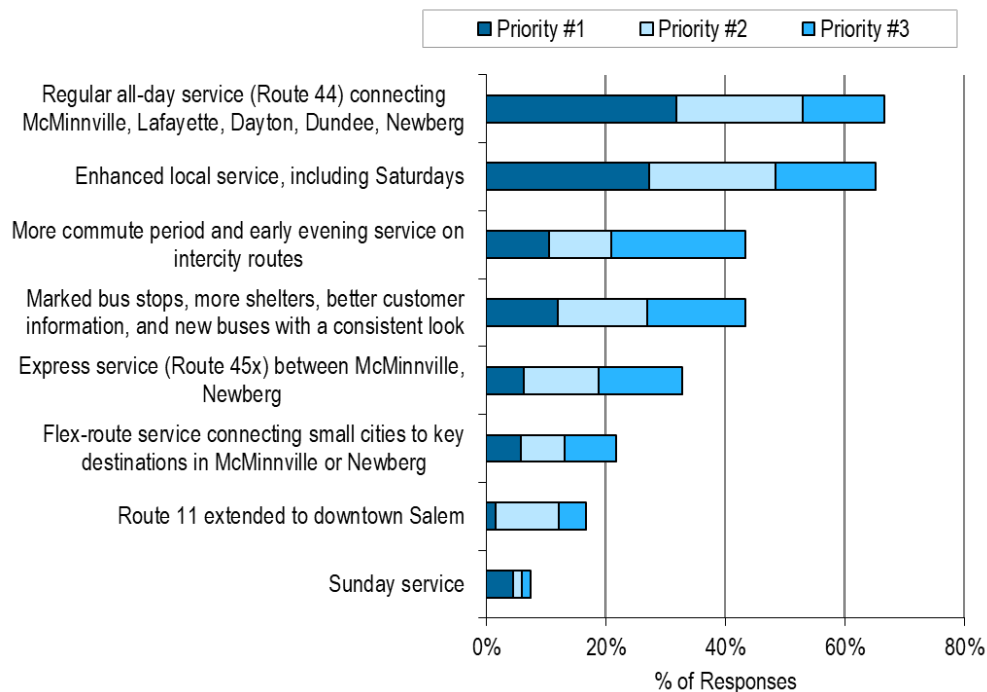
Figure 6-3 summarizes the overall ranking of seven proposed enhancements in the online survey. The following two enhancements were the highest priorities – within the top three priorities for approximately two-thirds of online survey respondents:

- Enhanced local service in McMinnville and Newberg
- Regular all-day service on OR 99W (Route 44) connecting McMinnville, Lafayette, Dayton, Dundee, and Newberg including on Saturdays

The next highest priorities – within the top three priorities for 43% of online survey respondents – were:

- Additional commute period service on intercity routes
- Improvements to bus stops, vehicles, and customer information

Figure 6-3 Overall Ranking of Proposed Enhancements



N=71

## Weekend Service Priorities

YCTA currently provides Saturday service on Routes 46s (McMinnville-Newberg-Tigard) and Route 24s (McMinnville-Grand Ronde). People were asked to prioritize weekend service for each intercity corridor/route, although people were not asked to prioritize weekend intercity overall. Figure 6-4 summarizes the results for each corridor; more detailed results are included in the next section. Based on the results, people generally identified Saturday service on intercity routes as a medium priority. The priority of Sunday service was more mixed.

- Saturday service between McMinnville and Salem was identified as a high priority by 14 respondents, the most of any route/corridor. Over 87% of people commenting on this corridor identified Saturday service as a medium or high priority.
- Sunday service between McMinnville and Tigard was seen as a medium or high priority by 69% of the people who commented on this corridor. This is approximately the same number of people as Salem Saturday service.

Figure 6-4 Weekend Service Priorities

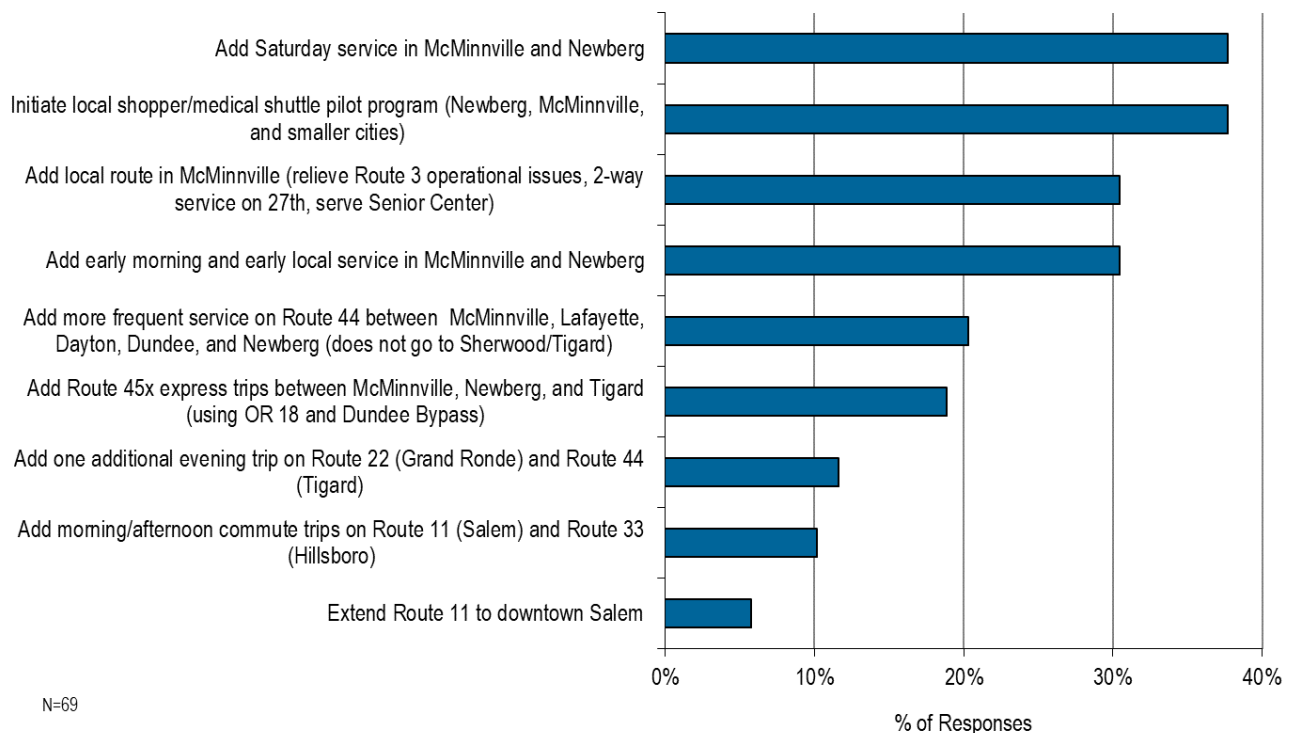
Day	Priority	McMinnville-Newberg-Tigard (Route 44/46s)		McMinnville-Grand Ronde (Route 22/24s)		McMinnville-Salem (Route 11)		McMinnville Hillsboro (Route 33)	
Saturday	High	N/A - Existing		N/A - Existing		14	61%	4	31%
	Medium					6	26%	6	46%
	Low					3	13%	3	23%
	Number of Responses					23		13	
Sunday	High	1	3%	4	3%	3	13%	1	9%
	Medium	21	66%	9	66%	9	39%	3	27%
	Low	10	31%	6	31%	11	48%	7	64%
	Number of Responses	32		19		23		11	

## Near-Term Priorities

The project team asked people to prioritize the two most important improvements that could be implemented in the near-term, if YCTA has resources sooner. Figure 6-5 show that:

- The highest priorities (38% of respondents) were to add Saturday service in McMinnville and Newberg, and initiate a local shopper/medical shuttle pilot program (Newberg, McMinnville, and smaller cities).
- The next highest priorities (30% of respondents) were to add a local route in McMinnville and run McMinnville and Newberg local bus routes earlier in the morning and in the early evening.
- A third tier of near-term priorities was to improve service on Routes 44 and 45x—both more frequent service between McMinnville and Newberg (including connecting Lafayette, Dayton, and Dundee) and more express service between McMinnville, Newberg, and Tigard. These options were selected by 20% and 19% of respondents, respectively.

Figure 6-5 Short-Term Priorities



## DETAILED RESULTS

### Local Service in McMinnville

Figure A-3 (see Appendix A) provides the information displayed at the open houses and online. Figure 6-6 summarizes the overall feedback on the service concepts and priorities for McMinnville local service. On the online survey, 63% of responses supported the proposed options. Two dots were placed on the open house board to indicate concern, compared to 35 dots in support.

Figure 6-6 Summary of overall feedback on local service in McMinnville

Source		Number of "I Like It"	Number of "I Have Concerns"	Total
Online survey – Overall Feedback	#	17	10	17
	%	63%	37%	63%
Open house – Dots on individual options	#	35	2	35

Specific concerns and comments are listed below. Key concerns include eliminating flag stops (unless more stops are added), providing front door service to some locations, and running later at night to serve students.

Figure 6-7 Categorized comments on local service in McMinnville

Topic	Overall Feedback	Comment
Route 2	Have concerns	<ul style="list-style-type: none"> <li>The bus stop locations of Line 2 at the McMinnville Eye Clinic are unclear on the website. If the bus stopped at the hospital, that would be fine, or closer to the Eye Clinic would be fine, but information on the website is conflicting. [1]</li> </ul>
	Comment	<ul style="list-style-type: none"> <li>Drivers do not always stop on both sides of Three Mile Lane Bridge</li> </ul>
Route 3	Have concerns	<ul style="list-style-type: none"> <li>Route 3 could be simplified and be less of a loop due to the size of the route. Wallace Road should have service. [1]</li> </ul>
	Comment	<ul style="list-style-type: none"> <li>Route 3 should run every 30 minutes. [2]</li> </ul>
Evening Service	Comment	<ul style="list-style-type: none"> <li>Would like later evening service on Routes 2, 3, and 44 for getting to/from jobs – McDonalds on Hwy 99 in McMinnville and Domino's in Newberg. Doesn't run late enough now.</li> </ul>
Lafayette Ave / East of Lafayette Ave	Do it sooner	<ul style="list-style-type: none"> <li>New service to Lafayette Ave and Riverside Drive area should be implemented sooner than the long-term time frame. [1]</li> <li>I think this option (E on map) should be implemented by 2022 at the latest.</li> </ul>
	Comment	<ul style="list-style-type: none"> <li>Pet Stop Inn off Riverside needs a stop, e.g., for volunteering activities. [2]</li> </ul>
Other	Comment	<ul style="list-style-type: none"> <li>Apartments on Old Sheridan Road</li> </ul>
Bus Stops and Amenities	Have concerns	<ul style="list-style-type: none"> <li>I have concerns that flag stops may be eliminated. McMinnville has grown a lot and unless you plan on adding more bus stops it will be hard on the community. The distance between two assigned stops can be very long on some of the routes. [1]</li> <li>Like flag stops [2]</li> <li>Remove all major stops off of state highways and arterials. Alternate stops for Big Five, Walgreens, BiMart/Roths. [1]</li> <li>The restrooms at the transit center should stay open until the buses stop running. [2]</li> </ul>
	Comment	<ul style="list-style-type: none"> <li>Front door service is essential to YCAP, Senior Center, DHS &amp; Adult Behavioral Health. [1]</li> </ul>



**Transit Development Plan | Memo #4: Solution Strategies**  
Yamhill County Transit Area

Topic	Overall Feedback	Comment
		<ul style="list-style-type: none"> <li>Remove shelters from the court house and put them in more needs places such as stores [2]</li> <li>Covered and posted stops. [2]</li> </ul>
Students	Have concerns	<ul style="list-style-type: none"> <li>Students need more options that align with class times. Chemeketa classes end at 9:30 pm; would like last local bus to run at 10 p.m. [1]</li> </ul>
Marketing and Promotion	Have concerns	<ul style="list-style-type: none"> <li>Lack of advertisement of and encouragement to use transit service does not attract citizens that already have cars. [1]</li> </ul>

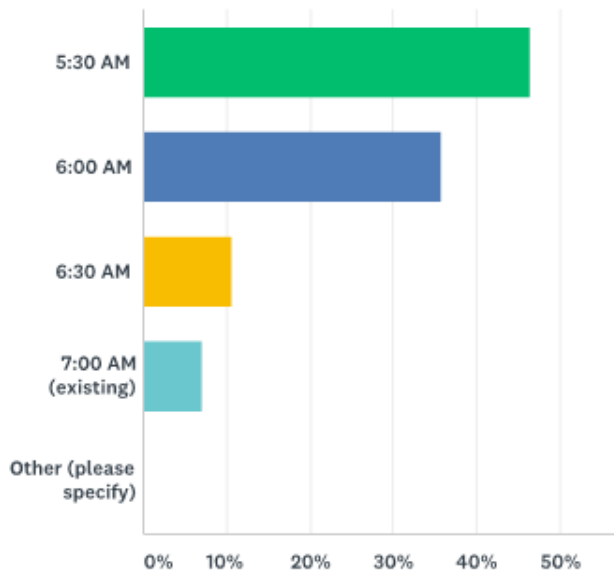
Source: [1] Online Survey [2] Open House

### Bus Service Start and End Times

Figure 6-8 shows when people would like local bus service to start and end in McMinnville. The majority favored starting bus service at 5:30 or 6:00 a.m. Approximately a quarter of respondents wanted service to run later, e.g., last bus at 9:00 p.m.

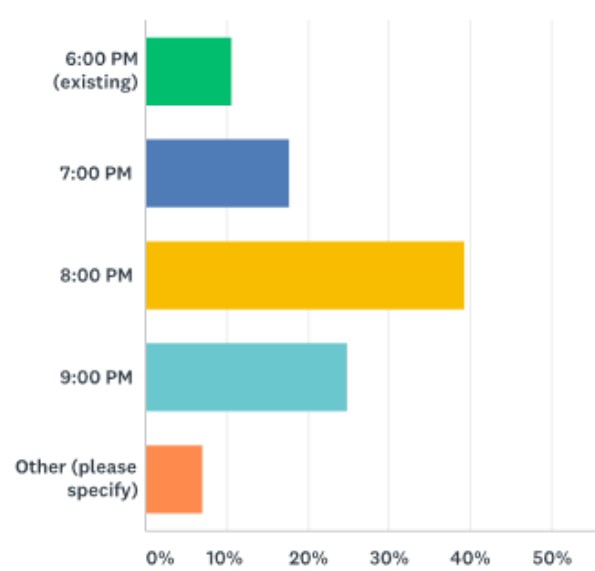
Figure 6-8 Desired local bus start and stop running times in McMinnville

When should buses start running?



N=28

When should buses stop running?



N=28

## Local Service in Newberg

Figure A-4 (see Appendix A) provides the information displayed at the open houses and online. Figure 6-9 summarizes the overall feedback on the service concepts and priorities for Newberg local service. On the online survey, 67% of responses supported the proposed options. One dot was placed on the open house board to indicate concern, compared to 29 dots in support.

Figure 6-9 Summary of overall feedback on local service in Newberg

Source		Number of "I Like It"	Number of "I Have Concerns"	Total
Online survey – Overall Feedback	#	12	6	12
	%	67%	33%	67%
Open house – Dots on individual options	#	29	1	29

Specific concerns and comments are listed below. Key concerns are ensuring coverage for key activity centers and residential areas and limiting service for seniors. Several comments expressed concern that the options would actually increase ridership in Newberg.

Figure 6-10 Categorized comments on local service in Newberg

Topic	Overall Feedback	Comment
Routes and Stops	Have concerns	<ul style="list-style-type: none"> <li>Need regular route service to CPRD pool, NHS, Virginia Garcia, WIC, Deskin Commons, doctors' offices &amp; grocery stores. [1]</li> <li>Not enough routes and stops. Many areas of new residential are not stopped in. Expand Newberg routes and expand service times. [1]</li> <li>Route 8 should serve affordable housing on Haworth and Mabel Rush Elementary. [2]</li> <li>I think the ridership should be considered carefully. It looks like more people use the commuter options rather than the routes around town. [1]</li> <li>Would like the southwest route to serve River Street and connect to the northeast for meetings and after school programs.</li> </ul>
Dial-A-Ride	I like it	<ul style="list-style-type: none"> <li>Overall I like the plan. My main concern is moving the Dial-A-Ride bus and limiting low cost service to seniors.</li> </ul>
Bus Stops and Amenities	Have concerns	<ul style="list-style-type: none"> <li>I would hate to see flag stops eliminated. [1]</li> </ul>
Weekend Service	Comment	<ul style="list-style-type: none"> <li>Would like a route serving the library between noon and 5 pm on Saturday. [2]</li> <li>Sunday service could be shorter, even just Route 44. [2]</li> </ul>
Schedules	Comment	<ul style="list-style-type: none"> <li>Fill in 3:20-5:05 pm gaps. [2]</li> </ul>
Communication	I like it	<ul style="list-style-type: none"> <li>My only comments would be to figure out a better way of communicating closures. I have, on more than one occasion, found out the bus wasn't running half an hour after it was supposed to be at the stop. And perhaps there's a way to update the schedule on Google? I've heard many people complain that the bus is 'never on time' (although as someone who rides daily, the busses generally get to the stops at the same time everyday, it's just not the time that Google says when people look it up). Otherwise a great service. The drivers are all very friendly and professional! [1]</li> </ul>
Buses / facilities	Comment	<ul style="list-style-type: none"> <li>Need more respectfulness and cleanliness on buses. Same concern with a downtown transit center. [2]</li> <li>Need bathrooms [2]</li> </ul>

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Topic	Overall Feedback	Comment
		<ul style="list-style-type: none"> <li>▪ Important to mark bus stops. [2]</li> </ul>
General	Have concerns	<ul style="list-style-type: none"> <li>▪ Not sure it will increase ridership. May need to consider demand response service model. [1]</li> <li>▪ City of Newberg leadership should provide more support for transit. [2]</li> </ul>

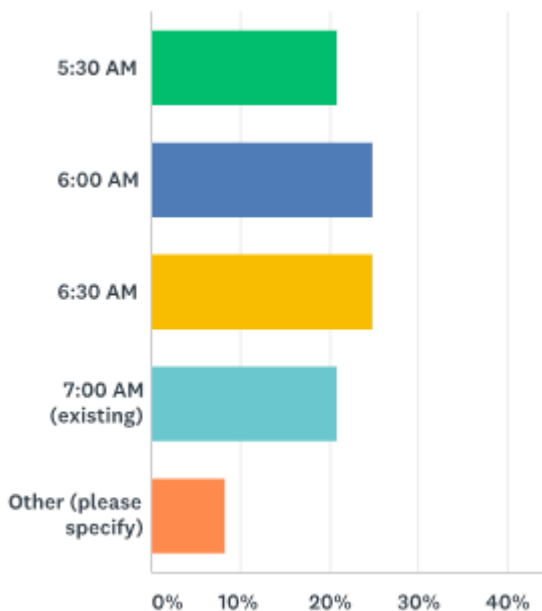
Source: [1] Online Survey [2] Open House

### Bus Service Start and End Times

Figure 6-11 shows when people would like local bus service to start and end in Newberg. Most people wanted service to start earlier and end later than it does today. Service that starts at 6:00 a.m. would meet most people's needs, although 20% of respondents wanted service to start at 5:30 a.m. Extending service so that the last bus runs at 7 p.m. would meet needs of over 30% of respondents. Over 40% of respondents wanted service to run later, e.g., last bus leaves at 8:00 p.m. or 9:00 p.m.

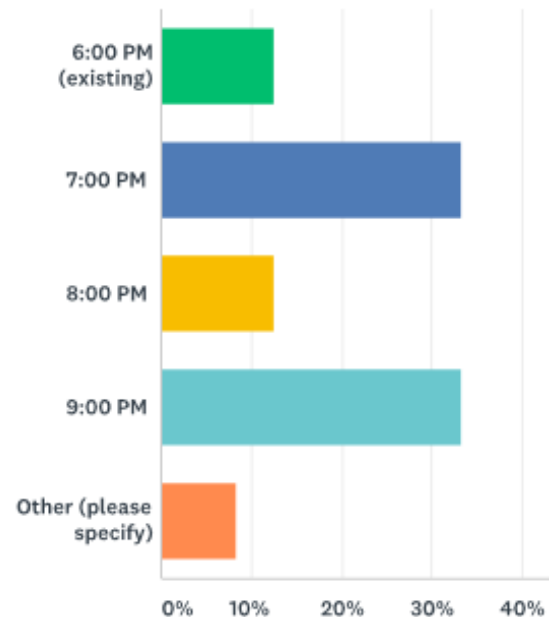
Figure 6-11 Desired bus start and stop times in Newberg

When should buses start running?



N=24

When should buses stop running?



N=24

## McMinnville-Newberg-Tigard Service (Routes 44, 45X, and 46S)

Figure A-5 (see Appendix A) provides the information displayed at the open houses and online. Figure 6-12 summarizes the overall feedback on the service concepts and priorities for McMinnville-Newberg-Tigard intercity service. On the online survey, 73% of responses supported the proposed options. Two dots were placed on the open house board to indicate concern, compared to 25 dots in support.

Figure 6-12 Summary of overall feedback on McMinnville-Newberg-Tigard intercity service

Source		Number of "I Like It"	Number of "I Have Concerns"	Total
Online survey – Overall Feedback	#	22	8	30
	%	73%	27%	100%
Open house – Dots on individual options	#	25	2	27

Specific concerns and comments are listed below. The primary concerns (six online and one open house comments) relate to eliminating Dundee service on Route 45x (express) if it is re-routed to use the bypass. There was also concern about ensuring alternate service on Lafayette Avenue in McMinnville if Route 44 is re-routed to stay on OR 99W through McMinnville.

Figure 6-13 Categorized comments on McMinnville-Newberg-Tigard intercity service

Topic	Overall Feedback	Comment
Routes and Stops	I like it	<ul style="list-style-type: none"> <li>Adding an option to go to Providence Hospital is great for McMinnville-Tigard trips. Trips to Sherwood for their urgent care and Providence Sherwood would be very valuable for people too. [1]</li> </ul>
	Have concerns	<ul style="list-style-type: none"> <li>Would need Route 44 to provide local service to apartments on Lafayette Avenue. [2]</li> </ul>
	Comment	<ul style="list-style-type: none"> <li>Would like service to connect downtown Portland to Newberg [1]</li> <li>Would like direct service from Yamhill to Newberg or well-timed connection in McMinnville. [2]</li> </ul>
Service in Dundee / Express Service	Have concerns	<ul style="list-style-type: none"> <li>The proposed changes to 45X does not serve Dundee residents. The service is reduced from two lines to one in the Dundee community, and forces transfers for commuters from Dundee to Portland. [1,2]</li> <li>Concerns with bypassing Dundee and downtown Newberg for multiple express routes [1]</li> <li>With construction of the Bypass, I want to make sure citizens of Dundee have consistent access to your buses. Please do not bypass Dundee with all or most of your routes. [1]</li> <li>Using the bypass should NOT be an option unless you back track into Dundee. NO lines should bypass Dundee in any way. [1]</li> <li>I am EXTREMELY disappointed to see that Dundee is not served by 45x in the proposed changes. This means that the citizens of Dundee are receiving a REDUCED transit service through our community...we went from two lines to one line. This plan is supposed to make things better, not worse. The 45X needs to stop in Dundee, it's an important service to our community members. You're forcing transfers (note E), onto Dundee residents who want to commute into the Portland region...providing more trips between McMinnville and Newberg doesn't do a Dundee resident any good if they then have to wait for a transfer before heading north into the metro area. This is an equity issue and I'm disappointed to see this is even being considered. [1]</li> <li>Make sure it stops at Dayton and Dundee, even if it uses bypass. I would take it to Tigard from Dayton. [1]</li> </ul>
Saturday Service	Comment	<ul style="list-style-type: none"> <li>Would like to extend Saturday service to early morning and late afternoon. [1]</li> <li>Early Saturday Route 45x trip. [1]</li> <li>Run later on Saturday afternoons. [1]</li> </ul>

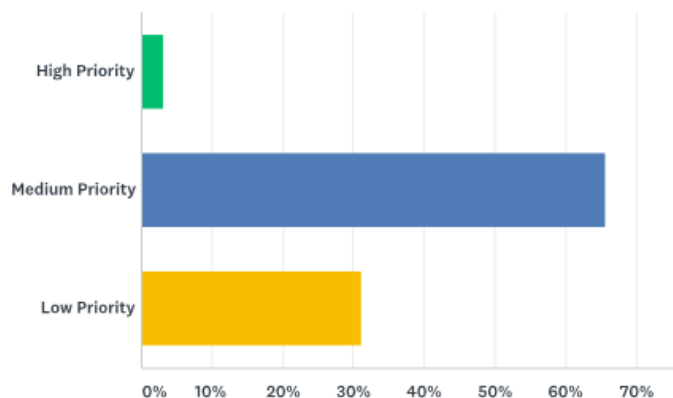
Topic	Overall Feedback	Comment
Sunday Service	I like it	<ul style="list-style-type: none"> <li>▪ Bus service should be able to connect easily to airport and train station, especially Sunday afternoons. [2]</li> <li>▪ Weekend service can be less frequent. [2]</li> </ul>
Schedules / Service Hours	Have concerns	<ul style="list-style-type: none"> <li>▪ The gap between last morning commute bus (around 7:25 a.m.) and first mid-day bus to any other city (around 10:30 a.m.) needs to be filled. If the bus to Hillsboro leaves at 9 am then at least a person could get to Portland via max in Hillsboro, for mid-day appointments, etc. [1]</li> <li>▪ Fill gaps between 7:25 a.m. and 10:30 a.m. [2] – multiple comments</li> <li>▪ Late service after 9 p.m. [2]</li> <li>▪ Design schedules to accommodate needs of Linfield students, arriving before 8 a.m. classes. Would like to take 45x but it does not stop in eastern Newberg. Would like stop by Fred Meyer or Radio Shack.</li> <li>▪ Need better timing of connections to Routes 2 and 3 in McMinnville [2] – multiple comments</li> </ul>
Fares	Comment	<ul style="list-style-type: none"> <li>▪ \$1 all-day pass for veterans and seniors [2]</li> </ul>
Buses / facilities	Comment	<ul style="list-style-type: none"> <li>▪ Covered shelters at major stops [2] – multiple comments</li> </ul>

Source: [1] Online Survey [2] Open House

## Saturday and Sunday Service

Route 44/46S currently runs on weekdays and Saturdays only. Figure 6-14 shows the results from the online survey related to providing Sunday service. Approximately two-thirds of online survey respondents identified adding Sunday service as at least a medium priority. In addition, six people at open houses identified Sunday service as important.

Figure 6-14 Priority for providing Sunday service on Route 44/46S



N=32

## Bus Service End Times

Input on how late Route 44 service should run was solicited at the in-person outreach events. Currently, the last trip leaves Tigard Transit Center at 7:40 p.m. and McMinnville at 6:12 p.m. Dots were placed on 9:00 p.m. departures from Tigard (4) and 9:00 p.m. departures from McMinnville (1). An additional hand-written note also suggested service after 9:00 p.m.



## McMinnville-Salem Service (Route 11)

Figure A-6 (see Appendix A) provides the information displayed at the open houses and online. Figure 6-15 summarizes the overall feedback on the service concepts and priorities for McMinnville-Salem intercity service. On the online survey, 70% of responses supported the proposed options. Five dots were placed on the open house board in support of the proposed options; no dots were placed to indicate concerns.

Figure 6-15 Summary of overall feedback on McMinnville-Salem intercity service

Source		Number of "I Like It"	Number of "I Have Concerns"	Total
Online survey – Overall Feedback	#	14	6	14
	%	70%	30%	100%
Open house – Dots on individual options	#	5	0	5

Specific concerns and comments are listed below. Concerns include extending Route 11 to downtown Salem sooner, filling schedule gaps (as proposed), and providing weekend service. It was also suggested to consider running Route 11 through Dayton and OR 221, which the project team will investigate further.

Figure 6-16 Categorized comments on McMinnville-Salem intercity service

Topic	Overall Feedback	Comment or Concern
Routing	Have concerns	<ul style="list-style-type: none"> <li>The Salem route should run through Dayton. Amity should simply be a leg/spoke into McMinnville. Way more people in Dayton work at the capital than in Amity. [1]</li> </ul>
Downtown Salem Extension	Do it sooner	<ul style="list-style-type: none"> <li>The downtown extension needs to happen as soon as possible, not between 2020-2027. This is a hard connection for most riders, plus extending to downtown would get more people riding because people would feel comfortable riding it from downtown Salem. Also, the 11 needs bigger buses as trips fill up a lot. [1]</li> </ul>
	I like it	<ul style="list-style-type: none"> <li>Would like connection to Greyhound and Amtrak. [2]</li> </ul>
Schedule	Have concerns	<ul style="list-style-type: none"> <li>The gap between 8:40 a.m. and 1:10 p.m. is too long. Would like mid-morning bus service for people who have appointments and work retail and early afternoon bus for appointments and shopping activities (e.g. A mid-morning bus leaves McMinnville for Salem around 8:30 a.m., then returns from Salem 9:45 a.m. and passes Amity; an afternoon bus leaves McMinnville 2 pm and returns from Salem 3-3:30 p.m.) [1]</li> <li>If more convenient connections and time frames are offered, Chemeketa students from this area who have classes in Salem might be tempted to take the bus. [1]</li> <li>Would like weekend service [1]</li> </ul>
	Comment	<ul style="list-style-type: none"> <li>Consider a 2 PM or 3 PM trip from Salem to McMinnville as 12:40 to 4:50 is too long of a wait. [1]</li> </ul>

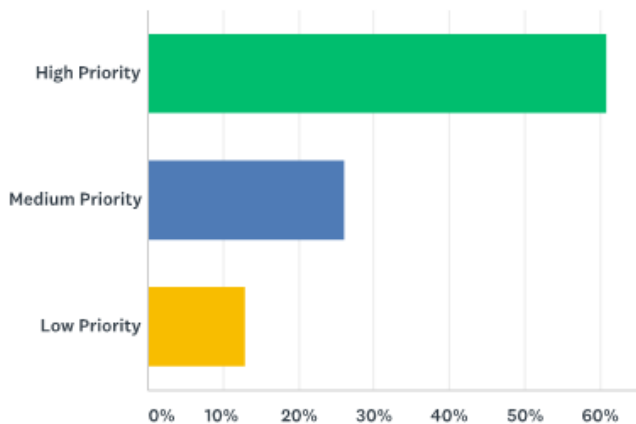
Source: [1] Online Survey [2] Open House

## Weekend Service Priority

Route 11 currently runs on weekdays only. Figure 6-17 shows the results from online survey related to providing Saturday and Sunday service. Over 60% of respondents felt that Saturday service should be a high priority (and a combined 87% assigned it a medium or higher priority). Sunday service was less important; a narrow majority (52%) assigned it a medium or high priority.

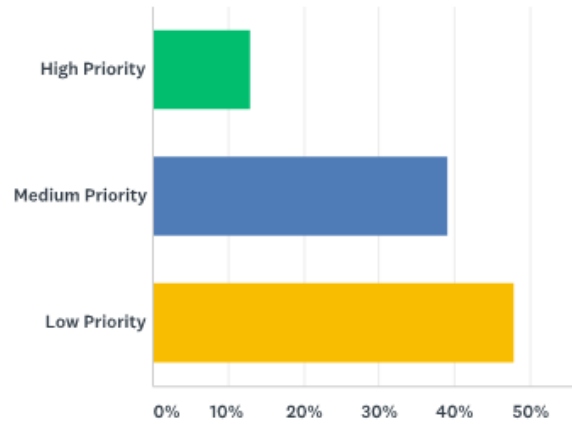
Figure 6-17 Saturday and Sunday service priority on Route 11

### Saturday Service Priority



N=23

### Sunday Service Priority



N=23

## Bus Service End Times

Input on how late Route 11 service should run was solicited at the in-person outreach events. Currently, the last trip leaves McMinnville at approximately 6:00 p.m. and leaves West Salem at approximately 7:00 p.m. A single dot was placed on the 8:30 return trip from Salem.

## McMinnville-Grand Ronde Service (Route 22)

Figure A-7 (see Appendix A) provides the information displayed at the open houses and online. Figure 6-18 summarizes the overall feedback on the service concepts and priorities for McMinnville-Grand Ronde intercity service. On the online survey, 81% of responses supported the proposed options. Eighteen dots were placed on the open house board in support of the proposed options; no dots were placed to indicate concerns.

Figure 6-18 Summary of overall feedback on Grand Ronde intercity service

Source		Number of "I Like It"	Number of "I Have Concerns"	Total
Online survey – Overall Feedback	#	17	4	30
	%	81%	19%	100%
Open house – Dots on individual options	#	18	0	18

Specific concerns and comments are listed below. Key concerns included more service to Sheridan and Willamina, including Deer Meadows Assisted Living, to access services in McMinnville; the intent of the Small City Services options (see below) is to help address these needs, including serving locations that are difficult to access safely with a larger bus.

Figure 6-19 Categorized comments on McMinnville-Grand Ronde intercity service

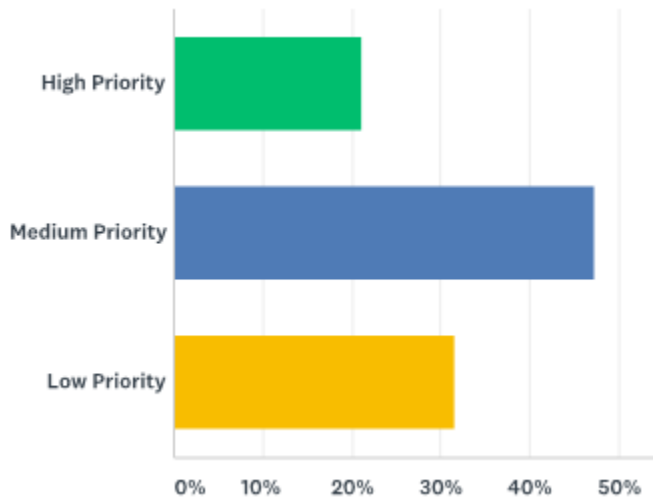
Topic	Overall Feedback	Comment or Concern
Service Levels and Hours	I like it	<ul style="list-style-type: none"> <li>Adding trips is helpful, especially coordinated with work shifts, but even more trips for this community to get into larger towns for medical care and grocery trips would be helpful. [1]</li> <li>Extend service to later night on weekdays. [1]</li> <li>Extend service until 6 p.m. on Saturdays. [1]</li> </ul>
	Have concerns	<ul style="list-style-type: none"> <li>Increase service to Sheridan &amp; Willamina on weekdays to support folks getting to services in McMinnville. [1]</li> </ul>
Bus Stops and Amenities	I like it	<ul style="list-style-type: none"> <li>Need a stop at dairy Queen along Hwy 18. [1]</li> </ul>
	Have concerns	<ul style="list-style-type: none"> <li>There needs to be a stop by the High School (in Sheridan) for those who live in that area. [1]</li> <li>Please include a stop at Deer Meadow Assisted Living in Sheridan [1]</li> </ul>
	Comment	<ul style="list-style-type: none"> <li>A shelter is needed on the other side from TJs in Sheridan. [1]</li> <li>Would like an on-demand stop on Oldville Road. [2]</li> <li>Stop by High School in Sheridan [2]</li> </ul>
General	I like it	<ul style="list-style-type: none"> <li>This is a very good potential route for tourists and casino workers and should be utilized.</li> </ul>

Source: [1] Online Survey [2] Open House

### Weekend Service Priority

Route 22 currently runs on weekdays and Saturdays only. Figure 6-20 shows the results from the online survey related to the priority of providing Sunday service. Nearly 70% of people identified Sunday service as a medium or high priority, including about 20% who said it should be a high priority.

Figure 6-20 Sunday service priority on Route 22



N=19

### Bus Service End Times

Input on how late Route 22 service should run was solicited at the in-person outreach events. Currently, the last trip leaves Grand Ronde at 5:40 and McMinnville at 6:35 p.m. Dots were placed on 8:00 or 8:30 p.m. departures from Grand Ronde and 8:30 or 9:00 p.m. departures from McMinnville.

## McMinnville-Hillsboro Service (Route 33)

Figure A-8 (see Appendix A) provides the information displayed at the open houses and online. Figure 6-18 summarizes the overall feedback on the service concepts and priorities for McMinnville-Hillsboro intercity service. On the online survey, 78% of responses supported the proposed options. No dots were placed on the relevant open house board with either support or concerns related to the proposed options.

Figure 6-21 Summary of overall feedback on McMinnville-Hillsboro intercity service

Source		Number of "I Like It"	Number of "I Have Concerns"	Total
Online survey – Overall Feedback	#	7	2	9
	%	78%	22%	100%
Open house – Dots on individual options	#	0	0	0

Specific concerns and comments are listed below.

Figure 6-22 Categorized comments on McMinnville-Hillsboro intercity service

Topic	Overall Feedback	Comment or Concern
Schedules	Have concerns	<ul style="list-style-type: none"> <li>It is important that this bus' timing allows connections to buses that run on 99W [1]</li> </ul>
	Comment	<ul style="list-style-type: none"> <li>The route is well-timed for connections to Newberg [1]</li> <li>Would like to be able to transfer to Salem route, arriving in Salem by 9 a.m. [2]</li> <li>Would like to be able to get to the VA in Hillsboro in the morning. [2]</li> </ul>
General	Have concerns	<ul style="list-style-type: none"> <li>Need Routing or Flexible Routes to connect Yamhill and Carlton to Newberg. Only connection now to get from Yamhill and Carlton to Newberg is to come to McMinnville and transfer to McMinnville - Newberg Route. No Way for users to get from North part of county to east part of county. [1]</li> <li>Direct or well-time connections between Yamhill/Carlton and Newberg - multiple comments. [2]</li> </ul>

Source: [1] Online Survey [2] Open House

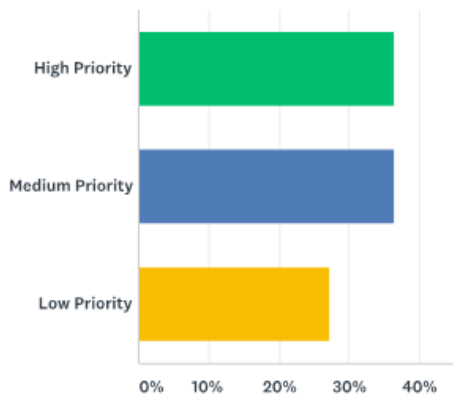


## Weekend Service Priority

Route 33 currently runs on weekdays only. Figure 6-23 shows the results from online survey about providing Saturday and Sunday service. Close to 40% of people felt Saturday service should be high priority, compared to fewer than 10% for Sunday service. Only 36% of respondents felt that Sunday service should be medium or higher priority.

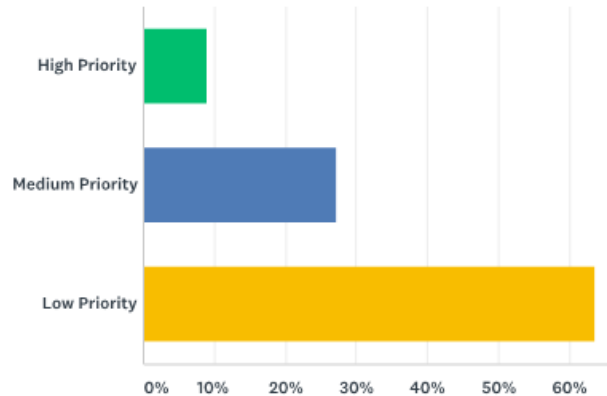
Figure 6-23 Saturday and Sunday service priority on Route 33

Saturday Service Priority



N=13

Sunday Service Priority



N=11

## Transit Service in Small Cities

Figure A-9 (see Appendix A) provides the information displayed at the open houses and online related to options to enhance transit connections in Yamhill County's smaller cities.

As shown in Figure 6-24, more than 60% of online survey responses favored rural flex service as the type of service YCTA should consider to serve small cities. Approximately 25% preferred a rural shopper/medical shuttle, while just 12% of responses favored a rural feeder route. Only one dot was placed on the relevant open house board, in support of the rural flex route option; anecdotally, people at the open houses in McMinnville and Newberg tended to support this option.

Figure 6-25 provides a breakdown by city of residence, which shows that the shopper/medical shuttle option appeals to some people in each community. Responses from Sheridan were split among the three options, while responses from Dayton preferred the rural feeder route option. In practice, the service can be implemented as a hybrid of the three models, and the intent is to have a community-driven process (in each city) to help define how the service should be implemented.

Figure 6-24 Service type preference for small cities

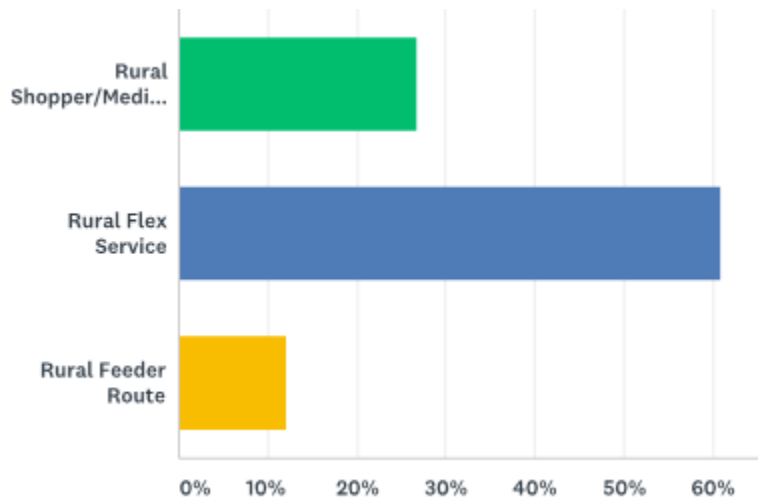


Figure 6-25 Small City Service Type Preference by City

City	Rural Flex Service	Rural Shopper/Medical Shuttle	Rural Feeder Route	Total
McMinnville	13	4	2	19
Dundee	4	2	0	6
Newberg	4	2	0	6
Sheridan	1	1	1	3
Dayton	0	0	2	2
Salem	1	1	0	2
Carlton	1	0	0	1
Lafayette	0	1	0	1
Willamina	1	0	0	1
Amity	0	0	0	0
<b>Total</b>	<b>25</b>	<b>11</b>	<b>5</b>	<b>41</b>
<b>% of Total</b>	<b>61%</b>	<b>27%</b>	<b>12%</b>	<b>100%</b>

Specific concerns and comments are listed below.

Figure 6-26 Categorized comments on small city service

Preferred Option	Comment or Concern
Rural Flex Service	<ul style="list-style-type: none"> <li>▪ Regular access to McMinnville and Newberg-based services is so important for these rural communities, so I am glad there's an effort toward connecting these residents with more consistent transit options. [1]</li> <li>▪ Perhaps the use of vouchers for Lyft or Uber would allow rural/small city residents the access they need without tying up buses that could be used elsewhere. [1]</li> <li>▪ This service is extremely vital and is the only means for some individuals to get life sustaining services. It is critical. The service is needed across the county. [1]</li> <li>▪ Don't give in to demand services as it is unreliable and can be confusing to people and that leads to decrease in service use. [1]</li> <li>▪ Need it to make it across the county [1]</li> <li>▪ That sounds great [1]</li> <li>▪ I think the priority is to provide a way for people to access basic medical and shopping options with in Newberg and other rural towns. [1]</li> <li>▪ Do not leave Dundee service of the Route 44 line. [1]</li> <li>▪ Rural flex service is the best option, but should be a low/medium priority for implementation. Stick with Rural Shopper/Medical Shuttle for a while. [1]</li> <li>▪ Operate after evening classes dismiss so students can rely on public transportation to get home. [1]</li> <li>▪ The routes are not used only by the people who live and work there. People from all areas of Yamhill County regularly get off and on in Dayton. I'm sure the other smaller towns are the same. [1]</li> <li>▪ Bus stop needed at Deer Meadow Assisted Living on Highway 18B. Residents cannot get to the bus stop in downtown Sheridan. [1]</li> <li>▪ Allow cities to weigh in on which model works best for their community. [1]</li> <li>▪ Connect Yamhill/Carlton and Newberg [2]</li> </ul>
Rural Shopper/Medical Shuttle	<ul style="list-style-type: none"> <li>▪ This shopper/medical shuttle should also be available to riders in McMinnville. May only be three days a week at specified times. [1]</li> </ul>
Rural Feeder Route	<ul style="list-style-type: none"> <li>▪ None provided</li> </ul>
None stated	<ul style="list-style-type: none"> <li>▪ Need more late night service. [1]</li> </ul>

Source: [1] Online Survey [2] Open House

## Capital, Technology, and Transit-Supportive Programs

Figure A-9 (see Appendix A) also provides the information displayed at the open houses and online related to capital priorities and transit-supportive programs and technology.

There were 57 online survey responses, of which 85% provided positive overall feedback.

Comments and concerns are summarized in the table below:

Figure 6-27 Categorized comments on capital, technology, and transit-supportive programs

Topic	Overall Feedback	Comment or Concern
Performance Measures/Equity	Comment	<ul style="list-style-type: none"> <li>Evaluate service based on access to low-income population, not just general population. [2]</li> </ul>
Travel Training / Communication	I like it!	<ul style="list-style-type: none"> <li>I think including an "intro to riding the bus" class for older adults could help with gaining riders. [1]</li> <li>Would love to see some type of rider education for those of us who have never or seldom used public transit. It's a bit intimidating, so having "show &amp; tell" routes that are offline just to educate the public would be great! [1]</li> <li>Suggest a "bring a friend" or rider rewards program to incentivize new riders [2]</li> </ul>
	Comment	<ul style="list-style-type: none"> <li>Communicate changes through mental health offices. [2]</li> </ul>
Buses	I like it	<ul style="list-style-type: none"> <li>Energy saving busses are encouraged. [1]</li> <li>I don't particularly mind having an inconsistent look to the YCTA buses, as long as the buses get bigger. The shuttle-style buses on route 44 are barely adequate to serve the number of passengers, especially during rush (3) hour(s). [1]</li> <li>I'm glad that you received a state funding to purchase new busses through the STIP. [1]</li> </ul>
	Have concerns	<ul style="list-style-type: none"> <li>The buses that need replacement are the cutaway shuttle type buses. They are uncomfortable, crammed, bumpy, and fill up fast especially on the 11. The heavier duty/larger buses are fine. [1]</li> <li>New busses are costly. Either lease the busses, or look at used. All other items are important except the beacon lights. [1]</li> <li>Updating the buses will be huge. [1]</li> </ul>
	Comment	<ul style="list-style-type: none"> <li>Perhaps smaller capacity buses for some local/intercity routes. [1]</li> <li>Include charging stations for phones. [2]</li> <li>Comfortable seats. [2]</li> <li>For the elderly and handicapped, buses that kneel. [1]</li> </ul>
Customer Information / Bus Stops	I like it	<ul style="list-style-type: none"> <li>Of the four capital priorities listed, I would like to see Customer Information at all stops. Specifically, printed schedules posted at every stop would be amazing. Marking all bus stops would also be a boon to travelers. [1]</li> <li>There is certainly a need for new vehicles. Customer information will be especially helpful for new riders. Current riders would like more real-time information; Lafayette riders are especially interested. [1]</li> <li>I especially think Customer Information and Bus Stop markers are key.</li> <li>Provide partial front on shelters. [2]</li> </ul>

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Topic	Overall Feedback	Comment or Concern
	Have concerns	<ul style="list-style-type: none"> <li>Please provide updated schedules on a regular basis for your riders. I work at Dayton Public Library and we get requests for bus schedules, which the transit does not provide regularly. A lot of the people who ride the bus don't have a smart phone to access your website for arrival and departure information. [1]</li> <li>Eliminating flag stops could be a problem. Improving customer information sounds great!</li> </ul>
Schedules/Run On-Time	Comment	<ul style="list-style-type: none"> <li>One of the reasons we don't use the bus system currently is we can't trust it to be on time.</li> </ul>
Technology	I like it	<ul style="list-style-type: none"> <li>Create phone app with estimated time of arrival at stops. [2]</li> </ul>
Bus Stops	I like it	<ul style="list-style-type: none"> <li>Clearly marked bus stops and bus shelters. [1]</li> </ul>
	Have concerns	<ul style="list-style-type: none"> <li>Bus stops in smaller cities probably would become a maintenance headache. Many smaller cities do not have 24 hour police coverage and vandals would target beacons for example. [1]</li> <li>Bus stop signs are a much needed thing. [1]</li> <li>Need no smoking signage in transit shelters. [1]</li> <li>Better bus stop locations in Dundee. [1]</li> </ul>
New Connections	I like it!	<ul style="list-style-type: none"> <li>An easy connection to the airport. Perhaps a weekend Lincoln City R/T from Mac in the summer. [1]</li> </ul>

## Other Comments

Figure 6-28 Other comments

Topic	Comment
General	<ul style="list-style-type: none"> <li>In Eugene, anyone 65 yrs old and older may use the local transportation for free. This is good for 2 reasons: financial and to keep elderly drivers from driving. Would like to see this in our area. I anticipate use of public transportation within the next 5 - 10 years. [1]</li> <li>I want to acknowledge that I do not use transit much at all. I work with Linfield students and my thoughts reflect routes/ideas that I might use but also ones that I think my students would want and use. [1]</li> <li>I serve YCTA users in my work with seniors &amp; disabled folks...would really like to see improvement in dial-a-ride pick-up times (especially after appointments), better service to West county, and a drop off at YCAP. [1]</li> <li>Access to transportation has always been a priority area for this community. [Comment from McMinnville resident]. I am quite excited for the potential expansion which may happen. [1]</li> </ul>
Bus Drivers / Staff	<ul style="list-style-type: none"> <li>Have a visible picture id for all transit employees. [1]</li> <li>Without this service many of us non driving people would not be able to get around. Thank you for this service. Thank the office staff and especially the drivers who put up with a lot. [1]</li> </ul>