

COORDINATED PUBLIC TRANSIT—HUMAN SERVICES TRANSPORTATION PLAN

Tillamook County Transportation District
October 2016

Prepared for:

Tillamook County Transportation District
3600 Third Street, Suite A
Tillamook, Oregon 97141
(503) 842-3115

Prepared by:

Kittelson & Associates, Inc.
610 SW Alder, Suite 700
Portland, OR 97205
(503) 228-5230



KITTELSON & ASSOCIATES, INC.
TRANSPORTATION ENGINEERING/PLANNING

MOVING **FORWARD** THINKING™

Coordinated Public Transit – Human Services Transportation Plan

Tillamook County Transportation District

Prepared For:

Tillamook County Transportation District

3600 Third Street, Suite A

Tillamook, Oregon 97141

(503) 842-3115

Prepared By:

Kittelson & Associates, Inc.

610 SW Alder, Suite 700

Portland, OR 97205

(503) 228-5230

Transit Planner: Zachary Horowitz

Project Manager: Susie Wright P.E.

Project Principal: Paul Ryus, P.E.

Project No. 18932

October 2016



TABLE OF CONTENTS

Introduction	3
Looking Forward	3
Tillamook County Transit District’s 2016 Coordinated Plan	4
Background and Methodology	9
Overview of Relevant Grant Programs	10
TCTD’s Role as the Special Transportation Fund Agency	13
Demographic Profile	17
Overview of Existing Public Transportation Services	33
Needs Assessment	45
Transit Development Plan	45
Existing Transit Market	46
STFAC Workshop	48
Needs Assessment	49
Priorities and Strategies	59
Priorities	59
Strategies	60
Unmet Needs/Strategies and Next Steps	69
Next Steps	72

LIST OF FIGURES

Figure 1. Population Density in Tillamook County	18
Figure 2. Population Density of Persons 65 Years and Older	21
Figure 3. Population Density of Persons with Disabilities	24
Figure 4. Density of People in Poverty	26
Figure 5. Tillamook County Population Growth, 2000-2050 ¹	28
Figure 6. Tillamook County Title VI Population Service Needs.....	55

LIST OF TABLES

Table 1. 2013-2016 STF and §5310 Funding Grants for Tillamook County	14
Table 2. Population Characteristics.....	17
Table 3. Population of Communities and Cities in Tillamook County	19
Table 4. Adults Aged 65+ by Community and City	20
Table 5. Persons with Disabilities by Community and City	23
Table 6. Persons in Poverty by City	25
Table 7. Workers per Household and Auto Insufficiency.....	27
Table 8. Population of Cities in Tillamook County	28
Table 9. Employment Characteristics.....	29
Table 10: Deviated Fixed Route Fares.....	34
Table 11: Top Dial-A-Ride Destinations by Service Area	35
Table 12: Dial-A-Ride Fares	35
Table 13: Intercity Fares.....	36
Table 14. TriMet Fares	40
Table 15. Unmet Needs and Corresponding Strategies	69

APPENDICES

Appendix A: Stakeholder Workshop Comments

Appendix B: Social Service Agency Descriptions

Appendix C: TCTD Vehicle Fleet Data

Chapter 1
Introduction

INTRODUCTION

This document is intended to serve as the Coordinated Transportation Plan (Coordinated Plan) for Tillamook County, and is prepared on behalf of Tillamook County Transportation District (TCTD). The Coordinated Plan is a guiding document for TCTD’s Board of Directors including their Special Transportation Fund Advisory Committee (STFAC) that makes recommendations about grant distributions funded by the State of Oregon’s Special Transportation Fund (STF) and Section 5310 (§5310) funds to improve transportation programs and services for seniors and people with disabilities. This document builds on the original 2007 Coordinated Transportation Plan, which was subsequently updated in 2009, 2011, and finalized in its previous version in 2012.

Since the adoption of the 2012 Coordinated Plan, TCTD has made advances in public transportation services and implemented new programs. As the population of senior and people with disabilities continues to grow, the region will continue to focus on developing an innovative continuum of transportation services, one that takes into account people’s abilities throughout life. New sources of funding will be needed and coordination of services and service providers will be essential to providing the most access to transportation for seniors and people with disabilities as possible with limited funds.

LOOKING FORWARD

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

Decisions we make today on how best to invest in transportation options for seniors and people with disabilities will affect the future quality of life for thousands of Tillamook County residents. By 2025, there is expected to be approximately 3,000 more people 65 years and older in Tillamook County, growing from a 21.0 percent share of the population today to a 30.6 percent share. According to the 2010 US Census, over 15 percent of the county population reported a disability.

Seniors will represent the fastest growing segment of population in years to come, far outpacing the rate of population growth. As Tillamook County is projected to

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

TILLAMOOK COUNTY TRANSIT DISTRICT'S 2016 COORDINATED PLAN

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

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



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

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

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

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

This page intentionally blank.



Chapter 2

Background and Methodology

BACKGROUND AND METHODOLOGY

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

Beginning in late 2015 and continuing through 2016, TCTD and ODOT worked together to update the Coordinated Plan for seniors and people with disabilities. The following steps were taken to develop the key findings included in this Plan Update:

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

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

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

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

OVERVIEW OF RELEVANT GRANT PROGRAMS

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

Section 5310 Federal Funds

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



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

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

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

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

Traditional Section 5310 project examples include:

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

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

Nontraditional Section 5310 project examples include:

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

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

State Special Transportation Funds (STF)

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

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



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

TCTD’S ROLE AS THE SPECIAL TRANSPORTATION FUND AGENCY

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

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

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

TCTD Board of Directors

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

TCTD Funding History

The following describes the STF and §5310 funding grants to TCTD for the biennium 2013-2015 and 2015-2017:

Table 1. 2013-2016 STF and §5310 Funding Grants for Tillamook County

Funding Biennium	Agency	Project	Funded Amount
July 2013 – June 2015	Marie Mills Center, Inc.	Token Program	\$11,913
		Bus Replacement (1)	\$58,324
		Preventative Maintenance	\$2,692
		Operations	\$29,264
	Tillamook County Transportation District	Van Replacement (3)	\$134,595
		Preventative Maintenance	\$45,752
		Operations	\$30,000
		Transit Enhancement	\$28,447
		Dial-A-Ride Service Expansion	\$17,953
	CARE, Inc.	Discount Bus Passes	\$3,600
July 2015 – June 2017	Marie Mills Center, Inc.	Token Program	\$15,723
		Preventative Maintenance	\$5,832
		Operations	\$28,796
	Tillamook County Transportation District	Van Replacement (2)	\$89,730
		Preventative Maintenance	\$79,704
		Capital Equipment	\$17,946
		Stretcher Vans	\$180,000
		Operations	\$118,172
	Northwest Oregon Transportation Alliance	Website Redesign	\$125,000
	CARE, Inc.	Discount Bus Passes	\$7,200



Chapter 3

Demographic Profile

DEMOGRAPHIC PROFILE

This chapter provides an overview of Tillamook County based on data from the 2010 United States Census and the 2010-2014 American Community Survey 5-year estimate dataset. This chapter of the Coordinated Plan contains maps, created using Geographic Information System (GIS) technology, that illustrate the location and density of people aged 65 years and over, people with disabilities, and low-income people within Tillamook County. These maps are useful by visually depicting geographic areas with concentrations of the population groups that face particular mobility concerns, and that are the subject of this plan.

Table 2 provides a “snapshot” of the presence of the three population groups of concern for the Tillamook County Coordinated Plan: older adults (persons over 65 years old), persons with disabilities, and persons in poverty. As shown, Tillamook County has a higher portion of persons over 65 years old, persons with disabilities, and persons in poverty than the statewide average. Tillamook County has a lower percentage of households without a car than the state as a whole.

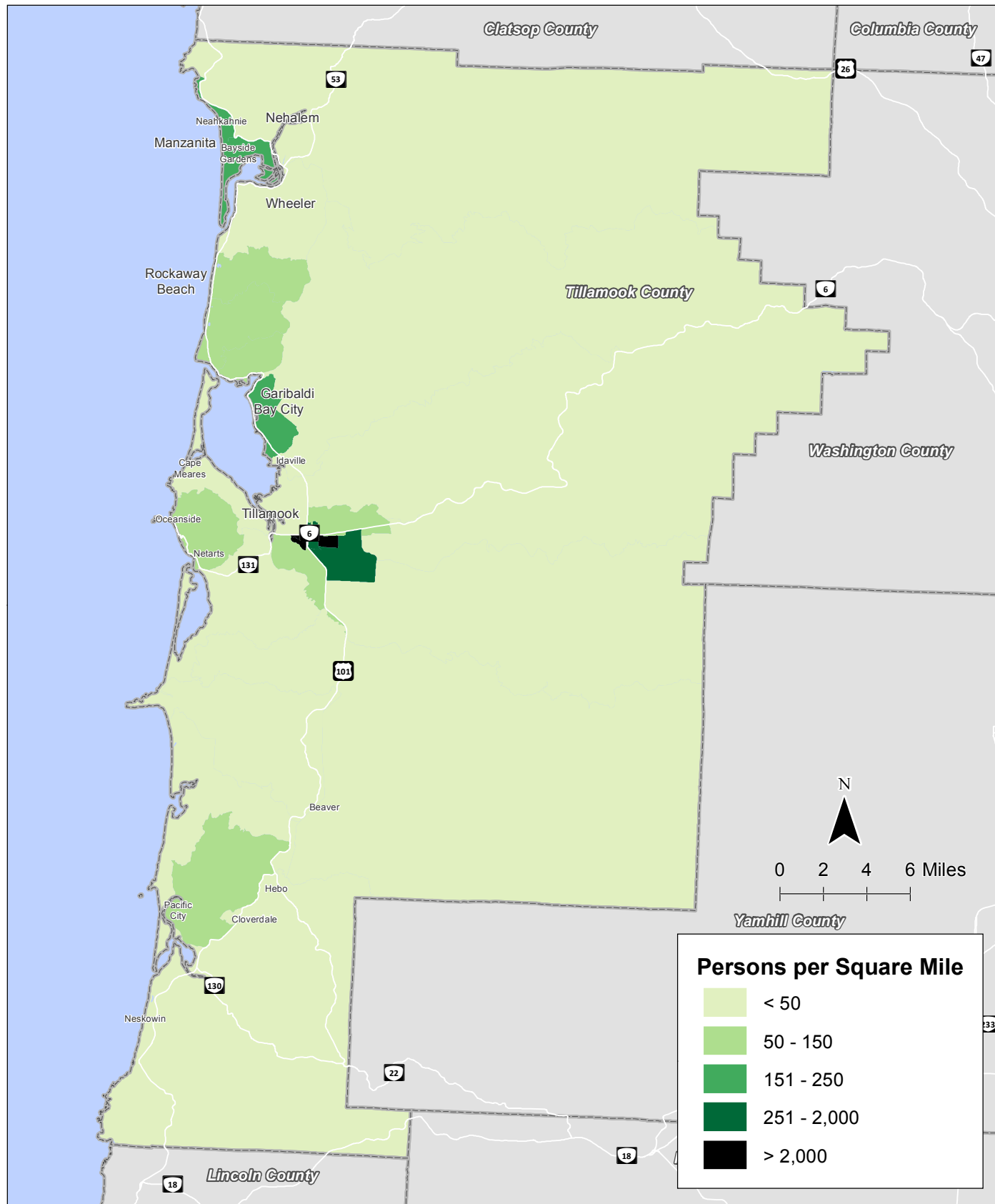
Table 2. Population Characteristics

	Total Population ¹	% Persons Aged 65+ ¹	% Persons w/ Disabilities ^{3,5}	% Persons in Poverty ^{4,5}	% Zero Car Households ^{5,6}
Oregon	3,831,074	13.9%	14.2%	16.7%	8.0%
Tillamook County	25,200	20.9%	15.2%	17.6%	4.5%

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

Population

Tillamook County has a population of 25,200, of which approximately 55 percent (14,000) is within the communities and incorporated cities in the county. The City of Tillamook is the most populous, representing approximately 20 percent of the total county population. Rockaway Beach and Bay City are the next most populated cities, each representing about five percent of the total county population. **Table 3** documents the share of population in each community in Tillamook County relative to the total county population, and **Figure 1** on the following page illustrates the population density of the county. Overall, Tillamook County is relatively rural, with only 55 percent of the population living in urbanized areas. A large geographic area combined with low population density increases the challenges and costs in providing efficient and coordinated transportation services.



**Population Density in Tillamook County
(by Census Block Group)**

**Figure
1**

H:\projects\18932 - ODOT Region 2 Coordinated Plans\GIS\Tillamook_Maps\Population Density.mxd - jsommerville - 4:42 PM 4/19/2016

Table 3. Population of Communities and Cities in Tillamook County

Community/City	2010 Population ¹	Share of Tillamook County	Community/City	2010 Population ¹	Share of Tillamook County
Tillamook	4,940	19.6%	Idaville	340	1.3%
Rockaway Beach	1,310	5.2%	Nehalem	270	1.1%
Bay City	1,290	5.1%	Cloverdale	250	1.0%
Pacific City ²	1,040	4.1%	Hebo	230	0.9%
Bayside Gardens	880	3.5%	Neahkahnie	190	0.8%
Garibaldi	780	3.1%	Neskowin	130	0.5%
Netarts	750	3.0%	Beaver	120	0.5%
Manzanita	600	2.4%	Cape Meares	100	0.4%
Wheeler	410	1.6%	Total Community/City Population	13,990	55.5%
Oceanside	360	1.4%	Total County Population	25,200	100.0%

(1) U.S. Census, 2010, Table DP-1. (2) Does not include unincorporated population in Tierra del Mar, Woods, and Sand Lake.

Older Adults

The population in Tillamook County aged 65 years and older is approximately 21 percent, which represents a larger proportion of the total population than the Oregon statewide proportion of 14 percent. **Table 4** lists the percentage of the population aged 65 years and older for individual cities in Tillamook County. The data show that almost all cities within Tillamook County have a higher percentage of persons aged 65 years and older compared with the County as a whole. Information about the where seniors live can support decisions about how best to coordinate transportation services. For Tillamook County, most of the cities have a higher percentage of seniors, which allows for potentially easier opportunities to provide coordinated transportation services. In addition, as city populations' age, more seniors will be living in places that are easier to serve by transit compared with rural areas. Consideration of the relative ease in providing transit service within and to/from cities could be a factor in determining where to locate future senior centers or public services.

Figure 2 provides a population density map of people aged 65 years and older. The year 2000 total city population was made up of approximately 21 percent of persons 65 years and older, and the total county population was made up of approximately 20 percent of persons 65 years and older. Relative to the year 2000 population, the year 2010 total city and county populations have a larger proportion of persons aged 65 years and older, which indicates increasing demand for accessible transportation services. This demand is expected to continue to increase in the future as the

percentage of population in Tillamook County that will be 65 years or older is approximately 31 percent by 2025, which would be nearly 10 percentage points higher than the year 2025 statewide share.

Table 4. Adults Aged 65+ by Community and City

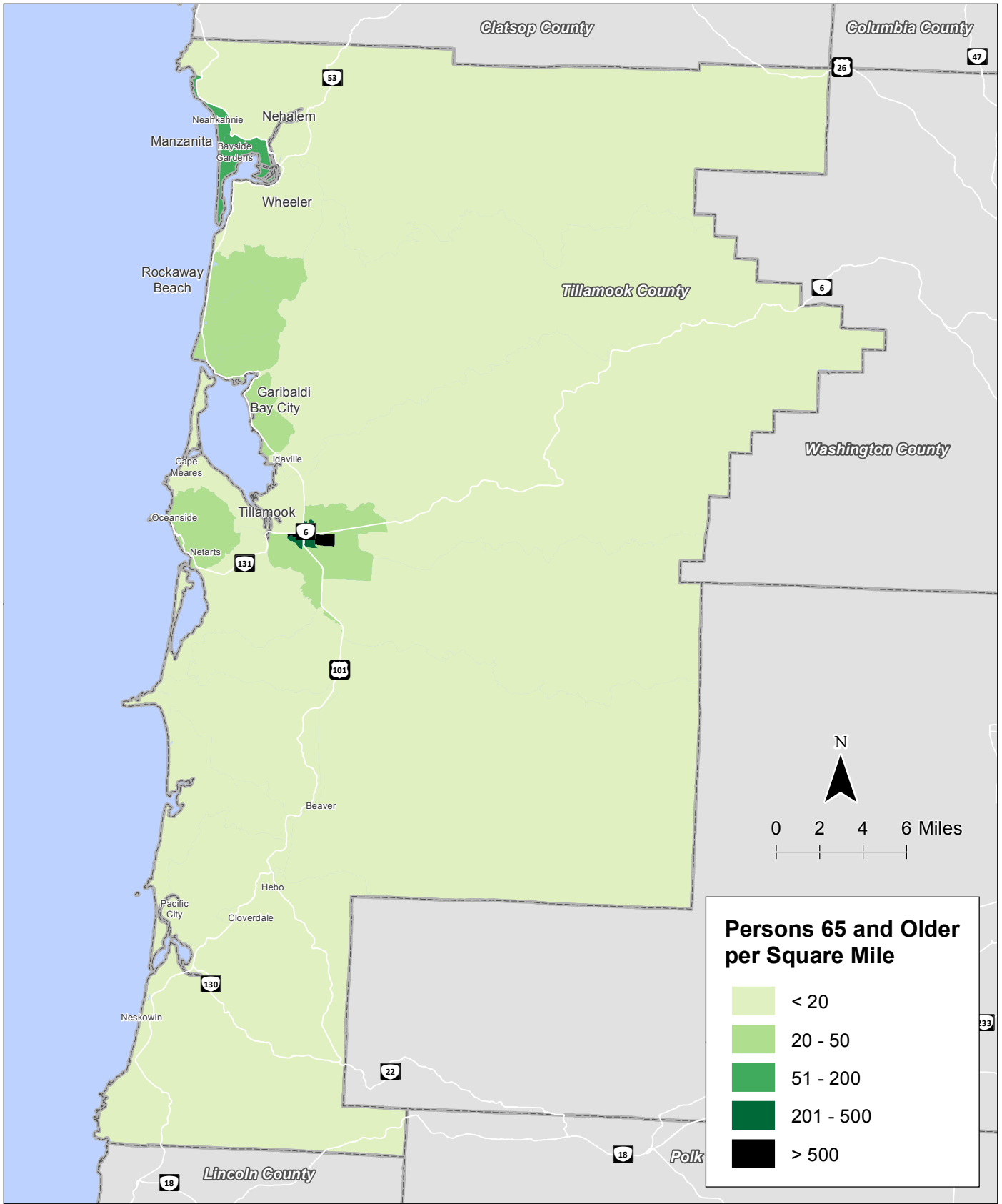
Community/City	2010 Population Age 65+ ¹	% Age 65+	Community/City	2010 Population Age 65+ ¹	% Age 65+
Tillamook	690	14.0%	Idaville³	90	25.5%
Bayside Gardens²	520	28.4%	Neahkahnie³	80	43.2%
Rockaway Beach	380	29.0%	Cloverdale	60	24.4%
Pacific City³	310	30.2%	Nehalem	60	21.4%
Bay City	270	21.2%	Hebo	40	15.9%
Garibaldi	220	28.1%	Neskowin	40	28.4%
Manzanita	220	37.0%	Cape Meares	40	42.4%
Oceanside	150	40.4%	Beaver	30	23.8%
Netarts	150	20.5%	Total Community/City Population	3,478	24.9%
Wheeler	130	31.4%	Total County Population	5,273	20.9%

(1) U.S. Census, 2010, Table DP-1. (2) 2000 U.S. Census does not provide 65+ population for these incorporated communities. (3) Does not include unincorporated population in Tierra del Mar, Woods, and Sand Lake.

Cities where the share of persons in poverty is greater than the counties as a whole are shown in bold.



H:\projects\18932 - ODOT Region 2 Coordinated Plans\GIS\Tillamook_Maps\02 Elderly Population Density 65 and Older.mxd - j.sommerville - 4:42 PM 4/19/2016



Population Density of People Aged 65 Years and Older (by Census Block Group)

Figure 2

People with Disabilities

In the state of Oregon, nearly 14 percent of the population reported a disability in 2010. The disability rates in Tillamook County (approximately 15 percent) are slightly higher than the state as a whole.

The definition² of “disability” varies; for this project, information cited is consistent with definitions reported in the 2014 American Community Survey (ACS). The questions regarding disability on the 2014 American Community Survey remain unchanged from the 2008 ACS and include three questions with a total of six subparts with which to identify people with disabilities.³ The questions are as follows:

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

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

² The U.S. Census definition for a person with disability differs from that used to determine eligibility for paratransit services required by the Americans with Disabilities Act (ADA). To qualify for ADA paratransit services, an individual’s disability must prevent them from independently being able to use the fixed-route transit service, even if the vehicle itself is accessible to persons with disabilities (i.e. lift or ramp equipped).

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



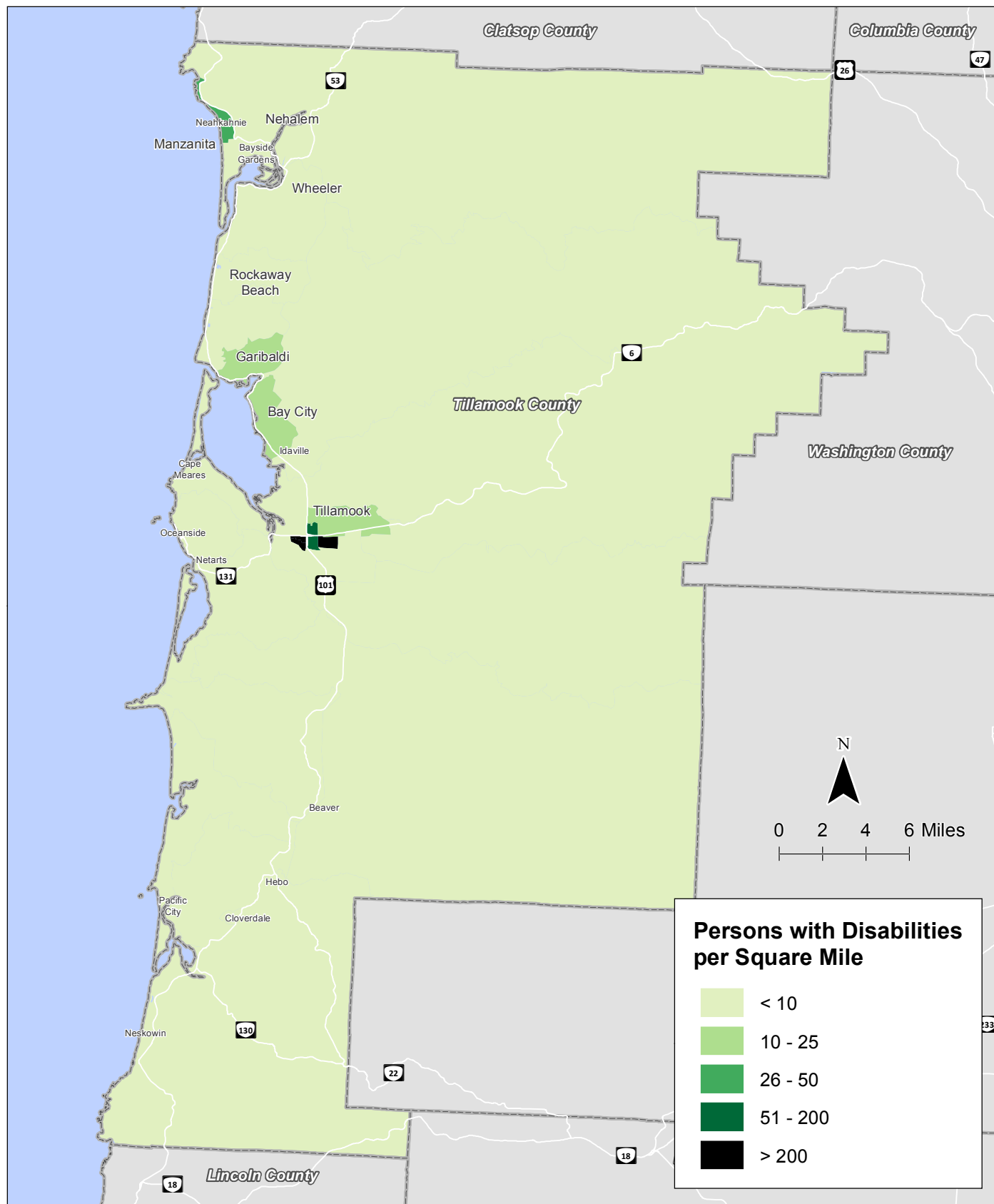
Figure 3 and **Table 5** on the following pages illustrate and list the population density of disabled persons in Tillamook County. There is a substantial population of people with disabilities that live within and near the City of Tillamook and along the cities of the US 101 corridor. These locations provide opportunities to increase accessibility to transit service if investments in local infrastructure facilities such as sidewalks and ADA-curb ramps are constructed to help people reach bus stops and other pick-up/drop-off points. Given the affordable housing shortage in Tillamook County, locating future housing (and other facilities) that serves the needs of people with disabilities should consider the relative ease that specific locations allow for access to transportation services for people with disabilities.

Table 5. Persons with Disabilities by Community and City

Community/City	Population with Disabilities ¹	% Persons w/ Disabilities	Community/City	Population with Disabilities ¹	% Persons w/ Disabilities
Tillamook	750	15.2%	Wheeler	45	15.8%
Pacific City²	230	25.3%	Neahkahnie	45	41.7%
Rockaway Beach	220	18.5%	Beaver	45	21.3%
Bay City	215	15.1%	Manzanita	40	9.9%
Garibaldi	215	27.0%	Oceanside	35	16.6%
Bayside Gardens	135	18.3%	Neskowin	25	17.0%
Netarts	130	13.7%	Cape Meares	25	19.9%
Idaville	65	13.7%	Cloverdale	20	7.7%
Nehalem	60	22.4%	Total Community/City Population	2,360	16.9%
Hebo	60	29.6%	Total County Population	3,740	15.2%

(1) As percent of the total civilian noninstitutionalized population, Table S1810, ACS 2010-2014 estimate. (2) Does not include unincorporated population in Tierra del Mar, Woods, and Sand Lake.

Cities where the share of persons in poverty is greater than the counties as a whole are shown in bold.



**Population Density of Persons with Disabilities
(by Census Block Group)**

**Figure
3**

H:\projects\18932 - ODOT Region 2 Coordinated Plans\GIS\Tillamook_Maps\03 Disabled Population Density.mxd - jsmmerville - 4:42 PM 4/19/2016

Income Status

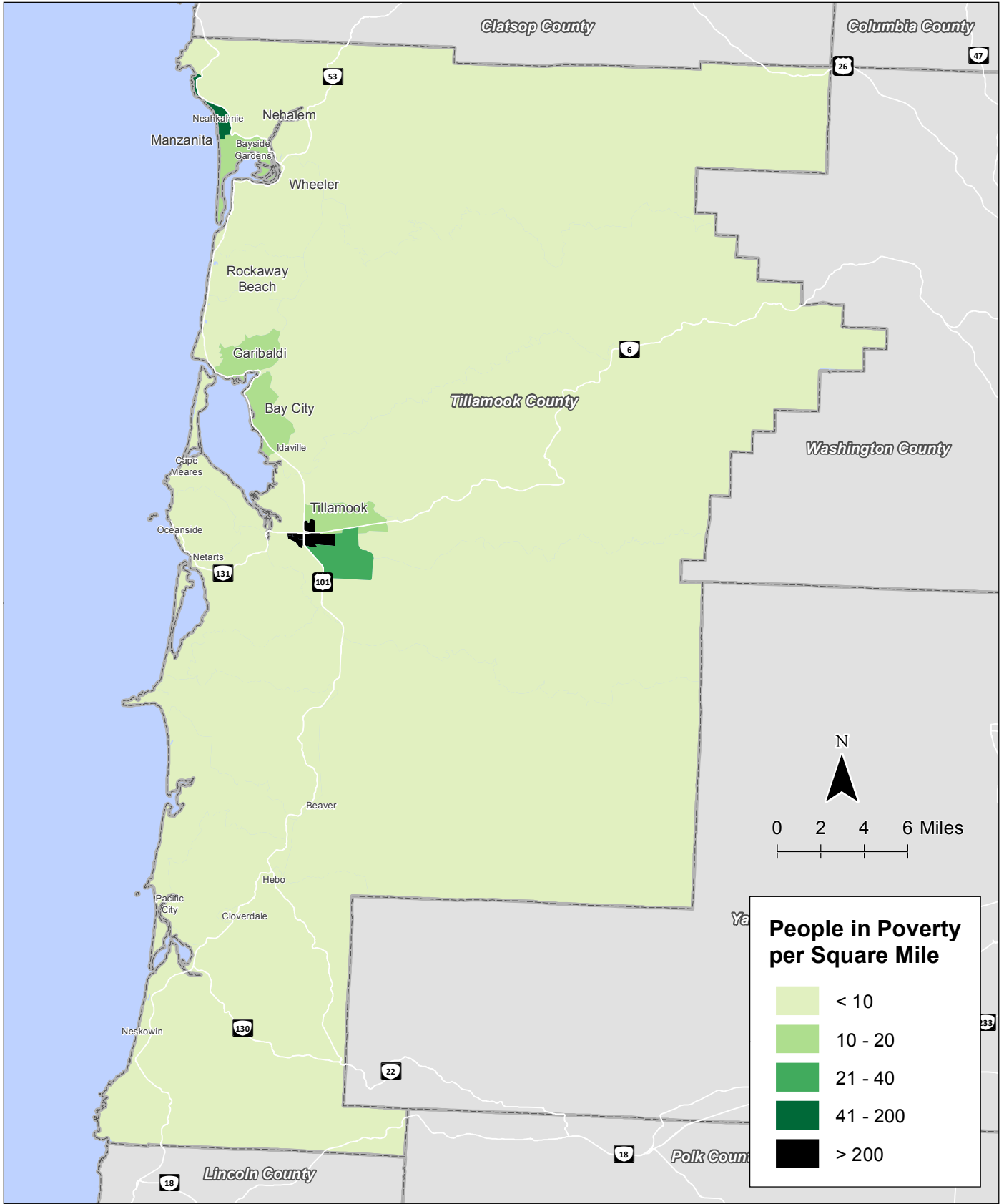
The U.S. Census defines residents according to the Poverty Status Index, which is based on income and household size. In Tillamook County an average of 17.6 percent of residents live below the federal poverty level; this is higher than the statewide average of 16.7 percent. **Table 6** lists the percentages of the population in poverty for individual cities in Tillamook County. **Figure 4** contains a map with the locations of people in poverty.

Table 6. Persons in Poverty by City

Community/City	% Persons in Poverty ^{1,2}	# Persons in Poverty ^{1,2}	Community/City	% Persons in Poverty ^{1,2}	# Persons in Poverty ^{1,2}
Tillamook	1,720	34.6%	Wheeler	30	10.4%
Rockaway Beach	180	14.8%	Neskowin	30	19.0%
Bay City	170	11.7%	Hebo	20	9.9%
Bayside Gardens	170	22.8%	Cape Meares	20	13.2%
Pacific City³	160	17.7%	Oceanside	10	3.5%
Garibaldi	160	19.6%	Nehalem	10	3.0%
Netarts	100	10.3%	Beaver	10	5.9%
Idaville	70	16.1%	Cloverdale	-	-
Manzanita	60	14.3%	Total Community/City Population	2,960	21.2%
Neahkahnie	40	41.7%	Total County Population	3,739	15.2%

(1) As percent of persons for which poverty status is determined, Table S1701. (2) ACS 2010-2014 estimate. (3) Does not include unincorporated population in Tierra del Mar, Woods, & Sand Lake. Cities where the share of persons in poverty is greater than the counties as a whole are bolded.

Areas in Tillamook County that have large number of people in poverty are similar to those where seniors and people with disabilities live. As such, providing transportation services that meets the needs of seniors and people with disabilities will also enable those who are living in poverty to benefit from transit routes, coordination efforts, and infrastructure investments that make transit service more frequent and more accessible. Locating new affordable housing units and/or social services should consider the relative ease of seniors, people with disabilities, and people in poverty in accessing and using transportation to/from these facilities.



Density of People Living in Poverty (by Census Block Group)

Figure 4

H:\projfile\18932 - ODOT Region 2 Coordinated Plans\GIS\Tillamook_Maps\04 Poverty Density.mxd - jsommerville - 4:42 PM 4/19/2016

Vehicle Ownership

Vehicle ownership is an indicator of mobility, as access to a vehicle is a necessity in most rural communities due to relatively limited transportation options. Approximately five percent of households in Tillamook County do not have access to a vehicle, which is lower than the statewide average of eight percent.

A common metric that is used to evaluate the likelihood of residents using transit is “auto insufficiency”; that is, whether there are more than one worker per vehicle available. **Table 7** shows households by the number of vehicles available and by the auto insufficiency based on the reported number of workers in the household. As shown, about eight percent of households fit this category. Auto-insufficiency relates to a deficiency within a household of auto ownership which can contribute to a need for alternative transportation options, including public transportation.

Table 7. Workers per Household and Auto Insufficiency

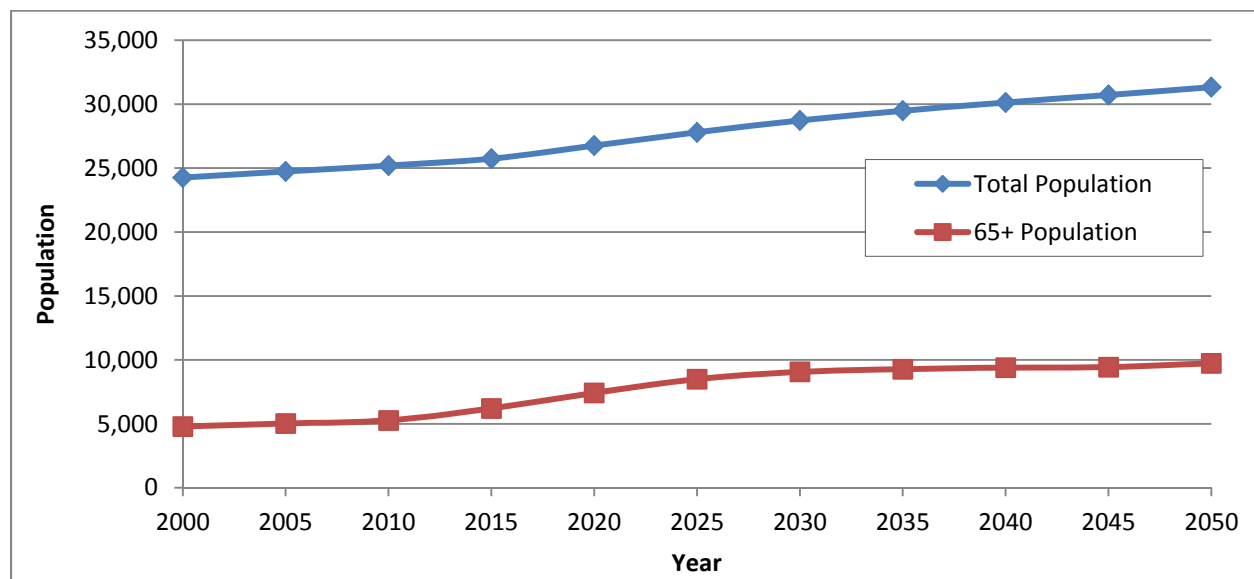
Number of Workers	Percent of Total Households ¹	Percent Auto Insufficient ¹
0 or 1 worker	75.5%	1.0%
2 workers	21.3%	8.8%
3+ workers	3.2%	37.2%

(1) 2010-2014 ACS, Table B08203.

Population Trends

Figure 5 on the following page shows how growth has occurred between the years 1980 and 2010 as well as the future growth expected in the county from the years 2010 to 2050. While total population growth is an indicator of how the transit markets may change over time, information about the specific demographic data such as seniors or people with disabilities in the County provides additional insight into what the transit market may look like in the future. **Table 8** shows the existing and forecasted population by age group statewide and specific for Tillamook County. In the year 2010, 21 percent of the population in Tillamook County were 65 years or older, compared to approximately 14 percent statewide. That proportion is expected to increase to approximately 31 percent by the year 2025, which is more than double the current statewide average and nearly 10 percentage points higher than the year 2025 statewide share. The increase in the population share of people 65 and older suggests that there will be an increased need for demand-response public transportation and alternative transportation options; as such, resources will need to be efficiently allocated and possibly expanded to accommodate an aging population.

Figure 5. Tillamook County Population Growth, 2000-2050¹



(1) U.S. Census, 2010, Table DP-1, and Oregon County Population by Age and Sex, 2010-2050, Oregon Office of Economic Analysis, 2013.

Table 8. Population of Cities in Tillamook County

	Total Population in 2010 ¹	Total Persons Aged 65+ in 2010 ¹	% Persons Aged 65+ in 2010	Total Population Forecast 2025 ²	Total Persons Aged 65+ Forecast in 2025 ²	% Persons Aged 65+ in 2025
Oregon	3,831,100	533,500	13.9%	4,516,200	921,000	20.4%
Tillamook County	25,200	5,300	21.0%	27,800	8,500	30.6%

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

There are a relatively high percentage of residences in Tillamook County’s coastal communities that are vacation homes. During the late spring, summer, and fall (particularly during holidays) the population of these coastal communities increases substantially. During these times, there are some seniors and/or people with disabilities, who live in vacation homes, that request Dial-a-Ride services. TCTD needs to plan for these part-time residents to request Dial-a-Ride and other transportation services during these months, especially to accommodate requests from within the north and south country Dial-A-Ride service zones and for travel to/from Route 5.

Employment

This section provides a brief overview of employment in Tillamook County based on data from the 2010-2014 American Community Survey 5-year estimates. A survey of employment information, even at a general countywide level, can be helpful in determining the potential transportation demand and needs of people in poverty.



Table 9 provides a “snapshot” of employment and median household income in Tillamook County and a comparison with the overall state of Oregon. Tillamook County has a labor force participation rate (approximately 52 percent) that is substantially below that of Oregon (approximately 62 percent) as a whole. The unemployment rate (as a percentage of the overall labor force) is slightly higher in Tillamook County, by approximately 0.3 percent. The median household income in Tillamook County is approximately 15 percent lower than in Oregon.

Table 9. Employment Characteristics

	Population Aged 16+ ^{1,2}	% Persons in Labor Force ^{1,2}	% Unemployed ³	Median Household Income ^{1,2}	Mean Travel Time to Work in Minutes ^{1,5}
Oregon	3,139,152	62.5%	4.5%	\$50,500	22.7
Tillamook County	21,123	51.9%	4.8%	\$43,000	19.8

(1) ACS 2010-2014 estimate. (2) Table DP03. (3) Data from the State of Oregon Employment Department (QualityInfo.org) for March 2016.

This page intentionally blank.



Chapter 4
Overview of Existing Public Transportation Services

OVERVIEW OF EXISTING PUBLIC TRANSPORTATION SERVICES

The section presents an overview of existing transit service in Tillamook County. TCTD is the largest transit provider in the county. A comprehensive list of transportation service providers and social service agencies was updated by TCTD and via a survey, and is included in **Appendix B**.

Tillamook County Transportation District

The Tillamook County Board of Commissioners established the Tillamook County Transportation District (TCTD) on July 16, 1997 as an ORS 267.510 transportation district. The services provided by TCTD include deviated fixed route and dial-a-ride services within the transit service area, and intercity bus services between Tillamook and Portland and Lincoln City to Grand Ronde and Salem. The transit service area is the west portion of the County along the US 101 corridor, and out to communities along the beach such as Oceanside and Pacific City, from the north end of the county to the south end of the county. Service extends outside of Tillamook County to the north to Cannon Beach to connect with the Sunset Empire Transit District (SETD), to the South to Lincoln City to connect with Lincoln County Transit, and to the east to Portland to connect with TriMet, Greyhound, and Amtrak, and to Spirit Mountain and Salem to connect to Salem-Keizer Transit (SKT). Fleet data can be found in **Appendix C**.

Service Overview: Deviated Fixed Route

TCTD's The Wave bus service is a seven-day-a-week deviated fixed route service on four routes that provide local service within the City of Tillamook, connects to other cities within Tillamook County, and has a long-distance service to Lincoln and Clatsop counties. Service is provided between 5:00 a.m. and 9:00 p.m. All vehicles are accessible and can accommodate wheelchairs. Ridership in 2015 was approximately 108,000 trips.

TCTD offers deviated fixed route service on all of its regular routes. Fares for the deviated routes are displayed in **Table 10**. This means that buses operate along a fixed route and follow a set schedule. Buses can deviate up to three-quarters of a mile either side from their set route if a rider makes a request. After deviation from the route, buses return to the same point to continue their route. Requesting a deviation is limited when Dial-A-Ride is available Monday through Friday from 7:00 a.m. to 5:00 p.m. Deviated fixed route service requires advance reservations to fulfill the deviation requests during times when Dial-A-Ride is unavailable, specifically from Monday through Friday from 5:00 a.m. until 8:00 a.m. and from 5:00 p.m. until 8:30

p.m. and all day Saturday. However, drivers may only deviate to locations where it has been determined by the driver that passenger safety is not compromised and will not result in damage to the vehicle.

Table 10: Deviated Fixed Route Fares

Routes	One-way Adult Fare	One-way Child Fare ¹	Monthly Pass ²	Reduced Pass ^{2, 3}
Routes 1 - 4	\$1.50	\$0.75	\$40.00	\$30.00

(1) Children under 5 years old ride free. (2) Unlimited, in-county only. (3) Senior/student/person with disability

Service Overview: Dial-A-Ride

Dial-a-Ride is a door-to-door, shared ride transportation service provided by TCTD in the Tillamook County area, broken into three geographies. The Central County service zone (CDAR) covers Tillamook, Bay City, Idaville, Netarts, and Oceanside. The North County service zone (NDAR) covers Manzanita, Nehalem, Wheeler, Rockaway, Garibaldi, and the Miami-Foley Road. The South County service zone (SDAR) covers Pacific City, Beaver, Hebo, Cloverdale, Neskowin, and Tierra del Mar. Rides are scheduled by calling TCTD at least two hours prior to the desired departure time, and up to two weeks in advance. They are available on a first come first served basis. Ridership in 2015 was approximately 8,200 trips.

Characteristics

Dial-A-Ride in Tillamook County is provided as two types of services, regular dial-a-ride which includes NDAR, CDAR, and SDAR, and NW Rides, which is a Medicare/Medicaid funded service operated by TCTD that provides non-emergency medical rides. Northwest rides trips are only available to Medicaid clients approved by the Ride Care Brokerage Locations within the City of Tillamook are the most common (79 percent) originating points for trips. Bay City and Pacific City are the next two most common originating cities. The top regular Dial-A-Ride and NW Rides destinations are shown in **Table 11** on the following page.

Table 11: Top Dial-A-Ride Destinations by Service Area

Destination	Service Area	Number of Monthly Regular DAR Rides	Number of NW Rides	Total
Tillamook County Hospital	Central	47	57	104
TMG Plaza	Central	31	29	60
Fred Meyer	Central	52		52
Rinehart Clinic	North	12	26	38
Nehalem Bay House	North	10	13	23
Allied Beaverton	Central		22	22
Kilchis House	Central		20	20
YMCA	Central	19		19
Tillamook Bay Community College	Central	17		17
Echanie Court Apartments	North		14	14
Cafe on Hawk Creek	South	9		9
Hometown (Chesters) Market	South	9		9
Samaritan North Lincoln Hospital	South		8	8
Bayshore Family - PC	South	2	4	6
Oswald State Park	North	3		3
Food Basket Market Place	North	2		2
St. Mary's By The Sea	North	2		2
Bayshore Family - LC	South		2	2
Neskowin Market	South	2		2
Kiawanda Community Center	South	2		2

Source: TCTD FY 2013-14 Dial-A-Ride Data

A passenger may contact Dial-a-Ride to schedule a ride within two hours of needing a pick-up and up to two weeks in advance. Phone reservations are taken from 7:00 a.m. to 5:00 p.m. Monday through Friday except for holidays. All vehicles are accessible and can accommodate wheelchairs. Dial-A-Ride fares are shown in **Table 12**.

Table 12: Dial-A-Ride Fares

Service	One-way Fare ¹	One-way Reduced Fare ¹
Dial-A-Ride	\$3.00	\$1.50
NW Rides	Contract Revenue	

(1) Per service zone (North County, Central County, South County)

Service Overview: Intercity

TCTD provides a twice-daily service to downtown Portland’s Union Station where passengers may connect with Amtrak and Greyhound. Prior to downtown Portland, the service stops at Banks, North Plains, 185th Ave NW and the Sunset Transit Center to connect with TriMet’s MAX light rail system, which provides connections to Portland International Airport as well as all destinations in TriMet’s bus, light rail, and commuter rail system. Bus service runs from 8:00 a.m. to 6:00 p.m. All vehicles are accessible and can accommodate wheelchairs. Ridership on the route to Portland in 2015 was approximately 12,800 trips.

The Coastal Connector links Lincoln City, Chinook Winds Casino, and Rose Lodge to Grand Ronde seven days a week. The service operates between 7:30 a.m. to 6:15 p.m. on weekdays and from 8:00 a.m. to 9:20 p.m. on weekends. During weekdays, Salem-Keizer Transit’s Cherriots 2X Route provides connecting service to downtown Salem. During weekdays, Yamhill County Service Area (YCTA) provides connecting services to downtown McMinnville where passengers can make connections to Hillsboro, Newburg and Tigard. On weekends the Coastal Connector operates from Lincoln City to the Salem Amtrak/Greyhound terminals.

The North by Northwest CONNECTOR system is an alliance of the transit providers across five counties in northwestern Oregon including Benton, Clatsop, Columbia, Lincoln, and Tillamook Counties. A 3-day pass is \$25.00 and a 7-day pass is \$35.00. Both passes are valid on the entire North by Northwest CONNECTOR system. Intercity fares between Tillamook and Portland (including stops in Banks and North Plains) and the Coastal Connector fares can be seen in **Table 13**. There is no charge for passengers from Banks to North Plains and from North Plains to TriMet stops in Hillsboro. However, TCTD records the number of pickups and reports them to Ride Connection, which then compensates TCTD for the trips at a rate of \$5.00 per one-way trip from Banks/North Plains to Hillsboro (\$2.50 one-way reduced fare) and \$2.50 for a one-way trip from Banks to North Plains (\$1.25 one-way reduced fare).

Table 13: Intercity Fares

Route	One-way Fare	One-way Reduced Fare	Round Trip Fare	Round Trip Reduced Fare
Tillamook – Portland	\$15.00	\$7.50 ¹	\$20.00	\$10.00 ¹
Between Lincoln City and Grand Ronde ³	\$3.00	\$1.50 ²	-	-
Between Grand Ronde and Salem ³	\$3.00	\$1.50 ²	-	-
Weekend (between Lincoln City and Salem) ³	\$6.00	\$3.00 ²		

(1) Children 5-11 years old. Children under 5 years old ride free. (2) The first child under 6 years old rides free. Seniors aged 60 years and older and people with disabilities also pay the reduced fare price. Tribal Members ride free when they present a Tribal ID.



Service Overview: Passenger Survey Results

This section was informed through two sets of survey results, including an on/off survey and a customer survey. The on/off survey was conducted by TCTD in September and October 2014 in order to capture a comprehensive week-long ridership profile to analyze common origins destinations. TCTD also administered a customer survey during December 2014 and January 2015, to better understand the state of the existing transit system and establish a profile of the riders. Results and trends from these surveys are provided herein, and inform common origins/destinations, trip types, and rider profiles.

Common Origins/Destinations

- The Customer Survey identified cities from which riders originate from and are destined to. Throughout the week, the City of Tillamook represents the largest share of trips. Coastal cities including: Lincoln City, Nehalem, Netarts, Pacific City, and Rockaway Beach generate a larger percentage of the overall origins and destinations. Portland and Beaverton also represent origins and destinations a high share of trips, particularly on weekends.
- While the City of Tillamook represents only about 20 percent of the total county population, it represents over 50 percent of origins and destinations for transit use. Such a finding is expected based on the existing transit routes and the density of origins and destinations in and around the City, in addition to the large population and location of medical, government, and social service facilities
- Bay City, Pacific City, and Rockaway Beach represent over five percent of the County population. While Rockaway Beach represents over five percent of origins and destinations, Bay City and Pacific City are both underrepresented in terms of transit market share relative to their populations. To this end, there may be opportunities in and around the other coastal towns to increase transit use by better connecting concentrations of residential developments and commercial establishments.

Rider Profile

The following summary provides some observations of the rider profile, including work status, auto availability, residency status, income levels, and mode split.

- Full-time (25 percent) and part-time workers (17 percent); college, middle- and high-school students (13 percent); and people who are retired (22

- percent) represented approximately 77 percent of total riders during the weekdays. The remaining 23 percent of riders reported being unemployed. In contrast, on weekends, part-time workers represent a larger share of riders, and students represent less than two percent of riders. This suggests that students predominantly use transit for school-based trips during the weekday and use other modes on weekends. Between 20 percent and 25 percent of riders are retirees, which may be a substantial market that could be captured by expanding the current transit routes or alternative transportation options to popular origins and destinations used by retirees.
- As shown in **Table 7** in the Census data summary, five percent of households in Tillamook County do not have a vehicle, while an additional three percent of households are auto-insufficient. However, these eight percent of households generated a total of 65 to 70 percent of TCTD's riders.
 - Over 90 percent of riders were residents of Tillamook County. The share of riders who are visitors doubles on the weekend, but this still reflects less than 10 percent of total riders.
 - The majority of riders (55 percent) reported a household income of less than \$20,000 per year. One-third of existing TCTD riders earns less than \$10,000 per year. Seven percent and 24 percent of households within the County earn less than \$10,000 and \$20,000 per year, respectively.
 - A plurality of riders reported they would not forego their planned trip, during both weekends and weekdays, if transit was not available thereby. This suggests some existing riders are transit dependent. Approximately 62 percent of weekday trips would still be made, likely because these trips are necessity trips such as work- or school-based trips. One-third of riders would carpool and about one-fifth would otherwise walk.

Trip Purposes

- Approximately 88 percent of existing TCTD trips were reported to originate or end at home and involve traveling to or from work, shopping, and social or recreation locations.
- Trips to or from residences represent up to 92 percent of total weekend trips. Social and recreational trips comprise a larger share of the trips that occur on weekends compared to weekdays, where about 49 percent of trips occur for one of these purposes.



- Home to social/recreational destination trips are the next largest transit trip purposes after work and shopping on both weekdays and weekends. New residential, employment or shopping developments placed where transit already exists or could efficiently be expanded would potentially draw new riders.

Marie Mills Center, Inc.

Marie Mills Center, Inc. is a private non-profit agency that serves the developmentally disabled in Tillamook. It has a residential program that currently serves 39 individuals with developmental disabilities. It also operates a vocational program that provides support and training to 69 individuals. It operates a transportation service that travels 90,000 miles and provides 49,000 trips per year in support of these programs.

Sunset Empire Transportation District

The Sunset Empire Transportation District (SETD) provides fixed route and paratransit service in Clatsop County, and connects to Tillamook County to the south, Pacific County, Washington to the north, and Columbia County, Oregon to the east. Fixed route service operates seven days a week and complementary paratransit services are offered to ADA eligible passengers Monday through Friday.

SETD Route 20 and the Pacific Connector connect with TCTD Route 3. The Pacific Connector provides service between Manzanita and Astoria, operates only on weekends, and has three transfers with TCTD service: one each in the morning and evening in Cannon Beach and a midday one in Manzanita. The Pacific Connector fares range between \$1.00 and \$4.00 depending on the final destination. Route 20 provides service between Manzanita and Seaside, operates Monday through Friday, and has three transfers with TCTD service, one each in the morning and evening in Cannon Beach and a midday one in Manzanita. Route 20 fares cost \$1.00 per ride, and do not change depending on destination.

Lincoln County Transportation Service District

The Lincoln County Transportation Service District (LCTSD) provides deviated fixed route and dial-a-ride services. TCTD operates Route 4 which links the City of Tillamook with Lincoln County and the Coastal Connector, which connects Lincoln County with Spirit Mountain, McMinnville and Salem. More information about LCTSD can be found at their website: <http://www.co.lincoln.or.us/transit>.

Tri-County Metropolitan Transportation District of Oregon (TriMet)

Tri-County Metropolitan Transportation District of Oregon (TriMet) is the transit operator for the Portland metropolitan area which includes parts of Multnomah, Washington, and Clackamas Counties. TriMet is the largest transit operator in Oregon and provided over 101 million boarding rides in the Fiscal Year 2015 via 79 bus lines, five MAX light rail lines, and the Westside Express Service (WES) Commuter Rail. Service across the TriMet system is generally available from approximately 4:30 a.m. to 2:30 a.m. daily. Fares on TriMet are shown below in **Table 14**, and allow passengers to ride on any combination of buses, MAX light rail, WES, and on the Portland Streetcar system.

Table 14. TriMet Fares

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

LIFT is TriMet’s shared-ride service for people who are certified as eligible under the standards of the Americans with Disabilities Act (ADA). Passengers must apply and be registered customers in order to use LIFT. The LIFT service area covers all locations within TriMet’s service boundary that are three-fourths of a mile of TriMet bus and light rail routes. Service hours are similar to TriMet’s regular service window and are available from 4:30 a.m. to 2:30 a.m. daily. Advance reservation is required for all trips, and must be made before 5:00 p.m. on the day before the trip. More information on TriMet’s LIFT program can be found online at this URL:

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

The TriMet system provides connections to surrounding transit systems including Salem-Keizer Transit; C-TRAN in Vancouver, Washington; Columbia County Rider (CC Rider); Tillamook County Transit (The Wave); Columbia County Rider (CC Rider); SMART; Canby Area Transit (CAT); Sandy Area Metro (SAM); Central Oregon Breeze; Amtrak; Point (Amtrak through) buses; and private companies such as Greyhound and the Bolt Bus.

Ride Connection

Ride Connection is a non-profit corporation that operates transit services in Washington County. They operate a route between Banks, North Plains and Forest Grove. Ride Connection provides various demand response services throughout the TriMet service area.



Salem-Keizer Transit

Salem-Keizer Transit (SKT) is the primary public transit and complementary paratransit provider to the Salem-Keizer area and Marion and Polk counties. At this time, all Salem-Keizer Transit services operate Monday through Friday. SKT oversees all aspects of transportation in the Salem-Keizer area.

The TCTD Coastal Connector provides a weekday timed-transfer with Cherriots Route 2X at the Spirit Mountain Casino in Grand Ronde. On weekends, the Coastal Connector provides service all the way to Salem. Route 2X, provides service between Salem and Spirit Mountain Casino in Grande Ronde, with a stop at the Polk County Fairgrounds park-and-ride in Rickreall. Route 2X operates eight round-trips a day, with two trips in each direction during the morning, four in the afternoon, and two during evening hours. The adult one-way fare is \$3.00 or \$85.00 per month. The Reduced & Youth fare for children 6-18 years of age, senior citizens 60 years or older, disabled individuals, and Medicare card holders is \$1.50 (\$42.50 for a monthly pass). The monthly pass also provides free connections to Cherriots and CARTS.

Yamhill County Transit Area

The Yamhill County Transit Area (YCTA) provides public transit service in Yamhill County and connections to TriMet and Salem-Keizer Transit's Cherriots systems. The YCTA Transit Center located in downtown McMinnville serves all transit routes on weekdays. YCTA Route 22 provides service along OR 18 from McMinnville to Sheridan, Willamina, and to Spirit Mountain Casino and Grand Ronde. Route 24S provides Saturday service along the same route at Route 22. Fixed route one-way regular fare is \$1.25 and a single all-day pass is \$2.50. A 10-pass (all-day) passbook is \$18.00 and unlimited monthly passes are \$35.00. A pass may be purchased from YCTA drivers, the Board of Commissioners office, and the First Transit office.

NorthWest POINT

The NorthWest POINT provides twice daily bus service between downtown Portland and Astoria, making a total of nine stops, including Cannon Beach. The NorthWest POINT service connects with TCTD Bus Route 3 in Cannon Beach. Service from Portland to Astoria arrives in Cannon Beach at 11:00 a.m. and 7:50 p.m. and costs \$4.50 for an adult (16-61 years of age), \$3.85 for seniors, and \$2.25 for a child. Service from Astoria to Portland arrives in Cannon Beach at 9:05 a.m. and 6:45 p.m. and costs \$17.00 for an adult (16-61 years of age), \$14.45 for seniors, and \$8.50 for a child. More information on this service can be found online at: http://www.oregon-point.com/nw_point.php.

This page intentionally blank.



Chapter 5
Needs Assessment

NEEDS ASSESSMENT

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

The needs assessment was developed using demographic analysis, stakeholder outreach as part of the TDP development, a workshop with the STFAC, and through a survey of transportation providers, social service agencies, and other organizations.

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

Transit demand is anticipated to grow with population and employment. Most of the population growth in Tillamook County is expected to be from people over 65 years old, which is a key transit market. Overall transit demand is expected to increase by at least 20 percent between 2010 and 2040. The growth rate for transit demand to major urban centers is expected to be even higher.

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

TRANSIT DEVELOPMENT PLAN

TCTD completed a transit development plan (TDP) update in the summer of 2016. The purpose of the TCTD TDP Update was to develop a program of service improvement alternatives with a series of options to pursue over the 20-year horizon of the plan. The plan included but was not limited to guidance to implement service modifications and guidance as to when to add bus stops, park-and-ride, or park-and-pool locations within the TCTD service area.

The project process resulted in a series of technical memoranda, which set the foundation for the draft TDP. The initial technical memoranda provided the building blocks for the project covering topics such as existing performance measures and existing conditions. The technical documents and analysis progressed to evaluating and documenting future conditions as well as developing alternatives to serve project population and employment. The Project Management Team (PMT) guided the preparation of these technical memoranda in coordination with the Transit Plan Advisory Committee (TPAC) and community meetings. These interactions helped guide the development of the Transit Development Plan as well as build the necessary consensus and support. The main components of the TDP project process were:

- Stakeholder interviews
- An On/Off on-board and series of two customer surveys
- Review of TCTD and NW Rides Dial-A-Ride database
- A Title VI survey and small group meetings with stakeholders
- Public outreach
- A survey of TCTD bus and Dial-A-Ride drivers

EXISTING TRANSIT MARKET

The following are key characteristics of the existing TCTD transit market as determined through the TDP:

- Overall, the existing TCTD transit service is focused primarily on the City of Tillamook. Since Tillamook is the largest city in the county by far and contains most of the major employers and services, this is the logical transit hub for the region. Existing transit riders are primarily traveling to and from the City of Tillamook.
- The TCTD On-Off Study shows that there are few trips to unincorporated areas of Tillamook County. Most trips begin and end in cities. Many routes have riders that use the entire length of the transit line, from the furthest stop to Tillamook, or the reverse. Bay City and Pacific City are underrepresented in terms of transit ridership compared to their population and there may be an opportunity to gain further market share of riders going to or from these and other coastal cities.
- Based on the Customer Survey conducted as a part of the TDP, a majority of existing riders in Tillamook County have no vehicle and live in low-income



- households. Over 60 percent of users do not have a vehicle available. Approximately 55 percent are from a household making less than \$15,000 per year. They tend to be transit dependent and report that they would not make many trips if transit was not available to them.
- Most transit riders are full- and part-time workers and retirees. Students represent a significant portion of the market on weekdays but not on weekends. Weekend buses attract relatively more high income users. Weekend transit riders also make more discretionary trips.
 - There are more workers than jobs in the County. Therefore, there are many people who live and work in separate cities or even separate counties. There is a significant share of workers who commute a very long distance to get to and from work, with 34 percent of workers travelling over 50 miles one-way. There are a large number of workers who commute to the Portland Metro area (about 1,500 workers).
 - There is a substantial market of workers who are not using transit to get to and from work. There is an opportunity to increase ridership for work trips, but it is important that riders are able to get to work on time and have a ride home when they end their work shift.
 - Approximately 45 percent of workers leave for work between 6:30 and 8:30 a.m., and the most common departure window is between 7:30 and 8:00 a.m. (14 percent). Additionally, 16 percent of workers leave between 5:00 and 6:30 a.m., and 13 percent leave between 8:30-10 a.m. Most TCTD transit routes offer one or two trips within the morning peak commute time (6:30 and 8:30 a.m.). There are also many workers who depart for work earlier or later in the morning that may not be able to use transit because there are few or no options for them.
 - Working with employers to better understand their needs and shift times presents a market opportunity for TCTD. The addition of more peak service for some routes could potentially make transit a viable option for work trips. In addition, local employers may be able to adjust work shifts slightly so that employees may be better able to utilize transit.
 - The NW Connector Study identified that there are many visitors to the Tillamook County area, but they may not be aware of the transit system. Having a website that is easy to use for trip planning and having good bus stop signage are important.
 - The vast majority of riders are beginning or ending their trip at their home. This means neighborhoods are important pickup locations for the system.

- In particular, dense housing developments are key locations for potentially increasing transit ridership.
- The most common trip purposes are to get to work, shop, or get to social or recreational destinations. This suggests that improving connections to commercial establishments may increase ridership.
 - Many riders are homemakers, retired, or students. They likely have different travel patterns than work commuters and would make more use of midday service. Long wait times between bus trips in the middle of the day could make it challenging for them to use transit.
 - Since seniors represent a higher than average proportion of the county population and riders, TCTD should consider addressing the needs expressed by stakeholder small groups including more benches and shelters at stops and increased Dial-a-Ride service to South County.
 - Outreach to Title VI populations demonstrated a need for improved communications, including more up-to-date electronic information, broader distribution of print materials and Spanish translations.
 - Title VI stakeholders also indicated that more information on how to ride the bus and Ride Ambassadors would reduce the fear that is a barrier to first time passengers, elderly and non-English speaking populations.
 - Based on the current users of the system, 15 minutes could be considered the maximum walk time for most potential riders. Ideally, stops should be located within ¼ mile of common origin or destination locations.
 - Dial-A-Ride service makes up about 10 percent of daily transit ridership in Tillamook County and primarily serves as a connection from home to medical centers and other everyday needs. Given the topographical challenges and dispersed land uses in the County, and the high proportion of elderly customers, TCTD should consider cost effective ways to continue and enhance these options.
 - Given that Title VI populations represent a high proportion of transit ridership in Tillamook County, TCTD should give consideration to adding or increasing service to locations important to these communities.

STFAC WORKSHOP

A workshop with the STFAC was conducted in June 2016 to discuss how the agencies and organizations involved in planning and delivering transportation services and



social services currently coordinate what the unmet needs are and what opportunities exist to improve. The STFAC workshop began by asking the participants to provide examples of services that are currently working well in Tillamook County. This was done to create a positive environment for the workshop, to reinforce the idea that TCTD and the STFAC member organizations are already meeting many of the needs of seniors and people with disabilities, to recognize that the CTP process seeks to build on the existing services, and to share good examples of existing programs and experiences that are working well. Responses from workshop participants that highlight existing positive experiences with existing services include:

- TCTD does well in breaking down barriers and overcoming past stigmas about using services with good phone support, information, and materials.
- TCTD provides great customer service via phone.
- Deviated routes are working well and are very helpful for people.
- Currently have very good coordination among STFAC members.
- Clients with Medicaid are well taken care of.
- Dial-A-Ride (DAR) is very helpful and essential service, especially for medical appointments.
- DAR drivers provide great customer service
- The route to Adventist Hospital and to Portland is helpful to get to medical appointments.
- There is good coordination with Veterans Services; they are allowed to park their van at TCTD and are represented on STF Advisory Committee.
- DAR helps to bring veterans to the van in the parking lot.
- Murals on buses are a nice community feature.
- Coordinated transfers with Sunset Empire Transit District (SETD) in Manzanita and Cannon Beach.
- Drivers are very informative; they are like family and provide a social connection and connection to the community for riders.

NEEDS ASSESSMENT

This section presents a list of identified unmet public transportation needs as described from the STFAC workshop, the TDP stakeholder outreach, a survey that went to local transit service providers and social service agencies, the Title VI survey

from outreach conducted in 2015, and applicable remaining needs from TCTD's 2012 Coordinated Transportation Plan.

Transportation Service Needs

- Increase service availability
 - Widen the service span and/or connection schedules
 - Route 3 (to/from Clatsop County) and Route 5 (to/from Portland): to better enable people to conduct business in Portland and then return home in a single day.
 - In support of populations who work swing/graveyards shifts or use transit to travel to medical appointments in Portland,
 - Need later bus service on the Town Loop.
 - Increase late evening and night service.
 - Increase route frequency
 - To/from day-care facilities such as Head Start
 - More buses that would route children from home to school
- Connectivity with adjacent transit routes and other transportation modes such as rail and air; Increased service geographic scope and route connectivity
 - Improve transit access to/from Hillsboro, Beaverton, the Willamette Valley, Salem, and Portland via transit connectivity to Greyhound and Amtrak.
 - Additional connections from north and south Tillamook County; to/from Astoria, Warrenton, Clatsop County, Oceanside, Netarts, Seaside, Blaine, Trask River Road, and other outlying areas.
 - Improve connections to/on:
 - Social service, including food banks; the Justice Center; the homeless shelter and other destinations at the Port of Tillamook Bay; the Housing Authority in Warrenton, Social Security office in Astoria, the correctional facility; Oregon Youth Authority, and farms such as those located on Brickyard Road.
 - Deviated fixed route services near facilities serving special needs populations throughout Tillamook County



- Transport for veterans in the DAV van
 - Getting veterans to/from DAV service
 - DAV service to/from Camp Rilea, VA clinics (Lincoln City Community Based Outpatient Clinic), Newport, and Salem’s Community Based Outpatient Clinic, and the North Coast CBOC located in Warrenton
- Improve on-time performance
- Dial-A-Ride (DAR)
 - Increase Dial-a-Ride including door to door, daily service to popular locations and same day service, including Rockaway Beach
- Non-emergency medical transportation (NEMT) trips throughout Tillamook County.
 - Medicaid trips assigned by the Ride Care Brokerage.
 - Affordable NEMT service for individuals and stretcher service for residents who don’t qualify for Medicaid.
- Route specific suggestions include:
 - Route 1: Provide earlier morning and later evening service and make sure the service is reliably on time to allow riders to connect to other routes. In addition, the Port of Tillamook Bay is not currently served by fixed-route service; therefore, TCTD transports riders to the Justice Center using dial-a-ride service.
 - Route 2: Increase frequency between the 2:25 p.m. and 5:25 p.m. trips.
 - Route 3: Increase mid-day service and extend evening hours. Few riders are destined for Astoria although there are services there that can’t be accessed within Tillamook County. TCTD should consider whether this connection can be improved substituting fixed for flag stops in Rockaway and increasing time between arrival and departure in Astoria.
 - Route 4: Add service to Woods, earlier service to Tillamook and shelters in Hebo, Cloverdale and Beaver.
 - Route 5: Continue to support the popular connections in Portland but consider how to improve connections to Beaverton and Hillsboro

which have low ridership numbers, but are important employment destinations for county residents.

- Route 6: Continue to support key linkages of Lincoln City, Salem and Grande Ronde and consider extending service hours.
- Regular route deviations focus on a few destinations in Nehalem and Tillamook which are very close to existing Routes 3 and 4. TCTD should consider whether to incorporate some of the deviations to the regular route, which might increase ridership and improve on-time performance for connections.

Infrastructure Needs

- Encourage transit-accessible front entrances for new buildings serving the general public.
- Increase the number of bus shelters signage. Improve signage.
- There is deferred maintenance to TCTD facilities and funds/resources are needed to repair the roof; upgrade the HVAC system; and construct additional office space and a driver training classroom.
- Need better accessibility near the Senior Center in Tillamook near the Safeway.

Coordination and Organizational Needs

- Increase coordination with public transit agencies, CARE, Marie Mills, social service providers, employers, and other organizations to:
 - Make best use of combined vehicle fleets, resources, and knowledge.
 - Provide discounted tokens, bus passes, or tickets to increase transit use.
 - Identify opportunities to improve route connections to meet needs identified needs.
 - Improved coordination between a temporary employment agency, an employer, and an employee to ensure that the employee can meet shift requirements if they rely upon the bus.
 - Expand the NW Connector partnership to include DAR, paratransit, and NEMT services.
- Volunteering and Training
 - Review and look for opportunities for additional driver training.



- Increase staffing and training for volunteers at the TCTD Transit Visitor Center.
- Increase the number of volunteer DAR drivers.
 - Review reimbursement policies
 - Need drivers for trips to medical appointments
- Medical transportation fare assistance for making a few trips (may not need an annual pass and is a waste of a free annual pass)
- More STFAC representation from people in North and South County areas

Marketing, Customer Service, and Outreach Needs

- Improve transit service marketing through multiple channels, including traditional media, social media, TCTD Rider Guide and the Internet.
- Improve outreach to community organizations and the public at-large.
- Need more information in Spanish.
- Need a way to purchase monthly and day passes from neighboring transit agencies so clients can more easily travel to areas outside of Tillamook County.
- More distribution of bus service information materials. Larger print schedules
- Publicize the NW Oregon Transit Alliance website to help increase their transit options; through training workshops (or other means) made available to seniors and target populations such as Tribal members.

Technology Needs

- Update Trip Check more than twice daily – could TCDT report to ODOT or emergency medical services (EMS)?
- Expand use of Facebook, which has been a valuable tool. Popular pages include: The Pioneer Facebook and the emergency management/Gordon's Tillamook Weather Center.
- Develop a mobile app (smartphone or tablet) so that riders can review schedules and other transit information.
- Increased security on bus Route 5 by addressing the two-way way radio blackouts on the OR 6 and in Portland. Post signs that the driver can radio for help in an emergency.

- Create way to share travel alerts across the NW Oregon Transit Alliance.
- Explore software for NW Rides and DAR to replace existing system if it could lower costs and can use wireless technology.
- AVL/GPS for buses and incorporate into “next bus” application to calculate arrivals.
- WiFi hotspots on buses.
- More radio repeaters in North Tillamook County (Angora Peak) to improve radio coverage.

Capital and Funding Needs

- Continue transit fleet maintenance programs (TCTD, MMCI, other providers) and plan for replacement vehicles at regular intervals.
- Need additional Dial-A-Ride vans
- Fare and affordability policies
 - Increase reduce-fare programs (including bus passes) for seniors, people with disabilities, low-income people and families.
 - Need to make it easier to know what a trip will cost across multiple transit providers.
 - Job seekers needs fare assistance, especially across multiple transit providers.
 - CARE needs more monthly passes and trip tokens.
 - Maintain fare subsidies for Marie Mills. Increase fare subsidies for other organizations.
 - Improve affordability for trips between counties or on limited service routes.
- Consider cost-effectiveness when evaluating future transportation capacity.

Figure 6 on the following page summarizes the results of the stakeholder outreach conducted as part of the Title VI survey in the TDP Update.

Figure 6. Tillamook County Title VI Population Service Needs



This page intentionally blank.



Chapter 6
Priorities and Strategies

PRIORITIES AND STRATEGIES

This chapter presents an overview of strategic initiatives, technologies, opportunities for coordination and other methods to improve transportation services for seniors and people with disabilities within Tillamook County. The strategies were generated from the stakeholder meetings, the existing 2012 Coordinated Plan, current transit research, and a review of Coordinated Plans from peer agencies.

PRIORITIES

The existing 2012 Coordinated Plan does not identify a set of priorities that could be used to weight the selection of transportation strategies and funding decisions. However, four broad service enhancement strategies were given to enhance transit service within the County, and these could serve as the basis for developing transit service priorities in the future. The four service enhancement strategies are:

1. Preserve existing transportation infrastructure (preventative maintenance, rehabilitation of transportation resources and replacement of vehicles, etc.)
2. Maintain existing public transportation services and expand services that meet unmet transit needs as new resources become available.
3. Maximize the ability to meet unmet transportation needs of the low income, elderly and disabled through creative and innovative measures such as recruiting and training volunteer drivers and ride ambassadors.
4. Enhance the existing transit services through the purchase of transportation services from TCTD (contract services, purchase of tokens, vouchers, employer-paid transportation programs, etc.)

During the stakeholder workshop, participants were asked to comment on a set of priorities based partially on the previous list, along with additional priorities. When presented to project stakeholders during the workshop, there was general agreement that the following seven priorities should be included as part of TCTD's updated Coordinated Plan. These Priorities should guide the decisions made by TCTD to implement the Plan including how to evaluate funding applications.

- Maintain/improve/expand existing services, increase capacity/hours, improve service quality, avoid service reductions, in both urban and rural areas.
- Provide for adequate capital replacements and maintenance of vehicles and other fundamental requirements to provide service.

- Consider providing non-emergency medical transportation for non-Medicaid people in rural Tillamook County.
- Implement new and innovative initiatives related to technology and collaborative partnerships to improve service to underserved communities and people.
- Enhance rider experience and sense of dignity by being sensitive and attentive to the varied needs of people and by emphasizing a customer service model.

The four service enhancement strategies in the previous plan correspond well to the list of seven priorities presented at the stakeholder workshop. The new list of priorities includes and expands on the previous four service enhancement strategies. Because of the multifaceted and complex nature of providing transit service for seniors and people with disabilities, the updated set of priorities takes a comprehensive approach in towards implementation of strategies that will help meet the needs of seniors and people with disabilities. Striving for equitable investment and funding decisions while maintaining a cost-effective operation will allow TCTD to provide greater amounts of transit service to those in need, and setting a priority that demands an exploration of innovative ideas and technologies will allow TCTD to keep up with the growth in the senior and disabled populations.

STRATEGIES

This section presents an overview of strategic initiatives, technologies, opportunities for coordination and other methods to improve transportation services for seniors and people with disabilities within Tillamook County. The strategies were generated from the STFAC workshop, the TDP stakeholder outreach, the existing 2012 CTP, current transit research, and a review of Coordinated Transportation Plans from peer agencies.

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

Transportation Service Strategies

- Maintain existing public transportation services.
- Increase service



- Expand services that meet unmet transit needs as new resources become available.
- Add more stops in Tillamook, Nehalem and Manzanita.
- Add a new North County Loop service to Mohler/OR 53 and Neahkahnie.
- Increase service frequency to high transit use areas on north-south routes.
- Increase the frequency of longer distance service.
- Increase geographic scope of service.
 - Personal pick-up and transportation of senior and disabled veterans that live in outlying rural areas to local businesses and community events.
 - Increase service in the south part of Tillamook County.
- Establish a bus route around the pick-up/drop off times for preschool classes
- Increase frequency of service during the late evening and night hours.
- Add an additional bus to serve the north county area for evening shift workers.
- Add additional trip or restructure Portland service to create a wider window for people who need medical diagnostics or procedures.
- Improve on-time performance and maintain timed-transfers (Manzanita, Cannon Beach)
- Review existing services for opportunities for improvement
 - Monitor deviated fixed route services near facilities serving special needs populations throughout Tillamook County to ensure that the populations are being served.
 - Review schedules to identify specific service improvements.
 - Review opportunities to provide transportation services that best connect residential and employment locations.
 - Identify ways to get more people to use deviated route routes.
- Dial-A-Ride
 - Increase Dial-A-Ride services

- Market NW Rides as a county-wide transportation service and Dial-A-Ride services as a single zone system to eliminate customer confusion.
- Expand NW Rides to accommodate private pay clients in addition to Medicaid clients
- Expand NW Rides services to provide stretcher service for both Medicaid and private pay clients.
- Implements the TCTD Intercity Service Enhancement Plan
 - Route 3 connections to Sunset Empire Transportation District
 - Route 4 connections to Lincoln County Transportation Service District
 - Route 5 connections to Greyhound’s inbound/outbound services
 - Route 6 connections to TCTD, Lincoln County Transportation Service District, Yamhill County Transit, and Salem Keizer Transit District.
- Analyze and implement recommendations from the Cape Kiwanda Master Plan for Tourism Facilities
- Modify Route 3 to better serve Nehalem by adding stops at the United Methodist Church and North Coast Recreation District. In addition, modify Route 3 to replace flag stops through Rockaway Beach for a 3-mile zone with designated stops every $\frac{1}{4}$ to $\frac{1}{2}$ mile, with an emphasis on stop location near relatively long side streets.

Infrastructure Strategies

- Add more signage (especially along deviated routes), fare information, how to ride directions, and benches at bus stops.
- Implement the TCTD facilities plan
 - Provide shelters (Oceanside, Tillamook Post Office, Tillamook Bay Community College – Rural Partners Building, Cloverdale Wayside, Cloverdale Health Clinic, Hoquarten Interpretive Center, Goodspeed Park, Garibaldi City Hall)
 - Provide a bus stop sign and pole at the converted flag stops along Route 3 through Rockaway.
 - Establish agreements with local business and community organizations such as the Kiwanda Community Center and Fred Meyer to allow use of several spaces for park-and-ride.



- Explore enhanced dispatch software alternatives to allow expansion of Dial-a-Ride services to accept private pay customers for out of County trips under the NW Rides brand and allow for on demand scheduling.
- Explore options for implementing a security system that meet's TCTD's specific needs. Security systems provide documentation of criminal acts and can also be used to absolve the transit agency of fault in litigation involving passenger incidents. CCTV can be used to enhance safety and security at transit centers.
- Implement the TCTD Facility Repair and Renovation Project to address roof repair, HVAC repair and replacement, office renovation, generator installation, and parking lot re-pavement.

Coordination and Organizational Strategies

- Organize meetings between transit planners to coordinate services.
- Maximize the ability to meet unmet transportation needs of the low income, elderly and disabled through creative and innovative measures such as recruiting and training volunteer drivers and ride ambassadors.
- Create programs for employers to purchase bus passes for their employees.
- Enhance the Mobility Management program.
- Coordinate with Clatsop County on a veteran transportation support network that would transport veterans to their North Coast CBOC appointments.
- Work with tribal government to develop rural transit options.
- Improve coordination with transit agencies in the greater Portland Metro area.
- Continue coordinating efforts with early childhood programs in Tillamook County and with school districts.
- Continuing partnerships (such as with CARE, Inc.) to get low cost and free passes out to those who cannot afford them.
- Enhance coordination between TCTD, local partners, employers, adjacent transit districts, local transportation providers, and local jurisdictions.
- Create measurable outcomes for services to promote effective monitoring
- Develop dispatching/DAR operations procedures.

Marketing, Customer Service, and Outreach Strategies

- Create a comprehensive marketing program with route and schedule information at bus stops, and information in Spanish.
- Create a formal training program to train IDD adults to independently use TCTD public transportation services.
- Improve customer service support and promote awareness of the services provided online and on-paper.
- Continue to invest in driver training programs and provide driver sensitivity training for people with mental disabilities.

Technology Strategies

- Improve website and/or develop phone app.
- Create an online trip planning and ticketing app.
- Provide real-time arrival times at bus shelters and/or via smartphone apps.
- Upgrade website to include additional features, such as links to a Facebook page and/or Twitter feed; a trip planner (using Google Transit, once TCTD schedule data are published to Google Transit); information on news, events, and rider alerts; and the ability for riders to provide input about the system, through a dynamic system map or comment form.

Capital and Funding Strategies

- Preserve existing transportation infrastructure (preventative maintenance, rehabilitation of transportation resources, and replacement of vehicles)
- Increase the number of wheelchair capable vehicles.
- Hire a trained mechanic who can develop a systematic vehicle maintenance program.
- Partner with the VA to provide routine maintenance for the DAV van.
- Maintain an updated inventory of vehicle fleets for TCTD and all transit service providers in the County.
- Purchase low-floor, level-boarding buses with a storage area for shopping bags and luggage.
- Install Hanover Destination Signs on new buses. TCTD is planning to purchase Hanover Destination Signs on all new buses. This signage system performs two customer service tasks.



- After the driver programs the Route into the system controller, GPS technology changes the destination sign to flash both the Route and next bus stop.
- When the bus reaches a certain geographic location along the route, the GPS sends a signal to the controller which activates the audio system to announce the next stop to passengers on the bus. In addition to improved customer service this technology will help TCTD meet its ADA requirement to announce major bus stops.
- Develop a long range fleet financing plan
 - Create a replacement schedule of existing buses as they reach the end of their useful life, as well as possible fleet expansion to accommodate service growth.
 - The fleet plan should address the types of vehicles (e.g. medium-sized for fixed route services, mini-vans or small buses for DAR) to be purchased.
- Have social service agencies identify opportunities to allocate existing and new funding sources to transportation services such as the Oregon Department of Human Services (DHS) DD 53 funding program for people with developmental disabilities.
- Continue to enhance reduced fare subsidy programs and/or vouchers (such as the gold token program) to encourage ridership among special needs populations.
- Enhance the existing transit services through the purchase of transportation services from TCTD (contract services, purchase of tokens, vouchers, employer-paid transportation programs).
- Review opportunities for gasoline or mileage reimbursements to increase the number of volunteer drivers.
- Simplify fare structure. Evaluate a zone fare structure.
- Identify funding sources to continue service on Sunday.

This page intentionally blank.



Chapter 7
Unmet Needs/Strategies and Next Steps

UNMET NEEDS/STRATEGIES AND NEXT STEPS

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

Table 15, below, summarizes the unmet transportation needs in the left column, and suggests a corresponding service strategy in the right column. The list of strategies should be viewed as a “catalogue” of service alternatives and do not necessarily represent programs that have existing funding sources which may be available to initiate or jump-start the strategy. Over time, TCTD and the STFAC should continually refine and update the list of preferred strategies with the goal of prioritizing those most feasible to pursue, and those that would best address identified unmet needs.

Table 15. Unmet Needs and Corresponding Strategies

Unmet Transportation Need(s)	Corresponding Strategy(s) and Potential Funding Sources
<p>Transportation Service Needs</p> <ul style="list-style-type: none"> • Increase service availability • Create better connectivity with adjacent transit routes and other transportation modes • Increase service geographic scope and route connectivity • Improve on-time performance and service quality • Increase Dial-A-Ride (DAR) services • Increase NEMT trips • Route specific needs 	<p>Transportation Service Strategies</p> <ul style="list-style-type: none"> • Identify areas and routes with the greatest need for additional or enhanced transit services. • Maintain existing public transportation service • Improve on-time performance and maintain timed-transfers (Manzanita, Cannon Beach) • Improve regional connections between modes and service providers. • Explore options additional Dial-A-Ride and NEMT services. • Implements the TCTD Intercity Service Enhancement Plan • Analyze and implement recommendations from the Cape Kiwanda Master Plan for Tourism Facilities <p>Potential Funding Sources</p> <ul style="list-style-type: none"> • 5310 Funds • STF grants • ODOT TGM funds

Unmet Transportation Need(s)	Corresponding Strategy(s) and Potential Funding Sources
<p>Infrastructure Needs</p> <ul style="list-style-type: none"> • Encourage transit-accessible front entrances for new buildings serving the general public. • Increase the number of bus shelters signage. Improve signage. • Complete deferred maintenance and upgrades to TCTD facilities. • Need better accessibility near the Senior Center in Tillamook near the Safeway. 	<p>Infrastructure Strategies</p> <ul style="list-style-type: none"> • Create facilities and transit centers that provide services to seniors and people with disabilities. • Add more signage (especially along deviated routes), fare information, how to ride directions, and benches at bus stops. • Implement the TCTD facilities plan • Prioritize bus stops that need improvements. <p>Potential Funding Sources</p> <ul style="list-style-type: none"> • 5310 funds • STF grants • ODOT ADA funds • Local funding sources • Grants
<p>Coordination and Organizational Needs</p> <ul style="list-style-type: none"> • Increase coordination with public transit agencies, CARE, Marie Mills, social service providers, employers, and other organizations to: • Volunteering and Training • Medical transportation fare assistance for making a few trips • More STFAC representation from people in North and South County areas • Increase preparedness for participating in emergency response and evacuation events. 	<p>Coordination and Organizational Strategies</p> <ul style="list-style-type: none"> • Organize coordination meetings between TCTD, local partners, employers, adjacent transit districts, local transportation providers, and local jurisdictions. (e.g. Portland-area, tribal governments, Clatsop County) • Recruit and train more volunteer drivers and ride ambassadors. • Enhance the Mobility Management program. • Continue coordinating and partnership efforts with CARE, veterans groups, early childhood programs, and school districts. • Create measurable outcomes for services to promote effective monitoring • Participate in community planning activities related to transportation, housing, health, and emergency preparedness. • Develop a plan and fund for addressing costs of emergency events including vehicle repairs. • Take measures/steps to remain operational and establish a command center during emergencies <p>Potential Funding Sources</p> <ul style="list-style-type: none"> • 5310 funds • STF grants • DHS grants



Unmet Transportation Need(s)	Corresponding Strategy(s) and Potential Funding Sources
<p>Marketing, Customer Service, and Outreach Needs</p> <ul style="list-style-type: none"> • Improve transit service marketing through multiple channels, including traditional media, social media, TCTD Rider Guide and the Internet. • Improve outreach to community organizations and the public at-large. • Need more information in Spanish. • Need a way to purchase monthly and day passes from neighboring transit agencies so clients can more easily travel to areas outside of Tillamook County. • More distribution of bus service information materials. Larger print schedules • Publicize the NWOTA website to help increase their transit options; through training workshops (or other means) made available to seniors and target populations such as Tribal members. 	<p>Marketing, Customer Service, and Outreach Strategies</p> <ul style="list-style-type: none"> • Create a comprehensive marketing program with route and schedule information at bus stops, and information in Spanish. • Create a formal training program to train IDD adults to independently use TCTD public transportation services. • Improve customer service support and promote awareness of the services provided online and on-paper. • Continue to invest in driver training programs and provide driver sensitivity training. <p>Potential Funding Sources</p> <ul style="list-style-type: none"> • 5310 funds • STF grants
<p>Technology Needs</p> <ul style="list-style-type: none"> • Update Trip Check more than twice daily – could TCTD report to ODOT or emergency medical services (EMS)? • Expand use of Facebook, which has been a valuable tool. Popular pages include: The Pioneer Facebook and the emergency management/Gordon’s Tillamook Weather Center. • Develop phone or mobile device app. • Increased security on bus Route 5 by addressing the two-way way radio blackouts on the OR 6 and in Portland. Post signs that the driver can radio for help in an emergency. • Create way to share travel alerts across the Connector alliance. • Explore software for NW Rides and DAR to replace existing system if it could lower costs and can use wireless technology. • AVL/GPS for buses and incorporate into “next bus” application to calculate arrivals. • WiFi hotspots on buses. • More radio repeaters in North Tillamook County (Angora Peak) to improve radio coverage. 	<p>Technology Strategies</p> <ul style="list-style-type: none"> • Improve website and/or develop phone app. • Create an online trip planning and ticketing app. • Provide real-time arrival times at bus shelters. • Upgrade website to include additional features, such as links to a Facebook page and/or Twitter feed; a trip planner (using Google Transit, once TCTD schedule data are published to Google Transit); information on news, events, and rider alerts; and the ability for riders to provide input about the system, through a dynamic system map or comment form. <p>Potential Funding Sources</p> <ul style="list-style-type: none"> • 5310 funds • STF grants

Unmet Transportation Need(s)	Corresponding Strategy(s) and Potential Funding Sources
<p>Capital and Funding Needs</p> <ul style="list-style-type: none"> • Continue transit fleet maintenance programs (TCTD, MMCI, other providers) and plan for replacement vehicles at regular intervals. • Need additional Dial-A-Ride vans • Fare and affordability policies 	<p>Capital and Funding Strategies</p> <ul style="list-style-type: none"> • Preserve existing transportation infrastructure (preventative maintenance, rehabilitation of transportation resources, and replacement of vehicles) • Increase the number of wheelchair capable vehicles. • Hire a trained mechanic who can develop a systematic vehicle maintenance program. • Partner with the VA to provide routine maintenance for the DAV van. • Maintain an updated inventory of vehicle fleets for TCTD and all transit service providers in the County. • Purchase low-floor, level-boarding buses with a storage area for shopping bags and luggage. • Install Hanover Destination Signs on new buses. • Develop a long range fleet financing plan • Have social service agencies identify opportunities to allocate funding for transportation services. • Continue to enhance reduced fare subsidy programs and/or vouchers (such as the gold token program) to encourage ridership among special needs populations. • Enhance the existing transit services through the purchase of transportation services from TCTD (contract services, purchase of tokens, vouchers, employer-paid transportation programs). • Simplify fare structure. Evaluate a zone fare structure. • Identify funding sources to continue service on Sunday. <p>Potential Funding Sources</p> <ul style="list-style-type: none"> • 5310 funds • STF grants

NEXT STEPS

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

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



Appendix A: Stakeholder Workshop Comments

**Tillamook County Transit District Coordinated Transportation Plan for
Seniors and People with Disabilities**

Discussion Group Reporting Form

Thursday, June 23rd • 1:00 – 3:00pm

*Tillamook County Transit District
3600 3rd Street, Tillamook, OR 97141*

Table Facilitator: Susie Wright

**Please record the answers received during the discussion below and
return to the box at the sign-in table or Zachary before you leave.**

Thank you!

[6:45-6:50]: Please have everyone introduce themselves. List
discussion participants below:

Elly Blazer – Goodwill Jobs

Stacey Zuercher – NW Senior & Disabled Services

Erin Skaar - CARE

Lyla Hendrickson – Member at Large A member who's a senior or has a disability and uses transit

Melissa Carlson-Swanson – Tillamook County Food Bank

Bill Hatton – Tillamook County Veterans Services

Carol McAndrew – Member at Large representing senior citizens

Gary Hannenkrat – Board Member

Doug Pilant – General Manager

Vicki Reed – Staff Assistant

For each of the questions below, record the main points without attribute to speaker. Keep an eye on time!

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

[6:50-7:00]: 1. Current Situation: When thinking about the overall transportation system and services provided for seniors and people with disabilities, what is working?

- Breaking down barriers and preconceived notions about using services with good phone support and good pamphlets
- Have overcome past stigmas with good information and materials
- Great customer service via phone
- Deviated routes working well and are very helpful for people
- Clients with Medicaid are well taken care of
- DAR really helpful and essential, especially for medical appointments
- DAR drivers have great customer service
- Route to Adventist and to Portland very helpful to get to medical appointments
- Coordination with Veterans Services, they are allowed to park their van at TCTD, and are represented on STF Committee
- DAR helping bring veterans to the van in the parking lot
- Murals on buses are a nice feature
- Coordinated transfers with SETD in Manzanita and Cannon Beach
- Drivers are very informative; they are like family and provide a social connection and connection to the community for riders

[7:00-7:05]: 2. Opportunities: When thinking about the current unmet needs or challenges for seniors and people with disabilities, what comes to mind?

- Getting to Providence in Seaside if not on Medicaid
- Medical transportation fare assistance for making a few trips (may not need an annual pass and is a waste of a free annual pass)
- Large print schedules
- Zone fare structure – Need to make it easier to know what a trip will cost
- Fare assistance for people trying to get jobs
- Need a way for people with fare assistance to make a trip that travels on multiple transit services so they can get to Astoria and back, for example (such as a NWOTA day pass)
- Care always has more demand for fare assistance than available; they give away 20 to 30 monthly passes and trip tokens but they always run out and could use more
- More updates to Trip Check (only updated twice daily) – could TCDT report to ODOT or EMS?
- A volunteer program to drive people to doctor appointments and have a companion (similar to Clatsop County)

- Warrenton's Veteran Clinic - patients can get to the clinic on TCTD, but the appointment window is only 30 minutes. There are approximately 25 veterans living in Tillamook County that use the Camp Rilea medical facility. Many of these individuals would use transit to get there if the service had a wider window of time for them to obtain services there.
 - Also difficult to make a round trip in one day to the Housing Authority in Warrenton and the Social Security office in Astoria.
 - Need a special trip that would allow people to have three hours in Clatsop County and return the same day.
- Increased security on Route 6
 - Address the two-way way radio blackouts on pass and in Portland
 - Post signs that the driver can radio for help in an emergency
- More coverage area to serve the homeless shelter and other uses at the Port of Tillamook Bay, Correctional Facility and Youth Authority, and Farms such as on Brickyard Road.
- Need additional DAR in Rockaway

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

[7:05-7:10]: 3. Transportation Service: Considering the transportation needs and challenges of seniors and people with disabilities, please identify areas that have a need for new or improved transportation service.

- Return trip from Amtrak to Tillamook (the 15 minute window is easily missed)
- Blaine and Trask River Road
- See question 2.

[7:10-7:15]: 4. Infrastructure and Associated Improvements (sidewalks, bus shelters, pedestrian crossings, curb cuts): What are the current infrastructure needs for seniors and people with disabilities?

- DAR vans
- Need more shelters (this should be a high priority)
- Need better accessibility near the Senior Center in Tillamook near Safeway
 - Poor accessibility
 - Difficult parking
 - High traffic
 - Meal site drop off not accessible (but getting a curb cut)

[7:15-7:20]: 5. Coordination and Organization: In your experience, what specifically are the needs for improved coordination and organization between and among social service providers and transit providers? Examples are welcome.

- More volunteers for DAR

- Move towards paid DAR drivers
- Currently have very good coordination among STF members
- More representation from North and South County
- Expand Connector partnership to include DAR, paratransit, and NEMT travel.
- Improved coordination between the temporary employment agency, the employer, and employee to ensure that the employee can meet the shift requirements if they rely upon the bus.

[7:20-7:25]: 6. Technology (GPS, real-time information, communication): What are some of the most pressing technology gaps in providing transportation services to meet the needs of seniors and people with disabilities?

- Expand use of Facebook
 - During the flood, Facebook was a valuable tool
 - The Pioneer Facebook
 - Emergency management/Gordon's Tillamook Weather Center
- TCTD needs a generator to be able to make Facebook posts in the event of a power outage.
- Create way to share alerts across the Connector alliance.
- Explore software for NW Rides and DAR to replace existing system which was built in house if it could lower costs and can utilize wireless technology.
- GPS for buses and application to calculate when bus will arrive
- WiFi hotspots on buses
- More radio repeaters

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

[7:25-7:30]: 7. Strategic Guiding Principles: The existing 2012 CTP did not identify a set of strategic guiding principles. Development of guiding principles is an important component of the CTP as it helps to guide future strategic investments. The proposed guiding principles are shown below. What are your comments on these draft guiding principles and what would you modify or add?

- Maintain/improve/expand existing services and shopper shuttles, increase capacity/hours, improve service quality, avoid service reductions, in both urban and rural area
- Provide for adequate capital replacements and maintenance of vehicles and other fundamental requirements to provide service.
 - This principle is very specific – consider making it a strategy rather than a guiding principle.

- Provide medical transportation for non-Medicaid individuals in rural Tillamook County.
- Consider cost-effectiveness in making funding decisions (such as \$ per ride, % match), but balance that with the need to provide accessibility throughout Tillamook County.
- Strive for strategic and equitable distribution of funding to address the needs of the region's seniors and people with disabilities.
- Implement new and innovative initiatives related to technology and collaborative partnerships to improve service to underserved communities and people.
- Enhance rider experience and sense of dignity by being sensitive and attentive to the varied needs of individuals and by emphasizing a customer service model.
 - Consider modifying this to add rider safety.
 - General comments:
 - Guiding principles would be helpful – need to be narrow to be useful but not too restrictive
 - Add a Guiding Principle about the agency being part of the community.

[7:30-7:40]: 8. Ideas and Strategies: Are there any new or innovative strategies or ideas that we should consider to improve the existing transportation system for seniors and people with disabilities? What strategies should be added to the plan?

- Mobility Management
- Additional driver sensitivity training for people with mental disabilities

Appendix B: Social Service
Agency Descriptions

Provider Category	Type of Service	Days/Hours of Service	Advance Reservations	Eligibility Requirement	Service Area	Service Constraints	Annual Trips	Number of Vehicles	Fare	Federal Funding Programs
TCTD Public Transportation	Dial-A-Ride	Weekdays 7 AM to 5 PM	Yes	Standard wheelchair and weight requirements	Central County North County South County	Driver Availability	8,230	5	<u>1 Zone</u> Full Fare \$3.00 Discount \$1.50	US Department of Transportation Federal Transit Administration <ul style="list-style-type: none"> Section 5305 Section 5310 Section 5311 Section 5339
TCTD Public Transportation	Deviated fixed route	7 days/week 5 AM to 9 PM	Yes	Standard wheelchair and weight requirements	County-wide, plus Cannon Beach and Lincoln City	Deviates 3/4 mile from route	108,000	9	<u>1 Zone</u> Full Fare \$1.50 Reduced \$0.75 <u>2 Zone</u> Full Fare \$3.00 Reduced \$1.50 <u>3 Zone</u> Full Fare \$4.50 Reduced \$2.25	US Department of Transportation Federal Transit Administration <ul style="list-style-type: none"> Section 5305 Section 5310 Section 5311 Section 5339
TCTD Public Transportation	Intercity	7 days/week 8 AM to 6 PM	No	Standard wheelchair and weight requirements	Tillamook to Portland	Limited Stops	12,800		<u>Full Fare</u> Round Trip \$20.00 1-Way Trip \$15.00 <u>Reduced Fare</u> Round Trip \$10.00 1-Way Trip \$7.50 Ride Connection Contract 1 Zone (Banks/North Plains): \$2.00 2 Zone (Banks/North Plains to TriMet Stops): \$5.00 Children (5 to 11): ½ Fare	US Department of Transportation Federal Transit Administration <ul style="list-style-type: none"> Section 5311(f)
TCTD Public Transportation	Intercity	Weekdays: 7:30 AM to 6:15 PM Weekends: 8:00 AM to 9:20 PM	No	Standard wheelchair and weight requirements	Lincoln City to Grand Ronde/Salem	Limited Stops	4,800	1	<u>Full Fare</u> 1 Zone \$1.50 2 Zone \$3.00 3 Zone \$6.00 <u>Reduced Fare</u> 1 Zone \$0.75 2 Zone \$1.50 3 Zone \$3.00	US Department of Transportation Federal Transit Administration <ul style="list-style-type: none"> Section 5311(f)
TCTD Public Transportation	Non-emergency	Weekdays / Saturday	1 day advance notice	Oregon Health Plan Plus	NW Oregon	Driver and vehicle availability	6,400	4	Contract (Ride Care) \$25/base + mileage	US Department of Health & Human Services Centers for Medicare and Medicaid <ul style="list-style-type: none"> Medicaid
Marie Mills Center	Client based			Closed clientele			49,100	5 buses 5 vans	n/a	US Department of Transportation Federal Transit Administration <ul style="list-style-type: none"> Section 5310 US Department of Agriculture Food and Nutritional Services <ul style="list-style-type: none"> Food Stamp Employment Training US Department of Education Rehabilitation Services <ul style="list-style-type: none"> Vocational Rehabilitation Grants

Provider Category	Type of Service	Days/Hours of Service	Advance Reservations	Eligibility Requirement	Service Area	Service Constraints	Annual Trips	Number of Vehicles	Fare	Federal Funding Programs
										US Department of Health & Human Services Centers for Medicare and Medicaid • Medicaid
MEDIX ambulance	Non-emergency	24/7	1 day advance notice	None	Tillamook Co	None		5 van	\$25/base + mileage	US Department of Health & Human Services Centers for Medicare and Medicaid • Medicaid
DAV (Disabled American Veterans)	Medical	Weekdays 7:30 AM – 5:00PM	Yes	Veteran enrolled in VA Healthcare	Tillamook to Hillsboro and Portland	Volunteer Driver Availability Passengers must be ambulatory No ER transport	210	1	n/a	US Department of Veteran Affairs Veterans Health Administration • Veterans Benefits
VA Special Mode of Transport	Wheelchair Van	Weekdays	Yes	Annual income below \$11,000	Tillamook to Portland VA Medical Center	Combination of disability Financial need Distance from Portland VA Medical Center	As needed and approved	As needed and approved	n/a	US Department of Veteran Affairs Veterans Health Administration • Veterans Benefits
Kenny G Taxi Service Pacific Taxi	Taxi	24/7	Yes	None	Anywhere	Ambulatory only		2 vehicles	Tillamook City: \$8 one-way \$6 seniors	Private
Ocean Breeze Baptist Church Church of the Nazarene Redeemer Lutheran Church	Church			Closed clientele				2 buses 2 buses 1 van		Private
Neah Kah Nie School District Nestucca Valley School District Tillamook School District 9	Pupil Transportation			Closed clientele	School District/Events			19 buses/vans 16 buses/vans 35 buses/vans		US Department of Education Office of Education & Secondary Education • 21 st Century Community Learning
Miami River Elder Care Griffin House Five Rivers (Prestige Care) Kilchis House Nehalem Bay House Nehalem Valley Care Center	Senior Care Community			Closed clientele	Local			1 van 1 bus 1 bus 2 vans 2 vans 1 van		
Helping Hands	Emergency shelter and re-entry program							1 van	n/a	

Provider Category	Type of Service	Days/Hours of Service	Advance Reservations	Eligibility Requirement	Service Area	Service Constraints	Annual Trips	Number of Vehicles	Fare	Federal Funding Programs
Northwest Senior & Disabled Services	Financial and medical assistance, in-home and community based services, senior meals, peer counseling, family caregiver support, Medicare counseling, Adult Foster Home licensing, and Adult Protective Services.									US Department of Agriculture Food and Nutritional Services <ul style="list-style-type: none"> • Food Stamp Employment Training US Department of Health & Human Services Centers for Medicare and Medicaid <ul style="list-style-type: none"> • Medicaid • Grants for Supportive Services
Tillamook Early Learning Center	Head Start Early Learning									US Department of Health & Human Services Head Start
Oregon Department of Human Services										US Department of Health & Human Services Vocational Rehabilitation <ul style="list-style-type: none"> • Medicaid • Temporary Assistance for Needy Families (TANF) • Substance Abuse US Department of Labor <ul style="list-style-type: none"> • Workforce Investment Act US Department of Agriculture <ul style="list-style-type: none"> • Food Stamp & Training Program

Appendix C: TCTD Vehicle
Fleet Data

TILLAMOOK COUNTY TRANSIT DISTRICT VEHICLE FLEET DATA

Tillamook County Transit District (TCTD) owns and operates 21 vehicles, as summarized in Table C1. The current fleet has 16 vehicles that were purchased in 2010 or more recently. The other five vehicles were purchased between 2005 and 2009. One medium bus (B) and three minivans (E3) are close to or exceeding their expected minimum useful life. These will likely be replaced in the current fiscal year. TCTD is taking delivery of 1 additional 18 passenger Category C Low Floor bus and 1 additional Category D 15 passenger cutaway Dial-A-Ride bus. TCTD is currently purchasing a Category E 5-6 passenger van specifically for NW Rides trips.

Table C1: TCTD Transit Fleet

Vehicle Type ¹	Fuel	Seats	Useful Life	Count
B: Medium-Size, Heavy-Duty Transit Bus	Diesel	28-33	10yr/350,000 mile	9
D: Medium-Size, Light-Duty Bus & Van Chassis Cutaway Bus	Diesel	14-18	5yr/150,000 mile	3
E1: Small, Light-duty Bus	Gas	9	4yr/100,000 mile	2
E3: Modified Minivans	Gas	5-6	4yr/100,000 mile	7

¹ Vehicle type classified by ODOT

