

BEFORE THE BOARD OF COUNTY COMMISSIONERS

FOR COLUMBIA COUNTY, OREGON

In the Matter of Approving the Updated)
Columbia County Coordinated Human)
Services Public Transportation Plan)
(the "Coordinated Plan"))

ORDER NO. 70-2017

WHEREAS, the Oregon Department of Transportation – Public Transit Division has adopted the federal requirement, as amended by the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A legacy for Users Extension Acts (SAFETEA-LU), that all rural transit agencies who receive funding under 49 U.S.C. 5310 ("Section 5310") complete a Coordinated Human Services Public Transportation Plan ("Coordinated Plan") that identifies gaps and transportation options for the elderly and disabled in rural communities; and

WHEREAS, the Section 5310 program requires that recipients of Section 5310 funding periodically update the Coordinated Plan and submit the updates to the Oregon Department of Transportation - Public Transit Division; and

WHEREAS, the County has been awarded further funding from the Section 5310 program as pass-through funding from the Oregon Department of Transportation - Public Transit Division for the provision of rural transportation services for the elderly and disabled; and

WHEREAS, the County will continue to seek this funding in the future; and

WHEREAS, the Board of Commissioners for Columbia County ("Board") approved the original Coordinated Plan on November 26, 2007; and

WHEREAS, the Coordinated Plan was last updated on January 30, 2013 by Board Order No. 4-2013; and

WHEREAS, in accordance with the requirements of Section 5310, Transit staff has proposed amendments to update the 2013 Coordinated Plan; and

WHEREAS, staff presented the proposed amendments to the Board on September 13, 2017; and

WHEREAS, on September 19, 2017, the Columbia County Rider Transportation Advisory Committee ("TAC") reviewed the proposed updates to the Coordinated Plan and provided comments and recommendations on those proposed updates; and

WHEREAS, TAC then voted to recommend the updates to the Coordinated Plan to the Board; and

NOW, THEREFORE, IT IS HEREBY ORDERED that the updated Columbia County Transportation Coordinated Human Services Public Transportation Plan (the "Coordinated Plan"), a copy of which is attached hereto as Exhibit A and by this reference incorporated herein, is hereby approved.

Dated this 22nd day of September, 2017, at St. Helens, Oregon.

BOARD OF COUNTY COMMISSIONERS
FOR COLUMBIA COUNTY, OREGON

By: 
Henry Heimuller, Chair

By: 
Margaret Magruder, Commissioner

By: 
Alex Tardif, Commissioner

Approved as to form

By: 
Office of County Counsel

Coordinated Public Transit – Human Services Transportation Plan

Columbia County Rider

September 2017

Coordinated Public Transit – Human Services Transportation Plan

Columbia County Rider

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Project No. 18932

September 2017



TABLE OF CONTENTS

Introduction	3
Looking Forward	3
Columbia County Riders’s 2016 Coordinated Plan	4
Background and Methodology	9
Overview of Relevant Grant Programs	10
CCR’s Role as the Special Transportation Fund Agency	13
Demographic Profile	17
Overview of Existing Public Transportation Services	31
Participating Human Service Agencies	39
Private Providers	43
Needs Assessment	47
August 2016 Workshop	47
Needs Assessment	48
Strategies	55
Unmet Needs/Strategies and Next Steps	61
Next Steps	63

LIST OF FIGURES

Figure 1. Population Characteristics.....	17
Figure 2. Population Density in Columbia County	19
Figure 3. Population Density of People Aged 65 Years and Older	20
Figure 4. Population Density of Persons with Disabilities.....	23
Figure 5. Density of People Living in Poverty	24
Figure 6. Major Trip Generators.....	28

LIST OF TABLES

Table 1. Population Characteristics	17
Table 2. Population by City	18
Table 3. Adults Aged 65+ by City	18
Table 4. Persons with Disabilities by City	22
Table 5. Persons in Poverty by City	22
Table 6. Number of Zero-Vehicles Households by City.....	25
Table 7. Population Growth Forecasts	25
Table 8. Employment Characteristics	26
Table 9. CCR Bus Route Service	33
Table 10. CCR Fixed Route Fares	33
Table 11. Pacific Transit Fares	35
Table 12. RiverCities Transit Fares	35
Table 13. Sunset Empire Transportation District Bus Routes	37
Table 14. Sunset Empire Transportation District Fares	37
Table 15. TriMet Fares	38
Table 16. Unmet Needs and Corresponding Strategies	61

APPENDICES

Appendix A: Stakeholder Workshop Comments

Appendix B: CCR Vehicle Fleet Data

Chapter 1

Introduction

INTRODUCTION

This document is intended to serve as the Coordinated Transportation Plan (Coordinated Plan) for Columbia County, and is prepared on behalf of Columbia County Rider (CCR). The Coordinated Plan is a guiding document for CCR’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, 2010, and 2012, and finalized in its previous version in 2013.

Since the adoption of the 2013 Coordinated Plan, CCR 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 Columbia County residents. By 2025, there is expected to be approximately 13,000 people 65 years and older in Columbia County, growing from a 13.9 percent share of the population today to a 22.6 percent share. According to the 2010 US Census, 15.0 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 Columbia 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 CCR 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.

COLUMBIA COUNTY RIDERS'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 CCR as the governing body to determine how STF and 5310 dollars are spent in the rural and urban areas of Columbia 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). CCR 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 CCR 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 CCR’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 Columbia County.
- Chapter 3 presents a demographic profile of Columbia County.
- Chapter 4 is a list of transit providers and human service agencies that operate in Columbia 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 CCR and the regional social-service providers to implement in order to improve the delivery of transportation services.
- Chapter 7 maps the applicable strategies from Chapter 6 to the transportation needs described in Chapter 5, provides a list of potential funding sources, and identifies a set of next steps toward plan implementation.

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Chapter 2

Background and Methodology

BACKGROUND AND METHODOLOGY

The Coordinated Plan was developed under the guidance and oversight of Columbia County Rider (CCR, CCR'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 Columbia County. The CCR 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 CCR'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 CCR, and accessible by Americans with Disabilities Act (ADA) standards.

Beginning in early 2016, CCR 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 CCR 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 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 CCR. 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.

CCR’S ROLE AS THE SPECIAL TRANSPORTATION FUND AGENCY

CCR 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 Columbia County. CCR 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. CCR has chosen many components of the STF grant selection and award process for the FTA-direct Section 5310 grant process.

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

CCR 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." CCR 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.

CCR Board of Directors

The CCR Board of Directors works with the STFAC to make informed decisions about transportation for seniors and people with disabilities. The CCR 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 Columbia County. This action also authorizes the CCR General Manager to enter into funding agreements with transportation providers.

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Chapter 3
Demographic Profile

DEMOGRAPHIC PROFILE

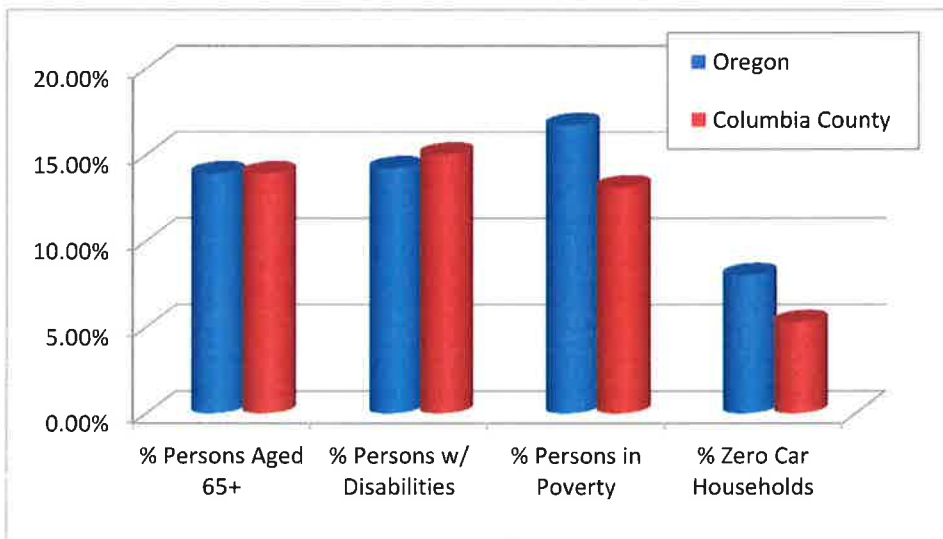
This chapter provides an overview of Columbia County based on data from the 2010 U.S. Census and the 2010-2014 American Community Survey 5-year estimate dataset. This section of the Coordinated Plan contains maps, created using Geographic Information System (GIS) technology, that illustrate the location and density of persons aged 65 years and over, persons with disabilities, and persons of poverty status within Columbia County. These maps are useful in visually depicting geographic areas with concentrations of the population groups that face particular mobility concerns, and that are the subject of this plan. CCR generally uses the 65 years and over data to determine eligibility for reduced fares, for example. The CCR and federal definition of a senior citizen for eligibility for reduced fares is 65 years and over, specific to the 5310 grant program. **Table 1** and **Figure 1** provide a “snapshot” of three population groups of concern for the Coordinated Plan: older adults, persons with disabilities, and persons in poverty.

Table 1. Population Characteristics

	Total Population ¹	% Persons Aged 65+ ¹	% Persons w/ Disabilities ^{2,3}	% Persons in Poverty ^{3,4}	% Zero Car Households ^{3,5}
Oregon	3,831,074	13.9%	14.2%	16.7%	8.0%
Columbia County	49,351	13.9%	15.0%	13.1%	5.3%

(1) U.S. Census, 2010, Table DP-1. (2) As percent of the total civilian noninstitutionalized population, Table S1810. (3) ACS 2010-2014 estimate. (4) As percent of persons for which poverty status is determined, Table S1701. (5) Table B08201.

Figure 1. Population Characteristics



Source: U.S. Census, 2010, Table DP-1. As percent of the total civilian noninstitutionalized population, Table S1810. As percent of persons for which poverty status is determined, Table S1701. ACS 2010-2014 estimate.

Table 2 presents an overview of the population of cities and communities within Columbia County. The distribution of the total population in the county is shown on a map in **Figure 2**.

Table 2. Population by City

City	2010 Population ¹	City	2010 Population ¹
St. Helens	12,880	Rainier	1,900
Scappoose	6,600	Clatskanie	1,740
Vernonia	2,150	Deer Island ²	300
Columbia City	1,950	Prescott	60

(1) U.S. Census, 2010, Table DP-1. (2) Deer Island is an unincorporated community in Columbia County.

Older Adults

Error! Reference source not found. provides a population density map of people aged 65 and older in Columbia County. It shows that high concentrations of seniors are in the Columbia City area, where the population is denser in general. Outside of the Columbia City area, the largest concentrations of seniors are in Rainier and Clatskanie. **Table 3** lists the percentage of the population aged 65 and older for individual cities in each county. Cities where the share of older adults is greater than the counties as a whole are shown in bold.

Table 3. Adults Aged 65+ by City

City	2010 Population Age 65+ ¹	% Age 65+	City	2010 Population Age 65+ ¹	% Age 65+
St. Helens	1,310	10.2%	Clatskanie	280	14.7%
Scappoose	880	13.3%	Vernonia	230	13.2%
Columbia City	360	16.7%	Deer Island ²	40	13.3%
Rainier	340	17.4%	Prescott	10	16.7%

(1) U.S. Census, 2010, Table DP-1. (2) Deer Island is an unincorporated community in Columbia County. Cities where the share of persons aged 65 or older is greater than the counties as a whole are shown in bold.



Figure 2. Population Density in Columbia County

Figure 3. Population Density of People Aged 65 Years and Older

Persons with Disabilities

In the state of Oregon nearly 14 percent of the population reported a disability in 2010. The disability rates in Columbia County are slightly higher than the state as a whole.

The definition of “disability” varies in different population surveys; for this project, information cited is consistent with definitions reported in the 2014 U.S. Census Bureau’s 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.² 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). The difference between the two definitions is important because not all people who are defined as disabled according to the ACS definition qualify for ADA paratransit services.

² <http://www2.census.gov/programs-surveys/acs/methodology/questionnaires/2014/quest14.pdf>, page 9

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

Table 4. Persons with Disabilities by City

City	Population with Disabilities ¹	% Persons w/ Disabilities
St. Helens	1,890	14.8%
Scappoose	900	13.4%
Clatskanie	450	23.0%
Vernonia	360	17.3%

City	Population with Disabilities ¹	% Persons w/ Disabilities
Columbia City	310	13.0%
Rainier	290	15.3%
Deer Island²	90	20.2%
Prescott	20	52.3%

(1) As percent of the total civilian noninstitutionalized population, Table S1810, ACS 2010-2014 estimate. (2) Deer Island is an unincorporated community in Columbia County.

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

Income Status

In Columbia County an average of 13.1 percent of residents (compared with a statewide average of 16.7 percent) live below the applicable federal poverty threshold, which for a family of four is defined as a household income under \$23,850. The map shown in **Figure 5** illustrates the portions of Columbia County with the highest percentage of low-income individuals. **Table 5** lists the percentages of the population in poverty for individual cities in each county. Cities where the share of persons with poverty is greater than the county as a whole are shown in bold.

Table 5. Persons in Poverty by City

City	# Persons in Poverty ^{1,2}	% Persons in Poverty ^{1,2}
St. Helens	2,250	17.8%
Scappoose	890	13.3%
Clatskanie	450	23.2%
Rainier	300	15.7%

City	# Persons in Poverty ^{1,2}	% Persons in Poverty ^{1,2}
Vernonia	270	13.2%
Columbia City	150	6.2%
Deer Island²	90	21.4%
Prescott	10	13.6%

(1) As percent of persons for which poverty status is determined, Table S1701. (2) ACS 2010-2014 estimate. (2) Deer Island is an unincorporated community in Columbia County.

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

Figure 4. Population Density of Persons with Disabilities

Figure 5. Density of People Living in Poverty

Vehicle Ownership

Vehicle ownership and/or access is an indicator of mobility, as a vehicle is a necessity in most rural communities due to limited or no public transportation. Approximately five percent of households in Columbia County do not have access to a vehicle, which is lower than the statewide average of eight percent. **Table 6** shows the number of zero-car households in Columbia County. Without a private vehicle, residents need to make trips by taking transit, walking, biking, carpooling/car-sharing, or using taxi services.

Table 6. Number of Zero-Vehicles Households by City

City	# Zero-Vehicle Households ¹	City	# Zero-Vehicle Households ¹
St. Helens	476	Vernonia	44
Scappoose	178	Deer Island ²	7
Rainier	68	Columbia City	3
Clatskanie	67	Prescott	0

(1) Table B08201 (2) ACS 2010-2014 estimate. (2) Deer Island is an unincorporated community in Columbia County.

Population Trends

Between 2010 and 2025, the overall population growth in Columbia County (17 percent) is expected to follow similar population growth trends for the state as a whole (18 percent). The data is shown in **Table 7**, from population estimates provided by State of Oregon Department of Administrative Services' Office of Economic Analysis. Between 2010 and 2025, the rate of population increase for adults 65 years and older in Columbia County (90 percent) is expected to outpace the state as a whole (73 percent).

As in other parts of the country and in Oregon, it is estimated that Columbia County will experience a dramatic increase in the number of adults aged 65 and older over the next decade. The increase in the population of seniors will increase the demand for coordinated transportation services that meet the needs of this population.

Table 7. Population Growth Forecasts

	Total Population in 2010 ¹	Total Population Forecast 2025 ²	Population Change % (2010-2025)	Total Persons Aged 65+ in 2010 ¹	Total Persons Aged 65+ Forecast in 2025 ²	65+ Population Change % (2010-2025)
Oregon	3,831,074	4,516,200	17.9%	533,533	921,012	72.6%
Columbia County	49,351	58,012	17.5%	6,883	13,101	90.3%

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

Employment

This section provides an overview of employment in Columbia 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 8 provides a “snapshot” of employment and median household income in Columbia County and a comparison with the overall state of Oregon. Columbia County has lower rate of labor force participation than the State of Oregon – this may a reflection of the number of seniors and people with disabilities that live within Columbia County. Another factor for a lower labor force participation rate may be indicated by a longer than average commute time – possibly indicating a lack of jobs within the County and/or job accessibility challenges. The unemployment rate (as a percentage of the overall labor force) is one and a half percentage point higher in Columbia County than in the state of Oregon as a whole. The median household income in Columbia County is approximately eight percent higher than the statewide median.

Table 8. 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%	5.2%	\$50,521	22.7
Columbia County	39,464	58.4%	6.7%	\$54,605	32.2

(1) ACS 2010-2014 estimate. (2) Table DP03. (3) Data from the State of Oregon Employment Department Labor Trends newsletter from February 2016. Unemployment data is for December 2015. <https://www.qualityinfo.org/documents/10182/89830/Salem+Local+Labor+Trends?version=1.17> (5) Table S0801.

Major Trip Generators

There are numerous trip generators throughout the urban, suburban, and rural areas of Columbia County. While some citizens may arrive to these destinations by private automobile, there are many households which own no car and therefore depend on public transportation to travel within the county. By mapping and reviewing the locations of Columbia County’s major trip generators, special consideration to provide public transportation services for the economically disadvantaged, seniors, and people with disabilities can be made. **Figure 6** illustrates some of Columbia County’s major educational institutions, employment centers, grocery stores, shopping centers, health care institutions, public services, and senior centers. As shown in **Figure 6**, public services buildings are generally located in the center of cities, especially St Helens, whereas the senior centers and health care buildings tend

to be located just outside the centers. The distance between these major trip generators demonstrates the potential utility of providing public transportation services for trips to and from these origins and destinations.

Common Destinations

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

Seniors

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

People with Disabilities

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

Economically Disadvantaged

People with low incomes need transportations services from their residences to employment, employment service agencies, childcare facilities, public services, educational institutions, medical centers, shopping, social service centers, and recreation centers.

Figure 6. Major Trip Generators

Chapter 4
Overview of Existing Public Transportation Services

OVERVIEW OF EXISTING PUBLIC TRANSPORTATION SERVICES

The section presents an overview of existing transit service in Columbia County. The largest transit service providers, human service providers, and private transportation providers are described below.

Columbia County Rider

Established in 2003 with the goal of continuing services formerly provided by Colco Transportation, Columbia County Rider (CCR) is the primary public transit and Dial-A-Ride (DAR) provider in Columbia County, Oregon. At this time, three CCR routes operate daily, three routes operate Monday - Friday, and one route operates Monday/Wednesday/Friday. CCR's fleet is composed of 22 ADA-accessible buses and vans, and six other vehicles. CCR oversees the public transit services in Columbia County, including the following:

- CCR provides fixed route bus services within three zones. Zone 1 and Zone 2 are in Columbia County and Zone 3 includes the rest of the service area in the cities of Portland, Kelso, Longview, Astoria, and Willow Creek. Maps and information about each of the CCR transit lines can be found online at: <http://www.columbiacountyrider.com/schedules-2/>.
- The Lower Columbia Connector (Line 7) is seven-day service along U.S. Highway 30 with stops at the Astoria Transit Center in Clatsop County, transit centers in Columbia County, and Downtown Portland. The CCR route connects riders to other transit services including Sunset Empire Transportation District (SETD), NW and Cascades POINT, Pacific Transit System, TriMet, Portland Streetcar, River Cities Transit via a transfer to Line 5, Amtrak, Greyhound, and Bolt Bus.
- CCR provides a flex route service between St. Helens and Scappoose in the southern part of Columbia County. The flex route operates on weekdays and connects riders to other CCR fixed routes.
- Dial-a-Ride (DAR) service operates by CCR and is an on-request, door-to-door service for people with disabilities, seniors, and other riders with special lifeline needs. CCR provides DAR services within the south county (Scappoose, St. Helens, Columbia City), north county (Rainier, Clatskanie), and west county (Vernonia, Mist, Birkenfield) areas and to medical appointments in Portland and eastern Washington County and in Kelso and Longview, Washington.

- Medical appointment rides to Portland are available Monday through Friday and can be schedule by making an appointment with the CCR dispatch office, or by scheduling through RIDE CARE. The Portland Medical Shuttle begins its route at the St. Helens CC Rider Transit Center and then picks up people in Columbia County prior to reaching multiple medical appointment destinations in Portland. Return service is provided later in the day, and passengers are dropped off in the reverse order that they were picked up.

The seven CCR bus routes provide accessible, comfortable, and convenient service in Columbia County, and provide connections to Portland, Longview, Kelso, Portland Community College (PCC) Willow Creek and Rock Creek campuses, and Astoria. CCR provided approximately 82,000 annual rides in the year 2015.

There are three fixed routes that operated Monday through Friday, and three fixed routes that operate seven days a week in three zones. Zone 1 covers the north half of Columbia County and Zone 2 the lower half of Columbia County. Zone 3 includes cities located in Washington County, Multnomah County, Cowlitz County, and Clatsop County. The seventh route provides a flex transit service between St. Helens and Scappoose in southern Columbia County. The service days, headways, and length of service vary by route and are described in **Table 9** on the following page.

Service is provided primarily from two transit centers. A majority of the CCR routes begin from the St. Helens CC Rider Transit Center, which is the headquarters for CCR and contains a park-and-ride lot. The St. Helens CC Rider Transit Center is the main connection hub for bus routes serving the east side of Columbia County and the Lower Columbia Connector.

The Rainier Transit Center and park-and-ride lot operates as a connecting stop for routes serving eastern Columbia County; the Lower Columbia County Connector, and Line 5 which connects riders to Longview and Kelso, Washington. The Rainier Transit Center is in the process of being redesigned through grants from the Connect Oregon and FTA Section 5311(f) Intercity programs. Along with transit centers in Columbia County, CCR makes connections to other transit providers at transit centers in Portland, Astoria, Longview, Kelso, and Willow Creek.

Table 9. CCR Bus Route Service

Route Number	Route	Service Days	Headways	Length of Service
1	St Helens Transit Center to SW Salmon Street/SW 6th Avenue (Downtown Portland)	Daily	- Weekdays: 30 minutes during AM and PM peak, two hours during midday - Weekends, <i>St. Helens CC Rider Transit Center</i> departure times: 5:00 am, 9:00 am, 1:00 pm, 3:30 pm	Weekdays: 5:00 am – 6:55 pm Weekends: 5:00 am – 7:25 pm
2	St Helens Transit Center to PCC Rock Creek (PCC Rock Creek)	Weekdays	Approximately two hours	6:25 am – 6:53 pm
3	St Helens Transit Center to Scappoose (South County Flex)	Weekdays	90 minutes	7:30 am – 5:50 pm
4	St Helens Transit Center to Clatskanie (Clatskanie)	Daily	- Weekdays, <i>St. Helens CC Rider Transit Center</i> departure times: 7:30 am, 11:35 am, 2:35 pm, 5:25 pm - Weekends, <i>St. Helens CC Rider Transit Center</i> departure times: 7:35 am, 3:35 pm (Operated as Line 7)	Weekdays: 7:30 am – 6:20 pm Weekends: 7:30 am – 5:00 pm
5	Rainier Transit Center to Kelso Amtrak Station (Kelso)	Daily	- <i>Rainier Transit Center</i> departure times: 8:03 am, 12:03 pm, 3:03 pm	8:03 am – 4:00 pm
6	Vernonia City Hall to Willow Creek Transit Center (Nehalem Valley)	Monday, Wednesday, Friday	- <i>Vernonia City Hall</i> departure times: 6:15 am, 4:30 pm	6:15 am – 6:25 pm
7	Portland Union Station to Rainier Transit Center with a transfer to SETD for travel to Astoria Transit Center (Lower Columbia Connector)	Daily	- <i>SW Salmon Street/SW 6th Avenue</i> departure times: 6:00 am, 2:00 pm	6:00 am – 6:30 pm

The CCR fares can be found in **Table 10**. The Honored Citizen/Student fare is for students, children 7-17 years of age, people 65 years or older, people with disabilities, veterans, and Medicare card holders.

Table 10. CCR Fixed Route Fares

Fare Type	Single Ride	Additional Zone ¹	Monthly Pass (1 Zone)	Monthly Pass (2 Zones)	Monthly Pass (All Zones)
Adult (18-64)	\$5.00	\$1.00	\$75.00	\$130.00	\$150.00
Honored Citizen / Student	\$4.00	\$1.00	\$60.00	\$110.00	\$130.00

(1) Added per boarding and per additional zone.

The South County flex route (Line 3) provides service between St. Helens and Scappoose and connects to three fixed CCR routes. The flex route's fares are fixed at \$2.00 per single boarding for the general public, Honored Citizens, and students. The Lower Columbia Connector is a service by CCR that ends at Rainer Transit Center and Portland Union Station, and connects riders to SETD at Rainer Transit Center for continued travel to Astoria Transit Center, TriMet, (bus, and MAX), Portland Streetcar and other transportation services. Fares for the Lower Columbia Connector vary by origin and destination for one roundtrip, one-day roundtrip fare costs \$20.00, three-day roundtrip fare costs \$25.00, and a seven-day roundtrip fare costs \$30.00.

CCR provides door-to-door Dial-A-Ride services for seniors 65 years or older and people with disabilities, with priority given to trips for medical appointments and special life needs. Those eligible for services must apply through CCR. Approved riders must make reservations for the DAR service via telephone through the CCR dispatch office at least 24 hours in advance. DAR services are available Monday through Friday from 7:30 am to 7:00 pm and cost \$4.00 for a one-way trip. DAR services include medical appointment trips in Columbia, Multnomah, Washington, and Cowlitz counties, and life need trips in Columbia County, such as grocery shopping and employment.

The CCR fleet is composed of diesel and gasoline powered vehicles that are ADA-compliant and equipped with lifts, ramps, or kneeling capability. Buses have an automatic stop announcement system as required by the Americans with Disabilities Act (ADA). A priority seating area for seniors and people with disabilities is located near the front door of each vehicle. Each bus is also equipped with bike racks that accommodate up to two or three bicycles at a time. More information on the CCR fleet can be found in **Appendix B**.

Pacific Transit System

The Pacific Transit System provides rural bus services to the Pacific County (Washington State) communities and Astoria, Oregon. Pacific Transit System operates five weekday services and two Saturday services. Pacific Transit's services include DAR services for people with disabilities, seniors 65 years or older, and riders that need to travel more than a quarter-mile trip to a main bus route stop.

Weekday bus services operate on varying headways. Two bus routes to the Long Beach Peninsula Area and Raymond/South Bend Area provide 50-minute headways from 5:30 a.m. to 7:00 p.m. Both these routes run on approximately one-hour headways from 10:00 a.m. to 6:00 p.m. on Saturdays. Three of the weekday services

run only during peak periods, with the earliest trip beginning at 6:00 a.m. and the latest trip ending at 6:00 p.m. Fares for bus services are listed in **Table 11**.

Pacific Transit System provides curb-to-curb Dial-A-Ride services for anyone who is unable to access the fixed route system due to mobility limitations or those whose origins and destination are not within close proximity to fixed routes. The fare is \$0.35 one-way and \$10.00 for an unlimited monthly pass for seniors 65 or older. Reservations must be made 24 hours in advance by phone. However, same day reservations can be made if space and time allows.

Table 11. Pacific Transit Fares

Fare Type	1 Trip	Daily	20 Rides	Monthly Pass
Adult (18-64)	\$0.35 ¹ , \$0.50 ²	\$1.50	\$7.00 ¹ , \$10.00 ²	\$20.00
Honored Citizen (65+) / Disable Persons / Students	\$0.35 ¹ , \$0.50 ²	\$1.50	\$7.00 ¹ , \$10.00 ²	\$10.00

(1) Routes 20, 32, and DAR (2) Routes 14, 24, and 50

RiverCities Transit (RCT)

RiverCities Transit (RCT) provides fixed route bus services, vanpool, and LIFT services in Longview and Kelso, Washington. The central bus terminal is located at the Longview Transit Center, which provides connections to four of the fixed bus route services and CCR’s fixed route to Rainier, Oregon and Kelso, Washington. A park-and-ride facility, bus passes, and travel assistance are all offered at the Longview Transit Center. RCT operates a total of seven fixed routes. Six fixed bus routes run on 60-minute headways from 6:30 a.m. to 7:00 p.m. on weekdays and four of those routes run on 60-minute headways from 8:00 a.m. to 6:00 p.m. on Saturdays. Three fixed bus routes, one exclusively running as a peak service, are scheduled to run every 30 minutes from 10:00 a.m. to 5:00 p.m. on weekdays. Fares vary by rider type as shown in **Table 12**.

Table 12. RiverCities Transit Fares

Rider	One Way	Day Pass	Month Pass	3 Month Pass
Adult (18-64)	\$1.00	\$2.00	\$14.00	\$42.00
Student	\$1.00	\$2.00	\$7.00	\$21.00
Medicare cardholder	\$0.50	\$1.00	\$7.00	\$21.00
Senior(65+)	\$0.50	\$1.00	\$7.00	\$21.00

RCT maintains a fleet of seven-passenger and 12-passenger vehicles for vanpools which are operated by volunteers from the groups. Vanpool rides must originate from Longview or Kelso and travel a minimum of 10 miles each trip. Fares for vanpools are based on miles traveled and the number of commuters, and the fare covers maintenance, insurance, and fuel costs. RCT provides LIFT, a curb-to-curb paratransit service for persons with disabilities and seniors located within three-quarters of a mile of fixed routes. Eligible riders must submit an application in order to request LIFT services. Riders must schedule LIFT services one day in advance through RCT and can be reserved on weekdays from 7:00 a.m. to 5:00 p.m. and Saturdays from 8:00 a.m. to 4:00 p.m. The LIFT service costs \$1.00 one-way, \$15.00 for a monthly pass, \$5.00 for a 5-ride pass, and \$10.00 for a 20-ride pass.

Sunset Empire Transportation District (SETD)

Sunset Empire Transportation District (also known as The Bus) provides transportation services throughout Clatsop County, serving approximately 37,000 people. SETD provides fixed route bus services and paratransit services, including RIDEASSIST and RIDE CARE. Along with these transportation services, SETD offers RIDE PAL, a free training program that provides three types of training: 1) bus orientation, 2) individual travel training, and 3) group travel training. SETD provides ten fixed routes, including two connector services to Tillamook, Columbia, and Pacific (Washington State) Counties and three seasonal services. The fixed routes operate along US-101 and US-30, and serve the cities of Astoria, Warrenton, Gearhart, Seaside, and Cannon Beach. **Table 13** on the following page provides an overview of each route.

Pacific Connector Route 20, which provides weekend bus service in Cannon Beach, Seaside, and Manzanita, connects with Tillamook County Transportation District Route 3 in Cannon Beach. The Lower Columbia Connector provides coordinated connecting service with CCR with stops in Columbia County, including the Rainier Transit Center where a transfer to CCR occurs for continued service to Portland. The Astoria Transit Center is a major connecting point for SETD routes and provides access to the CCR Lower Columbia Connector. Ticket sales, information, park-and-ride, lockers, and public restrooms are available daily at the Astoria Transit Center from 7:30 a.m. to 6:00 p.m. Single ticket fares vary by origin and destination and all other fares are listed on the next page in **Table 14**. The Honored Citizen fare is for senior citizens 60 years or older, disabled individuals, veterans, and people eligible for ADA paratransit services.

Table 13. Sunset Empire Transportation District Bus Routes

Route Number	Route	Service Days	Headways	Length of Service
10	Astoria, Hammond, Warrenton	Weekdays	Every hour	5:45 am – 9:12 pm
15	Astoria, Hammond to Warrenton	All Week	Warrenton Fred Myer departure times: 6:10 am, 9:50 am, 10:20 am, 1:40 pm, 2:10 pm, 5:50 pm	6:10 am – 6:15 pm
20	Cannon Beach, Seaside, Manzanita	Weekdays	Every Hour	6:00 am – 8:55 pm
21	Cannon Beach, Seaside	Weekdays (Summer only) and Weekends	Weekdays: 30 minutes Weekends: Every hour with a 3.5 hour gap between 11:30 am and 3:00 pm	Weekdays: 11:00 am to 5:56 pm Weekends: 9:00 am to 6:20 pm
101	Astoria, Warrenton, Gearhart, Seaside, Cannon Beach	All Week	Every hour	6:00 am – 9:50 pm
11	Astoria	Schedule Dates	Every hour	9:00 am to 4:00 pm
12	Warrenton	Schedule Dates	20 minutes	Varies
Seaside Streetcar	Seaside Cinema to Thousand Trails	Weekend (Summer)	Every hour	11:00 am – 7:50 pm
Pacific Connector	Astoria, Warrenton, Gearhart, Seaside, Cannon Beach and Connection to Tillamook County	Weekend	<i>Astoria Transit Center</i> departure times: 8:30 am, 10:40 am, and 3:20 pm	8:30 am – 5:30 pm
Lower Columbia Connector	Astoria, Knappa, Westport, Clatskanie and Rainier Connects with CCR	All Week	<i>Astoria Transit Center</i> departure times: 6:45 am and 2:45 pm	6:45 am – 5:40 pm

Table 14. Sunset Empire Transportation District Fares

Fare Type	Day	Month	Quarter	Year
Adult (18-64)	\$5.00	\$45.00	N/A	\$495.00
Honored Citizen	\$5.00	\$30.00	N/A	\$330.00
Student (K-12)	\$5.00	\$30.00	\$30.00	N/A
College Student	\$5.00	\$30.00	\$60.00	N/A

Paratransit services, RIDEASSIST, and RIDE CARE, are available through SETD. RIDEASSIST is SETD’s curb-to-curb service for people who are unable to use regular buses or trains due a physical or mental disability. Passengers must apply and be registered customers in order to use RIDEASSIST. The RIDEASSIST service area covers all locations that are three-quarters of a mile of SETD fixed routes and operate at the same time and dates as the fixed routes. SETD operates RIDE CARE, which is a non-emergency medical transportation service for Medicaid eligible clients. RIDE CARE provides medical trips to Clatsop, Columbia, and Tillamook Counties, and must be reserved a minimum of two business days in advance.

Other Transit Services

Lower Columbia CAP (<http://www.lowercolumbiacap.org/get-help/transportation/>) provides weekday service from Longview to Vancouver, Washington via Kalama and Woodland. Wahkiakum on the Move provides weekday service from Longview to Cathlamet and Naselle. Fares and schedule information for Wahkiakum on the Move can be found at the following location on the Internet:

(<http://www.co.wahkiakum.wa.us/documents/WOTMBusScheduleMay62014.pdf>).

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 including parts of Multnomah, Washington, and Clackamas Counties. TriMet is the largest transit operator in the state and provided over 101 million boarding rides in the Fiscal Year 2015 on 79 bus lines, five MAX light rail lines, and the Westside Express Service (WES) commuter rail. Service across the TriMet system is generally available from approximately 4:30 AM to 2:30 AM daily. Fares on TriMet are shown below in **Table 15** and allow passengers to ride on any combination of buses, MAX light rail, WES, and on the Portland Streetcar system.

Table 15. TriMet Fares

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

LIFT is TriMet’s shared-ride service for people who are unable to use regular buses or trains due a physical or mental disability. Passengers must apply and be registered customers in order to use LIFT. The LIFT service area covers all locations within TriMet’s service boundary that are three-fourths of a mile of TriMet bus and light rail routes. Service hours are similar to TriMet’s regular service window and are available from 4:30 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 Columbia County Rider (CCR); Salem-Keizer Transit; C-TRAN in Vancouver, Washington; Tillamook County Transit (The Wave); SMART; Canby Area Transit (CAT); Sandy Area Metro (SAM); Central Oregon Breeze; Amtrak; Oregon POINT buses; and private companies such as Greyhound and the Bolt Bus.

PARTICIPATING HUMAN SERVICE AGENCIES

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

RIDECARE/Columbia Pacific CCO

*Astoria Transit Center
900 Marine Drive
Astoria, Oregon 97103
503.861.RIDE (7433)*

RIDECARE serves as the Medicaid transportation broker for Columbia County. Non-emergency medical transportation is provided to Medicaid eligible persons for free. RIDECARE services are provided 24 hours a day, 365 day and can be scheduled up to two business days in advance. All current members of Columbia Pacific CCO are eligible for transportation services. Transportation services are provided for primary care and specialty office visits, physical therapy, dental and mental health services, dialysis, and other services covered by Columbia Pacific CCO. Transportation is provided that best meets the needs of the individual, and can include bus fare, wheelchair-accessible vans, taxis, and other services.

Community Action Team (CAT)

125 North 17th Street

St. Helens, OR 97051

503.397.3511

Jim Tierney 503-366-6575 or Dan Brown 503-366-6563

jtierney@cat-team.org, dbrown@cat-team.org

Community Action Team is a non-profit organization that serves Clatsop, Columbia, and Tillamook counties. CAT provides programs aimed at reducing the negative effects of poverty, increasing family self-reliance, and providing resources for people to become self-sufficient. Some of the programs offered by CAT include help with: emergency housing, energy assistance, case management, energy and parent education, Head Start, home repairs, affordable housing, and senior services. CAT offers Oregon Project Independence services for people 60 years or older who need help living independently by providing assistance for daily needs. CAT owns a van used to provide transportation through their Family Literacy program.

Columbia County Retired and Senior Volunteer Program (RSVP)

270 Columbia Boulevard

St. Helens, OR 97051

503.397.5655

Monica Cade

cadem@crfr.com

The Columbia River Fire and Rescue's RSVP recruits, interviews and links volunteers 55 years and older with opportunities throughout Columbia County. RSVP volunteers work in schools, hospitals, museums, the arts and environment, food banks and other nonprofit agencies throughout the county.

One of the key volunteer needs in Columbia County is drivers delivering meals and providing same day, non-emergency transportation in Columbia County, Kelso, and Longview. Volunteer drivers use their personal vehicles and are reimbursed for their mileage at the federal rate. Requests for reservations must be made at least one day in advance and can be made by calling the Columbia County Fire and Rescue at 503.397.5655. There is no charge for the service and drivers are not permitted to accept tips; however donations are accepted for the service.

The RSVP program receives partial federal funding through Senior Corps, which is administered by the Corporation for National and Community Service (also oversees AmeriCorps and Learn and Serve America).

The Public Health Foundation of Columbia County

*PO Box 995
2370 Gable Road
St. Helens, OR 97051
Sherrie Ford / Erika Owen
sford@tphfcc.org / eowen@tphfcc.org*

Public Health offers a variety of health services for Columbia County residents such as community health education, family planning and prenatal services, breast and cervical cancer screenings, immunizations for children and adults, WIC, TB testing, and STD screens. The Vernonia Health Center provides patients with transportation, the food bank and housing recourses. Services are driven by federal, state, and county dollars as well as grants and fees. Public Health has two vehicles but neither is wheelchair accessible.

Senior Centers

There are five senior centers in Columbia County: Scappoose Senior Center, St. Helens Senior Center, Rainier Senior Center, Clatskanie Senior Center (located in the Clatskanie Castle/Flippin House), and the Vernonia Senior Center. All senior centers are operated as non-profits except for the Clatskanie Senior Center, which is associated with The Amber senior living center. All the senior centers have vans for transportation. Scappoose Senior Center uses the vans to transport members to monthly outings and casinos near Columbia County.

Assisted Living Centers

Three of the six assisted living centers offer transportation services for senior residents. Spring Meadows in St. Helens offers escort transportation services and coordinates transportation with third party services. The Amber in Clatskanie provides scheduled local transportation for life needs and outings for residents. Brookdale Rose Valley in Scappoose organizes group outings, including day trips to the Oregon coast and Mt. St. Helens. Avamere Assisted Living in St. Helens provides transportation services for special events for residents only.

Disabled American Veterans Transportation

*VA Portland Health Care System, Veterans Transportation Program
Hours of Operation: 5:30 am – 3:00 pm
3710 SW US Veterans Hospital Rd, Portland, OR 97239
(503) 721-7804*

Disabled American Veterans (DAV) offers transportation on weekdays to the Veterans Hospital in Portland. Services may be expanding to offer rides within Salem in summer of 2016. Transportation is provided by a van at designated stops in the Portland metro area, Longview, and Columbia County. The service is provided free of charge and is available only to veterans for VA sanctioned appointments. A four-day minimum advance reservation is required.

The vans hold up to eight passengers each, but are not wheelchair accessible. Pickup is scheduled per city from a designated pickup location, and the service uses all volunteer drivers. Rides are only available when volunteer drivers are available, and this is one of the barriers to providing service. All maintenance is provided outside the hospital by maintenance contractors. Appointments are scheduled from the Portland VA Hospital.

The DAV transportation program service has not coordinated with other agencies in the past.

Columbia County School Districts

There are five school districts in Columbia County: Clatskanie School District, Rainier School District, St. Helens School District, Scappoose School District, and Vernonia School District. In addition, Columbia County is part of the Northwest Regional Education Service District, which provides a set of services such as early childhood and special education, general instructional services, and district support that improves the quality of education for students within Columbia County.

Each of the five school districts provides transportation services for public school students (and students at private, parochial, or public charter schools that comply with compulsory attendance laws and are located along or near bus routes) living within the district boundaries and some level of transportation services for students living outside of district boundaries based on health or safety needs. Preschool students with disabilities and children from birth to age three who are enrolled in an eligible program may be provided with home to school transportation as well. More information on the transportation policies for each school district may be found at the following locations on the Internet:

- Clatskanie School District: <http://policy.osba.org/clatskanie/E/EEA%20D1.PDF>
- Rainier School District: <http://policy.osba.org/rainier/E/EEA%20D1.PDF>

- St. Helens School District: <http://www.sthelens.k12.or.us//Domain/714> (select Policy Section “E” Support Services” and search for Student Transportation Services.
- Vernonia School District: <http://policy.osba.org/vernonia/E/EEA%20D1.PDF>
- Scappoose School District:
<http://policy.osba.org/scappoos/E/EEA%20D1.PDF>

Rainier School District

Michael Carter

(503) 566 3777 x264

michael_carter@rsd.k12.or.us

The Rainier School district requires junior and senior students to participate in community service and report a required number of hours for graduation to the school district. Currently, the program does not coordinate with CCR or any social service providers. There are opportunities for the school district’s volunteer program and CCR to collaborate by having students provide rides for seniors and people with disabilities or those students enrolled in vocational educational classes to assist with constructing bus shelters. The partnership would benefit students by providing more volunteering options and help directly engage students with the community at large, and increase the number of volunteers that can provide transportation services in Columbia County.

PRIVATE PROVIDERS

Private transportation options in the area include rail service provided by Amtrak, regional bus service provided by Greyhound, and a number of taxi services.

Amtrak

Amtrak is the nationwide rail service allowing residents to travel within Oregon and across the nation. Amtrak services in Columbia County are available from the, Kelso-Longview Amtrak Station, located at 501 South First Street, and Portland Union Station, located at 800 NW 6th Ave. The Kelso station is served by CCR Line 5 - Kelso, and the Portland station is served by CCR Line 7 - Lower Columbia Connector. Two Amtrak routes serve Kelso and Portland: the Amtrak Cascades and the Coast Starlight.

The Amtrak Cascades connects the Pacific Northwest from Vancouver, Canada to Eugene, Oregon. Five northbound and five southbound trains serve Kelso and Portland daily. The Coast Starlight provides service along the west coast from

Vancouver, Canada to San Diego, California. One northbound and southbound trip serves Kelso and Portland daily.

Oregon POINT Thruway Bus

The POINT (Public Oregon Intercity Transit) is an intercity bus service provided by ODOT, serving seven locations between Portland and Eugene. The Cascades POINT's 51-passenger buses are wheelchair accessible, have wireless internet access, and allow for large baggage and bicycles. The Cascades POINT service is available at the Portland Union Station which is served by CCR Line 7 - Lower Columbia Connector. The schedule is coordinated with Amtrak Cascades to provide convenient access throughout the day. The Cascades POINT route is operated by a private transit company under contract with ODOT.

Greyhound

Greyhound provides nationwide bus service. Greyhound is available in Kelso and Portland. The Kelso Greyhound Station is located at the Kelso-Longview Amtrak station. Service is available from Portland Bus Station near Portland Union Station, with connections to destinations across North America. Four daily northbound and two southbound trips are available from the Kelso Station. There are two daily eastbound trips from Portland to Salt Lake City via Boise; one daily trip to Spokane via The Dalles; five daily trips to Sacramento through Salem, Eugene, and Medford; and four daily trips to Vancouver (that pass through Kelso, Olympia, Tacoma, and Seattle).

Taxis

K&L Taxi operates out of City of St. Helens. The taxi service is not regulated by the City of St. Helens or Columbia County.

Chapter 5 Needs Assessment

NEEDS ASSESSMENT

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

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

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

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

AUGUST 2016 WORKSHOP

A workshop with Coordinated Plan stakeholders was conducted in August 2016 to discuss how the agencies and organizations involved in planning and delivering transportation services and social services currently coordinate what the unmet needs are and what opportunities exist to improve. The workshop began by asking the stakeholders to provide examples of services that are currently working well in their communities. This was done in order to set a positive environment for the workshops, to reinforce the idea that CCR is already meeting many of the needs of seniors and people with disabilities, to recognize that the Coordinated Plan process seeks to build on the existing services, and to share examples of existing programs and experiences that are working well with all workshop participants. Responses from workshop attendees that highlight existing positive experiences with existing services include:

- Columbia County Rider services
 - Bus drivers were described as courteous and accommodating to the needs of riders, especially drivers on routes in Rainer, St Helens, and Vernonia.
 - Front door access to the Columbia Community Mental Health Creekside Center has been a big help.
- Medical transportation services were described as helpful and positive by stakeholders.
- General Transit Feed Specification (GTFS) data is up to-date and can be transmitted to Google Maps for trip planning.
- RiverCities Transit coordination with CCR has been working well and there are no major issues with scheduling across agencies.

NEEDS ASSESSMENT

This section presents a list of identified unmet public transportation needs as described from the stakeholder workshops, a survey that went to local transit service providers and social service agencies in November and December 2015, and applicable remaining needs from the Columbia County Rider Coordinated Plan from 2013.

Transportation Service Needs

- Increase service availability
 - Increase service span to start earlier in the morning and later in the evenings, and provide more commuter and midday service.
 - On weekends and holidays
 - Increase evening and summer service to/from PCC Rock Creek/Willow Creek Transit Center.
- Increase service geographic scope
 - Unserved or underserved areas
 - Small, rural and/or low-density communities such as Vernonia and other areas of central Columbia County
 - To/from/within cities in Columbia County
 - Expand inter-county service to destinations such as Longview, Kelso, Beaverton, Hillsboro, and Portland.

- Serve additional lifeline/basic needs destinations (e.g. groceries, general shopping, social services, daycare, recreational trips, commute trips, education, and medical appointments).
- Increase service quality
 - Increase frequency, especially to areas with higher densities of residents, jobs, and destinations.
 - Improve scheduling between routes.
 - Add/move bus stops to make boarding/alighting easier.
- Medical transportation needs
 - Same day transportation service for medical appointments
 - More frequent trips to Portland (provide service at least three days per week for a minimum span of six hours) and to Longview
 - Transportation to hospitals for people experiencing mental health crises
 - Ride to Care needs to provide advance life support services without special authorization.
 - Transportation to mental health services in clinics in St. Helens and at Columbia County Mental Health
 - Medical transportation for those with Medicare or on private insurance that does not cover transportation
- Dial-A-Ride (DAR)
 - Need additional DAR service in rural communities.
 - Quicker response to requested rides
 - Ability to schedule same day appointments
 - More capacity for rides
 - Need more knowledge of fixed and deviated route options for DAR users.
- Door-to-door service and door-through-door paratransit service, especially in rural areas
- More service for underserved groups such as the working poor and students.
 - More taxi service within Columbia County.

Infrastructure Needs

- Bus stops
 - Accessibility needs (e.g. ADA-compliant curb ramps, level sidewalks)
 - Bus shelters
 - Better signage for bus stops and shelters
 - Work to move existing bus stops on private properties onto the public right-of-way.
- Construct Park-and-Ride lots along US-30 and in Scappoose.
- Pedestrian improvements
 - Crosswalks near bus stops
 - Complete gaps in sidewalk network
- Improve existing transit facilities to include Park-and-Ride and remodeled buildings.

Coordination and Organizational Needs

- Coordinate services that cross jurisdictional and transit provider service area boundaries.
 - Fare sharing services such as the ability to use the day pass on other providers such RiverCities Transit and Sunset Empire Transportation District
 - RiverCities Transit for Route 5 planning
 - Wapato Shores Transport
- Coordinate services among social service agencies, senior centers, medical facilities, employers, and other organizations to share information about local transportation options, training opportunities, and other information
- Coordinate with Portland Western Railroad in using right-of-way for sidewalk expansion/bus landings on US-30 (e.g. between St. Helens Street and Gables Road)
- Coordinate with cab services for late evening transportation services
- Apply technological solutions to facilitate coordination efforts

Marketing, Customer Service, and Outreach Needs

- Improved access to and availability of information, education, and outreach about the range of transportation providers and services is needed in both the urban and rural areas.
 - Update CCR website.
 - Provide flyers and brochures about transportation services in rural areas where internet access is not widely available.
 - Expand the flash alerts subscriber base.
 - Make it easier to make transportation appointments without web access.
- Service advertising
 - Improve awareness of the availability of different transit services (e.g. DAR and NW Rides) and how they work together.
 - Simplify and increase outreach to seniors and diverse population groups in Columbia County.
- Travel training (online and in-person)
 - Train people to use websites and other technology tools.
- Train drivers to better aid seniors and people with disabilities.
- Increase the number of volunteer drivers and training.

Technology Needs

- Equip buses with automatic vehicle location (AVL) and/or GPS systems for real-time arrival tracking and monitoring.
- Add WiFi access to transit vehicles.
- Online reservation and payment systems

Capital and Funding Needs

- Sustainable funding to maintain and provide for service additions and route enhancements
- Fare subsidies for several population groups (fixed incomes, those with medical plans that don't cover transportation, for medical trips, for accompanying caregivers)

- Funding for the Meals-on-Wheels program to bring riders to/from senior centers rather than bringing meals to them.
- Medicaid brokerage services to increase affordability.
- Larger buses with lifts that can transport several people at a time.

Chapter 6
Priorities and Strategies

STRATEGIES

This chapter presents an overview of strategic initiatives, technologies, opportunities for coordination and other methods to improve transportation services for seniors and people with disabilities within Columbia County. The strategies were generated from the stakeholder meeting, the existing 2013 Coordinated Plan, current transit research, and a review of Coordinated Plans from other transit agencies.

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

Transportation Service Strategies

- Sustain current service levels.
- Identify areas with the greatest need for additional or enhanced transit services.
 - Add weekend service.
 - Extend evening hours for commuter routes and routes to PCC.
 - Increase frequency on routes for one day each week.
 - Improve frequencies where service is too infrequent to meet demand.
- Dial-A-Ride
 - Explore options for circulator, feeder route, and flexible route Dial-A-Ride services.
 - Research ways to encourage riders to use fixed routes service to free up capacity on the Dial-a-Ride system.
- Develop a service area standard for Columbia County Rider and address service gaps in public transit services.
- Increase capacity and geographic locations of existing volunteer driver programs by increasing the number of available drivers through outreach.
- Improve regional connections between service providers.

- Explore the addition of a robust, dependable rideshare program for first-mile/last-mile transportation for customers that can utilize fixed-route transit for part of their trip.

Infrastructure Strategies

- Partner with school districts to have volunteers build bus shelter and help provide rides for seniors and people with disabilities.
- Prioritize bus stop locations needing improvements.
- Coordinate with local jurisdictions to identify opportunities to improve stop accessibility during roadway construction or development projects.
- Advocate for age- and disability-friendly streets and roads.
- Develop strategies (e.g. incentives, mutual planning requirements) to influence the siting of facilities that provide services to seniors and/or persons with disabilities.
- Review existing pedestrian plans in Columbia County for opportunities and funding sources to improve sidewalk and pedestrian infrastructure.

Coordination and Organizational Strategies

- Continue meeting to coordinate public and non-profit transportation planning with TriMet, RiverCities Transit, Sunset Empire Transit District, Pacific Transit, NW Oregon Transit Alliance, the Longview/Kelso Metropolitan Planning Organization, and the five-county Regional Transportation Planning Organization in southwest Washington.
- Coordinate with medical facilities (e.g. OHSU), seniors and/or people with disabilities transportation consumers and their representatives to optimize trip scheduling and providing full roundtrip transportation.
- Coordinate with public and private sector organizations to identify opportunities for joint scheduling, sharing of vehicles, and other partnership opportunities.
- Continue and/or increase coordination with the PCC Rock Creek, NW Rides, Wapato Shores, Community Action Team, Veterans Van, local volunteer programs, and cab services.
- Expand awareness of home delivery services (e.g. grocery shopping, library services) to people who stay at home in order to assist with “aging in place” and providing independence for people with disabilities.

- Coordination with RiverCities Transit on routes to/from Longview and vanpools.
- Identify coordination opportunities with regional medical organizations about developing local medical clinics in Columbia County.

Marketing, Customer Service, and Outreach Strategies

- Increase communication and marketing efforts to make members of the public and policy-makers more aware of transportation options.
 - Develop and distribute information promoting travel options counseling services and providing web-based and application-based information systems.
 - Outreach and advertising of transportation service to the veterans' community such as the Veterans Van in Clatsop County.
 - Leverage the information at the NW Ride Center.
 - Encourage seniors and people with disabilities to utilize online trip planning tools once made available.
- Solicit feedback from existing riders
 - Create focus groups to provide a forum for riders to help improve the transportation system.
 - Survey passengers about service at transit centers.
 - Survey riders for specific feedback that would improve drop-off/pick-up locations.
- Travel training
 - Expand travel training programs that cover topics such as how to use the Dial-A-Ride system, make transfers between transit systems and destinations, and use online tools and applications.
 - Enhance and develop travel training material such as videos, educational brochures, and provide on-location travel training.
- Provide additional driver training to ensure a consistent and positive customer experience that is sensitive to cultural differences, individual and community needs by incorporating feedback from well-regarded drivers.
- Increase the number of available volunteer drivers.

Technology Strategies

- Work towards providing real-time information for scheduled rides and same-day or on-demand scheduling, possibly with a mobile app.
- Develop and test new technology to improve service efficiencies.
- Develop or purchase open source software to enable multiple operators to connect with a single clearinghouse for trip planning and scheduling.
- Develop a centralized information system that can be accessed by people needing information on applicable transportation resources.

Capital and Funding Strategies

- Advocate for increased funding and seek out new and innovative funding opportunities. Identify a local champion(s) to help lead the advocacy effort.
- Seek stable funding in upcoming legislative session to support ongoing operations and capital expenses.
- Funding applications
 - Review funding application process and application materials on biennial basis.
 - Develop scoring criteria (similar to RiverCities Transit) for prioritization of funding applications
- Capital equipment
 - Review bus inventory against route/passenger needs.
 - Advocate for adequate capital replacements.
 - Develop and implement vehicle maintenance schedules.
- Develop a reciprocal fare agreement with RiverCities Transit, TriMet, and/or the Sunset Empire Transportation District
- Create a transit district.
- Develop a fare assistance program for people whose primary barrier to using public transit is financially based.
- Increase capacity for organizations to buy blocks of bus passes.

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 Columbia County described in Chapter 6. This chapter concludes with a set of next steps that will help guide implementation of the Coordinated Plan.

Table 16, 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, CCR 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 16. 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 • Increase service geographic scope • Improve service quality • Increase Dial-A-Ride (DAR) services • Increase medical transportation, including NEMT • Improve taxi service 	<p>Transportation Service Strategies</p> <ul style="list-style-type: none"> • Sustain current service levels. • Identify areas with the greatest need for additional or enhanced transit services • Explore options for circulator, feeder route, and flexible route Dial-A-Ride services • Develop a service area standard for Columbia County Rider and address service gaps in public transit services. • Increase capacity and geographic locations of existing volunteer driver programs • Improve regional connections between service providers and taxi services. • Explore the addition of a rideshare program for first-mile/last-mile transportation.
<p>Infrastructure Needs</p> <ul style="list-style-type: none"> • Improve bus stops. • Construct Park-n-Rides. • Improve pedestrian facilities. 	<p>Infrastructure Strategies</p> <ul style="list-style-type: none"> • Prioritize bus stop locations needing improvements and partner with school districts to have volunteers build bus shelters. • Coordinate with local jurisdictions to identify opportunities to improve stop accessibility during roadway construction or development projects. • Advocate for age- and disability-friendly streets. • Review existing pedestrian plans in Columbia County for opportunities and funding sources to improve sidewalk and pedestrian infrastructure.

<p>Coordination and Organizational Needs</p> <ul style="list-style-type: none"> • Coordinate services that cross jurisdictional and transit provider service area boundaries • Coordinate services among social service agencies, senior centers, medical facilities, employers, and other organizations to share information about local transportation options, training opportunities, and other information • Coordinate with Portland Western Railroad in using right-of-way for sidewalk expansion/bus landings on US-30 • Coordinate with cab services for late evening transportation service 	<p>Coordination and Organizational Strategies</p> <ul style="list-style-type: none"> • Continue meeting to coordinate public and non-profit transportation planning with between adjacent transit districts • Coordinate with medical facilities to optimize trip scheduling. • Coordinate with public organizations, private sector, and taxi services. • Continue and/or increase coordination with the PCC Rock Creek, NW Rides, Wapato Shores, Community Action Team, Veterans Van, local volunteer programs, and cab services. • Expand awareness of home delivery services to assist with “aging in place”. • Coordination with RiverCities Transit on routes to/from Longview and vanpools.
<p>Marketing, Customer Service, and Outreach Needs</p> <ul style="list-style-type: none"> • Improved access to and availability of information, education, and outreach about the range of transportation providers and services is needed in both the urban and rural areas. • Increase service advertising. • Improve travel training. • Train drivers to better aid seniors and people with disabilities. • Increase the number of volunteer drivers. 	<p>Marketing, Customer Service, and Outreach Strategies</p> <ul style="list-style-type: none"> • Increase communication and marketing efforts to make members of the public and policy-makers more aware of transportation options. • Solicit feedback from existing riders. • Expand travel training and related materials. • Provide additional driver training. • Increase the number of volunteer drivers.
<p>Technology Needs</p> <ul style="list-style-type: none"> • Equip buses with automatic vehicle location (AVL) and/or GPS systems for real-time arrival tracking and monitoring. • Add WiFi access to transit vehicles. • Online reservation and payment systems. • Apply technological solutions to facilitate coordination efforts 	<p>Technology Strategies</p> <ul style="list-style-type: none"> • Work towards providing real-time information for scheduled rides and same-day or on-demand scheduling, possibly with a mobile app. • Develop and test new technology to improve service efficiencies. • Develop or purchase open source software to enable multiple operators to connect with a single clearinghouse for trip planning and scheduling. • Develop a centralized information system that can be accessed by people needing information on applicable transportation resources.

Unmet Transportation Need(s)	Corresponding Strategy(s) and Potential Funding Sources
<p>Capital and Funding Needs</p> <ul style="list-style-type: none"> • Sustainable funding to maintain and provide for service additions and route enhancements • Fare subsidies for several population groups that need assistance • Funding for the Meals-on-Wheels program to bring riders to/from senior centers rather than bringing meals to them. • Medicaid brokerage services to increase affordability. • Larger buses with lifts that can transport several people at a time 	<p>Capital and Funding Strategies</p> <ul style="list-style-type: none"> • Advocate for increased funding and seek out new and innovative funding opportunities. Identify a local champion(s) to help lead the advocacy effort. • Seek stable funding in upcoming legislative session to support ongoing operations and capital expenses • Review funding application process and application materials on biennial basis. • Develop scoring for prioritization of funding applications. • Review vehicle inventory against needs, advocate for capital equipment replacements • Develop and implement vehicle maintenance schedules • Develop a reciprocal fare agreement with RiverCities Transit, TriMet, and/or the Sunset Empire Transportation District • Create a transit district. • Develop a fare assistance program for people whose primary barrier to using public transit is financially based. • Increase capacity for organizations to buy blocks of bus passes.

NEXT STEPS

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

1. CCR 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. CCR staff to develop and/or refine a list of funding and transit service investment priorities to help identify which of the unmet needs are most pressing, and which of the proposed strategies would best be positioned to address the unmet needs.
3. Begin preparing for the next funding cycles, including any needed refinements to the STF and Section 5310 funding and application processes.

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Appendix A: Stakeholder
Workshop Comments

Appendix B: CCR Vehicle
Fleet Data

Appendix A: Stakeholder
Workshop Comments

**Columbia County Rider Coordinated Transportation Plan for
Seniors and People with Disabilities**

Comment Form

Thursday, August 4th • 10:00am – 12:00pm
Main Floor Conference Room
230 Strand Street, St. Helens, OR 97051

Welcome!

Thank you for joining the Stakeholder Workshop to inform the 2016 update to Columbia County Rider's Coordinated Transportation Plan (CTP) for Seniors and People with Disabilities.

The goals of this workshop are to:

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

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

Name: _____

Affiliation: _____

Please help ensure we are receiving balanced responses by providing the following information (optional, check all that apply):

Are you a transit service provider or a social service provider?

Transit Service Provider **Social Service Provider** **Other**

Are you a senior or a person with a disability?

Senior **Person with a disability**

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

1. **Current Situation:** When thinking about the overall transportation system and services provided for seniors and people with disabilities, what is working?
 - Drivers are courteous and accomdating to the needs of riders, especially drivers from Rainer, St Helens, and Vernonia
 - Positive medical transportations services has been helpful
 - River City Transit coordination with CCR has been working well and there are no major issues with scheduling across agencies
 - General Transit Feed Specification data is up to date and can be used through Google Maps
 - The stop at Columbia Community Mental Health Creekside Center (58646 McNulty Way, St Helens, OR 97051) has good front door access to the center

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

- Expand service
 - Medical Service
 - To Portland, at least 3 days/week for 6 hrs.
 - hospital transportation for mental health crisis
 - Door to Door Services in rural areas
 - Increase frequency so that traveling to complete errands does not take the whole day
 - Two way loop
- Provide fare assistance to caregivers
- Information and Education
 - Update information on website
 - Need to inform people about the services currently provided
 - Ridership data from line 5
 - Survey passengers about services at Transit Centers and Train Station
 - Expand flash alerts, helpful in alerting users about events but has a small subscriber list
- Fare
 - Coordination between services
 - \$2 Rainer to Longview/Kelso trip

- Columbia Community Mental Health Creekside
 - Low income riders, need vouchers for rides/petty cash
 - Need access to DAR that's on demand
 - Provide vouchers or tickets for medical trips to Portland
 - During construction of parking lot, bus stop is moving to Milton Rd, this stop is far, not accessible

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

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

- Paratransit services like Trimet lift services
- Expand service span – current only 6 hours of services for some routes
 - Dialysis patients need a minimum 4 hours for an appointment, they usually end up taking the first and last bus, sometimes may miss the last bus if there are complications (which are common)
 - Have 1 day a week from the 5 have longer service span for medical services
- Allow services and organizations to buy blocks of passes to distribute
 - Currently successful in some areas but need to implement this elsewhere
- Traffic to and from Hillsboro on US 30 causing delays in services
- Need a 2 way loop in to Longview – route 5

- Route 5 doesn't run all day to the transit center
- Coordinate to add 2 more runs in midday or later in the evening
- Route to Sauvie Island
- Fare
 - One price to St Helens
 - Fare assistance for caregivers
- Expanding vanpool service (RCT) – currently trips have to originate in Longview or Kelso.

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

- Consistency in bus shelters
- Move bus off of private properties and provide bus landings on public ROW
 - Ex: on Safeway at Gable Rd and HWY 30, the bus stops in the parking lot
- Park n Ride

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.

- Coordination with:
 - Cab services for late hour transportation services
 - With ODOT
 - Portland Western Rail Road in using ROW for sidewalk expansion/bus landings on US 30 between St. Helens St and Gables Rd
 - Data sharing with River Cities Transit – especially for route 5
 - Wapato shores – private transit agency providing medical rides, coordinate for Ride Care rides
 - Public private partnership opportunities
- Find a champion group to advocate for funding
- Fare
 - Reciprocal fare agreement with Rivercities and Trimet, sunset empire transportation district, and lower Columbia connection

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?

- Provide internet access for seniors
- Information
 - Flash Alerts – getting more subscribers
 - Updating website
 - Simplifying outreach to seniors and people with disabilities.
- Education
 - Travel training – currently none at CCR, especially on getting to Longview/Kelso from Rainier
 - Online travel training
 - Help teach seniors how to use internet tools and applications
- Online reservation system
- Streamline services for individuals without web access to make appointments and get information
- Allow riders to pay with credit card and save payment methods or track payments similar to Uber – maybe through paypal?

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

7. Strategic Guiding Principles: The existing 2013 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.
- Provide medical transportation for non-Medicaid individuals in rural Columbia County.
- Consider cost-effectiveness in making funding decisions (such as \$ per ride, % match), but balance that with the need to provide accessibility throughout Columbia 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.

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?

- Allow CCR to drop folks at the bridge
- Provide transportation to PDX VA Hospital
- Use a scoring criteria sheet, similar to RCT, for prioritizing funding
- Train seniors how to use new technology
- Partner with school districts to have volunteers build bus shelter and help provide rides for seniors and people with disabilities
- Reciprocal fare agreement with neighbor transit agencies

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

Thank You!

*Please return this comment form to Zachary Horowitz at
zhorowitz@kittelson.com.*

Would you like to receive more information as this process continues?

Yes No

Email _____

Phone _____

For more information about this process, please contact
Michael Ray at michael.ray@co.columbia.or.us or 503-366-8505

Appendix B: CCR Vehicle
Fleet Data

COLUMBIA COUNTY RIDER (CCR) VEHICLE FLEET DATA

Table B1. CCR Vehicle Fleet

Vehicle Type	# Vehicles	Year in Service	Passenger Capacity	Mileage
Chevy Elkhart Xpress	3	2012	15	128,345, 109,164, 118,659
Chevy Eldorado	1	2009	28	263,249
Chevy Champion	1	2006	26	441,299
Chevy Eldorado	1	2007	28	344,293
Chevy Star Trans	1	2010	14	182,348
Chevy Uplander	2	2007	3	253,153, 156,198
Dodge	1	2001	--	--
Dodge	1	2009	--	--
Ford	1	2001	12	243,570
Ford Aero Star	1	1997	--	86,809
Ford Champion	1	2005	14	278,470
Ford Cutaway	1	2001	8	306,876
Ford Eldorado	2	2007	9	297,721, 258,466
Ford Eldorado	2	2008	14	253,343, 229,560
Ford Eldorado	1	2008	16	242,456
Ford Goshen	1	2015	8	14,633
Ford Liberty	1	2004	3	206,110
FRTLNR Champion CTs	1	2009	43	235,358
FRTLNR Champion CTs	1	2010	43	18,6850
FRTLNR Champion CTs	1	2015	33	--
FRTLNR Turtle Top	1	2011	31	147,599
Pontiac Sunfire	1	2000	3	157,806
Dodge Caravan	1	2014	4	--

Source: Columbia County Rider