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## Agenda

- Welcome and Introductions
- Project Overview
- Demographics
- 2016 CTP Implementation Progress
- Survey & Interview Results
- Draft Goals
- Draft Needs
- Next Steps

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# Introductions

- ▶ Name
- ▶ Organization
- ▶ What you're most interested in seeing in this project


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## Project Overview

Identify public transportation needs for people with disabilities, seniors, young people, individuals with lower incomes, individuals with limited English proficiency, and others who depend on public transportation services.

- Minimize duplication of services
- Identify gaps in services
- Identify unmet needs
- Prioritize strategies



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## Tasks and Timeframes

- 1 - Project Initiation and Management | Throughout
- 2 - Existing Conditions | March - May
- 3 - Evaluation of Former Plan Recommendations | May
- 4 - Public Outreach | Throughout
- 5 - Identify Transportation Needs, Strategies, Prepare Implementation Plan | October - December
- 6 - Updated Coordinated Human Services Transportation Plan | November - January
- 7 - Final Presentations | January - February

2022

2023

2024

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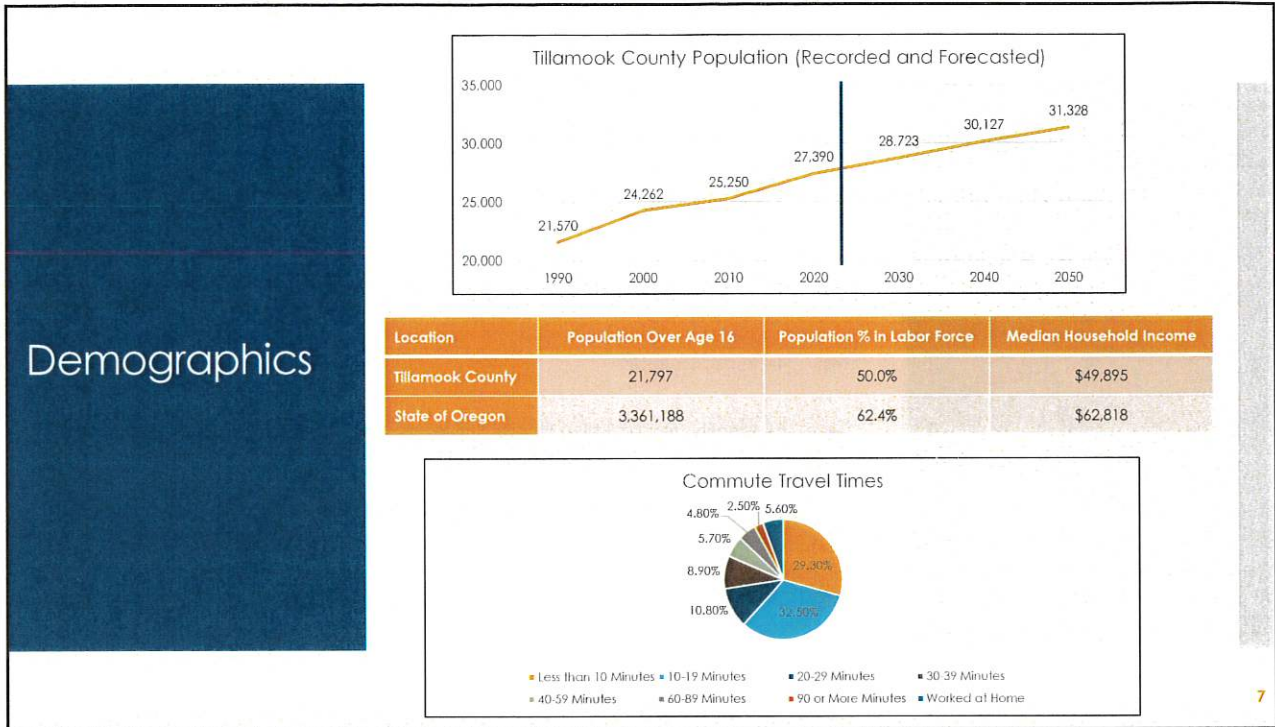
## Demographics

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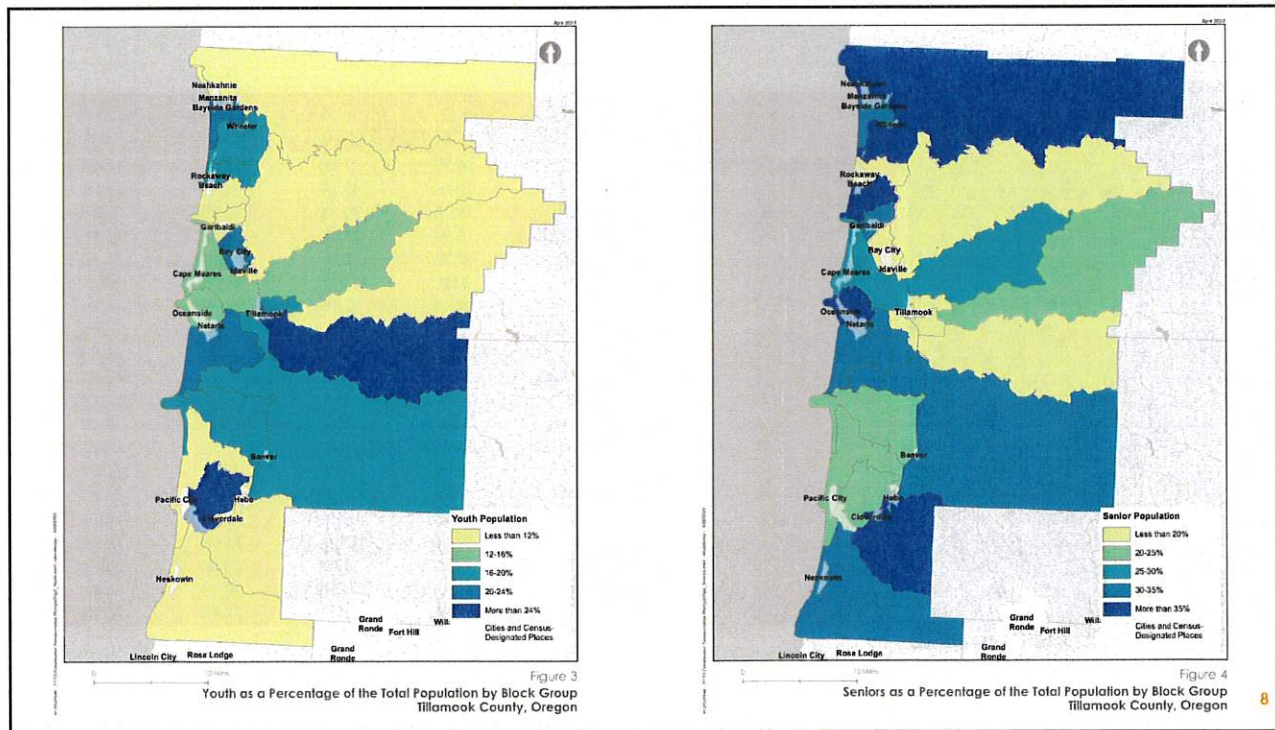
Location	2020 Total Population	200% Federal Poverty Level	Non-White	Youth	Seniors	Disability
Oregon	4,237,256	30.8%	28.3%	21.0%	17.2%	14.4%
Tillamook County	27,390	38.0%	19.7%	19.1%	24.9%	22.1%
Bay City	1,389	<b>36.8%</b>	18.9%	20.4%	<b>18.0%</b>	<b>21.2%</b>
Bayside Gardens	1,214	<b>34.4%</b>	18.5%	<b>25.0%</b>	<b>27.0%</b>	<b>19.0%</b>
Beaver	163	12.6%	17.2%	0.0%	<b>41.7%</b>	<b>50.5%</b>
Cape Meares	135	0.0%	8.9%	11.3%	<b>55.0%</b>	<b>20.0%</b>
Cloverdale	267	18.6%	25.5%	0.0%	<b>46.9%</b>	<b>32.2%</b>
Garibaldi	830	<b>37.7%</b>	13.7%	9.3%	<b>33.6%</b>	<b>26.1%</b>
Hebo	207	8.8%	<b>34.3%</b>	12.6%	20.3%	<b>34.6%</b>
Idaville	374	<b>40.1%</b>	17.6%	14.7%	<b>18.9%</b>	<b>42.0%</b>
Manzanita	603	17.6%	8.8%	3.8%	<b>49.9%</b>	<b>29.3%</b>
Neahkahnie	197	10.6%	4.6%	0.0%	<b>57.6%</b>	10.6%
Nehalem	270	25.4%	20.0%	<b>23.1%</b>	12.1%	<b>22.5%</b>
Neskowin	205	0.0%	12.2%	0.0%	<b>75.0%</b>	18.3%
Nelarts	894	<b>45.8%</b>	13.3%	<b>23.5%</b>	<b>41.9%</b>	<b>27.2%</b>
Oceanside	366	16.3%	13.4%	7.3%	<b>51.5%</b>	16.3%
Pacific City	1,109	<b>65.8%</b>	12.6%	<b>33.0%</b>	<b>21.8%</b>	19.9%
Rockaway Beach	1,441	<b>35.5%</b>	14.1%	14.2%	<b>27.5%</b>	<b>30.1%</b>
Tillamook	5,204	<b>48.7%</b>	<b>28.8%</b>	<b>24.8%</b>	<b>18.4%</b>	<b>25.3%</b>
Wheeler	414	<b>48.1%</b>	11.1%	15.1%	<b>37.8%</b>	<b>26.3%</b>

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## Discussion

- ▶ Are there other demographic concentrations or considerations we should be aware of?

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## 2016 CTP Progress

### Transportation Services

- Increase service – **complete and ongoing**
- Review existing services for opportunities for improvement – **complete and ongoing**
- Dial-a-Ride – **mostly complete**
- Implement TCTD Intercity Service Enhancement Plan – **complete**

### Infrastructure

- Add more signage, fare information, how to ride directions, and benches at bus stops – **complete**
- Implement the TCTD facilities plan – **mostly complete**

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## 2016 CTP Progress

### Coordination and Organization

- Create programs for employers to purchase bus passes for employees – **complete and ongoing**
- Work with tribes to develop rural transit options – **complete and ongoing\***
- Improve coordination with transit agencies in Portland – **complete and ongoing**
- Continue partnership to get low cost and free passes out to those in need – **complete and ongoing**
- Develop dispatching and dial-a-ride operations procedures – **ongoing**

### Marketing, Customer Service, and Outreach

- Create marketing, route, and schedule information in Spanish – **complete**
- Create formal training program for intellectually and developmentally disabled adults to use TCTD – **not started**
- Invest in driver training programs for people with mental disabilities – **complete and ongoing**

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## 2016 CTP Progress

### Technology

- Improve website and develop phone app – **complete**
- Create an online trip planning and ticketing app – **complete**
- Provide real-time arrival times at bus shelters and/or via smartphone apps – **complete**

### Capital and Funding

- Preserve existing infrastructure – **complete and ongoing**
- Increase the number of wheelchair-accessible vehicles – **complete**
- Purchase low-floor buses with storage areas for bags and luggage – **complete**
- Develop a long-range fleet financing plan – **ongoing**
- Continue reduced fare subsidy programs/vouchers – **complete and ongoing**
- Identify funding sources to continue Sunday service – **complete**

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## Discussion

- ▶ Which of the on-going actions from the prior plan do you think should be a high priority moving forward?

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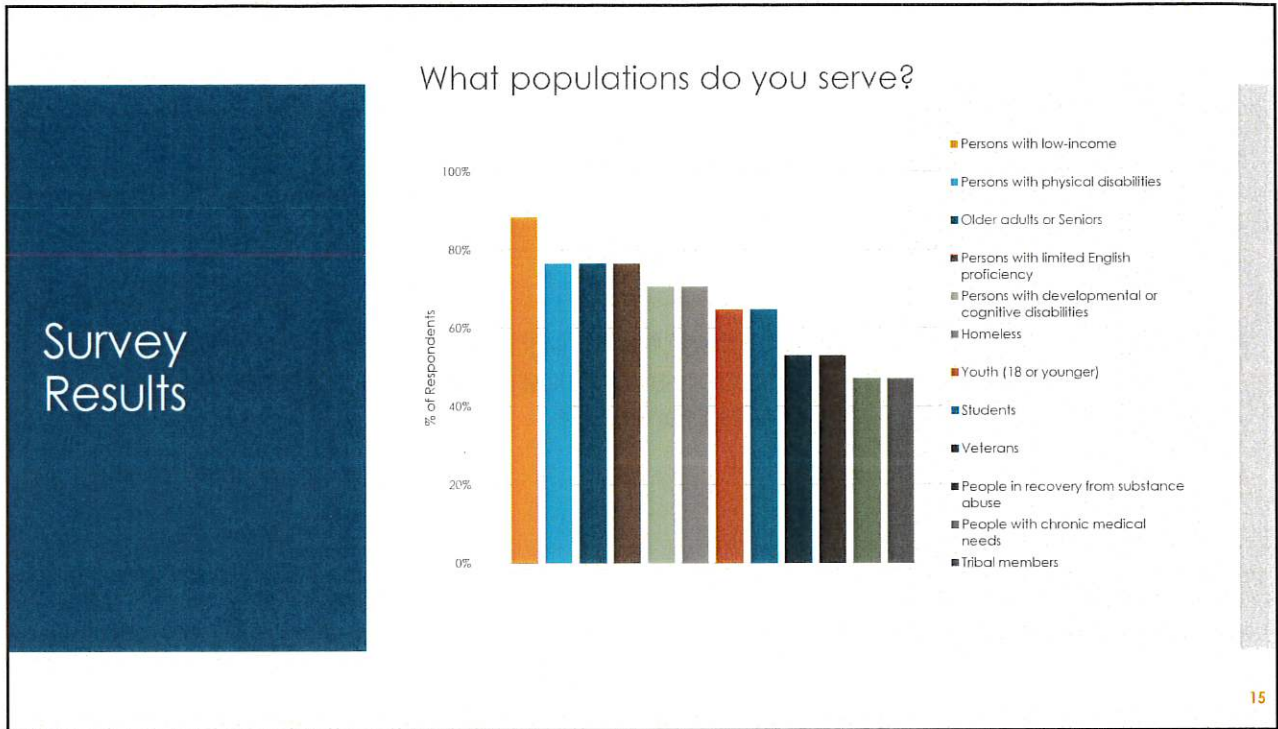
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## Surveys

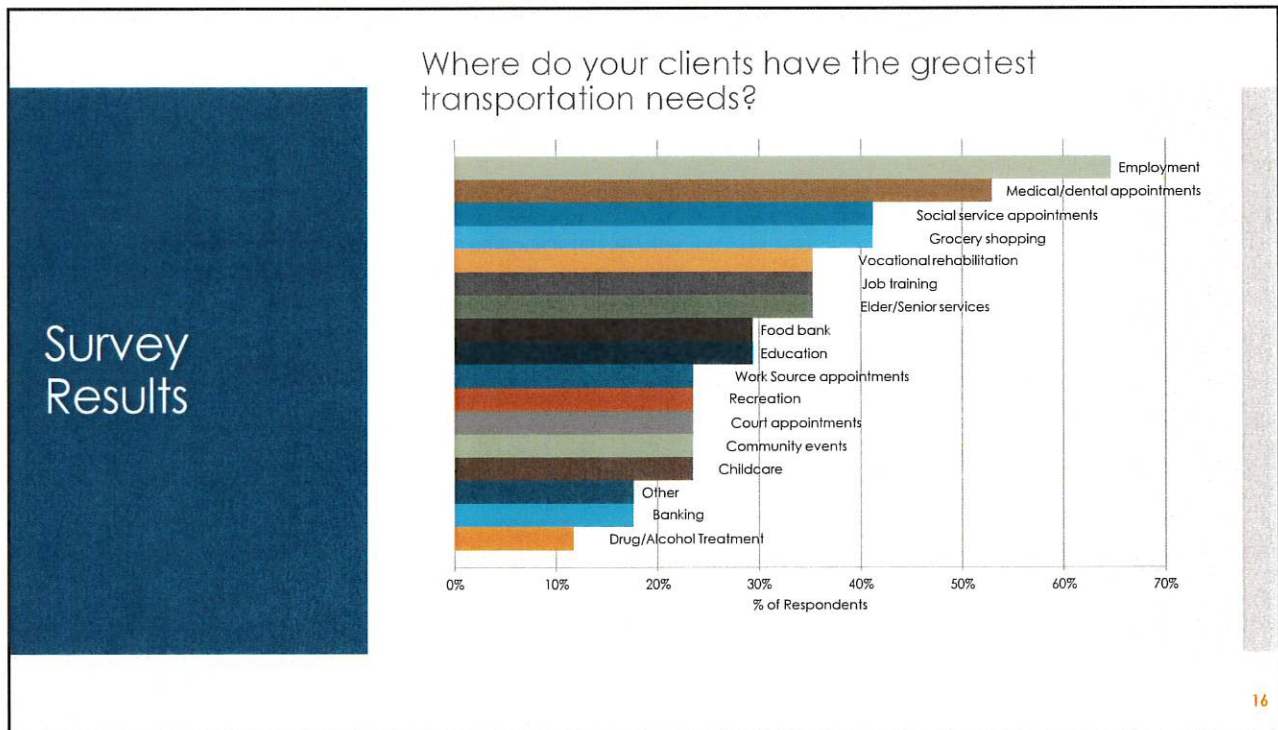
- ▶ Survey of local service providers about who they serve, the greatest transportation needs of those they serve, etc.
  - 18 responses
    - ▶ Non-profit human service agencies
    - ▶ Advocacy groups
    - ▶ Faith-based organizations
    - ▶ Local public agencies

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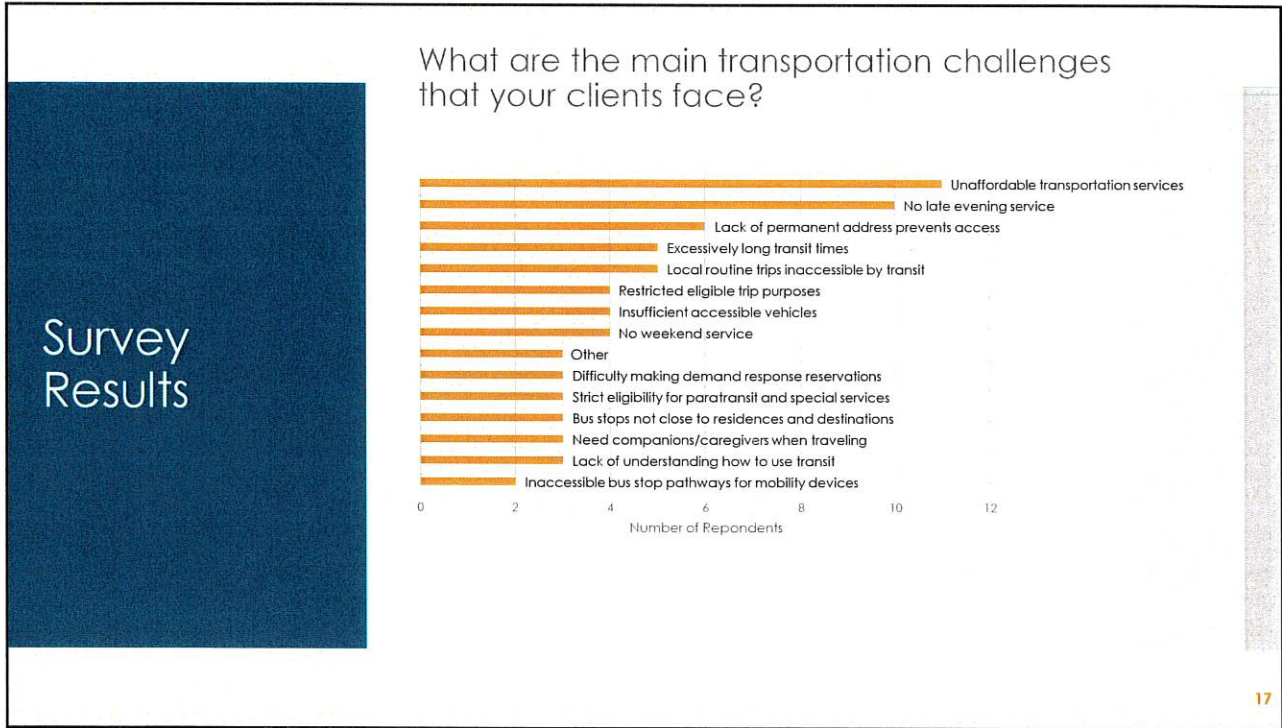
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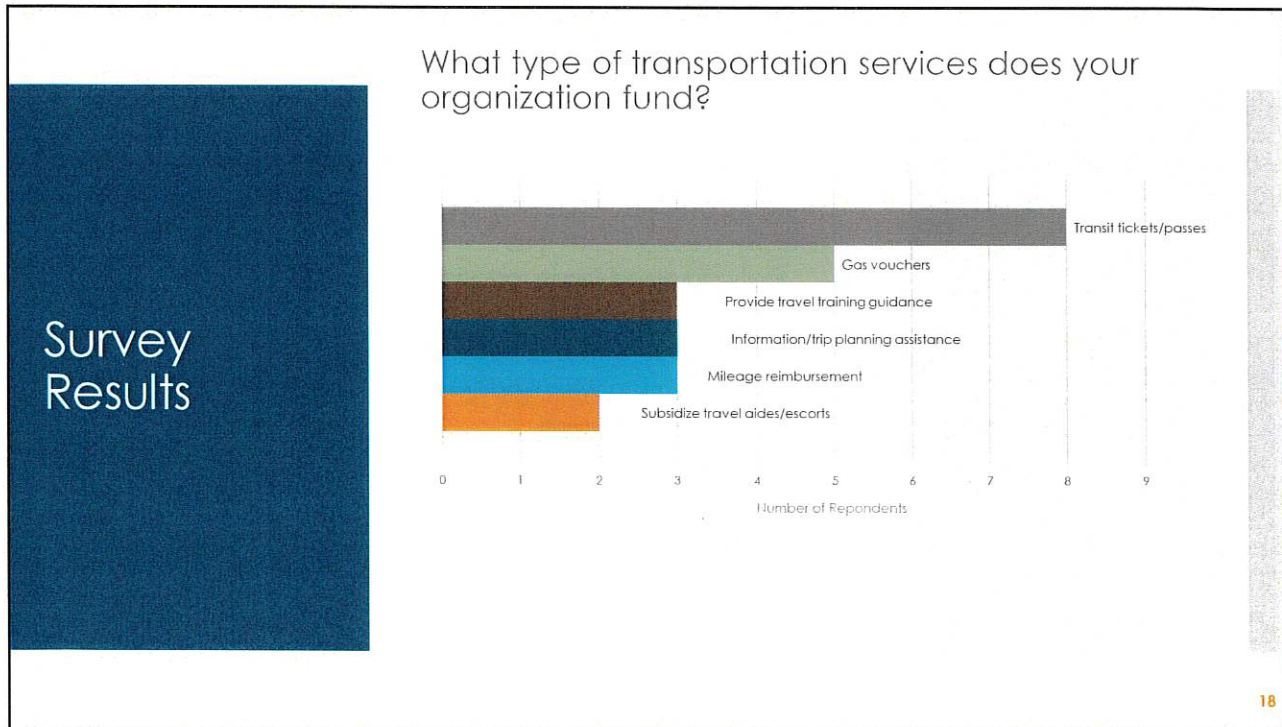
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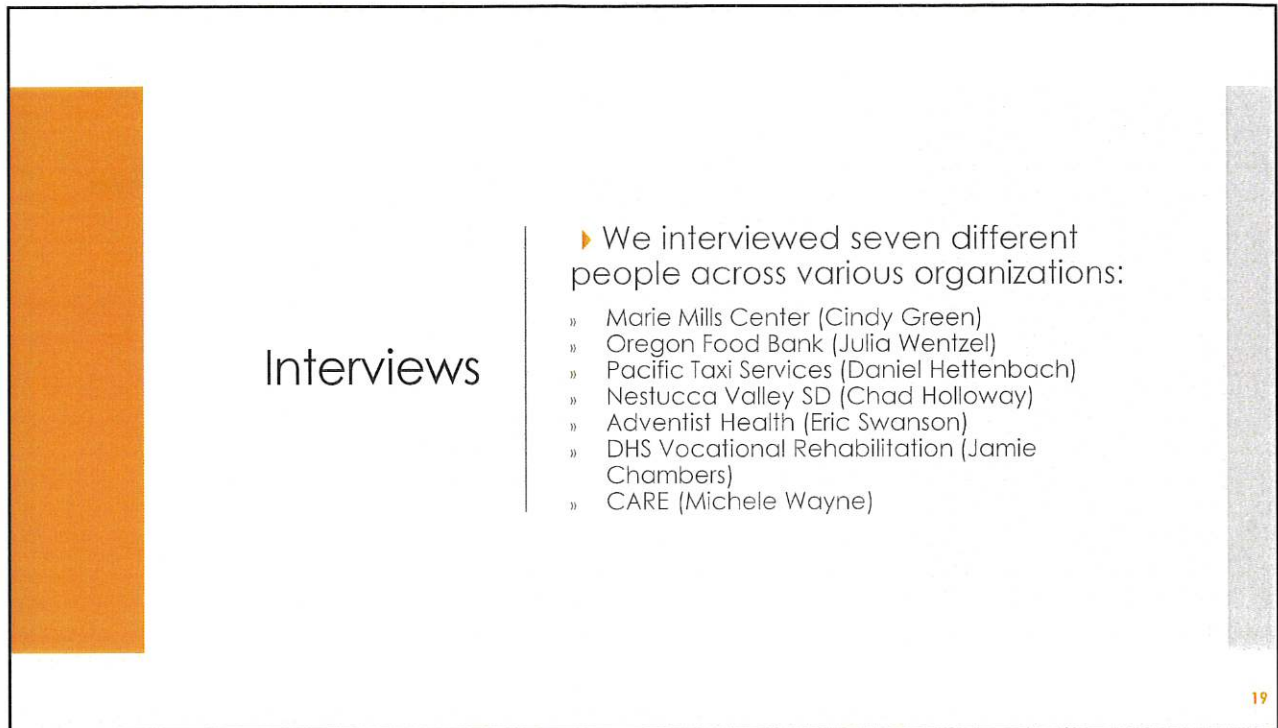
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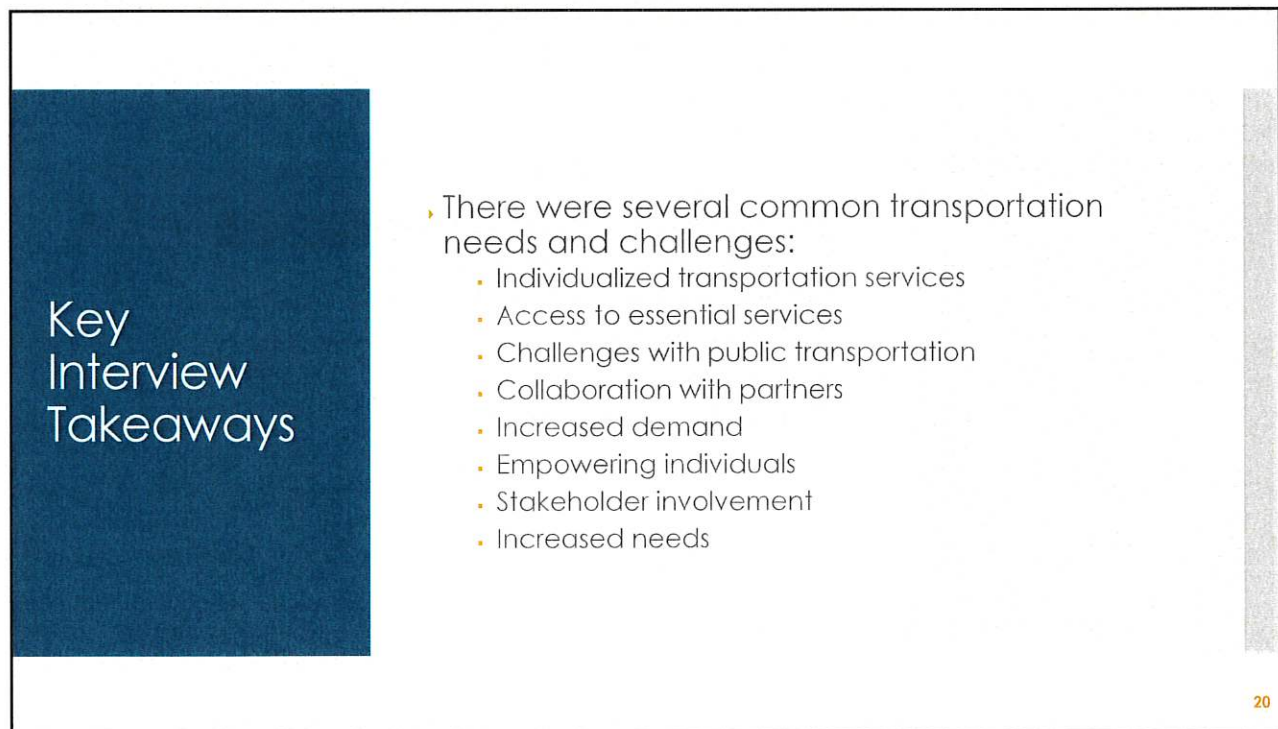


Interviews

- ▶ We interviewed seven different people across various organizations:
  - » Marie Mills Center (Cindy Green)
  - » Oregon Food Bank (Julia Wentzel)
  - » Pacific Taxi Services (Daniel Hettenbach)
  - » Nestucca Valley SD (Chad Holloway)
  - » Adventist Health (Eric Swanson)
  - » DHS Vocational Rehabilitation (Jamie Chambers)
  - » CARE (Michele Wayne)

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Key Interview Takeaways

- ▶ There were several common transportation needs and challenges:
  - Individualized transportation services
  - Access to essential services
  - Challenges with public transportation
  - Collaboration with partners
  - Increased demand
  - Empowering individuals
  - Stakeholder involvement
  - Increased needs

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## Discussion

- ▶ Do these survey and interview findings match the needs that you see in Tillamook County?
- ▶ What other findings should we include from your experiences?

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## Draft Goals



Provide improved service to meet the needs of all community members



Provide services that are equitable and accessible to all users



Grow relationships with local and regional partners



Seek stable funding sources to sustain service levels and offer affordable transportation options



Recruit and retain staff to be able to provide reliable service

- ▶ How would you change or modify these draft goals?

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## Draft Needs

### Transportation Services

- Widen the fixed-route bus service span
- Improve connections to social services, whether through fixed-route, deviated fixed-route, or dial-a-ride
- Non-emergency medical transportation (NEMT) trips throughout the County

### Infrastructure

- Improve accessibility to the Senior Citizens Center at 4<sup>th</sup>/Stillwell
- Work with local jurisdictions to build out sidewalk network near bus stops

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## Draft Needs

### Coordination and Organization

- Increase coordination with public transit agencies, CARE, Marie Mills Center, social service providers, employers, and other organizations
- Expand the NW Connector partnership to include dial-a-ride, paratransit, and NEMT services
- Review and look for opportunities for additional driver training
- Incorporate more North and South County representation in service decision-making

### Marketing, Customer Service, and Outreach

- Improve transit service marketing through multiple channels
- Publicize the NW Oregon Transit Alliance website to promote region-wide transit options

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# Draft Needs

- Technology**
  - Address radio blackouts along OR 6 and in Portland
  - Create ways to share travel alerts across the NW Oregon Transit Alliance
  - Add wi-fi hotspots on buses
- Capital and Funding**
  - Continue transit fleet maintenance programs and plan for replacement vehicles at regular intervals
  - Add additional dial-a-ride vans and drivers
  - Increase reduce-fare programs for seniors, people with disabilities, and low-income people
  - Improve affordability for trips between counties or on limited-service routes

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# Discussion

- ▶ What additional strategies do you think TCTD should pursue in the future to address the identified needs?

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## Next Steps

- ▶ Incorporate feedback from today's workshop
  - Refine project goals and needs
  - Identify and prioritize strategies
- ▶ Complete draft plan for TCTD TAC meeting in early 2024

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# Comments

Do the results and findings in the presentation match your experiences and expectations? If not, what is being overlooked or omitted?

What additional strategies do you think TCTD should pursue in their coordinated transportation plan?

Please provide any other feedback that you may have.

Contact Information *(Optional)*

Name:

Email: