



# TCTD COORDINATED TRANSPORTATION PLAN

Adopted by the Tillamook County Transportation District Board of Directors on March 20, 2024

## ACKNOWLEDGEMENTS

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Tillamook County Transportation District (TCTD) appreciates the input, energy, and commitment of local and regional stakeholders who participated in this plan update. The following organizations and individuals made significant contributions toward this effort:

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- » Poppy Yang, PhD, Kittelson & Associates, Inc.
- » Doug Pilant, Former TCTD General Manager – Doug passed away in 2022. This plan builds on the foundation Doug helped the District achieve during his 10 years of service to the Tillamook County Transportation District. He contributed much to this community that we will forever be grateful for.

### COMMUNITY PARTICIPANTS

The project management team would like to extend their gratitude to everyone who provided feedback to this project through surveys, interviews, and the stakeholder workshop. A list of all participants can be found at the end of the Coordinated Transportation Plan.



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## ACRONYMS

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ACS – American Community Survey
ADA – Americans with Disabilities Act
ADL – Activities of Daily Living
CARE – Community Action Resource Enterprises
CAT – Canby Area Transit
CDAR – Central County Dial-a-Ride
CDP – Census-Designated Place
CTP – Coordinated Human Services Public Transportation Plan/Coordinated Transportation Plan



## Tillamook County Transportation District Coordinated Transportation Plan

C-TRAN – Clark County Public Transit Benefit Authority Area  
DAR – Dial-a-Ride  
DHS – Department of Human Services  
FTA – Federal Transit Administration  
IADL – Instrumental Activities of Daily Living  
LEHD – Longitudinal Employer-Household Dynamics  
MAX – Metro Area Express (TriMet)  
NDAR – North County Dial-a-Ride  
NEMT – Non-Emergency Medical Transportation  
NWOTA – Northwest Oregon Transit Alliance  
ODOT – Oregon Department of Transportation  
PMT – Project Management Team  
PRC – Population Research Center  
RVHT – Rural Veteran Healthcare Transportation Grant  
SAM – Sandy Area Metro  
SDAR – South County Dial-a-Ride  
SMART – South Metro Area Regional Transit  
SNAP – Supplemental Nutrition Assistance Program  
STF – Special Transportation Fund  
STIF – Statewide Transportation Improvement Fund  
TAC – Transportation Advisory Committee  
TCTD – Tillamook County Transportation District  
TDP – Transit Development Plan  
TriMet – Tri-County Metropolitan Transportation District of Oregon  
UGB – Urban Growth Boundary  
WES – Westside Express Service



## INTRODUCTION

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Tillamook County updates its Coordinated Transportation Plan (CTP) approximately every five years to work toward community goals while fulfilling state and federal funding requirements. This planning process encourages open dialogue and coordination between public transit and human service transportation providers to ensure that key populations, such as older adults, people with disabilities, and people with low incomes, are served as efficiently as possible with a high quality of service. Public transportation services within Tillamook County are primarily provided by Tillamook County Transportation District (TCTD). TCTD led the development of this CTP update.

The Federal Transit Administration's (FTA's) Section 5310 program funds projects and services that enhance the mobility of seniors and persons with disabilities. The Oregon Department of Transportation's (ODOT) Statewide Transportation Improvement Fund (STIF), created in the House Bill 2017 Transportation Funding Package and merged with the Special Transportation Fund (STF) program in July 2023, is a wide-ranging public transportation funding source that supports planning, deployment, operations, and administration costs. Specifically for a coordinated transportation plan, client-based projects and services will need to be included in the CTP to be eligible to receive TCTD funding. TCTD implements projects and services funded by §5310.

As the designated STIF Qualified Entity, TCTD can distribute federal and state funds to itself and to eligible subrecipients to support the mobility of seniors and persons with disabilities. This update to TCTD's CTP captures outstanding CTP projects from the previous update which will inform future STIF planning along with TCTD's Transit Development Plan (TDP).

The intent of the CTP is to be a "living" document that identifies needs and investment priorities for seniors, people with disabilities, and low-income people. Transit providers and partners in Tillamook County will use the plan to make funding decisions and seek funding through grants to develop and enhance transit services for seniors, people with disabilities, and low-income people. Since the plan must be updated every five years, it has been written in a way that can incorporate ongoing updates and revisions.

## Coordinated Transportation Plan Requirements

ODOT provides the following requirements for Coordinated Transportation Plans:

- » (1) An assessment of available services that identifies current transportation providers (public, private, and non-profit);
- » (2) An assessment of transportation needs for individuals with disabilities, older adults, 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 (Note: If a community does not intend to seek funding for a particular program, such as Section 5310 or 5311, then the community is not required to include an assessment of the targeted population in its coordinated plan);
- » (3) 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; and



- » (4) Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

## Assessing Need and Identifying Proposed Service and Capital Improvements

Reflecting legislative priorities identified in the Keep Oregon Moving act, the CTP addresses the transportation needs of people residing and traveling within the region, especially those residents in low-income communities. Key project and program provisions of the CTP include the following STIF Criteria:

- » Increased frequency of bus service to areas with a high percentage of Low-Income Households.
- » Expansion of bus routes and bus services to serve areas with a high percentage of Low-Income Households.
- » Fund the implementation of programs to reduce fares for public transportation in communities with a high percentage of Low-Income Households.
- » Procurement of low or no emission buses.
- » Improvement in the frequency and reliability of service between communities inside and outside of the Qualified Entity's service area.
- » Coordination between Public Transportation Service Providers to reduce fragmentation in the provision of transportation services.
- » Implementation of programs to provide student transit service for students in grades 9-12.

## Plan Organization

This CTP update is organized into the following sections:

- » **Demographics:** This section reviews the existing demographics, population trends, and employment trends in Tillamook County, with emphasis on the target population groups for a CTP (e.g., people with disabilities, seniors).
- » **Existing Services and Resources:** This section lists all known public, non-profit, and private transportation providers within Tillamook County. In addition to TCTD, these groups help provide transportation services for those in need.
- » **Stakeholder Involvement:** This section provides an overview of the public outreach work for the CTP update, including online surveys, interviews, and a stakeholder workshop.
- » **Goals and Objectives:** This section outlines the goals for the CTP, as well as a list of more specific objectives that will help TCTD meet those goals.
- » **Needs and Strategies:** This section outlines the identified needs and supporting strategies for the CTP. The needs and strategies have been split into six categories: transportation services, infrastructure, coordination and organization, marketing/customer service/outreach, technology, and capital and funding.
- » **Implementation Plan:** This section prioritizes the strategies and matches funding sources to high-priority projects.



## DEMOGRAPHICS

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The following describes the general population characteristics, Title VI populations, and other demographic and employment characteristics of Tillamook County.

### General Population

Tillamook County is located along the northern Oregon coastline. The Oregon Coast Range comprises most of eastern Tillamook County, which is sparsely populated and has minimal development. Most of the County's populated areas are located along the Coast, along Highway 101. Adjacent counties include Clatsop County to the north, Washington County to the east, Yamhill County to the east and south, and Lincoln County to the south.

Tillamook County is home to an estimated 27,390 residents. The largest populated area is the city of Tillamook, located along US 101 and OR 6 highways, with an estimated population of 5,204 residents. There are four population centers located around Nehalem Bay that, when grouped together, comprise the second largest populated area with an estimated 2,509 residents. They include the cities of Manzanita (603), Nehalem (270), Wheeler (422), as well as the Bayside Gardens, a census-designated place or "CDP" (1,214).<sup>1</sup> Other cities and census-designated places with populations between 1,000-1,500 residents in the County include the cities of Bay City and Rockaway Beach and the unincorporated community of Pacific City.

Figure 1 shows the historical and projected population for the County from 1990 through 2050. As shown, the county has seen steady growth over the last 30 years, adding nearly 6,000 new residents according to the U.S. Census Bureau. Oregon's Office of Economic Analysis estimates that the county will grow by an additional 4,000 residents over the next 30 years.

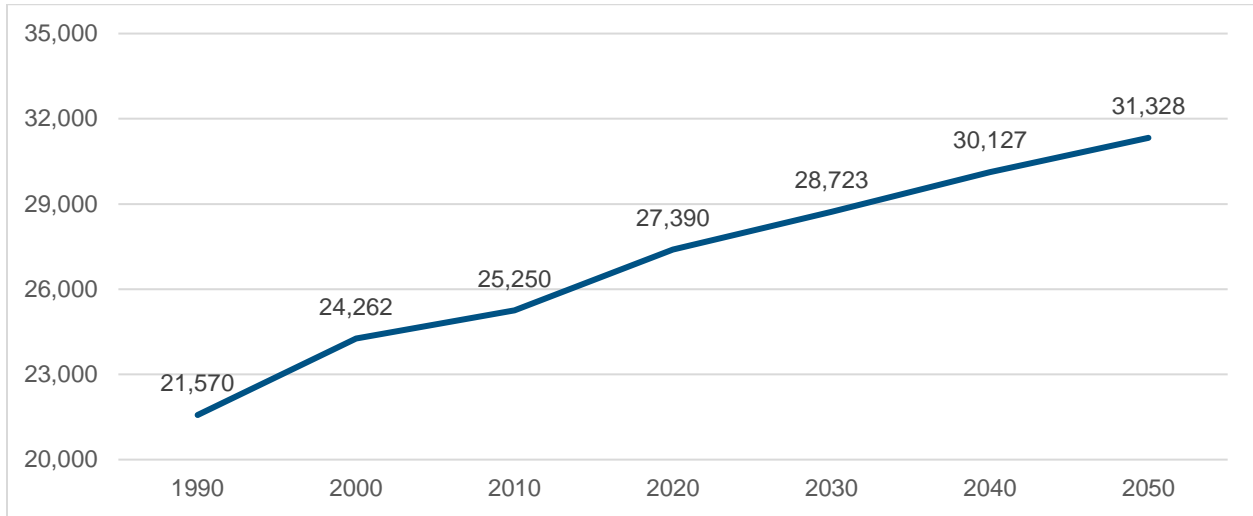
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<sup>1</sup> A census-designated place (CDP) is a concentration of population defined by the United States Census Bureau for statistical purposes only.





**Figure 1. Tillamook County Historical and Projected Population**



Source: US Census Bureau (1990-2020 data), Oregon Office of Economic Analysis (2030-2050 data)

U.S. Highway 101 runs north-south through the County, providing direct connections between most destinations within the County. Oregon Highway 53 connects the Nehalem Bay area with Clatsop County to the north. Oregon Highway 6 provides a connection between the city of Tillamook and the Portland metropolitan area to the east. Oregon Highways 22 and 130 provide connections between southern Tillamook County and the Salem-Keizer metropolitan area to the east.

Table 1 shows the population growth in Tillamook County and its cities between 2010 and 2020. Tillamook County has seen moderate overall growth over the past 10 years with an average growth rate close to 9% since 2010, which is slightly under Oregon's overall growth rate over the same time period. By percentage, the fastest-growing city is Rockaway Beach with a 9.8% growth rate over the decade.

**Table 1. Tillamook County Population Growth**

Geography	2010 Census	2020 Census	Change from 2010 to 2020	
			Number	Percent
<b>Oregon</b>	<b>3,831,074</b>	<b>4,237,256</b>	<b>406,182</b>	<b>10.6%</b>
<b>Tillamook County</b>	<b>25,250</b>	<b>27,390</b>	<b>2,140</b>	<b>8.5%</b>
Bay City	1,286	1,389	103	8.0%
Garibaldi	779	830	51	6.5%
Manzanita	598	603	5	0.8%
Nehalem	271	270	-1	-0.4%
Rockaway Beach	1,312	1,441	129	9.8%
Tillamook	4,935	5,204	269	5.5%
Wheeler	414	422	8	1.9%
<b>All Cities</b>	<b>9,595</b>	<b>10,159</b>	<b>564</b>	<b>5.9%</b>
Barnesdale*	--	193	193	--
Bayside Gardens	880	1,214	334	38.0%
Beaver	122	163	41	33.6%
Cape Meares	99	135	36	36.4%
Cloverdale	250	267	17	6.8%
Fairview*	--	498	498	--



## Tillamook County Transportation District Coordinated Transportation Plan

Geography	2010 Census	2020 Census	Change from 2010 to 2020	
			Number	Percent
Hebo	232	207	-25	-10.8%
Idaville	337	374	37	11.0%
Neahkahnie*	--	197	197	--
Neskowin	134	205	71	53.0%
Netarts	748	894	146	19.5%
Oceanside	361	366	5	1.4%
Pacific City	1,035	1,109	74	7.1%
Pleasant Valley*	--	620	620	--
<b>All Census-Designated Places</b>	<b>4,198</b>	<b>6,442</b>	<b>2,244</b>	<b>53.5%</b>

\*Census-designated places added since 2010 United States Decennial Census

Portland State University's Population Research Center (PRC) develops long-term coordinated population forecasts for Oregon's counties and their cities. Note that cities, areas within urban growth boundaries, are referred to as "sub-areas" in PRC reports. The Tillamook County Coordinated Population Forecast for 2020 through 2070, which is the latest report available at this time, the County is expected to experience the following:

*The countywide average annual population growth rate is forecast to hold steady around 0.3 percent over the period. Given slow positive growth, Tillamook County's total population is forecast to increase by roughly 4,000 people (7 percent) between 2020 and 2070. This will translate into a total countywide population of 30,173 in 2070.*

*In accordance with the countywide forecast, we forecast that all of Tillamook County's urban growth boundaries (UGBs) will also experience population growth between 2020 and 2070. In particular, Bay City, Manzanita, Nehalem, Rockaway Beach, and Wheeler will drive population growth, with the largest raw population growth coming with Tillamook City. We forecast the area outside Tillamook County's UGBs to grow only slightly in population over the course of the forecast period, from about 14,400 in 2020 to about 14,600 people in 2070. This slowdown is due to the existing limitations in housing construction outside of UGBs paired with decreases in PPH and occupancy rates accompanying the aging population. With growing population within UGBs and declining population outside of them, we forecast a spatial redistribution of the population. Specifically, we forecast that the county's population share outside UGB areas will drop from 55 to 48 percent by the end of the forecast period, with that share absorbed throughout Tillamook County's growing sub-areas.*

- *Coordinated Population Forecast for Tillamook County, its Urban Growth Boundaries (UGB), and Area Outside UGBs, 2020-2070, Portland State University Population Research Center*

PRC forecasted population figures for Tillamook County and its sub-areas are provided in Table 2. The PRC population methodology addresses places within a UGB individually; forecasts for areas outside UGBs are consolidated into a single forecast. For Tillamook County, this means that individual population forecasts for CDPs are consolidated into the forecast for areas outside UGBs.



## Tillamook County Transportation District Coordinated Transportation Plan

PRC population forecasts differ from those derived from US Census data in Table 1 due to the fact that US Census estimates only address populations located inside city limits or CDP limits, whereas PRC estimates address all residents within an area's UGB.

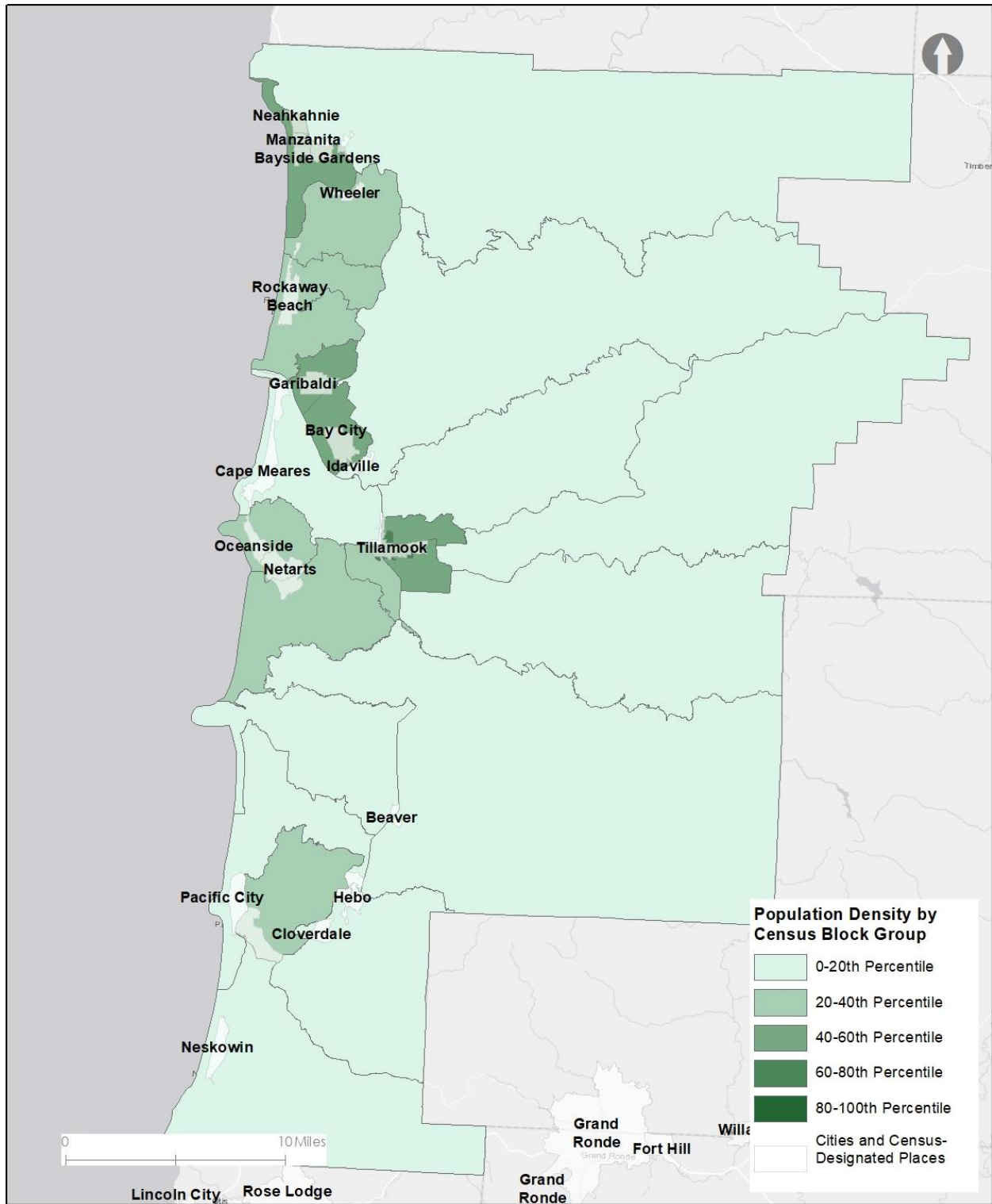
**Table 2. Tillamook County Population Forecasts**

Location	2020 Forecast	2030 Forecast	2020-2030 Increase	2040 Forecast	2030-2040 Increase
<b>Tillamook County</b>	<b>26,076</b>	<b>26,810</b>	<b>+734</b>	<b>27,570</b>	<b>+760</b>
Bay City UGB	1,425	1,551	+126	1,673	+122
Garibaldi UGB	774	771	-3	767	-4
Manzanita UGB	798	857	+59	924	+67
Nehalem UGB	1,215	1,331	+116	1,493	+162
Rockaway Beach UGB	1,469	1,579	+110	1,702	+123
Tillamook UGB	5,603	5,822	+219	6,097	+275
Wheeler UGB	423	451	+28	487	+36
Outside UGB Area	14,369	14,448	+79	14,425	-23

Figure 2 shows the population density (people per acre) of Tillamook County by block groups. Most of the County's population is found in block groups that include cities or census-designated places. Even given this concentration, population density is relatively low, rarely exceeding a half person per acre. The only block groups with a population density exceeding one person per acre is found in the city of Tillamook; population densities in most block groups in this area reaches six persons per acre.



Figure 2. Tillamook County Population Density (People per Square Mile) by Census Block Group



## Title VI Populations

Title VI of the Civil Rights Act of 1974 (42 U.S.C. 2000d-1) states that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” In combination with subsequent federal nondiscrimination statutes, agencies receiving federal financial aid are prohibited from discriminating based on race, color, national origin, age, economic status, disability, or sex (gender). Title VI populations include individuals who identify as minorities (both racial and ethnic), low-income, disabled, elderly (ages 65 and over), and youth/children (ages under 18).<sup>2</sup> These populations are identified because their access to an automobile or their ability to drive an automobile may be limited or non-existent. While this may also be the case for individuals in the general population, there is a greater possibility that access to transit is more crucial for those within the identified populations.

Key findings for Title VI populations in Tillamook County include:

- » Overall, Tillamook County’s population is older and experiences more poverty than the State of Oregon as a whole.
- » The Tillamook and Pacific City have the highest percentage of people under the age of 18 of any community in the county, comprising 25% and 33% of the population, respectively. Conversely, there are five communities (Cape Meares, Manzanita, Neahkahnie, Neskowin, and Oceanside) where more than half of the population is over the age of 65.
- » When considering those living at twice the federal poverty level or below, this includes nearly half of all residents in Tillamook and Wheeler. Outside of the incorporated cities in the county, 42% of all residents are living at or below this threshold, including 66% of residents in Pacific City.
- » More than 80% of Tillamook County residents are White, above the nearly 72% of statewide residents. Across all racial minority groups, Tillamook County is at or below the statewide average.

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<sup>2</sup> Other relevant federal statutes include the Federal-Aid Highway Act, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Civil Rights Restoration Act of 1987, the Americans with Disabilities Act of 1990 (ADA), Executive Order 12898 Federal Actions to Address Environmental Justice in Minority Populations, and Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency. (FTA. 2015. Title VI of the Civil Rights Act of 1964, available at <http://www.fta.dot.gov/civilrights/12328.html>).



Table 3 summarizes the Title VI populations in Tillamook County and the State or Oregon as a whole. The following sections include detailed demographic summaries for age, income, race/ethnicity, and people with disabilities in Tillamook County and its communities.



**Table 3. Tillamook County Title VI Populations**

Demographic	Tillamook County	State of Oregon
Population <sup>3</sup>	27,390	4,237,256
Percent youth (under 18 years old) <sup>4</sup>	19.1%	21.0%
Percent seniors (65 years or older) <sup>4</sup>	24.9%	17.2%
Percent minority populations <sup>3</sup>	19.7%	28.3%
Percent Hispanic or Latino <sup>3</sup>	10.8%	13.9%
Percent below poverty line <sup>5</sup>	38.0%	30.8%
Population <sup>3</sup>	27,390	4,237,256

**AGE**

Figure 3 and Figure 4 illustrate the proportion of youth (people under the age of 18) and seniors (people ages 65 and older) by block group within Tillamook County. As illustrated in Figure 3, youth populations are generally found in block groups that include more populated places such as the areas around Manzanita Bay, Bay City, and the city of Tillamook. Youth populations can also be found in the block groups encompassing the eastern portion of Netarts and the part of Pacific City located east of the Nestucca River. Areas with concentrated amounts of seniors are generally found throughout the County, as illustrated in Figure 4. The highest concentrations are found in block groups along the central and northern County coast lines. Among the more densely populated areas of the County, places around Nehalem Bay, Bay City, and the city of Tillamook have high amounts of senior population.

Tillamook County as a whole has a lower percentage of youth (19%) than the statewide average (21%) The percentage of youth within cities and CDPs varies greatly, ranging between no youth to nearly a quarter of the population. More than 20% of the populations Bay City, Nehalem, Tillamook, Bayside Gardens, and Netarts are residents younger than 18 years in age.

Conversely, the County has a higher percentage of seniors (25%) than the state average (17%). With the exception of Nehalem, all places in Tillamook County have a higher percentage of seniors compared to the state average. The share of seniors in some areas is estimated to exceed half the population.

<sup>3</sup> 2020 United States Decennial Census

<sup>4</sup> 2019 5-Year American Community Survey Estimates Detailed Tables, Table B01001

<sup>5</sup> 2019 5-Year American Community Survey Estimates Detailed Tables, Table C17002



## Tillamook County Transportation District Coordinated Transportation Plan

**Table 4. Youth and Senior Populations for Tillamook County**

Geography	Total	Youth	Percent	Senior	Percent
<b>Oregon</b>	<b>4,129,803</b>	<b>867,943</b>	<b>21%</b>	<b>709,555</b>	<b>17%</b>
<b>Tillamook County</b>	<b>26,389</b>	<b>5,033</b>	<b>19%</b>	<b>6,560</b>	<b>25%</b>
Bay City	1,675	341	20%	301	18%
Garibaldi	797	74	9%	268	34%
Manzanita	393	15	4%	196	50%
Nehalem	355	82	23%	43	12%
Rockaway Beach	1,166	165	14%	321	28%
Tillamook	5,231	1,298	25%	963	18%
Wheeler	357	54	15%	135	38%
<b>All Cities</b>	<b>9,974</b>	<b>2,029</b>	<b>20%</b>	<b>2,227</b>	<b>22%</b>
Barnesdale	907	227	25%	245	27%
Bayside Gardens	103	0	0%	43	42%
Beaver	80	9	11%	44	55%
Cape Meares	177	0	0%	83	47%
Cloverdale	182	23	13%	37	20%
Fairview	312	46	15%	59	19%
Hebo	170	0	0%	98	58%
Idaville	164	0	0%	123	75%
Neahkahnie	778	183	24%	326	42%
Neskowin	546	40	7%	281	51%
Netarts	1,076	355	33%	235	22%
Oceanside	4,495	883	20%	1,574	35%
Pacific City	907	227	25%	245	27%
Pleasant Valley	103	0	0%	43	42%
<b>All Census-Designated Places</b>	<b>80</b>	<b>9</b>	<b>11%</b>	<b>44</b>	<b>55%</b>

Source: Table B01001, 2019 5-year American Community Survey Estimates





Figure 3. Youth Population in Tillamook County

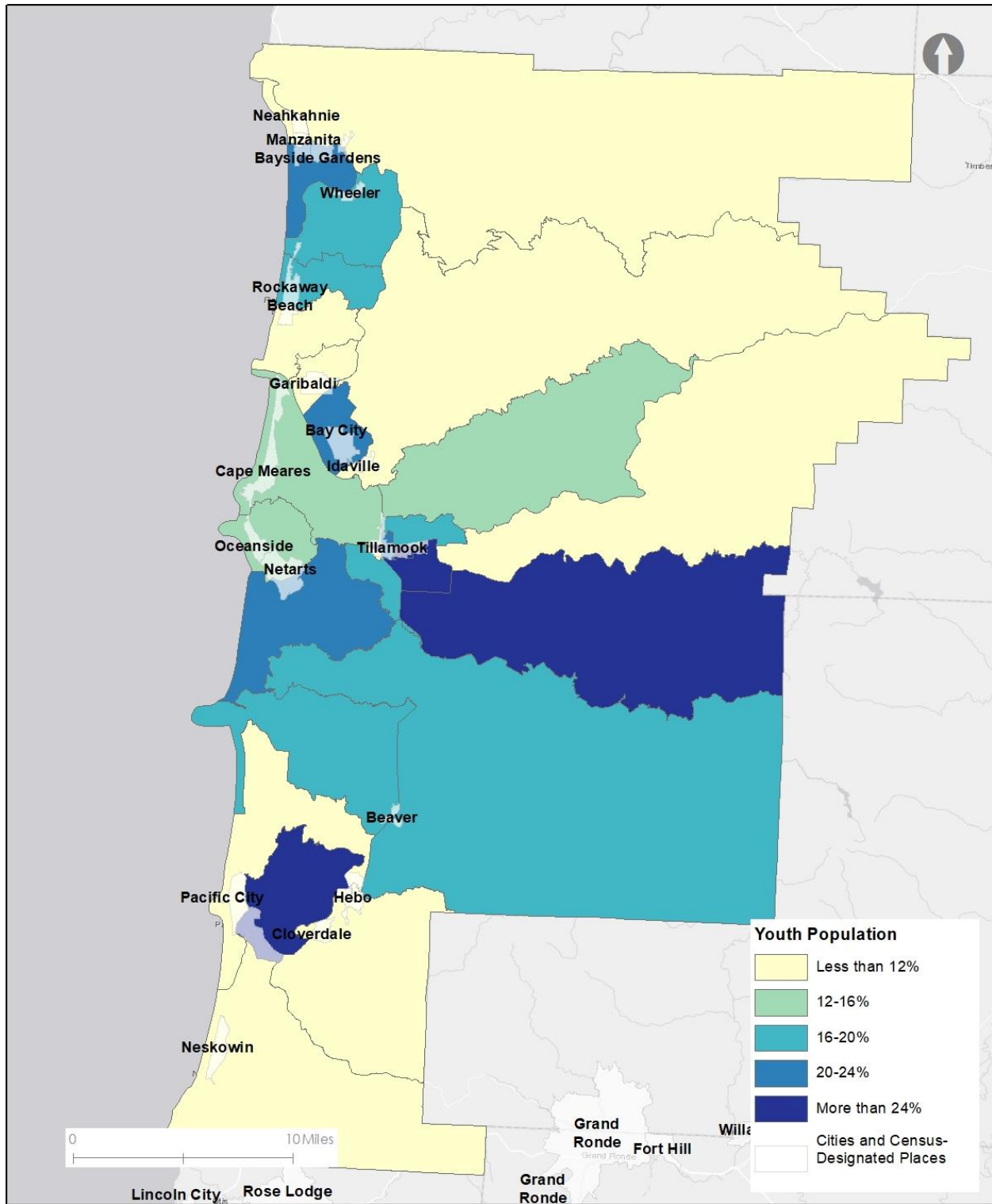
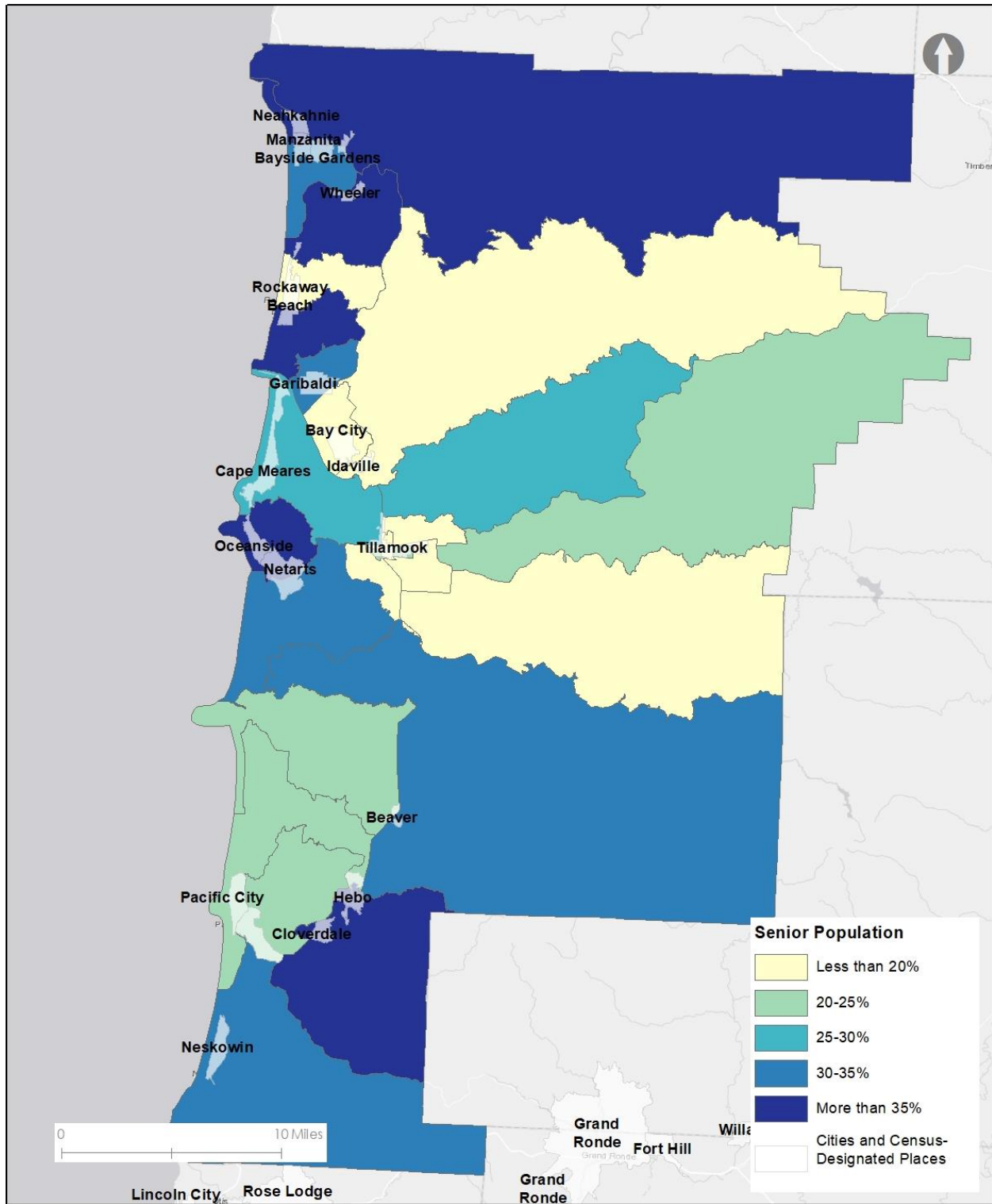


Figure 4. Senior Population in Tillamook County



### HOUSEHOLD INCOME

The federal poverty threshold is calculated by the size of the household and is adjusted annually. In 2021, the threshold for an individual is \$12,880 in annual earnings, and \$26,500 for a household of four. The US Census Bureau measures poverty by looking at the ratio between a household's income and the household's poverty threshold, called the ratio of income to poverty.

Households with an income-to-poverty ratio below 1 are eligible for federal assistance programs; however, households with a ratio between 1 and 1.99 still experience the impacts of poverty and may be eligible for other benefits, such as the Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps). Figure 5 displays the percentage of the population in Tillamook County with a Poverty to Income Ratio below 2. In Tillamook County, areas with higher amounts of poverty are found primarily along US 101 with the highest concentrations in Tillamook City.

Table 5 summarizes the percentage of population in Tillamook County with a Ratio of Income to Poverty level 1.99 and below. The County experience higher levels of poverty (38%) compared to the state average (31%). Except for Manzanita (18%) and Nehalem (25%), all cities in Tillamook experience higher levels of poverty, ranging from 36% in Rockaway Beach to 49% in Tillamook. The occurrence of poverty in Tillamook County's CDP's is mostly concentrated in Pacific City (66%). The amount of poverty in other CDPs varies significantly, ranging from no poverty to nearly half of the population.

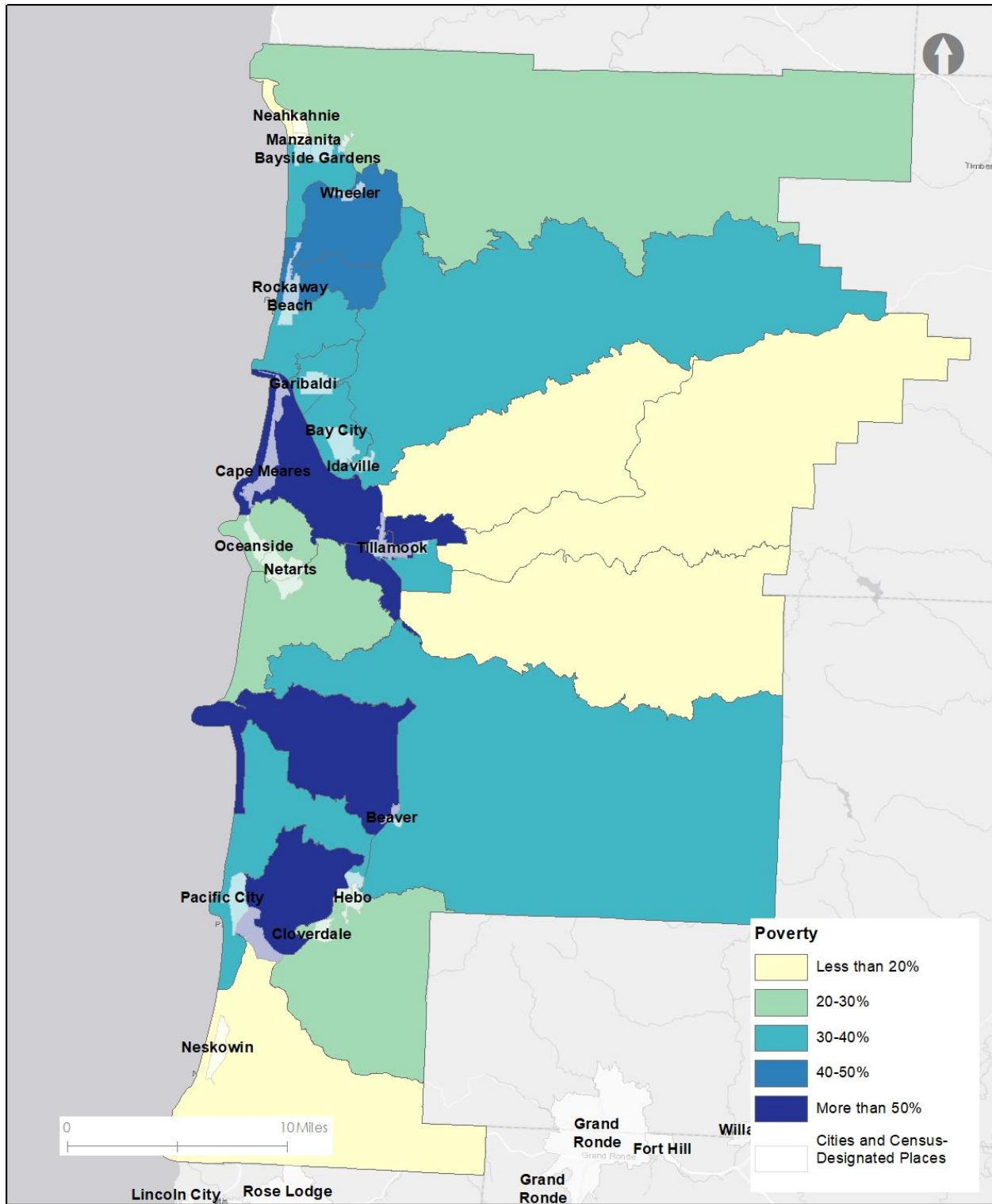
**Table 5. Ratio of Income to Poverty for Tillamook County**

Geography	Total Population	Population Below Poverty Threshold of 1.99	Percent
<b>Oregon</b>	<b>4,052,019</b>	<b>1,248,819</b>	<b>31%</b>
<b>Tillamook County</b>	<b>25,676</b>	<b>9,759</b>	<b>38%</b>
Bay City	1,652	608	37%
Garibaldi	783	295	38%
Manzanita	393	69	18%
Nehalem	355	90	25%
Rockaway Beach	1,166	414	36%
Tillamook	5,231	2,548	49%
Wheeler	308	148	48%
<b>All Cities</b>	<b>9,888</b>	<b>4,172</b>	<b>42%</b>
Bayside Gardens	885	304	34%
Beaver	103	13	13%
Cape Meares	76	0	0%
Cloverdale	177	33	19%
Hebo	182	16	9%
Idaville	312	125	40%
Neahkahnne	170	18	11%
Neskowin	164	0	0%
Netarts	778	356	46%
Oceanside	546	89	16%
Pacific City	1,076	708	66%
<b>All Census-Designated Places</b>	<b>4,469</b>	<b>1,662</b>	<b>37%</b>

Source: Table C17002, 2019 5-year American Community Survey



Figure 5. Poverty in Tillamook County



### RACE AND ETHNICITY

Information on race and ethnicity includes a combination of Hispanic or Latino origins as well as race at the Census Block geographic levels. Origin can be viewed as the heritage, nationality group, lineage, or country of birth of the person or the person's parents or ancestors before their arrival in the United States. People who identify their origin as Hispanic or Latino may be any race. Race is based on racial classifications issued by the Office of Management and Budget (white, black or African American, American Indian or Alaska Native, Asian, Native Hawaiian or Other Pacific Island, and Some Other Race). Respondents in the 2020 Decennial Census can select two or more races.

Figure 6 illustrates the percentage of minority population by Census block in Tillamook County. In the US Census Bureau's American Community Survey (ACS), minority populations include non-white racial groups as well as people identifying as Hispanic or Latino. Overall, Tillamook County has a lower percentage of minority population (19.7%) compared to Oregon (28.3%). Areas with that have a minority population larger than the State average include Tillamook (28.2%), Fairview (43.5%), and Hebo (44.3%). Most of the minority population in these three areas are of Hispanic or Latino ethnicity. Manzanita and Neahkahnie have the lowest amount of minority populations (8.8% and 4.6% respectively).



# Tillamook County Transportation District Coordinated Transportation Plan

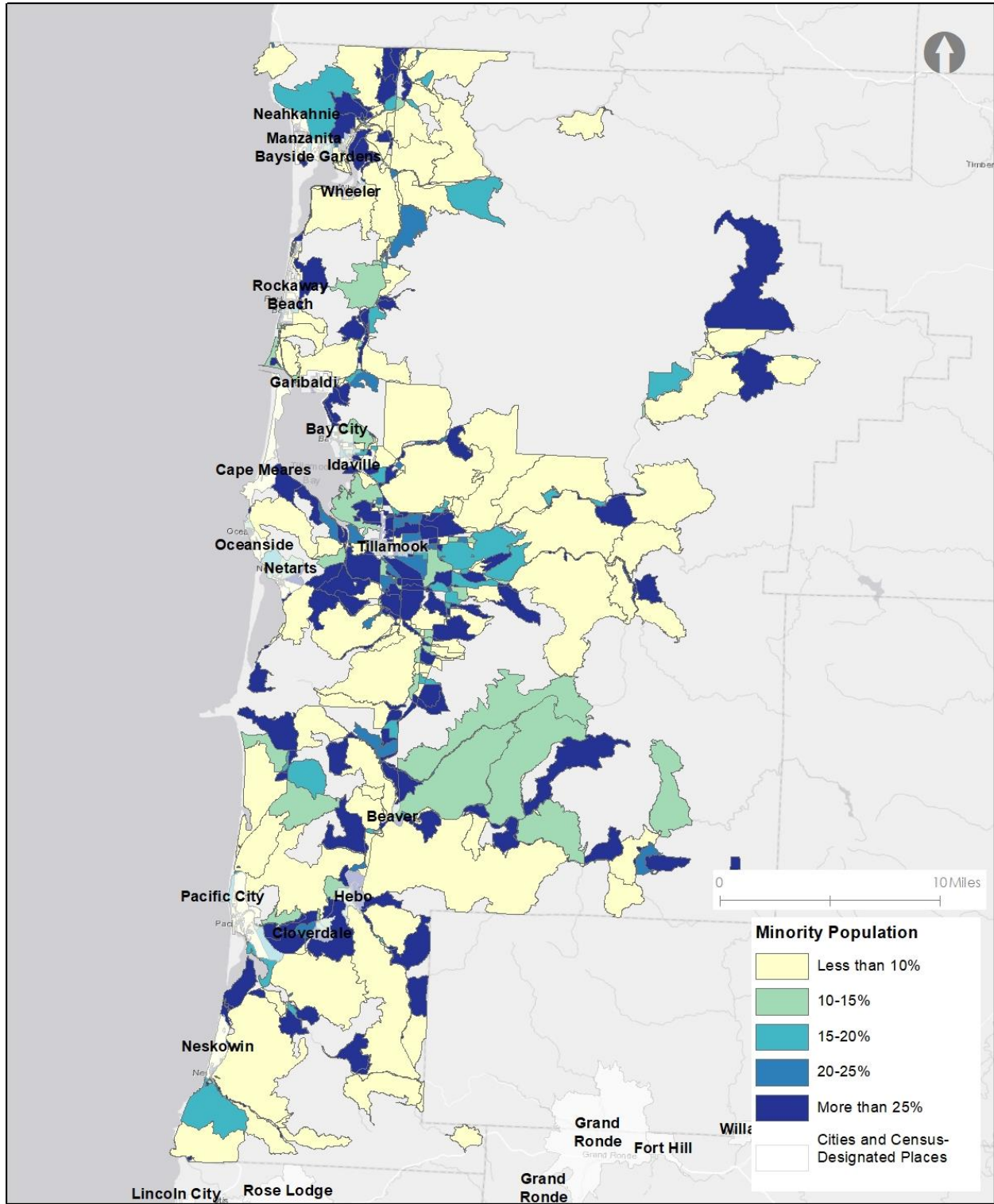
**Table 6. Race and Ethnicity for Tillamook County**

Geography	Total	Hispanic or Latino	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Other Pacific Islander	Other Race	Two or More Races
<b>Oregon</b>	<b>4,237,256</b>	<b>13.9%</b>	<b>71.7%</b>	<b>1.9%</b>	<b>1.0%</b>	<b>4.5%</b>	<b>0.4%</b>	<b>0.5%</b>	<b>6.1%</b>
<b>Tillamook County</b>	<b>27,390</b>	<b>10.8%</b>	<b>80.3%</b>	<b>0.3%</b>	<b>0.9%</b>	<b>1.0%</b>	<b>0.3%</b>	<b>0.5%</b>	<b>5.9%</b>
Bay City	1,389	10.9%	81.1%	0.1%	0.9%	1.5%	0.1%	0.5%	4.8%
Garibaldi	830	5.1%	86.3%	0.6%	1.2%	1.0%	0.1%	0.2%	5.5%
Manzanita	603	1.8%	91.2%	0.8%	0.5%	2.8%	0.2%	0.5%	2.2%
Nehalem	270	3.7%	80.0%	0.0%	1.5%	1.1%	0.4%	1.1%	12.2%
Rockaway Beach	1,441	3.4%	85.9%	0.1%	0.8%	1.9%	0.3%	0.7%	6.7%
Tillamook	5,204	19.5%	71.2%	0.2%	0.9%	1.2%	0.7%	0.3%	6.1%
Wheeler	422	3.1%	88.9%	0.2%	1.4%	0.7%	0.5%	1.2%	4.0%
<b>All Cities</b>	<b>10,159</b>	<b>12.7%</b>	<b>78.0%</b>	<b>0.2%</b>	<b>0.9%</b>	<b>1.4%</b>	<b>0.5%</b>	<b>0.5%</b>	<b>5.8%</b>
Barnesdale	193	5.2%	84.5%	0.0%	1.0%	1.6%	0.0%	0.5%	7.3%
Bayside Gardens	1,214	8.6%	81.5%	0.3%	0.5%	1.7%	0.2%	0.5%	6.6%
Beaver	163	6.7%	82.8%	0.0%	1.2%	0.0%	0.0%	0.0%	9.2%
Cape Meares	135	2.2%	91.1%	0.0%	0.7%	0.0%	0.0%	0.0%	5.9%
Cloverdale	267	13.5%	74.5%	0.0%	3.4%	0.4%	0.0%	1.1%	7.1%
Fairview	498	20.1%	66.5%	0.4%	1.2%	2.4%	0.8%	0.6%	8.0%
Hebo	207	19.3%	65.7%	0.0%	2.9%	0.0%	0.0%	1.0%	11.1%
Idaville	374	5.3%	82.4%	0.5%	0.3%	1.1%	0.0%	0.8%	9.6%
Neahkahnie	197	2.5%	95.4%	0.0%	0.0%	0.5%	0.5%	0.0%	1.0%
Neskowin	205	3.9%	87.8%	0.0%	0.5%	2.0%	0.0%	0.0%	5.9%
Netarts	894	5.3%	86.7%	0.3%	1.0%	1.3%	0.0%	0.2%	5.1%
Oceanside	366	3.8%	86.6%	0.5%	0.0%	1.9%	0.0%	0.8%	6.3%
Pacific City	1,109	6.0%	87.4%	0.2%	1.2%	0.7%	0.1%	0.4%	4.1%
Pleasant Valley	620	5.8%	87.7%	0.0%	0.5%	0.5%	0.0%	0.0%	5.5%
<b>All Census-Designated Places</b>	<b>6,442</b>	<b>7.8%</b>	<b>83.2%</b>	<b>0.2%</b>	<b>0.9%</b>	<b>1.2%</b>	<b>0.1%</b>	<b>0.4%</b>	<b>6.2%</b>

Source: 2020 United States Decennial Census



Figure 6. Minority Populations in Tillamook County



### POPULATIONS WITH A DISABILITY

Information on disabled population was gathered from ACS data through the SNAP program. Disability status is a self-reported variable within the data source. Disability within ACS data is limited to four basic areas of functioning: hearing, vision, cognition, and ambulation. It is further supplemented by Katz Activities of Daily Living (ADL) and Lawton Instrumental Activities of Daily Living (IADL) scales which relate to difficulty with bathing, dressing, and performing errands.

Tillamook County has a higher rate of people with disabilities (22%) compared to the State (14%). Generally, cities and CDPs have a higher rate of people with disabilities compared to the County (25% and 23% respectively). The highest estimated rate of people with disabilities occurs in Rockaway Beach (30%), Hebo (35%), Idaville (42%), and Beaver (50%).

**Table 7. Population with a Disability in Tillamook County**

Geography	Total Population	Disabled Population	Percent Disabled
<b>Oregon</b>	<b>4,089,521</b>	<b>587,093</b>	<b>14%</b>
<b>Tillamook County</b>	<b>25,781</b>	<b>5,706</b>	<b>22%</b>
Bay City	1,665	353	21%
Garibaldi	789	206	26%
Manzanita	393	115	29%
Nehalem	355	80	23%
Rockaway Beach	1,158	349	30%
Tillamook	5,231	1,326	25%
Wheeler	308	81	26%
<b>All Cities</b>	<b>9,899</b>	<b>2,510</b>	<b>25%</b>
Bayside Gardens	907	172	19%
Beaver	103	52	50%
Cape Meares	80	16	20%
Cloverdale	177	57	32%
Hebo	182	63	35%
Idaville	312	131	42%
Neahkahnie	170	18	11%
Neskowin	164	30	18%
Netarts	778	212	27%
Oceanside	546	89	16%
Pacific City	1,076	214	20%
<b>All Census-Designated Places</b>	<b>4,495</b>	<b>1,054</b>	<b>23%</b>

Source: Table C17002, 2019 5-year American Community Survey

### Employment and Commute Travel Patterns

Table 8 provides a snapshot of employment and median household income data for Tillamook County compared to the state from 2019 5-Year ACS data. This is the most recent complete set of ACS data, but it reflects pre-pandemic employment and income conditions.

As shown in the table below, 50 percent of Tillamook County residents are in the labor force (below the 62.4 percent figure for the entire state), but the unemployment rate for both geographies are just above 5 percent. The median household income for Tillamook County is \$49,895, nearly \$13,000 below the statewide median household income.





**Table 8. County and State Employment Characteristics**

Location	Population Aged 16+	% in Labor Force	% Unemployed	Median Household Income
Tillamook County	21,797	50.0%	5.1%	\$49,895
State of Oregon	3,361,188	62.4%	5.5%	\$62,818

Source: American Community Survey 5-Year Estimates, 2015-2019

The ACS also provides data on travel times for all employees. Table 9 below breaks down commute travel times into groups and shows the number and percentage of Tillamook County workers within each commute travel time group. As shown below, more than half of all employees have a commute travel time of 20 minutes or less, but more than seven percent of employees have a commute travel time of 60 or more minutes. Similar to the previous table, all data is from 2019 and does not reflect shifts due to the pandemic.

**Table 9. Commute Travel Times for Workers Living in Tillamook County**

Commute Travel Time	Employees	Percentage
Less than 10 Minutes	2,967	29.3%
10-19 Minutes	3,298	32.5%
20-29 Minutes	1,099	10.8%
30-39 Minutes	902	8.9%
40-59 Minutes	573	5.7%
60-89 Minutes	485	4.8%
90 or More Minutes	254	2.5%
Worked at Home	564	5.6%

Source: American Community Survey 5-Year Estimates, 2015-2019

The Longitudinal Employer-Household Dynamics (LEHD), a division of the U.S. Census Bureau, provides a breakdown of the types of employment for county residents. Table 10 shows the top five employment industries for Tillamook County workers. Similar to the previous employment data, all LEHD data is from 2019 and does not reflect shifts due to the pandemic.

**Table 10. Top Employment Industries for Tillamook County Workers**

Industry	Employees	Percentage
Manufacturing	1,614	17.9%
Accommodation and Food Services	1,311	14.6%
Health Care and Social Assistance	1,186	13.2%
Retail Trade	833	9.2%
Agriculture, Forestry, Fishing and Hunting	711	7.9%
All Other Industry Sectors	3,352	37.2%

Source: Longitudinal Employer-Household Dynamics, 2019

Table 11 below shows the top 10 locations for where workers living in Tillamook County are working (left) and where workers whose job is located in Tillamook County are living (right). While the city of Tillamook is the top home location and top job location, respectively, the rest of the top locations differ significantly. Four of the top 10 locations for where workers who live in Tillamook County are traveling to for work are outside of the County (Portland, Salem, Hillsboro, and Beaverton), and of the top 50 work destinations for workers who live in Tillamook County, only 57% are within the county. Conversely, two of the top 10 locations where workers who work in Tillamook County live outside of the county (Portland and Salem), and of the top 50 home locations for employees who work in Tillamook County, 71 percent already live within the county.



**Table 11. Employees Coming to and Going from Tillamook County**

County Resident Work Locations	Count	Share	County Employee Home Locations	Count	Share
Tillamook	2,535	23.5%	Tillamook	1,530	17.0%
Portland	860	8.0%	Bay City	349	3.9%
Salem	323	3.0%	Portland	256	2.8%
Bay City	318	3.0%	Rockaway Beach	247	2.7%
Garibaldi	286	2.7%	Pacific City	221	2.5%
Pacific City	285	2.6%	Netarts	206	2.3%
Manzanita	26	2.1%	Garibaldi	159	1.8%
Hillsboro	212	2.0%	Bayside Gardens	139	1.5%
Rockaway Beach	185	1.7%	Salem	109	1.2%
Beaverton	152	1.4%	Manzanita	106	1.2%
All Other Locations	5,396	50.1%	All Other Locations	5,685	63.1%

Source: Longitudinal Employer-Household Dynamics, 2019

Table 12 shows the distance to work for residents in the county as well as employees in the county. The results shown in the table below are consistent with the findings from Table 11. Workers who live in Tillamook County are more likely to travel outside of the county or travel long distances to reach their workplace. Fewer than half of all employees have a commute distance under 10 miles, while nearly one-third of these are traveling greater than 50 miles. Conversely, for employees who are working in Tillamook County, more than half are traveling less than 10 miles, and just over one in five employees are traveling greater than 50 miles to reach their place of work.

**Table 12. Distance to Work for Tillamook County Residents (left) and Employees (right)**

Distance	Count	Share	Distance	Count	Share
Less than 10 Miles	4,969	46.1%	Less than 10 Miles	4,973	55.2%
10 to 24 Miles	1,389	12.9%	10 to 24 Miles	1,252	13.9%
25 to 50 Miles	1,042	9.7%	25 to 50 Miles	861	9.6%
Greater than 50 Miles	3,378	31.3%	Greater than 50 Miles	1,921	21.3%

Source: Longitudinal Employer-Household Dynamics, 2019



## EXISTING TRANSIT SERVICES

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This section provides an overview of existing transit service in Tillamook County. TCTD is the largest transit provider in the county. Figure 7 maps all TCTD service, as well as all connecting transit providers. A comprehensive list of transportation service providers and social service agencies was updated by TCTD, via survey, and via the National Transit Database, and is included below.

### Tillamook County Transportation District

The Tillamook County Board of Commissioners established the Tillamook County Transportation District on July 16<sup>th</sup>, 1997 as an ORS 267.510 transportation district. TCTD offers nine bus lines as well as dial-a-ride service. These services are detailed below.

#### DEVIATED FIXED-ROUTE SERVICE

TCTD has five deviated fixed-route bus lines that serve communities within Tillamook County and other coastal communities outside of the county, as well as a seasonal shuttle bus that operates within Pacific City. All routes (except for the Pacific City shuttle) run seven days a week and allow for deviations within three-quarters of a mile of the scheduled route if requested at least two hours in advance.

Route 1 (Tillamook Town Loop) offers hourly service within Tillamook, as well as the Tillamook Creamery, and the Fairview district to the east of downtown. Route 2 (Tillamook – Oceanside – Netarts) makes five runs to the unincorporated communities to the west of Tillamook along the Pacific Ocean. Route 6 (Port of Tillamook Bay) makes four runs between downtown Tillamook and the Port of Tillamook Bay. These three routes have a \$1.00 fare for a single ride and a \$3.00 fare for an all-day ticket. An unlimited monthly pass costs \$30.00, and a discounted monthly pass (for people under the age of 18, over the age of 60, or people with disabilities) costs \$20.00.

Route 3 (Tillamook – Manzanita – Cannon Beach) makes six runs a day between Tillamook and Manzanita (with four of those runs continuing onto Cannon Beach), while serving the communities in between. Route 4 (Tillamook – Lincoln City) makes four runs a day between Tillamook and Lincoln City, while serving the communities along Highway 101 in between these two cities as well as Pacific City. These routes also have a \$1.00 fare for a single ride and a \$3.00 fare for an all-day ticket.

The Pacific City shuttle offers free service in Pacific City and Tierra del Mar on Friday through Sunday from Memorial Day through Labor Day to help improve transit service during the busy summer season. Service generally runs every half hour from 11:00 AM to 5:30 PM, with hourly service for the two hours before and after this time period.

#### INTERCITY SERVICE

TCTD operates one intercity bus route, Route 5 (Coastliner) between Tillamook and Portland. Route 5 service runs three trips between Tillamook and Portland's Union Station, with stops in Banks, North Plains, Hillsboro, and Beaverton. One-way fare is \$15.00, and a 10-trip pass is \$120.00. Children ride for free. Service between Banks and North Plains into the Portland metropolitan area is free, subsidized by Ride Connection. At the end of 2023, TCTD discontinued



## Tillamook County Transportation District Coordinated Transportation Plan

its two other intercity routes: Route 60X (Lincoln City – Salem) and Route 70X (Grand Ronde – Salem) due to the ongoing driver shortage.

### DIAL-A-RIDE SERVICE

All residents are eligible for TCTD's Dial-a-Ride service, which operates Monday through Friday from 6:00 AM to 6:00 PM. The service is first-come, first-served until all spaces are accounted for, so advance reservations are recommended. Dial-a-Ride service is broken into three geographies: the North County service zone (NDAR) covers Manzanita, Nehalem, Wheeler, Rockaway Beach, and Garibaldi. The Central County service zone (CDAR) covers Tillamook, Bay City, Netarts, and Oceanside. The South County service zone (SDAR) covers Pacific City, Beaver, Hebo, Cloverdale, Neskowin, and Tierra del Mar.

The base fare for Dial-a-Ride service is \$4.00 for the first five miles. For trips over five miles, the fare is \$0.50 per mile. Seniors, youth, and persons with disabilities can travel up to five miles for \$2.00, but each additional mile remains \$0.50. Up to two children under the age of 12 can ride for free with a paying adult.

### NW Rides and TCTD Voucher Activity

NW Rides is a non-emergency medical transportation brokerage that facilitates rides across a three-county area (Tillamook, Clatsop, and Columbia counties) for the Columbia Pacific coordinated care organization. TCTD is one of the providers that can help provide rides to medical appointments through the NW Rider brokerage.

TCTD also provides vouchers for transit passes to agencies and non-profit organizations that provide them to their students/clients/employees/etc. Table 13 below shows all voucher activity for TCTD over the last two fiscal years.

**Table 13. TCTD Voucher Recipients and Costs**

Customer	Fiscal Year 2020-21	Incomplete Fiscal Year 2021-22
Adventist Health Tillamook	\$1,146.50	\$417.00
Care, Inc.	\$20,517.50	\$6,580.00
Care, Inc STF	\$7,590.00	\$4,200.00
DHS Child Welfare (Tillamook)	\$1,328.00	\$420.00
DHS Vocational Rehabilitation	\$2,100.00	\$420.00
Integrated Services Network	\$1,780.00	\$680.00
Resource Connections of Oregon	\$936.00	\$432.00
Shangri-La	\$672.00	\$48.00
St. Alban's Episcopal Church	\$760.00	\$45.00
St. Mary's by the Sea Catholic Church	\$1,053.00	\$510.00
Tides of Change	\$1,464.00	\$1,099.50
Tillamook Bay Community College	\$3,488.50	\$1,549.40
Tillamook County Health Department	\$72.00	\$63.00
Tillamook County Sheriff's Office	\$824.00	\$500.00
Tillamook Family Counseling Center	\$31,880.00	\$20,072.14
Tillamook Police Department	-	\$40.50
Vocational Rehabilitation	-	\$180.00
Worksource Oregon (Tillamook)	\$360.00	\$395.00
<b>TOTAL</b>	<b>\$75,971.50</b>	<b>\$38,316.54</b>



## Sunset Empire Transportation District

The Sunset Empire Transportation District provides fixed-route, paratransit, and dial-a-ride service to Clatsop County. Fixed routes serve Astoria, Warrenton, Seaside, and Cannon Beach. Fixed-route service runs seven days a week. Paratransit service operates within three-quarters of a mile of fixed-route service, while dial-a-ride service is limited to the Jeffers Mills, Svensen, and Knappa areas with a trip destination in either Astoria or Warrenton.

TCTD's Route 3 with service between Tillamook and Cannon Beach connects with Route 20 (Cannon Beach to Seaside) weekday service and Pacific Connector (Cannon Beach to Astoria) weekend service. Both routes have a \$3.00 one-way fare.

## Lincoln County Transit

Lincoln County Transit provides deviated fixed route and dial-a-ride services seven days a week. TCTD's Route 4 with service between Tillamook and Lincoln City provides access to Lincoln County Transit's network across the county and along the coast to Newport and Yachats.

## Yamhill County Transit

Yamhill County Transit operates 9 fixed-route bus lines Monday through Friday. Routes 5 and 7 in Newberg are currently suspended. Yamhill County Transit offers paratransit and dial-a-ride in Newberg and McMinnville. Yamhill County Transit connects with TriMet and Cherriots service.

## TriMet

The Tri-County Metropolitan Transportation District of Oregon (TriMet) is the transit operator for the Portland metropolitan area, which includes parts of Multnomah, Washington, and Clackamas counties. TCTD's Route 5 service connects with TriMet in Washington County and downtown Portland. TriMet is the largest transit operator in Oregon and provided more than 58 million boarding rides in Fiscal Year 2023 via 76 bus lines, five MAX light rail lines, and the Westside Express Service (WES) commuter rail. TriMet offers 24-hour service on two routes (Line 20 Burnside/Stark and Line 57 TV Highway/Forest Grove), and service across the rest of the system is generally available from 3:30 AM to 2:30 AM. Fares on TriMet are shown in Table 14 below. Fares allow passengers to ride on any combination of TriMet services and the Portland Streetcar. The Hop Fastpass card can pay for fares on TriMet routes by tapping the card to a Hop reader. Transit fare is deducted from a passenger's Hop card account. If a 1-day pass or monthly pass is met, no further fares are deducted from the Hop card account for that day or month.

**Table 14. TriMet Fares**

Fare Type	2.5 Hour Ticket	1-Day Pass	Monthly Pass
Adult (ages 18-64)	\$2.80	\$5.60	\$100.00
Honored Citizen (ages 65+) / Youth (ages 7-17) <sup>1</sup>	\$1.40	\$2.80	\$28.00
LIFT Paratransit	\$2.80	-	-

<sup>1</sup> Honored Citizens also include people on Medicare, people with disabilities, and people who qualify based on income. Children age 6 and under ride for free with a paying passenger.



LIFT is TriMet's shared-ride service for people who are unable to use regular buses or trains due to a physical or mental disability. Passengers must apply and be registered customers in order to use LIFT. The LIFT service covers all locations within TriMet's service boundary that are three-fourths of a mile of existing TriMet bus and light rail routes. Service is generally available from 3:30 AM to 2:30 AM daily, but it may differ in some parts of the TriMet Service District. Advance reservation is required for all trips and must be made before 5:00 PM on the day before the trip.

The TriMet system provides connections to surrounding transit systems, including TCTD, C-TRAN, Sandy Area Metro (SAM), South Metro Area Regional Transit (SMART), Columbia County Rider, Canby Area Transit (CAT), Yamhill County Transit, Central Oregon Breeze, Northwest POINT, Amtrak, and Greyhound.

### Cherriots

Cherriots, which serves the Salem/Keizer region, provides seven day a week service on 28 local and intercity bus lines. Cherriots also provides paratransit service within the entire Salem-Keizer urban growth boundary, as well as dial-a-ride service within the Salem-Keizer urban growth boundary, prioritizing medical appointments. A one-way full fare ride costs \$1.60 on all routes, and \$3.00 on the 1X route for service to Wilsonville. Monthly full fare passes cost \$45.00. A one-way reduced fare ride costs \$0.80, and a reduced fare day pass costs \$1.50. Monthly reduced fare passes cost \$22.50.

### Ride Connection

Ride Connection is a non-profit corporation that operates transit services in Washington County. Ride Connection operates WestLink service between Forest Grove, Banks, North Plains, and Hillsboro, providing connections to additional Ride Connection service, TriMet, and TCTD's Route 5 Coastliner service between Tillamook and Portland. Ride Connection also subsidizes trips between Banks and North Plains and the Portland metropolitan area on TCTD Route 5 service.

### Northwest POINT

The Oregon Department of Transportation operates four POINT routes across the state to provide intercity transit service. The Northwest POINT route, between Portland and Astoria, provides twice daily service, including stops in Cannon Beach and at the Sunset Transit Center in Beaverton. TCTD's Route 5 Coastliner service connects with the Northwest POINT route at both Sunset Transit Center and Portland's Union Station, the terminus for both transit routes. TCTD's Route 3 connects with the service in Cannon Beach. One-way fare varies from \$3.50 to \$18.00 depending on the origin and trip length. Tickets are available for purchase at Amtrak's website, Union Station, or at a variety of locations in Astoria and Seaside. The Cascades POINT route also connects at Union Station, providing service along the I-5 corridor between Portland and Eugene.

### Amtrak/Greyhound

Amtrak runs three routes through Portland: Cascades service between Eugene and Vancouver, BC, Coast Starlight service between Seattle and Los Angeles, and Empire Builder service between Portland and Chicago. These three routes combine for eight daily arrivals and

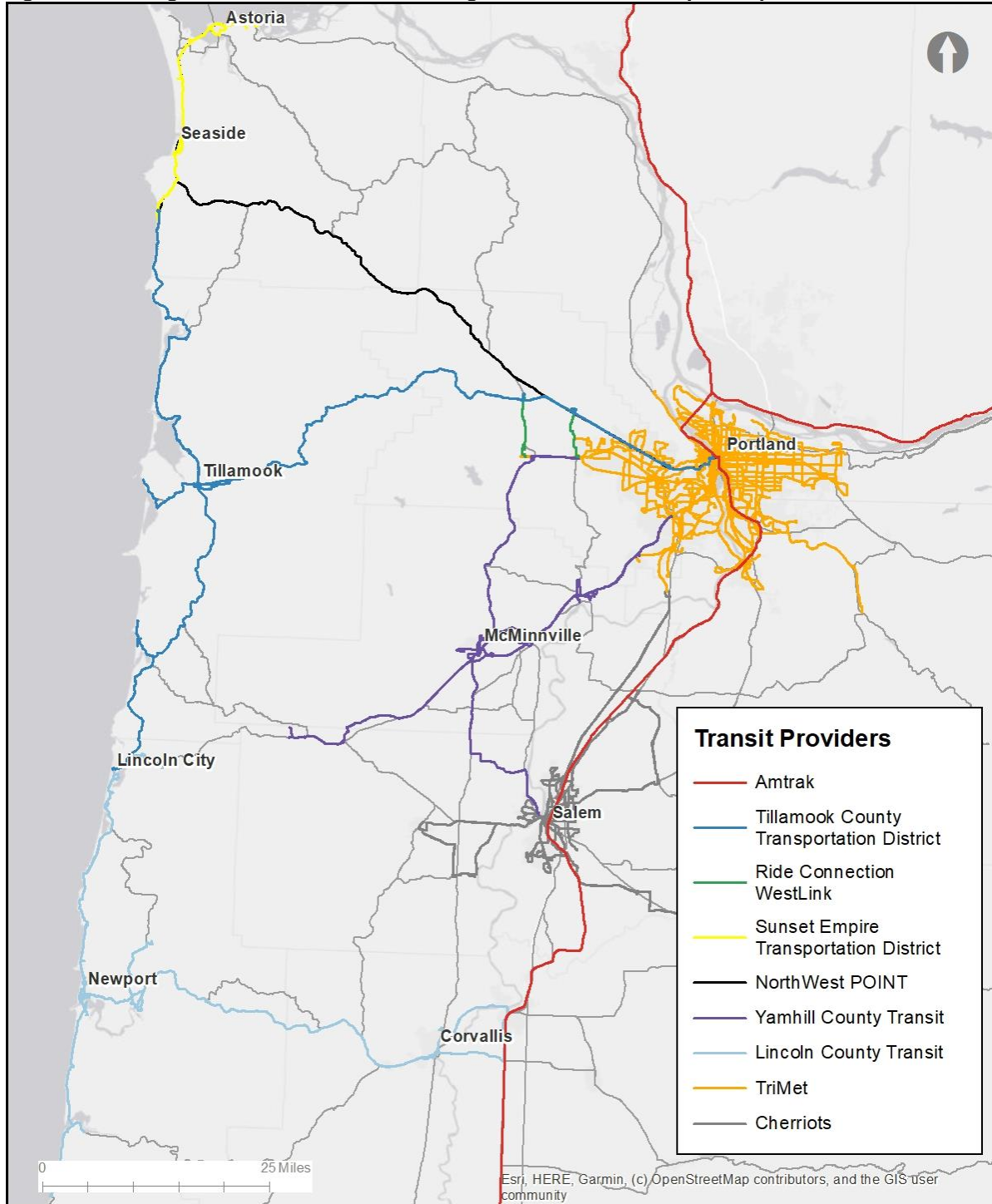


# Tillamook County Transportation District Coordinated Transportation Plan

departures. TCTD's Route 5 Coastliner service serves Portland's Union Station, providing connections between TCTD and Amtrak's broader service network.

Greyhound runs two routes through Portland: Los Angeles to Vancouver, BC, and Portland to Denver. TCTD's Route 5 Coastliner service serves Portland's Union Station, providing connections between TCTD and Greyhound's broader service network.

**Figure 7. Existing Transit Services Connecting to Tillamook County Transportation District**



## STAKEHOLDER OUTREACH

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Stakeholder involvement is essential for a successful Coordinated Transportation Plan. Engaging the appropriate organizations and individuals in this planning efforts is critical to identifying the needs of the target populations, the public transportation resources available, local context, and prioritization of strategies.

This section summarizes responses to the provider survey to inventory transportation services in Tillamook County, provider interview summary, stakeholder workshop feedback, and TCTD Transportation Advisory Committee (TAC) feedback.

### Inventory Survey

The inventory survey was published online for distribution to all known transportation providers within the TCTD service district. The goal was to better understand the populations served, vehicle assets, trip costs, and needs for service improvements. The survey had 18 responses, with nearly half of the respondents representing non-profit human service agencies. The remaining respondents represented advocacy organizations, faith-based organizations, local public agencies, and other groups:

- » Non-profit human services agencies (8)
- » Advocacy organizations (4)
- » Faith-based organizations (2)
- » Local public agencies (2)
- » Youth transportation providers (1)
- » Public community college (1)
- » Hospitals/health services (1)
- » Private for-profit transportation providers (1)

*NOTE: Some organizations identified as multiple types from the list above.*

The first survey question asked each respondent what population they serve. Of the 17 respondents who answered this survey question, 15 (88%) indicated they serve low-income populations. Additionally, persons with disabilities, older adults, and persons with limited English proficiency were commonly identified as key groups served by the surveyed agencies and organizations (Figure 8).

Regarding transportation needs in the second question, 65% of agencies/organizations reported employment trips as a top requirement. More than half also cited medical or dental appointments as frequently needed. In addition to these primary needs, survey participants commonly mentioned transportation for grocery shopping, social service visits, and other daily errands (Figure 9).





Figure 8. What populations do you serve?

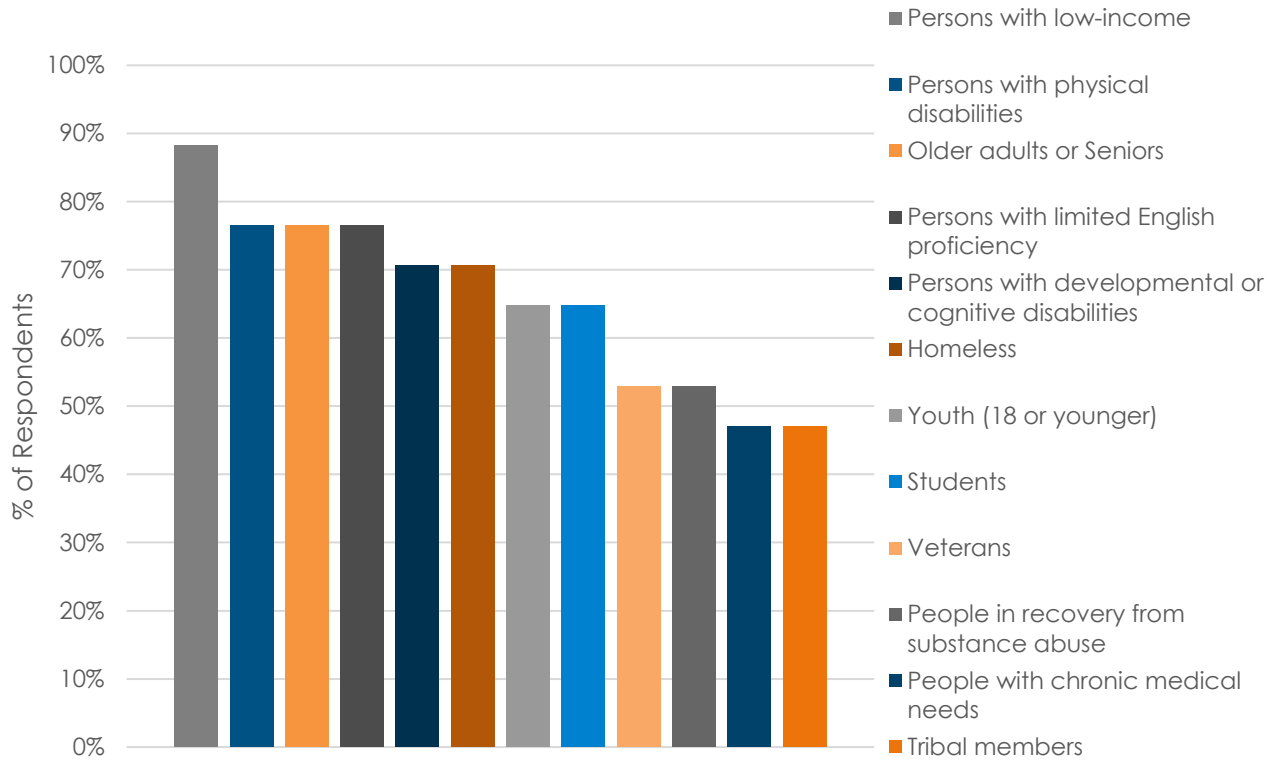
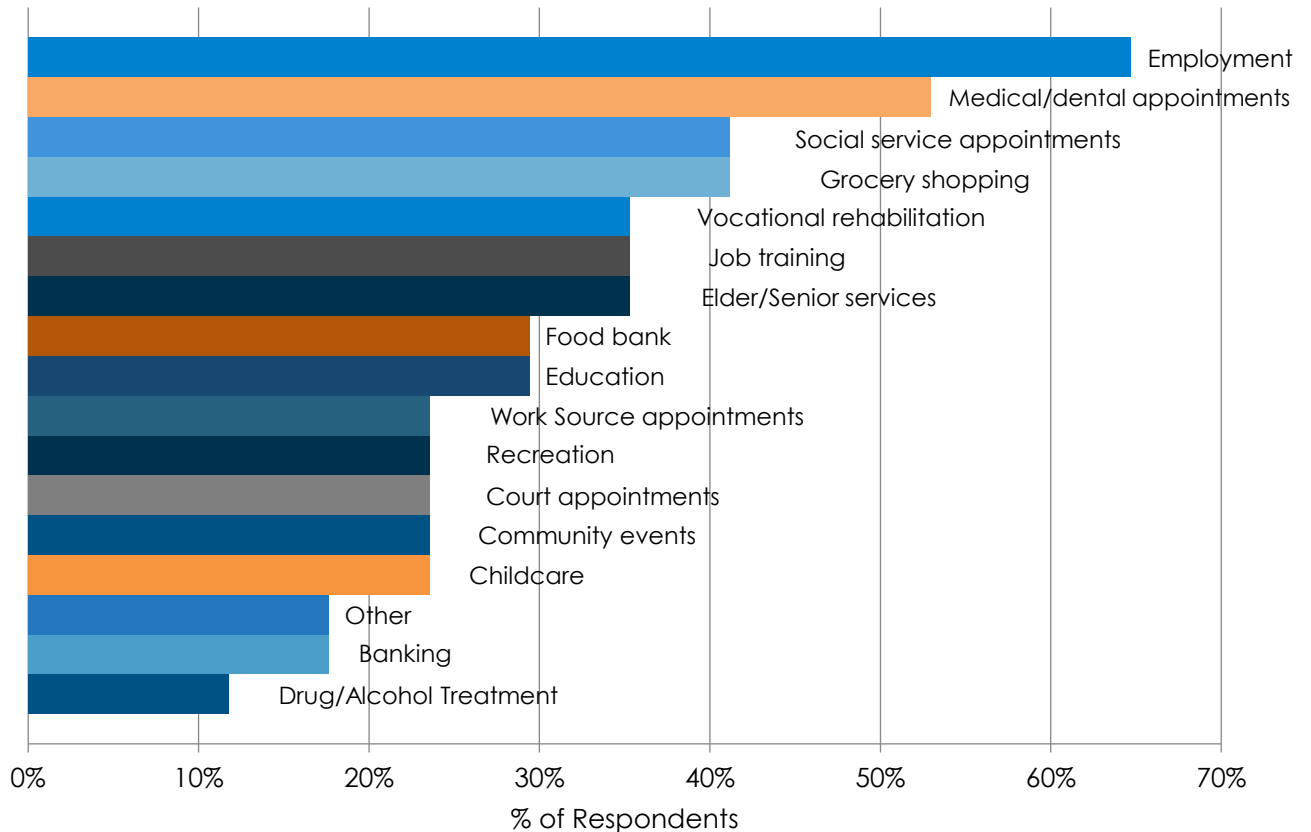
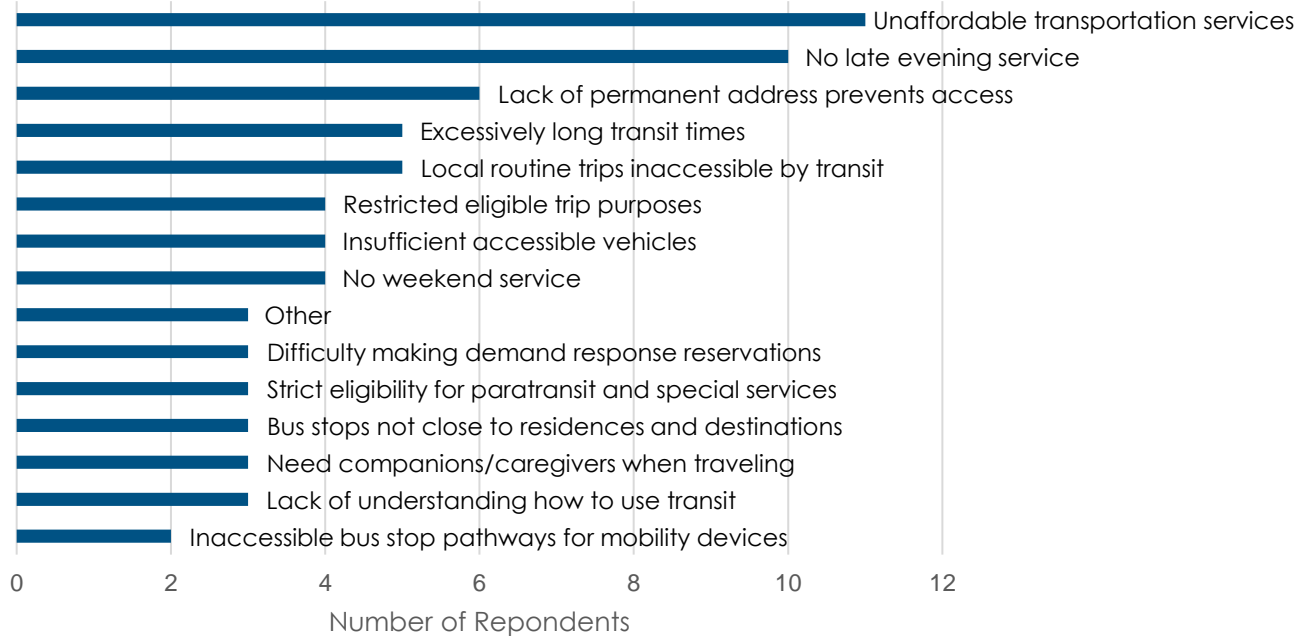


Figure 9. Where do your clients have the greatest need for transportation?



The top three commonly cited transportation challenges faced by targeted disadvantaged populations include lack of resources to afford services, absence of late evening options, and service access barriers due to lack of permanent addresses (Figure 10).

**Figure 10. What are the main transportation challenges your clients face?**



To address the transportation needs and challenges of disadvantaged populations they serve, the majority of agencies and organizations surveyed (11) choose to provide or to fund transportation services and programs. Regarding specific service types offered, five agencies noted providing demand-response services. Six agencies indicated they offer some combination of program transportation, fixed-route service, or non-emergency medical transportation (see Table 15).

In addition to directly providing or contracting transportation services, many agencies and organizations opt to fund other forms of transportation assistance. For example, eight surveyed respondents indicated they fund transit tickets or passes, while five fund gas vouchers. The most commonly identified sources of funding for these transportation services included federal funds, state funds, grants, and private donations (see Table 16).



## Tillamook County Transportation District Coordinated Transportation Plan

**Table 15. Survey Respondents – Transportation Services**

Organization	Does your organization directly provide transportation services?			What types of transportation services do you provide?			
	Provides Rides	Funds Rides	Doesn't Fund Rides	Fixed-Route	NEMT	Demand-Response	Program Transportation
Adventist Health – Tillamook							
CARE							
Helping Hands Reentry							
Marie Mills Center, Inc.							
Neah-Kah-Nie High School Youth Transition Program							
North County Food Bank							
ODHS – Child Welfare							
Oregon Food Bank							
Pacific Taxi Services							
Sammy's Place							
St Mary by the Sea Catholic Church							
Tides of Change							
Tillamook Bay Community College							
Tillamook Nazarene Church							
Tillamook Police Department							
Vocational Rehabilitation							



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**Table 16. Survey Respondents – Transportation Funding**

Organization	What type of transportation services do you fund?						How are your transportation services funded?					
	Fund Tickets	Mileage	Gas Vouchers	Trip Planning	Travel Training	Travel Aides	Federal	State	County	City	Donations	Charging a Fee
Adventist Health – Tillamook												
CARE												
Helping Hands Reentry												
Marie Mills Center, Inc.												
Neah-Kah-Nie High School Youth Transition Program												
North County Food Bank												
ODHS – Child Welfare												
Oregon Food Bank												
Pacific Taxi Services												
Sammy's Place												
St Mary by the Sea Catholic Church												
Tides of Change												
Tillamook Bay Community College												
Tillamook Nazarene Church												
Tillamook Police Department												
Vocational Rehabilitation												



## Interview Summary

After completing the inventory survey, the project team followed up with specific organizations for interviews. These were designed to better understand an organization's specific transportation needs and to ask follow-up questions based on answers provided in the survey. Interviews were completed with the following individuals and organizations:

- » Chad Holloway, Nestucca Valley School District
- » Cindy Green, Marie Mills Center
- » Daniel Hettenbach, Pacific Taxi Services
- » Eric Swanson, Adventist Health Tillamook
- » Jamie Chambers, DHS Vocational Rehabilitation
- » Julia Wentzel, Oregon Food Bank
- » Michele Wayne, CARE

While each organization had specific transportation needs, there were several needs and challenges that we common across multiple interviews:

### » **Transportation Coordination Needs:**

- Individualized Transportation Services: Organizations expressed a need for individualized transportation services tailored to specific client needs. These included transportation for those with support needs, janitorial crews, or clients accessing rural clinics.
- Access to Essential Services: Ensuring access to essential services like medical appointments, work opportunities, and extracurricular activities was a common theme.
- Challenges with Public Transportation: Several organizations noted some difficulties with existing public transportation options, including uncomfortable rides, inconvenient schedules, and difficult to access locations.
- Collaboration with Partners: Coordinated plans emphasized collaboration with transportation districts and other relevant organizations to address transportation needs effectively.

### » **Changes in the Last 5 Years:**

- Increased Demand: Multiple organizations report an increase in demand for transportation services, particularly individualized options for employment purposes.

### » **Anticipated Challenges in the Coming Years:**

- Empowering Individuals: Organizations aim to empower individuals to access transportation independently, reducing reliance on staff. Challenges include inconvenient bus schedules and locations.

### » **Engagement in the Planning Process:**

- Involvement of Stakeholders: Organizations suggest engaging various stakeholders, including other service providers, community colleges, and participants, to gather insights into transportation needs.

### » **Impact of COVID-19 on Transportation Services:**



- Increased Needs: COVID-19 has increased transportation needs, particularly for essential services like medical appointments, housing, and employment.

### Transportation Advisory Committee Presentation

On December 13<sup>th</sup>, the project team held a stakeholder workshop with the TCTD Transportation Advisory Committee (TAC) and other interested parties in Tillamook County. The summary of relevant plans, demographics, inventory of existing services and resources, draft goals and objectives, and draft needs were presented to stakeholders during a workshop. Key comments and needs from the discussion are as follows:

- » The Marie Mills Center pursues grants to help meet needs for people with disabilities, and the CTP provides a list of needs and strategies that they can use in their applications.
- » There is a specific need to improve driver training around working with developmentally-disabled passengers.
- » There is a general need for TCTD to educate the public on how to use transit (e.g. not knowing that exact fare is necessary). It is a challenge to effectively communicate.
- » There is not a lot of visible homelessness in the County, but anecdotally there are a fair number of unhoused people who are couch-surfing. The south county area has a lot of trailer parks with temporary residents that may not be captured in demographic data.
- » The draft needs cover many of the issues well, and that empowering individuals should apply to everyone – doing this effectively will empower developmentally-disabled riders.
- » Most requests for rider assistance are coming from seniors, not people with disabilities.
- » The downtown transit center is being renovated and will include a new dispatch center, which will provide real-time travel information and in-person help.
- » TCTD is part of the Northwest Oregon Transit Alliance (NWOTA), a partnership between five transit providers. The workshop group discussed if any other agencies, such as Yamhill County Transit Authority, should be added in the future.
- » There is a need for drivers across all TCTD services, not just dial-a-ride.
- » Mobility management continues to be a need for TCTD.

The December 13<sup>th</sup> TAC meeting presentation is included in *Attachment A*.

### TCTD Transportation Advisory Committee Presentation

On March 4<sup>th</sup>, the project team presented to the TCTD TAC. The presentation focused on the plan's strategies and prioritization. Key comments and needs from the discussion are as follows:

- » How some communities have more than 50 percent of their population who are seniors.
- » How the stakeholder outreach process informed some of the high-priority strategies (e.g., more fixed-route bus service in North County, South County, and to the Port of Tillamook Bay).
- » There are relatively few locations along OR 6 where there are radio blackouts, and those are likely to be addressed soon. A bigger challenge is radio blackouts at more remote places within Tillamook County.

The TAC voted to recommend adoption of the plan by the Board of Directors. The March 4<sup>th</sup> TAC meeting presentation is included in *Attachment B*.



## GOALS AND OBJECTIVES

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These goals and objectives come from a variety of sources, including the 2016 coordinated plan, previous transit planning efforts, and public outreach. The goals provide high-level guidance for TCTD as the needs are met and the strategies are implemented, and the objectives provide more specific detail to inform the plan goals. While goals #4 and #5 are always relevant, they are included here to reflect the post-pandemic world where staffing shortages are common at many transit agencies and funding is more volatile than before.

### GOAL 1: PROVIDE IMPROVED SERVICE TO MEET THE NEEDS OF ALL COMMUNITY MEMBERS

- Objective 1A:* Provide reliable transportation for essential destinations, such as medical needs, employment access, and social service appointments.
- Objective 1B:* Seek opportunities to expand dial-a-ride services for essential destinations and for north county and south county residents.
- Objective 1C:* Address non-emergency medical transportation needs through coordination with health providers, the Columbia-Pacific CCO, and other local transportation providers.

### GOAL 2: PROVIDE SERVICES THAT ARE EQUITABLE AND ACCESSIBLE TO ALL USERS

- Objective 2A:* Address the needs of all users, with a focus on seniors, low-income residents, and people with disabilities.
- Objective 2B:* Provide more travel training, information assistance and referral services for special needs populations through user-friendly and accessible educational tools.
- Objective 2C:* Improve marketing of services and education across transportation service areas.
- Objective 2D:* Listen to TCTD's riders and work to implement improvements based on rider feedback.

### GOAL 3: GROW RELATIONSHIPS WITH LOCAL AND REGIONAL PARTNERS

- Objective 3A:* Expand voucher options for partner organizations, where possible.
- Objective 3B:* Listen to the needs of all partner agencies and, to the best of TCTD's ability, work with these agencies to identify solutions.
- Objective 3C:* Coordinate with other transit providers and jurisdictions to ensure that transit users can travel seamlessly within Tillamook County and beyond.

### GOAL 4: SEEK STABLE FUNDING SOURCES TO SUSTAIN SERVICE LEVELS AND OFFER AFFORDABLE TRANSPORTATION OPTIONS FOR PEOPLE WHO NEED IT

- Objective 4A:* Seek out funding from a wider variety of sources.
- Objective 4B:* Review fares annually to ensure that farebox recovery and equity objectives are being met.



*Objective 4C:* Focus on daily administrative and maintenance needs to ensure smooth operations.

### **GOAL 5: RECRUIT AND RETAIN STAFF TO BE ABLE TO PROVIDE RELIABLE SERVICES**

*Objective 5A:* Continue investing in training resources so that staff contribute to the District's positive image.

*Objective 5B:* Create a more robust and formal training program for non-emergency medical transportation drivers to provide stretcher transportation service.

*Objective 5C:* Maintain a good relationship with the union and ensure a positive work environment.





## NEEDS AND STRATEGIES

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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 strategies intended to address these needs.

### Needs Assessment

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

The needs and associated strategies are split into five categories: transportation services, coordination and organization, marketing/customer service/outreach, technology, and capital and funding.

### TRANSPORTATION SERVICE NEEDS

- » Wider fixed-route bus service spans
  - More evening and weekend service on Route 1: Town Loop
  - Better connect with Route 3: Tillamook-Manzanita-Cannon Beach to connect with Sunset Empire Transportation District after their bankruptcy
  - Expanded service on Route 6: Port of Tillamook Bay
  - Expanded geographic scope of service into outlying and rural areas of Tillamook County
- » More connectivity to services and employment and increased service geographic scope and route connectivity
  - Social service connections, such as local food banks, destinations around the Port of Tillamook Bay, Marie Mills Center, and other providers.
  - Destinations for seniors and people with disabilities, such as senior centers, disability organizations, etc.
  - Identifying ways to get more people to use deviated route services where possible
- » Expanded dial-a-ride including door to door, daily service to popular locations and same day service
  - Improved first- and last-mile connections connecting to the fixed-route service network
  - Expanded NW Rides services to provide stretcher service for Medicaid and private pay clients
- » Non-emergency medical transportation (NEMT) trips throughout Tillamook County, including affordable service for residents who don't qualify for Medicaid.
- » Increased independence for intellectually- and developmentally-disabled populations within Tillamook County.
- » Travel training for riders and for bus drivers
  - Specific emphasis on working with intellectually- and developmentally-disabled riders
- » Improved accessibility at the Senior Citizens Center at 4<sup>th</sup> Street and Stillwell Avenue



- » Building out the sidewalk network around bus stops

### COORDINATION AND ORGANIZATION NEEDS

- » More coordination with public transit agencies, social service providers, employers, and other organizations
- » Expanded Northwest Oregon Transit Alliance (NWOTA) to include dial-a-ride, paratransit, and NEMT
- » Evaluation of NWOTA's current size and whether the alliance could be expanded
- » Increased driver training, especially for intellectually- and developmentally-disabled riders
- » Additional North County and South County representation in TCTD decision making
- » Internal coordination to provide travel information for passengers at the newly-remodeled downtown Tillamook transit center
- » Coordinating transportation efforts with early childhood programs and school districts in Tillamook County

### MARKETING, CUSTOMER SERVICE, AND OUTREACH NEEDS

- » Increased transit service marketing through traditional media, social media, TCTD Rider Guide and online
- » Additional marketing of the NWOTA website to help increase region-wide transit options
- » Working with NWOTA on additional cross-agency trip coordination (e.g., integrated schedules, tickets and passes)
- » Meeting with transit planners at other agencies to coordinate services
- » Marketing with partner agencies (social service providers, medical facilities, school districts, etc.) to better understand individual and group transportation needs
- » Travel training for intellectually- and developmentally-disabled adults on TCTD services

### TECHNOLOGY NEEDS

- » Two-way radio blackouts along Highway 101, at more remote locations within Tillamook County, along OR 6, and in Portland
- » No Wi-Fi available on buses

### CAPITAL AND FUNDING NEEDS

- » Ongoing transit fleet maintenance, as well as planning for replacement vehicles
- » Additional drivers for all services, and additional dial-a-ride vans
- » Reduced-fare options for seniors, people with disabilities, and low-income people
- » Affordable transit options for people traveling on longer distance trips between counties or on more limited service routes
- » Maintaining fare subsidies and bus pass vouchers for partner organizations

## Strategies

The strategies presented below are intended to address the identified transportation needs for seniors and persons with disabilities. This is an important element of the Coordinated



Transportation Plan in that it responds to federal planning requirements; in addition, it provides an opportunity to document regional service priorities as well as to identify lead entities responsible to implement them.

### TRANSPORTATION SERVICE STRATEGIES

- » Expand fixed route bus service to include more mid-day, evening, and weekend trips, focusing on routes to North County, South County, and the Port of Tillamook Bay.
- » Improve connections between fixed routes, deviated fixed routes, and dial-a-ride services to social services locations.
- » Dial-A-Ride
  - Increase dial-a-ride availability through additional vans, drivers, scheduling software optimizations, and extended service hours.
  - Contract with transportation providers to offer subsidized on-demand rides for seniors, people with disabilities, and agency clients. Determine if other providers (e.g., taxi companies) can help serve medical trips that travel outside of Tillamook County.
  - Allow reservations through the transit agency.
  - Market NW Rides as a county-wide transportation service and Dial-A-Ride services as a single zone system to eliminate customer confusion.
  - Expand NW Rides to accommodate private pay clients and stretcher service.
- » Implement deviated fixed route pilots to provide flexible first/last mile connections.
- » Monitor deviated fixed route services near facilities serving special needs populations throughout Tillamook County to ensure that the populations are being served.
- » Improve service for those in the intellectually- and developmentally-disabled community for all types of services, including employment, medical, shopping, and other trip types.
- » Contract with non-emergency medical transportation (NEMT) providers to offer subsidized rides for seniors and people with disabilities.
- » Improve accessibility between the transit center/fixed routes and the Senior Citizens Center.
- » Improve access to areas around social services and medical facilities.
- » Develop travel training programs and tools to educate the public on using services.
- » Improve coordination with Sunset Empire Transportation District to maintain timed transfers in Manzanita and Cannon Beach as they rebuild their service.
- » Review opportunities to provide transportation services that best connect residential and employment locations.

### INFRASTRUCTURE STRATEGIES

- » Continue to enhance reduced fare subsidy programs and/or vouchers to encourage ridership among special needs populations.
- » Create a replacement schedule of existing buses as they reach the end of their useful life, as well as possible fleet expansion to accommodate service growth. The fleet plan should address the types of vehicles (e.g. medium-sized for fixed route services, mini-vans or small buses for DAR) to be purchased.
- » Add more signage (especially along deviated routes), fare information, how to ride directions, and benches at bus stops.



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- » Provide shelters at stations with large numbers of boardings or at places where a specific population may need a shelter. These could include Goodspeed Park, Cloverdale, Oceanside, etc.
- » Provide a bus stop sign and pole at the converted flag stops along Route 3 through Rockaway.

### COORDINATION AND ORGANIZATION STRATEGIES

- » Organize meetings between transit planners to coordinate services.
- » Create programs for employers to purchase bus passes for their employees.
- » Enhance coordination between TCTD, local partners, employers, adjacent transit districts, local transportation providers, and local jurisdictions.
- » Increase coordination with public transit agencies, CARE, Marie Mills Center, Sammy's Place, social service providers, employers, and other organizations.
  - Identify gaps in wheelchair accommodations for partner organizations.
- » Work with the NWOTA to better serve medical trips through NW Rides and dial-a-ride in locations that are not as well covered (e.g. Lincoln County).
- » Add diverse rider representatives to advisory committees informing service changes.
- » Create mobility management best practices for staff at downtown transit center once the remodel is complete.
- » Improve coordination with transit agencies in the greater Portland Metro area.
- » Continue coordinating efforts with early childhood programs in Tillamook County and with school districts.
- » Work with tribal government to develop rural transit options.
- » Explore adding other transit agency to NWOTA (e.g. Yamhill County Transit Area).

### MARKETING, CUSTOMER SERVICE, AND OUTREACH STRATEGIES

- » Collaborate with social service agencies, medical facilities, school districts and other organizations to coordinate client transportation.
- » Enhance customer service and disability awareness training for all partner staff, with a focus on assisting intellectually- and developmentally-disabled riders.
- » Continue to invest in driver training programs and provide driver sensitivity training for people with mental disabilities.
- » Continue to publish all new materials in Spanish.
- » Continue building a comprehensive marketing program.
- » Improve transit service marketing through multiple channels.
- » Publicize the NWOTA website to promote region-wide transit options.
- » Work within NWOTA to further coordinate services, technology, and resources (e.g. targeted marketing, integrated schedules, payment/pass systems).
- » Improve customer service support and promote awareness of the services provided online and on-paper.

### TECHNOLOGY STRATEGIES

- » Upgrade website to include additional features, such as links to a Facebook page and/or Twitter feed; a trip planner; information on news, events, and rider alerts; and the



ability for riders to provide input about the system, through a dynamic system map or comment form.

- » Upgrade radio systems and address radio blackouts along Highway 101 and throughout Tillamook County.
- » Install public Wi-Fi at transit centers.
- » Pursue grant funding for Wi-Fi on buses.

### CAPITAL AND FUNDING STRATEGIES

- » Continue transit fleet maintenance programs and vehicle replacement plan.
- » Hire drivers to expand on-demand and paratransit services across NWOTA.
- » Implement reduced fares for seniors, people with disabilities, students, and low-income people.
- » Provide discounted monthly passes between counties and limited-service areas.



## IMPLEMENTATION PLAN

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The strategies in this Coordinated Transportation Plan have been scored using three evaluation criteria outlined below.

### Evaluation Criteria

The evaluation criteria for these strategies focuses on the costs and benefits, ease of implementation, and group(s) served, or needs met. These criteria are established at the following scales:

- » Costs – High-level estimated costs considering the scale of implementation.
  - \$: Less than \$25,000 annually
  - \$\$: \$25,000 to \$75,000 annually
  - \$\$\$: Greater than \$75,000 annually
  
- » Difficulty of Implementation – Considers whether the strategy can be implemented quickly and with little complication, beyond costs to implement.
  - Low: Infrastructure, staff, and other resources are already in place
  - Medium: Some infrastructure, staff, and other resources are in place, but more will need to be obtained
  - High: No infrastructure, staff, or other resources are in place
  
- » Group(s) Served/Needs Met – Considers how many of the following groups benefit from this strategy: Low-income populations, people with disabilities, youths, older adults, racial/ethnic minority, zero-vehicle households, households with Limited English proficiency, veterans, and employees.
  - ①: Fewer groups served or needs met
  - ●: Many groups served or needs met



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**Table 17. Strategies and Priorities**

Strategy	Costs	Difficulty of Implementation	Groups Served/ Needs Met	Priority
<b>Transportation Service Strategies</b>				
Expand fixed route bus service to include more mid-day, evening, and weekend trips, focusing on routes to North County, South County, and the Port of Tillamook Bay.	\$\$\$	High	●	High
Improve connections between fixed routes, deviated fixed routes, and dial-a-ride services to social services locations.	\$\$	High	●	High
Dial-A-Ride: increase availability, improve and expand services.	\$\$\$	High	●	High
Implement deviated fixed route pilots to provide flexible first/last mile connections.	\$\$	High	●	Medium
Monitor deviated fixed route services near facilities serving special needs populations throughout Tillamook County to ensure that the populations are being served.	\$	Medium	◐	Medium
Improve service for those in the intellectually- and developmentally-disabled community for all types of services, including employment, medical, shopping, and other trip types.	\$\$	Medium	◐	Medium
Contract with non-emergency medical transportation (NEMT) providers to offer subsidized rides for seniors and people with disabilities.	\$\$	Medium	◐	Medium
Improve accessibility between the transit center/fixed routes and the Senior Citizens Center.	\$\$	Medium	◐	Medium
Improve access to areas around social services and medical facilities.	\$\$	High	●	Medium
Develop travel training programs and tools to educate the public on using services.	\$\$	Medium	●	Medium
Improve coordination with Sunset Empire Transportation District to maintain timed transfers in Cannon Beach as they rebuild their service.	\$	Medium	◐	Low
Review opportunities to provide transportation services that best connect residential and employment locations.	\$	Medium	●	Low
<b>Infrastructure Strategies</b>				
Continue to enhance reduced fare subsidy programs and/or vouchers to encourage ridership among special needs populations.	\$\$	Medium	◐	High



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Strategy	Costs	Difficulty of Implementation	Groups Served/ Needs Met	Priority
Create a replacement schedule of existing buses as they reach the end of their useful life, as well as possible fleet expansion to accommodate service growth. The fleet plan should address the types of vehicles (e.g. medium-sized for fixed route services, mini-vans or small buses for DAR) to be purchased.	\$	Medium	●	High
Add more signage (especially along deviated routes), fare information, how to ride directions, and benches at bus stops.	\$\$	Medium	●	Medium
Provide shelters at stations with large numbers of boardings or at places where a specific population may need a shelter. These could include Goodspeed Park, Cloverdale, Oceanside, etc.	\$\$	Medium	◐	Medium
Provide a bus stop sign and pole at the converted flag stops along Route 3 through Rockaway.	\$\$	Medium	◐	Low
Coordination and Organization Strategies				
Organize meetings between transit planners to coordinate services.	\$	Low	●	High
Create programs for employers to purchase bus passes for their employees.	\$\$	Low	●	High
Enhance coordination between TCTD, local partners, employers, adjacent transit districts, local transportation providers, and local jurisdictions.	\$	Medium	●	High
Increase coordination with public transit agencies, CARE, Marie Mills Center, social service providers, employers, and other organizations.	\$	Medium	●	High
Work with the Northwest Oregon Transit Alliance (NWOTA) to better serve medical trips through NW Rides and dial-a-ride in locations that are not as well covered (e.g. Lincoln County).	\$	Medium	●	High
Add diverse rider representatives to advisory committees informing service changes.	\$	Low	●	High
Create mobility management best practices for staff at downtown transit center once the remodel is complete.	\$	Low	●	Medium
Improve coordination with transit agencies in the greater Portland Metro area.	\$	Medium	●	Medium
Continue coordinating efforts with early childhood programs in Tillamook County and with school districts.	\$\$	Medium	◐	Medium





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Strategy	Costs	Difficulty of Implementation	Groups Served/ Needs Met	Priority
Work with tribal government to develop rural transit options.	\$\$\$	High	●	Low
Explore adding other transit agency to NWOTA (e.g. Yamhill County Transit Area).	\$	Low	●	Low
Marketing, Customer Service, and Outreach				
Collaborate with social service agencies, medical facilities, school districts and other organizations to coordinate client transportation.	\$\$	Medium	●	High
Enhance customer service and disability awareness training for all partner staff, with a focus on assisting intellectually- and developmentally-disabled riders.	\$	Low	●	High
Continue to invest in driver training programs and provide driver sensitivity training for people with mental disabilities.	\$	Low	●	High
Continue to publish all new materials in Spanish.	\$	Low	●	High
Continue building a comprehensive marketing program.	\$	Medium	●	Medium
Improve transit service marketing through multiple channels.	\$	Medium	●	Medium
Publicize the NWOTA website to promote region-wide transit options.	\$	Low	●	Medium
Work within NWOTA to further coordinate services, technology, and resources (e.g. targeted marketing, integrated schedules, payment/pass systems).	\$\$	Medium	●	Medium
Improve customer service support and promote awareness of the services provided online and on-paper.	\$	Low	●	Medium
Technology Strategies				
Upgrade website to include additional features, such as links to a Facebook page and/or Twitter feed; a trip planner; information on news, events, and rider alerts; and the ability for riders to provide input about the system, through a dynamic system map or comment form.	\$	Low	●	High
Upgrade radio systems and address radio blackouts along Highway 101 and throughout Tillamook County.	\$\$	Medium	●	Medium
Install public Wi-Fi at transit centers.	\$\$	Medium	●	Low
Pursue grant funding for Wi-Fi on buses.	\$	Medium	●	Low



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Strategy	Costs	Difficulty of Implementation	Groups Served/ Needs Met	Priority
<b>Capital and Funding Strategies</b>				
Continue transit fleet maintenance programs and vehicle replacement plan.	\$\$\$	Low	●	High
Hire drivers to expand on-demand and paratransit services across NWOTA.	\$\$	High	◐	High
Implement reduced fares for seniors, people with disabilities, students, and low-income people.	\$\$	Medium	●	High
Provide discounted monthly passes between counties and limited-service areas.	\$\$	Medium	◐	Medium



# Tillamook County Transportation District Coordinated Transportation Plan

This section will identify timeline and funding opportunities for the high-priority strategies. Table 18 shows the funding sources aligned to each strategy.

**Table 18. Funding Sources**

Funding Source	Description	Eligibility			
		Operating	Capital	City/County Facilities	Marketing/Outreach
<b>Federal Transit Administration (FTA) Grants</b>	§5304: Non-Metropolitan Transportation Planning Grant. Funds are allocated to states, which then distribute them to regional and local agencies for transit planning.				X
	§5310: Enhanced Mobility of Seniors & Individuals with Disabilities Program. Formula funding for the purpose of meeting the transportation needs of seniors and people with disabilities. ODOT allocates state 5310 funds to rural areas via local STF agency and may reserve for discretionary programs.	X	X		X
	§5311: Federal Transit Administration's Rural Area Formula Program. Formula funding to small cities and rural areas with populations of less than 50,000 for transit capital, planning, and operations, including job access and reverse commute projects. Funds are distributed to providers through ODOT. Additionally, no less than 15 percent of funds must be spent on the development and support of intercity bus transportation, unless the intercity bus needs of the state are being adequately met.	X	X		X
	§5339: Funding for small urban and rural areas, as well as transit agencies in large urban areas, to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities.	X			
	Other: The FTA periodically releases additional funding opportunities. In 2019, the FTA released the Integrated Mobility Innovation opportunity, providing \$15 million for demonstration projects focused on Mobility on Demand, Strategic Transit Automation Research, and Mobility Payment Integration. For FY20, the FTA also announced the Mobility for All Pilot Program to invest in mobility options that connect older adults, individuals with disabilities, and people with low incomes to jobs, education, and health services.				
<b>Statewide Transportation Improvement Fund (STIF)</b>	<p>Formula funds for expanding access to jobs, improving mobility, relieving congestion, and reducing greenhouse gas emissions, while providing a special focus on low-income populations. STIF funds may be used for public transportation purposes that support the operations, planning, and administration of public transportation programs and may also be used as the local match for state and federal grants.</p> <ul style="list-style-type: none"> <li>90 percent of STIF funds are distributed to Qualified Entities (TCTD)</li> <li>5 percent of STIF funds are available via discretionary grants for flexible funding.</li> <li>4 percent of funds are available via discretionary grants for projects enhancing intercommunity services and the statewide transit network.</li> </ul>	X	X		X



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Funding Source	Description	Eligibility			
		Operating	Capital	City/County Facilities	Marketing/Outreach
	<ul style="list-style-type: none"> <li>1 percent of the funds are allocated for program administration and a technical resource center.</li> </ul>				
<b>Rural Veteran Healthcare Transportation Grant (RVHT)</b>	This program, under ODOT, provides demand-response services, providing veterans access to physical, mental, and/or behavioral healthcare. Access is not limited to VA-authorized health care facilities; access to services that contribute to a veteran's well-being may be accommodated as well. This program aims to focus its services to veterans but is open to shared rides with civilians.	X			
<b>Private/Public Sponsorships</b>	Private/public sponsorships involve a private entity, such as a local business owner, working with the public agency to fund a project (e.g., bus stop shelter and sidewalk connection maintenance). In return for their investment in the community, these business owners often have recognition for their role, providing a marketing venue for the business.	X	X	X	X
<b>STIP Enhance</b>	Funds allocated to projects through a competitive grant application process. Eligible projects include public transit capital improvements.		X	X	
<b>Multimodal Impact Fees</b>	Similar to transportation system development charges but more focused on improvements to multimodal transportation options. If a TIF is established, the fixed-route service could work to allocate a portion of funds toward transit-enhancing improvements.			X	
<b>ODOT Safe Routes to School Grant Program</b>	Eligible projects include safety improvements that positively affect the ability of children to walk and bicycle to school. Projects must be within a public road right-of-way, consistent with jurisdictional plans, supported by the school or school district, within a one-mile radius of a school, and able to be constructed within five years of the application. Project examples include sidewalks, median refuge islands, rapid flashing beacons, etc.		X	X	
<b>Transportation Options Program</b>	<p>Discretionary grant program including initiatives such as Innovative Mobility Grants, which ODOT is currently determining a framework for, and Immediate Opportunity Grants of \$5,000 or less for qualified activities. Examples of eligible activities include:</p> <ul style="list-style-type: none"> <li>Transportation-focused community events such as Open Streets, Bike Rodeos, etc.</li> <li>Activities to engage historically underserved communities in active or multimodal transportation outreach or education</li> </ul> <p>Purchase of items associated with bike and pedestrian safety outreach, such as bicycle racks, helmets, locks, etc.</p>				X
<b>Rural Transportation Equity Program</b>	<p>This one-off ODOT funding opportunity seeks to support rural communities in the following ways:</p> <ul style="list-style-type: none"> <li>Identifying and engaging underserved communities in rural areas to provide transportation options, like bicycling,</li> </ul>				X



## Tillamook County Transportation District Coordinated Transportation Plan

Funding Source	Description	Eligibility			
		Operating	Capital	City/County Facilities	Marketing/Outreach
	walking, and public transportation, in order to access to critical services and destinations <ul style="list-style-type: none"> <li>• Building capacity within local governments to maintain relationships and connections to underserved communities, with a focus on including underserved groups in future planning efforts</li> <li>• Matching communities' needs with outside funding opportunities (i.e., federal and state programs and resources) through strategic investment planning</li> </ul>				

In addition to these, roadway facility owners (cities, Tillamook County, ODOT) can pursue walking and bicycling facility improvements through the following funds:

- » Surface Transportation Block Grants
- » State Highway Fund
- » Road Fund Serial Levy
- » Road Utility Fee
- » Vehicle Registration Fee
- » Local-Option Fuel Tax
- » Immediate Opportunity Funds
- » All Roads Transportation Safety
- » General Fund
- » Transportation Development Tax
- » System Development Charges
- » Local Improvement District
- » Tax Increment Financing
- » Urban Renewal Districts

Table 19 aligns the high-priority strategies to the relevant funding sources and identifies a timeline for implementation and/or completion. The timeline is based on considerations such as securing staff, vehicles, or other resources needed to implement the recommendation; whether an activity is ongoing or a discrete task; and what other strategies need to be in place before the strategy itself should be implemented. These timeframes represent the ideal implementation timeline and are subject to the availability of resources such as funding, staff availability, vehicles and facilities, and other factors.



## Tillamook County Transportation District Coordinated Transportation Plan

**Table 19. High-Priority Strategies and Available Funding Pools**

Strategy	Section 5304	Section 5310	Section 5311	Section 5339	STIF	RVHT	Private/Public Sponsorships	STIP Enhance	Multimodal Impact Fees	ODOT Safe Routes to School Grant	Transportation Options Program	Rural Transportation Equity Program	Timeline
<b>Transportation Service Strategies</b>													
Expand fixed route bus service to include more mid-day, evening, and weekend trips, focusing on routes to North County, South County, and the Port of Tillamook Bay.	X	X	X		X	X	X	X	X				0-5 years
Improve connections between fixed routes, deviated fixed routes, and dial-a-ride services to social services locations.	X	X	X		X	X	X	X	X	X			0-5 years
Dial-A-Ride: increase availability, improve and expand services.		X	X		X	X	X		X				0-5 years
<b>Infrastructure Strategies</b>													
Continue to enhance reduced fare subsidy programs and/or vouchers to encourage ridership among special needs populations.		X	X		X	X			X		X		<2 years
Create a replacement schedule of existing buses as they reach the end of their useful life, as well as possible fleet expansion to accommodate service growth. The fleet plan should address the types of vehicles (e.g. medium-sized for fixed route services, mini-vans or small buses for DAR) to be purchased.			X	X	X		X	X					0-5 years
<b>Coordination and Organization Strategies</b>													
Organize meetings between transit planners to coordinate services.	X		X		X								<2 years
Create programs for employers to purchase bus passes for their employees.			X		X		X						<2 years
Enhance coordination between TCTD, local partners, employers, adjacent transit districts, local transportation providers, and local jurisdictions.			X		X	X						X	<2 years
Increase coordination with public transit agencies, CARE, Marie Mills Center, social service providers, employers, and other organizations.		X	X		X	X						X	<2 years
Work with the Northwest Oregon Transit Alliance (NWOTA) to better serve medical trips through NW Rides and dial-a-ride in locations that are not as well covered (e.g. Lincoln County).		X	X		X	X							0-5 years



## Tillamook County Transportation District Coordinated Transportation Plan

Strategy	Section 5304	Section 5310	Section 5311	Section 5339	STIF	RVHT	Private/Public Sponsorships	STIP Enhance	Multimodal Impact Fees	ODOT Safe Routes to School Grant	Transportation Options Program	Rural Transportation Equity Program	Timeline
Add diverse rider representatives to advisory committees informing service changes.					X							X	<2 years
<b>Marketing, Customer Service, and Outreach</b>													
Collaborate with social service agencies, medical facilities, school districts and other organizations to coordinate client transportation.		X	X		X	X				X		X	0-5 years
Enhance customer service and disability awareness training for all partner staff, with a focus on assisting intellectually and developmentally disabled riders.		X	X		X		X					X	<2 years
Continue to invest in driver training programs and provide driver sensitivity training for people with mental disabilities.		X	X		X		X					X	<2 years
Continue to publish all new materials in Spanish.		X			X						X	X	0-5 years
<b>Technology Strategies</b>													
Upgrade website to include additional features, such as links to a Facebook page and/or Twitter feed; a trip planner; information on news, events, and rider alerts; and the ability for riders to provide input about the system, through a dynamic system map or comment form.			X		X								<2 years
<b>Capital and Funding Strategies</b>													
Continue transit fleet maintenance programs and vehicle replacement plan.			X	X	X		X	X	X				0-5 years
Hire drivers to expand on-demand and paratransit services across NWOTA.			X		X			X					0-5 years
Implement reduced fares for seniors, people with disabilities, students, and low-income people.		X	X		X	X				X	X		<2 years



## CONCLUSION

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Transportation services play a key role in Tillamook County, connecting residents and visitors to the places they need to go locally and regionally. Most imminently, this document can serve as preparation for funding cycles, including STIF cycles, FTA grants, and Safe Routes to School grants, that can help TCTD to implement recommendations and enhance transportation services. Beyond that, the recommendations are intended to provide conceptual guidance to be refined by TCTD, Tillamook County, and their partners as funding and partnership opportunities become available.

While this document provides prioritized strategies and examples of how these would specifically be implemented, the recommendations are a snapshot in time and may adjust to meet the changing needs of the region.





## COMMUNITY PARTICIPANTS

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TCTD would like to extend a big thank you to everyone who participated one or more outreach activity as part of this Coordinated Transportation Plan update:

- » Belinda R Bellante, DHS Child Welfare
- » Brianne Prince, Helping Hands Reentry
- » Carrie Hartford, Neah-Kah-Nie High School
- » Chad Holloway, Nestucca Valley School District
- » Cindy Green, Marie Mills Center
- » Daniel Hettenbach, Pacific Taxi Services
- » Doris Matthews, St Mary by the Sea Catholic Church
- » Eric Swanson, Adventist Health Tillamook
- » Jamie Chambers, DHS Vocational Rehabilitation
- » Jenny Greenleaf, North County Food Bank
- » John F Papineau LCSW, Adventist Health Tillamook
- » Julia Wentzel, Oregon Food Bank
- » Julie Chick, Sammy's Place
- » Michele Wayne, CARE
- » Nick Troxel, Tillamook Police Department
- » Peter Starkey, formerly of CARE
- » Selena M Castro, Tillamook Bay Community College
- » Sue Sanderson, Marie Mills Center
- » Tammy Manley, Tillamook Nazarene Church
- » Valerie Bundy, Tides of Change



Attachment A: December 13  
Transportation Advisory Committee  
Presentation



# Tillamook County Transportation District Coordinated Human Services Transportation Plan

Stakeholder Workshop  
December 13<sup>th</sup>, 2023

# Agenda

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

# Introductions

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

# 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



# Tasks and Timeframes

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

2022

2023

2024

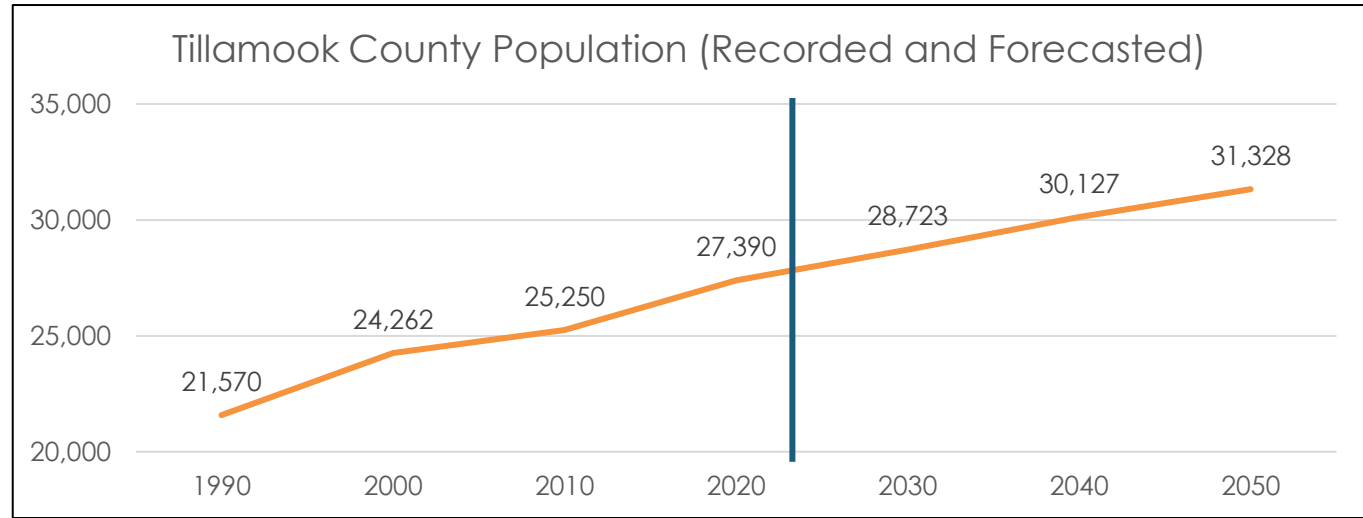
# Demographics

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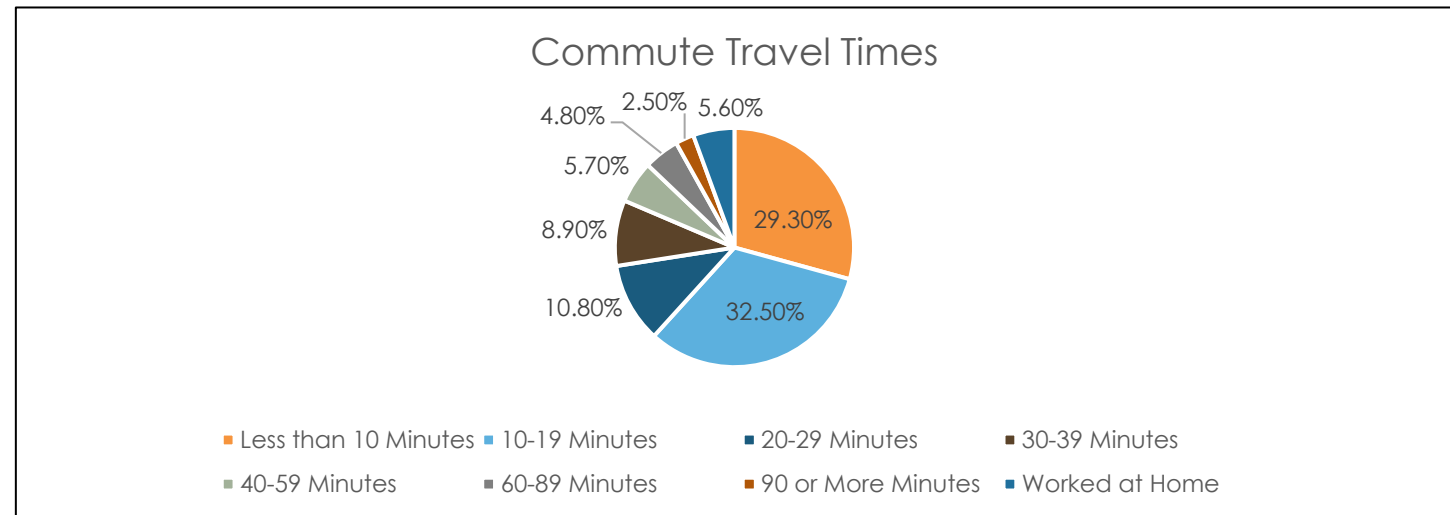
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<i>Tillamook County</i>	27,390	38.0%	19.7%	19.1%	24.9%	22.1%
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<i>Rockaway Beach</i>	1,441	<b>35.5%</b>	14.1%	14.2%	<b>27.5%</b>	<b>30.1%</b>
<i>Tillamook</i>	5,204	<b>48.7%</b>	<b>28.8%</b>	<b>24.8%</b>	<b>18.4%</b>	<b>25.3%</b>
<i>Wheeler</i>	414	<b>48.1%</b>	11.1%	15.1%	<b>37.8%</b>	<b>26.3%</b>



# Demographics



Location	Population Over Age 16	Population % in Labor Force	Median Household Income
Tillamook County	21,797	50.0%	\$49,895
State of Oregon	3,361,188	62.4%	\$62,818



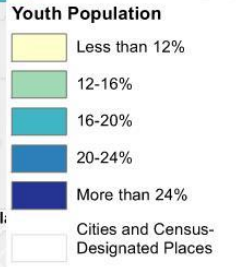
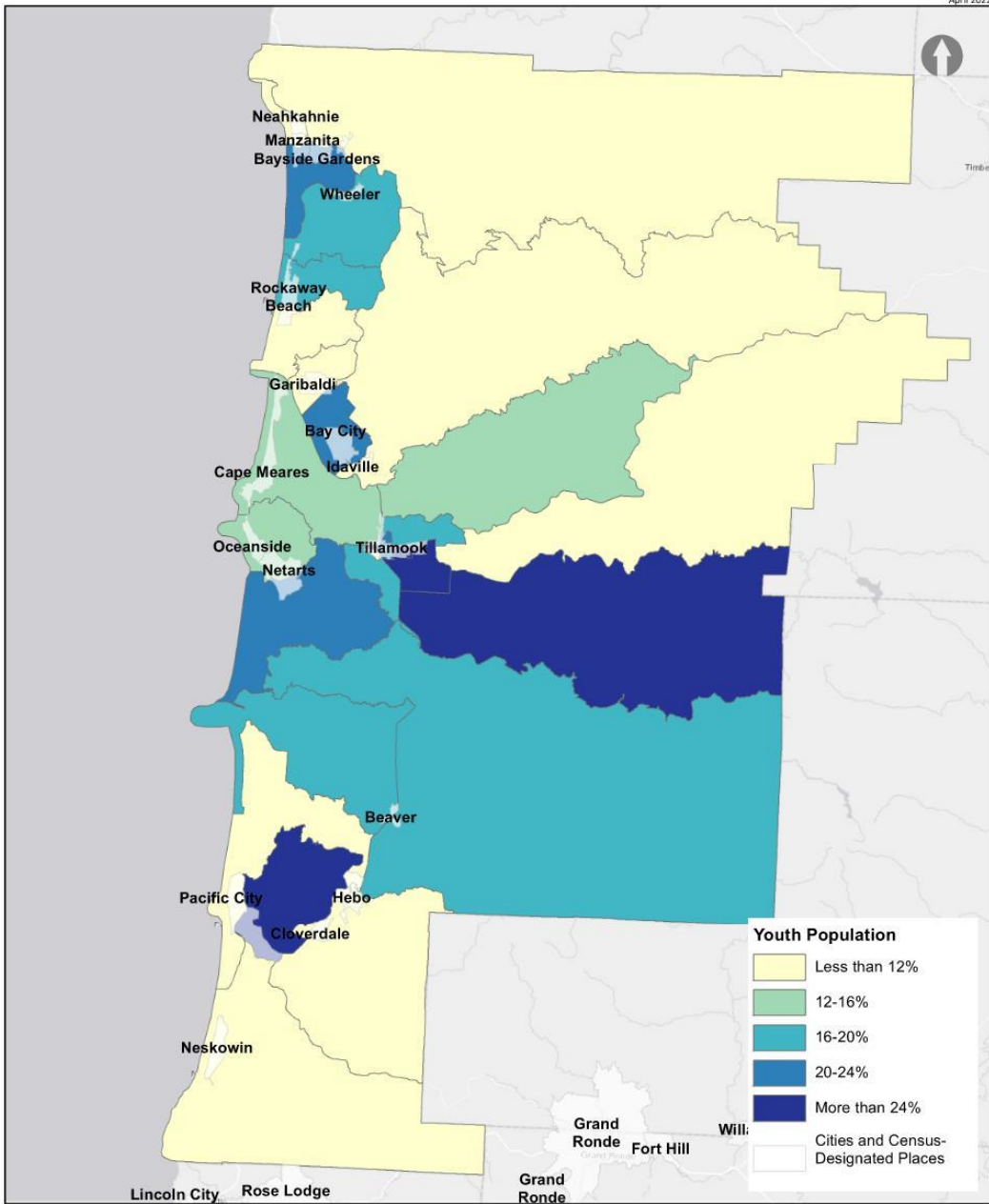


Figure 3

Youth as a Percentage of the Total Population by Block Group Tillamook County, Oregon

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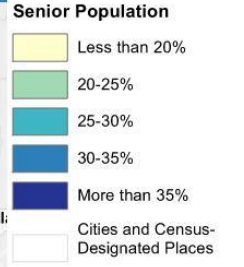
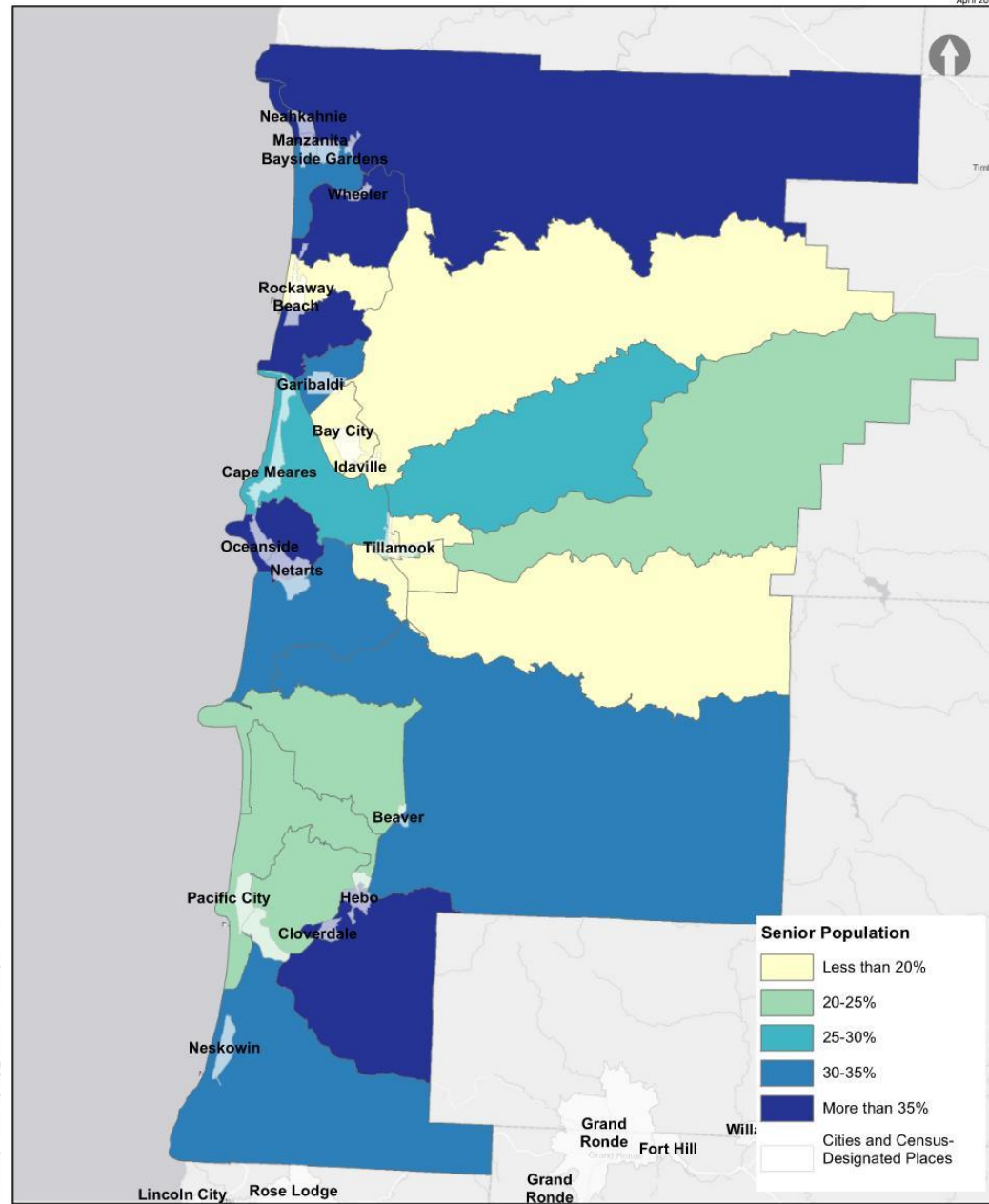


Figure 4

Seniors as a Percentage of the Total Population by Block Group Tillamook County, Oregon

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# Discussion

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

# 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**

# 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**

# 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**

# Discussion

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

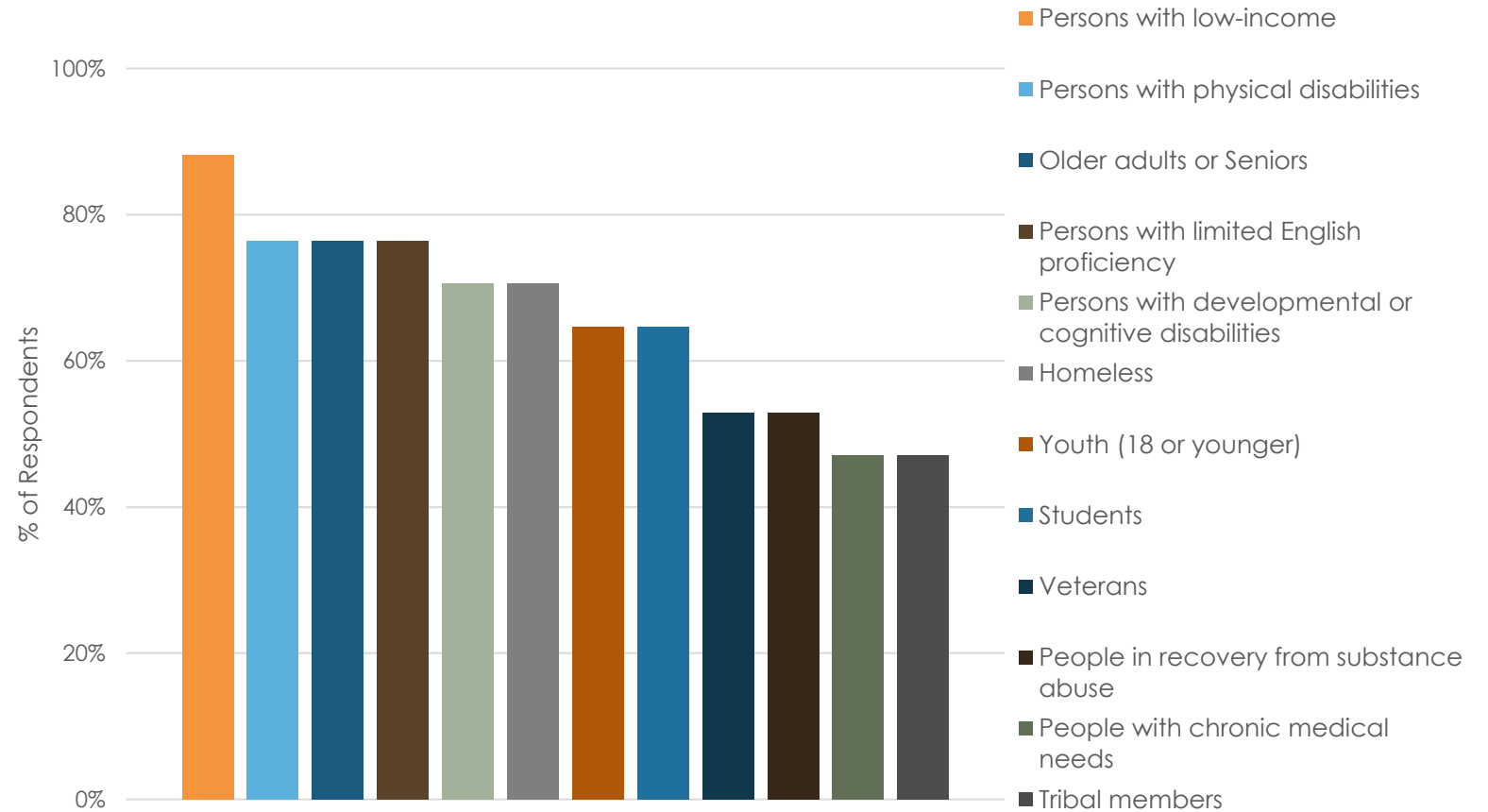
# Surveys

- ▶ 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



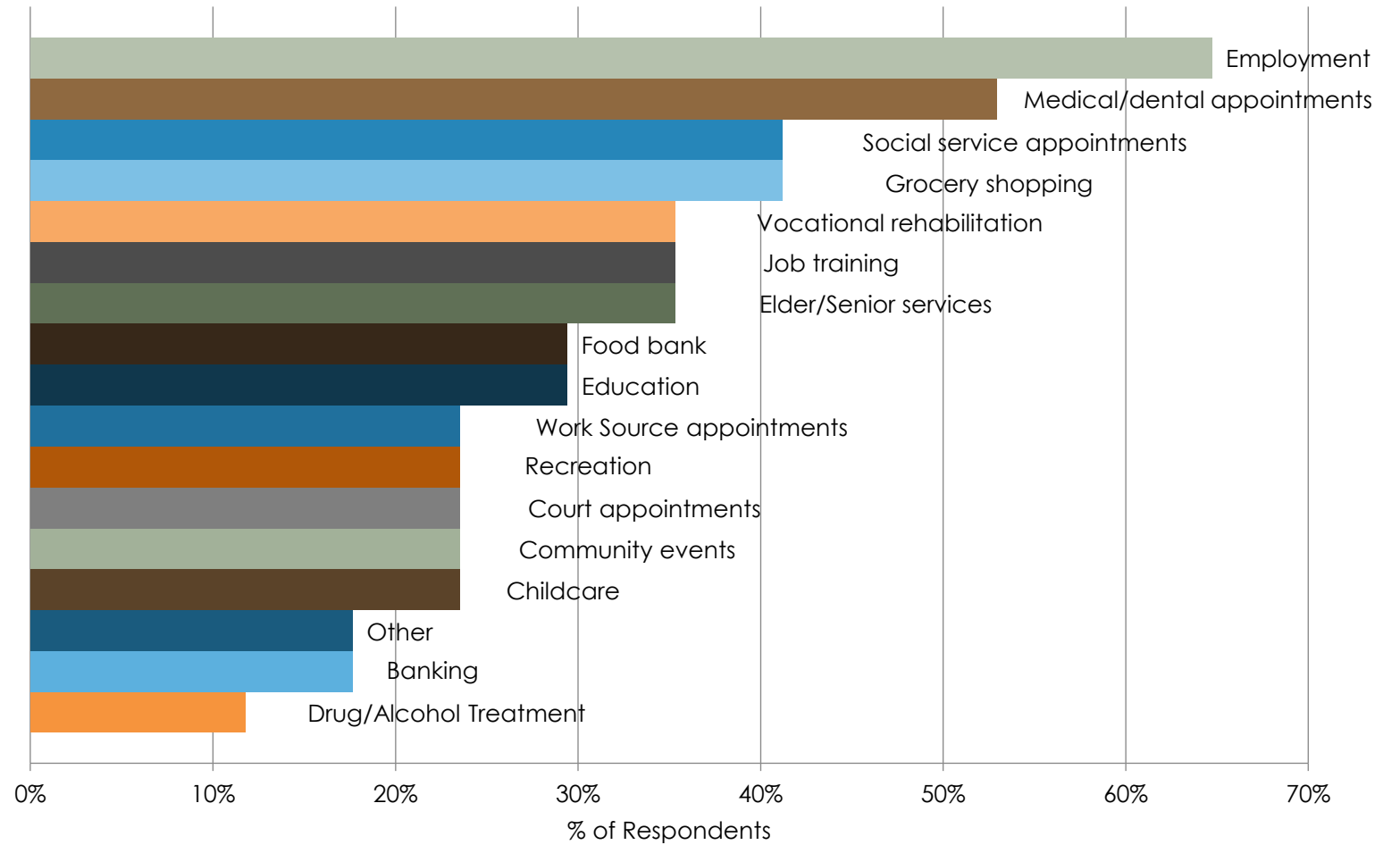
# Survey Results

## What populations do you serve?



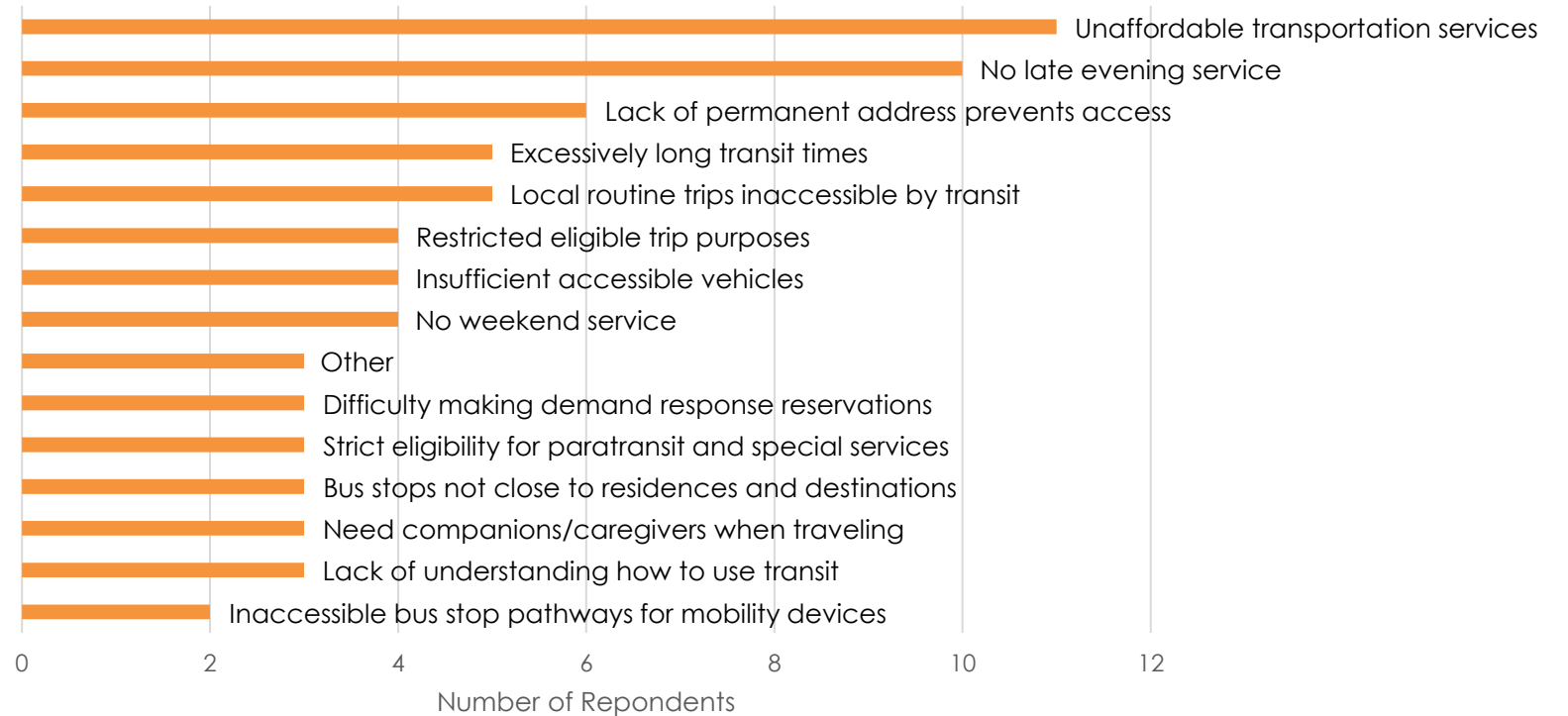
# Survey Results

## Where do your clients have the greatest transportation needs?



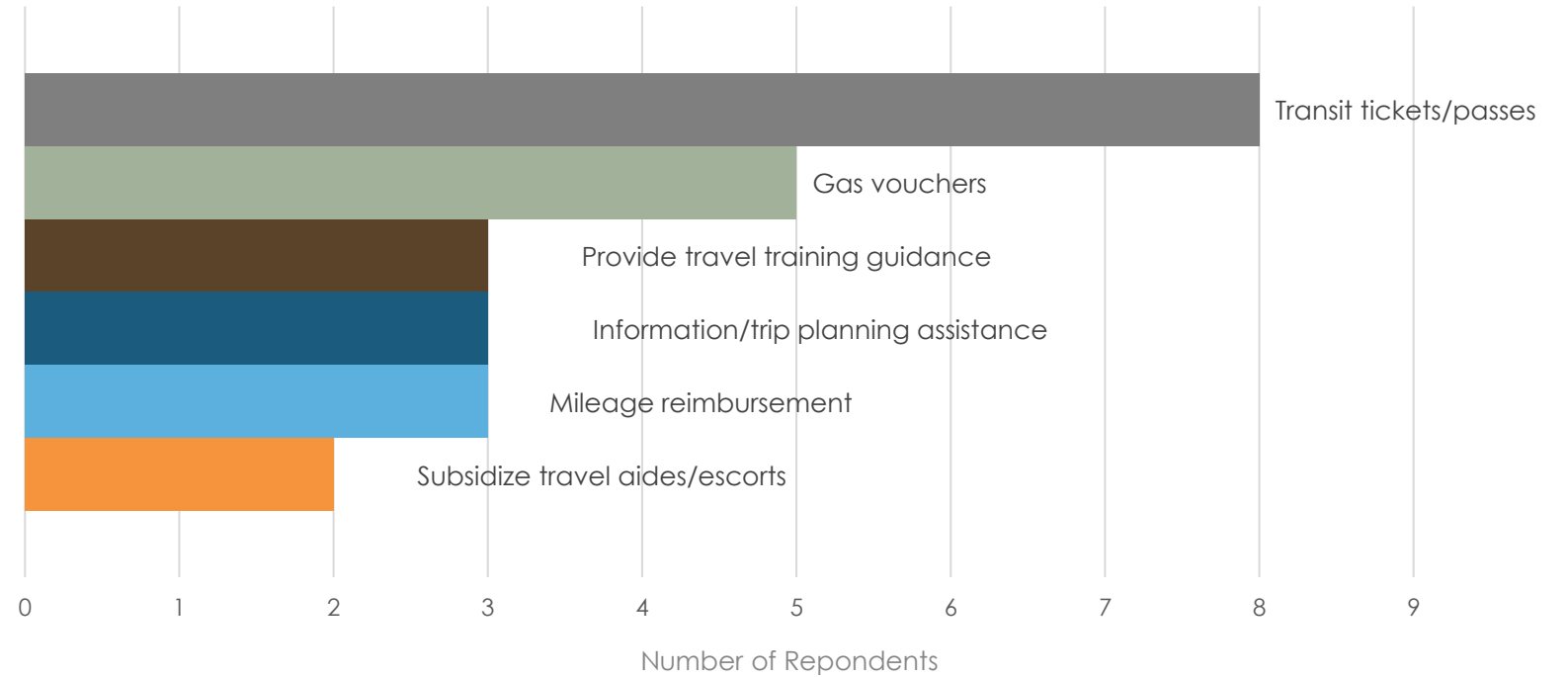
# Survey Results

## What are the main transportation challenges that your clients face?



# Survey Results

What type of transportation services does your organization fund?



# 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)

# 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

# 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?

# 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?



# 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

# 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

# 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

# Discussion

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

# 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

# Attachment B: March 4 Transportation Advisory Committee Presentation



# Tillamook County Transportation District Coordinated Human Services Transportation Plan

Transportation Advisory Committee Meeting  
March 4<sup>th</sup>, 2024

# Agenda

- Project Overview
- Tillamook County Demographics
- Outreach Findings
- Project Goals
- CTP Strategies
- High-Priority Projects



# 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
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- Identify unmet needs
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# Tasks and Timeframes

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2022

2023

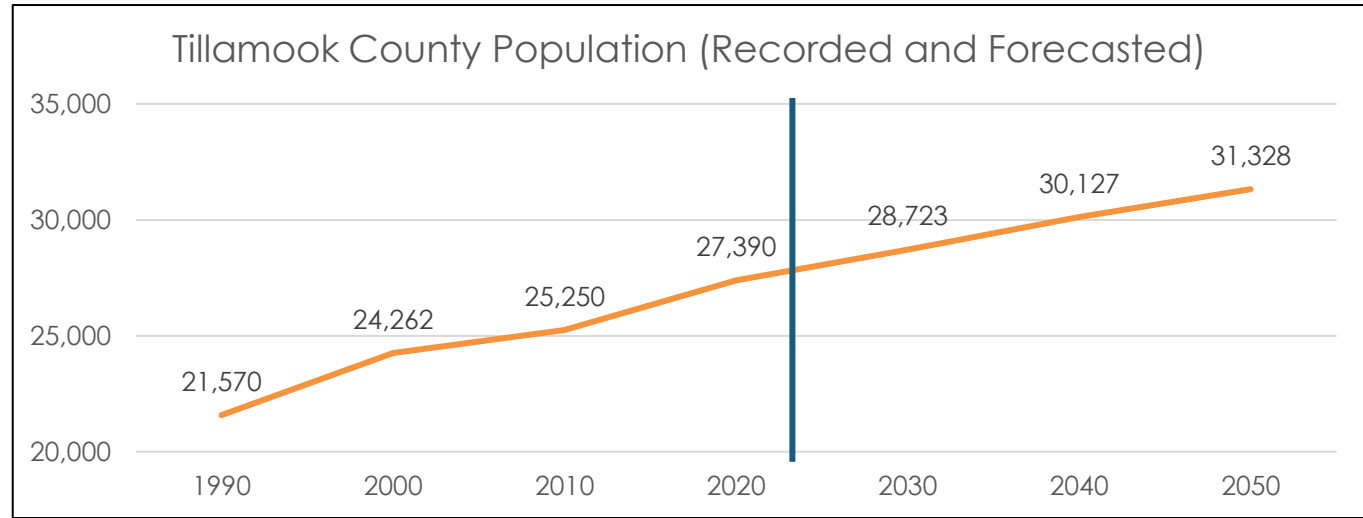
2024

# Demographics

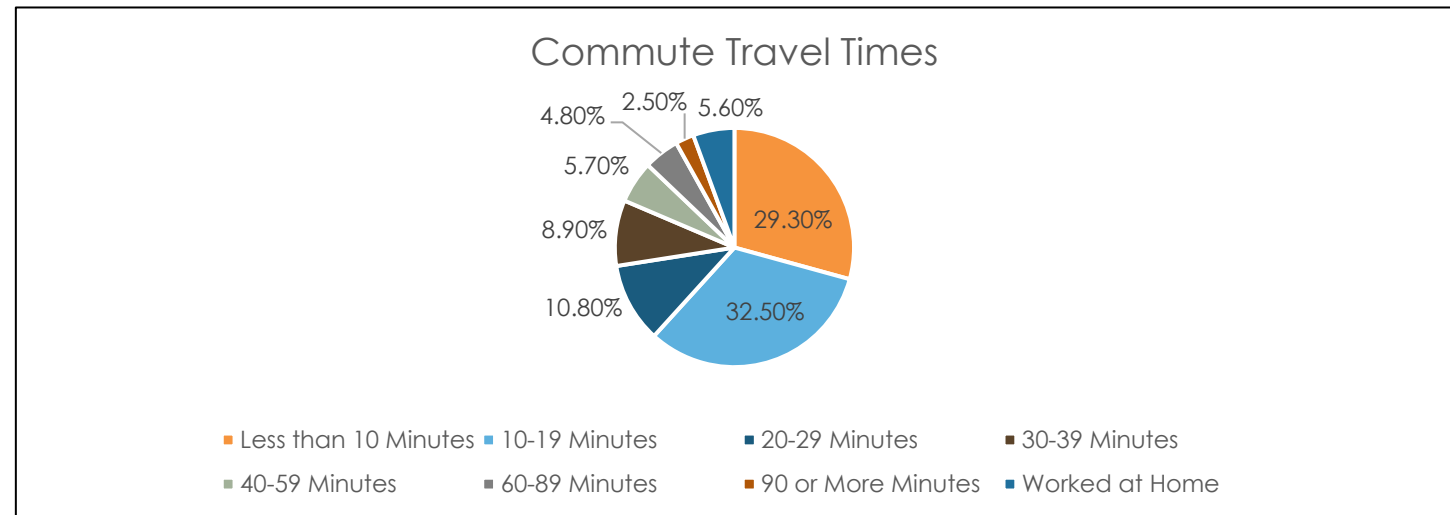
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<i>Pacific City</i>	1,109	<b>65.8%</b>	12.6%	<b>33.0%</b>	<b>21.8%</b>	<b>19.9%</b>
<i>Rockaway Beach</i>	1,441	<b>35.5%</b>	14.1%	14.2%	<b>27.5%</b>	<b>30.1%</b>
<i>Tillamook</i>	5,204	<b>48.7%</b>	<b>28.8%</b>	<b>24.8%</b>	<b>18.4%</b>	<b>25.3%</b>
<i>Wheeler</i>	414	<b>48.1%</b>	11.1%	15.1%	<b>37.8%</b>	<b>26.3%</b>

# Demographics



Location	Population Over Age 16	Population % in Labor Force	Median Household Income
Tillamook County	21,797	50.0%	\$49,895
State of Oregon	3,361,188	62.4%	\$62,818



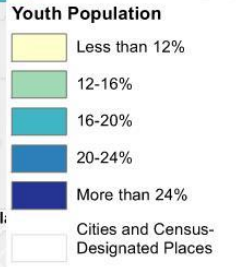
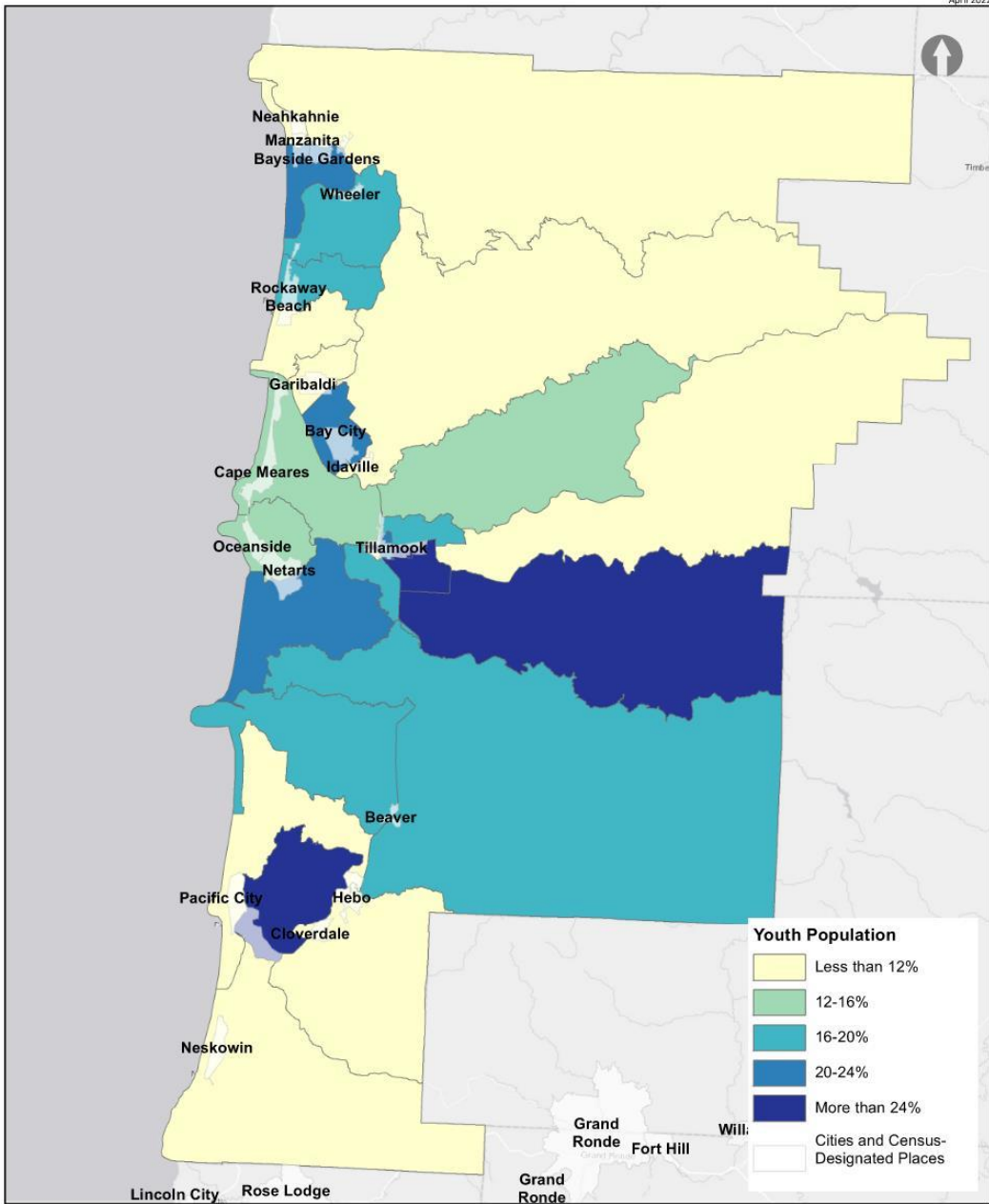


Figure 3

Youth as a Percentage of the Total Population by Block Group Tillamook County, Oregon

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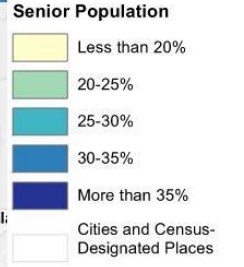
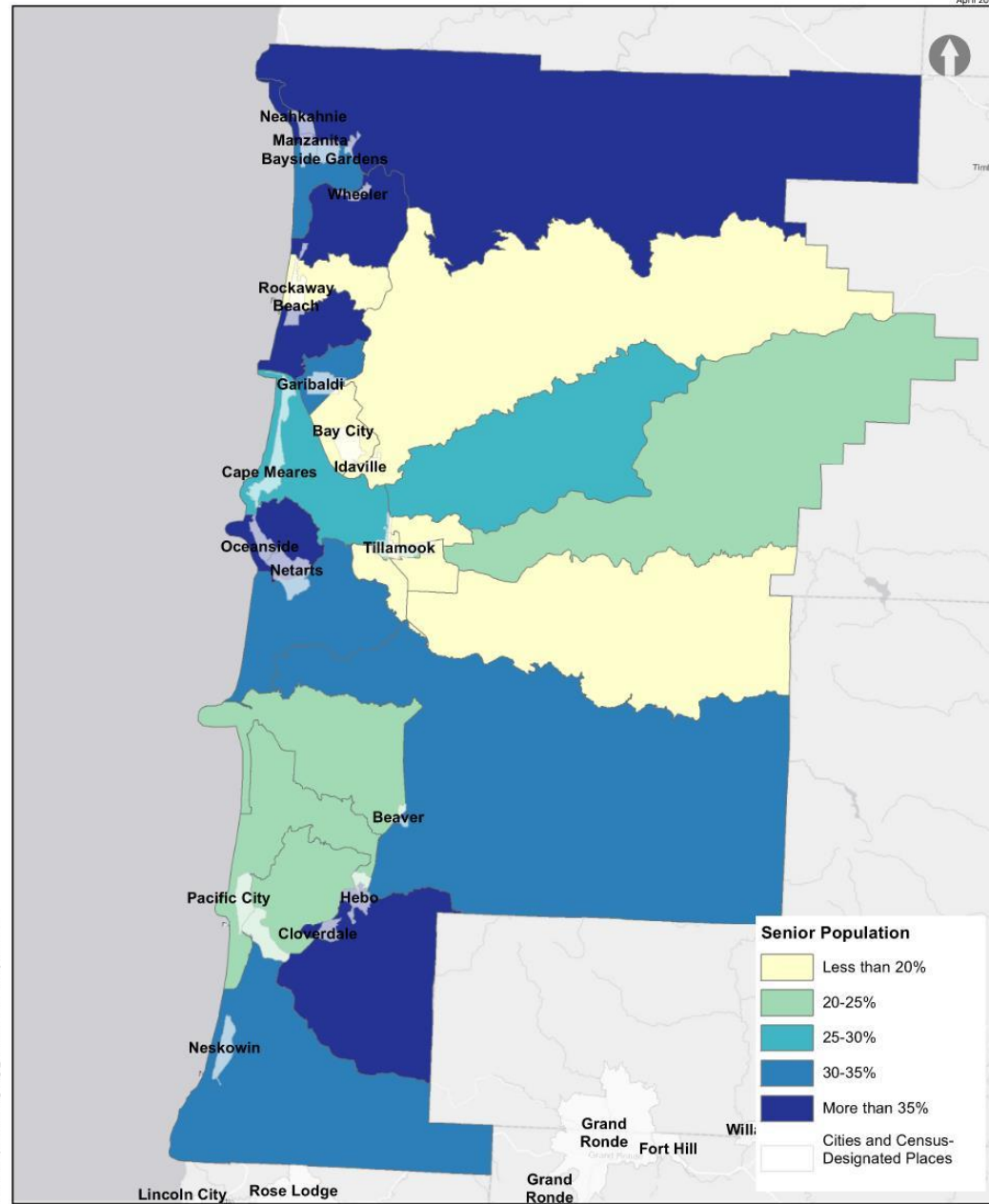


Figure 4

Seniors as a Percentage of the Total Population by Block Group Tillamook County, Oregon

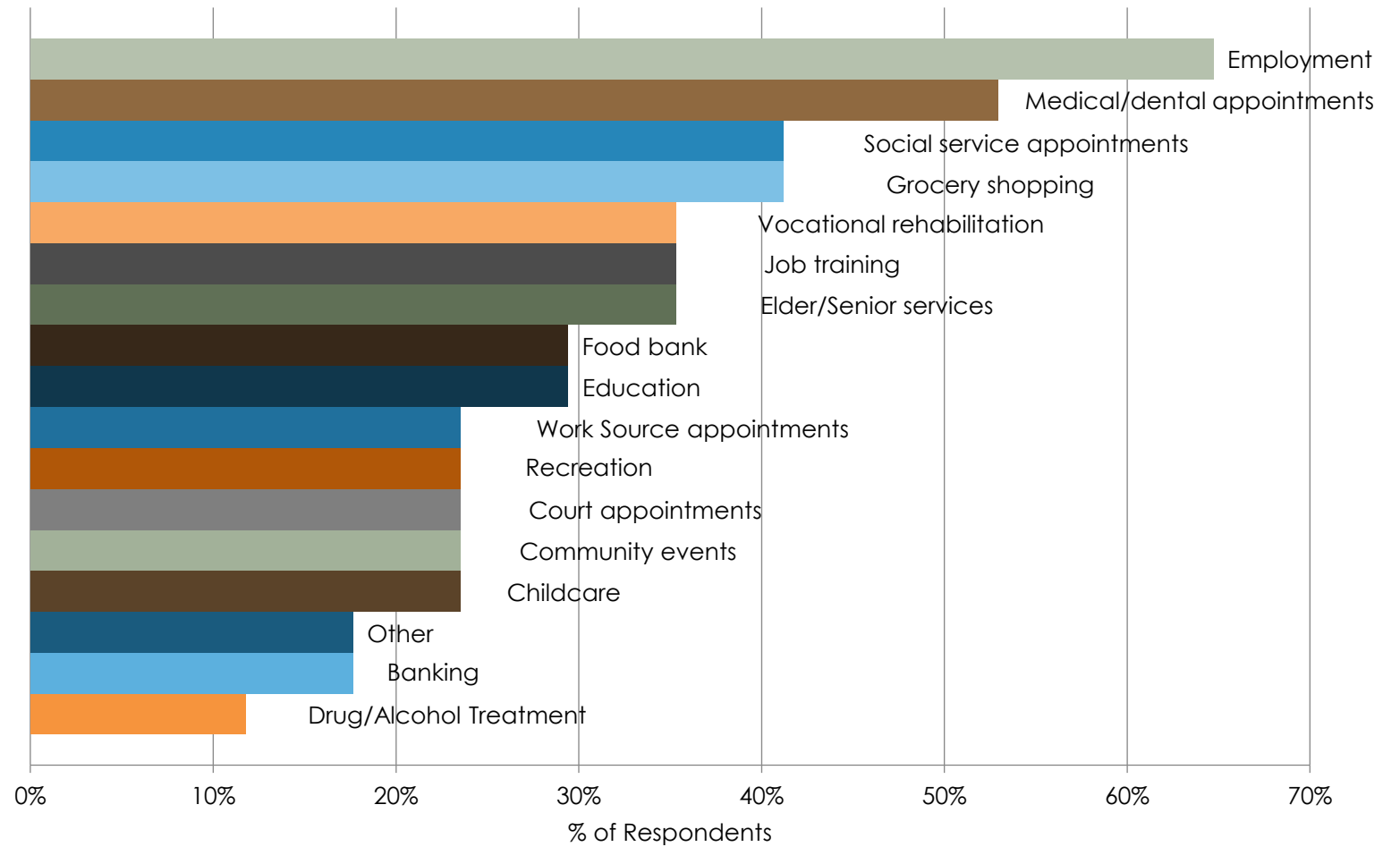
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# Outreach Findings: Surveys

- ▶ 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

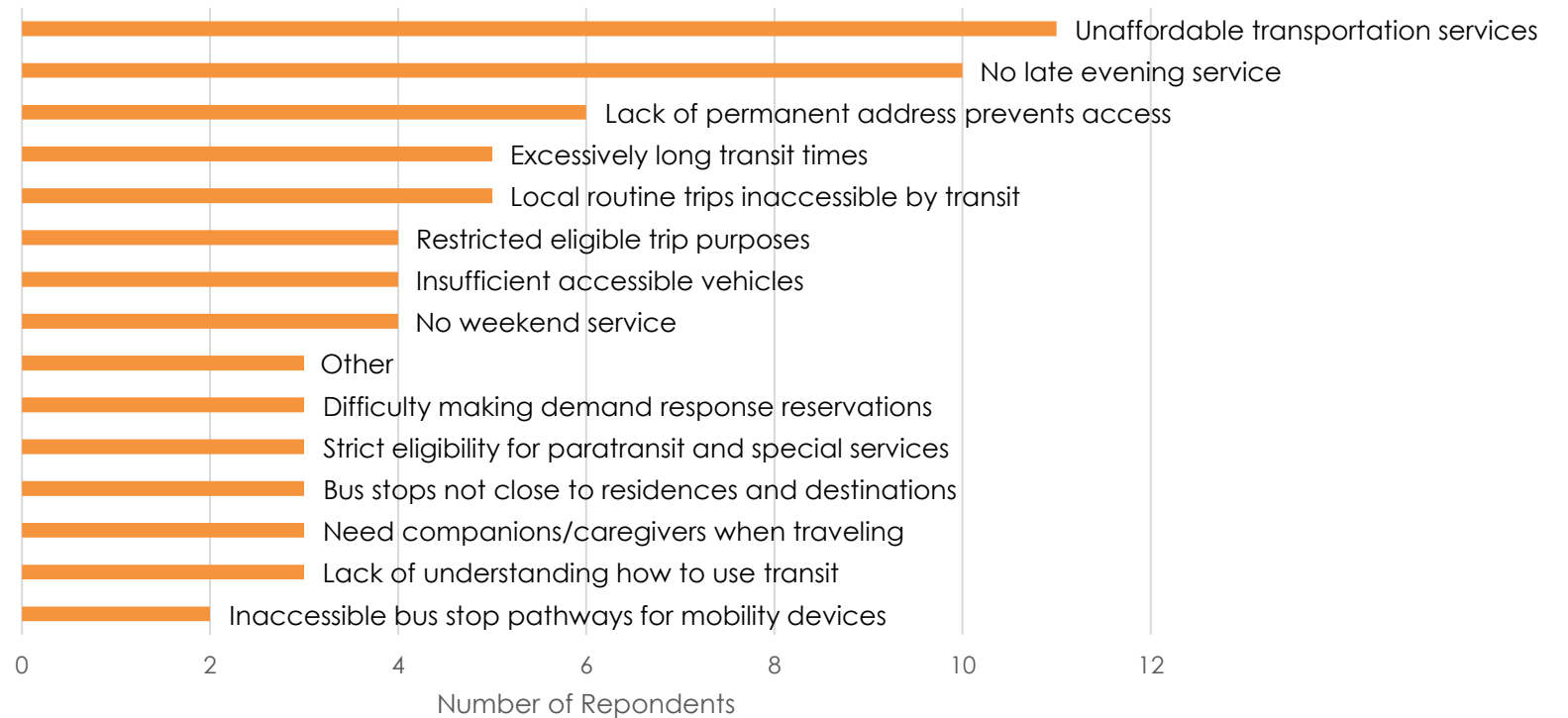
# Survey Results

Where do your clients have the greatest transportation needs?



# Survey Results

## What are the main transportation challenges that your clients face?





# Outreach Findings: 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)

# 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

# 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 for people who need it



Recruit and retain staff to be able to provide reliable service

## Transportation Services

# Coordinated Plan Strategies

- **Expand fixed route bus service to include more mid-day, evening, and weekend trips, focusing on routes to North County, South County, and the Port of Tillamook Bay.**
- **Improve connections between fixed routes, deviated fixed routes, and dial-a-ride services to social services locations.**
- **Make Dial-A-Ride improvements (increase availability, expand NW Rides to accommodate other service types, etc.)**
- Implement deviated fixed route pilots to provide flexible first/last mile connections.
- Improve access to areas around social services and medical facilities.
- Monitor deviated fixed route services near facilities serving special needs populations throughout Tillamook County to ensure that the populations are being served.
- Improve service for those in the intellectually- and developmentally-disabled community for all types of services, including employment, medical, shopping, and other trip types.
- Contract with non-emergency medical transportation (NEMT) providers to offer subsidized rides for seniors and people with disabilities.
- Improve accessibility between the transit center/fixed routes and the Senior Citizens Center.
- Develop travel training programs and tools to educate the public on using services.
- Improve coordination with Sunset Empire Transportation District to maintain timed transfers in Cannon Beach as they rebuild their service.
- Review opportunities to provide transportation services that best connect residential and employment locations.

Strategies in **bold** have been identified as high-priority strategies

# Coordinated Plan Strategies

Strategy	Costs	Difficulty of Implementation	Groups Served/ Needs Met	Priority
<b>Transportation Service Strategies</b>				
Expand fixed route bus service to include more mid-day, evening, and weekend trips, focusing on routes to North County, South County, and the Port of Tillamook Bay.	\$\$\$	High	●	High
Improve connections between fixed routes, deviated fixed routes, and dial-a-ride services to social services locations.	\$\$	High	●	High
Dial-A-Ride: increase availability, improve and expand services.	\$\$\$	High	●	High
Implement deviated fixed route pilots to provide flexible first/last mile connections.	\$\$	High	●	Medium
Monitor deviated fixed route services near facilities serving special needs populations throughout Tillamook County to ensure that the populations are being served.	\$	Medium	◐	Medium
Improve service for those in the intellectually- and <u>developmentally-disabled</u> community for all types of services, including employment, medical, shopping, and other trip types.	\$\$	Medium	◐	Medium
Contract with non-emergency medical transportation (NEMT) providers to offer subsidized rides for seniors and people with disabilities.	\$\$	Medium	◐	Medium
Improve accessibility between the transit center/fixed routes and the Senior Citizens Center.	\$\$	Medium	◐	Medium
Improve access to areas around social services and medical facilities.	\$\$	High	●	Medium
Develop travel training programs and tools to educate the public on using services.	\$\$	Medium	●	Medium
Improve coordination with Sunset Empire Transportation District to maintain timed transfers in Cannon Beach as they rebuild their service.	\$	Medium	◐	Low
Review opportunities to provide transportation services that best connect residential and employment locations.	\$	Medium	●	Low

## Infrastructure

- **Continue to enhance reduced fare subsidy programs and/or vouchers to encourage ridership among special needs populations.**
- **Create a replacement schedule of existing buses as they reach the end of their useful life, as well as possible fleet expansion to accommodate service growth. The fleet plan should address the types of vehicles (e.g. medium-sized for fixed route services, mini-vans or small buses for DAR) to be purchased.**
- Add more signage (especially along deviated routes), fare information, how to ride directions, and benches at bus stops.
- Provide shelters at stations with large numbers of boardings or at places where a specific population may need a shelter. These could include Goodspeed Park, Cloverdale, Oceanside, etc.
- Provide a bus stop sign and pole at the converted flag stops along Route 3 through Rockaway.

# Coordinated Plan Strategies

Strategy	Costs	Difficulty of Implementation	Groups Served/ Needs Met	Priority
<b>Infrastructure Strategies</b>				
Continue to enhance reduced fare subsidy programs and/or vouchers to encourage ridership among special needs populations.	\$\$	Medium	1	High
Create a replacement schedule <u>of</u> existing buses as they reach the end of their useful life, as well as possible fleet expansion to accommodate service growth. The fleet plan should address the types of vehicles (e.g. medium-sized for fixed route services, <u>mini-vans</u> or small buses for DAR) to be purchased.	\$	Medium	2	High
Add more signage (especially along deviated routes), fare information, how to ride directions, and benches at bus stops.	\$\$	Medium	2	Medium
Provide shelters at stations with large numbers of boardings or at places where a specific population may need <u>a shelter</u> . These could include Goodspeed Park, Cloverdale, Oceanside, etc.	\$\$	Medium	1	Medium
Provide a bus stop sign and pole at the converted flag stops along Route 3 through Rockaway.	\$\$	Medium	1	Low

# Coordinated Plan Strategies

## Coordination and Organization

- **Organize meetings between transit planners to coordinate services.**
- **Create programs for employers to purchase bus passes for their employees.**
- **Enhance coordination between TCTD, local partners, employers, adjacent transit districts, local transportation providers, and local jurisdictions.**
- **Increase coordination with public transit agencies, CARE, Marie Mills Center, Sammy's Place, social service providers, employers, and other organizations.**
- **Work with the NWOTA to better serve medical trips through NW Rides and dial-a-ride in locations that are not as well covered (e.g. Lincoln County).**
- **Add diverse rider representatives to advisory committees informing service changes.**
- Create mobility management best practices for staff at downtown transit center once the remodel is complete.
- Improve coordination with transit agencies in the greater Portland Metro area.
- Continue coordinating efforts with early childhood programs in Tillamook County and with school districts.
- Work with tribal government to develop rural transit options.
- Explore adding other transit agency to NWOTA (e.g. Yamhill County Transit Area).



# Coordinated Plan Strategies

Strategy	Costs	Difficulty of Implementation	Groups Served/ Needs Met	Priority
<b>Coordination and Organization Strategies</b>				
Organize meetings between transit planners to coordinate services.	\$	Low	●	High
Create programs for employers to purchase bus passes for their employees.	\$\$	Low	●	High
Enhance coordination between TCTD, local partners, employers, adjacent transit districts, local transportation providers, and local jurisdictions.	\$	Medium	●	High
Increase coordination with public transit agencies, CARE, Marie Mills Center, social service providers, employers, and other organizations.	\$	Medium	●	High
Work with the Northwest Oregon Transit Alliance (NWOTA) to better serve medical trips through NW Rides and dial-a-ride in locations that are not as well covered (e.g. Lincoln County).	\$	Medium	●	High
Add diverse rider representatives to advisory committees informing service changes.	\$	Low	●	High
Create mobility management best practices for staff at downtown transit center once the remodel is complete.	\$	Low	●	Medium
Improve coordination with transit agencies in the greater Portland Metro area.	\$	Medium	●	Medium
Continue coordinating efforts with early childhood programs in Tillamook County and with school districts.	\$\$	Medium	◐	Medium
Work with tribal government to develop rural transit options.	\$\$\$	High	◐	Low
Explore adding other transit agency to NWOTA (e.g. Yamhill County Transit Area).	\$	Low	◐	Low

# Coordinated Plan Strategies

## Marketing, Customer Service, and Outreach

- **Collaborate with social service agencies, medical facilities, school districts and other organizations to coordinate client transportation.**
- **Enhance customer service and disability awareness training for all partner staff, with a focus on assisting intellectually- and developmentally-disabled riders.**
- **Continue to invest in driver training programs and provide driver sensitivity training for people with mental disabilities.**
- **Continue to publish all new materials in Spanish.**
- Continue building a comprehensive marketing program.
- Improve transit service marketing through multiple channels.
- Publicize the NWOTA website to promote region-wide transit options.
- Work within NWOTA to further coordinate services, technology, and resources (e.g. targeted marketing, integrated schedules, payment/pass systems).
- Improve customer service support and promote awareness of the services provided online and on-paper.

# Coordinated Plan Strategies

Marketing, Customer Service, and Outreach				
Collaborate with social service agencies, medical facilities, school districts and other organizations to coordinate client transportation.	\$\$	Medium	●	High
Enhance customer service and disability awareness training for all partner staff, with a focus on assisting intellectually- and developmentally-disabled riders.	\$	Low	●	High
Continue to invest in driver training programs and provide driver sensitivity training for people with mental disabilities.	\$	Low	●	High
Continue to publish all new materials in Spanish.	\$	Low	●	High
Continue building a comprehensive marketing program.	\$	Medium	●	Medium
Improve transit service marketing through multiple channels.	\$	Medium	●	Medium
Publicize the NWOTA website to promote region-wide transit options.	\$	Low	●	Medium
Work within NWOTA to further coordinate services, technology, and resources (e.g. targeted marketing, integrated schedules, payment/pass systems).	\$\$	Medium	●	Medium
Improve customer service support and promote awareness of the services provided online and on-paper.	\$	Low	●	Medium

# Coordinated Plan Strategies

## Technology

- **Upgrade website to include additional features, such as links to a Facebook page and/or Twitter feed; a trip planner; information on news, events, and rider alerts; and the ability for riders to provide input about the system, through a dynamic system map or comment form.**
- Upgrade radio systems and address radio blackouts along OR 6 and in Portland.
- Install public Wi-Fi at transit centers.
- Pursue grant funding for Wi-Fi on buses.

## Capital and Funding

- **Continue transit fleet maintenance programs and vehicle replacement plan.**
- **Hire drivers to expand on-demand and paratransit services across NWOTA.**
- **Implement reduced fares for seniors, people with disabilities, students, and low-income people.**
- Provide discounted monthly passes between counties and limited-service areas.

# Coordinated Plan Strategies

Strategy	Costs	Difficulty of Implementation	Groups Served/ Needs Met	Priority
<b>Technology Strategies</b>				
Upgrade website to include additional features, such as links to a Facebook page and/or Twitter feed; a trip planner; information on news, events, and rider alerts; and the ability for riders to provide input about the system, through a dynamic system map or comment form.	\$	Low	●	High
Upgrade radio systems and address radio blackouts along OR 6 and in Portland.	\$\$	High	●	Medium
Install public Wi-Fi at transit centers.	\$\$	Medium	●	Low
Pursue grant funding for Wi-Fi on buses.	\$	Medium	●	Low
<b>Capital and Funding Strategies</b>				
Continue transit fleet maintenance programs and vehicle replacement plan.	\$\$\$	Low	●	High
Hire drivers to expand on-demand and paratransit services across NWOTA.	\$\$	High	◐	High
Implement reduced fares for seniors, people with disabilities, students, and low-income people.	\$\$	Medium	●	High
Provide discounted monthly passes between counties and limited-service areas.	\$\$	Medium	◐	Medium

# Discussion

- ▶ Do these strategies align with the needs of the seniors, people with disabilities, and low-income people in Tillamook County?
- ▶ Are there strategies that should be a high priority for TCTD that currently are not?

# Next Steps

- ▶ Incorporate feedback from today's meeting
- ▶ Finalize plan for TCTD Board meeting later this month