

LINN COUNTY COORDINATED PLAN

(COORDINATED HUMAN SERVICES – PUBLIC TRANSPORTATION PLAN)



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A. INTRODUCTION

Linn County, in cooperation with the Oregon Department of Transportation (ODOT) and Association of Oregon Counties, is updating its Coordinated Human Services - Public Transportation Plan (Coordinated Plan). Last updated in 2009, the Coordinated Plan focuses County and regional resources on ensuring that public transportation efficiently and effectively gets people to important destinations, such as jobs and medical appointments.

Unlike other types of transportation plans that focus on how the transportation system functions, a Coordinated Plan engages public transportation providers and the human and health service communities in collaboratively identifying and addressing how best to match public transportation services to human and health services, and vice-versa.

The Federal Transit Administration (FTA) and ODOT require recipients of FTA Section 5310 program funds and State Special Transportation Funds (STF) to engage in a coordinated planning process. The goal is to broaden the dialogue and support coordination among public transportation providers and human and health service providers to ensure that appropriate public transportation services support special needs populations. FTA Section 5310 and STF funds provide operating assistance to transportation providers and programs that serve these targeted populations. Projects submitted for FTA and STF funding must be included in the Coordinated Plan. Coordinated Plans are updated every five years.

Independent of this Coordinated Plan, the County, some cities in the County, and the region's Metropolitan Planning Organization (MPO) are developing Transportation System Plans (TSPs) or Transit Development Plans (TDPs). A Coordinated Plan is distinct from a TDP, which focuses on improving transit services generally, as well as from a TSP that addresses all modes of transportation, including transit. Rather, Coordinated Plans are intended to engage public transportation and human health service providers in collaboratively identifying and responding to the public transportation needs of special needs populations -- older adults, persons with disabilities, low-income persons, veterans, and minority populations. Coordination means the efficient and effective use of public transportation resources for getting people to important destinations, such as jobs and medical appointments.

The purpose of the Coordinated Plan is to support coordination between public transportation and human and health services, focusing on older adults, people with disabilities, persons of low income, and other special needs populations.

While the Coordinated Plan focuses on transit services provided by local providers within the County, it is broader than just transit. Public transportation means all forms of transportation available for public use, including transit, demand response services, non-emergency medical transportation (NEMT), volunteer-based programs, taxis, technology service companies such as Uber, shuttles, private bus lines such as Greyhound, Amtrak, etc. In addition to supporting the long-term needs for transportation services for all County residents and visitors, the Coordinated Plan specifically focuses on matching public transportation to the needs of special populations -- older adults, persons with disabilities, low income persons, veterans, and minorities.

The Coordinated Plan identifies critical transportation needs, available resources, and strategies to create efficiencies, reduce redundancy, and ensure the continuation of high-quality public transportation services. The Plan includes:

- Stakeholder input on what works well in terms of transportation services in the County, what is not working well, what are the barriers to the use of available services, how

existing services can be provided more efficiently and serve more people, and how local providers of transportation can share information and collaborate in new or better ways.

- The “state of the state” in terms of updated County demographics and existing public transportation services. This component defines the service market and helps inform the identification of needs of public transportation users within that market. It highlights any gaps in transportation service and identifies the transportation needs of target populations.
- A summary of funding for public transportation in the County since the 2009 Coordinated Plan and identification of strategies to address potential funding challenges.
- A description of the progress made in addressing the needs and implementing the strategies identified in the 2009 Coordinated Plan.
- Transportation needs and strategies to address those needs.
- Priorities for transportation services, projects, investments and other actions to expand or improve services and for coordination between transportation providers and the human and health service communities.

Coordination planning and the federal and state expectations for Coordinated Plans consistently evolve. Among Plan elements that are new or expanded from the 2009 Coordinated Plan are expansion of the description of and strategies for special needs populations to include veterans, limited English proficiency populations, and minority populations; recognition of the role that public transportation plays in emergency preparedness; inclusion of health service providers as key partners in coordination of public transportation and human services; and better linkage between strategies and transportation needs through combination of needs, strategies and priorities into a single section of the Plan.

Linn County and public transportation providers operating within the County will use the Coordinated Plan to select the highest-priority strategies that match available resources and related timeframes. The Coordinated Plan also supports ongoing coordination among regional transportation providers by documenting a clear and open planning process, identifying funding priorities, and identifying opportunities for ongoing and future partnerships.

The intent of the Coordinated Plan is to be a “living” document that is responsive to changing needs and investment priorities. Linn County will use the plan to allocate funding and, along with local partners, will use the plan to develop and enhance public transportation services.

Public Transportation is critical for connecting workers to their jobs, people with essential services in urban and rural areas, and communities to one another. Oregonians receive many benefits from public transportation, including:

Reduced transportation costs – Those who take the bus and do not own a car save nearly \$10,000 a year.

Improved transportation safety -- Nationwide, buses account for only one percent of all transportation injuries.

Relieving growing demand – Providing options for people to travel other than driving help keep more cars off our crowded roadways.

Increased access to services – Public transportation is a travel option for all people, including those with disabilities, low-income households, seniors, and children.

Reduced air pollution and greenhouse gas emissions – Transit is essential for reducing air pollution and GHG emissions.

Oregon Transportation Commission: *A Strategic Investment in Transportation*

B. PLAN DEVELOPMENT PROCESS

1. Overall Process

This update of the 2009 Linn County Coordinated Plan is part of an effort by ODOT to update all Coordinated Plans in the state. Under the umbrella of a region wide Central Willamette Valley Coordinated Human Services- Public Transportation Plan (Regional Coordinated Plan), ODOT Public Transit is assisting Linn County in preparing this County-specific component of the regional Coordinated Plan. To facilitate its preparation and to ensure consistency among the county “chapters” of the regional Coordinated Plan, ODOT Public Transit contracted with the Association of Oregon Counties and its subconsultants Cogan Owens Greene, LLC and Nelson Nygaard to prepare the Linn County Coordinated Plan and to advise and assist on the planning process.

Initiated in Fall 2015, the process has been based upon engagement of the Linn County Transportation Advisory Committee (TAC) and the Linn County Special/Rural Transportation Coordinator to provide advice on the process and to iteratively review draft sections of the Plan. Stakeholder engagement, especially with human services and health services sectors, has been another critical part of the process. The Plan development process has included:

- The Coordinated Plan update has been discussed at most meetings of the TAC since the update initiation. On several occasions, the ODOT/AOC/consultant team met with the TAC to discuss demographic information, current transportation services, information gathered from surveys and stakeholder interviews, service gaps, priorities, strategies, proposed actions and funding information.
- The Linn County Special/Rural Transportation Coordinator has periodically provided verbal reports regarding the progress of the planning effort to a variety of groups, including the Linn County Board of Commissioners; the regional Senior Services Advisory Council; the regional Disability Services Advisory Council; the Cascades West Transportation Brokerage Advisory Committee; the Linn County Transportation System Plan TAC; the Albany Area Metropolitan Planning Organization TAC; the Albany Transit Development Plan TAC; and the Lebanon Transit Development Plan TAC.
- The TAC sponsored a Community Open House on May 9, 2017 to seek public input on a Draft Plan before finalizing its recommendations to the Board of County Commissioners.

A final step in the process will be a TAC recommendation for approval and adoption by the Board of County Commissioners of a Final Plan.

A separate regional chapter of the Regional Coordinated Plan will address regional travelshed (Linn, Benton and Lincoln Counties) issues, needs and strategies. While adoption by Linn County and the other regional jurisdictions (Benton and Lincoln Counties, Siletz Tribes) will not be required, review and endorsement will be sought.

2. Stakeholder Outreach

Stakeholder outreach has focused on interviews conducted by the consultant team with public transportation providers, human and health service providers, local governments, stakeholders, education sector, business organizations, community groups, and other stakeholders. Interview

results have been instrumental in identifying opportunities and strategies to address gaps in local, regional and out-of-region services and to improve linkages among community services. Stakeholder input also includes input from the May 9, 2017 Community Open House sponsored by the TAC and advertised to stakeholders and to the general public through the County's website, flyers, and media announcements.

A summary of stakeholder input follows, including input from the more than 50 stakeholder interviews conducted for the Central Willamette Valley Coordinated Plan.

Because the Coordinated Plan is being developed as a combined, regional plan for Linn, Benton and Lincoln Counties and the Siletz Tribes and because most of the stakeholders interviewed provide services across the region, there are limited Linn County-specific interview results. The vast majority of the input received applies to all four geographic areas.

These comments represent perceptions and opinions of the parties interviewed and may be contradictory and not supported by fact. In addition, cost factors have generally not been considered in recommendations for service improvements.

Input obtained from the Transportation Advisory Committee, its staff, and transit providers has been directly incorporated into and is the basis for the Existing Conditions element and for the majority of Needs, Strategies, and Potential Actions identified in this Plan.

A summary of stakeholder input follows:

What works well in terms of transportation services? Is service consistent?

Stakeholders indicate that current services are generally reliable and consistent and are appreciated by consumers. Absent a Countywide transit district and given funding constraints, the current system of multiple providers is cited as working relatively well. Nearly all interviewees mentioned that available public transportation services better meet the needs of persons who live in larger communities, such as Albany, than for those who live in outlying or rural areas. A number of interviewees mentioned that the COG's role as the transportation brokerage works well and is effective for the very small percentage of eligible riders who utilize the RideLine service. Representative responses include:

- The Linn Shuttle, Linn Benton Loop and Dial-A-Bus programs work well but are at capacity at certain times.
- The success in enrolling people in the Oregon Health Plan has increased the eligibility for transportation services but not necessarily the use of those services.
- In communities with a Mobility Management program, transportation services are more effective.
- The public/NGO collaborations to provide various kinds of service in Sweet Home and Lebanon (rides for students, seniors, disabled persons, local shopping, and connections to Albany) are both flexible and effective.

What is not working well in terms of transportation services?

Respondents indicate that increasing demand and lack of resources to meet the varied needs of the County's communities, especially in rural and isolated areas, are the major factors in what is not working well with transportation service. Several parties suggest that a more regionally

coordinated transportation system is needed. “Services are confusing to use -- multiple systems and several transit systems make it too complicated/hard to use.” Comments include:

- Although most respondents indicate that services are reliable and consistent, several indicate that limited connections and limited hours of operation can make longer trips difficult. “It can take 2-3 hours to get a bus and it can easily take all day to go to one appointment.” Many DHS clients live in outlying areas yet services are primarily in Albany. “Clients cannot work and attend treatment because of the inordinate amount of time it takes to get to services.”
- On Sundays, transportation is limited to medical appointments but not for socialization or going to church, two important factors in maintaining health and well-being.
- Sweet Home was mentioned multiple times as being an area with high needs, with transportation sometimes being a barrier to accessing care. At the same time, Sweet Home is seen as aggressively working to provide public transportation.
- The transportation needs of clients of state human service agencies are often not well served due to a lack of coordination with local and regional transportation providers, agencies and non-profits; information about public transportation services is not provided and efforts to coordinate and leverage resources are limited.

What are the primary barriers to use of available services?

A general lack of knowledge about what public transportation services are available is cited as a significant barrier to its use. While public transportation users may be aware of specific services that they utilize, they typically have little knowledge about other transportation opportunities. There is little to no knowledge of how transportation services are funded.

The lack of resources/funding is frequently cited as a major barrier to being able to accommodate the full range of community transportation needs. Interviewees also frequently identify a lack of service in rural and isolated areas and services being inadequate or inconvenient to meet the needs of special populations.

Geographic/demographic barriers are frequently mentioned, especially transportation in rural, isolated areas. Travel to/from East Linn County is specifically mentioned as limited and challenging. The Linn-Benton Loop service is cited as being inadequate to meet population growth.

Legal/regulatory barriers cited include red tape and regulations involved in working with the Veterans Administration that limit access by veterans to services and HIPPA rules that prevent agencies from grouping rides. (Ride Line is able to share rides without sharing HIPPA-protected personal information.). Several respondents note that each of the three Counties in the region receives STF funding and creates its own program; they suggest that better integration of County-specific programs into a regional system region would help create a more seamless system. It is noted that the County has a number of towns (Mill City, Gates and Albany) that are divided between Counties, making service more complicated.

Other barriers cited include:

- For first time users, including older adults, low income persons and non-English speaking persons, lack of understanding of how to use public transportation.
- For aging individuals, persons with disabilities and those with behavioral and cognitive issues, a lack of travel assistance.
- For persons with disabilities, challenges in accessing fixed route transit due to weather, distance to bus stops, topography, and amenities available such as accessible routes and bus stop shelter.

- For persons in intellectual/developmental disabilities jobs programs, lack of transportation to employment sites.
- For low income persons, the cost of public transportation.

How well are regional (town-to-town) transit needs being met?

Connections between Albany and Corvallis, Lebanon and Albany/Corvallis, and the coast and Albany/Corvallis are identified as being fairly good, although scheduling and frequency of service could be improved. Limited connections between small communities and the larger population and service centers and a lack of direct connections to Eugene are noted by some interviewees.

What are future trends that will modify the demand for transportation services?

Regional population growth; aging of the Baby Boomers; growth in the number of medical facilities and senior citizen residences; and technological changes, advances and opportunities are among the key trends interviewees expect to impact future transportation needs. Key comments include:

- For aging Baby Boomers, there is a desire to age in place (85+ population is one of fastest growing groups). Some cities are also reporting an increase in retirees moving to their communities.
- Observations suggest that millennials, especially those in larger urban areas, are tending to drive less/not own vehicles, creating an increasing demand for transportation alternatives, including public transportation.
- Increasing numbers of young families are moving into the North Albany area, creating increased demands on Albany Transit service as the primary provider to this area. Lebanon, with its medical/educational facilities, is also experiencing significant growth.
- Similar to other special needs populations, the aging of the veteran population is expected to create greater demands on public transportation services.
- Increases in population lead to more congested roads, slowing transit efficiency.
- There will be more senior living facilities and more over-55 housing in the Albany area.
- There is increasing need for special transportation for people with intellectual/developmental disabilities due to the State's Employment First program which is phasing out sheltered workshops.

What are the highest priorities that should be pursued to address gaps or limitations in service?

Most interviewees felt that addressing rural and isolated area transportation needs is the most urgent need. Several felt that a regional transit plan or similar planning effort that addresses the connection between public transportation services and employment, housing and health care would lead to improved services. Another high priority is for better coordination among state human service agencies to match their clients' needs to available public transportation services.

What would make public transportation services more efficient?

Scheduling efficiencies and enhanced use of technology, provision of travel training and travel navigator programs, increased coordination among providers, and exploration of private partnership opportunities are all identified as ways to improve the effectiveness of public transportation. Specific suggestions include:

- Increased coordination between public transportation providers and Ride Line services.

- Consider how vanpooling and carpooling can integrate with public transportation to reach underserved areas.
- Engage Ride Line in developing protocols that other agencies could use to work around HIPPA rules in order to provide group rides. Bring more partners into this effort. For example, group homes and foster homes could coordinate to provide group rides.
- Provide transit training; offer free days to ride with trainers. (It was also mentioned several times that individuals with behavioral, cognitive and other special needs could benefit from personal assistance, such as Travel Navigators.)
- Address geographic overlap areas and more efficient use of limited transportation funds, i.e., North Albany is in Benton County but served primarily by Linn County.
- More coordination between health and social services providers. Duplication occurs now because of lack of coordination. Need more partnerships with non-profits.
- Need more streamlined public education (the ADRC could help with this) More information translated into Spanish and more consumer-friendly information on buses.
- More funding for volunteer programs such as Volunteer Caregivers.
- Expand employee ride share programs to include other types of needs.
- Save energy by using smaller, more efficient buses on routes with low ridership.

How can coordination/partnering among providers be improved?

Despite a number of suggestions for improvements in coordination, stakeholders generally feel that coordination among regional transportation providers is very good. Oregon Cascades West Council of Governments (OCWCOG) is seen as communicating well with its members and providing expertise relative to public transportation services. The benefits in having management of both senior services and the transportation brokerage within the COG are specifically noted.

Most participants indicate increased efforts to partner would be beneficial. Partnerships with OCWCOG, state and County human and social service programs, the CCO, and colleges and universities are expected to help in understanding and meeting transportation needs. Other suggestions include:

- The CCO (Samaritan Health) indicates that coordination is a high priority. When NEMT performs well, there are savings/discretionary dollars which then can be put back into the system to increase and enhance service. “Samaritan sees the collective impact in service areas when all partners collaborate.”
- Large employers are potential partners for funding transportation service, particularly for home-to-work trips. Employers could also adjust shifts to meet transportation needs of employees; provide bus passes to help employees and people looking for work.
- For small cities, replicate the model used by Sweet Home, where the City and Linn County allocate Section 5311, Section 5310, STF, General Funds, contracts with Linn-Benton Community College, and other funds to operate transportation programs.
- Some small cities need more awareness of coordination possibilities, as well as assistance and expertise to develop effective transportation partnerships with local agencies and businesses.
- Increased awareness of RideLine services is needed; RideLine and Samaritan Health need to better disseminate information about available services.

Stepping back, what is your dream for public transportation in the region?

Interview participants have numerous ideas about the design of a transit system for the region. In summary, most feel a system that is accessible and dependable, easily understood, and meet the needs of the community is the ideal. Responses include:

- Dependable transportation for all with a sense of kindness, tolerance, and general community stake in transportation.
- Community awareness of how to use transit.
- A 1-800-I NEED A RIDE number with no turn downs and responsive to needs. A statewide database where one can go and easily get reservations for a ride.

3. Human/Health Services Community Engagement and Planning

Among the key goals of the planning process are to better educate human and health service providers about available public transportation services and to advise public transportation providers of the human and health service sectors' public transportation needs. Efforts to address these goals include:

- ***Stakeholder interviews:*** A special focus of stakeholder interviews has been on how public transportation services are coordinated with human and health services needs at the regional and local levels. Because of this focus, more than half of the interviews conducted have been with representatives from the human services and health services sectors, both at the County and regional levels. Included have been representatives of various Oregon Department of Human Services departments; Cascade West Council of Governments' human services programs, including Senior Services Advisory Council, Disability Services Advisory Council, and Community Services Coalition; Samaritan Health Services (Coordinated Care Organization); County Health Department programs; several senior centers; County Veterans Services Office; and others.
- ***Opportunity to review the Draft Plan:*** All parties interviewed were copied with a public review Draft Plan, advised of the County's public review process, and invited to participate in a May 9, 2017 Community Open House. Human and health service groups were invited to meetings of the County's TAC for presentations on and discussions of draft Plan elements at various times during the planning process. STF staff has also presented on the Plan at various community forums.
- ***Transportation Advisory Committee representation:*** Three providers of specialized human services transportation, two representatives of the disabled community and two representatives of the senior community are members of the Linn County TAC.
- ***Strategies to facilitate their participation:*** The Plan includes a variety of strategies and actions to partner with and to improve the coordination of public transportation with human and health services in the County and region. Examples include:
 - Partner with DHS and other state and local agencies whose clients have public transportation needs and encourage increased coordination and communication of those needs to transportation providers in the County and region.
 - Continue to coordinate with volunteer and non-profit organizations, human service agencies, health care providers, major employers, and other programs to improve the delivery of timely, safe and cost-effective transportation services.

- Continue to promote coordination with medical centers and clinics on scheduling of visits.
- Assist in linking the resources of transportation providers with the needs outlined by groups including the OCWCOG Senior Services Advisory Council and the OCWCOG Disability Services Advisory Council.
- Regularly convene meetings with human and health service providers to identify mutual transportation needs and opportunities to coordinate services.
- Pursue partnerships with health care providers to assure that non-Medicaid patients can get to services and treatment, and have transportation home when discharged.
- Encourage appointment to the TAC of eligible representatives with human and health services experience. Explore opportunities to expand the breadth of interests and experience through ex-officio positions or other means.
- Encourage state human service agencies to appoint transportation representatives to serve on advisory committees, task forces and work groups.
- Continue to participate on countywide and regional human and health services advisory committees that link public transportation to human and health services.

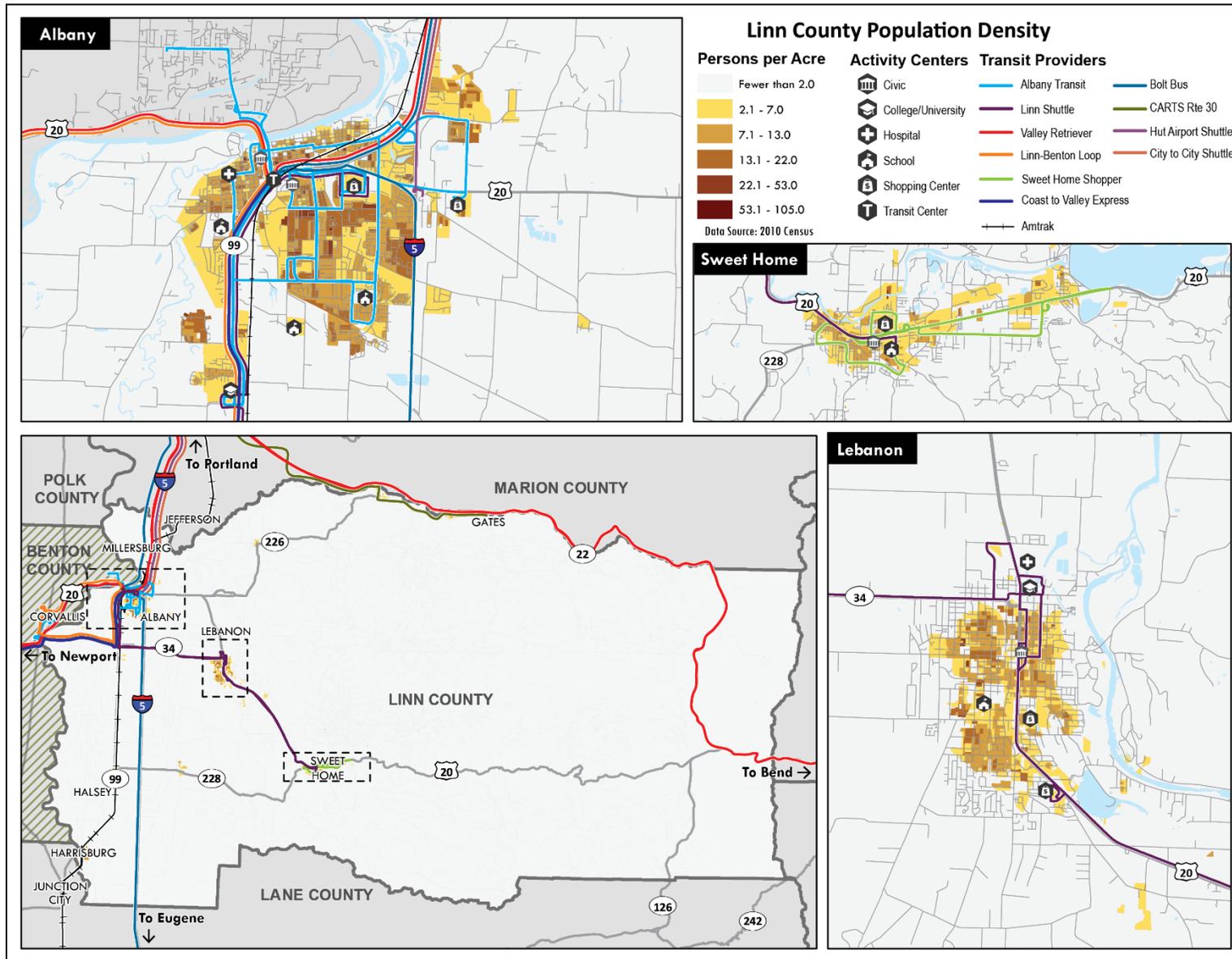
ODOT is currently updating the state's Public Transportation Plan. The Plan's proposed vision indicates: "public transportation...helps further the state's quality of life and economic vitality and contributes to the health and safety of the residents..." The Plan's Policy and Technical Advisory Committees include older adult, persons with disabilities, and low income representatives, including representatives of the Oregon Department of Human Services, Oregon Disabilities Commission, and Oregon Health Authority. It is expected that the Plan will outline human services-public transportation needs and opportunities and provide a roadmap for partnerships between state agencies and local jurisdictions to collectively address them (including those outlined in this Coordinated Plan).

A 2012 Statewide Human Services – Public Transportation Coordination Study cited significant disconnect between the provision of health and human services and the provision of public transportation services. As part of the Public Transportation Plan process, it is expected that the Study's findings and recommendations will be revisited.

C. DEMOGRAPHICS

Linn County is located in the Mid-Willamette Valley, east of Benton County. There are 15 incorporated areas, three of which are partially located in other Counties. There are 15 unincorporated communities, nine of which are Census-designated places. The Willamette National Forest encompasses most of the eastern half of the County. Principal industries are wood products, agriculture, mining, and manufacturing. The climate and soil conditions provide one of Oregon's most diversified agriculture areas, allowing a wide variety of specialty crops, such as common and perennial ryegrass. Linn County is also home to the only emery mine in the United States.

Figure 1: Linn County Population Centers and Transit Service



1. Population Profile

In 2016, Linn County had an estimated population of 122,849, making it the 8th most populated county in Oregon out of 36 Counties. Almost 60% of the County's population resides in the three cities -- Albany, Lebanon, and Sweet Home, while about one-third resides in unincorporated areas. Figure 1 shows the County's population centers in relation to public transportation services within the County. Population density in the County is shown in Figure 3.

Figure 2 below shows the population growth from 2000 to 2015 for each city in Linn County. Most cities experienced population growth, while population declined in Idanha, Waterloo, and unincorporated areas. The County's population is expected to continue to grow, reaching 143,673 in 2030 and 168,189 by the year 2050.

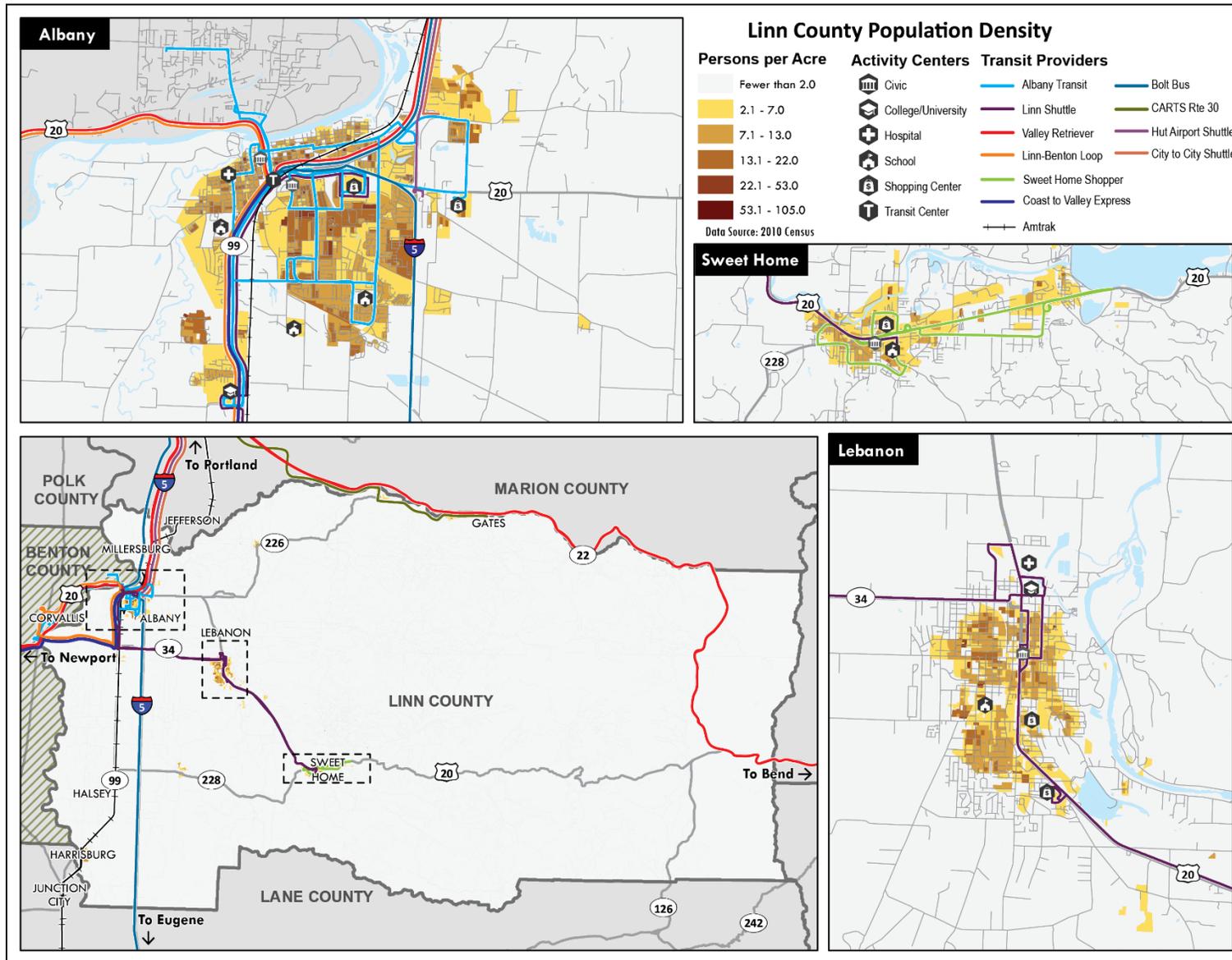
Harrisburg, Brownsville, and Halsey do not have local transit services. Millersburg experienced significant growth between 2000 and 2015, but it also currently lacks dedicated transit service. In Albany, there are two areas with high population densities not well-served by transit -- north of 53rd Avenue SW and north of Grand Prairie Road SE abutting I-5. In Lebanon, the area to the north and south of Christopher Columbus Park has a high population density and is about a mile from any fixed route service.

Figure 2: Linn County Population, 2000-2015

Location	Population (2000)	Population (2010)	Population (2015) (estimate)	% Change (2000-2015)
Albany (includes Benton County portion)	41,035	50,158	52,175	27%
Brownsville	1,449	1,668	1,738	20%
Gates	471	471	484	3%
Halsey	724	904	942	30%
Harrisburg	2,795	3,567	3,704	32%
Idanha (includes Marian County portion)	217	134	137	-37%
Lebanon	12,950	15,518	16,324	26%
Lyons	1,008	1,161	1,187	18%
Mill City (includes Marian County portion)	1,225	1,531	1,875	53%
Millersburg	651	1,329	1,539	136%
Scio	692	838	882	27%
Sodaville	290	308	319	10%
Sweet Home	8,016	8,925	9,270	16%
Tangent	933	1,164	1,220	31%
Waterloo	239	229	235	-1.6%
Unincorporated Areas	35,334	34,906	28,516	-20%
Linn County	102,610	116,271	120,547	17%

U.S. Census 2000 and 2010; <https://www.citypopulation.de/php/usa-oregon.php?adm2id=41043>

Figure 3: Linn County Population Density



2. Older Adults

According to the U.S. Census, in 2010, older adults (60 years and older) comprised 22% of the total population of Linn County. A 2013 Linn County Department of Health Services' Community Health assessment identified almost 16% of the County's population as being over 65, compared to a statewide average of 13.5%. A 2014 report by the Oregon Office of Economic Analysis projects that older adults comprise 24% of the County's population.

Figure 4 shows that every jurisdiction in the County, as well as unincorporated areas, experienced an increase in the older adult population from 2000 to 2010. Figure 6 illustrates the population densities of adults 60 years of age and older in Linn County.

Figure 4: Linn County Older Adult Population, 2000-2010¹

Location	Population 60 or older (2000)	Population 60 or older (2010)	Proportion 60 or older (2010)	% Change (2000-2010)
Albany	6,600	9,348	19%	42%
Brownsville	236	322	19%	36%
Gates	129	144	31%	12%
Halsey	79	115	13%	46%
Harrisburg	327	474	13%	45%
Idanha	28	33	58%	18%
Lebanon	2,762	3,358	22%	22%
Lyons	190	301	26%	58%
Mill City	284	342	22%	20%
Millersburg	103	276	21%	168%
Scio	145	166	20%	14%
Sodaville	56	59	19%	5%
Sweet Home	1,732	2,074	23%	20%
Tangent	142	217	19%	53%
Waterloo	35	60	26%	71%
Unincorporated Areas	6,515	8,060	23%	24%
Linn County	19,363	25,349	22%	31%

¹ Information on persons with disabilities was not available by block or block group preventing the analysis from separating out the Linn County components of Albany, Idanha, and Mill City.

Source: U.S. Census 2000 and 2010

The older adult population in Linn County has grown in recent decades, primarily due to the aging of the Baby Boomer generation. Future forecasts show the older adult population increasing to 28% of the total County population by 2050, exceeding 46,000 persons. As indicated in Figure 5, the percentage of older adults remains constant as the population increases, even as “baby boomers” are replaced by “echo boomers”.

Figure 5: Forecasted Trends in Linn County Older Adult Population

	2015	2020	2025	2030	2035	2040	2045	2050
Total	120,142	128,454	136,224	143,673	150,395	156,505	162,360	168,189
60+	29,462	33,710	37,293	39,295	40,860	42,167	44,003	46,640
Percent Older Adults	24%	26%	27%	27%	27%	27%	27%	28%

Source: Oregon Office of Economic Analysis. Demographic Forecast. "Long-term Oregon State's County Population Forecast, 2010-2050." 2013. Retrieved from <https://www.oregon.gov/das/OEA/Pages/forecastdemographic.aspx>

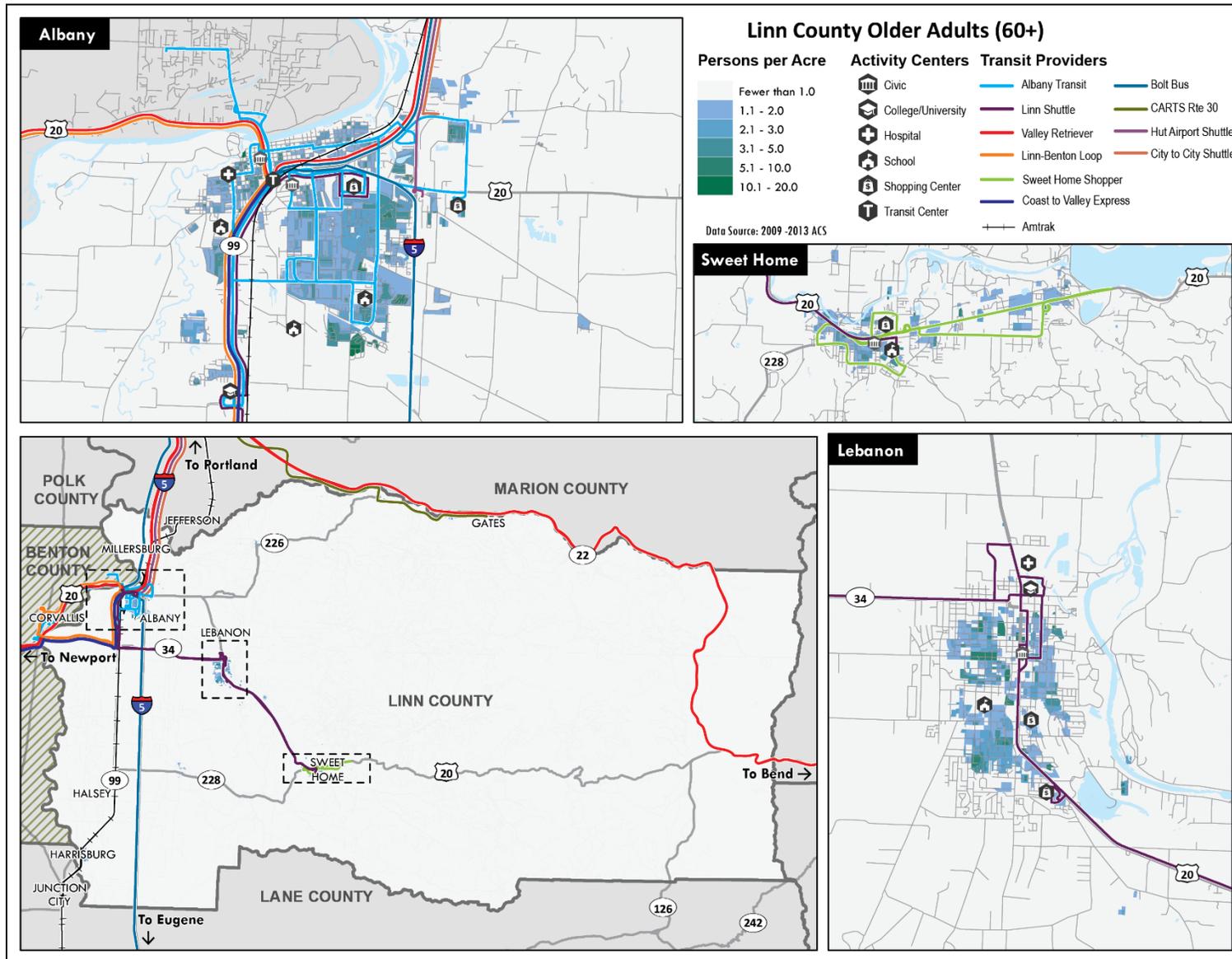
Many locations with greater densities of older adults are not near fixed-route transit services. The demand-response services available within the city limits of Linn County's larger cities provide service for all residents, but many prioritize older adults and persons with disabilities.

In Albany, concentrations of older adults lacking ready access to fixed-route services are found north of 53rd Avenue SW, in the Quail Run Mennonite Village, and in the housing development accessed through Bartley Drive SE and abutting the Interstate. In Lebanon, the neighborhood south of Christopher Columbus Park includes a high density of older adults lacking direct access to fixed-route services.

Senior citizen services are provided by senior centers in Albany, Lebanon, Sweet Home, and Brownsville. Assisted living centers include Timberview, Regency Albany, Robb House, Mennonite Village, and LeHigh House; and group homes throughout the County. Group homes are residential care homes that assist many type of people, including those with drug and alcohol problems that need residential assistance. Group homes also assist other abused or neglected youths, developmentally disabled, those with chronic mental issues, youths with criminal histories, etc.

Multiple senior programs operate in the County. Of note is the Senior Companion Program that operates in Linn, Benton, and Lincoln Counties, linking "trained companions" with seniors and people with disabilities to provide, among other services, transportation to medical appointments, shopping, social events, and other personal errands. This volunteer program is sponsored in part by Samaritan Pacific Communities Hospital, Samaritan Health Services, Samaritan Lifeline program, and city and county agencies.

Figure 6: Population Density of Older Adults in Linn County



3. Persons with Disabilities

The density of persons with disabilities in Linn County is graphically represented in Figure 15, the Transit Propensity Index Map.

According to the Oregon Office on Disability and Health’s “2013 Annual Report on the Health of Oregonians with Disabilities”, 29.6% of Linn County residents have some form of disability. In 2014, an estimated 45% of Oregon Health Plan members in Linn, Benton, and Lincoln Counties “reported being limited in any activities because of physical, mental, or emotional problems” (roughly twice the rate among non-OHP residents). Disability encompasses many different conditions; for instance, the most common disability in Linn County among those aged 5-64 is cognitive difficulty, with ambulatory difficulty ranking the highest for the 65 and older population. The prevalence of disability increases with age, from 1% of people under 5 years of age, up to 14% for 18 to 64 years of age, and 41% of those 65 and over.

The 2000 Census recorded slightly over 21,000 individuals with disabilities, with the American Community Survey suggesting a decline in the number of persons with disabilities between 2000 and 2013. The American Community Survey (ACS) provides sampling data on special needs populations, including persons with disabilities. **Sampling for smaller communities and rural areas has higher error rates than that for larger communities. This information is simply not as valid as pre-2000 Census data, but is often “the best available information”.** When possible, alternative information sources have been relied upon. However, ACS is the only available data to provide a breakout of the population of persons with disabilities by communities in the County.

Irrespective of the data source, the number of persons with disabilities in Linn County is greater than both statewide and national averages. The collective belief of the health, social service, and transportation professional community in Linn County and the Lincoln County TAC is that the population of persons with disabilities increased between 2000 and 2016 and continues to increase, most likely on a level commensurate with or closely linked to the increase in the County’s overall older adult population.

Included only for illustrative purposes, Figure 7 indicates that Gates experienced the highest increase in the number of persons with disabilities during the 2000-2013 timeframe; it also had a comparatively high proportion of its total population being persons with disabilities at 31% in 2013.

Figure 7: Persons with Disabilities in Linn County, 2000-2013^{1,2}

Location	Total with a disability (2000) ³	Total with a disability (2013)	% Change (2000-2013)	Proportion of Total Population with a Disability (2013)
Albany	7,351	7,973	8%	16%
Brownsville	248	249	0%	16%
Gates	116	202	74%	31%
Halsey	131	139	6%	13%
Harrisburg	415	395	-5%	11%
Idanha	58	47	-19%	32%

Location	Total with a disability (2000) ³	Total with a disability (2013)	% Change (2000-2013)	Proportion of Total Population with a Disability (2013)
Lebanon	2,823	2,596	-8%	17%
Lyons	163	147	-10%	15%
Mill City	371	231	-38%	16%
Millersburg	141	188	33%	11%
Scio	131	91	-31%	12%
Sodaville	66	75	14%	17%
Sweet Home	2,188	1,868	-15%	21%
Tangent	146	132	-10%	12%
Waterloo	42	37	-12%	16%
Unincorporated Areas	6,671	4,941	-53%	12%
Linn County	21,061	19,311	-8%	17%

1 Information on persons with disabilities was not available by block or block group preventing the analysis from separating out the Linn County components of Albany, Idanha, and Mill City.

2 Data for persons with disabilities only reflects the population ages 5 years and older.

3 The data for 2000 was collected through U.S. Census Summary File 3 (SF3). SF3 data is compiled from a sample of the total population (about 1 in 6 households) that received the Census 2000 long-form questionnaire.

Sampling for smaller communities and rural areas has higher error rates than that for larger communities.

Source: US Census 2000 and American Community Survey 2013 5-year estimates

The County, through its contracts with Linn Shuttle, Albany Dial-a-Bus, Sweet Home Dial-A-Bus and Lebanon Dial-A-Bus, Oregon Mennonite Residential Services, Sunshine Industries and Chamberlin House, is the largest provider of employment transportation for those residents with intellectual/developmental disabilities (IDD). Employment services such as Cornerstone, Work Unlimited, HomeLife Vocational Services, and Bridges Enterprise, LLC rely in large part or exclusively on Dial-a-Bus services for client transportation to/from employment locations. There are at least six facilities in Linn County serving IDD persons: three in Albany and one each in Lebanon and Sweet Home. The Linn County Department of Health Services reports serving 700 IDD persons in 2016, with Oregon Cascades West Council of Government’s Ride Line service providing rides for an additional 300.

4. Low-income Persons

“Low-income” is defined as a household whose income falls below 150% of the poverty income level (as calculated by the U.S. Census Bureau). In 2015, the median household income in Linn County was \$45,644. Figure 8 shows that approximately 29% of Linn County residents were identified as low income in 2013, a 55% increase from 2000. Halsey and Sodaville had the highest percent change in poverty from 2000 to 2013. Gates had the highest percent of residents identified as low income in 2013. Low income residents living in these communities may be in need of more affordable transportation services. The density of low-income populations in Linn County is graphically represented in Figure 15, the Transit Propensity Index Map.

Figure 8: Distribution of Low-Income Linn County Residents^{1,2}

Location	Population with Incomes <150% Poverty Level (2000) ³	Population with Incomes <150% Poverty Level (2013)	% Change (2000-2013)	Proportion of Population with Incomes <150% Poverty Level (2013)
Albany	8,288	15,360	85%	31%
Brownsville	322	448	39%	28%
Gates	145	247	70%	38%
Halsey	94	351	273%	32%
Harrisburg	509	909	79%	25%
Idanha	67	62	-7%	42%
Lebanon	3,353	5,071	51%	33%
Lyons	195	158	-19%	16%
Mill City	382	402	5%	28%
Millersburg	101	228	126%	13%
Scio	93	177	90%	23%
Sodaville	44	136	209%	31%
Sweet Home	2,347	2,938	25%	33%
Tangent	141	407	189%	35%
Waterloo	50	69	38%	29%
Unincorporated Areas	5,320	6,259	18%	22%
Linn County	21,451	33,222	55%	29%

1 Information on income levels was not available by block or block group preventing the analysis from separating out the Linn County components of Albany, Idanha, and Mill City.

2 Data for persons of low-income only reflects a portion of the population for which poverty status is determined. The income cannot be determined for children under the age of 15 not related by birth, marriage, or adoption to a reference person within the household, therefore their poverty status cannot be determined.

3 The data for 2000 was collected through U.S. Census Summary File 3 (SF3). SF3 data is compiled from a sample of the total population (about 1 in 6 households) that received the Census 2000 long-form questionnaire.

Source: US Census 2000 and American Community Survey 2013 5-year estimates

5. Veterans

Findings of a 2009 Legislative Task Force on Veterans Transportation concluded that transportation is a major barrier to reintegration and recommended improved access to existing transportation systems, more local options, and more coordination for rides. The Task Force also found that there is a lack of coordination between transportation providers and the Veterans Administration and that veterans do not generally know what transportation is available currently. Inclusion of veterans transportation in Coordinated Plans was recommended.

Veterans are often dependent on public transportation for travel to work, education, healthcare and other trip purposes. For example, the opening of a Veterans Home in Lebanon has created

increased demand for Corvallis/Albany – Lebanon service for both veterans and employees. Although a veterans classification is not directly included in the Transit Propensity Index (TPI) discussed at the end of this chapter, veterans often fall into one of the transit-dependent demographic characteristics analyzed in the TPI -- over age 65, persons with a disability, or low-income. While the demand for public transportation services is not particularly different than that of other special needs populations, the distance to medical services in particular can be considerably greater.

The Oregon Department of Veterans Affairs reports that Linn County is home to approximately 12,248 veterans. This amounts to 10% of the County's 2015 population, in line with the statewide average of 10.8%.

A three-year collaborative pilot project with Cascades West COG and ODOT provided transportation to Salem and Portland for veterans in Linn and Benton Counties with mobility issues, but had low participation. With the sunseting of this project, the only available veteran-specific service is transportation to medical appointments provided by the Disabled American Veterans (DAV). The route runs between Eugene and Portland with a stop in Albany. RideLine provides local transportation to meet DAV shuttles for medical appointments in Portland. It then provides a ride home on return. The DAV program, however, is reported by some to be dysfunctional due to a lack of drivers and vehicles in poor and not handicapped accessible.

The Veterans Choice program is intended to enable veterans to access local medical and mental health services instead of having to obtain transportation to Portland or Eugene for such.

6. Persons with Limited English Proficiency

The term Persons with Limited English Proficiency (LEP) refers to any person age 5 and older who, according to the U.S. Census, reports speaking English less than "very well". Approximately 2.3% of Linn County residents do not speak English "very well", relative to 6.2% statewide. Stakeholders interviewed, including cultural advocacy groups, suggest that persons with LEP have a high propensity for using transit as their primary means of transportation, assuming language barriers do not deter ridership. Partnering with advocacy groups is often the most effective strategy to convey information about and encourage public transportation use.

Similar to veterans, LEP is not directly included in the TPI, but this population often falls into one of the transit-dependent demographic characteristics analyzed in the TPI -- over age 65, persons with a disability, or low-income.

7. Minority Population Characteristics

While the majority of the populations in the Linn County cities are identified as white, other racial groups continue to grow, increasing diversity throughout the County. Figure 9 shows that, for the 2000-2010 period, the greatest percentage growth was in Black or African American and Other Populations.

Figure 9: Linn County Population by Race, 2000-2010

Location	White		Black or African American		American Indian and/or Alaska Native		Asian		Native Hawaiian and/or other Pacific Islander		Other race		Two or more races	
	2000	2010	2000	2010	2000	2010	2000	2010	2000	2010	2000	2010	2000	2010
Albany	37,453	44,057	217	333	500	592	465	682	86	93	1,084	2602	1,047	1799
Brownsville	1,357	1,565	5	5	24	20	2	9	0	0	8	14	53	55
Gates	412	435	0	1	14	8	1	4	0	0	19	2	25	21
Halsey	661	853	1	3	8	5	1	5	0	1	35	4	18	33
Harrisburg	2,599	3,258	3	19	34	36	16	12	0	5	80	114	63	123
Idanha	215	129	1	0	0	0	0	0	0	0	13	0	3	5
Lebanon	12,170	14,150	2	71	133	223	124	170	11	16	183	320	307	568
Lyons	983	1,061	0	5	18	17	2	13	2	5	8	23	40	37
Mill City	1,326	1,682	4	8	36	36	13	8	3	11	103	37	52	73
Millersburg	628	1,221	0	1	5	14	6	18	0	0	1	40	11	35
Scio	648	766	0	3	27	15	3	5	0	1	1	17	16	31
Sodaville	267	275	2	2	4	5	6	3	2	0	4	1	5	22
Sweet Home	7,506	8,330	20	23	133	120	49	72	12	12	80	101	216	267
Tangent	893	1,041	0	2	10	9	0	4	3	2	12	54	15	52
Waterloo	233	221	1	0	3	3	1	0	0	0	0	1	1	4
Unincorporated Areas	28,753	26,625	51	58	364	385	110	106	32	16	224	558	693	695
Linn County	96,059	105,669	327	534	1,313	1,488	799	1,111	151	162	1,855	3,888	2,565	3,820
% Change in Linn County (2000-2010)	10%		63%		13%		39%		7%		110%		49%	

Note: Information on minority status was not available by block or block group preventing the analysis from separating out the Linn County components of Albany, Idanha, and Mill City.

Source: US Census 2000 and 2010

The U.S. Census also collects data on individuals of all races who identify as Hispanic or Latino. As shown in Figure 10, many Linn County cities have experienced a high percent change in the Hispanic or Latino population from 2000 to 2010. As of 2010, 8% of the Linn County population identified as Hispanic or Latino.

Figure 10: Linn County Hispanic or Latino Population, 2000-2010

Location	2000	2010	% Change (2000-2010)	Proportion of Population (2010)
Albany	2,489	5,700	129%	13%
Brownsville	30	68	127%	4%
Gates	30	21	-30%	4%
Halsey	40	44	10%	5%
Harrisburg	159	284	79%	8%
Idanha	14	7	-50%	12%
Lebanon	478	901	88%	6%
Lyons	17	52	206%	4%
Mill City	175	171	-2%	11%
Millersburg	18	88	389%	7%
Scio	13	26	100%	3%
Sodaville	12	6	-50%	2%
Sweet Home	248	418	69%	5%
Tangent	26	98	277%	8%
Waterloo	5	13	160%	6%
Unincorporated Areas	760	1,230	62%	4%
Linn County	4,514	9,127	102%	8%

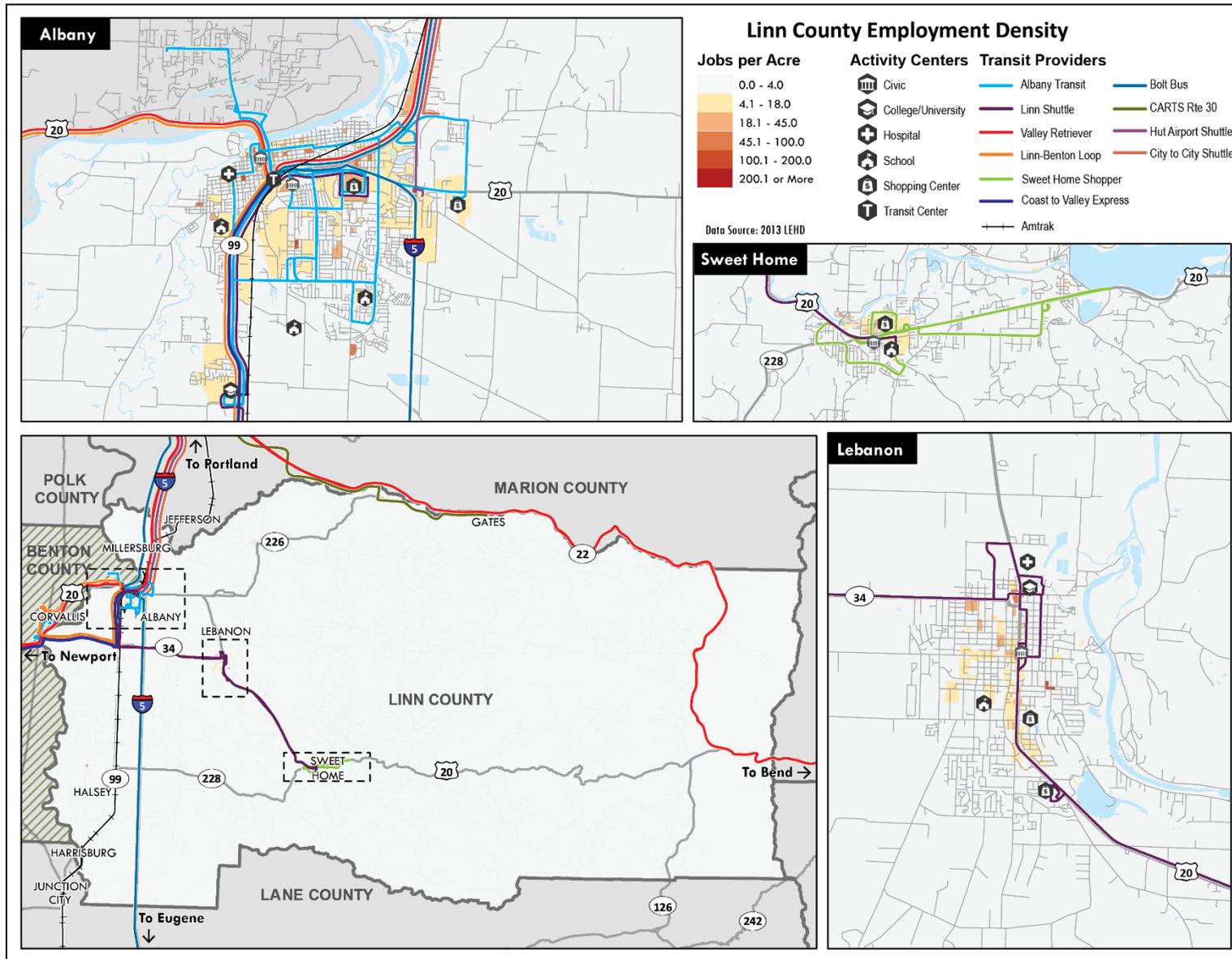
Note: Information on Hispanic and Latino populations was not available by block or block group preventing the analysis from separating out the Linn County components of Albany, Idanha, and Mill City.

Source: US Census 2000 and 2010

8. Employment Characteristics

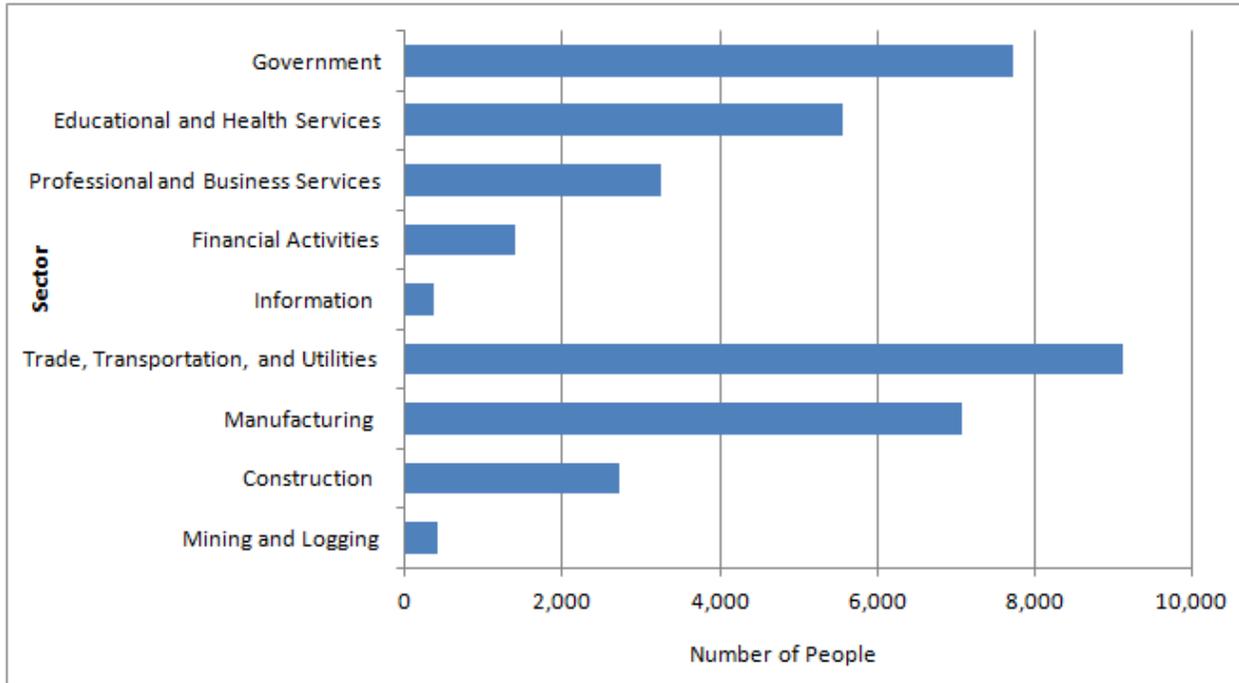
Figure 11 depicts employment densities throughout Linn County. The largest employers are Samaritan Albany General Hospital, Linn-Benton Community College, local and county government and schools, Lowes and Walmart. In Albany, there is a density of employees at the Mennonite Village that do not have convenient access to fixed route transit.

Figure 11: Employment Density in Linn County



As shown in Figure 12, the largest employment sectors as of November 2015 were trade, transportation, and utilities, government, and manufacturing. The Oregon State Employment Department provides employment projections by sector for the Mid-Valley Region, which includes Linn, Marion, Polk, and Yamhill Counties. Construction, professional and business services, and educational and health services are the three sectors expected to grow the greatest by the year 2022.

Figure 12: Linn County Employment by Sector, November 2015



Source: Oregon Employment Department Labor Trends, Nov 2015

In 2010, 38,627 people were employed in Linn County, with 21,464 people living and working in the County (56%) and 17,163 people coming into the County from elsewhere for employment (44%). There were 24,001 people leaving the County for employment elsewhere in 2010.

Figure 13 illustrates the transportation flows of people entering Linn County for employment. For people traveling into the County for employment, Corvallis and Salem are the primary home locations, followed by Eugene and Portland. Figure 14 illustrates the transportation flows of people leaving Linn County for employment. The majority of Linn County residents employed outside of the County work in Corvallis, followed by Salem, Eugene, and Portland.

Figure 13: Employment Flow into Linn County

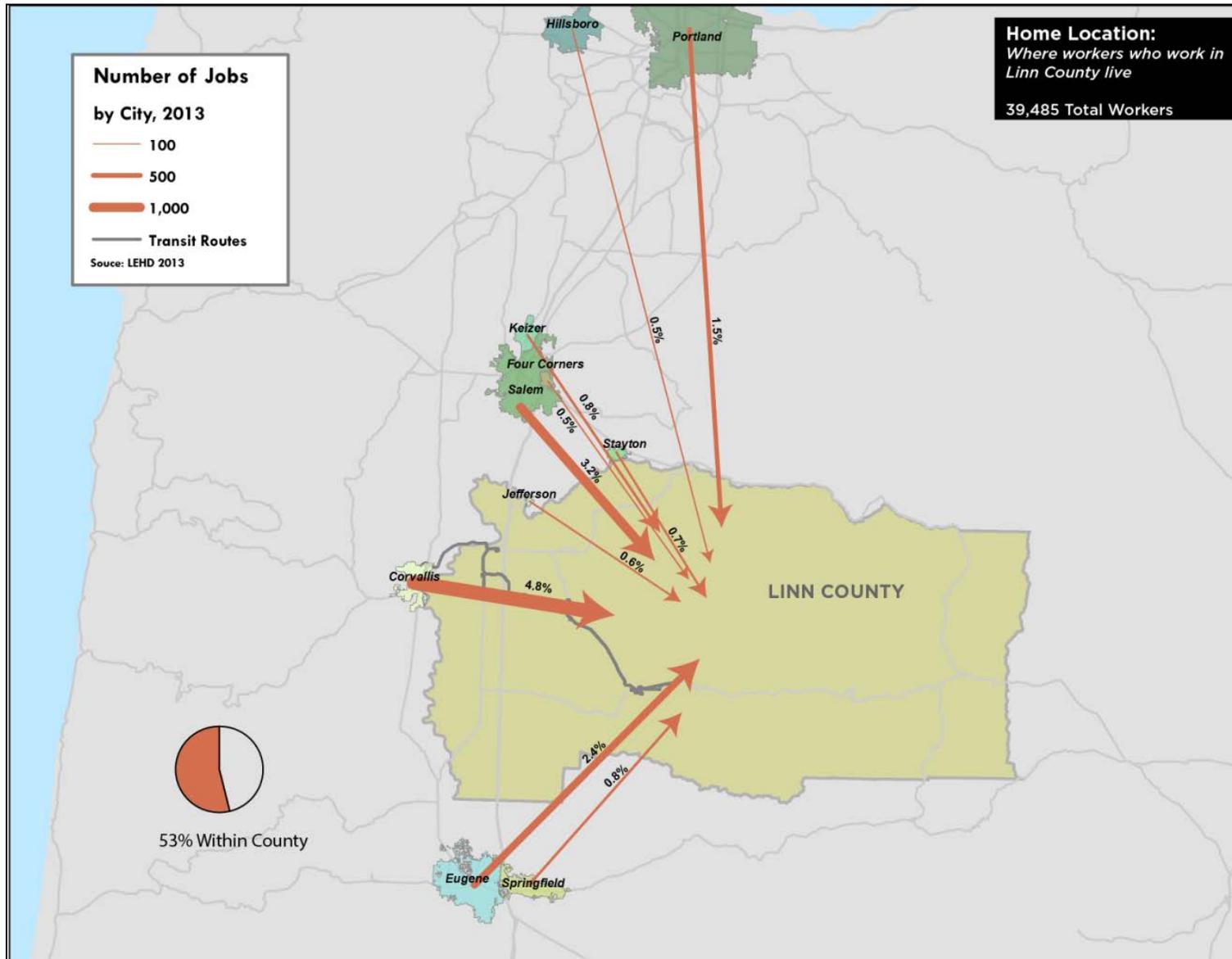
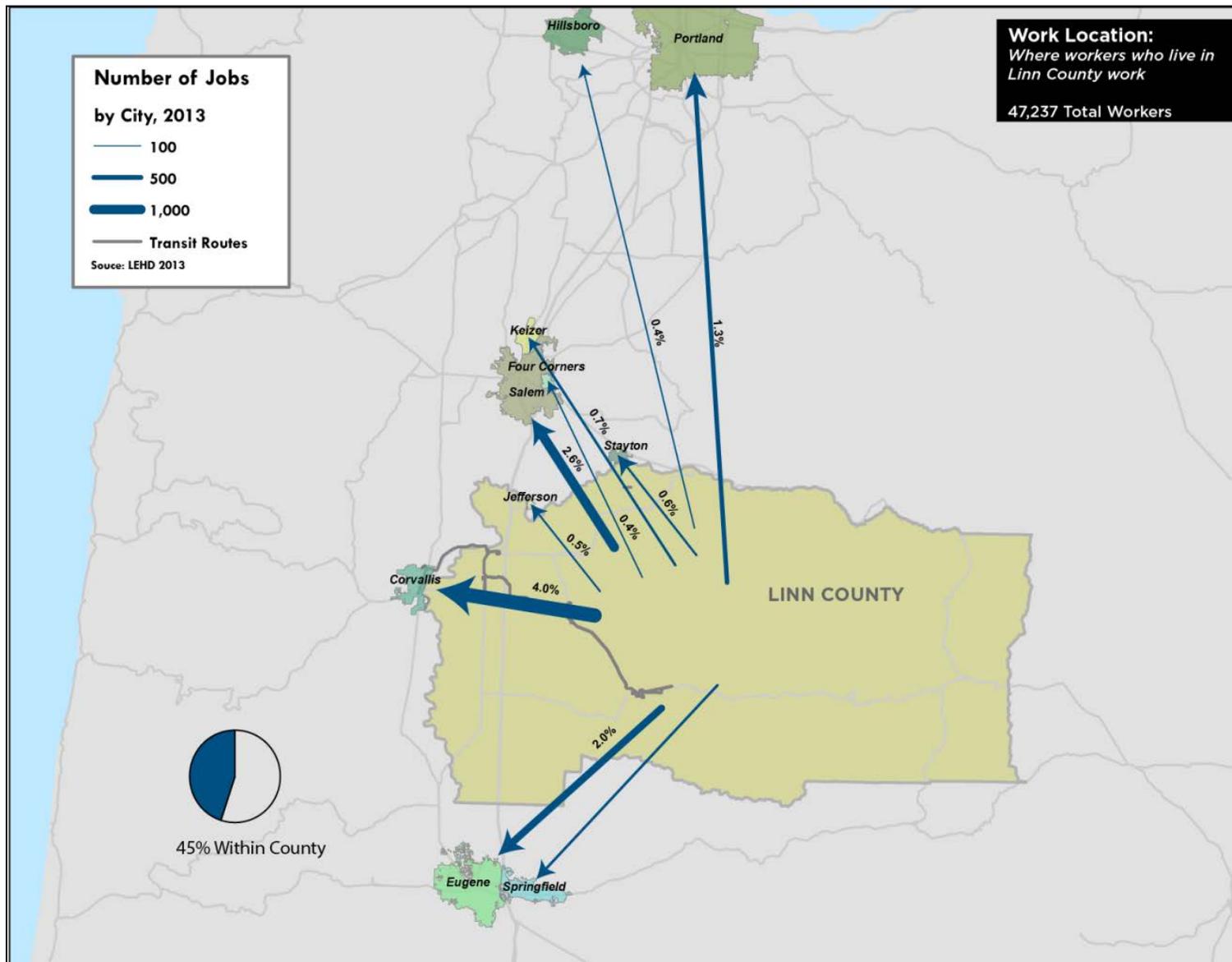


Figure 14: Employment Flow out of Linn County

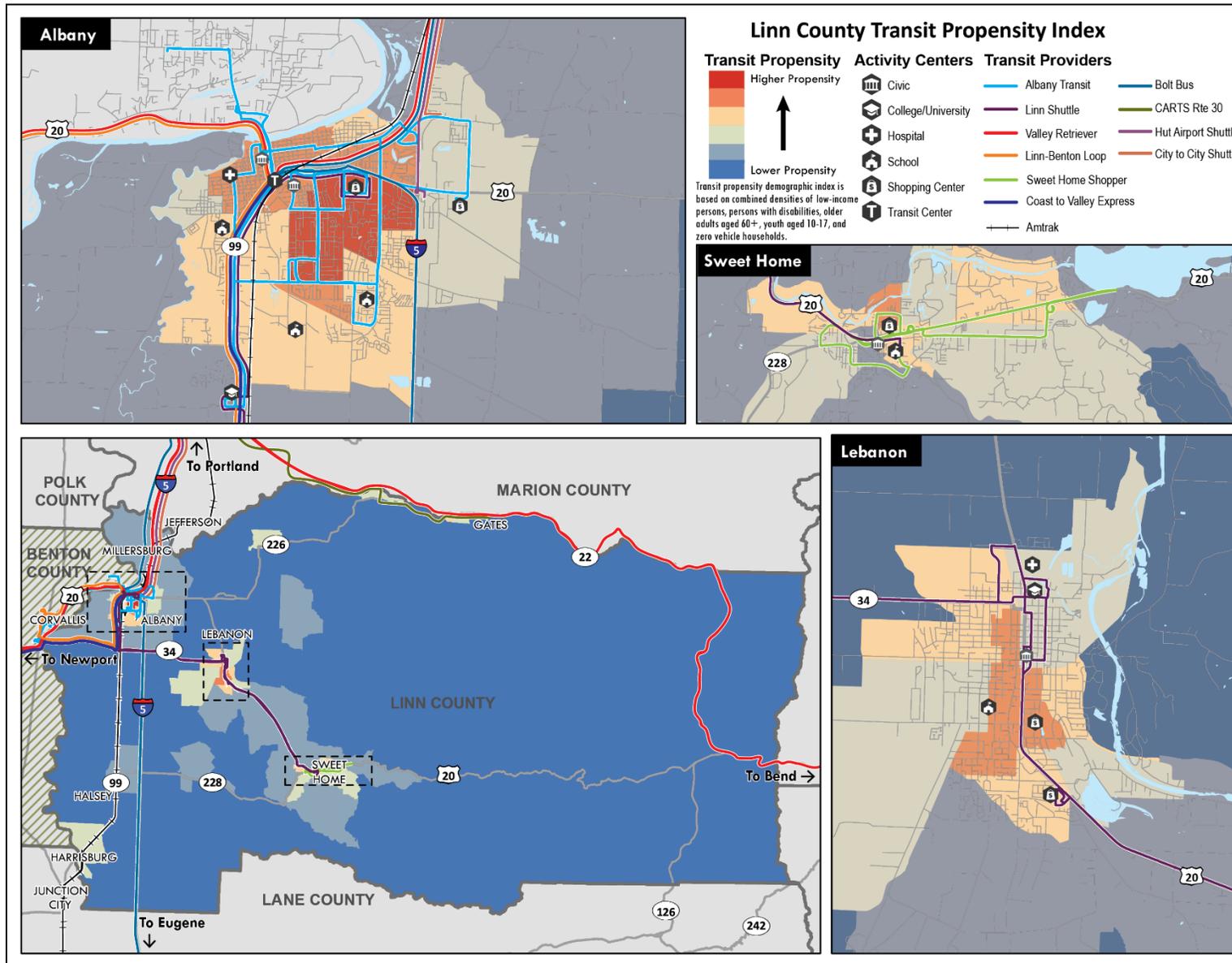


9. Transit Propensity Index

The Transit Propensity Index (TPI) is a composite indicator adding the densities of target populations within a given geography. It allows for geographic comparisons that take multiple variables into account, providing a more holistic assessment of the need for transit (or the likelihood that transit could be useful).

Figure 15 provides the Transit Propensity Index for Linn County based on combined densities of low-income, persons with disabilities, older adults (60+), youth aged 10-17, and zero vehicle households. The Index illustrates that the populations with a higher propensity to use transit are located near fixed-route services, with the highest indexed propensities found in Albany. Moderate concentrates of transit propensity are located away from transit options near Harrisburg and outside Lebanon and Sweet Home along Highway 20.

Figure 15: Transit Propensity Index for Linn County



D. PUBLIC TRANSPORTATION SERVICES

Public transportation services are concentrated in the north-west corner of Linn County. Fixed-route service is provided in the cities of Albany, Sweet Home, and Lebanon. Additionally, regional public transportation services, demand response services, non-emergency medical transportation services, taxis, shuttles, and other services operate within the County. A list of public transportation service within Linn County and their regional connections follows. Figure 1 displays the available fixed-route services and ADA service areas.

Linn County Special and Rural Transportation Program

- Linn Shuttle (Albany to Lebanon and Sweet Home)
- Linn Shuttle Express (Lebanon to Linn-Benton Community College)
- Sweet Home Dial-A-Bus
- Sweet Home Shopper (part of Sweet Home Dial-a-Bus program)
- Lebanon Dial-a-Bus
- Corvallis-Albany Connection

Urbanized Area Services

- Albany Transit System (ATS)
- Albany Call-A-Ride
- Albany Call-A-Ride Special Services Senior Medical-Shopper Shuttle (part of Albany Call-a-Ride program)
- Linn-Benton Loop (Albany to Corvallis)

Regional Public Transportation Services

- Amtrak (Albany to Salem/Portland and Eugene)
- BoltBus (Albany to Portland and Eugene)
- Cascades POINT (Albany to Portland and Eugene)
- Chemeketa Area Regional Transportation System (CARTS) Route 30 Canyon Connector (Gates, Mill City, and Lyons to cities in Marion County and the Salem Transit Mall)
- Coast to Valley Express (Albany to Newport)

Note: As of May 15, 2017, Valley Retriever ended its daily round trip bus between Newport and Bend and between Newport and Portland. For over 20 years, Valley Retriever's Newport to Bend service included connections to Newport, Toledo, Philomath, Corvallis, Albany, Salem, Sisters, and Bend. The Newport to Portland service included stops in Newport, Toledo, Philomath, Corvallis, Albany, Salem, McMinnville, Newberg, Tigard, and Portland. ODOT is coordinating with local communities and transit providers to help identify intercity transportation needs and travel options.

Taxi Services

Shuttle Services

- City2City Shuttle (Albany to Portland Airport)
- Hut Airport Shuttle (Albany to Portland Airport)
- Omni Shuttle (Albany to Eugene Airport)
- Oregon Express Shuttle (Albany to Portland and Eugene)

Additional Services

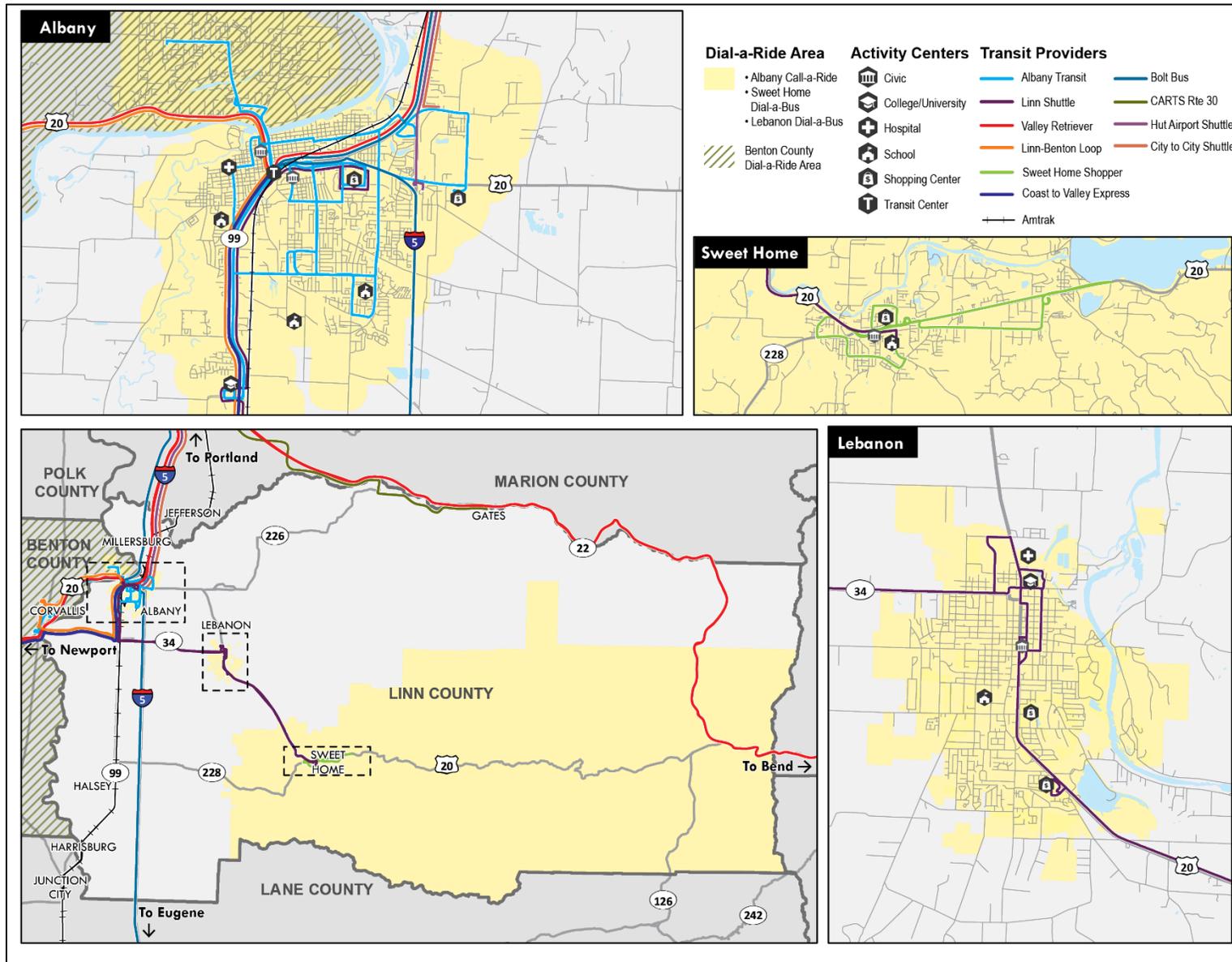
- Oregon Cascades West Council of Governments' (OCWCOG) Ride Line (Non-Emergency Medical Transportation program)
- Disabled American Veterans (DAV) medical transportation
- Transportation Options Programs (OCWCOG's Ride Share program and OSU's Transportation Options program)
- Volunteer Caregivers (volunteer transportation services)
- Transportation services provided by health clinics
- Transportation services provided by residential and vocational programs for persons with intellectual/developmental disabilities
- Transportation services provided by senior centers and residential care centers/assisted living centers

In addition to these public transportation services, the Oregon Department of Human Services (DHS) has several “transportation “programs” available to eligible clients. There are multiple different programs within DHS that provide these services, with a variety of reporting procedures. Consequently, there is little readily available data on these transportation services to use to analyze current and future needs. In addition, transportation is not a core function of DHS and, therefore, not a priority to evaluate or track.

The DHS program with the most significant transportation component is Oregon Health Plan (OHP) Plus, which is a Medicaid program for the neediest Oregonians. To provide non-emergency medical transportation services to OHP/Medicaid clients, DHS contracts with the regional InterCommunity Health Network-Community Care Organization, which in turn contracts with Oregon Cascades West Council of Government's Ride Line program as its brokerage service (see Section E.2 below).

DHS also provides community-based care, including transportation, to persons with developmental disabilities. Work-related rides are provided by either public transportation providers or by agencies serving persons with developmental disabilities. Other DHS programs with transportation services include Vocational Rehabilitation and Temporary Assistance to Families (TANF), usually related to job searches and training.

Figure 16: Linn County Transit Services



Albany, Lebanon, and Sweet Home are the three most populated cities within Linn County and are all served by fixed-route transit (Lebanon is served by the Linn Shuttle which runs through the city). Some rural areas are served by demand-response services but much of the County lacks public transportation options. Figure 17 lists the transportation services available in Linn County cities and unincorporated areas. In addition, the OCWCOG Ride Line program serves the entire County.

Figure 17: Public Transportation Services by Area

Geography	Transportation Services Available
Albany (portion within Linn County)	Albany Transit System (ATS) Albany Call-A-Ride Albany Call-A-Ride Special Services Senior Medical-Shopper Shuttle Linn-Benton Loop Linn Shuttle Benton County Corvallis-Albany Connection Amtrak BoltBus Cascades POINT Coast to Valley Express Pacific Crest Bus Lines Valley Retriever
Brownsville	N/A
Gates (portion within Linn County)	CARTS Route 30
Halsey	N/A
Harrisburg	N/A
Idanha (portion within Linn County)	N/A
Lebanon	Lebanon Dial-A-Bus Linn Shuttle Linn Shuttle Express (Lebanon to LBCC)
Lyons	CARTS Route 30
Mill City (portion within Linn County)	CARTS Route 30
Millersburg	Albany Call-A-Ride
Scio	N/A
Sodaville	N/A
Sweet Home	Linn Shuttle Sweet Home Dial-A-Bus Sweet Home Shopper
Tangent	Linn-Benton Loop

Geography	Transportation Services Available
Waterloo	N/A
Unincorporated Areas	Linn Shuttle Sweet Home Dial-a-Bus

1. Linn County Special and Rural Transportation Program

The Linn County Rural and Special Transportation Program provides transportation services for seniors, persons with disabilities, low income and rural residents in the county through fiscal allocations with local service providers. Program oversight is provided by the six-member Transportation Advisory Committee (TAC) appointed by the Board of County Commissioners.

The following services are available to Linn County residents. These are funded through federal and state special and rural transportation grants, primarily Federal Transit Administration (FTA) Sections 5310 and 5311, and Oregon Special Transportation Funds (STF).

a. Linn Shuttle

Service Area Description	Connects Sweet Home, Lebanon, and Albany
Days and Hours of Operation	Monday-Friday, 6:25 a.m. to 7:30 p.m.
Fare	Free for LBCC staff and students, \$1.00 for all other users
Connections to other services	Connections to Linn-Benton Loop, Sweet Home services, Lebanon Dial-a-Bus, ATS services, Amtrak, Corvallis Transit System, Coast to Valley Express, Cascades POINT, Pacific Crest Bus Lines, and Valley Retriever

Operated by the non-profit Senior Citizens of Sweet Home, Inc., the Linn Shuttle provides transportation services between Sweet Home, Lebanon, and Albany, making connections to Linn-Benton Community College (LBCC), and other locations. The Linn Shuttle operates seven two-way trips per day between Sweet Home and Albany, plus five LBCC Express trips from Lebanon to Albany and back to Sweet Home. It operates on a scheduled route except for pre-approved unscheduled stops.

The Linn Shuttle operates Monday through Friday, 6:25 a.m. to 7:30 p.m. There are no eligibility criteria for riders. Service is offered free for staff and students of LBCC; all other one-way fares are \$1.00 with multi-ride tickets that offer a ten ride punch card costing \$10.00.

In Albany, transfers are available to Corvallis through Linn-Benton Loop. Transfer opportunities are also available to the Albany Transit System and to Amtrak at Albany Station. In Sweet Home, transfers are available to the Sweet Home Shopper.

The Senior Citizens of Sweet Home also operates a transportation program for people with intellectual/developmental disabilities, linking their residences with two workshop centers: Sunshine Industries in Sweet Home and Willamette Valley Resource Center in Lebanon. These provide a morning pick-up and afternoon drop-off for registered clients, Monday through Friday.

All Linn Shuttle vehicles are equipped with video cameras, wheelchair lifts or ramps, two on-board securement spaces and bike racks. Linn Shuttle, Sweet Home Dial-A-Bus, and Sweet Home Shopper have a combined fleet of 14 vehicles, seven of which are dedicated to the Linn Shuttle. This includes one 28 passenger bus, one 30 passenger bus, one 32 passenger bus, and four 37 passenger buses. Two 24 passenger vehicles are used for the routes that transport persons with developmental disabilities.

The service is funded through federal grants, the STF Program, LBCC, rider fares, and the Linn County general fund. Ridership increased by nearly 10,000 riders from 57,571 riders in FY 2012/2013 to 67,565 riders in FY 2014/2015.

b. Sweet Home Dial-A-Bus

Service Area Description	Boundaries of Sweet Home School District
Days and Hours of Operation	Monday-Friday, 7 a.m. to 4 p.m., with the possibility of early pick-up to meet 6:45 a.m. Linn Shuttle
Fare	\$1.00 for each one-way trip
Connections to other services	Connections possible to Linn Shuttle and Sweet Home Shopper

The non-profit Sweet Home Senior Center operates the Sweet Home Dial-A-Bus program. This is a curb-to-curb wheelchair-accessible transportation service operating within the boundaries of the Sweet Home School District.

The Sweet Home Dial-A-Bus service operates Monday through Friday from 7 a.m. to 4 p.m. With at least 24 hours advance notice, an early pick-up can be arranged to meet the Linn Shuttle’s 6:45 a.m. run. The service is open to all residents within the School District boundaries, but preference is given to older adults and persons with a disability. Fares are \$1.00 one-way. Dial-A-Bus passengers may use the service to connect to the Linn Shuttle and connections throughout the community. Ridership for FY14/15 totaled to 7,109 rides.

Sweet Home vehicles are equipped with video cameras, wheelchair lifts or ramps, and two on-board securement spaces. Dial-A-Bus drivers are trained to assist persons with disabilities. Linn Shuttle, Sweet Home Dial-A-bus, and Sweet Home Shopper have a combined fleet of 14 vehicles. Two of them, a Dodge Grand Caravan minivan and a Ford Transit, are used for the Dial-A-Bus service. This service is funded through federal grants, STF funds, the City of Sweet Home, and farebox revenue.

c. Sweet Home Shopper

Service Area Description	Destinations throughout Sweet Home
Days and Hours of Operation	Monday, Wednesday, and Friday from 9 a.m. to 4 p.m.
Fare	\$1.00 for each one-way trip
Connections to other services	Possible to connect to Linn Shuttle using service, designed for local access

A service provided by Linn Shuttle, the Sweet Home Shopper connects people to shopping trips, medical appointments, and other downtown Sweet Home destinations.

The Shopper operates limited service on Monday, Wednesday, and Friday from 9 a.m. to 4 p.m., using the Sweet Home Senior Center as its base. There are six daily trips. The service costs \$1.00 for each one-way trip.

Service design promotes local use for shopping and accessing downtown Sweet Home, but does not facilitate regional transit connections. While it is not conveniently timed, it is possible to access the Linn Shuttle via the Senior Center, requiring a layover that ranges up to 90 minutes.

All Sweet Home Shopper vehicles are equipped with video cameras, wheelchair lifts or ramps, two on-board securement spaces, and bike racks. Linn Shuttle, Sweet Home Dial-A-Bus, and Sweet Home Shopper have combined fleet of 12 vehicles. Four 20 passenger buses are used for this service. Three of the four buses have an international engine making maintenance a challenge. The service is funded through federal grants, STF funds, the City of Sweet Home, and rider revenue. FY 2015/2016 monthly ridership has averaged about 411 riders.

d. Lebanon Dial-A-Bus

Service Area Description	Within Lebanon city limits
Days and Hours of Operation	7 a.m. to 4 p.m. weekdays, no weekend service
Fare	\$2.00 (general public), \$1.00 (seniors/disabled), free (children and care attendants) per one-way ride
Connections to other services	Linn Shuttle connects through Lebanon to Sweet Home and Albany

Lebanon Dial-A-Bus provides curb-to-curb wheelchair accessible dial-a-ride transportation service for older adults, persons with documented disabilities, and the general public within the city limits of Lebanon. Rides are provided for a variety of purposes, including shopping, doctor appointments, and access to social services and recreation. Approximately 95% of rides are provided to older adults and persons with disabilities.

The Dial-A-Bus service operates Monday through Friday from 7 a.m. to 4 p.m. The Dial-A-Bus provides transportation for the public with no ride restrictions, but service is prioritized for older adults and persons with disabilities. The focus of the service is for transportation within Lebanon, but the Dial-A-Bus could be used to access the Linn Shuttle, making further connections to Albany and beyond.

As part of its regular service, Lebanon Dial-A-Bus also serves the Willamette Valley Rehabilitation Center in Lebanon for persons with developmental disabilities. This provides a morning pick-up and afternoon drop-off for registered clients, Monday through Friday.

There are four different Dial-A-Bus vehicles. A 16-passenger vehicle and a 14-passenger vehicle each have two wheelchair securement spaces. A 12-passenger vehicle and a 7-passenger van are each equipped with one wheelchair securement space.

In FY 2014/2015, administrative expenses were paid by the City of Lebanon. County, state, and federal grants and fares contributed to operational expenses. Annual ridership was 19,839 trips in FY 2014/2015, a slight increase of 1.3% from 19,590 rides in FY 2013/2014.

A pilot project to provide deviated fixed route transit service in Lebanon is proposed in the City’s Transit Development Plan, which is expected to be completed this summer. The goal is to initiate this new service in Fall 2017.

e. Corvallis-Albany Connection

Service Area Description	Service areas are locations within city limits of Corvallis and Albany; locations between the two cities are accommodated when possible
Days and Hours of Operation	Monday, Wednesday, and Friday; four round trips/ nine one-way trips; 7:30 a.m. to 5:15 p.m.
Fare	\$4.00 per trip
Connections to other services	May be used to connect to other services including the CTS and ATS fixed-route and demand-response services and all connections available in Albany and Corvallis

Through contract with Benton County Dial-A-Bus, Benton County provides the Corvallis-Albany Connection service to Albany three days a week. This demand response service picks up and drops off riders at the destinations of their choosing in Albany and Corvallis. The service is wheelchair accessible, curb-to-curb transportation for Albany and Corvallis residents 60 years of age and over and for persons with disabilities. Passengers must request wheelchair accommodations when scheduling a trip.

The Corvallis-Albany Connection operates nine one-way runs per day on Monday, Wednesday, and Friday. The service area is within the city limits of Corvallis and Albany. A one-way trip costs \$3.00. The service is registration based and provides rides on a first-come, first-served basis. Mobilitat is the software used for dispatching and scheduling.

There are two buses used in this service with 12 seated spaces and two wheelchair securement spaces. The FY2015/2016 service is funded with \$53,000 of FTA 5310, STF, and local funds.

Annual ridership for FY 2013/2014 was 1,480 trips, a monthly average of 123 trips. FY 2014/2015, this total decreased slightly to 1,270 annual trips and a 106 monthly trip average.

The Corvallis-Albany Connection connect to public transportation services serving Albany, including Albany Transit Service (ATS), the Linn Shuttle, Amtrak, Boltbus, Greyhound services, and other intercity services.

2. Urbanized Area Services

The following public transportation services are provided to urban areas in Linn County. These are primarily funded through FTA urbanized area grants and local funds.

a. Albany Transit System (ATS)

Service Area Description	City of Albany, North Albany, and connections to Corvallis via the Linn-Benton loop
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Days and Hours of Operation	Monday-Friday, 6:25 a.m. to 7:00 p.m.
Fare	\$1.00 (adults), \$0.50 (60+/disability/youth), free (6 and young)
Connections to other services	ATS connects directly to Boltbus, Amtrak services, Linn-Benton Loop, Linn Shuttle, Coast to Valley Express, Cascades POINT, Pacific Crest Bus Lines, and Valley Retriever

Albany Transit System (ATS) operates four fixed-routes, three of which are within Albany and one operating between Albany and Corvallis (see Linn-Benton Loop summary below).

ATS connects with the Linn-Benton Loop, Linn Shuttle, and Coast to Valley Express.

The fixed-route system is funded by a mix of FTA Section 5307 grant funding, City of Albany General Fund, farebox revenue, advertising, and miscellaneous sources.

FY2014/2015 ridership was 86,100.

ATS has nine vehicles for fixed-route transit service that all use diesel fuel. The ages of the vehicles range from a brand new 2015 bus to a 24-year old bus, with an average model year of 2004. Figure lists the vehicles with their make, model and year. In addition to transit vehicles, ATS has two pickup trucks for non-revenue use. ATS has implemented onboard security systems on new vehicles and is working with ODOT to update its Google Transit database to support a region-wide strategy for transit trip planning information.

Figure 18: ATS Fixed-Route Vehicle Inventory

Vehicle Number	Make	Model	Year	Length
428-03	Gillig	Phantom	2003	40 ft
430-95	Gillig	Phantom	1995	40 ft
431-10	EIDorado	EZ Ride II	2010	35 ft
432-15	Gillig	Low Floor	2014	40 ft
455-05	Gillig	Low Floor	2005	35 ft
460-91	Gillig	Spirit	1991	30 ft
470-97	Gillig	Phantom	1997	35 ft
480-10	EIDorado	EZ Ride II	2010	35 ft
481-15	Gillig	Low Floor	2015	35 ft

Source: Albany Transit System

b. Albany Call-A-Ride

Service Area Description	Albany city limits plus ¾-mile outside city limits
Days and Hours of Operation	Monday-Friday 6:30 a.m. to 6:30 p.m.; Saturdays 8:00 a.m. to 6:00 p.m.
Fare	\$2.00 for each one-way trip

Connections to other services	Possible to schedule trip to meet Linn Shuttle, Linn-Benton Loop, Corvallis-Albany Connection, Amtrak, Coast to Valley Express, Cascades POINT, Pacific Crest Bus Lines, and Valley Retriever
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The City of Albany provides citywide curb-to-curb ADA paratransit and demand-response service called Call-A-Ride. This service is for Albany residents who are at least 60 years old, or have a disability that makes them unable to access fixed-route services. To be eligible, residents need to submit an application to Albany Transit System demonstrating that they are residents of the City of Albany and are 60 years old or older or have a documented disability. Three different services are provided: complimentary paratransit/ADA service for ATS, senior transportation for individuals 60 years and older, and a senior medical/shopper shuttle. The Call-A-Ride program is staffed primarily by volunteer drivers and dispatchers.

The Call-A-Ride service operates Monday through Friday, from 6:30 a.m. to 6:30 p.m., and on Saturdays from 8:00 a.m. to 6:00 p.m. Dispatch is available from 9:00 a.m. to 4:00 p.m., Monday through Friday. The service provides trips within Albany city limits and ¾-mile outside Albany city limits. Through an agreement between Albany Call-A-Ride and the City of Millersburg, rides are also available to Millersburg residents who are 65 years and older or a person with a disability. The fare is \$2.00 per person for each one-way trip, twice the basic cash fare of fixed-route service. All non-sedan vehicles have two wheelchair stations on-board and are ADA accessible. The sedans are not accessible vehicles.

Connections are possible through proper scheduling. The Call-A-Ride service can connect riders to the Corvallis-Albany Connection (provided by Benton County), the Linn-Benton Loop, and the Linn Shuttle, providing access east and west. Requesting a ride to Albany station allows access to Amtrak and intercity bus service.

Annual ridership on the Call-A-Ride service was 17,429 for FY 2014/2015. Ridership trends show that average ridership over the past 12 years is steady, with an average of about 16,750 boardings per year. Approximately 90 rides per month are Benton County residents.

Call-A-Ride funding comes from a mix of federal grants include FTA Section 5310 and 5307 grants, Oregon Special Transportation Funds, fare revenue, and the Albany General Fund. Benton County’s STF program contributes a small amount of funding for this service.

ATS has nine vehicles (buses, minibuses, minivans, and sedans) for Call-A-Ride transit service, all of which use regular gasoline. The ages of the vehicles range from a newer 2014 van to a 17-year old bus with an average model year of 2007. Figure lists the vehicles with their make, model and year. ATS uses RouteMatch software to schedule and dispatch Call-A-Ride trips.

Figure 19: ATS Call-A-Ride Vehicle Inventory

Vehicle Number	Make	Model	Year
831-14	Ford	Aero	2014
825-11	Dodge	G Caravan	2011
826-11	Dodge	G Caravan	2011
830-10	Dodge	G Caravan	2010

Vehicle Number	Make	Model	Year
823-09	Ford	E-450	2009
827-08	Chevy	Uplander	2008
824-04	Chevy	Impala	2004
829-00	Buick	LeSabre	2000
828-98	Ford	E-S Duty	1998

Source: Albany Transit System

c. Albany Call-A-Ride Special Services Senior Medical-Shopper Shuttle

Service Area Description	Fixed-route service to senior housing locations, retail stores, grocery stores, and medical facilities, with possible deviation of up to five minutes.
Days and Hours of Operation	Tuesday-Thursday 8:00 a.m. to 4:30 p.m.
Fare	\$1.00 for each one-way trip
Connections to other services	Albany Transit System, Linn Shuttle, Linn-Benton Loop, Amtrak, Coast to Valley Express, Cascades POINT, Pacific Crest Bus Lines, and Valley Retriever

The City of Albany provides a special services senior medical-shopper shuttle that operates on a fixed-route between senior housing locations, retail stores, grocery stores, and medical facilities. The service is open to the general public with no age restrictions. Free transfer slips to Albany Transit System are provided upon request.

d. Linn-Benton Loop

Service Area Description	Connects Albany and Corvallis
Days and Hours of Operation	Monday-Friday 6:25 a.m. to 7:00 p.m.; Saturdays 8:00 a.m. to 6:00 p.m.
Fare	Per ride \$1.50 (adults), \$0.75 (senior/disabled/youth), free (Linn-Benton Community College, Oregon State University, Samaritan Health Services or Hewlett-Packard ID card). 20-ride coupon book and monthly passes also available.
Connections to other services	Connections possible to Albany Transit System, Linn Shuttle, Amtrak, Coast to Valley Express, Cascades POINT, Pacific Crest Bus Lines, and Valley Retriever

The City of Albany operates an inter-city service connecting Albany and Corvallis known as The Linn-Benton Loop. The Loop is a partnership among public agencies and private sector businesses, including the City of Albany (designated operator), Linn and Benton Counties, Linn-Benton Community College, Oregon State University, and Hewlett-Packard. The Loop

coordinates its services with Linn County public transportation programs, Benton County Dial-A-Ride, and Corvallis Transit.

All trips operate between Corvallis and Linn-Benton Community College, but additional service is provided during weekday peak and on Saturday to connect directly to Albany Station. The route operates Monday through Friday from 6:25 a.m. until 7:00 p.m., and from 8:00 a.m. until 6:00 p.m. on Saturday. Fares for the Loop service are \$1.50 for adults; \$0.75 for seniors, persons with disabilities, and youth; and free for Linn-Benton Community College, Oregon State University, Samaritan Health Services or Hewlett-Packard ID card holders.

Service in the morning operates in a counter-clockwise direction; in the evening, the Loop operates in a clockwise direction connecting Albany Station, Downtown Albany, North Albany Park-and-Ride, Hewlett-Packard (HP), OSU, the Downtown Transit Center in Corvallis, and Linn-Benton Community College (LBCC). During morning and afternoon peak times, supplemental bi-directional non-stop express trips are provided between LBCC and the Corvallis Downtown Transit Center. Mid-day service operates only between LBCC and Oregon State University along Highway 34. On Saturday, service operates in the counter-clockwise direction. Unlike weekday service, Saturday service does not serve HP or OSU, but does serve the Heritage Mall.

Vehicles used on the Linn-Benton Loop are part of the ATS fleet. Loop buses are equipped with wheelchair lifts, on-board securement spaces, and a bicycle rack. The operating cost of \$434,519 is funded through Albany Area Metropolitan Planning Organization (AAMPO) and Corvallis Area Metropolitan Planning Organization (CAMPO) 5307 funds, Linn County Section 5310 funds, Linn County STF funds, Linn-Benton Community College, Oregon State University, and Benton County General Funds.

The estimated annual ridership for FY 2014/2015 was 125,000 rides. Morning and afternoon express service provides a more direct connection to OSU and LBCC and captures approximately 65% of ridership.

The Albany Area Metropolitan Planning Organization (AAMPO) is planning to conduct a service analysis of the Loop in response to Fast Act requirements that intercity transit be addressed in the Regional Transportation Plan.

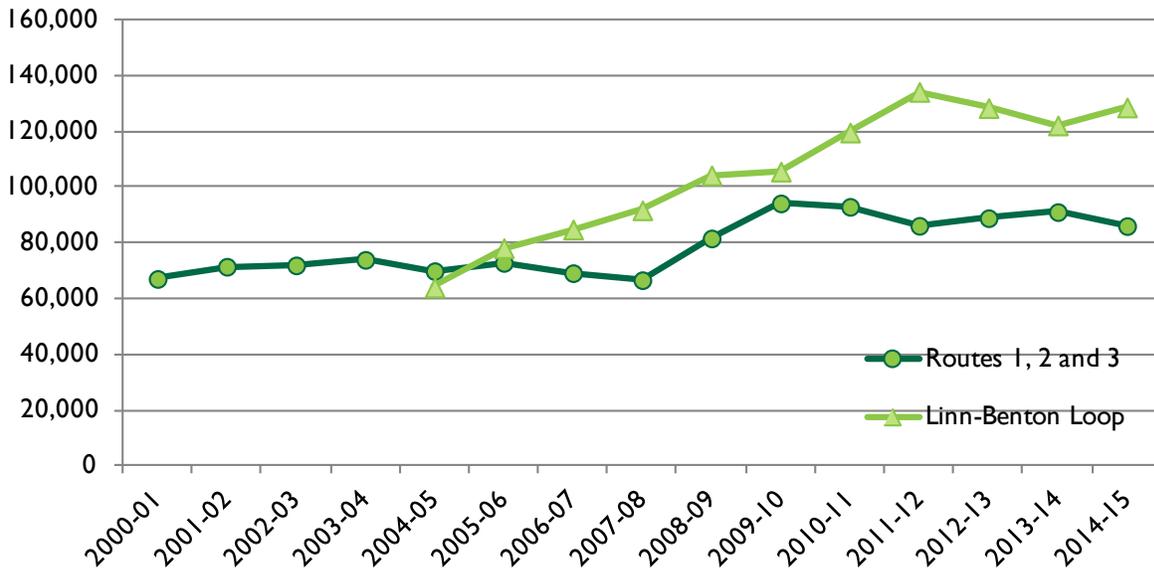
3. Linn County Ridership Trends

The following provides an overview of transit ridership within Linn County, with ridership for Albany Transit System fixed-route services shown in Figure 20. The Linn-Benton Loop carries a high number of LBCC and OSU students, as do the connecting ATS routes. This dependence on student ridership creates peak ridership in January, May, and October, with downturns in December and in the summer months. As shown in Figure 21, ridership for Albany Call-A-Ride has been stable over the last few years. The demand response services show fewer seasonal variations.

Linn Shuttle ridership has been steadily increasing and may soon be commensurate with ATS ridership. Between FY 2012/2013 and FY 2013/2014, ridership increased by nearly 10,000 riders from 57,571 riders to 67,565 riders. Sweet Home Dial-a-Bus ridership for FY14/15 totaled 7,109 rides, while the Sweet Home Shuttle ridership in 2015/2016 was estimated at almost 5,000 passengers, based on a monthly ridership average of 411 riders. Annual Lebanon Dial-a-Bus ridership was 19,839 trips in FY 2014/2015, a slight increase of 1.3% from 19,590 rides in FY 2013/2014.

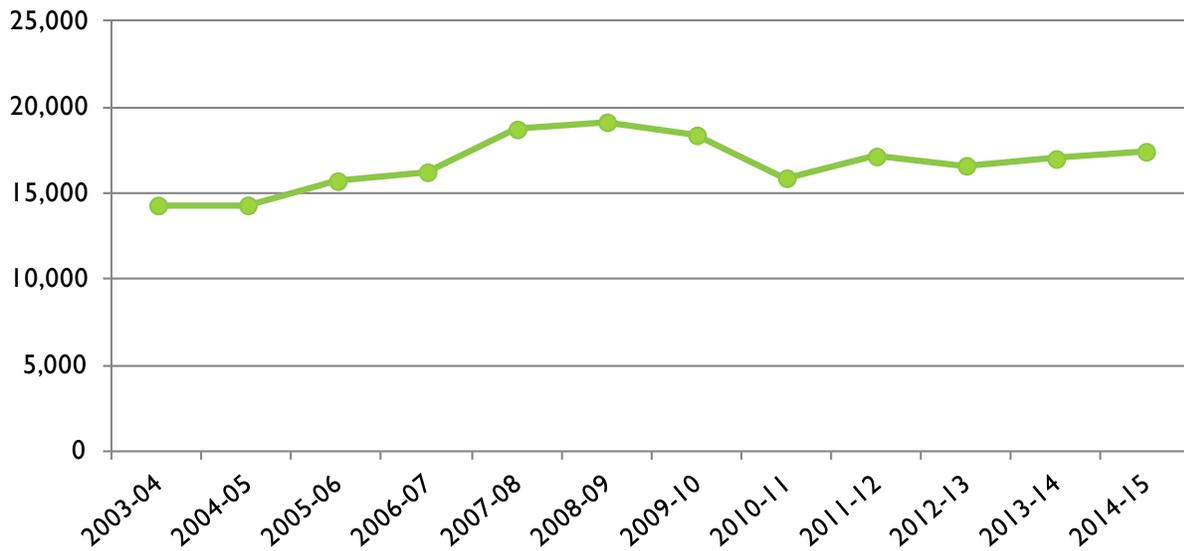
Ridership for public transportation services in Linn County totaled to over 300,000 rides for FY 2014/2015. This included ridership data from Linn Shuttle, Sweet Home Dial-A-Bus, Corvallis Albany Connection, ATS Fixed Route, Albany Call-A-Ride, and Linn Benton Loop.

Figure 20: Albany Transit System Fixed-Route Ridership 2001-2015



Source: Albany Transit System

Figure 21: Albany Call-A-Ride Monthly Ridership 2014-2015



Source: Albany Transit System

An analysis of the origins and destinations of Albany Call-A-Ride passengers indicates that the most common destinations are Walmart, Fred Meyer, the Fresenius Dialysis Center, LBCC, and various shopping locations in and around Heritage Plaza such as the Bi-Mart, Safeway, Hobby Lobby, Grocery Outlet, and Target. The most common pick-up locations are the Fresenius Dialysis Center, Wal-Mart, LBCC, Fred Meyer and the Heritage Plaza locations. A concentration of pickups occurs near the Fred Meyer, Safeway, Walmart, Heritage Plaza area to the east of downtown. To the west of downtown, the Fresenius Dialysis Center and Samaritan Albany General Hospital locations have high numbers of pickups.

During fall 2014, a series of on-board customer surveys were conducted in Albany to collect rider travel patterns, demographics, and customer suggestions (Regional CALM Model On-Board Transit Data Collection: Customer Survey Summary, (January 27, 2015). Survey results indicate that older adults and persons with disabilities are generally positive when asked if service goes where needed. However, passengers were dissatisfied with service at night and the frequency of service. Figure 22 ranks service improvements identified by survey respondents.

Figure 22: Service Improvement Requests

Improvement	Percent of Respondents
More frequent bus service	60%
Bus service later at night	43%
Sunday service	37%
More service on Saturdays	37%
Better on-time performance	23%
Service earlier in the morning	13%
More availability of bike racks	12%
Better regional connections	8%
Service to new areas	8%
Easier transfers	7%

E. REGIONAL AND ADDITIONAL SERVICES

1. Regional Public Transportation Services

The following summaries public transportation services for Linn County residents to destinations outside the County. These services support a range of medical, recreational, social, personal business trips, and in some situations, work and school trips.

a. Amtrak

Service Description	Amtrak Cascades routes connects Albany to Vancouver, BC and Eugene; Coast Starlight connects Albany to San Francisco and California locations
Days and Hours of Operation	From Albany: Northbound trains at 6:11 a.m., 1:22 p.m., 4:41 p.m.; northbound thruway buses at 8:10 a.m., 9:20 a.m., 12:35 p.m., 2:05 p.m., 3:35 p.m. 6:25 p.m. Southbound trains at 7:35 a.m., 4:10 p.m., 7:40 p.m.; southbound thruway buses at 8:55 a.m., 12:20 p.m., 1:00 p.m., 5:20 p.m.
Fare	Varies based on route and mode. Approximately \$15–20 for shorter distances such as Albany to Eugene. More expensive for longer distances: \$120 for Albany to Vancouver, BC, \$150 for Albany to San Francisco, CA, \$200 for Albany to Los Angeles, CA
Connections to other services	Connections to local transit service at most stations

Amtrak provides service to Albany along the Amtrak Cascades and the Coast Starlight routes. Including the Amtrak Cascades Thruway bus along the I-5 corridor and the Amtrak train lines, Albany Station is served by nine northbound and seven southbound daily trips. During Amtrak’s 2014 Fiscal Year, approximately 35,100 passengers traveled to or from Albany Station.¹

Benton County’s Special and Rural Transportation Program has recently received funding for a 15-18 month pilot program to provide service from Corvallis to the Amtrak Station. Beginning in Summer 2017, five round trips will be provided via the Corvallis-Albany Connection, 5 days per week (Thursday thru Monday), timed to the schedule for Amtrak trains and thruway-buses. Fares will be \$5 each way.

b. BoltBus

Service Description	Connections throughout I-5 corridor: Los Angeles to Vancouver, BC
Days and Hours of Operation	Daily trips at 8:30 a.m. and 3:45 p.m. to Eugene; daily trips to Portland at 10:45 a.m. and 6:00 p.m.
Fare	\$1.00+ (generally, approximately between \$6.00 and \$8.50 for Albany to Eugene or Portland)
Connections to other services	Amtrak/Greyhound and local service connections

¹ Amtrak Government Affairs. Amtrak Fact Sheet, Fiscal Year 2014: State of Oregon. November 2014.

Bolt Bus provides service from Albany south to Eugene, and north to Portland. There are two trips in each direction daily, Thursday through Monday. Trips can cost as low as \$1.00, though the cost increases as seats are booked. As of late July 2015, most tickets for travel from Albany to Eugene cost between \$6.00 and \$6.50. Tickets to Portland cost between \$7.00 and \$8.50. Passengers can connect to other Bolt buses in Portland for service further north to Seattle, Bellingham, and Vancouver.

c. Cascades POINT

Service Area Description	Service between Portland and Eugene via Oregon City, Woodburn, Salem, and Albany
Days and Hours of Operation	Sunday–Saturday, seven trips daily in each direction, 7:00 a.m. – 1:00 a.m.
Fare	Fare vary based on origin and destination. Child (2 to 15 years): \$2.50 to \$14.00; Adults (16 to 61 years): \$5.00 to \$28.00; Seniors (62+ years): \$4.25 to \$23.80
Connections to other services	In Newport connections to Newport Loop and Intercity bus; in Philomath connections to Philomath Connection; in Corvallis connection to CTS, Linn-Benton Loop and 99 Express; in Albany connection to ATS, Linn Shuttle, Linn-Benton Loop, Pacific Crest Bus Lines, Cascades POINT and Amtrak

Cascades POINT, operated by MTR Western, provides transportation between Portland and Eugene, with seven trips per day in each direction. The service operates as part of Amtrak’s Cascades train system. Southbound runs begin at 7 a.m. with the last stop at 1 a.m. Southbound routes begin at 7 a.m. (5 a.m. on Saturdays and Sundays with the last stop at 8:25 p.m. Tickets can be purchased through Amtrak. Fares vary depending on the origin, destination, and age of the rider. Vehicles are wheelchair accessible and can carry up to 51-passengers.

d. CARTS Route 30 Canyon Connector

Service Description	Salem to Gates via Lyons and Mill City in Linn County
Days and Hours of Operation	3 weekday trips to Gates departing Salem at 7:20 a.m., 2:05 p.m., and 5:25 p.m. 3 weekday trips to Salem departing Gates at 5:57 a.m., 9:30 a.m., and 4:00 p.m.
Fare	One-way fare: \$2.25 (\$1.50 reduced and youth) Day pass \$4.50 (\$3.00 reduced and youth) Monthly pass \$60 (\$30 reduced and youth)
Connections to other services	Connects to Salem Area Mass Transit District (SAMTD) in Salem

Chemeketa Area Regional Transportation System (CARTS) provides this as a fixed-route service to Lyons in Linn County, as well as to Gates and Mill City which are partially located in Linn County. The service connects these cities with cities in Marion County and with the Salem Transit Mall with six trips each weekday. 2009 Ridership averaged about 1,200 passengers per

month, with 25% of the ridership coming from Linn County residents. Approximately 25% of the ridership is seniors and persons with disabilities.

e. Coast to Valley Express

Service Area Description	Albany, Corvallis, Philomath, Eddyville, Toledo, and Newport along State Highway 20
Days and Hours of Operation	Daily service, 6:20 a.m. – 7:30 p.m.
Fare	Inter-County:\$10.00 each way; \$7.00 each way for older adults (60+), youth (under 12) and people with disabilities Local (Toledo to Newport): \$1.00 each way
Connections to other services	In Newport connections to Newport Loop and Intercity bus; in Philomath connections to Philomath Connection; in Corvallis connection to CTS, Linn-Benton Loop and 99 Express; in Albany connection to ATS, Linn Shuttle, Linn-Benton Loop, Pacific Crest Bus Lines, Cascades POINT and Amtrak

Benton and Lincoln Counties co-operate the Coast to Valley Express Route, connecting Albany/Corvallis to Newport seven days per week. Each agency provides two round trips per day. The service travels along U.S. Highway 20, making connections in Albany, Corvallis, Philomath, Eddyville, Toledo, and Newport. (Only eastbound service connects to Albany.) The Coast to Valley Express serves passengers accessing medical facilities, job training, shopping, recreation, and educational opportunities. The service is also marketed to visitors through the North by Northwest Connector Alliance.

The service operates seven days a week from 6:20 a.m. to 7:30 p.m. with eight total trips per day, four eastbound and four westbound.

The fare for cross-county trips is \$10.00 each way or \$7.00 for adults 60 years or older, youth under 12, and persons with a disability. Short duration trips are \$1.00 for Toledo to Newport, \$1.00 for Philomath to Corvallis, and \$2.00 for Corvallis to Amtrak in Albany.

Benton County Dial-a-Bus has a dedicated vehicle fleet for the Coast to Valley Express. All buses are ADA accessible and include a wheelchair lift, two on-board wheelchair securement spaces, and capacity for two bicycles.

Funding sources include Benton County FTA 5311, STF, and local funds. Ridership in FY 2013/2014 totaled 3,374 trips with a monthly average of 281 trips. In FY 2014/2015, these totals increased to 3,639 trips, with an average of 303 trips per month.

The Coast to Valley Express connects to public transportation services in Albany, Corvallis, and Newport, as well as Amtrak in Albany. This service is part of the North by Northwest CONNECTOR, a coordination program developed to improve transit connections among communities in neighboring Counties.

The Coast to Valley Express is part of the North by Northwest Connector network. This five-county transit partnership began as a “grass roots” effort initiated in 2011 in order to streamline transit service between Counties -- in particular between the mid to north Willamette Valley and the Oregon coast -- and to promote transit as a travel option of choice throughout Columbia, Clatsop, Tillamook, Lincoln and Benton Counties. Its formation was facilitated through an initial Department of Energy grant. Since that early beginning, collaborative partnerships between the

Connector network and other transit providers have been formed, including the Siletz Tribe, Confederated Tribes of Grand Ronde, Salem-Keizer Transit, Yamhill County Transit, Amtrak (including the Amtrak Throughway “Point” Bus System), and Tri-Met. Opportunities are being pursued to partner with other transit providers in Linn County, including the Linn-Benton Loop, Albany Transit, and the Linn Shuttle.

Since 2011, the partners have been working together to make public transit more convenient. For example, in 2013, a visitor pass program was implemented that allows three days of travel on the Connector system for \$25. A seven day pass is \$30.

f. Taxi Services

A variety of taxi services are available to County residents, the majority of which are Albany or Corvallis-based. Albany-based companies include All-Star Taxi Cab, Anytime Taxi, The Other One Taxi, Econo-Cab, Call-Me-A-Cab Taxi Service, Oregon Five Dollar Taxi, Willamette Taxi Service, Pacific Cab, and Tax-e-Cab Taxi. Lebanon Cab Service is based in Lebanon. Auto-Taxi primarily services Benton County as well as Linn, Lincoln, and Lane Counties. Econo-Cab has offices in Albany and Lebanon and serves west Linn County and Corvallis. Beaver Cab in Corvallis provides service primarily throughout Benton and Linn Counties. Most vehicles are able to accommodate folding wheelchairs. Fares are either metered or flat rates based upon length of trip and destination. Additional taxi services based in Corvallis provide services to Linn County residents.

g. Shuttle Services

City2City Shuttle provides shuttle service to and from locations along the I-5 Corridor and Portland International Airport (PDX). In Albany, the pick-up location is the Comfort Inn. Fares depend on the pick-up location but range from \$33 to \$110 per ride. Vehicles can accommodate wheelchairs.

Service Description	Connects Albany, Eugene, Portland, and Salem to and from Portland Airport
Days and Hours of Operation	Sunday-Saturday; 5:00 a.m. to 12:00 a.m.
Fare	Pick up city determines price
Connections to other services	Connections to Portland Airport

Hut Airport Shuttle operates to and from Albany, Corvallis, Eugene, OSU, Salem, and Woodburn to Portland Airport. Fares range from \$30 to \$85 to for one way trips, depending on pick up location. One vehicle is equipped with a wheelchair lift.

Service Description	Connects Albany, Corvallis, Eugene, OSU, Salem, and Woodburn to and from to Portland Airport
Days and Hours of Operation	Sunday-Saturday; 1:30 a.m. to 12:30 a.m.
Fare	Pick up city determines price

Connections to other services	Portland Airport
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OmniShuttle is a shared door-to-door service serving the Eugene-Springfield area, and also provides service to Albany, Corvallis, Roseburg, and Oregon Coast destinations. This shuttle provides a connection from the Corvallis area to the Eugene Airport. A one-way fare from Albany to Eugene is \$75 for the first passenger.

Oregon Express Shuttle (OES) operates seven days per week between Eugene and Portland, with stops in Albany, Corvallis, Salem and Woodburn. In Albany, it stops at the main OES office at 33566 Columbus Street SE. There are departures north from Albany to Portland every 75 minutes, from 2:30 am to 10:30 pm. Departures south from Corvallis to Eugene (via Corvallis) are scheduled from 7:00 am to 2:30 am. One-way fares from Albany to Portland are \$29; roundtrip fares are \$58. Non-Portland fares are \$25.

2. Additional Services

a. Oregon Cascades West Ride Line NEMT Service

Operated by OCWCOG, Ride Line is the regional broker of non-emergency medical (NEMT) transportation for Medicaid recipients. As a contractor providing NEMT service for the InterCommunity Health Network, OCWCOG coordinates transportation services for eligible Medicaid and Oregon Health Plan (OHP) clients of the Network traveling to and from covered non-emergency medical services. Transportation is provided to those eligible clients living in Linn, Benton, and Lincoln Counties who have no other way to get to their medical services. Transportation is arranged through one of 23 locally contracted transportation providers. The network is made up mostly of privately-owned transportation companies, who provide different types of services: transit, ambulatory, wheelchair, stretcher car and secured transportation services.

As an alternative to contracted transportation, the program provides mileage reimbursements to clients that can drive or have someone else drive them for part of the mileage from their home to their medical appointment and back. The reimbursement rate is \$0.25 per mile.

Ride Line also provides transportation to qualified veterans in Linn, Benton, and Lincoln Counties to meet Disabled Veterans of America (DAV) shuttles for medical appointments in Portland. It then provides a ride home on return.

In 2016, in its three-county service area, eligible CCO/OHP membership averaged slightly more than 65,000 persons per month. About one-third of Ride Line’s clients receive gas reimbursement in lieu of contracted transportation.

In Linn County in 2016, there was a monthly average of 36,531 eligible members (30% of the County’s population). A total of 134,560 rides or gas reimbursements were provided, a monthly average of 11,213 rides for 4,385 clients. This represents 3.8% of those eligible in the County used Ride Line services in 2016.

Figure 23 compares the number of persons eligible for Ride Line services to the number of rides provided within the three-county regional service area.

Figure 23: Regional Ride Line Enrollment and Trips, 2016

County	Linn County	Benton County	Lincoln County	Total Ride Line (1)
Population	122,849	89,385	47,806	
Average Monthly	36,531	13,861	14,631	65,022
% of Population	30%	16%	31%	
Total Rides Provided (12 months)	134,560	26,222	31,685	192,467
Monthly Average Rides	11,213	2,185	2,640	16,202
Monthly Average Clients Served	4,385 (unduplicated = 1,397)	1,029 (unduplicated = 321)	1,454 (unduplicated = 435)	7,244 (unduplicated = 2,185)
Monthly Average % of Unduplicated Eligible Clients Served	3.8%	2.3%	3%	

Unduplicated. = Number of individuals receiving RideLine services. This figure represents the number of individuals receiving service, rather than the number of rides being received. In any given timeframe, an individual may receive multiple rides.

(1) Includes Other Counties served by Ride Line: avg. monthly rides = 1,963; avg. monthly clients served = 376

RideLine’s service is particularly important to residents in the County’s small cities and rural areas where there are currently no public transportation services and distances to medical facilities can be 15-30 miles. Additionally, even though residents of Lebanon and Sweet Home have dial-a-bus service and access to the Linn Shuttle, door-to-door service for medical appointments in Albany and Corvallis is not available. RideLine provides an important resource for these residents.

A Transportation Brokerage Advisory Committee (TBAC) comprised of stakeholders and agency representatives from the three participating Counties provide program and policy guidance and feedback to the OCWCOG Governing Board. Concerns have been expressed that the historically low percentage of eligible clients actually using Ride Line transportation services and that a lack of advertisement of the services may be a major contributor. Concerns have also been expressed that the low usage may not continue indefinitely. As these clients age in place and grow incapable of securing other means of transportation, demands on Ride Line transportation providers may someday stretch the system past capacity. The RideLine service is provided by OCWCOG through contract to the Inter-community Health Alliance, the designated Community Care Organization (CCO) in the region. Outreach and coordination is the purview of the CCO and RideLine does not advertise by directly contacting eligible clients or advertise commercially.

b. Park and Ride Plan

A Park and Ride Plan currently being prepared by OCWCOG is intended to support Transportation Demand Management (TDM) in Linn, Benton and Lincoln Counties and foster a multi-modal transportation system that improves connections to local and regional public transportation services. The need for new and expanded park and ride sites has long been identified.

c. Disabled American Veterans (DAV)

A three-year collaborative pilot project with Cascades West COG and ODOT provided transportation to Salem and Portland for veterans in Linn and Benton Counties with mobility issues, but had low participation. With the sunseting of this project, the only available veteran-specific transportation is provided by the Disabled American Veterans (DAV). DAV offers transportation to medical appointments for veterans. The route runs between Eugene and Portland with a stop in Albany.

The Veterans Choice program is intended to enable veterans to access local medical and mental health services instead of having to obtain transportation to Portland or Eugene for such.

d. Transportation Options Programs (CWCOG and OSU)

Cascades West Rideshare, OCWCOG's Transportation Options program, helps public and private employers implement commuter benefit programs by facilitating shared riders for commuters. The program provides carpool and vanpool matching services for commuters living or working in Benton, Lincoln, and Linn Counties, with connections to Corvallis, Albany, Eugene, Salem, and Portland.

Valley VanPool, a partnership of Cascades West, Cherriots (Salem Kaiser Transit), and Point2Point Solutions (Lane Transit District) helps match and organize commuter vanpools throughout the Central Valley and on the Coast. Rideshare is the Regional Network Administrator of the statewide rideshare tool, Drive Less Connect.

Oregon State University also has a Transportation Options program that links OSU students to transit services in the region.

e. Volunteer Caregivers

Volunteer Caregivers, located in Albany, Oregon, is a community based coalition of volunteers who provide a variety of free services to low income seniors living within the boundaries of the Greater Albany Public School district. Included in these services is transportation to medical appointments for those who live in Lebanon and nearby parts of Linn County. The organization's goal is to help older adults remain safely and comfortably in their homes and maintain their independence and dignity. Volunteer Caregivers receives ongoing support from the United Way of Linn County, Linn County Special Transportation Fund, grants from various foundations, and donations from individuals, churches, civic groups, and businesses.

f. Transportation Services Provided by Health Clinics

Linn County Health Department and other public and private health clinics provide some transportation services for mental health and for drug and alcohol clients.

g. Transportation Services Provided by Residential and Vocational Programs for Person with Intellectual/Developmental Disabilities

Various Intellectual/Developmental Disabilities (I/DD) residential and vocational programs also provide transportation to program participants. For example, one of the organizations that provides this is Sunshine Industries Unlimited, a non-profit organization in Sweet Home that provides employment and community inclusion services to persons with developmental disabilities. It provides daily, door-to-door transportation for its clients, as well as rides to

work/training activities and community inclusion events to/from Sweet Home from Crawfordsville, Foster, Lebanon, Brownsville, Scio, Albany and Corvallis. Employment related rides are provided both during the work day and evenings. Community inclusion rides are provided during the day, evenings and weekends. Routes are routinely modified to accommodate the needs of the individuals served. Sunshine Industries provides an estimated 13,000 one-way rides annually and operates five vehicles. Funding sources include Linn County STF funds and private pay.

h. Transportation Services Provided by Senior Centers and Residential Care Centers/Assisted Living Centers

Senior Centers in the County provide transportation services to and from their facilities and for organized group trips. Private independent living centers regularly provide transportation services to their residents for shopping, medical, leisure or other activities. Most of these have a single van and a limited driver pool which, coupled with the use of vehicles for organized trips, results in numerous occasions where center residents have to rely on public transportation.

F. COORDINATION WITH EMERGENCY PREPAREDNESS

Linn County is susceptible to both natural and manmade disasters. In the case of an emergency, transportation may be needed to evacuate residents, particularly for persons with disabilities. Coordination and communication among a variety of public agencies is essential to ensure transportation is available to those who are in need. Linn and Benton Counties have developed an Emergency Operations Plan that includes a transportation section on Transportation Response Actions. The plan designates Local Emergency Management responsible for the coordination and facilitation of movement for the public in coordination with other transportation agencies.

While the Linn County Sheriff's Office is the lead agency for emergency response, the County Road Department has primary responsibility for transportation, including:

- Monitoring and reporting damage to the County's transportation system and infrastructure.
- Identifying temporary alternative transportation solutions
- Coordinating the restoration and recovery of County transportation systems and infrastructure.
- Coordinating support of emergency operations activities among transportation stakeholders

Supporting agencies and community partners include Linn County Sheriff's Office, school districts, Oregon Department of Transportation, and local transit companies, such as Amtrak and local bus companies.

G. DEMOGRAPHIC/PUBLIC TRANSPORTATION SERVICE OBSERVATIONS

The demographic and socioeconomic analyses and the inventory of existing public transportation services indicate a number of trends that will affect current and future demand for public transportation in Linn County:

- **Increasing population.** By the year 2030, the population is expected to reach 143,673, an increase of approximately 20%. Continuing the trend of the past several decades, Albany is expected to have the greatest increase in the number of additional people, with Lebanon and Millersburg having the most growth on a percentage basis.
- **Increasing older adult population.** In 2010, the older adult population comprised 22% of the County's total population. Growth in the older adult population is expected to continue to outpace overall population growth in the County, climbing to 27% of the total population in 2035 and to 28% by 2050.
- **Growth in population of persons with disabilities commensurate with growth in older adults population.** According to ACS 2013 data, 17% of the County's population reported having a disability, with the greatest percentage increases since 2000 in Gates and Millersburg. Approximately 40% of the total disabled population in the County is concentrated in Albany.
- **Growing low-income population.** The low-income population makes up roughly one-third of the total County population and the number of people living below poverty level has been growing in recent years. The proportion of total population with incomes below the poverty level exceeds 20% in all cities, with the exception of Lyons and Millersburg.
- **Long trips to medical and other services.** With facilities concentrated in Albany and Corvallis, trips to health and human service facilities tend to be longer than in other Willamette Valley Counties.
- **High percentage of commuters.** Over 40% of employees commute into the County, with the largest proportion from the cities of Corvallis and Salem. The majority of County residents who work outside the County commute to Corvallis, with smaller numbers traveling to Salem, Eugene and Portland.

The inventory of existing transit services in Linn County highlighted the following barriers and opportunities:

- **Patchwork of services.** Unlike in most Counties where there is a single or limited number of public transportation service providers, Linn County has multiple providers and communities with differing levels and types of public and private services (and no service in some cases). While service connections have significantly improved over the past several years, coordination and connection of services is an ongoing challenge.
- **Increasing ridership for Linn Shuttle.** Ridership has been growing, resulting in the service adding an additional run to the schedule.
- **LBCC serves as a major connection point.** Connections among major transportation services such as ATS, Linn-Benton Loop, and Linn Shuttle are available at LBCC.

- ***Lack of weekend and evening service.*** Transportation service is generally limited to weekdays and workday hours, with the exception of Albany Call-A-Ride and Linn-Benton Loop, which both offer Saturday service.
- ***Smaller communities lack access to transit service.*** The cities of Brownsville, Halsey, Harrisburg, Idanha, Scio, Sodaville, and Waterloo do not have access to public transportation services. Gates, Lyons, and Mill City have limited service from CARTS out of Marion County. This lack of connectivity can make it difficult for residents in these cities to access healthcare, jobs, and other services.
- ***Opportunity for improved coordination between transit providers.*** Random service schedules reduce the potential for regional connections among public transportation services.

H. FUNDING SUMMARY

1. Historic, Current and Projected Funding

As previously noted, public transportation services in the County are supported through a mix of federal, state and local sources. Major sources include:

- Federal Transit Administration (FTA) -- Sections 5310 (seniors and persons with disabilities); 5311 (formula grants for rural areas); 5309 (fixed guideway capital); 5339 (bus and bus facilities); 5307 (urbanized area); 5337 (State of Good Repair)
- ODOT – Special Transportation Fund (STF); *ConnectOregon* program
- AAMPO funds
- LBCC, OSU and Hewlett Packard contributions

The Oregon Department of Transportation (ODOT) Public Transit Division (PTD) administers STF funds for the State. Most of the FTA Section 5310 funds received by Counties and transit districts are funds which ODOT transfers from federal highway funds (approximately \$25 million per fiscal year). The STF was created in 1985 by the Oregon Legislature and originally funded with a \$.01 per pack cigarette tax. In 1989, this tax was raised to \$.02. Today, the Fund is comprised of cigarette tax revenue, as well as excess revenue earned from sales of photo ID Cards, other funds from Oregon Department of Transportation, and General Revenue funds allocated by the Legislature. Linn County is a designated “STF Agency” eligible to receive STF funds.

The STF Program is governed by:

- Oregon Revised Statutes (ORS) 391.800 through 391.830; and
- Oregon Administrative Rules (OAR) Chapter 732.

With the establishment of the Albany Area Metropolitan Planning Organization (MPO), the Albany Transit System has been a direct recipient of federal Section 5307 (Urban Area program) funds since 2014-2015. Beginning in 2014-2015 the Albany Area MPO and the Corvallis Area MPO have each allocated Section 5307 funds to the Linn-Benton Loop.

The Linn Shuttle, the Sweet Home Dial-A-Bus and the Lebanon Dial-A-Bus are funded through a complex combination of federal Section 5311 (Rural Area Program) funds, federal Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities Program) funds, federal Section 5339 (Buses and Bus Facilities Grant Program) funds, ODOT Special Transportation Formula funds, general funds from local cities, fare box revenue and other miscellaneous revenue. The Linn Shuttle and the Lebanon Dial-A-Bus receive federal Medicaid Title XIX funds for transportation services provided to people with intellectual/developmental disabilities. The Linn Shuttle also receives a \$50,000 annual allocation from Linn-Benton Community College to provide rides to LBCC students, faculty and staff. Although the Linn Shuttle and Lebanon Dial-a-Bus received Oregon Business Energy Tax Credit funds prior to 2015 but these funds have not been available for more than two years and the program has ended.

The Linn Shuttle, the Sweet Home Dial-A-Bus and the Lebanon Dial-A-Bus are very dependent on Section 5311 funds for operations; and on Section 5310 funds for the acquisition of vehicles, vehicle preventive maintenance and (for the Linn Shuttle) purchased service/operations. Three programs which serve individuals with intellectual/developmental disabilities -- Oregon Mennonite Residential Services, Sunshine Industries and Chamberlin House -- also receive Section 5310 funds for vehicle preventive maintenance.

The Linn Shuttle, the Lebanon Dial-A-Bus, Sweet Home Dial-A-Bus, Albany Call-A-Ride and the Linn-Benton Loop receive ODOT STF funding and depend on these funds as the source of local match required for federal and state grants. STF funds are also used to support non-profit and volunteer-based programs, including: Volunteer Caregivers, the Senior Companion Program, OCWCOG’s Senior and Disabilities Services, Oregon Mennonite Residential Services, Sunshine Industries, Chamberlin House and Benton County Dial-A-Bus.

The Oregon Department of Human Services does not provide the 35% local match required for the Medicaid Title XIX Local Match Program. With a 17% reduction in 2017-2019 funds, Linn County allocated carry forward funds to cover the shortfall in 2017-2018, but allocations to local programs will need to be reduced in 2018-2019. Consistent with priority discussions over the past several years, the TAC has indicated that STF funding for the Medicaid Title XIX Local Match Program is not sustainable beyond June 2018. Recent discussions with the County’s Developmental Disabilities Program staff suggest there may be an opportunity for a direct contract between DHS and the Senior Citizens of Sweet Home’s I/DD transportation program (as part of the Individual Service Plan for each client) that would not require a local match. At this time, it appears that this option would not be available for the Lebanon Dial-a-Bus’s I/DD transportation program. The city indicates that it may be willing to provide the local match for the current Medicaid Title XIX Local Match Program.

Figure 24 details funding received and allocated for public transportation services in Linn County for the 2013-2019 period (for example, Section 5310 is revenue allocated by ODOT to Linn County, followed by the allocations made by the County to specific programs). Absent is information on FTA Section 5307 funding for Albany Transit System, which are allocated to the Albany Area Metropolitan Planning Organization and, in turn, designated to ATS.

Figure 24: Public Transportation Revenues and Allocations, Linn County, 2013-2019

	FY 2013-2015	FY 2015-2017	FY 2017-2019 (Projected)
FEDERAL FUNDS			
Section 5311 (Rural Area Program)			
Linn Shuttle	\$234,990	\$249,090	\$262,200
Sweet Home Dial-A-Bus	\$135,708	\$180,000	\$190,027
Lebanon Dial-A-Bus	\$214,366	\$200,440	\$200,840
Section 5339 (Buses and Bus Facilities Program)			
Lebanon Dial-A-Bus		\$66,300 (2016)	
Linn Shuttle		\$139,133 (2016)	
Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities)			
Linn County Allocation from ODOT	\$691,490	\$673,141	\$630,509
FTA Albany UZA Allocation	\$181,490	\$187,793	\$191,714

Program Allocations			
Linn Shuttle (including DD program)	\$152,150	\$457,422	\$510,838
Sweet Home Dial-A-Bus	\$6,000	\$6,000	\$9,000
Lebanon Dial-A-Bus	\$12,000	\$12,322	\$15,407
Albany Call-A-Ride (including Albany UZA)	\$381,702	\$211,187	\$136,714
Albany Transit System	\$27,646	-\$0-	-\$0-
Linn-Benton Loop	\$151,150	\$110,000 (Albany UZA)	\$55,000 (Albany UZA)
Other Linn County Programs	\$170,949	\$119,000	\$95,264
ODOT SPECIAL FORMULA FUNDS			
Linn County Allocation from ODOT (including Supplemental Allocations)	\$642,367	\$715,556	\$588,232
Allocations to Individual Programs (including STF Supplemental Allocations)			
Linn Shuttle	\$60,000 (2014-15)	\$194,000 (2015-17)	\$101,000 (2017-18)
Sweet Home Dial-A-Bus	\$23,500 (2014-15)	\$47,000 (2015-17)	\$23,500 (2017-18)
Lebanon Dial-A-Bus	\$30,814 (2014-15)	\$106,396 (2015-17)	\$46,082 (2017-18)
Albany Call-A-Ride	-\$0- (2014-15)	\$65,000 (2015-17)	\$25,000 (2017-18)
Linn-Benton Loop	-\$0- (2014-15)	\$34,000 (2015-17)	\$17,000 (2017-18)
Medicaid Title XIX DD Local Match	\$64,139 (2014-15)	\$ 154,678 (2015-17)	\$79,205 (2017-18)
Other Programs in Linn County	\$72,879 (2014-15)	\$143,208 (2015-17)	\$65,229 (2017-18)
STF Discretionary Grant Allocations to Programs in Linn County			
Lebanon Fixed Route Transit Service		\$176,800 (2016)	
Linn Shuttle Bus Shelters		\$36,000 (2016)	

It is a long-standing policy of the Linn County Board of Commissioners that ***fiscal sustainability and funding partnerships are critical priorities for the County's special and rural transportation program.*** Local programs are advised by the County to generally consider STF funds as the “last dollar match”, not as the “first dollar in”.

2. Funding Challenges and Strategies

Like other public transportation providers, Linn County relies heavily on federal and state funding to serve both special needs populations and the general public. Under the 2015 Fixing America's Surface Transportation Act, or "FAST Act", federal funding levels for public transportation authorizes are expected to remain at current levels, with small increases. Overall, the FAST Act largely maintains current program structures and funding shares between highways and transit. This is subject to annual appropriations from Congress and, at this time, there is no indication that Section 5307, Section 5310 and Section 5311 programs will be reduced. Of note, however, is that the required match for Section 5310 funds is programmed to increase from 10% to 20% in 2018.

The recently released President's budget blueprint for FY 2018 is silent regarding changes or reductions to FTA formula programs. It only addresses the discretionary portion of the U.S. Department of Transportation budget. The proposal calls for limits to the Capital Improvement Program (New Starts) that would eliminate funding for projects without existing full funding grant agreements. The proposal would also eliminate funding to support Amtrak's long-distance routes. (However, it also appears to call for redirecting remaining funds to regional and State-supported Amtrak routes such as the Northwest Cascades in Oregon and Washington.)

Statewide, state funding represents less than 5% of transit investments by public transportation providers, and is focused on service for older adults and persons with disabilities. Since 2010, state per capita funding for transit has decreased more in Oregon than in any other state.

Reduced state funding, in addition to any reduction in federal funding, is compounded by increased operational expenses and increasing demand for public transportation. Given projected population growth and other demographic trends, unmet demands on public transportation are likely to grow. Older adults who depend on demand response services to access medical and other services are likely to be particularly affected.

Whether responding to service reductions associated with reduced funding or proposing service enhancements in response to increased funding, a variety of financial and operational considerations come into play. Those are in turn matched with priority considerations that include equity, demand, productivity, connections and growth. Equity considerations include service to concentrations of low-income households, persons of minority racial or ethnic status, seniors, and people with disabilities. Demand considerations include increases or decreases in daily rides. Productivity is measured based on comparing the estimated number of rides with the estimated number of vehicle hours needed to provide service. Connection considerations include number of major destinations and/or number of jobs within proximity (e.g., ¼ mile) to a route, as well as connections to regional transportation services. Growth considerations are based on existing and proposed land use and transportation plans in the County.

In the case of future funding reductions, the County's TAC Committee, with community input, would apply the following strategies (no priorities are indicated by the order of strategies):

- With the 17-18% reduction of STF funds in 2017-2019, Linn County allocated carry-forward STF funds to sustain funding to current programs in 2017-2018. Additional carry-forward funds will not be available in 2018-2109.
- Identify alternative funding scenarios for transportation for the County's DD53 program.

- Seek additional funding through contributions from local transportation providers. Per capita public transportation expenditures vary considerably among communities in the County, e.g. Albany = \$14/resident, Lebanon = \$4/resident, and Sweet Home = \$4/resident. Seeking additional resources from Lebanon and Sweet Home may be appropriate.
- Encourage providers to delay vehicle replacement.
- Seek alternative funding or reduce STF funding to programs which have “deeper pockets”/more resources than other programs.
- Initiate a regional conversation on the need for and strategies to encourage the recruitment and retention of volunteer drivers.

It is noted that reducing the County’s administrative overhead would have minimal effect, as that portion of the STF program has remained at only about 5% for more than 12 years.

Should reduce funding necessitate service cuts by local providers, a goal will be to avoid cutting “life line” services, such as access to medical care for seniors, persons with disabilities, low-income persons and veterans, as well as access to employment training for low-income persons.

I. NEEDS, STRATEGIES AND PROPOSED ACTIONS

1. Previously Identified Vision, Goals, Needs and Strategies

a. Vision and Goals

In the 2007 Plan and the 2009 Update, the Transportation Advisory Committee articulated the following Vision for public transportation in Linn County:

In the future, an improved and more coordinated and integrated transportation program will provide most Linn County seniors, persons with disabilities and low income residents with safe, efficient, affordable and sustainable transportation options. Building on the foundation of existing local public transit programs and volunteer-based programs, residents will have access to realistic and sustainable transportation options.

Goals established in the 2007 Plan were confirmed in the 2009 Update and include:

- Strengthen existing public transportation programs and utilize, where possible, these programs to particularly provide service to seniors, persons with disabilities and persons with low income.
- Strengthen regional partnerships to improve coordination, connectivity, accessibility and efficiency of transportation services.
- Support and increase the use of volunteers in providing transportation services and increase efforts to recruit, train and retain volunteers.
- Identify and secure realistic, equitable and sustainable funding, including the use of local resources to leverage federal and state funds, for transportation options.
- Improve transportation services that are an essential part of daily life for residents with developmental disabilities.
- Improve economic vitality by improving employment-related transportation options.
- Provide reasonable and sustainable staff resources to assist transportation providers and the community in the implementation of the coordinated plan.
- Working with federal and state partners, advocate and support efforts to secure strategic and sustainable investments in transit infrastructure, particularly vehicles.
- Increase public involvement in planning, development and funding decisions related to public transportation.

As part of this 2017 Coordinated Plan update, the Linn County TAC confirms this Vision and Goals, with the addition of the following goals:

- Pursue partnership efforts with state human service agencies to ensure efficient and cost effective transportation services that leverage state and local resources.
- Coordinate with the Albany Area Metropolitan Planning Organization (AAMPO) to ensure the development and sustainable funding of highest priority public transit programs and projects serving the urbanized area.

b. Strategies and Priorities

Both the 2007 Coordinated Plan and its 2009 Update applied a three-tiered system of prioritization of strategies. There is very little variation among 2007 and 2009 priorities.

Highest Priorities

- Sustain current service
- Support and increase the volunteer pool
- Replace and maintain vehicles
- Provide coordination and technical assistance
- Secure equitable and sustainable funding for transportation services for people with developmental disabilities
- Increase the coordination of medical and human services transportation
- Support regional partnerships to improve transit connections
- Increase public information about transportation options

High Priorities

- Explore realistic and sustainable opportunities to address limited curb-to-curb service between communities
- Explore realistic and sustainable opportunities to expand paratransit options to areas not currently served
- Explore realistic and sustainable options to increase areas served by fixed route transportation service
- Explore realistic and sustainable options to increase the days, hours and routes of existing fixed route transportation service

Priorities

- Assist stakeholders in pursuing a comprehensive review of state policies and fiscal support of services for people with developmental disabilities
- Review through regional coordination and partnerships the most logical way to provide service on the perimeters of the county
- Increase carpool and vanpool opportunities
- Provide driver training opportunities

2. Progress in Addressing 2009 Strategies

Sustain Current Service and Replace and Maintain Vehicles

All of the transportation services provided by public and non-profit agencies in 2009 have been sustained over the past eight years. This required a coordinated financial and operational effort by all partners. As federal, state and local funding sources increased, decreased and in some cases were eliminated, transportation partners worked to shift available resources in a coordinated and strategic effort to enable all current services to be maintained.

“Current service”, in some cases, is the same geographic area and hours of service but includes a significant increase in ridership. For example, the Lebanon Dial-A-Bus provides service to the

same geographic area as it did in 2009, with the same hours of service, but the annual ridership has increased from 14,000 to 20,000.

With the significant partnership effort of ODOT, new vehicles were acquired by programs providing “open to the public” transportation services to replace existing vehicles that met federal replacement standards. This included several large and mid-sized vehicles for the Senior Citizens of Sweet Home’s transportation programs and four large “urban system” buses for the City of Albany’s transportation programs; as well as several vans and small buses for demand response programs. The Senior Citizens of Sweet Home was able to expand its vehicle fleet in order to increase its transit services.

In recent years, diesel-powered engines have become increasingly more difficult to keep in operation due to strict environmental requirements related to EPA air emission standards. In late 2014, the Senior Citizens of Sweet Home acquired two 22-passenger propane-fueled buses. Propane is a much cleaner burning fuel and the buses have proven to be more reliable and less expensive to operate. Two large propane-fueled buses (37 passengers + 2 wheelchair positions) have been ordered, a third bus will soon be ordered, and a fourth bus is to be acquired in 2018. It is important to note the partnership effort regarding the propane-fueled vehicles with the Linn-Benton Community College’s Advanced Transportation Technology Center.

There has also been a strong commitment to vehicle maintenance. Each biennium approximately \$150,000 has been allocated by Linn County to 8-11 local programs for preventive maintenance. This has been particularly important to the non-profit programs serving people with intellectual/developmental disabilities that are unable to secure public funds for the replacement of vehicles. Assisting the programs maintain vehicles has helped extend the useful life of their vehicles.

Support and Increase the Volunteer Pool

Volunteers provide critical transportation services, particularly intercity rides where there are no other alternatives. The Linn County STF program has assisted local programs in recruiting, training and retaining volunteers. This has included improvements to community outreach efforts. One example of support to a volunteer program is the increase in the annual allocation of STF funds to Volunteer Caregivers from \$8,750 in 2008-2009 to \$21,000 in 2016-2017; as well as the allocation of funds to acquire two vehicles and to acquire much-needed office equipment. Another example is the increase in the annual allocation of STF funds to Oregon Cascades West Council of Government’s Senior and Disabilities Services’ volunteer program from \$8,500 in 2008-2009 to \$16,000 in 2016-2017.

Coordination and Technical Assistance

Linn County, in partnership ODOT, has continued to provide and increase its coordination and technical assistance. This effort includes a long list of activities starting with efforts to secure equitable funding for transportation programs through a long list of federal, state and local funding programs.

The complexity of federal requirements related to small transportation programs has substantially increased in recent years and it is very important that small programs with very limited staff are provided technical assistance in meeting all requirements. The ODOT site review, conducted in February 2016, particularly noted the importance of the coordination and technical assistance provided by Linn County to the transportation programs in Linn County.

Planning and coordination services, provided through Section 5310 Mobility Management funds, have been particularly important during the past six years.

Linn County TAC members and the STF Coordinator have worked closely with local, regional and state partners on the development of several local Transportation System Plans, the Albany Area MPO Regional Plan, Linn-Benton Loop studies, Albany TDP, Lebanon TDP, and regional transportation modeling plans.

Expansion of Service

The 2007 and 2009 Coordinated Plans specifically note, in multiple sections, that the exploration of possible expansion of service “needs to include a study of the realistic and sustainable funding options”. This is a critical concept that has been repeatedly stated by the Linn County Board of Commissioners.

Through significant local coordination and partnerships, including significant partnership efforts by ODOT, sustainable expansion of service has been developed and implemented:

Linn Shuttle

The Linn Shuttle continues to serve as the backbone of the public transit system in west Linn County, connecting Sweet Home, Lebanon and Albany, with Linn-Benton Loop connections to Corvallis. Ridership, with four round trips a day, was 34,000 in 2010-2011. With the expansion to six round trips a day the annual ridership increased to 68,000 in 2014-2015. In the past the majority of riders were Linn-Benton Community College students and staff members. Now more than 50% of the Linn Shuttle’s riders are members of the general public.

In 2014, the Senior Citizens of Sweet Home, working closely with the Linn County Transportation Advisory Committee, the City of Lebanon, the City of Albany and LBCC, established the “Lebanon Express” service between Lebanon and LBCC’s Albany campus. This service provides 5 round trips a day, during the school year, between Lebanon and Albany.

Working with the Linn County TAC and LBCC on schedules and taking into consideration the development of the LBCC health services facility currently under construction and the need to increase links between LBCC’s Lebanon campus and the Albany campus, a seventh round trip between Sweet Home-Lebanon-Albany was added last September. This also helped flex the bus schedule to address bus overcrowding on some runs. The Linn Shuttle now stops at LBCC’s Albany’s campus 24 times a day when classes are in session (14 times a time when classes are not in session) and also links up with the Linn-Benton Loop and Albany Transit at LBCC.

LBCC’s annual contribution to the Linn Shuttle has increased from \$10,000/year half a dozen years ago to \$50,000 in 2015-2016.

Albany Call-A-Ride

In order to address increased ridership requests, Albany Call-A-Ride, with funds allocated through the Linn County grant allocation process, in 2011 established a pilot “medical-shopper” deviated fixed route shuttle program. The concept was to transport several people at a time to help relieve pressure on the “regular” Call-A-Ride program and to provide rides in a more cost effective manner. This is an example of a funding partnership where the Linn County STF program provided initial funding with the commitment that the City of Albany would subsequently fund the program. The program was funded through a Linn County grant from 2011 through 2015. The City of Albany currently funds the program through its transit resources.

Sweet Home Dial-A-Bus

The Sweet Home Dial-A-Bus continues to provide important rides, particularly for seniors and people with disabilities, within the boundaries of the Sweet Home School District. Many Dial-A-Bus riders transfer to the Linn Shuttle to travel to Lebanon and Albany.

A “Sweet Home Shopper” pilot project, similar to the Albany “medical-shopper” program, was initiated in the Fall of 2014. As a deviated fixed route program, the concept is to transport several people at a time to help relieve pressure on the “regular” Dial-A-Bus and to provide rides in a more cost-effective manner. It is currently provided three days a week but an expansion to five days a week is under consideration.

City of Lebanon

Since 2009, a medical college with 400 students opened, a 150-bed veterans home was completed, a conference center/hotel complex opened, the Linn-Benton Community College’s health education facility is under construction and there has been continued growth with the Lebanon Hospital and adjacent medical offices, as well as large apartment complexes, completed.

The current Dial-A-Bus system is at capacity and does not adequately address the transportation needs associated with the economic growth. Working in close coordination with the Linn County TAC, local transportation partners and ODOT, Lebanon has recently secured an ODOT grant to design and implement a pilot (and relatively limited) fixed route loop/deviated route service.

Linn-Benton Loop

Rather than develop a new Lebanon to Corvallis bus program, identified as a specific need in the 2007 Coordinated Plan, local partners decided to build upon the base of the Linn Shuttle service and the Linn-Benton Loop service. “Express” runs by the Linn Shuttle between Lebanon and Linn-Benton Community College were developed, as well as “Express” runs by the Linn-Benton Loop between Corvallis and LBCC. This service has been particularly important to LBCC and Oregon State University students and it has provided a limited option for Sweet Home/Lebanon residents to travel to Corvallis (and Corvallis residents to travel to Lebanon/Sweet Home) provided through a transfer at LBCC.

Linn County funded, from its state and federal grant allocations, the entire cost of this program in 2013-2015. It indicated at the time that if the pilot project was successful other programs would need to provide financial assistance. Benton County provided financial assistance in 2015-2017 for a portion of the Linn-Benton Loop’s service.

Limited Curb-to-Curb Service Between Communities

This has been a particular challenge to address, with the greatest effort made through the expansion of service from the Volunteer Caregivers program. Working closely with the Linn County TAC, Volunteer Caregivers expanded its service five years ago beyond the boundary of the Greater Albany School District. This addresses some of the needs, particularly intercity rides, for some of the most fragile residents of Linn County. As indicated above, the Linn County STF program has substantially increased its annual allocation to Volunteer Caregivers and also funded two vehicles (one vehicle is stationed at the Lebanon Senior Center). Assistance in recruiting volunteers in East Linn County has slowly increased Volunteer Caregivers’ capacity to serve residents in East Linn County.

Efforts to develop a volunteer-based program in Brownsville and Harrisburg, in partnership with the local cities, has not yet been successful.

Transportation Programs Serving People with Intellectual/Developmental Disabilities

In simple terms, transportation for people with intellectual/developmental disabilities seems to fall between the cracks of federal and state requirements and priorities. But without

transportation, most people with intellectual/ developmental disabilities would be unable to access jobs and vocational training opportunities.

Linn County commits about one-third of its annual “regular” STF funds to programs serving people with intellectual/developmental disabilities, in addition to about 40% of its Section 5310 vehicle preventive maintenance funds.

A comprehensive overhaul of federal and state programs and funding is needed. Toward that end, Linn County partners have attempted to work with ODOT and DHS staff on this issue for several years.

The Senior Citizens of Sweet Home’s transportation program continues to provide two dedicated buses that travel 350 miles each day to serve about 50 people with intellectual/ developmental disabilities. Many of these door-to-door rides are 15-30 miles in length and are provided at a cost far less than similar programs in the region. The City of Lebanon Dial-A-Bus program also provides important rides to people with intellectual/developmental disabilities.

Increased Coordination of Medical and Human Services Transportation

This is an on-going challenge that requires substantial and continued partnership efforts. One of the priorities is the need for all partners—particularly state agencies—to better understand and to acknowledge the important role that transportation plays in accessing medical services and human services.

Linn County was actively involved in the development of the 2012-2013 Transportation Coordination Study prepared by ODOT in partnership with the Association of Counties. The study sought to understand the opportunities and barriers for coordination at the state and local levels. Unfortunately, most of the items identified in the plan have not yet been pursued, let alone addressed, by state agencies working in partnership with local programs.

The RideLine Transportation Brokerage program, operated by Oregon Cascades West Council of Governments, continues to provide non-emergent transportation for eligible clients in Linn, Benton and Lincoln Counties. Approximately 4,000 of the 65,000 eligible clients in the region currently use the service and RideLine staff conducts outreach in an effort to improve utilization levels. RideLine staff is also proactively working with transit providers, such as Lebanon Dial-a-Bus. Special Transportation Coordinators from the three Counties are eligible to serve on the Transportation Brokerage Advisory Committee. The Linn County STF Coordinator served on that committee from 2005 until mid-2016.

Regional Partnerships

Linn County transportation providers continue to work closely with their partners in Benton County on regional needs and opportunities. This includes on-going efforts to address the needs of residents of North Albany, funding for the Linn-Benton Loop and the coordination of efforts regarding training and other technical assistance.

As a result of the 2010 census, the Albany Area Metropolitan Planning Organization (AAMPO) was formed in 2012-2013. Prior to FY 2013-2014, Albany Transit and the Linn-Benton Loop received federal Section 5311 funds. The two programs now receive significantly more federal funding through the Section 5307 program. Through a significant coordination and fiscal planning effort, the City of Albany, Albany Area MPO, and the Linn-Benton Loop partners, including Linn County STF, have been successful in this funding transition. Considerable effort has been, and continues to be, made in the planning effort regarding public transportation in the AAMPO area and the linkages to the rest of Linn County.

The Linn County STF Coordinator, at the request of elected officials, staffed the 2013 regional effort to ensure sustainable and equitable funding for the Linn-Benton Loop.

With the establishment of AAMPO, Section 5311 funding for the Linn-Benton Loop was eliminated. AAMPO, CAMPO, LBCC and OSU agreed to contribute substantial funds on a year-to-year basis to help fund the Loop. Linn and Benton Counties also contribute funding.

In 2016, a new Linn-Benton Loop Governing Board was established and a new Technical Advisory Committee is being formed.

3. Current Transportation Vision, Strategies and Potential Actions

Current public transportation needs are identified below based on input from the County's TAC, interviews with key stakeholders, survey results associated with other planning efforts, review of the needs identified above in the 2009 Plan Update, and the Existing Conditions element of this Plan.

In many Coordinated Plans, a separate chapter on recommended improvements and priorities is prepared. There is often no direct linkage between these strategies and priorities and the unmet needs identified. To better assess that unmet needs are being addressed and to respond to current federal and state expectations for documentation, this Plan combines the identification of needs, strategies and priorities into a single chapter. This approach corresponds to that used in the 2007 Linn County Coordinated Plan and 2009 Update.

Available funding can change before and during funding cycles; therefore it is important to document greater needs than is typically available for funding. If more funding becomes available, the highest priority and achievable investments can be identified for which to apply available funds. Other considerations are noted below.

- ***Except for Strategy 1, all strategies are identified as equal priorities and strategy numbering is not intended to represent any ranking. Similarly, potential action numbering does not represent ranking of actions.***
- ***Implementation of these strategies and potential actions may require additional and sustainable funding and fiscal partnerships with local jurisdictions and programs. There is presently insufficient funding for many of the potential actions.***
- ***Additional research and review may be required to determine the feasibility, timing, responsibilities and other factors associated with implementing strategies and potential actions.***
- ***While the County may take the lead role in implementing certain strategies and potential actions, e.g. regional partnerships, planning, coordination and training, transportation providers and others will be expected to lead or actively participate in implementing most strategies and potential actions.***
- ***Additional public transportation needs and strategies may be identified through the preparation by the Albany Area Metropolitan Planning Organization of a Regional Transportation Plan and through the update of the County's Transportation System***

Plan. This Coordinated Plan will need to be updated to include appropriate outcomes of these and other transportation planning projects currently underway in the region and vice-versa.

Strategy #1: Seek funding to sustain existing levels of public transit services within the County as the highest priority.

- Note: Combines 2009 priorities:
- *Sustain current service.*
 - *Maintain and replace current vehicles.*

Need:

Sustaining the current level of service was the highest priority identified in both the 2007 Coordinated Plan and its 2009 Update. Preserving existing services remains the highest priority in order to ensure that existing fixed-route, demand response, and regional services can continue to be provided and expanded to meet demand if and when additional funding is available. Securing adequate and sustainable funding will be essential to preserve current public transportation services; an increase in funding to the County will be needed in order to expand those services to address the needs identified in this Plan. The need for more funding for public transportation is one of the most frequently mentioned comments in stakeholder interviews.

Increased demand for public transportation services can be expected with County population growth projected at 20% over the next 15 years, including an increase of 58% in the older adult population, a growing low income population, and increases in all other special transportation needs populations.

Securing sustainable funding is especially critical, as ODOT reduced STF funding by 17% and Section 5310 funds by 7% in 2017-2019.

Additional, sustainable funding will be needed to accommodate increased use and or expanded of transportation services identified in Strategy #2. This is especially the case with demand response, Linn Shuttle and Linn-Benton Loop services, all of which are at capacity at certain times. “Everyone loves it, no one wants to pay for it” is a common comment about the Linn-Benton Loop service. While a new governance structure was recently approved by participating providers and jurisdictions, including Linn County, there is currently no intergovernmental agreement in place that commits local agencies to continue to fund this service and at what levels.

It is critical that state and federal funds continue to be made available for vehicle replacement, as well as for vehicle preventive maintenance. Funding for additional, accessible vehicles also remains an ongoing need. To help maintain the safe and useful life of vehicles, an effective preventive maintenance program is very important.

Funding for technological improvements is also an ongoing need. Providers have a need for instant communication through radio and GPS technologies. There is an increasing reliance by all age groups, but most noticeable younger persons, on immediate, Smart phone accessible information on public services. A variety of funding sources are available for app development/upgrades.

As noted in Section H, Funding Summary, ***fiscal sustainability and funding partnerships are critical priorities for the County’s special and rural transportation program. STF funds, in***

particular, generally need to be considered by local providers as the “last dollar match”, not as the “first dollar in”.

Potential Actions:

- 1.1 As the highest priority for the allocation of County funding, continue to dedicate State STF funds and Federal Section 5310 and 5311 funds to programs and projects that currently receive such funds, as long as these programs continue to provide efficient service and appropriate financial support.
- 1.2 Continue to strive to capture and administer available Federal and State funds to provide equitable, effective, sufficient and sustainable resources for local and regional transportation services. This includes adequate funding for Special/Rural Transportation Program staffing.
 - Advocate for state and federal transportation funding policies and programs that are clearly defined, effective, sufficient and equitable.
 - Work with ODOT and the Public Transit Advisory Committee on grant guidelines to prioritize funding for existing services that are not currently funded or underfunded over funding for new/enhanced services.
 - Encourage state human service agencies to equitably fund transportation for clients of state programs, including persons with intellectual/developmental disabilities.
- 1.3 Investigate options to ensure more sustainable funding for demand response services, the Linn Shuttle and the Linn-Benton Loop.
- 1.4 Continue to pursue funding for vehicle replacement and preventive maintenance, as well as funding for additional vehicles and other capital stock needed to accommodate expansion of fixed route and demand response services identified in this Plan.
 - Assist eligible agencies to apply for state and federal funds for vehicles and preventive maintenance.
 - Work with ODOT to address challenges created by current standards for replacement vehicles.
- 1.5 Pursue opportunities to share vehicles between public agencies, non-profits, churches, schools, vocational facilities, group homes for developmental disabled residents and senior care facilities.
 - Coordinate with non-profit agencies that receive ODOT/federal funds for vehicles on mechanisms for sharing their publicly funded vehicles.
 - Explore strategies to overcome barriers (including insurance, driver screening/training and cost reimbursement) to sharing vehicles.
- 1.6 Explore alternative funding sources, including public-private partnerships such as financial contributions by health care providers toward the cost of transportation services.
- 1.7 Continue to allocate STF and Section 5310 funds to high priority programs and projects identified in the Coordinated Plan.
- 1.8 Seek funding for technologies (e.g., coordinated trip planning, mobile tools) and data management programs that facilitate the most efficient and cost-effective provision of services.

Strategy #2: As sustainable funding permits and as demand is demonstrated, expand access to and convenience of public transportation through expansion of and/or improvements to existing services.

Note:

Expands and combines 2009 priorities:

- *Increase hours/days/routes of existing fixed route service which Increase the areas served by fixed route service.*
- *Increase ADA accessibility and safety at bus stops and increase bike/ped facilities.*
- *Provide bus facilities including bus stops, LBCC transit facility and Albany bus barn.*

Need:

Public transportation service in Linn County is generally limited to weekdays and workday hours, with the exception of Albany Call-A-Ride and Linn-Benton Loop, which both offer Saturday service. While Sunday service would not be cost effective at this time due to a limited market, with increased growth it may become warranted for access to employment and social activities, especially in Albany. However, increased frequency of service is identified in interviews as a higher priority.

Public transportation does not provide convenient access to employment for those working outside normal working hours. Limited early morning and late night service limits access to employment, especially for service sector employees. The ability to access employment or education before 8:00 am is particularly constrained. To provide access to employment, early/late service may be a higher priority than more frequent service. Expansion of transit service between Albany and Corvallis is needed, especially to accommodate commuting between the two cities and to/from LBCC.

The Linn-Benton Loop has experienced consistent ridership growth and is at capacity at the beginning and end of the school day, with lower mid-day demand. More work commuters would be expected to use this service if it was less crowded at peak hours and if route timing was better coordinated to access places of work. More frequent service, especially at peak hours, is identified as the greatest need in interviews. More direct and frequent service between Albany and Corvallis, especially for commuters, is also identified as a need. At particular times of day, students comprise upwards of 80% of ridership.

Linn Shuttle service has experienced consistent, significant ridership growth, including demand for access from LBCC into downtown Albany and connections to Corvallis. There is currently insufficient demand for weekend service. Service to expanded community college facilities in Lebanon has necessitated adjustments to the shuttle schedule and the addition of a seventh daily run. Additional fixed route service to the Lebanon area may be needed to accommodate the increased demand.

The Veterans Home, LBCC Healthcare Occupations Center (to open Summer 2017), a proposed nursing school, a new hotel/conference center, an expanded Advanced Technology Center, and high population growth in Lebanon have created increased demand for Corvallis/Albany – Lebanon service. Lebanon Dial-a-Bus service is significantly over-subscribed

(annual ridership increased from 14,000 in 2009 to 20,000 today), with continued growth in demand projected. Grant funding has been approved for a pilot project for limited fixed route service. The current update of the City's Transportation System Plan may further define service needs.

With population growth and a growing percentage of older adults (23% in 2010), the demand for Sweet Home Shopper service can be expected to increase. The Sweet Home Dial-a-Bus, Linn Shuttle, and the Shopper service generally provide sufficient public transportation options for City residents to access medical services, shopping, and other Downtown locations. Ridership on a pilot project to nearby recreation sites has been low and does not warrant continuation of this service. Elimination of this service frees up funding for expansion of weekday Shopper service. While lack of weekend service on Sweet Home Dial-a-Bus limits access to shopping, religious institutions, recreation and other activities, the need for additional drivers and dispatch services make it cost-prohibitive. There is also currently demonstrated demand for connecting services to other communities.

Smaller communities, including Halsey, Harrisburg, Brownsville, and Scio, lack access to transit service. Educators have requested that public transportation options for students south on 99E to Shedd, Halsey and Harrisburg be investigated. While Gates, Lyons, and Mill City have limited service from CARTS out of Marion County, that service was considered for reduction or elimination. In response to concerns raised by the local communities and Linn County, a compromise is being considered to provide two runs per day between Stayton and Gates, with elimination of "off route" pick-ups, a reduced transfer fare, and increased marketing and outreach.

Improved coordination among transit providers is needed to help address service schedules that make regional connections among public transportation services challenging. Improved connections to communities in neighboring Counties are also identified as desired.

Interviewees identified the need to ensure that various modes of public transportation are connected and that other modes of transportation, e.g. bicycles, are connected to transit services. Physical and safety barriers to accessing transportation services, e.g. lack of curb cuts and bus shelters, need to be assessed.

Potential Actions (based upon sustainable funding becoming available):

- 2.1 As demand warrants and as determined by local jurisdictions, expand fixed-route and demand response services.
 - In coordination with the City of Albany and AAMPO, expand Albany Transit System fixed-route and demand response services, with increased weekday service as a higher priority than Saturday service. Coordinate with Benton County and the City of Albany on expanded weekday and weekend service to the North Albany area.
 - In coordination with the City of Albany and AAMPO, expand service on Albany Transit System's Medical-Shopper Shuttle.
 - In cooperation with the Linn-Benton Loop governing board, the City of Albany, AAMPO, CAMPO, LBCC, OSU and Benton County, seek funding to provide expanded service on the Linn-Benton Loop, with more frequent service at peak hours and more frequent connections to Lebanon as priorities.

- Seek funding to expand weekday service on the Linn Shuttle, including connections to the Linn-Benton Loop at LBCC that provide access to downtown Albany and to Corvallis. If funding becomes available initiate Saturday service between Sweet Home and Albany.
 - Continue to seek efficiencies in weekday service on the Sweet Home Dial-a-Bus/ (deviated fixed route) Shopper. As funding allows, expand weekday hours and initiate Saturday service. Coordinate with the Sweet Home School District to potentially use the deviated fixed route program to serve some transportation needs of high school students.
 - Apply the results of a current pilot project to assess the feasibility of limited fixed route service in Lebanon to help address over-subscription of Lebanon Dial-A-Bus.
 - Consider use of STF funds to help finance modified services in the North Santiam Canyon.
 - Assess the demand for and funding feasibility for weekend service on the Lebanon Dial-a-Bus.
- 2.2 Explore opportunities to extend public transportation services to underserved communities and rural areas of the County through options to fixed route service, such as shuttle routes, feeder services, shopping or medical shuttles, volunteer-based demand response programs, or privately provided services (taxis, technology network companies).
- Consider the use of STF and Section 5310 funds to purchase vans and to cover fuel and insurance costs, with dispatchers and drivers provided by local communities.
 - Continue medical transportation for low income persons as the highest priority, with linkages to the Medicaid medical brokerage (RideLine). Increase outreach and public information about RideLine services to all communities.
- 2.3 As funding permits, upgrade and expand the fleets of public transportation vehicles and undertake capital improvements needed to ensure the desirability, safety and convenience of transit services.
- Encourage maintenance managers to participate in opportunities, such as ODOT's newly formed Transit Maintenance Council, to obtain information on best practices to improve reliability, efficiency and effectiveness of bus operations; reducing costs of maintenance facility operations; improving passenger comfort; and developing new and improved bus technologies.
- 2.4 As funding permits, provide facilities needed to address physical barriers to access and to ensure convenient and safe access to transit, including curb cuts, bus stops, more and better signage, LBCC and Lebanon Center transit facilities, and Albany Transit System maintenance facility.
- Provide bus safety features including video cameras, GPS systems, on-board radios and software programs.
- 2.5 As funding permits, improve pedestrian and bicycle connections to transit.
- Assess physical barriers and improve accessible path of travel by installing curb cuts and/or improving pedestrian facilities that accommodate access by persons with disabilities.

Strategy #3: Improve freedom of movement and quality of life for special needs and other transit dependent populations and focus transportation services on access to jobs, health care, education, social opportunities and other basic services.

Note:

Replaces and combines 2009 priorities:

- *Increase coordination of medical and human services transportation.*
- *Support transportation needs of people with intellectual/developmental disabilities and obtain equitable and sustainable funding.*
- *Increase transportation opportunities for veterans.*

Need:

As is typical in most areas of the state, the growth in special needs populations and associated need for human and health services is creating increased demand for public transportation services. Growth in the older adult population is expected to continue to outpace overall population growth in the County, climbing to 27% of the total population in 2035.

With facilities concentrated in Albany and Corvallis, trips to health and human service facilities from a significant portion of the County tend to be longer than in other Willamette Valley Counties. Coupled with growth in other special needs populations, area providers will be particularly challenged to meet the demand for demand response services, especially in areas not currently served (e.g., Brownsville, Harrisburg, Halsey and Scio). Ride delays and ride denials may become commonplace due to a lack of available vehicles.

To help accommodate this growth in the older adult population, the senior care industry -- retirement centers, assisted living centers, foster homes, etc. -- has also been growing. The 155-bed Veterans Home in Lebanon is an example. While some of these facilities provide their own transportation, there is little coordination among them or with public transportation providers to try to maximize utilization of vehicles. Overall, the growth in senior care facilities, which are spread throughout the County, impacts demand for demand response services at a time when such service is essentially at capacity. Providers such as Albany Call-a-Ride and Lebanon Dial-a-Bus are particularly challenged to accommodate oversized wheelchairs.

Expanded travel training is needed for older adults and people with disabilities to help them understand what transportation services exist and how to use them. There is also the need to work with senior centers and nursing homes to prepare clients for rides and to explain the different types of services, for example non-emergent medical transportation (NEMT) and non-ADA demand response service.

Currently, transportation options for people with intellectual/developmental disabilities are limited and transportation services are under-funded by the state and federal governments. In comparison to other special needs populations, Linn County commits a disproportionate share of its STF and Section 5310 funds to programs serving people with intellectual/developmental disabilities.

“Access to the community” is a federal requirement for residential and vocational programs for persons with intellectual or developmental disabilities (I/DD). Thus, transportation can be considered to be the responsibility of such programs, with local transportation programs providing partnership assistance when and where resources are available. Additionally, DHS indicates that “individuals have some responsibility in identifying and securing the transportation services that they need.” At the same time, with the State’s phasing out of sheltered workshops and the lack of reimbursement by the State to local providers for their additional transportation costs associated with this program change, demand for service and associated funding

challenges for local transportation service providers can be expected to increase. People with intellectual/developmental disabilities are now distributed to a larger number of employment settings which, in turn, placing greater demands on demand response services. This is especially true in rural areas where there are long distances between residences and vocational/employment and, for I/DD clients who are capable of riding public transportation, very limited service connecting communities. In addition, there is the challenge of finding employment; unless staff can find day jobs (8-5) for these clients, they are challenged to obtain jobs because they have limited to no transportation at other hours. A growing number of other demands on available transportation services to meet special population needs, e.g. seniors desiring to age in place, suggests that the County may soon need to reconsider how much of its transportation funding can be committed to this population. Interviewees noted that federal restrictions on funding vehicles that provide “client only” service also inhibit the ability to make the best use of available services, especially for I/DD programs.

The percentage of residents identified as low income has been increasing over the past decade, with increases exceeding 50% in more than half the cities in the County. Human service providers note that many low-income residents often do not know where or how to access information about available services or may be unfamiliar with how to use transit or other public transportation (and thus too embarrassed to do so). Some transit dependent low-income residents are unable to afford standard public transportation fares.

The only available veteran-specific transportation is Disabled American Veteran (DAV) shuttle service for medical appointments in Portland or Eugene. Eligible veterans must get to Albany to use the DAV van. The DAV program is designed to provide transportation to medical and other services for disabled veterans, but it struggles to find volunteer drivers and wheelchair accessible vehicles. The Veterans Choice program enables veterans with service-connected disabilities to access local medical and mental health services instead of having to obtain transportation to Portland or Eugene for such, creating greater demand for local transportation services. However, the long turnaround time for reimbursement to veterans for the use of transportation other than DAV is cited as a barrier to use of public transportation services. The aging of the veteran population can also be expected to place increased demands on demand response service providers.

As noted in Section C – Demographics, a recent pilot project with Cascades West COG and ODOT to provide transportation for veterans in Benton and Linn Counties to Salem and Portland had low participation and has ended. The program served those with mobility issues; there are no other transportation options for veterans with mobility impairments. The resulting report lists several recommendations and lessons learned for any future veterans transportation projects.

OCWCOG’s RideLine Transportation Brokerage program provides non-emergency medical transportation for eligible Medicaid and Oregon Health Plan clients in Linn, Benton and Lincoln Counties. Currently, less than 4% of the eligible clients in the County actively use the service (see Section E – Regional and Additional Services). While countywide utilization data is available, there is currently no breakout of that data for the various communities in the County. Given that transportation for low-income older adults and persons with disabilities to medical services is one of the highest priority transportation needs in the County, information on community-specific utilization is integral to understanding whether increased awareness of RideLine services could improve its usage. This is especially critical in communities such as Brownsville and Harrisburg which are not served by fixed route public transit.

In part due to public education efforts, there are high levels of student ridership to regional institutions. Improved coordination with local providers can help ensure students are able to make class-transit connections.

Potential Actions:

- 3.1 Pursue partnerships with state human service agencies to ensure efficient and cost effective transportation services that leverage state and local resources.
 - Continue to support assessments of and funding for the transportation needs and opportunities of persons with intellectual/developmental disabilities. Pursue opportunities to secure additional federal Medicaid funding for transportation services for this population.
 - Seek assistance from DHS to augment that provided by the STF-funded Title XIX DD53 Local Match Program for transportation to residential and vocational programs serving people with intellectual/developmental disabilities.
 - Seek funding for additional accessible demand response vehicles and drivers and for vehicles targeted to transporting people with intellectual/developmental disabilities, especially those in rural areas, to vocational and residential programs.
- 3.2 Explore options to reduce the demand on more costly demand response services through promotion and public education of fixed route services, e.g. dispatchers counseling on accessibility/availability of fixed route services; incentives for fixed route use; screening of demand response rider eligibility; increased demand response service fares; travel training and work with human service agencies and senior facilities to provide escort assistance on fixed-route services appropriate policy changes; and other means. (Also see Strategy 2.2 above.)
- 3.3 Coordinate with RideLine to improve utilization of brokered rides for critical services (e.g., access to medical and human service offices) and increased coordination with transportation providers to provide brokered rides.
 - Research reasons for and solutions to low utilization rates, especially in smaller cities such as Brownsville and Halsey and in rural areas.
 - Coordinate with Samaritan Health (CCO) to significantly increase its public outreach and communication efforts on RideLine services, including distribution of informational materials in facilities routinely accessed by low-income persons for medical and human services.
 - To encourage use of fixed route transit by older adults and persons with disabilities, provide and actively promote travel training and travel companion programs provided by others, such as Volunteer Caregivers, Samaritan Health Services' Senior Companion Program and Easter Seals. Investigate other techniques to encourage fixed route transit use, such as travel hosts at transit hubs.
 - Support RideLine's efforts to coordinate with senior centers, assisted living centers, and retirement centers on opportunities to increase the transportation services they provide to their clients.
- 3.4 Increase outreach and marketing of services to low-income residents and investigate opportunities to improve transportation access to employment sites and to employment training locations through vanpools, shuttles or other means.
- 3.5 Continue to strive to improve and expand transportation assistance for veterans, including coordinating trips to VA medical facilities in Portland and Eugene with RideLine and existing providers.
- 3.6 In coordination with the Linn-Benton Loop governing board, the City of Albany, the City of

Corvallis and Benton County, periodically consult with educational facilities, e.g. LBCC and OSU, to ensure that public transportation schedules are coordinated to the extent feasible with classroom schedules.

- 3.7 Coordinate with regional partners to address the gap for Medicare and private insurance patients that need transportation assistance, including but not limited to low-income residents.

Strategy #4: Support and increase the volunteer pool.

Note: Repeats 2009 priority.

Need:

Volunteer transportation programs are a particularly important option for some seniors and persons with disabilities. As the population ages and as mobility challenges impact a larger number of residents, the need to provide individualized transportation service increases. Volunteers often provide door-to-door service (rather than curb-to-curb service), sometimes including non-transportation assistance (for example, assistance with medical office reception/appointment items). Volunteers and non-profit programs play an important role in providing these transportation services in Linn County. Programs such as Volunteer Caregivers and the Senior Companion Program provide some transportation services not provided by other agencies. Their efforts, and the efforts of all service and transportation providers, need to be supported and better coordinated.

There is a need to better utilize volunteer programs and link them with other programs, but the programs are limited by the number of available volunteers and financial resources. The current volunteer driver pool is aging and demand for volunteer driver is increasing, especially as a means to control the costs of demand responsive services. Interviewees note that it is very difficult to recruit volunteer drivers. The lack of vehicles can also be a challenge.

Volunteers are particularly critical in providing intercity rides where there are no other alternatives. As noted previously, the Linn County STF program has assisted local programs in recruiting, training and retaining volunteers, including community outreach efforts. This includes annual allocations to Volunteer Caregivers, including funding that has increased their capacity to serve residents in East Linn County.

Potential Actions:

- 4.1 In partnership with local communities, continue to promote and fund volunteer-based programs, particularly in underserved areas, focusing on those that provide curb-to-curb service between communities and to rural portions of the County.
 - 4.2 Review and support opportunities to better coordinate the recruitment of volunteers.
 - 4.3 Identify and share best practices on the training and retention of volunteers. Schedule courses for drivers on a routine basis.
-

Strategy #5: Continuously strive to coordinate the planning for and provision of public transportation services with the provision of human and health services.

Note: Replaces 2009 priority:
▪ *Increase coordination of medical and human services transportation.*

Need:

A 2012 Statewide Human Services-Public Transportation Coordination Study and numerous interviews cite a significant disconnect between the provision of human and health services and the provision of public transportation services, in large due to differing missions (transportation providers are in the business of moving the greatest number of people at the lowest cost; human and health service providers are in the business of providing an array of services, of which transportation is not a priority). Human and health service providers are said to be often unaware of the most cost-effective public transportation services, resulting in referring clients to costly, often inefficient services. Coordination of medical and human services transportation is an on-going challenge that requires substantial and continued partnership efforts. One of the priorities is the need for all partners, particularly state agencies, to better understand and to acknowledge the important role that transportation plays in accessing medical services and human services.

Coordination between transportation providers and agencies that provide a wide variety of health and human services is especially critical in addressing the transportation needs of seniors and persons with disabilities. For example, transportation is a very important element of keeping seniors in their own homes for a longer period of time. It is usually far less expensive for seniors and taxpayers than other housing/care options; and having reasonable access to transportation options is a very important and cost effective part of this effort.

Coordinating with medical centers and clinics on scheduling of visits is identified in interviews as an essential, ongoing need, even if it is often frustratingly unproductive. An example of such coordination is Cascades West RideLine's work with medical facilities to better coordinate medical appointments. This coordination has resulted in a larger number of shared rides, decreasing the cost of transportation services.

Coordination on emergency preparedness is another critical role for public transportation providers. While an Emergency Operations Plan has been developed and Linn County Road Department has been assigned the lead for transportation services, the roles and readiness of local transportation and human and health service providers appear to be unclear.

Potential Actions:

- 5.1 Partner with DHS and other state and local agencies whose clients have public transportation needs and encourage communicate of those needs to transportation providers in the County and region.
 - Encourage human and health service providers to provide staff training on matching available public transportation services to client needs.
 - Request DHS and other state agencies to review the findings and recommendations of the 2012 Statewide Human Services-Public Transportation Coordination Study.
 - Encourage DHS and other state agencies to partner with local transportation providers to collectively meet the transportation needs of special needs populations. This includes review by state agencies of all transportation resources currently

available to state agencies as a first step in leveraging funds in the most efficient manner.

- Encourage ODOT, DHS and other state agencies to develop a statewide Coordinated Human Services-Public Transportation Plan that includes, in part, implementation actions in response to recommendations from the 2012 Statewide Human Services-Public Transportation Coordination Study.
- 5.2 Continue to coordinate with volunteer and non-profit organizations, human service agencies, health care providers, major employers, and other programs to improve the delivery of timely, safe and cost-effective transportation services.
- Continue to promote coordination with medical centers and clinics on scheduling of visits.
 - Assist in linking the resources of transportation providers with the needs outlined by groups including the OCWCOG Senior Services Advisory Council and the OCWCOG Disability Services Advisory Council.
 - Improve communication to group homes, retirement centers, assisted living centers, and other public facilities about available public transportation services.
 - Inventory all human and health service providers (senior centers, retirement centers, assisted living centers, others), major employers and other appropriate parties to identify those entities in the County that have the capability to provide transportation services. Use results to coordinate with those entities on service provision.
- 5.3 Regularly convene meetings with human and health service providers to identify mutual transportation needs and opportunities to coordinate services.
- 5.4 Pursue partnerships with health care providers to assure that non-Medicaid patients can get to services and treatment, and have transportation home when discharged.
- 5.5 Encourage appointment to the TAC of eligible representatives with human and health services experience. Explore opportunities to expand the breadth of interests and experience through ex-officio positions or other means.
- 5.6 Encourage human and health service agencies and organizations to appoint transportation representatives to serve on advisory committees, task forces and work groups.
- 5.7 Continue to participate on countywide and regional human and health services advisory committees that link public transportation to human and health services.

Strategy #6: Continue to pursue opportunities for regional collaboration and expansion of the regional public transportation system.

Note: Replaces 2009 priority:
▪ *Importance of regional connections, partnerships and transportation options.*

Need:

As part of planning process for the 2009 Coordinated Plan updates for Linn, Benton and Lincoln Counties, STF staff from the three jurisdictions collaborated in the identification of shared needs that might benefit from a coordinated strategy. Priority regional needs and issues included:

- Lack of transportation linking the communities within the three-county region.

- Limited options for transporting seniors and persons with disabilities to Salem, Eugene and Portland.
- Lack of sustainable and equitable funding for regional transportation.
- Lack of public and agency awareness of transportation service options.
- Limited transportation services that can accommodate individuals that need special care.
- Lack of knowledge on the part of seniors and persons with disabilities about how to use transport services.
- Need for driver training.

Although significant progress has been made to address several of these priorities, there is an ongoing need to collaborate in multiple areas to ensure that efficient and effective public transportation is available to special needs populations and other public transportation users in the region. Among the remaining issues are:

- Limited (although recently expanded) services between Albany/Corvallis and Sweet Home, Lebanon, and eastern Linn County.
- Lack of public transportation between Albany/Corvallis and Eugene other than Bolt, Amtrak, and Cascades Point service along I-5.
- Limited options for non-Medicaid eligible trips for those needing curb-to-curb or assisted service to Salem, Eugene and Portland.
- Human/health service providers having limited awareness of the transportation services available within the region.

There are also the challenging issues related to equitable funding of shared services, specifically the Linn-Benton Loop and fixed-route and demand response services to North Albany, both of which Linn County has contributed significant funding to for over a decade. There is the perception among some regional service providers and planners that these contributions are not commensurate with the benefits that Linn County residents receive from these services and a sense that Linn County taxpayers are in effect subsidizing services for Benton County residents.

Potential Actions:

- 6.1 Continue to actively participate in the planning effort regarding public transportation in the AAMPO area and the linkages to the rest of Linn County and ensure that needs, strategies and priorities identified in the Coordinated Plan are reflected in AAMPO transportation planning.
- 6.2 Continue to participate in the efforts of the governing body and technical advisory committees for the management and operation of the Linn-Benton Loop.
- 6.3 In coordination with regional partners, continue to pursue cooperative agreements with Benton County to ensure the efficient and cost-effective provision of service in North Albany and along Highway 34 on the western edge of Linn County.
- 6.4 In coordination with regional partners, explore opportunities to expand regional service options in a cost-effective and sustainable manner.
 - Explore opportunities with Lane Transit District to improve service from south Linn County to neighboring cities in Lane County.
 - Continue to explore opportunities with Salem-Keizer Area Transit District to expand CARTS service to the North Santiam Canyon communities.
 - Continue to coordinate with Amtrak, Bolt Bus, Greyhound, and other intercity and regional providers to promote access to regional destinations.

- Continue to coordinate with regional partners on information sharing, training, and other joint endeavors.
- 6.5 In coordination with regional partners, continue to pursue establishment of a universal fare structure and transfer program throughout the region.
- 6.6 Continue to actively participate in regional planning and public education/outreach efforts to improve the coordination of public transportation and health and human services, e.g. co-sponsoring forums such as Connecting the Dots Between Health and Transportation.
- 6.7 Assist ODOT or other appropriate parties to biennially update the database of transportation providers/resources in the region.
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Strategy #7: Expand efforts to inform the public of available public transportation services, including seniors, low income persons and non-English speaking populations.

Note: Repeats 2009 priority.

Need:

Despite the best of efforts, lack of awareness about available public transportation services is identified in interviews as the single greatest impediment to its use. Stakeholders indicate that there is a general lack of knowledge about what public transportation services are available in the region and little to no knowledge of how they are funded. This lack of knowledge about available services extends to both human and health service providers and clients. While public transportation users may be aware of the specific services that they utilize, unless they are taking advantage of such, they have little to no knowledge of connecting services or of transportation opportunities within the region. An example, as previously noted, is the under-utilization of RideLine NEMT services.

There is an ongoing need to communicate broadly about available services and to outreach to those populations without convenient access to public transportation, that are hesitant to use public transportation, or that are unaware of available services. Rider training and continuing distribution of information about available services are needed in order to increase ridership, especially among seniors and low income persons. There was more than a 100% increase in the County's Latino population during the 2000-2010 timeframe, with 8% of the total County population being Hispanic or Latino. It is anticipated that rider training, where not already provided, will be required for federal and state funding. At the same time, the TAC previously indicated that language is not generally considered a barrier to public transportation in Linn County, as only 2.5% of County residents speak English "less than very well" and bus drivers and dispatchers have not reported a language barrier to fixed-route or demand response services.

Potential Actions:

- 7.1 Support Linn County's mobility management efforts to help plan, deliver and manage coordinated transportation services, particularly to seniors, people with disabilities and low-income persons.
- 7.2 Cooperate with regional partners in public education and outreach efforts.
- Cooperate with regional partners to re-publish and distribute a tri-County public transportation brochure, with distribution to transportation providers, social agencies,

employment training programs, employment agencies, major employers, senior groups, volunteer groups, low income residents, and others.

- Assist IHN-CCO and RideLine in its outreach and public education efforts.
- Improve website information and sharing of web site information among providers about the various services available within the County and region.
- Continue to engage with schools, senior centers, churches, civic organizations and other similar groups and conduct outreach at fairs, markets, etc. Encourage the business community to promote transit use for their employees.

7.3 Periodically provide cultural awareness training to transportation service providers.

Strategy 8: *Establish mechanisms for routine monitoring of Plan implementation and for coordination with other land use and transportation planning occurring in the County and region.*

Note: New strategy.

Need:

The County's STF Advisory Committee is charged with overseeing Coordinated Plan implementation; however, there is no formal program in place for periodic monitoring and evaluation of Plan implementation. During the public review process, an annual Plan review was recommended.

Coordination on emergency preparedness is another critical role for public transportation providers. While an Emergency Operations Plan has been developed and Transportation Response Actions defined for the County, the roles and readiness of other transportation and human and health service providers are unclear.

Similarly, AAMPO is preparing the first Regional Transportation Plan (RTP) for the Albany metropolitan area, CAMPO is updating the Corvallis metropolitan area RTP, Linn County is undertaking an update of its 20-year Transportation System Plan (TSP), and a number of jurisdictions in the County are updating their TSPs or Transit Development Plans (TDPs), all of which will provide strategic guidance for the provision of public transportation services in the County. A Coordinated Plan is distinct from an RTP and TSP, which focus on improving transportation services generally. Its primary purpose is to engage public transportation and human health service providers in collaboratively identifying and responding to the public transportation needs of special needs populations. Also, whereas an RTP, TSP and TDP are all long-range (20-year) strategic plans, the Coordinated Plan is shorter term (typically 5-7 years).

Potential Actions:

- 8.1 Ensure adequate funding for staff and technical assistance in implementing Coordinated Plan priorities and actions and other public transportation-related activities.
- 8.2 Actively engage the STF Advisory Committee in regular monitoring Coordinated Plan implementation.
- 8.3 Encourage appointment to the STF Advisory Committee of eligible representatives with human and health services experience.

- Explore the opportunity to expand the breadth of interests and experience through ex-officio positions or other means.
- 8.4 Encourage transportation providers to regularly assess customer and driver needs through surveys and other mechanisms.
- 8.5 Coordinate development of the County's Transportation System Plan Update, AAMPO Regional Transportation Plan, CAMPO Regional Transportation Plan Update, local Transportation System Plans and Transit Development Plans with this Coordinated Plan, ensuring that Plan strategies are integrated as appropriate into those plans and vice-versa.
- 8.6 Request County and city planning and community development departments to notify public transportation providers of land use proposals that potentially effect the demand for and provision of public transportation services.
- 8.7 To help ensure that the public transportation system is prepared to assist in emergency preparedness and response, ensure that the roles of all public and private transportation providers in the County are clearly defined and encourage public transportation providers to be regularly trained in emergency preparedness and to have up-to-date plans to assist as needed in emergency management. Define the emergency management roles of human and health services providers.