

Lane Coordinated Public Transportation Plan

2019 UPDATE



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Executive Summary

The *Lane Coordinated Public Transit-Human Services Transportation Plan* (Lane Coordinated Plan) was first prepared by Lane Transit District (LTD) and adopted by the Lane Transit District Board of Directors in January 2007. Because the original plan was developed prior to the issuance of guidance by the Federal Transit Administration (FTA), it was revised in June 2009 to include additional information to meet both FTA and State of Oregon planning expectations. An update to the 2009 plan was completed and adopted by the LTD Board of Directors in 2013. Both versions have been incorporated as source documents for this and subsequent updates.

The Lane Coordinated Plan satisfies federal requirements enacted through the passage of the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). It is specific to funds administered through the FTA and the Oregon Department of Transportation (ODOT) Public Transit Division with expectations for planning and coordination of these resources. The federal requirements for the coordinated transportation planning process are retained under legislation signed into law on July 6, 2012, by President Barack Obama titled *Moving Ahead for Progress in the 21st Century* (MAP-21). In December 2015, President Obama reauthorized transportation programs through Fiscal Year (FY) 2020 with the passage of the Fixing America's Surface Transportation (FAST) Act.

The FAST Act took effect October 1, 2015, and made some changes to federal grant programs. The FAST Act is the new five-year surface transportation authorization that provides FTA an authorization level of \$11.78 billion in FY 2016 and a total of \$61.56 billion from FY 2016 through FY 2020 (<https://www.transit.gov/FAST>). The FAST Act realigns several transit programs, provides significant funding increases specifically for bus and bus facilities, creates several new discretionary programs, and changes several crosscutting requirements. The law continues and expands FTA authority to strengthen the safety of public transportation systems (<https://www.transit.dot.gov/regulations-and-guidance/regulations-and-guidance>).

This 2019 update to the Lane Coordinated Plan will:

1. Update important information in order to ensure that the Lane Coordinated Plan is relevant to **present conditions**;
2. Reference relevant **needs assessment and local planning** information, including LTD service initiatives;
3. Match needs with preferred **coordination practices and projects**;
4. List projects and **resources**; and
5. Report on **public review and comments** about the Lane Coordinated Plan.

Additional resource documents are:

Attachment 1: ECONorthwest Report – Recent Economic Performance of the Eugene-Springfield Metropolitan Statistical Area (MSA), April 2014

- Attachment 2:** Oregon Economic and Revenue Forecast, September 2018. Volume XXXVIII, No. 3
- Attachment 3:** CCO 2.0 Recommendations of the Oregon Health Policy Board
- Attachment 4:** National Center for Transit Research: Improving Veteran Mobility in Small Urban and Rural Areas, February 2014
- Attachment 5:** Senior & Disability Services 2016 Community Needs Assessment
- Attachment 6:** 2015-2016 Lane County Regional Community Health Needs Assessment
- Attachment 7:** 2016-2019 Lane County Regional Community Health Improvement Plan
- Attachment 8:** Fact Sheet: Enhanced Mobility for Seniors and Individuals with Disabilities Section 5310, U.S. Department of Transportation Federal Transit Administration
- Attachment 9:** Fact Sheet: Formula Grants for Rural Areas Section 5311, U.S. Department of Transportation Federal Transit Administration
- Attachment 10:** Fact Sheet: Oregon Department of Transportation Statewide Transportation Improvement Fund

Since the initial Plan and subsequent updates were adopted, there have been changes and new initiatives that influence local transportation, such as an economic recovery resulting in a very low unemployment rate, continuing fluctuations in fuel costs, and continued uncertainty about federal and state transportation resources. Responding to unmet service needs and increasing demand for new transportation patterns is quite challenging. This plan focuses on transportation linked to health care reform, families and individuals with low incomes, students, and providing transportation to the growing number of older adults in need of transportation services to help sustain, support, or enhance personal independence.

Section 1: Present Conditions

Local Economy

Lane Transit District (LTD) was founded in 1970 under the laws of the State of Oregon that allowed the formation of transit districts as special taxing entities. LTD was empowered by State Statutes to impose an excise tax on employers to fund local transit. In 2008, a downturn in the local economy, with associated job losses, led to a significant reduction in LTD's payroll tax revenues. The State of Oregon Economic and Revenue Forecast, published in September 2009, predicted that Oregon jobs lost since 2007 would not be regained until 2013. When only small improvements in the local economy were noticeable after 2009, there was continued speculation that job recovery would not occur until 2015. As of 2018, the local economy is stronger and the local job market is seeing the lowest level of unemployment in over 10 years.

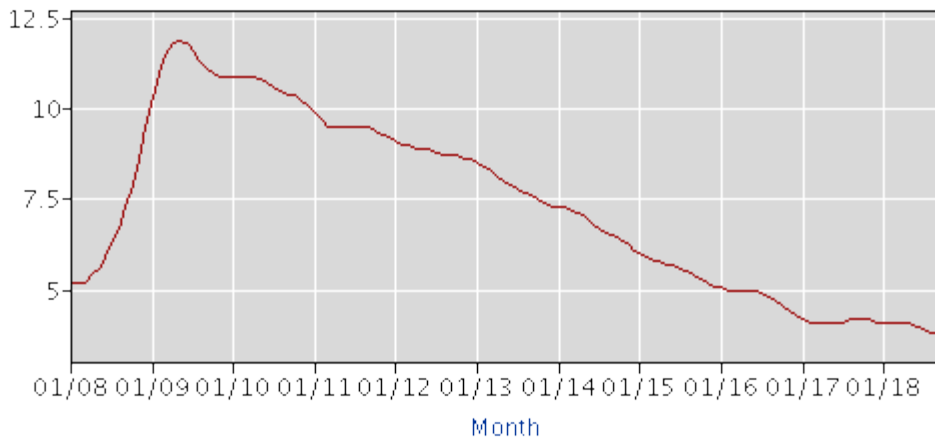
In 2009 a significant LTD service reduction was avoided by the application of federal stimulus funds in support of fixed-route operations. Federal stimulus funds were a one-time infusion, so the need for the service reduction that was averted in 2009 was not eliminated. The poor local economy at the time necessitated a service reduction of 11.2 percent, carried out in September 2010. The health of the local economy remains a critical factor in assessing LTD's ability to preserve and improve service. The economy began to improve in 2012 and 2013, earlier than originally anticipated.

Economic recovery began to emerge in Lane County during the 2013/14 period. This was evident through increases in payroll tax revenues and job growth in the Eugene-Springfield metropolitan area. The perceived beginnings of economic recovery led the LTD Board of Directors to commission a study in 2014 to determine if local economic conditions supported an increase in the payroll tax (see Attachment 1, ECONorthwest Report). The previous increase was in 2003 when the Oregon Legislature provided LTD with the authority to incrementally raise the rate over 10 years from .006 to .007. The 2014 study found that economic conditions in Lane County had improved and were expected to continue to improve. The unemployment numbers had decreased and personal income had increased; however, the income increase was not near pre-2007 levels. While the report itself did not provide any recommendations, the LTD Board decided to increase the payroll tax beginning in 2016.

In the fall of 2014, another step was taken to restore service in the District. One of the most impactful changes was adding back service on four national holidays, including New Year's Day, Memorial Day, the Fourth of July, and Labor Day. Additionally, some routes were expanded and frequency was increased. In the fall of 2016, a service enhancement of 14,000 hours was added, increasing service along LTD's most used routes and corridors. A third service enhancement became finalized in September 2017 with the opening of the EmX West bus rapid transit line.

Currently, the economic forecast for Oregon continues to be positive. Job gains in Oregon have exceeded what is needed for population growth. Wages are growing faster and unemployment continues to drop from its high in 2009, and Oregon is currently seeing the lowest unemployment rates on record since 1976.

unemployment rate



Source: https://data.bls.gov/timeseries/LASST410000000000003?amp%253bdata_tool=XGtable&output_view=data&include_graphs=true

Wages are rising slowly while the need for more skilled workers has increased. The increase in jobs has resulted in higher payroll tax revenues for LTD, further allowing service enhancements. (See Attachment 2, Oregon Economic Forecast Report.)

Cost of Fuel

The rising cost of fuel was a significant concern as of the 2013 Plan update. As of this publication, the cost of fuel has decreased and begun leveling out over the past year. While down from previous years, 2018 did begin the year with the highest gas prices seen since 2014. Previous estimates were for fuel prices to increase by 6 percent per year from Fiscal Year (FY) 2013 through FY 2019. Not only did the gas prices not increase as expected past 2014, prices have dropped significantly from that time. In December 2018, the national gas price average continued to decline to a rate of \$2.37 compared with \$2.31 just one year ago. This is a relief for small operators of taxis or specialized vehicles as just a few years ago they were forced to raise their prices in order to afford the cost of fuel. (See Figure 1 – National Average Gas Price Comparison 2015 to 2018.) Projecting future fuel costs is difficult at best since fuel prices are affected by many factors.

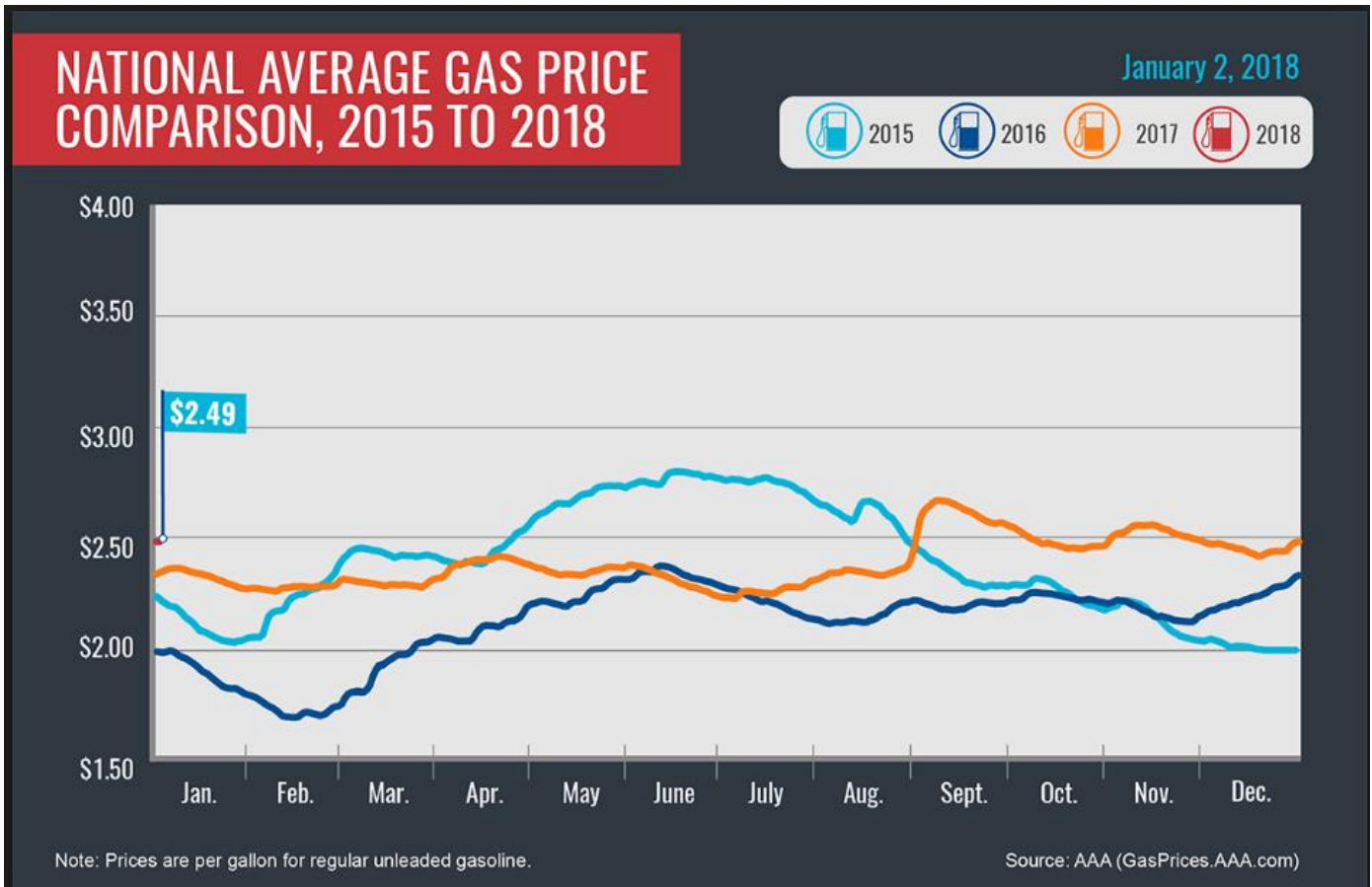


Figure 1 – National Average Gas Price Comparison 2013-2016

State and Federal Revenue

Each year, Congress passes legislation which, when signed by the President, appropriates funds for the U.S. Department of Transportation and associated agencies. MAP-21, the two-year transportation authorization that took effect in 2012, consolidated certain transit programs to improve efficiencies and provided significant funding increases specifically for improving the state of good repair of transit systems. It placed new emphasis on restoring and replacing aging transportation infrastructure and streamlined processes for large capital project eligibility and development. The bill highlighted safety by granting FTA the authority to strengthen the safety of public transportation throughout the country. Most significant to this Plan is the consolidation of some programs.

Two programs, §5316 Job Access and Reverse Commute (JARC) and §5317 New Freedom were repealed and expired on September 30, 2012. No new funding was authorized beyond 2012 for these programs. JARC activities are now eligible under the Urbanized Area Formula program (§5307) as well as the Rural Area Formula program (§5311). Activities eligible under the former New Freedom program are now eligible under the Enhanced Mobility Program (§5310). (More information about these programs is provided in Section 4: Resources, starting on page 25.)

MAP-21 was reauthorized through May 31, 2015, but did not provide any funding increases over the 2013-14 levels. In June 2014, U.S. Transportation Secretary Anthony Foxx announced the availability of additional funding through a Ladders of Opportunity Initiative (http://www.fta.dot.gov/newsroom/news_releases/12286_16007.html). LTD was successful in receiving funding from this grant opportunity in the amount of \$2 million. This funding supports enhancing access to work, supporting partnerships, and economic opportunities through vehicle replacement and safety enhancements. In December 2015, President Obama established the Fixing America's Surface Transportation (FAST) Act, reauthorizing transportation funding through fiscal year 2020.

In 2017, the Oregon Legislature passed HB-2017, authorizing a payroll tax for all employees in the state to fund public transportation. In 2018, this funding is to be used for new and innovative services focusing on improving and enhancing public transportation services. The Special Transportation Improvement Fund (STIF) Plans have been in development and include recommended services such as a low-income fare program, student bus pass program, Mobility on Demand, and other projects to enhance transportation services in the district.

Funding levels for the 2019-2021 biennium are projected to be relatively stable from the previous biennium.

Health Care Reform in Oregon

A growing body of evidence supports the connection between successful health outcomes and access to affordable and appropriate transportation options resulting in synergy between health and transportation availability.

Oregon began carrying out a significant change to provide health care services for people who receive health care coverage under the Oregon Health Plan (Medicaid) by creating coordinated care organizations (CCOs) in 2012. As described by the Oregon Health Authority (OHA), CCOs are:

- Replacing managed care organizations, mental health organizations, and dental care organizations for Oregon Health Plan (OHP) members. The CCOs will focus on improved wellness, prevention, and integration of behavioral and physical health care. These local health entities will deliver health care and coverage for people eligible for the Oregon Health Plan (Medicaid), including those also covered by Medicare. CCOs are a new way of doing business for the Oregon Health Authority. They will be the umbrella organizations that govern and administer care for OHP members in their local communities.
- CCOs must be accountable for health outcomes of the populations they serve. They will have one budget that grows at a fixed rate for mental, physical, and ultimately, dental care. CCOs will bring forward new models of care that are patient centered and team focused. They will have flexibility within the budget to deliver defined outcomes. They will be governed by a partnership among health care providers, community

members, and stakeholders in the health systems that have financial responsibility and risk.

The Ride*Source* Call Center (RSCC) is one of eight regional call centers within Oregon that handles transportation services for Medicaid recipients through an agreement with the Oregon Health Authority. Unique to the RSCC are features that offer a comprehensive approach to coordinating local transportation services:

- Approved cost allocation methodology
- Cost sharing and integration of human service transportation
- Personal in-the-home interviews by trained transportation coordinators from Senior & Disability Services (S&DS) and Alternative Work Concepts (AWC)
- Interagency collaboration with case managers
- Innovative program development using a community care model
- Sophisticated application of technology and software

Development of the RSCC has been the overarching strategic and accountability model for coordinating transportation services for older adults and people with disabilities in Lane County. In essence, the RSCC serves as a one-call center for different transportation services using an assortment of resources and providers. Since 2008, the Ride*Source* Call Center has provided Non-Emergency Medical Transportation (NEMT) for people eligible under the Oregon Health Plan. Under Oregon's emerging CCO structure, these newly formed entities will now be primarily responsible for NEMT transportation.

In July 2013, LTD began a relationship with the local CCO, Trillium Community Health Plans to provide NEMT services for their members. The service area for the CCO expanded slightly outside of Lane County into small rural areas of Linn, Benton, and Douglas Counties. The partnership with the CCO has brought unique challenges to the Ride*Source* Call Center, including the formalization of partnerships with other agencies and the introduction of strong HIPAA requirements as a Business Associate of the CCO.

Under the fee for service model utilized by OHA, RSCC functioned as a gatekeeper to transportation services by ensuring the customer was receiving services only when all other resources had been exhausted. With the focus of the CCOs on health outcomes for members, many (including Trillium) are working to enhance access to transportation. In effect, RSCC is evolving into a service to enhance access to health care services with respect to NEMT.

In the summer of 2015, Trillium was purchased by The Centene Corporation and now operates as a wholly owned subsidiary. To date, minimal changes have taken place with regard to service provision and have been more behind the scenes consisting of data exchange and new procedures for inquiries and service approvals.

The introduction of this new relationship changes the landscape of NEMT coordination across Lane County, and also to some degree within the state of Oregon. To what degree the changes will continue to be and if those changes are positive or negative remains to be seen. In any event,

RSCC remains well positioned to continue providing NEMT transportation services, enhancing individual opportunities for accessing multiple transportation programs from a single location.

CCO 2.0 enhances the existing CCO model pushing the focus more from the triple aim of better health, better care, and lower costs into looking at other factors affecting health. CCO 2.0 is the next iteration of coordinated care for Oregon. The four recommended focus areas for the next five years for CCOs include improving the behavioral health system, increasing value and pay for performance, focusing on social determinants of health and health equity, and maintaining sustainable cost growth. (See Attachment 3 – CCO 2.0 Recommendations of the Oregon Health Policy Board.)

LTD Accessible and Customer Services

Co-location of Accessible Services and Customer Services staff has proven to be an improvement in the quality of service to LTD customers with better coordination of services for older adults, people with disabilities, and persons of low income. For example, integrated improvements have been possible for downtown Eugene Station staff responsible for the data management system (LTD's Not-for-Profit, Half-Fare, and other programs that offer assistance to these groups).

LTD has two discounted fare programs aimed at providing lower-cost, fixed-route, public transportation:

- **Half-Fare and Honored Rider Programs:** LTD provides free fares to customers age 65 and older, and half-price discounted bus fares to customers with disabilities requiring an accommodation, or who receive Medicare or certain other benefits. The latter is in accordance with and exceeds the FTA half-fare requirements.
- **Private Not-for-Profit Agency Program:** LTD offers private, not-for-profit agencies the opportunity to purchase LTD fare media at a 50 percent discount. This discount is granted in recognition of a community need for transportation services for low-income individuals and families who are working with an agency(s) to seek employment, housing, and medical services. LTD is considering an update to this program with a 75 percent subsidy.

In July 2017, new software was implemented at *RideSource* incorporated the function of 4 databases and 17 different applications and processes that previously managed all the services at *RideSource* from call intake to service delivery and billing. The NOVUS software now provides all these features in a single database.

In September 2017, a new vendor was selected to operate the *RideSource* programs and internal fleet services. Medical Transportation Management, along with their subsidiary Ride Right, took over management of all *RideSource* services. This is the first time in over 30 years that LTD has worked with a different contractor.

In January 2018, LTD changed the design of the half-fare and honored rider cards. Cards are easier to see, and the larger expiration date allows operators to inform customers when they need to get their card renewed. During the 2018 calendar year, nearly 6,000 people received or renewed half-fare and honored rider cards.

Also in January 2018, LTD began an innovative new service animal pilot project. The intention of this voluntary program is to streamline the boarding process for riders who have service animals. LTD now provides the option to include a “paw print” endorsement on rider cards. This informs drivers that the individual has had a conversation with LTD Accessible Services staff to ask if the animal is a service animal and to discuss the tasks the animal performs to assist the person with a disability. This also provides LTD the opportunity to discuss with the rider the expectation of the transit agency. The program is voluntary, is not a certification, and is designed to make boarding procedures easier on riders and drivers alike. Since it began, 115 individuals have participated in the service animal pilot.

LTD, in conjunction with ODOT Rail and Public Transit, assisted in the development of a pilot service between Yachats and Florence. The Florence/Yachats Connector runs four times a day, Monday through Friday, and began service in September 2018. The service is operated by River Cities Taxi, the organization also responsible for operating the Rhody Express fixed-route service in Florence. At the time of this writing, this pilot appears to be successful, and people are accessing the service daily.

Section 2: Needs Assessment and Local Planning

Needs Assessment

Senior & Disability Services (S&DS), a division of the Lane Council of Governments, periodically conducts research in conjunction with their responsibility as the Area Agency on Aging.

Based on population estimates from the US Census Bureau, 2010-2014 American Community Survey 5-Year Estimates, 105,618 adults age 60+ and individuals with reported disabilities age 18-59 reside in Lane County. Based on this, a total of 1,030 surveys needed to be returned to make a statistically valid survey with a 99 percent confidence level and a margin of error confidence interval of plus or minus 4. A total of 1,409 useable surveys were returned.

Among the stated concerns identified in the needs assessment is not only a lack of transportation (particularly in rural areas) but also the availability of affordable specialized transportation services. Of all survey respondents, over 30 percent of those with a disability stated they did not have dependable transportation, just under 30 percent need a different specialized transportation service, and just under 20 percent do not use transportation due to the cost. Community planning, which results in placing new living facilities near bus lines, has shown to increase access for medical and shopping needs. More information can be found in Attachment 5: Senior & Disability Services 2016 Community Needs Assessment.

Lane Transit District also conducts research. LTD uses origin and destination surveys to ask riders about various elements of LTD fixed-route service that is not working for them and where they would like to see improvements. A new survey was conducted in October 2015. An on-board survey was administered to riders on a random sampling of LTD buses. Surveyors provided self-administered questionnaires to every rider on those runs.

The report presents results of a survey of 6,447 LTD passengers. The survey tracks many of the same factors addressed in previous surveys conducted since 1999. A significantly revised questionnaire was utilized in 2015 to provide expanded origin/destination information.

The biggest change to the survey was presenting the survey in a more graphic format to customers that in years previous. Fewer questions regarding customer satisfaction were asked and more questions arose around information sources related to marketing and communications.

Of all LTD riders, 6.3 percent indicated that they needed some type of assistance in using the bus on the day of the survey and increase from the 2011 result of 4.8%. Conversely, of course, this means that 93.7% percent did not need assistance. While relatively few riders need assistance, some of those, particularly those in need of travel training, those who use service animals, and those who require a personal assistant, all have very small subsamples within the study.

Among those who needed assistance, the most common need is for bus stop announcements (2.6 percent). The second most common need is for a lift or ramp to board the bus (1.9 percent). The needs vary among the rider segments. Further questions regarding assistance needed by riders were not addressed.

Older adults did seem to have a higher level of satisfaction with service, with the top 2 categories being helpfulness of customer service employees and helpfulness of drivers. The lowest satisfaction levels related to comfort while waiting for the bus.

Such findings provide insight into the service needs and satisfaction of current LTD riders who say they need some type of assistance and illuminates system characteristics that are important to these older adults and younger people with disabilities.

Looking at age in general, LTD ridership tends to fall in a relatively younger, economically active age group. That is, riders are primarily employed or preparing for employment. In 2015, 10 percent of all LTD riders were over 60 years of age, which is 4 percent higher than in 2011. The increase may continue to be related to the baby boomers entering their 60s and constituting a larger proportion of the population.

Veterans Transportation Initiative

President Obama called on federal agencies to support veterans and military families through a coordinated network of support systems. Staff members of the Federal Interagency Coordinating Council on Access and Mobility (CCAM), which includes the U.S. Departments of Transportation, Veterans Affairs (VA), Labor, and Health and Human Services, worked with the Defense Department's Office of Wounded Warrior Care and Transition Policy to move this initiative forward.

CCAM acknowledges that access to reliable and affordable transportation is an essential ingredient to empower today's service members, veterans, and their families to participate fully and successfully in their communities and achieve economic stability. Many families are struggling to meet mobility needs with one or more family members deployed overseas. Moreover, our fighting forces returning from overseas face a range of physical, mental health, and economic challenges that directly affect their families as they strive to rejoin their communities.

The Veterans Transportation and Community Living Initiative (VTCLI) focused on these challenges:

- Support the creation or expansion of community-based "one-call" transportation centers and mobility management strategies to include veteran and military family-directed resources.
- Target outreach efforts to the military and veteran communities through veterans service organizations and military family support organizations.
- Provide technical assistance to selected communities to improve awareness, effectiveness, and coordination of existing transportation resources.

Under this initiative, LTD was awarded a capital grant to replace and augment the 25-year-old communications structure and systems used in the RideSource Call Center with current technology. The software system was replaced to (1) ensure seamless interaction with modern software technologies, (2) allow for growth and adding new services, and (3) take into account significant data security needs for privacy and asset protection. A new telephone system with advanced capabilities replaced the old service. Along with the capital elements of the project, a work group has convened to explore transportation options and choices for local veterans and military families. The new phone system became operational in the fall of 2015, and the software began operation in the summer of 2017.

Transportation for Lane County Veterans

LTD teamed up with Lane County Veteran's Services to offer transportation to and from VA medical and Lane County Veterans Services appointments. Funding from LTD's Accessible Services Fund was reprogrammed to pay and arrange for trips through the RideSource Call Center.

In calendar year 2010 (before starting the Veterans' Transportation Program), 76 veterans made a total of 548 one-way trips for total average of 45 trips per month through the RideSource Call Center. Service was incidental with no special attempt to identify veterans within the system or to promote transportation specifically to veterans. Transportation is now offered to veterans for medical and local Veteran's Services appointments at no cost. Non-veteran family members needing to get to service appointments also can use the service. Veterans are now identified through the assessment process as well as self-identification upon requesting services and can get rides through this and other programs offered through the Call Center. Most trips funded are for critical medical needs or to provide a short-term, stop-gap solution while a permanent transportation plan is implemented in conjunction with the VA hospitals, Disabled American's Veteran's transportation program, and volunteers. During the calendar year 2018, 197 veterans made a total of 2,314 one-way trips.

Local Planning

In an effort to enhance the health of the community, in 2016 four agencies, including Lane County Public Health, PeaceHealth Oregon West, Trillium CCO, and the United Way of Lane County, teamed up to perform and complete a comprehensive community health assessment (CHA) and from that assessment develop a Community Health Improvement Plan (CHIP). The focus of the study was to determine strategies for improving health outcomes of Lane County residents. (See Appendix 6 and 7 for the CHA and CHIP.)

Some transportation related findings include the following:

- Transportation access issues are of particular interest, especially in rural areas of the county.
- Affordable transportation options was an issue. Access to care for rural consumers are greater for those receiving services under the Oregon Health Plan than the general public.

- Key informants (5.8 percent) felt transportation was a barrier to improving health and quality of life in Lane County (total number of informants = 36).

The CHA provided support for the development of the CHIP. The CHIP identified five priorities for Lane County agencies to focus on to improve the health of Lane County Residents. Health priorities with a transportation strategy included the following:

- Priority 3, Strategy 6: Prevent and reduce obesity by supporting statewide efforts to secure funds and support active transportation projects.
- Priority 5, Strategy 5: Improve access to care by improving access to health care for rural Lane County residents.

Trillium has begun to reach out to area organizations, as they get ready to implement CCO 2.0 and prepare for the next CHA in 2020. LTD is expecting to play a larger role in supporting this process and providing solutions to those identified as transportation disadvantaged.

LTD Planning

In 2017, LTD embarked on a comprehensive operational analysis looking at all aspects of LTD service including Accessible Services. This planning process, now called Transit Tomorrow, is looking at the changing face of public transit and determining, with a lot of public input, the direction of the transit agency in the future. The decisions will come down to selecting services that provide coverage or frequency. Any change in coverage will affect ADA paratransit. As of this writing, planning staff and consultants are using the information they have gathered to date to develop distinct system alternatives for public transportation in the future.

The MovingAhead initiative is a collaborative project between LTD and the City of Eugene, looking at the transportation needs of six corridors within the Eugene city limits. The opportunity here is to improve connections for residents for work, school, shopping, and other activities. The options for most of these include adding bus rapid transit, enhanced corridor, or no build. A focus on increasing bike and pedestrian access is included. Some of these changes may also affect ADA paratransit.

Additional related initiatives include Mobility on Demand (MOD). A pilot project for MOD happening in the community of Cottage Grove began in January 2019. Using a mobile application, residents of the Cottage Grove area are able to request a curbside pick-up within a short time period (up to 30 minutes) and be delivered to their requested destination. Should the results of the pilot project be favorable, other areas in Lane County may see this type of service in their community. MOD is being funded through the STIF program.

Two additional services in development to begin within the next two years include a youth fare and low income programs. The youth fare program will enable youth in middle school and high school to use LTD's fixed-route services for free. STIF funding will be used to subsidize fares for students as well as develop planning for service increases needed to serve student ridership, and marketing and administration of the program. The low-income fare program, also using STIF funding, will

enable social service agencies to purchase LTD's fare media at a 75 percent discount to facilitate free access to LTD's fixed-route services for low-income populations.

Section 3: Coordination Practices and Projects

Coordination Practices

As noted in the 2009 Lane Coordinated Plan (pages 1-5 and 1-6):

From the 1970s to the mid-1980s, a number of administrative and service changes within local public transit and human services laid the groundwork for the expansion of a human services transportation network. During this period, a protracted economic recession in Lane County forced the consolidation of services through coordination and cost savings measures.

The coming together of a consortium of small, human services agencies to pool resources and make agreements to use Dial-a-Ride service rather than competing with each other for limited grant dollars was a significant development. These individual agencies no longer had to purchase and maintain their own vehicles, employ driving staff, or obtain insurance. The foundation of that enterprise is present today in the RideSource program that includes multiple relationships, contracts, and understandings that represent 25 years of coordination between public transportation and human service agencies in Lane County.

Cost savings through grouped purchasing, cost sharing, ride sharing, and creating economies of scale are the underpinnings of these core practices:

- One-Call Center with multiple transportation providers
- Consolidated vehicle purchasing and equipment acquisition
- Consolidated fleet management and vehicle preventive maintenance
- Cost-sharing agreements
- Ride sharing
- Supporting an external transportation provider network

Matching a person's needs and capabilities with the most appropriate and least cost service available, reducing service duplication, reaching beyond the metropolitan area, and offering a range of options through a single contact happens through:

- One-Call Center with a variety of transportation services
- Personalized evaluation of transportation needs and capabilities
- Multiple service options for older adults, people with disabilities, and low-income
- Interagency partnerships
- Rural and small city services

Linking Needs and Priorities with Practices and Projects

A number of unmet transportation needs were identified in the 2009 Lane Coordinated Plan (pages 5-1 through 6-3). This list of unmet transportation remains current and continues to be the focus of current and future services falling within the following categories:

1. Unserved or underserved areas (service not available where it is needed)
2. Lack of availability (service not available when it is needed)
3. Unconventional services (people need services different than traditional fixed route and paratransit)
4. Affordability (cost of public transportation is difficult for some)
5. Lack of awareness (need additional information about transportation services)
6. Training (need assistance using transportation services)

The priorities established ensure services remain functional at current levels, with growth, expansion, and new service coming as funding opportunities are present.

- **First Priority:** Maintain sustainable service levels of viable operations – ensure transportation services and connections remain at a sustainable level for people who depend on public transportation services in Lane County.
- **Second Priority:** Respond to growth within existing services – Allow for measured increases where demand points to an unmet need within the available resources.
- **Third Priority:** Respond to emerging community needs – Take action on opportunities to optimize coordination, develop new partnerships and to accommodate newly identified transportation needs and gaps.

It remains a priority for LTD to ensure consistent and reliable service, and plan for economic challenges through establishment of a reserve. In addition to the projects listed below, LTD will establish and fund a reserve to meet this priority.

For the period of July 1, 2017, through June 30, 2019, a variety of transportation projects were supported. All were considered high-priority projects because of helping to maintain the established transportation service network. Projects dealt with a previously identified service need and contributed to an integrated service approach.

In the recognition of Priority 2 and Priority 3, LTD will consider opportunities to respond to growth and emerging needs within current projects, and remain flexible to respond to emerging needs within the community, which may not have been specifically identified at the development of this plan.

The following table connects service needs and system goals with coordination practices or strategies and specific projects:

Need	Practice (Strategy)	Project Description
<ul style="list-style-type: none"> • Maintain and improve transportation services throughout Lane County • Manage costs 	<ul style="list-style-type: none"> • Consolidated vehicle purchasing • Cost-sharing agreements • Ride sharing • Interagency partnerships • Right-size vehicle type and quantity to provide appropriate service 	<p>Replacement/Expansion Vehicles – LTD buys and then leases accessible vehicles to nonprofit and for-profit businesses and local government agencies that serve older adults or people with disabilities and operate in Lane County. These agencies include, but are not limited to:</p> <ul style="list-style-type: none"> • Medical Transportation Management (RideSource) • Pacific Crest Bus Lines (Oakridge) • South Lane Wheels (Cottage Grove/Creswell/South Lane County) • River Cities Taxi (Florence) • Willamalane Senior Center • City of Eugene – Hilyard Community Center Adaptive Recreation Program
<ul style="list-style-type: none"> • Maintain and improve transportation services throughout Lane County • Manage costs 	<ul style="list-style-type: none"> • Consolidated fleet management and vehicle preventive maintenance • Cost-sharing agreements • Interagency partnerships 	<p>Vehicle Preventive Maintenance (PM) – This covers some costs for preventive maintenance for the fleet of accessible vehicles that serve older adults and people with disabilities in Lane County. These agencies include:</p> <ul style="list-style-type: none"> • Medical Transportation Management (RideSource) • Pacific Crest Bus Lines (Oakridge) • South Lane Wheels (Cottage Grove/Creswell/South Lane County) • River Cities Taxi (Florence)

Need	Practice (Strategy)	Project Description
<ul style="list-style-type: none"> • Unconventional services • Unique needs and circumstances associated with mental health issues and disabilities 	<ul style="list-style-type: none"> • Interagency partnerships 	<p>Mental Health Transportation - White Bird Clinic (WBC) is a crisis intervention, mental health counseling, and information and referral center. The counseling program serves adults on the Oregon Health Plan (Medicaid). Grants fund low-income and homeless individuals. WBC arranges transportation primarily to mental health treatment and other essential activities.</p>
<ul style="list-style-type: none"> • Lack of awareness • Training • Manage costs 	<ul style="list-style-type: none"> • One-Call Center with a variety of transportation services • Personalized evaluation of needs and capabilities • Interagency partnerships 	<p>Transit Training & Hosts – Alternative Work Concepts (AWC) provides one-on-one training on how to effectively use TheBus! and EmX. AWC employs transit hosts who assist with prescheduled transfers, support training activities, and provide ride and schedule information at the downtown Eugene Station each weekday. AWC also conducts in-person visits to evaluate transportation needs and capabilities to transitions riders from paratransit to fixed route or Mobility on Demand.</p>
<ul style="list-style-type: none"> • Meet demand for Americans with Disabilities Act (ADA) complementary paratransit service 	<ul style="list-style-type: none"> • One-Call Center with multiple transportation providers • Ride sharing • One-Call Center with a variety of transportation services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships 	<p>RideSource ADA – This is origin-to-destination service within the metro area for people unable to use regular bus service (some or all of the time) because of a disabling condition. RideSource ADA meets ADA requirements. It is operated by Medical Transportation Management. Transportation coordinators from Alternative Work Concepts, Senior and Disability Services (S&DS), and White Bird Clinic perform in-person evaluations to determine eligibility. S&DS is a division of the Lane Council of Governments and the local Area Agency on Aging.</p>

Need	Practice (Strategy)	Project Description
<ul style="list-style-type: none"> • Unconventional services – riders need assistance with packages • Affordability • Manage costs 	<ul style="list-style-type: none"> • Ride sharing • One-Call Center with a variety of transportation services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships 	<p>RideSource Shopper – The Shopper is a low cost, once-a-week neighborhood shopping shuttle operating within the metro area. The driver assists people with their groceries and packages. It is operated by Medical Transportation Management. Transportation coordinators from Alternative Work Concepts, Senior & Disability Services, and White Bird Clinic make in-person evaluations to determine eligibility.</p>
<ul style="list-style-type: none"> • Unserved or underserved areas • Unconventional services – riders need high level of assistance in order to travel 	<ul style="list-style-type: none"> • One-Call Center with a variety of transportation services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships • Rural and small city services 	<p>Volunteer Escort – This is a door-through-door service for people who need a high level of assistance and do not have other transportation options. Medical Transportation Management (MTM), Senior and Disability Services, and the Senior Companion Program all participate in the support and recruitment of volunteers. Volunteer drivers using their own cars receive a per mile reimbursement. MTM volunteers may use agency vehicles. The program serves older adults and people with disabilities throughout Lane County. Transportation coordinators from Senior & Disability Services make in-person evaluations to determine eligibility.</p>

Need	Practice (Strategy)	Project Description
<ul style="list-style-type: none"> • Unconventional services – parents with disabilities who have young children need transportation support to help optimize child development 	<ul style="list-style-type: none"> • Cost-sharing agreements • Ride sharing • One-Call Center with a variety of transportation services • Interagency partnerships 	<p>Pearl Buck Center (PBC) Preschool Transportation – PBC’s preschool program is designed to support parents with disabilities and foster optimal development in their children. Most children whose parents have special needs are born with the potential for average and above-average intelligence. Preschool transportation is a shared cost, dedicated service offered through the RideSource Call Center, and the children do better when they are able to participate regularly. ¹</p>
<ul style="list-style-type: none"> • Unconventional services • Manage costs 	<ul style="list-style-type: none"> • Cost-sharing agreements • Ride sharing • One-Call Center with a variety of transportation services • Interagency partnerships 	<p>Transportation to Work for Persons with Developmental Disabilities – Transportation for eligible individuals who get vocational benefits through Lane County Developmental Disabilities Services. This shared-cost service is offered through the RideSource Call Center. Service is managed through an intergovernmental agreement with the Oregon Department of Human Services.</p>
<ul style="list-style-type: none"> • Unserved or underserved areas • Unconventional services – riders need high level of assistance in order to travel 	<ul style="list-style-type: none"> • Consolidated vehicle purchasing • Consolidated fleet management and vehicle preventive maintenance • Ride sharing • Interagency partnerships • Rural and small city services • Mobility on Demand • Planning services 	<p>South Lane - The nonprofit agency, South Lane Wheels (SLW), is supported by the City of Cottage Grove and the Rural General Public Program for areas with a population less than 50,000. SLW provides local Dial-a-Ride services and a metro shuttle to take people into Eugene and Springfield. These services are open to the general public in Cottage Grove, Creswell, and surrounding rural areas. SLW is a provider for the RideSource Call Center. SLW also participates in a one-year pilot program for Mobility on Demand service beginning in January 2019 to</p>

Need	Practice (Strategy)	Project Description
		<p>better serve residents in the Cottage Grove city limits.</p> <p>Support South Lane to perform a planning assessment to determine opportunities and strategies to meet the needs of southern Lane County.</p>
<ul style="list-style-type: none"> • Unserved or underserved areas • Unconventional services – riders need high level of assistance in order to travel 	<ul style="list-style-type: none"> • Consolidated vehicle purchasing • Consolidated fleet management and vehicle preventive maintenance • Ride sharing • Interagency partnerships • Rural and small city services 	<p>West Lane – The Rhody Express is a local shuttle service within the city of Florence that is operated by River Cities Taxi. The shuttle is supported by the City of Florence and the Rural General Public Program for areas with a population less than 50,000. River Cities Taxi is also a provider for the RideSource Call Center. River Cities Taxi also operates the pilot program for general public service between Florence and Yachats, traveling Monday through Friday, four times per day to connect these two coastal areas.</p> <p>Evaluate and implement as needed expansion of Rhody Express service to best meet the needs of the community and connect to the broader transportation network.</p>
<ul style="list-style-type: none"> • Unserved or underserved areas 	<ul style="list-style-type: none"> • Consolidated vehicle purchasing • Consolidated fleet management and vehicle preventive maintenance • Ride sharing • Interagency partnerships • Rural and small city services 	<p>East Lane – Service for the community of Oakridge includes demand-response service and an intercity shuttle called the Diamond Express, both operated by Pacific Crest Bus Lines. The Diamond Express makes three runs each weekday between Oakridge and the metro area as an intercity connection and is open to the general public. It is supported by the City of Oakridge and the Intercity Passenger Program that connects communities with a population of 2,500 to the next larger market economy and to other transportation services.</p> <p>Evaluate and implement as needed expansion of Diamond Express service to best meet the needs of the</p>

Need	Practice (Strategy)	Project Description
		community and connect to the broader transportation network.
<ul style="list-style-type: none"> • Unconventional services – short-term transportation intervention 	<ul style="list-style-type: none"> • One-Call Center with a variety of transportation services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships • Rural and small city services 	<p>Crucial Connections - Transportation to relieve an immediate (non-emergency) or evolving situation when no other transportation option can be identified; offers quick relief to allow time to formulate long-term resolution. Crucial Connections pays for a limited number of trips that are situation specific. Service involves cooperation with human service workers and creative problem-solving.</p>
<ul style="list-style-type: none"> • Lack of awareness 	<ul style="list-style-type: none"> • One-Call Center with a variety of transportation services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships 	<p>Veterans Services Transportation – Transportation for veterans to get to VA medical and local Veteran’s Services appointments at no cost. Non-veteran family members needing to get to service appointments can also use the service.</p>
<ul style="list-style-type: none"> • Unserved or undeserved areas • Unconventional services • Lack of awareness 	<ul style="list-style-type: none"> • Cost-sharing agreements • One-Call Center with a variety of transportation services • Personalized evaluation of needs and capabilities • Interagency partnerships 	<p>Mobility Management and Service Coordination – In-person (most often in the home) transportation assessments to determine the transportation needs and capabilities of older adults, people with disabilities, veterans and their families, and people with low incomes. Transportation coordinators from Alternative Work Concepts and Senior & Disability Services make these evaluations. Results are recorded in a centralized database (TAMS).</p>
<ul style="list-style-type: none"> • Unconventional services • Manage costs 	<ul style="list-style-type: none"> • One-Call Center with multiple transportation providers • Cost-sharing agreements 	<p>Medical and Community Non-Medical Transportation under Medicaid – The RideSource Call Center administers three Medicaid programs: (1) Non-Emergency</p>

Need	Practice (Strategy)	Project Description
	<ul style="list-style-type: none"> • One-Call Center with a variety of transportation services • Interagency partnerships 	<p>Medical Transportation (NEMT) for the Oregon Health Authority; (2) NEMT for Trillium Community Health Plan; and (3) Community Non-Medical transportation. Medicaid NEMT is for people who qualify for Oregon Health Plan (OHP) medical coverage and receive that service either directly through the Oregon Health Authority or through Trillium. In addition, some non-medical trips are arranged for Medicaid recipients who have a qualifying care plan that is managed through a Senior & Disability Services case worker. The latter is based on a cost-sharing agreement between LTD and the Oregon Department of Human Services.</p>

Need	Practice (Strategy)	Project Description
<ul style="list-style-type: none"> • Unconventional services • Manage costs 	<ul style="list-style-type: none"> • One-Call Center with multiple transportation providers • Cost-sharing agreements • Ride sharing • One-Call Center with a variety of transportation services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships • Rural and small city services 	<p>Lane County Coordination – The <i>RideSource Call Center System Improvement</i> project was a necessary upgrade to call taking, scheduling, and dispatch systems. This project involved replacing and augmenting a 30-year-old structure and systems with current technology. LTD determined the software system must be replaced for effective operations and continuity to (1) ensure seamless interaction with modern software technologies, (2) allow for growth and adding new services, and (3) take into account significant data security needs for privacy and asset protection. The initial project is nearly complete, with focus to move to ongoing service and support costs ensuring the system remains up to date with current technologies and services. Future enhancements include providing trip request service via the Internet, better on-time performance information with external providers, notifying customers of upcoming rides via phone, text, or e-mail, and possible connected with Transportation Network Companies (TNCs). Coordination also includes training of external providers and providing the community with information on <i>RideSource</i> services.</p>

Section 4: Resources

Funding Sources

There is a mix of federal, state, and local funds that pay for transportation projects that help meet mobility needs of older adults and people with disabilities and are managed through LTD's Accessible Services Fund.

Money coming from the following federal programs is anticipated over the next two to three years.

- **Older Americans Act** – Senior & Disability Services (S&DS) is the local Area Agency on Aging and is authorized by the Older Americans Act to receive funds to develop, coordinate, and arrange for services. Older Americans Act programs serve older adults age 60 and over. Transportation remains a priority in the Area Plan, and there is an annual allocation that supports Volunteer Transportation.
- **§5310 Enhanced Mobility of Seniors and Individuals with Disabilities** - This program is intended to enhance mobility for older adults and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. MAP-21 combined the §5317 New Freedom funding with §5310. For more information, refer to Attachment 4: Fact Sheet: Enhanced Mobility of Seniors and Individuals with Disabilities Section 5310, U.S. Department of Transportation, Federal Transit Administration.
- **§5311 Formula Grants for Rural Areas** – This funding goes to States for the purpose of supporting public transportation in rural areas with population of less than 50,000. In 2012, MAP-21 combined §5316 Job Access Reverse Commute with §5311 funding. For more information, refer to Attachment 5: Fact Sheet: Formula Grants for Rural Areas Section 5311, U.S. Department of Transportation Federal Transit Administration.

Dedicated to projects that meet formerly established program criteria. For more information, refer to Attachment 6: Fact Sheet: Program Consolidation, U.S. Department of Transportation Federal Transit Administration.

- **Medicaid Non-Emergency Medical (NEMT), Community Transportation, and Vocational Transportation for Persons with Developmental Disabilities** - NEMT is a benefit for some people who are eligible for Medicaid to make sure that they can get to covered medical appointments and treatment. In Oregon, people who qualify for Oregon Health Plan (OHP) medical coverage and do not have any other transportation are provided with the least cost, most appropriate transportation option available. Oregon is known for having developed community-based residential options under Medicaid using *waivered services* as an alternative to nursing home placements. Transportation for trips other than to medical services is provided as an important support service for community-based housing choices. Under a different type of waiver program for eligible individuals

with developmental disabilities transportation to and from work is provided. These latter two programs are under cost-sharing agreements with local matching resources covering approximately 32 percent of the full cost of these trips.

The sole dedicated resource from the State of Oregon to support public transportation comes from the Special Transportation Fund (STF) for Older Adults and People with Disabilities, and further funding for service enhancements for Older Adults, Persons with Disabilities and Low Incomes comes from the Special Transportation Improvement Fund (STIF):

- **Special Transportation Fund (STF)** - Agencies designated by statute (transportation districts, county governments, and Native American tribal governments) are given an annual formula-based allocation from the cigarette tax and other state resources approved by the Legislature that go into the Fund. This money often is used as local match for federal grants. A portion of the STF funds that are allocated for Lane County are dedicated to projects that operate within LTD's service district (In-District), and the remaining funds are distributed to providers who operate outside of LTD's service district (Out-of-District). On a biannual basis, there typically are discretionary grant funds that also are available from this program.
- **Special Transportation Improvement Fund (STIF)** - Improving public transportation for Oregonians with the passage of House Bill 2017, Keep Oregon Moving, the Oregon Legislature made a significant investment in transportation to help advance the things that Oregonians value—a vibrant economy, strong communities, high quality of life, a clean environment, and safe, healthy people. This historic investment in Oregon's transportation system will produce benefits for decades to come. Multiple benefits, a centerpiece of Keep Oregon Moving, is the Statewide Transportation Improvement Fund (STIF). This fund provides a new dedicated source of funding to expand public transportation to access jobs, improve mobility, relieve congestion and reduce greenhouse gas emissions around Oregon.

Other resources include fares collected from passengers, local contributions from small cities and agencies to support specific projects of interest, and a significant contribution from the LTD General Fund. These local revenues help pay for ADA complementary paratransit and associated services and meet local match requirements for federal and state grants, as needed.

The following charts show revenues and project budgets for the 2017-2019 Biennium (Fiscal Years 2018 and 2019) for LTD's Accessible Service and Medicaid Funds:

Accessible Services Fund Two-Year Revenue and Expense Budget for FY18 and FY19

Accessible Services Fund Two-Year Revenue Budget FY18 and FY19		
Revenue	FY18 Actual	FY19 Budget
Older American Act	\$ 10,200.00	\$ 10,200.00
§5310 Enhanced Mobility	\$ 938,651.32	\$ 1,090,669.00
§5311 Formula Grants for Rural Areas	\$ 77,168.00	\$ 78,328.00
§5311(f) Inncity Transit	\$ 123,049.00	\$ 88,128.00
Developmental Disabilities Services	\$ 888,514.00	\$ 1,188,000.00
Special Transportation Fund (STF)	\$ 785,770.23	\$ 959,150.00
Fares	\$ 310,125.85	\$ 379,290.00
Small City (Cottage Grove/Florence/Oakridge)	\$ 44,000.00	\$ 63,121.00
Agency - Pearl Buck Center	\$ 66,640.00	\$ 67,000.00
Discretionary 5310/STF Grant	\$ -	\$ 185,050.00
LTD General Fund	\$ 3,135,748.72	\$ 3,646,638.00
TOTAL	\$ 6,379,867.12	\$ 7,755,574.00

Accessible Services Fund Two-Year Project Budget FY18 and FY19		
Project	FY18 Actual	FY19 Budget
Vehicle Preventative Maintenance	\$ 179,684.62	\$ 272,809.00
Mental Health Transport - White Bird Clinic	\$ 90,822.99	\$ 98,350.00
Transit Training & Hosts	\$ 118,583.04	\$ 154,439.00
RideSource ADA Paratransit & Shopper	\$ 3,016,541.35	\$ 2,830,371.00
Volunteer Escort	\$ 64,552.14	\$ 94,446.00
Pearl Buck Preschool	\$ 152,387.70	\$ 154,100.00
Developmental Disabilities Services	\$ 1,899,055.79	\$ 2,382,000.00
South Lane - Cottage Grove*	\$ 137,893.49	\$ 152,014.00
West Lane - Florence**	\$ 197,315.58	\$ 222,098.00
East Lane - Oakridge***	\$ 233,366.78	\$ 229,738.00
Lane County Coordination	\$ -	\$ 33,000.00
Crucial Connections & Veterans	\$ 13,104.64	\$ 25,000.00
Mobility Mgmt & Service Coordination	\$ 132,582.43	\$ 189,670.00
Service Animal Pilot	\$ 2,317.86	\$ 86,500.00
Florence/Yachats Pilot	\$ 572.78	\$ 286,410.00
TOTAL	\$ 6,238,781.19	\$ 7,210,945.00

* Includes all South Lane expenses

** Includes all Rhody Express and ADA expenses

*** Includes all Diamond Express and Dial-A-Ride expenses

Medicaid Fund Two-Year Revenue and Expense Budget for FY18 and FY19

Medicaid Fund Two-Year Revenue Budget FY18 and FY19		
Revenue	FY18 Actual	FY19 Budget
Oregon Health Authority NEMT	\$ 327,600.00	\$ 527,175.00
Medicaid Waivered Non-Medical	\$ 1,030,760.00	\$ 1,195,000.00
Trillium CHP NEMT	\$ 8,393,560.69	\$ 10,252,600.00
TOTAL	\$ 9,751,920.69	\$ 11,974,775.00

Medicaid Fund Two-Year Project Budget FY18 and FY19		
Project	FY18 Actual	FY19 Budget
Oregon Health Authority NEMT	\$ 521,831.29	\$ 527,175.00
Medicaid Waivered Non-Medical	\$ 1,071,621.92	\$ 1,063,000.00
Trillium CHP NEMT	\$ 9,974,533.97	\$ 10,252,000.00
TOTAL	\$ 11,567,987.18	\$ 11,842,175.00

Section 5: Public Review and Comments

Special Transportation Fund Committee Review

Committee Members

Hoover Chambliss

Lise Schellman

Ed Necker

Alan Baas

Ruth Linoz

Pete Barron

Public Meeting Schedule

11/20/18

12/11/18

12/18/18

1/8/19

1/15/19

1/24/19

Community Outreach and Public Comment:

- 04/10/2019 Presentation United Way Human Services Forum Meeting
- 4/12/2019 Plan emailed to United Way Human Services Forum Group List
- 04/15/2019 Email feedback received from Ophelia's Place

*We enthusiastically support the addition of service hours (especially on holidays) and service areas/routes.

*Ideally, you would not use a stigmatizing word like "obesity" and would be considering accommodation for larger bodied riders as part of inclusion of body diversity; access to public spaces, activities, outdoors etc. through public transportation supports the physical and mental well-being of riders of all sizes, ages, and abilities.

*Given this plan's clear commitment to accessibility and support of disabled riders, any ongoing training that helps drivers be supportive and empathetic to disabled riders who deal with harassment from non-disabled riders who have to give up seats or wait for the lift would be very helpful. This could also be some kind of PSA that is more prominent on the interior of buses and in LTD literature.

We appreciate all that LTD offers to our county and community

- 04/16/2019 LTD Comprehensive & Accessible Transportation Committee
- 04/22/2019 Trillium CCO Community Advisory Committee

*Thank you LTD for all that you do for Trillium members.

*Please consider changing how rides are scheduled from medical appointments. Requiring a return time is very stressful when we don't know how long an appointment will last and we don't want to miss a ride.

- 05/02/2019 VetNet Conference Call
- 05/09/2019 RideSource Call Center Advisory Committee
- 05/09/2019 Trillium CCO Rural Advisory Committee Conference Call

*If LTD can look at providing more service to and from rural areas there would be more people who would use the bus in Eugene. I hope to see a bus between Florence and Eugene soon.

- 05/22/2019 Email feedback from Kate Scott at Senior & Disability Services

*I took a very quick look at the sections that referenced us and have a few suggested edits. Mainly, updating our name to 'Disability' services as I think back when they wrote the original, we had our prior name. {There is] also had a section on OAA, and stated it served younger people with disabilities, so I corrected that and added a comment that it is our Medicaid funds that primarily fund the under 60 adults with disability programs. They quote and will be attaching as reference our most recent needs assessment

Adoption by the LTD Board of Directors

June 19, 2019

This document fulfills the necessary requirements for the Coordinated Public Transit-Human Services Transportation Plan.