



LANE TRANSIT DISTRICT BOARD OF DIRECTORS SPECIAL TRANSPORTATION FUND COMMITTEE

Friday, February 01, 2019

1:00 p.m.

NextStop Center 1099 Olive Street, Eugene (at the Eugene Station)

AGENDA

Table with 3 columns: TIME, ITEM, PAGE. Contains agenda items from 1:00 p.m. to 3:00 p.m., including Call to Order, Roll Call, Comments for the Chair, Agenda and Materials Review, Audience Participation, Development of Final Recommendations, Next Meeting, and Adjournment.

**LTD 2019-2020 and 2020-2021 Discretionary Grant Applications  
5310/STF Funding Recommendations**

Agency	Project	Application Totals			Project Cost Adjustments		5310/STF Funding Allocation										
		FY 2019-2020 & FY 2020-2021 Grant Request	Non-LTD Match Provided	Project Cost	Committee Changes	Adjusted Project Cost	5310 (State)	5310 (LTD)	STF	STF Out	OAA	Medicaid NEMT	Medicaid Waivered	Other Funds/ Local Match	Fares/ Donations	LTD General Fund	Total Funds
Lane Transit District	Vehicle Replacement	\$878,053		\$878,053	\$0	\$878,053		\$731,711	\$146,342	\$0							\$878,053
LTD Paratransit and Rural Fleet	Vehicle Preventive Maintenance	\$733,200	\$0	\$733,200	\$0	\$733,200	\$657,900		\$75,300								\$733,200
Medical Transportation Management	RideSource ADA & Shopper	\$4,965,517	\$280,000	\$5,245,517	\$0	\$4,965,517	\$233,124		\$1,034,452					\$280,000	\$3,697,941		\$5,245,517
LCOG Sr. and Disability Services	Volunteer Escort Mileage Reimbursement	\$208,235	\$147,709	\$355,944	\$0	\$208,235	\$208,235				\$20,400		\$108,623	\$18,686			\$355,944
White Bird Clinic	Mental Health Transportation	\$231,064	\$0	\$231,064	\$0	\$231,064	\$207,334		\$23,730								\$231,064
Lane Transit District	Veterans & Crucial Connections	\$40,000	\$0	\$40,000	\$0	\$40,000	\$35,892		\$4,108								\$40,000
Pearl Buck Center, Inc.	Preschool Transportation	\$177,116	\$118,077	\$295,193	\$0	\$177,116	\$177,116		\$0				\$118,077				\$295,193
South Lane Wheels / City of Cottage Grove	South Lane Operations	\$186,750	\$10,600	\$197,350	\$0	\$186,750	\$0		\$186,750				\$10,000	\$600			\$197,350
Alternative Work Concepts	Travel Training & Transit Host	\$308,076	\$0	\$308,076	\$0	\$308,076	\$276,437		\$31,639								\$308,076
LCOG Sr. and Disability Services	Mobility Management - Transportation Assessments	\$220,704	\$434,467	\$655,171	\$0	\$220,704	\$220,704		\$0		\$327,586	\$45,862	\$61,019				\$655,171
River Cities Taxi	Florence Services	\$101,950	\$249,062	\$351,012	\$0	\$101,950	\$0		\$0	\$101,950			\$236,062	\$13,000			\$351,012
Pacific Crest Bus Lines	Oakridge Services	\$153,706	\$252,170	\$405,876	\$0	\$153,706	\$0		\$0	\$153,706			\$212,170	\$40,000			\$405,876
	<b>SUBTOTAL</b>	<b>\$8,204,371</b>	<b>\$1,492,085</b>	<b>\$9,696,456</b>	<b>\$0</b>	<b>\$8,204,371</b>	<b>\$2,016,742</b>	<b>\$731,711</b>	<b>\$1,502,321</b>	<b>\$255,656</b>	<b>\$20,400</b>	<b>\$327,586</b>	<b>\$45,862</b>	<b>\$745,951</b>	<b>\$352,286</b>	<b>\$3,697,941</b>	<b>\$9,696,456</b>
	Available Funds			\$3,774,719		\$3,774,719	\$2,016,742	\$731,711	\$1,502,321	\$255,656	\$20,400	\$327,586	\$45,862	\$745,951	\$352,286	\$3,697,941	\$9,696,456
	Amount Remaining			-\$5,921,737		-\$4,429,652	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Difference in General Fund contribution from FY 18 & 19

# Lane Coordinated Public Transportation Plan

2019 UPDATE

**DRAFT**

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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 2008 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 & Disabled 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

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 ten years.

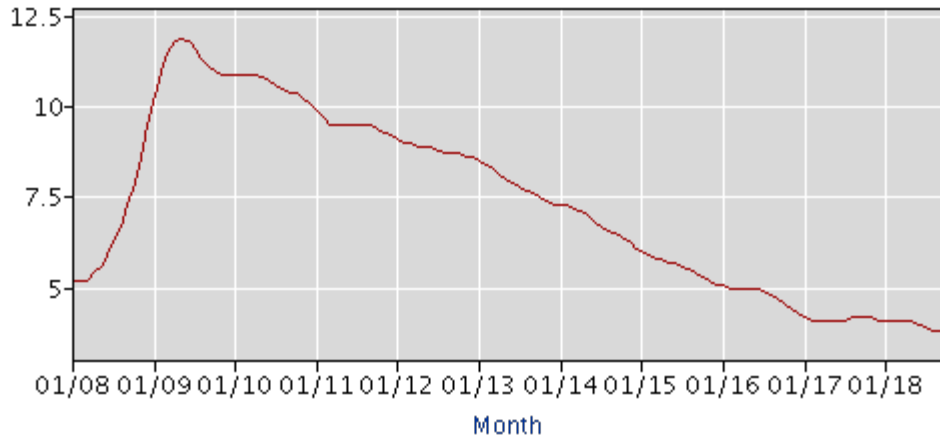
In 2009 a significant LTD service reduction was avoided by the application of federal stimulus funds in support of fixed-route operations. Federal stimulus funds were a one-time infusion, so the need for the service reduction that was averted in 2009 was not eliminated. The poor local economy at the 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 Lane Transit District'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 Metro 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](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.



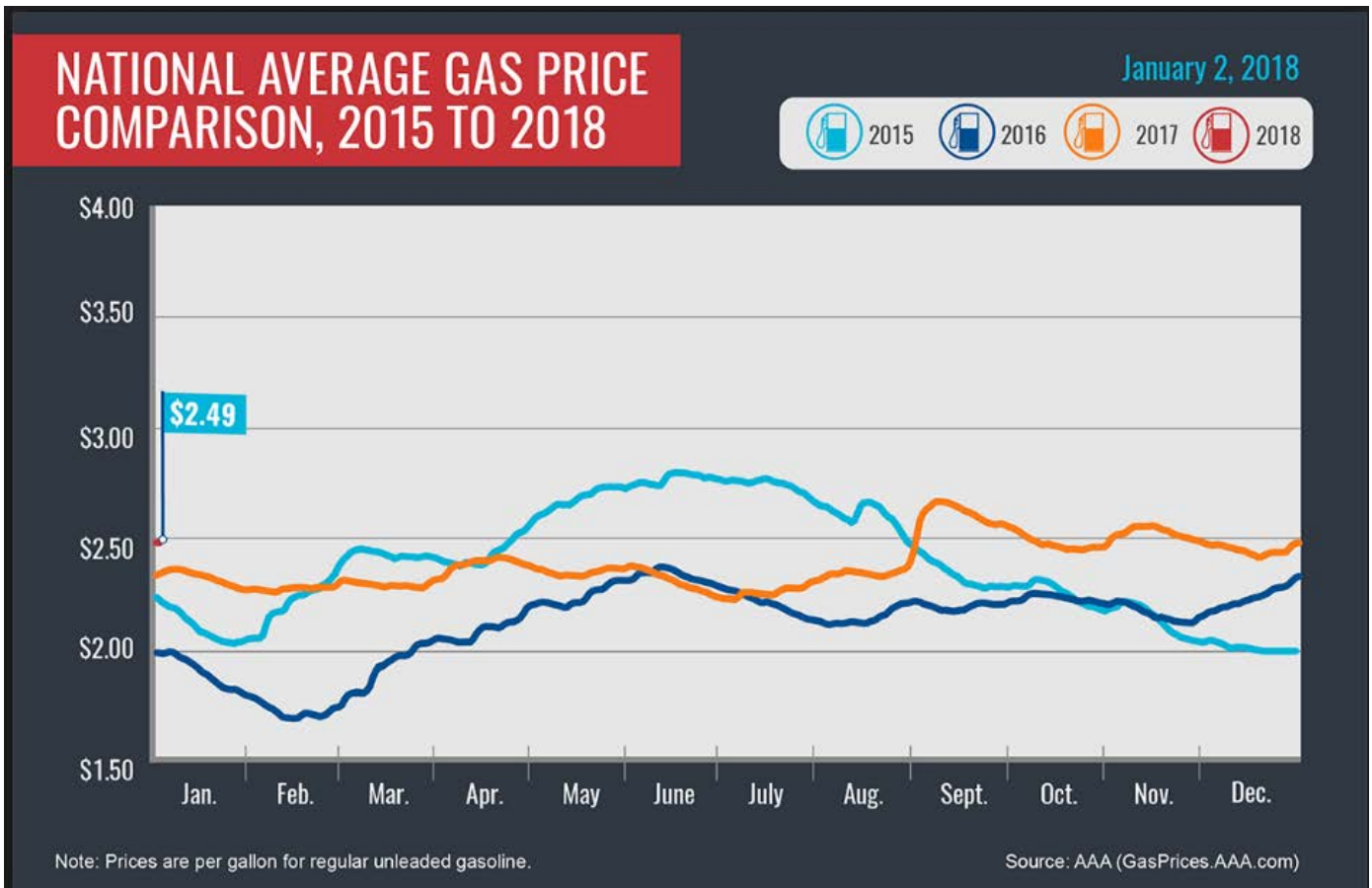


Figure 1 – National Average Gas Price Comparison 2013-2016

## 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 re-authorized 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](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 \$2.0 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--that there is 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 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. Coordinated care organizations 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 RideSource Call Center (RSCC) is one of eight regional call centers within Oregon that handled 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 and Disabled 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 RideSource 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 RideSource 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 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, focus on social determinants of health and health equity, and maintain 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 of 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 discount 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:** The District 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 incorporating the function of 4 databases and 17 different applications and processes previously managing 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 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, 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. 115 individuals have participated with the service animal pilot since it began.

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 and Disabled 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% 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% of those with a disability stated they did not have dependable transportation, just under 30% need a different specialized transportation service, and just under 20% do not use transportation due to the cost. Community planning which results 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 & Disabled 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 2011. 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 6,647 LTD passengers. The survey tracks many of the same factors addressed in previous surveys conducted since 1999. A significantly revised questionnaire was utilized in 2011 to provide expanded origin/destination information.

This question was new to the survey:

What type of assistance, if any, did you need to use the bus today?

These follow-up options were provided:

- No assistance
- Lift/Ramp
- Stop announcements
- Driver assistance
- Travel training
- Personal assistance

- Service Animal
- Other: fill in the blank

Other questions like, “In the past 30 days, how well has LTD met your transportation needs,” helped identify specific needs of riders who reported needing some assistance when using the bus. Here are some of the findings reported by CJI Research:

Of all LTD riders, 4.8 percent indicated that they needed some type of assistance in using the bus on the day of the survey. Conversely, of course, this means that 95.2 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 (2.2%). The second most common need is for a lift or ramp to board the bus (1.7%). The needs vary among the rider segments. For example, those who ride only occasionally, from one to three days a week, are more likely to need a lift or ramp, while those who ride seven days a week are more likely to rely on stop announcements.

Do those who need assistance feel that their needs are being met? Generally, the answer was yes. However, there were some exceptions. Those who need a lift or ramp to board a bus were more likely than others to say that their needs were not being met very well. Specifically, 6 percent gave a rating of one, and another 17 percent gave a rating of two, for a total of 23 percent giving a negative rating. This compares to only 10 percent of the total LTD sample who gave such low ratings. Although the subsample is extremely small ( $n = 27$ ), those who rely on a service animal appeared to give the most negative rating of all in terms of their needs being met. A total of 51 percent of this small group gave a rating of only one or two, more than five times the negativity of the total sample.

Of course, these are perceptions, and this result does not mean that LTD is not doing all it can to meet the needs of those who need assistance. However, the results may indicate a need to further examine these aspects of service to those needing assistance. In spite of the relative dissatisfaction in terms of having their needs met by current LTD service, those who need special assistance actually are more likely than others to indicate that they are likely to use LTD more often in 2012 than they were in 2011. It is unclear from the data why this specific sub-population would expect to use LTD more rather than to the same extent they now use it.

With the exception of those who needed a lift or ramp to board the bus, most of those who indicated a need for assistance tended to follow the same general age profile as the total ridership. Those who needed a lift or ramp to board the bus, however, tended to be older than the norm for other riders. Of those who needed a lift or ramp, 40 percent were over 60 years of age compared to only 6 percent of the total ridership sample. Those who required driver assistance also were more likely than others to be over 60 years of age (12%), but the difference is much less than for those who required a lift or ramp.

The other groups, however, were similar in profile to the general ridership in terms of age. For example, of those who rely on stop announcements, 37 percent were under 20 years of age compared to 33 percent of the total ridership.

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 2011, only 6 percent of all LTD riders were over 60 years of age. However, this is 2 percent higher than in 2007 and 2004. The increase may have to do with the fact that the baby-boomers are entering their 60s and constitute a larger proportion of the population.

Riders were asked to rate the importance of a wide variety of potential service improvements and then to select those most important to them personally. While not appreciably different, there were some slight variations between the expressed preferences of riders needing assistance compared to the general ridership.

Top ranked improvements for riders needing assistance were:

1. More frequent weekend service
2. Schedule information at more bus stops
3. Later evening service
4. More bus stop seating
5. More frequent weekday service

For total ridership the ranking went like this:

1. Later evening service
2. More frequent weekend service
3. Schedule information at more bus stops
4. More frequent weekday service
5. More bus stop shelters

## 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; and
- 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 is being 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 will replace 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 fall 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, Peace Health 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:

- Transportation access issues are of particular interest, especially in rural areas of the county.
- Affordable transportation options, access to care for rural consumers are greater for those receiving services under the Oregon Health Plan than the general public.
- 5.8% of key informants 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:

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 Community Health Assessment in 2020. Lane Transit District 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 providing 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 Moving Ahead initiative is a collaborative project between LTD and the City of Eugene, looking at the transportation needs of 6 corridors in 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 BRT, 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 begins in January 2019. Using a mobile application, residents of the Cottage Grove area will be 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% 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 metro 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, 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. Un-served 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.

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.

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"> <li>• Maintain and improve transportation services throughout Lane County</li> <li>• Manage costs</li> </ul>	<ul style="list-style-type: none"> <li>• Consolidated vehicle purchasing</li> <li>• Cost sharing agreements</li> <li>• Ride sharing</li> <li>• Interagency partnerships</li> </ul>	<p><b>Replacement Vehicles</b> – LTD buys and then leases accessible vehicles to non-profit and for-profit businesses and local government agencies that serve older adults or people with disabilities and operate in Lane County. These agencies include:</p> <ul style="list-style-type: none"> <li>• Medical Transportation Management (RideSource)</li> <li>• Pacific Crest Bus lines (Oakridge)</li> <li>• South Lane Wheels (Cottage Grove/Creswell)</li> <li>• River Cities Taxi (Florence)</li> <li>• Willamalane Senior Center</li> <li>• City of Eugene – Hilyard Community Center Adaptive Recreation Program</li> </ul>
<ul style="list-style-type: none"> <li>• Maintain and improve transportation services throughout Lane County</li> <li>• Manage costs</li> </ul>	<ul style="list-style-type: none"> <li>• Consolidated fleet management and vehicle preventive maintenance</li> <li>• Cost sharing agreements</li> <li>• Interagency partnerships</li> </ul>	<p><b>Vehicle Preventive Maintenance (PM)</b> – 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"> <li>• Medical Transportation Management (RideSource)</li> <li>• Pacific Crest Bus lines (Oakridge)</li> <li>• South Lane Wheels (Cottage Grove/Creswell)</li> <li>• River Cities Taxi (Florence)</li> </ul>

Need	Practice (Strategy)	Project Description
<ul style="list-style-type: none"> <li>• Unconventional services</li> <li>• Unique needs and circumstances associated with mental health issues and disability</li> </ul>	<ul style="list-style-type: none"> <li>• Interagency partnerships</li> </ul>	<p><b>Mental Health Transportation -</b> 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"> <li>• Lack of awareness</li> <li>• Training</li> <li>• Manage costs</li> </ul>	<ul style="list-style-type: none"> <li>• One-Call Center with a variety of transportation services</li> <li>• Personalized evaluation of needs and capabilities</li> <li>• Interagency partnerships</li> </ul>	<p><b>Transit Training &amp; Hosts –</b> 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. Transitions riders from paratransit to fixed-route</p>
<ul style="list-style-type: none"> <li>• Meet demand for Americans with Disabilities Act (ADA) complementary paratransit service</li> </ul>	<ul style="list-style-type: none"> <li>• One-Call Center with multiple transportation providers</li> <li>• Ride sharing</li> <li>• One-Call Center with a variety of transportation services</li> <li>• Personalized evaluation of transportation needs and capabilities</li> <li>• Interagency partnerships</li> </ul>	<p><b>RideSource ADA –</b> 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&amp;DS), and White Bird Clinic perform in person evaluations to determine eligibility. S&amp;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"> <li>• Unconventional services – riders need assistance with packages</li> <li>• Affordability</li> <li>• Manage costs</li> </ul>	<ul style="list-style-type: none"> <li>• Ride sharing</li> <li>• One-Call Center with a variety of transportation services</li> <li>• Personalized evaluation of transportation needs and capabilities</li> <li>• Interagency partnerships</li> </ul>	<p><b>RideSource Shopper</b> – 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 and Disability Services and White Bird Clinic make in person evaluations to determine eligibility.</p>
<ul style="list-style-type: none"> <li>• Un-served or underserved areas</li> <li>• Unconventional services – riders need high level of assistance in order to travel</li> </ul>	<ul style="list-style-type: none"> <li>• One-Call Center with a variety of transportation services</li> <li>• Personalized evaluation of transportation needs and capabilities</li> <li>• Interagency partnerships</li> <li>• Rural and small city services</li> </ul>	<p><b>Volunteer Escort</b> – 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 and Disability Services make in person evaluations to determine eligibility.</p>



Need	Practice (Strategy)	Project Description
<ul style="list-style-type: none"> <li>• Unconventional services – parents with disabilities who have young children need transportation support to help optimize child development</li> </ul>	<ul style="list-style-type: none"> <li>• Cost sharing agreements</li> <li>• Ride sharing</li> <li>• One-Call Center with a variety of transportation services</li> <li>• Interagency partnerships</li> </ul>	<p><b>Pearl Buck Center (PBC) Preschool Transportation</b> – 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. <sup>1</sup></p>
<ul style="list-style-type: none"> <li>• Unconventional services</li> <li>• Manage costs</li> </ul>	<ul style="list-style-type: none"> <li>• Cost sharing agreements</li> <li>• Ride sharing</li> <li>• One-Call Center with a variety of transportation services</li> <li>• Interagency partnerships</li> </ul>	<p><b>Transportation to Work for Persons with Developmental Disabilities</b> – Transportation for eligible individuals that get vocational benefits through Lane County Developmental Disabilities Services. This is shared cost service 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"> <li>• Unserved or underserved areas</li> </ul>	<ul style="list-style-type: none"> <li>• Consolidated vehicle purchasing</li> <li>• Consolidated fleet management and vehicle preventive maintenance</li> <li>• Ride sharing</li> <li>• Interagency partnerships</li> <li>• Rural and small city services</li> <li>• Mobility on Demand</li> </ul>	<p><b>South Lane</b> - The non-profit agency, South Lane Wheels (SLW) provides local Dial-a-Ride services that are open to the general public in Cottage Grove, Creswell, and surrounding rural areas. SLW takes people into Eugene and Springfield for medical appointments and is a provider for the RideSource Call Center. The agency also operates a local shuttle supported by the City of Cottage Grove and the Rural General Public Program for areas with a population less than 50,000. SLW also participates with a pilot program for Mobility on Demand service in January 2019 to better serve residents in the Cottage Grove area.</p>

Need	Practice (Strategy)	Project Description
<ul style="list-style-type: none"> <li>• Un-served or underserved areas</li> <li>• Unconventional services – riders need high level of assistance in order to travel</li> </ul>	<ul style="list-style-type: none"> <li>• Consolidated vehicle purchasing</li> <li>• Consolidated fleet management and vehicle preventive maintenance</li> <li>• Ride sharing</li> <li>• Interagency partnerships</li> <li>• Rural and small city services</li> </ul>	<p><b>West Lane</b> – 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 (4) times per day to connect these 2 coastal areas.</p>
<ul style="list-style-type: none"> <li>• Un-served or underserved areas</li> </ul>	<ul style="list-style-type: none"> <li>• Consolidated vehicle purchasing</li> <li>• Consolidated fleet management and vehicle preventive maintenance</li> <li>• Ride sharing</li> <li>• Interagency partnerships</li> <li>• Rural and small city services</li> </ul>	<p><b>East Lane</b> – 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>
<ul style="list-style-type: none"> <li>• Unconventional services - short term transportation intervention</li> </ul>	<ul style="list-style-type: none"> <li>• One-Call Center with a variety of transportation services</li> <li>• Personalized evaluation of transportation needs and capabilities</li> <li>• Interagency partnerships</li> <li>• Rural and small city services</li> </ul>	<p><b>Crucial Connections</b> - 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>

Need	Practice (Strategy)	Project Description
<ul style="list-style-type: none"> <li>• Lack of awareness</li> </ul>	<ul style="list-style-type: none"> <li>• One-Call Center with a variety of transportation services</li> <li>• Personalized evaluation of transportation needs and capabilities</li> <li>• Interagency partnerships</li> </ul>	<p><b>Veterans Services Transportation</b>  – 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"> <li>• Un-served or undeserved areas</li> <li>• Unconventional services</li> <li>• Lack of awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Cost sharing agreements</li> <li>• One-Call Center with a variety of transportation services</li> <li>• Personalized evaluation of needs and capabilities</li> <li>• Interagency partnerships</li> </ul>	<p><b>Mobility Management and Service Coordination</b> – In person (most often in the home) transportation assessments to determine the transportation needs and capabilities of older adults, people with disabilities and people with low incomes. Transportation Coordinators from Alternative Work Concepts and Senior and Disabled Services make these evaluations. Results are recorded in a centralized database - TAMS</p>
<ul style="list-style-type: none"> <li>• Unconventional services</li> <li>• Manage costs</li> </ul>	<ul style="list-style-type: none"> <li>• One-Call Center with multiple transportation providers</li> <li>• Cost sharing agreements</li> <li>• One-Call Center with a variety of transportation services</li> <li>• Interagency partnerships</li> </ul>	<p><b>Medical and Community Non-Medical Transportation under Medicaid</b> – The RideSource Call Center administers three Medicaid programs: (1) Non-Emergency 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 and Disabled 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"> <li>• Unconventional services</li> <li>• Manage costs</li> </ul>	<ul style="list-style-type: none"> <li>• One-Call Center with multiple transportation providers</li> <li>• Cost sharing agreements</li> <li>• Ride sharing</li> <li>• One-Call Center with a variety of transportation services</li> <li>• Personalized evaluation of transportation needs and capabilities</li> <li>• Interagency partnerships</li> <li>• Rural and small city services</li> </ul>	<p><b>Lane County Coordination</b> – The <i>RideSource Call Center System Improvement</i> project is a necessary upgrade to call taking, scheduling, and dispatch systems. This project involves 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.</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 these federal programs is anticipated over the next two to three years.

**Older Americans Act** – Senior and Disabled 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 and adults with disabilities, age 18-64. 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 50 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 bi-annual 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 FY 18- and FY19

<b>Accessible Services Fund Two-Year Revenue Budget FY18 and FY19</b>		
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) Inncercity 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
<b>TOTAL</b>	<b>\$ 6,379,867.12</b>	<b>\$ 7,755,574.00</b>

<b>Accessible Services Fund Two-Year Project Budget FY18 and FY19</b>		
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 & Veteran's	\$ 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
<b>TOTAL</b>	<b>\$ 6,238,781.19</b>	<b>\$ 7,210,945.00</b>

\* 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 FY 18- and FY19

<b>Medicaid Fund Two-Year Revenue Budget FY18 and FY19</b>		
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

<b>Medicaid Fund Two-Year Project Budget FY18 and FY19</b>		
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

## **Community Outreach Prior to Public Comment:**

- Accessible Transportation Committee
- S&DS Disability and Senior Services Advisory Committees
- United Way Human Services Forum
- Senior Provider Information Network (SPIN)
- Vet Net
- Trillium CCO Board
- Metropolitan Policy Committee
- Lane ACT
- LILA
- Rural cities – Cottage Grove, Florence, Oakridge
- Neighborhood Groups
- DD Brokerages – Mentor/Full Access

## **Public Comment**

(list comments received with dates)

## **Public Hearing and Adoption**

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

## SPECIAL TRANSPORTATION FUND COMMITTEE MEETING

### LANE TRANSIT DISTRICT

Tuesday, January 15, 2019

Pursuant to notice given to *The Register-Guard* for publication on January 10, 2019, and distributed to persons on the mailing list of the District, the Special Transportation Fund Committee of the Lane Transit District held a meeting on Tuesday, January 15, 2019, beginning at 1:00 p.m., at the Next Stop Center, 1099 Olive Street, Eugene, Oregon.

Present: Ruth Linoz, Chair  
Alan Baas  
Hoover Chambliss  
Ed Necker  
Lise Schellman

Absent: Pete Barron

**CALL TO ORDER/ROLL CALL** — Ms. Linoz convened the meeting and called the roll.

**COMMENTS FROM THE CHAIR** — Ms. Linoz expressed appreciation for the pace of the grant review process and the materials provided by staff, as did Mr. Chambliss

**AGENDA REVIEW** — No changes were made to the agenda.

**AUDIENCE PARTICIPATION** — No one wished to speak.

### **BIENNIAL GRANT INTERVIEWS**

**Pearl Buck Center - PreSchool Transportation** — Accessible Services Specialist John Ahlen provided additional information regarding cash and in-kind match rates for the Pearl Buck Center grant application reviewed at the previous meeting. He reviewed a spreadsheet showing rates from 40 to 43 percents, with a difference of approximately \$10,000. He said the spreadsheet for all applications and funding sources had been updated to reflect \$177,115 in federal 5310 grant funds, with the Pearl Buck Center providing \$118,077 in matching funds. He asked if committee members had any questions or concerns.

Ms. Linoz asked if the \$10,000 difference would have an impact on program operations. Mr. Ahlen replied that the total program cost would remain unchanged, only the portions paid for by Lane Transit District (LTD) and Pearl Buck Center would change.

Mr. Necker commented that the Pearl Buck Center had indicated that it would be a financial burden to provide a larger match for the grant funds.

Ms. Schellman, speaking for the Pearl Buck Center, said that every dollar the Center received from grants meant staff did not have to seek funds elsewhere or use reserves.

Ms. Linoz asked if there was a trend to lower the match contributions from grant recipients. Mr. Ahlen said the committee was addressing only funding for the next two years. In reviewing past

match agreements with the Pearl Buck Center over the past 10 years, different strategies regarding match including rates, percentages and fixed dollar amounts had been used. He said the agreements each biennium demonstrated there was flexibility in the arrangement, although establishing a more permanent rate could be discussed in the future. He said the 40 percent match was somewhat higher than the rates for some other partner agencies.

In response to a question from Mr. Necker, Mr. Ahlen said the match rate in early agreements was closer to 30 percent, with the intent of moving to larger percentages in the future.

Ms. Linoz determined there was consensus to move the application forward with the 40 percent Pearl Buck Center match rate, pending review of the final spreadsheet at the conclusion of grant application reviews.

**White Bird Clinic - Mental Health Transportation** — Loretta McNally, White Bird Clinic office manager, and Chris Hannigan, grant support specialist, provided an overview of the White Bird mission and operations.

Ms. McNally said White Bird provided direct service, communication and education to help people gain control of their lives. White Bird began in 1969 as a grassroots effort and evolved over time into a key agency in the community's continuum of care. She said there were currently nine operating programs and White Bird hoped to implement two more in 2019.

Ms. Hannigan described the wide range of mental health and crisis services offered to clients suffering severe mental illnesses. Transportation options for those clients were limited as their conditions often prevented the use of public transit.

In response to a question from Mr. Necker, Ms. Hannigan said that White Bird partnered with CAHOOTS (Crisis Assistance Helping Out On The Streets), but did not provide direct funding. She reviewed relevant portions of the Lane Coordinated Public Transit Human Services Plan and described how White Bird identified clients' needs and provided services.

Ms. McNally said the transportation needs of mental health clients required unique services. She reviewed a list of reasons why mental health transportation was required and said the program was trusted by clients and partner agencies and helped clients gain control of their lives.

Ms. Linoz asked what life sustaining need would not be covered by RideSource. Ms. McNally said some clients would not qualify for RideSource or could not cope with group transportation and typically the need for transportation was immediate. Ms. Hannigan added that RideSource services were not being duplicated; White Bird provided transportation in circumstances when other types of transportation, including RideSource, were not feasible for a client.

Mr. Baas asked if White Bird used taxi companies to provide mental health transportation. Ms. Hannigan said White Bird used primarily Oregon Taxi and occasionally Budget Taxi. She reviewed statistics on the requests for rides and services provided during FY 2018. She said 3,308 taxi rides were provided, with clients allowed up to three rides per month, although counselors had flexibility in working with clients. She said a limited number of Greyhound Bus rides to locations outside of Eugene were also authorized.

Ms. Hannigan reviewed the proposed budget. She said the \$78,000 requested for vehicle operations was an increase from the \$66,700 in the previous biennium, based on a projected service level of 3,600 rides and a slight reduction in funding elsewhere in the budget and increases in other expenses such as utilities and supplies. She noted there was an error in the total for Other Expenses on the table of expenses in the application and that would be corrected. The total funding request was \$231,064.

Mr. Ahlen summarized the budget and noted that White Bird was providing a 10 percent funding match. He said the total amount represented a 17 percent increase from the previous biennium.

Ms. McNally concluded with a review of the crisis program's community partnerships. She said White Bird's goal was to continue to improve those relationships and connect with other organizations that could assist the program's clients. She said in April the crisis program would be moving to a new location on West 7th Avenue, next door to the CAHOOTS facility.

Ms. Linoz determined there was consensus to move the application forward as presented.

**Alternative Work Concepts (AWC) - Travel Training and Transit Hosts** — Liz Fox and Scott Whetham provided an overview of AWC and its programs.

Ms. Fox said AWC was established in 1986 with the mission to work with people with physical and cognitive disabilities to determine what their employment interests are and assist them in finding jobs that matched their abilities. She said in order to find successful employment for clients, AWC had to assure they were able to get to their jobs. She said that included training in how to ride the fixed route bus system and how to safely cross streets. A pilot program to assist those using paratransit to use the fixed route system was funded by the Oregon Department of Transportation in 1998. The travel training and transit host programs were very successful and subsequently supported by LTD because of the significant savings in paratransit costs that were realized.

Mr. Whetham described the travel training services the agencies that referred their clients to AWC. He explained how clients' needs were assessed and individualized services were provided. He said the transit host program helped clients who might need additional assistance when using transit to stay on schedule and board the right buses to reach their destinations. He also shared stories of individuals who had benefitted from both programs. He said travel training programs were used by many other transit agencies, but AWC's transit host program was unique.

In response to a question from Ms. Linoz, Mr. Whetham said the rates for travel training were based on the Division of Vocational Rehabilitation rates; the rates for the transit host program were lower. Ms. Fox added that some administrative costs for time spent trouble-shooting clients' issues in both programs were included in the application budget. She noted that the budget was the same as that for the last biennium.

Ms. Linoz asked how AWC would coordinate with mobility on demand (MOD) services that LTD was considering. Mr. Whetham said AWC would monitor implementation of MOD. He said that people who did not have a smart phone or were unable to see the application would have to depend on facility staff, which could present some issues. Training would likely focus on group

home staff and foster care providers to help them understand how MOD could benefit their clients. Ms. Fox added that AWC programs continued to evolve and adapt to community needs.

Ms. Schellman asked where AWC services were offered. Mr. Ahlen said the travel training program was available through LTD's service area and transit host services were provided in the Eugene-Springfield metro area.

Mr. Baas asked if AWC coordinated with White Bird Clinic. Mr. Whetham said White Bird and AWC worked closely together to serve clients who were able to use transit services. AWC conducted assessments to determine how each person could best be helped to achieve a level of independence.

In response to a question from Ms. Linoz, Mr. Whetham how individual assessments were conducted to determine each client's transportation needs and appropriate services available to meet those needs.

Mr. Ahlen summarized AWC's proposed budget, noting that the request was for the same level of funding as the last biennium and STF funds would be used to provide a 10 percent match.

Ms. Linoz determined there was consensus to move the application forward as presented.

**Lane Council of Governments (LCOG), Senior & Disability Services (SDS) - Mobility Management-Transportation Assessments** — Rachel Jacobsen, Senior Connections unit manager, said her staff administered the non-Medicaid SDS services, including federal and state programs that based eligibility on age and/or disability rather than income. She said SDS worked with a wide range of community agencies and organizations and services were provided by staff in six offices throughout the county and metro area. Services were provided based on in-person assessments, preferably conducted in the client's home, with the goal of helping people to live as independently for as long as possible. She described the assessment process, which also identified services beyond transportation that could benefit clients, and helped them connect with other community resources. Transportation assessments to identify the most appropriate transportation options were provided for people 55 and older within the metro area and for those 18 and older in rural Lane County. She said there was an appeals process for clients who did not agree with the outcome of their assessments.

Ms. Jacobsen said the proposed budget was based on maintaining the current service level, with a 10 percent increase based primarily on higher personnel costs and the need to accommodate some new clients during the biennium.

Ms. Linoz asked if the transportation assessment outcomes and information collected were transferable to other services in the community. Ms. Jacobsen said the information obtained during the assessments could be used to determine if a client might be eligible for other services. That meant her staff had to be knowledgeable about other programs and agencies and familiar with their eligibility requirements in order to make appropriate interagency referrals. Assessments often revealed that people were not accessing all of the resources for which they might be eligible.

Mr. Baas left the meeting at 2:50 p.m.

Mr. Ahlen summarized the proposed budget and asked for a summary of LCOG's administrative funds in-kind match. Ms. Jacobsen said administrative costs contributed to the program included a portion of her supervision time and LCOG's administrative overhead, such as fiscal and human resources services. She said more detailed information could be provided if necessary.

Mr. Ahlen said LCOG would need to assume the documentation requirements for the in-kind match. He noted that LTD leveraged a significant portion of transportation assessment costs through Medicaid funds. The amount paid for by LTD funds was approximately \$210,000, with Medicaid covering approximately \$373,000. He asked if SDS anticipated the number of assessments in the next biennium would remain flat or substantially increase as the service was mandated and it was essential to assure the budget was adequate to cover demand.

Ms. Linoz asked if implementation of MOD would increase the need for assessments.

Ms. Jacobsen expected to see some increase in the number of assessment, but not a significant rise in those numbers.

Mr. Ahlen said that staff would review the grant spreadsheet and determine if any adjustments should be made and the committee could continue its discussion of the application if needed at its next meeting.

Ms. Linoz determined there was consensus to move the application forward as presented.

**NEXT MEETINGS:** Thursday, January 24, 2019, at noon.

#### **ADJOURNMENT**

Ms. Linoz adjourned the meeting at 3:05 p.m.

*(Recorded by Lynn Taylor)*