



LANE TRANSIT DISTRICT BOARD OF DIRECTORS COMPREHENSIVE & ACCESSIBLE TRANSPORTATION COMMITTEE

Tuesday, April 16, 2019 10:00 a.m. – 12:00 p.m.

Next Stop Center 1099 Olive Street, Eugene (at the Eugene Station)

AGENDA

Table with 3 columns: Time, ITEM, Page. Includes items like CALL TO ORDER, ROLL CALL, PRELIMINARY REMARKS FROM THE CHAIR, ANNOUNCEMENTS AND ADDITIONS TO AGENDA, AUDIENCE PARTICIPATION, APPROVAL OF MEETING MINUTES, and COMMITTEE BYLAWS AND MEMBERSHIP.

- 11:00 a.m. B. PROGRAM MANAGEMENT PLAN UPDATES
[John Ahlen]
Action Needed: None. Information Only
Staff will review the status of the Program Management Plan with the committee.
- 11:15 a.m. C. COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN
("COORDINATED PLAN")
[Kris Lyon]
Action Needed: None. Information Only
Staff will provide an update regarding the status of the Coordinated Plan.
- 11:30 a.m. D. FARE ORDINANCE UPDATE
[Cosette Rees]
Action Needed: None. Information Only
Staff will provide an update regarding the proposed changes to the fare ordinance.
- 11:45 a.m. IX. PROGRAM UPDATES
- a. Lane Transit District – Cosette Rees
 - b. RideSource Call Center Advisory Committee – Kris Lyon
 - c. RideSource Call Center – Michelle Buie
 - d. RideSource ADA paratransit – Chris Tovey
 - e. South Lane Wheels (Cottage Grove) – Ruth Linoz
 - f. Florence Rhody Express – Josh Haring
 - g. Oakridge / Diamond Express – Jason Higham
 - h. White Bird Clinic – Loretta McNally
 - i. Alternative Work Concepts – Scott Whetham
 - j. LCOG Senior & Disability Services – Rachel Jacobsen
 - k. LILA – Tim Shearer
 - l. Other
- 11:55 a.m. X. ANNUAL WORKING AGENDA
- 11:59 a.m. XI. NEXT MEETING: Tuesday, May 14, 2019
- 12:00 p.m. XII. ADJOURNMENT

The facility used for this meeting is wheelchair accessible. To request a reasonable accommodation or interpreter, including alternative formats of printed materials, please contact LTD's Administration office no later than 48 hours prior to the meeting at 541-682-5555 (voice) or 7-1-1 (TTY through Oregon Relay).

ACCESSIBLE TRANSPORTATION COMMITTEE MEETING

LANE TRANSIT DISTRICT

Tuesday, November 20, 2018

Pursuant to notice given to *The Register-Guard* for publication on November 13, 2018 and distributed to persons on the mailing list of the District, the Accessible Transportation Committee of the Lane Transit District held a meeting on Tuesday, November 20, 2018, beginning at 10:00 a.m. at the Next Stop Center, 1099 Olive Street, Eugene, Oregon.

Present: Pete Barron, Chair
Scott Whetham
Stefan Kwiatkowski
Hoover Chambliss (by phone)
Paul Blaylock
Josh Haring
Ruth Linoz
Rachel Jacobsen
Ed Necker
John Ahlen
Kris Lyon
Loretta McNally
Resha Oylear
Deirdre Nail
Aurora Jackson
Camille Gandolfi
Robert Hendrix
Mark Johnson
Haven Purbaugh
David Nestor
Dan Ziller

Absent: Tim Shearer
Jason Higham

CALL TO ORDER/ROLL CALL — Mr. Barron called the meeting of the Accessible Transportation Committee (ATC) to order. Those present introduced themselves.

COMMENTS FROM THE CHAIR — Mr. Barron announced that the RideSource building has been renamed the Ed Necker RideSource Center, in honor of Ed Necker. Mr. Barron commended Mr. Necker for his work, and everyone congratulated him.

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

AUDIENCE PARTICIPATION — None.

MEETING MINUTES

MOTION APPROVAL OF MINUTES — Ms. Linoz moved to approve the June 19, 2018, July 17, 2018, and the September 18, 2018, minutes of the Accessible Transportation Committee meetings. Mr. Kwiatkowski provided the second.

VOTE The motion was approved as follows:
AYES: Barron, Whetham, Kwiatkowski, Chambliss, Blaylock, Haring, Linoz, Jacobsen, Necker (9)
NAYS: None
ABSTENTIONS: None
EXCUSED: None

FIXED-ROUTE SECUREMENT AND ACCESSIBILITY — Mr. Ahlen led a conversation about securement of mobility devices and accessibility on fixed-route buses, including buckles, hooks, and the Q'Straint Quantum systems.

Mr. Ahlen explained that the current securement system consists of buckles, hooks and Q'Straint Quantum systems. He reported that he has been talking with drivers, mechanics, staff, and riders about the Q'Straint systems. Originally, they had many mechanical problems and were not reliable. Quite a few were repaired and replaced, and since then, mechanical operations are repaired and should be working, but some drivers still do not know how to use them. Q'Straint systems require a very specific method of operation, and drivers are still used to implementing work-arounds, but the systems are difficult to operate once you start doing those overrides. Increased training is needed on how the new systems are intended to be operated, but they should be able to be used effectively. Some riders are choosing not to use the Q'Straint systems because of past negative experiences. However, Mr. Ahlen emphasized that if we have securement in our buses, it should be easy, effective, efficient.

Mr. Ahlen continued by discussing securement belts versus hooks. He noted that there are pros and cons to each. A buckle-based securement system allows riders to secure themselves independently without a driver's help. Mobility devices are not designed to go on buses, so for many devices, buckles do not fit conveniently. Work-arounds include installing securement loops on mobility devices if customers stop in to the customer service center. Hooks should be able to hook onto any part of a mobility device, but that often requires help from the driver.

Ms. Linoz queried how drivers know if a rider needs help, and Mr. Ahlen added that the presence of loops on a rider's mobility device does not necessarily mean that the rider can do it themselves. It needs to be communicated between the driver and the rider unless it is immediately obvious.

Mr. Necker interjected that drivers know most riders and know who needs help, and riders are usually savvy and can communicate if they need help.

Ms. Jacobsen wondered, when doing transportation assessments, how to make a referral for a new rider to learn how to use the bus with a mobility device.

Mr. Ahlen responded that it depends on the circumstances. If someone is interested in travel training - routes, fares, etc. - they can go to Alternative Work Concepts. A rider can reach out directly to Mr. Ahlen if they are new to using a mobility device or gets one that is new to them. Mr. Ahlen can send a 40-foot bus out to the person's house so they may practice boarding. The same can be done with a bus at the Downtown Eugene station, i.e. a person can practice boarding, become familiar with seating arrangements, using a ramp, etc. The best course of action is to reach out directly to Mr. Ahlen and ask for appropriate help.

Mr. Whetham interjected that Alternative Work Concepts can also refer people to a practice bus. They can also help a person with a new mobility device by setting up construction cones with the same dimensions as a bus and letting people practice moving through that space. If a person needs an attendant to help get on and off the bus, they can also practice with them.

Mr. Necker suggested that if a person is able, they should be taught how to back onto the bus.

Mr. Ahlen continued by asking what considerations should be kept in mind for securement systems in the future. He asked for input from people who have had experience with hook-based securement systems and any other feedback about buckle-based systems and Q'Straints.

Mr. Kwiatkowski queried whether it would be practical to put both hooks and buckles in new buses, and how the cost of that would compare to Q'Straint systems.

Mr. Barron mentioned that his own van has buckles plus a short piece that buckles on with a hook on it, so you can secure yourself either way. He also stated that he appreciates Mr. Ahlen talking to drivers, as there are four factors to consider: the person in the mobility device, their equipment, the equipment on the bus, and the driver.

Ms. Linoz asked if a bus is taken out of service when the automatic Q'Straint Quantum device is not working, and Mr. Ahlen responded that it is not, because that bay usually has alternative for forward-facing securement.

Mr. Necker said that he wondered whether a rear-facing bay can be used without a working Q'Straint system, and Mr. Ahlen replied that it is not the best practice. Rear-facing securement works if the bar can actually come down and the Quantum device locks the person in place.

Ms. Jacobsen asked if riders are taking the opportunity to practice using the functioning Q'Straint Quantum systems, and Mr. Ahlen said that they are, and people should always have that choice, just as riders always have a choice between forward and rear-facing securement in buses that have both. Rear-facing may never work for some people, so forward-facing always needs to be an option. The intention with the Quantum is for riders to be able to board and secure themselves completely independently. Mr. Necker added that this system is more convenient for a person who is not able to back onto a bus.

Mr. Barron reported that he always asked to use the Quantum system when it first became available, but drivers would always say it didn't work. Mr. Ahlen stated that now that mechanical issues have been worked out, the drivers need more training, and that is a work-in-progress. In response to a question from Mr. Necker, he said that the operating buttons for the riders to use should be functional.

Mr. Kwiatkowski shared that most of the times he has observed the Quantum devices being used, they have worked well.

Ms. Linoz wondered what the forecast is for the evolution of mobility devices so we can predict securement systems that will be needed. Mr. Ahlen noted that mobility devices are not usually built with buses in mind, so we have to catch up. The trend is that they are getting bigger and heavier, so newer RideSource vehicles are coming with lifts that can lift heavier devices. Q'Straint is a major manufacturer continuing to develop new technologies. On mobility devices, there is an increased use of symbols on frames indicating how to secure the devices. Often those are designed with hook-based securement in mind, so after-market modifications still need to be made to adapt to buckle-based securement.

Mr. Barron mentioned that he flies a lot, and there is a push for passengers to be allowed to roll their wheelchairs onto airplanes and strap them down the same way they do on buses. There are standards wheelchairs have to meet to make this possible, and people are pushing to make those uniform for certain types of chairs. Airlines did recently upgrade their standards, so things are slowly becoming better.

Mr. Necker wondered if the loop attachments that adapt to buckles are a Q'Straint product. Mr. Ahlen said he is not familiar with them, but he is going to look into it because having a securement system with two attachments - both a buckle and a hook - would be ideal, so each person can choose. He added that if there are various options, drivers would need to be well-trained in all the options and how to make decisions based on mobility devices. He asked the group for feedback about how that decision should be made if a loop is installed on a device and both options are available.

Mr. Chambliss opined that the driver should always ask the rider's preference.

Mr. Ahlen asked Mr. Barron if having two attachments gets in the way. Mr. Barron said they don't, but you need to have a Q'Straint inertia rail to release the pressure to get the hook off (but you do not need it for a belt). It would be easy to put both a hook and belt on so people can use one or the other. A rider could use it independently, but even if a driver has to help, it tightens itself easily. The hook and belt buckle can be on the same strap.

Mr. Ahlen continued by noting that when speaking with drivers, one thing that was reported back is that occasionally, riders choose to unsecure themselves while the bus is still in motion. This is not a good idea for safety reasons. He wondered if there are thoughts on how to address that. He also reported that he has noticed that the ramps on the 1100 series buses are not working for all types of mobility devices. These ramps have a bit of a divot if the bus is knelt, but they are straight when a bus is not knelt. There are work-arounds and tricks to help accommodate people, but he wonders if there are mechanical adjustments that can be made to the ramps to fix this problem.

Mr. Necker mentioned that the ramps have a short turning radius as well. Mr. Ahlen agreed that this is a problem because if the ramp is not completely straight, people are hitting full power to get up the ramp over the divot, and then they hit the fare box.

Mr. Barron suggested that drivers be told to kneel the bus to deploy the ramp, and then to bring the bus back up to where angle is correct and there is no divot. Separately, he stated that there is no standard that someone has to wear a belt to strap into their mobility device. If a device does not have a belt, securing the mobility device alone will not help, because the person can still fall out of their device.

Mr. Ahlen shared that regulatory language provides that we can only require a person be secured if we require that everyone be secured. Hopefully the configuration of the bus prevents people from going flying. Any individual may choose to secure themselves, but it is not required because not everyone is required to do so.

Mr. Necker added that since seat belts are available, drivers might ask if a person in a mobility device wants a seat belt. Mr. Ahlen confirmed that any driver can receive additional training on how to use all securement options, including seat belts. Mr. Necker said that drivers should be reminded to ask.

Mr. Hendrix asked if bus operators have a plan B in case a permanent device fails. Mr. Ahlen responded that if there is a mechanical failure, the bus can be parked and another bus can be sent out. Anything that is deemed unsafe will be replaced.

Mr. Ahlen announced that he would take all feedback to the operations team and will check in again once in a while as new vehicles are introduced.

Mr. Hendrix wondered how long it will be until the oldest buses are put out of service. Mr. Ahlen replied that the vehicle replacements are typically one-for-one, so it can take a while to cycle a whole generation out of the system.

Mr. Barron asked about trying a full electric bus. Mr. Necker reported that there was a pilot bus, and errors were identified and corrected. It has been tested some and has passed inspection, but he is not sure what the plans are to put it in service.

Mr. Johnson confirmed that LTD has one electric bus, and they are in the process of accepting it, but it probably will not be in service for a couple more months. Four more will be delivered early next year. The problems in the pilot bus have all been corrected.

GRANT OVERVIEW — Mr. Ahlen announced that the Special Transportation Fund (STF) committee is now reporting directly to the LTD Board (instead of being a subcommittee of ATC). STF's first meeting was scheduled for later in the day at 4:00 p.m.

The timeline to return grant applications to the state is more relaxed in this biennium. The STF will work at a similar pace, so there will be more time to finalize and report recommendations back to the Board.

LTD already has its preliminary notice of funding from the state. For 5310 funding, there is a 6.5 percent increase from last biennium. STF funding is same as last biennium. The portion of 5311 funds that LTD is applying for is increasing by 10 percent. The portion allotted for Cottage Grove 5311 funding is 5 percent less. While some of this could change slightly, this will all be the starting point for the STF committee as they make their recommendations.

LTD staff will be going to Oregon Department of Transportation (ODOT) training at the end of November and will be publishing a notice for a grant workshop for any community partners who would like to apply for grants for funds. Those grant applications will be reviewed by the STF committee and then will go to the LTD Board for approval. This process will take place over the next 3-4 months, and then the funding level will be set for next two years. Anyone can come to the public meetings and grant workshops and can give feedback throughout the process. LTD will also be updating the Lane County Coordinated Transportation Plan, which sets priorities for the use of funding for the upcoming biennium and the kinds of services they are hoping to fund through STF process. STF reviews how different funding sources interact to increase services for people with disabilities and older adults. That includes 5310 funding, STF funding, 5311 funding, local contributions from cities, partnerships with other agencies, etc.

Mr. Necker added that the STF was created so that the composition of committee would meet state guidelines. Originally, it served at LCOG with the Accessible Services Committee. The staff found that they were duplicating work, so they combined STF with the ATC, but the ATC does not meet state guidelines for composition to determine recommendations for STF.

Ms. Linoz asked if the STF committee will develop the updated coordinated plan. Mr. Ahlen replied that the STF will be working on the coordinated plan in conjunction with developing recommendations for the upcoming grant biennium. The same public process will suit both tasks well, including public notice and hearings, minutes, meetings, etc. Both processes require a significant amount of outreach.

PROGRAM UPDATES

Lane Transit District — Ms. Rees was not present. Mr. Ahlen commended Mr. Necker for the new building name and for his work in the community. He then shared photos of new RideSource vehicles, six El Dorado Airtechs. Ms. Lyon shared that she took a test ride on a vehicle that has a new suspension system called “liquid springs,” and it was a very smooth ride. They hope to have a similar demo vehicle to try with mobility devices. Vehicles can be retrofitted, the cost is not known yet, but it can be done on site.

Ms. Jacobsen said that she wondered if at the time a demo comes here, they could reach out to riders who have expressed the need for smoother rides so that those riders can test it out. Ms. Lyon said that will be an option. She added that if the vehicles are retrofitted with liquid springs, it would take at least a year.

Ms. Linoz cautioned against lowering the chassis because that isn’t good on rural roads.

Mr. Hendrix mentioned that with hybrid vehicles, the batteries are in the roof of the vehicle, and you can feel the bus lean.

Mr. Ahlen reported that three additional vehicles are being built for Willamalane, Florence/Yachats, and South Lane Wheels (as part of the Mobility on Demand pilot project).

Mr. Barron added that if shocks can be retrofitted, older buses could be phased out faster.

RideSource Call Center Advisory Committee — Ms. Lyon reported that the committee met the previous week. They are continuing the discussion about path and purpose of the committee, and they are looking at the rules for non-emergent medical transportation. At the next meeting in January, they will look closely at the metrics that RideSource attempts to meet with rides, complaints, call status, etc. They will look at the data compared with the metrics and will think about things that could be done to meet those metrics. The committee will be meeting more often.

RideSource Call Center — Ms. Oylear announced that there are changes coming next month with staffing on the Call Center side and on the Paratransit side. Michelle Buie was Call Center Manager and is now going to be Operations Manager position on the Paratransit RS side. The Call Center Manager position was posted today, and interviews begin next week. Ms. Oylear will be working with Ms. Lyon to select final candidate. Ms. Buie starts her new position on December 2nd, and the new Call Center supervisor will hopefully begin in the middle of December. The Call Center is also looking at different committees to put together to improve ways of gathering need-based information. The Advisory Committee suggested looking at what the Call Center is missing, so different teams will meet once a month to discuss various issues to help improve service.

RideSource ADA Paratransit — Ms. Oylear reported that they are doing bi-monthly “safety blitzes.” Managers meet for the pull-out in the morning at 5:00 am, talk to the drivers, and discuss a particular safety topic. Right now, the focus is on defensive driving. Next will be customer service and the origin-to-destination policy, and clarifying what that means. It is a continued training process to help eliminate complacency with this type of job.

South Lane Wheels (Cottage Grove) — Ms. Linoz reported that South Lane Wheels is gearing up for Mobility on Demand service in Cottage Grove starting in January. This service will use an app to do ride-sharing, with standard cutaway buses. Riders will use an app to request rides, and drivers will respond. The dispatcher can help with those who do not want to use technology, i.e., a rider can call, and the dispatcher can put the ride request into the software. Next month they will have training. It will serve a zoned area within the city of Cottage Grove and has parameters that will keep travel times down. Mobility on Demand will be available 7:00 am - 7:00 pm, which is a

longer service period than the community has had. It will still only be on weekdays, but it will allow individuals within Cottage Grove to connect with LTD as well as to travel to and from destinations within Cottage Grove. South Lane Wheels will still operate regular local and metro service, as well as the concierge service for ride requests outside of that.

Florence Rhody Express — Mr. Haring reported that they are running both buses and taking in information. The Yachats route is going well. The first two months had high numbers. It has sporadic ridership, all over the board throughout day. The Washburn stop is still used, but its popularity is seasonal. Mr. Barron asked if there is a stop at the Sea Lion Caves, and Mr. Haring explained that there is not, because it would take too long to pull in and back out. This route is a straight shot along the 101 between Florence and Yachats, and they want to maintain consistency.

Mr. Ahlen mentioned that ADA improvements are high on ODOT's list for highway improvements.

Oakridge/Diamond Express — Mr. Higham was not present.

White Bird Clinic — Ms. McNally shared that it has been a slower month than usual. They usually average over 300 rides, but last month there were 237. They enrolled 17 new people. They are planning to expand dental services into the other building, and then they will be able to expand medical services as well.

Alternative Work Concepts — Ms. Nail reported that there have been a lot of travel trainings, which is unusual for colder weather. Zach, the newest travel trainer, is doing well. AWC just travel trained a high school kid who had not taken a bus before, so they had a bus come out to his school so he could practice.

LCOG Senior & Disability Services — Ms. Jacobsen reported that Emily Farrell has been hired as the new Director of S&DS. Brooke Emery is the new Deputy Director (formerly the Medicaid Program Manager). Ms. Jacobsen also announced that starting the following day, the Cottage Grove office would be open for walk-ins 3 days per week - Tuesday, Wednesday, and Thursday - instead of 2 days per week. Because S&DS is hosted at Community Sharing in Cottage Grove, the hours are 11:00 am - 3:30 pm.

Ms. Linoz inquired about the full lunch hour for which the Cottage Grove office is closed, even with such short hours. Ms. Jacobsen replied that they hope staff will take required breaks and lunch because they have back-to-back clients. In the metro office, S&DS has enough staff to stagger lunch breaks, but with only 3 staff members in Cottage Grove, they cannot stagger their lunch hours. Lunch is 12:00 - 1:00 pm, and the hours the office is open is the best chunk of time possible if it can only be open half a day. Hopefully the new Mobility on Demand ride service will help to get clients there at the right time of day.

LILA — Ms. Helwig was not present.

Ms. Linoz clarified that South Lane Wheels will be operating Mobility on Demand, which is a Lane Transit District service. They are hoping that the experience of showing that rural service can be more on demand will reach a younger demographic and those who have not thought of public transportation being offered by South Lane Wheels.

Mr. Blaylock asked the group if there were any comments about Greyhound moving to Springfield. Mr. Kwiatkowski shared that Greyhound is now at the Springfield bus station. They did not want to use the Eugene building anymore, and they have part of the indoor space at the Springfield bus station. Mr. Johnson said that Greyhound's typical pick-up and drop-off spot is on A Street. Then the bus turns around and goes through the station. Ms. Linoz asked about a waiting area for Greyhound, and Mr. Kwiatkowski reported that they are using the old Cricket store for that purpose.

Mr. Blaylock asked if Mr. Ahlen had an update on the Highway 99 pedestrian crossing improvement from ODOT. Mr. Ahlen responded that he has not received an update, but he believes it is part of one of the prioritized ADA improvements. The short-term plan includes immediate needs, and long-term, all crossings should have curb cuts. ODOT has done an inventory of all highway crossings, and the most inaccessible ones have been marked for immediate improvement, and he believes that the stretch on Highway 99 is one of those. Mr. Ahlen is not sure about the timeline for the improvements on specific crossings, but he believes the crossing at the service station will be improved sooner rather than later.

NEXT MEETING — The next meeting was scheduled for Tuesday, December 18, 2018.

ADJOURNMENT — Mr. Kwiatkowski moved to adjourn the meeting at 11:21 am, and Mr. Blaylock seconded the motion. The motion passed unanimously.

(Recorded by Rachel Burstein)

ACCESSIBLE TRANSPORTATION 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 Accessible Transportation Committee of the Lane Transit District held a meeting on Tuesday, January 15, 2019, beginning at 10:00 a.m. at the Next Stop Center, 1099 Olive Street, Eugene, Oregon.

Present: Scott Whetham
Stefan Kwiatkowski
Paul Blaylock
Josh Haring
Rachel Jacobsen
Ed Necker
John Ahlen
Kris Lyon
Michelle Buie
Camille Gandolfi
Bret Smith
Paul Harman
Mark Young
Tricia Berg
Robert Hendrix
Joe McCormack
Matt Imlach
David Nestor
David Mikesell

Absent: Tim Shearer
Jason Higham
Josh Haring
Ruth Linoz
Pete Barron, Chair

CALL TO ORDER/ROLL CALL — Mr. Kwiatkowski, standing in for the Chair, called the meeting of the Accessible Transportation Committee (ATC) to order. Those present introduced themselves.

COMMENTS FROM THE CHAIR — None.

AGENDA REVIEW — No further changes were made to the agenda. Mr. Ahlen noted that this would be a shortened meeting, due to the concurrent work by the STF Committee. He also announced that at the end of the meeting, all attendees would be invited to check out a new electric bus.

AUDIENCE PARTICIPATION

Ms. Jane La Pierre, a transit rider, spoke about some issues she had encountered in riding the bus from Eugene to Cottage Grove and then requesting pickup by South Lane Wheels. She noted that the South Lane Wheels bus has a lot of leeway as to how quickly they do they pickup, and meanwhile, she is waiting on a bench that is about two football fields away from Walmart. She said that employees of the Walmart have advised her that she is not allowed to wait inside the store for the bus. She described the area as poorly lit, and the bench is often wet. She said that given the unpredictability of the arrival of the South Lane Wheels vehicle, she might miss appointments and have to pay for them anyway. She added that when she calls South Lane Wheels to pick her up at her location in Cottage Grove to take her back to the bus stop at Walmart, there is no guarantee she will make it there in time for the bus back to Eugene. She states that this is a matter of safety and not being able to make and keep appointments. She said that the bus might have to drive around Cottage Grove dropping other people off, adding even more time.

Paul, a transit rider, explained that he frequently uses RideSource. He commented that if he is five minutes late to get to the vehicle when RideSource picks him up, they leave without him. He said that he wondered if the RideSource drivers could wait for longer if a rider is running a few minutes late.

Robert Hendrix, in response to the first commenter, said that he wondered if Walmart could be asked to allow riders in Cottage Grove to wait inside the store for the bus.

Mr. Whetham mentioned that even if Walmart cooperates, it is a long walk from Walmart to the bus station, and it can be dark.

Mr. Kwiatkowski said that he agreed that there are problems with the micro-transit system in Cottage Grove.

Mr. Kwiatkowski also mentioned a concern he had about the half fare program with the new ID cards. He said that he has met some deaf people who are not aware of the old cards becoming invalid. Since the deadline has been extended to make the change, there should be more visual signage to alert people who have hearing impairments.

MEETING MINUTES

MOTION APPROVAL OF MINUTES — Without a quorum present, no motion could be made to approve the November 20, 2018 minutes. The motion was postponed.

ITEMS FOR INFORMATION AT THIS MEETING

Service Planning Updates — Mr. Ahlen noted that there were no service planners present, but they were going to touch on Mobility on Demand and the switch to the micro-transit model. He added that there would be time allocated at the next meeting for a more thorough report.

Mr. Kwiatkowski asked if there is going to be a routing change to #81. Mr. Ahlen replied that upcoming changes are potentially in the works, and the service planners need to speak to that.

Mr. Ahlen explained that the micro-transit model is a pilot project to try new technology and see what works and what doesn't. The Cottage Grove community is roughly the right size and frequency to try the model and look at data, so it is being implemented there.

Mr. Kwiatkowski asked if the 98 bus will come back if the micro-transit pilot project fails. Mr. Hendrix asked if a service planner from Cottage Grove could speak at the February meeting.

Mr. Ahlen elaborated that service in Cottage Grove is operating through South Lane Wheels. Riders can book rides through a micro-transit app on phones, through computers, or by calling South Lane Wheels Directly. The service takes riders wherever they need to go within the Cottage Grove city limits, including to connect with the bus to Eugene. Mr. Ahlen acknowledged that a safer, dry, well-lit space to wait is needed, and the comments about the Walmart stop are helpful.

Mr. Necker asked if the South Lane Wheels service is service on demand. Mr. Ahlen replied that, yes, they respond and arrive as soon as possible.

Mr. Hendrix said that he wondered if someone from RideSource could address the public comment from Paul about his rides leaving without him.

Ms. Lyon explained that the standard five-minute wait time for RideSource has been in place because there is a schedule to keep. If a driver waits more than five minutes for one person, it makes all subsequent stops late. She said that a rider can ask a driver to wait longer, but they are not always able to do that, depending on schedule. If a rider is running late and the bus needs to leave, RideSource may be able to try to send a bus back to pick the rider up. However, RideSource asks riders to be ready fifteen minutes before pickup time to make sure they don't miss their rides.

Ms. Buie added that dispatchers will attempt to make a phone call to locate a rider before leaving the pickup spot. If the location is a store or business, the driver will go inside and have the person paged. However, sometimes the driver must move on to the next pickup.

Mr. Necker asked Paul if the bus leaves without him mostly when he is at home. Paul responded that that is the case. He added that he doesn't have a window for waiting. Mr. Necker explained to him that his pickup window is an hour one way, and arrival window is an hour the other way.

Ms. Lyon interjected that the window has been shrunk to 30 minutes. For example, if a scheduled pickup time is 9:00, the vehicle could arrive as early as 8:45 and as late as 9:15, but it will still get the rider to their destination at the appropriate time.

Paul asked what should be done if the vehicle does not show up, and Ms. Buie responded that the rider should call.

Mr. Whetham advised Paul that he should look through the glass in the front of his building so he can see when the vehicle arrives.

Ms. Lyon stated that Ms. Buie would follow up with Paul.

Mr. Whetham wondered if the new shuttle in Cottage Grove will have a window for arrival. Ms. Lyon responded that the Mobility on Demand app will show the time. Mr. Ahlen added that Mobility on Demand for South Lane Wheels is operating now, and there are multiple ways to schedule trips.

Santa Clara Transit Station — Matt Imlach, Project Manager for the Santa Clara Transit Station, introduced the presentation about construction. Mark Young, Tricia Berg, and Paul Harman, all from Rowell Brokaw, were present to discuss the early stages of design.

Mr. Young led a presentation about the initial design of the new station, including visual aids and a relief map.

Mr. Young explained that the River Road station is currently right off River Road, just south of Beltline. LTD is moving it a quarter of a mile north, just north of Beltline. Hunsaker Lane is the boundary on north end of the property, and Green Lane is on the south end. The station will not take up the whole property. It will be located on the southern portion of the property.

Mr. Young continued by sharing that the station has two main parts: The park and ride on east portion of the property, and the main bus station on the southwest corner. It will have six bays and will be similar in size to Springfield Station. Buses will get enter the station by coming off River Road and entering into a bus loop, which rotates clockwise. They are trying to separate car traffic and bus traffic. Some buses coming from the north will turn left onto Green Lane, then left into the station and enter the clockwise loop.

Mr. Necker asked why there will be six bays if there are only three buses served by River Road Station. Mr. Young replied that it is for possible future expansion and flexibility in service. Mr. Imlach added that *RideSource* will also have a designated bay at this station.

Mr. Young reported that the property will have a storm water landscape, because that area floods easily. He added that the southeast bay is the *RideSource* bay. All bays will be sized for 40-foot buses or for articulated buses, which will give LTD flexibility regarding routes and types of buses.

Mr. Young described the how the design of the station will work in terms of getting people from the Park and Ride into the station platform. There will be main pathways for pedestrians to get into the station from both ends. They will involve wide sidewalks that lead to the platform. Once on the platform, there is a loop that accesses all the bus bays, and there are covered boarding areas in front of each bus. There is a pass-through from bus to bus, so riders do not have to walk around the whole loop to get from one bus to another. There are waiting areas in the center of platform, and people can walk down the center of platform from shelter to shelter. The waiting areas will be interspersed with landscaping and stormwater treatment, so it will be more park-like.

Mr. Young then described the canopies covering the waiting areas. They will be pulled away from the front of the buses so they can be lower, so that they will do a better job protecting people from the rain. The shelters will be deeper than the small shelters, similar to single LTD shelters along the edges at Eugene Station.

Mr. Necker asked if there is a gap in the middle of the station where the canopies of the two shelters meet and where people walk through. Mr. Young responded that the area where the two shelters extend and meet will be covered.

Mr. Hendrix commented that this appears to be an intelligent design and good timing. He said that he wondered if since EmX is doing most of the transport, the 51, 52, and 55 will not be coming downtown.

Mr. Imlach explained that right now *MovingAhead* is looking at options for the five corridors, so there is no determination yet about EmX on River Road. When the new station opens, the 51, 52, and 55 will still be running. However, the station has the flexibility of design, so that if EmX does end up on River Road, adjustments will be made easily to have EmX at that station as well.

Mr. Hendrix suggested that this could be a model for rest of corridors, with EmX as the core. Mr. Imlach stated that as the community grows, a Comprehensive Operations Analysis is taking place to look at how LTD serves the community.

Mr. Young invited input as to which stations and parts of stations are working well and which are not. He said examples could be helpful.

Ms. Jacobsen inquired about the pedestrian crossing on Green Lane and on the north side of the new station. She wondered what it would look like and how it is indicated for pedestrians to cross safely. Mr. Young replied that they have not developed or designed that yet.

Mr. Kwiatkowski noted that with respect to pedestrian crossings, there are many intersections where cars do not yield when they turn right, and the city should address that. He added that with respect to feedback about stations, a big issue with Eugene Station is that it is difficult for blind people to navigate. Mr. Young responded that he has heard same feedback, and that in the case of the Santa Clara Station, they have space to design a station that is simpler to navigate.

Mr. Imlach shared that at Green Lane, a signalized intersection for the pedestrian crossing will be installed. The entrance from River Road is bus-only traffic, so that will be helpful.

Young noted that there will be a crosswalk across River Road as well. He asked for input about the best type of edging to put on the crosswalk. Springfield has grooved concrete. Mr. Necker opined that pavers are easier to detect and are cheaper.

Mr. Whetham stated that he personally likes raised pavers, but everyone has different tactile can techniques and different issues, such as with service animals, so the best options will be different for different people. Mr. Necker added that straight lines help.

Mr. Young remarked that there are raised pavers with strips instead of bumps as well.

Mr. Ahlen interjected that LTD wants to keep the stations as consistent as possible, so that it will be easier for people who are new to riding LTD to navigate all stations.

Mr. Young also asked for input as to how to designate where to board and where the door of the bus will be.

Mr. Whetham suggested tactile pavers where the door will be, with a different color and texture.

Mr. Young stated that EmX requires tactile pavers because of height. Here, there will be a border designated with pavers that will be smooth, but at the doors they could change texture and colors. He added that in general, they try to have a contrasting paver or texture at the boarding area even for those who can see. Colors help define boarding areas.

Mr. Young then spoke about the types of waiting areas. He explained that the new station will have standard benches, low walls for stormwater treatment that will also function as seating, areas for wheelchairs, and rails for leaning.

Mr. Kwiatkowski commented that he likes the Q Street Station leaning rails, which are C-shaped with a place to hang bags at the end of the loop.

Mr. Young remarked that a proper amount of clearance will be needed for ramps to deploy from buses.

Mr. Imlach reported that construction of the new station will hopefully start in early 2020 and be done by the end of 2020. That will allow time to test the service out so the fall bid in 2021 will be operating from that station. There is information about this project on the main LTD website, under projects and planning. People can submit questions and comments there as well. Mr. Imlach added that the initial design as presented here will be subject to changes as make adjustments and figure out costs.

Service Planning Updates — Mr. Ahlen announced that some members of the Service Planning Team were now present, so they could review some updates and changes to service.

Bret Smith passed out the Winter Service Adjustments handout, as well as a handout about the Connector in Cottage Grove.

Mr. Smith reviewed the Winter Service Adjustments handout very briefly. He noted that EmX has a few timing changes. Most of the LTD routes listed have just minor timing changes, and some have more significant timing changes. For Route 79x, weekend trips have been eliminated. Route 81 has a small routing change. The Route 98 timing changes relate to the use of the new Cottage Grove connector.

Mr. Smith then reviewed information about the LTD Connector in Cottage Grove. It is Mobility on Demand, booked through a micro-transit app, and it runs in connection with South Lane Wheels. The handout provides information on how to schedule a ride (through the app, the website, or by phone). If you have other types of LTD fare, you can pay with that for the Connector. This is just a scheduling app. There is an option to pay on the app, but you don't have to. All LTD fare will be accepted. Riders can schedule trips through the app without using credit cards.

PROGRAM UPDATES

Due to time constraints, programs updates were postponed until the next meeting.

LCOG Senior & Disability Services — Ms. Jacobsen reported that, due to the federal government shutdown, February SNAP benefits will show up on Thursday (they will be pre-loaded onto SNAP cards) and will not reissue in February. In other words, SNAP benefits will double up for January and will last through the end of February, with no staggered release in February. Current SNAP recipients will receive letters about this change, and they will hear about it when they call in to their EBT cards for balance. Unused benefits will roll over into February, which is when they typically would have been issued.

BYD BUS TOUR — A tour of a new electric bus was offered to all.

NEXT MEETING — The next meeting was scheduled for Tuesday, February 19, 2019.

ADJOURNMENT — Mr. Kwiatkowski adjourned the meeting at 11:05 am.

(Recorded by Rachel Burstein)



AGENDA ITEM SUMMARY

DATE OF MEETING: April 16, 2019

ITEM TITLE: COMMITTEE BYLAWS AND MEMBERSHIP

PRESENTOR: Aurora Jackson, General Manager

DIRECTOR: N/A

ACTION REQUESTED: Information and Discussion

PURPOSE: To update the committee on the status of committee bylaws and membership.

HISTORY: Approximately two years ago, the Board began reviewing the purpose and structure of all of its advisory committees. To this end, the Board asked staff to develop standardized bylaws for each advisory committee to ensure legal compliance and clarify their purpose in advising the Board.

At its January 16, 2019, meeting, the Board decided to merge its service committee and accessible transportation committee into one advisory committee to the Board called the Comprehensive Accessible and Transportation Committee (CATC). The purpose of this newly formed committee is to advise and assist the Board in considering the impacts of potential, proposed, or actual service changes on individuals who are transit dependent, especially those who are older adults or people with disabilities.

With the formation of this new committee comes the need to develop new bylaws that are in compliance with the Board directive and consistent in structure with the bylaws of all other Board Advisory Committees. Draft bylaws have been developed and through their first review by the Districts legal counsel. In addition to the development of bylaws is the need to review and discuss the appropriate committee membership that will be best suited to meet the Boards directive.

CONSIDERATIONS: Staff welcomes feedback and discussion regarding the draft committee bylaws and membership needs. Included for reference is the resolution from the January 16, 2029, Board meeting developing the new committee, the draft bylaws and comments from counsel related to the development of the bylaws.

ALTERNATIVES: N/A

NEXT STEPS:

- A final draft of the committee bylaws will be brought before the committee prior to Board adoption.
- Staff will take the proper administrative steps to pursue the decided upon membership.
- Staff will present the final draft bylaws and committee member applications to the Board for approval.

SUPPORTING DOCUMENTATION:

- 1) Resolution No. 2019-01-16-005
- 2) CATC Draft Bylaws
- 3) Comments from Counsel

PROPOSED MOTION: N/A

RESOLUTION NO. 2019-01-16-005

A RESOLUTION MERGING THE ACCESSIBLE TRANSPORTATION COMMITTEE AND SERVICE SUBCOMMITTEE TO CREATE THE COMPREHENSIVE AND ACCESSIBLE TRANSPORTATION COMMITTEE

WHEREAS, the Board of Directors complies with Oregon's Public Meetings Law, Public Records Law, and all governance procedures and meeting requirements set forth in the LTD Ordinance Providing Rules for Meetings of the Lane Transit District Board of Directors;

WHEREAS, the Board of Directors may form advisory committees comprised of Board members and community stakeholders, and subcommittees comprised of no more than three Board members to gather information and advice on areas of significance;

WHEREAS, the Service Subcommittee is comprised of no more than three Board member;

WHEREAS, the Service Subcommittee's purpose is to deliberate and provide advice on matters related to transit service issues;

WHEREAS, the Accessible Transportation Committee is comprised of stakeholders who represent bus riders and nonprofit organizations;

WHEREAS, the Accessible Transportation Committee's purpose is to provide advice on matters related to accessibility for seniors (older adults) and people with disabilities; and,

WHEREAS, the Board of Directors expressed a desire to take a more comprehensive approach to service changes that considers impacts on individuals who are transit dependent, especially those who are older adults or people with disabilities.

NOW, THEREFORE, BE IT RESOLVED that the Lane Transit District Board of Directors passes a Resolution:

1. Merging the Accessible Transportation Committee and the Service Subcommittee;
2. Renaming the merged committee to the Comprehensive and Accessible Transportation Committee;
3. Appointing no more than three (3) Board members to the merged committee; and,
4. Directing the general manager to assist the new committee in drafting bylaws for approval by the Board of Directors.

ADOPTED BY THE LANE TRANSIT DISTRICT ON THIS 16 DAY OF Jan, 2019.



PRESIDENT, Carl Yeh

ATTEST:





**COMPREHENSIVE AND ACCESSIBLE TRANSPORTATION
COMMITTEE
COMMUNITY ADVISORY COMMITTEE
BYLAWS**

**ARTICLE I
NAME AND PURPOSE**

SECTION 1.1 Purpose. The Comprehensive and Accessible Transportation Committee (the "CATC" or "Committee") was established by the Lane Transit District ("LTD" or the "District") Board of Directors (the "Board") in Resolution No. 2019-01-16-005. The Committee advises and assists the Board in considering the impacts of potential, proposed, or actual service changes on individuals who are transit dependent, especially those who are older adults or people with disabilities.

**ARTICLE II
GOVERNANCE PROCEEDINGS**

SECTION 2.1 Governance Procedures. The Committee will comply with Oregon's Public Meetings Law, Public Records Law, and all applicable governance procedures set forth in LTD Ordinance 52, Providing Rules for Meetings of the Lane Transit Board of Directors, attached hereto as Exhibit A.

**ARTICLE III
MEMBERSHIP, COMPOSITION, APPOINTMENT**

SECTION 3.1 Membership. The Committee shall consist of at least 7 and not more than 12 members, including those Board members appointed to the Committee. All members of the Committee are voting members.

SECTION 3.2 Appointment. Committee members are appointed by the LTD Board of Directors. In addition, up to three (3) Board members may serve on the Committee. Applications for membership are available electronically on the District's website.

SECTION 3.3 Composition. Committee members appointed by the Board pursuant to Section 3.2 must be knowledgeable about the public transportation needs of typically transit-dependent populations, especially those who are older adults, people with disabilities, or low-income populations, and be a person who is a member of or represents one or more of the following:

- a) Local governments;
- b) Public transportation service providers;
- c) Non-profit entities which provide public transportation services;
- d) Neighboring public transportation service providers;
- e) Public health, social and human service providers;
- f) Social equity advocates;
- g) Educational institutions; or
- h) Major destinations for users of public transit.

Committee membership should consider diversity within typically transit-dependent populations, including but not limited to, older adults, people with disabilities, and low-income individuals.

Commented [JA1]: Most edits are intended to shorten and simplify the bylaws whenever possible, though we could choose to retain some older language to be consistent with other LTD committees.

Commented [KD2]: Please see my comment in the email. The name must remain; staff cannot change a Board directive.

Commented [JA3]: "Comprehensive" doesn't meaningfully add to the committee name. For simplicity, I recommend simply calling the committee ATC. The Board passed a resolution explicitly calling for a name change, however since resolutions are not legislative I believe we could present a staff recommendation proposing a shorter name for consideration.

Commented [TS4R3]: I strongly agree – 'comprehensive' is what SPC provides. It will introduce confusion into the advisory process.

Commented [JA5]: Conversations with Tom and Cosette brought forward a recommendation to rename as Accessible Service Committee or ASC.

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Commented [JA6]: I think less is more here, to allow for some flexibility based on Board or committee priorities. In short we want a committee that can make recommendations on accessible public transportation.

Deleted: developing policy and procedural recommendations to create, maintain, and enhance accessible public transportation service within the Lane Transit District

Deleted: Comprehensive and Accessible Transportation Service

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Commented [KD7]: This is required to be included per a conversation with the Board of Directors. Any referenced document needs to be incorporated as an exhibit per Board directive and should be standardized for all bylaws.

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Commented [KD8]: There has been a lot of discussion over many years regarding the size of many of LTD's committees. Some committee membership is determined by Oregon Administrative Rule, so we have no discretion. Here, we have discretion and the Board is clear that we need smaller committees. I also strongly recommend managing the size of committees. Twelve members is actually a really large committee, which is why we are capping it there. We must state in our bylaws the # of committee members so we are able to determine if there is a quorum for public meeting purposes.

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Deleted: a majority of whom Committee members shall meet the qualifications set forth in Section 3.3 (c)(i)-(iv).

Commented [JA9]: The Board can be given discretion to add or limit the size of the committee as they see fit, and based on the quality of the applications received. Some governing bodies will choose to interview prospective applicants, which could be specified if preferred.

Deleted: <#>Eligible committee members shall reside within the Lane Transit District boundary. Committee membership will encourage geographic diversity with (... [1])

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**ARTICLE IV
TERMS OF SERVICE, VACANCIES**

SECTION 4.1 Terms of Service. Members shall serve for two year terms. Members may be eligible for reappointment for up to three additional two-year terms, for a total term of eight years.

SECTION 4.2 Vacancies. For non-Board members appointed to the Committee pursuant to Section 3.2, the General Manager, with the consent of the LTD Board of Directors, may appoint the member's successor, but are not required to do so, to serve for the remainder of the unexpired term.

**ARTICLE V
OFFICERS, DUTIES**

SECTION 5.1 Officers. The Committee shall choose from among its members, by majority vote of the members, a president and vice president to serve one (1) year terms. Terms of office shall begin on the first day of July and end on the last day of June each year.

SECTION 5.2 President. The president, and in the president's absence, the vice president; and in the absence of both, a member selected by the members present to act as president pro tem, shall preside at Committee meetings. The presiding officer shall be entitled to vote on all matters and may make and second motions and participate in discussion and debate.

SECTION 5.3 Vice president. In the event of the absence of the president, or of the president's inability to perform any of the duties of the president's office or to exercise any of the president's powers, the vice president shall perform such duties and possess such powers as are conferred on the president, and shall perform such other duties as may from time to time be assigned to the vice president by the president or Committee.

SECTION 5.4 Secretary. This section intentionally left blank.

SECTION 5.5 Treasurer. This section intentionally left blank.

SECTION 5.6 Vacancies. In the case of a vacancy in any office other than by expiration of an officer's term, the vacancy shall be filled by election by the Committee members when the need arises and the newly elected officer shall take office immediately upon the occurrence of such vacancy to fill the balance of the unexpired term.

SECTION 5.7 Committee Assignments. This section intentionally left blank.

**ARTICLE VI
CODE OF ETHICS AND CONFLICT OF INTEREST POLICY**

SECTION 6.1 Code of Ethics and Conflicts of Interest Policy. Each Committee member is governed by Oregon's Government Ethics Law and the Federal Transit Administration Circular 4220.1F regarding conflicts of interest.

Deleted: To be qualified to serve on the Committee, a member must:
Reside in the Lane Transit District boundaries;
Be knowledgeable about the transportation needs of the Elderly and People with Disabilities; and
Be a person who:
Is Elderly or a person with a disability and is a User of Transportation Services in the District;

Deleted: The Committee will consider geographic diversity

Moved up [1]: A minimum of 3 program providers receiving

Deleted: Members of the committee shall be persons who

Commented [KD16]: We can discuss this. However, on

Deleted: Notwithstanding the above, due to the nature

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Commented [JA19]: Community advisory committees at

Commented [TS20R19]: Interesting – The SPC elects

Commented [KD21R19]: I don't know why these bylaws

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Commented [KD22]: This is to keep bylaws for all committees

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Commented [JA23]: I think this can be a good reason to

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Adopted
Revised: 10_18_17



**ARTICLE VII
MEETINGS**

SECTION 7.1 *Committee Meetings.* The Committee will comply with Oregon's Public Meetings Law, Public Records Law, and all governance procedures and meeting requirements set forth in the LTD Ordinance 52, Providing Rules for Meetings of Lane Transit District Board of Directors, attached hereto as Exhibit A. This Article VII is intended to supplement the law and LTD's Ordinances.

Deleted: Accessible Services Committee

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Commented [JA24]: 2.1 and 7.1 are basically identical, we could probably get rid of 2.1 unless it references something unique.

SECTION 7.2 *Quorum Requirements.* A quorum of Committee members is a majority of the Committee members, even if a member is absent or a position is vacant with the intention of being filled. This Committee can have a varying number of members, ranging between seven (7) and twelve (12). If a position is vacant because a member appointed pursuant to Section 3.2 is no longer a member, that position should be counted in determining whether there is a quorum only if the General Manager intends to fill the vacancy. The General Manager will notify the Committee whether she/he intends to fill such a vacancy within thirty (30) days of being notified of such vacancy. A quorum is required to take action at a public meeting.

Commented [KD25R24]: This is standard language across all bylaws and both sections need to remain.

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a) By way of example, assume there are 12 Committee members. A member resigns so that there are now 11 Committee members and one vacancy. The General Manager notifies the Committee that this vacancy will be filled. Seven (of twelve) Committee members are required for a quorum.

Deleted: member program provider representative appointed pursuant to Section 3.2(c)(v) is no longer a member, that position should be counted in determining whether there is a quorum. If a position is vacant because another member appointed pursuant to Section 3.2 (c)(i)-(iv)

Deleted: appointed to the Committee pursuant to Section 3.3 (c)(v)

b) By way of example, assume there are 12 Committee members. A member resigns so that there are now 11 Committee members. The General Manager informs the Committee the vacancy will not be filled, so there is no vacancy, meaning there are now 11 Committee members. Six (of eleven) Committee members are required for a quorum.

Deleted: appointed to the Committee pursuant to Section 3.3 (c)(i)-(iv) that is not a program provider representative

Deleted: that she/hethey does not intend to fill the vacancy

Commented [KD26]: This is standard language in the bylaws.

SECTION 7.3 *Meeting Times.* The Committee will meet on the third Tuesday of each month unless a majority of the members agree otherwise. Special meetings may be called, with reasonable notice, by the president, or upon written notice to the Committee by any four members. Respect the scheduled starting and ending times for meetings. The vice president will assist the president with maintaining the meeting schedule.

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SECTION 7.4 *Attendance.* All Committee members are expected to regularly attend Committee meetings and be fully engaged with minimal distraction (from cell phones, etc.) at regularly scheduled Committee meetings, unless prevented by illness or an unavoidable cause.

Commented [KD27]: Again, we don't need to modify here. It is more important to keep the standard language across the bylaws. These comment apply throughout this section.

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SECTION 7.5 *Telephonic Attendance.* If a Committee member is unable to attend a meeting, there is an option to attend telephonically. A Committee meeting can also be held telephonically, without any members having to physically attend, so long as all the requirements of the Public Meetings Law are still followed (notice, recording, and a location for the public to attend and listen).

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Deleted: and asking questions of the General Manager prior to the day of the meeting, if possible. After discussion with the General Manager, if a Committee member intends to pull something from the consent agenda, notify the Clerk of the Board and/or the General Manager as soon as possible.

SECTION 7.6 *Meeting Preparation.* All Committee members should prepare for Committee meetings by reading the materials ahead of the meeting.

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SECTION 7.7 *Committee Meeting Discussion.* Committee discussions should be thorough yet concise and pertinent to the issues on the agenda.

Commented [KD28]: The changes to this section were not legally correct. The Public Meetings Law does not guarantee the right to participate. We have historically provided that right and there is no intent to change it, but we do not want to misrepresent the law.

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SECTION 7.8 *Public Participation.* Although the Public Meetings Law guarantees the public the right to attend all public meetings, it does not provide the public the right to participate. LTD has historically allowed public participation at meetings upon recognition by the president. Public testimony will typically be limited to three (3) minute increments, but it is adjustable at the discretion of the committee president.

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SECTION 7.9 *Scheduling.* All Committee members are expected to cooperate in scheduling special meetings and/or work sessions.

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Adopted
Revised: 10_18_17



**ARTICLE VIII
VOTING RULES**

SECTION 8.1 Voting. Committee members are expected to cast a vote on all matters except when a conflict of interest arises.

SECTION 8.2 Conflict of Interest. Committee members should be familiar with Oregon's Government Ethics Law and the Federal Transit Administration Circular 4220.1F regarding conflicts of interest. If a Committee member believes he/she may have a conflict of interest, that concern should be communicated with the Clerk of the Board and/or the General Manager in advance of the Committee meeting. They may consult with legal counsel.

**ARTICLE IX
PUBLIC MEETING LAW AND PUBLIC RECORD LAW**

SECTION 9.1 Legal Requirements. The requirements of Oregon's Public Meetings Law must be followed whenever a quorum of Committee members meet to deliberate towards a decision. All Committee communications are subject to the Public Records Law. This Article IX is intended to supplement the requirements of the Public Meetings Law and Public Records Law.

SECTION 9.2 Serial Communications. If Committee members have serial communications among a quorum of its members, the requirements of the Public Meetings Law apply. A serial communication occurs when Committee member 1 deliberates towards a decision with Committee member 2; Committee member 2 then deliberates towards a decision with Committee member 3, and so on, until a quorum of Committee members is involved. While serial communications can take place in person or over the phone, they most often occur via email.

SECTION 9.3 Committee email. The following guidelines apply to use of Committee email:

- a. Do not reply to Committee emails to deliberate towards a decision that should occur in public session;
- b. "Deliberation towards a decision" can only occur among Committee members. It is acceptable to reply to an email from the General Manager and/or Clerk of the Board, so long as the General Manager and/or Clerk of the Board do not share your opinion with any other Committee members; and
- c. Committee emails are subject to public records request. As a general rule, do not write anything in an email that you would not want printed in the newspaper.

**ARTICLE X
SEVERABILITY**

SECTION 10.1 Severability. If any provision of these Bylaws or its application to any person or circumstances is held invalid, the remainder of these Bylaws, or the application of the provision to other persons or circumstances is not affected.

Adopted
Revised: 10_18_17

Commented [KD29]: We do not want to change this language, unless A.J. wants to delegate someone else. It is important for committee members to understand that there are resources (i.e. Clerk of the Board and legal counsel) who are available to assist them in the event of a potential conflict of interest. This is also standard across the bylaws.

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Deleted: <#>Committee members should use their LTD email account for all Committee-related business;

Commented [JA31]: The danger of an e-mail quorum is real, but no different than if the same were to happen in person or via telephone. I think it's best addressed in onboarding, and we already note the committee is subject to public meetings laws.

Commented [KD32R31]: This language should remain in the bylaws. I talk to many governing bodies about this and they are always appreciate of every reminder about serial communication in email because it is so natural today to email one another. Based on many conversations with Board members, it is important to include this in all Bylaws.

Committees that are composed partially of non-Board members do not have LTD specific emails, so that section was removed.

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Commented [JA38]: I suggest that the RSCC be formed as a separate committee that is independent of CATC.

Deleted: ARTICLE X
STANDING AND AD HOC COMMITTEES

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¶ **SECTION 7.1 CATC ASC Executive Committee** ¶

¶ Composition: The CATC ASC Executive Committee shall be composed of the Chairpresident, vVice Chairpresident, and two additional members appointed by the Chairpresident. ¶

¶ Responsibilities: The CATC ASC Executive Committee shall act on behalf of the Committee between regular meetings and will act as the CATC Budget Committee. develop meeting agendas.

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¶ **SECTION 7.2 CATC Membership and Nominating Committee** ¶

¶ The CATC Membership and Nominating Committee shall be composed of no fewer than three (3) and no more than five (5) Committee members. ¶

¶ At the September meeting each year, make nominations for the Committee's officers after determining that the nominees will serve, if elected; ¶

¶ With the assistance of LTD staff, actively recruit, screen, and recommend to the CATC: Nominees for appointment to the Committee, keeping in mind the need to maintain a balanced representation of riders and service providers; and individuals to serve as non-Committee members on standing and ad-hoc committees.¶

... [14]

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**ARTICLE XI
AMENDMENTS**

SECTION 11.1 *Action*. These Bylaws, as adopted by the Lane Transit District Board of Directors, may be revised or amended at any regular or special meeting of the Committee by a vote of the majority of the whole membership of the Board.

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Deleted: copies of the proposed revisions or amendments shall have been available to each Committee member at least one (1) week prior to the regular or special meeting at which proposed revisions or amendments are to be acted upon

Adopted
Revised: 10_18_17

Page 1: [1] Deleted **Kristin Denmark** **4/4/2019 8:54:00 PM**

Eligible committee members shall reside within the Lane Transit District boundary. Committee membership will encourage geographic diversity within the LTD boundary, acknowledging both rural and metropolitan area representation.

Up to three LTD Board members may serve as committee members.

Committee members should be representative of older adults, people with disabilities, or low income individuals. Committee^[JA1] membership should consider diversity within these populations, including representatives of people with physical, cognitive, and behavioral disabilities, mobility device users, and others directly impacted by the accessibility of public transportation. A minimum of 3 program providers receiving funds as recommended by the LTD STF or STIF committees shall be directed to appoint a representative to serve as a committee member on behalf of their agency^{[JA2].[JA3]}

Page 2: [2] Deleted **John Ahlen** **1/29/2019 10:46:00 AM**

To be qualified to serve on the Committee, a member must:

Reside in the Lane Transit District boundaries;

Be knowledgeable about the transportation needs of the Elderly and People with Disabilities; and

Be a person who:

Is Elderly or a person with a disability and is a User of Transportation Services in the District;

Is Elderly or is a person with a disability and who lives in an area of the District where there are no Public Transportation Services;

Is Representative of Elderly persons residing in the District;

Is Representative of People with Disabilities residing in the District; or

Represents a Provider of services to the Elderly or People with Disabilities residing in the District.

Page 2: [3] Deleted **John Ahlen** **1/29/2019 10:46:00 AM**

The Committee will consider geographic diversity and balance of the membership qualifications identified in Section 3.3 (c)(i)-(v) when appointing new members to the Committee.

Page 2: [4] Deleted **Kristin Denmark** **4/6/2019 7:51:00 PM**

Members of the committee shall be persons who have demonstrated an expertise and interest in promoting or advocating for the rights of older adults and people with disabilities.

Committee membership preference will be given to regular users or providers of public transit. Members shall be appointed in a way that aims to reflect the diversity of the community it serves and has protected class representation.^[JA4]

Page 2: [5] Commented [KD16] **Kristin Denmark** **4/6/2019 7:59:00 PM**

We can discuss this. However, on other committees where the membership or bulk of membership is made up of representatives, we have simplified it to this language (or then the membership of the committee may never turn over). It seems like 8 years is sufficient, even if someone is representing an agency. But, if not, we can discuss.

Page 2: [6] Deleted **Kristin Denmark** **4/6/2019 7:59:00 PM**

Notwithstanding the above, due to the nature of their position, members meeting the qualifications set forth in Section 3.3 (c)(v) program providers directed to appoint members as set forth in Section 3.3 may

continue to be reappointed and are not subject to the eight-year limitation, set forth above. Providers are responsible for changing their representative to the Committee at their discretion

Page 2: [7] Deleted	Kristin Denmark	4/6/2019 8:30:00 PM
the respective provider shall appoint the member's successor to serve for the remainder of the unexpired term. For members appointed to the Committee pursuant to Section 3.3 (c)(i)-(iv),		
Page 2: [8] Deleted	Kristin Denmark	4/6/2019 8:11:00 PM
Each member, before entering upon the duties of office, shall take and subscribe to an oath that the member will honestly, faithfully and impartially perform duties as a member and disclose any conflict of interest the member may have in any matter to be acted upon by the Committee. A copy of the oath shall be filed with the LTD Clerk of the Board.[JA5]		
Page 2: [9] Commented [JA19]	John Ahlen	1/29/2019 9:36:00 AM
Community advisory committees are subservient to Ordinance 52, which appears to state that Board committees shall have a Board designated committee president, not a chair selected by committee members.		
Page 2: [10] Commented [TS20R19]	Tom Schwetz	3/12/2019 1:34:00 PM
Interesting – The SPC elects its own chair and legal review of those bylaws didn't raise that issue.		
Page 2: [11] Commented [KD21R19]	Kristin Denmark	4/6/2019 8:09:00 PM
I don't know why these bylaws say "chair" – all the others say president/VP so I have made those changes. As we've been working on organizing committees, bylaws, etc. over the past couple of years, the Board has indicated it does not want to appoint the committee president (for various reasons). So, all LTD committees are electing their own officers.		
Page 2: [12] Commented [KD22]	Kristin Denmark	4/6/2019 8:26:00 PM
This is to keep bylaws for all committees standardized, and also standardized against the Board bylaws, so these sections need to remain.		
Page 2: [13] Commented [JA23]	John Ahlen	1/29/2019 10:11:00 AM
I think this can be a good reason to avoid needing to go back to the Board until the term has expired, and enhances flexibility in exigent circumstances.		
Page 4: [14] Deleted	Kristin Denmark	4/4/2019 8:46:00 PM

SECTION 7.2 CATC Membership and Nominating Committee.

The CATC Membership and Nominating Committee shall be composed of no fewer than three (3) and no more than five (5) Committee members.

At the September meeting each year, make nominations for the Committee's officers after determining that the nominees will serve, if elected;

With the assistance of LTD staff, actively recruit, screen, and recommend to the CATC: Nominees for appointment to the Committee, keeping in mind the need to maintain a balanced representation of riders and service providers; and individuals to serve as non-Committee members on standing and ad-hoc committees.

With the assistance of LTD staff, review and recommend terminations of membership according to Article IX – Termination of Membership[JA6]

SECTION 7.3 RideSource Call Center Advisory Committee (RSCC[JA7]).

Composition: The voting membership of the Committee shall not exceed 18 and shall include representatives of stakeholders of the RSCC operation, including riders, transportation, medical, and non-medical service providers, the Lane Independent Physicians Association (LIPA), the Department

of Human Services (DHS), LCOG Senior and Disabled Services, the LTD Comprehensive and Accessible Transportation Service Committee (CATCASC), and Lane County Developmental Disability Services. (See attachment A for specific membership composition). The term of service on this Standing Committee will be for two years, with odd and even year terms divided equally among the committee.

Responsibilities: The RSCC Advisory Committee is established by the CATC ASC to advise the CATC ASC members, RSCC staff, and LTD staff on matters relating to the ongoing operation of the RSCC serving Lane County and on other matters concerning improving transportation options for seniors and persons with disabilities. The Committee will meet as needed throughout the year.

Ad Hoc Committees: The CATC ASC Chair president may appoint any number of ad hoc committees to assist the CATC ASC discharge its duties. Each ad hoc committee shall have a clearly defined charge and a specified time period within which to accomplish its charge. The CATC ASC Chair president shall appoint a Chairperson president for each ad hoc committee.

Membership: Membership on Ad Hoc Committees is open to both Committee members and Community Representatives. However, a majority of the Ad Hoc Committee membership shall be composed of Committee members.

Appointment: Appointments to Committee shall be made by the CATC ASC Chairpresident.

Voting Privileges: All duly appointed members of a Committee shall be entitled to vote on matters coming before that committee.

General Scope of Responsibility: Unless specifically directed by the CATCASC, Committees may not act on behalf of the CATCASC. Rather, they are charged with formulating and presenting to the CATC ASC for its consideration recommendations specific to their respective areas of responsibility

a)

CATC BYLAWS: COMMENTS FROM COUNSEL

April 8, 2019

1. Overall, it is the intent of the Board of Directors that all committee bylaws are as similar as possible, unless a deviation from “standard” is required or necessary. There are many reasons for standardized bylaws, and for the language included in the “standard” bylaws, that reach far beyond this committee. There are many suggested changes to these bylaws that would deviate from the “standard” template. Many of those changes are not required or necessary. So, many of the changes I have made are reverting back to the standard template. Where changes are necessary for this committee, those changes are reflected.
2. This is a Board committee that was created and named by the Board. It does not matter whether the Board took that action through ordinance, resolution, or motion. It is a Board action that cannot be overridden by staff. Therefore, the committee name as decided by the Board in its resolution must remain until further Board action.
3. The Board purpose needs to be narrowly tailored to the language in the resolution. The language in the “purpose” section for each other committee’s bylaws mirrors verbatim, or almost verbatim, the language in any Board resolution creating the committee. It is important that each committee has a clear and defined purpose, as stated by the Board. I have simply revised the language in Section 1.1 to reflect the language of the Board resolution. To be clear, the purpose of this committee is no longer solely regarding accessible transportation within the District. While related, it is more specific than that, as stated in the Board resolution. The Board has been very clear in this directive.
4. I understand that the Board wants to take a more “comprehensive” look at service changes. So, it has combined the Service and ATC committees to effect this change. It is also my understanding that the expectation is the membership of this committee will consist of: (a) Board members; and (b) representatives of transit-dependent populations. I do not believe the Board’s intent is necessarily to have individuals (i.e. non-group representatives) on the committee. While the committee would be composed of representatives from various agencies, any individuals would be welcome to attend the meeting and participate in the form of public testimony. Please see my proposed changes in Section 3.3.
5. It is my understanding that this Committee will not have any subcommittees. The Board is reorganizing all Board committees and former subcommittees. The Board now has all committees that report directly to the Board, and is intentionally moving away from subcommittees that report to Board committees (rather than the Board directly). Therefore, to be consistent with this Board directive, the subcommittees have been removed from the Bylaws. The role of the executive committee can be filled easily by this committee, with assistance from the committee president.



AGENDA ITEM SUMMARY

DATE OF MEETING: April 16, 2019

ITEM TITLE: PROGRAM MANAGEMENT PLAN UPDATES

PRESENTOR: John Ahlen, Accessible Services Specialist

DIRECTOR: Cosette Rees, Director of Customer and Specialized Services

ACTION REQUESTED: None. Information Only

PURPOSE: To update the committee on the Program Management Plan (PMP) for 5310 funds.

HISTORY: As Lane Transit District's process for allocating 5310 funds has been updated, the associated PMP requires updates to reflect current practice.

In 2018 the LTD Board of Directors convened a Special Transportation Fund committee that holds the responsibility of soliciting and reviewing applications from prospective program providers, and making allocation recommendations to the LTD Board of Directors. The PMP has been updated to note the work of this Board appointed committee, which was previously merged with the former Accessible Transportation Committee.

A presentation will be provided to explain this topic in further detail.

CONSIDERATIONS: Staff will review and hold discussion regarding the updated PMP with the committee.

ALTERNATIVES: N/A

NEXT STEPS: N/A

SUPPORTING DOCUMENTATION:

- Lane Transit District Project Management Plan - §5310: Enhanced Mobility of Seniors and Individuals with Disabilities

PROPOSED MOTION: N/A

**Lane Transit District
Project Management Plan
§5310: Enhanced Mobility of Seniors and Individuals with Disabilities**

The Program Management Plan (PMP) outlines the policies and procedures that Lane Transit District uses to administer FTA's Enhanced Mobility Program (§5310). The *Lane Coordinated Public Transportation Plan, 2019 Update* is the guiding document for the PMP.

Introduction

Lane Transit District (LTD), as a large urbanized public transit agency, applies directly through the Federal Transit Administration for Federal Enhanced Mobility Program (§5310) funding. In addition, as the State designated Special Transportation Fund Agency for Lane County, LTD also acts as the pass through agency for §5310 funds that are passed through the State designated for Lane County, Oregon. The management of this program emphasizes integration and the multi-modal nature of the community's transportation programs.

Program Goals and Objectives

LTD has led and participated in the development of a range of transportation services within Lane County using a coordinated and integrated approach. Providing transportation for people with limited resources and options has long been a guiding principle. Efficiency and cost-effectiveness is another tenet, as is offering a range of services that meet different transportation needs. This has led to the creation of community and population-based services. The promotion of independent travel opportunities has supported the broader values of self-empowerment and integration that are consistent with contemporary education and employment models for people with disabilities. As a result, LTD has been able to create innovative training and support services. The LTD Special Transportation Fund (STF) Committee periodically reviews the plan and recommends updates. LTD then begins a public review and comment period which includes important stakeholders, and the Metropolitan Planning Organization. The LTD Board of directors approves the plan once it is completed.

LTD, with guidance from the Special Transportation Fund Committee, a consumer-based advisory group, has established programs and services using these principles and objectives:

Resourcefulness – To use a mix of resources (human, monetary, equipment, contractual) to create and sustain services that meet different transportation needs; to apply innovative thinking and cultivate community relationships to address issues.

Independence - To promote and maintain the independence of older adults, people with disabilities, and others with limited resources, by encouraging and supporting the use of transportation options that foster independence and allow for individual choice whenever possible.

Accessibility - To provide access to transportation services throughout Lane County that are open to older adults and people with disabilities and not limited to a specific group of clients or customers; to connect communities and their residents to transportation services that are integrated and open to the general public.

Efficiency - To evaluate services based on productivity and measures of cost effectiveness that exemplify good stewardship of public resources; seek out cost sharing opportunities and partnerships in order to extend the usefulness of transportation resources; develop cost effective solutions and avoid duplication.

Interaction - To utilize the expertise and experience of people who use and rely on accessible public transportation services; encourage open communication and interactive discussions about how resources are distributed, about policies, and about service options; and make connections and communicate with staff,

consumers, advocates, agencies, and other interested parties about changes, emerging developments, opportunities, and challenges.

LTD's Accessible Services Program focuses on the provision of transportation services to older adults and people with disabilities who require accommodations and equipment that make it feasible to use public transit effectively, whether using fixed-route and/or paratransit. Accessible Services extends to rural areas within Lane County through coordination, technical assistance, grant writing, and program administration.

The Lane Coordinated Public Transportation Plan, prepared by Lane Transit District, was first drafted and adopted by the LTD Board of Directors in January 2007 – prior to the issuance of guidance by the Federal Transit Administration (FTA). The Lane Coordinated Plan is reviewed biennially to ensure that it is relevant to present conditions; reference relevant needs assessments and local planning information; match needs with preferred coordination practices and projects; list projects and resources; and report on public review and comments about the Lane Coordinated Plan.

The Lane Coordinated Plan is recognized and referenced in Lane Transit District's Long Range Transit Plan, which also is adopted by the LTD Board of Directors and included in the regional transportation Planning document, *Central Lane MPO Regional Transportation Plan*, which is prepared and adopted by the Metropolitan Policy Organization. In addition, the Lane Coordinated Plan is included in the Central Lane MPO Unified Planning Work Program of 2008.

Roles and Responsibilities

Lane Transit District (LTD) is the agency designated by the Governor to administer the §5310 program in the Eugene-Springfield metropolitan area. LTD also is the designated recipient and administrator of the State Special Transportation Fund (STF)¹ for transportation services benefitting older adults and people with disabilities (STF). LTD coordinates a public process soliciting transportation project applications for the award and distribution of directly received §5310 funds and all funds received through the State of Oregon. LTD also manages the development and update of the area's human services transportation coordinated plan. It is also LTD's role to ensure that not less than 55% of §5310 funds received are used for traditional §5310 projects – those public transportation projects planned, designed, and carried out to meet the specific needs of older adults and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate.

The state of Oregon distributes state, FTA, and ODOT Surface Transportation Program funds biannually for transportation projects that enhance the mobility of older adults and individuals with disabilities that go beyond traditional services. These funds included Federal §5310, §5311, §5311(f), and State STF funds.

The LTD Board appoints a STF² Committee made up of stakeholders knowledgeable about the transportation needs of older adults and people with disabilities. The STF Committee receives and reviews project applications using the priorities listed in the Lane Coordinated Plan. The STF Committee provides a recommendation of funding to the LTD Board, which holds a public review process. The LTD Board then forwards its final recommendation to the LTD General Manager who is authorized by the LTD Board to submit grant applications.

LTD typically convenes the STF Committee as necessary to recommend grant funding allocations to support programs for older adults and people with disabilities. This Committee provides funding recommendations based on the priorities stated in the Lane Coordinated Public Transportation Plan. There are 5-15 appointed members who serve on the Committee with representation from a variety of disabilities, rural and metro areas of Lane County, and other interested parties who attend regularly.

Local governments and stakeholder groups participate in the update of the Lane Coordinated Public Transportation Plan. They also provide services to elderly and disabled populations.

Applicants and recipients (including private providers and local applicants) both participate in the coordinated plan update process. Applicants participate in grant workshops to learn what is expected should they choose to apply for funds. Applicants develop program proposals and submit them to the grant review committee. Recipients, as the direct service providers, provide good customer service and provide the required fiscal management and reporting per contract and federal guidelines.

Coordination

LTD serves as the lead agency for public transit and human services transportation coordination in the area. In this capacity, LTD is required to:

- Develop and adopt a local transportation coordination plan

¹ Oregon's Special Transportation Fund (STF) was created in 1985 by the Oregon Legislature. STF funds come from a portion of the cigarette tax revenue as well as excess revenue earned from sales of photo ID Cards and other funds from Oregon Department of Transportation. These funds are distributed biannually through a formula based on population to 42 designated entities, called STF Agencies. These funds typically are used to leverage federal funds. STF Agencies are required to coordinate distribution of funds for projects that benefit the mobility of older adults and people with disabilities throughout their jurisdictions.

² The STF Committee is a 5-15member advisory committee to Lane Transit District made up of riders and providers throughout Lane County. It is a committee that is required by the State to oversee distribution of STF funds.

- Coordinate the project application and public comment processes for the local area
- Review and rank applications for projects benefitting older adults, people with low income and people with disabilities and ensure that projects are derived from the Coordinated Plan
- Follow a protest process and procedure to resolve funding decision conflicts

All projects must be reflected in the Coordinated Plan. Local agencies and service providers participate in the update of the plan. Metro area projects are required to complement or alleviate demand for the metro ADA paratransit service. Rural projects must have full support of local jurisdictions, including a contribution to the match.

LTD operates a regional transportation brokerage, The RideSource Call Center, within which most of the funded projects are coordinated through mobility management and dispatching efforts. For example, all ADA, Veterans, and Medicaid non-emergency medical transportation trips are managed by the Call Center. LTD coordinates service delivery with local DHS agencies and encourages the offering of shared rides between programs and other efforts to enhance the quality and efficiency of service delivery.

The State of Oregon and ensures that projects they fund are contained within the Coordinated Human Services Transportation Plan. They are a resource for grantees and require coordination when determining which projects to fund with statewide §5310 funds. LTD's process to award directly received §5310 funds is a component of the coordinated effort to plan and fund projects within Lane County.

Eligible Sub-recipients

State or local government authorities, private for-profit organizations, non-profit organizations, and/or public transit operators are eligible to apply for funds. As the designated recipient, LTD abides by Federal eligibility requirements. LTD conducts a competitive procurement process to allocate program funds. All applicants must be able to meet the required terms and conditions of grants administered under the Federal Transit Administration (FTA). A signed copy of the FTA's certifications and assurances must be submitted to LTD.

Local Share and Local Funding Requirements

Eligible local and non-U.S. DOT federal funds may be used for local match. Local matching funds must be assigned to and be included in the project budget. Different levels of local matching funds are required for different types of projects. LTD verifies all sources of matching funds for eligibility, applicability to eligible program costs, their sole use as match for the defined program, and availability to the project.

Applicants are notified that the use of some types of non-cash contributions is allowed but restricted. Applicants are requested to contact LTD to find out whether volunteer or other in-kind contributions for a project would be allowed as part of the local match contribution to the project. If permitted, the value of the non-cash contributions must be documented and represent a cost which otherwise would be eligible under the program and be included in the project budget.

Project Selection Criteria and Method of Distributing Funds

LTD, as the lead agency, conducts a public, competitive process to solicit project proposals that enhance mobility for older adults and people with disabilities. This is a coordinated process used for project selection for directly received §5310 funds and funds received through the State of Oregon. This process coincides with the announcement of funding availability from the State and is typically a four-

month biennial process that begins in late fall or early winter. A grant review committee is convened that includes members appointed by the LTD Board of Directors. The grant review committee then forwards the recommendation to the LTD Board of Directors for final approval.

Proposed projects are evaluated on these criteria:

- Projects are derived from and support the Lane Coordinated Plan.
- Projects are eligible under the grant program guidelines.
- Agencies have the fiscal and operational expertise needed to comply with administrative and grant reporting requirements.
- Matching funds are clearly identified, come from permissible sources, and are not already committed to another grant-funded project.
- Projects are cost effective.
- Projects do not unnecessarily duplicate existing service.
- The budget is appropriate to the scale of the project.
- Project helps improve coordination and supports the effective use of public resources.

Annual Program of Projects Development and Approval Process

The consolidated program of projects development and approval process for both directly received §5310 funds and funds received from the State of Oregon coincides with ODOT Public Transit Division's discretionary grant application process and includes funding under Federal §5310, §5311, §5311(f), and State STF programs. The intent is to provide a better opportunity for coordination of projects and funding sources. ODOT operates on a two-year cycle with annual updates.

LTD conducts workshops and provides technical assistance to potential applicants. All interested parties are encouraged to attend the workshops as well as the Grant Review Committee meetings. A sample schedule for §5310 projects:

- November - Notice of Fund Availability (Published Notice)
- November/December - Workshops (Technical Assistance)
- December - Applications due to LTD
- December/January - Application Review Committee Meeting(s)
- January - Funding Recommendations published and forwarded to STF Committee members and applicants.
- February - Public Comment / Protest Period
- February - LTD Board Approval –Board authorizes General Manager to sign applications
- March/April/May/June - Applications are processed with FTA for direct §5310 funded projects and to the state for all other projects

During the grant review process, projects for funding are reviewed to ensure that the recommended project list meets the 55% traditional project requirement. If the recommended list does not meet the requirement, then the committee will reallocate funding to projects to ensure that the requirement is met.

Projects to be funded with direct §5310 funds through application to the Federal Transit Administration are reported to FTA on their own §5310 program of projects. These projects are included in the project list developed through the grant review process.

Administration, Planning, and Technical Assistance

LTD supplies a high level of coordination and technical assistance to area transportation providers and human services agencies. LTD provides grant administration, contract oversight, graphic design, communications and publications support. LTD uses the 10 percent administrative allotment allowable under §5310 funding for these support activities.

Transfer of Funds

LTD will not be transferring directly received urban §5310 funds between rural and small urbanized areas. The State has a statewide program for meeting those objectives of §5310.

Private Sector Participation

LTD's centralized call center dispatches rides to a variety of private providers that provide a variety of human service transportation trips, including ADA paratransit trips.

LTD advertises the availability of funds through legal ads in the regional newspaper, e-mail notifications to a broad spectrum of providers and interested parties that includes private providers. In addition, the notice is posted on the LTD Website.

Civil Rights

LTD uses a variety of methods to disseminate information and to notify interested and affected public members of their rights under Title VI and to keep them informed about specific projects and progress. LTD alerts stakeholders to participation opportunities. Dissemination of project information is timed to coincide with milestone events. At times, LTD project managers issue additional project-related information outside of key project milestones to provide the public with newly surfaced information or encourage increased participation. The following methods are used: project newsletter, project flyers and postcards, media communications, website, public open houses, and speakers' bureau.

LTD also creates ad-hoc advisory committees that provide additional opportunities for involvement and feedback to get a well-rounded representation from communities.

For individuals who are limited English proficient (LEP), the most visible and critical piece of service information (LTD's Rider's Digest) is translated into Spanish. Customers are informed that any information about District operations will be translated upon request. Most written translations are handled through a contract with a local translator. All press releases go to the area's one Spanish radio station, and staff have participated in on-air interviews with this station. Public notices have been posted at one of the key area Spanish-owned grocery stores, and this store also acts as a distribution outlet for District-printed materials.

As part of the Title VI Quality of Service review, LTD works with the Lane Council of Governments (LCOG) to conduct an analysis using the Census Transportation Planning Package of Census 2010. This data has identified the primary block groups with the largest minority populations. Service planning staff uses this data as major service decisions are analyzed.

Lane Transit District has had no restrictions placed on its EEO program approval by the FTA.

Employment-related and Civil Rights complaints are handled through LTD's Human Resources Department. There have been no such complaints in the past three years. Transit Operations and the Customer Service Center use an on-line system to keep track of service-related ADA complaints and appropriate follow-up. The

RideSource (ADA paratransit) staff also uses a record keeping system. Employment-related complaints at RideSource are handled by the contractor's local management. Civil Rights complaints are handled by the contractor's administrative office. The contractor uses similar forms and procedures for responding to and tracking complaints, and discloses all complaints to the grantee on a regular basis. Paratransit program complaints are recorded in the paratransit operations database and investigated by the local contractor's management staff.

LTD develops and submits an annual DBE program to FTA for approval, and per FTA Region 10, the program has been approved. LTD develops overall annual DBE goals relative to the availability of DBEs in the area. These calculations are included as documentation in the annual goal submission to FTA. The Uniform Report of DBE Awards or Commitments and Payments has been submitted to FTA semiannually.

LTD monitors sub-recipient contracts on a monthly, quarterly, and annual basis. Monthly monitoring occurs through individual invoices that are received from sub-recipients that include project data, such as ridership counts by population type, etc. Quarterly reports are submitted by the sub-recipients that include vehicle data and Title VI, DBE, and EEO complaint reports. Annual site visits include a review of required Civil Rights documentation, Civil Rights activity as well as ensuring that required postings are posted in an accessible location and up to date. LTD has an aspirational goal for DBE participation, and is race and gender neutral. As such, we are prohibited from requiring contractors (subrecipients of grant funding) to secure any particular DBE goal percentage under LTD contracts. LTD does encourage the use of DBE firms where possible, but we cannot require it. Subrecipients are asked to provide an estimated level (%) of DBE participation they will be able to obtain under their contracts, and monthly reporting is required.

Title VI, Section 504 and ADA Reporting

LTD requires sub-recipients to document that they distribute FTA funds without regard to race, color, national origin, disability or discrimination against disadvantaged business enterprises among applicable civil rights requirements. Not all applicable civil rights requirements are discussed in the PMP.

LTD complies with FTA's Title VI requirements in the following manner:

- i. Provision of an annual Title VI certification and assurance;
- ii. Development of Title VI complaint procedures;
- iii. Record keeping of all Title VI investigations, complaints and lawsuits;
- iv. Provision of meaning access to persons with Limited English Proficiency;
- v. Notification to beneficiaries of protection under Title VI;
- vi. A requirement that each sub-recipient develops a Title VI program or becomes part of LTD's submittal of its Title VI program to the FTA's regional civil rights officer once every three years.

LTD's promotion, administration and distribution of information and funding relevant to the 5310 programs is consistent with LTD's Title VI Policy.

In order to fulfill Section 504 obligations, LTD plans on working closely with its sub-recipients to ensure the goals of their federal 5310 grants are being met. In order to track this progress, LTD will review each submitted invoice and insure that all required backup material is attached and correct in order to validate funds spent, work to resolve any potential ineligibility issues with any sub-recipient and obtain the return of any funds paid out that have been found to have been ineligible. In addition, LTD will review all quarterly and annual reports to ensure consistency with the terms of the federal grant and contracts. Finally, LTD will make annual site visits to each sub-recipient to ensure purchased items, service and/or training funded by the federal grant are in full service, being maintained as per manufacturer's recommendations and are being used to meet the performance measures set in the contract and in federal guidelines.

LTD will evaluate all projects receiving grant funds for compliance with all relevant ADA laws, regulations and policies. Moreover, LTD will work with sub-recipients to provide technical assistance.

LTD requires all sub-recipients to submit certifications and assurances annually in accordance with the FTA's annual process. When applicable, LTD will obtain and review ADA and Section 504 policies and reports to ensure compliance.

Program Measures

Lane Transit District will gather and report program measures required by federal guidelines. These include:

- Traditional §5310 Projects
 - Gaps in service filled
 - Ridership
- Other §5310 Projects
 - Increases or enhancements related to geographic coverage, service quality and/or service times that impact the availability of transportation services for seniors and individuals with disabilities.
 - Additions or changes to physical infrastructure (e.g., transportation facilities, sidewalks, etc.), technology, and vehicles that impact availability of transportation services for seniors and individuals with disabilities.
 - Actual or estimated number of rides (as measured by one-way trips) provided for seniors and individuals with disabilities.

Where applicable, these measures will be reported by the sub-recipient to LTD. LTD will gather all performance measure data and report in total to the FTA on an annual basis or as requested by FTA.

The sub-recipients will also work jointly with LTD to establish other performance indicators that are more specific to their projects to measure relevant outputs, service levels and outcomes. Sub-recipients will be required to report these performance measures on a quarterly basis and on an annual basis and as required by LTD and the FTA.

Program Management

This Program Management Plan (PMP) describes the Lane Transit District's policies and procedures for administering the Federal Transit Administration's (FTA) §5310 program. This PMP is designed to meet federal requirements and facilitate LTD's management and administration of the §5310 Programs. It will also serve as a guide to the general public and prospective applicants and to assist FTA in its oversight responsibilities by documenting LTD's policies and procedures for administering these programs.

LTD has assigned a staff person as project manager for its Program Management Plan. This staff person, or their designee, will be responsible for reviewing and processing all reports, plans and certifications required to be submitted under these regulations. LTD will review information provided by the sub-recipients of §5310 funds on a quarterly basis, at a minimum. In addition, records will be checked as part of the sub-recipient monitoring plans during site visits.

The LTD project manager will establish and maintain a point of contact with each sub-recipient and will monitor compliance through review of required quarterly reports, telephone inquiries and periodic site visits.

Accounting Systems, Financial Management, and Reporting

LTD as the sole direct recipient, has an established accounting and reporting system that meets or exceeds FTA requirements for financial management. In addition, all sub-recipients must assure LTD that each has fiscal control and accounting procedures that will permit preparation of the required reports as well as a level of expenditures adequate to establish that such funds are used consistent with the rules and requirements of the program.

All sub-recipients receiving operating assistance are required to report financial and operating data on a quarterly and annual basis. Milestone reports are also required for all capital and planning grants. Eligible direct recipients have in place accounting systems, financial management procedures and reporting capabilities adequate to meet the requirements of FTA.

All sub-recipients receiving capital assistance are required to keep appropriate property control records on all equipment and real property. Federal Office of Management and Budget and Federal Transit Administration guidelines are used in meeting this reporting requirement.

Procurement, Property Management, Vehicle Use, Maintenance and Disposition

As the Designated Recipient for §5310 funding, LTD will manage capital from procurement until disposition using FTA required processes and management reviews. Sub-recipients do not procure vehicles or equipment. Sub-recipients will be responsible for property management, vehicle use and maintenance. They will be required to follow all federal guidelines that govern these activities. LTD will monitor these activities through monthly/quarterly/annual report review and site visit verifications. LTD will be responsible for all disposition of property procured with federal funds under LTD's management. All dispositions will follow FTA rules under §5310.

Audits and Close-Outs

Sub-recipients are responsible for securing organization-wide or grant specific audits. An annual audit is conducting on all LTD activities, including activities under the §5310 program, in accordance with Office of Management and Budget, Circular A-133 or 2 CFR 200 Subpart 500. LTD is responsible for reviewing all audit reports and appropriately resolving and reporting any findings.

LTD will perform a project closeout with sub-recipients within 90 days after all funds are expended and all work activities for the project are completed. LTD will initiate program of project (POP) closeout with FTA within 90 days after all work activities for the POP are completed. LTD will electronically submit a final Federal Financial Report (SF 425), final budget, and final POP via the TEAM system at the time of closeout.

Subcontractors will be required to submit a project activity report and status reports. Programs status will be reviewed and a comprehensive status report will be prepared quarterly. Program status reports for FTA grants are provided quarterly.

Other Provisions

LTD will require certifications and assurances from sub-recipients that they will comply with other Federal requirements such as environmental protection, Buy America provisions, pre-award and post-delivery reviews, restrictions on lobbying, prohibition on exclusive school transportation, and drug and alcohol testing, as appropriate. Depending on the nature of the project, LTD will require reporting on the relevant actions taken to comply with the federal requirements listed above as part of quarterly reporting.

LTD will monitor project contracts with sub-recipients in the following manner consistent with its own project reporting requirements with the Federal Transit Administration. These requirements include LTD's direct quarterly and annual reporting requirements to FTA in the following areas:

1. Quarterly and annual program of projects reporting on each FTA grant contract
2. Milestone activity reports – filed with quarterly and annual program of project reports
3. Financial status reports – Submitted quarterly and annually
4. Program measures – Submitted quarterly and annually
5. Disadvantaged Business Enterprise (DBE) reports – as required for contracts in excess of \$250,000

Additionally, LTD will structure grant contracts and reporting in the following manner:

1. In the process of executing sub-recipient contracts, LTD will meet with sub-recipients and explain all contract obligations, including financial and non-financial reporting of project status, progress and compliance with contract requirements
2. Sub-recipients will be required to file monthly reports, due by the 15th of the following month. Monthly reports will include:
 - a. a comparative statement of project expenses relative to budget for the month and project to date
 - b. a progress report on project implementation, progress, made, problems encountered and proposed resolution, and expected activities in the following month
 - c. project progress compared to project implementation timeline

Monthly reports are not required for periods where quarterly reports are required.

3. Sub-recipients will be prepared to file quarterly reports by the 15th of April, July, October and January. The quarterly reports will include all required submissions for monthly reporting and include the following additional information:
 - a. A review of contract compliance
 - b. An analysis of the status of the project relative to project obligations in the contract
 - c. Recommendations for corrective actions, as required
 - d. Recommendations for contract amendment, if desired

The fourth quarter report will serve as the annual report of project status.

Since LTD will be handling all procurements of vehicles and other capital items, LTD will manage all environmental processes and ensure Buy America provisions are followed to ensure compliance with FTA requirements found in FTA Circular 9070.1, 4220.1, and 5010.1. Any FTA requirements borne by sub-recipients, like preventive maintenance, will be reviewed during site visits and through periodic reporting. All other federal requirements that sub-recipients are required to meet will be outlined within the contract and reviewed through periodic reporting and site visits.



AGENDA ITEM SUMMARY

DATE OF MEETING: April 16, 2019

ITEM TITLE: COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

PRESENTOR: Kris Lyon, Human Services Transportation Coordinator

DIRECTOR: Cosette Rees, Director of Customer and Specialized Services

ACTION REQUESTED: Information and Discussion

PURPOSE: To update the committee regarding the status of the Coordinated Public Transit – Human Services Transportation Plan (“Coordinated Plan”).

HISTORY: The Coordinated Plan is required as a source document for the prioritization and allocation of 5310 and Special Transportation Fund dollars. The Coordinated Plan should be reviewed every three years and revised as needed. The last Coordinated Plan update took place in 2013.

LTD provides an integrated service delivery model within *RideSource*. Each program and funding source is identified in the Coordinated Plan. Per the Federal Transportation Association Circular 9070 1G, the plan is a locally developed, coordinated transportation plan that identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes. The Coordinated Plan provides strategies for meeting those needs, and prioritizes transportation services for funding and implementation.

Many changes have taken place in the last six years requiring a substantial update to the existing plan. These changes will be reviewed by staff in the attached Coordinated Plan document.

A presentation will be provided to explain this topic in further detail.

CONSIDERATIONS: N/A

ALTERNATIVES: N/A

NEXT STEPS: The updated Coordinated Plan will be submitted to the LTD Board for review and approval.

SUPPORTING DOCUMENTATION:

- 1) Lane Transit District Coordinated Public Transit-Human Service Transportation Plan

Lane Coordinated Public Transportation Plan

2019 UPDATE

DRAFT



Lane Transit District, P.O. Box 7070, Springfield, OR 97475

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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 & 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 10 years.

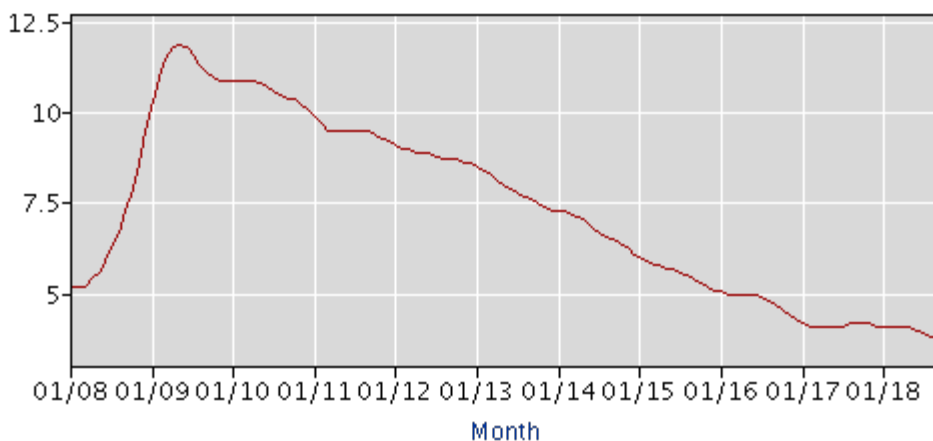
In 2009 a significant LTD service reduction was avoided by the application of federal stimulus funds in support of fixed-route operations. Federal stimulus funds were a one-time infusion, so the need for the service reduction that was averted in 2009 was not eliminated. The poor local economy at the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

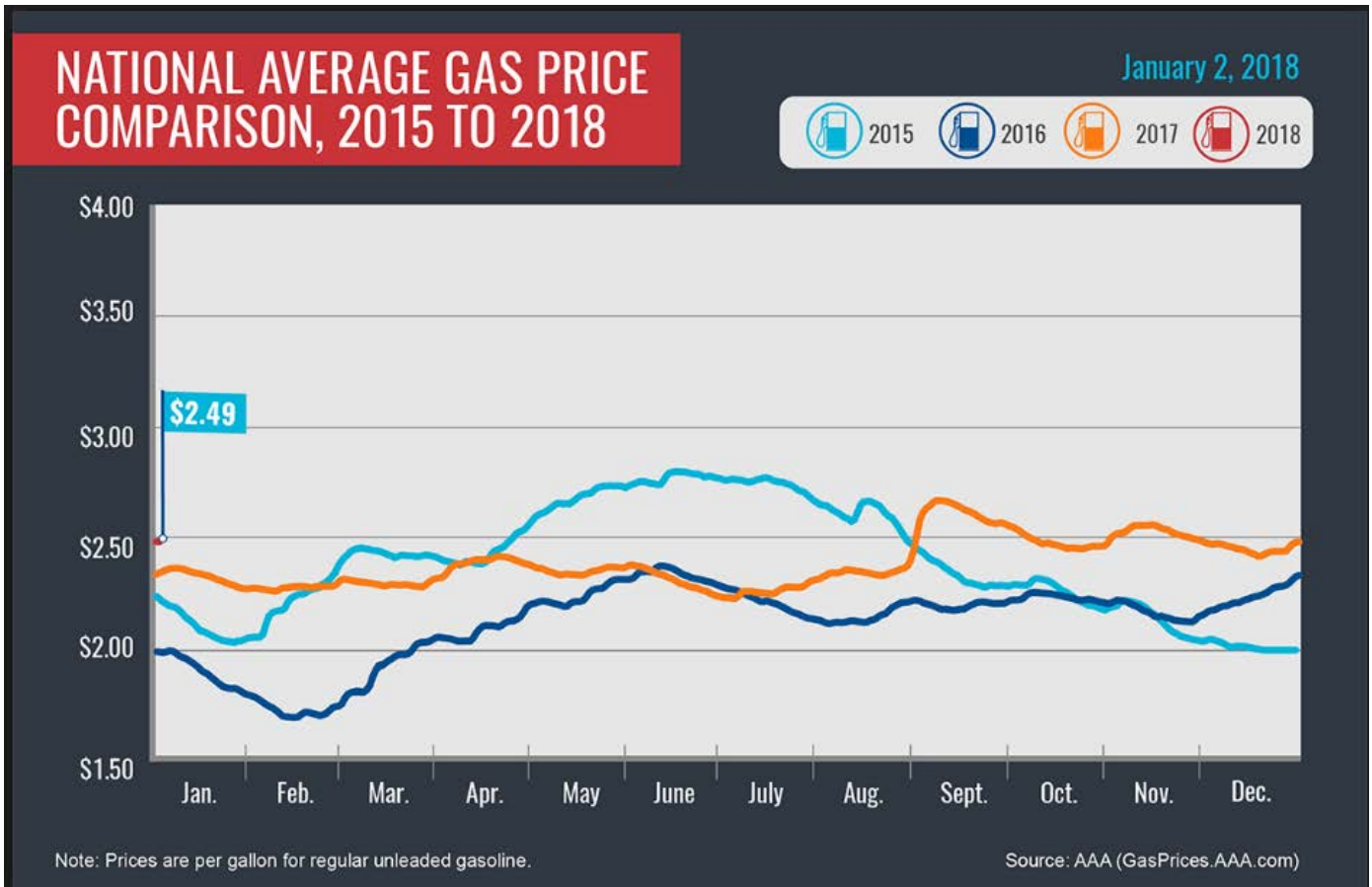


Figure 1 – National Average Gas Price Comparison 2013-2016

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 RideSource 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 & 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 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 & 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 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 & 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. Following 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 percent). The second most common need is for a lift or ramp to board the bus (1.7 percent). 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 percent), 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 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 as follows:

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.
- 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.

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"> • 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 	<p>Replacement 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:</p> <ul style="list-style-type: none"> • Medical Transportation Management (<i>RideSource</i>) • 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 (<i>RideSource</i>) • 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 	<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
		better serve residents in the Cottage Grove city limits.
<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>
<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>
<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</p>

Need	Practice (Strategy)	Project Description
		workers and creative problem-solving.
<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 & Disabled 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 • One-Call Center with a variety of transportation services • Interagency partnerships 	<p>Medical and Community Non-Medical Transportation under Medicaid – 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 & Disabled Services case worker. The latter is based on a cost-sharing</p>

Need	Practice (Strategy)	Project Description
		agreement between LTD and the Oregon Department of Human Services.
<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 & 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 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 United Way Human Services Forum
- 04/16/2019 LTD Community Advisory Committee
- 04/22/2019 Trillium CCO Community Advisory Committee
- 05/02/2019 Vet Net
- 05/08/2019 Senior Provider Information Network (SPIN)

- Date TBD S&DS Disability and Senior Services Advisory Committees
- Date TBD Trillium CCO Rural Advisory Committee

Adoption by the LTD Board of Directors

Date TBD

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



AGENDA ITEM SUMMARY

DATE OF MEETING:	April 16, 2019
ITEM TITLE:	FARE ORDINANCE UPDATE
PRESENTER:	Cosette Rees, Director of Customer and Specialized Services
DIRECTOR:	Aurora Jackson, General Manager
ACTION REQUESTED:	Information and Discussion

PURPOSE: To provide a recommendation and get feedback from the Board of Directors on an update to the fare ordinance, with the purpose of adoption of the revised fare ordinance at a future meeting.

HISTORY: At the March 20 Board of Directors meeting, the Board reviewed work done by the Ad Hoc Committee on Fare Policy. At the March meeting, the Board approved:

- Increased funding for the Low-Income Subsidy Program and reduce the cost to purchase bus passes under this program:
 - Modify from subsidizing the program at 50 percent to funding at 75 percent
 - Increase annual funding from \$250,000 to \$750,000
- Fund the Student bus passes for students in grades 12 and below throughout the calendar year through a partnership with the school districts or equivalent, and
- Implement the fare changes effective at the beginning of the school year.

Also, at the March 20 Board of Directors meeting, the Board authorized the District to enter into a contract with Delerok, Inc. to implement and maintain their TouchPass system, an electronic fare collection and validation system. This fare collection system includes the ability for passengers to pay fares using a multitude of media, including a smartcard and mobile application, as well as continue to accept cash.

The new TouchPass system provides an opportunity to create value and convenience for our customers and for our system. Based on this system, staff will present for discussion options and recommendations for changes to the LTD fare ordinance, to be adopted at a future meeting.

CONSIDERATIONS: Based on the assessment and rationale the Board is being requested to discuss the following potential fare ordinance/fare policy updates:

- Fare Capping – allow fares paid using the smartcard or mobile application to accumulate so that riders are charged up to the eligible rate for qualifying fare types and not more.
 - Fares shall accumulate on a calendar day basis up to the eligible Day Pass rate.
 - Fares shall accumulate on a calendar month basis up to the eligible Monthly Pass rate.
- Rides taken after reaching the maximum fare for the calendar period shall be free for the remainder of that calendar period.
- Fares paid using options other than smartcard or mobile application will not be included in fare capping.
- Elimination of the 10-ride ticket book
- Autzen Express Route – Since this service requires moving large numbers of people to and from an event that has a start and end time, LTD coordinates this service utilizing the capacity of private providers. Because these vehicles do not have fare boxes, LTD hires extra staff to collect and secure cash fares. With

the new TouchPass system, LTD will be encouraging customers to utilize convenient prepaid fares for this service. For customers who pay with cash for this service only, LTD will charge a cash surcharge that brings the price up to \$5. This surcharge will cover the cost needed to hire extra people to collect cash.

ALTERNATIVES:

- Direct staff to incorporate changes to the Fare Ordinance, in addition to those approved at the March 20 meeting forward, based on discussion;
- Move the Fare Ordinance as approved at the March 20 meeting forward, with no additional changes.

NEXT STEPS:

- At the May meeting of the Board of Directors, a public hearing will be held and a public comment process will be initiated to gather input on the proposed fare changes. The results of the Title VI analysis will be presented during the meeting.
- Initiate the process to amend and restate Ordinance 49 into Ordinance 53 with the adopted changes, which will include two readings at two separate Board meetings prior to adoption.
- Implement adopted changes through agreements with school districts, government agencies, or nonprofit organizations.
- Implement electronic fare collection system to track fares.

SUPPORTING DOCUMENTATION: N/A

PROPOSED MOTION: N/A



Comprehensive Accessible Transportation Committee Annual Working Agenda

Topic	Notes	Presenter	Agenda Time
January 8, 2019 - CANCELED			Time (minutes)
Items for action:			
Approval of Minutes			
Items for Information/Discussion:			
Written Reports:			
		TOTAL TIME	0
February 19, 2019 - CANCELED			Time (minutes)
Items for Action:			
Approval of Minutes			
Items for Information/Discussion:			
Written Reports:			
		TOTAL TIME	0
March 19, 2019 - CANCELED			Time (minutes)
Items for Action:			
Approval of Minutes			
Items for Information/Discussion:			
Written Reports:			
		TOTAL TIME	0
April 16, 2019 (Materials Deadline - March 27)			Time (minutes)
Introductory Items			15
Items for Action:			
Approval of Minutes			5
Items for Board Recommendation			
Items for Information/Discussion:			
Committee Bylaws and Membership		Aurora Jackson	15
PMP		John Ahlen	10
Lane Coordination Plan		Kris Lyon	30
Written Reports:			
Verbal Program Updates			15
		TOTAL TIME	90

Comprehensive Accessible Transportation Committee Annual Working Agenda



Topic	Notes	Presenter	Agenda Time
May 21, 2019 (Materials Deadline - April 24)			Time (minutes)
Introductory Items			15
<u>Items for Action:</u>			
Approval of Minutes			5
Officer Elections		John Ahlen	10
<u>Items for Board Recommendation</u>			
<u>Items for Information/Discussion:</u>			
Fare Policy Update		Cosette Rees	20
Downtown Eugene Pilot		Mark Johnson	
Transit Transit Tomorrow		Tom Schwetz	
Fare Collection		Cosette Rees	
Service Changes		Tom Schwetz	
Bylaws/Membership			
<u>Written Reports:</u>			
<u>Verbal Program Updates</u>			15
		TOTAL TIME	65
June 18, 2019 (Materials Deadline - May 22)			Time (minutes)
Introductory Items			15
<u>Items for Action:</u>			
Approval of Minutes			5
<u>Items for Board Recommendation</u>			
<u>Items for Information/Discussion:</u>			
<u>Written Reports:</u>			
<u>Verbal Program Updates</u>			15
		TOTAL TIME	35



Comprehensive Accessible Transportation Committee Annual Working Agenda

Topic	Notes	Presenter	Agenda Time
July 16, 2019 (Materials Deadline - June 26)			Time (minutes)
Introductory Items			15
<u>Items for Action:</u>			
Approval of Minutes			5
<u>Items for Board Recommendation</u>			
<u>Items for Information/Discussion:</u>			
<u>Written Reports:</u>			
<u>Verbal Program Updates</u>			15
		TOTAL TIME	35
August 20, 2019 (Materials Deadline - July 31)			Time (minutes)
Introductory Items			15
<u>Items for Action:</u>			
Approval of Minutes			5
<u>Items for Board Recommendation</u>			
<u>Items for Information/Discussion:</u>			
<u>Written Reports:</u>			

Comprehensive Accessible Transportation Committee Annual Working Agenda



Topic	Notes	Presenter	Agenda Time
<u>Verbal Program Updates</u>			15
		TOTAL TIME	35
September 17, 2019 (Materials Deadline - August 28)			Time (minutes)
Introductory Items			15
<u>Items for Action:</u>			
Approval of Minutes			5
<u>Items for Board Recommendation</u>			
<u>Items for Information/Discussion:</u>			
<u>Written Reports:</u>			
<u>Verbal Program Updates</u>			15
		TOTAL TIME	35
October 15, 2019 (Materials Deadline - September 25)			Time (minutes)
Introductory Items			15
<u>Items for Action:</u>			
Approval of Minutes			5
<u>Items for Board Recommendation</u>			
<u>Items for Information/Discussion:</u>			
<u>Written Reports:</u>			
<u>Verbal Program Updates</u>			15
		TOTAL TIME	35



Comprehensive Accessible Transportation Committee Annual Working Agenda

Topic	Notes	Presenter	Agenda Time
November 19, 2019 (Materials Deadline - October 23)			Time (minutes)
Introductory Items			15
<u>Items for Action:</u>			
Approval of Minutes			5
<u>Items for Board Recommendation</u>			
<u>Items for Information/Discussion:</u>			
<u>Written Reports:</u>			
<u>Verbal Program Updates</u>			15
		TOTAL TIME	35
December 17, 2019 (Materials Deadline - November 27)			Time (minutes)
Introductory Items			15
<u>Items for Action:</u>			
Approval of Minutes			5
<u>Items for Board Recommendation</u>			
<u>Items for Information/Discussion:</u>			
<u>Written Reports:</u>			
<u>Verbal Program Updates</u>			15
		TOTAL TIME	35

Lane Public Transit-Human Services Coordination Plan

Kris Lyon April 16, 2019



Overview

- Last major update 2013
- Reviewed every biennium with STF funding cycle
- ODOT must certify to FTA that all projects receiving state disbursed funding are derived from the Coordinated Plan



Plan Requirements

1. Stakeholder Involvement
 - STF Committee Meetings
 - Community Presentations
2. Evaluation of Existing Transportation Services and Resources
 - Services funded through §5310, §5311, STF, Local Funding
3. Data and Information
 - Demographics
 - Focus on Older Adults, People with Disabilities, Low Incomes
4. Identify Unmet Transportation Needs
5. Develop Transportation Priorities
 - Coordination and Integration Practices
 - Community Priorities
6. Plan Review and Adoption



2019 Plan Updates

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



2019 Plan Updates – Present Conditions

- Economic forecast for Oregon is positive
- Gas prices have declined
- Federal funding is authorized through fiscal year 2020
- State STF funding is stable
- New STIF funding legislated in 2017
- Health Care Reform
 - CCO changes coming July 2019
- LTD Accessible & Customer Services
 - New RideSource software July 2017
 - New RideSource contractor September 2017



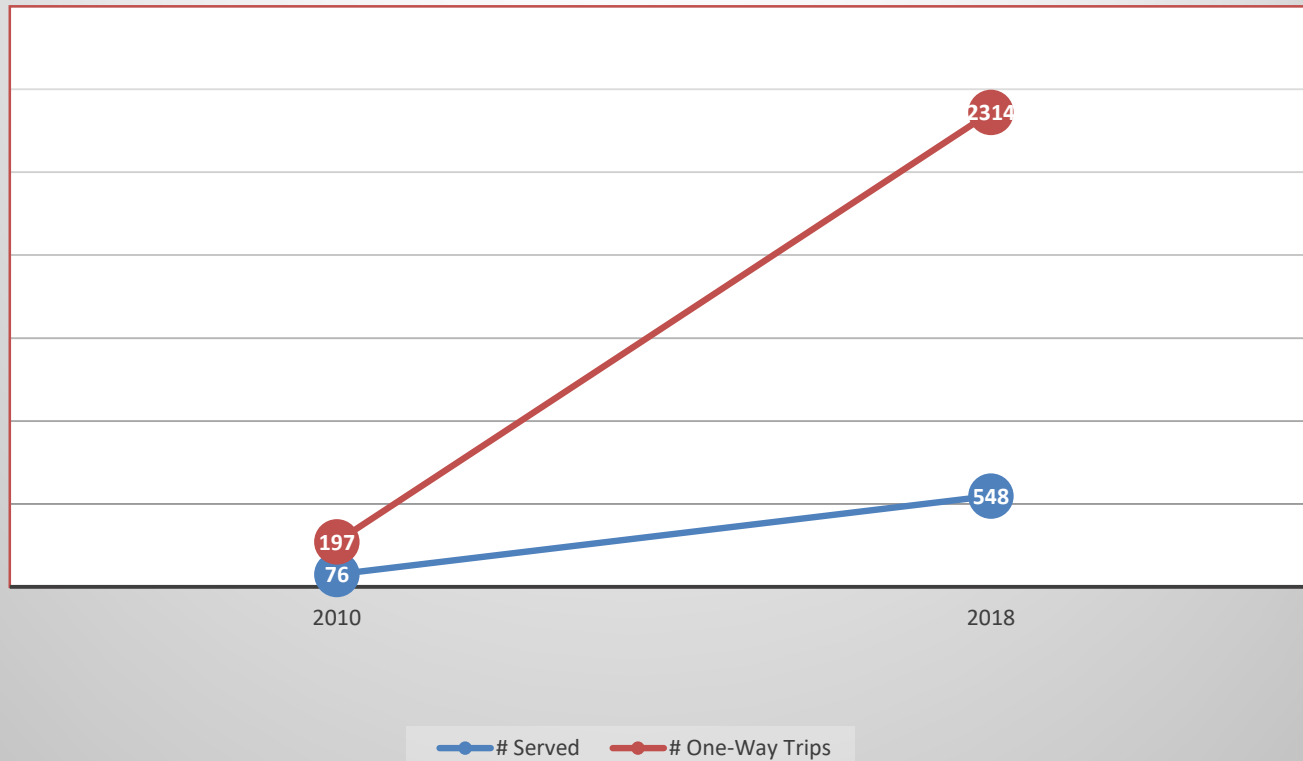
2019 Plan Updates – Needs Assessment

1. LTD Origin-Destination Survey information from 2011
2. Veteran's Transportation Initiative
 - Veteran's Transportation Services offered since 2010
3. Local Planning
 - 2016 Community Health Assessment
 - 2016 Community Health Improvement Plan
4. LTD Planning
 1. Moving Ahead
 2. Transit Tomorrow
 3. Mobility on Demand
 4. Electronic Fares



2019 Plan Updates

Veteran's Served - Calendar Year



Unmet Transportation Needs

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



Project Priorities

- **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.



Community Outreach

- 04/10/2019 United Way Human Services Forum
- 04/16/2019 LTD Comprehensive & Accessible
Transportation Committee
- 04/22/2019 Trillium CCO Community Advisory Committee
- 05/02/2019 Vet Net
- 05/08/2019 Senior Provider Information Network (SPIN)
- 05/10/2019 Trillium CCO Rural Advisory Committee
- Date TBD S&DS Disability and Senior Services Advisory
Committees
- Others TBD



Questions?





LTD.org