

# 2025 TriMet Coordinated Transportation Plan Update

July 2025



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# 2025 TriMet Coordinated Transportation Plan Update

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- B. Common Acronyms
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# Introduction

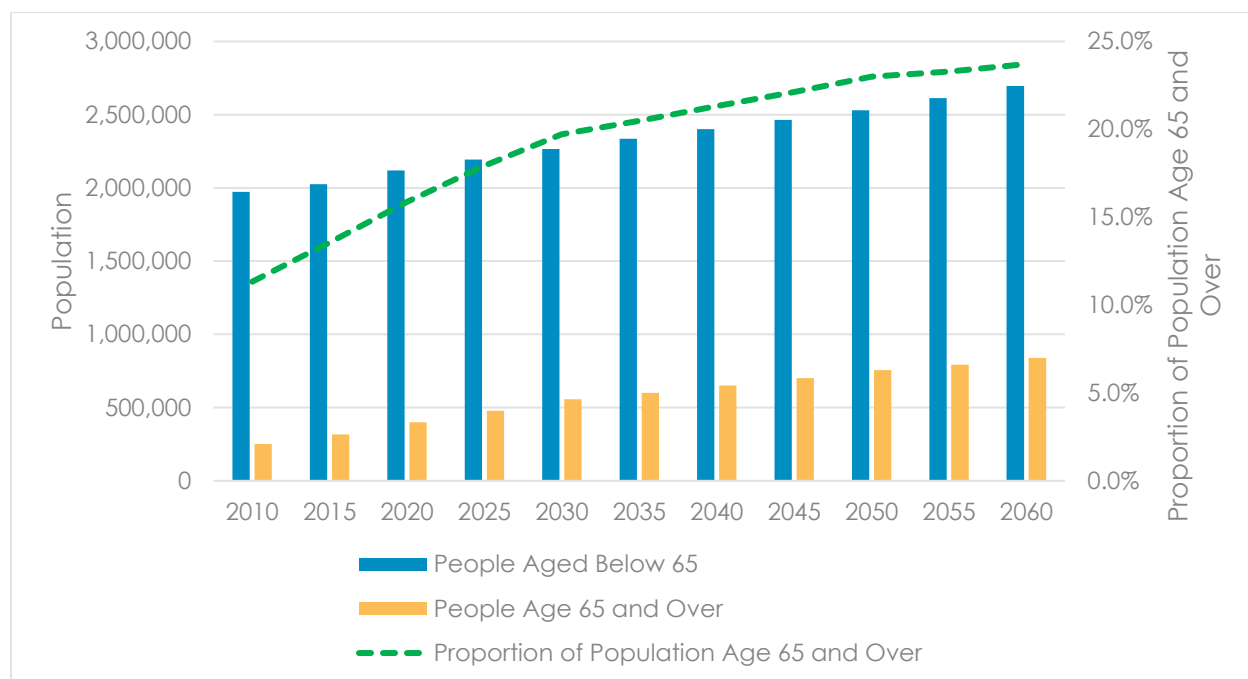
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# 1. Introduction

Decisions we make today on how best to invest in transportation options for older adults and persons with disabilities will affect the future quality of life for thousands of Tri-County residents. By 2060, there is expected to be approximately 359,000 more people 65 years and older in the Portland Metro area, growing from a 17.9 percent share of the population today to a 23.7 percent share in 2060, as shown in Figure 1-1<sup>1</sup>. According to the 2019-2023 American Community Survey (ACS) census data, over 12 percent of the Tri-County region's population reported that they had a disability.

**Figure 1-1. Tri-County Population over time by Age**



Older adults will represent the fastest growing segment of population in years to come, far outpacing the rate of population growth. As the Portland metro region is projected to become proportionally older, many older adults are likely to experience changes in mobility due to the effects of aging. Existing resources are inadequate to meet the growing demand for services for these populations.

Transportation is a key determinant of health. The World Health Organization has developed a “Checklist of Essential Features of Age-friendly Cities” (2007) as a tool for a city's assessment and map for charting progress. All of the data indicates that 80-90% of individuals want to stay in their home as long as possible. One of the key elements of a Livable Community is adequate transportation to access medical care and other essential services. The concept of Age-friendly Communities or Livable Communities is being actively promoted by AARP, USAging (national council on aging and the national association of area agencies on aging). The Institute on Aging at PSU is a leading expert in Age-friendly Communities.

<sup>1</sup> <https://www.oregonmetro.gov/sites/default/files/2016/07/01/MSAPopForecastData.pdf>



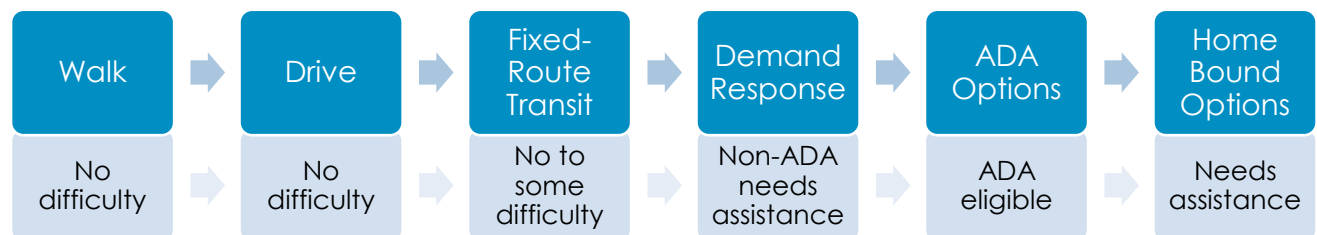
These changing demographics challenge the conventional solutions of more buses, light rail service, and paratransit vans. While such traditional modes of transportation will surely be needed, there is a limit to how much the region can afford. Improved coordination among existing services, innovative collaboration to deliver new types of services and a regional commitment to placing public facilities and social

While TriMet leads updates of the CTP, the process is informed by many partners including other transportation providers in the Tri-County area. It is the responsibility of all partners to advance the goals identified in the CTP.

services at locations served by public transit will also be needed. The 2025 update to the Coordinated Transportation Plan for Older Adults and People with Disabilities (CTP, or the Plan) builds upon the foundation of the 2020 CTP as well as the 2016 update and 2009 update to the 2001 Plan, known as the Tri County Elderly and Disabled Transportation Plan (EDTP) during the 2001 and 2009 editions, all of which described the region's vision of a continuum of transportation services that takes into account people's abilities as they transition through various stages of age and disability.

Figure 1-2 illustrates a Continuum of Transportation Options beginning with transportation for older adults and persons with disabilities who have no difficulty with mobility, through the life stages where they need some accommodation, to services for people who stay at home because of limited mobility or fragile health, either temporarily or long-term. This continuum recognizes the different stages that every resident of the region may experience at some point in their lives. It also recognizes the different transportation-related needs at different points along the continuum. Because both expectations and costs vary along the continuum, it is useful to help guide thinking about service standards as well as action items.

**Figure 1-2. Continuum of Transportation Options for Older Adults and People with Disabilities**



Since the development of the 2001 Plan, the region has made significant advances and implemented new programs, such as creating new low cost or no cost transportation options, starting new community-based shuttle services, and launching a new paratransit certification process. The region will continue to focus on developing an innovative continuum of services, one that takes into account individuals' abilities throughout life. Additional paratransit services will be needed to take older adults and/or persons with disabilities customers to fixed-route, particularly in areas without sidewalks and safe pedestrian crossings. As a result, new sources of funding will need to be identified and the Accessible Transportation Fund Advisory Committee (ATFAC), which provided guidance and oversight of this plan update, has recognized such efforts as a high priority.

During this update, the ATFAC advised TriMet and provided valuable feedback on updates to the Plan. ATFAC membership descriptions are included in Attachment A.

## DEVELOPMENT OF THE CTP

The CTP was developed under the guidance and oversight of the ATFAC, a 16-member group approved as subcommittee by TriMet's House Bill 2017 Transit Advisory Committee who reside in the Tri-County area, Members are knowledgeable about the transportation needs of older adults and persons with disabilities and are users of or familiar with public or community-based transportation services. The ATFAC convenes to advise TriMet in making recommendations about formula and discretionary grant distributions funded by the State of Oregon's Statewide Transportation Improvement Fund (STIF) and federal §5310 funds, all of which are focused on meeting transportation needs of older adults and/or persons with disabilities. All ATFAC meetings are open to the public, posted publicly by TriMet, and accessible by Americans with Disabilities Act (ADA) standards.

The CTP fulfills the planning requirements of the State's STIF administrative rules and the federal requirement for a coordinated human services plan. The federal Infrastructure Investment and Jobs Act (IIJA) requires that transportation providers and human service agencies plan jointly in order to be eligible for Enhanced Mobility of Older Adults and Individuals with Disabilities Program (§5310), Formula Grants for Rural Areas (§5311), Public Transportation Innovation (§5312), and other sources of federal funds. Federal guidance specifies four required elements of a coordinated plan, as follows:

- An assessment of available services that identifies current transportation providers (public, private, and non-profit).
- An assessment of transportation needs for individuals with disabilities, older adults, and persons with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service.
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities.

The CTP is divided into seven chapters, as outlined below:

- Chapter 1 introduces the CTP and sets forth a vision and priorities for the Plan.
- Chapter 2 highlights the existing transportation services currently available to older adults, persons with physical and/or cognitive disabilities, and persons with low incomes in the Tri-County region.
- Chapter 3 presents service goals that providers should strive to meet and evaluates how well the region is meeting these goals.
- Chapter 4 presents a demographic profile and summary of stakeholder outreach to identify the transportation needs, gaps and challenges specific to persons with cognitive and/or physical disabilities and older adults.
- Chapter 5 presents a set of prioritized actions for the ATFAC and the region's transit and social-service providers to implement to improve the delivery of transportation services.
- Chapter 6 describes the current funding climate and outlines the process the ATFAC will follow in making funding recommendations to implement the initiatives and strategies outlined in Chapter 6.

- Chapter 7 concludes the CTP with an overview of the types of projects that the ATFAC has funded since the original Plan was completed in 2001 and sets forth an updated process and evaluation criteria for considering funding decisions in the future.

## PRINCIPLES OF THE CTP

Vision: Guide transportation investments toward a full range of options for older adults and people with disabilities, foster independent and productive lives, strengthen community connections, and strive for continual improvement of services through coordination, innovation and collaboration, and community involvement.

**Coordinate.** To make best use of service hours and vehicles, assure that services are coordinated and well organized. Assure that customer information is useful and widely provided throughout the region. Work with others to achieve results. This can be done in a variety of important ways, including:

- **Coordinate to Maximize or Increase Capacity.** Increase options available to older adults and/or persons with disabilities by providing innovative, collaborative, flexible, attractive and cost-effective alternatives to standard fixed route buses, rail and paratransit. Take advantage of technology improvements as they become available. Expand outreach and education on how to use services.
- **Involve the Community.** Include older adults, persons with disabilities, and/or persons with low incomes, social services staff, private non-profit providers, and other community partners in the dialogue and decisions about services. Advisory committees working on issues for older adults and/or persons with disabilities, in particular the ATFAC, should have over 50% representation of older adults and persons with disabilities, with a priority for people reliant on public transportation.
- **Improve the Service Foundation.** Fixed route service frequencies and coverage in some suburban and rural areas, as well as ways to get to the fixed routes, need continuous improvement. Continually improve the total fixed route transit system including the waiting area, customer service of the operators, priority seating, security and accessibility. Include performance measures to track improvements over time.
- **Integrate Land Use and Transportation Decisions.** Communicate the importance of land use and transportation for older adults and/or people with disabilities. Advocate at the local, state and federal level for facilities for older adults and/or persons with disabilities and work to encourage local zoning and regulations to incentivize placement of essential destinations for older adults and/or persons with disabilities to be in fully accessible locations with frequent fixed transit service. Seek opportunities to influence land use decisions and eliminate environmental barriers to using transit.
- **Improve Customer Convenience.** Minimize physical and psychological impediments to using fixed-route transit services relative to other modes. Make transit system and trip planning tools easy to understand and use. Facilitate transfers between transit services with the use of wayfinding information and high-amenity transfer facilities.
- **Improve Safety.** Assure that real and perceived safety concerns are addressed at passenger waiting areas and on transit vehicles. Utilize transit provider staff, volunteers and other riders to increase a sense of security along with investments in physical infrastructure where appropriate.

- **Measure Performance.** Leverage state and federal reporting data to track progress on improvements to service, customer convenience and safety, and to evaluate the effectiveness of funding decisions.

The CTP includes a series of attachments which provide additional detail to supplement the report text. Two attachments are intended to guide the reader with respect to common acronyms, and to provide a Glossary of Terms. *These are included as Attachment B and Attachment C, respectively.*

## OVERVIEW OF RELEVANT GRANT PROGRAMS

The ATFAC reviews applications and makes funding recommendations for the following two grant programs. One of which, the STIF, the ATFAC provides recommendations to the HB2017 Transit Advisory Committee to take before the TriMet Board for funding approval.

### §5310 Federal Funds

The 49 U.S.C 5310 program (§5310) provides formula funding to states and metropolitan regions for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and persons with disabilities. Funds are apportioned based on each state's share of the population for these two groups. The purpose of the program is to improve mobility for older adults and persons with disabilities by removing barriers to transportation service and expanding transportation mobility options. Eligible projects include both "traditional" capital investment and "nontraditional" investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

The Federal Transportation Bill, also known as the Infrastructure Investment and Jobs Act (IIJA), replaced the Fixing America's Surface Transportation (FAST) and Moving Ahead for Progress in the 21st Century Act (MAP-21) which previously merged the New Freedom program (49 U.S.C. 5317) into the §5310 program. As a result, activities eligible under the New Freedom program, including operating expenses, are eligible under §5310. Consistent with Section 5317, funds are apportioned among large urbanized areas, small urbanized areas, and rural areas instead of only to states (see C\_9070.1G, p.I-6 and II-1). MAP-21 also repealed the Job Access and Reverse Commute (JARC) program, under 49 U.S.C. 5316.

Traditional Section 5310 project examples include:

- Purchasing buses and vans for providing service to older adults and/or persons with disabilities
- Wheelchair lifts, ramps, and securement devices for such vehicles
- Transit-related information technology systems, including scheduling/routing/one-call systems
- Mobility management programs
- Acquisition of transportation services for older adults and/or persons with disabilities under a contract, lease, or other arrangement

Nontraditional Section 5310 project examples include:

- Travel training to help older adults and/or persons with disabilities make transit trips on fixed-route where they have more convenience in choosing when to travel and more independence
- Volunteer driver programs

- Building an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features
- Improving signage, or way-finding technology
- Difference in cost of providing same day service or door-to-door service compared to curb-to-curb with 24 hours' notice
- Purchasing vehicles to support new accessible taxis, ride sharing and/or vanpooling programs
- Mobility management programs

The federal share of eligible capital costs may not exceed 80 percent. The federal share of eligible operating cost assistance may not exceed 50 percent. ODOT match requirements are 89.73% Federal 10.27% Local Match for both Traditional and Non-Traditional projects.

## Statewide Transportation Improvement Fund (STIF) and Special Transportation Fund (STF)

### ***STIF***

The Statewide Transportation Improvement Fund (STIF) administers the Keep Oregon Moving Act, enacted by the Oregon Legislature under House Bill 2017 (HB 2017) in 2017. Keep Oregon Moving includes a statewide employee payroll tax that equates to less than \$1 per week for the average Oregon worker and is dedicated to funding the expansion of public transportation services. The payroll tax became effective on July 1, 2018. Eligible formula fund projects include, but are not limited to:

- Capital projects such as vehicles, facilities, equipment, technology, and transit-supportive bicycle, pedestrian and shared mobility infrastructure;
- Operations projects including fuel, staff wages, maintenance;
- Planning and research projects;
- Project administration; and
- Program reserves and project contingency.

STIF funds may not be used for light rail capital expenses. However, they may be used for light rail operations expenses. Client-only transportation services are generally not eligible to receive STIF Formula funding if the proposed use of the money is to pay for services that are not open to the general public. Client-only providers participating in a planned and coordinated community transportation program, however, could be eligible for STIF Formula funding.

Ninety percent (90%) of the STIF funds are disbursed by formula to Qualified Entities (QE) based on the amount of payroll tax generated in their area. TriMet is the state-designated QE for STIF distribution in Clackamas, Multnomah, and Washington Counties per OAR 732-040-0005. TriMet's role as the QE is further described in the next section.

## **STF**

The STF historically provided funding for transportation services for older adults (age 65 and over) and people with disabilities to access health, education, work, social, and recreational opportunities to improve the ability of older adults and people with disabilities to thrive. STF funds could also be used for client-only services and other programs enhancing the mobility of low-income individuals.

This document typically refers to older adults as those age 65 and over, given several funding sources are tied to this age threshold. Some agencies or programs may choose to serve those 60 and over. Providing additional service can expand options to older adults, but may be cost or resource-prohibitive.

## **CONSOLIDATION OF STF AND STIF FUNDING**

In 2020, the Oregon Legislative Assembly passed Senate Bill 1601, directing the Oregon Department of Transportation (ODOT) to merge the Special Transportation Fund (STF) and STIF into one public transit funding program. The consolidation of STF into the STIF program took effect on July 1, 2023. The resulting change is intended to reduce redundancies, increase statewide and local administrative efficiency, and improve funding reliability for public transportation programs in Oregon while maintaining the objectives of both funding programs.

The role of funding transportation programs for older adults and individuals with disabilities that was historically filled by STF funds has been replaced by STIF population funds. As part of the consolidation process, STIF plan requirements were updated to incorporate fundamental elements of the STF program.

## **TriMet's Role**

TriMet is the federally-designated agency to disburse \$5310 funds for Clackamas, Multnomah, and Washington Counties' portion of the Urbanized area, other than for SMART. TriMet administers the \$5310 and STIF programs and coordinates with other providers in the region to ensure coordinated, effective provision of service that meets federal and state requirements. TriMet also receives funds through the Oregon Department of Transportation (ODOT) \$5310 program for urban and rural projects.

TriMet develops a CTP and updates the plan at least every five years to meet the Federal Transit Administration's (FTA) requirement that projects selected for funding under the \$5310 program be included in such plans. Federal law requires these plans to be "developed and approved through a process that included participation by older adults, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public." TriMet develops the CTP in coordination with the Accessible Transportation Fund Advisory Committee (ATFAC) and members of the public who engage in the process.

The TriMet Board of Directors receives ATFAC recommendations and is responsible for approval of the ATFAC recommended STIF funding levels to support coordinated transportation services for older adults and persons with disabilities in the three-county region. This action also authorizes the TriMet General Manager to enter into funding agreements with transportation providers.

## COORDINATION WITH METRO AND JOINT POLICY ADVISORY COMMITTEE (JPACT)

Metro is the Metropolitan Planning Organization (MPO) for the greater Portland, Oregon metropolitan area and includes twenty-four cities surrounding Portland in Clackamas, Multnomah, and Washington Counties. Metro is also a regional governing body and includes a Metro Council which includes an elected president and six elected councilors. The Metro Council is advised by JPACT. JPACT is made up of mayors, city councilors, county commissioners, which represent the cities and counties of the region as well as executive staff from TriMet, the Port of Portland and ODOT. JPACT recommends priorities and develops plans for the region. The Metro Council must adopt the recommendations before they become transportation policies.

Metro is the federally mandated MPO designated by the governor to develop an overall transportation plan and to manage the decision-making process on how federal funds are spent in the region. TriMet and SMART coordination with Metro staff ensures that all projects funded with \$5310 funds are listed in the Metropolitan Transportation Improvement Program (MTIP), the federally mandated four-year schedule of expenditures of federal transportation funds as well as significant state and local funds in the Portland metropolitan region. JPACT and Metro Council coordinate with ODOT and transit (TriMet and SMART) prioritization processes for the MTIP adoption, including \$5310 and STIF funding distribution.

Metro has many regional planning documents that the CTP must consider, complement, and fill in the gaps for older adults and persons with disabilities including the Regional Transportation Plan (RTP), the Regional Transit Strategy within the RTP, and Metro's Regional Transit Strategy.

## OTHER COORDINATION

Other groups in the area gather to improve public transportation and better serve their communities, with members often overlapping with the ATFAC and those participating in the CTP update but not serving in an official capacity to the CTP update process. Examples include Ride Clackamas, a collective group of Clackamas County transit agencies united in simplifying the riding experience between multiple transportation providers, or the Washington County Transit Committee (WCTC), which reviews project information and plans, make suggestions and advises the County Board on prioritizing public transportation projects to be funded by the state.



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# Existing Transportation Services

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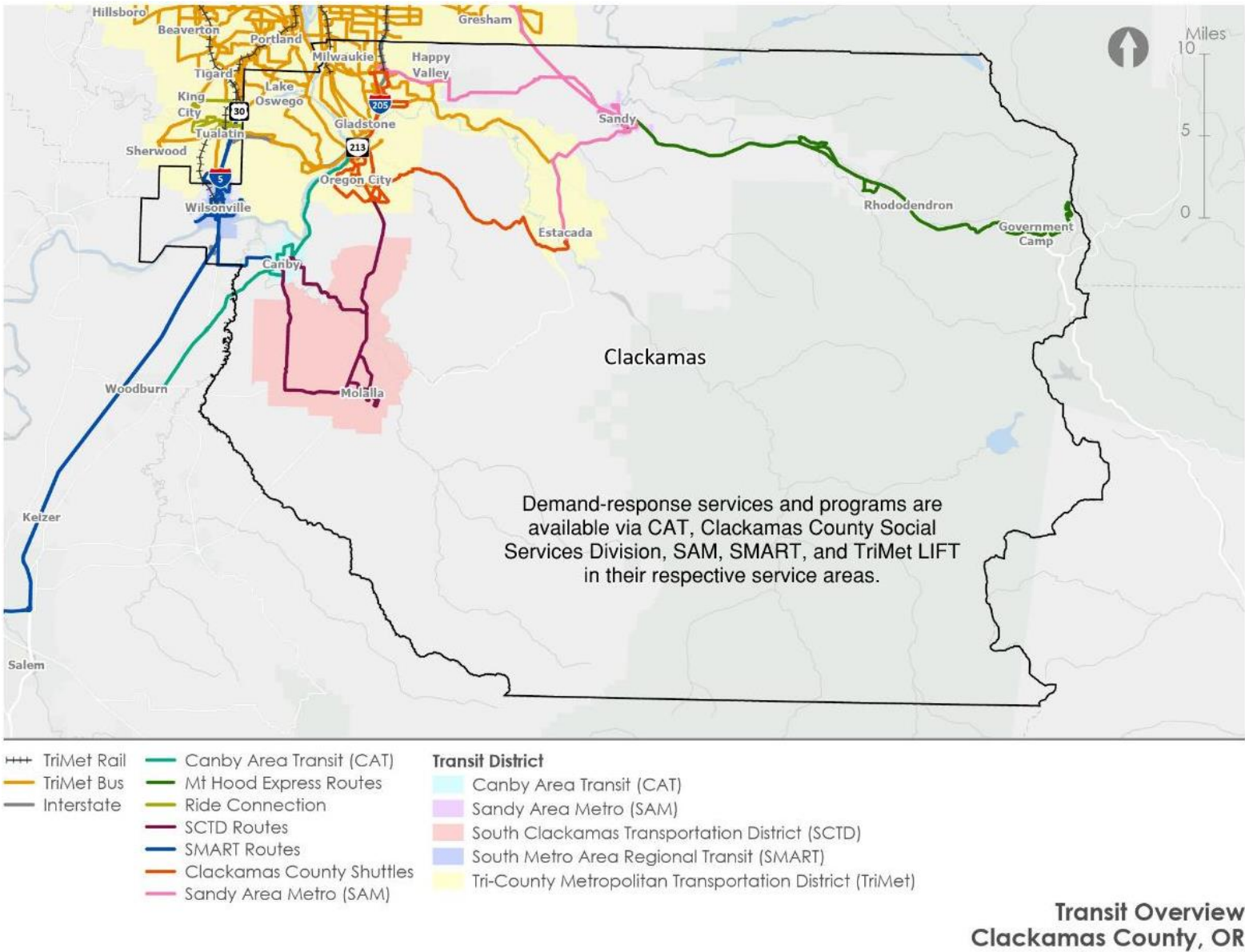
## 2. Existing Transportation Services

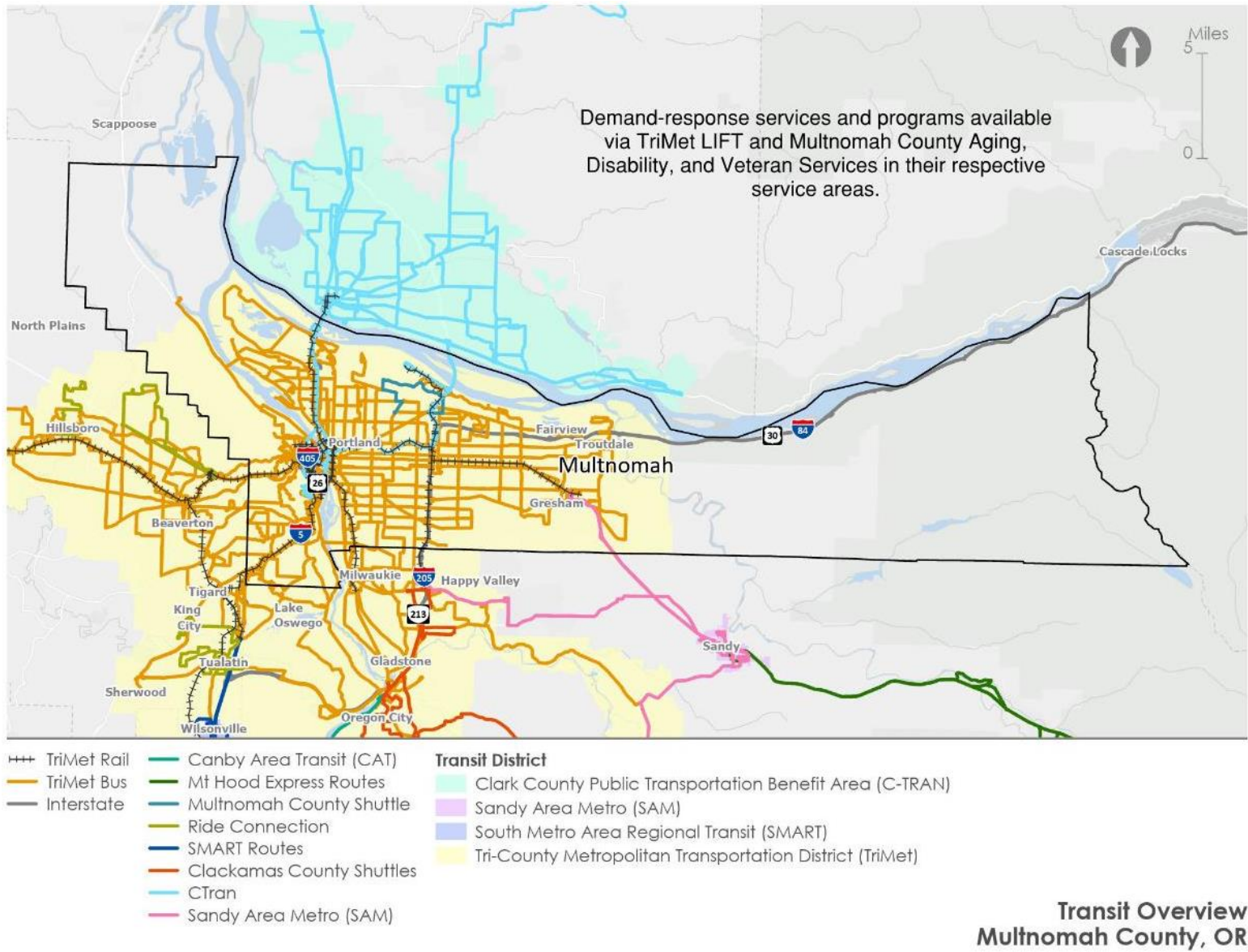
Many public transit agencies and public organizations operate services within Clackamas, Multnomah, and Washington Counties. Figure 2-1 and Table 2-1 show the primary transportation providers within the Tri-County area, which are described in further detail below. These include:

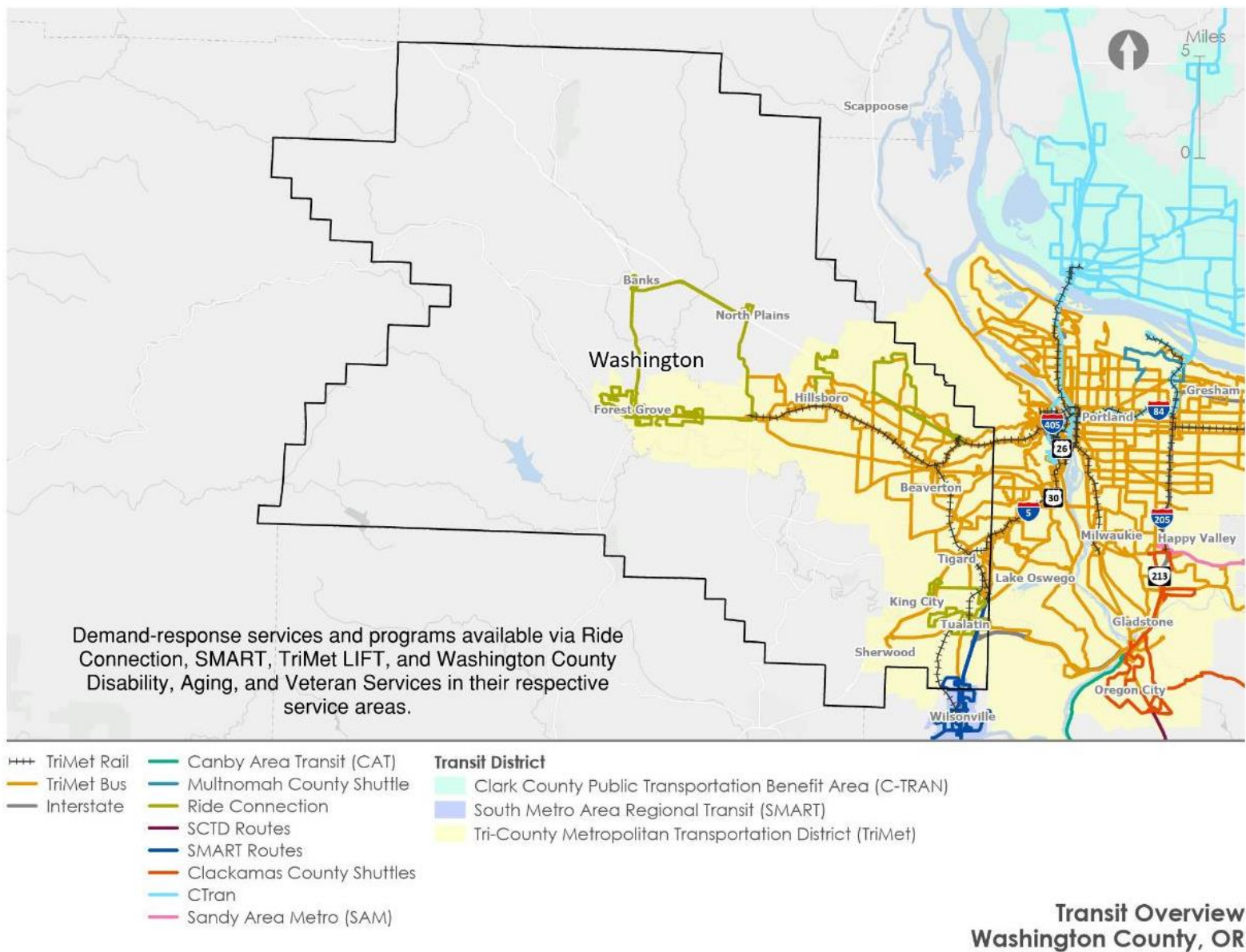
- Tri-County-Focused Transportation Agencies:
  - TriMet,
  - Canby Area Transit (CAT),
  - City of Portland (Streetcar, aerial tram),
  - Clackamas County (Social Services, Connects Shuttles, and Mt. Hood Express/Village Shuttle),
  - Sandy Area Metro (SAM),
  - South Clackamas Transportation District (SCTD),
  - South Metro Area Regional Transit (SMART),
  - Ride Connection,
  - Multnomah County (Shuttle and Multnomah County Aging, Disability, and Veteran Services),
  - Washington County Disability, Aging and Veteran Services, and
  - Transportation Management Associations.
- Connecting Public Providers:
  - C-Tran
  - Columbia Area Transit (CAT)
  - Columbia County Rider
  - Salem Area Mass Transit District (SAMTD, dba "Cherriots")
  - Tillamook County Transportation District (TCTD)
  - Yamhill County Transit (YCT)
- Long-Distance Providers:
  - Amtrak
  - Greyhound/FlixBus
  - Cascades POINT
  - Northwest POINT
  - Central Oregon Breeze

These providers are complemented by private providers like taxis, non-emergency medical transportation (NEMT), senior centers, community college shuttles, long-distance airport shuttles and tourism services, and other operators.

Figure 2-1. Primary Transit Providers in the Tri-County Area









**Table 2-1. Primary Transit Providers in the Tri-County Area**

Transit Provider	Services	Service Type	Operating Hours	Fares	Service Area
Tri-County Metropolitan Transportation District - TriMet	TriMet Bus	Fixed Route Service	All Days: 3:30 am – 2:30 am	\$2.80	Portland Metro
	TriMet LIFT - ParaTransit	Dial-a-Ride	All Days: 3:30 am – 2:30 am	\$2.80	Portland Metro
	TriMet MAX - Light Rail	Fixed Route Service	All Days: 3:30 am – 2:30 am	\$2.80	Portland Metro
	Westside Express Service - WES	Fixed Route Service	M-Sa: 5:16 am – 6:55 pm;	\$2.80	Wilsonville, Tualatin, Tigard, Beaverton
Canby Area Transit - CAT	Route 99X	Fixed Route Service	M-F: 6am – 8pm; Sa: 9am – 6pm	M – F: \$1.00; Saturdays free	Canby, Woodburn, Hubbard, Aurora
	Canby Loop	Local Service	M-F: 6:00am – 7:41pm; Sa: 8:00am – 9:46pm	Free	Canby
	Complementary Paratransit Service (CPS)	Dial-a-Ride	M-F: 5:00 am – 8:00 pm; Sa: 8:00 am – 6:30 pm	M – F, \$1.00; Saturdays free	Canby
	General Public Dial-a-Ride Service	Dial-a-Ride	M-Sa: 8:00 am – 6:00 pm;	M – F, \$1.00; Saturdays free	Canby
City of Portland	Portland Streetcar	Fixed Route Service	All Days: 5:49 am – 11:57 pm	\$2.00 (streetcar only)	Portland
	Aerial Tram	Tram	M-F: 9:30 am – 9:30 pm Sa: 9:00 am – 5:00 pm	\$8.50 roundtrip	Portland



Transit Provider	Services	Service Type	Operating Hours	Fares	Service Area
Clackamas County	Mount Hood Express - Express Service	Fixed Route Service	All Days: 5:45 am – 8:45 pm	\$2 per trip	Sandy, Welches, Rhododendron, Government Camp, Timberline Lodge
	Mount Hood Express - Villages Shuttle	Local Service	All Days: 5:40 am – 8:56 pm	Free	Mount Hood, Sandy, Timberline
	Clackco Shuttles	Fixed Route Service	M-F: 5:00 am – 8:15 pm Sa-Su: 5:00 am – 11:00 am	Free	Clackamas Industrial Area, Oregon City, Estacada, CCC
	Clackamas County Social Services Programs	Dial-a-Ride	M-F: 8:00 am to 5:00 pm	Free	Canby, Wilsonville, Estacada, Sandy, Eagle Creek, Molalla, Mt Hood Village, Damascus, Colton, Mulino, Beavercreek, Ripplebrook
Multnomah County	Alderwood-Cornfoot-Columbia Employment Shuttle Service	Fixed-Route	M-F: 6:15 am – 6:00 pm	Free	Port of Portland
	East County Dial-A-Ride	Dial-a-Ride	M-F: 8:00 am – 4:30 pm	Free	East Multnomah County
Sandy Area Metro- SAM	SAM Gresham, Estacada Clackamas, and Shopper Shuttle Services	Fixed Route Service	M-F: 5:30 am – 9:55 pm Sa: 5:30 am – 10:50 pm	Free in city limits, \$1.00 elsewhere	Sandy, Estacada, Gresham
	SAM Rides	Dial-a-Ride	M-F: 5:30 am – 9:00 pm Sa: 10:15 am – 4:30 pm	\$1.00, Free for ADA Eligible	From Sandy to medical appointments in Tri-County area
	SAM Out-of-Town Medical	Dial-a-Ride	M-F: 7:00 am - 3:00 pm	\$2.00 for out-of-town medical appointments by eligibility only	City of Sandy and surrounding areas

Transit Provider	Services	Service Type	Operating Hours	Fares	Service Area
South Clackamas Transportation District	South Clackamas Transportation District City Services	Fixed Route Service	M-F: 7:30 am – 5:40 pm Sa: 9:00 am – 8:25 pm	Free in city limits, \$1.00 elsewhere	Molalla, service to Canby, Clackamas Community College
South Metro Area Regional Transit - SMART	SMART	Fixed Route Service	M-F: 4:50 am – 8:40 pm Sa: 7:30 am – 6:21 pm	Free, except \$1.60 to Salem	Wilsonville, Tualatin, Canby, Salem
	SMART - Dial-A-Ride	Dial-a-Ride	M-F: 4:50 am – 8:40 pm Sa: 7:30 am – 6:21 pm	Free	Wilsonville
	SMART - Out of Town Medical Dial-a-Ride	Dial-a-Ride	M-F: 8:00 am – 3:30 pm	\$3.00	Portland Metro area medical facilities
Ride Connection	GroveLink	Fixed Route Service	M-F: 6:30 am – 7:03 pm Sa: 10:30 am – 5:11 pm	Free	Forest Grove, Downtown Portland, TriMet Bus Line 57
	King City Shuttle	Fixed Route Service	M-F: 6:30 am – 8:10 pm	Free	King City
	Bethany Link	Fixed Route Service	M-F: 5:43 am – 9:53 pm	Free	Bethany
	Cornelius Link	Fixed Route Service	M-F: 6:30 am – 7:10 pm	Free	Cornelius
	N Hillsboro Link	Fixed Route Service	All Days: 5:00 am – 9:50 pm	Free	Hillsboro
	Tualatin Shuttle	Fixed Route Service	M-F: 5:41 am – 7:10 pm	Free	Tualatin
	West Link	Fixed Route Service	M-F: 5:30 am – 8:00 pm	Free	Forest Grove, Hillsboro
	RideAbout Community Shuttles	Local Service	M-F: Varies by availability	Free	Multnomah, Washington counties
	Door-to-Door Rides	Dial-a-Ride	M-F: Varies by availability	Free	Multnomah, Washington counties

Disability, Aging, and Veteran Services and Transportation Management Association services vary.

**Table 2-2. Connecting Public Transit Providers**

Transit Provider	Services	Service Type	Operating Hours	Fares	Service Area
C-TRAN	C-Tran Bus	Fixed Route Service	M-F: 5:15 am - 12:45 am Sa: 6:15 am - 12:15 am	\$1.25 local, \$2.50 regional, Express to Portland - \$3.00	Vancouver, WA
	The Current	Dial-a-Ride	M-F: 4:45 am - 12:45 am Sa: 6:15 am - 12:15 am	\$1.25 local, \$2.50 regional, Express to Portland - \$3.00	Transport to Portland, La Center, Ridgefield, Battle Ground, Camas, Yacolt, Vancouver
	C-VAN Paratransit	Shared-ride service	M-F: 4:45 am - 12:45 am Sa: 11 am - 12:15 pm	\$1.25 local, \$2.50 regional	Clark County, Washington Cities Transport to Portland, Camas, Battleground, Ridgefield, La Center, Yacolt
Columbia Area Transit (CAT)	Columbia Gorge Express	Fixed Route Service	M-F: 6:55 am - 5:50 pm Sa: 8:25 am - 5:50 pm.	\$15.00	Portland, Hood River, Mosier, The Dalles
Columbia County Rider	Line 1	Fixed Route Service	M-F: 6:15 am – 8:00 am, 4:20 pm – 6:00 pm	\$3.00	St. Helens, Scappoose, Portland
Salem Area Mass Transit District (Cherriots)	Route 1X	Fixed Route Service	M-F: 5:00 am – 7:12 pm	\$1.60	Salem, Wilsonville
Tillamook County Transportation District	The Wave	Fixed Route Service	All Days: 8:10 am - 6:05 pm	\$15.00	Cannon Beach, Lincoln City, Pacific City, service to Portland
	Dial-a-Ride NW Connector	Dial-a-Ride	M-F: 6:00 am - 6:00 pm	\$4.00 first 5 miles, then \$0.50 per additional mile	Cannon Beach, Lincoln City, Pacific City, service to Portland

Transit Provider	Services	Service Type	Operating Hours	Fares	Service Area
Yamhill County Transit	YCT Services	Fixed Route Service	M-F: 5:00 am - 9:00 pm	One-way regular fare is \$1.25	Yamhill County and connections to the TriMet system
	YCT Dial-a-Ride	Dial-a-Ride	McMinnville: M-Sa 8:00 am - 4:30 pm; Newberg: M-F 8:00 am - 4:30 pm	Single one-way: \$1.75; Unlimited monthly pass: \$40.00	McMinnville, Newberg
	ADA Paratransit Ride	Dial-a-Ride	M-F McMinnville: 7:00 am - 6:00 pm Newberg: 7:00 am - 6:30 pm	Single one-way: \$2.50	McMinnville, Newberg

# TRI-COUNTY-FOCUSED TRANSIT SERVICE PROVIDERS

The following describes the transit agency service providers in the Tri-County area and, as applicable, describes their services and programs, structure and advisory committees, and links to related analyses or planning documents.

## TriMet

### ***FIXED ROUTE SERVICE***

TriMet operates a fixed-route network consisting of 79 bus lines, a 60-mile, 94-station, 5 line MAX light rail system and a 14.7-mile commuter rail service. All fixed-route buses have low floors, allowing people to conveniently board the bus without climbing stairs or using a lift. All MAX trains have low-floors, and all WES commuter rail trains have level boarding with accessible platforms.

In the TriMet district, approximately 84 percent of people 65 years and older live within one-half mile and 65 percent live within one-quarter mile of fixed-route bus or MAX service.<sup>2</sup> During the 2019 fiscal year (FY19), older adults and persons with disabilities boarded TriMet bus and MAX approximately 16.4 million times a year out of a total of 95.7 million boardings<sup>3</sup>.

During 2024, TriMet's system cost to provide each fixed route originating ride on a bus was approximately \$10.61. On MAX, it was \$9.63. For comparison, the average cost per ride on LIFT was \$84.64<sup>4</sup>.

TriMet is committed to continually improving the total transit system with enhanced customer information, access to transit, amenities at bus and rail stops, frequency, reliability, passenger comfort, enforced priority seating, safety and security.

### ***TRIMET COMPLEMENTARY PARATRANSIT***

TriMet LIFT Paratransit Service provides origin to destination ADA paratransit service for persons with disabilities who are unable to ride regular buses or trains. TriMet operates 278 LIFT buses.

The LIFT paratransit service area and hours of operation match nearby bus/MAX service. As allowed under the ADA, LIFT trips are only provided if there is a nearby ( $\frac{3}{4}$  of a mile) fixed-route bus or a rail station in operation during that time. LIFT's service hours match the corresponding fixed-route line. For example, if Line 14 operates 20 hours a day, then LIFT service within the  $\frac{3}{4}$  mile boundary around Line 14 will operate 20 hours a day. But if Line 56 only operates 15 hours a day, then LIFT service within the  $\frac{3}{4}$  mile boundary around Line 56 will only operate 15 hours a day. In the event of overlapping boundaries, the line with more hours of service per day determines the number of hours LIFT operates where the overlap occurs.

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<sup>2</sup> ACS 2023 5-year summaries: Table S1810, S1701

<sup>3</sup> TriMet 2018 Fare Survey.

<sup>4</sup> [https://www.transit.dot.gov/sites/fta.dot.gov/files/transit\\_agency\\_profile\\_doc/2023/00008.pdf](https://www.transit.dot.gov/sites/fta.dot.gov/files/transit_agency_profile_doc/2023/00008.pdf)

These requirements for complementary paratransit do not apply to commuter bus, commuter rail, or intercity rail systems.

Rides must be reserved by 5 pm the day before and can be reserved up to seven days in advance.

There are about 540,000 annual boardings on TriMet LIFT service<sup>4</sup>.

### ***TRIMET'S ADVISORY COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)***

TriMet's Committee on Accessible Transportation (CAT) was formed in 1985 to advise the TriMet Board of Directors and staff on plans, policies and programs for older adults and persons with disabilities. CAT has 13 community members: eight older adults and/or persons with disabilities who use TriMet, six representatives of older adults and/or persons with disabilities and one member of the TriMet Board of Directors. The remaining members are consumers of TriMet transportation services or representatives of consumers. All CAT members are appointed by the TriMet Board president for a two-year term. The CAT has a business meeting every two months, an executive committee, and ad-hoc committees to address special issues as needed. Together with TriMet staff, CAT develops an annual work plan to identify major issues and prioritize the year's activities.

### ***TRIMET OPERATOR TRAINING***

Disability awareness and ADA training is given to new operators during their 6-month probationary period via a program called Riding Together. Over 4,300 operators, supervisors, managers and others have attended the program since 2012. Riding Together makes use of procedural and experiential exercises, including interaction with a panel of persons with disabilities. Panel members provide information about the nature of their disability and the challenges they face in riding public transit. One of TriMet's challenges in providing this training has been to secure panel members who are consistently willing to attend the training and including updated mobility devices to be used for training purposes.

### ***TRIMET FARES***

Since 2017, the Hop Fastpass electronic fare system makes it faster, easier and more convenient to ride the bus or train. Hop works with a fare card, smartphone or your credit/debit card. It also works with C-TRAN and Portland Streetcar. The price of our 2½-Hour Ticket is \$2.80 for adult fare, capped at \$5.60 per day and \$100 per month. Honored Citizen fares are capped at \$1.40 for 2½-Hour, \$2.80 daily, and \$28 monthly rates. Children 6 and under ride free with a paying passenger.

The Hop Fastpass system is integrated with TriMet's LIFT software (Trapeze). Honored Citizens and LIFT riders are able to link payment with the LIFT reservation process. This provides additional convenience to older adults and persons with disabilities during the payment process. The two linked systems allow the customer to use their Hop Fastpass account to pay for their LIFT ride. The fare for their LIFT trip is deducted from their account at the time the ride is performed. Riders that qualify for LIFT paratransit service are eligible to pay the reduced Honored Citizen fare on fixed-route buses, MAX, WES, and Portland Streetcar (\$1.40 for a 2½-hour fare). Personal Care Attendants (PCA), the PCA does not have to pay a fare on LIFT, fixed-route buses or trains. The fixed-route system recognizes a LIFT paratransit card and automatically deducts the correct reduced fare amount. Additional information can be found at [www.myhopcard.com](http://www.myhopcard.com).

## **TRIMET FUNDING<sup>5</sup>**

Approximately 88% of TriMet's funding comes from three sources: payroll tax revenues, passenger revenues, and federal funds. In addition, Capital Improvement Program (CIP) revenues are dedicated for major capital projects and separate from operations funding.

TriMet receives the majority of its funding from an employer payroll tax. To meet the demand for more service, the TriMet Board increased the employer payroll and self-employment tax by 1/10th of one percent, phased-in over 10 years. This phasing began in January 2016 and ended on January 1, 2025.

The payroll tax revenue is dedicated to maintaining existing service and developing new and expanded bus, rail and innovative community and job-connector services that were outlined in TriMet's comprehensive and strategic Future of Transit plans.

Through the Keep Oregon Moving act TriMet also receives employee payroll tax that is dedicated to maintaining and expanding public transportation services with an emphasis placed on serving equity areas and older adults and individuals with disabilities. The payroll tax became effective on July 1, 2018, and is administered through the Statewide Transportation Improvement Fund, or STIF. Ninety percent (90%) of the STIF funds are disbursed by formula to Qualified Entities (QE) based on the amount of payroll tax generated in their area. TriMet is the QE for the Tri-County area.

TriMet receives Section 5307 Urbanized Area Formula, Section 5337 State of Good Repair, 5310 Enhanced Mobility of Seniors & Individuals with Disabilities, and other smaller federal grants. Additionally, TriMet receives federal highway program funds through the Surface Transportation Block Grant (STBG) Program and Congestion Mitigation & Air Quality (CMAQ) Program to pay for regional rail program debt service.

Other revenue sources include passenger fares, service contract revenues and advertising. The revenue TriMet earns from passenger fares is forecast to cover 8.5% of operating expenses. The state and federal sources dedicated to LIFT Paratransit Service revenues were budgeted at \$7.0 million in 2024.

Tri-Met adopted the updated Tri-County Public Transportation Improvement Plan in 2024<sup>6</sup> that prescribes how Keep Oregon Moving investments to expand services in communities through the following programs:

- TriMet Fixed Route Service maintenance and improvements throughout TriMet's service district
- Low Income Fare
- School Transportation – a new student Transit Access Grant Program
- Para-Transit/Accessible Vehicle Purchases.
- Non-TriMet Regional Coordination Program in support of existing and new shuttle bus service to low-income communities within the district and between other service providers in Clackamas, Multnomah and Washington counties.
- Transportation Services for Older Adults and People with Disabilities

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<sup>5</sup> <https://trimet.org/budget/pdf/2025-adopted-budget.pdf>

<sup>6</sup> Tri-County Public Transportation Improvement Plan, TriMet, December 2024.



## OTHER ANALYSES AND PLANS

- Pedestrian Network Analysis (PNA) Project [<http://www.trimet.org/walk>] - Through the Pedestrian Network Analysis Project, TriMet partnered with cities and counties to identify areas around the region where pedestrian improvements will provide safer and more comfortable access to transit.
- Improving Pedestrian Access to Transit (<http://www.trimet.org/walk>) - In the Fall of 2019 TriMet kicked off the first steps in developing its pedestrian plan focused on connections to transit. The plan implements findings from the PNA. Through a series of community, business partner and local agency forums, TriMet will develop strategies and priority pedestrian improvement projects to improve access to transit. The final plan is expected in mid-2020.
- TriMet Bike Plan [<http://www.trimet.org/bikeplan>] - The TriMet Bike Plan was completed in 2016 and provides a roadmap that will help guide future investments in biking infrastructure and amenities.
- The Division Transit Project [<https://trimet.org/division/>] - Arterial on-street Bus Rapid Transit (BRT) on the Division Street corridor that stretches from Portland State University (PSU) and Oregon Health Sciences University (OHSU) on the west side to Mt. Hood Community College on the eastside. This project launched in Sept. 2023.
- Forward Together [<https://trimet.org/forward/>] - Working with the community, TriMet developed the Forward Together service concept to guide their bus service improvements over the coming years. Forward Together responds to post-pandemic needs and ways people travel. Their goal is to increase ridership and expand service, especially for people experiencing low and limited incomes. Forward Together will bring bus service to 50,000 more people and weekend service to 100,000 more, with significant increases to frequent bus service, connecting more people to jobs and opportunity.
- 82<sup>nd</sup> Avenue Transit Project [<https://trimet.org/82nd/>] – TriMet plans to upgrade bus service on 82<sup>nd</sup> Avenue to FX – Frequent Express in 2029. This will bring more service reliability and faster travel times, plus safety and accessibility improvements, to the corridor.
- Tualatin Valley Highway Transit Project [<https://www.oregonmetro.gov/public-projects/tualatin-valley-highway-transit-project>] - TriMet plans to upgrade bus service on Tualatin Valley Highway to FX – Frequent Express in 2031. This will bring more service reliability and faster travel times, plus safety and accessibility improvements, to the corridor.

## Canby Area Transit (CAT)

### CAT SERVICE

Canby Area Transit (CAT) provides service within Canby and to Oregon City, Aurora, Hubbard, and Woodburn from the Canby Transit Center, the central transit terminal in Canby. Route 99X is the only commuter fixed route currently in operation and provides circulation within the city along the Highway 99E corridor between the Canby Market Center (Fred Meyer), Canby Transit Center, and Canby Square (Safeway) areas with headways between 30 and 90 minutes. Service is provided between 5:00 am and 9:00 pm Monday through Friday and does not operate on major holidays. Route 99 makes 20 daily trips from Oregon City to the Canby Transit Center, and continues on to Aurora, Hubbard, and Woodburn eight times per day. The route provides connections to TriMet at the Oregon City Transit Center, Woodburn Transit and Cherriots Routes 10 and 25 in Woodburn, and SMART Route 3 at The Canby Transit Center.

CAT service on Route 99 costs \$1.00 for a one-way ride and is free for children six years old and younger. A monthly pass may be purchased for \$20.00.

Canby Loop is a free service that operates Monday through Friday: 6:00am to 7:41pm and Saturday, 8:00am to 9:46pm. It is a circular line with 16 stops departing from Canby Transit Center - 100 NE 1st Avenue.

The CAT Dial-A-Ride program provides a variety of services. These services require either advance registration or eligibility approval. The following provides a brief overview of these services.

- **Complementary Paratransit Service** (CPS, for eligible older adults and persons with disabilities) is provided to all locations within the Canby Urban Growth Boundary.
  - **CAT to Oregon City - Transferless Service** is available to customers who are eligible for complementary paratransit services. This service transports individuals to and from destinations within the Oregon City limits. It is limited by trip purpose to medical, education, employment, legal services and social service appointments.
- **General Public Dial-A-Ride Service** is available to anyone traveling within the Canby Urban Growth Boundary. The service is designed to utilize unused capacity on the CPS. As a shared service provider, pickup and drop off times may be adjusted due to other reservations and rider demands. Service operates 8:00 am to 6:00 pm, Monday thru Saturday on a first-come, first-served and space-available basis. The fare is \$1.00 on weekdays and free on Saturdays.

### ***CAT ADVISORY COMMITTEE***

A seven-member Transit Advisory Committee (TAC) advises Canby Area Transit Staff and the Canby City Council. The TAC meets every other month and is made up of older adults, persons with disabilities, Canby residents, CAT customers and members of the business community.

### ***CAT FUNDING***

Canby Area Transit receives operating revenue from local resources including payroll tax, the State's STF funds, federal §5311 Non-urbanized area formula program, the federal §5339 Buses and Bus Facilities Grants Program and capitalized preventive maintenance funding from the federal §5310 program.

### ***FUTURE OF CAT***

Canby adopted its Transit Master Plan (TMP) update in 2024. The TMP describes potential future service and capital investment plan priorities.

## **City of Portland**

### ***PORTLAND STREETCAR LOOP SERVICE***

The North/South (NS) Line runs from Northwest Portland to the South Waterfront via Downtown and the Pearl District. Since September 2015, the Portland Streetcar includes the A Loop, which operates clockwise around the Central City connecting the Pearl District, Lloyd District, OMSI and PSU; and the B Loop, which will operate in the opposite direction, or counterclockwise.

The 7.8-mile historic NS Line from NW 23<sup>rd</sup> & NW Marshall to Lowell & SW Bond, provides 15-20-minute frequency from 5:49 am to 11:57 pm. The A & B Loops double up service on the historic North/South (NS) Line from NW Lovejoy & 9<sup>th</sup> Avenue to OMSI, from 6:12 am to 10:45 pm, and 20 minute frequency all day.

The proposed project to extend the streetcar to Montgomery Park in Northwest Portland was first identified in the 2009 Streetcar System Concept Plan and more recently studied in the Montgomery Park Transportation and Land Use Study. The project would extend the NS Line north and west to the Montgomery Park office building and would include completely rebuilding NW 23rd Avenue from NW Lovejoy to NW Vaughn, including new stormwater management and accessibility upgrades.

## **PORTLAND AERIAL TRAM**

The Portland Aerial Tram is part of Portland's public transportation system and operates in coordination with TriMet and Portland Streetcar. Portland Aerial Tram connects Portland's South Waterfront and Marquam Hill. The tram operates load-n-go. The lower tram terminal is at the intersection of SW Moody & Gibbs. The upper terminal is located on Marquam Hill at Oregon Health and Sciences University (OHSU). The tram is open 5.30 am to 9.30 pm Monday to Friday and 9 am to 5 pm on Saturdays. Including travel and boarding time, cabins typically depart every 5 minutes. A trip is 4 minutes each way.

## **Clackamas County**

### **MOUNT HOOD EXPRESS**

#### **MOUNT HOOD EXPRESS SERVICE**

The Mount Hood Express is a public transit service operating on Mount Hood administered by Clackamas County. It serves the communities along Highway 26, running between Sandy, Government Camp, and Timberline.

The Express service operates seven days a week as a limited stop commuter service between the City of Sandy and Timberline. In addition to the Express service, the County operates a deviated fixed route for local service between Sandy and Rhododendron called the Villages Shuttle that also runs seven days a week. The one-way fare on both services is \$2. This service in its former incarnation, the Mountain Express, provided only point deviated fixed route services to residents between Sandy and the "Villages at Mt Hood" (Brightwood, Welches, Wemme, Zig Zag and Rhododendron) for access to work, school, medical and other needs.

Buses are wheelchair lift equipped, and drivers are trained to provide assistance. Priority seating is available on all buses for senior citizens and people with disabilities. Controlled service animals are welcome. Pets are permitted in a carrier only. Buses are equipped with bike racks year-round and seasonally with bike trailers or ski boxes.

#### **MOUNT HOOD EXPRESS ADVISORY COMMITTEE**

The Mount Hood Express service has been managed by Clackamas County's Social Services Division for over thirteen years. The service is governed by the Board of County Commissioners for Clackamas County but also has an informal advisory board (Mt Hood Transportation Advisory Group) that includes public and private partners.

### ***MOUNT HOOD EXPRESS FUNDING***

The service is currently funded with a public-private partnership model and includes grant funds through the Federal Lands Access Program (FLAP), \$5311, and \$5310 programs, as well as STIF payroll funds, along with county funds and funding provided by large employers at Mt Hood.

### ***CLACKAMAS CONNECTS SHUTTLE (CLACKCO)***

Clackamas County also provides four community shuttles: the Clackamas Community College (CCC) Xpress Shuttle, Clackamas Industrial Area Shuttle, Estacada Shuttle, and Oregon City Shuttle.

The CCC Xpress Shuttle operates between CCC's Oregon City and Harmony campuses and the Green Line MAX at the Clackamas Town Center. The Clackamas Industrial Area Shuttle and Oregon City Shuttle are deviated fixed-route services providing local connections. The Estacada Shuttle operates between Estacada and CCC. All services are free and open to the general public. CCC Xpress shuttles run fall, winter, and spring terms, but do not run during breaks, summer term, or during college closures resulting from inclement weather or other local emergencies. ClackCo riders can make connections to:

- TriMet and CAT99X (Canby) at Oregon City Transit Center
- TriMet, CCC Xpress, and SCTD's Molalla to CCC at Clackamas Community College (CCC) Oregon City Campus
- TriMet MAX Green line and buses at Clackamas Town Center Transit Center

### ***CLACKAMAS COUNTY SOCIAL SERVICES DIVISION***

Clackamas County Social Services Division (CCSSD) is the county's Area Agency on Aging, Community Action Agency, Development Disabilities Program and the Veteran's Service office. They offer two internal transportation services for older adults and persons with disabilities:

- Transportation Reaching People (TRP): This program is provided with a combination of paid drivers and volunteer drivers who receive mileage reimbursement. This is a curb-to-curb service.
- Senior Companion Program (SCP): This program offers support to homebound older adults and adults with disabilities in Clackamas County. Activities can include visiting, going to an activity at a senior center, going grocery shopping together, going to a movie, out for a coffee, helping with small tasks at home, playing a game, visit the library, go to a park, and so on.

The Social Services Division provides rides throughout Clackamas County, including volunteers who are dispatched out of their local senior centers. Rides are provided for a variety of needs, but medical and life-sustaining medical (including dialysis) rides are prioritized. The Division also works with volunteers for the Vets Driving Vets and Ride Together programs. Medicaid Waivered Non-Medical Rides for the county are provided as well.

In addition to the two internal transportation programs, Clackamas Social Services is the lead organization in the Clackamas County Transportation Consortium, a partnership of senior and community centers that provide community-based services to older adults and persons with disabilities. Centers currently providing transportation services include Pioneer (Oregon City), Milwaukie, Gladstone, Lake Oswego, Canby, Estacada, Molalla, Hoodland and Sandy. Most of the rides provided by center vehicles are for

nutrition or local services. However, most centers dispatch TRP volunteers or their own volunteers to provide expanded medical ride services, including over significant distances such as to OHSU.

## **Multnomah County**

### ***MULTNOMAH COUNTY JOB CONNECTOR SHUTTLES***

Multnomah County provides free transit service to reach jobs and other important places. These services allow riders to reach places that are not served by TriMet's regular service.

ACCESS, the Alderwood-Cornfoot-Columbia Employment Shuttle Service, is a free shuttle service that runs south of the Portland airport. The shuttle runs weekdays in early morning and afternoon peaks. The shuttle is funded by STIF funds, and is a partnership with the Portland Bureau of Transportation and the Port of Portland.

Two other shuttles – the Swan Island Shuttle and Troutdale Reynolds Industrial Park (TRIP) Shuttle – were recently discontinued as they are now served by TriMet routes.

### ***MULTNOMAH COUNTY AGING, DISABILITY, AND VETERAN SERVICES***

Multnomah County Aging, Disability, and Veteran Services provide services through the Older Americans Act to individuals over 60 years of age. Services are designed to keep individuals independent and involved in their local community. Multnomah County Aging, Disability, and Veterans Services Division's 2025-2029 Area Plan on Aging supporting older adults, people with disabilities, and veterans with programs funded by the Older Americans Act is currently underway and seeking public input.

Transportation needs for MCADVS clients range from medical appointments, grocery shopping, socialization, and entertainment or service appointments with other social service agencies.

Non-Emergent Medical Transportation (NEMT) and its more limited companion service, Non-Medical Community Transportation services for long-term care recipients, are key benefits for members of the Oregon Health Plan (OHP). NEMT assists older adults as well as adults with disabilities to go to and from routine or scheduled OHP-covered medical services.

Community transportation assists older adults and adults with disabilities who qualify for long-term services and supports them to go grocery shopping, conduct personal business, and participate in community activities that are part of their person-centered long-term care service plan authorized by their case manager. Ride Connection provides older adults and people with disabilities with information and access to all transportation options in the region, travel training, door-to-door transportation for any reason, and other mobility enhancing services.

MCADVS has contracts with Ride Connection, Radio Cab, TriMet, and First Transit to cover the full range of transportation needs for its clients.

## **Sandy Area Metro (SAM)**

### ***SANDY SERVICE***

Sandy Area Metro (SAM) provides service within the City of Sandy via a fixed route in the commercial corridor and a dial-a-ride service which is available to the general public up to and within a 3-mile radius of the city. SAM also operates 3 commuter routes and an in town Shopper Shuttle program that provides out of town non-emergency medical rides to Medicaid ineligible frail elderly and disabled persons.

The SAM Local & Gresham route operates along Highway 26 to the Gresham Transit Center. This is a vital connector between the TriMet system in the greater Metro area and the Eastern region of Clackamas County. SAM Local & Gresham makes 30 weekday trips to the Gresham Transit Center, 17 Saturday trips and 8 trips Sundays and most holidays.

The SAM Estacada route travels south along Highway 211 via Sandy, Eagle Creek and Estacada where SAM connects with the TriMet bus service. This is an important connector for the Eastern region of Clackamas County to Oregon City, the county seat. SAM Estacada provides 7 daily trips to Eagle Creek and Estacada seven days a week. The service also interlines with Clackamas County's Villages Shuttle, providing a seamless transportation option between Sandy, Estacada, and the mountain communities.

SAM Sandy to Clackamas Town Center travels along Highway 26 and 212 to Clackamas Town Center. SAM Sandy to Clackamas Town Center provides 6 daily trips Monday through Saturday.

SAM also operates a shopping shuttle that starts at the Sandy Operations Center and loops around the city. The shopping shuttle provides 6 daily trips Monday through Saturday.

### ***SANDY'S TRANSIT ADVISORY BOARD***

A Transit Advisory Board (TAB), comprised of individuals from the greater Sandy area, advises the City of Sandy. TAB members represent the business community, students and youth, older adults, persons with disabilities, minorities, and Sandy City Council members. Quarterly meetings are advertised and open to the public. The Board forwards transit service recommendations to the Sandy City Council, where final decisions are made in a public forum.

### ***SANDY FUNDING***

Sandy Transit receives operating revenue from several resources. Sandy's public transit system is primarily supported by a local business tax per Ordinance No. 99-03. The business transit tax is assessed on all businesses operating within Sandy city limits and is an employer-paid tax. Other sources include the State's STIF funds, capitalized preventative maintenance funds from the Federal \$5310 Enhanced Mobility of Older adults & Individuals with Disabilities, Federal \$5311 non-urbanized formula funds, Federal \$5339 Buses and Bus Facilities Grants Program, and Federal Highway Access Program Funds.

### ***FUTURE OF SAM***

SAM adopted its Transit Master Plan (TMP) update in 2020. The TMP describes potential future service and capital investment option depending on available funding.

## South Clackamas Transportation District (SCTD)

### ***SCTD SERVICE***

SCTD operates four routes; Molalla to Clackamas Community College (CCC) – connecting to TriMet and several Clackco shuttles; Molalla to Canby – connecting to CAT and SMART, and two local circulator buses.

The Molalla Express runs Monday to Friday from 10 am to 3:55 pm. The Molalla City Loop runs Monday to Friday from 7:30 am to 5:40 pm and the Loop & Express service runs from 9 am to 3:25 pm on Saturdays. The Molalla to Canby service runs Monday to Friday from 6:30 am to 6:15 pm and the Molalla to CCC service runs Monday to Friday from 5 am to 8:30 pm, and 7 am to 4:55 pm, on Saturdays.

The Molalla City Bus route operating within the Molalla city limits is fareless. Commuter routes serving Canby and CCC charge a regular one-way fare of \$1. Children 6 and under ride free.

### ***SCTD ADVISORY COMMITTEE***

The SCTD Board of Directors consists of eight members elected from the district. The District is a free-standing Transportation District organized under Chapter 267 of the Oregon Revised Statutes (ORS). Older adults and persons with disabilities serve on the Board. SCTD also has an advisory committee that is called on as needed.

### ***SCTD FUNDING***

SCTD is funded with a payroll and self-employment tax, passenger revenue, federal 5311 Non-urbanized area federal assistance, 5310 Enhanced Mobility of Seniors & Individuals with Disabilities, STIF funds, interest and other sources.

## South Metro Area Regional Transit (SMART)

### ***SMART SERVICE***

SMART, operated by the City of Wilsonville, maintains a fleet of over 35 vehicles and has eight fixed routes, operating routes within Wilsonville and to Tualatin, Salem and Canby. Service from Wilsonville to Clackamas Town Center is planned to begin in 2025. SMART also operates Dial-a-Ride, which provides door-to-door service within Wilsonville and medical transport services to Portland and other nearby cities for the elderly and people with disabilities. SMART transportation services are free except for the 1X service to Salem (in partnership with Salem Cherriots) and the out of medical Dial-a-Ride. The service to Salem costs \$1.60 per trip for adults and \$0.80 for older adults (60+) and people with disabilities. Out of town medical Dial-a-Ride costs \$3.00 per trip. SMART riders may transfer to TriMet WES Commuter Rail at the Wilsonville Transit Center. SMART operates on weekdays from approximately 5 am to 8:30 pm and Saturdays from 8 am to 6 pm. Pre-scheduled service is provided to the Wilsonville Community Center. Transportation to Portland area medical appointments for older adults and persons with disabilities is provided with STIF funds. SMART contracts with Ride Connection to provide travel training and enhanced outreach about the Ridewise travel training program to older adults and people with disabilities in Wilsonville. SMART's Transportation Options programs also provides employer and employee commuter



resources available in and around Wilsonville, a vanpool program, and Safe Routes to School events and programs to assist residents and visitors of all ages with transportation.

### ***SMART ADVISORY COMMITTEE***

SMART is advised on services through its City Council and public input. SMART also actively solicits input from older adults and persons with disabilities through the Wilsonville Community Center. SMART also works directly with Clackamas Community Health (formerly Clackamas Mental Health) to coordinate transportation services.

### ***SMART FUNDING***

Transit services are paid for by a combination of payroll taxes levied on businesses located in or performing work in Wilsonville (assessed on gross payroll and/or self-employment earnings), Statewide Transportation Improvement Funds (STIF), federal Section 5307, 5310 and 5339 grants, and other small sources including rider fares. Business and self-employment tax provides 65 percent of SMART's operating revenues, STIF provides 24 percent, federal grants provide 10 percent, and fares and other local revenues made up one percent of SMART's Fiscal Year 2025 budget<sup>7</sup>.

### ***FUTURE OF SMART TRANSIT***

Wilsonville City Council adopted the updated Transit Master Plan in 2023. The Transit Master Plan (TMP) lays out a set of investments into the City's public transit system that responds to changes in demand brought on by the pandemic; City goals for mobility, economic opportunities, and the environment; and priorities expressed by the public for better connections within town and to other nearby cities during outreach conducted in 2022.

## **Ride Connection**

### ***BACKGROUND***

Ride Connection is a private non-profit organization, located in Portland, Oregon and serving the Tri-County region. Ride Connection is a network manager of transportation operations and mobility management, provided by community-based organizations and other groups, and provides direct service when a partner cannot be found. Ride Connection also serves as network manager of NEMT providers in the region under the Ride to Care program.

The partner network includes a variety of human service organizations serving older adults, persons with disabilities and other individuals who experience barriers to accessing the transportation system in the Portland metropolitan region and nearby rural areas. Each transportation service is individually designed to serve the unique needs of communities including geographically based services, as well as services based on specific levels of service or cultural affinities. The majority of Ride Connection customers are older adults or persons with disabilities. In recent years, Ride Connection services have also expanded to

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<sup>7</sup> <https://www.ci.wilsonville.or.us/finance/page/adopted-budgets>

include more community-connector shuttle services and fare assistance for low-income individuals. A list of Ride Connection's partners is included in *Attachment D*.

In areas where there are no private non-profit partners with the capacity to provide door-to-door transportation services, Ride Connection directly operates services. Currently, this includes East Multnomah County, Northwest Portland, and all of Washington County. In areas where additional door-to-door capacity is needed, beyond Ride Connection network capacity, Ride Connection contracts with established taxicab companies to provide additional service.

## **TRANSPORTATION SERVICES**

Ride Connection has been instrumental in the development of regional information and referral service, driver training and travel training services, and a broad range of transportation services to address a variety of needs identified by the communities and individuals who receive service. It provides key connections to social service organizations and County aging and disability services, a role that urban transit agencies have not traditionally emphasized within their organizations. The following provides an overview of services:

- **Door-to-Door Services:** Depending upon location, Ride Connection links the customer to a service partner or one of its direct service outlets. They are picked up at their door and taken to their destination.
- **Rides Upon Request** – Rides are provided at no cost for older adults (age 60+), persons with disabilities and veterans who need a lift to places like the grocery store, medical appointments and social activities.
- **Non-Medical OHP** – Ride Connection is the provider for non-medical transportation for Oregon Health Plan members (as authorized by Medicaid long-term case managers) in Washington County. To be eligible, the customer must be on the Oregon Health Plan (OHP). These services provide access to destinations beyond medical appointments, such as community services, activities and supportive services that are specified in the customer's OHP service plan.
- **Shared and Retired Vehicle Program** – Organizations that need a vehicle occasionally can borrow Ride Connection's accessible vehicles without having the expense of owning a vehicle. Ride Connection provides driver screening and training and they or one of its partners provides the vehicle. The borrowing organization provides fuel and a driver. Through the Retired Vehicle Program, Ride Connection places retired vehicles with community organizations throughout Clackamas, Multnomah and Washington counties. Nonprofit organizations as well as government entities and jurisdictions serving persons with disabilities and/or individuals over the age of 60 are eligible to apply to receive a retired vehicle. All vehicles are wheelchair accessible, and applications are accepted year-round.
- **Ride Together** – Riders recruit their own driver and once the driver is approved, Ride Connection provides mileage reimbursement for rides given. This program is intended to empower riders to ask for rides from a loved one or neighbor without feeling like they have nothing to offer in return.
- **RideAbout (Community Shuttles)** – A number of shuttles were designed for specific communities where many customers request similar trips (i.e. grocery stores). By implementing flexible services (that can deviate with advance notice) that make stops at popular destinations, Ride Connection decreases the cost per ride.

- **Veteran Transportation Services** – designed to meet the needs of Veterans through the use of volunteer drivers who are veterans as well.

**Provide Access to Public Transit:** Ride Connection collaborates and acts as a liaison between public transit agencies and service partners to develop community-based transportation services and programs that offer solutions for customer needs, leverage community resources, and expand the capacity of the regional transportation system.

- **RideWise Travel Training** – Promotes independent travel of older adults and persons with disabilities by providing free access to information, one-on-one training and support. The RideWise program is designed to provide mobility support ranging from trip planning assistance to intensive one-on-one travel training and is based solely on an individual's need and ability level. Service is available in language through bilingual staff and onsite interpreting while travel training on transit.
- **Information and referral (Travel Options Counseling)** – Ride Connection's Travel Options Counselors and Mobility Specialists provide personalized coaching to access and addresses the individual mobility needs of each customer. This personalized service provides customers with information and services that best meet their mobility needs. Mobility Specialists provide in-person community outreach and collaborate with community partners onsite focusing on meeting the needs of underserved communities. Bilingual team members provide services in language.
- **Rider's Clubs** – Group trips are designed to encourage comfort in using the public transit system by creating fun adventures that include riding fixed route to and from. Volunteers called "Ride Ambassadors" lead these trips.
- **Fare Relief** – Using TriMet funds, Ride Connection provides fare assistance to individuals that qualify based on income as well as helps community members secure Hop Cards. Older adults and persons with disabilities are able to receive fare to support use of public transit.

**First and Last-Mile Services** provide deviated, fixed-route transportation services in areas underserved by transit.

- **Bethany Link** is a free "deviated, fixed route" public transit service that provides the most direct public transit connection from Sunset Transit Center to PCC Rock Creek. The service also provides community connections within the Bethany and Cedar Mill neighborhoods.
- **Cornelius Link** is a free "deviated, fixed route" public transit service operating in Cornelius and Forest Grove. The service provides connections to GroveLink, TriMet bus line 57, Yamhill County Transit, and WestLink.
- **GroveLink** is a free "deviated, fixed route" public transit service and is designed to help the community access employment opportunities, local destinations, and regional transit services: specifically, TriMet bus line 57 and Ride Connection's westLink.
- **King City Link** is a free "deviated, fixed route" public transit service. The service circulates through King City neighborhoods with high concentrations of older adults, providing connections to shopping, recreation, and other opportunities. The route also connects King City to Tigard, Durham, and Tualatin serving Tigard High School, Bridgeport, and other destinations. Connections to regional transit services are available on Hwy 99W and at the Tualatin Park & Ride.

- **North Hillsboro Link** is a free “deviated, fixed route” service linking Orenco MAX Station to suburban employment centers in North Hillsboro. While specifically designed for transit-dependent employees, jobseekers, and low-income individuals, service is open to the public.
- **Tualatin Shuttle** is a free “deviated, fixed route” service linking Tualatin WES Station to employment destinations in the Tualatin area. While specifically designed for transit-dependent employees, jobseekers, and low-income individuals, service is open to the public.
- **westLink** connects the general public with the cities of Forest Grove, Banks, North Plains, and the Hillsboro Transit Center. This bus also connects to Tillamook’s WAVE bus and GroveLink.

## **BOARD/ADVISORY COMMITTEE**

Ride Connection’s Board of Directors oversees and directs the organization’s activities. Board membership is comprised of a diverse group of individuals who provide insight from different geographic areas of the region, different professional backgrounds, and individuals who use and benefit from the services that Ride Connection provides. This provides a variety of skill sets needed to ensure proper oversight of Ride Connection’s non-profit, mission-based operations. Advisory committees (e.g. Audit and Finance Committee, Program and Provider Services Committee) report to the board and monitor business practices, service delivery methods, fund development activities and core accountabilities to ensure the stability, adaptability and resilience of the organization and its network.

## **RIDE CONNECTION FUNDING**

Ride Connection programs are funded with \$5307, \$5310, \$5311 federal rural assistance, State STIF funds, Aging and Disability Services, fare donations, fund raising, interest income, private, charitable contributions and other local funding resources. Ride Connection provides services within TriMet’s service boundary that are beyond TriMet’s minimum complimentary paratransit requirements as they are able to provide those services more cost effectively than TriMet’s LIFT program.

Non-Emergency Medical Transportation is provided through funding from Oregon Health Plan and operated by Ride To Care. Trips can be scheduled for medical visits with at least two days’ notice.

## **Washington County Disability, Aging and Veteran Services**

Washington County Disability, Aging and Veteran Services (WCDAMS) provide services through the Older Americans Act to individuals over 60 years of age. Services are designed to keep individuals independent and living in their home in the local community. Transportation needs for WCDAMS clients range from medical appointments, grocery shopping, socialization, and entertainment or service appointments with other social service agencies. In addition to the Tillamook WAVE service, WCDAMS has contracts with Ride Connection to cover the full range of transportation needs for its clients. This includes the North Hillsboro Link, GroveLink, westLink, King City RideAbout, Tualatin Shuttle, and the Beaverton RideAbout.

WC DAVS is currently seeking public comments on their 2025-2029 Area Plan which describes the key issues, programs and services DAVS provides and administers in Washington County.

## Transportation Management Associations

### ***WESTSIDE TRANSPORTATION ALLIANCE (WTA)***

The WTA is a nonprofit organization that works with its members to offer workplace services and programs that encourage their employees to commute to work by transit, carpool, vanpool, bicycling, and walking. They deliver customized programs and services in partnership with employers and public agencies to increase transportation options usage in Washington County and the Portland metro region.

### ***EXPLORE WASHINGTON PARK***

Explore Washington Park operates the Washington Park Free Shuttle Loop at 15-30 minutes frequency, a daily, year-round service throughout the park. During April – September it runs from 9:30 am – 7 pm. In October – March it runs from 10 am – 4 pm. The Washington Park Free shuttle links visitors from the Washington park light rail station to all the major attractions in the park. In 2023, additional shuttles were added to the existing service in response to increasing demand. In 2023, the shuttle program provided over 93,000 rides.

## CONNECTING PUBLIC TRANSIT PROVIDERS

The following is a list of other transit providers and services that connect to the Tri-County Area.

### **Clark County Public Transit Benefit Area Authority (C-TRAN)**

C-TRAN offers convenient Limited service to downtown Vancouver, Delta Park/Vanport and Parkrose/Sumner MAX light rail stations. From these locations, riders can transfer to other C-TRAN routes, MAX, or TriMet bus routes for continued travel to destinations including Rose Quarter, Lloyd District, Swan Island, and downtown Portland. Service is provided on weekdays from 5:15 am to 12:45 am and 6.15 am to 12.15 am on Saturdays. The adult All-Zone one-way fare is \$2.50 or \$100.00 for a monthly pass. The Honored/Youth fare for children 7-18 years of age, senior citizens 65 years or older, disabled individuals, and Medicare card holders is \$1.25 (\$28.00 for a monthly pass).

C-TRAN offers Clark County residents convenient Express service to Lloyd District, the downtown Portland Transit Mall, and the OHSU campus on Marquam Hill. Express service is available only during weekday peak commute times from all major park and ride and transit center locations in Clark County, except on Route 105 I-5 Express, which provides service throughout the day, Monday through Friday. The adult, Honored/Youth fare for children 7-18 years of age, senior citizens 65 years or older, disabled individuals, and Medicare card holders is one-way fare is \$3.00 or \$105.00 for a monthly pass.

### **Columbia Area Transit (CAT)**

CAT operates the Columbia Gorge Express, which runs seven days a week serving Portland, Troutdale, Multnomah Falls, Cascade Locks, and Hood River, with connecting buses to The Dalles via The Link and MATS. Seven round-trip buses run daily between Portland and Hood River between the hours of 6:00 am and 6:40 pm. One-way adult fares cost \$15.00. In addition, regular weekend bus service will transport

visitors for free between an overflow parking lot at Rooster Rock State Park and Multnomah Falls. [Visit the Columbia Gorge Express website for more information and to buy tickets.](#)

## Columbia County Rider (CCR)

Columbia County Rider (CCR) provides public transit services in Columbia County and connections to TriMet. CCR's Line 1 connects riders to TriMet routes. Line 1 operates Monday through Friday between Downtown Portland and the St. Helens Transit Center. One-way fares for general public are \$2.00 for in-county trips and \$3.00 for out-of-county trips. Honored Citizens and students pay \$1.00 for in-county trips and \$2.00 for out-of-county trips. Columbia County Rider also travels to Portland for medical ride purposes once per week.

## Salem Area Mass Transit District (Cherriots)

Salem Area Mass Transit District (SAMTD), doing business as Cherriots, is the primary public transit and complementary paratransit provider to the Salem-Keizer area and Marion and Polk counties. Operating Monday through Friday, Cherriots buses provide service in the Salem-Keizer area, and connections to other metropolitan regions such as Portland.

Cherriots Route 1X provides service in partnership with SMART between the Wilsonville Transit Center and Salem. Riders from the Portland metropolitan area can reach Wilsonville via TriMet's WES commuter rail or South Metro Area Regional Transit (SMART) buses. Between Cherriots and SMART, Route 1X operates 16 roundtrips a day, with seven trips in each direction during the morning and nine in the afternoon and early evening hours. The adult day pass is \$3.25 or \$45.00 per month. The Reduced fare day pass for senior citizens 60 years or older, disabled individuals and Medicare card holders is \$1.50 (\$22.50 per month). Youth under 18 years of age can ride any Cherriots service for free.

## Tillamook County Transportation District (TCTD)

As part of the NW Connector, Tillamook County Transportation District's (TCTD) Route 5 provides a twice-daily service from Tillamook to Portland's Union Station where passengers may connect with Amtrak and Greyhound. Prior to downtown Portland, the service stops at Banks, North Plains, NW 185<sup>th</sup> Ave and the Sunset Transit Center to connect with TriMet's MAX light rail system, which provides connections to Portland International Airport as well as all destinations in TriMet's bus, light rail, and commuter rail system. Service along Route 5 runs seven days a week from 8:10 am to 6:30 pm. All vehicles are accessible and can accommodate wheelchairs. The one-way fare is \$15.00 between Tillamook and Portland and the one-way reduced fare is \$7.50. There is no charge for passengers from Banks to North Plains and from North Plains to TriMet stops in Hillsboro. However, TCTD records the number of pickups and reports them to Ride Connection. Ride Connection then compensates TCTD for the trips at a rate of \$5.00 per one-way trip from Banks/North Plains to Hillsboro (\$2.50 one-way reduced fare) and \$2.50 for a one-way trip from Banks to North Plains (\$1.25 one-way reduced fare). While TCTD is the designated service operator, the service is subsidized by an ODOT \$5311(f) Intercity Grant. The grant's local matching funds are provided by the Confederated Tribes of the Grand Ronde (CTRG) and the Confederated Tribes of the Siletz Indians (CTSI).

## Yamhill County Transit (YCT)

Yamhill County Transit (YCT) provides local public transit service in Yamhill County and connections to the TriMet system. Local service is provided in McMinnville and Newberg on weekdays only. In addition to local services, Yamhill County Transit provides several routes connecting communities in the area to TriMet services in the Portland metropolitan area, route 33, 44, and 44X

Route 33 (McMinnville - Hillsboro): Connects McMinnville to Carlton, Yamhill, Gaston, Forest Grove and to the MAX light rail (Blue Line) in Hillsboro with two morning, midday, and two afternoon round trips on weekdays.

Route 44 and 44X (McMinnville – 99W): Connects McMinnville to Lafayette, Dundee, Newberg, Sherwood, and Tigard. Route 44 operates ten weekday round trips. Route 44X is an express route which operates once daily on weekdays.

Fixed route one-way regular fare is \$1.25, and a single day-pass is \$2.50. Unlimited monthly passes are \$35.00. Service runs from 5:00 am to 9:00 pm.

## LONG-DISTANCE PROVIDERS

### Amtrak

Multiple Amtrak routes stop pass through Portland's Union Station, including Amtrak's Empire Builder, Cascades, and Coast Starlight services.

Amtrak's Empire Builder service connects Portland and Spokane, WA with continuing service to Chicago, IL. Empire Builder offers one daily eastbound and one daily westbound train into and out of Portland at 11:17 am and 4:45 pm respectively.

Amtrak Cascades connects Eugene and Vancouver, BC via Portland with six daily northbound trains and two daily southbound trains out of Portland. Northbound trains out of Portland run between 10:40 am and 2:10 pm and southbound trains leave Portland at 11:08 am and 6:09 pm. Trains are scheduled to arrive about 30 minutes prior to departure.

Amtrak's Coast Starlight service operates one northbound and one southbound train daily between Seattle, WA and Los Angeles, CA with a stop in Portland. The northbound train leaves Portland at 3:56 pm and the southbound train leaves Portland at 2:22 pm.

### Greyhound and FlixBus

Greyhound and FlixBus are privately-owned bus operators that provide bus service between the Portland metro area and hundreds of other destinations across the United States. Greyhound and FlixBus have bus stops at the Portland train station and airport, along with stops in Hillsboro and Beaverton. Routes in Portland connect to Sacramento, Boise, Salt Lake City, Spokane, Seattle, Vancouver (BC), and more along the way.

## **Cascades POINT**

The Cascades POINT provides five daily round-trip bus services between downtown Portland and the University of Oregon in Eugene, making a total of seven stops. Express service is also available along this route with stops only in Portland, Salem, and Eugene. Tickets are sold by Amtrak, and adult fares range from \$5.00 to \$28.00.

## **NorthWest POINT**

The NorthWest POINT provides twice daily bus service between downtown Portland and Astoria, making a total of ten stops, including Cannon Beach. The NorthWest POINT service connects with TCTD Bus Route 3 at Cannon Beach. Service to Astoria leaves Portland at 8:33 am and 5:50 pm and service to Portland leaves Astoria at 8:40 am and 5:55 pm. Tickets are sold by Amtrak and adult fares range from \$3.50 to \$18.

## **Central Oregon Breeze**

The Central Oregon Breeze provides once daily round-trip bus service between downtown Portland and Bend, making a total of 10 stops. Service to Portland leaves Bend at 7:00 am and service to Bend leaves Portland at 3:05 pm. Tickets can be purchased directly through Central Oregon Breeze, Amtrak, or onboard the bus. Fares vary depending on where you board and depart as well as how you purchase your ticket. An advance ticket between Portland and Bend costs \$50.00 for an adult (age 11-59), \$45.00 for older adults (age 60+) and military.



# Demographic Analysis

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### 3. Demographic Analysis

The following provides an overview of the Tri-County area based on data from the 2020 United States Census and the 2019-2023 American Community Survey 5-year estimate dataset. The tables and maps identify the areas of population most likely to face mobility challenges. Population information for the 49 census-designated places (CDPs) in the three counties that make up the Tri-County area are shown in *Table D1 and the map figures in Attachment E*.

#### GENERAL POPULATION PROFILE

The 2020 U.S. Census included 1,837,201 people in the Tri-County area. The American Community Survey estimates the 2023 population to be 1,803,779 which would indicate a regional annual shrinkage rate of 1.08% from 2020 to 2023. This shrinkage is not reflected equally throughout the region with some cities showing a growth in overall population during this period. The highest estimated growth rates were associated with smaller communities. The communities of Barlow, Carlton, Clatskanie, Cornelius, Estacada, Happy Valley, Maywood Park, Rivergrove, Vernonia, and Wood Village all had growth rates in excess of 2.5% per year. Most other cities had estimated population loss. The greatest absolute increases in population were in the Cedar Mill CDP (over 2,200 people) and the City of Happy Valley (over 1,800 people). The greatest loss in population was in the City of Portland (over 22,000 people).

While this section discusses areas with the highest proportions of these populations and generally identifies high proportions in smaller communities (<2,500 in population), medium (2,500-10,000) to larger (>10,000) communities still have high numbers of older adults, people with disabilities, and others in need of transportation services.

Approximately 1.8 million people lived within the current TriMet service area in 2020 representing over 97% of the Tri-County population. By 2045, the Tri-County population is forecast to be approximately 2,373,500, which represents a 29% increase over 25 years, or a 1.2% annual increase<sup>8</sup>.

#### EMPLOYMENT DENSITY

Employment density is an important factor to consider when identifying critical areas with gaps in service. The provision of transit service to areas with high employment density offers regional benefits, and access to a range of job locations is critical to households.

The Tri-County area is the economic center of Oregon. According to the Longitudinal Employment and Housing Dynamic's (LEHD) 2022 reporting, there are 313,866 jobs in Washington County, 175,078 jobs in Clackamas County, and 512,868 jobs in Multnomah County, for a total of 1,001,812 jobs in the Tri-County area. The largest concentration of employment is found in central Portland. Other large employment concentrations are found along the I-205 corridor through Multnomah and Clackamas Counties, and

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<sup>8</sup> <https://www.oregonmetro.gov/sites/default/files/2023/08/29/2045-regional-population-housing-forecast-by-city-county.pdf>

along US-26, OR 217, and I-5 in Washington County. As of December 2024, the Portland metropolitan area had an unemployment rate of 4.2% according to the Bureau of Labor Statistics<sup>9</sup>.

## OLDER ADULTS AND/OR PERSONS WITH DISABILITIES

There were 278,304 older adults in the Tri-County area, representing approximately 15.4% of the general population, according to the American Community Survey. In terms of proportion of their population, the communities of King City stand out with over 40% of their population aged 65 and over, with the next highest concentration of older adults in Cherry Grove at 32.1% and Johnson City at 31.9%. Communities in Clackamas County have fewer older adults than those in Washington and Multnomah Counties.

Approximately 65% of people aged 65 years or more within the TriMet service district lived within ¼ mile of fixed-route bus or MAX service, and 84% lived within ½ mile.

Persons with disabilities are most concentrated in the cities of Johnson City (20.7%), King City (23.7%), Rhododendron (25.4%), and Government Camp (46.9%). The lowest proportion of persons with disabilities can be found in Lake Oswego, Happy Valley, and Barlow.

The highest densities of older adults and persons with disabilities living outside of the existing TriMet service area are along the US-26 corridor to the City of Sandy, the OR 99E corridor to the City of Canby, along the OR 8 corridor further into the City of Forest Grove, and the parts of Washington County adjacent to the Cities of Cornelius and Forest Grove.

## YOUTH POPULATION

Multnomah County has the lowest youth population among the three counties at 18%. This is also lower than the state average of 20.2%. In comparison, Washington and Clackamas counties have higher concentrations of youth at 21.9% and 21.0%, respectively.

The communities with notably high youth populations are Cedar Mill (30.3%), Orient (29.9%), Bethany (29.6%), Banks City (29.6%), and Sherwood (29.1%). Government Camp (0%<sup>10</sup>), Cherry Grove (8.7%), Rhododendron (8.8%), and Barlow City (9.1%) have the lowest concentration of youth in the Tri-County area.

## POVERTY STATUS

Household incomes are typically highest in northwest Clackamas County communities while the lowest median incomes are generally in Multnomah County communities east of the City of Portland and in the smaller outlying communities. Multnomah County and the City of Portland both have poverty rates above the state average (11.4%), with 11.7% and 12% respectively. The communities in the Tri-County area with

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<sup>9</sup> <https://www.bls.gov/web/metro/laummtrk.htm>

<sup>10</sup> Total population sample for this 0% is 64 people. Given the low sample size, it's possible youth population is not 0% in reality.

the highest rates of persons living at or below the 100% poverty level are Barlow (28.3%) and Estacada (23%). Other larger cities with high rates of persons living at or below 100% poverty include Gresham (11.7%) and Forest Grove (12.6%).

## VEHICLE ACCESS

Riders are considered transit dependent when they can't drive or do not have the means to buy/maintain a car. Approximately 8.7% of households in the Tri-County area have no vehicle access according to the 2019-2023 American Community Survey.

## RACE

The statewide proportion of non-white and non-Hispanic individuals is 23.3%. Both Multnomah and Washington counties exceed this proportion with 30% and 34.1%, respectively. At least 30% of the population of the communities of Aloha, Bethany, Cedar Mill, Oak Hills, Marlene Village, Fairview, Wood Village, Cornelius, Hillsboro, Happy Valley, Rivergrove, Beaverton, North Plains, Durham, Gresham, Tualatin, and Forest Grove are non-white and non-Hispanic individuals.

## LIMITED ENGLISH PROFICIENCY

Communities with greater proportions of non-white and non-Hispanic individuals and persons with limited English proficiency (LEP) typically have lower median household incomes, and generally have higher than average population densities, but have shorter commutes. At least 5% of the populations of the communities of Cornelius, Fairview, Gresham, Troutdale, and Wood Village have limited English Proficiency (LEP).

## VETERAN STATUS

There are currently 82,369 veterans in the Tri-County area, according to the 2019-2023 American Community Survey. This accounts for 4.6% of the total population of the region. Multnomah County has the greatest number of veterans (32,866), and Clackamas County has the greatest percentage of veterans (6.8%). The US Department of Veterans Affairs' FY2023 data shows even more veterans in the tricounty area, coming in at 36,128 in Multnomah County, 26,790 in Washington County, and 22,425 in Clackamas County<sup>11</sup>. The percentage of veterans in each of the three counties in the region falls below the state average of 7.5%. The communities with the highest densities of persons with veteran status are in Government Camp (26.6%), Rhododendron (19.8%), Orient (19.7%), Estacada (12.4%), and Gladstone (10.3%).

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<sup>11</sup> <https://www.data.va.gov/stories/s/jbvh-nyt8>

## SUMMARY OF DEMOGRAPHIC-BASED NEEDS

The need for specialized transit services is high both within urban centers and surrounding rural communities, especially where community members do not currently have fixed-route transit service.

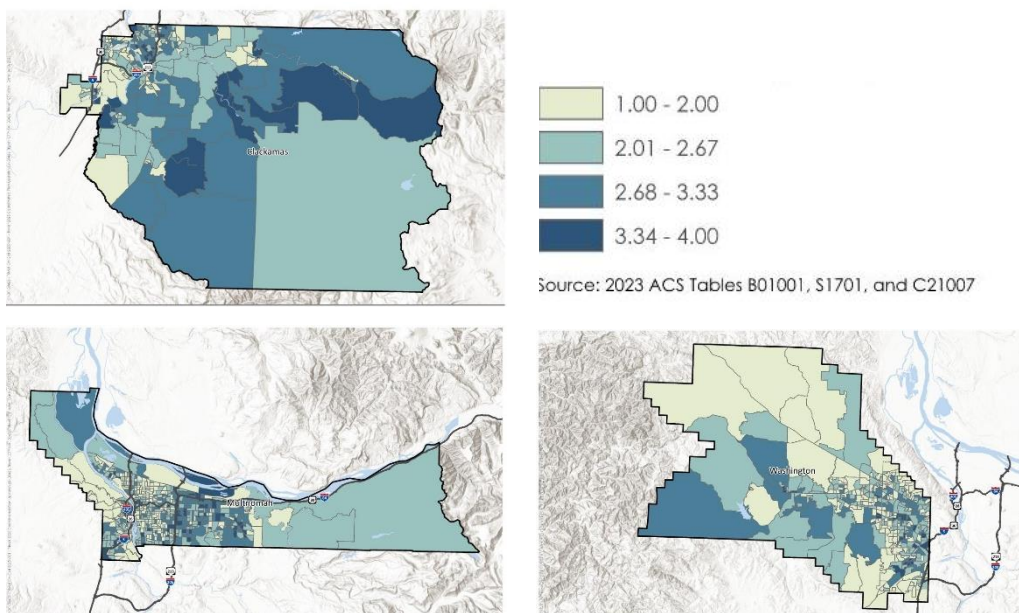
Many older adults and persons with disabilities living in the TriMet service district are in close proximity to existing fixed route services (85% and 86% within ½ mile, respectively). This provides the opportunity to investigate options for making the fixed route system more accessible for people who might otherwise have difficulty accessing the system while allowing paratransit services to be focused on those with the greatest need or those who are truly not within a convenient distance to the fixed route system.

There are several clusters of employment and affordable housing that are not currently well connected to the fixed route transit system in the Tualatin, Hillsboro, and Happy Valley areas, which could force some eligible people to rely on the paratransit system unnecessarily. Additional shortfalls in the provided transit service are identified in the Transportation Service Needs discussion.

The Tri-County area's population has been growing and is forecast to continue to grow for the foreseeable future. Similarly, the population continues to age, increasing the number of older adults who are eligible for paratransit services. It can also be expected that the population of persons with disabilities will increase proportionally with the overall population increase.

The overall demographic trend is that transit needs will continue to grow and spread farther out geographically.

Some people may fall under multiple demographics characteristics that make them more likely to use or depend on transit services. The figures below, included in larger format in Attachment E, score the block groups based on the proportions of older adults, people with disabilities, and people with low incomes then average these to a composite score where 1 has the lowest proportions of these populations and 4 has the highest. Considering multiple characteristics can help to better understand where needs may lie.



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# Aspirational Service Guidelines and Needs

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## 4. Aspirational Service Guidelines and Needs

### HISTORY

The 2006 Tri-County Elderly and Disabled Transportation Plan (EDTP) adopted a Land Use Concept as the strategy to guide the delivery of transportation services. This concept states that:

*“A higher level of transportation services for the seniors and/or persons with disabilities community is available in areas where the concentration of the seniors and persons with disabilities population is the greatest. In this strategy, an urban area, city, town or small community would receive more services than those living outside those jurisdictional boundaries—for example, on a farm or in a rural area.”*

During the development of the EDTP update in 2009, the TriMet ATFAC reaffirmed the Land Use Concept and most of the service standards that flow from it and changed the language of a service “standard” to a service “guideline” to clarify that the guidelines are goals that providers should strive to meet given the variance among individual communities.

Originally, the 2006 EDTP divided the service delivery plan between communities within the Urban Growth Boundaries (UGB) and those outside it. This was later changed by the ATFAC during the 2012 CTP update. The UGB designation was removed to create guidelines that apply inside and outside the TriMet Service District as the ATFAC recognized that it was not cost-effective or necessary for some of the smaller communities within the UGB to provide a 20-24 hour service span.

In the small communities and rural areas, where the guidelines recommended that service be available five days a week, language in the 2012 CTP was added to clarify that the guideline does not require only weekday service, but that service could be offered on a Saturday or Sunday, as community needs dictate.

The 2016 CTP Update removed the large community, small community, and rural designations for classifying communities outside of the TriMet Service District but retained the associated population thresholds. The three categories are communities with 1) more than 2,500 people, 2) communities between 500 and 2,500 people, and 3) communities with less than 500 people.

This CTP Update clarified the ranges of service hours and typical uses based on these ranges, and updates population ranges to reflect current service expectations and needs. This update removed the table and expanded narrative to describe the aspirational service guidelines, and restructured the table identifying needs based on deficiencies to the aspirational service guidelines.

### FEDERAL REQUIREMENTS

Public entities that provide fixed route services must also provide ADA complementary paratransit services for persons whose disabilities prevent them from using the fixed route system based on a permanent or



temporary disability. If an individual meets the eligibility criteria for some trips but not others, they shall be eligible for only the trips for which they meet the criteria. ADA complementary paratransit requirements do not apply to commuter bus, commuter rail, or intercity rail service, however. This includes a rider's inability to access vehicles, transit stops, or facilities, or to independently navigate through the system. Complementary paratransit must be origin-to-destination service, providing service from a rider's origin to the rider's destination. While the term "paratransit" has often been used in a generic sense, it has a specific meaning under the ADA, subject to specific eligibility and service criteria. Whether an organization provides "curb-to-curb" or "door-to-door" service is a local policy decision. However, providing door-to-door service is within the normal range of assistance expected under ADA regulations. A curb-to-curb policy is acceptable, as long as the bus operator provides door-to-door service when necessary (Source: National RTAP<sup>12</sup>).

ADA complementary paratransit service must be comparable to the fixed route bus service in terms of six service criteria:

- Hours and days of service
- Service area
- Response time
- Fare
- Trip purpose
- Capacity constraints

**Curb-to-curb:** service picks up and drops off passengers at the curb

**Door-to-door:** service helps passengers between the vehicle and their door

**Door-through-door:** a more involved version of door-to-door, where the driver may need to enter your home to help you navigate inside, like with a wheelchair or if you require extra assistance

More information on these constraints is specified in CFR [Section 37.131](#)<sup>13</sup>. Note that under the ADA, paratransit functions as a "safety net" for persons whose disabilities prevent them from using the fixed route system; it is not intended to provide a comprehensive level of mobility that meets all of the travel needs of all persons with disabilities at all times. As such, the service criteria are intended to mirror the level of service provided by the fixed route system.

Public entities and organizations may provide additional service beyond these parameters, but are not required to. The subsequent sections discuss **aspirational** service guidelines that often exceed these federal requirements.

## SERVICE GUIDELINES

Service guidelines are used as a tool for assessing the level of service currently provided and identifying unmet needs or gaps. While each recommended guideline may not be achieved, it should remain a target for ongoing improvement. The public and policymakers should not view these guidelines as guaranteed

<sup>12</sup> <https://www.nationalrtap.org/Toolkits/ADA-Toolkit/Service-Type-Requirements/ADA-Complementary-Paratransit-Requirements>

<sup>13</sup> <https://www.ecfr.gov/current/title-49/subtitle-A/part-37/subpart-F/section-37.131>

levels of service but rather as ways to measure progress toward an ideal continuum of transportation service.

This updated version of the plan has retained the categories of service available for people with varying degrees of ability to use fixed-route transit. The guidelines address the following categories:

- **Fixed Route**

- **No to Some Difficulty:** This category refers to days and hours of service available to older adults and persons with disabilities who have moderate or no difficulty using fixed route transit. Fixed route services may deviate to support older adults and people with disabilities. Examples include the TriMet Bus and MAX systems, CAT Route 99X, SAM Gresham, SCTD City Services, SMART bus service, and Ride Connection Community Shuttles.

- **Demand-Response**

- **ADA Paratransit eligible:** This category refers to the days and hours of complementary paratransit service available to ADA-eligible customers, which must coincide with the days and hours that fixed route transit is available in the area. Examples include TriMet LIFT and Canby CPS. Some providers allow non-ADA passengers, but prioritize ADA passengers (see below).
- **Non-ADA eligible** This category refers to days and hours of demand response service available to older adults and persons with disabilities who are not ADA-eligible but who may have some difficulty riding fixed route service. Examples may include: CAT DAR, SAM DAR, TRP, and many Ride Connection programs.
- **Needs Assistance:** This category refers to days and hours of service for older adults and persons with disabilities who are unable to utilize fixed route service and cannot use demand response services without enhanced assistance, such as: an escort or travel assistant, door through door assistance or similar specialized services. This service exceeds that required by the ADA. Examples include Ride Connection's door-to-door program.

The following are the aspirational service guidelines recommended by the ATFAC.

## Aspirational service guidelines Within the TriMet Service Area

The following aspirational service guidelines apply within the TriMet service area. Seniors and persons with disabilities who are able to use fixed-route transit should have these fixed-route services available to them:

- **Fixed Route Service.** Standard service helps meet the need for basic community mobility. Standard service operates on corridors or in communities with population and employment concentrations that can generate at least 15 boarding rides per vehicle hour with a span of at least 15 hours a day, seven days a week.

Seniors and persons with disabilities who are unable to use fixed route services, or who have moderate or major difficulty riding the fixed route system should have these services available to them:

- ADA Paratransit service is available to people whose disability prevents them from using regular bus and rail service for some or all of their trips and who live within a three-quarter mile radius of fixed

route service. Service is limited to only those persons who have been determined as eligible according to criteria specified in the ADA law.

- Non-ADA additional local curb-to-curb or door-to-door services available 10-15 hours a day on weekdays and 8-10 hours a day on weekends. These services provide local transportation to shopping, nutrition sites, and medical clinics, for example, as well as to fixed route service. Services should generate at least two boarding rides per vehicle hour.
- Needs Assistance customers should have service available 10-15 hours a day on weekdays and 8-10 hours a day on weekends. These services may or may not be client-specific, but provide local transportation for a variety of different trip purposes.

Table 4-1 shows examples of what hours might be operated with each service span range, and what trips could be served within those hours.

**Table 4-1. Example Hours and Typical Trips for Service Spans**

Service Span	Example Service Hours	Typical Trips
>15 hours	5 AM to 8 PM	Can typically serve a full range of trip purposes, including non-9-5 work trips, social and entertainment trips, and multiple types of trips in a single day.
10-15 hours	6 AM to 6 PM	Provides a long enough service span to serve 9-5 work trips or medical, grocery, and recreational trips, but less flexibility in multiple trips in a day such as running errands or childcare pick-up drop-off in addition to these trips.
8-10 hours	8 AM to 4 PM	Provides enough service to accomplish most medical, grocery, or other short trips but not flexible for work trips or early morning/late evening trips.
6-8 hours	9 AM to 3 PM or 6 AM to 9 AM + 4 PM to 7 PM	Provides enough service to accomplish most medical, grocery, or other short trips, or alternatively can serve peak periods to serve longer-distance day trips.

## Aspirational service guidelines Outside the TriMet Service Area

The following service guidelines apply outside the TriMet service area.

### **COMMUNITIES WITH MORE THAN 10,000 PEOPLE**

Older adults and persons with disabilities with major, moderate, or no difficulty using the fixed route system should have access to fixed-route, curb-to-curb, or door-to-door services 10-15 hours a day, six days a week. Needs Assistance passengers should have access to service 6-10 hours a day, five days a week.

### **COMMUNITIES WITH BETWEEN 2,500 AND 10,000 PEOPLE**

Older adults and persons with disabilities with major, moderate or no difficulty using the fixed-route system should have access to regularly scheduled, deviated fixed-route, curb-to-curb or door-to-door services 8-10 hours a day, five days a week, which may include a Saturday or Sunday. Needs Assistance passengers should have access to service 6-10 hours a day, five days a week for medical, work and nutrition trips, and 2-3 days a week for all other trips. This level of service exceeds that required for complementary paratransit under the ADA if no fixed-route service is available in that area at that time.

## COMMUNITIES WITH FEWER THAN 2,500 PEOPLE

Generally, these areas are small developments surrounded by large tracts of farmland or forests. Because of the sparse population, neither fixed routes nor complementary ADA-paratransit are anticipated under these guidelines. Older adults and persons with disabilities living in rural areas, including Needs Assistance passengers, should have access to demand response service a minimum of 6-8 hours a day, five days a week for medical, work and nutritional trips, and 2-3 days a week for all other trips. The service may include a Saturday or Sunday. This level of service exceeds that required for complementary paratransit under the ADA if no fixed-route service is available in that area at that time.

All agencies meet federal requirements of providing complementary paratransit service where fixed-route service is provided. These service guidelines are aspirational, going above and beyond requirements, to meet a broader range of mobility needs. Agencies may be unable to provide these aspirational guidelines due to limited resources, such as funding, operators and other staff, or fleet.

## Existing Conformance to Aspirational Service Guidelines

Table 4-2 provides an evaluation of how well the aspirational service guidelines are being met under existing conditions. This evaluation is based on conformance to service guidelines which are aspirational but that should be worked towards in the long term.

**Table 4-2. Aspirational Service Guidelines Conformance**

Place	Census Population	Fixed Route	Demand Response		
		No to Some Difficulty	ADA Paratransit Eligible	Non-ADA Eligible Service	Needs Assistance
TriMet Service Area – Clackamas County					
Lake Oswego	40,731	✓	TriMet LIFT	Ride Connection Programs – Assistance or capacity may be limited.	
Oregon City	37,572	✓			
West Linn	27,373	✓			
Happy Valley/ Damascus	23,733	✓			
Milwaukie	21,119	✓			
Gladstone	12,017	✓			
Estacada	4,356	✓			
Johnson City	539	No weekend service on Line 29.			
TriMet Service Area – Multnomah County					
Portland	652,503	✓	TriMet LIFT	Ride Connection Programs – Assistance or capacity may be limited.	
Gresham	114,247	✓			
Troutdale	16,300	✓			
Fairview	10,424	✓			
Wood Village	4,387	✓			
Maywood Park	829	✓			

Place	Census Population	Fixed Route	Demand Response		
		No to Some Difficulty	ADA Paratransit Eligible	Non-ADA Eligible Service	Needs Assistance
TriMet Service Area – Washington County					
Hillsboro	106,447	✓	TriMet LIFT	Ride Connection Programs – Assistance or capacity may be limited.	
Beaverton	97,494	✓			
Tigard	54,539	✓			
Tualatin	27,942	No weekend service on Lines 96 & 97.			
Forest Grove	26,225	✓			
Sherwood	20,450	✓			
Cornelius	12,694	✓			
King City	5,184	✓			
Rivergrove	545	No Service			
Outside of TriMet Service District – Communities more than 10,000 People					
Wilsonville (SMART)	26,664	✓	SMART DAR		Transportation Reaching People (TRP) – Assistance or capacity may be limited.
Canby (CAT)	18,171	✓	CAT CPS	CAT DAR	
Sandy (SAM)	12,612	✓	SAM Rides		
Molalla (SCTD)	10,228	✓	Deviations		
Outside of TriMet Service District – Communities between 2,500 and 10,000 People					
Mount Hood Villages	4,586	✓	Deviations		TRP – Assistance or capacity may be limited.
Beavercreek	4,727	No Service	TRP		
North Plains	3,441	✓	Deviations		Not met: Ride Connection Rural Door-to-Door – Assistance or capacity may be limited.
Outside of TriMet Service District – Communities Less than 2,500 People					
Clackamas County	-	N/A	TRP		Not met: Assistance or capacity may be limited.
Multnomah County	-		Rural Multnomah County Dial-a-Ride		
Washington County	-		Ride Connection Rural Door-to-Door		

## NEEDS BASED ON DEFICIENCIES TO ASPIRATIONAL SERVICE GUIDELINES

Needs based on deficiencies to the Aspirational Service Guidelines include:

- Cities within the TriMet service district are mostly well served with fixed route service and complimentary ADA paratransit throughout the week. However, Rivergrove currently has no fixed route services while Tualatin and Johnson City largely lack fixed route services during the weekend.
- Communities within the TriMet service district are short of complying with service guidelines for the Non-ADA Eligible and Needs Assistance categories, with most lacking services on weekdays and weekends.
- Unincorporated areas outside of the TriMet service district do not have fixed route service. However, most of these locations do meet service guidelines for fixed route service. Larger cities outside of TriMet typically meet fixed route service guidelines, and sometimes use deviations to address ADA complementary paratransit requirements. Most areas are short of the service guidelines for Needs Assistance, which some assistance may be informally provided on other demand response services, but these programs are typically near capacity and/or may be limited in providing assistance.

## CAPACITY GUIDELINES

Guidelines based on the hours that a service is *offered* does not address whether adequate service is available. For this reason, in 2009 the ATFAC recommended that a new guideline to address *capacity* be developed.

To identify what capacity problems exist, TriMet previously sent a survey to the network of providers who deliver non-ADA service to seniors and/or persons with disabilities. The providers responded by listing the following issues:

- There are a limited number of vehicles and drivers to serve large areas over a long span of service.
- Providers cannot always supply the requested ride. They may need to refer a caller to a different service, deny the ride altogether, or renegotiate the time or day of the requested service.
- Providers have had to change scheduled service to meet more pressing ride requests.
- Providers are reluctant to promote their service, because they are at capacity and cannot serve new requests.
- Customers are requesting services for which there is no capacity, such as early morning and evening trips, a shorter scheduling window to request trips, fewer referrals to LIFT, and weekend trips.

In 2009, the ATFAC recommended that a capacity guideline should be set for demand-response capacity. However, they determined that not enough information and input from providers was currently available to set the guideline and this is still the case. The following items need to be considered when setting such a guideline:

- Determine whether the guideline should focus only on denials or include referrals and renegotiations.
- The terms should be well-defined and used consistently across providers.

- Consider using the ADA definition for denials.
- Data collection for the guidelines should be easy to collect.
- Decide if data should be collected for requests when the provider is not in operation, such as evenings and weekends, in order to document unmet needs.
- Consider how lack of promotion could be factored into a capacity guideline.
- Allow for flexibility in applying the guideline to areas with different population levels.

## PERFORMANCE REPORTING

During the review of the Priorities for the 2016 update to the CTP, the ATFAC identified the desire to incorporate performance measurement into the funding application process, to utilize these to assess the success or impact of funded projects, and to provide regular reports to the ATFAC that provide more useful information than the monthly data currently provided. The list of Priorities in Chapter 1 has been updated to include the following priority on performance measurement: Leverage state and federal reporting data to track progress on improvements to service, customer convenience and safety, and to evaluate the effectiveness of funding decisions. While new or additional reporting to measure performance could be labor-intensive to providers, measures related to existing reporting requirements could be used. QEs and PTSPs receiving STIF formula funds are required to conduct quarterly and annual reporting. Requirements are summarized in Table 4-2.

**Table 4-3. STIF Formula Fund Reporting Requirements**

Type of Reporting	Quarterly Basis
Outcomes	<ul style="list-style-type: none"> <li>■ revenue miles</li> <li>■ revenue hours</li> <li>■ rides</li> <li>■ number of new stops shared with other providers</li> <li>■ number of students in grades 9-12 served by demand response</li> <li>■ number of students in grades 9-12 with free or reduced fares</li> </ul>
Capital Assets	<ul style="list-style-type: none"> <li>■ Acquired, purchased or leased Capital Assets by QEs and PTSPs using STIF Formula and/or Discretionary and Intercommunity funds</li> </ul>

Type of Reporting	Annual Basis
Outcomes (4th quarter SPR)	<ul style="list-style-type: none"> <li>■ number of people within a half mile of transit stop</li> <li>■ number of Low-Income Households within a half mile of transit stop</li> <li>■ number of students in grades 9-12 attending a school served by transit</li> <li>■ number of rides provided to students in grades 9-12</li> </ul>
Program Criteria (4th quarter SPR)	<ul style="list-style-type: none"> <li>■ increases frequency to areas with high-percentage of low income households</li> <li>■ expands routes or services to areas with high-percentage of low-income households</li> <li>■ reduces fares in communities with high percentage of low-income households</li> <li>■ procures low-or no-emission buses for use in areas with population of 200,000 or more</li> <li>■ improves frequency and reliability of service between communities in and out of QE's service area</li> <li>■ improves coordination among PTSPs to reduce fragmentation of service</li> <li>■ provides student transit for students in grades 9-12</li> </ul>
Low-Income Mitigation	<ul style="list-style-type: none"> <li>■ Report on mitigating the impact of the tax on low-income passengers</li> </ul>
QE Budget	<ul style="list-style-type: none"> <li>■ Copy of QE's adopted annual budget</li> </ul>
Financial Audits	<ul style="list-style-type: none"> <li>■ Copies of financial audits, including STIF procedures</li> </ul>

## NEEDS ASSESSMENT

Developing a comprehensive and updated needs assessment is an important part of the planning process. The Coordinated Transportation Plan for Older Adults and Persons with Disabilities focuses on the transportation needs, gaps, and challenges specific to persons with disabilities and older adults; therefore, this section articulates those needs. Chapter 5 identifies actions intended to address these needs and will also serve as the basis and rationale for potential future applications to the ATFAC for federal and state funding.

The needs assessment was developed using demographic analysis, ATFAC feedback, review of other plans and studies, and by evaluating available services to the Aspirational Service Guidelines.

The demographic analysis of the Tri-County area used 2020 data from the U.S. Census and 2019-2023 data from the most recent five-year American Community Survey (ACS). The analysis outlines recent and future trends for the total population and older adults in the Tri-County area as well as ACS data for persons with disabilities.



The ATFAC component of the needs assessment includes perspectives of those involved in planning for and delivering transportation services and social services to articulate and share their experiences, perceptions and opinions about which needs are most critical to meet. This feedback was collected throughout several meetings with the ATFAC.

The evaluation of availability of service to the recommended Aspirational Service Guidelines identified locations where there are significant gaps in service per the recommended service levels by type of service.

## ATFAC Feedback

The stakeholder outreach component of the needs assessment included outreach and coordination with the ATFAC involved in reviewing applications for transportation services and awarding funding for older adults and people with disabilities residing both inside and outside of the TriMet district. They were asked to articulate and share their experiences, perceptions and opinions about which needs are most critical to older adults and people with disabilities who utilize public transportation services. The key themes of the needs they see and experience included:

- Funding, fleet, and staffing are highly constrained and limit the ability to provide additional services.
- Capacity is particularly constrained for demand response services, and the populations reliant on these services are continuing to grow.
- Travel training is needed to help the community understand what services are available, in particular to reduce uncertainties about how to use the fixed route system.
- Volunteer-based programs are also lacking volunteers.

While ATFAC meetings are open and advertised to the public, community feedback was minimal in the development of this CTP update.

## Transportation Service Aspirations

The following describes areas with current unmet transportation needs or needs for new or improved transportation services, specifically considering the needs and challenges of older adults and persons with physical and/or cognitive disabilities. This list is purposefully created without considering the current funding constraints to document all identified needs. Whether the improvements could be made soon or would need substantially more funding to be possible, the intention is to document all identified needs and then prioritize as needed with available funding and use the identified needs to support seeking additional funds.

- Additional frequency and extended (longer, evening, weekend) service hours are needed in many locations, including rural and suburban areas. Specific locations from the aspirational service guidelines deficiencies include:
  - Additional fixed route service in Tualatin, Johnson City, and Rivergrove
  - Expanded demand response services and capacity throughout the region
- More frequent intercity connections
- Meet dial-a-ride (DAR) service demand and reduce wait time for DAR services.
- Improve “first” and “last” mile service

- Eliminate or reduce service gaps and geographic gaps
- More capacity in the following areas:
  - Staffing/drivers/training, such as:
    - Additional volunteers for Ride Connection's Ride Together service and other programs, Clackamas County's Senior Companions, and other programs.
    - Additional paid drivers for various programs
  - Mobility management or other staff at transit centers and key activity centers to provide travel training to riders
  - Additional vehicles, including accessible vehicles
- Additional funding is required to meet the following needs:
  - Fund operations, accessible and general vehicle purchases, maintenance, service and geographic area expansion.
  - Discounted fares; mileage reimbursement; paid drivers; and driver recruitment and training.
  - Infrastructure needs.
- Unmet medical needs including:
  - Coordination/collaboration with house-call service for routine medical and life sustaining treatments like dialysis
  - Additional flexibility for trips to/from medical and/or dialysis facilities
  - Veteran medical service transportation (such as Vets Driving Vets)
  - Mobility management
  - Increase the number of personally owned vehicles (POV) volunteer rider service
  - Explore the need for medical shuttles between key hubs (e.g. Sandy Senior Center) and medical facilities in greater Portland metro area and for persons who do not qualify for Medicaid medical rides

## Infrastructure Aspirations

The following describes current infrastructure needs associated with providing transportation service for older adults and persons with disabilities. Many of these needs should be addressed by roadway owners (cities, counties, ODOT) and are not under the responsibility of transit providers.

- Improve transit infrastructure
  - Accessible bus stops, bus stop facilities (seats, shelters, "level of comfort"), security (lighting and safe places to wait), signage
  - Mobility hubs with integration with other micromobility and first/last-mile connections
- Improve pedestrian infrastructure and network
  - Sidewalks, completing pedestrian network gaps, crosswalks, midblock crossings, pedestrian connections to bus stops, ADA compliance, improve safety, pedestrian signals, wayfinding, curb cuts, reduce out of direction travel
- Improve street networks and connectivity

- A land-use/transportation planning program for elder-districts and siting of residential communities, care facilities, public housing, senior and community centers, libraries, medical facilities, and grocery stores.

## Coordination and Organizational Aspirations

The following describes the needs for improved coordination and organization between social service providers and transit providers.

- Continue to strengthen partnerships within and adjacent to service areas with such organizations as:
  - Transit providers: Ride Connection, Honored Citizen program, TriMet, TriMet LIFT, CAT, SCTD, SMART, SAM, SAMTD, Woodburn Transit (WTS), Mt. Hood Villages, CCC Xpress Shuttle
  - Counties, cities, and other public agencies
  - Community based organizations: senior centers, religious organizations, community centers
  - Area Agencies on Aging
  - Community Action organizations
  - Social service partners
  - Medical partners such as hospitals and clinics
  - Other private partners
- Inter-agency coordination needs to be addressed include:
  - Service expansions, improvements, and modifications
  - Service and schedule coordination (transfers between services in/out of service areas, route sharing)
  - Coordination of fare policies, fare sharing, and/or fare reciprocity between transit systems.
  - Coordination of vehicle maintenance and facilities
  - Coordination of and funding of projects that improve safety, service, and infrastructure.
  - Shuttle services, which take customers to fixed route (bus, rail) service on request.
  - Travel training (RideWise) and transportation options programs, including improved regional carpool matching program.
- Regular meetings between regional and local transportation providers and service agencies coordinators to discuss resources and services.
- Transportation co-operative programs with retirement communities to coordinate and share resources
- Acceptance of other paratransit providers ADA eligibility processes
- Possibly reduce number of transportation providers

## Technology Aspirations

The following describes technology gaps in providing transportation services to meet the needs of older adults and persons with disabilities. Many of these technologies have been implemented, but need to be maintained in the future:

- Real-time information technology
- Electronic fare systems
  - Reloadable fare cards
  - Regional fare system
  - Common fare media
- Automatic stop announcement
- Automatic appointment reminders (calls, texts)
- “Texting” stops (rider notification system)
- Ride scheduling technology
  - Software to match customer needs and volunteer availability/ability in real-time
  - Dispatch technology
- Unified communication, web-based routing, and scheduling systems across regional service providers for urban and rural trip planning and communicating/sharing trips with other demand response providers or ADA services
- Ongoing refinement of transit providers' GTFS data into Google Maps to help riders plan trips.
- Continue to support GTFS data integration, including GTFS-rt (real-time) and GTFS-flex (demand-response)
- Technology designed for use on the Internet, phones, and mobile devices that integrates with free-to-use apps.
- Volunteer ride connection software

# Priorities, Strategies, and Actions

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## 5. Priorities, Strategies, and Actions

This chapter presents a set of strategies and actions based on the CTP priorities that the Tri-County region can pursue to improve transportation services for older adults and persons with disabilities. Each of the strategies supports one or more of the plan's Priorities.

### PRIORITIES

The Principles from the 2020 CTP were updated through the CTP Update process by the ATFAC and are referred to as Priorities in this plan. The Priorities will guide the decisions made by the ATFAC to implement the Plan, including how to evaluate funding applications. The Priorities include:

- Provide transit service throughout the Tri-County area for older adults and persons with disabilities consistent with the CTP Service Area Aspirational Service Guidelines (see Table 4-1). This can be achieved in the following ways:
  1. Maintain existing services and programs that meet the needs of older adults and/or persons with disabilities
  2. Increase capacity, improve service, and quality of existing services (such as reducing headways, increasing span of service, or increasing geographic coverage)

To support the provided services, transportation providers and partners can:

- Provide for adequate capital replacements and maintenance of vehicles, service technology and equipment, and other fundamental requirements to provide service.
- Balance the need to provide accessibility throughout the Tri-County area with the cost-effectiveness of services and projects by assessing how they meet specified goals when making funding decisions (such as cost per ride, percent match, etc.).
- Strive for strategic and equitable distribution of funding to address the needs of the region's older adults and persons with disabilities.
- Advocate for increased funding.
- Seek out new, innovative, and sustainable partnerships that improve service to underserved communities and people.
- Enhance rider experience and sense of dignity by being sensitive and attentive to the varied needs of individuals and by emphasizing a customer service model.

### STRATEGIES AND ACTIONS

The strategies and actions presented below aim to address or mitigate transportation needs for older adults and persons with disabilities as identified in Chapter 4 (Needs Assessment). This is a crucial component of the Coordinated Transportation Plan for Older Adults and Persons with Disabilities, as it complies with federal planning requirements and offers an opportunity to document regional service priorities and identify lead entities responsible for implementation.

- The methodology used to develop the actions includes the following steps:

- Strategies and actions included in the previous plan were reviewed to assess whether they have been completed or are more appropriately considered as ongoing agency activities.
- Strategies and actions to address needs and move toward a future vision of enhanced transportation for older adults and persons with disabilities were discussed with the ATFAC members and with stakeholders.

This Plan update has streamlined the number of actions by removing those that are considered completed and, in some cases, those that are considered ongoing tasks and responsibilities of local service providers.

Table 5-1 summarizes the strategies and the actions that help to achieve the priorities and the responsible parties for implementing them. It should be noted that transit agencies may include agency committees, such as the ATFAC, Boards, and other bodies associated with the agency. Jurisdictional agencies include roadway owners such as ODOT, counties, and cities. It should be noted that while some actions will require an initial investment to implement them, over the long term, they may result in cost savings to public transit programs.

**Table 5-4. Strategies and Actions Summary**

Action	Responsible party			
	Transit Agencies	Ride Connection	Jurisdictional Agencies	Other
<b>Maintain and Expand Service to Meet Service Guidelines</b>				
1. Identify and address service gaps in public transit services	X	X		Area agencies on aging
2. Enhance and expand volunteer driver programs		X		county departments of social services
3. Provide cost-effective transit service projects	X	X		human services departments, county agencies
4. Enhance transit access to employment and training opportunities for low-income individuals	X	X		private sector
5. Use technology and software to improve transit service efficiencies	X	X		

Action	Responsible party			
	Transit Agencies	Ride Connection	Jurisdictional Agencies	Other
<b>Enhance Access and Increase System Efficiency</b>				
1. Encourage the use of fixed-route transit	X	X		
2. Promote pedestrian access or land use improvements for improved access to transit	X	X	X	
3. Support and expand travel training programs	X	X		
4. Provide fare assistance	X	X		Social service providers
5. Manage ADA service demand	X	X		
6. Implement or expand upon feeder services to fixed route transit where gaps exist	X	X		
<b>Performance Reporting</b>				
1. Track performance metrics through STIF Reporting process	X	X		ODOT
2. Review funding application process and application materials on a biennial basis	X	X		
<b>Improve Customer Experience</b>				
1. Improve information sharing and program outreach	X	X		Aging and Disability Resource Connection (ADRC), 211
2. Work towards providing real-time information for scheduled rides and same-day or on-demand scheduling	X	X		
3. Address safety and security concerns at transit facilities and on vehicles	X	X	X	
4. Use technology and software to improve customer service	X	X		



Action	Responsible party			
	Transit Agencies	Ride Connection	Jurisdictional Agencies	Other
<b>Promote Coordination among Service Providers and Innovative Partnerships</b>				
1. Consider expanding electronic fare programs	X			
2. Improve the ease of connecting between existing transit providers in the region	X	X		ODOT
3. Communicate programs and services between public and private sector, medical facilities, older adults and/or Persons with Disabilities	X	X		Coordinated Care Organizations, medical providers
4. Coordinate outreach and advocacy activities, such as marketing at public events or legislative outreach for increased transit funding	X	X		Area agencies on aging
5. Explore partnerships with TNCs	X	X		
6. Maintain platforms for scheduling, dispatching, and ride matching	X	X		ODOT

## Maintain And Expand Service to Meet Service Guidelines

Chapter 4's Aspirational Service Guidelines serve as high-level guidance for envisioning future transit service. They're aspirational rather than required and are intended to highlight areas where service could be improved or where there may be unmet needs.

One of the guiding principles of the CTP is to support access to transit throughout the Tri-County area, in both urban and rural communities. While it may not be possible to meet every guideline everywhere, they offer a shared vision to work toward, recognizing that service needs and feasibility can vary across different places. The transit provider for each community will have the best grasp of what their specific needs are, and how best to meet those needs.

To help move in this direction, the CTP suggests several strategies:

- Maintaining existing services, so long as they serve older adults and people with disabilities effectively

- Expanding service where there are gaps using strategies such as increasing the number of group trips, shared rides, shopping shuttles, and other ways of more efficiently moving more people.
- Enhancing the quality and frequency of service
- Investing in the vehicles and facilities needed to support a reliable service and encourage sustainable and zero/low-emission transportation options whenever possible.

Putting these strategies into action will take ongoing funding and resources, especially for operations, vehicles, and a dedicated team of drivers and staff. The following programs could help increase the availability of vehicles and drivers.

- **Taxicab or TNC Vouchers:** Taxi or Transportation Network Company (TNCs, such as Uber or Lyft) discount programs for older adults and persons with disabilities allow residents to purchase vouchers at less than the face value and use them to pay for taxi rides.
- **Driver Pools:** Agencies could share drivers by establishing a pool among the three counties if allowed by bargaining agreements. Paid drivers who have free hours or days could enter the pool, as well as volunteer drivers willing to dedicate additional hours. The region has consistently supported this approach. *Ride Connection currently has an "on-call" driver pool that is shared across the region within the Ride Connection network. Drivers are employed by Ride Connection and generally provide on-call service capacity, but can also be assigned to partner programs as needed to cover vacations/sick time, etc.*
- **Volunteer Driver Programs:** Volunteers have long been relied upon in the delivery of public transit services in small communities and rural areas. Public agencies and non-profit organizations often oversee programs to recruit, train, schedule, and/or reimburse volunteer drivers. Volunteer drivers can sign up to drive organization vehicles or their personal cars. Similarly, they can volunteer to drive any customer needing a ride, or just friends or family members, based on the program parameters.
- **Peer and Cause-Based Programs:** The recruiting and retaining of volunteer drivers is often difficult and expensive. Involving peers of the program participants (e.g., older adults and veterans) has proven beneficial in reaching out to new volunteers as they can relate to the needs of their peers and are more motivated in helping out.

## Enhance Access and Increase System Efficiency

As shown in Chapter 3, the population in the Tri-County areas is projected to grow, as is the portion of the population of older adults and/or persons with disabilities. This will result in steadily increasing demand for transit service of all types. With limited funding for transit, the key to serving most people is encouraging and helping older adults and persons with disabilities to access fixed route service where available. This is the most cost-effective form of transit, and it also frees capacity in demand-responsive services for those who are unable to utilize the fixed route service due to a lack of service availability or physical or cognitive disabilities.

Encouraging and helping people utilize fixed route transit requires:

- Addressing the issues that prevent people from using fixed route service when available;
- Managing demand for demand-responsive services through a conditional eligibility process; and,

- Addressing systemic issues related to transit-supportive land uses and complete accessible pedestrian networks.

The financial benefits of this approach accrue over time, as each person who transitions to a fixed route potentially takes more trips.

## ***ENCOURAGE USE OF FIXED ROUTE TRANSIT***

Many people who currently use paratransit services for all their travel needs may be able to use fixed route or other regularly scheduled transit services for some or all of their needs. The following services and initiatives will help encourage the use of more efficient modes of travel where appropriate.

### ***BUS STOP IMPROVEMENTS***

Since 2018, TriMet has used STIF funding to make bus stops more accessible. Most of these investments have been for concrete bus stop landing pads, in which grass or other vegetation between the sidewalk and the curb is replaced with concrete allowing for people with mobility devices to access the bus. Efforts should continue to identify locations with high ridership and the most potential for improvement. Making additional improvements such as adding benches or seats, providing real-time scheduling information, ensuring that the path of travel to the bus stop can be navigated by persons with disabilities, ensuring the bus stop platform can accommodate persons in wheelchairs, and making sure shelters are transparent to promote personal security are tangible steps that can be taken.

### ***ROUTE DEVIATION***

In a route deviation, a bus goes off its course to go to a specific location on a prescheduled request. By surveying riders using paratransit services to travel to community centers and supported employment sites, transit operators can determine if a route deviation would allow many of the riders to instead use the less-expensive fixed route buses. Riders could be given incentives to make the switch to fixed route buses.

Ride Connection provides deviated route service within ½ mile of the routes for the BethanyLink, CorneliusLink, GroveLink, King City Link, North Hillsboro Link, Tualatin Shuttle, and westLink. These services are free and open to the public. Sandy Area Metro, South Clackamas Transportation District, and Mount Hood Express also offer deviated fixed route service.

## ***ADDRESS SAFETY AND SECURITY CONCERNS AT TRANSIT FACILITIES AND ON VEHICLES***

Improving access to bus stops and rail stations can remove physical barriers preventing riders from using fixed route services, but customer perceptions about their personal safety may limit the use of these services. See the section on Improving Customer Experience for actions that can improve safety and deter crime, and address the perceptions of transit as unsafe, which are often not the case.

## ***MANAGE ADA SERVICE DEMAND***

### ***REVIEW PARATRANSIT SERVICE STANDARDS***

Providers may need to review their service standards. It is important to carefully review options and to assess the potential impacts revisions of service standards would have on customers and potential customers of paratransit services. To the extent possible, these impacts should be quantified; that is, the

eventual outcomes predicted and measured (i.e. number of trips that would not be provided). A range of scenarios should be reviewed with advisory committees and other stakeholders with the goal of prioritizing those most feasible to implement.

Likewise, a “safety net” should be developed in parallel to the implementation of this action to allow for customers to access transportation in limited cases when they have no other option. The voucher system, described below, may be one way to provide this safety net of limited services, or through volunteer or other programs administered through Ride Connection.

ADA complementary paratransit is required within  $\frac{3}{4}$  mile of fixed-route service for the same hours that fixed-route service is in operation. For TriMet, The LIFT paratransit service area and hours of operation match nearby bus/MAX service, with service hours matching the corresponding fixed-route line. For example, if Line 14 operates 20 hours a day, then LIFT service within the  $\frac{3}{4}$  mile boundary around Line 14 will operate 20 hours a day. But if Line 56 only operates 15 hours a day, then LIFT service within the  $\frac{3}{4}$  mile boundary around Line 56 will only operate 15 hours a day. In the event of overlapping boundaries, the line with more hours of service per day determines the number of hours LIFT operates where the overlap occurs. These requirements for complementary paratransit do not apply to commuter bus, commuter rail, or intercity rail systems. LIFT fares and TriMet adult fares are equivalent.

#### ***DEVELOP COMPREHENSIVE ADA PARATRANSIT ELIGIBILITY PROCESS***

The Jan Campbell Transit Mobility Center is where TriMet implements its ADA paratransit eligibility process. The Center is an easier-to-access location for in-person interviews and eligibility certification, and it is well served by transit, with access to MAX trains, Portland Streetcar, and buses throughout the day.

While TriMet updated its process in recent years, other service providers may be interested, as well, in making revisions to their certification processes.

There are two primary goals for this action:

- To ensure that persons are accurately and appropriately provided with the best mobility option based on their needs and conditions; and
- To ensure that ADA paratransit costs and resources are directed to those who meet eligibility standards as defined in the ADA.

Certification staff from other cities/programs that transitioned to an in-person assessment have emphasized the need for public outreach and education to current and potential users of the system, as well as to social service agencies.

#### ***COMMUNITY-BASED ACCESSIBLE VANS***

Making accessible vans available to community-based organizations often provides a lower cost and more customer-focused alternative to traditional ADA complementary paratransit service. Transit providers can provide new or retired vehicles to the organizations for use with their staff or volunteer drivers. Some programs require a commitment from the community-based organization that they will take a quantifiable number of rides off the ADA system. Ride Connection offers these programs, which could be expanded because they currently run out of vehicles to share and place. Ride Connection offers these programs, which could be expanded because they currently run out of vehicles to share and place.

***ENHANCE SERVICES FOR PEOPLE WHO STAY AT HOME***

Another way of looking at mobility is to think of ways to instead bring the services to the person. This type of service can be particularly important to people who temporarily stay at home because of limited mobility, fragile health, etc.—for example, after surgery—or people whose mobility has become very restricted over the long-term, such as those with a debilitating illness. The goal is to help people who stay at home “age in place”—that is, help them to remain in their homes rather than institutionalize them. Currently, the following services are available in the TriMet service area:

- Grocery deliveries
- Home Delivered Meals Library book deliveries

Ride Connection works with Travel Options Counselors and Travel Navigators to provide tools to make referrals to non-transportation programs in the course of working with customers. TriMet began a pilot service with Instacart in 2024 to provide free grocery, pharmacy, and pet food deliveries from more than 50 local retailers including Safeway, Fred Meyer, New Seasons, Grocery Outlet, Costco, Walgreens, CVS, Petco, and many others (including prescription deliveries).

Additionally, area agencies on aging provide referral and access to a wide variety of home and community-based services that enable individuals to age in place. They operate Aging and Disability Resource Connection to provide accurate and comprehensive information about the services available through the area agency on aging and the entire aging network.

***IMPLEMENT TRIP SCREENING AND PATH OF TRAVEL REVIEW***

TriMet has an ADA paratransit eligibility process and opened a Certification Center in 2010 for in-person interviews and functional assessment of abilities to ensure applicants for paratransit are accurately assessed for their eligibility to use ADA paratransit services, and conditions under which they are eligible. The implementation of the in-person eligibility determination process has provided an opportunity for TriMet staff to discuss the application of conditional eligibility with the applicants and educate the community in general on the appropriate use of the LIFT service. The new eligibility process has also enabled staff to complete a more thorough evaluation of the applicant’s functional abilities and identify more accurate conditions that may apply.

TriMet established a recertification period of three years. TriMet’s eligibility determination process has been recognized as a national model and there are no plans or apparent needs for implementing any process improvements at this time.

As a next step, TriMet, as well as other regional providers, could consider implementing trip screening for persons who are determined “conditionally” eligible, or able to use fixed route transit for at least some of their trips. This step should be taken in tandem with a path of travel review process, which would evaluate an individual’s ability to get to or from a bus stop or rail station.

***ENHANCE PEDESTRIAN ACCESS/LAND USE IMPROVEMENTS******PEDESTRIAN-FRIENDLY ENVIRONMENT***

It is human nature to want to be self-reliant. Self-reliant citizens make a stronger and more resilient community. Our society should take advantage of this desire to be independent by fostering ways for

older adults and persons with disabilities to remain healthy and active. Transportation is one of many social determinants of health. Providing a pedestrian-friendly environment increases access to essential destinations and to fixed route transit. By improving transportation access in this way not only will the result be happier individuals, but also the limited funds for transportation older adults and/or persons with disabilities will last longer and be available for those who truly need assistance.

This CTP encourages decision makers within the Tri-County area to make their communities more pedestrian friendly for older adults and persons with disabilities. This CTP advocates for more age-friendly communities, expanding wheelchair capacity on all transit vehicles, and locating housing for older adults and persons with disabilities near services, such as grocery stores, pharmacies and support services, so that residents could walk instead of drive to obtain their basic needs. Specific resources to implement these innovations include:

- **Livable Communities Evaluation:** This American Association of Retired Persons (AARP) evaluation guide includes a “walkability survey” to assess sidewalks, crosswalks, resting places and similar issues.
- **Pedestrian Master Plan:** The City of Portland has adopted PedPDX, a 20-year Pedestrian Master Plan for pedestrian improvements, which can serve as a model for other communities. The plan includes a process for prioritizing improvements. The *Portland Pedestrian Design Guide* that was produced in conjunction with the pedestrian plan is used in the development review process.
- **TriMet Pedestrian Plan:** In December 2020, the TriMet Pedestrian Plan was released. The plan:
  - provides a common resource for TriMet and agency partners,
  - assists in prioritizing local roadway jurisdiction investments in pedestrian infrastructure,
  - Supports funding requests and program development, and
  - establishes a dynamic tool for agency efforts and future collaboration.

Other cities, counties and ODOT have varying levels of pedestrian-oriented plans and design criteria.

## Performance Reporting

During the review of the Priorities for the update to the CTP in 2016, the ATFAC identified the desire to incorporate performance measurement into the funding application process, to utilize these to assess the success or impact of funded projects, and to provide regular reports to the ATFAC that provide more useful information than the monthly data that was provided at that time. The list of Priorities in Chapter 1 has been updated to include the following priority on performance measurement: Leverage state and federal reporting data to track progress on improvements to service, customer convenience and safety, and to evaluate the effectiveness of funding decisions. QEs and PTSPs receiving STIF formula funds are required to conduct quarterly and annual reporting to ODOT.

## Improve Customer Experience

One of the priorities in the CTP is to enhance rider experience and sense of dignity by being sensitive and attentive to the varied needs of individuals and by emphasizing a customer service model. The following describes various strategies to work towards this principle.

## ***IMPROVE INFORMATION AND REFERRAL/PROGRAM OUTREACH***

While all transit agencies and Ride Connection have improved the service information on their websites over the years, several additional actions can be taken to increase public awareness of transportation services for elders and persons with disabilities within the region.

### ***PROVIDER WEBSITES REVIEW***

For those with Internet access, websites can provide important information about the transportation services available to meet individual travel needs. The Tri-County region's community-based organizations could provide a link on their websites to their local transit providers.

TriMet currently provides a regional trip planner for all transit services that interface with TriMet. It is located at: <https://trimet.org/home/planner/>. TriMet also links on its website to schedules for all transit services that interface with TriMet which is located at: <http://trimet.org/schedules/othertransit.htm>.

SMART has a trip planner located at <https://www.ridesmart.com/transit>.

Clackamas transit agencies outside of TriMet have a combined trip planner at <https://rideclackamas.org/>.

Area Agencies on Aging are the operators of the Aging and Disability Resource Connection (ADRC), a zip code and key word searchable database with pages dedicated to transportation and other resources at <https://www.adrcoforegon.org/consumersite/>.

Transit agencies that interface with other services should provide links to those services on their respective websites.

## ***ADDRESS SAFETY AND SECURITY CONCERNS AT TRANSIT FACILITIES AND ON VEHICLES***

Customer experience is impacted by their sense of safety and security during the trip. The following actions can improve safety and deter crime, and can address the perceptions of transit as unsafe, which often is not the case.

- **Improve communications with transit security personnel.** Clearly identified and easy-to-use voice communications with security personnel can reduce response time in case of an emergency and provide riders with a better sense of security. Visual communications for people who are hard-of-hearing/deaf also need to be considered. Similarly, video cameras can deter crime if potential offenders think the public space is being monitored, and riders appreciate knowing they are not isolated. In 2024, TriMet began installing video monitors on buses so that customers can see that they are on camera. TriMet has also implemented number of other strategies for increasing actual safety and the perception of safety onboard its buses and trains:
  - For example, in 2025 TriMet has over 475 field staff and contractors dedicated to safety and security, including Transit Security Officers, Customer Safety Supervisors, and Customer Safety Officers.
  - A 24/7 Security Operations Center monitors the system, dispatches resources, and responds to rider and employee concerns.

- New phones with blue lights and cameras are being installed at MAX stations to provide immediate access to TriMet security staff and act as a deterrent.
- **Improve lighting and visibility.** TriMet is improving lighting, cleaning, and other infrastructure elements to enhance safety perceptions. Adequate lighting at, and around, bus stops and rail stations can both deter crime and provide riders with a better sense of personal security. Eliminating hidden areas at stops, on platforms and along access paths will provide similar benefits. Avoiding opaque shelter walls and managing landscaping are two primary tools for providing clear lines of sight to transit users while accessing or waiting for a bus or train.
- **Provide public information on transit safety and security.** The perception of transit as unsafe is frequently not supported by the facts. Providing the public, especially potential users, with current data on crimes and accidents on transit vehicles and at transit facilities can often mitigate unfounded concerns.

TriMet continues to work with its jurisdictional partners to make capital investments in the pedestrian, bicycle, and transit network. Contributions include sidewalk infill, pedestrian crossing improvements, in-street bus pads, and pullouts to improve operational safety. Most bus stops are located in the public right-of-way. While effort is made to place bus stops near existing streetlight infrastructure, TriMet is a fiscally responsible entity and does not actively pursue the proliferation of streetlights at bus stops and the ongoing operating expense of energizing them. Most TriMet-provided energized lighting can be found at TriMet transit centers, rail platforms, and the highest ridership bus stops. TriMet does provide solar-powered (low operating expense) lights on many bus shelters, and will continue to do so. Many of the highest ridership stops (including those that serve transit-dependent patrons, social service providers, older adults, and persons with disabilities) already have amenities and functional accessibility. Continuing to ensure they are more accessible for older adults and persons with disabilities is ongoing.

Many jurisdictions have upgraded several curbs/bus stops to meet ADA requirements in the past several years.

Additional strategies to improve customer experience were identified during the CTP Update process, including:

- Provide customers with better information about available services across all providers.
- Increase the availability of real-time information for scheduled rides.
- Improve the technology and communications that clients are using to deliver information and schedule trips.
- Schedule TriMet LIFT online or through mobile device applications and connect to the TriMet fixed route application. *TriMet LIFT has upgraded its scheduling software versions and its base map. The new base map has the capability for more accurate scheduling methods, which are expected to be implemented over time. LIFT is continuing to seek funding for automated customer information.*
- Evaluate opportunities to improve accessible service by using Transportation Network Companies (TNCs) like Lyft and Uber.
- Implement electronic fares (E-fare) across all systems.
- Utilize Neighborhood Associations as transportation ambassadors to educate on services. *Ride Connection currently provides Ride Ambassadors and general volunteers on some neighborhood shopping shuttles.*



- Identify the most critical locations to provide monitors or additional staff on board to assist customers.
- Include a panel of persons with disabilities as part of operator training, and/or produce a training video that can be presented to vehicle operators at multiple programs.

Information about these services should be incorporated into transportation providers' communication modes. The services are a piece of a multimodal strategy for mobility, reflecting the mobility needs of the "whole person" as people transition through various stages of age and disability.

## Transit Provider Coordination and Innovative Partnerships

TriMet, Ride Connection, and the other transportation providers and social service providers identified in this Plan are already a model nationally for coordinating transportation services for older adults and persons with disabilities. These efforts need to continue, but to keep up with growing demand, additional effort is needed to go beyond coordinating to collaborating to provide a seamless service experience throughout the region and to identify innovative partnerships and ways to work with existing and new partners.

### **COORDINATED PLANNING & OPERATIONS**

Within TriMet and other public transit systems, analysis of TriMet's LIFT and the other transit agencies' ADA eligible ridership should continue to be undertaken to identify where clusters of older adults and persons with disabilities are located, their travel patterns, common origins and destinations, and to identify paratransit users who also are served by the transit agencies and the Ride Connection network. The service planning objectives of such assessments include the following:

- Identify opportunities to reconfigure existing fixed routes and amenities to better serve the needs of people who are more transit-dependent.
- Identify opportunities for developing deviated fixed route options, service routes, or other flexible service designs to enhance local community and fixed route access by older adults and/or persons with disabilities.
- Identify opportunities to reduce individually dispatched trips by grouping riders and introducing neighborhood circulators, shopping shuttles, other group trips, or other hybrid transit services.

### **WITHIN THE RIDE CONNECTION NETWORK**

Ride Connection could implement many of the recommendations included in this CTP by expanding the existing planning process with its network partners to target identified underserved and unserved communities and populations. Some specific strategies include the following:

- **Expand Partner Capacity:** Ride Connection can serve as an incubator, a role that involves identifying potential partner agencies in the community, training the managers and professional staff, and nurturing the operation initially to ensure success.
- **Expand Accessible Vehicle-Sharing and Volunteer Drivers:** Partners have indicated that underutilized vehicles should be made more available to fill service gaps. Incentives, such as eligibility for a small pool of discretionary funding or credits toward grant funding, could be designed to reward vehicle-sharing among partners. In addition, partners have identified a need for

more drivers. Making presentations to service clubs and also developing a driver incentive program might recruit more volunteer drivers.

- **Group Trips:** Establish a program for group trips to various destinations such as medical appointments, shopping trips, trips to meal sites and recreational trips. These group trips could also assist medical clinics and hospitals schedule treatments around transportation for patients, particularly those who are receiving life-sustaining medical procedures (e.g., dialysis, chemotherapy and radiation).

### ***PARATRANSIT FEEDER SERVICES***

Customers who are able to use the fixed route system but have trouble accessing bus stops can be picked up and taken to the nearest transit center to access the fixed route services to other local destinations. Feeder service can greatly reduce trip lengths on paratransit services and free up resources for other trip requests. Transfers to fixed route services should only be done at improved transit centers to ensure customers are not overly inconvenienced by the transfer. Also, only customers capable of making the transfer should be required to feed into the fixed route service. This would require an assessment of the customer's capability to use the fixed route for the trip, and their ability to access their final destination from their destination stop/station. This assessment can be part of the trip screening and path of travel review steps described in the following ADA Demand Management section. On-time performance of these trips is critical for customers to make their connections and arrive at their destinations on time.

The lack of restroom facilities at transit centers has been identified as a barrier to customers' comfort at utilizing paratransit feeder services as well as making fixed route transit trips that require transfers.

Most of Ride Connection's community connectors link to a transit center, and anyone who qualifies for door-to-door services can request a trip to a transit center rather than their final destination. However, customers rarely request this due to the transfer penalty associated with their fare. Ride Connection does not currently require door-to-door trip requests to link to fixed route service, even if an assessment of their ability would indicate they can do so, but does encourage and promote trips feeding into the wider transit network.

### ***REGIONAL STRATEGIES***

Improved customer connectivity between systems is important for improving special transportation needs services. Many travel patterns are considered regional in nature, or are corridor-based, meaning trips may begin in one area (county, city) and end in another. Trips requiring a transfer from one system to another can be time-consuming and inconvenient, and difficult for persons with disabilities. Connectivity improvements should address travel for passengers both on fixed route and paratransit programs.

TriMet's STIF funded Regional Coordination Program provides funding to SMART in Wilsonville and Sandy Area Metro in Sandy to provide service into the TriMet Service District.

# Funding

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## 6. Funding

The Tri-County area continues to experience a dramatic demographic shift that has substantial implications for transportation costs and services for seniors and persons with disabilities.

State and federal funding is currently in flux; funding sources will be monitored and this CTP will be updated as more information is available.

Between the years 2020 and 2040, the growth of people aged 65 and older is projected to increase by 45 percent, while the growth of the general population will be 21 percent<sup>14</sup>.

As a result of this demographic shift, the tax base will be smaller relative to the number of people needing services. The demand for specialized transportation services is expected to grow with the increase in the older adult population, and more costly services, such as door-to-door transportation, are likely to be needed.

The most expensive of these services is ADA complementary paratransit; a paratransit ride costs approximately ten times that of a fixed route service. In addition, a fixed route service allows for a very low marginal cost of additional trips until the capacity of the vehicle is reached. In comparison, ridership growth on complementary paratransit service results in a more one-to-one rate of increase in service and vehicle purchases.

The following sections describe available funding sources and resources, projected funding needs, and a link to the current STIF and §5310 Funding Process.

## FUNDING SOURCES

Chapter 1 described the two key sources of funding this CTP informs – the Oregon STIF (former STF funds dedicated to service for older adults and people with disabilities were merged into the STIF funding pool starting in 2023) and federal §5310 funding. Table 6-1 summarizes these sources that the ATFAC allocates, as well as other sources the ATFAC does not allocate but that transit providers frequently use for operating, capital, or other programs.

**Table 6-1. Typical Transit Funding Sources**

Program	Description	Eligibility			
		Operating	Capital	Supporting Infrastructure	Supporting Programs
§5307 - Urbanized Area Formula Program	Provides funding for transit capital, operations, planning, and engineering in urbanized areas (which have a population of 50,000 or more). Operating expense eligible for urbanized areas less than 200,000.	X	X		X

<sup>14</sup> State of Oregon, Oregon Population Forecast, Office of Economic Analysis, 2013.

Program	Description	Eligibility			
		Operating	Capital	Supporting Infrastructure	Supporting Programs
\$5310 - Enhanced Mobility of Seniors & Individuals with Disabilities	Provides funding to support transportation for the older adults and persons with disabilities. Provides funding for vehicles, wheelchair lifts, scheduling systems, mobility management programs, contracted services, travel training, preventative maintenance, and more. May use up to 50% for operating cost.	X	X		X
\$5311 - Formula Grants for Rural Areas	Provides funding for transit capital, planning, and operations in rural areas, including job access and reverse commute projects.	X	X		X
\$5314 - Technical Assistance & Workforce Development	Supports technical assistance activities that enable more effective and efficient delivery of transportation services, foster compliance with federal laws (including the ADA), meet the transportation needs of the elderly, and more. Supports activities that address public transportation workforce needs through research, outreach, and training.				X
\$5339 – Buses and Bus Facilities	Provides funding to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities including technological changes or innovations to modify low or no emission vehicles or facilities.		X		
FHWA Federal Lands Access Program (FLAP)	Competitive grants for improved transportation systems that encourage access to public lands, such as Mt. Hood National Forest.	X	X	X	X
Local Transit Payroll Taxes for Employers	Some providers administer local transit tax programs for employers who pay wages for services performed in these districts. These can be substantial sources of funding.	X	X		
ODOT Safe Routes to School Grant Program	Eligible projects include safety improvements that positively affect the ability of children to walk and bicycle to school. Projects must be within a public road right-of-way, consistent with jurisdictional plans, supported by the school or school district, within a one-mile radius of a school, and able to be constructed within five years of application. Project examples include sidewalks, median-refuge islands, rapid flashing beacons, etc.		X	X	

Program	Description	Eligibility			
		Operating	Capital	Supporting Infrastructure	Supporting Programs
ODOT Transportation Options Program	<p>Discretionary grant program including initiatives such as Innovative Mobility Grants which fund projects that:</p> <ul style="list-style-type: none"> <li>- Improve historically underserved communities' access to public and active transportation.</li> <li>- Reduce the number of drive-alone trips.</li> <li>- Reduce greenhouse gas emissions.</li> </ul> <p>As well as Immediate Opportunity Grants of \$5,000 or less for qualified activities. Examples of eligible activities include:</p> <ul style="list-style-type: none"> <li>- Transportation-focused community events such as Open Streets, Bike Rodeos, etc.</li> <li>- Activities to engage historically underserved communities in active or multimodal transportation outreach or education</li> <li>- Purchase of items associated with bike and pedestrian safety outreach, such as bicycle racks, helmets, locks, etc.</li> </ul>				X
Older Americans Act (OAA)	OAA funding supports a wide range of services for older adults, including nutrition programs, caregiver support, transportation, and more. This funding is currently contracted with Ride Connection, but has also supported dialysis transportation, recreational trips, and more.				X
Private/Public Sponsorships	Private/public sponsorships involve a private entity, such as a local business owner, working with the public agency to fund a project (e.g., bus stop shelter and sidewalk connection maintenance). In return for their investment in the community, these business owners often have recognition for their role, providing a marketing venue for the business.	X	X	X	X

Program	Description	Eligibility			
		Operating	Capital	Supporting Infrastructure	Supporting Programs
Statewide Transportation Improvement Fund (STIF)	<p>At its inception, the STIF program was funded solely by the Oregon "transit tax," which is a state payroll tax equal to one-tenth of 1 percent. Effective July 1, 2023, The STIF program was consolidated with the Special Transportation Fund (STF) program. The STF program was funded by ID card fees, non-highway gas tax, and cigarette tax revenues. Those revenues and the goals of the STF program are now part of the STIF program.</p> <p>Formula funds for expanding access to jobs, improving mobility, relieving congestion, and reducing greenhouse gas emissions, while providing a special focus on low-income populations. STIF funds may be used for public transportation purposes that support the operations, planning, and administration of public transportation programs and may also be used as the local match for state and federal grants.</p> <ul style="list-style-type: none"> <li>- 90 percent of STIF funds are distributed to Qualified Entities.</li> <li>- 5 percent of STIF funds are available via discretionary grants for flexible funding.</li> <li>- 4 percent of funds are available via discretionary grants for projects enhancing intercommunity services and the statewide transit network.</li> <li>- 1 percent of the funds are allocated for program administration and a technical resource center.</li> </ul>	X	X		X

## NATIONAL AGING AND DISABILITY TRANSPORTATION CENTER RESOURCES

The National Aging and Disability Transportation Center (NADTC), the Federal Transit Administration's technical assistance center, hosts their [website](https://www.nadtc.org/)<sup>15</sup> to provide easy access to a wealth of useful resources and information. The NADTC focuses on leveraging FTA's [§5310](https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310)<sup>16</sup> formula grants and other transit investments.

The clearinghouse offers resources created through FTA's investments in technical assistance supporting accessibility and mobility.

<sup>15</sup> <https://www.nadtc.org/>

<sup>16</sup> <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>

## PROJECTED FUNDING NEEDS

Transit program funding has not kept up with increasing operating and capital costs. Serving the growing population of older adults and persons with disabilities and addressing gaps in service will require additional funding. Additional funding will be needed just to maintain services at current levels and provide inflation increases for many providers. Substantial funding investment would be needed to increase services.

## STIF AND \$5310 FUNDING PROCESS

One of the key roles of the ATFAC is to review applications for STIF and \$5310 funds and make recommendations for funding between project applications. The current application process can be found here at <https://trimet.org/meetings/atfac/grants.htm>.



# Conclusion



## 7. Conclusion

Transportation and mobility are fundamental to a person's well-being. To support fulfilling and productive lives for all community members of the Tri-County area, this plan aims to maintain and improve current services and expand services to meet current and future needs. The region is growing and the population of older adults and persons with disabilities is growing even faster as a share of the total population. As more people "age in place", demand for transportation is expected to remain strong and grow over time. Strong coordination, collaboration, and innovation will be critical to meeting the transportation needs of older adults and/or persons with disabilities in the future.

The CTP aspirational service guidelines and actions are consciously unconstrained by current available dollars to reflect the high needs that exceed existing funding. This helps better define the real need for additional funds and sets a high bar to encourage seeking additional resources to provide these services.

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