

COIC Central Oregon Human Services Transportation Coordination Plan

September 14, 2016

1-3 PM

Deschutes County Services Building (DeArmond Room)

Attending: Tom Weiss (Jefferson County Veteran Services), Lindsey Stailing (Mosaic Medical), Donna Mills (COHC), Don Senecal (Homeless Leadership Coalition), David Amiton (ODOT), Richard Ross (Cascades East Regional Public Transit Advisory Committee), Lonny Macy (CTWS), Seth Johnson (Opportunity Foundation), Therese Helton (DHS Volunteer Services), Kathy Marston (Jefferson County Clerk – STF Committee), Ken Wilhelm (United Way), Carley Brause (Central Oregon Veterans Outreach), Carly Sanders (Neighbor Impact), Robin Bjurstrom (ODOT), Judith Ure (Deschutes County Administrative Services – STF Committee).

COIC Staff: Scott Aycock, Jackson Lester, Judy Watts, Shelby Knight, Karen Friend

Action Items:

- Scott to verify that the draft Plan will need to be presented to the STF Committees before going to the Board of Commissioners
- Create Coordinated Plans webpage and send the link to the Strategy Committee/stakeholders
- Post stakeholder list to webpage
- Look into whether or not La Pine has a taxi service
- Jackson to work with Lonny Macy on CTWS transit service inventory
- Develop a table of transit services offered in the region (that includes fleet, funding, etc.)
- Fix “set center” action on mapping exercise
- Add “making connections” to the FAQ for the mapping exercise
- Capture multiple transportation/trips/destinations in mapping application

1. Introduction and Agenda Review

Scott Aycock welcomed those in attendance and provided a brief overview of the Central Oregon Human Services Transportation Coordination Plan process. The Plan will direct regional Special Transportation Funds (STF – administered by the counties and the Tribe) and 5310 funding (administered by ODOT in coordination with the STF committees) to help fill transportation gaps and identify barriers for seniors, persons with disabilities, and low-income households to access health and human services. The Steering Committee will help identify these gaps, barriers, and potential opportunities for coordinated services.

Scott Aycock stated that this round of the Plan update is different from past processes in that one regional Central Oregon plan will be developed, rather than individual plans for each county and tribe. He noted that each county will still have their own section within the Plan. Ultimately, the idea is to focus on regional and local priorities.

The Plan update aims to 1.) allow for funding eligibility from the sources listed above; 2.) develop outcomes that address identified needs; and 3.) create partnerships and creative solutions through

collaboration and pooling of resources. Scott Aycock noted that he hopes to keep the conversation going beyond development of the Plan in order to track progress and outcomes.

Q: Does the draft plan need to be presented to the STF committees before going to the Board of Commissioners?

A: ***Scott to check on this.***

2. Recap of Meeting # 1

Judy Watts provided a high level briefing of the Central Oregon Human Services Transportation Coordination Steering Committee's kickoff meeting that occurred in May.

At the kickoff meeting, the Steering Committee 1.) discussed the purpose of the Coordination Plan; 2.) reviewed previous plans, including the most recent ones (which were last updated in 2009); 3.) discussed the connection between the Coordination Plan process and the Regional Solutions Coordination Pilot that is under way; 4.) discussed demographic and other changes since the last process; 5.) forecasted future changes that could impact the Plan; and 5.) reviewed the Plan process next steps.

Judy Watts briefly reviewed some important discussion points, themes, and outcomes of the kickoff meeting. These points are summarized as follows:

- Reviewed previous priorities for each county and how some priorities are still in need of solutions
- Discussed wheel chair accessibility to the VA clinic in Portland
- Brainstormed ways to continue meeting beyond development of the Plan and track/measure progress
- Explored the questions 1.) what has happened since the plans were last updated; and 2.) what developments are on the horizon that would impact the strategies. From this discussion Judy Watts extracted four major themes:
 1. *Population increase in our region*
 - including an increase in the senior population, particularly in Deschutes County
 2. *The development of the new OSU-Cascades Campus*
 3. *Laws and policy changes*
 - e.g. the Affordable Care Act has increased access to health insurance and health services
 4. *Changes in technology*
 - new technologies that allow for teleservice access to medical appointments and mobile clinics – all which lead to the centralization and decentralization of medical services
- Discussed how transportation overlaps with other sectors
 - e.g. the nexus between transportation housing and health
- Developed strategies for innovative and collaborative solutions and partnerships
- Discussed how Uber or ride sharing services could impact transportation

Judy Watts listed the follow up action items that resulted from the first meeting as follows:

- COIC to send the Committee a copy of CET funding strategy – was sent out in an email and **will be posted to the website**
- COIC to send the Coordination Plan roster and a link to the 2012 Central Oregon Health Impact Assessment – was sent out in an email and **will be posted to the website**
- COIC to send out meeting materials to the Committee – was sent out in an email and **will be posted to the website**

Q: Is this is a mandated plan? If so, by who?

A: Yes. It is an STF funds State of Oregon requirement as well as an FTA requirement. In order to receive funding from the federal Elderly Individuals and Individuals with Disabilities (Section 5310) program, or the state of Oregon's Special Transportation Fund (STF) program, projects must be consistent with a locally developed, coordinated public transit-human services transportation plan.

Q: When will plan be completed? Is future funding dependent upon completion of the Plan by a given date? Is this Plan beneficial in terms of funding?

A: The Plan is set to be completed by March 2017. The plan must be developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public. Yes, the Plan is beneficial and even required to qualify for certain funding (discussed earlier).

Q: Is this plan required to be updated?

A: It is a good idea to keep the Plan updated. Updating the plan every three years would be ideal but can be challenging because it requires resources. The plan was last updated in 2009.

5. Existing Transportation Services

Jackson Lester presented an inventory of transit services in the region. The inventory presented can be found in the PowerPoint presentation **posted on the website**. He stressed that taking such an inventory and identifying service gaps are essential to achieving coordination of transportation services. He asked attendees to provide the details of additional services and service gaps where needed. The following feedback was received:

Ask Judy where to put

-Grant County people mover

-Volunteer Ride Match Program

-Veterans Rides Program

Existing Regional Services

- There is need for a Madras-Prineville Community Connector
 - e.g. DHS clients that need to get to Prineville but are unable to do so

- Church shuttles should be added to the inventory in the communities that they exist
- There is the Drive Less Connect ride sharing program available to the region
- DAV provides sanctioned rides to veterans for sanctioned medical trips (but does not accommodate wheel chairs)
- Need for central clearing house of transportation information
 - ODOT trip check has transportation services information
- There is a need for better CC coverage
 - Specifically during “commute” hours
 - Non-tradition workforce needs public transit and more options schedule-wise, specifically for travelling between communities
- There is need for more inter-city routes in cities other than Bend

Existing Services: Bend

Existing Services: La Pine

- DAV does not stop in La Pine
- Does La Pine have taxi service
 - **COIC will look into this**

Existing Services: Madras

- Madras has a taxi service provider
- There is a need for service to the communities of Crooked River Ranch, Ashwood, and Camp Sherman
- COVO covers Jefferson County veteran rides (requires booking 7 days in advance and does not accommodate wheel chairs)

Existing Services: Prineville

- Employee shuttle for Aerospace Prineville Airport employees

Existing Services: Redmond

- There is a need for more service to elderly in Terrebonne

Existing Services: Sisters

- Sisters has a taxi service provider
- Dial-A-Ride only exists on Tuesdays per population needs

Existing Services: Warm Springs

- BIH Senior Center has a transit service
- High Lucky Lodge has transit service

6. Survey Results

Jackson Lester reviewed the identifying barriers survey results, details of which can be found in the PowerPoint slides **posted to the website**. Generally, the survey identified the following needs/barriers:

- More special needs services
- Increased transit accessibility in outlying areas
- More frequent services
- Better evening and weekend service
- Increased mid-day service - specifically between communities
- Post-employment transportation (e.g. Heart of Oregon Corp youth)
- More fixed routes - specifically in Redmond
- Shifting populations to outlying/rural areas require more service
- Volunteer ride programs cannot accommodate wheel chairs
- Lack of education/marketing – specifically to the senior community
- DAR pick up/drop off window
- Dial-A-Ride user friendliness
- Stigma against buses/public transportation

7. Transit Propensity Index - Scott

Scott Aycock referred to the Transit Propensity Index (TPI) handout containing various maps, **which can be found on the website**. He explained that the map provided is meant to be supplemental material for use in identifying the origins and destinations of target populations; Origins being where target populations live and destinations being where those populations need to go for services and work.

Using census data, the maps provide a regional overview of areas in which the highest density of vulnerable/high need populations live. Vulnerable/high need populations were defined as low income, elderly, zero car households, and people with disabilities. Scott Aycock noted that it is difficult to see the full extent of the need in areas with less population density due to the regional scale of the maps. Still, the TPI maps show obvious areas in which there is a clear need for more service. For example, there is an area on Century Drive in Bend with a high concentration of vulnerable populations that does not currently have access to transit service.

Q: Why doesn't the map show a greater need in the Deschutes River Woods area? Is it because of the lot size?

A: Yes, it is a density thing. The data was mapped based on a combination of population per capita and density. Ultimately, it is the combined population of the four groups: low-income households, zero car households, older adults, and people with disabilities per unit of area.

Ken agreed that that makes sense because how persons who live in the Deschutes River Woods area will most likely have cars. He added that there is also a large homeless population in the area that are not included in the census at all.

Q: If the scale is skewing data, will we have a more accurate picture to work from in the future?

A: Yes. The maps provided today can be used to evaluate how to serve the most people with the least cost. However, when we talk about specific detailed service improvements, this map does not work. There is a need for both focused service as well as broad coverage.

Karen Friend added that cost to provide transportation to outlying areas is greater than for high density areas.

8. Map Exercise

Scott Aycock informed those in attendance that COIC will be sending out an email request to the group for an online mapping exercise. Essentially, the Committee will identify key origins and destinations of the populations they serve in order to better supplement the material provided by the TPI.

Scott Aycock provided a brief training on how to use the tool. He stated that each agency should designate one person to input data into the online map in order to avoid duplication. Additionally, an FAQ will be sent along with the mapping exercise to address this and more.

Scott Aycock asked those in attendance to provide feedback.

- It was suggested that neighborhoods be identified and used as origins
- Create a directory/list of those that have already filled out the mapping information by name and organization
 - Add mouse hover option to show name and organization
- Capture multiple transportation modes/trips/destinations
 - Could do this by counting a leg or segment of a trip
 - Will the agencies know that much detail about daily trips? Should be individual segments
- Comments and origins could be too broad or too narrow
- Are we mapping services specifically or income/work flow?
- The emphasis of the mapping project is to find MAJOR origins and destinations and large flows of people between them
 - We also need to know about individual needs - come up with another means of collecting these smaller but still important flows

9. Next Steps

Judy Watts informed the Committee that the next Coordinated Plans Strategy Committee meeting has not yet been scheduled. COIC hopes to reconvene the Committee before the end of the calendar year or in early 2017. In the meantime, COIC will meet with the STF committees and CTWS. COIC will also be conducting outreach to businesses and other local community leaders.