

BENTON COUNTY COORDINATED PLAN

(COORDINATED HUMAN SERVICES – PUBLIC TRANSPORTATION PLAN)



April 2017



ACKNOWLEDGMENTS

Benton County Board of Commissioners

- Anne Schuster, Chair
- Xen Augerot, Vice-Chair
- Anabelle Jaramillo

Benton County Special Transportation Advisory Committee

- Mary Marsh-King, Chair
- Tim Bates, Vice-Chair
- Steven Black
- Axel Deininger
- Drew Foster
- Steve Harder
- Tera Stegner
- Tom Wogaman
- Dave Zaback
- Lee Lazaro, Coordinator

Oregon Department of Transportation, Rail and Public Transit Division

- Jean Palmateer
- Jamey Dempster, Regional Transit Coordinator

Association of Oregon Counties

- Ann Hanus, Project Manager

Cogan Owens Greene, LLC

- Jim Owens, Principal -- Prime Consultant
- David Mayfield
- Chris Larson
- Anais Mathez

Nelson Nygaard

- Scott Chapman, Senior Associate -- Subconsultant

Table of Contents

A. INTRODUCTION	1
B. PLAN DEVELOPMENT PROCESS	4
1. Overall Process	4
2. Stakeholder Outreach.....	5
3. Human/Health Services Community Engagement	10
C. DEMOGRAPHICS.....	12
1. Population Profile	14
2. Older Adults.....	16
3. Persons with Disabilities	19
4. Veterans.....	20
5. Low-Income Persons.....	20
6. Persons with Limited English Proficiency.....	21
7. Minority Populations	21
8. Employment Characteristics	22
9. Transit Propensity Index.....	27
D. PUBLIC TRANSPORTATION SERVICES	29
1. Benton County Special and Rural Transportation Program.....	31
2. Urbanized Area Services.....	36
3. Benton County Ridership Characteristics	42
E. REGIONAL PUBLIC TRANSPORTATION AND ADDITIONAL SERVICES.....	46
1. Regional Public Transportation.....	46
2. Additional Services.....	50
F. COORDINATION WITH EMERGENCY PREPAREDNESS	53
G. DEMOGRAPHIC/PUBLIC TRANSPORTATION SERVICE OBSERVATIONS	54
H. FUNDING SUMMARY	55
1. Historic, Current and Projected Funding.....	55
2. Funding Challenges and Strategies.....	57
I. NEEDS, STRATEGIES AND POTENTIAL ACTIONS.....	59
1. Previously Identified Needs and Strategies	59
2. Progress in Addressing 2009 Strategies.....	60
3. Current Transportation Needs, Vision and Prioritized Strategies	62

Table of Figures

Figure 1: Benton County Population Centers and Transit Service	13
Figure 2: Benton County Population, 2000-2014.....	14
Figure 3: Benton County Population Density	15
Figure 4: Benton County Older Adult Population, 2000-2010	16
Figure 5: Forecasted Trends in Benton County Senior Population	17
Figure 6: Population Density of Older Adults in Benton County.....	18
Figure 7: Distribution of Low-Income Benton County Residents.....	20
Figure 8: Benton County Population by Race, 2000-2010.....	21
Figure 9: Benton County Hispanic or Latino Population, 2000-2010.....	22
Figure 10: Employment Density in Benton County	23
Figure 11: Benton County Employment by Sector, November 2015.....	24
Figure 12: Employment Flow into Benton County.....	25
Figure 13: Employment Flow out of Benton County	26
Figure 14: Transit Propensity Index for Benton County	28
Figure 15: Benton County Transit Services	30
Figure 16: Transportation Services by Area	31
Figure 17: Vehicle Fleet Inventory for Benton County STF Demand Response Service, 99 Express, Coast to Valley Express, and CTS ADA Paratransit Service	35
Figure 18: Corvallis Transit System Vehicle Fleet	38
Figure 19: Corvallis Transit System Budget, FY 2015/2016	39
Figure 20: Philomath Connection Vehicle Fleet.....	41
Figure 21: Benton County Transit Ridership, FY 04/05 to FY 14/15	43
Figure 22: CTS Fixed-Route Service Ridership, FY 08/09 to FY 14/15	44
Figure 23: CTS ADA Service Ridership, FY 08/09 to FY 14/15	44
Figure 24: Customer Survey Service Improvement Priorities	45
Figure 25: Regional Ride Line Enrollment and Trips, 2016.....	51
Figure 26: Public Transportation Funding for Benton County Special and Rural Transportation Program, 2013 2016.....	56
Figure 27: Projected Benton County and City of Corvallis Public Transportation Funding and Expenditures, 2017-2019.....	56

A. INTRODUCTION

Benton County, in cooperation with the Oregon Department of Transportation (ODOT) and Association of Oregon Counties, is updating its Coordinated Public Transportation-Human Services Plan (Coordinated Plan). Last updated in 2009, the Coordinated Plan focuses County and regional resources on ensuring that public transportation efficiently and effectively gets people to important destinations, such as jobs and medical appointments.

Unlike other types of transportation plans that focus on how the transportation system functions, a Coordinated Plan engages public transportation providers and the human and health service communities in collaboratively identifying and addressing how best to match public transportation services to human and health services, and vice-versa.

The Federal Transit Administration (FTA) and ODOT require recipients of FTA Section 5310 program funds and State Special Transportation Funds (STF) to engage in a coordinated planning process. The goal is to broaden the dialogue and support coordination among public transportation providers and human and health service providers to ensure that appropriate public transportation services support special needs populations. FTA Section 5310 and STF funds provide operating assistance to transportation providers and programs that serve these targeted populations. Projects submitted for FTA and STF funding must be included in the Coordinated Plan. Coordinated Plans are updated every five years.

Independent of this Coordinated Plan, Benton County is updating its Transportation System Plan (TSP). A Coordinated Plan is distinct from a TSP, which addresses all components of the transportation system in the County -- roads, bicycle/pedestrian facilities, public transportation, air, rail, etc. -- over a 20-year period. Rather, Coordinated Plans are intended to engage public transportation and human health service providers in collaboratively identifying and responding to the public transportation needs of special needs populations -- older adults, persons with disabilities, low-income persons, veterans, and minority populations -- over a 5 to 10-year timeframe. Coordination means the efficient and effective use of public transportation resources for getting people to important destinations, such as jobs and medical appointments.

The purpose of the Coordinated Plan is to support coordination between public transportation and human health services, focusing on older adults, people with disabilities and persons of low income.

While the Coordinated Plan focuses on transit services provided by the Benton County Special and Rural Transportation Program and by the Corvallis Transit System (CTS), it is broader than just transit. Public transportation means all forms of transportation available for public use, including transit, demand response services, taxis, technology service companies such as Uber, shuttles, private bus lines such as Greyhound, Amtrak, etc. In addition to supporting the long-term needs for transportation services for all County residents and visitors, the Coordinated Plan specifically focuses on matching public transportation to the needs of special populations -- older adults, persons with disabilities, low income persons, veterans, and minorities.

The Coordinated Plan identifies critical transportation needs, available resources, and strategies to create efficiencies, reduce redundancy, and ensure the continuation of high-

quality public transportation services. It includes:

- Stakeholder input on what works well in terms of transportation services in the County, what is not working well, what are the barriers to the use of available services, how existing services can be provided more efficiently and serve more people, and how local providers of transportation can share information and collaborate in new or better ways.
- The “state of the state” in terms of updated County demographics and existing public transportation services. This component defines the service market and helps inform the identification of needs of public transportation users within that market. It highlights any gaps in transportation service and identifies the transportation needs of target populations.
- A summary of funding for public transportation in the County since the 2009 Coordinated Plan and identification of projected funding gaps and challenges.
- A description of the progress made in addressing the needs and implementing the strategies identified in the 2009 Coordinated Plan.
- Transportation needs and strategies to address those needs.
- Priorities for transportation services, projects, investments and other actions to expand or improve services and for coordination between transportation providers and the human and health service communities.

Coordination planning and the federal and state expectations for Coordinated Plans consistently evolve. Among Plan elements that are new or expanded from the 2009 Coordinated Plan are expansion of the description of and strategies for special needs populations to include veterans, limited English proficiency populations, and minority populations; recognition of the role that public transportation plays in emergency preparedness; an overall vision for public transportation services in the County; inclusion of health service providers as key partners in coordination of public transportation and human services; and better linkage between strategies and transportation needs through combination of needs, strategies and priorities into a single section of the Plan.

Public transportation providers will use the Coordinated Plan to select the highest-priority strategies that match available resources and related timeframes. The Coordinated Plan also supports ongoing coordination among regional transportation providers by documenting a clear and open planning process, identifying funding priorities, and identifying opportunities for ongoing and future partnerships.

The intent of the Coordinated Plan is to be a “living” document identifying needs and investment priorities. Lincoln County will use the plan to allocate funding and, along with local partners, will use the plan to develop and enhance public transportation services.

Public Transportation is critical for connecting workers to their jobs, people with essential services in urban and rural areas, and communities to one another. Oregonians receive many benefits from public transportation, including:

Reduced transportation costs – Those who take the bus and do not own a car save nearly \$10,000 a year.

Improved transportation safety – Nationwide, buses account for only one percent of all transportation injuries.

Relieving growing demand – Providing options for people to travel other than driving help keep more cars off our crowded roadways.

Increased access to services – Public transportation is a travel option for all people, including those with disabilities, low-income households, seniors, and children.

Reduced air pollution and greenhouse gas emissions – Transit is essential for reducing air pollution and GHG emissions.

Oregon Transportation Commission: A Strategic Investment in Transportation

B. PLAN DEVELOPMENT PROCESS

1. Overall Process

This update of the 2009 Benton County Coordinated Plan is part of an effort by ODOT to update all Coordinated Plans in the state. Under the umbrella of a region-wide Central Willamette Valley Coordinated Human Services-Public Transportation Plan (Regional Coordinated Plan), ODOT Public Transit is assisting Benton County in preparing this County-specific component of the regional Coordinated Plan. To facilitate its preparation and to ensure consistency among the county “chapters” of the regional Coordinated Plan, ODOT Public Transit contracted with the Association of Oregon Counties and its subconsultants Cogan Owens Greene, LLC and Nelson Nygaard to prepare the Benton County Coordinated Plan and to advise and assist on the planning process.

Initiated in Fall 2015, the process has been based upon engagement of the Benton County Special Transportation Advisory Committee (STAC) and staff through periodic workshops to advise on process and iteratively review draft sections of the Plan. Stakeholder engagement (detailed below), especially with the human service and health service sectors, has been another critical part of the process. The Plan development process has included:

- The Coordinated Plan Update has been a standing regular agenda item at monthly STAC meetings since the June, 2014 STAC meeting, with the STF Coordinator and ODOT/AOC/consultant team providing the STAC members with regular updates on Plan progress and recent developments.
- The STF Coordinator has periodically provided brief verbal reports updating on the purpose and progress of the Plan to a variety of groups during the planning process, including the Board of Commissioners (in the course of other reports); Senior & Disability Services Advisory Council of Linn, Benton, and Lincoln Counties; Access Benton County; Linn-Benton Loop Commission; Corvallis Sustainability Coalition’s Transportation Action Team; Benton County HACE (Healthy Active Community Environments) Partnership meetings; Linn-Benton Health Equity Alliance; and Oregon Cascade West Council of Governments (OCWCOG).
- Specific presentations have also been made upon request regarding Benton County Special and Rural Transportation, which have a section specifically devoted to the Coordinated Plan. These have included: Rotary Club of Corvallis monthly meeting; Senior & Disability Services Advisory Council of Linn, Benton, and Lincoln Counties monthly meeting; Linn-Benton Hispanic Advisory Council monthly meeting; Corvallis Sustainability Coalition quarterly gathering; Linn-Benton Health Equity Alliance quarterly meeting; Northwest Oregon Connector Alliance monthly meeting; and Linn-Benton Retired Senior Volunteer Program monthly meeting.
- As part of its regularly scheduled meetings, the STAC has conducted four public “open house” workshops regarding the Coordinated Plan, with announcement to the public and stakeholder groups via flyers, email, and the County’s website. Attendance varied from 10 to about 25 individuals, in addition to the STAC. These open house workshop meetings were held on: June 23, 2015; November 24, 2015; February 23, 2016; October 24, 2016; and March 28, 2017.

A final step in the process will be public review of a Draft Plan and adoption by the Board of County Commissioners of a Final Plan

A separate regional chapter of the Regional Coordinated Plan will address regional travelshed (Linn, Benton and Lincoln counties) issues, needs and strategies. While adoption by Benton County and the other regional jurisdictions (Linn and Lincoln counties, Siletz Tribes) will not be required, review and endorsement will be sought.

2. Stakeholder Outreach

Stakeholder outreach has focused on interviews conducted by the consultant team with public transportation providers, human and health service providers, local governments, stakeholders, education sector, business organizations and community groups. Interview results have been instrumental in identifying opportunities and strategies to address gaps in local, regional and out-of-region services and to improve linkages among community services. Stakeholder input will also include input from an April 25, 2017 Public Open House being advertised to stakeholders and to the general public through the County's website, flyers, and media announcements.

A summary of stakeholder and other public input follows, including input from the more than 50 stakeholder interviews conducted for the Central Willamette Valley Coordinated Plan. This summary will be augmented with Open House input, questionnaire results, and comments forwarded to County staff.

Because the Coordinated Plan is being developed as a combined, regional plan for Linn, Benton and Lincoln counties and the Siletz Tribes and because most of the stakeholders interviewed provide services across the region, there are limited Benton County-specific interview results. The vast majority of the input received applies to all four geographic areas. These comments represent perceptions and opinions of the parties interviewed and may be contradictory and not supported by fact. In addition, cost factors have generally not been considered in recommendations for service improvements.

Input obtained from the Special Transportation Advisory Committee, County and City of Corvallis staff, and transit providers has been directly incorporated into and is the basis for the Existing Conditions element and for the majority of Needs, Strategies, and Actions identified in this Plan.

What works well in terms of transportation services? Is service consistent?

Stakeholders indicate that current services are generally reliable and consistent and are appreciated by consumers. A number of interviewees mentioned the fact that free buses in Corvallis have had positive results for the community and that model, as well as the Dial-A-Bus system, should be replicated in other areas. Nearly all interviewees mentioned that for persons who live in town, such as in Corvallis or Albany, it is much easier to get around than for those who live in outlying areas. A number of interviewees mentioned that the COG's role as the transportation brokerage works well and is effective. Representative responses include:

- Regular bus routes that are in place are reliable, provide consistent service.
- Free bus in Corvallis, Linn Benton Loop, and Dial-A-Bus programs work well but are over capacity.

- Service in Corvallis and Albany works well. Call-A-Ride works well for older adults if they are able to follow directions to get registered.
- Valley Transportation works well in bringing coastal residents to Corvallis for medical appointments.
- There has been success in enrolling people in the Oregon Health Plan which increases their access to transportation services.
- Informal networks such as Vets Helping Vets and Ride Share are successful.
- Housing planners are now trying to design housing located near transit lines.

What is not working well in terms of transportation services?

Respondents indicate that increasing demand and lack of resources to meet the varied needs of the County's communities, especially in rural and isolated areas, are the major factors in what is not working well with transportation service. They also cite a general lack of knowledge about what public transportation services are available and little to no knowledge of how they are funded. This lack of knowledge about available services extends to both human and health service providers and clients. While public transportation users may be aware of the specific services that they utilize, unless they are taking advantage of such, they have little to no knowledge of connecting services or of transportation opportunities within the travel shed. Select comments include:

- Access to services in other communities is limited and slow. It can easily take all day to travel from Corvallis or Albany to medical appointments in Lebanon or Eugene, for example.
- Hours of operation are insufficient. Frequency on weekends is lacking; no late evening or Sunday service.
- Clients doing shift work are on their own for transportation because of limited public services.
- Unless staff can find day jobs (8-5) for clients with developmental/mental disabilities who formerly worked in sheltered workshops, they can't get a job because they have no way to get to work.
- Transportation is available for medical appointments but not for socialization or going to church on Sunday, two important factors in maintaining health and well-being.
- Isolated and rural areas in the region have no transportation available unless it is for medical.
- Fixed route service is needed to the Monroe area. There is demand response service, but no fixed route service. Past service was discontinued due to low ridership and high costs; City of Monroe did not actively participate.
- Excessive wait times are problematic for individuals who are elderly or ill. Problems occur with the non-Medicaid, Medicare, low income older adults who are losing their ability to drive. Transportation is not accessible for this group. Immediate access to medical treatment is not available.
- Expanded Medicaid services have put excessive demand on the system as a whole. Transportation must be scheduled well in advance which can be problematic for clients.
- Accommodating special needs in an emergency will be difficult.
- There are areas in Corvallis where people cannot get to the bus stop because they can't get across Hwy 99.
- Some cancer patients in the area choose not to get treatment because of lack of transportation.

- Veterans must get to Albany to use the DAV van. Getting to VA clinics which are located in Salem, Eugene, Hillsboro and Portland is problematic. The DAV van is the only option for veterans.
- There is need for a more regionally coordinated transportation system. Services are confusing to use. The Loop is infrequent and demand is low because barriers to using it are significant. It takes too much time to get from point A to B; impacts families with young children and working people. Things are set up piecemeal style -multiple systems and several transit systems make it too complicated/hard to use.
- There is a lack of consumer-friendly information about how to use transit and what is available. 211 does not work.

What are the primary barriers to use of available services?

The lack of resources/funding is frequently cited as the greatest barrier to being able to accommodate the full range of community transportation needs. Interviewees also frequently identify key barriers to include a lack of service outside of incorporated areas and services being inadequate or inconvenient to meet the needs of special populations.

Geographic/Demographic barriers are the most frequently mentioned barriers, especially transportation in rural, isolated areas. The Linn-Benton Loop service is cited as being inadequate to meet population growth. Comments include:

- Smaller cities have no or inadequate service to larger neighboring communities for basic shopping, education, and jobs, as well as for medical services and entertainment.
- Clients participating in community action programs must apply in-person for service. A lack of transportation to get to offices prevents people who qualify from getting service.
- Highway 20 is dangerous for bikers and walkers who may live in Albany where housing is more affordable but their jobs are in Corvallis.

Information barriers are primarily the lack of public information about available services. Comments include:

- Corvallis does a good job but elsewhere in the region information is limited.
- How to use the Dial-A-Bus system can be difficult to understand.
- Advanced trip planning is difficult, especially for older people.
- Lack of computers for many consumers makes accessing information/services can be problematic.

Cultural Barriers include language challenges. It is difficult to get information to non-English speakers (Hispanic and Middle Eastern languages mentioned). Some Spanish speakers indicate they don't have cars or don't drive and because of language barriers don't even try to use the public transportation system. Bilingual Health Navigators at the Benton County Health Department have helped bridge this gap. There are additional barriers to getting health care for undocumented members of families in the community.

Legal/regulatory barriers cited include red tape and regulations involved in working with the Veterans Administration that limit access by veterans to services and HIPPA rules that prevent agencies from grouping rides. Several respondents note that each of the three counties in the region receives STF funding and creates its own program; they suggest that better integration of county-specific programs into a regional system region would help create a more seamless system.

Other barriers cited include:

- For first time users, including older adults, low income persons and non-English speaking persons, fear of using public transportation.
- For aging individuals, persons with disabilities and those with behavioral and cognitive issues, a lack of travel assistance.
- For persons with disabilities, challenges in accessing fixed route transit due to weather, distance to bus stops, topography, and amenities available such as accessible routes and bus stop shelters.
- For persons in intellectual/developmental disabilities jobs programs, lack of transportation to employment sites.
- For low-income persons, the cost of public transportation. The needs of low-income persons without a car are not being met. Public transit does not reach low-income community members who cannot afford to live near the center of town.

How well are regional (town-to-town) transit needs being met?

Effective connections between Corvallis–Albany–Philomath are identified, although it is felt that timelines could be improved. Smaller communities experience either poor or no connections. Service between communities is slow and infrequent. Connections from Benton County to Lincoln City were mentioned as being especially difficult. Transit to grocery stores was identified as a need. Comments include:

- Bus connections to passenger rail serving the Willamette Valley need to be improved.
- There is a lack of 99W service/connection to Lane Transit. No public transit service between Corvallis and Eugene except for Bolt, Amtrak, Cascade Point, all of which run on I-5.

What are future trends that will modify the demand for transportation services?

Regional population growth; aging of the Baby Boomers; growth in the number of medical facilities and senior residences; and technological changes, advances and opportunities are among the key trends interviewees expect to impact future transportation needs. Key comments include:

- For aging Baby Boomers, there is a desire to age in place, remain in their homes (85+ population is one of fastest growing groups). Some cities are also reporting an increase in retirees moving to their communities.
- Millennials are tending to drive less/not own vehicles, creating an increasing demand for transportation alternatives, including public transportation.
- There is an increasing number of Vietnam Vets and an increasing number of homeless vets (vets make up 2% of the general population nationwide, but 33% of the homeless population). Aging of the veteran population will make transit use more challenging.
- City annexations and housing development will require evaluation of transit services.
- General increase in population leads to more congested roads, slowing transit efficiency.
- There will be more senior living facilities and more over-55 housing in the area, including in North Albany.
- More low income housing will be built in Corvallis.
- Access to new specialized health facilities, e.g. new cancer center in Benton County.
- There is increasing need for special transportation for individuals with mobility and cognitive impairments, including the State's Employment First program which will require all individuals with developmental disabilities to get a job.

- There is increased and continuing need for addiction treatment because of the heroin and opiate epidemic.
- Increasing numbers of young families are moving into the North Albany area. Affordable housing makes it attractive to young families.
- Increasing fuel prices will impact transportation.
- Technology will change how we use transportation.

What are the highest priorities that should be pursued to address gaps or limitations in service?

Most interviewees feel that improving access to public transportation in rural and isolated areas is the most urgent need. Another high priority is for coordination among service providers, among the counties, and between transportation planners and the housing and health care sectors. Specific suggestions include:

- Address the need in outlying/rural areas for more frequent buses/shuttles.
- Increase the hours of service -- evening and weekend, noon bus service between Philomath and Corvallis
- Locate housing close to transit; increase the availability of affordable housing.
- Increase the availability of carpooling as a transportation option.
- Transportation planning needs to include housing and health care sectors.
- Integrate system regionally, including fares, timetables, convenient connections between systems, trip planning devices in regional transit plan.
- Expand volunteer programs to serve outlying communities.
- Assistance is needed to purchase vehicles for those group homes and service organizations that must transport clients with special needs.

What would make public transportation services more efficient?

Scheduling efficiencies and enhanced use of technology, provision of travel training and travel navigator programs, increased coordination among providers, and exploration of private partnership opportunities are all identified as ways to improve the effectiveness of public transportation. Among the specific suggestions:

- Consider how vanpooling and carpooling can integrate with public transportation to reach underserved areas.
- Develop protocols to work around HIPPA rules in order to provide group rides. Bring more partners into this effort. For example, group homes and foster homes could coordinate to provide group rides.
- Provide transit training; offer free days to ride with trainers. (It was also mentioned several times that individuals with behavioral, cognitive and other special needs could benefit from personal assistance, such as Travel Navigators.)
- More coordination between health and social services providers. Duplication occurs now because of lack of coordination. Need more partnerships with non-profits.
- Need more streamlined public education. More information translated into Spanish and more consumer-friendly information on buses.
- More funding for volunteer programs such as Senior Companion program.
- Save energy by using smaller, more efficient buses on routes with low ridership.

How can coordination/partnering among providers be improved?

Despite a number of suggestions for improvements in coordination, stakeholders generally feel that coordination among transportation providers within the County and with Lincoln and Linn counties is very good. Cascades West Council of Governments (CWCOG) is seen as communicating well with its members and providing expertise relative to public transportation services. The benefits in having management of both senior services and the transportation brokerage within the CWCOG are specifically noted.

Most participants indicate increased efforts in partnering would be beneficial. A cited example is the effort by Benton County Health Services to provide leadership and staffing for a workgroup comprised of community, transportation providers, and CWCOG representatives. The group is tasked with addressing priorities of housing, transportation, obesity prevention and food insecurity. Such partnerships with the Oregon Department of Human Services, Samaritan Health Services (Coordinated Care Organization), and other public and private human and health service providers are expected to help in understanding and meeting transportation needs. Other suggestions include:

- Coordination is a high priority for Samaritan Health. When the system performs well, there are savings/ discretionary dollars which then can be put back into the system to increase and enhance service. “Samaritan sees the collective impact in service areas when all partners collaborate.”
- Large employers are potential partners for funding transportation service, particularly for home-to-work trips. Employers could also adjust shifts to meet transportation needs of employees; provide bus passes to help employees and people looking for work.
- Some small cities need more awareness of coordination possibilities, as well as assistance and expertise to develop effective transportation partnerships with local agencies and businesses.

Stepping back, what is your dream for public transportation in the region?

Interview participants have numerous ideas about the design of a transit system for the region. In summary, most feel a system that is accessible and dependable, easily understood, and meet the needs of the community is the ideal. Notable responses include:

- Dependable transportation for all with a sense of kindness, tolerance, and general community stake in transportation.
- Community awareness of how to use transit.
- A 1-800-I NEED A RIDE number with no turn downs and responsive to needs. A statewide database where one can go and easily get reservations for a ride.
- A regional plan that unites all partners in regional transportation planning and service provision and includes health, human services, land use planning and housing providers.

3. Human/Health Services Community Engagement

Among the key goals of the planning process are to better educate human and health service providers about available public transportation services and to advise public transportation providers of the human and health service sectors’ public transportation needs. Efforts to address these goals include:

- **Stakeholder interviews:** A special focus of stakeholder interviews has been on how public transportation services are coordinated with human and health services needs at the

regional and local levels. Because of this focus, more than half of the interviews conducted have been with representatives from the human services and health services sectors, both at the County and regional levels. Included have been representatives of various Oregon Department of Human Services departments; Cascade West Council of Governments' human services programs, including Senior Services Advisory Council, Disability Services Advisory, Developmentally Disabled Services Advisory Council, and Community Services Coalition; Samaritan Health Services (Coordinated Care Organization); County Health Department; community centers; County Veterans Services Organization; private sector human service providers; and others.

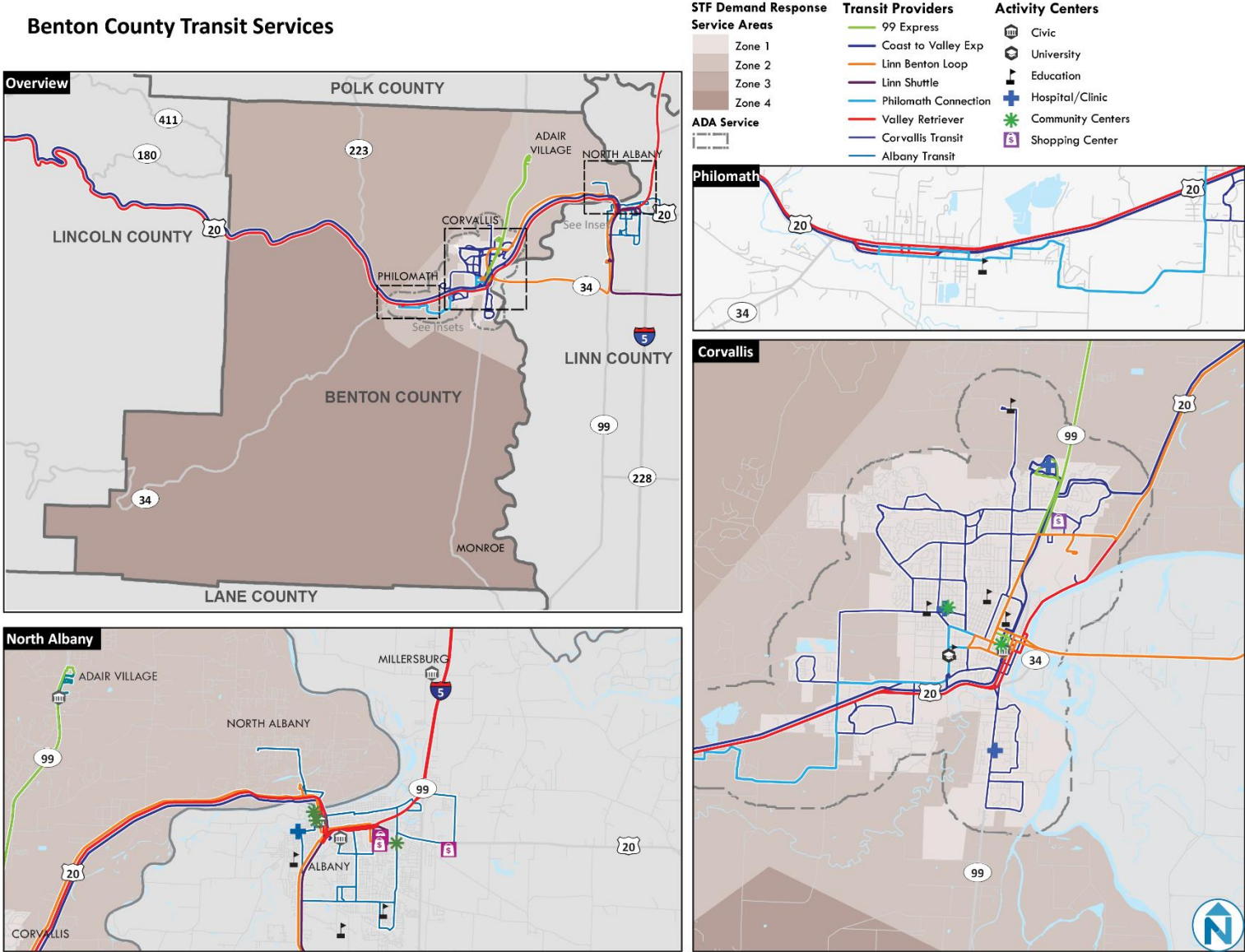
- ***Opportunity to review the Draft Plan:*** All parties interviewed are being copied with this Draft Plan, advised of the County's public review process, and invited to comment. Human and health service groups have specifically been invited to meetings of the County's STAC for presentations on and discussions of draft Plan elements at various times during the planning process. County staff has also presented on the Plan at various community forums.
- ***Transportation Advisory Committee (STAC) representation:*** Two providers of specialized human services and a representative of the disabled community are members of the STAC. The Plan encourages appointment, within the constraints of the State's Administrative Rules (OAR 732-005-0031(11)), of eligible representatives with human and health services experience. It also encourages the County to explore the opportunity to expand the breadth of interests and experience through ex-officio positions or other means.
- ***Current and ongoing opportunities to been engaged in planning for and providing public transportation services:*** See Section B.1. Overall Process for details on public outreach during Plan development, including engagement with human and health service community groups. Of note is that STAC meetings are regularly attended by representatives of the County Health Department; Samaritan Health and other human and health service providers periodically attend.
- ***Strategies to facilitate participation:*** The Plan includes a variety of strategies and actions to partner with and to improve the coordination of public transportation with human and health services in the County and region. Examples include:
 - Pursue partnerships with state human service agencies to ensure efficient and cost effective services that leverage state and local resources.
 - Continuously strive to coordinate the planning for and provision of public transportation services with the provision of human and health services and with other land use and transportation planning.
 - Improve communication to group homes, retirement centers, assisted living centers, and other public facilities about available public transportation services.
 - Inventory all human and health service providers (senior centers, retirement centers, assisted living centers, others), major employers and other appropriate parties to identify those entities in the County that have the capability to provide transportation services. Use results to coordinate with those entities on service provision.
 - Continue to participate on countywide and regional human and health services advisory committees that link public transportation to human and health services.

C. DEMOGRAPHICS

Benton County is located in mid-Willamette Valley, west of I-5. It is bordered on the north by Polk County, on the east by Linn County, on the south by Lane County, and on the west by Lincoln County. The county covers 675 square miles and has a population of approximately 86,000 residents. There are five incorporated cities, with Corvallis, Philomath, and North Albany being the major population centers. Figure 1 shows these population centers in relation to public transportation services within the County.

Figure 1: Benton County Population Centers and Transit Service

Benton County Transit Services



1. Population Profile

The population of Benton County was 89,385 persons in July, 2016 (U.S. Bureau Census estimate), an increase of more than 10,000 people or 14.4% over its 2000 population of 78,153. Almost 80% of the total County population lives in incorporated areas. The largest city, Corvallis, contains 64% of the total County population. The second largest incorporated area is that portion of the City of Albany that lies in Benton County (North Albany), with an estimated 8% of the total County population. This is also the fastest growing area in the County. The third largest city is Philomath, with a 2014 population of 4,630. Census-designated places include Alpine, Alsea, Bellfountain, Blodgett, Kings Valley, and Summit.

The County's population is expected to continue to grow at an annual rate of at least 0.5%, reaching 98,516 people by the year 2030 and 111,666 by the year 2050.¹ This increase will occur in all age groups except the 15-24 year age group, which currently constitutes nearly a quarter of the total population. The largest increase will be in the 65 years and older age group.

Figure 2: Benton County Population, 2000-2014

Location	Population (2000)	Population (2010)	Population (2014)	% Change (2000-2014)
Adair Village	536	840	845	58%
Albany (portion within Benton County)	5,104	6,463	7,200 (est.)	41%
Corvallis	49,322	54,462	56,535	14.6%
Monroe	607	617	620	2%
Philomath	3,838	4,584	4,630	21%
Unincorporated	18,749	18,613	18,910	0.9%
Benton County	78,153	85,579	88,740	13.5%

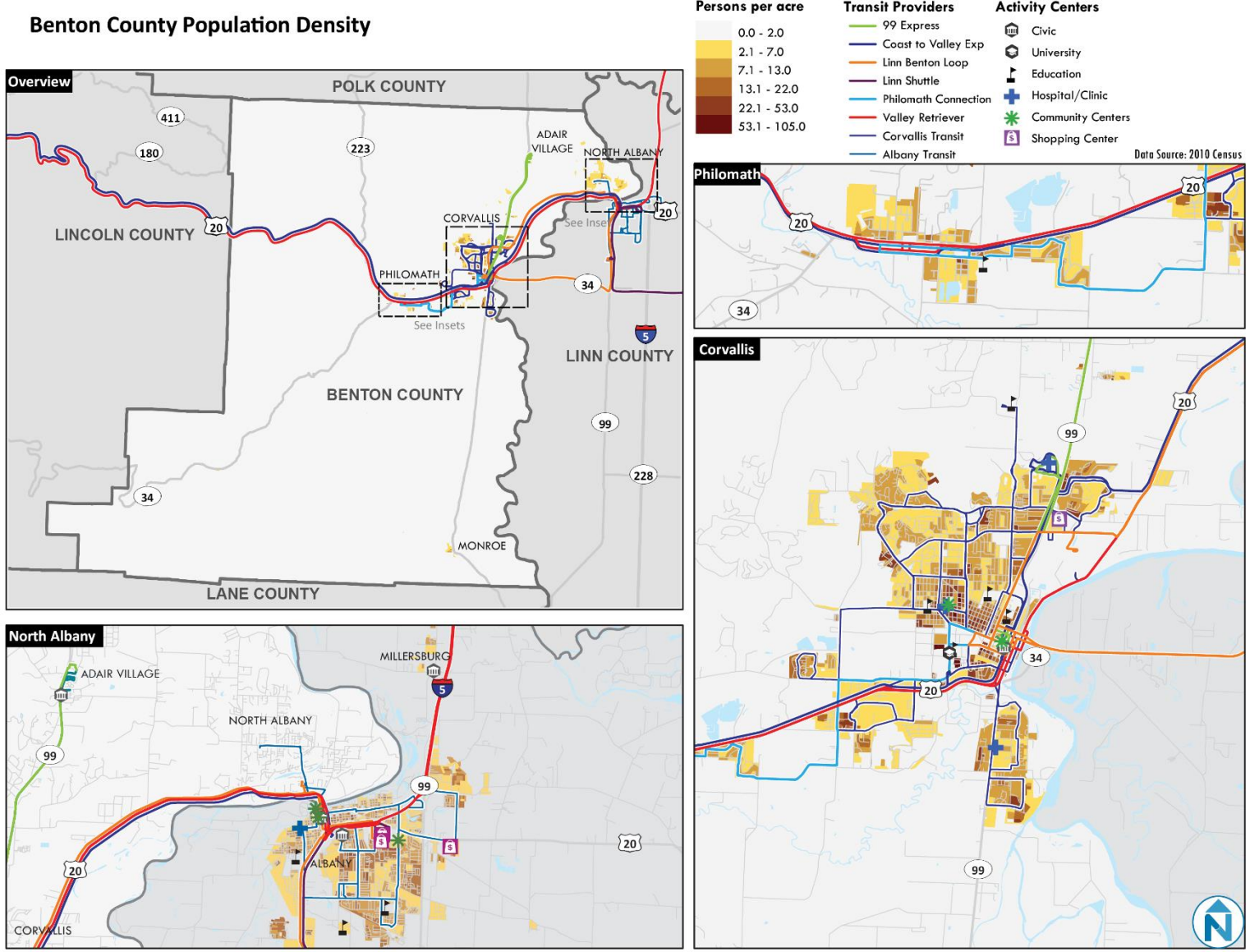
Source: U.S. Census 2000 and 2010

2014 Figures: Oregon Employment department. "Northwest Oregon Population – Cities and Counties."

Figure 3 illustrates the population density of the County, showing that the greatest concentration is in Corvallis. Generally, areas with population density are well-connected to transit, with the exception of the isolated development in west Corvallis south of Ponderosa Road.

¹ Oregon Office of Economic Analysis. Demographic Forecast. "Long-term Oregon State's County Population Forecast, 2010-2050." 2013. Retrieved from http://www.oregon.gov/DAS/oea/Pages/demographic.aspx#Long_Term_County_Forecast

Figure 3: Benton County Population Density



2. Older Adults

In June 2016, older adults (60 years and older) comprised 14.8% of the total population of Benton County, up from 12% in 2010. Figure 4 shows that every jurisdiction in the County, as well as unincorporated areas, experienced an increase in the older adult population since 2000.

Figure 6 depicts the population density of adults 60 years of age and older in Benton County. Concentrations of older adults are found near the Good Samaritan Regional Medical Center and at the Regency Park Place senior living community. Both of these locations are well served by fixed-route service and ADA-complementary paratransit.

Figure 4: Benton County Older Adult Population, 2000-2010¹

Location	Population 60 or older (2000)	Population 60 or older (2010)	% Change (2000-2010)	Proportion 60 or older (2010)
Adair Village	17	30	76%	4%
Corvallis	4,970	5,721	15%	11%
Monroe	51	81	59%	13%
Philomath	264	430	63%	9%
Unincorporated	2,724	4,018	48%	22%
Benton County	8,026	10,280	28%	12%

¹ Information on older adults was not available by block or block group preventing the analysis from separating out the Benton County components of Albany.
Source: U.S. Census 2000 and 2010

According to the County’s 2012 Community Health Assessment, characteristics of Benton County adults over 65 years of age are:

- 33.7 percent have a disability
- 29.9 percent live alone
- 4.5 percent live below poverty level
- 2.5 percent reside in Nursing Homes

Projected growth in the County’s senior population is due primarily due to the aging of Baby Boomers. To help accommodate this growth in the older adult population, a new 140-bed senior living facility in North Albany opened in 2015 -- the Bonaventure Senior Living Facility. This new development will likely impact demand for both Albany Call-a-Ride and Benton County Dial-a-Bus. The state forecast shows the senior population remaining at 21% of the total County population, after peaking slightly in the next 15 years. The forecasted growth of those 60 years and over is expected to exceed 5,000 by 2050.

Figure 5: Forecasted Trends in Benton County Older Adult Population

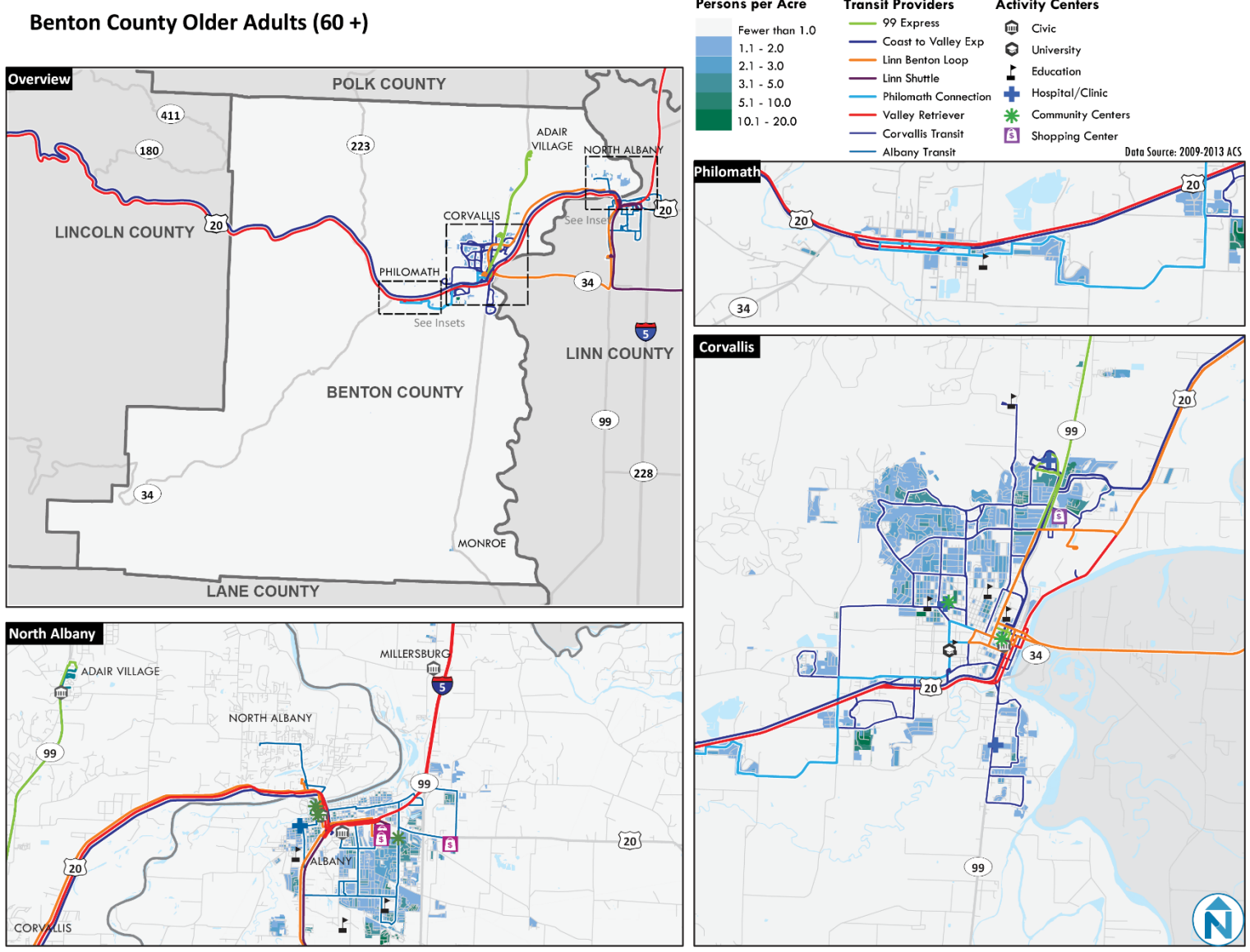
	2010	2015	2020	2025	2030	2035	2040	2045	2050
Total Population	85,735	87,977	91,378	94,983	98,514	101,846	105,049	108,296	111,665
Older Adults	15,066	18,102	20,664	21,977	22,181	22,028	22,126	22,541	23,498
Percent Older Adults	18%	21%	23%	23%	23%	22%	21%	21%	21%

Source: Oregon Office of Economic Analysis. Demographic Forecast. "Long-term Oregon County Population Forecast, 2010-2050." 2013. Retrieved from http://www.oregon.gov/DAS/oea/Pages/demographic.aspx#Long_Term_County_Forecast

Senior citizen services are provided by Corvallis Senior Center; assisted living centers such as Americare, Stoneybrook and Regent Court; and group homes such as Corvallis Manor and Janus Home. Group homes are residential care homes that assist many type of people, including those with drug and alcohol problems that need residential assistance. Group homes also assist other abused or neglected youths, developmentally disabled, those with chronic mental issues, youths with criminal histories, etc.

Senior programs include the Senior Companion Program that links "trained companions" with seniors and people with disabilities to provide, among other services, transportation to medical appointments, shopping, social events, and other personal errands. This volunteer program is sponsored in part by Samaritan Pacific Communities Hospital, Samaritan Health Services, Samaritan Lifeline program and city and county agencies.

Figure 6: Population Density of Older Adults in Benton County



3. Persons with Disabilities

The density of persons with disabilities in Benton County is graphically represented in Figure , the Transit Propensity Index map. The County has statistically one of the highest proportions in the state of group homes and foster homes for people with developmental disabilities.

A regional 2016 Community Health Needs Assessment prepared by Good Samaritan Regional Medical Center, reports that, from 2011 to 2013, among the civilian non-institutionalized population, approximately 10% reported a disability in Benton County. For this report, disability is defined as a person's risk of participation limitation when he or she has a functional limitation or impairment. Disability encompasses many different conditions; for instance, the most common disability in Benton County among those aged 5-64 is cognitive difficulty, with ambulatory difficulty ranking the highest for the 65 and older population. The prevalence of disability increases with age, from 1.4% of people under 5 years of age, up to 7.6% for 18 to 64 years of age, and 31.6% of those 65 and over.

According to the Oregon Office on Disability and Health's "2013 Annual Report on the Health of Oregonians with Disabilities", 22.4% of Benton County residents have some form of disability.

The 2000 Census recorded approximately 6,500 individuals with disabilities. Based on data from the Oregon Behavioral Risk Factors Surveillance System, in 2013 an estimated 23 percent of Benton County residents "reported being limited in any activities because of physical, mental, or emotional problems". In 2014, an estimated 45 percent of Oregon Health Plan members in Linn, Benton, and Lincoln counties "reported being limited in any activities because of physical, mental, or emotional problems" (roughly twice the rate among non-OHP Benton County residents). This data is from the Medicaid Behavioral Risk Factors Surveillance System (MBRFSS).

Between 2000 and 2013, the City of Adair had a major increase in the number of persons with disabilities, totaling 10% of the City's population in 2013. The City of Monroe had an increase of 27%, with 20% of the population identified as persons with disabilities. With demand response service available to Monroe being limited to that provided by the Benton County STF Demand Response program, additional service may be needed to accommodate the transportation needs of persons with disabilities in Monroe.

Irrespective of the data source, the number of persons with disabilities in Benton County is greater than both statewide and national averages. The collective belief of the health, social service, and transportation professional community in Benton County is that the population of persons with disabilities increased between 2000 and 2016 and continues to increase, most likely on a level commensurate with or closely linked to the increase in the County's overall older adult population.

The County, through its contract with Benton County Dial-a-Bus, is the largest provider of employment transportation for those residents with developmental disabilities. Employment services such as Cornerstone, Work Unlimited, HomeLife Vocational Services, and Bridges Enterprise, LLC rely in large part or exclusively on Dial-a-Bus services for client transportation to/from employment locations.

Primary services for persons with disabilities in Benton County include the Benton County STF Demand Response Service and the Corvallis Transit System ADA Paratransit Service. Benton County STF Demand Response Service is not an-ADA service but only seniors (persons 60 years of age or older) and persons of any age with a documented disability are eligible to use this service. Passengers enrolled in the Corvallis Transit System (CTS) ADA paratransit

program are automatically qualified for the County’s program, but the reverse is not true (i.e. enrollment in the Benton County STF service does not automatically enroll the passenger in the CTS ADA service).

4. Low-income Persons

“Low-income” is defined as a household whose income falls below 150% of the poverty income level (as calculated by the U.S. Census Bureau). Approximately 30% of County residents are identified as low income. In 2007-2009, the County had a higher percentage (20.3%) of individuals below the poverty level than in the state (13.7 %) and nationally (13.6%). The highest percentage below the poverty level were female, single parent families. The cities of Adair Village and Monroe had the highest percent change in poverty from 2000 to 2013, as shown in Figure 7. Monroe also has the highest percentage increase in low income residents. Low income residents living in these communities may be in need of more affordable transportation services. The density of low-income populations is graphically represented in Figure , the Transit Propensity Index map.

Figure 7: Distribution of Low-Income Benton County Residents^{1,2}

Location	Population with Incomes <150% Poverty Level (2000) ³	Population with Incomes <150% Poverty Level (2013)	% Change (2000-2013)	Proportion of Population with Incomes <150% Poverty Level (2013)
Adair Village	87	170	95%	19%
Corvallis	13,197	19,047	44%	38%
Monroe	134	315	135%	46%
Philomath	919	812	-12%	18%
Unincorporated	249	4,310	73%	17%
Benton County	16,831	24,654	46%	30%

1 Information on income levels was not available by block or block group preventing the analysis from separating out the Benton County components of Albany. Low-income residents in Albany that reside in Benton County are accounted for in “unincorporated”.

2 Data for persons of low-income only reflects a portion of the population for which poverty status is determined. The income cannot be determined for children under the age of 15 not related by birth, marriage, or adoption to a reference person within the household, therefore their poverty status cannot be determined.

3 The data for 2000 was collected through U.S. Census Summary File 3 (SF3). SF3 data is compiled from a sample of the total population (about 1 in 6 households) that received the Census 2000 long-form questionnaire.

Source: US Census 2000 and American Community Survey 2013 5-year estimates

5. Veterans

Veterans are more likely to use public transit for travel to work, education, healthcare and other trip purposes and therefore tend to have a higher propensity for using transit. Although a veterans classification is not directly included in the Transit Propensity Index (TPI) discussed at the end of this chapter, veterans often fall into one of the transit-dependent demographic characteristics analyzed in the TPI -- over age 60, persons with a disability, or low-income.

The 2009 - 2013 American Community Survey reports that there are 5,561 individuals with veteran status in Benton County. This amounts to approximately 8 percent of Benton County’s civilian population ages 18 and older, relative to 10.8% statewide.

6. Persons with Limited English Proficiency

Persons with limited English proficiency (LEP) have a higher propensity for using transit as their primary means of transportation, assuming no language barriers deter ridership. In areas with a high number of people with LEP, transit providers should offer extra assistance riders in a competent and effective manner to ensure services are safe, reliable, convenient, and accessible to those persons. Similar to veterans, LEP is not directly included in the Transit propensity Index, but this population often falls into one of the transit-dependent demographic characteristics analyzed in the TPI.

The term LEP refers to any person age 5 and older who, according to the U.S. Census, reported speaking English less than “very well”. Approximately 3.4% of the Benton County individuals do not speak English “very well”, relative to 6.2% for the entire state.

7. Minority Populations

Population characteristics by race are compared in Figure 8. The majority of the populations in Benton County cities are white but other racial groups continue to grow, increasing the diversity within the County. The largest racial minority group is Asian and Pacific Islander (5.4%), while the largest population by ethnicity is Hispanic/Latino (6.4%).

Figure 8: Benton County Population by Race, 2000-2010

Location	White		Black or African American		American Indian and/or Alaska Native		Asian		Native Hawaiian and/or other Pacific Islander		Other race		Two or more races	
	2000	2010	2000	2010	2000	2010	2000	2010	2000	2010	2000	2010	2000	2010
Adair Village	471	743	4	10	13	12	7	16	8	2	6	7	27	50
Corvallis	42,433	45,613	570	615	376	376	3,168	3,977	141	182	1,244	1,520	1,390	2,179
Monroe	587	3,579	2	6	6	63	2	46	2	9	0	48	8	87
Philomath	3,579	23,850	6	31	63	76	46	161	9	283	48	28	87	205
Unincorporated	22,608	23,427	76	102	161	175	283	390	28	28	205	309	489	645
Benton County	69,678	74,506	658	759	619	627	3,506	4,429	188	213	1,503	1,985	2,001	3,060
% Change in Benton County (2000-2010)	7%		15%		1%		26%		13%		32%		53%	

Note: Information on persons origin was not available by block or block group. Albany residents that reside in Benton County are accounted for in “unincorporated”.

Source: US Census 2000 and 2010

The U.S. Census also collects data on individuals of all races who identify as Hispanic or Latino. As shown in Figure 9, many Benton County cities experienced a high percent change in the Hispanic or Latino population from 2000 to 2010. As of 2010, 6% of the Benton County population identified as Hispanic or Latino.

Figure 9: Benton County Hispanic or Latino Population, 2000-2010

Location	2000	2010	% Change (2000-2010)	Proportion of Population (2010)
Adair Village	24	56	133%	7%
Corvallis	2,820	4,049	44%	7%
Monroe	61	100	64%	16%
Philomath	151	307	103%	7%
Unincorporated	589	955	62%	5%
Benton County (Total)	3,645	5467	50%	6%

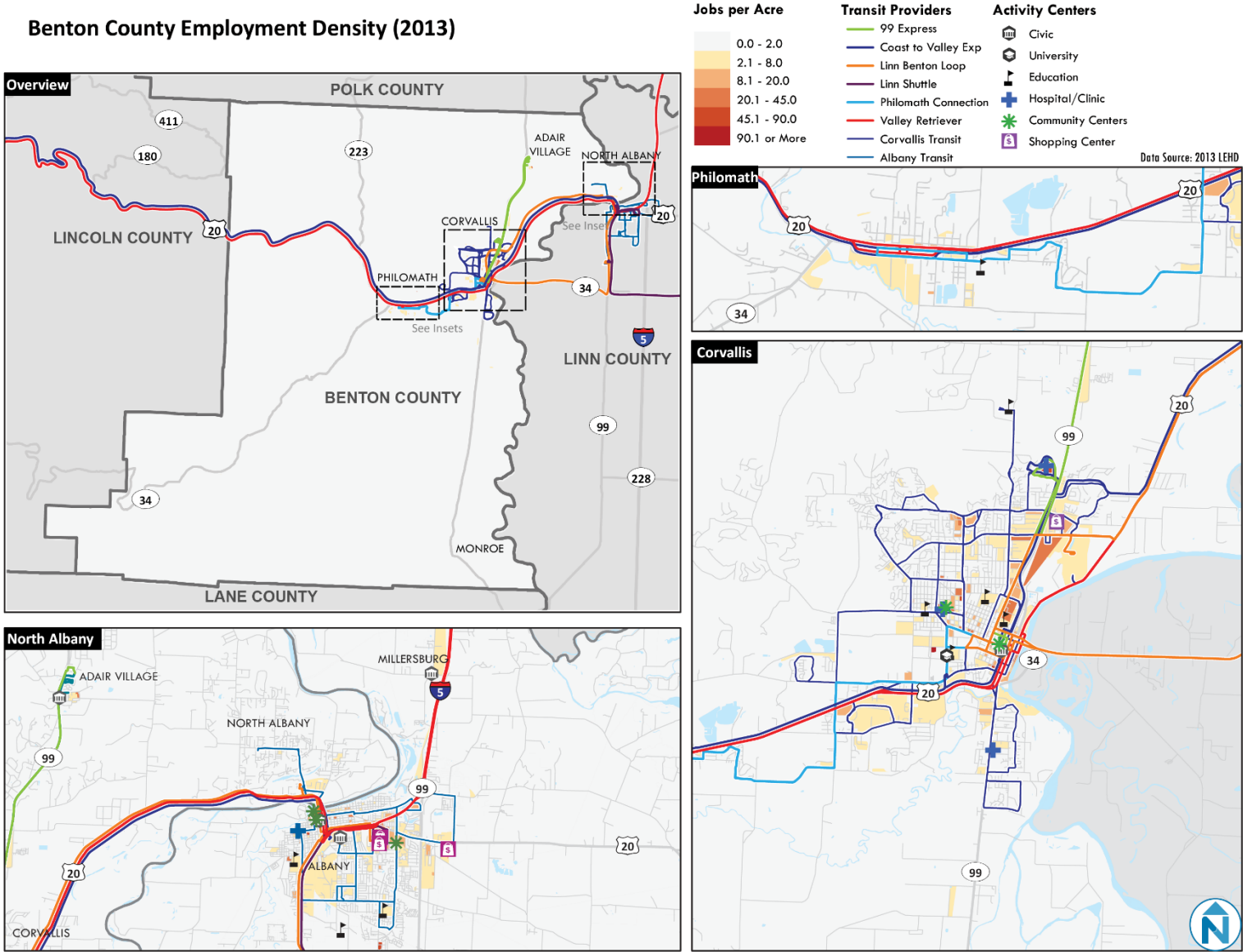
Note: Information on Hispanic and Latino populations was not available by block or block group preventing the analysis from separating out the Benton County components of Albany.

Source: US Census 2000 and 2010

8. Employment Characteristics

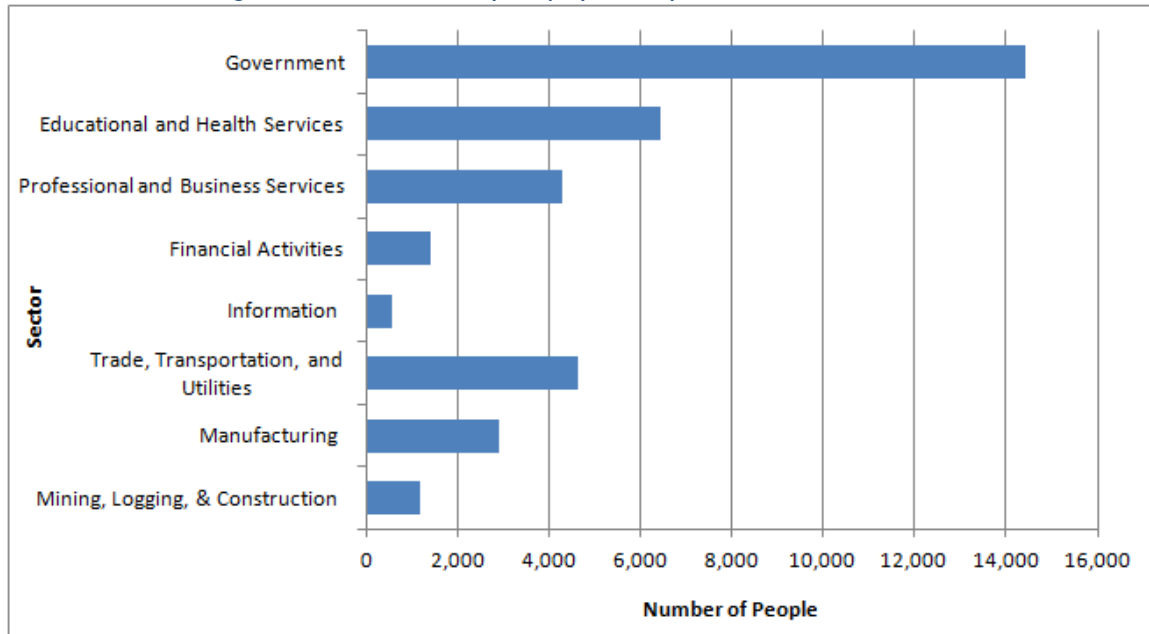
In 2010, 33,718 people were employed in Benton County, with 18,434 people both living and working in the County (55%). Figure 10 illustrates employment densities in the County, showing concentrations in the three largest cities. The inset maps highlight that the locations with the highest employment concentration are close to transit and the I-5 freeway.

Figure 10: Employment Density in Benton County



The largest employers are Oregon State University, Good Samaritan Regional Medical Center, Hewlett Packard, Corvallis Clinic, CH2MHill, and local and regional governments and school districts. OSU is by far the largest employer, employing more than 8,000 people. As of November 2015, the largest employment sectors were government, education and health services, and trade, transportation, and utilities. The Oregon State Employment Department provides employment projections by sector for the Northwest Region, which includes Benton, Clatsop, Columbia, Lincoln, and Tillamook counties. Construction, professional and business services, and educational and health services are the three sectors expected to have the greatest growth by the year 2022.

Figure 11: Benton County Employment by Sector, November 2015



Source: Oregon Employment Department Labor Trends, Nov 2015

Nearly half of all people employed in Benton County travel from outside the County to access work, as seen in Figure 12. Albany has the largest number of employees residing outside the County, followed by Portland and Eugene. In 2010, 15,284 people (45% of the total workforce) travelled into Benton County for employment and 15,616 people (45%) worked outside the County. Figure illustrates the transportation flows of people leaving Benton County for employment. Albany is the primary employment location outside of the County, followed by Salem, Eugene, and Portland.

Figure 12: Employment Flow into Benton County

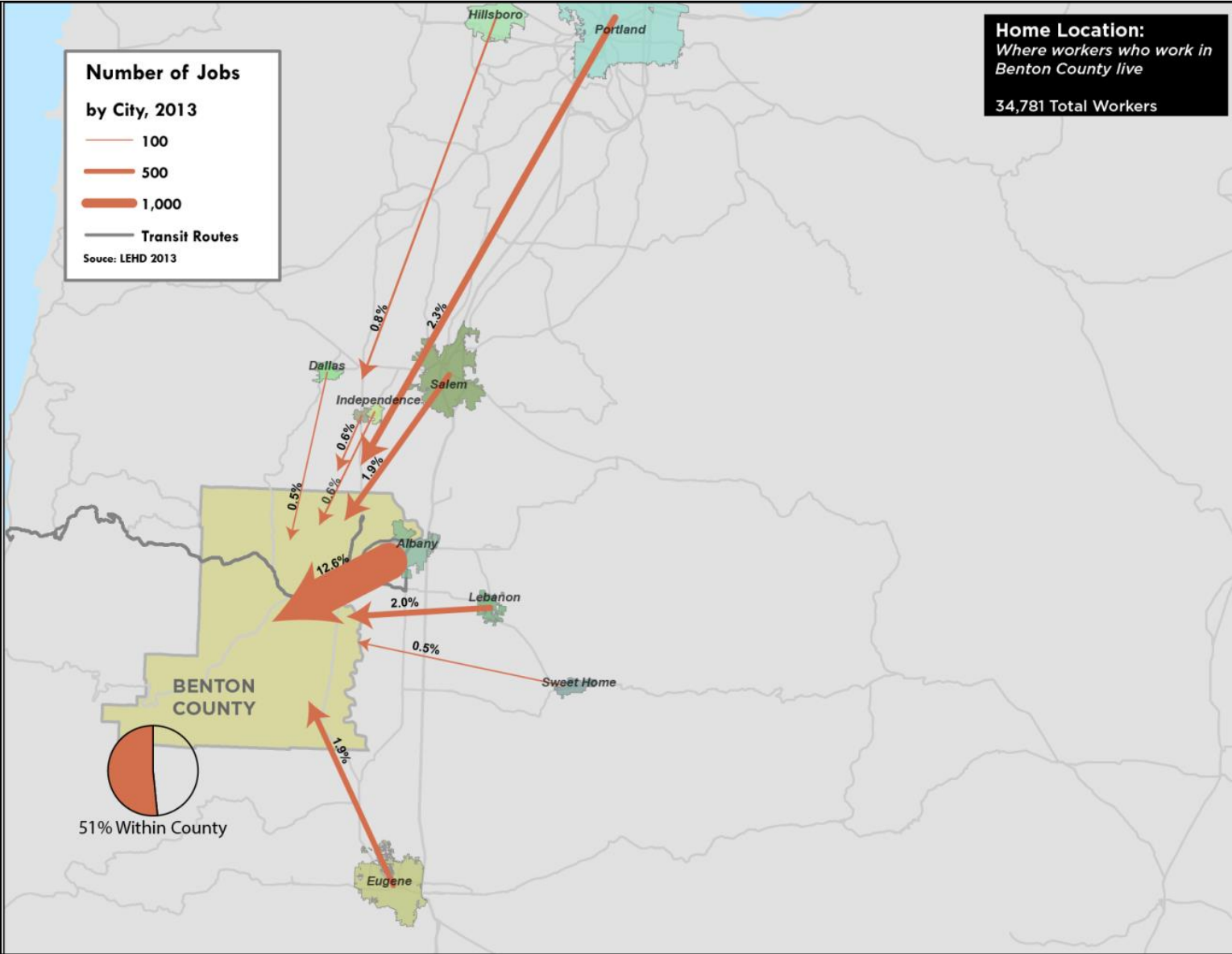
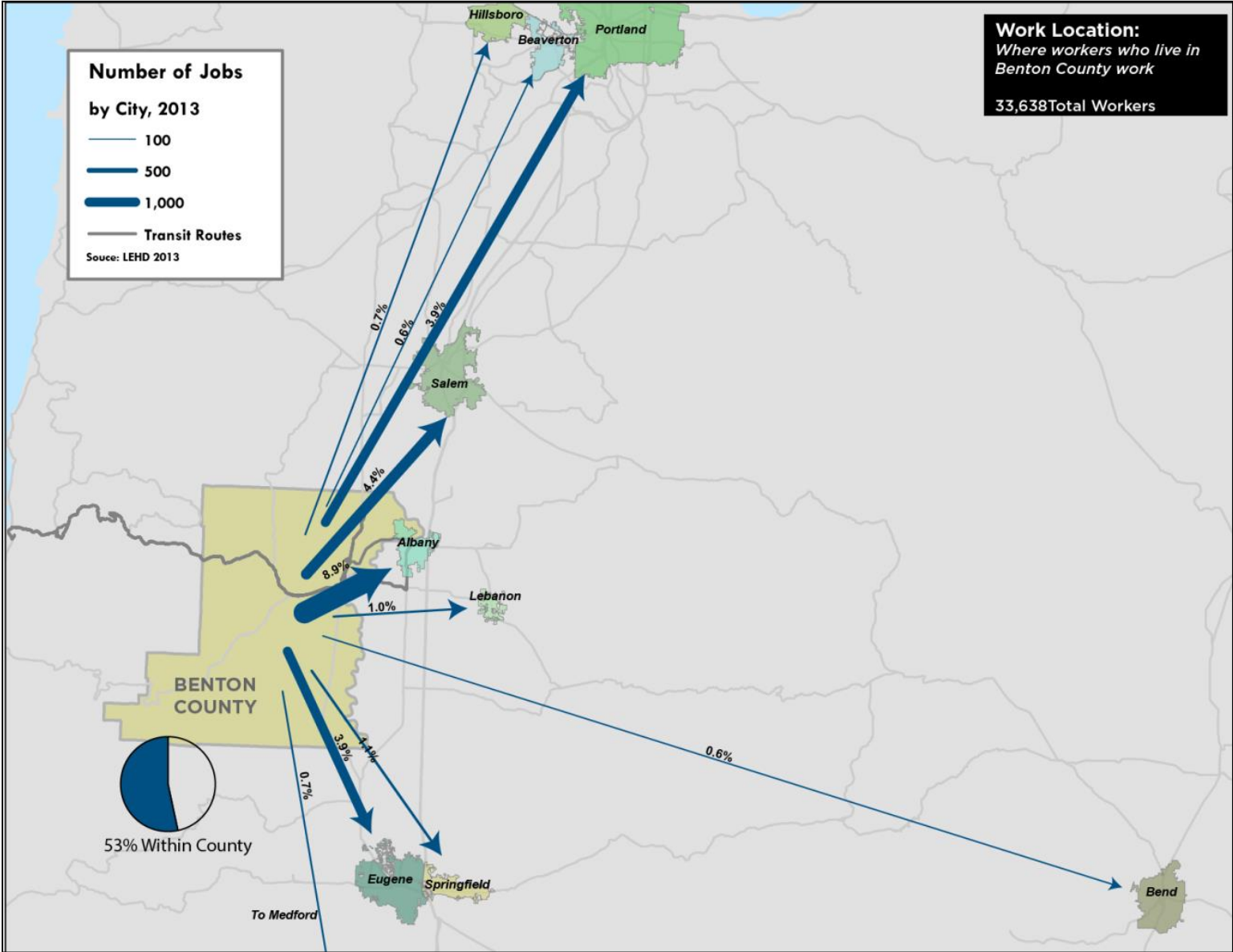


Figure 13: Employment Flow out of Benton County

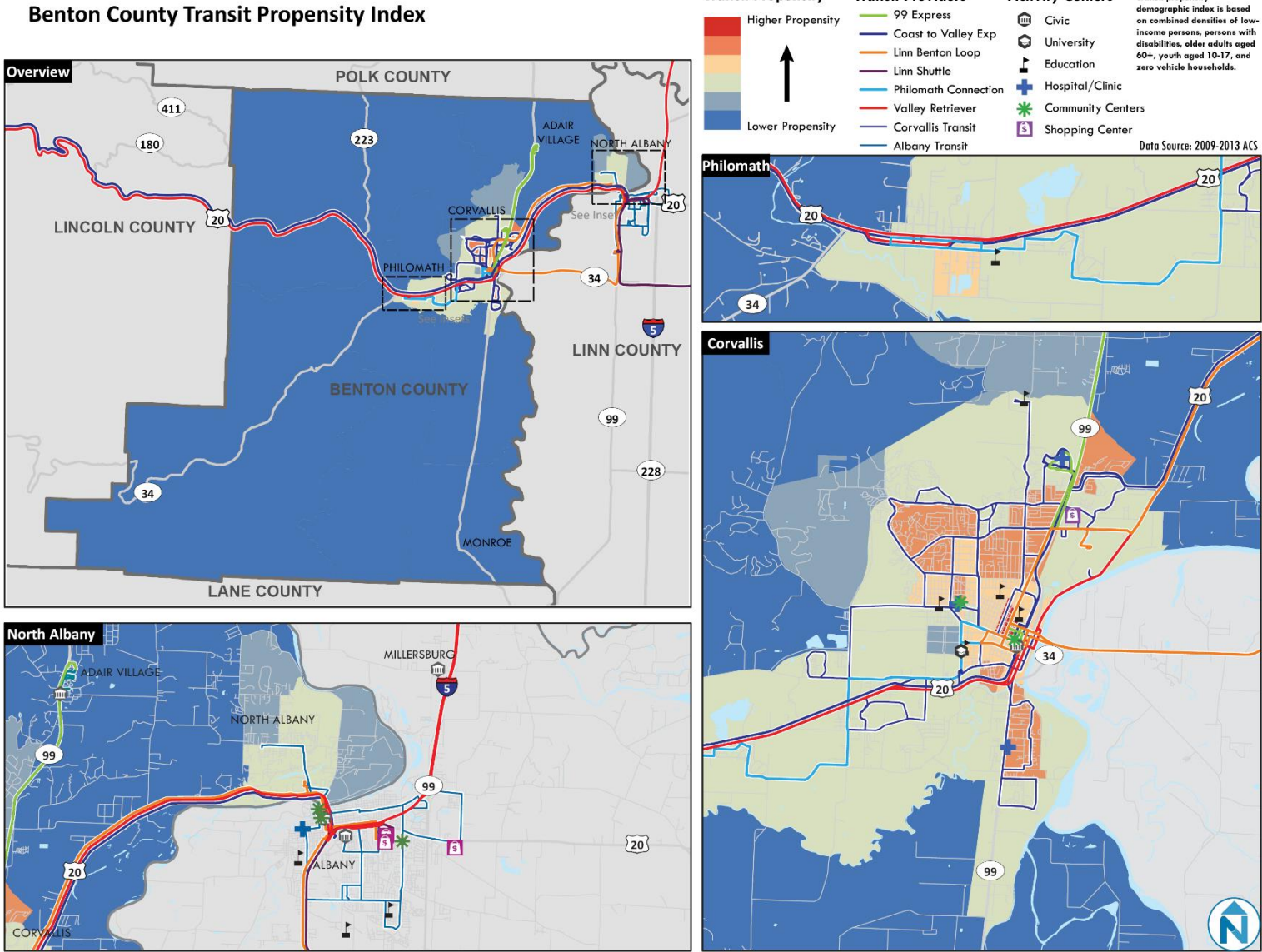


8. Transit Propensity Index

The Transit Propensity Index (TPI) is a composite indicator adding the densities of target populations within a given geography. It allows for geographic comparisons that take multiple variables into account, providing a holistic assessment of the need for transit, or the likelihood that transit could be useful.

Figure provides the Transit Propensity Index for Benton County based on combined densities of low-income, persons with disabilities, older adults (60+), youth aged 10-17, and zero vehicle households. The Index illustrates that the populations with the highest propensities toward transit live in Corvallis, concentrated Downtown near OSU. There is also a moderate propensity rating in the center of Philomath and moving north of Corvallis toward Adair Village and east toward North Albany.

Figure 14: Transit Propensity Index for Benton County



D. PUBLIC TRANSPORTATION SERVICES

Public transportation service is concentrated in the eastern portion of Benton County. The Corvallis Transit System (CTS) and the Benton County Special and Rural Transportation Program provide fixed-route and ADA transit services. Additionally, regional public transportation services, taxi services, and airport shuttles operate within the County. A list of public transportation services within Benton County and their regional connections follows below. Figure 15 displays fixed-route and ADA transit service areas.

Benton County Special & Rural Transportation Program

- Benton County STF Demand Response Service (non-ADA)
- Corvallis-Albany Connection (Corvallis to Albany)
- 99 Express/Rural Transit (Corvallis to Adair Village)
- Coast to Valley Express (Corvallis to Newport)

Urbanized Area Services

- Linn-Benton Loop (Corvallis to Albany)
- Corvallis Transit System
- CTS ADA Paratransit Service
- Philomath Connection (Corvallis to Philomath)
- OSU Shuttle System
- Albany Call-A-Ride (North Albany to Albany)

Inter-County and Regional Public Transit

- Amtrak (Albany to Salem/Portland and Eugene)
- BoltBus (Albany to Portland and Eugene)
- Greyhound Bus Lines (Corvallis to other cities served by Greyhound)
- North by Northwest Connector
- Valley Retriever (Corvallis to Newport and to Bend via Portland)

Taxi Services

- Auto-Taxi
- Beaver Cab
- The Other One Taxi

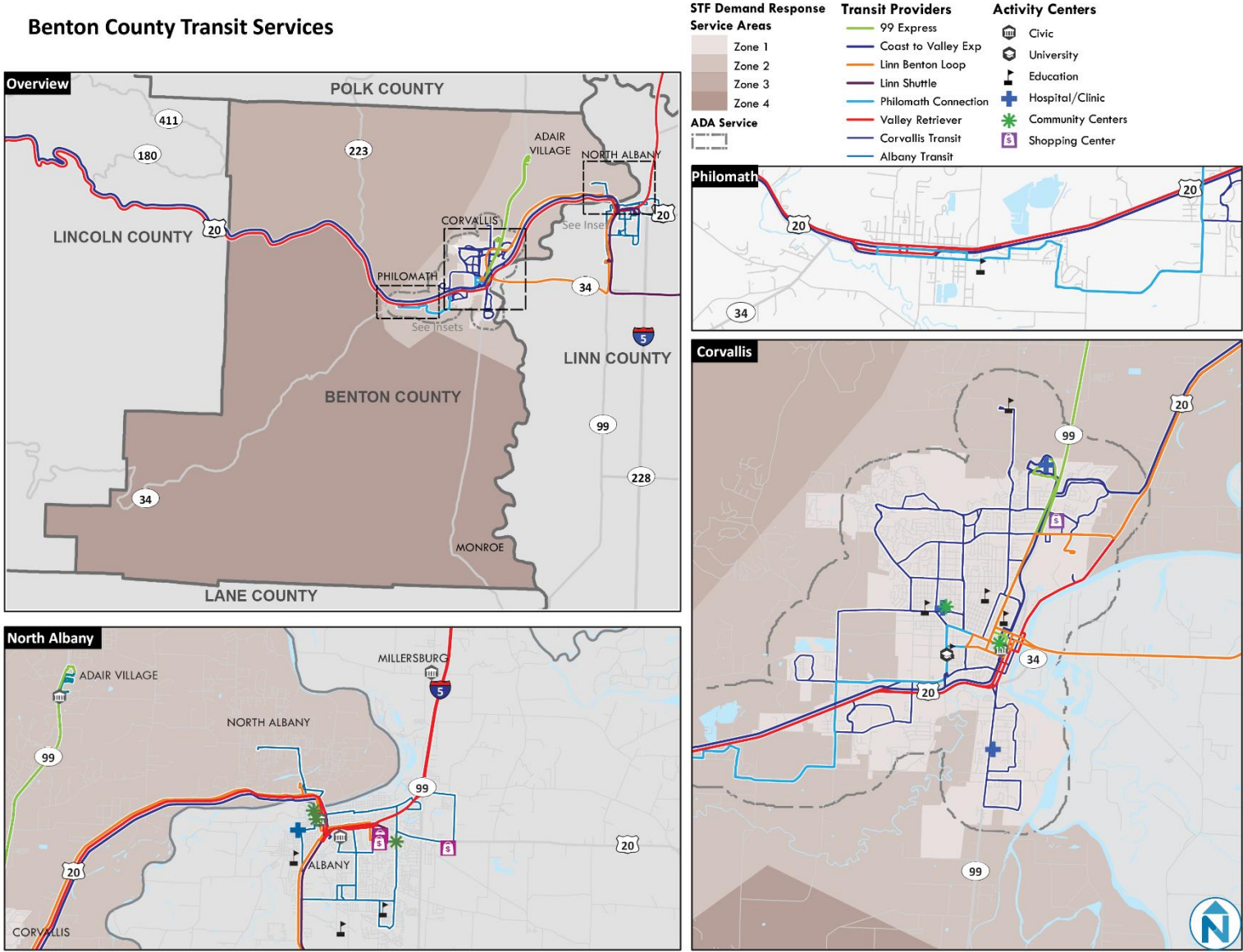
Airport Shuttles

- Caravan Airport Shuttle (Portland Airport)
- City2City Shuttle (Portland Airport)
- Hut Airport Shuttle (Portland Airport; proposed to Eugene Airport)
- Omni Shuttle (Eugene Airport)

Additional Services

- Ride Line (Oregon Cascades West Council of Governments - OCWCOG)
- Transportation Options Program (OCWCOG)
- Transportation Services Provided by Senior Centers and Private Facilities

Figure 15: Benton County Transit Services



Urban areas within the County, such as Corvallis, Philomath, and North Albany, are served by fixed-route transit services. Rural areas are served by the Benton County Special Transportation Fund (STF) Demand Response Service. This demand response service provides a connection for users to the fixed-route services in urban areas, but it is the only service available to residents in the rural regions of the County. Figure lists the transportation services available in Benton County cities and unincorporated areas.

Figure 16: Transportation Services by Area

Location	Transportation Services Available
Adair Village	Benton County STF Demand Response 99 Express
Albany (portion within Benton County)	Benton County STF Demand Response Corvallis Albany Connection Linn Benton Loop
Corvallis	Corvallis Transit System Corvallis Transit System ADA Service Benton County STF Demand Response 99 Express Corvallis Albany Connection
Monroe	Benton County STF Demand Response
Philomath	Coast to Valley Express Philomath Connection Benton County STF Demand Response
Unincorporated Areas	Coast to Valley Express 99 Express Benton County STF Demand Response

1. Benton County Special & Rural Transportation Program

The Benton County Rural and Special Transportation Program provides transportation services for seniors, persons with disabilities, low income and rural residents in the county. It augments services provided in urban areas with county-wide demand response and intercity services. Special Transportation Fund (STF) demand response service, Corvallis-Albany Connection, 99 Express, and Coast to Valley Express are primarily funded through Federal Transit Administration (FTA) grants (Sections 5310 and 5311) and Oregon STF funds. These services, along with ADA paratransit service for the City of Corvallis, are administered by Benton County and operated by Dial-a-Bus, the local contracted provider. Figure details the vehicles available to Dial-a-Bus.

Program oversight is provided by the nine-member Special Transportation Advisory Committee (STAC) appointed by the Board of County Commissioners. Program administration is provided under contract with the City of Corvallis. The program’s annual budget was approximately \$1.4 million in 2016.

a. Benton County STF Demand Response Service (non-ADA)

Service Area Description	Origin-to-destination wheelchair accessible transportation throughout Benton County for older adults and persons with disabilities.
Days and Hours of Operation	Monday-Friday, 8:00 a.m. to 7:00 p.m.; Saturday 8:30 a.m. to 6:00 p.m.; Sunday 8:30 a.m. to 2:30 p.m.
Fare	\$2.50 to \$5.25, depending on the number of zones traveled
Connections to other services	May be used to connect to other services.

Persons 60 years of age or older and persons of any age with a documented disability qualify for Benton County's STF Demand Response service. Passengers enrolled in the Corvallis Transit System (CTS) ADA paratransit program are automatically qualified for the County's program, but the reverse is not true (i.e, enrollment in the Benton County STF service does not automatically enroll the passenger in the CTS ADA service).

The STF service is available seven days a week: 8:00 a.m. to 7:00 p.m. on weekdays; 8:30 a.m. to 6:00 p.m. on Saturdays; and from 8:30 a.m. to 2:30 p.m. on Sundays. To reserve a trip, customers must schedule at least one day in advance Monday through Friday between 8 am and 5:30 pm.

Fares for the STF service are based on zones and one-way trips range from \$2.50 to \$5.25, depending on the number of zones traveled. Zone 1 includes Corvallis city limits outside the ADA complementary paratransit service buffer. (Service is free within the CTS service area.) Zone 2 includes the area surrounding Corvallis, including Lewisburg, Philomath, and Kiger Island Road. Zone 3 includes Adair Village, North Albany, and Wren, and Zone 4 includes outlying Benton County areas, including Alsea, Bellfountain, Blodgett, Kings Valley, Monroe, and Summit.

The service offers ADA accessible vehicles with at least one wheelchair securement space. Passengers must request wheelchair accommodations when scheduling a trip. Mobilitat software is used for dispatching and scheduling all Benton County demand-response services.

The County contracts with Dial-A-Bus of Benton County to provide the STF service. The service cost of \$466,410² is covered by FTA 5310 grants and STF and local funds.

Ridership for FY 2013/2014 was 25,833 trips, a monthly average of 2,153 trips. Approximately 91% of the FY 2013/2014 trips were classified as day trips, with the remaining 9% as evening or weekend trips. For FY 2014/2015, the total number of trips increased to 26,167, and the monthly average to 2,181.

b. Corvallis-Albany Connection

Service Area Description	Service areas are locations within city limits of Corvallis and Albany; locations between the two cities are accommodated when possible
Days and Hours of Operation	Monday, Wednesday, and Friday; four round trips/ nine one-way trips; 7:30 a.m. to 5:15 p.m.

² FY 2015/2016 estimate based on a total of \$530,000 for STF and CTS ADA service, net the amount for ADA service based on FY2014/2016 ridership.

Fare	\$4.00 per trip
Connections to other services	May be used to connect to other services including the CTS and ATS fixed-route and demand-response services and all connections available in Albany and Corvallis

Through contract with Dial-A-Bus, Benton County provides the Corvallis-Albany Connection service to Albany three days a week. The service is demand responsive and will pick up and drop off riders at the designations of their choosing in Albany and Corvallis. This service is wheelchair accessible, curbside-to-curb transportation for Albany and Corvallis residents 60 years of age and over and for persons with disabilities. Passengers must request wheelchair accommodations when scheduling a trip.

The Corvallis-Albany Connection operates nine one-way runs per day on Monday, Wednesday, and Friday. The service area is within the city limits of Corvallis and Albany. A one-way trip costs \$3.00. The service is registration based and provides rides on a first-come, first-served basis. Mobilitat is the software used for dispatching and scheduling. There are two buses used in this service with 12 seated spaces and two wheelchair securement spaces. The FY2015/2016 service is funded with \$53,000 of FTA 5310, STF, and local funds.

Annual ridership for FY 2013/2014 was 1,480 trips, a monthly average of 123 trips. In FY 2014/2015, this total decreased slightly to 1,270 annual trips and a 106 monthly trip average.

The Corvallis-Albany Connection connects to public transportation services serving Albany, including Albany Transit Service (ATS), the Linn Shuttle, Amtrak, Boltbus, Greyhound services, and other intercity services.

c. 99 Express/ Rural Transit

Service Area Description	Adair Village to Corvallis along Highway 99W
Days and Hours of Operation	Monday-Friday, from about 7:00 a.m. to after 6:00 p.m.
Fare	\$0.75 per one-way trip
Connections to other services	Direct access to CTS system, regional services including ATS, Amtrak, BoltBus, Greyhound, and other regional services

The 99 Express is a service provided by Benton County in cooperation with the City of Corvallis. The service is operated by Benton County Dial-A-Bus, a contractor for Benton County, and operates along Highway 99W. The 99 Express/ Rural Transit route connects Adair Village and Corvallis, a distance of six miles. Flag stops are made along the route and the service circulates around the Good Samaritan Hospital in Corvallis, with stops at Linn-Benton Community College and the Downtown Transit Center in Corvallis. Route deviations are possible with 24-hour advanced notice.

In September 2010, service was initiated between Monroe and Junction City and between Monroe and Corvallis. There was limited ridership and the service was discontinued in 2012.

The 99 Express/ Rural Transit service is available weekdays with eight one-way trips per day that include morning and evening commute service and midday routes. The first bus leaves Adair Village at 7:08 a.m. and arrives in Corvallis at 7:42 a.m. The last bus leaves Corvallis

at 5:20 p.m. and makes its final drop-off at Vandenburg Avenue & Highway 99W at 5:56 p.m., after circulating through Adair Village.

Adult fares are \$0.75 per trip; youth, persons with disabilities, seniors, and Medicare/Oregon Trail cardholders pay a fare of \$0.35 per trip. Children under 6 years old ride free. Twenty ride passes for adults cost \$11.25 (\$0.56 per trip); for youth, persons with disabilities, seniors, and Medicare/Oregon Trail cardholders the cost is \$6.50 (\$0.32 per trip). Monthly passes are available at a flat cost for all riders at \$18.00. As the CTS system is fareless, the most common transfers are free.

As highlighted in Figure , Benton County Dial-a-Bus has a dedicated vehicle fleet for the 99 Express. All 99 Express buses have wheelchair lifts and two wheelchair securement locations. Most vehicles have bike racks. Lift-equipped cutaways are wheelchair accessible and include bike racks on the vehicles.

Primary funding sources include FTA 5311, Benton County STF, and local funds. Ridership for FY 2013/2014 totaled 6,047 trips, a monthly average of 504 trips. These totals decreased slightly in FY 2014/2015 to 5,192 trips annually, an average of 433 trips per month.

The 99 Express connects to the Corvallis Transit Mall, allowing connections to CTS services and the Linn-Benton Loop, as well as the Coast to Valley Express and intercity connections to Albany, Eugene, Portland and other cities. This Benton County Special and Rural Transportation Program service is also part of the North by Northwest CONNECTOR, a coordination program developed to improve transit connections between communities in neighboring counties.

d. Coast to Valley Express

Service Area Description	Albany, Corvallis, Philomath, Eddyville, Toledo, and Newport along State Highway 20
Days and Hours of Operation	Daily service, 6:20 a.m. to 7:30 p.m.
Fare	Inter-County:\$10.00 each way; \$7.00 each way for older adults (60+), youth (under 12) and people with disabilities Local (Toledo to Newport): \$1.00 each way
Connections to other services	In Newport connections to Newport Loop and Intercity bus; in Philomath connections to Philomath Connection; in Corvallis connection to CTS, Linn-Benton Loop and 99 Express; in Albany connection to ATS, Linn Shuttle, and Amtrak

Benton and Lincoln counties co-operate the Coast to Valley Express Route, connecting Albany/Corvallis to Newport seven days per week. Each agency provides two round trips per day. The service travels along State Highway 20, making connections in Albany, Corvallis, Philomath, Eddyville, Toledo, and Newport. The Coast to Valley Express serves passengers accessing medical facilities, job training, shopping, recreation, and educational opportunities. The service is also marketed to visitors through the North by Northwest Connector Alliance.

The service operates seven days a week from 6:20 a.m. to 7:30 p.m. with eight total trips per day, four eastbound and four westbound.

The fare for cross-county trips is \$10.00 each way or \$7.00 for adults 60 years or older, youth under 12, and persons with a disability. Short duration trips are \$1.00 for Toledo to Newport, \$1.00 for Philomath to Corvallis, and \$2.00 for Corvallis to Amtrak in Albany.

As highlighted in Figure , Benton County Dial-a-Bus has a dedicated vehicle fleet for the Coast to Valley Express. All buses are ADA accessible and include a wheelchair lift, two on-board wheelchair securement spaces, and capacity for two bicycles.

Funding sources include Benton County FTA 5311, STF, and local funds. Ridership in FY 2013/2014 totaled 3,374 trips with a monthly average of 281 trips. In FY 2014/2015, these totals increased to 3,639 trips, with an average of 303 trips per month.

The Coast to Valley Express connects to public transportation services in Albany, Corvallis, and Newport, as well as Amtrak in Albany. This service is also part of the North by Northwest CONNECTOR, a coordination program developed to improve transit connections among communities in neighboring counties.

e. Special and Rural Service Fleet

Benton County STF Demand Response Service, 99 Express, Coast to Valley Express, and CTS ADA Paratransit Service all share the vehicle fleet listed in Figure . This includes a total of 27 vehicles: 13 buses, 5 vans, 8 cars, and 1 minivan. Rather than operate separate ADA and STF fleets, vehicles and drivers are used based upon availability, but preference is always given to ADA riders in conformance with FTA statutes. Most primary vehicles are rated between fair and new.

Figure 17: Vehicle Fleet Inventory for Benton County STF Demand Response Service, 99 Express, Coast to Valley Express, and CTS ADA Paratransit Service

Owner/Lessee	Year	Make	Model	Style	Pass Capacity	Wheelchair lift	Mileage	Condition
Coast to Valley Express Fleet								
Benton County / DAB	2014	Ford	El Dorado	Aero Elite	24+2	Yes	72,541	Good
Benton County / DAB	2008	Ford	El Dorado	Aerotech	12+2	Yes	165,144	Good
Benton County / DAB	2012	Ford	El Dorado	Aero Elite	26+2	Yes	170,838	Poor
Combined Benton County STF and Corvallis ADA Paratransit Fleet								
Benton County / DAB	2004	Chevrolet	Champion	Bus	24+2	Yes	201,370	Poor
Benton County / DAB	2004	Ford	El Dorado	Aerotech	12+2	Yes	151,913	Good
Benton County / DAB	2006	Ford	El Dorado	Aerotech	12+2	Yes	195,451	Poor
Benton County / DAB	2003	Ford	El Dorado	Aerotech	12+2	Yes	143,737	Good

Owner/Lessee	Year	Make	Model	Style	Pass Capacity	Wheelchair lift	Mileage	Condition
Benton County / DAB	2004	Ford	El Dorado	Aerotech	12+2	Yes	146,242	Good
Benton County / DAB	2008	Chevy	El Dorado	Aerotech	12+2	Yes	195,566	Poor
Benton County / DAB	2012	Ford	Champion	Challenger	12+2	Yes	62,459	Good
Benton County / DAB	2011	Dodge	El Dorado	Amerivan	4+1	Yes	117,000	Good
Benton County / DAB	2011	Dodge	El Dorado	Amerivan	4+1	Yes	102,863	Good
Benton County / DAB	2011	Dodge	El Dorado	Amerivan	4+1	Yes	109,665	Good
Benton County / DAB	2014	Dodge	El Dorado	Amerivan	4+1	Yes	55,739	Good
Benton County / DAB	2014	Dodge	El Dorado	Amerivan	4+1	Yes	49,857	Good
Dial-A-Bus	1998	Nissan	Maxima	Sedan	4	No	150,395	Fair
Dial-A-Bus	2011	Ford	Fusion	Sedan	4	No	95,655	Good
Dial-A-Bus	2011	Ford	Fusion	Sedan	4	No	83,226	Good
Dial-A-Bus	2012	Ford	Fusion	Sedan	4	No	70,309	Good
Dial-A-Bus	2013	Ford	Seamax	Sedan	4	No	59,430	Good
Dial-A-Bus	2014	Subaru	Outback	Wagon	4	No	32,169	New
Dial-A-Bus	2015	Ford	Taurus	SEL AWD	4	No	8,027	New
Dial-A-Bus	2015	Ford	Taurus	SEL AWD	4	No	5,077	New
Dial-A-Bus	2006	Dodge	Caravan	Mini-van	4	No	150,395	Fair
99 Express Fleet								
Benton County / DAB	2009	Chevrolet	El Dorado	Aero Elite	20+2	Yes	86,632	Good
Benton County / DAB	2010	Ford	El Dorado	Aerotech	12+2	Yes	124,494	Good
Benton County / DAB*	2006	Ford	El Dorado	Aerotech	12+2	Yes	116,051	Good

* Note this vehicle is not regularly used but is used as a back-up vehicle.

Source: Benton County Rural/Special Transportation

2. Urbanized Area Services

The following public transportation services are provided to urban areas in Benton County. These include the local transit services in Corvallis and Philomath, the Linn-Benton Loop

between Corvallis and Albany, the Oregon State University Shuttle System, and the Albany Transit System (ATS) serving Benton County residents in North Albany.

a. Linn-Benton Loop

Service Area Description	Connects Albany and Corvallis
Days and Hours of Operation	Monday-Friday 6:25 a.m. to 7:00 p.m.; Saturdays 8:00 a.m. to 6:00 p.m.
Fare	Per ride \$1.50 (adults), \$0.75 (senior/disabled/youth), free (Linn-Benton Community College, Oregon State University, Samaritan Health Services or Hewlett-Packard ID card). 20-ride coupon book and monthly passes also available.
Connections to other services	Connections possible to Linn Shuttle and Coast to Valley Express.

The City of Albany operates an inter-city service connecting Corvallis and Albany known as the Linn-Benton Loop. The Loop is a partnership among public agencies and private sector businesses, including the City of Albany (designated operator), Benton and Linn counties, Linn-Benton Community College, Oregon State University, and Hewlett-Packard. The Loop coordinates its services with Benton County Dial-A-Ride, Corvallis Transit, and Linn County public transportation programs.

All trips operate between Corvallis and Linn-Benton Community College, but additional service is provided during weekday peak and on Saturday to connect directly to Albany Station. The route operates Monday through Friday from 6:25 a.m. until 7:00 p.m., and from 8:00 a.m. until 6:00 p.m. on Saturday. Fares for the Loop service are \$1.50 for adults; \$0.75 for seniors, persons with disabilities, and youth; and free for Linn-Benton Community College, Oregon State University, Samaritan Health Services or Hewlett-Packard ID card holders.

Service in the morning operates in a counter-clockwise direction; in the evening, the Loop operates in a clockwise direction connecting Albany Station, Downtown Albany, North Albany Park-and-Ride, Hewlett-Packard (HP), OSU, the Downtown Transit Center in Corvallis, and Linn-Benton Community College (LBCC). During morning and afternoon peak times, supplemental bi-directional non-stop express trips are provided between LBCC and the Corvallis Downtown Transit Center. Mid-day service operates only between LBCC and Oregon State University along Highway 34. On Saturday, service operates in the counter-clockwise direction. Unlike weekday service, Saturday service does not serve HP or OSU, but does serve the Heritage Mall.

Loop buses are equipped with wheelchair lifts, on-board securement spaces, and a bicycle rack. The operating cost of \$434,519 is funded through Albany Area Metropolitan Planning Organization (AAMPO) and Corvallis Area Metropolitan Area Planning Organization (CAMPO) 5307 funds, Linn County 5310 funds, Linn-Benton Community College, and Oregon State University.

The estimated annual ridership for FY 14/15 was 125,000 rides. Morning and afternoon express service provides a more direct connection to OSU and LBCC and captures approximately 65% of ridership.

b. Corvallis Transit System (CTS) Fixed Route Service

Service Area Description	City of Corvallis
Days and Hours of Operation	6:15 a.m. to 8:45 p.m. Monday-Friday; 7:15 a.m. to 7:35 p.m. Saturday; when OSU is in session, 8:45 p.m. to 2:45 a.m. Thursday-Saturday
Fare	Fareless
Connections to other services	Connections to Albany Station Amtrak via the Linn-Benton Loop; connections to Philomath Connection, 99 Express, Coast to Valley Express. Most connections made at the Downtown Transit Center

The Corvallis Transit System (CTS) provides free fixed-route transit service within Corvallis, funded primarily through operating grants and a local tax, the Transportation Operation Fee. It also operates the Philomath Connection, which receives regional funding from CAMPO and local funds from the City of Philomath. CTS contracts with Dial-A-Bus of Benton County to provide ADA complementary paratransit service within its service area, with funding through FTA 5310 grants and STF and local funds.

CTS is the public transportation service for the City of Corvallis. The service runs Monday through Saturday, with late-night Night Owl service offered Thursday, Friday, and Saturday. CTS provides four commuter routes available on weekdays. CTS operates shuttles during special events in Corvallis, such as Fall Festival and an OSU game day shuttle through downtown before and after football games. In addition, CTS also operates a holiday trolley, a free express shopper route sponsored by participating merchants during the holiday season.

The system has been fareless since February 2011. Service is available on the regular routes from 6:15 a.m. to 8:45 p.m. weekdays and from 7:15 a.m. to 7:35 p.m. on Saturdays. There is no Sunday service. The Night Owl offers three routes covering most of Corvallis and is open to the public, though the service only operates when Oregon State University (OSU) is in session. Night Owl service is available Thursday, Friday, and Saturday from 8:45 p.m. to 2:45 a.m.

CTS service is timed for convenient transfers at the Downtown Transit Center (DTC), located at 5th Street & Monroe Avenue. At the DTC, CTS passengers are able to transfer to the 99 Express, Linn-Benton Loop, Philomath Connection, Linn Shuttle, Valley Vanpool, Coast to Valley Express, and the OSU shuttle system.

Figure lists the CTS fleet year, model, length, quantity, seating capacity, replacement schedule, and replacement cost per vehicle. All buses are ADA accessible, are “kneeling” buses, and are equipped with ramps. Each bus has a bike rack for two bicycles.

Figure 18: Corvallis Transit System Vehicle Fleet

Year	Model	Length (feet)	Quantity	Seating Capacity	Replacement Schedule	Replacement Cost per Vehicle
1996	Chance Trolley	-	1	28	-	-
2001	Gillig Low Floor	35	1	32	May 2015	-
2005	Gillig Low Floor	35	1	32	2017	\$382,500
2007	Gillig Low Floor	35	1	32	2019	\$390,150

2009	Gillig Low Floor	35	2	32	2021	\$398,000
2010	Gillig Low Floor	-	3	32	2022	\$402,000
2012	Gillig Low Floor	-	2	32	2024	\$410,000
2014	Gillig Low Floor	-	2	32	2026	\$418,200

Source: Corvallis Transit System

In 2014, CTS secured a grant to employ a new Vehicle Information System (VIS) through the vendor, Connexionz Ltd. The new VIS includes automated passenger counting, automated voice announcements, and real time bus tracking branded as a “Where’s My Bus” feature. Additionally, the data collected through the AVL enables Corvallis to analyze on-time performance and delay issues with greater granularity. CTS also provides a trip planning tool on its website; however the tool redirects users to the Google Transit homepage. For passengers to use a trip planning tool, they can access the transit planning features via the Google Maps website and use the standard Directions feature, and select Transit as their preferred mode.

Ridership for FY 2014/2015, not including Night Owl service and the Philomath Connection, totaled 1,175,306 unlinked trips.³

Funding for CTS comes from a variety of sources; Figure displays budget details for FY 2015/2016.

Figure 19: Corvallis Transit System Budget, FY 2015/2016

Source	Budget	% of Budget
FTA Operating Grant (5307)	\$1,555,470	52%
Transit Operations Fee	\$1,141,250	38%
OSU Agreement Revenue	\$172,820	6%
ASOSU Night Owl Route Revenue	\$63,980	2%
CVA Revenue	\$21,500	1%
Bus Ads	\$21,000	1%
Total	\$2,976,020	100%

Source: Corvallis Transit System

c. CTS ADA Paratransit Service

Service Area Description	Origin-to-destination wheelchair accessible transportation within Corvallis city limits for persons that qualify for ADA paratransit service.
Days and Hours of Operation	Monday-Friday, 6:15 a.m. to 9:25 p.m.; Saturday 7:15 a.m. to 8:15 p.m.; When OSU is in session, Thursday-Saturday, 8:45 p.m. to 2:45 a.m.
Fare	CTA ADA rides: Fareless, Philomath ADA: \$1.50 per one-way trip

³ City of Corvallis, CTS Fiscal Year Ridership Report. Retrieved from <http://www.corvallisoregon.gov/modules/showdocument.aspx?documentid=9574>

Connections to other services	May be used to connect to other services; not service design
-------------------------------	--------------------------------------------------------------

ADA complementary paratransit service is provided through contract with Dial-A-Bus of Benton County to eligible passengers who are within ¼-mile of CTS fixed-route service. To qualify for ADA paratransit services, an individual’s disability must prevent him/her from independently being able to use the fixed-route transit service. The service offers ADA accessible vehicles with at least one wheelchair securement space. Passengers must request wheelchair accommodations when scheduling a trip.

ADA complementary service is available at the same times and schedule as the CTS fixed-route services, from 6:15 a.m. to 9:25 p.m. weekdays and from 7:15 a.m. to 8:15 p.m. on Saturdays. When OSU is in session, service is also available Thursday through Saturday from 8:45 p.m. to 2:45 a.m. There is no Sunday service.

Mobilat is the software used for dispatching and scheduling this service. To reserve a trip, customers must schedule a trip at least one day in advance between 8 am and 5:30 pm, Monday through Friday. ADA complementary service is offered fare-free.

The cost of this service is estimated at \$63,590⁴ and is financed through FTA 5310 grants and STF and local funds. Figure describes the combined fleet for the ADA and County STF services.

Ridership on ADA Paratransit Service in FY 2013/2014 was 6,506 trips, a monthly average of 542 trips. In FY 2014/2015, these totals increased to 7,870 annual trips and an average of 656 monthly trips.

d. Philomath Connection

Service Area Description	Philomath/ Corvallis
Days and Hours of Operation	Monday-Friday, 6:15 a.m. to 7:13 p.m.
Fare	\$0.75 (adults), \$0.35 (seniors/disabled youth or Medicare or Oregon Trail Card Holder), free (honored citizens or 5 yrs and under) per ride. 20-ride coupon book and monthly passes also available.
Connections to other services	CTS fixed-route, 99 Express, Linn-Benton Loop, Coast to Valley Express, Amtrak, Boltbus, and Greyhound via the Albany Transit Center

CTS operates the Philomath Connection (PC), with the City of Philomath paying the local match. PC connects Philomath and Corvallis, stopping at major destinations such as the Philomath City Library, Philomath High School, Oregon State University, and the Corvallis Downtown Transit Center. The PC provides direct connections to several CTS stops. Additional connections to Albany, Portland, Coast, Eugene and other points outside of Corvallis are provided at the Downtown Transit Center.

Adult fares are \$0.75 per trip. Youth, persons with disabilities, seniors, and Medicare/Oregon Trail cardholders pay \$0.35 per trip. Children under 5 years of age ride free. Twenty ride passes for adults are \$11.25 (\$0.56 per trip), and available for youth, persons with disabilities, seniors, and Medicare/Oregon Trail cardholders for \$6.50 (\$0.32 per trip).

⁴ City of Corvallis estimate based on FY 2015/2016 budget and FY 2014/2015 ridership split between ADA and STF trips.

Monthly passes are available based on a sliding scale for the number of months purchased. Adult monthly passes range from \$18 for one month to \$108 for 12 months. Monthly passes for youth, persons with disabilities, seniors, and Medicare/Oregon Trail cardholders range from \$10 for one month to \$70 for 12 months.

The PC operates Monday through Friday from 6:15 a.m. until 7:13 p.m., making 6 loops or 13 one-way trips between Philomath and Corvallis. Figure 20 lists the fleet year, model, length, quantity, seating capacity, replacement schedule, and replacement cost per vehicle. All buses are ADA accessible, are “kneeling” buses, and are equipped with ramps. Each bus has a bike rack for two bicycles.

Funding is provided through CAMPO 5307 funds and the Philomath City General Fund.

Ridership for FY 2014/2015 totaled 26,116 trips, a monthly average of 2,176 trips.

Figure 20: Philomath Connection Vehicle Fleet

Year	Model	Length (feet)	Quantity	Seating Capacity	Replacement Schedule	Replacement Cost per Vehicle
2001	Gillig Low Floor	35	1	32	-	-
2010	Eldorado National Aerolite		1	28	2022	\$130,250

Source: Corvallis Transit System

e. OSU Shuttle System

Service Area Description	Shuttle service throughout OSU campus from outer parking to central campus
Days and Hours of Operation	Monday-Friday, 7:00 a.m. to 7:00 p.m.
Fare	Fareless
Connections to other services	Connections to CTS fixed-route

OSU offers a free campus shuttle, known as Beaver Bus, to transport students, employees, and visitors from outer campus parking areas to and around central campus. A total of four buses serve campus on three routes for 33 weeks per year. One bus serves one route the other 19 weeks of the year. Frequency varies by route between every 5 to 14 minutes and live shuttle tracker is available for customers to determine the arrival of the next shuttle. Vehicles are owned by OSU, but are maintained and stored at the Corvallis Transit System depot. Funding is provided directly through OSU Transportation Services.

f. Albany Call-A-Ride

Service Area Description	Albany city limits plus ¾-mile outside city limits
Days and Hours of Operation	Monday-Friday 6:30 a.m. to 6:30 p.m.; Saturdays 8:00 a.m. to 6:00 p.m.
Fare	\$2.00 for each one-way trip
Connections to other services	Possible to schedule trip to meet Linn Shuttle, Linn-Benton Loop, Corvallis-Albany Connection, intercity bus and rail service

The Albany Transit System (ATS) provides public transportation in the City of Albany, including North Albany which is in Benton County. The ATS fixed-route system provides service to the North Albany fire station/community center and the demand response Call-A-Ride service covers all of North Albany.

The City of Albany provides citywide curb-to-curb ADA paratransit and demand-response service called Call-A-Ride. This service is for Albany residents who are at least 60 years old, or have a disability that makes them unable to access fixed-route services. To be eligible, residents need to submit an application to Albany Transit System demonstrating that they are residents of the City of Albany and are 60 years old or older or have a documented disability. Three different services are provided: complimentary paratransit/ADA service for ATS, senior transportation for individuals 60 years and older, and a senior medical/shopper shuttle. The Call-A-Ride program is staffed primarily by volunteer drivers and dispatchers.

The Call-A-Ride service operates Monday through Friday, from 6:30 a.m. to 6:30 p.m., and on Saturdays from 8:00 a.m. to 6:00 p.m. Dispatch is available from 9:00 a.m. to 4:00 p.m., Monday through Friday. The service provides trips within Albany city limits and ¾-mile outside Albany city limits. The fare is \$2.00 per person for each one-way trip, twice the basic cash fare of fixed-route service. All non-sedan vehicles have two wheelchair stations on-board and are ADA accessible. The sedans are not accessible vehicles.

Connections are possible through proper scheduling. The Call-A-Ride service can connect riders to the Corvallis-Albany Connection (provided by Benton County), the Linn-Benton Loop, and the Linn Shuttle, providing access east and west. Requesting a ride to Albany Station allows access to Amtrak and intercity bus service.

Annual ridership on the Call-A-Ride service was 17,429 for FY 2014/2015. Ridership trends show that average ridership over the past 12 years is steady, with an average of about 16,750 boardings per year. Approximately 90 rides per month are Benton County residents (5.6% of total 1,600 rides monthly ridership).

The Call-A-Ride fleet includes nine vehicles: four minivans, three cutaways, and two sedans.

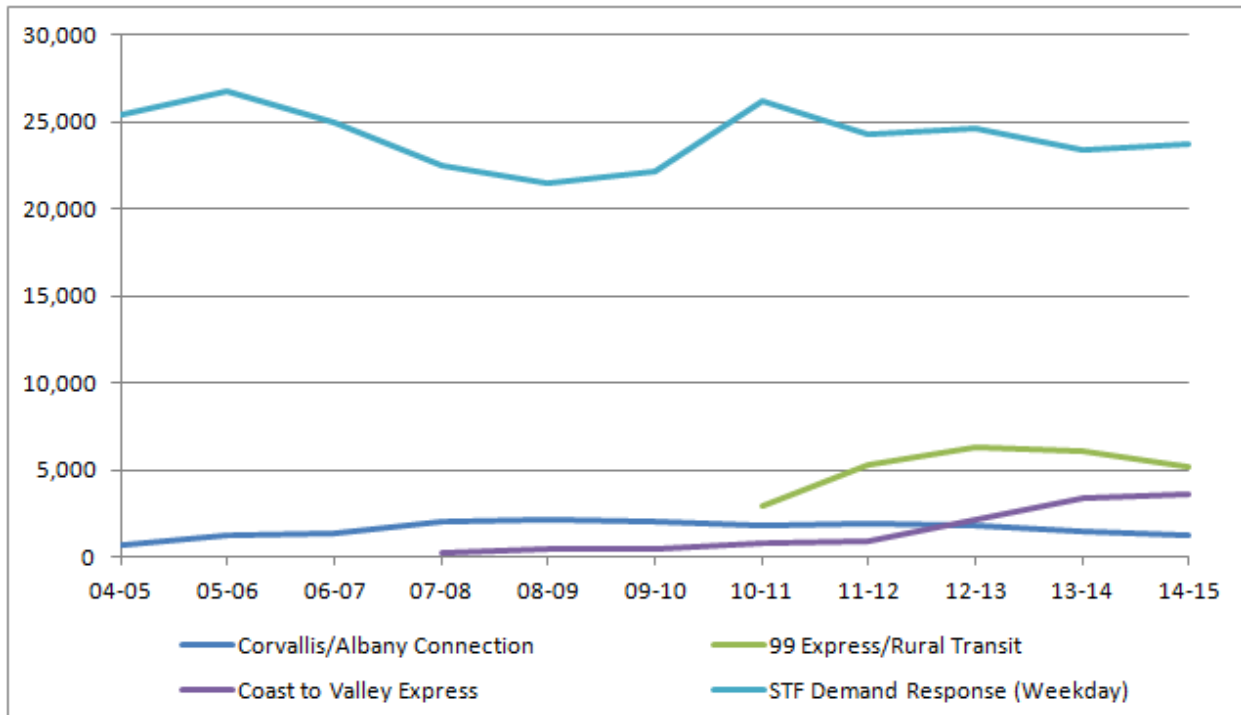
Call-A-Ride funding comes from a mix of federal grants include FTA Section 5310 and 5307 grants, Oregon Special Transportation Funds, fare revenue, and the Albany General Fund. Benton County's STF program contributes a small amount of funding for this service.

ATS uses RouteMatch software to schedule and dispatch Call-A-Ride trips.

3. Benton County Ridership Characteristics

The following provides an overview of transit ridership within Benton County, with ridership for public transportation services shown in Figure 21. STF Demand Response and Coast to Valley Express ridership has increased in the past year while the Corvallis/Albany Connection and 99 Express have both experienced a decline in ridership.

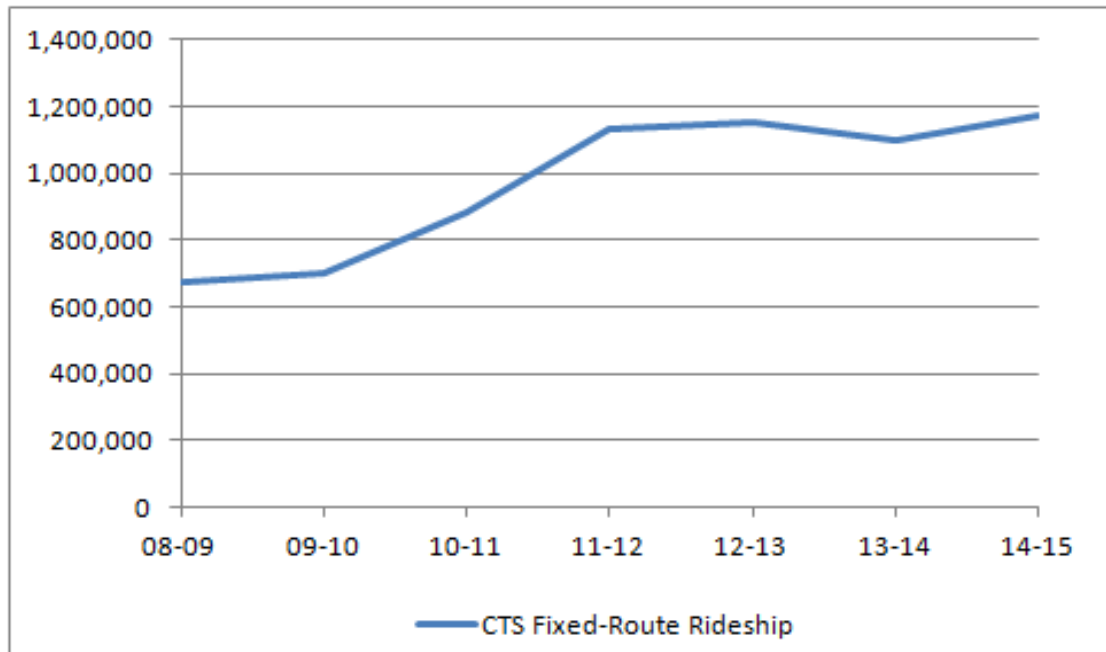
Figure 21: Benton County Transit Ridership, FY 04/05 to FY 14/15



Note: Linn Benton Loop or OSU Shuttle System Service not included.
 Source: Benton County

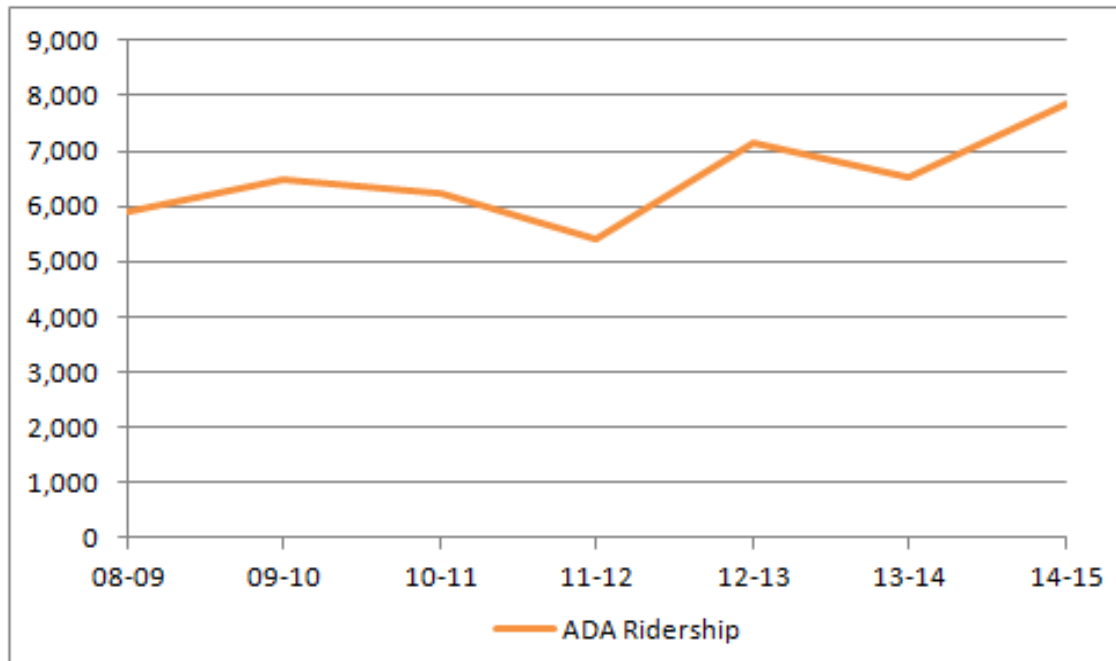
Figures 22 and 23 depict ridership for CTS fixed-route service and the corresponding ADA service, respectively. ADA ridership has fluctuated more than that on fixed-route service. CTS fixed-route service has continuously increased since FY 08/09, with the exception of a slight decline in FY 2013/2014. The introduction of free fares significantly increased the use of each service.

Figure 22: CTS Fixed-Route Service Ridership, FY 08/09 to FY 14/15



Note: Night Owl and Philomath Connection not included.
 Source: City of Corvallis

Figure 23: CTS ADA Service Ridership, FY 08/09 to FY 14/15



Source: City of Corvallis

CTS ADA paratransit and the Benton County STF Demand Response services primarily serve medical and shopping destinations in the City of Corvallis. Top medical destinations⁵ include: Samaritan Health Center Campus (Elks Drive), Corvallis Clinic Campus (Elks Drive), 260 Madison Avenue (medical office building), and Benton County Health Department (27th Street). Chintimini Senior Center (27th Street) is a key destination for senior activities. Major shopping/personal business destinations include: WINCO, Safeway, Fred Meyer, Bi-Mart, and banks.

During Fall 2014, a series of on-board customer surveys were conducted in Corvallis to collect rider travel patterns, demographics, and customer suggestions (Regional CALM Model On-Board Transit Data Collection: Customer Survey Summary, January 27, 2015). Survey results indicate that, overall, passengers are positive about the accessibility for wheelchairs and the professionalism of the drivers. However, passengers were dissatisfied with service at night, on-time performance and frequency of service. Figure ranks service improvements identified by survey respondents.

Figure 24 Customer Survey Service Improvement Priorities

Improvement	Percent of Respondents
Sunday service	53%
More frequent bus service	52%
Bus service later at night	38%
Better on-time performance	36%
More service on Saturdays	17%
Service earlier in the morning	13%
Easier transfers	9%
More availability of bike racks	9%
Better regional connections	6%
Service to new areas	6%

Source: Fall 2014 Rider Survey

In July 2015, the City of Corvallis surveyed the general public on draft goals and strategies for the City's Transportation System Plan update. Survey respondents were supportive of free transit service, though some indicated a desire to pay a fare to have better service. Respondents were also strongly in favor of improving the transit system through:

- Expanding the hours of service.
- Increasing frequency.
- Adding service on Sundays.
- Improving reliability and on-time performance.
- Straightening routes.

⁵ Based on trips scheduled on the combined city and county services for the last five years.

E. REGIONAL AND ADDITIONAL SERVICES

1. Regional Public Transportation

The following summarizes public transportation services for Benton County residents to destinations outside the County. These services support a range of medical, recreational, social, personal business trips, and in some situations, work and school trips. They include the previously discussed 99 Express and Coast to Valley Express services supported by Benton County. Although there is no public transportation between Corvallis and Eugene, connecting services are available via I-5 services in Albany.

a. Amtrak

Service Description	Amtrak Cascades routes connects Albany to Vancouver, BC and Eugene; Coast Starlight connects Albany to San Francisco and California locations
Days and Hours of Operation	From Albany: Northbound trains at 6:13 a.m., 9:35 a.m., 12:30 p.m., 1:22 p.m., 1:43 p.m.; northbound thruway buses at 8:10 a.m., 2:05 p.m., 3:35 p.m. 6:25 p.m. Southbound trains at 7:36 a.m., 10:06 a.m., 1:00 p.m., 1:10 p.m., 6:20 p.m., 7:41 p.m., 11:59 p.m.; southbound thruway buses at 8:55 a.m., 12:20 p.m., 8:40 p.m.
Fare	Varies based on route and mode. Approximately \$30 for shorter distances such as Albany to Eugene. More expensive for longer distances: \$120 for Albany to Vancouver, BC, \$150 for Albany to San Francisco, CA, \$200 for Albany to Los Angeles, CA
Connections to other services	Connections to local transit service at most stations

Amtrak provides service to Albany along the Amtrak Cascades and the Coast Starlight routes. Including the Amtrak Cascades Thruway bus along the I-5 corridor and the Amtrak train lines, Albany Station is served by nine northbound and nine southbound daily trips. During Amtrak's 2014 Fiscal Year, approximately 35,100 passengers traveled to or from Albany Station.⁶

The County's Special and Rural Transportation Program has recently received funding for a 15-18 month pilot program to provide service from Corvallis to the Amtrak Station. Service will be provided via the Corvallis-Albany Connection 4-5 times per day, 5 days per week (Thursday thru Monday), timed to the schedule for Amtrak trains and thruway-buses.

b. BoltBus

Service Description	Connections throughout I-5 corridor: Los Angeles to Vancouver, BC
Days and Hours of Operation	Daily trips at 8:30 a.m. and 3:45 p.m. to Eugene; daily trips to Portland at 10:45 a.m. and 6:00 p.m.
Fare	\$1.00+ (generally, approximately between \$6.00 and \$8.50 for Albany to Eugene or Portland)
Connections to other services	Amtrak/Greyhound and local service connections

⁶ Amtrak Government Affairs. Amtrak Fact Sheet, Fiscal Year 2014: State of Oregon. November 2014.

Bolt Bus provides service from Albany south to Eugene, and north to Portland. There are two daily trips in each direction, Thursday through Monday. The trip cost can be as low as \$1.00, though the cost increases as seats are booked. As of late July 2015, most tickets for travel from Albany to Eugene cost between \$6.00 and \$6.50. Tickets to Portland cost between \$7.00 and \$8.50. Passengers can connect to other Bolt buses in Portland for service further north to Seattle, Bellingham, and Vancouver.

c. Greyhound Bus

Service Description	Connections throughout North America
Days and Hours of Operation	3 -4 trips northbound 2-3 trips southbound
Fare	Varies by destination \$12 to \$15 for Corvallis to Portland \$8 to \$10 for Corvallis to Eugene
Connections to other services	Amtrak and local service connections

Greyhound has a depot in Corvallis offering ticketing, package shipping, and a waiting area for arriving and departing buses. The depot is approximately two blocks from the Downtown Transit Center. Greyhound buses travel north to Salem and Portland and continue on to Washington or travel east to The Dalles and Pendleton. Several buses also depart Corvallis southbound each day to Eugene, Grants Pass and Medford. Fares vary based on the length of the trip and date of purchase.

d. North by Northwest Connector

Benton County Special and Rural Transportation is part of a five-county transit partnership known as the North by Northwest Connector. The Connector program began as a “grass roots” effort initiated in 2011 in order to streamline transit service between counties – in particular between the Mid- to North Willamette Valley and the Oregon coast - and to promote transit as a travel option of choice throughout Columbia, Clatsop, Tillamook, Lincoln and Benton counties. Its formation was facilitated through an initial Department of Energy grant. Since that early beginning, collaborative partnerships between the Connector network and other transit providers have been formed, including the Siletz Tribe, Confederated Tribes of Grand Ronde, Salem-Keizer Transit, Yamhill County Transit, Amtrak (including the Amtrak Throughway “Point” Bus System), and Tri-Met.

Since 2011, the partners have been working together to make public transit more convenient. For example, in 2013, a visitor pass program was implemented that allows three days of travel on the Connector system for \$25. A seven day pass is \$30.

In 2015, the Connector network received a planning grant through ODOT to assist in developing a strategic management plan and is currently beginning development of a management plan to establish a regional vision and process for working together as the Connector system matures.

In Benton County, the Adair Village-to-Corvallis 99 Express and Coast to Valley Express are part of the Connector network. The Connector shares the Downtown Transit Center with Corvallis Transit System. Opportunities are being pursued to partner with transit providers in

Linn County, including the Linn-Benton Loop, Albany Transit, and the Linn Shuttle. In addition, the Network is increasing collaboration with the City of Corvallis Transportation Options program, the Corvallis Sustainability Coalition, and the Benton County Health Department to improve the interconnectedness between healthy, sustainable communities and healthy alternative forms of transportation.

e. Valley Retriever

Service Description	Newport to Portland connecting Newport, Toledo, Philomath, Corvallis, Albany, Salem, McMinnville, Newberg, Tigard, and Portland Newport to Bend connection Newport, Toledo, Philomath, Corvallis, Albany, Salem, Sisters, and Bend
Days and Hours of Operation	Sunday-Friday; Newport to Portland 3:30 p.m. to 7:15 p.m.; Portland to Newport 7:30 p.m. to 11:00 p.m.; Newport to Bend 5:30 a.m. to 10:40 a.m.; Bend to Newport 10:55 a.m. to 4:10 p.m.
Fare	Newport/ Portland run: \$49.00 weekdays, \$52.00 Sunday; Newport/ Bend run: \$59.00 weekdays, \$61.00 Sunday; Albany to Newport segment: \$25.00 and Albany to Bend segment: \$38.00
Connections to other services	Connects to Albany Amtrak station, Salem Greyhound, Portland Greyhound Station, Yamhill County Transit Area (YCTA) at McMinnville, Salem Area Mass Transit District (SAMTD)

Valley Retriever is a private bus service that operates twice per day between Newport and Salem (with stops in Philomath, Corvallis and Albany). Service continues to Portland and Bend, each with one trip per day. Service operates Sunday through Friday. One-way travel between Albany and Newport costs \$25.00 and from Albany to Bend \$38.00.

Valley Retriever connects Newport to Portland and Newport to Bend. The Newport to Portland service makes stops in Newport, Toledo, Philomath, Corvallis, Albany, Salem, McMinnville, Newberg, Tigard, and Portland. Amtrak reservations are required for Albany Transit Center drop-off.

f. Auto-Taxi

Service Description	Serves Benton and surrounding counties
Days and Hours of Operation	Sunday -Saturday; Phone hours 24/7
Fare	Metered; Length of trip determines price
Connections to other services	Potential to connect to any services within the available service area

Auto-Taxi serves Benton County, as well as Linn, Lincoln, and Lane counties. Vehicles are able to accommodate folding wheelchairs.

g. Beaver Cab

Service Description	Serves Benton and Linn Counties
Days and Hours of Operation	Sunday-Saturday; Phone hours 24/7

Fare	Metered; Length of trip determines price
Connections to other services	Potential to connect to any services within the available service area

Beaver Cab provides service throughout Benton and Linn counties. Vehicles are able to accommodate folding wheelchairs and bicycles for an extra charge of five dollars.

h. The Other One Taxi

Service Description	Serves Albany, Millersburg and the surrounding area
Days and Hours of Operation	Sunday-Saturday; Phone hours 24/7
Fare	Flat fare; Length of trip determines price
Connections to other services	Potential to connect to any services within the available service area

The Other One Taxi provides service in Albany, Millersburg, and surrounding areas, including Corvallis. Fares are based on flat rates.

i. Caravan Airport Shuttle

Service Description	Connects central coast to Portland Airport, Greyhound Bus, Amtrak Station, OHSU and the VA
Days and Hours of Operation	Sunday- Saturday 7:40 a.m. to 6:10 p.m.
Fare	Pick up city determines price
Connections to other services	Connections to Amtrak and Portland Airport

Caravan Shuttle operates between the central Oregon coast and the Portland Airport, Portland Amtrak, and OHSU/VA Hospital. Fares range from \$41 to \$82, depending on pick-up location. Although it is primarily used as transportation to the airport, it is also advertised as a non-emergency medical transportation (NEMT) service.

j. City2City Shuttle

Service Description	Connects Albany, Eugene, Portland, and Salem to and from to Portland Airport
Days and Hours of Operation	Sunday-Saturday; 5:00 a.m. to 12:00 a.m.
Fare	Pick up city determines price
Connections to other services	Connections to Portland Airport

City2City Shuttle provides shuttle service to and from locations along the I-5 Corridor and Portland Airport. Fares depend on the pick-up location but range from \$33 to \$110 per ride. Vehicles can accommodate wheelchairs.

k. Hut Airport Shuttle

Service Description	Connects Albany, Corvallis, Eugene, OSU, Salem, and Woodburn to and from to Portland Airport
Days and Hours of Operation	Sunday-Saturday; 1:30 a.m. to 12:30 a.m.
Fare	Pick up city determines price
Connections to other services	Portland Airport

Hut Airport Shuttle operates to and from Corvallis, Albany, Eugene, OSU, Salem, and Woodburn to Portland Airport. Fares range from \$30 to \$85 to for one-way trips, depending on pick-up location. One vehicle is equipped with a wheelchair lift.

l. OmniShuttle

OmniShuttle is a shared door-to-door service serving the Eugene-Springfield area, and also provides service to Corvallis, Albany, Roseburg, and Oregon Coast destinations. This shuttle provides a connection from the Corvallis area to the Eugene Airport. Corvallis-Eugene Airport fares are \$65 one-way for the first person.

m. Oregon Express Shuttle

Oregon Express Shuttle operates seven days per week between Eugene and Portland, with stops in Corvallis, Albany, Salem and Woodburn. In Corvallis, it makes stops at Comfort Suites and Reser Stadium. There are departures north from Corvallis to Portland every 75 minutes, from 2:00 am to 10:00 pm. Departures south from Corvallis to Eugene are scheduled from 7:25 am to 2:55 am. One-way fares from Corvallis to Portland are \$29; roundtrip fares are \$58. Non-Portland fares are \$25.

2. Additional Services**a. Oregon Cascades West Ride Line NEMT Service**

Operated by OCWCOG, Ride Line is the regional broker of non-emergency medical (NEMT) transportation for Medicaid recipients. OCWCOG coordinates transportation services for eligible clients of the InterCommunity Health Network – Coordinated Care Organization (IHN-CCO) and the Oregon Health Plan (OHP) traveling to and from covered non-emergency medical services. Transportation is provided to those eligible clients living in Benton, Linn and Lincoln counties who have no other way to get to their medical services. Transportation is arranged through one of 23 locally contracted transportation providers. The network is made up mostly of privately-owned transportation companies, who bid on different types of services: transit, ambulatory, wheelchair, stretcher car and secured transportation services.

As an alternative to contracted transportation, the program provides mileage reimbursements to clients that can drive or have someone else drive them for part of the mileage from their home to their medical appointment and back. The reimbursement rate is \$0.25 per mile.

Ride Line also provides transportation to veterans in Benton, Linn and Lincoln counties to meet Disabled Veterans of America (DAV) shuttles for medical appointments in Portland. It then provides a ride home on return.

In 2016, in its three-county service area, eligible CCO/OHP membership averaged slightly more than 65,000 persons per month. About one-third of Ride Line’s clients receive gas reimbursement in lieu of contracted transportation.

In Benton County in 2016, there was a monthly average of 13,385 eligible members (16% of the County’s population). A total of 26,222 rides or gas reimbursements were provided, a monthly average of 2,185 rides for 321 clients. This represents 2.3% of those eligible in the County used Ride Line services in 2016.

Figure 25 compares the number of persons eligible for Ride Line services to the number of rides provided within the three-county regional service area.

Figure 25: Regional Ride Line Enrollment and Trips, 2016

County	Benton County	Linn County	Lincoln County	Total Ride Line (1)
Population	89,385	122,849	47,806	
Average Monthly	13,861	36,531	14,631	65,022
% of Population	16%	30%	31%	
Total Rides Provided	26,222	134,560	31,685	192,467
Monthly Average Rides	2,185	11,213	2,640	16,202
Monthly Average Clients	1,029	4,385	1,454	7,244
Monthly Average % of Eligible Clients Served	7.4% (2.3% undupl.)	12% (3.8% undupl.)	10% (3% undupl.)	11.1%

Undupl. = Number of individual riders versus number of rides, i.e. many riders receive more than one ride per month.

(1) Includes Other Counties served by Ride Line: avg. monthly rides = 1,963; avg. monthly clients served = 376

A Transportation Brokerage Advisory Committee (TBAC) comprised of stakeholders and agency representatives from the three participating counties provide program and policy guidance and feedback to the OCWCOG Governing Board. Concerns have been expressed that the historically low percentage of eligible clients actually using Ride Line transportation services may not continue indefinitely. As these clients age in place and grow incapable of securing other means of transportation, demands on Ride Line transportation providers may someday stretch the system past capacity.

b. Park and Ride Plan

A Park and Ride Plan currently being prepared by OCWCOG is intended to support Transportation Demand Management (TDM) in Lincoln, Benton and Linn counties and foster a multi-modal transportation system that improves connections to local and regional public transportation services. The need for new and expanded park and ride sites has long been identified.

c. Transportation Options Programs

Rideshare, OCWCOG's Transportation Options program, helps public and private employers implement commuter benefit programs by facilitating shared riders for commuters. The program provides carpool and vanpool matching services for commuters living or working in Benton, Lincoln, and Linn counties, with connections to Corvallis, Albany, Eugene, Salem, and Portland. Valley VanPool, a partnership of Cascades West, Cherriots (Salem Kaiser Transit), and Point2Point Solutions (Lane Transit District) helps match and organize commuter vanpools throughout the Central Valley and on the Coast. Rideshare is the regional network administrator of the statewide rideshare tool, Drive Less Connect.

Oregon State University also has a Transportation Options program that links OSU students to transit services in the region

d. Transportation Services Provided by Senior Centers and Private Facilities

Senior centers in the County (Corvallis, Chintimini, and Philomath) provide transportation services to and from their facilities and for organized group trips. Private independent living centers regularly provide transportation for their residents for shopping, medical, leisure or other activities. Most of these have a single van and a limited driver pool which, coupled with vehicles being frequently committed for organized trips, frequently results in residents having to rely on public transportation for access to health and social services.

F. COORDINATION WITH EMERGENCY PREPAREDNESS

Benton County is susceptible to both natural and manmade disasters. In the case of an emergency, transportation will be in high demand, particularly for older adults and persons with disabilities. Coordination and communication among a variety of public agencies is essential to ensure transportation is available to those who are in need.

The County's Emergency Services Division plans and directs emergency procedures, including emergency response training and exercises and maintaining an Emergency Communications Center where response agencies coordinate actions and allocate resources in an emergency. The office functions as an administrator and facilitator of the County's efforts in an emergency or disaster situation.

The County has developed a draft Emergency Operations Plan that states:

Section 4.7 Access and Functional Needs Populations

Provision of transportation-related activities will take into account populations with special access and functional needs, such as seniors, the frail elderly, and people with disabilities. The needs of children and adults with disabilities, and others who experience access and functional limitations, shall be identified and planned for as directed by policy makers and according to state and federal regulations and guidance.

Benton County Health Services, as well as individual hospitals, various medical care facilities, and assisted living facilities throughout establish and maintain evacuation procedures established for such facilities, coordinate resources needed for distribution of medical supplies/equipment to points of dispensing sites (POD), and may manage non-emergency medical response operations within the identified emergency transportation routes.

Community transportation partners identified in the Annex will coordinate with the EOC and these medical care facilities to assist with evacuation as required, and in the transportation of medical supplies and equipment to and from POD sites.

Under the Emergency Operation plan, Benton County Public Works is the lead agency responsible for transportation. Support agencies include transportation providers within the region, such as Corvallis Transit System, Benton County Dial-A-Bus, and Albany Transit (Call-A-Ride, Linn-Benton Loop).⁷

The County has collaborated with Linn County in establishing and staffing a Vulnerable Populations Emergency Planning Work Group to plan for and coordinate services to those vulnerable populations least able to respond to emergencies without assistance. The group completed an emergency response plan in 2012 and is currently providing training and emergency preparedness planning to emergency service providers, transportation providers, community shelters, City and County personnel, and other agencies.

⁷ Benton County Emergency Operations Plan, June 2012.

G. DEMOGRAPHIC/PUBLIC TRANSPORTATION SERVICE OBSERVATIONS

The demographic and socioeconomic analyses and the inventory of existing public transportation services indicate a number of trends that will affect the current and future demand for public transportation in Benton County:

- Over the next several decades, the County population is projected to increase in all age groups, except for the 15-24 age group. The largest increase will be in the 65 years and older age group. The majority of this growth is expected to occur in the County's four cities and in North Albany; minimal growth is expected in unincorporated areas. Within the next several years, Adair Village and North Albany are expected to see the largest growth as a percentage of total population.
- Growth in the older adult population growth is expected to outpace overall population growth in the County. Over the next ten years, a 5% increase in the rate of growth in older adults is projected, resulting in older adults comprising 23% of the total County population by 2020. By the year 2050, the older adult population is expected to reach approximately 24,000, which will be 21% of the projected total County population. Almost one-quarter of older adults reside in rural areas.
- As a percentage of total population, the largest concentrations of low income persons are in North Albany, Adair Village and Monroe.
- Veterans and persons with limited English proficiency comprise a smaller percentage of the County population than the statewide average.
- There has been a large increase in the Latino population since 2000 in all portions of the County.
- Nearly half of the County's workforce lives outside the County, with the largest share residing in Albany and other Linn County communities. An equal number of County residents travel outside the County for work, primarily to Albany. A very high percentage of residents in Philomath and Adair Village commute for work, primarily to Corvallis. Transit captures only a minimal portion of these Philomath and Adair Village trips.
- Except for Monroe, all incorporated areas are served by fixed-route transit.
- There is limited Sunday public transportation service in the County and very limited early morning and night transit service.
- Multiple inter-city connections are available to the west and the east; connections to the north and south are limited.
- There is better coordination among public transportation providers and human/health service providers than in many other parts of the state, likely largely because of OCWCOG's involvement in human services, its operation of the Ride Line brokerage service, and the presence of a single Coordinated Care Organization.

H. FUNDING SUMMARY

1. Historic, Current and Projected Funding

As previously noted, public transportation services in the County are supported through a mix of federal, state and local sources. Major sources include:

- Federal Transit Administration (FTA) -- Sections 5310 (seniors and persons with disabilities); 5311 (formula grants for rural areas); 5309 (fixed guideway capital); 5339 (bus and bus facilities); 5307 (urbanized area); 5337 (State of Good Repair)
- Federal Highway Administration (FHWA) -- Sections 5339 (bus and bus facilities); 5307 (urbanized area); 5337 (state of good repair)
- ODOT – Special Transportation Fund (STF); *ConnectOregon* program
- City of Corvallis Transportation Operation Fee (portion of utility tax)
- CAMPO and AAMPO funds
- LBCC, OSU and Hewlett Packard contributions

The Oregon Department of Transportation (ODOT) Public Transit Division (PTD) administers STF funds for the State. The STF was created in 1985 by the Oregon Legislature and originally funded with a \$.01 per pack cigarette tax. In 1989, this tax was raised to \$.02. Today, the Fund is comprised of cigarette tax revenue, as well as excess revenue earned from sales of photo ID Cards and other funds from Oregon Department of Transportation. As a transit district, LCTSD is eligible to receive STF funds as a designated “STF Agency.”

The STF Program is governed by:

- Oregon Revised Statutes (ORS) 391.800 through 391.830 and
- Oregon Administrative Rules (OAR) Chapter 732.

Consolidated data is not readily available on public transportation funding received by Benton County for the first few years following the 2009 Plan Update. Beginning in 2014, the County began receiving FTA Section 5311 funding and initiated required Small Systems reporting to the FTA National Transit Database (NTD). Because the County is part of a small urban MPO system and because it receives pass-through Section 5307 funds from Corvallis for its contractual ADA paratransit services, it is required to report directly to FTA rather than to ODOT. At the same time, the County reports its Section 5311 expenditures to ODOT through the Rural NTD (which is only a partial reporting of federal funds received).

Figure 26 details federal, state and local funding for the 2013-2016 period for the Benton County Special and Rural Transportation Program. CTS and Albany Transit System (serving the North Albany area in Benton County) are direct 5307 recipients and also direct NTD reports; their funding is not reflected in Figure 25. Funding sources are identified for urban area service providers in the descriptions of those services in Section D.2; the CTS 2015-2016 budget is provided in Figure 19.

Figure 26: Public Transportation Funding for Benton County Special and Rural Transportation Program, 2013-2016

Fiscal Year	2013	2014	2015	2016
Total Funding	\$1,023,159	\$1,155,320	\$1,309,190	\$1,467,225
Total Federal Funding	\$659,449	\$640,425	\$529,391	\$525,825
% of Total Funding	64%	55%	40%	36%
5307 (ADA)	\$33,360	\$33,360	\$33,360	\$41,700
5309/5339 (Capital)	\$0	\$73,390	\$0	\$107,900
5310	\$364,007	\$394,359	\$250,993	\$265,016
5311	\$0	\$84,438	\$245,038	\$111,212
Other FTA	\$24,041	\$0	\$0	\$0
Other Federal (DOE)	\$238,041	\$54,878	\$0	\$0
Total State Funding	\$123,687	\$149,128	\$266,539	\$274,942
% of Total Funding	12%	13%	20%	19%
STF	\$123,687	\$149,128	\$266,539	\$274,942
Total Local Funding	\$240,023	\$365,767	\$513,258	\$666,455
% of Total Funding	23%	32%	39%	45%
Fares	\$33,523	\$70,114	\$101,871	\$96,270
Directly Generated	\$160,742	\$233,582	\$301,618	\$345,127
Local	\$45,758	\$62,071	\$109,769	\$225,058

In 2015, farebox recovery was 37.4% for Benton County's Special and Rural Transportation Program commuter bus services and 31.5% for its demand response services, as compared to a statewide average of almost 26%. CTS service is fareless and not included as a portion of these percentages. Public transportation services in Corvallis are funded in part by a dedicated local utility tax, along with funding from OSU. In 2015, CTS reported \$940,000 in local funds dedicated to public transportation and \$320,000 in other directly generated funds, which represents over 36% of total operating expenses.

For the 2017-19 biennium, Benton County projects \$3,212,979 in approximate total revenues (15.7% increase over 2015-2017) and \$2,960,180 in approximate total expenses. The City of Corvallis (CTS), projects total revenues of \$6,585,660 and total expenses of \$6,161,067 for the biennium. Figure 27 identifies major sources of revenue and major expenditures for the two entities.

Figure 27: Projected Benton County and City of Corvallis Public Transportation Funding and Expenditures, 2017-2019

	Benton County	City of Corvallis
Projected Revenues	\$3,212,979	\$6,585,660
Section 5310	\$573,236	
Section 5311	\$299,375	
5339 Capital (Prior)	\$221,340	
Section 5307		\$3,831,300
5307 Bus Grant		\$370,000
STF (New)	\$439,080	
STF (Prior)	\$252,690	
DD53 Transportation	\$593,200	

Service Contracts	\$322,762	\$476,360
Fares & Other Revenues	\$239,860	
Bus Advertising & Other Revenues		\$78,000
Transit Operating Fee		\$1,830,000
Carry-forward Fund Balance	\$271,436	
Projected Expenses	\$2,960,180	\$6,161,067
Administration & Overhead	\$503,818	
Operations – Dial a Bus Contract	\$1,621,235	
Operations – Other Provider Contracts	\$104,727	
Vehicle and Other Maintenance	\$250,000	
Medicaid Match	\$220,000	
Capital Bus Replacement	\$221,340	
Internal Service Charges		\$420,755
Operations Contract		\$4,228,000
Fuel		\$570,000
Bus Grant Match	\$39,060	\$42,312
Operations (Maps, Shelter Cleaning, etc.)		\$200,000

2. Funding Challenges and Strategies

Like other public transportation providers, Benton County relies heavily on federal and state funding to serve both special needs populations and the general public. The recently released President's budget blueprint for FY 2018 is silent regarding changes or reductions to formula programs administered by the Federal Transit Administration (FTA), including those supporting urban (5307), specialized (5310) and rural (5311) transit. It only addresses the discretionary portion of the U.S. Department of Transportation budget. The proposal calls for limits to the Capital Improvement Program (New Starts) that would eliminate funding for projects without existing full funding grant agreements. This would effectively eliminate federal capital funding for light rail and bus rapid transit projects. The proposal would also eliminate funding to support Amtrak's long-distance routes. (However, it also appears to call for redirecting remaining funds to regional and State-supported Amtrak routes such as the Northwest Cascades in Oregon and Washington.)

The actual budget will not be released until late April, at which time it will be considered by Congress. Review will occur in appropriations committees of both houses, followed by full House and Senate votes and then submitted to the President for final approval.

In Benton County, for the 2017-17 biennium, state funding is estimated to be 14% of the Benton County Special and Rural Transportation program funding. Statewide, state funding represents less than 5% of transit investments by public transportation providers, and is focused on service for older adults and persons with disabilities. Since 2010, state per capita funding for transit has decreased more in Oregon than in any other state.

Reduced state funding, in addition to any reduction in federal funding, is compounded by increased operational expenses and increasing demand for public transportation. Given projected population growth and other demographic trends, unmet demands on public

transportation are likely to grow. Older adults, who ride at higher rates than the rest of the population, are likely to be particularly affected.

Whether responding to service reductions associated with reduced funding or proposing service enhancements in response to increased funding, a variety of financial and operational considerations come into play. Those are in turn matched with priority considerations that include equity, demand, productivity, connections and growth. Equity considerations include service to concentrations of low-income households, persons of minority racial or ethnic status, seniors, and people with disabilities. Demand considerations include increases or decreases in daily rides. Productivity is measured based on comparing the estimated number of rides with the estimated number of vehicle hours needed to provide service. Connection considerations include number of major destinations and/or number of jobs within proximity (e.g., ¼ mile) to a route, as well as connections to regional transportation services. Growth considerations are based on existing and proposed land use and transportation plans in the County.

For Plan purposes, it is assumed that projected reductions in federal and state funding are either temporary or sustained at projected levels, i.e. not increased. In the case of greater future funding reductions, STF staff, in consultation with the County's Special Transportation Advisory Committee and with community input, would apply the following strategies in order of prioritization:

1. Reduce reserve account in order to sustain current levels of service (this is already being done).
2. Reduce administrative overhead where feasible (this is already being done).
3. Institute other reductions that do not reduce service (this has already been done).
4. Institute cuts in contracted services, e.g. contributions to Linn-Benton Loop.
5. Institute incremental cuts in basic services.

Should service cuts be required, the goal will be to avoid cutting "life line" services, such as access to medical care for seniors, persons with disabilities, low-income persons and veterans, as well as access to employment training for low-income persons. Potential criteria for determining service reductions will include:

- Least used fixed route services.
- Most costly routes on a per passenger basis.
- Specialized supplemental or geographically limited services.
- Maintaining those services that are fully funded.
- Maintaining core countywide life line services.

I. NEEDS, STRATEGIES AND POTENTIAL ACTIONS

1. Previously Identified Needs and Strategies

In identifying current transportation needs and strategies, it is worthwhile to highlight those identified in the 2009 Coordinated Plan Update (which largely replicate those in the original 2007 Coordinated Plan). The 2009 Update addressed services in both Benton and Lincoln counties. Strategies identified in that plan are modified here to delete those specific to Lincoln County.

Unmet Transportation Needs

- Public transit not available where it's needed
 - Expanded service into Linn and Lincoln counties is needed.
 - People need to get to Portland for medical appointments.
 - Some rural areas of Benton County aren't served by transit
 - Communities in south Benton County would like to see public transit services to Corvallis and neighboring communities in Lane County.
- Public transit not available when it's needed
 - More service needed in the evenings.
 - More service needed on weekends.
 - More frequent service is needed to avoid long trips or transfers.
- Paratransit Doesn't Always Meet Needs of Persons With Disabilities
 - Some people need a higher level of care than what's offered on public paratransit.
 - Some paratransit trips take too long.
 - Sometimes it's difficult to schedule trips ahead of time, and same day service is needed.
- Lack of awareness of available services
 - Need for better information on how to use transit services.
 - Bi-lingual (Spanish) materials are needed.
- Affordability
 - Low-income persons have difficulty affording the cost of transportation

Prioritized Strategies

1. Preserve existing operations to maintain current levels of service and examine allocation of resources to effectively respond to growth in ridership.
2. Preserve existing vehicles to maintain current levels of service.
3. Preserve inter-county service between Lincoln and Benton counties to help promote better access to medical facilities.
4. Preserve morning, evening, and weekend hours specifically to improve transportation access to employment sites for low-income workers who use Corvallis Transit System.
5. Preserve service to medical facilities to serve potential and current needs for employees and clients of those facilities.
6. Encourage discounted fares and other strategies to address the cost of transit for low income individuals.
7. Provide more frequent service for the Linn-Benton Loop system.

8. Improve service to outlying areas.
9. Preserve medical transportation services for persons who are not Medicaid eligible or otherwise affiliated with an agency.
10. Improve accessible path of travel by installing curb cuts and/or improving pedestrian access to allow better access to public transit services by persons with disabilities.

2. Progress in Addressing 2009 Strategies

Expanded Service into North Albany and Linn County

Service is provided from North Albany (Benton County portion) into Albany via the Corvallis-Albany Connection. The Connection also connects to Albany Transit Service, the Linn Shuttle, Amtrak and other services to Linn County. The County contributes funding to help maintain service into North Albany. In 2014-14, the Lin-Benton loop added three Express runs in the morning and three in the afternoon, Monday-Friday, between LBCC and OSU in Corvallis, significantly increasing the frequency of Loop service. This was identified as a service priority in the 2009 Plan Update.

A pilot project is currently being designed to provide Thursday-Monday service on a trial basis to Amtrak's Albany Station. If successful, STF Discretionary Funds will be applied for in the 2017-19 funding cycle.

Expanded Service into Lincoln County

Coast to Valley Express service between Albany/Corvallis and Newport has been expanded to seven days per week, with a recent extension to Hatfield Marine Science Center. Since the 2009 Coordinated Plan Update, service has been redesigned to be continuous, eliminating a mid-point exchange of passengers.

Rural Area Service

Fixed-route service is provided along the Highway 99 corridor (Corvallis-Lewisburg-Adair Village) five days per week via the 99 Express and along the Highway 20 corridor (Corvallis-Philomath-Mary's River, Wren, Blodgett, and Burnt Woods) seven days per week. Rural fixed-route service is limited to those two corridors at present. Demand response service is available to all portions of the County.

A pilot project to provide fixed-route service from Corvallis to Monroe/Junction City was unsuccessful due to lack of ridership, probably attributable to a combination of a limited ridership base, the short length of time the service was in place, lack of City financial contribution, and limited marketing of the service.

Evening and Weekend Service

CTS service runs until 9:20 pm weekdays (on limited routes) and until 8:10 pm on Saturdays (no Sunday service). When OSU is in session, service on three special "Night Owl" routes serves Corvallis between 8:45 pm and 2:45 am Thursday-Saturday. Since the 2009 Plan Update, weekend service has also been added on the Coast to Valley Express. Financial constraints have limited evening and weekend service on the Linn-Benton Loop and for demand response services (7:00 pm weekdays; 6:00 pm Saturdays; no service on Sundays). Similarly, 99 Express service to Adair Village is not available past 6:00 pm weekdays or on weekends.

Frequency of Service

Minor improvements in frequency of demand response service have occurred since 2009, including additional runs on the Linn-Benton Loop and CTS Routes C1, C1R, C3, and Route 6. (Also see Expanded Service into North Albany and Linn County above.)

Paratransit Service

ADA paratransit ridership has increased by 22% since 2013/2014 and efforts have been ongoing to provide a higher level of service to meet the increasing demand. For example, STF funds have been used to provide service to the Grace Center, with drivers specially trained to transport intellectually disabled or challenged passengers. Individual travel training occurs, but not in any organized fashion. To help schedule paratransit trips, a grant is being used to integrate GPS into the scheduling system.

2016-2017 STF funds have also been allocated to ADA ramp improvements on sidewalks for better access to CTS transit bus stops. Additionally, STF staff has supported the re-establishment of Access Benton County (ABC), an advocacy group for persons with disabilities in the County, including funding new ABC brochures and actively participating in bi-monthly ABC meetings.

STF staff actively serve on OCWCOG's Transportation Brokerage Advisory Council and participate in policy development and program guidance to ensure that services are maintained and preserved for both Medicaid-eligible and non-Medicaid-eligible riders seeking medical transportation.

Awareness of Available Services

New informational brochures have recently been published for Benton County's four services: demand response, Corvallis-Albany, 99 Express, and Coast to Valley. The County's Public Transportation Services website has been redesigned to be more user-friendly. Presentations are regularly given to civic organizations and staff is routinely engaged in outreach at fairs, markets, etc.

Staff reports that awareness of demand response services is high and that awareness of Coast to Valley service has improved. There is also good awareness of services into Albany and other parts of Linn County. There is also high awareness of CTS services in Corvallis and Philomath Connection in Philomath. Staff regularly tables at outreach events and presents to community organizations.

CTS has produced Spanish language brochures and vehicles carry booklets on Spanish for drivers' use, but there is a lack of Spanish-speaking dispatchers. Finding effective approaches to outreach to Spanish-speaking populations has been challenging.

Affordability

Affordability has generally not been an issue, as there is fareless fixed-route service within the CTS service area and low fares elsewhere. As the fixed-route system is fareless, complementary paratransit (ADA) rides are also fareless.

3. Current Transportation Vision, Needs, Strategies and Potential Actions

Current public transportation needs are identified below based on input from the County's Special Transportation Advisory Committee, interviews with key stakeholders, survey results associated with other planning efforts, review of the needs identified above in the 2009 Plan Update, and the Existing Conditions element of this Plan.

In many Coordinated Plans, a separate chapter on recommended improvements and priorities is prepared. There is often no direct linkage between these strategies and priorities and the unmet needs identified. To better assess that unmet needs are being addressed and to respond to current federal and state expectations for documentation, this Plan combines the identification of needs, strategies and actions into a single chapter.

a. Vision

Although the 2009 Coordinated Plan Update did not include a vision for public transportation in Benton County, the following has been endorsed by the STAC for inclusion in this Plan:

In the future, an improved and coordinated transportation program provides Benton County seniors, persons with disabilities, low income residents, and other special needs populations with safe, efficient, affordable and sustainable transportation options. Building on the foundation of existing public transportation services, Benton County residents and visitors have access to realistic and sustainable transportation services.

a. Needs, Strategies and Potential Actions

Available funding can change before and during funding cycles; therefore, it is important to document greater needs and strategies and actions to address those needs than can be typically funded. If more funding becomes available, the highest priority and achievable investments can be identified for which to apply available funds. Other considerations are noted below.

- ***As in the 2009 Plan Update, all strategies are identified as equal priorities and strategy numbering is not intended to represent any ranking. Similarly, potential action numbering does not represent ranking of actions.***
- ***Implementation of these strategies and action items may require additional and sustainable funding and fiscal partnerships with local jurisdictions and programs. There is presently insufficient funding for many of the potential actions.***
- ***Additional research and review may be required to determine the feasibility, timing, responsibilities and other factors associated with implementing these strategies and action items.***
- ***While the Benton County Special and Rural Transportation Program may take the lead role in implementing many of the action identified in the Plan, other***

transportation providers, human and health service providers, and jurisdictions will be expected to lead or actively participate in implementing certain actions.

- *Additional public transportation needs and strategies may be identified through the update of the County’s Transportation System Plan (TSP), the preparation of which is scheduled to begin this spring. It is the County’s intent that this Coordinated Plan be updated to include appropriate outcomes of the TSP and vice-versa. Similarly, additional public transportation needs, strategies and potential actions may be identified through other transportation planning projects currently underway in the region, including:*
 - *CAMPO Regional Transportation Plan Update*
 - *AAMPO Regional Transportation Plan*
 - *Corvallis Transportation System Plan Update*
 - *Corvallis Transit Development Plan*
 - *Philomath Transportation System Plan Update*

Strategy #1: *Seek funding to sustain existing levels of public transit services within the County as the highest priority.*

Note: Combines 2009 priorities:

- (1) Preserve existing operations to maintain current levels of service and examine allocation to effectively respond to growth in ridership.
- (2) Preserve existing vehicles to maintain current levels of service.

Need:

Sustaining current service was the highest priority identified in both the 2007 Coordinated Plan and its 2009 Update. Preserving existing services remains the highest priority in order to ensure that existing fixed-route, demand response, and regional services can continue to be provided. Securing adequate and sustainable funding will be essential to preserve current public transportation services; an increase in funding to the County will be needed in order to expand those services to address the needs identified in this Plan. The need for more funding for public transportation is one of the most frequently mentioned comments in stakeholder interviews.

With population growth in the County and the region, demand for public transportation services will increase. Based on Portland State University estimates, the Benton County population will increase over the next 25 years in all age groups except for the 15-24 years age group. The largest increase will be in the 65 years and older age group, creating greater demand for demand response services.

It is critical that state and federal funds continue to be made available for vehicle replacement, as well as for vehicle preventive maintenance. Funding for additional, accessible vehicles also remains an ongoing need. To help maintain the safe and useful life of vehicles, an effective preventive maintenance program is very important. Federal and state standards for replacement vehicles need to recognize the challenge of maintaining

very high mileage vehicles.

Potential Actions:

- I.1 Actively pursue new and existing available Federal and State transit funding and advocate for equitable, effective, sufficient and sustainable Federal and State programs and policies.
 - Support modifications to federal restrictions on funding vehicles that provide “client only” service.
 - Work with ODOT and the Public Transit Advisory Committee on grant guidelines to prioritize funding for existing services that are not currently funded or underfunded over funding for new/enhanced services.
- I.2 Explore alternative funding sources, including public-private partnerships, such as financial contributions by regional health service providers toward the cost of non-Medicaid medical rides.
 - As the highest priority, investigate options to ensure more sustainable funding for demand response services.
 - Continue to consult with OSU and LBCC on opportunities for cooperative funding to address public transportation needs.
 - Encourage state human service agencies to equitably fund transportation for clients of state programs, including those for persons with intellectual/developmental disabilities.
- I.3 Continue to allocate STF and Section 5310 funds to programs and projects that currently receive such funds as the highest priority for the use of those funds.
- I.4 Continue to pursue funding for vehicle replacement, capital improvements and preventive maintenance needed to ensure the desirability, safety and convenience of public transportation services.
 - Ensure that all eligible agencies apply for state and federal funds for vehicles and for preventive maintenance.
 - Work with ODOT to address challenges created by current standards for replacement vehicles.
- I.5 Pursue opportunities to share vehicles between public agencies, non-profits, churches, schools, vocational facilities, group homes for developmental disabled residents and senior care facilities.
 - Coordinate with non-profit agencies that receive ODOT/federal funds for vehicles on mechanisms for sharing their publicly funded vehicles.
 - Explore strategies to overcome barriers (including insurance, driver screening/training and cost reimbursement) to sharing vehicles.
- I.6 Seek funding to develop driver recruitment and training programs.

- I.7 Explore and seek resources and funding for current and emerging technologies (e.g., coordinated trip planning, mobile tools) and data management programs that facilitate the most efficient and cost-effective provision of services.

Strategy #2: *As funding permits and as demand is demonstrated, expand access to and convenience of public transportation through expansion of and/or improvements to existing services.*

Note: Expands and combines 2009 priorities:

- (3) Preserve inter-county service between Lincoln and Benton Counties to help promote better access to medical facilities.
- (4) Preserve morning, evening, and weekend hours specifically to improve transportation access to employment sites for low-income workers who use Corvallis Transit System.
- (7) Provide more frequent service for the Linn-Benton Loop system.
- (8) Improve service to outlying areas.
- (10) Improve accessible path of travel by installing curb cuts and/or improving pedestrian access to allow better access to public transit services by persons with disabilities.

Need:

In Corvallis, there is currently no Sunday fixed-route service on CTS, no weekend service on the Philomath Connection, and limited demand response service on Sundays. Requests for Sunday CTS service and Saturday Philomath Connection service are fairly common themes from surveys and outreach events. While limited demand response transportation is available for medical appointments on Sundays, there is no transportation for socialization or going to church, two important factors in maintaining health and wellbeing.

Service to the North Albany area is limited. This portion of Benton County is experiencing significant growth, including Bonaventura of Albany, a new retirement, assisted living and memory care community at 120 beds. This growth will create more demand for access into Albany and Corvallis.

Linn-Benton Loop services are over-capacity at the beginning and end of the school day, with lower midday demand. More work commuters would be expected to use this service if it was less crowded at peak hours and if route timing was better coordinated to access places of work.

There is no 99 Express service to Adair Village past 6:00 pm weekdays or on weekends. Significant growth is projected for the City, with attendant increase in demand for both fixed-route transit and demand response services. There is no connection north to Monmouth, which is served by Salem-Keizer Area Public Transit.

Monroe is served by demand response but not fixed-route service. While a pilot project in 2010 to provide fixed-route service was discontinued due to low ridership, high cost, and lack of City of Monroe financial assistance, employment growth is expected in the area associated with new State facilities near Junction City.

In the Kings Valley and Wren areas, only demand response service is provided; people

without vehicles who do not have special needs are not served.

Public transportation does not provide convenient access to employment for those working outside normal working hours. The limited early morning (before 7:00 am) and late night (past 9:00 pm) service limits access to employment, especially for service sector employees. The ability to access employment or education before 8:00 am is particularly constrained.

Interviewees identified the need to ensure that various modes of public transportation are connected and that other modes of transportation, e.g. bicycles, are connected to transit services. Improvements to ensure safe and convenient access to public transportation services, most notably on Highways 99 and 20, are identified as a priority.

Potential Actions:

- 2.1 As demand warrants, expand fixed-route and demand response services, with increased frequency in weekday service as a higher priority than weekend service.
 - Cooperate with the Linn-Benton Loop Board to pursue a study of existing services, including the frequency of service; the feasibility of creating separate routes on Highways 20 and 34; and expansion of services targeted to commuters, including expanded service to the North Albany area and more frequent service at peak commute hours.
 - Consider expanding the ridership mix of Corvallis-Albany Connection service to include general public riders and assess the demand to increase the frequency of weekday service.
 - Assess the demand for and cost effectiveness of Saturday service on the Philomath Connection.
 - Cooperate with CTS to assess the demand for and cost effectiveness of limited fixed-route service on Sundays and more frequent service on weekdays and Saturdays.
 - As new development comes on line, expand evening and weekend 99 Express service to Adair Village and add additional stops in the City. Assess and respond to the demand for additional demand response service to the City.
 - Renew conversation with the City of Monroe on limited fixed-route service to accommodate needs associated with new State facilities near Junction City.
 - Investigate opportunities to expand service to the Kings Valley and Wren areas for those not eligible for demand response services.

- 2.2 Continue to pursue opportunities to partner and improve connections with regional public transportation providers.
 - Coordinate with Albany Transit Service to improve both weekday and weekend service to the North Albany area.
 - Investigate opportunities to expand 99 Express service north to Monmouth, including connecting service between OSU and Western Oregon University.
 - In cooperation with Lincoln County, assess the demand for increased frequency of service on the Coast to Valley Express.
 - Where there are connecting services, ensure that vehicles are compatible,

e.g. wheelchair capacity.

- 2.3 Explore opportunities to extend public transportation services to underserved communities and rural areas of the County through options to fixed route service, such as volunteer-based demand response programs, shuttle routes, feeder services, and shopping or medical shuttles.
 - Consider the role of private providers -- taxi companies and transportation network companies (e.g. Uber) – to serve areas lacking public transportation services or where service capacity is limited or exceeded.
- 2.4 Provide facilities needed to ensure convenient and safe transit services, including bus stops, shelters, and more and better signage.
 - Identify Highway 99 and 20 safety issues and improvement needs associated with transit stops and dangerous street crossings.
- 2.5 In coordination with County, City and State agencies, pursue opportunities to improve pedestrian/bicycle connections to transit, including transit facilities, bus stops, and streets and sidewalks in the immediate vicinity of transit facilities.
 - Assess physical barriers and improve accessible path of travel by installing curb cuts and/or improving pedestrian facilities that accommodate access by persons with disabilities.
 - Support ongoing efforts for sustainable transit/pedestrian/bicycle-oriented development, including the County’s” 2040 Thriving Communities” plan and the City’s “Vision Corvallis 2040” plan.

Strategy #3: Improve freedom of movement and quality of life for special needs and other transit dependent populations and focus transportation services on access to jobs, health care, education and other basic needs.

Note: Replaces and combines 2009 priorities:

- (3) Preserve inter-county service between Lincoln and Benton Counties to help promote better access to medical facilities.
- (4) Preserve morning, evening, and weekend hours specifically to improve transportation access to employment sites for low-income workers who use Corvallis Transit System.
- (5) Preserve service to medical facilities to serve potential and current needs for employees and clients of those facilities.
- (6) Encourage discounted fares and other strategies to address the cost of transit for low income individuals.
- (9) Preserve medical transportation services for persons who are not Medicaid eligible or otherwise affiliated with an agency.

Need:

As is typical in most areas of the state, the growth in special needs populations and

associated need for human and health services is creating increased demand for public transportation services. It is particularly challenging for area providers to keep up with the demand for demand response services. Ride delays are routine and ride denials have become common, due to a lack of available vehicles. It is not uncommon to be forced to turn down ride last minute requests, in part because more organized individuals dominate schedules by getting their requests in first. Staff indicates that there is a critical shortage of both vehicles and drivers; replacement vehicles and additional drivers are needed to meet demand for demand response services, especially at peak times.

All jurisdictions in the County, as well as unincorporated areas, have been experiencing increases in their older adult populations. To help accommodate this growth in the older adult population, the senior care industry -- retirement centers, assisted living centers, foster homes, etc. -- has also been growing. The new Bonaventure Living Center in North Albany and memory care center Between Corvallis and Philomath are examples. While some of these facilities provide their own transportation, there is no coordination among them or with public transportation providers to try to maximize utilization of vehicles. Overall, the growth in senior care facilities, which are spread throughout the County, impacts demand for demand response services provided by Benton County and Albany Call-a-Ride at a time when these services are essentially at capacity. These providers are particularly challenged to accommodate oversized wheelchairs; they also experience a lack of volunteer drivers.

The population of persons with disabilities has significantly increased in some areas of the County over the past decade, such as Adair Village. With public transportation services to Monroe being limited to that provided by the County's demand response service, additional service (including wheelchair accessible vehicles) is likely needed to accommodate the transportation needs of persons with disabilities in that portion of the County. Monroe also had had the highest percentage increase over the past decade in low income residents, another population needing public transportation services.

Currently, transportation options for people with intellectual/developmental disabilities are limited and transportation services are under-funded by the state and federal governments. The State's phasing out of sheltered workshops is disrupting the transportation of people with intellectual/development disabilities, as they are now distributed to a larger number of employment settings and, in turn, placing greater demands on demand response services. Further, unless staff can find day jobs (8-5) for these clients, they cannot work because they have limited to no transportation. The State is not reimbursing local providers for their additional transportation costs associated with this program change.

Ongoing travel training is needed for older adults and people with disabilities to help them understand what transportation services exist and how to use them. There is also the need to work with senior centers and nursing homes to prepare clients for rides and to explain the different types of services, for example non-emergency Medicaid-eligible Oregon Health Plan medical transportation (NEMT) versus non-ADA, non-Medicaid demand response STF service provided by Benton County Dial-a-Bus and, for the North Albany area, by Albany Call-a-Ride.

There are concentrations of low income persons in Monroe, Adair Village and mid-Corvallis. While those in mid-Corvallis are generally well served by public transportation, those in Monroe essentially have no service and service to those in Adair Village is limited in frequency and hours.

Findings of a 2009 Legislative Task Force on Veterans Transportation concluded that transportation is a major barrier to reintegration and recommended improved access to

existing transportation systems, more local options, and more coordination for rides. The Task Force also found that there is a lack of coordination between transportation providers and the VA and that veterans do not generally know what transportation is available currently. Inclusion of veterans transportation in Coordinated Plans was recommended.

Veterans must get to Albany to use the Disabled American Veterans (DAV) van. The DAV program is designed to provide transportation to Portland or Eugene for medical and other services for disabled veterans, but it struggles to find volunteer drivers and wheelchair accessible vehicles. The Veterans Choice program enables veterans to access local medical and mental health services instead of having to obtain transportation out of the area. Access to needed services in Portland remains a challenge. A collaborative pilot project with OCWCOG and ODOT worked well but ran out of funding last June. This project was a ride share model operated through Ride Line in which veterans were able to get rides to Salem and Portland. The program served those with mobility issues; there are no other transportation options for veterans with mobility impairments. The resulting report lists several recommendations and lessons learned for any future veterans transportation projects.

Human service providers cite an increasing number of homeless youth needing transportation to school and shelters. In part due to public education efforts, there are high levels of student ridership to regional institutions. Improved coordination with local providers can help ensure students are able to make class-transit connections. The County's demand response contractor, Dial-a-Bus, has a contract with Corvallis School District to transport homeless youth to school; North Albany homeless students are transported by the Albany School District.

OCWCOG's Ride Line Transportation Brokerage program provides non-emergency Medicaid medical transportation for eligible clients. Only about 4,000 of the 65,000 eligible clients in the region currently use the service. Research is needed to determine whether this low rate is due to lack of awareness of the program or other causes.

Potential Actions:

- 3.1 Preserve the existing demand response services available to older adults and persons with disabilities. As resources permit, expand demand response services, including evening and weekend service, to accommodate both current and projected demand.
 - Explore options to reduce the demand on more costly demand response services through promotion and public education of fixed route services, e.g. dispatchers counseling on accessibility/availability of fixed route services; incentives for fixed route use; screening of demand response rider eligibility; increased demand response service fares; travel training and work with human service agencies and senior facilities to provide escort assistance on fixed-route services; appropriate policy changes; and other means.
 - Preserve service between Lincoln and Benton Counties to ensure access to medical care.
- 3.2 Pursue partnerships with state human service agencies to ensure efficient and cost effective services that leverage state and local resources.
 - Continue to support assessments of and funding for the transportation needs and opportunities of persons with intellectual/developmental disabilities. Pursue

opportunities to secure additional federal Medicaid funding for transportation services for this population.

- Seek funding from DHS to augment that provided by the STF-funded Title XIX DD53 Local Match Program for transportation to residential and vocational programs serving people with intellectual/developmental disabilities.
- 3.3 Coordinate with Ride Line on the use of brokered rides to address high priority needs (access to medical and human service offices) for demand response services in areas not currently served.
- Assess the rate of brokerage services used by County residents, especially in smaller cities and rural areas.
 - Support expanded outreach on ride Line’s services, including informational materials in facilities routinely accessed by low-income persons for medical and human services.
 - Support Ride Line’s efforts to coordinate with senior centers, assisted living centers, and retirement centers on opportunities to increase the transportation services they provide to their clients.
- 3.4 Increase outreach and marketing of services to low-income residents and, in coordination with Oregon Cascade West COG and major employers, investigate opportunities to improve transportation access to employment sites and to employment training locations through vanpools, shuttles or other means.
- 3.5 Continue to strive to improve and expand transportation assistance for veterans, including coordinating trips to VA medical facilities in Portland and Eugene with Ride Line and existing providers.
- 3.6 To facilitate use of public transportation services to access education facilities, periodically consult with OSU and LBCC to ensure that public transportation schedules are coordinated to the extent feasible with classroom schedules. Consult with human service agencies on regional strategies to address homeless youth transportation needs and implement appropriate improvements in service.

Strategy #4: *Continuously strive to coordinate the planning for and provision of public transportation services with the provision of human and health services.*

Note: New strategy.

Need:

A 2012 Statewide Human Services-Public Transportation Coordination Study and numerous interviews cite a significant disconnect between the provision of human and health services and the provision of public transportation services, in large due to differing missions (transportation providers are in the business of moving the greatest number of people at the lowest cost; human and health service providers are in the business of providing an array of services, of which transportation is not a priority). Human and health service providers are said to be often unaware of the most cost-effective public transportation services, resulting in

referring clients to costly, often inefficient services. Coordination of medical and human services transportation is an on-going challenge that requires substantial and continued partnership efforts. One of the priorities is the need for all partners, particularly state agencies, to better understand and to acknowledge the important role that transportation plays in accessing medical services and human services.

Coordination between transportation providers and agencies that provide a wide variety of health and human services is especially critical in addressing the transportation needs of seniors and persons with disabilities. For example, transportation is a very important element of keeping seniors in their own homes for a longer period of time. It is usually far less expensive for seniors and taxpayers than other housing/care options; and having reasonable access to transportation options is a very important and cost effective part of this effort.

Coordinating with medical centers and clinics on scheduling of visits is identified in interviews as an essential, ongoing need, even if it is often frustratingly unproductive. An example of such coordination is OCWCOG Ride Line's work with medical facilities to better coordinate medical appointments. This coordination has resulted in a larger number of shared rides, decreasing the cost of transportation services.

Coordination on emergency preparedness is another critical role for public transportation providers. As noted in Section F. Coordination with Emergency Preparedness, an Emergency Operations Plan has been developed and the roles of the primary transportation service providers in the County have been defined. The roles and readiness of other transportation and human and health service providers are unclear.

Numerous transportation planning efforts are underway in the region, including an update to the Benton County Transportation System Plan (TSP) that will have, among other components, an assessment of transit services and needs. The TSP will provide strategic guidance for the provision of transit services, including transit stops and facility siting. This Coordinated Plan is distinct from the TSP, which focuses on improving transportation services generally, in that it is intended to engage public transportation and human health service providers in collaboratively identifying and responding to the public transportation needs of special needs populations. Also, whereas a TSP is a long-range (20-year) strategic plan for the provision of transportation services for all populations, the Coordinated Plan is shorter term (typically 5-7 years).

Potential Actions:

- 4.1 Partner with DHS and other state and local agencies whose clients need transportation services to assess and communicate those needs to transportation providers in the County and region.
 - Encourage human and health service providers to provide staff training on matching available public transportation services to client needs.
- 4.2 Continue to coordinate with volunteer and non-profit organizations, human service agencies, health care providers, major employers, and other programs to improve the delivery of timely, safe and cost-effective transportation services.
 - Continue to work with OCWCOG's Ride Line program and other partners to promote coordination with medical centers and clinics on scheduling of visits.
 - Investigate opportunities, e.g. shared rides, for more convenient and less expensive service to dialysis and methadone clinics.

- Improve communication to group homes, retirement centers, assisted living centers, and other public facilities about available public transportation services.
- Identify human and health service providers (senior centers, assisted living centers, retirement centers, others), major employers, and other appropriate parties that have the capability to provide transportation services. Coordinate with these entities on the provision of transportation services in order to reduce demand for public transportation services.
- Inventory all human and health service providers (senior centers, retirement centers, assisted living centers, others), major employers and other appropriate parties to identify those entities in the County that have the capability to provide transportation services. Use results to coordinate with those entities on service provision.
- Pursue partnerships with health care providers to assure that non--Medicaid patients can get to services and treatment, and have transportation home when discharged.
- Continue to participate on countywide and regional human and health services advisory committees that link public transportation to human and health services.
- To assist in meeting transportation demands, develop a standardized program for bequeathing older transit vehicles to senior centers and non-profit entities.

Strategy #5: Continue to pursue opportunities for regional collaboration and expansion of the regional public transportation system.

Note: New strategy.

Need:

As part of planning process for the 2009 Coordinated Plan updates for Linn, Benton and Lincoln counties, STF staff from the three jurisdictions collaborated in the identification of shared needs that might benefit from a coordinated strategy. Priority regional needs and issues included:

- Lack of transportation linking the communities within the three-county region.
- Limited options for transporting seniors and persons with disabilities to Salem, Eugene and Portland.
- Lack of sustainable and equitable funding for regional transportation.
- Lack of public and agency awareness of transportation service options.
- Limited transportation services that can accommodate individuals that need special care.
- Lack of knowledge on the part of seniors and persons with disabilities about how to use transport services.
- Need for driver training.

Although significant progress has been made to address several of these priorities, there is an ongoing need to collaborate in multiple areas to ensure that efficient and effective public transportation is available to special needs populations and other public transportation users in the region. Among the remaining issues are:

- Limited options for transporting persons with medical needs between Newport and Corvallis/Albany.
- Limited options for non-Medicaid eligible trips for those needing curb-to-curb or assisted service to Salem, Eugene and Portland.
- Human/health service providers having limited awareness of the transportation services available within the region.

There are also challenging issues related to equitable funding of shared services, specifically the Linn-Benton Loop and fixed-route and demand response services to North Albany.

Benton County has recently been awarded an STF Discretionary grant for a Corvallis-Amtrak Linn-Benton Loop Connector Service pilot project. The timing of existing transit connections is not well coordinated with Amtrak service. Improved transit connections would benefit coastal residents seeking to access Amtrak services via the Coast to Valley Express. Assuming the pilot project is successful, funding for ongoing operations, including marketing, will need to be secured. Sources for and the feasibility of securing ongoing funding have not yet been identified.

The North by Northwest Connector program is a model of regional coordination of public transportation services. While successful in linking services between the coast and the Willamette Valley, ongoing efforts are needed to coordinate schedules for regional connections. Interviewees identify more frequent service and improved connections as desired.

Potential Actions:

- 5.1 Continue to coordinate with regional partners on information sharing, training, public education and outreach, and other joint endeavors.
 - Continue to pursue establishment of a universal fare structure and transfer program throughout the region.
 - Continue to pursue funding for a regional public transportation integration tool to assist in improving regional inter-connectivity of services.
 - Assist in biennially updating the database of transportation providers/ resources in the region.
 - Continue to actively participate in regional efforts to improve the coordination of public transportation and health and human services, e.g. co-sponsoring forums such as Connecting the Dots between Health and Transportation.
- 5.2 In coordination with regional partners, strive to ensure the continuation of, and where feasible, the expansion of regional public transportation services.
 - Continue to coordinate with Lincoln County on Coast to Valley Express service between Corvallis and Newport.
 - Continue to participate in the North by Northwest Connector program and explore opportunities to improve connections among regional services.
 - Continue to coordinate with Amtrak, Bolt Bus, Greyhound, and other intercity and regional providers to promote access to regional destinations.

- Seek funding for continuation of service to Amtrak’s Albany Station if the current pilot project demonstrates adequate demand.
 - Pursue cooperative agreements with Linn County to ensure the efficient and cost-effective provision of service in North Albany and along Highway 34 on the western edge of Linn County.
 - Explore opportunities with Lane Transit District to extend service from south Benton County to neighboring cities in Lane County.
 - Explore opportunities with Salem-Keizer Area Transit District to extend service north from Adair Village to neighboring cities in Polk and Marion counties.
- 5.3 Continue to participate in the efforts of the governing body and technical advisory committees for the management and operation of the Linn-Benton Loop.
- Encourage the Linn-Benton Loop Governing Board to review both operations and financing options for fixed-route and demand response services between Corvallis and Albany, including service between North Albany and Corvallis.
- 5.4 Continue to actively participate in planning efforts regarding public transportation in the region (including the CAMPO Regional Transportation Plan Update, AAMPO Regional Transportation Plan, Corvallis Transportation System Plan Update, Corvallis Transit Development Plan, and the Philomath Transportation System Plan Update) to ensure that needs, strategies and potential actions identified in the Coordinated Plan are reflected in those plans.
- In coordination with regional partners, explore the feasibility of a regional plan that unites all partners in regional transportation planning and service provision and includes health, human services, land use planning and housing providers.

Strategy #6: *Expand efforts to inform the public, including seniors, low income persons, veterans and limited-English speaking populations, of available public transportation services.*

Note: New strategy.

Need:

Despite the best of efforts, lack of awareness about available public transportation services is identified in interviews as the single greatest impediment to its use. Stakeholders indicate that there is a general lack of knowledge about what public transportation services are available in the region and little to no knowledge of how they are funded.

This lack of acknowledge about available services extends to both human and health service providers and clients. While public transportation users may be aware of the specific services that they utilize, they have little to no knowledge of connecting services or other transportation opportunities within the region. An example, as previously noted, is the relatively small percentage of eligible riders that are signed up to receive Ride Line NEMT (non-emergency medical transportation) services.

While staff reports that awareness of public transportation services in Benton County is generally good, there is an ongoing need to communicate broadly about available services

and to outreach to those populations without convenient access to public transportation, that are hesitant to use public transportation, or that are unaware of available services. Rider training and continuing distribution of information about available services are needed in order to increase ridership, especially among seniors and low income persons.

Finding effective approaches to outreach to Spanish-speaking populations continues to be challenging. There is a growing Latino population in the region that especially needs access to public transportation. While CTS has produced Spanish language brochures and vehicles carry booklets on Spanish for drivers' use, there is a lack of Spanish-speaking dispatchers. Innovative approaches are needed to meet the transportation needs for the large Hispanic population in Monroe.

Potential Actions:

- 6.1 Cooperate with Linn and Lincoln counties to re-publish and distribute a tri-County public transportation brochure, with distribution to transportation providers, social agencies, employment training programs, employment agencies, major employers, senior groups, volunteer groups, low-income residents, and others.
- 6.2 Improve website information and sharing of web site information among providers about the various services available within the County and region.
- 6.3 Continue to engage with civic organizations and conduct outreach at tabling events. Encourage the business community to promote transit use for their employees.
- 6.4 Periodically provide cultural awareness training to transportation service providers.
- 6.5 Develop and implement a plan for effective communications and outreach to limited-English speaking populations (interpreter services, translation, and culturally appropriate outreach and travel training).
 - Provide translated information that explains how to use public transportation services, including updating all new service brochures with a Spanish language version.
 - Disseminate information on public transportation services in the County and region via Latino community radio stations and at human and health services offices, churches and key community gathering places, including Latino food stores.
 - Periodically consult with Latino advocacy organizations and leaders on options to best address the transportation needs of the Latino population, especially in the Monroe area.
- 6.6 Strive to hire diverse employees including drivers, dispatchers, and solicit volunteers from non-traditional communities.

Strategy 7: *Establish mechanisms for routine monitoring of Plan implementation and for coordination with other land use and transportation planning occurring in the County and region.*

Note: New strategy.

Need:

The County's STF Advisory Committee is charged with overseeing Coordinated Plan implementation; however, there is no program in place for periodic monitoring and evaluation of Plan implementation. During the public review process, an annual Plan review was recommended.

Coordination on emergency preparedness is another critical role for public transportation providers. While an Emergency Preparedness Plan has been developed and LCT's role defined, the roles and readiness of other transportation and human and health service providers are unclear.

Similarly, the County is currently preparing a 20-year Transportation System Plan (TSP) which will provide strategic guidance for the provision of transportation services in the County, including transit. A Coordinated Plan is distinct from a TSP, which focuses on improving transportation services generally, in that it is intended to engage public transportation and human health service providers in collaboratively identifying and responding to the public transportation needs of special needs populations. Also, whereas a TSP is a long-range (20-year) strategic plan, the Coordinated Plan is shorter term (typically 5-7 years).

Potential Actions:

- 7.1 Ensure adequate funding for staff and technical assistance in implementing Coordinated Plan priorities and actions and other public transportation-related activities.
- 7.2 Actively engage the STF Advisory Committee in annually monitoring implementation of the Coordinated Plan.
- 7.3 Encourage appointment to the STF Advisory Committee of eligible representatives with human and health services experience. Explore the opportunity to expand the breadth of interests and experience through ex-officio positions or other means.
- 7.4 Regularly assess customer and driver needs through surveys and other mechanisms.
- 7.5 Coordinate development of the County's Transportation System Plan with this Coordinated Plan, ensuring that Plan strategies are integrated as appropriate into the TDP.
- 7.6 To help ensure that the public transportation system is prepared to assist in emergency preparedness and response, ensure that the roles of all public transportation providers in the County are clearly defined and encourage public transportation providers to be regularly trained in emergency preparedness and to have up-to-date plans to assist as needed in emergency management. Work with Benton County to define the emergency management roles of human and health service providers.