



COOS COUNTY COORDINATED HUMAN SERVICES PUBLIC TRANSPORTATION PLAN

November 2016



COOS COUNTY
COORDINATED HUMAN SERVICES – PUBLIC TRANSPORTATION PLAN
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INTRODUCTION

The Oregon Department of Transportation (ODOT) Public Transit Division has undertaken an update to all Coordinated Plans in the state, including the June 2009 Coos County Coordinated Human Services Public Transportation Plan.

A Coordinated Plan is distinct from a Transit Development Plan, which focuses on improving transit services generally, as well as from a Transportation System Plan that addresses all modes of transportation, including transit. 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. Coordination means the efficient and effective use of public transportation resources for getting people to important destinations, such as jobs, medical appointments and other essential services. Public transportation means all forms of public transportation, including transit, taxis, technology service companies such as Uber, shuttles, private bus lines such as Greyhound, Amtrak, etc.

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.

The Coordinated Plan is intended to focus regional resources on strategies with the greatest benefit to the target populations and the transportation service providers. Identifying critical needs, available resources, and strategies, are all steps intended to create efficiencies, reduce redundancy and continue to enable high- quality public transportation services. Funds are relatively limited for public transportation in general, particularly to the Section 5310 target populations. Therefore it is always important for public transit providers and their partners to make strategic, targeted investments that address critical needs.

The Coordinated Plan includes an Existing Conditions component that details current 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 includes descriptions of existing Countywide and regional transportation services, highlighting any gaps in transportation service and identifying the transportation needs of target populations. To respond to these needs, the Coordinated Plan provides strategies to meet these needs; and prioritizes transportation services, projects, investments, and/or other strategies. It addresses short-, mid-, and long-term strategies. Transit 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.

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The planning process is also an opportunity to engage and educate stakeholders and the public. Outreach to stakeholders is key to identifying gaps in service and developing coordination strategies to address these gaps.

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

EXISTING CONDITIONS

The Coordinated Plan includes demographic and socioeconomic analysis to inform the needs of public transportation users, or the services market. The Coordinated Plan includes descriptions of existing regional transportation services. This report will help highlight any gaps in transportation service and inform the needs of public transportation users within Coos County.

Area Profile

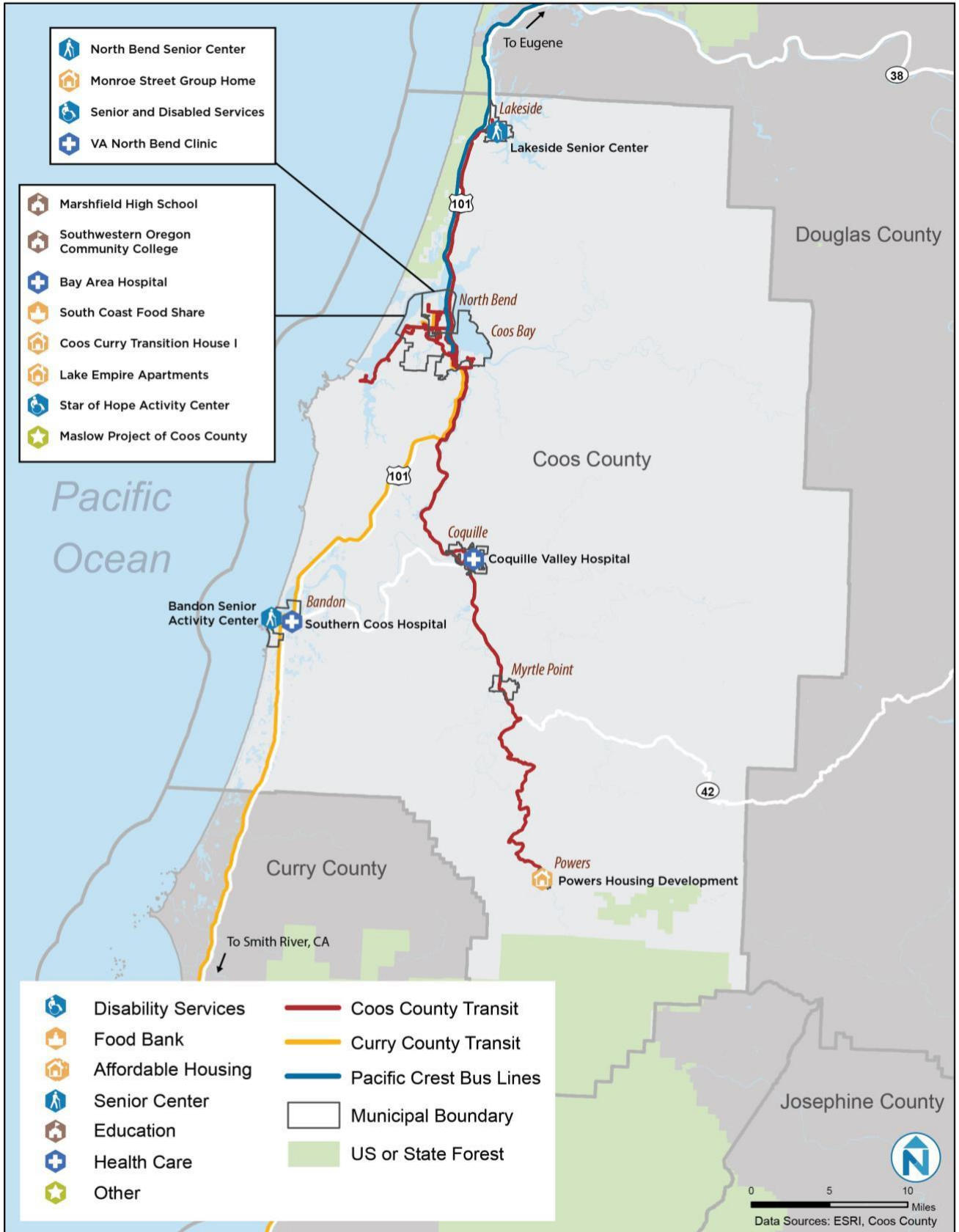
Coos County, located on the southern Oregon coast, covers 1,596 square miles and has a population of 62,753. The county is bordered by Douglas County to the north and east, Curry County to the south, and the Pacific Ocean to the west. Coos County makes up the Coos Bay Metropolitan Statistical Area, a Census designation for areas centered on an urban cluster with more than 10,000 people but less than 50,000 people. Coos County's major transportation artery is U.S. 101, running along the entire west side of the county.

Coos County's population density is low, with 39 people per square mile. Coquille, the county seat, lies in the central part of the county near other population centers including, Coos Bay, North Bend, and Myrtle Point.

An overview of the Coos County study area, including key destinations, is illustrated in Figure 1. The map highlights available transit service in the County as well as major services and attractions. These will be discussed in subsequent sections of the report

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Figure 1: Study Area



Population Centers

As shown in Figure 2, Coos Bay tops the list of population centers. The two cities with the smallest populations—Lakeside and Powers—experienced the most significant growth, percentagewise, in population from 2000 to 2013. Larger communities, such as Coos Bay and North Bend, also had population growth, while Coquille and unincorporated areas experienced a decrease in population. Overall, the county population decreased by 0.04% percent, compared to 14.5 percent growth for the state of Oregon between 2000 and 2013. This small decline of the county population coupled with relatively low growth in incorporated areas indicates a small population shift from rural areas to cities within the county.

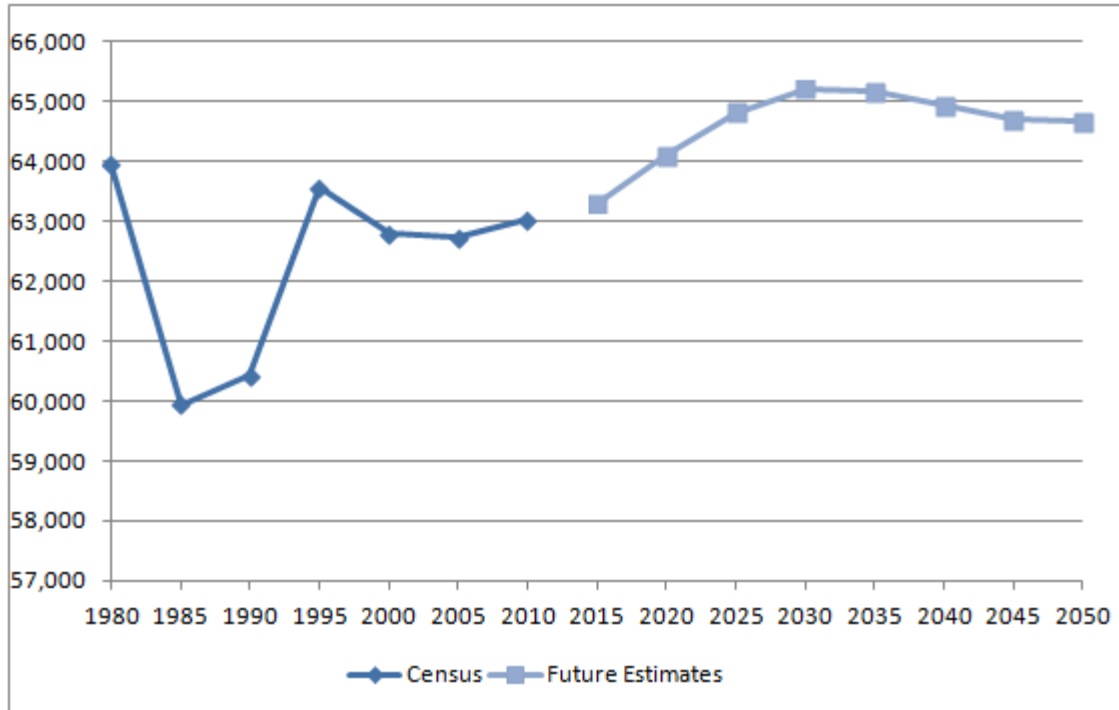
Figure 2: Population Centers in Coos County

Place		Population (2000)	Population (2013)	% Change (2000-2013)
Cities	Bandon	2,833	3,058	8%
	Coos Bay	15,374	15,982	4%
	Coquille	4,184	3,851	-8%
	Lakeside	1,371	1,643	20%
	Myrtle Point	2,451	2,454	0.1%
	North Bend	9,544	9,623	1%
	Powers	734	925	26%
Cities Total		36,491	37,536	3%
Unincorporated Coos County		26,288	25,217	-4%
Coos County		62,779	62,753	-0.04%

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

Figure 3 shows the historic and predicted population trends in Coos County. Population change patterns and future projections show minimal growth in the county population between 2015 and 2035, with a slight decline from 2040 to 2050. These projections, produced by the Oregon Office of Economic Analysis, utilize the cohort-component projection model, which “survives” the initial population size and allocates growth based upon predicted births, deaths, and migration.¹

Figure 3: Historic and Predicted Population in Coos County



Source: State of Oregon Office of Economic Analysis, 2013

Socioeconomic Conditions

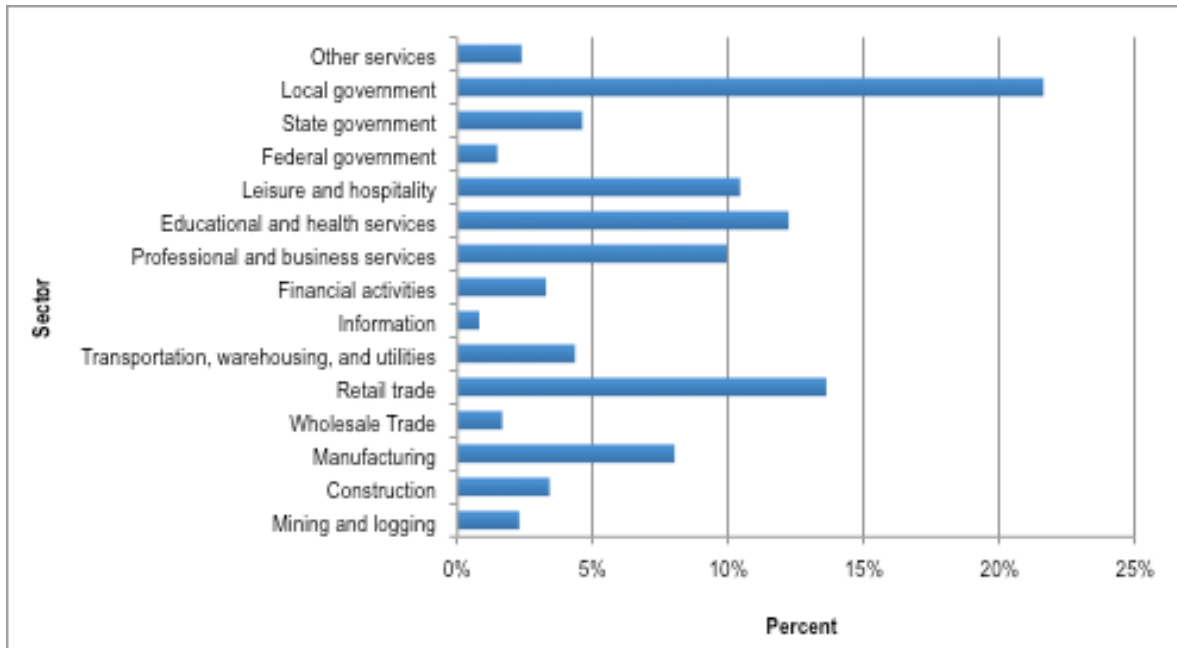
Demographic and socioeconomic conditions are strong indicators of the propensity for transit use. Specific population segments are considerably more likely to utilize transit for their transportation needs. Recent data from the U.S. Census Bureau’s American Community Survey (ACS) and Longitudinal Employer-Household Dynamics (LEHD) were collected and analyzed to describe the geographic distributions of population segments with high propensity for transit use. Planning for future human transportation services provisions requires an understanding of the geographic distributions of these population segments. Socioeconomic data regarding job growth by sector also paints a picture of when and where transit service may be needed.

¹ Office of Economic Analysis. 2013. Retrieved from <http://www.oregon.gov/DAS/OEA/Pages/demographic.aspx>.

Employment Patterns

As of December 2015, there were approximately 22,350 non-farm jobs in Coos County. Figure 4 shows the distribution of employment by sector. The largest proportion of employees works in local government (22%), retail trade (14%), and educational and health services (12%).

Figure 4: Non-Farm Employment by Sector in Coos County, December 2015



Note: A total of 810 employees from the Local Government sector are categorized as Indian Tribal.

Source: State of Oregon Employment Department

Transit-Supportive Demographics

Human services transportation focuses on older adults (65 and older), persons with disabilities, and low-income populations because these are typically segments of the population that have lower rates of automobile access and use. These populations require transportation to meet their everyday needs but may not have the means or the ability to drive an automobile. Figure 5 compares vulnerable populations nationally and in Oregon to those in Coos County and its cities. Coos County has a higher percentage of older adults compared to the state and nation overall. The majority of Coos County cities have a senior population of 20% or higher. Coos County also has a higher percentage of both persons with disabilities and low-income individuals compared to the state and nation.

Figure 5: Summary of Vulnerable Populations in Coos County, 2013

Place		Total Population	% of County	Older Adult Population	Population with Disabilities	Low-Income Population
Cities	Bandon	3,058	5%	30%	20%	28%
	Coos Bay	15,982	25%	20%	21%	37%
	Coquille	3,851	6%	22%	28%	25%
	Lakeside	1,643	3%	36%	31%	30%
	Myrtle Point	2,454	4%	20%	29%	43%
	North Bend	9,623	15%	19%	18%	24%
	Powers	925	1%	29%	35%	38%
Cities Total		37,536	60%	22%	22%	32%
Unincorporated Coos County		25,217	40%	23%	25%	29%
Coos County		62,753	100%	22%	23%	31%
Oregon		3,868,721	-	14%	15%	26%
United States		311,536,594	-	13%	13%	25%

Source: U.S. Census Bureau, 2009-13 American Community Survey 5-year Estimates

The following sections provide both tabular data and maps for older adults, low-income households, and persons with disabilities. Tables illustrate trends over time of these populations while the maps translate demographic numbers into densities per block group to highlight the areas that might be in need of transportation. Efficient public transportation relies upon densities of population that enable serving large numbers of passengers in any given timeframe. The maps display how many people per acre per block group fall into the three population categories. To allow comparison across the population groups, the same category breaks have been used for all three maps. For example, low-income individuals make up over 30% of the Coos County population, but the density at the block group level (shown in Figure 12) is very low.

Older Adults

As previously noted, Coos County had a larger proportion of the population 65 years or older in 2013 than the national and state averages. As illustrated in Figure 8, this growth has been primarily concentrated around Coos Bay, North Bend, Bandon, and Myrtle Point. The County population overall has slightly decreased, while the older adult population has increased, indicating a high propensity for aging in place. A cost of living and tax rates lower than the state average, as well as a concentration of health services, may also be factors.

Figure 6: Older Adult Population in Coos County by Place

Place		Population 65 or older (2000)	Population 65 or older (2013)	% Change (2000-2013)	Proportion 65 or older (2013)
Cities	Bandon	832	930	12%	30%
	Coos Bay	2,951	3,234	10%	20%
	Coquille	843	834	-1%	22%
	Lakeside	412	598	45%	36%
	Myrtle Point	484	491	1%	20%
	North Bend	1,635	1,799	10%	19%
	Powers	160	264	65%	29%
Cities Total		7,317	8,150	11%	22%
Unincorporated Coos County		4,703	5,773	23%	23%
Coos County		12,020	13,923	16%	22%
Oregon		438,177	560,073	28%	14%
United States		34,991,753	41,851,042	20%	13%

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

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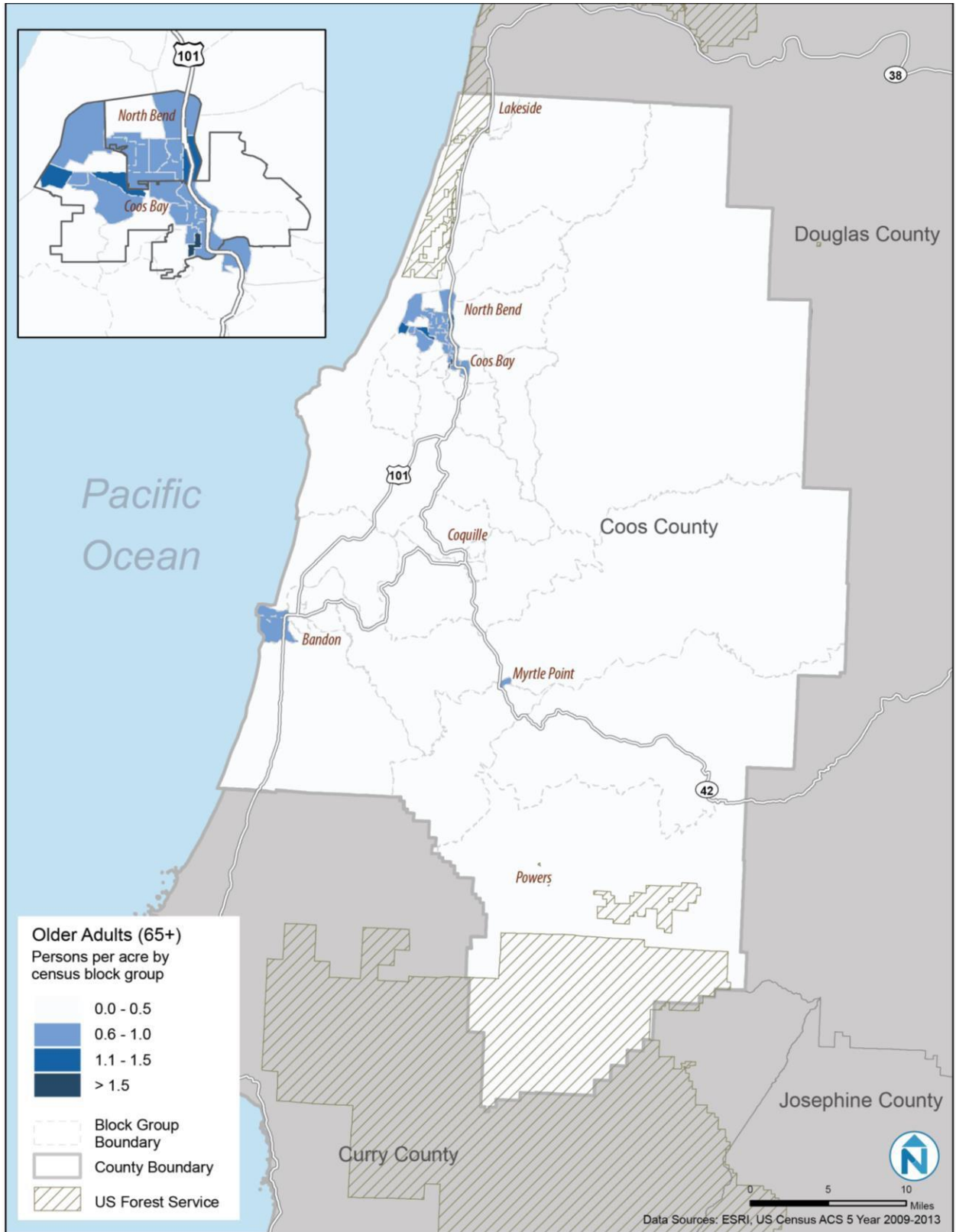
As shown in Figure 7, the older adult population is expected to grow. The Coos County proportion of older adults is expected to peak in 2030 at 32% before slightly declining to 30% by 2050, still far above state and national averages.

Figure 7: Forecasted Trends in Coos County Older Adult Population

Year	Total Population	Population 65 or older	Proportion 65 or older
2010	63,035	13,381	21%
2015	63,299	15,421	24%
2020	64,098	17,772	28%
2025	64,816	19,921	31%
2030	65,210	20,943	32%
2035	65,172	20,493	31%
2040	64,935	19,712	30%
2045	64,695	19,255	30%
2050	64,654	19,455	30%

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Figure 8: Population Density of Older Adults in Coos County



Persons with Disabilities

Figure 9 shows the proportions of persons with disabilities in Coos County, which are illustrated in Figure 10. Coos County experienced a decline in the population of persons with disabilities, falling 12% between 2000 and 2013. North Bend, Coos Bay, and Bandon all experienced large decreases in the population of persons with disabilities. Powers had significant growth (31%) in the number of persons with disabilities and had the highest percentage of population with disabilities in 2013, at 35%. While the highest concentrations of persons with disabilities are in Coos Bay, North Bend, Coquille and Myrtle Point, a large portion of persons with disabilities (5,886) also reside in outside of urbanized areas within the County.

Figure 9: Persons with Disabilities in Coos County by Place

Place		Total with a disability (2000) ^{1,2}	Total with a disability (2013)	% Change (2000-2013)	Proportion with a Disability (2013)
Cities	Bandon	737	591	-20%	20%
	Coos Bay	3,878	3,094	-20%	21%
	Coquille	896	978	9%	28%
	Lakeside	451	478	6%	31%
	Myrtle Point	678	696	3%	29%
	North Bend	2,100	1,566	-25%	18%
	Powers	242	317	31%	35%
Cities Total		8,982	7,720	-14%	22%
Unincorporated Coos County		6,531	5,886	-10%	25%
Coos County		15,513	13,606	-12%	23%
Oregon		593,301	523,827	-12%	15%
United States		49,746,248	37,008,659	-26%	13%

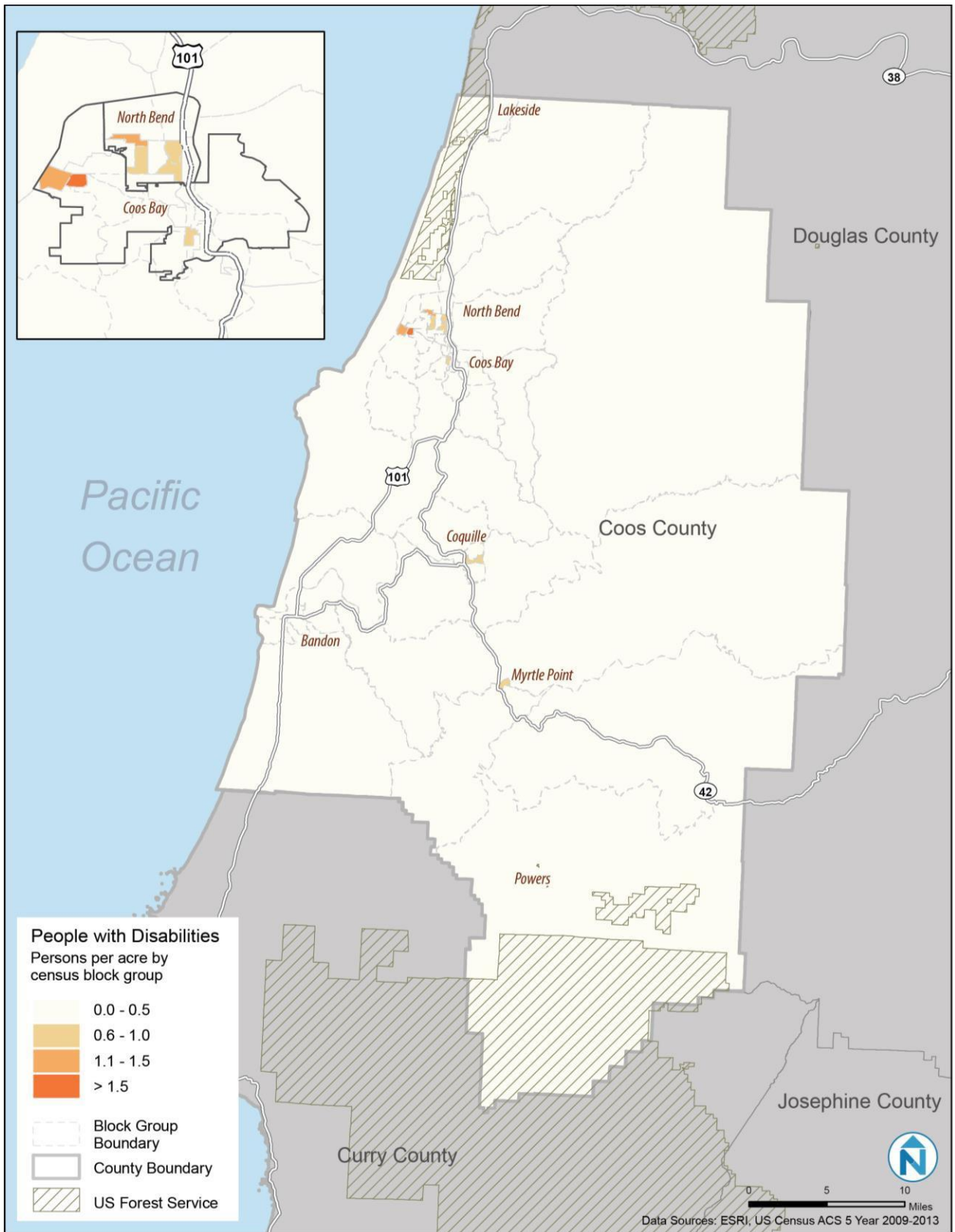
¹ Data for persons with disabilities only reflects the population ages 5 years and older.

² 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

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Figure 10: Population Density of Persons with Disabilities in Coos County



Low-Income

“Low-income” is defined as a person whose income totals less than 150% of the poverty level. Figure 11 shows trends in the proportion of low-income residents within Coos County and the U.S. Between 2000 and 2013, Coos County’s low-income population grew by 15%, which was less than both the state and the nation. Of all residents in Coos County, 31% had low incomes in 2013, with concentrations primarily around Coos Bay, North Bend, Coquille, and Myrtle Point. Overall, the low-income population rate of change from 2000-2013 varied widely throughout the County, with Bandon, Coos Bay, and Lakeside seeing increases of 40% or more, while other communities, such as Coquille, experienced a decrease of 26%. Total numbers of low income persons suggest no major shift, however, between rural and urban areas in concentrations of these populations.

Figure 11: Low-Income Population in Coos County by Place

Place		Population with Incomes <150% Poverty Level (2000) ^{1,2}	Population with Incomes <150% Poverty Level (2013)	% Change (2000-2013)	Proportion of Population with Incomes <150% Poverty Level (2013)
Cities	Bandon	2,748	3,017	45%	28%
	Coos Bay	15,026	15,677	40%	37%
	Coquille	4,100	3,687	-26%	25%
	Lakeside	1,371	1,643	40%	30%
	Myrtle Point	2,501	2,421	27%	43%
	North Bend	9,561	9,487	-1%	24%
	Powers	733	925	20%	38%
Cities Total		36,040	36,857	20%	32%
Unincorporated Coos County		25,494	24,668	7%	29%
Coos County		61,534	61,525	15%	31%
Oregon		680,596	998,512	47%	26%
United States		57,320,149	75,713,774	32%	25%

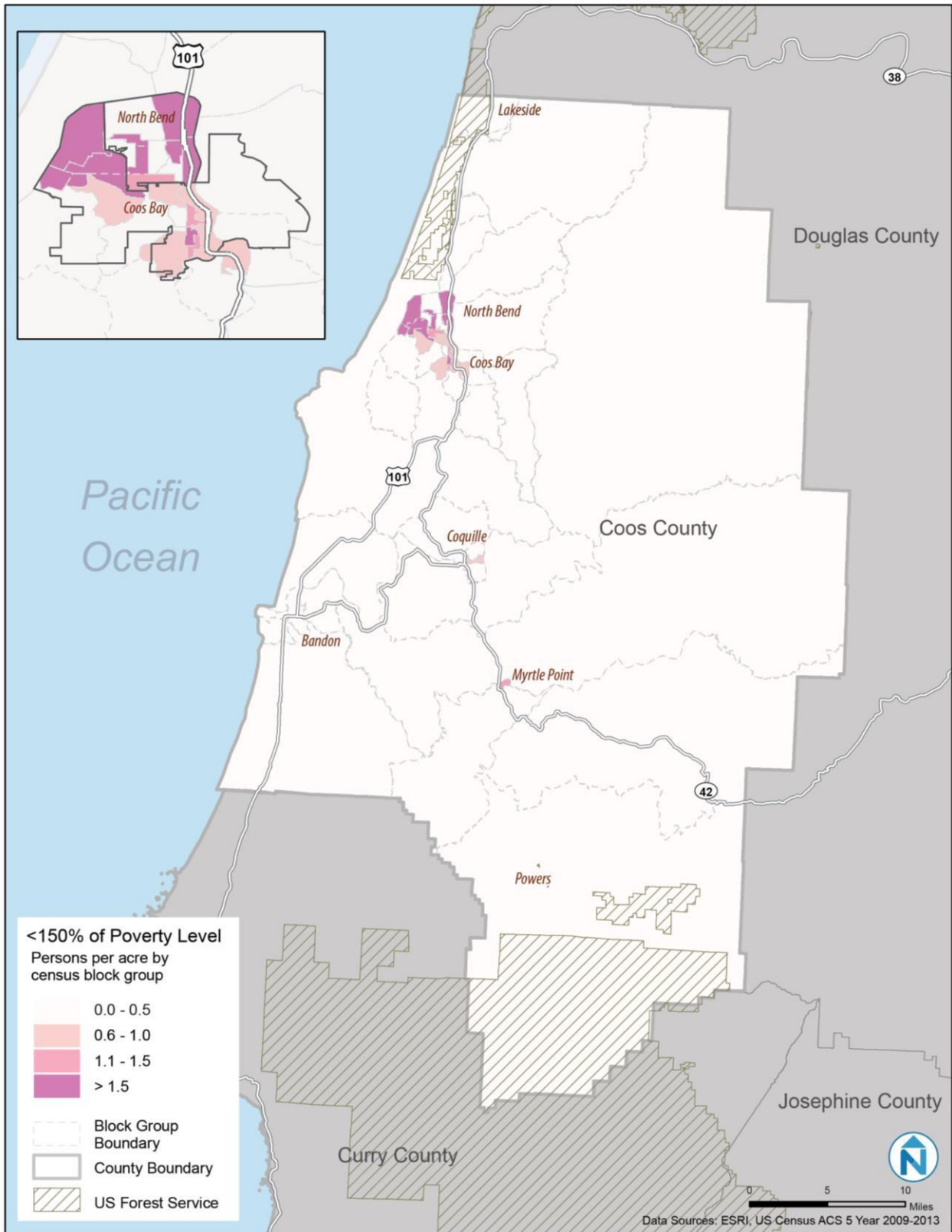
1 Data for persons of low-income only reflects a portion of the population for which poverty status is determined. The income cannot be determined for children under the age of 15 not related by birth, marriage, or adoption to a reference person within the household, therefore their poverty status cannot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

2 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

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Figure 12: Population Density of Low-Income Residents in Coos County



Veterans

Veterans tend to have a higher propensity for using transit, relying on public transportation for work, education, healthcare, and other trip purposes. Although Veterans are not directly included in the Transit Propensity Index (discussed in one of the following sections), the selected indicators for the Transit Propensity Index address the underlying factors, which influence the demand for veteran public transportation needs. Coos County is home to approximately 8,013 veterans, or 13% of the county population (relative to 8.4% for the entire state).²

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 LEP people, transit providers should offer extra assistance to riders in a competent and effective manner to ensure services are safe, reliable, convenient, and accessible to those persons. Although LEP is not directly included in the Transit Propensity Index (discussed in the following section), the selected indicators for the Transit Propensity Index address the underlying factors, which influence the demand for LEP services. Coos County has a very low rate of LEP, with approximately, 0.4% of total households (relative to 2.9% for the entire state).³

Transit Propensity Index

The Transit Propensity Index (TPI) is a composite indicator adding the densities of the three target populations within a given geography. Each of the three densities (older adults, low-income households, and persons with disabilities) is equally weighted in the TPI. Figure 13 illustrates how the TPI allows for geographic comparisons that take all three variables into account, allowing for a potentially more holistic assessment of the need for transit (or the likelihood that transit could be useful). To allow for comparisons of each of the three target populations, the previous maps used the same category thresholds for population density. However, the TPI map (Figure 14) divides Coos County's Census Tracts using quantile analysis, meaning that for each of the three populations the block groups are rated relative to each other (highest density, second highest density, etc.) regardless of how the density compares to that of the other populations.

² American Community Survey 5-year Estimates, 2009-2013

³ Ibid

Figure 13: Transit Propensity Index Methodology

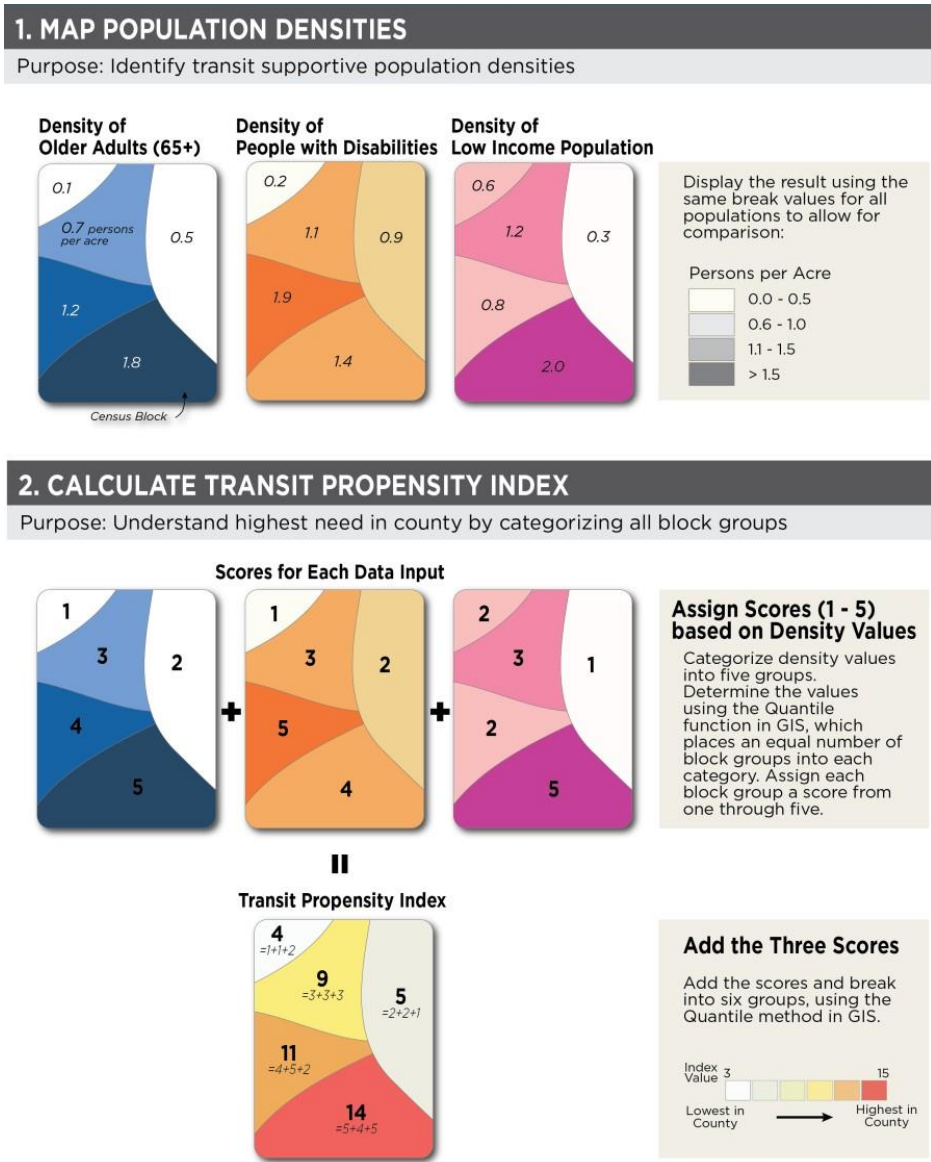
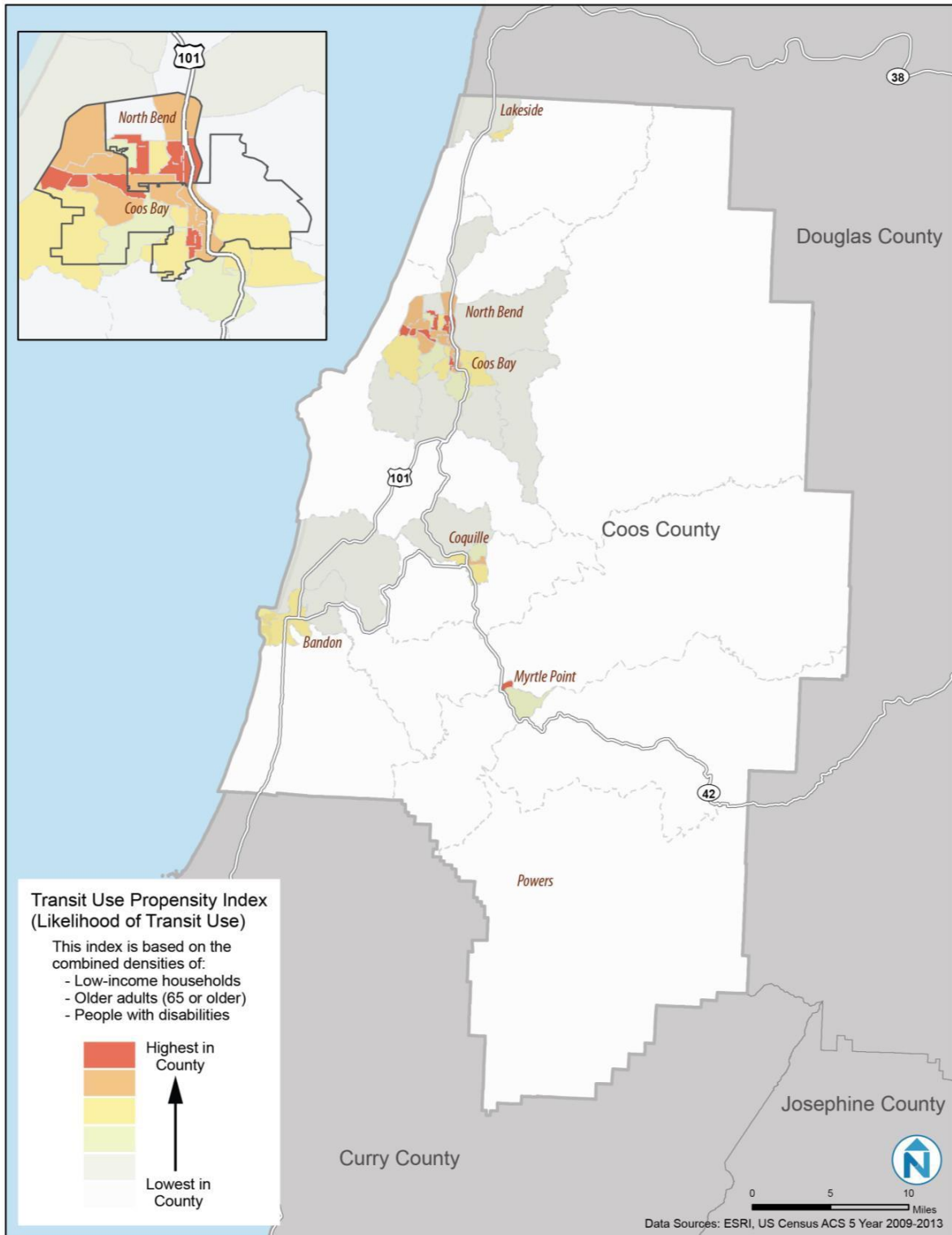


Figure 14 shows the TPI for Coos County illustrated across Census Tracts. North Bend and Coos Bay have the highest relative propensity for transit use. A small portion of Myrtle Point also has a high relative propensity for transit use. Among the other cities within Coos County, Powers has the lowest relative propensity for transit use.

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Figure 14: Transit Propensity Index for Coos County



Major Attractions and Work Commutes

Approximately 21,459 people were employed within Coos County in 2013, of which 71% also lived in Coos County. As shown in Figure 15, employees travel from surrounding counties to jobs in Coos County, with the highest numbers coming from Douglas and Lane counties.

Figure 15: Employment Flow of Coos County

	Number of Employees	Percent of All Employees
People that work and live in Coos County	15,207 ^A	71%
People that work in Coos County and live outside Coos County	6,252	29%
Clackamas County, OR	153	1%
Curry County, OR	572	3%
Douglas County, OR	1,670	8%
Jackson County, OR	287	1%
Josephine County, OR	448	2%
Lane County, OR	1,047	5%
Linn County, OR	126	1%
Marion County, OR	168	1%
Multnomah County, OR	287	1%
Washington County, OR	287	1%
Other	158	6%
Total People employed in Coos County	21,459^B	100%

Source: LEHD

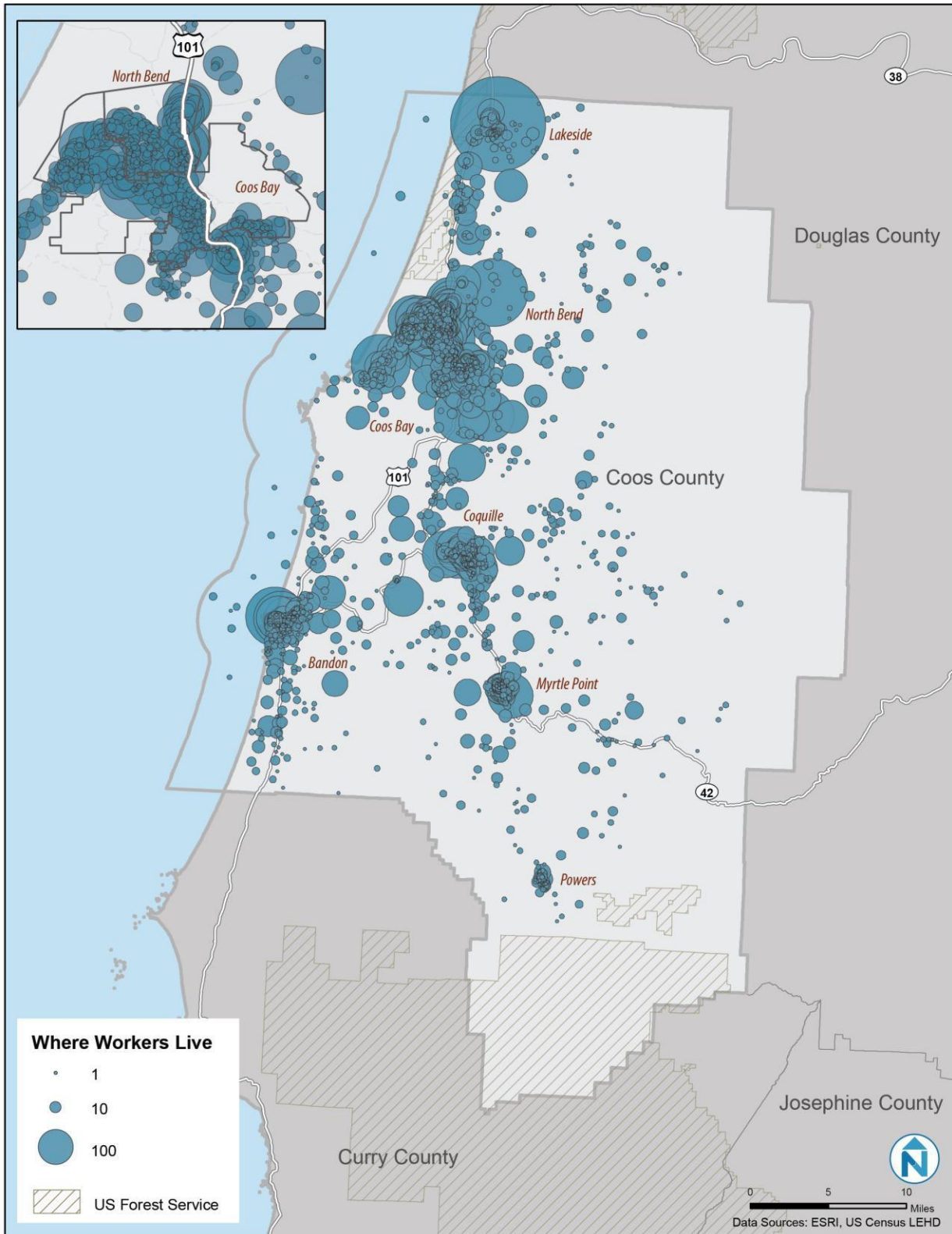
A: Refer to Figure 16 for home locations of individuals that both live and work in Coos County

B: Refer to Figure 17 for employment locations of all workers within Coos County

The home locations of workers that both live and work in Coos County are illustrated in Figure 16. Home locations are primarily concentrated in Coos Bay, North Bend, Bandon, Coquille, and Lakeside, but there are also Coos County employees that reside in rural areas of the County. In the western portion of the county, home locations are concentrated in the cities, while in the eastern and southern portions of the county, home locations are more spread out and therefore more difficult to serve with transit. Figure 17 illustrates that work locations for employees living in Coos and surrounding counties are primarily concentrated in Coos Bay and North Bend. Coos County residents also commute outside of the county with hundreds of employees working in Roseburg, Grants Pass, Salem, Medford, and Eugene.

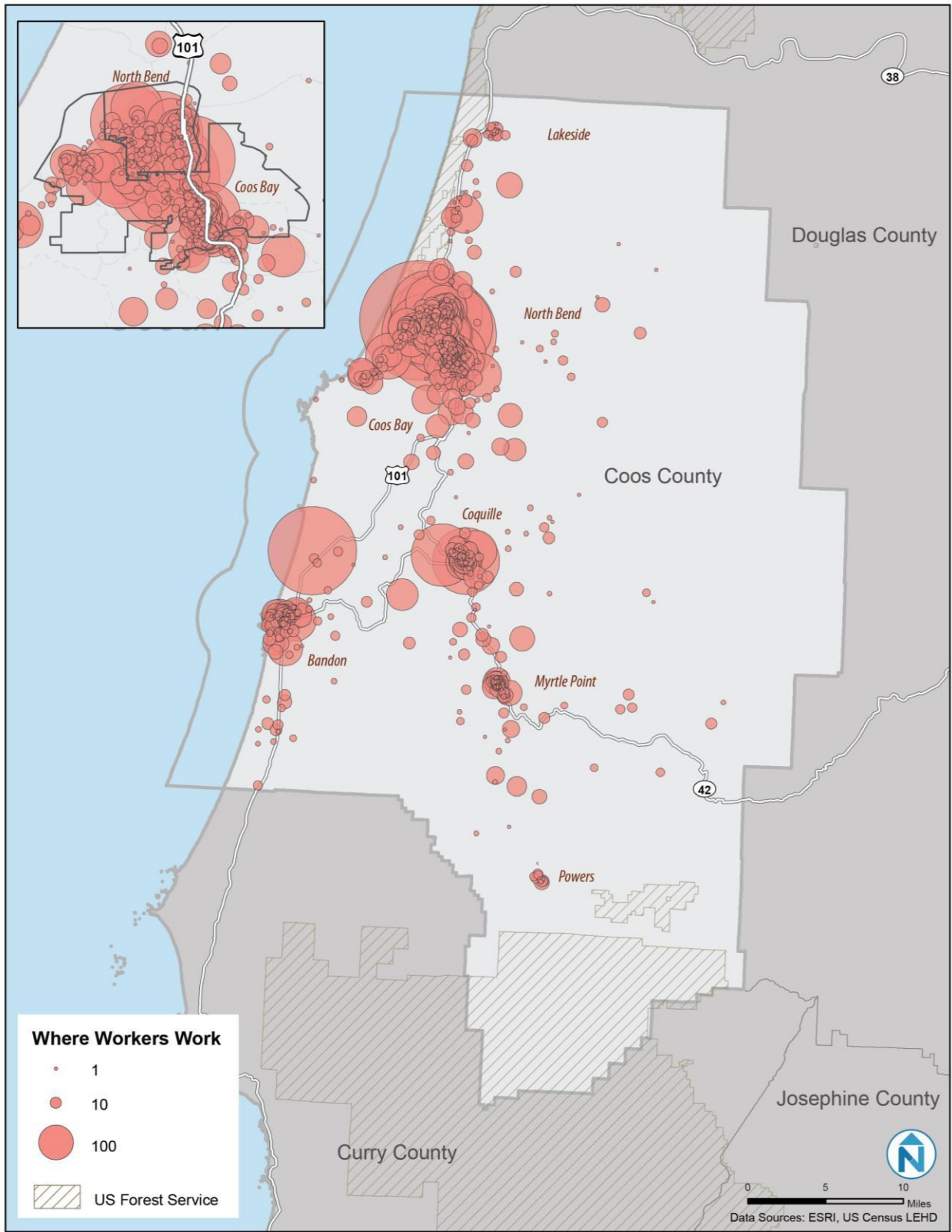
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Figure 16: Home Locations for Coos County Workers



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Figure 17: Work Locations for Coos County Workers



EXISTING TRANSIT SERVICES

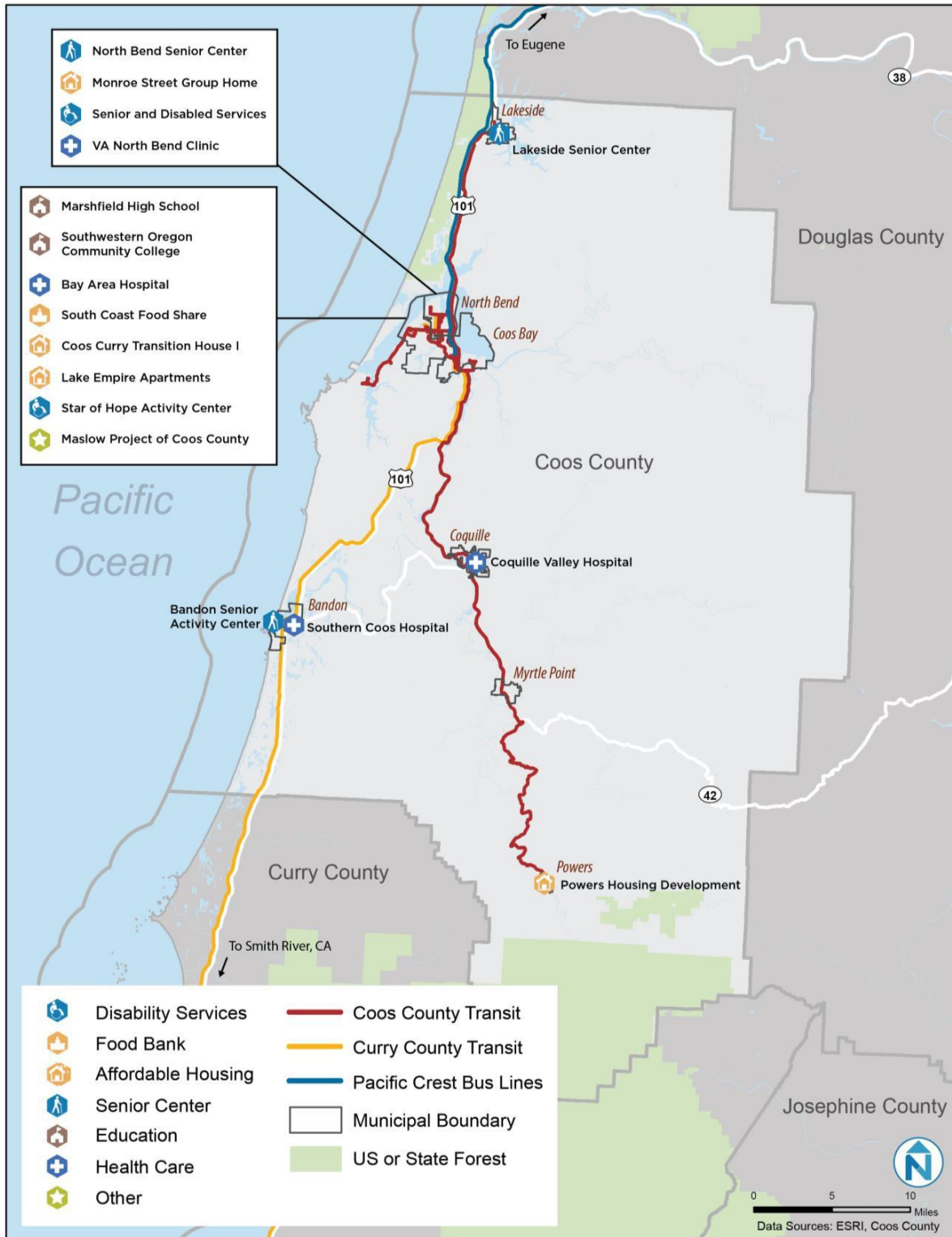
Transit service is concentrated in the northwest region of Coos County, extending out to other major cities within the county and neighboring counties. Coos County Area Transit (CCAT) operates fixed-route and demand-response service, commuter, and complimentary paratransit. Regional transportation options provide transit to neighboring counties, including Curry, Douglas, and Lane counties. TransLink provides local and regional non-emergency medical transportation for Coos County residents with Medicaid. Additionally, there are some local facilities and organizations that provide transportation for clients.

Figure 18 displays the transit service areas. Transit service available within Coos County include:

- a. Local Public Transportation Service**
 - i. CCAT Loop
 - ii. CCAT Intercity Connector
 - iii. CCAT Lakeside – Hauser & Loop Express
 - iv. CCAT Dial-A-Ride
 - v. Powers Stage
- b. Regional Transportation Service**
 - i. Amtrak
 - ii. Coastal Express
 - iii. Greyhound
 - iv. Pacific Crest Bus Lines
 - v. TransLink
- c. Client-Based Transportation Service**
 - i. Baycrest Village
 - ii. Pacific View Senior Living Community
 - iii. Inland Point
 - iv. Ocean Ridge
 - v. South Coast Head Start
 - vi. Star of Hope Sheltered Workshops
- d. Other Transportation Service**
 - i. Bay Cities Ambulance
 - ii. Disabled American Veterans
 - iii. Millennium Transportation
 - iv. South Coast Taxi
 - v. Yellow Cab

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Figure 18: Coos County Transit Service



Local Public Transportation Service

Transportation services provided in Coos County by public entities are summarized below.

Coos County Area Transit (CCAT) Loop

Service Area Description	Fixed-route service in the Bay Area region serving Coos Bay, North Bend, and adjacent unincorporated communities.
Days and Hours of Operation	West Loop: Monday–Friday, four runs between 8:20 a.m. to 4:30 p.m. East Loop: Monday – Friday, four runs 8:10 a.m. to 4:20 p.m.
Fare	General Public: \$1.25; Youth (6-17): \$.50; Children (under 6): Free when accompanied by a chaperone. Southwestern Oregon Community College students and staff can purchase a Monthly CCAT Student Pass for \$60.
Connections to other services	Amtrak, CCAT Intercity Connector, CCAT Lakeside–Hauser & Loop Express, Coastal Express, Greyhound, Pacific Crest Bus Lines, Powers Stage

Coos County Area Transit (CCAT) operates two loop services throughout Coos Bay and North Bend: the East and West Loops. Both routes have similar service hours between about 8:10 a.m. to 4:32 p.m., Monday through Friday.

The East Loop runs along the eastern side of Coos Bay extending to the neighboring unincorporated communities of Bunker Hill and Eastside. A single loop makes 36 stops over a duration of two hours. The service makes three full loops, while the fourth makes only 26 stops.

The West Loop runs along the western coast of Coos Bay extending to the neighboring unincorporated communities of Charleston and Empire. A single loop makes 35 stops over a duration of two hours. The service makes three full loops, while the fourth makes only 27 stops.

The CCAT Loop service vehicle fleet, listed in Figure 21, includes two 16-passenger buses, which are ADA accessible and have two wheelchair securements spaces.

CCAT Intercity Connector

Service Area Description	Fixed-route service between Myrtle Point, Coquille, and Coos Bay.
Days and Hours of Operation	Monday – Friday, one morning route 7:30 a.m. to 10:00 a.m. and one afternoon route 2:15 p.m. to 4:40 p.m.
Fare	General Public: \$2.00 per intercity segment; Youth (6-17): \$1.00; Children (under 6): Free when accompanied by paying passenger; Personal Care Assistants (PCA): Free when accompanying a person with disabilities. Southwestern Oregon Community College students and staff can purchase a CCAT Student Pass for \$60 per term.
Connections to other services	CCAT Loop, CCAT Lakeside – Hauser & Loop Express, Coastal Express, Pacific Crest Bus Lines, Powers Stage

The Intercity Connector operates between Myrtle Point, Coquille, and Coos Bay. There are two runs per day for this service, Monday through Friday. The morning route departs Myrtle Point at 7:30 a.m., makes three stops in Coquille, and makes several stops in Coos Bay, before returning to Myrtle Point at 10:00 a.m. The afternoon route departs Coquille at 2:15 p.m., makes several stops in Coos Bay, returns to Coquille, and makes its final stop in Myrtle Point at 4:40 p.m. Fares are determined per intercity segment, which is defined as “from one community to the next”.

Therefore, a trip from Myrtle Point to Coos Bay would cost a total of \$4 one-way, \$8 round-trip. Reservations are not required but recommended to guarantee a spot on the bus.

The CCAT Intercity Connector service vehicle fleet, listed in Figure 21, includes two 12-passenger buses, which are ADA accessible and have two wheelchair securements spaces.

CCAT Lakeside – Hauser & Loop Express Connector

Service Area Description	Fixed-route service between Lakeside, Hauser, North Bend, and Coos Bay. Includes both full loop service between Lakeside and Coos Bay as well as express loop service between Coos Bay and North Bend.
Days and Hours of Operation	Lakeside – Hauser & Express Loop: Mondays, Wednesdays, and Fridays: three runs between 8:30 am to 4:25 pm.
Fare	Lakeside – Hauser Connector: \$2.00 one-way, \$4.00 round trip Loop Express - General Public: \$1.25; Youth (6-17): \$.50; Children (under 6): Free when accompanied by a chaperone. Southwestern Oregon Community College students and staff can purchase a CCAT Student Pass for \$60 per term.
Connections to other services	CCAT Loop, CCAT Intercity Connector, Coastal Express, Pacific Crest Bus Lines, PowersStage

The Lakeside – Hauser Route and Loop Express Service provides a fixed-route loop service between Lakeside, Hauser, North Bend, and Coos Bay, along with a loop express service between Coos Bay and North Bend. Available Mondays, Wednesdays, and Fridays, the service departs Lakeside at 8:30 a.m., makes multiple stops in Hauser, proceeds to North Bend, makes several stops throughout Coos Bay, and makes its final stop in Coos Bay at 9:46 a.m. The service then changes to an express loop within Coos Bay and North Bend from 9:56 a.m. to 11:08 a.m. before returning to Lakeside to begin the one-way trip from Lakeside, Hauser, North Bend, Coos Bay again. A total of 7 runs are made per day, three trips from Lakeside, Hauser, North Bend, and Coos Bay and four runs of the Coos Bay – North Bend Express.

The CCAT Lakeside – Hauser & Loop Express Connector service vehicle fleet, listed in Figure 21, includes one 16-passenger bus, which is ADA accessible and has two wheelchair securements spaces.

CCAT Dial-A-Ride

Service Area Description	Origin-to-destination wheelchair accessible transportation within Coos Bay, North Bend, Bandon, Coquille, and Myrtle Point.
Days and Hours of Operation	Coos Bay, North Bend, and Bandon: Monday–Friday 8:15 a.m. to 4:30 p.m. Coquille: Monday–Friday 8:15 a.m. to 12:00 p.m. and 1:00 p.m. to 2:00 p.m. Myrtle Point: Monday–Friday 10:00 a.m. to 3:00 p.m.
Fare	General Public: \$2.00 per person per ride; Seniors/Persons with Disabilities: \$1.50 per person per ride; Youth (6 to 17): \$1.00 per person per ride; Children under 6: Ride free when accompanied by a paying passenger; Personal Care Assistants (PCA): No Charge
Connections to other services	May be used to connect to other services but not part of the service design

CCAT operates Dial-A-Ride service throughout five of the cities within Coos County. The Bay Area Dial-A-Ride service operates within the city limits of North Bend and Coos Bay. Bandon Dial-A-Ride operates only within the city limits of Bandon. Riders using the Coquille or Myrtle Point Dial-A-Ride can travel in the city limits of Coquille and Myrtle Point.

Passengers who live three-quarters of a mile or more of a Loop Bus route, are over the age of 60, or are a person with a disability are eligible to use this service. Rides must be requested between the hours of 8 a.m. and 5 p.m. Monday through Friday at least one day in advance, but reservations can be made up to 2 weeks in advance. It is considered excessive if you cancel or no show 10% or more of your scheduled trips, with a minimum of six (6) cancellations, within any calendar month. Upon first violation within a calendar year a person will receive a warning letter. The second violation will result in a seven (7) day suspension of service. Additional violation will result in service suspension that are progressive in nature. All service suspensions are subject to appeal.

The CCAT Dial-A-Ride vehicle fleet, listed in Figure 21, includes five vehicles for the Bay Area Dial-A-Ride, one vehicle for the Bandon Dial-A-Ride, one vehicle for the Myrtle Point Dial-A-Ride and one vehicle for the Coquille Dial-A-Ride.

Powers Stage

Service Area Description	Service between Powers Housing Development in Powers to Myrtle Point, Coquille, North Bend, and Coos Bay.
Days and Hours of Operation	Thursdays, Departing Power 8:30 a.m. to 10:00 a.m. to 4:30 p.m.
Fare	\$2.00 per intercity segment
Connections to other services	CCAT Loop, CCAT Intercity Connector, CCAT Lakeside – Hauser & Loop Express, Coastal Express, Pacific Crest Bus Lines

Powers Stage Housing Development provides affordable housing support to persons with low-income. CCAT provides commuter-demand-response service transportation from Powers Stage Housing Development to Myrtle Point, Coquille, North Bend, and Coos Bay every Thursday. Reservations are required to use this service and must be made by the Wednesday prior to departure. The service is primarily used for access to retail but passengers can also receive transportation to medical appointments or other requested errands. There is one morning departure from Powers Housing Development at 8:30 a.m., which stops in Myrtle Point and Coquille before arriving in Coos Bay/North Bend at 10:00 a.m. and returning back to Power Stage Housing Development by 4:00 p.m. Fares are determined per intercity segment, which is defined as “from one community to the next”, therefore, a trip from Powers to Coos Bay would cost a total of \$6 one-way, \$12 round-trip.

The CCAT vehicle fleet, listed in Figure 21, includes one 8-passenger vehicle for the Powers Stage route, equipped with one wheelchair securement space.

CCAT Ridership

Figure 19 shows the annual ridership for all CCAT Transportation services (fixed-route and Dial-A-Ride) from FY 10/11 to FY 14/15. Ridership significantly decreased between FY 10/11 and FY 11/12 but has remained fairly steady between FY 12/13 to FY 14/15. Figure 20 shows the ridership for all CCAT Transportation services from FY 10/11 to FY 14/15 by quarter. Ridership repeatedly peaks around the summer months (QTR 1 and QTR 4). Ridership has been relatively steady for the past few years at approximately 12,000 rides per quarter.

Figure 19: CCAT Ridership, FY10/11– FY14/15

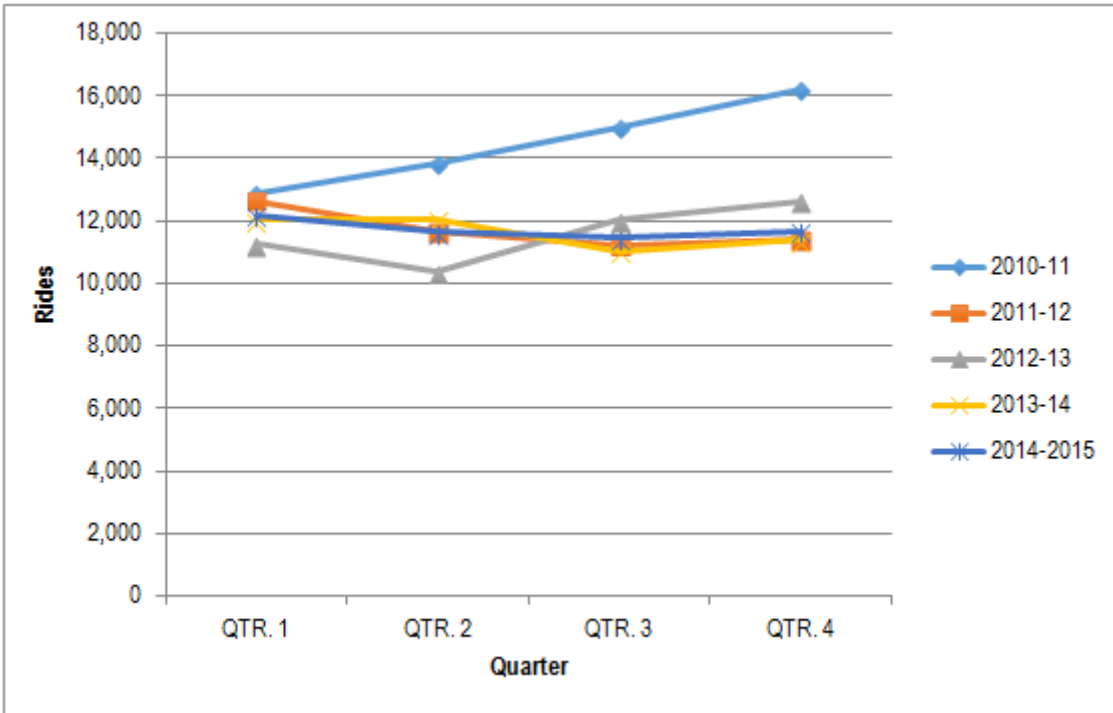
Fiscal Year	Ridership	% Change from Previous Fiscal Year
FY 10/11	57,844	N/A
FY 11/12	46,918	-19.0%
FY 12/13	46,286	-1.3%
FY 13/14	46,424	0.5%
FY 14/15	46,924	-1.3%

Note: Ridership data includes CCAT Loop, CCAT Intercity Connector, CCAT Dial-A-Ride, and Powers Stage.

Source: Coos County Area Transit

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Figure 20: CCAT Ridership Trends, FY10/11 – FY14/15



Note: Ridership data includes CCAT Loop, CCAT Intercity Connector, CCAT Dial-A-Ride, and Powers Stage.

Source: Coos County Area Transit

CCAT Vehicle Fleet

CCAT has a total of 14 vehicles available for fixed-route, demand-response, and commuter services. Figure 21 lists the year, type, mileage, primary and back-up uses, number of passengers, and number of wheelchair securement spaces for each CCAT vehicle.

Figure 21: CCAT Vehicle Fleet

Year	Type	Mileage	Service Use	# Pass	# WC
1999	1999 GC II	226,023	Fixed-Route Back up	14	2
2002	2002 Aerotech	243,966	DAR Back-up	12	2
2001	2001 Starcraft	206,057	Powers	8	1
2007	2007 Aerolite	124,312	Bay Area DAR	10	1
2008*	2008 Aerolite	153,984	Bay Area DAR	10	1
2009	2009 Elkhart	124,745	Lakeside-Reedsport	16	2
2009	2009 Starcraft	128,293	Bay Area DAR	10	1
2009	2009 Starcraft	136,653	Bandon DAR	10	1
2009	2009 Aerolite II	137,040	Intercity Connector & Myrtle Point DAR	12	2
2009*	2009 Aerolite II	155,028	Intercity Connector & Coquille DAR	12	2
2010*	2010 Ford Startrans	149,618	East Loop Fixed Route	16	2
2010*	2010 Ford Startrans	146,729	West Loop Fixed Route	16	2
2013	2013 Ford Startrans	65,572	Bay Area DAR	5	2
2014	2014 Starcraft Starlite	15,289	Bay Area DAR	7	2

Vehicles with a "*" are considered replaceable or need to be replaced soon.

Source: Coos County Area Transit

CCAT Funding

The most recent funding information available for CCAT covers FY 2015/2016 (July 2015 to June 2016). CCAT receives funding from local sources as well as federal and state grants. Local sources for the adopted FY 2015/2016 budget totaled to \$85,440, including advertising, donations, fares, local funds, rent and service contracts. A total of \$496,600 was secured through federal grant sources, including 5310 and 5311 funds. STF funds provide CCAT with an additional \$190,500 of income. CCAT's total income of \$772,500 which would not fully cover the budgeted expenses of \$871,000. However, from July to December 2015, CCAT total financial resources (including cash on hand) totaled to \$559,000, exceeding expenditures of \$361,000 by \$198,000.

CCAT Technology

Currently, CCAT uses the Mobilitat Easy Rides system for dispatching. All vehicles are equipped with surveillance cameras and two-way radios for driver and dispatcher communication. CCAT expects that technological improvements will be necessary in the future but additional funding will need to be secured for those investments.

Regional Transportation Service

Regional transportation services within Coos County include Amtrak, Coastal Express, Greyhound, Pacific Crest Bus Lines, and non-emergency medical (NEMT) local and regional transportation provided by TransLink.

Pacific Crest Bus Lines (Amtrak Thruway Service)

Service Area Description	Route from Eugene to Coos Bay with stops in Coos Bay, Reedsport, Florence, and Eugene.
Days and Hours of Operation	Monday – Friday. AM routes also available on Sundays Coos Bay to Eugene: AM run departing at 7:15 a.m., arriving at 9:35 a.m.; PM run departing at 12:35 p.m., arriving at 3:05 p.m. Eugene to Coos Bay: AM run departing at 10:05 a.m., arriving at 12:20 p.m.; PM run departing at 4:05 p.m., arriving at 6:25 p.m.
Fare	Varies by destination Coos Bay to Reedsport: \$15.00, Coos Bay to Florence: \$17.00, Coos Bay to Eugene: \$33.00, Eugene to Florence: \$25.00, Eugene to Reedsport: \$27.00
Connections to other services	CCAT Loop, CCAT Connector CCAT Lakeside – Hauser & Loop Express, Coastal Express, Pacific Crest Bus Lines, Powers Stage

Pacific Crest Bus Lines operates a route from Coos Bay to Eugene Sundays through Fridays. There are four trips per day between Coos Bay and Eugene Monday through Friday, and two trips per day on Sundays. Fares range from \$15 for Coos Bay to Reedsport and up to \$33 for Coos Bay to Eugene. All vehicles are wheelchair accessible.

Greyhound

Service Area Description	Connections throughout North America
Days and Hours of Operation	2 morning trips northbound

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Fare	Varies by destination \$39 to \$50 for Coos Bay to Portland \$30 Coos Bay to Eugene \$24 to \$44 for Coos Bay to Brookings (via northbound through Eugene)
Connections to other services	Connections to local transit service at most stations

Greyhound has a Coos Bay bus station offering ticketing and a waiting area for arriving and departing buses. The station is located at 126 Market Ave in downtown Coos Bay. Greyhound partners with Pacific Crest using the Thruway service to Eugene before connecting to other Greyhound buses there.

Coastal Express

Service Area Description	Fixed-route transit between Smith River, CA and Oregon communities: Harbor, Brookings, Gold Beach, Port Orford, Bandon, Coos Bay, and North
Days and Hours of Operation	Monday – Friday, see Figure 22
Fare	\$4 per city segment; Students/Seniors/Disabled: \$2 per city segment; Active Duty Military Personnel and Veterans traveling to an appointment at the Brookings or Coos Bay VA Clinics: Free
Connections to other services	CCAT Loop, CCAT Intercity Connector, CCAT Lakeside – Hauser & Loop Express, Pacific Crest Bus Lines, Powers Stage, Redwood Coast Transit, SouthWest POINT

Curry Public Transit's Coastal Express is a fixed-route service operating along U.S. 101 between Smith River, CA and North Bend, OR. The service is available Monday through Friday with fares at \$4 per city segment. A trip from Smith River to Harbor or Brookings would cost \$4 while a trip from Smith River to North Bend would cost \$24. Monthly passes (\$50 for unlimited rides) and punch cards (\$20 for \$22 worth of rides) are also available.

Riders are also able to flag the bus at a location other than a designated stop but must call the dispatcher at least an hour in advance. Package delivery is also available on this service at the same cost as a passenger ride. All Coastal Express buses are ADA accessible and are equipped with bike racks for up to two bicycles. Passengers who bring along a bicycle must pay \$1 per city segment in addition to the original fare. Figure 22 shows the schedule for the Coastal Express.

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Figure 22: Curry County Transit Coastal Express Schedule

Route	Direction	Departure	Arrival
Brookings to Smith River	Southbound	6:20 a.m.	6:30 a.m.
		8:45 a.m.	9:15 a.m.
		9:15 a.m.	9:45 a.m.
		1:45 p.m.	2:15 p.m.
Smith River to Brookings	Northbound	6:30 p.m.	7:05 p.m.
Smith River to North Bend	Northbound	6:45 a.m.	10:55 a.m.
		11:15 a.m.*	2:35 p.m.
		2:15 p.m.	6:20 p.m.
North Bend to Smith River	Southbound	7:25 a.m.	10:45 a.m.*
		11:10 a.m.	2:40 p.m.*
		2:30 p.m.	6:30 p.m.

* Arrival or departure is in Brookings not Smith River.

TransLink

Service Area Description	Medicaid Transportation Broker for Jackson, Josephine, Douglas, Coos, Curry, Lake and Klamath Counties
Days and Hours of Operation	Monday–Friday 7:00 a.m. to 6:00 p.m. (office hours)
Fare	Fareless
Connections to other services	May be used to connect to other services; not service design

TransLink, the regional broker of non-emergency medical transportation (NEMT) for Medicaid recipients, is an important provider of specialized services. Rouge Valley Transportation District (RVTD) provides this service for Western Oregon Advanced Health— the Coordinated Care Organization (CCO) in Coos and Curry Counties—Oregon Health Plan (OHP) members living in Jackson, Josephine, Douglas, Coos, Curry, Lake and Klamath counties, and other Coordinated Care Organizations in Jackson, Josephine, and Klamath Counties. Transportation is provided free of charge to those eligible clients living in Coos and Curry counties, who have no other way to get to their medical services.

TransLink contracts with the following transit providers in the region to provide this service for residents in Coos County:

- Bay Cities Ambulance
- B & R Medical Transport
- Central Coast Transportation
- Curry Public Transit
- Grants Pass Cab
- Millennium Transport
- United Community Action Network
- Yellow Cab

In 2015, NEMT rides provided by all of these providers totaled to 48,696.

Client-Based Transportation Service

Several transportation services in Coos County are privately provided to specific clients.

Baycrest Village

Baycrest Village is a senior assisted living facility located in North Bend which offers wheelchair accessible cutaway buses to its residents for scheduled social outings, shopping, and limited medical appointments.

Bayside Terrace

Bayside Terrace is an assisted living facility located in Coos Bay. The facility has a 15-passenger vehicle available used for transporting residents to scheduled social outings, shopping, and medical appointments. Walmart is the most popular trip destination. The vehicle is equipped with a wheelchair lift and two on-board wheelchair securement spaces.

Inland Point

Inland Point is a senior assisted living facility located in North Bend which offers a wheelchair-accessible cutaway bus to its residents for scheduled social outings, shopping, and limited medical appointments.

OceanRidge

Ocean Ridge is a senior assisted living facility located in Coos Bay which offers transportation to residents for scheduled social outings, shopping, and medical appointments. The facility has one wheelchair accessible bus that accommodates 10 passengers and two wheelchair securement spaces.

Pacific View Senior Living Community

Formerly known as Heritage House, Pacific View Senior Living Community is an assisted living and memory care facility located in Bandon. A wheelchair accessible cutaway bus provides residents with scheduled social outings, shopping, and limited medical appointments.

South Coast Head Start

South Coast Head Start is a private nonprofit agency of Southwestern Oregon Community Action located in Coos Bay. Head Start provides transportation to children of low-income families to pre- school to free up parents for employment and reduce the cost of transportation for these families.

Star of Hope Sheltered Workshops

The Star of Hope owns a fleet of vehicles used to transport persons with developmental disabilities to and from various sheltered workshops and businesses located around the Bay Area. At least one vehicle is a cutaway bus equipped with a wheelchair lift.

Other Transportation Services

Bay Cities Ambulance

Bay Cities Ambulance is located in Coos Bay and provides ambulance service throughout Coos County as well as NEMT through TransLink. The fleet consists of 15 wheelchair accessible vehicles, seven ambulances and eight vans. Service is available 24 hours a day, seven days a week.

Disabled American Veterans

Disabled American Veterans (DAV) operates a 12-passenger van out of the Bay Area for veterans needing to get to the Veteran's Clinic in North Bend or the Hospital in Roseburg. Phone reservations required.

Millennium Transportation

Millennium Transportation, located in Coos County, offers NEMT primarily within Coos County. However, the service is not limited to Coos county boundaries, frequently traveling to medical services in neighboring counties, such as Lane County. The service most frequently provides rides through its contract with TransLink and is also available for ambulatory transportation. NEMT rides scheduled directly by passengers and not through TransLink cost \$20 one-way. The vehicle fleet includes two vans that accommodate wheelchairs and stretchers. Service is

available Monday through Friday between 7 a.m. and 6 p.m. but rides outside of this window (i.e. early morning trips or weekend trips) can also be accommodated.

South Coast Taxi

South Coast Taxi charges \$6 for rides in Coos Bay and North Bend. The company also delivers groceries, alcohol, and medication for \$7.00, or can do personal shopping for \$0.50 per minute.

Yellow Cab

Yellow Cab is a local cab company operating Coos Bay and North Bend areas. Rides within Coos Bay and North Bend are \$7.00 and rides outside of these city limits vary by distance and payment method (i.e. cash versus credit). Yellow Cab also offers a delivery service for groceries, prescriptions, and packages.

Coordination with Emergency Preparedness

The Coos County Emergency Operations Plan (EOP) details coordinated response and recovery activities for any type or size of emergency affecting the County. Agencies responsibilities are listed by function, which includes transportation. The primary agencies responsible for transportation in the event of an emergency include the Coos County Road Department and Coos County Emergency Management. There are a variety of support agencies, such as transportation districts.⁴ CCAT does not have any formal protocol in place for evacuation but CCAT vehicles are available in an emergency.

⁴ Coos County Emergency Management. Coos County Emergency Operations Plan. December 2009. Retrieved from http://www.co.coos.or.us/Portals/0/Emergency%20Management/Coos%20Co%20EOP_Basic%20Plan.pdf

Observations

The demographic and socioeconomic analyses indicate several trends affecting current and future demand for public transportation in Coos County:

- **Stagnant population growth and low population density.** Stagnant, if not declining, growth in the County's population is projected over the next several decades. The County also experiences very low population density, especially outside the Coos Bay/North Bend/Charleston area. These factors create challenges for both fixed route and demand response services in terms of cost, frequency, hours and days of operation, areas of service, and other operational considerations.
- **Increasing population in incorporated communities.** The reduction in the unincorporated population over the past decade exceeded the total county population decline while cities have grown. This indicates a small population shift from rural areas to incorporated communities within the county.
- **Aging population.** Most cities, as well as the County overall, experienced an increase in the older adult population over the last decade. Over the next several decades, the older adult population is expected to grow to at least 30% of the total County population, far above state and national averages. The greatest proportional increases have been and will likely continue to be in smaller communities, such as Powers and Lakeside, presenting challenges to serve these residents with public transportation due to long distances between destinations. An increased demand can be expected for demand response services to assisted living facilities or residences where people are aging in place.
- **High proportions of vulnerable populations.** As of 2013, Coos County had higher proportions of older adults, persons with disabilities, persons of low-income, and veterans than both the state and the nation. Public transportation should be designed to accommodate these populations as they have more limited mobility and are more dependent on transportation.
- **Employment flow within Coos County.** The majority of Coos County's workforce lives and works within the County, reducing the demand on the transportation system to bring in out-of-county residents for local jobs and viceversa.

The inventory of existing transit services in Coos County suggests the following barriers and opportunities:

- **Transit is more highly concentrated in the northwest.** Transit is concentrated primarily around the most populous cities - Coos Bay and North Bend. Unincorporated areas and small cities, such as Coquille, Myrtle Point, Powers, and Bandon, are not as well served by transit.
- **Long travel distances.** Long travel distances between communities limit the attractiveness of fixed-route transit as a transportation mode and result in high operational costs for CCAT.
- **Dial-A-Ride is restricted to city limits.** Although demand-response service is available within most cities, many only operate within the city limits restricting intercity access.

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- **Lack of evening and weekend service.** Local transportation service within the County is unavailable on weekends and before 7:00 am and after 5 p.m. on weekdays.
- **Limited intercity connections.** Intercity service is available during the week but most services only provide two runs: one in the morning and one in the afternoon. This can make connections to other transit services more difficult and constrains time at the destination for users making a single day roundtrip. Connections to the north are also limited to the Eugene service via Florence, with no coastal service between Yachats and Coos County communities.
- **Demand Response Capacity Limitations.** The STF Advisory Committee also noted that there are capacity constraints with the Dial-A-Ride service where demand exceeds available vehicle and driver resources.

The increase in the aging population and high proportions of vulnerable populations within the County highlight the need for more flexible transportation services, such as demand response services. Expanding the demand response service area could also help better serve residents in unincorporated communities. However, if the population of incorporated communities continues to grow, fixed-route service within these communities or increased capacity may be appropriate.

STAKEHOLDER OUTREACH

Stakeholder involvement is important to a successful Coordinated Plan. Engaging the appropriate organizations and individuals in planning efforts is critical to identifying the needs of the target populations, the public transportation resources, and the strategies. The planning process is also an opportunity to engage and educate stakeholders and the public about the plan elements. Outreach to stakeholders is key to identifying gaps in service and developing coordination strategies to address these gaps.

Outreach has been focused on stakeholders, rather than the general public, and has had two components:

- Work sessions with the STF Committee.
- Interviews with key stakeholders identified by the STF Committee and staff.

The stakeholder process has been the primary means for capturing community member input on needs and potential gaps. Significant public input during the planning process is not expected based on the nature of the project and past experiences. The STF Committee meetings have been open to the public and advertised as such.

Summary of Stakeholder Interviews

Stakeholder interviews have been conducted with local elected officials and transportation, human and health service providers to identify service gaps, barriers and opportunities to the use of existing services, coordination opportunities, and priorities for service improvements. A summary of those interviews follows.

- When asked about goals public transportation in the County and region, respondents most frequently cite safe and affordable transportation for all types of users. In addition to more frequent and expanded hours of service, desired service improvements include more bus stops and shelters. More funding for transit is a frequently mentioned need. Development of a regional transportation plan was suggested.
- Lack of coverage for rural areas, lack of resources in general, and need for extended hours for existing bus service were frequently noted.
- Respondents note a clear split between the more populated areas in the County being relatively well-served versus the more rural areas not being well-served. This is of special concern due to the aging of rural area populations. For more rural areas, ride-sharing is cited as a practical and cost-effective option to transit services.
- In the Coos Bay/North Bend/Charleston area, the sentiment is that frequency and access could be expanded with additional fixed-route services.
- Poor connections between cities in the county and to cities outside the county are frequently noted. Better coordination with transit providers in Curry, Lane and Douglas counties is

mentioned.

- While demand responsive (dial-a-ride) services are felt to be effective and responsive, they are also cited as being at capacity and work best for those with flexible schedules. Veterans, seniors, disabled persons, and low-income persons are particularly challenged in accessing medical services in the Eugene, Roseburg and Medford areas. Several respondents suggest that more convenient and less expensive access to dialysis and methadone treatments needs to be investigated. More coordination between clinics and the transit district is suggested.
- Growth in the senior population, including individuals that require assisted-living services, suggests that there should be better coordination between public transportation services and senior centers, assisted living centers and retirement centers.
 - A specific barrier for seniors in using public transportation services is accessing bus stops.
 - Older adults find fixed route service to be inconvenient.
- Providing transportation to schools of origin for an increasing number of homeless youth is cited as a concern by several respondents.
- Transit is not seen as serving well those who are low income, have disabilities, and working odd hours and weekends.
 - Some interviewees spoke of many residents who live in poverty with high numbers of homeless, especially homeless veterans.
 - Because of the lack of weekend and evening service, those without cars are challenged to participate in community activities.
 - More options are needed for serving wheel-chair users and those with other impairments.
- Public transportation does not provide convenient access to employment for those working outside normal working hours.
- TransLink is mentioned as a critical source of transportation for seniors; anything that could be done to expand their services is seen as beneficial. No clear comment was made on its existing effectiveness.
- A number of long-term care facilities and non-profit organizations are providing their own transportation services, in large part because the mobility and schedule needs of their clients cannot be met by public transportation services. It should be noted that CCAT transports a number of clients to Star of Hope every single day. CCAT provided more than 1,000 trips to Star of Hope in the last year.
 - Non-profit organizations that provide transportation services for their clients cite the unique needs of their clientele as a reason they choose not to coordinate with public transportation providers. “It is better to keep it in-house, rather than to coordinate with others.”
 - Other providers interviewed felt that more coordination with other agencies and businesses could result in improved service.

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- Several respondents feel that there is a general lack of knowledge about public transportation services, but that the transit district cannot be faulted for not trying to inform the riding public. Travel training and continuing distribution of information about available services are seen as needed in order to increase ridership, especially among seniors and low income persons.
 - Business community/chamber need to be engaged in mitigating the bad impressions of transit.
- Human service sector respondents generally feel that there is good communication and coordination with CCAT.
- Respondents see CCAT as very well run but at capacity; its growth is stymied by the lack of operating funds. It is also suggested that access to STF funds by other entities, e.g. Star of Hope, should be better promoted by the transit district and ODOT.
- It is suggested that DHS should be funding more transportation services as its clients are some of the greatest users of public transportation.

Parties Interviewed

In addition to three work sessions with the STF advisory committee, the following individuals have been interviewed:

1. Star of Hope -- Letha Bettencourt
2. Bay Area Hospital - Barbara Bauder
3. Powers Health District - Betsy Mowe
4. Coos Elderly Services -- Kimberly Warren
5. Bay Area Senior Center -- Merlin Freeman
6. City of Powers -- Stephanie Patterson
7. Yellow Cab Company -- Dick Leshley
8. Myrtle Point Seniors – Douglas Veysey
9. State Legislature -- Representative Patty McKeown
10. Coos County Board of Commissioners – Commissioner Melissa Cribbins
11. Department of Human Services (Aging & Older Adults) -- Michael Marchant
12. Department of Human Services (Self Sufficiency, Child Welfare, Vocational Rehabilitation)
-- Betty Albertson
13. Coos County Veterans Services Office -- Barye Bluth
14. Mental Health Association of SW Oregon – Catherine Pennington, Director
15. Western Oregon Advanced Health (CCO for Coos and Curry Counties) -- Ben Messner,
COO; Laura Williams, Director of Provider Relations
16. Coos Health and Wellness -- Ginger Swan

NEEDS, STRATEGIES AND PRIORITIES

The Coordinated Plan documents transportation needs, opportunities, and challenges for the target populations. Identifying unmet needs typically includes comparing public transportation markets to available services. The results are opportunities to create or enhance service efficiencies to serve target populations.

The heart of the Coordinated Plan is the identification of strategies to address the transportation needs identified in the needs assessment. These include capital, operational, administrative and coordination strategies that may vary by geographic subarea or subpopulations, depending on transportation markets, available transportation, and activity centers. Examples include enhanced transit services, technology, interregional coordination, marketing, travel training, employer vanpools, voucher programs, or volunteer driver services.

Previously Identified Needs and Priorities

In identifying current transportation needs, it is worthwhile to highlight some of those listed in the County's 2009 Coordinated Transportation Plan Update:

- Some of the smaller towns in the county and rural areas aren't served by public transit. Because of limited resources, currently there is no transportation service in the evening or on weekends.
- Funding for additional, accessible vehicles is needed.
- More frequent bus service is needed to avoid long trips and enhance ridership.
- Loss of intercommunity connections to get to out-of-county destinations for medical specialists, cancer treatment, technical training & shopping trips.
- Abandonment by Greyhound and reduction in Coastal Express service.
- Some passengers need a higher level of service, i.e. door-to-door, than is currently available.
- Older adults and people with disabilities may need travel training to know what transportation services exist and how to use them.
- Some transportation providers lack the capacity to meet all service demands, resulting in denial of service, late pickups or excessive reservation requirements.
- Needs to be more recognition of unfilled employment transportation challenges. Many people without dependable and legal personal transportation need assistance getting to work and job training programs.
- The special transportation needs of veterans and the younger population are not currently being met.
 - Veterans need improved access to medical facilities in Bandon, Roseburg, and Portland.
 - Some kids can't participate in sports and after school programs because they lack transportation, and more students could attend college classes if they had access to transportation.
 - Families with lower income children need help with out-of-town trips.

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- Human service agencies lack transportation budget for their clients.
- Getting to and from medical appointments is a problem, especially for seniors and others not covered by Medicaid.
 - Lakeside Senior Center says medical transportation biggest need.
 - Some health providers say that up to a quarter of their patients have difficulty making appointments.
 - Discharging patients from hospital or nursing facility can be a problem because of lack of transportation.
 - Lack of medical transportation leads to abuse of community ambulance and other emergency medical services.
 - Picking up prescriptions can be a problem for people who don't drive.
- Low income people have difficulty affording the cost of public and private transportation.
- Currently, there is a lack of information within the community about the transportation services that are available in the County and how to access them.
- Public transit service needs to be extended to the communities of Charleston and Lakeside.
- Liability insurance is a major issue. For example, it makes sharing clients on the same vehicle difficult, and is a barrier to improving transportation for veterans.
- Currently, no one in the county has the responsibility for following up on identified transportation needs and establishing coordination partnerships within the county.
- Coastal Express service to the Bay area is frequently late, and connections are missed to the Bay area's fixed route service because of so many drop-off locations to be met by Coastal Express.
- Dial-a-ride service is inconvenient because riders must call the day before to schedule rides the following day.

To meet these needs, the 2009 Coordinated Plan Update identified the following priorities by type of service:

Public Transit Priorities

Preserve existing public transit services within the county and expand service as funding becomes available.

Specialized Transportation Priorities

Preserve the existing dial-a-ride services available to older adults and people with disabilities and provide higher level of paratransit services to those with special needs.

Medical Transportation Priorities

Continue existing medical transportation brokerage program as a way of coordinating medical trips and assuring access to health services.

Employment Transportation Priorities

Improve transportation access to employment sites for low-income workers including service to casino resorts and other hospitality/industrial sites.

Coordination Priorities and Strategies

Establish central information clearinghouse covering all transportation services in the county – telephone hotline, website, etc.

Current Transportation Needs and Proposed Strategies and Priorities

Current public transportation needs in Coos County 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 from the 2009 Coordinated Plan Update, and the Existing Conditions element of this Plan.

Typically, once needs have been identified in a Coordinated Plan, 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 priorities into a single chapter.

Available funding can change before and during funding cycles; therefore it is important to document greater needs than is typically available for funding. If more funding becomes available, the highest priority and achievable investments can be identified for which to apply available funds.

Strategy numbering is not intended to be any additional ranking within categories of priorities.

High Priorities

Strategy #1: *Seek funding to preserve existing levels of public transit services within the County as the highest priority, with expansion of service as additional funding becomes available and demand justifies.*

Need:

As in the 2009 Coordinated Plan Update, preserving existing services is a high priority in order to ensure that existing fixed-route, demand responsive, and inter-county services can continue to be provided and expanded to meet demand if and when additional funding is available. More funding for transit was a frequently mentioned need in stakeholder interviews.

Coos County has higher proportions of older adults, persons with disabilities, persons of low-income, and veterans than both the state and the nation and thus a proportionally higher demand for public transportation services.

Stakeholders cite CCAT as being very well run but at capacity, with its growth stymied by a lack of operating funds. Adequate, dedicated funding is needed for CCAT as the primary provider of public transportation in the County to enable it to improve existing transit services and respond to increased demand associated with demographic changes, significant projected growth in the older adult population and growing numbers of other special needs populations. Staff indicates that CCAT is currently about 30% short in meeting transportation needs.

Funding for additional, accessible vehicles remains an ongoing need.

Private providers are critical in complementing the limited public transportation services in the County, especially early mornings, evenings, nights and in rural areas. In addition to filling gaps in the timing of available services, smaller vehicles such as taxis can provide service in areas physically inaccessible by CCAT vehicles.

Actions:

- a. Continue to strive to capture available Federal and State transit funding.
- b. Explore alternative funding sources, including public-private partnerships such as financial contributions by health care providers toward the cost of demand response services.
- c. Investigate dedicated funding sources for CCAT services, including contributions from cities in the County.
- d. Seek funding for vehicles and other capital stock needed to accommodate expansion of fixed route and demand response services identified in this Plan, e.g. additional buses needed to increase frequency of services.
- e. Reduce the demand on costlier 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; appropriate policy changes; and other means.

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- f. Recognize the role of private providers, Yellow Cab, South Coast Taxi, Millennium Transportation, Bay Cities Ambulance, to assist in providing demand response services and to serve areas lacking public transportation services.
 - g. Seek funding to recruit, train and retain additional staff to assist in implementing Coordinated Plan strategies and priorities.
 - h. Encourage maintenance managers to participate in opportunities, such as ODOT's newly formed Transit Maintenance Council, to obtain information on best practices to improve reliability, efficiency and effectiveness of bus operations; reducing costs of maintenance facility operations; improving passenger comfort; and developing new and improved bus technologies.
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Strategy #2: *As funding permits, expand access to and convenience of public transportation.*

Need:

While stakeholders feel that, given available resources, current public transportation services are generally effective and responsive to needs within the more populated areas in the County. Rural areas -- Powers, Coquille, Myrtle Point, Bandon and the unincorporated area north of North Bend -- are not being well-served, however. This is of special concern due to the aging of rural area populations.

Neither fixed route nor demand response service is available before 7:00 am, evenings, and on weekends. Of note is that public transportation does not provide convenient access to employment for those working outside normal working hours. This especially impacts service sector employees, including those at the The-Mill-Casino-Hotel. The Coquille Tribe's Coordinated Plan notes that the lack of child care and transportation are the primary reasons for employees missing work. Public transportation provided by CCAT does not meet the needs of shift workers. A priority need is transportation for entry-level casino employees.

Early/late service is identified by stakeholders as a higher priority than more frequent service. Providing more frequent service would require obtaining funding for additional buses. In addition to more frequent and expanded hours of service, needed service improvements include more bus stops and shelters. Geographic barriers, such as sidewalks without curb cuts, need to be inventoried and addressed.

Intercity service is available during the week but most services only provide two runs: one in the morning and one in the afternoon, limiting connections to other transit services. Connections to the north are also limited to Florence, with no coastal service between Yachats and Coos County communities.

While most of CCAT's technology is up to date, e.g. security cameras were recently secured and the credit card purchase of bus passes have been instituted, improvements are needed to help plan and execute trips. Staff has identified the need for up-to-date technology to transmit bus arrival information.

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Actions:

- a. As resources become available, expand fixed route operations to include early morning (before 7 am), evenings and weekend service, with expanded hours of weekday service a higher priority than weekend service.
 - b. Cooperate with the Coquille Tribe to conduct a pilot program to provide shuttle services for casino employees to key destinations near concentrations of employee housing, e.g. Walmart and Fred Meyer.
 - c. Investigate opportunities to provide mid-day service to Southwestern Oregon Community College.
 - d. Coordinate services between Coastal Express and “Loop Bus” so that it becomes easier for passengers to access various destinations in the Bay Area.
 - e. Consider an additional loop circulator service between Coos Bay and North Bend.
 - f. As demand justifies, expand fixed route services to the unincorporated area north of North Bend from 3 to 5-6 days per week.
 - g. Consider expansion of fixed route service to the Lakeside area.
 - h. Investigate feasibility of a Myrtle Point-Coquille-Coos Bay route.
 - i. Provide mid-day service from Coquille to Coos Bay to accommodate noon-time jail releases.
 - j. If demand justifies and with financial contribution by the City, provide fixed route service in Bandon on a trial basis, e.g. six months.
 - k. Seek grant funding from ODOT to reestablish South Coast Connector service connecting Bay Area with Coquille, Bandon and Myrtle Point.
 - l. Increase the frequency of Coastal Express service and expand service to 7 days/week.
 - m. Consider extending Coastal Express service to Reedsport and Florence.
 - n. Investigate opportunities to improve out-of-county connections, both to adjacent counties and to distant medical destinations.
 - o. Address safety and convenience in siting transit stop locations. Identify and, as funding allows, address physical barriers, such as sidewalks without curb cuts and bus stops without shelters (e.g., North Bend Medical Center).
 - p. Investigate complementary use of bus tickets/passes among the various public transportation services.
 - m. Seek funding for technologies (e.g., coordinated trip planning, mobile tools) and data management programs that facilitate the most efficient and cost-effective provision of services.
 - n. Continue to pursue opportunities to improve pedestrian/bicycle connections to transit.
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Strategy #3: *Improve freedom of movement and quality of life for transit dependent populations and assure transportation access to jobs, health care, education and other basic services.*

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. The projected growth in the older adult population over the next several decades to at least one-third of the total County population will make it particularly challenging to meet the need for demand response services. Ride delays and ride denials may become commonplace due to a lack of available vehicles.

Although demand response service is available within most incorporated areas, it typically operates only within city limits, restricting intercity access. Rural areas are not served.

To help accommodate the growth in the older adult population, the senior care industry -- retirement centers, assisted living centers, foster homes, etc. -- has also been growing. 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 at a time when such service is essentially at capacity.

The number of persons with disabilities is also increasing as a percentage of the county's population, creating a need for more wheelchair accessible vehicles. Expanded 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-emergent medical transportation (NEMT) versus non-ADA demand response service provided by CCAT.

The State's phasing out of sheltered workshops is disrupting the transportation of persons with intellectual/developmental disabilities, as they are now distributed to a larger number of employment settings and, in turn, placing greater demands on demand response services. In addition, there is the challenge of finding employment; unless staff can find day jobs (8-5) for these clients, they are challenged to obtain jobs because they have limited to no transportation at other hours. The State is not reimbursing local providers for their additional transportation costs associated with this program change.

There are concentrations of persons with low income in Coos Bay, North Bend, Coquille and Myrtle Point. In Coos Bay, Powers and Myrtle Point, the number of persons with low income exceeds 35% of the population. As noted under Strategy #2, public transportation is limited for those working outside normal working hours, including many lower income persons with service sector positions.

The special transportation needs of veterans to access medical care and the younger population to participate in sports and after school programs are not currently being met. The Disabled American Veterans program is designed to provide transportation to medical and other services

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for disabled veterans, but it struggles to find and retain volunteer drivers and wheelchair accessible vehicles. The Veterans Choice program enables veterans to access local medical and mental health services. Access to specialized services in Medford, Roseburg, Eugene, Portland and Redding remains a challenge.

School district policies restrict their ability to transport youth to after school programs, e.g. Boys and Girls Clubs. Transportation for homeless youth to schools of origin is another challenge. In an effort to facilitate access to higher education facilities, CCAT is introducing a term pass for Southwestern Oregon Community College students, the cost \$60.00 per term.

Actions:

- a. Preserve the existing demand response services and, as resources permit, expand these services, including to rural areas, to accommodate both current and projected demand.
- b. Seek funding for smaller wheelchair accessible vehicles capable of accessing difficult to reach locations and for vehicles targeted to transporting intellectually/developmentally disabled persons, especially those in rural areas, to vocational and residential programs.
- c. To help manage the increasing demand for demand response services, provide travel training and work with human service agencies and senior facilities to provide escorted services on fixed route services. (This is in addition to Action 1.e.)
- d. Coordinate with medical centers and clinics on scheduling of medical visits.
- e. Investigate opportunities for more convenient and less expensive service to dialysis and methadone clinics.
- f. As funding permits, expand service to assisted living and retirement centers in rural portions of the County.
- g. Coordinate with TransLink and senior centers, assisted living centers, and retirement centers both on the use of public transportation by their clients and on opportunities for these facilities to provide or increase their own transportation services.
- h. Explore opportunities to coordinate demand response trips with TransLink's non-emergency medical trips (NEMT) trips to outside the County.
- i. Where feasible, locate bus stops at senior centers and retirement facilities.
- j. Investigate opportunities to improve transportation access to employment sites for low-income workers, including service to casino resorts and other hospitality industry sites. Assess options such as vanpools, shuttles or other flexible transportation services.
- k. Ensure services are available and convenient for accessing employment training. Investigate the feasibility of a ridesharing and carpooling clearinghouse for people commuting to jobs and employment training programs.
- l. Increase outreach and marketing of services to low-income residents and offer discounted fares or other strategies to address the cost of public transportation for low income riders.
- m. Work with veteran service agencies and organizations to improve and expand transportation assistance for veterans, including coordinating trips to VA medical facilities with the regional brokerage and existing providers.

- n. Investigate opportunities to facilitate student use of public transportation to access education facilities, including negotiating service agreements with Southwest Oregon Community College for enhanced student transportation services.
- o. Coordinate with school districts and after school programs on scheduling, policy and financing issues affecting the ability to provide after school transportation.

Strategy #4: *Develop a volunteer driver program to address the increase in demand for services.*

Need:

CCAT does not currently use volunteer drivers and there is no Countywide volunteer clearing house. Staff indicates that there are often three 12-passenger vehicles idle each day that could be available to volunteer drivers. Major constraints to the use of volunteers include liability insurance costs, standards for volunteer drivers, and health and age issues. While these factors make it difficult to find, train and retain them, volunteer drivers would help meet the demand for drivers.

Actions:

- a. Expand efforts to recruit and train volunteer drivers.
- b. Develop and maintain a volunteer driver training and recruitment program.
- c. Seek legislative action to address increasing insurance costs associated with use of volunteer drivers.

Strategy #5: *Continually strive to coordinate the planning for and provision of public transportation services with the provision of human and health services.*

Need:

The lack of consultation with CCAT, ODOT and other entities involved in planning for and providing public transportation for the planned move of DHS facilities to the North Bend Airport argues for better coordination between human service and public transportation providers. The DHS move is expected to complicate access to human services and is necessitating relocation of several bus stops and route changes by CCAT.

As noted under Strategy #3, one of the effects on the Governor's Employment First Initiative has been to shift the cost of transporting developmentally/mentally disabled persons to places of employment from the Department of Human Services to local public transportation providers. Additional and longer trips are now having to be provided by CCAT, consuming a larger portion of available STF funds.

Actions:

- a. Encourage DHS and other human/health service providers to assess and communicate the transportation needs of their clients for access to transportation to CCAT and other transportation providers in the County.
- b. 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.
- c. To achieve efficiencies and reduce costs, investigate opportunities for coordination of services with private health care providers, e.g. CCO and Star of Hope. Develop partnerships with health care providers to assure that non-Medicaid patients can get to services and treatment and have transportation home when discharged.
- d. Coordinate with medical facilities on opportunities to provide transportation for their employees.
- e. Regularly convene meetings with human and health service providers to identify mutual transportation needs and opportunities to coordinate services.
- f. Consider expanding the composition of the County's STF Advisory Committee to include additional human and health service providers, including the local CCO and expand the group's role as a coordination working group to help insure continuity in improving mobility and coordination of human service transportation and to annually monitor implementation of the Coordinated Plan.
- g. Continue to participate on countywide and regional human and health services advisory committees that link public transportation to human and health services.
- h. Ensure that public transportation providers are regularly trained in emergency preparedness and have up-to-date plans to assist as needed in emergency management.

Medium Priorities

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

Need:

While staff and most stakeholders report that awareness of public transportation services in Coos 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. 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 region.

CCAT is planning a Transit Day with free transit rides and ride ambassadors. Similar promotions, rider training and continuing distribution of information about available services are needed in order to increase ridership, especially among seniors and low income persons.

Input from stakeholder interviews suggests that the business community/Chambers of Commerce sometimes convey a bad impression of transit to County visitors and generally do not promote transit use.

Although constituting a small proportion of the County's population, Latinos a dispersed population that is difficult to serve and that especially needs access to public transportation due to lack of vehicles and/or driving licenses, cultural attitudes towards women driving, and other factors.

Actions:

- a. Investigate the feasibility of a central information clearinghouse (e.g., telephone hotline, website, etc.) covering all transportation services in the county.
- b. Develop improved branding of CCAT vehicles, employees and services through logos, paint styles, bus wraps, name tags, etc.
- c. Improve website information and sharing of information among providers about the various services available within the County and region.
- d. Periodically offer free transit days as a public education tool.
- e. Address business community concerns regarding bus stops, transit inefficiencies and other issues through continuing outreach and education efforts. Encourage the business community to promote transit use for their employees.
- f. Help improve knowledge of and comfort in use of public transportation services by non-English speaking populations by providing translated information that explains how to use public transportation services. Disseminate information via Latino community radio stations and at human and health services offices, churches and key community gathering places, including Latino food stores.
- g. Periodically participate in cultural awareness training programs.

Strategy #7: ***Continue to pursue opportunities for regional collaboration and expansion of the regional transportation system.***

Need:

As part of planning process for the 2009 Coordinated Plan updates for Coos and Curry counties and the Coquille Tribe and CTCLUSI, STF staff participated in a regional coordination summit to identify shared needs and opportunities for coordination. Common needs included:

- Expanded capacity to be able to respond to increasing demand for services
- Rural areas not well served
- Challenges accessing medical services, especially out-of-area services
- Employment transportation challenges
- Limited inter-city connections
- Lack of resources, including training, to serve populations requiring higher levels of service
- Lack of knowledge about available services
- Funding to recruit, train and retain staff

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Strategies identified by the group are included are included in the Actions below.

Actions:

- a. Participate in programs of regular communication and coordination among regional STF Coordinators and Committees, including regional coordination meetings, quarterly teleconferences or email communications, and rotating presentations on lessons learned and on challenges in service delivery.
- b. STF staff periodically attend Curry County STF Advisory Committee meetings and contribute information to Coquille Tribe and CTCLUSI staff for transmittal to their STF Advisory Committees.
- c. Contribute to quarterly communications organized by ODOT's Regional Transit Coordinator with information on STF Committee meetings, trainings, grant opportunities, other items of mutual interest.
- d. Based on input from Curry County, investigate opportunities to use transit vehicles for the delivery of goods.
- e. Pursue opportunities with regional partners for coordination and/or cooperative training on topics of mutual interest, including PASS training for drivers, data management needs and approaches, interaction with CCOs on grouping medical trips and other issues, travel training and other tools to increase comfort with use of transit, and social media use and management.
- f. Continue to coordinate with Coastal Express, Greyhound, Pacific Crest Bus Lines and other intercity and regional providers to promote access to regional destinations.
- g. Assist ODOT or other appropriate parties to biennially update the database of transportation providers/resources in the region.

Low Priorities

Strategy #8: Improve public transportation services service to rural portions of the County.

Need:

Rural portions of the County are poorly served by public transportation, in large part due to low population densities and associated excessive costs of service. Fixed-route service outside of incorporated communities would be cost prohibitive. Demand response services are currently oversubscribed and are provided to only five of the seven incorporated communities in the County (no service to Lakeside or Powers). Expansion of demand response service to rural areas would further dilute the capacity to provide this service. Alternative services are needed to be able to provide any level of public transportation services to rural areas in the County.

Actions:

- a. Explore the feasibility of providing public transportation services to rural areas, and to the communities of Lakeside and Powers, through deviated or flexible bus routes, feeder services, volunteer-based shopping or medical shuttles, and private providers, such as taxi companies.
 - b. Investigate ride-sharing as an option to transit service to rural areas.
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Strategy 9: Establish mechanisms for routinely monitoring Plan implementation.

Need:

The 2009 Plan Update pointed out that no one in the County has the responsibility for following up on identified transportation needs and establishing coordination partnerships within the County. While the STF Advisory Committee is charged with overseeing Plan implementation, the Committee meets on an “as needed” rather than regular basis and has a number of vacant positions. The health services community is not represented.

Actions:

- Designate a County “public transportation czar” to be responsible for coordinating the various modes of transportation -- public transportation, air, freight, active transportation, etc. -- and establishing coordination partnerships within the County.
- Expand the composition of the STF advisory committee to include additional health services and community representatives and expand the group’s role as a coordination working group to help insure continuity in improving mobility and coordination of human service transportation and to annually monitor implementation of the Coordinated Plan.
- Establish a regular meeting schedule for the STF advisory committee.