

# GRANT COUNTY COORDINATED HUMAN SERVICES PUBLIC TRANSPORTATION PLAN

Final

June 2016



## **Acknowledgements**

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## **Acronyms**

ACS – American Community Survey  
CCNO – Community Connections of Northeast Oregon  
DHS – Department of Human Services  
EOCCO – Eastern Oregon Coordinated Care Organization  
FTA – Federal Transportation Administration  
FY – Fiscal Year  
GCTD – Grant County Transportation District  
HRTG – Highly Rural Transportation Grant  
LEHD – Longitudinal Employer-Household Dynamics  
MCCOG – Mid-Columbia Council of Governments  
NEMT – Non-emergency medical services  
ODOT – Oregon Department of Transportation  
OHP – Oregon Health Plan  
RNA – Regional Regional Network Administrator  
STF – Special Transportation Fund  
TPI – Transit Propensity Index

# 1 INTRODUCTION

Grant County and the Oregon Department of Transportation updated the Coordinated Human Services Public Transportation Plan (the Coordinated Plan) to address a combination of regulatory and community goals.

The Federal Transit Administration (FTA) and the Oregon Department of Transportation (ODOT) require recipients of FTA Section 5310 program funds and State Special Transportation Fund (STF) program funds to engage in a coordinated planning process.<sup>1</sup> The goal is to broaden the dialogue and support coordination between public transportation and human services transportation supporting key target populations: older adults, people with disabilities, and people with low incomes. Projects submitted for FTA and ODOT funding must be included in the Coordinated Plan. This Coordinated Plan must be 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 for those targeted at older adults and individuals with a disability. Therefore it is always important for public transit providers and their partners to make strategic, targeted investments that address critical needs.

The intent of the Coordinated Plan is to be a “living” document identifying needs and investment priorities. Transit providers in Grant County will use the plan to allocate funding, and along with local partners will use the plan to develop and enhance transit services. Since the plan must be updated every five years; it should be written in a way that can incorporate ongoing updates and revisions.

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<sup>1</sup> FTA Section 5310 program funds and State Special Transportation Fund (STF) Program are focused on providing funding for the needs of seniors and persons with disabilities.

## 2 COMMUNITY CONTEXT

An analysis of the demographics and socioeconomic conditions highlights the transportation needs of community members throughout the county. This includes a more in-depth analysis of the needs for older adults, persons with disabilities, and individuals with low-income.

### AREA PROFILE

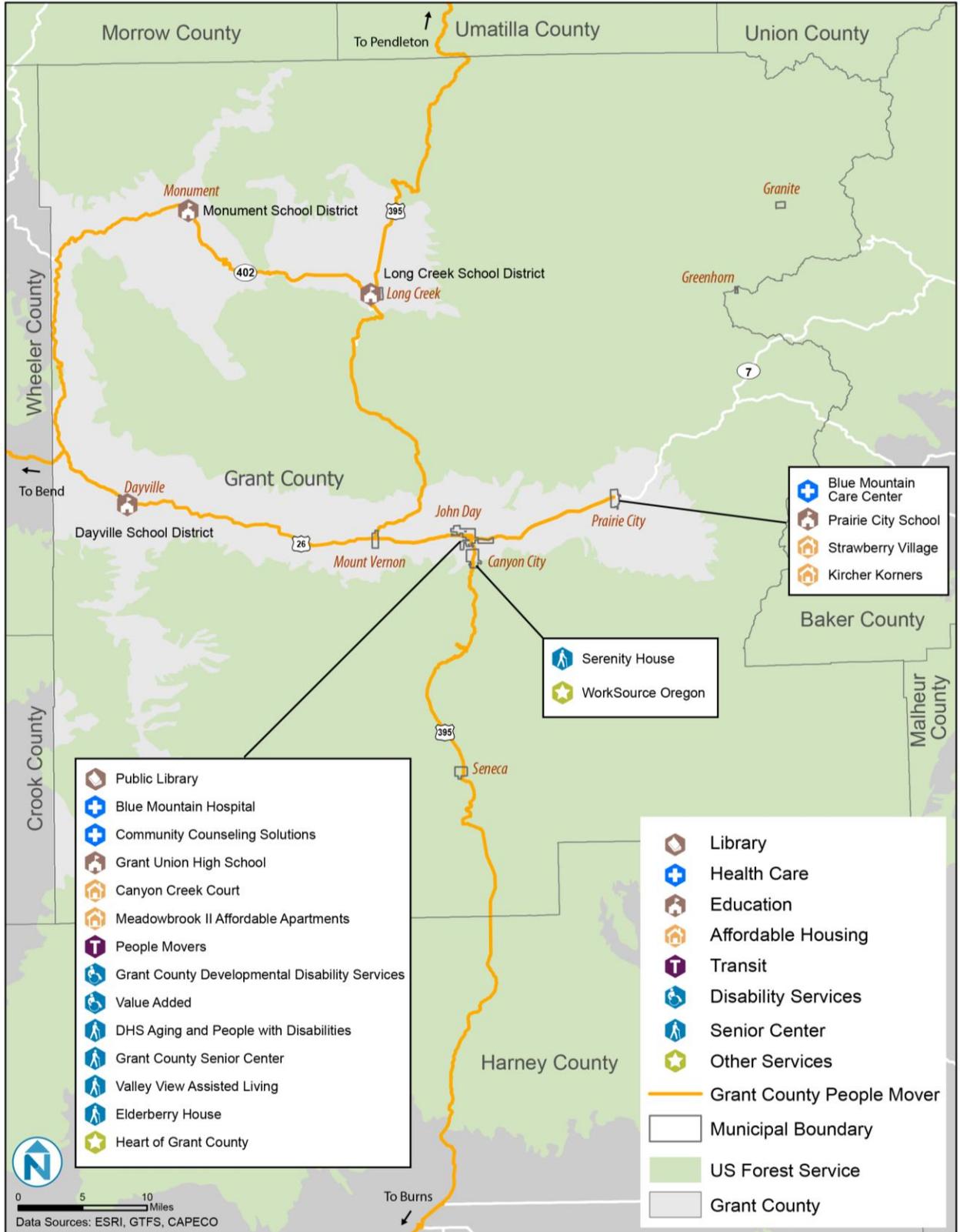
Grant County, located in central eastern Oregon, covers 4,529 square miles and has a population of 7,359. The county is bordered by the Morrow, Umatilla, and Union Counties to the north, Baker County to the east, Wheeler and Crook Counties to the west, and Harney County to the south. Grant County's major transportation arteries are Highway 26, running east to west, and Highway 395, running north to south.

Grant County's population density is very low, with 1.6 people per square mile. Large concentrations of U.S. Forest Service owned land contribute to low population densities throughout the county. Canyon City, the county seat, lies in the central part of the county near other population centers including, John Day, Mount Vernon, and Prairie City.

An overview of the Grant 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.

**Coordinated Human Services Public Transportation Plan | FINAL**  
Grant County

**Figure 1 Study Area**



## POPULATION

As shown in Figure 2, John Day tops the list of population centers. Cities located in more isolated parts of the county, such as Long Creek, Monument, and Seneca, experienced the most significant declines in population from 2000 to 2013, while communities in central Grant County slightly increased in population. Overall, the county population decreased by 7 percent, compared to 14.5 percent growth for the state of Oregon between 2000 and 2013. Grant County was one of only three Oregon counties to lose population between 2012 and 2013.<sup>2</sup> Cities experienced small growth in the population high while unincorporated areas lost population. This indicates that population is shifting north and into already-populated areas.

**Figure 2      Population Centers in Grant County**

Place		Population (2000)	Population (2013)	% Change (2000-2013)
Cities	Canyon City	669	578	-14%
	Dayville	138	175	27%
	Granite City	24	24	0%
	John Day	1,821	1,841	1%
	Long Creek	228	193	-15%
	Monument	151	109	-28%
	Mount Vernon	595	787	32%
	Prairie City	1,080	1,142	6%
	Seneca	223	131	-41%
Cities Total		4,929	4,980	1%
Unincorporated Grant County		3,006	2,379	-21%
<b>Grant County</b>		<b>7,935</b>	<b>7,359</b>	<b>-7%</b>

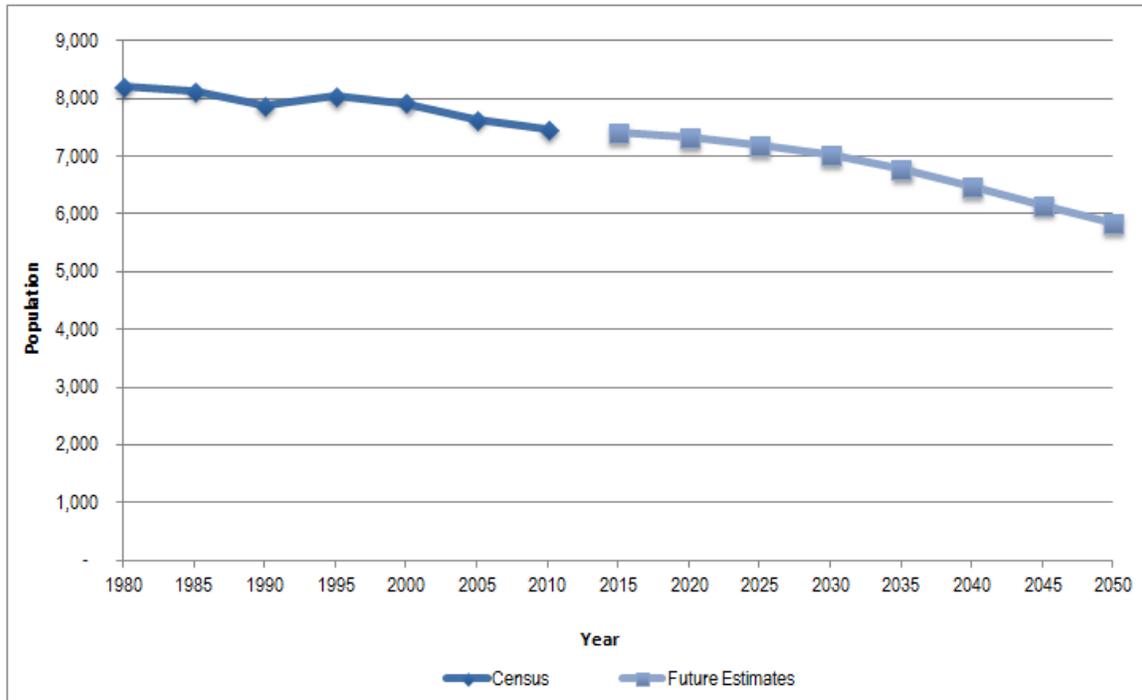
2014 American Community Survey (ACS) data were released in the midst of the development of this plan and the analysis used the 2013 data. This updated estimate contributed to some significant population shifts between cities—such as a 20% decrease in the Mount Vernon population, 22% decrease in the Prairie City population, 38% increase in the Canyon City population—but only a slight decrease of 0.5% in the county population overall.

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

<sup>2</sup> State of Oregon Employment Department. Grant County Economic Profile. January 6, 2014. Retrieved from <https://www.qualityinfo.org/-/grant-county-economic-profile>.

Figure 3 shows the historic and predicted population trends in Grant County. Population change patterns and future projections show that the county is expected to continue to decline between 2015 and 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.<sup>3</sup> Only two other counties in Oregon have a greater proportion of senior citizens (ages 65 and over). In recent years, the county has registered more deaths than births contributing to the declining population.<sup>4</sup>

**Figure 3** Historic and Predicted Population in Grant County



Source: State of Oregon Office of Economic Analysis, 2013

<sup>3</sup> Office of Economic Analysis. 2013. Retrieved from <http://www.oregon.gov/DAS/OEA/Pages/demographic.aspx>.

<sup>4</sup> State of Oregon Employment Department. Grant County Economic Profile. January 6, 2014. Retrieved from <https://www.qualityinfo.org/-/grant-county-economic-profile>.

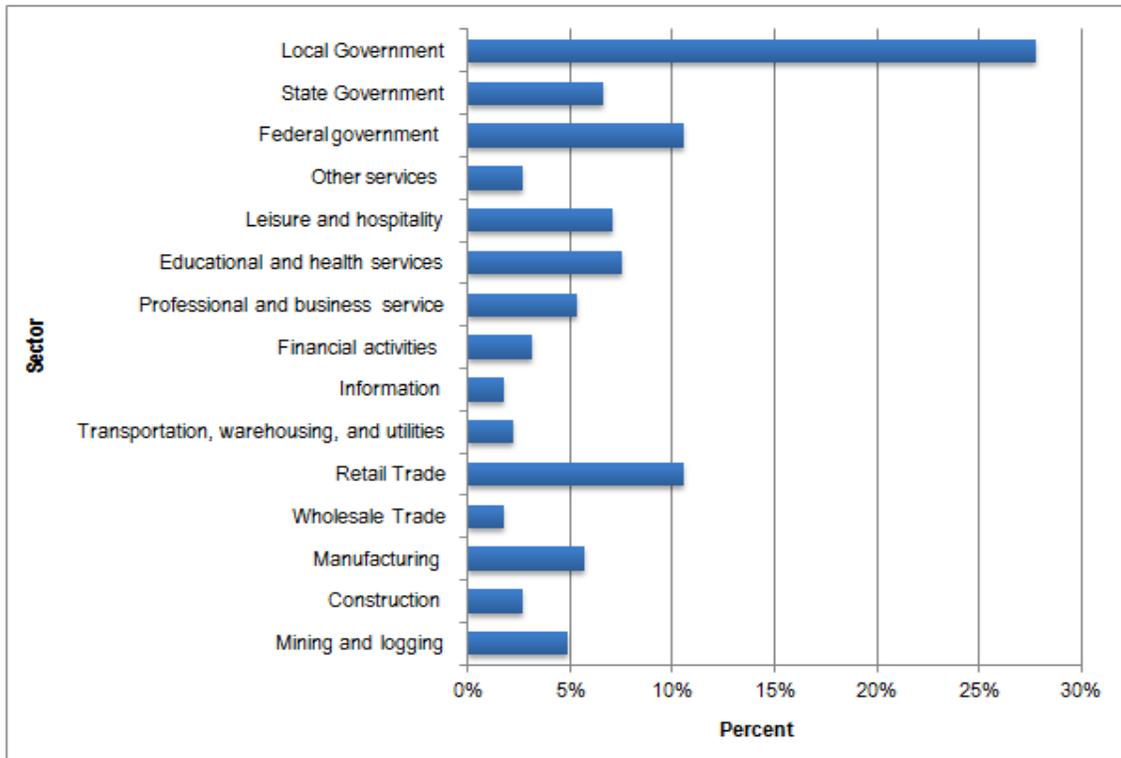
## SOCIOECONOMIC CONDITIONS

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.

### Employment

As of December 2015, there were approximately 2,270 non-farm jobs in Grant County. Figure 4 shows the distribution of employment by sector. The largest proportion of employees works in local government (28%), federal government (11%), and retail trade (11%). Since 2009, Oregon's annual average unemployment rate has been declining from 11.1 percent while Grant County's 2009 unemployment rate of 13.4 percent remained at that level through 2012. The decline in the unemployment rate in 2013 can be attributed to a combination of declining population and a smaller labor force.<sup>5</sup>

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



Source: State of Oregon Employment Department

<sup>5</sup> State of Oregon Employment Department. Grant County Economic Profile. January 6, 2014. Retrieved from <https://www.qualityinfo.org/-/grant-county-economic-profile>.

## Transit-Supportive Demographics

Human services transportation focuses on older adults, 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 still require transportation to meet their everyday needs but may not have the means or the ability to drive an automobile. Figure 5 summarizes vulnerable populations in the country, Oregon, Grant County, and by incorporated community. Grant County houses a higher older adult population compared to the state and nation overall. The majority of Grant County cities have a senior population of 20% or higher. Grant County has a higher percentage of both low-income individuals and persons with disabilities compared to the state and nation.

**Figure 5 Summary of Vulnerable Populations in Grant County, 2013**

Place		Total Population	% of County	Older Adult Population	Population with Disabilities	Low-Income Population
Cities	Canyon City	578	8%	31%	29%	34%
	Dayville	175	2%	35%	17%	30%
	Granite City	24	0.3%	33%	75%	63%
	John Day	1,841	25%	19%	19%	30%
	Long Creek	193	3%	19%	10%	33%
	Monument	109	1%	6%	20%	23%
	Mount Vernon	787	11%	19%	25%	39%
	Prairie City	1,142	16%	21%	18%	35%
	Seneca	131	2%	24%	21%	16%
Cities Total		4,980	68%	21%	21%	33%
Unincorporated Grant County		2,379	32%	31%	20%	28%
<b>Grant County</b>		<b>7,359</b>	<b>100%</b>	<b>25%</b>	<b>21%</b>	<b>31%</b>
<b>Oregon</b>		<b>3,868,721</b>	<b>-</b>	<b>14%</b>	<b>15%</b>	<b>26%</b>
<b>United States</b>		<b>311,536,594</b>	<b>-</b>	<b>13%</b>	<b>13%</b>	<b>25%</b>

Source: American Community Survey 2013 5-year estimates

The following sections show both a table and map of each of the three populations under examination in this project: 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 that can serve many passengers in an hour relies upon density. Therefore, 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. In some cases, while the percentage of a population such as older adults is very high, the density at the block group level is very low. This means that serving those potential customers may require demand-response style of service, yet the choice of what types of public transportation to provide ultimately rests with the community. Many places throughout the country, for example, run county-wide or regional curb-to-curb service in rural areas because that community values access for everyone who needs it over meeting certain productivity thresholds.

**Older Adults**

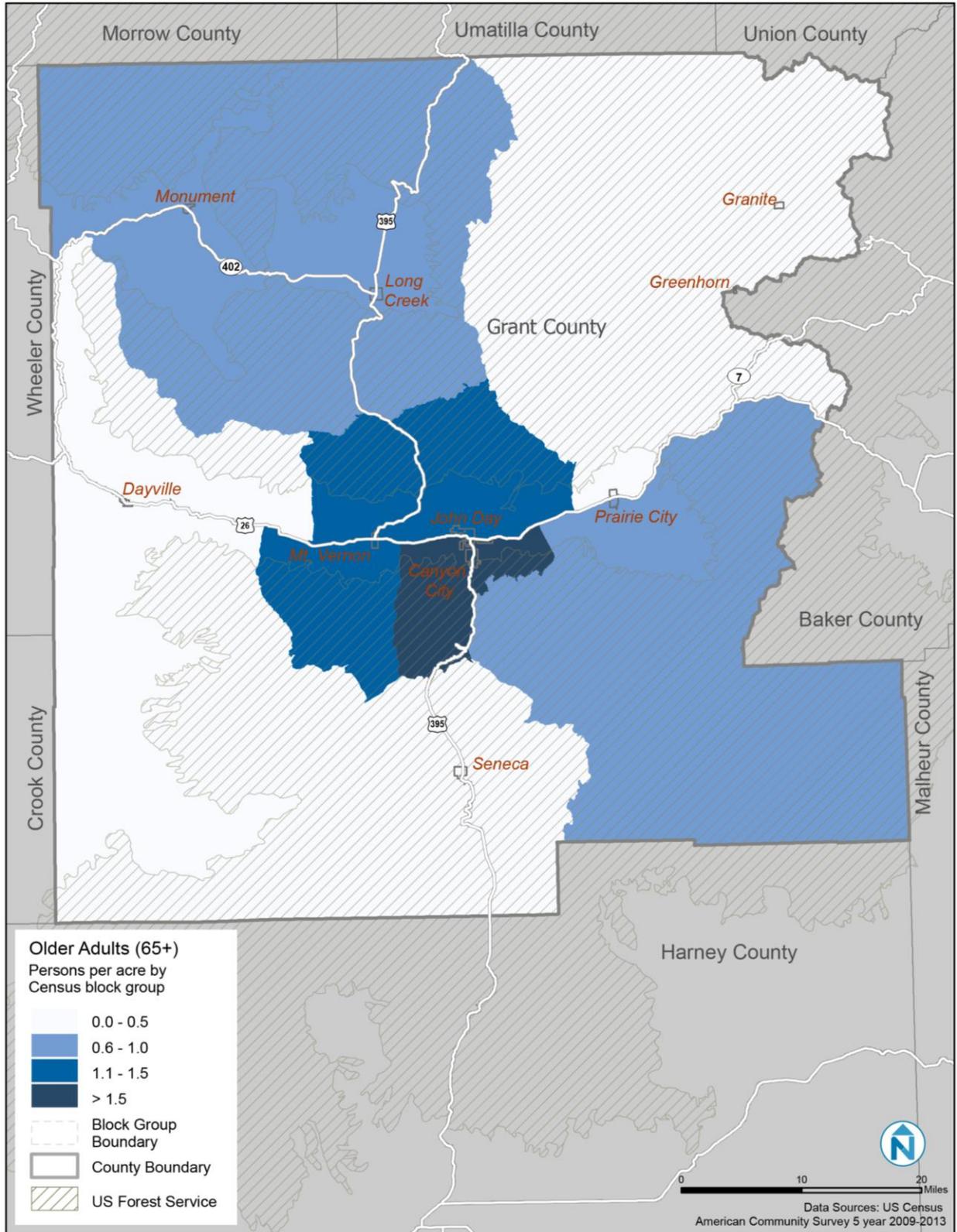
The proportion of older adults in Grant County is growing faster than both the nation and the state overall. As of 2013, a quarter of the county’s population is 65 years or older. This growth has been primarily concentrated in the center of the county around Mount Vernon, John Day, and Canyon City. As illustrated in Figure 6, the large areas with high densities of older populations indicate that these residents may be aging in place. These remote areas have low population densities and would therefore be more efficiently served with demand-response service.

**Figure 6 Older Adult Population in Grant County by Place**

Place		Population 65 or older (2000)	Population 65 or older (2013)	% Change (2000-2013)	Proportion 65 or older (2013)
Cities	Canyon City	88	181	106%	31%
	Dayville	29	61	110%	35%
	Granite City	3	8	167%	33%
	John Day	333	344	3%	19%
	Long Creek	37	37	0%	19%
	Monument	25	7	-72%	6%
	Mount Vernon	81	148	83%	19%
	Prairie City	218	237	9%	21%
	Seneca	28	32	14%	24%
Cities Total		842	1,055	25%	21%
Unincorporated Grant County		488	749	53%	31%
<b>Grant County</b>		<b>1,330</b>	<b>1,804</b>	<b>36%</b>	<b>25%</b>
<b>Oregon</b>		<b>438,177</b>	<b>560,073</b>	<b>28%</b>	<b>14%</b>
<b>United States</b>		<b>34,991,753</b>	<b>41,851,042</b>	<b>20%</b>	<b>13%</b>

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

Figure 7 Population Density of Older Adults in Grant County



## Persons with Disabilities

Figure 8 shows the proportions of populations with disabilities in Grant County, which are illustrated in Figure 9. In contrast to the state and nation overall, Grant County has experienced growth in the population of persons with disabilities, increasing 13 percent between 2000 and 2013. Granite City, Mount Vernon, and Canyon City all experienced the largest increase in the population of persons with disabilities. As of 2013, Grant County has a higher percentage of person with disabilities than the state and the nation. Granite City has the highest percentage of population with disabilities, at 75%. The highest densities of persons with disabilities are concentrated around the center as well as the northwest and southeast corners of the county.

**Figure 8 Persons with Disabilities in Grant County by Place<sup>1</sup>**

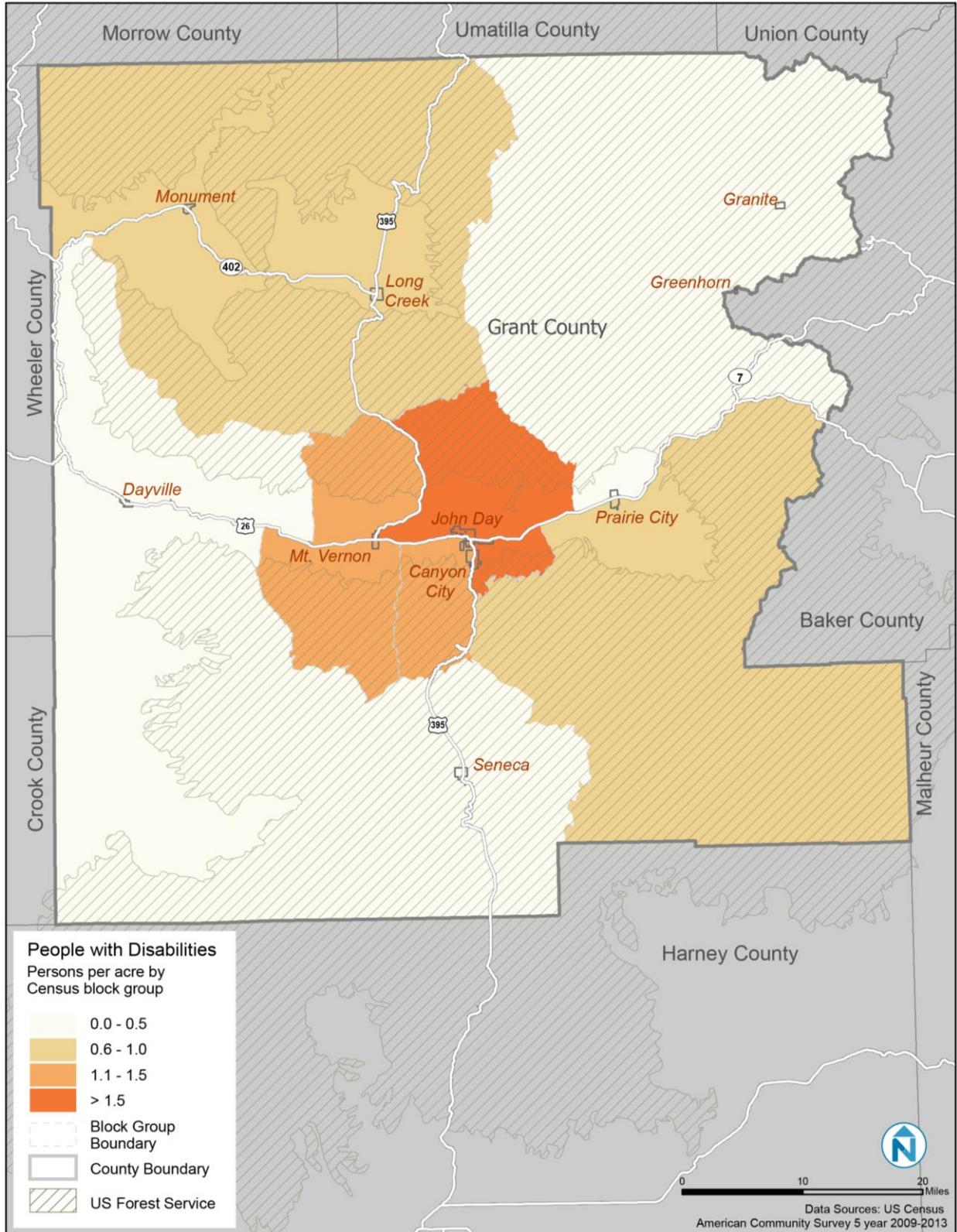
Place		Total with a disability (2000) <sup>2</sup>	Total with a disability (2013)	% Change (2000-2013)	Proportion with a Disability (2013)
Cities	Canyon City	93	169	82%	29%
	Dayville	22	29	32%	17%
	Granite City	7	18	157%	75%
	John Day	315	343	9%	19%
	Long Creek	54	20	-63%	10%
	Monument	43	22	-49%	20%
	Mount Vernon	76	196	158%	25%
	Prairie City	190	211	11%	18%
	Seneca	47	27	-43%	21%
Cities Total		847	1,035	22%	21%
Unincorporated Grant County		489	479	-2%	20%
<b>Grant County</b>		<b>1,336</b>	<b>1,514</b>	<b>13%</b>	<b>21%</b>
<b>Oregon</b>		<b>593,301</b>	<b>523,827</b>	<b>-12%</b>	<b>15%</b>
<b>United States</b>		<b>49,746,248</b>	<b>37,008,659</b>	<b>-26%</b>	<b>13%</b>

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

<sup>2</sup> 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

Figure 9 Population Density of Persons with Disabilities in Grant County



**Low-Income**

“Low-income” is defined as a person whose income totals less than 150% of the poverty level. Figure 10 shows trends in the proportion of low-income residents within Grant County, Oregon, and the U.S. Between 2000 and 2013, Grant County’s low-income population grew by 15%, which was less than the state and the nation. Of all residents in Grant County, 31% have low incomes, concentrated primarily around the major central cities (Canyon City, John Day, Mount Vernon) as well as the eastern portion of the county. Overall, the low-income population rate of change from 2000-2013 varied widely throughout the county, with Canyon City, Granite City, and Dayville seeing increases of more than 65% while other communities, such as Seneca, experienced the opposite.

**Figure 10 Low Income Population in Grant County by Place<sup>1</sup>**

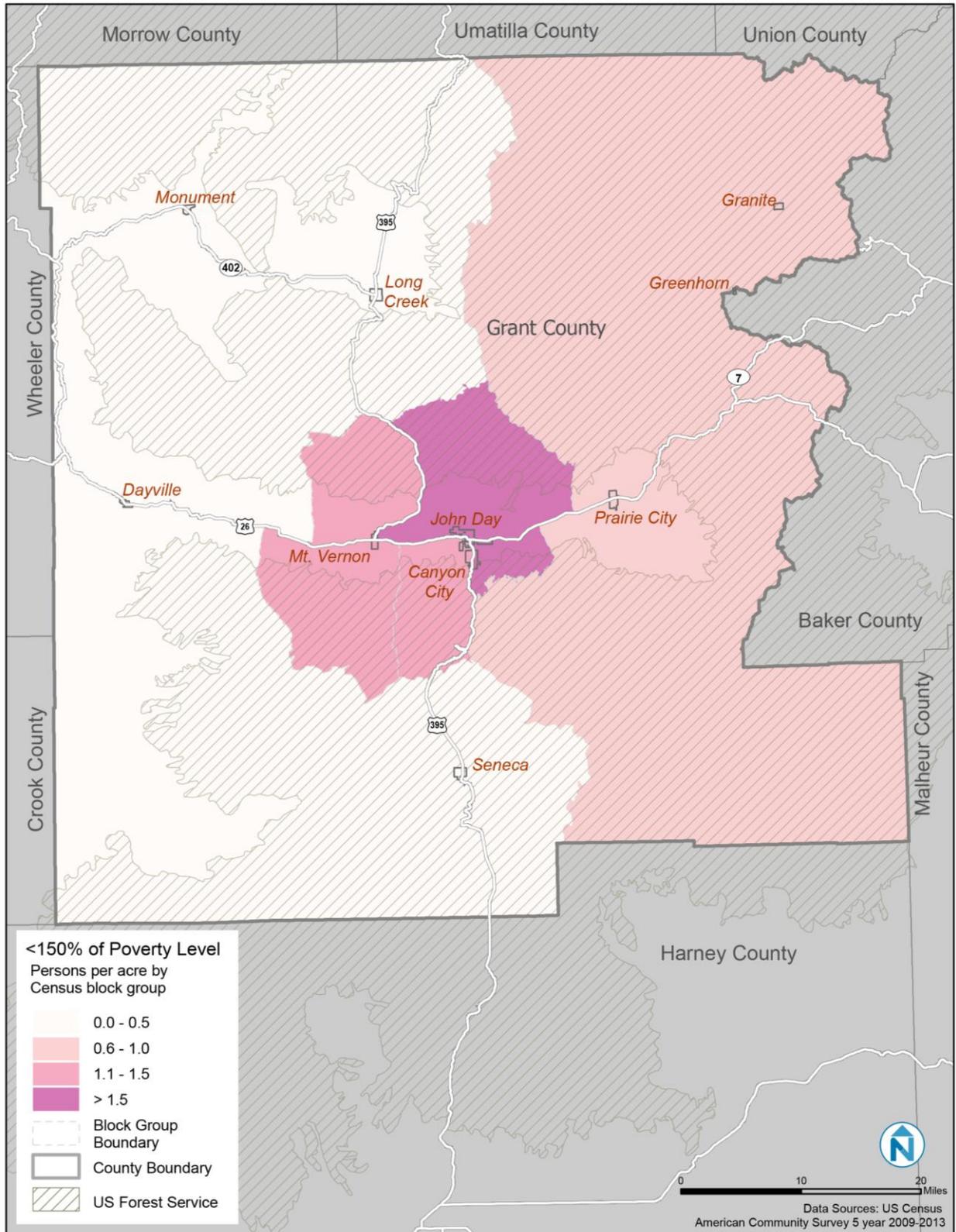
Place		Population with Incomes <150% Poverty Level (2000) <sup>2</sup>	Population with Incomes <150% Poverty Level (2013)	% Change (2000-2013)	Proportion of Population with Incomes <150% Poverty Level (2013)
Cities	Canyon City	119	197	66%	34%
	Dayville	29	53	83%	30%
	Granite City	9	15	67%	63%
	John Day	561	551	-2%	30%
	Long Creek	71	64	-10%	33%
	Monument	50	25	-50%	23%
	Mount Vernon	204	305	50%	39%
	Prairie City	297	402	35%	35%
	Seneca	68	21	-69%	16%
Cities Total		1,408	1,633	16%	33%
Unincorporated Grant County		607	675	11%	28%
<b>Grant County</b>		<b>2015</b>	<b>2308</b>	<b>15%</b>	<b>31%</b>
<b>Oregon</b>		<b>680,596</b>	<b>998,512</b>	<b>47%</b>	<b>26%</b>
<b>United States</b>		<b>57,320,149</b>	<b>75,713,774</b>	<b>32%</b>	<b>25%</b>

<sup>1</sup> 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.

<sup>2</sup> 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

Figure 11 Population Density of Low-Income Residents in Grant County



**Veterans**

Veterans tend to have a higher propensity for using transit, relying on public transportation for work, education, work, healthcare, and other trip purposes. Although a veterans classification is not directly included in the Transit Propensity Index (TPI) discussed at the end of this chapter, veterans often fall into one of the transit-dependent demographic characteristics analyzed in the TPI—over age 65, persons with a disability, or low-income. Figure 12 shows that Grant County is home to approximately 894 veterans, or 15.0% of the county civilian population (18 years and older), relative to 10.8% for the entire state.

**Figure 12 Veterans in Grant County**

<b>Geography</b>	<b>Proportion of Civilian Population that are Veterans</b>
Grant County	15.0%
Oregon	10.8%

American Community Survey 2013 5-year estimates

**Limited English Proficiency**

Persons with limited English proficiency (LEP) have a higher propensity for using transit as their primary means of transportation, assuming no language barriers deter ridership. In areas with a high number of people with LEP language, transit providers should offer extra assistance riders in a competent and effective manner to ensure services are safe, reliable, convenient, and accessible to those persons. Similar to veterans, LEP is not directly included in the TPI, but this population often shares one or more characteristics of the three target population analyzed. The term LEP refers to any person age 5 and older who—according to the U.S. Census—reported speaking English less than “very well”. As shown in Figure 13, approximately 1.0% of the Grant County individuals do not speak English “very well” relative to 6.2% for the entire state.

**Figure 13 Limited English Proficiency in Grant County<sup>1</sup>**

<b>Geography</b>	<b>Proportion of Population over 5 that have Limited English Proficiency</b>
Grant County	1.0%
Oregon	6.2%

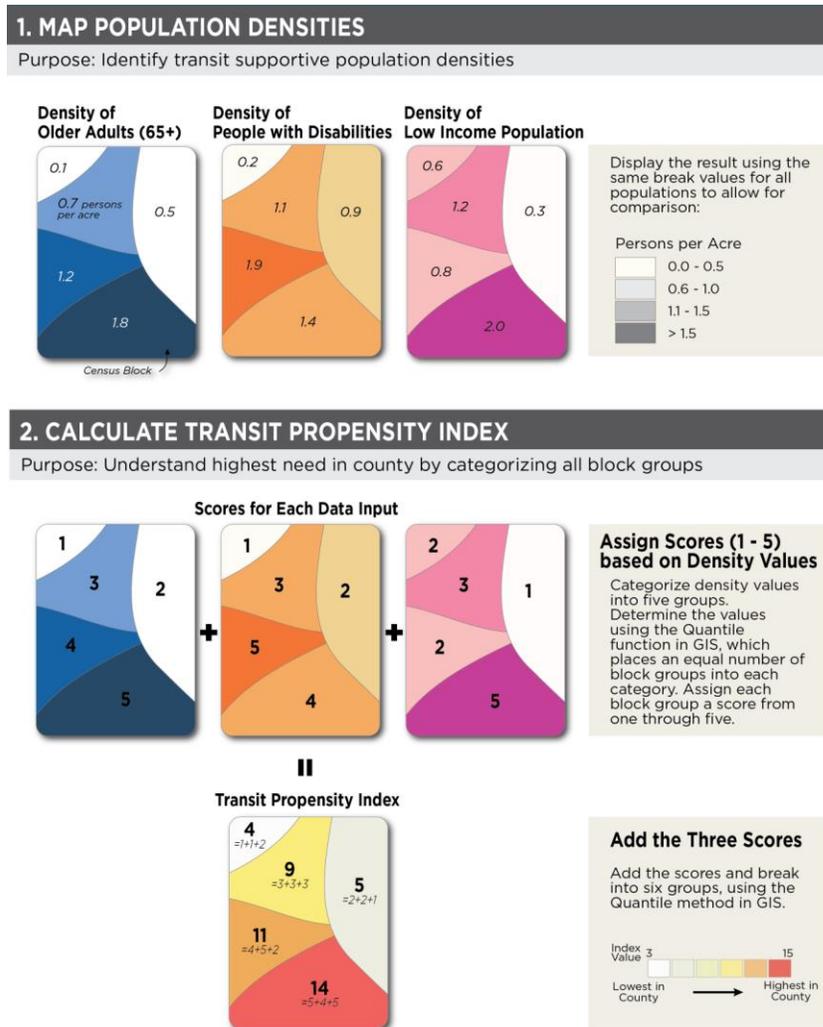
<sup>1</sup> Data for LEP only reflects the population ages 5 years and older.

American Community Survey 2013 5-year estimates

## Transit Propensity Index

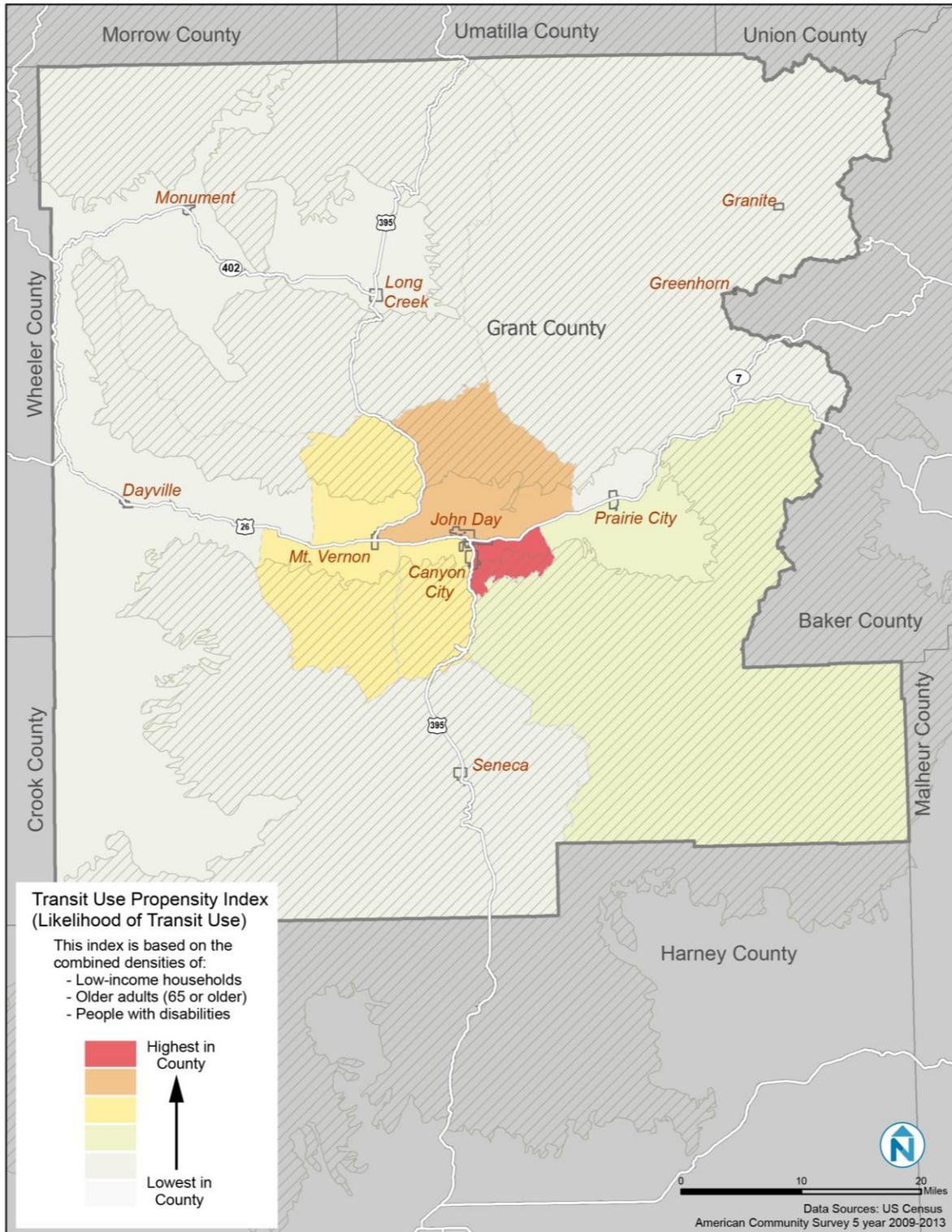
The Transit Propensity Index (TPI) is a composite indicator adding the densities of the three target populations within a given geography. Each of the three densities (older adults, low-income households, and persons with disabilities) is equally weighted in the TPI. Figure 14 illustrates how the TPI 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).

Figure 14 Transit Propensity Index Calculations



The TPI is illustrated across Census Tracts within the study area in Figure 15. The major population centers of the study areas—Canyon City, John Day, and Mount Vernon—have the highest relative propensity for transit use. To allow for comparisons of each of the three target populations, the previous maps used the same category thresholds for population density. To understand comparative need, however, Figure 15 divides Grant 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.

Figure 15 Transit Propensity Index for Grant County



## Major Attractions and Work Commutes

Approximately 2,032 people were employed within Grant County in 2013, of which 56% also lived in Grant County. As shown in Figure 16, 44% of Grant County’s workforce travel in from surrounding counties for jobs in Grant County.

**Figure 16** Employment Flow of Grant County

	Number of Employees	Percent of All Employees
People that work and live in Grant County	1,129 <sup>A</sup>	56%
People that work in Grant County and live outside Grant County	903	44%
Baker County, OR	76	4%
Deschutes County, OR	28	1%
Gilliam County, OR	96	5%
Harney County, OR	31	2%
Klamath County, OR	30	1%
Morrow County, OR	72	4%
Umatilla County, OR	192	9%
Union County, OR	69	3%
Wallowa County, OR	33	2%
Other	276	14%
<b>Total People employed in Grant County</b>	<b>2,032<sup>B</sup></b>	<b>100%</b>

Source: LEHD

A: Refer to Figure 17 for home locations of individuals that both live and work in Grant County

B: Refer to Figure 18 for employment locations of all workers within Grant County

The home locations of workers that both live and work in Grant County are illustrated in Figure 17. Home locations are primarily concentrated in three main areas—John Day, Canyon City, and Mount Vernon—but there are also Grant County employees that reside throughout the more rural areas of Grant County. In the central portion of the county, homes are concentrated to the cities, while in the southern and northwestern portions of the county homes are more spread out and therefore more difficult to serve with transit. Figure 18 illustrates that work locations for employees living in Grant and surrounding counties are primarily concentrated in John Day and Canyon City.

Figure 17 Home Locations for Grant County Workers

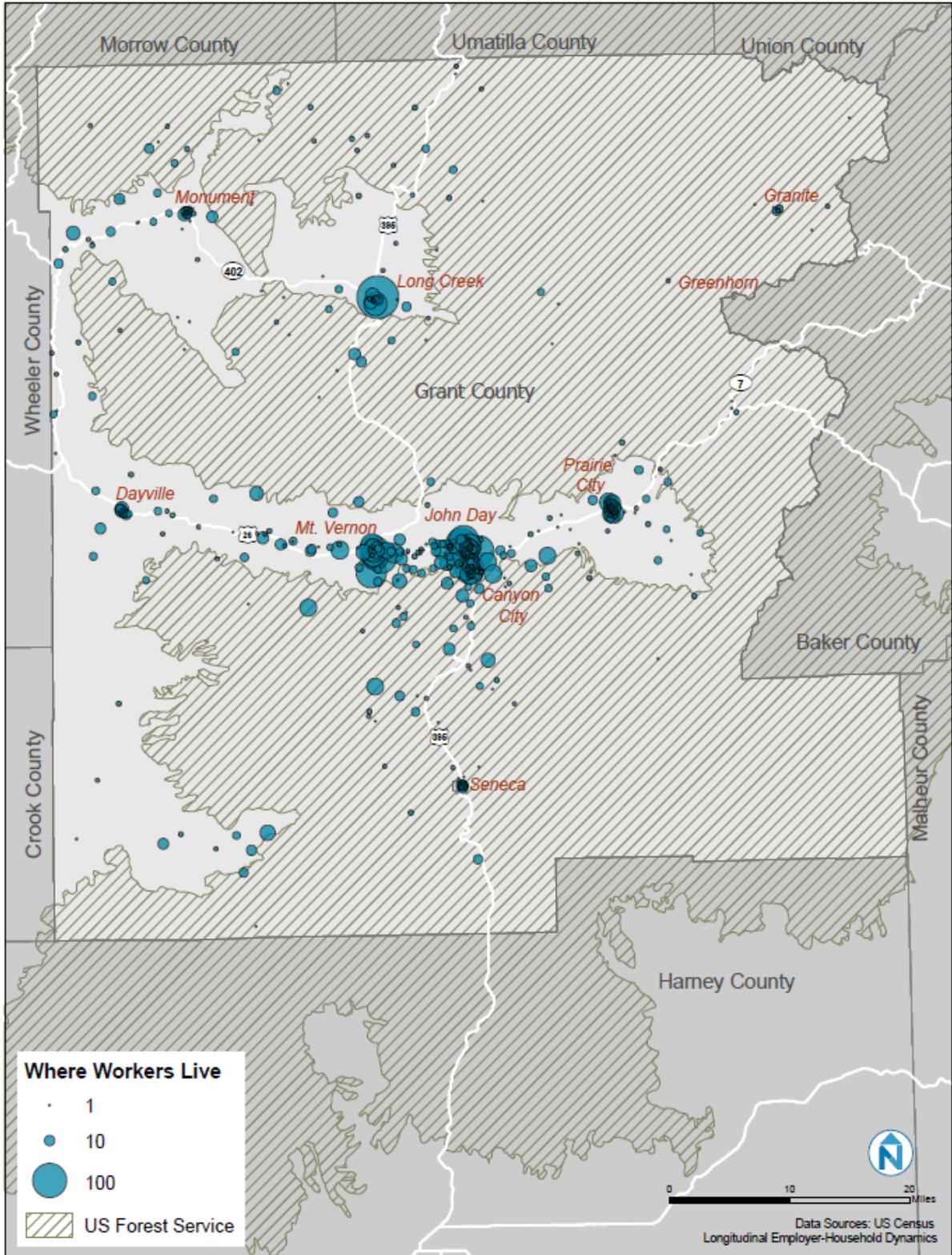
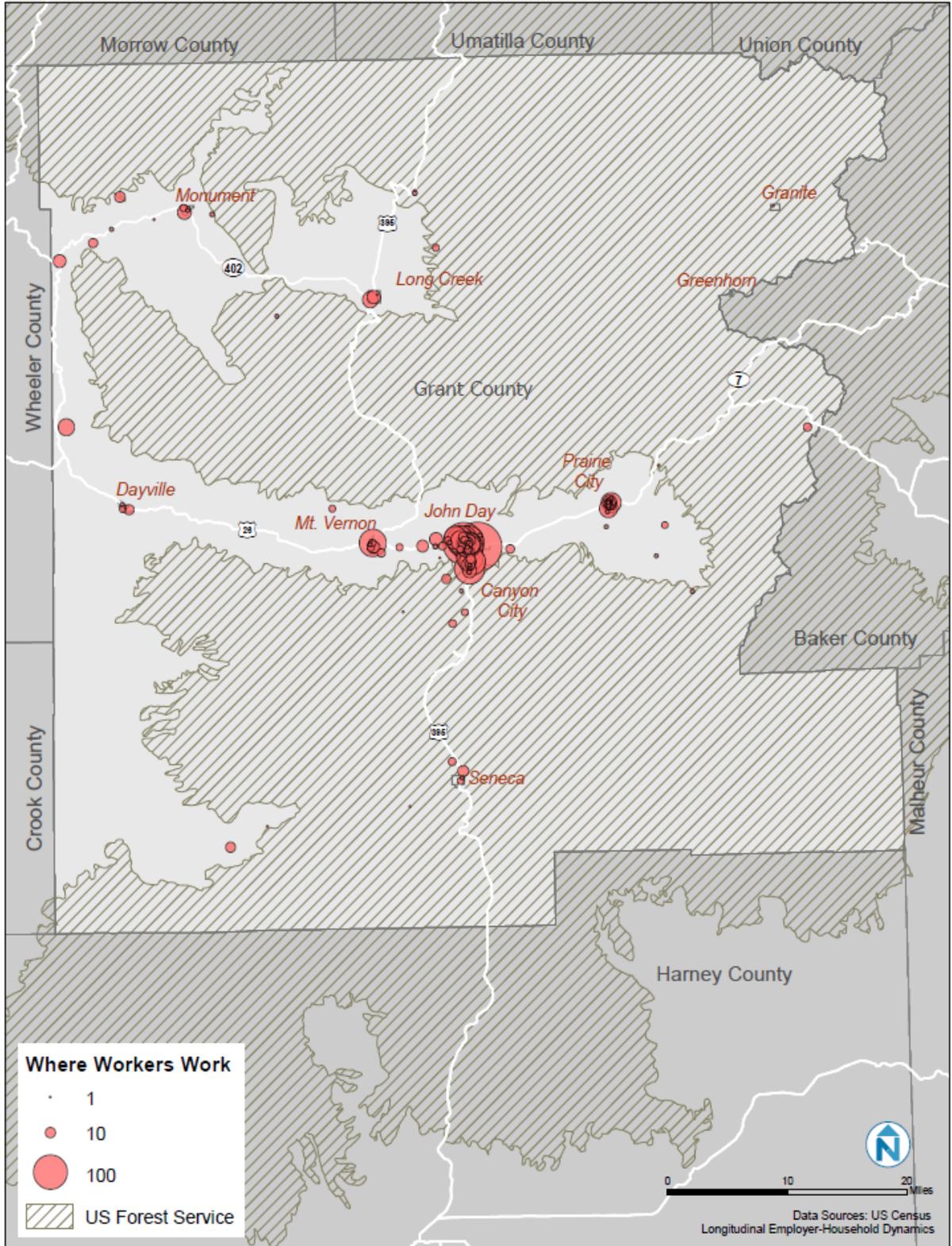


Figure 18 Work Locations in Grant County



## 3 EXISTING SERVICES AND RESOURCES

Transit service is concentrated in the central portion of Grant County, extending out to other major cities within the county and neighboring counties. Grant County Transportation District (GCTD), known as the People Mover, operates fixed-route and demand-response service. The Transportation Network provides local and regional non-emergency for Grant County residents with Medicaid. Additionally, there are some local care facilities that provide transportation for clients.

Figure 19 lists the local and regional transportation services available in Grant County cities and unincorporated areas.

**Figure 19 Grant County Transportation Services by Geography**

Geography	Transportation Services Available
<b>Canyon City</b>	GCTD People Mover Dial-A-Ride Transportation Network
<b>Dayville</b>	GCTD People Mover Fixed-Route GCTD People Mover Dial-A-Ride Transportation Network
<b>Granite City</b>	GCTD People Mover Dial-A-Ride Transportation Network
<b>John Day</b>	GCTD People Mover Fixed-Route GCTD People Mover Dial-A-Ride Transportation Network
<b>Long Creek</b>	GCTD People Mover Fixed-Route GCTD People Mover Dial-A-Ride Transportation Network
<b>Monument</b>	GCTD People Mover Fixed-Route GCTD People Mover Dial-A-Ride Transportation Network
<b>Mount Vernon</b>	GCTD People Mover Fixed-Route GCTD People Mover Dial-A-Ride Transportation Network
<b>Prairie City</b>	GCTD People Mover Fixed-Route GCTD People Mover Dial-A-Ride

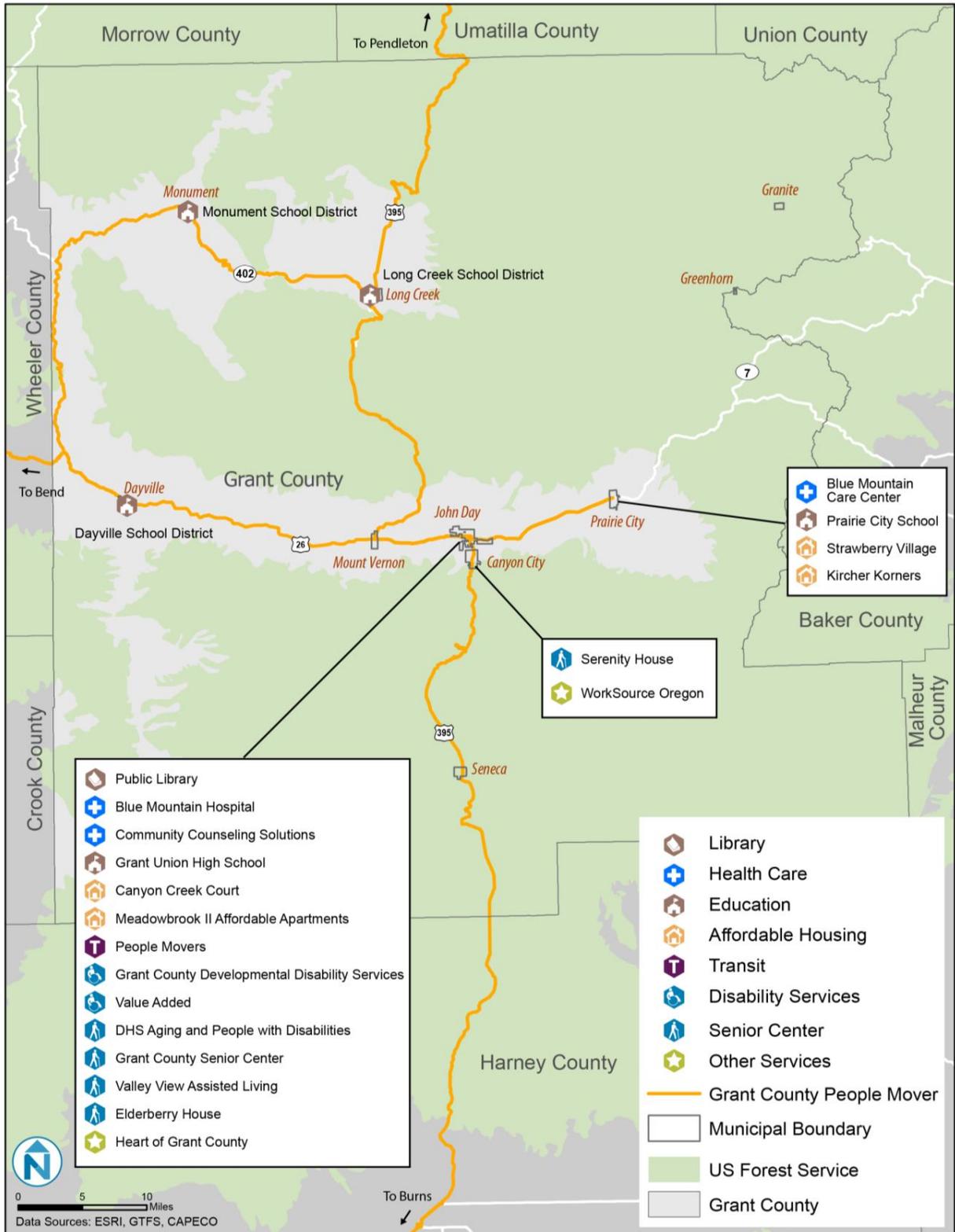
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Geography	Transportation Services Available
	Transportation Network
<b>Seneca</b>	GCTD People Mover Fixed-Route GCTD People Mover Dial-A-Ride Transportation Network
<b>Unincorporated Areas</b>	GCTD People Mover Dial-A-Ride Transportation Network

These services are also illustrated in Figure 20. In addition to these services, all transit service available within Grant County includes:

- **Local Public Transportation service**
  - Grant County Transportation District People Mover Fixed-Route
  - Grant County Transportation District People Mover Dial-A-Ride
- **Regional Transportation service**
  - Transportation Network
- **Client-Based Service**
  - Elderberry House
  - Community Counseling Solutions
  - Heart of Grant County
  - Valley View Assisted Living

Figure 20 Grant County Transit Service



## LOCAL PUBLIC TRANSPORTATION SERVICE

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

### Grant County Transportation District People Mover

Service Area Description	Wheelchair accessible transportation between major cities within the John Day Valley to destinations in neighboring counties (Wheeler, Crook, Deschutes, Harney, and Umatilla).
Days and Hours of Operation	Varies, see Figure 21
Fare	Vary based on origin, destination, and age.
Connections to other services	Cascades East Transit, Central Oregon Breeze, Kayak Public Transit, Greyhound, Harney County Dial-A-Ride, Pacific Crest Bus Lines, The POINT, Milton-Freewater Public Transit, Valley Transit, Sea-Port Airlines in Pendleton, Redmond Airport

Grant County Transportation District (GCTD) People Mover operates six fixed routes summarized in Figure 21. People Mover prefers that all passengers make a reservation for these routes but it is only required for Prairie City to Walla Walla, Monument to Bend, Monument to Walla Walla, and Monument to John Day. Passengers can call the dispatch center Monday through Friday 8:00 a.m. to 5:00 p.m. or Saturday 9:00 a.m. to 4:00 p.m. to make a reservation.

**Figure 21 Summary of GCTD People Mover Routes**

Route	Direction	Depart	Arrive	Days of Operation	Cities Served
Prairie City/Bend	To Bend	6:00 a.m.	10:45 a.m.	Mondays, Wednesdays, and Friday	John Day, Mount Vernon, Dayville, Mitchell, Prineville, Redmond
	To Prairie City	3:30 p.m.	8:20 p.m.		
Prairie City/Walla Walla	To Walla Walla	5:50 a.m.	10:55 a.m.	Tuesdays	John Day, Mount Vernon, Longcreek, Dale, Ukiah, Pilot Rock, Pendleton, Milton-Freewater
	To Prairie City	3:30 p.m.	8:25 p.m.		
Prairie City/Burns	To Burns	10:40 a.m.	1:55 p.m.	Thursdays	Mount Vernon, John Day, Seneca, Burns
	To Prairie City	4:45 p.m.	7:45 p.m.		
Monument/Bend	To Bend	6:20 a.m.	10:50 a.m.	Wednesdays and Fridays	Dayville, Mitchell, Prineville, Redmond
	To Monument	3:30 p.m.	8:11 p.m.		
Monument/Walla Walla	To Walla Walla	6:30 a.m.	10:55 a.m.	Tuesdays	Long Creek, Dale, Ukiah, Pilot Rock, Pendleton, Milton-Freewater
	To Monument	3:30 p.m.	7:55 p.m.		
Monument/John Day	To John Day	6:00 a.m.	10:45 a.m.	Thursdays	Monument, Long Creek, Mount Vernon, John Day
	To Monument	3:30 p.m.	8:20 p.m.		

Fares vary based on origin, destination, and age. The minimum fare for ages 11 and under is \$2.50, \$5.00 for ages 12 to 59, and \$3.00 for ages 60 and over. The maximum fare for the longest distance trip (Prairie City to Bend) is \$12.25 for ages 11 and under, \$21.50 for ages 12 to 59, and \$17.50 for ages 60 and over.

The GCTD vehicle fleet, listed in Figure 24, includes a 16-passenger bus that is primarily used for the Prairie City to Bend route but is also available for private charter.

**GCTD People Mover Dial-A-Ride**

Service Area Description	Origin-to-destination wheelchair accessible transportation within the John Day Valley to and from Prairie City, John Day, Canyon City and Mount Vernon.
Days and Hours of Operation	Monday–Friday 8:00 a.m. to 5:00 p.m.; Saturday 9:00 a.m. to 4:00 p.m.
Fare	\$2.00 per stop; Seniors/Disabled/Children under 10: \$1.00 per stop; Children 3 and under : Free; John Day to Mount Vernon and John Day to Prairie City: \$7.00 Round Trip; John Day past Mount Vernon: \$14.00 Round Trip
Connections to other services	May be used to connect to other services; not service design

GCTD offers origin-to-destination Dial-A-Ride service within the John Day Valley which includes Canyon City, Dayville, John Day, Long Creek, Mount Vernon, Monument, Prairie City, and Seneca.

Passengers must call the dispatch center Monday through Friday between 8:00 a.m. to 5:00 p.m. or Saturday 9:00 a.m. to 4:00 p.m. to schedule a ride, providing the date, time, origin, and destination of the ride. People Mover operates on a first-call-first-serve basis but priority is given to medical appointment related rides.

Drivers are not permitted to assist passengers into or out of residences, or with taking personal items inside residences. Passengers who do need assistance can have a personal care attendance ride with them for free.

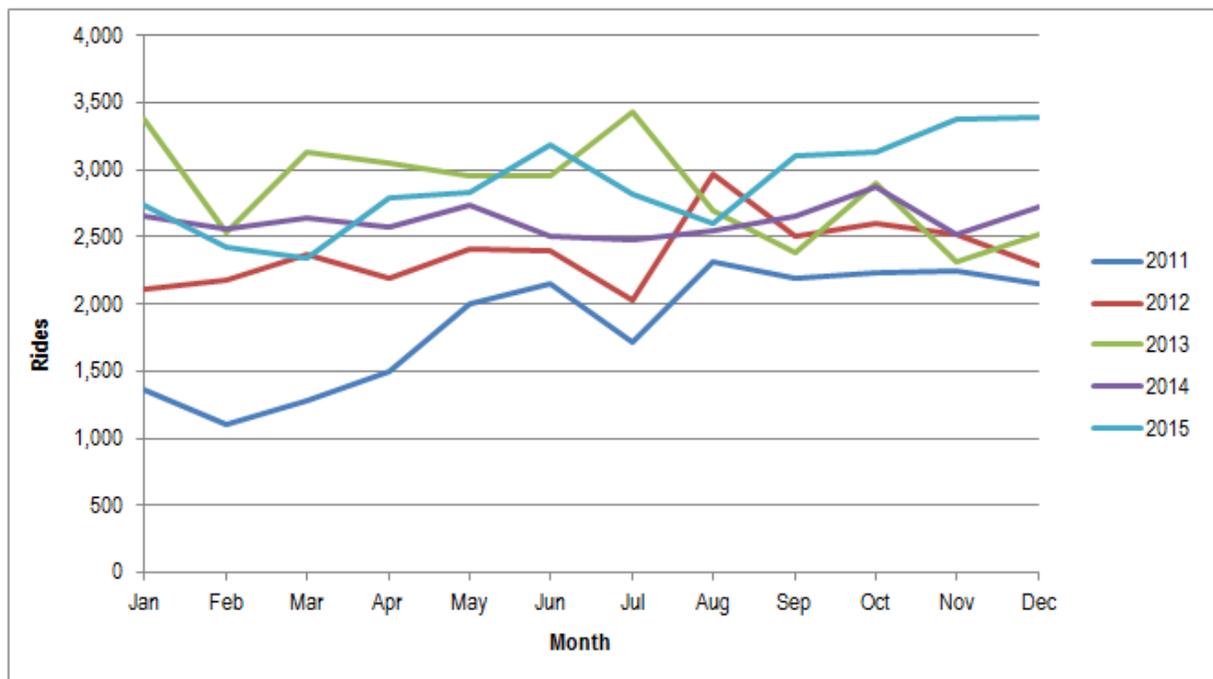
### GCTD People Mover Ridership

Figure 23 shows the ridership for all GCTD Transportation services (fixed-route, Dial-A-Ride, and charter) from 2011 to 2015. Ridership repeatedly peaks around the summer and winter months, which experience the most intense weather. Across all five years, ridership in September through December was highest for 2015. As shown in Figure 22, People Mover provided a total of 34,727 rides in 2015, a 10% increase from 2014.

**Figure 22 GTCD Annual Ridership, 2011–2015**

2011	2012	% Change 2011- 2012	2013	% Change 2012- 2013	2014	% Change 2013- 2014	2015	% Change 2014- 2015
22,248	28,571	28%	34,249	20%	31,446	-8%	34,727	10%

**Figure 23 GCTD People Mover Ridership Trends, 2011–2015**



Note: Ridership data includes fixed-route, Dial-A-Ride, and charter services.

Source: Grant County Transportation District

## GCTD People Mover Vehicle Fleet

GCTD has a total of seven vehicles available for fixed-route, demand-response, charter, and Medicaid transit services. Figure 24 lists the year, type, mileage, primary and back-up uses, number of passengers, and number of wheelchair securement spaces for each GCTD vehicle.

**Figure 24 GCTD People Mover Vehicle Fleet**

Year	Type	Mileage	Use	# Pass	# WC
2006	Ford Conversion Van	176,244	<b>Primary:</b> Burns Run, Monument Run, Medicaid <b>Back-Up:</b> Dial-A-Ride	N/A	2
2006	Ford Conversion Van	191,246	<b>Primary:</b> Walla Walla Run, Medicaid <b>Back-Up:</b> Burns Run, Monument Run, Dial-A-Ride	N/A	2
2009	Ford E450	236,825	<b>Primary:</b> Bend Run, Charter <b>Back-Up:</b> Dial-A-Ride	16	2
2010	Dodge Amerivan	105,173	<b>Primary:</b> Medicaid <b>Back-Up:</b> Burns Run, Monument Run, Walla Walla Run, Dial-A-Ride	N/A	1
2011	Cutaway	146,518	<b>Primary:</b> Dial-A-Ride, Medicaid	8	2
2014	Cutaway	77,572	<b>Primary:</b> Dial-A-Ride, Medicaid	12	5
2013	Dodge Amerivan	78,659	<b>Primary:</b> Walla Walla Run, Medicaid <b>Back-Up:</b> Burns Run, Monument Run, Dial-A-Ride	N/A	1

Source: Grant County Transportation District

## GCTD People Mover Funding

The most recent funding information available for GCTD covers July through November of FY 2015/2016. GCTD receives funding from both local sources as well as federal and state grants. Local sources for July to November 2015 totaled to \$64,900 including fares, donations, interest, and other miscellaneous revenues. A total of \$79,500 was secured through federal grant sources including 5310, 5311, Highly Rural Transportation Grant (HRTG), and Connect Oregon V funds. STF funds provide GCTD with an additional \$40,000 of income. For July to November 2015, GCTD's total income of \$184,400 covered the expenses of \$159,900 for the fixed-route, Dial-A-Ride, and charter transit services.

## GCTD People Mover Technology

Currently, GCTD uses pencil and paper for scheduling but will be transitioning to use Stratagen by Adept within the next year. Cell phones are used for driver and dispatch communication and a total of five of the seven vehicles are equipped with onboard camera systems.

## REGIONAL TRANSPORTATION SERVICE

Non-emergency medical local and regional transportation is provided by the Transportation Network. This is the only regional service in Grant County in addition to those provided by People Mover.

## Transportation Network

Transportation Network, the regional broker of non-emergency medical transportation for Medicaid recipients, is an important provider of specialized services. Mid-Columbia Council of Governments (MCCOG) coordinates transportation services for eligible clients of the Eastern Oregon Coordinated Care Organization (EOCCO) and the Oregon Health Plan (OHP) traveling to and from covered non-emergency medical services (NEMT). Transportation is provided free of charge to those eligible clients living in 14 eastern Oregon counties, including Grant, who have no other way to get to their medical services.

As the broker, MCCOG reaches out to local transportation providers within Grant County (such as People Mover) to coordinate Medicaid trips for eligible county residents. MCCOG receives funding from the State of Oregon at an average of \$47 per trip and then transfers funds to providers for trips Medicaid trips. Public transit agencies can charge fully allocated costs to MCCOG for trips while private providers can charge market rates to MCCOG for trips. Medicaid recipients also have the option to drive their own vehicle to a covered service medical appointment with a mileage reimbursement rate of \$ 0.25 per mile.

Transportation Network provided 3,029 rides to Grant County residents in 2015. They contract with the following providers to serve Grant County:

- DHS Volunteer Transportation – Morrow, Umatilla, Union, Baker, Grant and Harney Counties
- Grant County People Movers – Grant County
- J&R Secure Transport – Secure transportation anywhere in Eastern Oregon
- Secure Transportation of Oregon - Secure transportation anywhere in Oregon

MCCOG uses the EcoLane software program to enter in provider rates and assigns trips to the lowest cost provider in the area, whether that is public or private.<sup>6</sup>

## CLIENT-BASED TRANSPORTATION SERVICE

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

### Elderberry House

Elderberry house is a senior residential care facility located in John Day. A total of five residents currently live there between the ages of 81 and 104. The facility has a total of three vehicles, which are operated by the caretaker staff. Two of the vehicles are used for transporting residents to local medical appointments and recreation or local events. Family members typically transport residents to medical appointments that are not within the local area. The third vehicle is a large van equipped with enough seating arrangements for all residents and staff and is reserved for emergencies (e.g. in the event of an evacuation).<sup>7</sup> GCTD People Mover also provides transportation for this facility.

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<sup>6</sup> Dan Schwanz. Mid-Columbia Council of Governments. Phone interview with Maggie Derk. December 16, 2015.

<sup>7</sup> Kim Smarr, Elderberry House. Phone interview with Maggie Derk. February 4, 2016.

## Community Counseling Solutions

Community Counseling Solutions is a private non-profit behavioral health service provider in Morrow, Wheeler, Gilliam, and Grant Counties. Development health services are also available through Community Counseling Solutions in five counties: Morrow, Wheeler, Gilliam, Grant, and Lake Counties. The agency owns a total of 30 vehicles, 7 of which are located at the Grant County Outpatient Office. These six, 5-passenger sedans and one, 8-passenger van will transport Community Counseling Solutions clients from their residence to the Grant County Outpatient clinic as well as other local medical appointments. Any client who uses Community Counseling Solutions services is eligible for this transit service. There are a total of about 20 trips a week made with the Grant County office vehicle fleet. The vehicles are newly purchased directly from local auto dealers and are still operating well.<sup>8</sup> GCTD People Mover also provides transportation for this facility in John Day.

## Valley View Assisted Living

Valley View is an assisted living facility for seniors with both permanent and temporary residents. The facility has a bus that can accommodate up to 10 passengers and is primarily used for shopping trips and recreational activities. Since the vehicle is not wheelchair accessible, GCTD People Mover is relied on for medical trips and transportation to other personal activities. The Valley View vehicle is used about once per week throughout the year, more often in the summertime. The vehicle is over eight years old and is taken to the local Ford garage for maintenance.<sup>9</sup>

## Heart of Grant County

Heart of Grant County is a private non-profit community agency that assists sexual assault and domestic violence victims. Staff uses their personal vehicles to transport clients anywhere in the county.<sup>10</sup> This organization also purchases GCTD bus passes for their clients to utilize.

## COORDINATION WITH EMERGENCY PREPAREDNESS

Grant County is particularly vulnerable to a variety of natural hazards, particularly droughts, floods, landslides, wildfires, windstorms, and winter storms.<sup>11</sup> GCTD is currently working with the county emergency management coordinator to incorporate the People Mover into the county emergency plan. There is no formal protocol set in place for evacuation but GCTD vehicles are available in an emergency. In summer 2015, GCTD was called on for evacuation of Prairie City residents due to threats of wildfires. Law enforcement and emergency dispatching agencies have been provided with GCTD transit manager contact information should an emergency situation occur in the future.

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<sup>8</sup> Thad Labhart, Community Counseling Solutions. Phone interview with Maggie Derk. January 14, 2016.

<sup>9</sup> Stephanie Rodriguez. Valley View Assisted Living. Phone interview with Maggie Derk. January 13, 2016.

<sup>10</sup> Shelly Murphey. Heart of Grant County. Phone interview with Maggie Derk. January 13, 2016.

<sup>11</sup> Oregon Department of Land Conservation and Development's Natural Hazards Program. Natural Hazards Mitigation Plan. September 2015. Retrieved from <http://www.oregon.gov/LCD/HAZ/Pages/nhmp.aspx>

## 4 STAKEHOLDER INVOLVEMENT

Stakeholder involvement is essential for a successful Coordinated Plan. Engaging the appropriate organizations and individuals in this planning effort is critical to identifying the needs of the target populations, the public transportation resources available, local context, and prioritization of strategies.

### STF Advisory Committee

ODOT requires that STF recipients form a committee to assess and disburse funding. The Grant County STF Advisory Committee was composed of the members from community organizations and served as a steering committee for the coordinated plan process. Committee members listed in Figure 25 completed the following during the plan update process:

- Identified stakeholders to inform about the potential needs in the community
- Provided data and information as needed
- Met twice at consultant team-facilitated workshops to discuss major plan elements
- Reviewed two interim technical memorandums
- Reviewed the draft plan
- Prioritized plan strategies
- Provided final recommendations prior to plan adoption

**Figure 25 Grant County STF Advisory Committee**

Name	Affiliation(s)
Linda Cook,	STF Committee Chair Grant County Transportation District and senior community representative
Angie Jones	Grant County Transportation District
Veanne Weddle	Grant County Senior Programs
Peggy Neal	Department of Human Services
Deronda Lallatin	V.A.L.U.E.A.D.D.E.D
Joan Metlock	Valley View Assisted Living and senior community representative
Connie Wood	Senior community representative
Ron Smith	Grant County Transportation District and senior community representative

### Stakeholder Outreach

The primary means for capturing input on needs and potential gaps included:

- Surveys (see Appendix) distributed to the STF Advisory Committee and Community Stakeholders in October 2015
- In person meetings with the STF Advisory Committee in November 2015 and May 2016 (Meeting notes from each meeting are included in the Appendix)
- Phone interviews with key stakeholders during December 2015 to February 2016

The second project meeting held in May 2016 was also open to the public, who was notified through a newspaper announcement included in the Appendix. Attendees at this meeting participated in an exercise to prioritize the recommended plan strategies. Results from this exercise are provide in Chapter 6.

The identified issues and opportunities gathered through this outreach helped shape the needs and strategies for transportation services, projects, and investments within Grant County. Figure 26 lists the stakeholder agencies engaged throughout the coordinated plan process including STF Advisory Committee members, stakeholders interviewed by phone, and stakeholders that provided input through surveys.

**Figure 26 Agencies Engaged in Coordinated Plan Process**

Agency / Organization	Type of Stakeholder	Area Served	Market Served
Blue Mountain Hospital District	Non-profit medical	Grant County	General public
Blue Mountain Home Health and Hospice	Non-profit medical	Grant County	Victims of sexual assault and domestic violence
Community Counseling Solutions	Non-profit	Grant, Morrow, Wheeler, and Gilliam Counties	Persons with disabilities
Department of Human Services-Grant County Office	State agency	Grant County	Low income, Older adults, Persons with disabilities
Elderberry House	Senior living facility	John Day	Older adults
Grant County Senior Center	Community agency	Grant County	Older adults
Grant County Transportation District-People Mover	Transportation provider	Grant County	General public
Heart of Grant County	Non-profit	Grant County	Victims of sexual assault and domestic violence
Mid-Columbia Council of Governments	Non-emergency medical transportation provider	Baker, Gilliam, Grant, Harney, Hood River, Lake, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco, and Wheeler counties	Medicaid recipients
Northeast Oregon Housing Authority	State agency	Baker, Grant, Union, and Wallowa Counties	Low income
Serenity House	Assisted and senior living facility	Canyon City	Older adults, Persons with disabilities

<b>Agency / Organization</b>	<b>Type of Stakeholder</b>	<b>Area Served</b>	<b>Market Served</b>
Valley View Assisted Living	Senior living facility	John Day	Older adults
VALUE ADDED	Non-profit	John Day	Persons with disabilities
WorkSource Oregon	Workforce development	Grant County	Unemployed

An initial list of identified stakeholders was compiled by the consultant team before being reviewed and approved by the STF committee during the first workshop held at the Grant County Transportation District Office in John Day in November 2015. Phone interviews were conducted with personnel from each of the stakeholder organizations listed below. A list of the interviewees and a list of the discussion questions used to guide each interview are included in the Appendix.

**Blue Mountain Hospital District**

The Blue Mountain Hospital District is a full service non-profit hospital located in John Day.

**Blue Mountain Hospital District-Home Health and Hospice**

The Blue Mountain Hospital District Home Health and Hospice Office, located in John Day, program supports at home recovery from a serious illness or injury and hospice services for terminally ill patients.

**Community Counseling Solutions**

Community Counseling Solutions is a private non-profit provider of mental health and developmental health services for residents in Grant, Morrow, Wheeler, and Gilliam Counties. A local office for Grant County is located in John Day.

**Department of Human Services (DHS)-Aging and People with Disabilities**

The Department of Human Services (DHS) Aging and People with Disabilities has a local office located in John Day that provides services for seniors and people with physical disabilities including Medicaid programs, food and nutrition services, or support for abuse and neglect.

**Elderberry House**

Elderberry House is an assisted living facility for seniors located in John Day.

**Heart of Grant County**

Heart of Grant County is a private non-profit community agency that assists sexual assault and domestic violence victims.

**Northeast Oregon Housing Authority**

The Northeast Oregon Housing Authority aims to provide safe, decent, sanitary, and affordable housing to the low income residents of Baker, Grant, Union, and Wallowa Counties.

## **Mid-Columbia Council of Governments (MCCOG)**

The Mid-Columbia Council of Governments (MCCOG) is the regional planning organization for Hood River, Wasco, Gilliam, Sherman, and Wheeler Counties. MCCOG provides fixed-route transportation in Wasco and Hood River Counties and dial-a-ride transportation in Wasco County.

MCCOG is also the Medicaid Transportation Broker for the Eastern Oregon Coordinated Care Organization (CCO) and Columbia Gorge CCO, which covers 14 counties total, including Grant County. This non-emergency medical transportation is called the Transportation Network.

## **Serenity House**

Serenity House is an assisted living facility located in Canyon City for seniors and persons with disabilities.

## **VALUE ADDED**

VALUE ADDED is a non-profit organization located in John Day that provides employment and support for independent living for people with developmental disabilities.

## **Valley View Assisted Living**

Valley View Assisted Living is a senior assisted living facility located in John Day for both permanent and temporary residents.

## **WorkSource Oregon**

WorkSource Oregon is a workforce development agency throughout the State of Oregon. The local office in Canyon City provides assistance for unemployed residents within Grant County.

## **Stakeholder Feedback**

This section highlights stakeholder views on current transportation services in Grant County. The primary transportation service available in Grant County is operated by the Grant County Transportation District (GCTD) People Mover, which provides both fixed-route and demand-response services. Non-emergency medical transportation is also provided for Medicaid patients by the Transportation Network, which includes GCTD People Mover, DHS Volunteer Transportation, J&R Secure Transport, and Secure Transportation of Oregon.

Additionally, client-based transportation services are provided by some organizations including Community Counseling Solutions, Elderberry House, Heart of Grant County, and Valley View Assisted Living. There is no taxi service available within the county which limits the amount of flexible transportation options available to Grant County residents.

## Role of Transit in the Community

Grant County stakeholders unanimously stated that transit was an important service for community residents. Stakeholders expressed praise for the existing transit services available which were described as “very accommodating to the needs of the community” and “providing great service to a variety of different places with limited resources.” Transit is a critical service for some people, particularly those without access to a car or unable to drive themselves. Overall, people within the community are thankful for the transit available and feel that it provides great coverage for the existing population.

Stakeholders expressed praise for the existing transit services available which were described as “very accommodating to the needs of the community” and “providing great service to a variety of different places with limited resources.”

## Challenges in Providing Transit

The large land area of the county makes it challenging for transit providers to provide transportation throughout the entire county. Major cities within the county and outside the county are far apart and in some cases in opposite directions, putting a strain on the transit vehicle fleets.

Additionally, if there’s not multiple people traveling in the same direction the space available on vehicles is underutilized. Potential opportunities for addressing these challenges might include expanding the vehicle fleet or improving the scheduling of passenger origins and destinations. Connections to other transit providers in neighboring counties could also be optimized for passengers needing to make multi-county trips.

Major cities within the county and outside the county are far apart and in some cases in opposite directions, putting a strain on the transit vehicle fleets.

## Spatial and Temporal Needs

Transit is in the highest demand during the winter months, particularly between September and January/February. On a daily basis, popular travel times are typically between the hours of 8 a.m. and 1 p.m. and between 3 p.m. and 5 p.m. Transit service is also available on Saturdays, which is becoming a more popular travel time.

The most popular destinations for Grant County People Mover Demand Reponse service include grocery stores and medical services, such as:

- Blue Mountain Hospital District in John Day
- Chester’s Thriftway in John Day
- Pharmacy in John Day
- Specialist Medical Services in Bend
- Veterans Medical Clinic in Burns

Businesses within the central population centers (Canyon City, John Day, Mount Vernon, and Prairie City) are typically accessed by personal vehicle or GCTD People Mover but some people within the community also walk or ride a bike to their destination.

## Transit Markets

The majority of transit users within the county include older adults and persons with disabilities. GCTD People Mover is convenient for people who use a wheelchair since the vehicles are equipped with wheelchair lifts. Access to the Veterans Clinic in Burns serves the Veterans population well and access to Bend is an asset for people in need of medical specialists. John Day, Canyon City, Prairie City, and Mount Vernon are well served by transit with the GCTD People Mover Dial-A-Ride serving those areas. Transit service in these cities is available Monday through Friday between 8 a.m. and 5 p.m. as well as Saturdays from 9 a.m. to 4 p.m. Other cities (Dayville, Monument, Long Creek, and Seneca) have no demand-response service available and are not as well served by transit.

There have been instances of people who get transported to the hospital via ambulance and are released very late at night or every early in the morning, leaving them stranded at the medical facility if there is no friend or family member available to pick them up.

The weekday hours of GCTD People Mover Dial-A-Ride were recently extended but some stakeholders expressed a potential need for a late night service. There have been instances of people who get transported to the hospital via ambulance and are released very late at night or every early in the morning, leaving them stranded at the medical facility if there is no friend or family member available to pick them up.

Other stakeholders expressed concern about the cost of transportation services, particularly for people with very low incomes. While the current costs for transit are affordable for most people, they can be a burden for very low income individuals, especially for those that need to travel farther distances to Bend or Burns.

## Future Trends

Fluctuations in the county population may affect the future community transit needs. A decline in the Grant County population is expected to continue, potentially reducing the demand and revenue for transportation services.

The older adult population is also increasing, growing at a faster rate than both the state of Oregon and the nation. The older adult population has largely increased in unincorporated areas of Grant County, presenting challenges to serve these residents with public transportation due to long distances between homes and destinations.

The older adult population has largely increased in unincorporated areas of Grant County, presenting challenges to serve these residents with public transportation due to long distances between homes and destinations.

No additional development within the county that would alter transportation needs is expected in the near future.

## System Barriers

Transportation services within Grant County encounter specific barriers that deter residents from using the system. Stakeholders specifically mentioned cost, public awareness, underserved destinations and times of day, limited resources, and the lack of door-through-door service as barriers.

For some members of the community, fares are too high. The cost of transit can be a burden for residents with very low incomes, particularly when trying to travel long distances. GCTD People Mover does provide free passes to Valley View Assisted Living, Community Counseling Solutions, Families First, and the Department of Human Services. Riders who receive these passes can use the free pass for any shopping trip or medical appointment within John Day, Canyon City, Mount Vernon, and Prairie City.

Other residents may not be aware of the service or are under the impression that only older adults or persons with disabilities can use the existing services. Many organizations throughout the county printed materials available to advertise the service and inform clients about their transit options but some additional organization may be in need of these materials.

Support service organizations throughout the county do not have any printed materials available to advertise the service and inform clients about their transit

Existing transportation service area and times does not always meet the public needs. Some people who call GCTD People Mover Dial-A-Ride are not able to access their destination because it not served by transit. In most cases this includes trips to or from Baker City, Dayville, or Seneca. The fixed-route services provided by GCTD People Mover do not operate every day, which can also create a barrier for some users that are unable to adjust their schedules.

Limited resources (i.e. drivers and vehicles) are not always able to meet the demand, decreasing the availability of transit and increasing wait times. Some stakeholders described situations where visitors at their organization or facility were left waiting for transportation up to 45 minutes. This can be particularly problematic for people who may be need of medical attention as soon as possible but are not experiencing a true medical emergency for ambulatory transport. GCTD People Mover tracks denied trips with a trip denial log, which dates back to August 2014. Of the 118 trips included in this log, 89 trips are denied because no driver or no vehicle was available.

GCTD People Mover trip denial log dates back to August 2014. Of the 118 trips included in this log, 89 trips are denied because no driver or no vehicle was available.

Some stakeholders mentioned concerns about the lack of door-through-door assistance from transportation providers. On the GCTD People Mover service, drivers are not permitted to assist passengers into and out of residences but they allow care attendants to ride along with passengers for free.

## 5 TRANSPORTATION NEEDS

The Coordinated Plan documents transportation needs, opportunities, and challenges for the target populations. Identifying unmet needs typically includes comparing transit markets (described in section 2 and 4) to available transit service (section 3), evaluating stakeholder inputs (section 4), and reviewing priorities from previous plans. The results are opportunities to create or enhance service efficiencies to serve target populations. These opportunities may be related to capital needs (e.g. vehicles and facilities), operations (e.g. expanding service area or modifying hours or days of operation), or administration and coordination between partners.

The needs and opportunities for transportation in Grant County are listed in Figure 27.

**Figure 27 Transit Needs and Opportunities for Grant County**

Need	Opportunity	Included in 2009 Plan
<b>Information and Marketing</b>		
Last minute reservations	Improved messaging focusing on required reservation window and protocols could reduce last minute reservation requests.	
Public Awareness	Extending the reach of current information and marketing could help ensure all public service providers have transit information available for distribution.	✓
<b>Geographic</b>		
Additional destinations	Some destinations (particularly Baker City, Dayville, and Seneca) are not well served by transit.	✓
<b>Temporal</b>		
After hours service	Additional service hours would be useful for community members in need of after-hours transportation.	✓
Sunday service	Transit service is not available every day, which can create a barrier for users that are unable to adjust their schedules.	
<b>Organization</b>		
Connections to other transit services	Connections to other transit providers in neighboring counties would support passengers needing to make multi-county trips.	✓
<b>Technology</b>		
New technologies	Technological investments can help optimize transit operations and system efficiency. New scheduling software is in the process of being purchased.	

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Need	Opportunity	Included in 2009 Plan
<b>Operations</b>		
Door-through-door assistance	Additional assistance in and out of residences may help some passengers feel more comfortable using transit services.	
Driver pool	Additional transit drivers could reduce the number of trip denials due to a driver not being available.	✓
Local trips	Alternatives for shorter trips that provide access to major destinations (e.g. grocery store, hospital, pharmacy) within central population centers could potentially make the GCTD Dial-A-Ride service more available for longer trips.	
Long-distance trips	Combining more long-distance passenger trips could help reduce the strain on the vehicle fleet.	
Vehicle fleet	Additional transit vehicles could reduce wait times and the number of trip denials due to a vehicle not being available.	
Vehicle maintenance	Currently, there are no local mechanics trained for equipment and vehicle maintenance and repair.	
<b>Underserved Markets</b>		
Commuters	Commuter employer programs can reduce single occupancy vehicle travel for employees commuting within and outside of the county.	✓
Very-low income	Ensuring that very-low income population have access to reduced fares or ride vouchers could be useful to assist those with financial need, particularly when trying to travel long distances.	✓

## 6 STRATEGIES

The following set of strategies was developed with input from the STF Advisory Committee, community stakeholders, and consultant team to address the transit needs described in the previous section. Strategies are organized by category and include associated action items, responsible party, timeframe, level of effort, and estimated level of cost. During the second STFAC meeting held in May 2016, meeting attendees participated in an exercise to prioritize each strategy on a scale of high, medium, or low.

### STRATEGY DESCRIPTIONS

#### Maintain Existing Service and Programs

No. 1 – Maintain Existing Service and Programs			
Strategy		Description	
Preserve existing cost effective services and continue preventative maintenance.		Agencies and providers should maintain existing services, including service operation and vehicle maintenance.	
Benefits		Action Items	
As the sole transportation provider within Grant County, GCTD is a well-used service. Maintaining this service is the first step to ensure a healthy transit system.		<ol style="list-style-type: none"> <li>1. Review existing services and programs for cost effectiveness</li> <li>2. Continue existing cost effective services and programs</li> </ol>	
Responsible Party	Timeframe	Level of Effort	Cost
GCTD People Mover	Ongoing	Low	\$\$
<b>Priority: High</b>			

<b>No. 2 – Maintain Existing Service and Programs</b>			
<b>Strategy</b>		<b>Description</b>	
Replace vehicles in a timely fashion.		Follow ODOT's standards for vehicle replacement.	
<b>Benefits</b>		<b>Action Items</b>	
Maintaining the vehicles fleet and efficiently replace vehicles will help ensure limited disruption of transit service due to vehicles being out of service for maintenance or repair.		<ol style="list-style-type: none"> <li>1. Regularly check vehicle replacement needs with ODOT's Asset Condition Measurement checklist</li> <li>2. Replace vehicles, as needed</li> <li>3. Reach out to ODOT Public Transit Division for vehicle replacement funding (e.g. FTA grant programs 5339, 5311)</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
GCTD People Mover, ODOT	Ongoing	Med	\$\$\$
<b>Priority: High</b>			

## Information and Marketing

<b>No. 3 – Information and Marketing</b>			
<b>Strategy</b>		<b>Description</b>	
Conduct targeted outreach and marketing.		Develop a targeted outreach campaign that is focused on reservation protocols to inform community members about reservation protocols.	
<b>Benefits</b>		<b>Action Items</b>	
Outreach with focused message that details the required reservation window and reservation protocols could reduce last minute reservation requests.		<ol style="list-style-type: none"> <li>1. Develop outreach materials detailing reservation protocols</li> <li>2. Distribute materials throughout the community and to existing customers</li> <li>3. Consider providing incentives for users who make their reservation on time, e.g. a loyalty program</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
GCTD People Mover	Short (0–2 years)	Low	\$
<b>Priority: Low</b>			

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<b>No. 4 – Information and Marketing</b>			
<b>Strategy</b>		<b>Description</b>	
Increase marketing and outreach efforts for existing transit services.		Expand existing outreach efforts about the available transit services throughout the county.	
<b>Benefits</b>		<b>Action Items</b>	
Increase awareness about the existing services and alter current perceptions that existing services are only older adults or persons with disabilities.		<ol style="list-style-type: none"> <li>1. Develop marketing messages specific to each audience. (e.g. seniors, persons with disabilities, commuters, parents)</li> <li>2. Consider updating existing outreach materials</li> <li>3. Revisit existing outreach method to ensure effectiveness</li> <li>4. Regularly check in with organizations where outreach materials are distributed to ensure there materials available</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
GCTD People Mover	Short (0–2 years)	Low	\$
<b>Priority: Medium</b>			

## Geographic

<b>No. 5 – Geographic</b>			
<b>Strategy</b>		<b>Description</b>	
Expand transit service area.		Provide transit service to additional destinations (particularly Baker City, Dayville, and Seneca) that are not well served by transit.	
<b>Benefits</b>		<b>Action Items</b>	
Extending transit service are could reduce trip denials and provide a public transit option to underserved communities.		<ol style="list-style-type: none"> <li>1. Conduct focused outreach on potential new service areas to better gauge likelihood of use</li> <li>2. Expand Dial-a-Ride service area to communities of greatest need</li> <li>3. Alter fixed-route services to serve to communities of greatest need</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
GCTD People Mover	Short (0–2 years)	Med	\$\$\$
<b>Priority: High</b>			

## Temporal

No. 6 – Temporal			
Strategy		Description	
Provide after-hours transportation service.		Provide service for early morning/late night trips. Transit service is currently available 8 a.m. to 5 p.m., Monday through Friday and 9 a.m. to 4 p.m. on Saturday.	
Benefits		Action Items	
Additional service hours would be useful for community members in need of after-hours transportation, particularly late night or early morning trips from the hospital.		1. Develop transportation service for after-hours transportation (e.g. on-call driver program)	
Responsible Party	Timeframe	Level of Effort	Cost
GCTD People Mover	Med (3–5 years)	Med	\$\$\$
<b>Priority: High</b>			

No. 7 – Temporal			
Strategy		Description	
Provide transit service on Sundays.		Offer transit service every day of the week.	
Benefits		Action Items	
As the sole transportation provider in the county, GCTD People Mover should strive to provide transit everyday for workers with a weekend work schedules or people who may have early appointments on Monday.		<ol style="list-style-type: none"> <li>1. Conduct focused outreach on potential new service to better gauge likelihood of use</li> <li>2. Permanently provide transportation Sunday service during hours of greatest need</li> </ol>	
Responsible Party	Timeframe	Level of Effort	Cost
GCTD People Mover	Med (3–5 years)	Med	\$\$\$
<b>Priority: Low</b>			

## Organization

No. 8 – Organization			
Strategy		Description	
Enhance connections to other transit services.		Coordinate transit schedules to ensure transfers to and from GCTD People Mover are possible.	
Benefits		Action Items	
Passengers in need of multi-county trips can make connections to transit providers in other counties.		<ol style="list-style-type: none"> <li>1. Compare transit schedules between GCTD People Mover and other transportation services</li> <li>2. Coordinate with other transportation providers to adjust schedules (as necessary) for transfers</li> <li>3. Consider holding regular meetings with other transportation providers outside of Grant County to ensure schedule coordination and discuss issues and opportunities for improving service</li> <li>4. Consider Highly Rural Transportation Grant (HRTG) for improving transit connections to VA clinic in Burns<sup>12</sup></li> </ol>	
Responsible Party	Timeframe	Level of Effort	Cost
GCTD People Mover	Ongoing	High	\$
<b>Priority: Medium</b>			

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<sup>12</sup> Highly Rural Transportation Grants (HRTG) program provides grant funding to Veteran Service Organizations and State Veterans Service Agencies to provide transportation services in counties (such as Grant County) with fewer than seven people per square mile.

## Technology

No.9 – Technology			
Strategy		Description	
Invest in new technologies.		Explore technology/software available that may improve or enhance GCTD operations.	
Benefits		Action Items	
Technological investments can help optimize transit operations and system efficiency.		<ol style="list-style-type: none"> <li>1. Reach out to other transit agencies with software/technology to discuss the functionality of their software</li> <li>2. Purchase new software</li> <li>3. Hold training for all employees who might interact with new technology/software</li> <li>4. Seek funding from ODOT through 5311(b)(3) for technical assistance and training</li> </ol>	
Responsible Party	Timeframe	Level of Effort	Cost
GCTD People Mover, ODOT	Short (0–2 years)	Med	\$\$\$
<b>Priority: Medium</b>			

## Operations

No. 10 – Operations			
Strategy		Description	
Provide door through door assistance for passengers in need.		Provide assistance passengers who request door through door assistance.	
Benefits		Action Items	
Additional assistance in and out of residences may help some passengers feel more comfortable using transit services.		<ol style="list-style-type: none"> <li>1. Develop protocol and regulations for assisting passengers door through door</li> <li>2. Designate specific drivers who will perform door through door assistance</li> <li>3. Develop volunteer program for door through door assistance</li> </ol>	
Responsible Party	Timeframe	Level of Effort	Cost
GCTD People Mover	Short (0–2 years)	Med	\$
<b>Priority: Medium</b>			

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<b>No. 11 – Operations</b>			
<b>Strategy</b>		<b>Description</b>	
Increase the available driver pool.		Employ additional transit drivers and seek volunteer drivers. Additional drivers will also be needed if more vehicles are available.	
<b>Benefits</b>		<b>Action Items</b>	
Additional drivers would help increase transit frequency, reduce wait times for riders, and reduce trips denials.		<ol style="list-style-type: none"> <li>1. Conduct hiring for additional drivers</li> <li>2. Conduct outreach and marketing for the volunteer drivers</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
GCTD People Mover	Med (3–5 years)	High	\$\$\$
<b>Priority: High</b>			

<b>No. 12 – Operations</b>			
<b>Strategy</b>		<b>Description</b>	
Develop alternative for local trips.		Identify alternatives for shorter trips, such as a local circulator or taxi like service, to access local destinations.	
<b>Benefits</b>		<b>Action Items</b>	
GCTD Dial-A-Ride service could be more available for long-distance trips.		<ol style="list-style-type: none"> <li>1. Consider which communities where an alternative for local trips would be beneficial</li> <li>2. Consider which alternative for local trips would be most beneficial, e.g. fixed-route local circulator, demand-responsive with service area of single community</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
GCTD People Mover	Short (0–2 years)	High	\$\$\$
<b>Priority: High</b>			

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<b>No. 13 – Operations</b>			
<b>Strategy</b>		<b>Description</b>	
Group long-distance trips.		Transport riders traveling the same direction in one vehicle, particularly for long-distance trips.	
<b>Benefits</b>		<b>Action Items</b>	
Combining more long-distance passenger trips could help reduce duplicate trips and make vehicles available for other transit trips.		<ol style="list-style-type: none"> <li>1. Consider revising scheduling method to better organize group trips for dispatchers</li> <li>2. Offer an incentive for users willing to group their trip</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
GCTD People Mover	Ongoing	Low	\$
<b>Priority: Low</b>			

<b>No. 14 – Operations</b>			
<b>Strategy</b>		<b>Description</b>	
Increase the available vehicle fleet.		Purchase additional transit vehicles to increase the available vehicle fleet.	
<b>Benefits</b>		<b>Action Items</b>	
More vehicles would help increase transit frequency, reduce wait times for riders, and reduce trips denials.		<ol style="list-style-type: none"> <li>1. Purchase additional vehicles to expand vehicle fleet</li> <li>2. Reach out to ODOT Public Transit Division for vehicle funding (e.g. FTA grant programs 5339, 5311, 5310)</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
GCTD People Mover, ODOT	Med (3–5 years)	High	\$\$\$
<b>Priority: Medium</b>			

<b>No. 15 – Operations</b>			
<b>Strategy</b>		<b>Description</b>	
Establish a local vehicle maintenance and repair person.		Hire a local mechanic trained for equipment and vehicle maintenance and repair.	
<b>Benefits</b>		<b>Action Items</b>	
A local mechanic that is properly trained to repair and conduct maintenance on vehicles would reduce the amount of time a vehicle in need of repair is not operating.		<ol style="list-style-type: none"> <li>1. Research mechanic certification and training course</li> <li>2. Hire part-time or as needed mechanic</li> <li>3. Coordinate with other agencies if they have similar needs</li> <li>4. Seek funding from ODOT through 5311(b)(3) for training</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
GCTD People Mover	Med (3–5 years)	Med	\$\$
<b>Priority: Medium</b>			

## Underserved Markets

<b>No. 16 – Underserved Markets</b>			
<b>Strategy</b>		<b>Description</b>	
Explore transportation options for commuters.		Consider ride-matching, carpool, or vanpool programs for commuters traveling to the same destination or in the same direction.	
<b>Benefits</b>		<b>Action Items</b>	
Commuter employer programs can reduce single occupancy vehicle travel for employees commuting within and outside of the county.		<ol style="list-style-type: none"> <li>1. Continue to work with ODOT Regional Network Administrator (RNA) to establish ride-matching, carpool, or vanpool programs (Note GCTD and the STFAC’s role may be one of coordination and facilitation, not one of directly administering services)</li> <li>2. Reach out to local employers to promote ride-matching, carpool, or vanpool programs</li> <li>3. Leverage the existing Ride to Work program.</li> <li>4. Seek public-private partnerships where they can serve as a funding option</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
GCTD People Mover, ODOT RNA, employers	Short (0–2 years)	Low	\$
<b>Priority: Low</b>			

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<b>No. 17 – Underserved Markets</b>			
<b>Strategy</b>		<b>Description</b>	
Subsidize very-low income riders.		Offer reduced fare options and ride vouchers for very-low income riders.	
<b>Benefits</b>		<b>Action Items</b>	
Assist those with financial need, particularly when traveling long distances.		<ol style="list-style-type: none"> <li>1. Seek subsidies from private organizations to fund reduced fares and ride vouchers</li> <li>2. Consider establishing a holiday donation program to fund reduced fares and ride vouchers</li> <li>3. Coordinate with other agencies and organizations offering financial assistance to low-income populations</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
GCTD People Mover and potential funding partners (County, local organizations, etc.)	Ongoing	Med	\$\$
<b>Priority: Medium</b>			

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Figure 28 provides a summary of the strategies for the Grant County Coordinated Human Services Public Transportation Plan.

**Figure 28 Summary of Strategies for Grant County**

No.	Topic Area/Category	Need	Strategy	Responsible Party	Timeframe	Level of Effort	Cost	Priority
1	Maintain Existing Service and Programs	Provide transit to existing users	Preserve existing cost effective services and continue preventative maintenance	GCTD People Mover	Ongoing	Low	\$\$	High
2	Maintain Existing Service and Programs	Maintain vehicle fleet	Replace vehicles in a timely fashion	GCTD People Mover, ODOT	Ongoing	Med	\$\$\$	High
3	Information and Marketing	Public Awareness	Conduct targeted outreach and marketing	GCTD People Mover	Short (0–2 years)	Low	\$	Low
4	Information and Marketing	Public Awareness	Increase marketing and outreach efforts	GCTD People Mover	Short (0–2 years)	Low	\$	Medium
5	Geographic	Additional destinations	Expand transit service area	GCTD People Mover	Short (0–2 years)	Med	\$\$\$	High
6	Temporal	After-hours service	Provide after-hours transportation service	GCTD People Mover	Med (3–5 years)	Med	\$\$\$	High
7	Temporal	Sunday service	Provide transit service on Sundays	GCTD People Mover	Med (3–5 years)	Med	\$\$\$	Low
8	Organization	Transit connections	Enhance transit connections	GCTD People Mover	Ongoing	High	\$	Medium
9	Technology	New technologies	Explore technology/software available	GCTD People Mover, ODOT	Short (0–2 years)	Med	\$\$\$	Medium
10	Operations	Door-through-door assistance	Provide door through door assistance	GCTD People Mover	Short (0–2 years)	Med	\$	Low
11	Operations	Driver pool	Increase the available driver pool	GCTD People Mover	Med (3–5 years)	High	\$\$\$	High
12	Operations	Local trips	Develop alternative for local trips	GCTD People Mover	Short (0–2 years)	High	\$\$\$	High
13	Operations	Long-distance trips	Group long-distance trips	GCTD People Mover	Ongoing	Low	\$	Low

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No.	Topic Area/Category	Need	Strategy	Responsible Party	Timeframe	Level of Effort	Cost	Priority
14	Operations	Vehicle fleet	Increase the available vehicle fleet	GCTD People Mover, ODOT	Med (3–5 years)	High	\$\$\$	Medium
15	Operations	Vehicle maintenance	Local vehicle maintenance and repair person	GCTD People Mover	Med (3–5 years)	Med	\$\$	Medium
16	Underserved markets	Commuters	Explore transportation options for commuters	GCTD People Mover, ODOT RNA, employers	Short (0–2 years)	Low	\$	Low
17	Underserved markets	Very-low income	Subsidize very-low income riders	GCTD People Mover	Ongoing	Med	\$\$	Medium

# APPENDIX

## STFAC MEMBER SURVEY

### Eastern Oregon Coordinated Plan STFAC Member Survey October 23, 2015

#### Service Gaps

1. Where: given the current public transportation service, what destinations cannot be reached using it? Tell us especially about destinations you consider the most important.
2. When: given the current public transportation service, when are passengers NOT able to travel to where they need to go?

#### Barriers and Opportunities

3. Please tell us about any barriers to using existing services. Examples would be fares too high, poor or non-existent sidewalks, lack of shelters or signage, eligibility restrictions, capacity limitations etc.
4. Please tell us about any cultural barriers that need addressing. How have you considered addressing them?
5. What jurisdictional barriers, e.g. federal or state regulations, have hindered providing desired services? How have you considered addressing these?

#### Priorities

6. Based on your understanding of priorities in the existing (2009) Coordinated Plan, how well are priority needs being addressed?
7. Which priorities are in need of funding and/or champions in order to be implemented?

#### Stakeholders

8. Involvement of the human and health services communities is critical to the planning process. Please tell us specific names of human services and health services providers or organizations that we should engage in this Coordinated Plan update.

#### Coordination Opportunities

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9. Please tell us about any inefficiencies in the current public transportation system that would benefit from better coordination (i.e. duplicative services, under-utilized resources, duplicative administrative or operational functions etc)?
  
10. Please give us your best ideas for how to create dialogue and ongoing relationships between the human and health services communities and public transportation providers?

Additional Comments

11. Please provide any additional comments you may have regarding community needs and public transportation as we update the Coordinated Plan

Name: \_\_\_\_\_

STF Agency: : \_\_\_\_\_

## STFAC NOVEMBER MEETING NOTES

The Grant County STF Advisory Committee Meeting took place from 10:30 a.m. to 12:00 p.m. on Thursday, November 12th, 2015 at Grant County People Mover in John Day, OR.

### Introductions

Meeting participants were first introduced; the participants are outlined in Table 1. Packets including the following materials were distributed to each meeting participant:

- Meeting agenda
- Coordinated Plan information sheet
- Coordinated Plan timeline
- Preliminary survey results summary
- Map of area and existing services and destinations
- Identified service providers
- Stakeholder list

**Table 1 Meeting Participants**

Name	Organization	Phone	Email
Angie Jones	GCTD	541.575.2370	peoplemover@outlook.com
Karin Barnish	GCTD	541.575.2721	<a href="mailto:kbtc@centurytel.net">kbtc@centurytel.net</a>
Joan Metlock	Senior population and Valley View Assisted Living	541.575.2511	N/A
Connie Wood	Senior population	541.575.1136	wcw@centurytel.net
Laura Slater	ODOT	541.963.1362	<a href="mailto:laura.l.slater@odot.state.or.us">laura.l.slater@odot.state.or.us</a>
Scott Chapman	Nelson\Nygaard	503.228.2283	<a href="mailto:schapman@nelsonnygaard.com">schapman@nelsonnygaard.com</a>
Maggie Derk	Nelson\Nygaard	503.488.2238	<a href="mailto:mderk@nelsonnygaard.com">mderk@nelsonnygaard.com</a>

### Coordinated plans

Scott reviewed the purpose of Coordinated Human Services Transportation Plans and the procedures involved.

- Recommended by MAP-21 but not required. Required by ODOT for state and federal funding distribution.
- Elements of a coordinated plan
  - Inventory
    - Public and private transportation
    - Existing demographics service populations
  - Outreach
  - Needs Assessment and Gap Analysis
    - Identification of gaps with groups, times, places
  - Coordination Strategies and Priorities

- Final plan

## Scope and schedule for plan preparation

Timeline:

- Project Advisory Committee and Stakeholder meetings taking place now
  - Collection of information regarding needs/gaps and opportunities for improvement through the plan.
  - Scoped 7-8 phone calls with key stakeholders
- Existing conditions memo in January
  - Summarizing results of meetings, online surveys, phone interviews, and research.
- Stakeholder inputs memo to follow in February
- Coordinated plan ready by May 2016

## Roles

- ODOT
  - Oversees project progress distributes funding
- Consultants
  - Coordination of meetings, surveys, phone interviews, and development of memos and plan.
- STFAC
  - Advisory committee and review of deliverables
- Key Stakeholders
  - Inform process on needs
- General Public
  - Participate in process via public engagement if appropriate

## Status of planning

What have been the key changes in the community? Demographics? Travel patterns? New major employers?

- Small businesses come and go, no major businesses opening or closing
  - Bowstring manufacturing closed two years ago
  - McDonalds closed
  - Mill closed
- School system down in numbers
  - Mt Vernon school closed around 5 or 6 years ago. Schools were consolidated
- Decline in population

## Needs assessment

The preliminary online survey results were presented, conversation about needs and gaps followed.

## General GCTD service

- GCTD has Saturday travel and out of town travel
- Monument program
  - Senior center previously had it but now it's managed by GCTD
  - Monument program had a vehicle. GCTD helped them purchase and providing with funding
  - Make trips to everything for anything
  - All volunteers, with people mover it's a paid driver
  - Reservation only
  - Wed and Friday can go to Bend. Tuesdays, Pendleton and Walla Walla. Thursdays in John Day
  - Minivan, since there's not a lot of interest
  - Community frustration that GCTD pulled the program back
  - Routes on the website
- Regional connections in Bend run on Saturdays to make those connections
- Service to Walla Walla is via Pendleton along 395 – couldn't mesh schedules with CTUIR tribe.
- Walla Walla-how many people coming up?
  - Limited that go all the way into Walla Walla, it's not consistent
  - 2 or 3 vets. 2 from grant county and 1 from Ukiah who's a regular
  - Connect with greyhound that comes through
- Umatilla County buys passes for Ukiah residents along the Pendleton/Umatilla Route
- Connects with Greyhound in Pendleton
- Airport access in Pendleton and Redmond-Maybe 1 or 2 times a month
- Weekday hours were previously 9 to 3-now 8 to 5
- GCTD does some after hours stuff. Folks really push the envelope with the time constraints. It's happening more and more. And these customers use the system all the time
- Bigger priority would be dollars spent on expanding peak hour service
- Drivers really busy. Usually pull in extra driver to give other drivers lunch break
- Eventually going to need to expand service hours
- GCTD is contracted with regional brokerage for Medicaid trips
  - Prior to Angie on board didn't do Medicaid contract
  - CCO has really impacted GCTD a lot
  - When CCO first organized, they didn't want to meet. They got brochures and that's the extent they have been involved with the district
- GCTD is having trouble getting the message out on trip request timing and protocols
  - Use the Cable channel or the local Newspaper once a week
- Joan highlighted valued of services
  - She used services to go to bend - on time, got her there safely, no complaints

## Fares

- \$1 senior/disabled/3 to 10
- \$2 regular
- Under 3 free
- \$3.50 Mt Vernon and John Day
- Farther out on river estates lane \$7 each way
- Going to bend, those people who need it and can't afford it, Churches pitch in
- There a list of sources that help
- Group had a discussion of prepaid fares where a person can buy a gift certificate for someone else. Maybe GCTD could advertise as Christmas gifts
- We've even given a raffle or donation from People Mover. Can only be used on the bus- can't be cash exchanged

## Capacity

- Medical trips always get priority
- GCTD periodically have to deny rides, try to get people to go at a different time instead
- People aren't understanding that they have to make reservations
- GCTD getting busier so instantaneous trips cannot be accommodated
- John Day to Baker City-can't do it right now
- Folks can get into Ontario

## Fleet

- More drivers always a good thing
- Ordering more vehicles
- Okay on seat capacity, won't order under 12 passenger
- The county is such a wide open area, trips are getting pulled in all directions
- Under 120 miles per day on a vehicle, that's surprising
- No local lift mechanics-there's a CCNO lift service and I request he tell me when he's coming through town
- Diesels buses-Local mechanics don't have equipment and training for repairing. Use Dennis Dylan in Boise
- Required to comply with the 2011 FTA mandate on diesel maintenance

## Coordination

- Working with CCNO in Baker and Union
- CCNO using dispatching program-sStrateGen
- Right now pen and paper is used for scheduling
- Hospitals and doctors-those in Bend know when our service is coming so they can schedule appointments around that
- St Charles in Bend has been really goodThe social workers there have us on speed dial

- VA clinic in Burns has rearranged schedule
- Walla Walla hasn't grown too much, service just started there in September
- Getting through the appts on time can be challenging
- Reverse demand, Burns to John Day?
  - GCTD tried to coordinate with Harney county one way in the morning, people mover the other way, but it didn't materialize

### **Ride to work program**

- Low income and or disabled or senior individuals
- Income based-in John day or Canyon City, need a ride to work, it's free
- Group that works as Susi Qs that use it everyday, approx 6 people
- Subscription group with driver solely dedicated
- There's no pressure for later hours. Sometimes folks are asking about later hours, but haven't been able to accommodate
- Laura highlighted DMV Pilot program for drivers who lose their license, putting together information about services. Only in La Grande for Region 5 right now

### **Data gathering**

#### **Destinations**

- Medical appointments
  - Blue mountain, health department and CCS on east Main, eye doctor on west main, main dentist advantage dental on west main on the city limits, dentist on first street (bridge and 1<sup>st</sup>)
  - Once a month nurse practitioner comes to Monument and Long Creek
- Grocery shopping
  - Main St in John Day
  - Pharmacy, Len's in John Day
  - Main St in Prairie City
- Boise- GCTD goes there for Medicaid. VA trips once a month due to finances
- Out of county destinations
  - Other transportation connections
  - Medical appts St Charles med center in bend
  - Bend memorial clinic
  - Baker city St Luke's, mental health provider
  - Burns hospital, VA clinic, pharmacies
  - Boise, VA center, elks wound care, eye place GCTD takes people to
  - Meridian, another medical place
  - Make connections in Redmond, Bend, Walla Walla, Prineville

## Existing Services

Reviewed provider list and discussed removal and additions needed.

- Monument senior center, no longer has a vehicle, People mover took over that program
- Valley view, ambulatory trips only, not ADA
- No taxis
- No other shuttle service
- One of the 2009 priorities was a route between John Day and Baker City, discontinued due to a lack of interest
- Interest being expressed again but baker city hasn't been a realistic venture

## Stakeholder outreach

### Stakeholders

Reviewed stakeholder list and discussed removal and additions needed.

- Value added, Deranda Lolotan
- Step forward, maybe? They have their own transportation. They haven't used people mover
- NE Oregon Housing authority. They control all HUD housing in the area (Canyon City, Prairie City, John Day, Mt Vernon-primarily)
- Elderberry house, Gwen Hood (Canyon City)
- Heart of Grant County
- DA-jail releases, probation officer visits
- Blue Mountain Hospital District
- Valley View assisted living
- Work force development-Canyon City
  - GCTD have a program. Take people there to do employment applications but haven't done a lot of work with work force development

## Next steps

- Email Angie Stakeholder list to confirm contacts
- Request list of sources that help fund transit passes

## STFAC MAY MEETING NOTES

The Grant County STF Advisory Committee Meeting took place from 1:30 p.m. to 3:30 p.m. on Wednesday, May 11th, 2016 at Grant County People Mover in John Day, OR.

### Introductions

Meeting participants, listed in Figure 1 were first introduced. Packets including the following materials were distributed to each meeting participant:

- Meeting agenda
- Coordinated Plan timeline
- Existing Conditions Memo findings
- Map existing services and destinations
- Stakeholder Memo findings
- Needs Summary
- Strategies Summary

**Figure 1 Meeting Participants**

Name	Organization	Phone	Email
Veanne Weddle	Grant County Senior Programs	541.572.2949	veanneweddle@centurylink.net
Blaine Huffman	GCTD	541.820.3588	<a href="mailto:huffmansmarket@gmail.com">huffmansmarket@gmail.com</a>
Deronda Lallatin	VALUE ADDED	541.620.4295	rlallatin@centurytel.net
Karin Barnish	GCTD	541.575.2721	<a href="mailto:kbtc@centurytel.net">kbtc@centurytel.net</a>
Angie Jones	GCTD	541.575.2370	peoplemover@outlook.com
Danielle Jones	Blue Mountain Hospital/SWCC	541.575.0404	djones@bluemountainhospital.org
R. Bryan Nelson	GCTD	541.575.1808	pinecones@otcwb.com
Ron Smith	GCTD	541.820.4241	Oregonron44@yahoo.com
Connie Wood	Senior population	541.575.1136	wcw@centurytel.net
Laura Slater	ODOT	541.963.1362	<a href="mailto:laura.l.slater@odot.state.or.us">laura.l.slater@odot.state.or.us</a>
Scott Chapman	Nelson\Nygaard	503.228.2283	<a href="mailto:schapman@nelsonnygaard.com">schapman@nelsonnygaard.com</a>
Maggie Derk	Nelson\Nygaard	503.488.2238	<a href="mailto:mderk@nelsonnygaard.com">mderk@nelsonnygaard.com</a>

### Project Update

Scott kicked off the meeting by describing the purpose this meeting: to review the identified needs and prioritize the recommended strategies. Maggie then reviewed the project timeline, which included the following:

- Initial Special Transportation Fund Advisory Committee (STFAC) meeting took place in November 2015
  - Collected information regarding needs/gaps and opportunities for improvement

- Existing conditions memo completed in March 2015
  - Summarized demographic and socioeconomic analysis and inventory of existing services
- Stakeholder inputs memo completed in March 2015
  - Summarized results of meetings, online surveys, phone interviews, and research.
- Draft Plan completed in May 2016
- STFAC meeting currently being held
- Final plan and adoption/acceptance of the plan in June/July 2016

## Existing Conditions Memo Findings

Maggie reviewed the Existing Conditions Memo findings, which included a summary of the Grant County total population and vulnerable populations—older adults, persons with disabilities, and low-income individuals. The source of these populations was discussed as the total population of Prairie City was noted to be high (post-meeting investigations noted that the current American Community Survey (ACS) data show the further reduction in Prairie City’s population. The existing conditions analysis was completed using the prior year’s ACS data as the updates were not yet available).

Maggie highlighted the following findings from the demographic and socioeconomic analysis:

- **Decreasing population.** The population of Grant County has decreased over the past decade and that trend is expected to continue.
- **Increasing aging population.** Grant County older adult population is growing at a faster rate than both the state of Oregon and the nation. The older adult population has largely increased in unincorporated areas of Grant County.
- **Employment flow into Grant County.** A large portion of Grant County’s workforce commutes into Grant County for employment, with the highest number of employees from Umatilla, Gilliam, Baker, and Morrow counties.

Maggie presented the existing transit services map for Grant County and then highlighted the following findings from the inventory of transportation services:

- **GCTD’s People Mover is the sole public transportation provider throughout Grant County.** GCTD serves the entire county with approximately 34,700 riders per year. Fixed-route services extend through major population centers in the north, south, east, and west but limited funding and resources make it difficult to further expand the service.

## Stakeholder Memo Findings

Input for the Stakeholder Memo included input from the STFAC committee, the survey distributed in October 2015, and the individual stakeholder interviews. Maggie reviewed the following findings from this memo:

- **Optimize trip scheduling.** Multiple people traveling far distances in opposite directions throughout the county can result in underutilized space on transit vehicles. Combining more passenger trips could help reduce the strain on the vehicle fleet. Connections to other transit providers in neighboring counties may also help passengers needing to make multi-county trips.

- **Marketing and outreach support.** Many organizations throughout the county have printed materials available to advertise transit service and inform clients about their transit options but some additional organizations may be in need of these materials. Some residents may not be aware of the existing service options or are under the impression that only older adults or persons with disabilities can use the existing services.
- **Additional destinations and hours.** Some destinations (particularly Baker City, Dayville, and Seneca) are not as well served by transit. Transit service is also not available every day, which can create a barrier for users that are unable to adjust their schedules. Additional destinations and hours would be useful for community members in need of access to destinations outside of the service area and after-hours transportation.
- **More vehicles or a higher frequency of service.** Additional transit vehicles could increase the frequency of transit service helping to reduce both wait times and the number of trip denials.
- **Alternatives for shorter trips.** Developing an alternative for short local trips could help the service better meet the demand and potentially lower trip denials. A fixed-route service that circulates between major destinations (e.g. grocery store, hospital, pharmacy) within the central population centers could potentially make the GCTD Dial-A-Ride service more available for longer trips.
- **Additional assistance from drivers.** GCTD People Mover drivers are not permitted to assist passengers into and out of residences. Additional assistance for those in need would help some passengers feel more comfortable using transit services.

## Needs Assessment

Maggie reviewed the transit needs and opportunities for Grant County, provided in Figure 2.

**Figure 2 Transit Needs and Opportunities for Grant County**

Need	Opportunity	Included in 2009 Plan
<b>Information and Marketing</b>		
Last minute reservations	Improved messaging focusing on required reservation window and protocols could reduce last minute reservation requests.	
Public Awareness	Extending the reach of current information and marketing could help ensure all public service providers have transit information available for distribution.	✓
<b>Geographic</b>		
Additional destinations	Some destinations (particularly Baker City, Dayville, and Seneca) are not well served by transit.	✓
<b>Temporal</b>		
After hours service	Additional service hours would be useful for community members in need of after-hours transportation.	✓
Sunday service	Transit service is not available every day, which can create a barrier for users that are unable to adjust their schedules.	

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Need	Opportunity	Included in 2009 Plan
<b>Organization</b>		
Connections to other transit services	Connections to other transit providers in neighboring counties would support passengers needing to make multi-county trips.	✓
<b>Technology</b>		
Scheduling software	Purchase scheduling software to help optimize scheduling to operate vehicles at full capacity.	
<b>Operations</b>		
Door-through-door assistance	Additional assistance in and out of residences may help some passengers feel more comfortable using transit services.	
Driver pool	Additional transit drivers could reduce the number of trip denials due to a driver not being available.	✓
Local trips	Alternatives for shorter trips that provide access to major destinations (e.g. grocery store, hospital, pharmacy) within central population centers could potentially make the GCTD Dial-A-Ride service more available for longer trips.	
Long-distance trips	Combining more long-distance passenger trips could help reduce the strain on the vehicle fleet.	
Vehicle fleet	Additional transit vehicles could reduce wait times and the number of trip denials due to a vehicle not being available.	
Vehicle maintenance	Currently, there are no local mechanics trained for equipment and vehicle maintenance and repair.	
<b>Underserved Markets</b>		
Commuters	Commuter employer programs can reduce single occupancy vehicle travel for employees commuting within and outside of the county.	✓
Very-low income	Ensuring that very-low income population have access to reduced fares or ride vouchers could be useful to assist those with financial need, particularly when trying to travel long distances.	✓

## Strategies

Scott introduced the strategies, describing the overall purpose of the strategies and explaining that a voting activity would follow to prioritize the strategies.

## Discussion

Maggie reviewed each strategy in detail with the group. During this review, there was also the opportunity to answer any clarifying questions and further discuss each strategy. Highlights from that discussion included the following:

- **Strategy #1:** Preserve existing cost effective services and continue preventative maintenance and **Strategy #2:** Replace vehicles in a timely fashion
  - As these strategies are focused on maintain the existing service and programs, they will automatically be considered a high priority.
- **Strategy #3:** Conduct targeted outreach and marketing
  - This strategy might be useful for encouraging users to make reservations in advance.
  - Currently, People Mover has a suggested timeframe for scheduling rides but not a hard policy.
  - There is no known policy from ODOT for scheduling DAR service.
  - Most providers say call one day in advance.
  - It’s challenging to train clientele that this service is a Dial-A-Ride and not a taxi service.
  - Some riders who have a regularly reoccurring trip could schedule their trip well in advance.
  - We have the most difficulty with people who schedule a trip, then decide not to take it. People Mover has started making calls to confirm trips.
- **Strategy #4:** Increase marketing and outreach efforts for existing transit services
  - This strategy may not really be a priority. A lot of people know about the service.
  - Most people view the service as a service for older adults and low-income. There is a gap (i.e. people who can use the service but choose not to).
  - The goal of People Mover is to provide transit for everyone who needs it.
  - Currently, not lacking in ridership.
- **Strategy #5:** Expand transit service area
  - There is more of a need for transportation to Baker City. A doctor from Baker City regularly visits John Day but will no longer be making that trip.
- **Strategy #6:** Provide after-hours transportation service
  - Angie makes her cell phone number available for after-hours transportation.
  - People mover doesn’t have the money to provide this service. Requests for after-hours transportation must be from recipients of the Oregon health plan, which excludes Medicare patients.
  - The latest requests usually come are for about 11 p.m., sometimes as early as 2 a.m.
  - The hospital clinic service starts at 7 a.m., before People Mover begins providing service.
  - There may be potential to partner with Valley View or the hospital, particularly for a financial contribution.
- **Strategy #9:** Purchase scheduling software
  - This may be too specific and Grant County is in the process of purchasing scheduling software (Stratagen) with the help of Community Connections of Northeast Oregon (CCNO).
  - This strategy should be modified to say “Purchase other technology” or something similar.
- **Strategy #10:** Provide door-through-door assistance

- Laura to check on what the ODOT recommendation for this policy is.
- There could be some liability challenges.
- Caregivers are allowed to ride for free and are encouraged for riders needing extra assistance.
- Strategy #15: Establish a local vehicle maintenance and repair person
  - There are local mechanics available but the buses have a diesel exhaust fluid system that local mechanics are not trained for.
  - New buses that are on the way, and future buses will have this system because it's an FTA mandate.
- Strategy #17: Subsidize very-low income riders
  - There might be another responsible party in addition to GCTD People Mover. Maybe the County?

### Strategy Prioritization

After reviewing each strategy, a voting exercise took place in order to prioritize the strategies. Each attendee was given five votes, which they could use at their discretion. Prior to voting, the meeting participants unanimously agreed that strategies 1 and 2 would be automatically given high priority. Any final questions were also discussed during the voting process. At the conclusion of the voting exercise, each strategy was categorized by priority. Strategies that received zero votes were categorized as a low priority. Strategies that received five or more votes were categorized as high priority. Any remaining strategies were categorized a medium priority. Figure 3 details the results from the voting exercise, listing each strategy in order of votes and priority.

**Figure 3 Strategies Voting Exercise Results**

Strategy #	Description	Votes	Priority
3	Conduct targeted outreach and marketing.	0	Low
7	Provide transit service on Sundays.	0	Low
10	Provide door through door assistance for passengers in need.	0	Low
13	Group long-distance trips.	0	Low
16	Explore transportation options for commuters.	0	Low
8	Enhance connections to other transit services.	1	Med
4	Increase marketing and outreach efforts for existing transit services.	2	Med
14	Increase the available vehicle fleet.	2	Med
15	Establish a local vehicle maintenance and repair person.	3	Med
9	Purchase scheduling software.	4	Med
17	Subsidize very-low income riders.	4	Med
11	Increase the available driver pool.	5	High
12	Develop alternative for local trips.	7	High
5	Expand transit service area.	9	High
6	Provide after-hours transportation service.	9	High

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Strategy #	Description	Votes	Priority
1	Preserve existing cost effective services and continue preventative maintenance.	N/A	High
2	Replace vehicles in a timely fashion.	N/A	High

### Next Steps

- STFAC members and meeting attendees will provide comments on the Draft Plan to Angie, who will compile the comments and provide to the Nelson\Nygaard team by May 25<sup>th</sup>.
- Revised Final plan will be provided by the Nelson\Nygaard team prior to the July Board meeting.
- Final Plan to be reviewed and adopted/accepted at the July board meeting (2<sup>nd</sup> Thursday of the month).

## NEWSPAPER ANNOUNCEMENT

### The Grant County Special Transportation Funds Advisory Committee

will meet on Tuesday, May 11, at 1:30 p.m. This meeting will be held at The People Mover Bus Station at 229 NE Dayton in John Day. The STFAC will discuss the Draft Coordinated Plan, the needs we captured and potential strategies to address these needs.

Grant County Transportation District's regularly scheduled Board Meeting has been moved to Tuesday, May 11, immediately following the STFAC meeting.

These meetings are open to the public.

## **STAKEHOLDER INTERVIEWEES**

<b>Agency / Organization Name</b>	<b>Name of Interviewee</b>	<b>Interview Title</b>	<b>Interview Date</b>
Blue Mountain Hospital District	Danielle Jordan	Referral Coordinator	02/11/2016
Blue Mountain Hospital District-Home Health and Hospice	Sylvia Dowdy	Director	01/14/2016
Community Counseling Solutions	Thad Labhart	Clinical Director	01/14/2016
Department of Human Services (DHS)-Aging and People with Disabilities	Janette Wilson	Supervisor	01/19/2016
Elderberry House	Kim Smarr	Care Provider	02/04/2016
Heart of Grant County	Shelly Murphey	Director	01/13/2016
Northeast Oregon Housing Authority	Pam Thompson	Director of Finance	01/13/2016
Mid-Columbia Council of Governments (MCCOG)	Dan Schwanz	Transportation Director	12/16/2015
Serenity House	Gwen Hood	Care Provider	01/11/2016
VALUE ADDED	Deronda Lolotan	Finance Manager	02/02/2016
Valley View Assisted Living	Stephanie Rodriguez	Administrator	01/13/2016
WorkSource Oregon	Cindy Lemcke	Business Employment Specialist	01/19/2016

## STAKEHOLDER INTERVIEW GUIDE DISCUSSION QUESTIONS

1. What “services” does your organization provide and do you directly service clients/customers?
2. Do you directly provide any transportation services? If yes,
  - a. Who is eligible for your transportation services?
  - b. What type of vehicles do you use and how many do you have?
  - c. How many rides do you provide on an annual basis?
3. Do you fund transportation services from other providers (i.e. buy tickets or passes, subsidize their operations etc)?
4. How do clients/ customers/ workers typically access your location? At what times / days of week?
5. Do you feel transit is an important component of this community? Why or why not?
6. What markets or demands do existing services cover well today? E.g. seniors? Particular communities, Particular trip types?
7. What markets or demands do existing services NOT cover well today? Are there gaps in
  - a. Destinations served
  - b. Trip types completed
  - c. Time of travel offered
  - d. Other
8. Do you see any future trends that will modify the size or nature of these markets in the future? E.g. major hospitals or service centers re-location to/from the region, major senior residential developments, other growth in senior populations etc.
9. Are there barriers to using existing services (fares too high, eligibility restrictions, capacity limitations etc)?
10. Are there cultural barriers that need to be addressed (language etc)? What opportunities are being considered to address them?
11. What might attract more riders?

- a. More frequent service?
- b. Service at different times of day?
- c. Service on different days of week?
- d. Service to new destinations/communities?
- e. Reduced fares?
- f. Better information on how to ride transit
- g. Better security?

12. What haven't we covered that's important to you?

13. Any other comments, questions or concerns?