

LAKE OSWEGO
ELDERLY & DISABLED
SPECIAL NEEDS
TRANSPORTATION
STUDY

12/14/05

“It’s important to have mobility to be a part of the community, so you can do things like go to the jazz festival, see the holiday lights, volunteer, and learn so you can make connections. It’s important to have the gift of mobility and we can make it happen here.”

***Lake Oswego Resident &
Community Forum Participant***

Prepared by Clackamas County Social Services and Ride Connection

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Executive Summary

The need for alternative transportation opportunities in Lake Oswego has become increasingly apparent:

- Over 22 percent of Lake Oswego's population is over 55 and the senior population is projected to continue to grow;
- Appropriate and accessible transportation can help people maintain their independence as they age and can allow people to age in their own communities;
- Lake Oswego residents report that their transportation options are limited by infrequent TriMet service, few amenities at bus stops, and geography that can make it difficult to access existing transportation options;
- Many residents are not familiar with the transportation options that are available.

Responding to a request from the Lake Oswego Adult Community Center's Transportation Task Force, the City funded this study which found that:

- ✓ 76 percent of survey respondents stated they would use a shuttle or other accessible door to door transportation
- ✓ 43 percent of those surveyed are willing to consider public transportation with training
- ✓ 63 percent of those surveyed responded that they were not aware of transportation services provided in Lake Oswego
- ✓ 89 percent of those surveyed stated that a wheelchair lift was not needed for their accessible transportation.

Common responses heard from residents attending Community Forums indicated:

- ✓ Maintaining independence is a high need.
- ✓ Flexibility and choice are key transportation priorities.
- ✓ Medical appointments and shopping are critical destinations for special needs populations.
- ✓ Many Lake Oswego residents with special needs are dissatisfied with limited transportation options, especially minimal evening and weekend service.
- ✓ Difficulty getting to a bus stop is a key reason why residents are not using TriMet services.
- ✓ Many forum participants indicated they would use a transportation shuttle service.
- ✓ Sheltered bus stops, benches, and lighting were identified as important amenities needed at bus stops.
- ✓ Lake Oswego residents have a lack of information about transportation options in the area.

Based upon 267 survey responses, input gathered at four community forums, an analysis of existing transportation resources and a review of local shuttle programs in the region, the following recommendations are made:

1. ***Develop a shuttle transportation service.*** Based on the survey data and input received at community forums, Lake Oswego residents would use a shuttle service and believe current transportation options are limited. Destinations should include medical appointments, shopping and connections to TriMet. Flexibility and choice must be part of the shuttle service design.
2. ***Educate the community on transportation options.*** Many residents who participated in either the forum or completed a survey do not know about their options. Existing brochures, websites and trip planning services are currently available. Discussion should be ongoing as how to best ensure all Lake Oswego residents understand how to access this information. Training is also needed to teach people how to use and become more comfortable with the fixed route system.
3. ***Investigate ways to make it easier for seniors and people with disabilities to access TriMet connections.*** Lack of parking at the Lake Oswego Transit center, hilly terrain busy intersections and thoroughfares were cited as barriers to using TriMet.
4. ***Improve amenities at bus stops to make it easier for seniors and persons with disabilities to use public transportation.*** Major amenities needed cited in this study were covered stops, seating, and lighting.
5. ***Increase the number of volunteer drivers in Lake Oswego.*** This would provide Lake Oswego residents with increased availability of transportation services provided by volunteers using their own vehicles.
6. ***Incorporate the concept of community into transportation services.*** Sharing a ride can bring people together. Group outings to cultural events and senior discount days at local stores can generate social connections; connections that become even more important as people age.

If the City decides to proceed with the recommendations included in this study, follow up steps include:

- Identifying and securing funding sources
- Performing detailed service planning
- Investigating avenues to increase public awareness about existing transportation options, travel training services and volunteer opportunities
- Looking at ways to overcome geographic and amenity barriers to using transportation.

Based on information from comparative models in the region, in order to have a shuttle program in Lake Oswego there will be a need for additional staff or for contracted services to administer and operate a successful shuttle service. Lake Oswego staffing will be dependent on the scope of the project and the ability to use existing staff for dispatch and scheduling.

Healthy, vibrant communities invest in infrastructure and services that allow people of all ages and abilities to live with as much independence and choice as possible. Pursuing the recommendations detailed in this study will give the residents of Lake Oswego the services and information they need to get around and stay connected.

Section 1: Introduction

By Ardis Stevenson, Lake Oswego Adult Community Center Advisory Board member

In early fall of 2003 several members of the Lake Oswego Adult Community Center Advisory Board sat at a meeting discussing new legislation that could result in revoking the driving licenses of some seniors. During a lull in the conversation, several people gazed out at the two city-owned vans in the Adult Center parking lot. The new legislation (ORS 807.710) and the idle vehicles prompted a new idea: Why not explore, identify and implement opportunities to increase transportation options with emphasis on service for the elderly and disabled.

Recognized Need

The need for alternative transportation opportunities has become increasingly apparent:

- Increases in the community's aging population (over 22% are over 55 years old)
- Need of these populations for independence, mobility and the ability to age in place
- Implementation in 2004 of state legislation that restricts driver's licenses for some seniors.
- Potential traffic problems due to growth and vitality of the downtown business area, development of the Foothills area, and of a possible street car to downtown.

Through research the Lake Oswego Adult Community Center Transportation Task Force (formally established in August 2004) learned:

- TriMet has provided financing for shuttle services in both Washington and Multnomah counties.
- Ride Connection has developed exceptional programs to determine transportation needs and management of shuttle programs.
- Clackamas County provides various transportation options and information on potential funding sources.
- Senior Discount Days tied to a shuttle program is of interest to some businesses.

Documenting Need and Costs

The Lake Oswego Adult Community Center Transportation Task Force recognized that next steps required in establishing senior transportation alternatives are identification of local need and costs of meeting that need. At the request of the city a formal proposal for the Shopper Shuttle Program was submitted in January 2005. In the spring the City issued a "Request for Proposal to Provide Professional Services for an Elderly & Disabled Transportation Needs Survey." In May the City Council awarded a contract to Ride Connection and Clackamas County. Following is their report.

Section 2: Project Description and Methodology

Between June and October of 2005 information was gathered to determine the transportation and mobility needs of adults 50 years and older and people with disabilities living in the City of Lake Oswego. The primary goals of this study are to determine the need and interest in a city-wide shuttle service. Additionally, this study:

- Identifies transportation and mobility needs for special needs populations in Lake Oswego;
- Details transportation alternatives models and costs;
- Identifies transportation resources in Lake Oswego; and
- Assesses seniors' and residents with disabilities' access to and usage of existing transportation services.

Methodology

A number of Lake Oswego and regional entities worked together to complete the Lake Oswego special needs transportation project. These include the Lake Oswego Adult Community Center Task Force, the Lake Oswego Adult Community Center Advisory Board, the Lake Oswego Adult Community Center staff, Ride Connection Staff, and Clackamas County Social Services staff. Other groups that participated in the project are the Oregon Commission for the Blind, Carman Oaks retirement residence staff and City of Lake Oswego Parks and Recreation Department staff.

Lake Oswego Population Demographics: Through census data, regional reports, and internet research, data was collected and compiled on the demographics of Lake Oswego city residents. Data concentrated on the senior population and people with disabilities residing in Lake Oswego.

Existing Transportation Resources: A survey of existing special needs transportation resources in Lake Oswego was compiled through internet research, written material, primary source data and interviews with community area transportation providers. The analysis includes a short description of the transportation resource, days and hours of service, and vehicle descriptions.

Special Needs Transportation Survey: A special needs transportation survey was conducted to collect information directly from residents about their transportation needs. The special needs transportation survey was completed by 267 respondents. The survey was distributed to residents of the City of Lake Oswego between August and September. The information below indicates the survey distribution methods:

- City of Lake Oswego Hello LO Newsletter distributed surveys as an insert.
- City of Lake Oswego Library distributed surveys.
- City of Lake Oswego Parks and Recreation Department dispersed surveys.
- Senior living facilities such as Carman Oaks and Greenwood Estates distributed surveys to residents living in these facilities.
- Clackamas County distributed surveys to Oregon Project Independence (OPI) and Medicaid recipients in Lake Oswego through a mailing.

- The Oregon Commission for the Blind in conjunction with Ride Connection distributed surveys through a mailing.

Community Forums: Four community forums were held in the Lake Oswego to obtain information about the transportation needs of Lake Oswego residents who are 50 years and older and city residents of any age who are living with a disability. The special needs transportation community forums were held at the Lake Oswego Adult Community Center, Carman Oaks retirement residence, Lake Grove Presbyterian Church, and Lake Oswego City Hall. Two forums were held in the afternoon and two in the evening.

Publicity for the forums was conducted through press releases to *The Oregonian* and the *Lake Oswego Review*. Information was posted on the city's website. Lake Oswego City Hall, the Lake Oswego library, and the Lake Oswego Adult Center displayed information on the forums and encouraged people to participate. Additionally, some survey mailings contained information inviting people to attend the community forums.

The community forums were held between August 17th and October 6th. Each forum used the same format structure; participants were asked a series of questions on transportation issues and a moderator led a group discussion on these questions. Participants were encouraged to speak freely and to state their opinions. The number of participants at each forum ranged from 11 to 34.

Comparative Regional Shuttle Models: Regional models for providing transportation via shuttles were researched for comparative purposes through written materials, internet research, primary source data collection and interviews with shuttle transportation providers. Included in this section are examples of cost data for regional shuttle models.

Section 3: Lake Oswego Population Demographics

Lake Oswego Senior Data

The number of people 55 years and older residing in Lake Oswego comprise 22% of the population and total 7,694 residents. Eleven percent of the population or 4,018 residents are 65 years and over. 1,163 households were headed by persons over age 64, up from 904 in 1990, a 29% increase. Furthermore, 19% of all households have at least one individual that is 65 years and over. The 2000 census indicated that in Lake Oswego, 161 individuals over the age of 65 have incomes below the poverty line.

Lake Oswego Disability Data

In Lake Oswego 5% of the population, 419 individuals, between 5 to 20 years of age are living with a disability according to 2000 Census data. There are 1,864 people living with a disability between 21 to 64 years of age and they make up about 9% of the population. Sixty-eight percent of these individuals are employed. This compares with state figures showing that 18% of Oregon's working age adults have a disability and that 58% of these individuals are employed. About 31% or 1,253 individuals 65 years and over living in Lake Oswego have a disability. This compares with 41% statewide.

Growth Data

According to 2000 US Census data, the total population for Lake Oswego is 35,278. The city of Lake Oswego is located in Clackamas County the third most populous county in the state with 363,000 residents.

Clackamas County has experienced rapid population growth for many decades, largely due to its proximity to the metropolitan city of Portland. Its growth rate exceeded that of the state in each decade between 1950 and 2000. In 2004, Clackamas County population grew by 1.7% or 5,900 people, outpacing the state and national rates of growth, according to the 2004 regional population profile published the Oregon Employment Department.

Clackamas County residents are older on average than their state and national counterparts. The region's median age was 37.5 compared with Oregon's 36.3 and the nation's 35.3. Each county in Oregon except one has increased its median age since 1990, a reflection of the aging baby boomers.

As shown in the growth of senior households in Lake Oswego, the senior population is projected to grow regionally and statewide as well as nationally. According to the Oregon Association of Area Agencies on Aging and Disabilities by 2025, 20% of Oregonians will be over age 65. Statistics show that as a person ages disability increases. By age 85, most people (86%) have two or more chronic conditions that cause some level of impairment and 67% can no longer perform all activities of daily living.

Sources: US Census Data, Oregon Association of Area Aging and Disabilities, Oregon Employment Department, City of Lake Oswego 2005 Community Assessment.

Section 4: Existing Transportation Resources for Seniors and Persons with Disabilities Living in Lake Oswego

The information that follows describes transportation resources for older adults and people with disabilities that serve the city of Lake Oswego, limitations of those resources, as well as some of the transportation resources in Clackamas County.

➤ Lake Oswego Adult Community Center

Senior Center Staff Driving Center Vehicles: The Lake Oswego Adult Community Center provides transportation services using community center vehicles to seniors and adults under 50 years of age with disabilities who reside in the Lake Oswego area, including Lake Grove.

Types of rides provided vary but can include the following:

- Medical (doctor and dental appointments)
- Shopping
- Recreation and Social Gatherings
- Nutrition
- Volunteer

Vehicles: 3 vehicles: one 14 passenger van, one 12 passenger mini-bus, one 12 passenger wheelchair accessible bus.

Days/Hours of Service: MWF; 8:30AM -3PM; T/TH varies depending on rider needs.

Shopping trips are scheduled on Fridays. Some recreational trips are scheduled on weekends and weeknights.

Constraints to this resource include: Limited hours, only one vehicle is accessible, trips may be fully booked, and there is limited funding available for drivers.

Senior Center Volunteers Using Personal Vehicles: Volunteer drivers, scheduled by the Adult Community Center, use their own vehicles to provide transportation to medical appointments. Volunteers also assist seniors and persons with disabilities by purchasing requested grocery items for participants and delivering them to their homes. Last year, in Lake Oswego, volunteers working with this program contributed over 425 hours transporting seniors and people with disabilities to their destinations.

Days/Hours of Service: M-F; 8:30AM-5PM; dependent on volunteer availability.

Constraints to this resource include: Rides must be scheduled three working days in advance (not including the day of the appointment) and limited volunteer availability.

In fiscal year 2004-2005, the Lake Oswego Adult Community Center provided 4,251 one way rides totaling 10,775 miles to 254 individuals 50 years and older, so they could safely get to medical appointments, grocery stores, and other supportive services. These rides were provided by senior center staff driving center vehicles and senior center volunteers using personal vehicles.

➤ **Transportation Reaching People (TRP)**

TRP Staff Using TRP Vehicles: TRP operates wheelchair accessible vans which transport people in wheelchairs primarily to medical appointments.

Vehicles: Service is provided using two, 5-passenger wheelchair lift vans.

Days/Hours of Service: Monday-Friday, 8:30AM-5:00PM.

Constraints to this resource include: Limited hours and limited funding for drivers.

TRP Volunteers Using Personal Vehicles: Transportation Reaching People serves persons 60 years and older and persons with disabilities needing transportation to social service appointments, for personal business and shopping, and for recreational rides. TRP is a program of the Clackamas County Social Services Division's Volunteer Connection.

Volunteer drivers provide door-to-door transportation using their own vehicles.

Countywide in fiscal year 2004-2005, 105 volunteer drivers assisted seniors and people with disabilities in reaching their destinations. Only one of these volunteer drivers resided in Lake Oswego. Rides to individuals living in Lake Oswego were provided by volunteers living in Oregon City, West Linn, and Gladstone.

Days/Hours of Service: M-F; 8:30AM-5PM; dependent on volunteer availability.

Constraints to this resource include: Service is limited by the number of volunteers in the area; volunteers are unable to provide rides to people in wheelchairs.

Transportation Reaching People (TRP) provided 1,369 rides in the City of Lake Oswego to 19 riders during Fiscal Year 2004-2005. These seniors and people with disabilities were able to reach their medical appointments, conduct their personal business, and purchase their grocery items. 98% of these rides were provided by volunteer drivers using their own vehicles. The remainder was provided by TRP staff using TRP vehicles.

➤ **TriMet Fixed Route Bus Service**

Description: TriMet has 93 bus lines serving Multnomah, Clackamas and Washington Counties. All buses are fully accessible and equipped with boarding ramps or lifts. Most buses are air conditioned with comfortable seats, wide aisle and non-skid floors. Extra safety protections are available at night; persons traveling alone between 8PM and 5AM you can ask the bus operator to stop anywhere along the route.

Bus Routes Serving Lake Oswego

Five bus lines serve the city of Lake Oswego

- ✓ Route #35 Macadam Route: Lake Oswego/Portland/Oregon City Transit Center

Days/Hours of Service: Monday-Friday 5:05AM to 11:55 PM, Saturday 7: 56AM-9:57PM, Sunday 7: 56AM- 7:15PM

- ✓ Route #36 South Shore Route: Portland/Lake Oswego Transit Center/Tualatin Park & Ride

Days/Hours of Service: Monday-Friday: 6:00AM -6:29PM. No weekend service.

- ✓ Route #78 Beaverton/Lake Oswego Route: Lake Oswego Transit Center/Beaverton Transit Center
Days/Hours of Service: Monday-Friday: 6:20AM-11:46PM, Saturday: 6:01AM-9:06PM, Sunday 7:42AM-7:07PM.
- ✓ Route #37 Lake Grove Route: Lake Oswego Transit Center/Reese & Boones Ferry/Tualatin Park & Ride
Days/Hours of Service: Monday-Friday: 7:20AM-5:54PM, No weekend service.
- ✓ Route # 38: Boones Ferry Road: Boones Ferry Road/Tualatin/Portland City Center
Days/Hours of Service: Monday-Friday: 6:13AM-7:04PM. No weekend service.
Constraints to this resource include: Some routes only have frequent service during the peak rush hours, and some routes do not have any service on weekends.

➤ **TriMet LIFT Service**

Description: TriMet LIFT Program is a shared ride public transportation service for persons who are unable to use TriMet buses or MAX light rail service because of a disability. TriMet has provided LIFT service since 1976.

Persons are eligible for LIFT service if they have a physical or mental disability that prevents them from independently using TriMet buses or MAX. Before receiving transportation, individuals must apply for LIFT service and meet eligibility requirements. Outreach social service staff at the Lake Oswego Adult Community Center is available to help people complete TriMet applications and fax them directly to TriMet.

- LIFT Service Area: The LIFT service area boundary is set at three-fourths of a mile on either side of a bus or Max route. LIFT does not serve locations outside the TriMet district. LIFT operates the same hours as TriMet buses, generally from 4:30AM to 2:30AM, seven days a week. All rides are scheduled in advance.
- LIFT Assistance: LIFT operators may assist riders from their door to the LIFT bus, in boarding & exiting the LIFT bus, carrying groceries, fastening seat belts, securing scooters or wheelchairs, or depositing a rider's fare in the fare box.

Riders are permitted to take a personal care assistant, service animals, groceries (up to 4 bags), luggage, and personal oxygen tanks, on board TriMet LIFT buses.

Constraints to this resource include: Many seniors do not meet eligibility requirements. All rides need to be reserved in advance. Pick up windows, the amount of time a rider may need to wait for a pick up and routes that are not direct, increase the amount of time a ride takes.

➤ **Ride Connection's RideWise Program**

Description: RideWise assists older adults and people living with disabilities to travel independently and is a collaborative effort between TriMet, Ride Connection, and other organizations. RideWise offers training and support in using TriMet fixed route and light

rail. The program also assists individuals in using other transportation options that meet their individual needs. Training and familiarity with fixed route and Max allows riders more choices, more spontaneity, greater independence, and less expense.

Services provided include:

- *Personalized trip planning:* Service representatives guide individuals through resources and options in the community through one central number.
- *Fixed route vehicle familiarization:* This service trains individuals who need experience and practical experience boarding TriMet buses and MAX cars. This training takes place when vehicles are not in service.
- *Specialized one-on-one travel training:* An individualized course of instruction that teaches older adults and people with disabilities to travel safely and independently with public transportation
- *Ride Ambassador Program:* Connects customers needing extra assistance with a trained volunteer who is comfortable riding TriMet buses and light rail.

Constraints to this resource include: Program is dependent on volunteers and one-on-one travel training can be time intensive.

➤ **Waivered Non-Medical Transportation**

Individuals who are waived clients of Clackamas County Social Services are eligible for Medicaid non-medical transportation. A waived client is someone who has been assessed to be eligible for long term care services but receives those services in a community setting as opposed to a nursing home. Community settings include an individual's home, assisted living facilities and adult care homes. To be eligible for this type of transportation the client's case manager must authorize rides for specified purposes, including shopping, recreation and nutrition. Medical rides are not allowable. Clackamas County Senior Centers provide this service and are reimbursed for rides provided.

Constraints to this resource include: Only 135 Lake Oswego residents are eligible for this service. Rides must be authorized by a case manager

➤ **Medicaid Medical Transportation**

Individuals on the Oregon Health Plan Plus are eligible for transportation to their medical appointments. The service is provided by a transportation brokerage run by TriMet. Most of the rides are provided using taxicabs. Rides must be pre-approved to ensure that the medical appointment is for a Medicaid-covered service.

Constraints to this resource include: Only a small number of Lake Oswego residents are on the Oregon Health Plan. Rides must be pre-approved and are only for medical purposes.

➤ **Transit Districts in Clackamas County**

There are five transportation systems in Clackamas County, providing opportunities to travel throughout the Tri-County area. Following is a list of the five transit systems and their transfer points.

Canby Area Transit (CAT): Service is within Canby and to the Oregon City Transit Station.
Lake Oswego Elderly & Disabled Special Needs Transportation Study

Sandy Area Metro (SAM): Major route runs between downtown Sandy and the Gresham Transit Center. The Eagle creek route is between Sandy and Eagle Creek Road on Highway 211.

South Clackamas Transportation District (SCID): Service runs within the city limits of Molalla, between Molalla and Clackamas Community College, and from Molalla to the Canby Transit Center.

South Metro Area Rapid Transit (SMART): Service area encompasses the city limits of Wilsonville, has routes with connections to TriMet in Tualatin & Portland. SMART has service from Wilsonville Road to the Barbur Boulevard Transit Center. SMART also has service connections to both Salem and Canby.

Section 5: Survey Results

Key Findings

- ✓ 76 percent of respondents stated they would use a shuttle or other accessible door to door transportation
- ✓ 43 percent of those surveyed are willing to consider public transportation with training
- ✓ 63 percent of those surveyed responded that they were not aware of transportation services provided in Lake Oswego
- ✓ 89 percent of those surveyed stated that a wheelchair lift was not needed for their accessible transportation

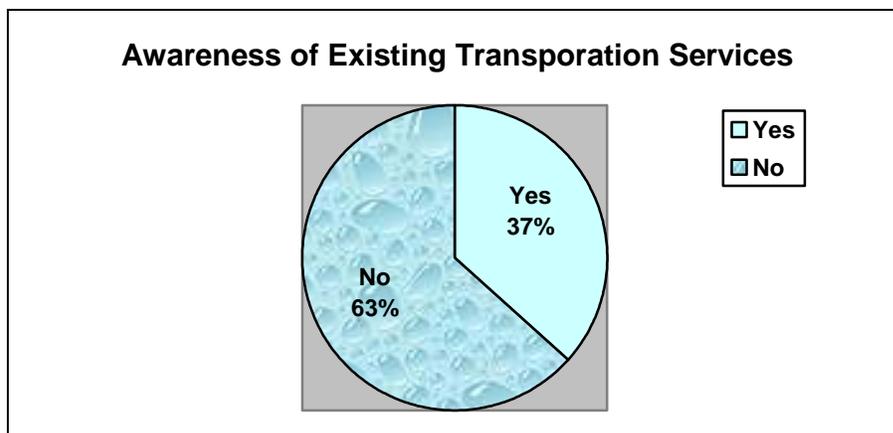
Respondent Characteristics

The Lake Oswego specialized needs transportation survey was completed by 267 respondents. The majority of the survey participants or 86% were 50 years or older, 36% of those who responded had some type of disability and were 50 years & older, and 13% were under 50 years of age with a disability. The chart below highlights the characteristics of those who responded to the survey.

Respondent Characteristics		
50 Plus	129	48.3%
50 plus w/ Disability	71	26.6%
Under 50 w/ Disability	16	6.0%
Answering for 50 Plus	6	2.2%
Answering for 50 Plus w/ Disability	25	9.4%
Answering for Under 50 w/ Disability	20	7.5%
Total Surveys	267	100%

Awareness of Transportation Services

Sixty-three percent of those surveyed responded that they were not aware of transportation services provided in Lake Oswego. Only 37% of survey respondents were aware of transportation services provided. The pie chart below illustrates residents' responses to their awareness of existing transportation services.



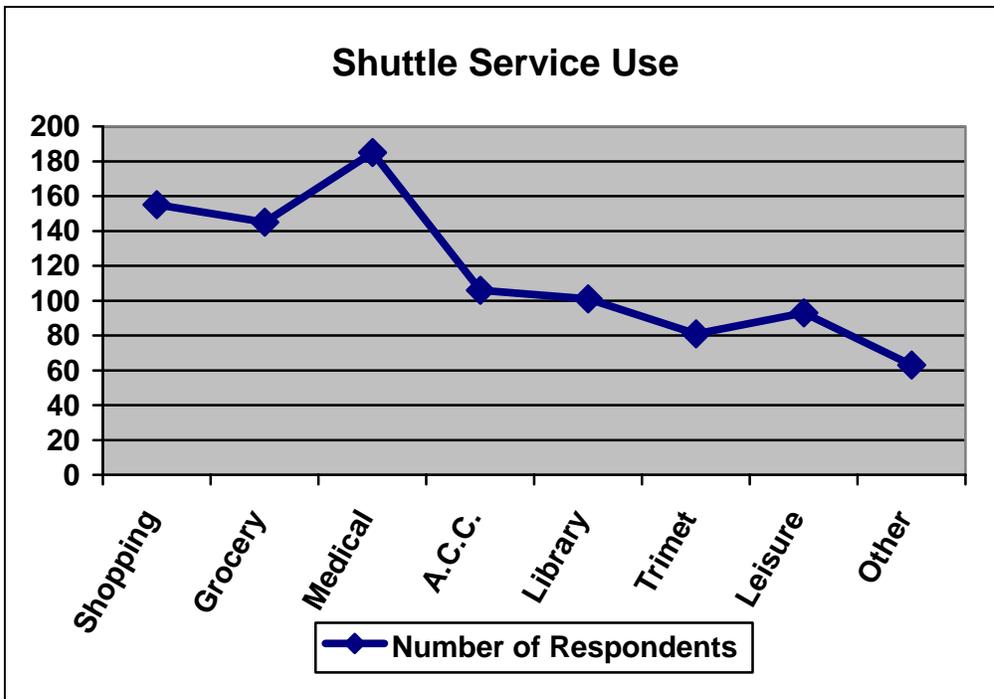
Accessible Transportation

The vast majority, or 89% of those responding, stated at the time the survey was conducted a wheel chair lift was not needed for their accessible transportation. Only 12% of those surveyed, or 31 respondents, required accessible transportation with a wheel chair lift.

Shuttle Service

The majority of those surveyed or 76% responded they would use a shuttle or other accessible door to door transportation if it were available. Respondents were asked if they would use a shuttle service between their home and a list of locations. The three top choices for shuttle service trips were medical at 69%, general shopping at 58%, and grocery shopping at 54%. Shuttle service trips responses where people stated they would go using a shuttle included the adult community center, library, recreational/leisure activities, the farmers market, visiting friends, and volunteering.

The chart below highlights the responses to shuttle service use.



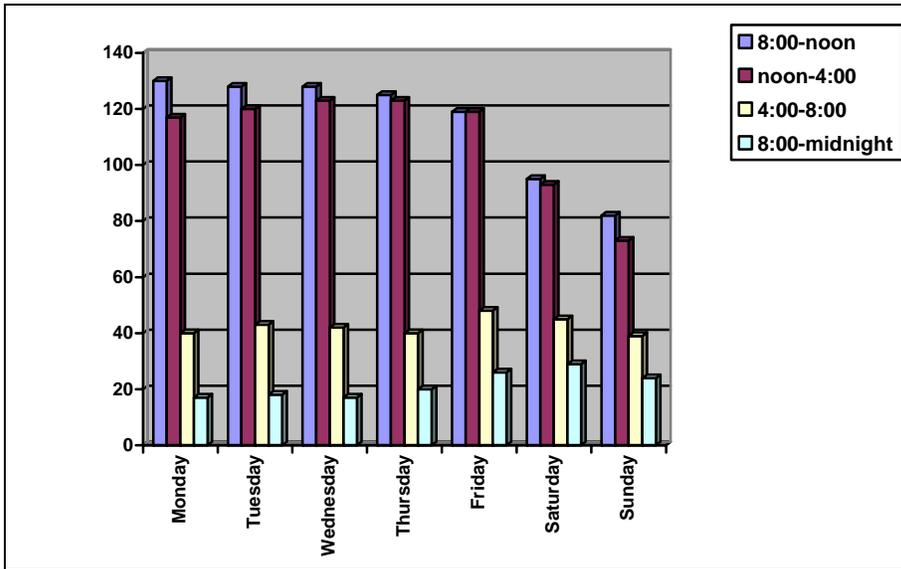
Note: ACC = Adult Community Center

Furthermore, when respondents were asked to write-in what types of trips were most valuable to them, the top response was again medical rides. Rides to grocery stores, rides to TriMet connections and rides for shopping purposes were also listed.

Shuttle Service Days & Times Needed

The bar graph below illustrates the primary times and days needed for shuttle service. The chart illustrates that the highest need for service is from 8:00am to noon. The survey results indicate that there is a higher demand for weekday service than weekend service. More respondents indicated that they need transportation services on Friday than any other day.

Transportation Days and Times Needed



Payment for Shuttle Service

When respondents were asked what they would be willing to pay for a shuttle service, the highest number of respondents, 30% or 70, indicated that they were willing to pay \$1.00. 29%, or 68 respondents, indicated that they were willing to pay \$2.00. Ninety-two percent of respondents indicated that they were willing to pay for a shuttle service; only 8% stated they were willing to pay nothing. Choices on this question of the survey ranged from nothing to \$2.00.

Public Transportation

More than half of the survey respondents, or 57%, do not drive their own vehicle. Forty-three percent of those surveyed are willing to consider public transportation with training.

Section 6: Community Forum Results

Key Findings

- ✓ Maintaining independence is a high need.
- ✓ Flexibility and choice are key transportation priorities.
- ✓ Medical appointments and shopping are critical destinations for special needs populations.
- ✓ Many Lake Oswego residents with special needs are dissatisfied with limited transportation options, especially minimal evening and weekend service.
- ✓ Difficulty getting to a bus stop is a key reason why residents are not using TriMet services.
- ✓ Many forum participants indicated they would use a transportation shuttle service.
- ✓ Sheltered bus stops, benches, and lighting were identified as important amenities needed at bus stops.
- ✓ Lake Oswego residents have a lack of information about transportation options in the area.

Community Forum Participant Characteristics

Attendance at community forums ranged from 11 to 34. A total of 73 people participated. This number includes staff and transportation advisory board members who attended the forums. Fifty-eight community members (non-staff) participated in the forums. Sixty-seven of the participants were female and six were male. In addition to residents aged 50 years and over and people living with disabilities, forum participants included people who were looking at future transportation options and people who attended on behalf of someone with a disability.

These major themes and issues emerged during the community forums.

Mobility and Independence

Most of the forum attendees responded that maintaining their independence is a high priority and that transportation is a critical component for maintaining independence. Participants also emphasized that they had concerns about continuing to be independent in the future. As one forum participant stated, “I want to be able to maintain my independence. I’m in my early 90s and still driving. I just got my license.”

Many participants also expressed a need to have flexibility and choices in their transportation options. One participant summed it up this way. “For me as a non-driver, what is most important is to increase my independence and go to places on my own terms. I don’t want to ask anyone for rides. The greater transportation options I have the more independence I have.”

Transportation Destinations

Many people discussed the priorities of medical appointments and shopping as places they critically needed to go to on a regular basis. A participant discussed her transportation needs this way, “Medical appointments are the most important thing in my mind, but the difficulty is that I can’t always coordinate the transportation (Carman Oaks provides) with the time of

my doctor's appointments. It would also be fun to be able to get to know downtown Lake Oswego better and to be able to buy gifts and clothes." Although medical trips and shopping were identified as high priorities, forum participants stated that there were other transportation needs that were not being met. Volunteering, going to the library, and recreational activities were also identified as being important particularly, because of their socialization benefits.

Additionally, many persons with disabilities who attended the forum, and those speaking for persons with disabilities, expressed an urgent need for more transportation options in order to obtain and maintain employment, particularly during the evenings and on weekends.

Participants also expressed the need to go to downtown Portland, cultural events, the Lake Oswego Adult Community Center, and the Lake Oswego transit center to make a connection to TriMet.

Objections to Transportation Options

When participants were asked about what they dislike about their transportation options, many participants expressed dissatisfaction with their limited transportation options. Many people stated that limited transportation options kept them at home more than they would like. Furthermore, people expressed they would go out of their homes and into the community more if they had more transportation options. "Often I feel like I have to wait to do things, I would like more transportation options so I can get around more and access more things in the community," stated a Carmen Oaks resident.

One participant stated that it was difficult to get to a bus stop $\frac{3}{4}$ mile down the hill and her desire to go to shopping in downtown Lake Oswego.

"If there was a way to get to a local nursery, a hair dresser, the lovely downtown restaurants and shops, lots of people would go downtown if there was a transportation service available," she stated.

The time participants spent waiting for a bus and difficulty getting to a bus stop or TriMet connections were also major barriers identified during the community forums.

Some participants expressed a concern for their personal safety navigating the hilly terrain and having to cross busy intersections. As one participant explained, Highway 43 is difficult to cross as is Mountain Park, South Shore and Country Club Road. "Sometimes I will ride the bus to the end of the line so I don't have to cross a busy street or I'll take the bus past where I want to go, get off at a stop near the a stop light, cross at the light and wait for the bus to take me back to the stop near my home. This can add 30 to 45 minutes to a commute."

Many participants who used TriMet LIFT service expressed frustration about the amount of time it takes to use the service. One LIFT rider stated, "TriMet LIFT is good for getting to

a place but hard to get back from, I need to be able to spend the whole day if I am going to use it.” The lack of evening and weekend service was also an objection for both LIFT riders and for those wanting to attend cultural events especially in downtown Portland.

Other concerns stated during the forums was the expense of taking taxicabs, especially to get to basic services such as medical appointments and shopping, the lack of parking at the Lake Oswego Transit Center, and the difficulty getting to medical appointments particularly at Meridian Park Hospital in Tualatin.

Information about Transportation

Many people stated they had a general lack of information about transportation in the area and they would like to obtain more information about transportation options. For instance, one participant stated during the community forum held at Lake Grove Presbyterian Church, “I want to know where I get information if I want to go to Tillamook or to downtown Portland, how do I do it, where do I start?”

Of those who said they received transportation information, most of these participants picked up information at the Adult Community Center or received information through TriMet’s written materials and telephone trip planning service. The majority of those participating stated they did not use the internet to get transportation information. Some participants suggested that the City of Lake Oswego should provide more transportation information.

Amenities

Many of the participants expressed the need for sheltered/covered bus stops, benches and more lighting. Inclement weather was cited frequently as one of the reasons covered stops were needed. One forum participant stated, “Especially in Oregon where it rains a lot you need to have a covered shelter top, waiting in the rain takes a toll on me.” Often participants stated safety concerns caused by lack of lighting.

TriMet Transportation Option

Community forum participants had a range of responses to the question of whether they would use TriMet service.

A number of participants expressed difficulty getting to a bus in order to use the TriMet service.

As one participant stated, “I would use transportation if I could get to the bus. I live up the hill. I can get down the hill but it’s hard to get up the hill.”

Other participants stated they would not use TriMet service because of their health or because of their busy lifestyles. Yet, other forum participants stated that they used the bus frequently because of its convenience and accessibility.

When participants were asked if they would use transportation that could get them to a TriMet bus stop, many participants stated they would use such a service.

As one participant stated, “I have problems driving with cars coming at me in all directions. I’d be perfectly happy to have someone else do the driving. A feeder service that got me to a TriMet bus would be helpful.”

Shuttle Van Option

Many of the participants stated that they would use a shuttle service. One forum participant, who stated that she would use the shuttle, felt strongly that better transportation service was important both to the individual and the entire community. She stated, “Lake Oswego is a prestigious community, I’ve been jealous of other communities that have comfort and ease around transportation and here we are stranded. We can’t do things that keep our minds alert and allow you to go out in your community.” Additionally, some participants said they would use a shuttle service because of the social camaraderie, to cut down on gas costs, to solve parking problems and to help the environment.

Some participants noted that they need to know more about the details of the shuttle service such as the time of the day the shuttle operated and the shuttle destinations.

Other Transportation Options

There were a variety of options that were mentioned by participants when asked about ideas for transportation options. These included shared vehicle agreements, flex cars, transportation service to the airport, dial a ride service, and a better transit center with parking.

Transportation As A Community Need

A theme that emerged during the community forums was the importance of transportation for the benefit of the community. At each of the four forums some participants spoke of the importance of transportation as an overall benefit to the Lake Oswego community. One participant stated that it was important for both her son’s independence and her own independence to have viable transportation services in the area. The participant stated, “It’s good for every city, county and neighborhood for the most functional people to be there (in community) as long as they can be, rather than to leave the area for better transportation options.”

Some participants spoke of the importance of community connections and how transportation connects people to people.

One resident stated, “It’s important to have mobility to be a part of the community, so you can do things like go to the jazz festival, see the holiday lights, volunteer, and learn so you can make connections. It’s important to have the gift of mobility and we can make it happen here.”

Finally, one participant stressed the importance of individuals being connected to a larger world. The participant stated, “There is a broader world out there. We feel better about our selves and have a higher life satisfaction if we can get out more.”

Section 7: Recommendations

The Lake Oswego Elderly and Disabled Transportation Needs Study documents the need for expanded transportation options, a strong desire for a city shuttle, a need for more information about transportation options and an interest in learning more about how to use fixed route transit. Through the survey and in community forums, residents expressed dissatisfaction with the limited existing transportation options and difficulty getting to medical appointments and shopping destinations. Many residents stated that they were willing to use public transportation services but had barriers to accessing these services. Three of four survey respondents stated that they would use a shuttle or other accessible door to door transportation service.

Shuttle models show that two key needs identified in this study, flexibility and choice can be built into a shuttle service design. Furthermore, new alternative transportation options can increase the independence of elderly and people with disabilities and help people create new community connections.

The study also concluded that there is lack of awareness of existing transportation resources for special needs populations in Lake Oswego. This was apparent in both the community forums and the transportation survey. Survey results showed that a majority of respondents were not aware of existing transportation resources.

Recommendations

- 1. *Develop a shuttle transportation service.*** Based on the survey data and input received at community forums, Lake Oswego residents would use a shuttle service and believe current transportation options are limited. Destinations should include medical appointments, shopping and connections to TriMet. Flexibility and choice must be part of the shuttle service design.
- 2. *Educate the community on transportation options.*** Many residents who participated in either the forum or completed a survey do not know about their options. Existing brochures, websites and trip planning services are currently available. Discussion should be ongoing as how to best ensure all Lake Oswego residents understand how to access this information. Training is also needed to teach people how to use and become more comfortable with the fixed route system.
- 3. *Investigate ways to make it easier for seniors and people with disabilities to access TriMet connections.*** Lack of parking at the Lake Oswego Transit center, hilly terrain, busy intersections and thoroughfares were cited as barriers to using TriMet.
- 4. *Improve amenities at bus stops to make it easier for seniors and persons with disabilities to use public transportation.*** Major amenities needed cited in this study were covered stops, seating, and lighting.
- 5. *Increase the number of volunteer drivers in Lake Oswego.*** This would provide Lake Oswego residents with increased availability of transportation services provided by volunteers using their own vehicles.
- 6. *Incorporate the concept of community into transportation services.*** Sharing a ride can bring people together. Group outings to cultural events and senior discount days at local stores can generate social connections; connections that become even more important as people age.

Section 8: Comparative Models of Regional Shuttle Programs

This section highlights three successful shuttle programs operating regionally that assist seniors and people with disabilities to stay mobile and independent in their communities.

Shuttle Program Regional Models

✓ N/NE RIDE ABOUT SHUTTLE PROGRAM

PROGRAM OVERVIEW:

The North and Northeast (N/NE) RideAbout Shuttle Program provides group trip shuttle transportation and related services for those living in inner North and Northeast Portland. The shuttle serves seniors 60 years old and over and individuals with disabilities. The primary purpose of the shuttle is to expand local trip opportunities and increase access to transportation for seniors and persons with disabilities living in inner North and Northeast Portland. The shuttle makes regular visits to grocery stores and local neighborhood centers. Last year, 497 individuals used the RideAbout Shuttle Program. A concierge accompanies the riders to assist with shopping and carrying heavy items.

PROGRAM OPERATION:

RideAbout operates from 9:00 AM to 3:00 PM, Monday through Friday with three 14 passenger mini-buses.

Monday – Friday Service: RideAbout makes regular trips to the Urban League Adult and Senior Services Center.

Tuesday Service: Trips to the Lloyd Center Mall or other special destinations with complimentary concierge service.

Wednesday & Friday Service: Grocery shopping with concierge service.

There is no cost to riders using the N/NE RideAbout Shuttle but donations are appreciated.

SERVICE AREA AND TRIP TYPE:

Neighborhoods served are Kenton, Arbor lodge, Piedmont, Woodlawn, King, Humboldt, Overlook, Boise Elliot, Irvington, and Sabin.

Service boundaries are listed below:

North to N/NE Columbia Boulevard, East to NE22nd Avenue, West to N. Chautauqua, Willamette Blvd. and Greeley, and South to NE Broadway

GROUP TRIPS: The program coordinates trip planning, scheduling, dispatch, customer service and oversight of ride requests through the Ride Connection Service Center. Agencies participating in this program respond to and design trips based upon their pre-existing transportation programs and upon the transportation needs in the N/NE community. Participating agencies include the African American Chamber of Commerce, American Red Cross-Oregon Trail Chapter, Metropolitan Family Service-Project Linkage, Ride Connection, TriMet and the Urban League Multicultural Senior Services Center. Rides include group trips serving the residents of specific neighborhoods detailed above and/or apartment buildings and providing trips to organized activities such as meal sites and community centers as well as shopping destinations and pharmacies. The scheduled group

trips establish a consistent set of stops and neighborhoods in a general service area for each weekday.

Group trips scheduled that are not filled to capacity will accommodate additional community members based on the origin of the group trip and destination. While consideration is first given to individuals signed up with the original group trip, this flexibility allows for greater capacity in the N/NE service.

✓ **KING CITY SHUTTLE PROGRAM**

PROGRAM OVERVIEW:

The King City Shuttle serves seniors and people with disabilities within the city of King City. The King City Shuttle is a partnership between Ride Connection and the American Red Cross. The majority of riders hail the shuttle as it approaches them along a circuitous route within King City. The King City Shuttle Program began due to a change in TriMet's bus line #12 service. Because of this change, public transportation meetings were conducted in King City in the spring of 2001. The public meetings highlighted the needs of area citizens for improved local area service. Citizens related their desire for:

- A local transportation option they could count on when they needed the service, even if they did not intend to use it in the near future.
- The need for local service to reach area grocery retailers and other local shopping destinations.
- Transportation to local area medical and personal appointments.
- Access to TriMet fixed route stops on both sides of Hwy 99 in King City.

PROGRAM OPERATION:

The shuttle operates Monday through Friday from 9:00AM to 4:00PM. The King City Shuttle serves customers in Summerfield Clubhouse Estates and three local area mobile home parks. Riders can also arrange door to door service through the Ride Connection Service Center. Riders who hail the shuttle are dropped at their door on return rides. There is no cost to ride the shuttle but there is a suggested donation of \$1.35 per trip.

SERVICE AREA

The King City Shuttle serves residents of King City. Shuttle pickups take place at Summerfield, Royal Mobile Villas, Woodsprings Apartments, Eldorado and Mobile Villas. Pickups at these locations are generally between 10AM and 2:30PM.

✓ **EUGENE RIDESOURCE SHOPPER**

PROGRAM OVERVIEW

The RideSource Shopper operated by the Lane Transit District is a once-a week shopping service which has been providing service for over 30 years, even before senior centers existed in the community. Anyone 60 or over and all people with disabilities are welcome on the shuttle. The vehicle is wheel chair lift equipped. Vehicles usually carry about 12 passengers which include two persons in wheelchairs. Riders are picked up at their homes and transported as a group to a central shopping location. The driver assists by loading, unloading and carrying packages. There is a three bag limit per passenger.

Benefits for consumers of the shopping service are that riders can socialize with their neighbors, receive assistance from the driver to carry their shopping bags, and bring up to 3 bags on board the shuttle. The RideSource Shopper averages \$7.65 dollars per ride while the traditional Ride Source Lift service averages \$20.98 per ride.

PROGRAM OPERATION

The bus takes a group of shoppers from a specific neighborhood each day of the week to a local grocery store. Destinations include Safeway, Albertsons, and Fred Meyer. The group spends between 45 minutes to an hour at the store and then returns home. In order to use the Shopper, riders have to go on the day and time that the bus is scheduled to come to their neighborhood. The shopping shuttle service is divided into different areas that make sense based on geography and efficiency. The fare is \$2.00 per round trip.

SERVICE AREA

The RideSource Shopper provides service within Eugene and Springfield and serves the nearby community of Coburg

Monday: Ferry Street Bridge Area & City of Coburg

Tuesday: River Road Area and the Bethel Area

Wednesday: West Eugene & Highway 99

Thursday: Springfield

Friday: Central/South Eugene

The shuttle service generally provides 2-3 group trips in the morning and two group trips in the afternoon, averaging about 5 daily.

STATISTICAL DATA FOR SHUTTLE PROGRAMS PROGRAM YEAR 2004-2005*

Key Shuttle Program Indicators	N/NE RideAbout Shuttle Program	King City Shuttle	Eugene RideSource Shopper
Number of Rides	11,748	8,809	7,672
Cost per ride	\$7.79	\$4.50	\$7.65
Total Miles	36,795	18,620	12,985
Average Miles per Ride	3.13	2.11	1.69
Total Program Expenses	\$231,335	\$50,070	\$58,720
Total Program Revenues/Sources	\$229,724 Sources: \$219,624 STF Discretionary, \$10,000 Private Grant, \$100 Rider Donations	\$50,025 Sources: \$50,025 TriMet Service Planning	\$58,720 Sources: \$7,500 rider fees/\$51,220 Lane Transit District

*Note: Program Year= July 1, 2004 through June 30, 2005

Section 9: Operating Cost Models for 3 Shuttle Service Types*

Expenses	Multi-Partner Shuttle	Deviated Scheduled Route	Door-to-Door Scheduled Route
	11,000 rides driving 36,000 miles	8,000 rides driving 18,500 miles	7,000 rides driving 13,000 miles
Operating Expenses			
Driver Salaries	59,380 (2.80 FTE)	16,593 (.75 FTE)	38,494 (1 FTE)
Concierge	27,000 (.7 FTE)		
Community Outreach	8,255 (.2 FTE)	1,702 (.04 FTE)	
Call Takers	4,957 (.19 FTE)	1,734 (.07 FTE)	
Dispatch & Scheduling			5,209
Program Operations Manager	4,380 (.13 FTE)	395 (.01 FTE)	2,052
Scheduler	1,716 (.06 FTE)	859 (.03 FTE)	
Service Specialist	8,150 (.17 FTE)		
Transportation Coordinator	4,645 (.19 FTE)	2,920 (.12 FTE)	
Transportation Manager		1,000 (.03 FTE)	
Taxes Benefit Insurance	26,804	6,611	
Volunteer Recruitment	379 (.01 FTE)		
Driver Training	30	74	
Vehicle Expenses			
Fuel	20,244	6,156	5,616
Maintenance & Repair	3,363	2,743	
License and Registration	277	86	
Vehicle Insurance	9,258	2,120	1,903
Cell phones and radio service		336	
Total Operating Expenses	178,838	43,329	53,274
Administrative Expenses			
Salaries, Taxes, Benefits & Insurance	28,238 (.41 FTE)	6,007 (.11 FTE)	2,853
Other Administrative Expenses	22,648	689	2,593
Total Administrative Expenses	50,886	6,696	5,446
Total Program Expenses	229,724	50,025	58,720

*Note: Does not include costs of vehicle purchases. Line items indicate types of costs associated with operating shuttle programs.

Section 10: Funding Sources

This section will detail several possible options for funding a local shuttle program.

Older American Act Funds (OAA) – Federal Older American Act funds are distributed through Clackamas County Social Services to senior centers operating in Clackamas County. One authorized use for these funds is transportation for individuals 60 and over who are unable to manage their transportation needs independently. The Lake Oswego Adult Center receives a total of \$54,558 OAA funds, \$5,000 of these are earmarked for transportation. OAA funding at the federal level has been flat over the last number of years and is not expected to increase.

Special Transportation Funds (STF) - The Oregon Department of Transportation has annual and biennial rounds of funding for special needs transportation. Funding comes from both state and federal sources, including fees from Oregon Identification Cards. The biennial funding is for discretionary projects and generally funds capital projects including vehicle purchases. The annual funding is distributed statewide based on a formula and primarily funds operating expenses. There is much competition for these funds. Currently Lake Oswego does not receive any STF funds but would be eligible to apply. An application for funding would need to be submitted through RideConnection.

TriMet – TriMet funds a very small number of local shuttles; one being the King City Shuttle. The King City shuttle was funded after a TriMet service reduction caused residents of King City to actively advocate for replacement service. It is unlikely that TriMet would fund a service in an area already served by their regular fixed route service and paratransit LIFT service.

TriMet provides some funding for all senior centers in Clackamas County for rides provided within the TriMet district. Starting in 1996 as a planning grant and continuing through to the present, rides paid for with these funds take some of the burden off of TriMet's LIFT service. The Lake Oswego Adult Center receives \$8,400 annually. These funds are contracted through RideConnection. TriMet is not expected to increase this amount.

Medicaid Non-Medical – Individuals who are waived clients of Clackamas County Social Services are eligible for Medicaid non-medical transportation. A waived client is someone who has been assessed to be eligible for long term care services but receives those services in a community setting as opposed to a nursing home. Community settings include an individual's home, assisted living facilities and adult care homes. To be eligible for this type of transportation the client's case manager must authorize rides to certain destinations, including shopping, recreation and nutrition. Centers are reimbursed for rides provided. Currently Lake Oswego is contracted for \$7,000 in these funds. The relatively small number of Medicaid clients who live in Lake Oswego limits the amount of funds available from this source.

Partnerships – Established sources of funding are limited in number and usually experience more demand than they can support. Partnering with other entities can be an innovative

and effective way to bring in funds or resources for transportation projects. Ride Connection has created a comprehensive system in the Northeast section of Portland by partnering with a number of community groups, including the African American Chamber of Commerce, the American Red Cross - Oregon Trail Chapter and the Metropolitan Family Service.

Local businesses that may benefit from increased number of customers can be approached as a funding partner. In addition to bringing in more business, helping to support an endeavor that improves the community shows their commitment and involvement with the local community. In some communities shuttle sponsorship has been combined with special deals like “Senior Discount Days.” Preliminary investigation indicates that some businesses in Lake Oswego are interested in supporting a shopping shuttle service

Accessing funds to allow programs to fully utilize existing vehicles is one way to increase transportation options. The Lake Oswego Adult Center has vehicles that could provide more rides if additional operating funds were available. Partnering with Assisted Living facilities who have underutilized vehicles is another option but one that is complicated by insurance requirements.

Donation and Fares – Donations and fares can be a source of income for transportation services. However, small programs can find that the cost of collecting and accounting for fares can be greater than the revenue collected.

Local funds – Local funds, either raised by the community through fundraising efforts or appropriated through local government, are the most flexible dollars available.

Section 11: Conclusions

The City of Lake Oswego should be commended for its interest in planning for the needs of an aging population by funding this Study on the transportation needs of seniors and persons with disabilities. The demographics are clear; our population is aging and as people age their need for assistance with transportation increases. Studies show that the group of people now coming into their later years expects to be able to stay in their communities while maintaining their independence and mobility.

The Study has answered many questions.

Is there an interest in a local shuttle?

Yes, and people also want access to the entire region and state.

Are people willing to pay for this service?

Yes.

Do people want to use public transportation?

Yes, but they need more information about their options, how to make connections to the wider transportation network and how to use the bus. They also need help overcoming barriers like busy streets and hilly neighborhoods, and safe places to wait for the bus.

If the City decides to proceed with the recommendations included in this study, follow up steps include:

- Identifying and securing funding sources
- Performing detailed service planning
- Investigating avenues to increase public awareness about existing transportation options, travel training services and volunteer opportunities
- Looking at ways to overcome geographic and amenity barriers to using transportation

Based on information from comparative models in the region, in order to have a shuttle program in Lake Oswego there will be a need for additional staff or for contracted services to administer and operate a successful shuttle service. Lake Oswego staffing will be dependent on the scope of the project and the ability to use existing staff for dispatch and scheduling.

Healthy, vibrant communities invest in infrastructure and services that allow people of all ages and abilities to live with as much independence and choice as possible. Pursuing the recommendations detailed in this study will give the residents of Lake Oswego the services and information they need to get around and stay connected.

Appendix A: Transportation Survey

What days and times of the week are you most interested in traveling? Please check all that apply.

	8am – 12 noon	12 noon – 4pm	4pm – 8pm	8pm - midnight
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

If there is a charge for shuttle service, what are you willing to pay?

Nothing \$.50 \$1.00 \$1.50 \$2.00

Would you consider public transportation if you had training & support to do so? YES NO

Would you be willing to allow us to contact you regarding this survey? YES NO

If yes, how may we contact you?

Name _____

Address _____

Phone _____

Email _____

Thank you for your cooperation.

**If you have any questions or comments about this survey please contact
Ride Connection at 503-528-1720.**

**For information about local transportation options, contact Berta Derman,
Adult Community Center Social Services Supervisor at 503-635-3758.**

Appendix B: Community Forum Questions

**Community Forum
Transportation Questions**

How did you get here today?

- I drove.
- Someone drove me here.
- I used public transportation.
- I walked.
- other _____

What is most important to you about your mobility and transportation needs?

Where do you need to go?

How are you currently getting where you need to go? Do you use different transportation options for different types of trips?

How often do you need to go? By type of location (1/month to doctor appointment, weekly to grocery store, etc)

What days of the week are best for you to travel?

What time of day is best for you to travel?

What don't you like about your transportation options?

Where do you get your information about transportation?

What difficulties, if any, do you have getting information about transportation?

What kinds of amenities do you think are important near bus stops, shops and public areas? (covered benches, curb cuts, for example)

Does any of these transportation options interest you?

**___ TriMet bus or MAX
Why or why not?**

**___ shuttle van or bus (explain)
Why or why not?**

**___ "Rider's Club" on public transportation (explain)
Why or why not?**

If there was transportation that could get you to the TriMet bus stop, could you use public transportation? Why or why not?

**Are you interested in learning more about riding TriMet?
Why or why not?**

If you already know how to use public transportation, are you willing to help others learn?

Do you have any ideas for transportation options that would serve Lake Oswego older adults and people with disabilities?

Appendix C: Community Forum Notes

**Notes from Transportation Forum
Lake Oswego Adult Community Center
August 17 2005.
Session Time 2-3:50pm**

Location	Lake Oswego Adult Community Center (LOACC)
Date	August 17, 2005
Number in attendance	17: 9 seniors & 1 advocate for son with a disability, (7 staff: Ride Connection, Clackamas County Social Services, Lake Oswego Adult Community Center & Lake Oswego transportation advisory members)
Gender of Participants	Female: 16, Male: 1
Other Comments	2 people looking at future transportation options; one losing vision, one approaching 90. One written response comments included

Background:

Caryl Lindemaier, chair of the Lake Oswego Adult Community Center Advisory Board, introduced Susan Tingley from Ride Connection, the moderator of the forum. Susan explained that the purpose of the forum is to elicit information about the participants' current mobility needs and future community transportation needs. Everyone was encouraged to speak freely and state their opinions. Ground rules for the forum were suggested and accepted by the group. They included: valuing everyone's opinion and not interrupting. Participants were also invited to write their comments on forms provided if they did not feel comfortable speaking to the group.

1. How did you get here today?

- I drove.
- Someone drove me here.
- I used public transportation.
- I walked.
- other _____

- 2 people got ride to the forum.
- 1 person used adult center bus with lift service.
- All other participants drove themselves.

2. What is most important to you about your mobility and transportation needs?

- Maintaining independence
- Not being stuck at home
- Opportunity to come to the Lake Oswego (LO) Adult Senior Center. Expressed appreciation of services available at the Center, especially the delicious meals. Uses the center transportation lift bus 3 days a week.
- Lake Oswego Adult Community Center Staff provided details about the transportation services provided by the Center.
- Younger persons with disabilities also want flexibility and choice.

- I want to be able to maintain my independence. I'm in my early 90s and still driving. I just got my license.
- I'm looking forward to being as independent as possible. I'm turning the big 90 soon and I want to learn what is available to me. All ideas I'm hearing are very valuable.
- Written Response (WR) Flexibility

3. Where do you need to go?

- Uses LIFT to get to the Lake Oswego Senior Center.
- Attends Senior Center activities three days a week via Senior Center Lift bus. Also needs to go to dentist, to restaurants and to play bridge.
- Goes to Downtown Portland. Likes to take the bus to save money and for convenience of not having to park. Taking the bus is difficult during weekends and evenings due to lack of service.
- Disabled son needs to go to work every day.
- Needs service to take riders at least to the bus stop.
- Attends cultural performances in Portland. There are limited ways to get there. Hard to return home to Lake Grove when attending events that last into the evening sometimes as late as 10:30pm.
- Transportation to and from assisted living facilities and nursing homes.
- I would like to get to local nursery to pick up plants, go to the hairdresser, and the lovely downtown restaurants and shops. I believe lots of people would go downtown if transportation was available.
- WR: Downtown Portland, grocery, Lake Oswego Adult Community Center.
- Summary – I'm hearing that there is a need for both local and regional trips.

4. How are you currently getting where you need to go? Do you use different transportation options for different types of trips?

Moderator explanation/examples: bus, train max service,

Are you trying different things with senior center transportation? Do you use senior center transportation?

- LO Adult Center Staff response: People do sign up for recreational trips that travel all over the state. Yesterday the bus was filled for the trip to Tillamook and Cannon Beach. Capacity on recreation trips is constrained since the Center has only on one lift-equipped vehicle.
- Works five minutes from center so tends to drive to get around.
- WR Mostly drives but sometimes goes by bus to Portland.

5. How often do you need to go? By type of location (1/month to doctor appointment, weekly to grocery store, etc)

- 3 times a week for Center nutrition programs. Once a week on TriMet LIFT and I get someone to take me home after bridge.
- My daughter encourages me to be as active as possible. I leave the house at least four days a week.
- Many of us would go out of the house every day of the week if we had convenient transportation

- Lake Oswego Adult Center Staff: Some clients need life sustaining medical treatment, chemotherapy and dialysis for example. These rides are very important. Center scheduled 8 appointments for one rider whose wife is legally blind.

5A. New Question (Clackamas County Social Services Staff) What are some of the transportation challenges for you within the city to travel to places such as, a local pharmacy or a local grocery store? How often do you need to go to areas within Lake Oswego?

- Main problem is being so far from a bus stop. The nearest bus stop is $\frac{3}{4}$ mile down a hill.
- I have discussed the idea of a downtown shopping shuttle with downtown retailers they stated they would support this idea, especially on Tuesday which is a low retail day. Retailers stated they would commit to senior focused shuttle.
- Big busses have difficulty turning around in areas of Lake Oswego because of curvy roads and hills.
- Expressed difficulty using the bus when home is far from bus line. Additional challenges include lack of sidewalks, curvy, steep and dangerous roads. This is particularly a problem in the Mountain Park area.
- Weekend transportation service is very limited in Lake Oswego. It costs me \$11.00 to take a cab to the Lake Oswego transit center. This means I have a \$22 round trip cost.

6. What days of the week are best for you to travel?

Written Response (WR): All
See Responses to Question #5

7. What time of day is best for you to travel?

Written Response (WR): Early Afternoon
See Responses to Question #5

8. What don't you like about your transportation options?

- My options are OK right now. I just passed my eye test. I have heard from the eye center that the State of Oregon is really lenient when it comes to eye tests for drivers in renewing their licenses.
- In my mother's experience, she could pass an eye exam at a physician's office but this does not mean that she is capable in "real world" on the road situations.
- Lack of convenience. Bus service is limited on the weekends.
- Highway 43 is difficult to cross, as is Mountain Park, South Shore and County Club Road. Sometimes I will ride the bus to the end of the line so I don't have to cross a busy street, or take the bus past where I want to go, get off at a stop near a stop light, cross at the light and wait for the bus to take me back to the stop near my home. This can add 30 to 45 minutes to a commute.
- Feels that TriMet service is poor in the evenings and on the weekends.
- Lives close to TriMet but finds it hard to cross Highway 43 since there is no crosswalk. Independence is very important to her son and to her, but feels like he takes his life in hands every day when crossing Hwy 43.
- Even walking half a mile to a bus stop can be difficult due to terrain and lack of sidewalks.
- Haven't been on bus since retired. Would rather have TriMet do the work but can't get there from here. Buses only run early in morning and late in afternoon. Hard to do in afternoon. One option is for me to drive to the Lake Oswego transit center.

- Lots of older folks, 70, 80, 90, are still driving even if they should not be on the road but they continue to drive because alternate transportation options are not available. How does this issue figure in?
- My son who is disabled uses TriMet to get to work, but he often needs to wait 30 minutes, so that he can arrive on time. Transferring can be difficult and I don't want to have to retrieve him because he is lost in the transit system. This happened in Beaverton. As long as he can make connections, it can work. Buses aren't always empty so this adds to his travel time; sometimes he can be 30 minutes late to work.
- WR: Limited weekend & (evening) service times

9. Where do you get your information about transportation?

- Called Lake Oswego Adult Center and got their newsletter.
- The church I attend provides transportation so can attend services. Members of the Mountain Park Community Church have volunteer drivers who will take others to and from the church.

10. What difficulties, if any, do you have getting information about transportation?

- There are a lot of people who don't know about their transportation options.
- There should be stories/articles in the *Oregonian* about upcoming transportation forums.

11. What kinds of amenities do you think are important near bus stops, shops and public areas? (covered benches, curb cuts, for example)

Moderator example: community bulletin board, benches

- Shelters are very important and are not placed everywhere. The shelters need to be deep enough for people, scooters, and other mobility devices
- Lighting is a safety issue.
- Not enough benches and not enough lighting, especially in the Mountain Grove area. Very few stops have benches.
- Steep streets are difficult to walk.
- Dangerous crossings are a big issue. The city of Lake Oswego just completed a survey with neighborhood associations which resulted in street widening but the streets were not truly widened.
- Sidewalks needed.
- WR-benches, lighting

11 A. Moderator Comments: How do people find their way? Recently landmarks were removed that I'm used to, is that important? How do we find where going?

- I wanted to go to Beaverton. I found out that I could get there if I started really early in the morning. I had to go to downtown Portland where I became confused. I didn't know from the signs on the front of the bus which way the bus was going. The bus driver was very helpful to me. My landmark was the bus driver. God knows where I would have been and how long I would have been there. Signs on the buses are confusing. Very confusing.
- I ride fixed route quite a bit and I find TriMet drivers marvelous. They take very good care of people. I don't know how they keep all that information in their heads. For those of us who can get to the TriMet bus they are very helpful.
- Large print schedule would be helpful. Staff explained how to request a large print schedule.

11 B. How do you feel about scheduling in advance?

- I find it hard to schedule in advance. I don't really know what I have to do days in advance.
- When taking TriMet LIFT it is difficult to get there on time, especially for early morning appointments. (10:00am).
- TriMet LIFT time operates somewhere in the window of 1-7pm which can be frustrating. At our home for dinner we joke that the dinner hour is called TriMet time, so it is a very flexible window of time. When I call TriMet, even if I don't have an appointment for instance, if I just want to go shopping I don't say that, I call after 6:00pm, with a "bonafide" appointment and say that I need to get there on time. Then I'm often sent a taxi & I go there in style.
- TriMet LIFT users shouldn't try to schedule two activities in a day. For instance, trips to both the optometrist and Safeway in one day could be really difficult and leave you waiting for service for over an hour and a half.

11 C. Say there was a shopping schedule would you use it?

- Yes, in a New York minute.
- People would use it.
- Certain days of week would work better for me.
- I need clarification on what type of service. Would it be similar to the shuttle in North Portland?
- Ride Connection staff response: North Portland shuttle riders do not have to call in advance just need to confirm the night before. Also has different stops on the route and riders can wave down the bus.

Does any of these transportation options interest you?

**12A. ___ TriMet bus or MAX
Why or why not?**

- My thought is walking any distance is not good for me, otherwise it would be convenient: If I can't get on the bus, then how could I use it? (Ride Connection staff explained that there is a kneel system)
- Bus drivers are very good at using the kneeling system. It is manipulated by the bus driver; steps come out from the lift. All buses will eventually have it. Sometimes what is needed is an aggressive passenger to state that the kneel system is needed.
- I would use transportation if I could get to the bus. I live up the hill. I can get down the hill but it's hard to get up the hill.

**12B. ___ shuttle van or bus (explain)
Why or why not?**

- Yes (2).
- Sounds convenient. My use would be dependent on the purpose of my trip.
- This would be just lovely. It would solve my parking problem
- I would rather get there some other way.
- I would rather spend money eating out than on parking and gas.
- Yes, I would like to go to the Bridgeport shopping center.

12 C. Would you pay for shopping shuttle and if so how much?

- I think the honored citizen fare of 65 cents is appropriate.
- It would be nice if the TriMet transfer could be used.

- I would be able to use my gas money and taxi money for a shuttle service. I also would like to be able to purchase a shuttle sticker for a LO shuttle. I would like to have the option of buying a monthly pass similar to TriMet monthly pass system which is about \$30.
- I would pay price of TriMet LIFT ie. \$1.85 ride
- I would pay more than the cost of a LIFT ride.
- If there was a specialized shuttle that only went to specified places then I would be willing to pay more for these services.

**12D. ___ "Rider's Club" on public transportation (explain)
Why or why not?**

Moderator Explanation: From a place like this Lake Oswego senior center, riders learn to ride TriMet together and take trips together. Many of these TriMet trips are well attended. These are scheduled trips which teach riders along the way, similar to a field trip. Riders can use service until their comfortable and taught how to get to destinations

- Lake Oswego Adult Center Staff: Conducted a TriMet program here last month.
- I went to a rider training last year.
- One time I participated in an outing to the airport.
- For these trips to work properly people need to be able to get to the transit center.
- Lake Oswego Adult Center Staff: We already have this program in place; we can look at how often we do these types of trips.
- For me it always gets back to this question, "How can I get to the transit center?" to get to this type of TriMet training.

13. If there was transportation that could get you to the TriMet bus stop, could you use public transportation? Why or why not?

- Yes (3)

**14. Are you interested in learning more about riding TriMet?
Why or why not?**

- WR: I'm an expert

15. If you already know how to use public transportation, are you willing to help others learn?

- Yes
- No, I have hands full and wouldn't be able to train more. My plate is full. It is hard work to make someone independent as they need to be but the payoff is good.

16. Do you have any ideas for transportation options that would serve Lake Oswego older adults and people with disabilities?

- Suggestion to share ideas with others about transportation.
- Big challenge to spread the word out about transportation options around town.
- Research participant communities where they have dial a –ride programs? We should explore how they are funded?
- How is a non-lift type of programs funded? How do we compare with other cities that have transportation options that we don't have?

- Staff Response: Here we don't have this type of service; we are governed by funding sources mostly for senior and disabled services.
- In Lake Oswego there is a trolley service. The trolley to me is a tourist type of transportation, it has some accessibility problems. It's a feeder service that people can go on to go shopping downtown; people are looking at it as an economic development issue.

17. Other Comments:

- Doesn't help his independence and doesn't help mine, but good for every city, county, & neighborhood, for the most functional people to be there (in community) as long as they can be, rather than have to leave area for better transportation options.
- Feels that the needs of seniors are different from the needs of persons with disabilities. One group is physically unable to transport self while seniors can drive but prefer not to. Stated that he took the bus downtown for work daily for eight years, before retiring. Expressed view that use of TriMet has decreased significantly in last several years.
- I'm here to listen. I have poor eyesight so my husband takes me everywhere. My husband is older than I. I know something could happen to me or my husband. I want to learn what is available to me when I might need services.
- A suggestion was made to announce these forums on LO calendar.
- Very grateful here at center (LO Adult Community Center). LO known as affluent community, beautiful area, with high taxes known as this type of area. Everyone at this center, have paid taxes and live within city limits, others live with their daughters/sons. Disabled and seniors get good transportation. Amazing that we have what we have & what needs have been met.
- Transportation is a need for everyone, if neighborhood associations could get the word out that would be helpful. I would pay for more transportation services here.
- How many people are starting to age in place in the Lake Oswego area rather than moving to Florida? What will this community look like in 30 years; will it be a livable and sustainable community?
- Besides being an aging community, Lake Oswego by '07 will have two assisted living facilities a nursing rehab community (won't take Medicaid), and will be building an active retirement center city.
- Nursing facility being built & assisted living facilities which do not have adequate transportation services.
- Transportation should be provided to the forums so people are able to get to them.
- It is hard to get to transportation forums because it is difficult to find transportation. The forums should be held after worship services since people are already at church anyway.
- Conduct outreach on transportation through ministry places.
- Write a letter to editor about transportation forums and issues around transportation.
- This is my community I want to stay here; I don't want to move because I have to. I don't think we should have to take ourselves out of our communities because of limited transportation services.
- Lake Oswego Adult Community Center does not have the capacity to serve everyone who needs a ride to all of their medical appointments and Transportation Reaching People (TRP) also has difficulty with rides more than once a week. So there is a real gap in services.
- We need to have impact politically here on transportation issues.
- It is hard to get information onto the Lake Oswego website: local newspaper articles and letters to the editor are easier.

- Do we have figures in Lake Oswego tax dollars for what we pay in federal, state, (taxes) and what percentage comes back to us for transportation services? My read is that we don't get too much back.

Note: These comments are not a verbatim record of the focus group comments but reflect the essence of the focus group participants' responses.

**Notes from Transportation Forum
Carman Oaks Senior Living Community Center
September 16, 2005
Session Time 2-4:00pm**

Location	Carman Oaks Senior Living Community Center
Date	September 16, 2005
Number in attendance	34: (10 staff/committee members: Ride Connection (1), Clackamas County Social Services (1), Lake Oswego Adult Community Center (3) Lake Oswego transportation advisory members (3), Carman Oaks Senior Living Community (2)
Gender of Participants	Female: 31, Male: 3
Other Comments	6 people in attendance not including staff/committee members did not live at Carman Oaks, a couple of attendees were looking ahead at future transportation options

Background:

Susan Tingley a staff person from Ride Connection and the forum moderator introduced herself. Susan explained that the purpose of the forum is to elicit information about the participants' current mobility needs and future community transportation needs. Everyone was encouraged to speak freely and state their opinions. Susan gave an overview of the Lake Oswego map and the transportation handouts. She asked people to introduce themselves and to answer the question below about their mobility needs.

Moderator: Are your mobility needs important to you?

- Not very important at this time.
- Very important (2).
- I have relatives nearby so I don't rely on other types of transportation.
- I am still driving, but I see the moment coming when I will no longer be able to drive.
- I have relatives close by that help me get to places.
- I live in Lake Oswego and mobility is very important to me especially if I give up my car which I will be doing soon.
- I have lived in Lake Oswego for 50 years and soon will not be driving, so it (mobility) is important to me.
- I have lived 30 years in Lake Oswego and I will have to give up driving sooner or later so it is very important to me.
- Transportation is essential to me.
- I have lived in Lake Oswego for 30 years and transportation is very important to me and it will be even more so, in the near future.
- What my wife says is what I say, if she says that transportation is important then I concur with her.

Overview Transportation Services at Carman Oaks Senior Living Community Center: Kathy Tepper, the activity director at the Carman Oaks Senior Living Community gave an overview of the transportation services provided at the center. She stated that there is limited transportation and staff can not meet all the transportation needs of the residents. Carman Oaks Transportation services include shopping trips once a week to Fred Meyers, trips once a week to a pharmacy, and twice a

week to Safeway. Medical transportation services are primarily on Fridays and the transportation alternates to the Tigard area and to the Tualatin area. Medical transportation also takes place on some Mondays. Carman Oaks staff stated that it is hard for residents to use the medical transportation services because they cannot always make their medical appointments at the same time that transportation is provided.

1. How did you get here today?

I drove.

Someone drove me here.

I used public transportation.

I walked.

other _____

- 4 drove
- 2 took the bus
- Rest of the participants lived in Carman Oaks community and walked to meeting room.

2. What is most important to you about your mobility and transportation needs?

- I am an ex-teacher, and getting around is very expensive, it has been costing me \$15 to get to the pharmacy by taxicab and \$10 to get to the adult center.
- Medical needs are the most important needs of mine, everything else is secondary.
- Shopping is important to me. I would like to go to eating places and shopping places. I am interested in going to downtown area of Lake Oswego.
- My primary needs are going to medical appointments.
- The van at Carman Oaks takes people to medical appointments, but it doesn't go during the times I have my appointments.

3. Where do you need to go?

- Medical appointments
- Shopping
- I need to get to parks and out for recreational activities.
- Medical appointments are the most important thing in my mind, but the difficulty is that I can't always coordinate the Carman Oaks transportation with the time of my doctor's appointments. It would also be fun to get to know downtown Lake Oswego better and to be able to buy gifts and clothes.
- My guess is that residents can do more in the community than they are actually doing. But that is my suspicion; residents are only speaking about medical appointments because that is their greatest need. (Carman Oaks staff member)
- There are lots of people who moved here to be with their children, or they are living on their own in an apartment. They would like to get to the Lake Oswego plaza or to Bridgeport village.

3A. How many people feel life would be better if they could go out more often?

- Yes (7)
- It would be very important to me to have spontaneity in my life. It would be important for me to be able to get to public transportation so I could get out when I wanted to.

4. How are you currently getting where you need to go? Do you use different transportation options for different types of trips?

- I get around though my family members.
- TriMet LIFT (4).
- TriMet LIFT is good for getting to a place but hard to get back from, I need to be able to spend the whole day if I am going to using it.
- One time I used TriMet LIFT for a medical appointment and it took me 4 hours. I also got an extensive tour of Beaverton.
- I drive to Sunset to take the MAX to get to the airport, but there needs to be some sort of cross transportation.
- I took TriMet LIFT to get to the airport and the LIFT was there when I got back from my trip.

5. How often do you need to go? By type of location (1/month to doctor appointment, weekly to grocery store, etc)

- I need to go to the drugstore.
- I would like to go to Washington Square.
- I would like to go to downtown Portland for events.
- We receive requests for people to get transportation to pick up their cars (when they are being repaired), to pick up their prescriptions at drugstores at least twice a week, and for residents to go to the library. (Carman Oaks Staff)

6. What days of the week are best for you to travel?

Note: There was no response to this question.

7. What time of day is best for you to travel?

Note: There was no response to this question.

8. What don't you like about your transportation options?

- TriMet LIFT is great but I have a 30 minute window to get picked up go to Portland Community College (PCC) once a week. Sometimes TriMet LIFT takes a big chunk of time out of my day.
- Often I feel like I have to wait to do things, I would like more transportation options so I can get around more and access more things in the community.
- One of my concerns about transportation is getting older and having to give up my car.
- I am concerned with the increasing costs of energy and having to give up my car in the future.
- I live in Mountain Park the bus service is limited. If I need to get to downtown Portland I drive to downtown Lake Oswego and park there.
- I've never rode on MAX (TriMet) and I grew up in a city where I used a rail system all the time. If I wanted to use MAX here I need to drive a car to Barbur Blvd. Then I can't get parking, so I might as well use my car, take I-5, and drive myself. TriMet is not serving the whole area.
- It's difficult to get to the TriMet stop now the stop is too far from the (Carman Oaks) center and it's too far to walk to it.

9. Where do you get your information about transportation?

- I get information from my social worker.
- I receive information from the Lake Oswego Adult Community Center.

9A. Do you receive information from the internet? (follow-up question)

Note: There was no response to this question.

10. **What difficulties, if any, do you have getting information about transportation?**

- I don't really know until I need to get somewhere and then I'm not sure how to get there.
- It would be useful to have a transportation number that I could call that I could have on a magnet on my refrigerator.

11. **What kinds of amenities do you think are important near bus stops, shops and public areas? (covered benches, curb cuts, for example)**

Moderator example safety bumps, benches, community bulletin board

- I need a bench with a roof over it, this is Oregon and it rains a lot.
- Shade is needed.
- Lighting is needed.
- I need a place to sit.

11A. **Moderator Comments: How do people find their way? How do we find where we are going? (Examples thorough landmarks, color coding)**

Note: There was no response to this question.

Does any of these transportation options interest you?

12A. ___ **TriMet bus or MAX**

Why or why not?

- I like TriMet because I can go any time that I want.
- I don't use TriMet because I can't see, I can't walk, and I can't stand for more than five minutes.

12B. ___ **shuttle van or bus (explain)**

Why or why not?

- Yes (12)
- Yes, the shuttle would be a good way to meet people.
- If we had a shuttle how far would it go, I need to go twice a week to the hospital, and I don't like driving on 217.

12C. ___ **"Rider's Club" on public transportation (explain)**

Why or why not?

- Yes (1)

13. **If there was transportation that could get you to the TriMet bus stop, could you use public transportation? Why or why not?**

- Yes (4)
- I would use TriMet especially in the winter.
- We would have more potential employees, if we could get people to and from TriMet stops. (Carman Oaks Staff)

13A. **Asked the question if bus service came to you, would you use this service?**

- No, not convenient.
- Yes (4)

14. Are you interested in learning more about riding TriMet?

Why or why not?

Note: No response to this question, since most people in group were not using TriMet.

15. If you already know how to use public transportation, are you willing to help others learn?

Note: No response since most people in group were not using TriMet.

16. Do you have any ideas for transportation options that would serve Lake Oswego older adults and people with disabilities?

- Often I am riding solo in a LIFT bus. I don't need to ride solo; a small car would work for me just as well as a LIFT bus.
- I like the idea of a shared vehicle agreement and perhaps subsidizing and using the extra capacity of vehicles in churches and non-profits. We could take trips to farmers markets, Bridgeport village or other shopping venues.
- I came from Tigard and it is a wonderful idea if we could use our train system, why are we so anxious to use gasoline when we have rails and can use this system for transportation.
- I drive my car to Sunset and I use MAX (TriMet) all the time especially when I need to go the airport, why can't we have a rail/ train system here.
- I spoke to retailers in downtown Lake Oswego and they like the idea of a senior discount day for a downtown shopping shuttle.
- Has any consideration been given for people who have cars and want to hire a driver? I don't need gas, I don't need a vehicle I just need a driver.
- I have problems driving with cars coming at me in all different directions. I'd be perfectly happy to have someone else do the driving. A feeder service that got me to a TriMet bus would be helpful.

16 A. Moderator: The moderator asked the group whether they would be interested in a service where someone stayed with people until their medical appointments were over and then transported them back to the assisted living center. Would you be interested in this type of service?

- Yes (3)
- My family doesn't even wait for me during my appointments.

16 B. Moderator: The example of the King city shuttle was explained to the group where there is a volunteer driver and an escort that make a loop and transport people to different destinations. Riders can board at their own house so there is door to door service. Would you be interested in this type of service?

- Sounds very good.
- A respondent asked who provided the service.
- This is a new concept (shuttle service) we are starting here from scratch, it could be our goal but we shouldn't start with this big a proposition.
- We have people working on transportation for us in Lake Oswego; we can have something here like the North Portland shuttle arrangement. Let's not start from a downside. The ideas that we have are what is going to make it (transportation service) happen.
- The Lake Oswego adult center transportation is by donation, would the fare for this service be low?

- How this forum came about is that there is really a need right now for transportation services, it's important to get community input so we can have better transportation services here.

Other Comments

Moderator: 204 people have completed a Lake Oswego transportation survey so far and 93 people surveyed are willing to use TriMet if they have assistance.

- I liked what I heard here, transportation is very important. Right now, I get transportation from my family.
- It's important to have mobility to be a part of the community so you can do things like go to the jazz festival, see the holiday lights, volunteer, and learn so that you can make connections. It is important to have the gift of mobility and we can make it happen here.
- Leaving the Portland metro area is a big loss for me. I have come to love the commitment, in Portland especially in the area of accessibility. It's time we put powered wheel chairs in the hands of the users in the community of Lake Oswego.
- A problem is if you look at our neighborhoods they are hilly and it is a difficult area to negotiate. We need to be building up our volunteer transportation. We consider ourselves to have an exceptional community and it's not just because it looks pretty. When you have a chance to work, study, learn, and have fun then it is an extraordinary community and transportation is a very important part of it.
- About 30% of the residents here, moved because they have family here. Lots of residents moved here from the Midwest, so they don't know the area very well. We (Carman Oaks) provide some trips but there is a whole lot we don't do. There is a broader world out there. We feel better about our selves and have a higher life satisfaction if we can get out more (Carman Oaks staff).
- Will the increase in gas prices make a difference for volunteer drivers?

Moderator Explanation: Gas prices are a concern for volunteers. We are scheduling more group trips, combining trips, and exploring using biodiesel.

- I would like to be able to see the lake and to push the Lake Oswego Corporation so that this can happen. We live in Lake Oswego and most of the time we can't get to the lake.
- TriMet says that not enough people use the bus service on Saturday/Sunday, but which came first the chicken or the egg.
- I want to acknowledge Lake Oswego for having this kind of forum. I need transportation on Sundays. I think we can work on a pooled concept with other partners such as North West Ministries to work out our transportation issues on Sundays.
- Is there a magic number we can call that can answer our transportation questions?

Note: These comments are not a verbatim record of the focus group comments but reflect the essence of the focus group participants' responses.

**Notes from Transportation Forum
Lake Grove Presbyterian Church
September 28 2005.
Session Time 7-8:30PM**

Location	Lake Grove Presbyterian Church
Date	September 28, 2005
Number in attendance	11 (4 staff) 2 Lake Oswego Adult Center, 1 Ride Connection (Moderator) 1 Clackamas County Social Services (note taker)
Gender of Participants	10 female, one male
Other Comments	mother and son with a disability attended, one participant voluntarily gave up driving five years ago

Background:

Susan Tingley a staff person from Ride Connection and the forum moderator introduced herself. Susan explained that the purpose of the forum is to elicit information about the participants' current transportation needs and future community transportation needs. Everyone was encouraged to speak freely and state their opinions. She asked people to introduce themselves and to answer the questions below.

What would you like to get out of the forum tonight?

- I would like to hear about people's mobility needs.
- I am here to learn about transportation.
- I want to see if I can access more services.
- I am visually impaired stopped driving seven years ago and I am very interested in public transportation. I would like enhanced TriMet and LIFT services.
- I chose not to own a car five years ago and I have a minor disability. I need to take LIFT to get to my job and I would like to have shuttle service and more options.
- I drive to TriMet. I have an issue around parking and problems driving at night. I also know other women have these same difficulties. I would like to be able to go to cultural and events downtown in the evenings such as pops concerts and events at Arlene Schnitzer concert hall.
- I am a Lake Oswego resident. I need a LIFT bus to take me to work on weekends and the government should be able to do something about this. I prefer him to take public transportation because it increases his independence, rather than use the LIFT service. I feel TriMet is unsafe in the evening hours especially if there isn't anyone there to receive him (son has a disability).
- This group came out of the idea from our advisory board, it gives people an opportunity to have a say about their transportation.
- I am a provider of services and work to transport people to and from places and on recreational trips.
- I want to hear directly from people so that we can improve services.

Moderator Susan Tingley gave an overview of the Lake Oswego map and reviewed the handout of transportation services in Lake Oswego for senior and people with disabilities.

1. How did you get here today?

- ___ I drove.
- ___ Someone drove me here.
- ___ I used public transportation.
- ___ I walked.
- ___ other _____

- 4 participants drove to the forum.
- One person walked to the forum.
- 2 people drove with someone else (carpooled).

2. What is most important to you about your mobility and transportation needs?

- At this point I drive but not at night. I need to go out in the evening for cultural events.
- I needed to get to the airport and had to take TriMet to the other side of Lake Oswego and then take a cab for \$13. It would be nice if there were shuttle services available to get to the airport.
- I like to get to work on time. I would like to have transportation options besides LIFT so I do not have to get to work so early to be at work on time. It takes me an hour and 30 minutes to get home from work and that's just too long.
- **Moderator:** I would like to have a flex option and to use a car from my work for meetings during the day. The most important thing for me is to find more options for myself.
- For me as a non-driver what is most important is to increase my independence and to go to places on my own terms. I don't want to ask anyone for rides. The greater transportation options I have the more independence I have.

3. Where do you need to go?

- I would like to go to cultural events.
- I need to go to the Lake Oswego Transit Center from the Mountain Park area.
- I need to go to Beaverton to see friends.
- We would like a shuttle that could take us to Bridgeport village. We need to go across the freeway to get to his job at Wild Oats at Bridgeport village. There are lots of shopping places and retail stores there.
- A shuttle to a Park and Ride would be adequate for me.

Moderator: Ride Connection has a service team that can come in and help figure out a plan about where transportation services should go it's a similar process that we used for the Ride About.

4. How are you currently getting where you need to go? Do you use different transportation options for different types of trips?

Moderator explanation/examples: bus, train max service,

Note: Question skipped since covered earlier.

5. How often do you need to go? By type of location (1/month to doctor appointment, weekly to grocery store, etc)

- I need to go daily to work.
- He (son with disability) volunteers once a week at the Christie School and works 36 hours a week. He would probably need transportation at least 2-3 times a week.

- I use fixed route several times a week and use LIFT if I know there aren't sidewalks but rarely do I have a need for the lift mechanism.

5A. Moderator: Concept that we are working on is how do people find their way? How do we find where we are going?

- I call the merchant where I am going and get information about how I get from the TriMet bus stop to the location. I also ask them to describe their location so I know what type of conditions their will be along the way (participant with visual impairment).
- Often I use the TriMet planner to help guide me. I had my 8 year old niece call to test system. It was perfect we needed to go from Lake Oswego to OMSI and the support we got was marvelous.

6. What days of the week are best for you to travel?

Note: This question was skipped.

7. What time of day is best for you to travel?

Note: This question was skipped.

8. What don't you like about your transportation options?

- Waiting and waiting for the bus to come. One time I waited for bus 37 and it broke down, I had to call my parents. I need to get places certain times and I waste lots of time waiting to get there.
- Frequency of the bus, it only comes every hour not every 30 minutes.
- I don't like waiting for the LIFT and the problems of the LIFT have gotten worse over time. It is no fun to wait an hour and 30 minutes!
- I have had LIFT drop me at the bus stops or take me across freeway and drop me off, because I will be on the bus an extra two hours because of the route. Bus drivers are marvelous, but the planners and dispatchers are terrible.
- You're wasting time on the LIFT, its serving people who don't have a lot of voice. It's a voiceless group and I am an exception, since I'm younger.
- I don't like that some TriMet stops drop you off on the road and it's not safe for me to walk. I won't walk on the road.
- I won't walk in places where I don't feel safe.

9. Where do you get your information about transportation?

- I use TriMet trip planner.
- I get TriMet schedules at stores and information at the Lake Oswego Adult Center.
- I use the TriMet map/book and it is excellent.

10. What difficulties, if any, do you have getting information about transportation?

- I don't know about other service providers just TriMet.
- I want to know where I get information if I want to go to Tillamook or to downtown Portland, how do I do it, where do I start?

11. What kinds of amenities do you think are important near bus stops, shops and public areas? (covered benches, curb cuts, for example)

Moderator example: community bulletin board, benches

- There is not enough seating.
- Smoking is a problem often there are smokers sitting at the bus stops, especially in downtown Portland.

- We need shelter from the rain we live in Oregon!
- We need shelter from the cold and heated bus shelters.

12A. ___ TriMet bus or MAX

Why or why not?

- No, I just can't with my lifestyle. I go to Salem and Oregon City a lot.

12B. ___ shuttle van or bus (explain)

Why or why not?

- Yes (2)
- I have a real interest in cutting down on gas and decreasing air pollution; if I could I would like to do it.

12C. ___ "Rider's Club" on public transportation (explain)

Why or why not?

Moderator Explanation: From a place like the Lake Oswego senior center, riders learn to ride TriMet together and take trips together. Many of these TriMet trips are well attended. These are scheduled trips which teach riders along the way, similar to a field trip. Riders can use service until their comfortable and taught how to get to destinations

13. If there was transportation that could get you to the TriMet bus stop, could you use public transportation? Why or why not?

- Yes I would use it more.
- I definitely would use it to go to the airport.
- How do I get to Lake Oswego transportation center, I can't afford to take a cab.

14. Are you interested in learning more about riding TriMet?

Why or why not?

Note: Skipped question.

15. If you already know how to use public transportation, are you willing to help others learn?

- One participant recently volunteered to be a travel trainer.
- I'm not quite ready yet to do that.
- Who is going to pick me up to take me to teach people how to use transportation?

16. Do you have any ideas for transportation options that would serve Lake Oswego older adults and people with disabilities?

- What we want is transportation on the weekends!

Moderator: Are people familiar with flex car where you can check out a car. There are designated carpool stops around Portland.

Note: Most participants were not familiar with this.

Moderator: We don't want to reinvent the wheel we want to keep building on services and networks we already have. For instance, at this church I just learned there is an accessible van, they can arrange carpools to church, and have someone meet you at your car. We need to start connecting the dots in the community.

- It never comes up the idea of people who just don't want to own a car. I don't want to own a car and haven't for four years the literature doesn't address this. I would like an alternative to LIFT services.

- We need to have Smart buses such as the system they have in Wilsonville in our neighborhoods.
- We need a decent transit center with adequate parking, Safeway isn't enough!!
- I moved here in 1988 and TriMet did a Tualatin loop then and it went to Meridian Hospital. What will it take to have TriMet do this again? There has been a big change in this area and a lot of growth. There are a lot of medical services in this area that people need to get to.

17. Other Comments:

- When you use the term “shuttle” are you talking about a defined route or are you talking about a service that you call up in advance and reserve a ride?

Moderator: We are talking about a ride About Model used in North Portland it covers about 10 neighborhoods and this system uses both a fixed route and reservation model.

- I would like to know are these shuttle services available now here?
- I worked at a retirement center and saw problems with the LIFT. Sometimes people weren't ready and the drivers couldn't wait.
- Where do people want us to park at the Lake Oswego Transit Center? Because of new management they no longer allow us to park and leave our cars there.
- Why isn't there weekend service?
- Does Smart still have door to door and fixed route? Wilsonville has a great service
- It doesn't feel safe using TriMet downtown in the evenings it feels like your taking your life in your hands and the people that hang around the bus stations seem dangerous.
- I asked my cousin to carpool for grocery shopping and we do our shopping together every week I pay \$. I have an alternative friend if cousin is not available
- Where do we find out about trips to the coast and the Portland to Tillamook transport? How do I learn about transportation services?
- I think Wild Oats would be willing to provide support to help people get to work.
- Transportation to Bridgeport could be problematic since it is outside the limits of Lake Oswego.
- I could see realistically a type of service that gets you to the Park and Ride in Tualatin so riders could get buses to other places.

Note: These comments are not a verbatim record of the focus group comments but reflect the essence of the focus group participants' responses.

**Transportation Questions
 Lake Oswego City Hall
 380 A. Avenue
 October 6, 2005
 Session Time: 7-8:30pm**

Location	Lake Oswego City Hall
Date	October 6, 2005
Number in attendance	11, 6 staff: Lake Oswego Adult Center (2), Ride Connection (2), Clackamas County Social Services (1), transportation advisory board member (1).
Gender of Participants	10 female, one male
Other Comments	One senior citizen participant attended with his granddaughter who translated for him.

Background

Susan Tingley a staff person from Ride Connection and the forum moderator introduced herself. Tingley stated that this was there were three previous forums to gather opinions from Lake Oswego residents on transportation. She gave an update on a Lake Oswego transportation survey and stated that 254 surveys have been returned to date. Tingley stated that the information from the surveys and forums would be presented to the Lake Oswego City Council.

Tingley reviewed the transportation handouts given to the group which lists transportation resources in Lake Oswego for seniors and people with disabilities. She explained that the purpose of the forum is to elicit information about the participants' current transportation needs and future community transportation needs. Everyone was encouraged to speak freely and state their opinions. She asked people to introduce themselves.

1. How did you get here today?

- I drove.
- Someone drove me here.
- I used public transportation.
- I walked.
- other _____

- 4 people drove to the forum.
- 2 people got a ride.
- 1 person took a bus and walked from the transit center.

2. What is most important to you about your mobility and transportation needs?

- To have transportation available, I take 35 a lot but there isn't good service on weekends.
- I chose Lake Oswego over NW Portland because the 35 bus was frequent. I chose my home in Oswego Pointe because it is close to where I could board the bus.
- My late husband was a quadriplegic and independence was very important to us. My late husband helped bring sidewalks and LIFT service to this area. We bought our property and built our home because the bus system was running right at my door at that time I fought to keep him at home. I don't want to dry up someplace. I want to live here until I pass on.

- His mobility is very important. All his kids and his grandchildren work. He needs to get to doctor's appointments and shopping but it's tiring to get there. He is tired, the bus is right outside his door, but he would like different options.

3. Where do you need to go? (Give examples of destinations: medical clinic/shopping/volunteer/library/cultural trips/visit family)

- Medical appointments.
- On weekends I want to do stuff with my children. My children live in Portland. I also would like to go to the opera.
- I need rides to go to luncheons, political events and naturopath appointments. Recently I was only able to go a luncheon because my daughter went. Sometimes I can ride the regular bus, but not always because of my health conditions. If it wasn't for my neighborhoods and our children I would not be able to get out at all.
- I have lots of activities in Portland.
- I like to go to senior centers for meals, the mall, medical appointments and to grocery stores.
- I tend to think have you to have a critical transportation need and simply just wanting to go shopping and wanting to go to church isn't enough. But it doesn't just have to be a necessity to have transportation service. Going somewhere to volunteer would be essential for me.
- I'd like to have safe transportation to Bridgeport. It is a long haul across the street there and it doesn't feel safe.

4. Are you aware of any organizations in Lake Oswego who provide transportation? (churches/fraternal groups/employers?)

- The Lady of the Lake Church recruits drivers to pick up the elderly.

5. How are you currently getting where you need to go? Do you use different transportation options for different types of trips?

- I use taxicabs but they cost \$8.50 to \$9.00 a trip.
- I use flex car but I need to take a bus into Portland to get the car. I would love to see it (flex car) out here and in at the LO Pointe apartments.
- I walk to church from house, walk to library, shop at Safeway and carry groceries home.
- I walk and carry my groceries home, I like my independence. I don't mind walking down to Albertsons.
- He (grandfather) and my grandmother go to the senior center a lot, in Tualatin. He takes the 36 and 76 to get there.

6. How often do you need to go? By type of location (1/month to doctor appointment, weekly to grocery store, etc)

See responses to questions #3 and #5.

7. What days of the week are best for you to travel?

- I need to go to bible study on Tuesdays and prayer service in Portland, on Wednesday night and Sunday church service.

8. What time of day is best for you to travel?

Question skipped.

9. What don't you like about your transportation options?

- Because of the lack of service, I get rides home from my neighbors and even strangers have given me rides.
- The bus scheduled changed and I was not notified.
- The lack of weekend service and the lack of flex car being here.
- I live in Mountain Park and the 38 bus only goes in the morning and late afternoon and so I have to drive. A shuttle or some other form of transportation that goes to downtown Lake Oswego in the middle of the day would be useful.
- He doesn't like waiting for bus in the Oregon weather. He has to take two buses to get to the volunteer center (Tualatin). He has medical appointments and is sometimes late getting to Meridian Park Hospital.
- I can't go to church by bus and I have to pay \$9 one way by cab, so I can't go too often, so I am one of those hidden poor.
- I need transportation to church and on the weekends.
- How can you volunteer or go to a play when the last bus leaves at 5:45 pm?
- I can't get to community center without driving. Getting out on highways is difficult for me, so the rest of the time I'm without transportation.
- TriMet moved line #37 that was right in front of our door to the Boones Ferry area. I am not getting younger and I am so disappointed. We bought our land and built our home on this assurance. Now I don't drive but I am active politically and was named one of America's top African American leaders.

10. Where do you get your information about transportation? Where would you like to be able to find your information about transportation?

- I wish the city government had information sheets on transportation and if there are changes in service they notified us. Our city needs to support us on transportation.
- I don't use the web but I come pay my water bill in Lake Oswego. I could find out about transportation from the Lake Oswego newsletter.
- Two other participants stated they would like to see transportation information in the Lake Oswego newsletter
- I get information from TriMet they seem to advertise changes well. I get information when I ride the bus and from the city newsletter.
- I sometimes get information about how to get around at senior centers.

11. What difficulties, if any, do you have getting information about transportation?

- I didn't know the bus schedule changed because they usually post it. The bus time changed and I had not been told the last one (bus) was at 5:45pm.

12. What kinds of amenities do you think are important near bus stops, shops and public areas? (covered benches, curb cuts, for example)

- Lighting, safety, and bus shelters are important.
- I haven't seen any benches out there; when they moved the bus line they did not put up any benches.
- At the bus stop there is a bench for two people max. Especially in Oregon where it rains a lot you need a covered shelter top, waiting in the rain takes a toll on me.

13A. Does any of these transportation options interest you?

___ TriMet bus or MAX

Why or why not?

- I ride it almost daily, I have a monthly pass.
- I also have a daily bus pass. Last month and this month I only rode it 3 times. I only need to ride the bus some of the time.
- I take the bus and use the senior citizen pass for the honored citizen.

13B. ___ shuttle van or bus (explain)

Why or why not?

Would a shuttle bus interest you?

- Right now I walk to the library and church. A shuttle service is not so much a need now, but maybe it will be later. If I shop and buy too much now I can take the bus.
- It would be nice to have a shuttle service to get to Trader Joe's but it is not a steady thing for me. Also I could use it to visit friends but it's not a regular activity.
- A shopping shuttle would interest him; he has a condo in Miami and sees shuttle services there. He would like to see something here.
- One place I have neglected to go because it is difficult to get to are the Republican Women's luncheons at the Lake Oswego Country Club. How can I walk if I am going to a nice luncheon, then how do I get back to Lake Oswego?
- Why limit services just for seniors and people with disabilities, other people live here that also could use this service?
- Where would the shuttle take you and how often would it run?
- Years ago you know you could ride a Lake Oswego shuttle. Lake Oswego is a prestigious community, I've been jealous of other communities that have comfort and ease around transportation and here we are stranded. We can't do things that keep our minds alert and allow you to go out in your community.
- Correct me if I'm wrong is the shuttle service just limited to seniors or will it be open to anyone?

Explanation: Priority will be for seniors and people with disabilities but the King City Shuttle is open to anyone.

- My mother who is 92 and her younger sister are visiting me, so I am renting a car for that week because my mother can't take the bus. A shuttle might work for her and then I might not need to rent a car.

13C. If there was transportation that could get you to the TriMet bus stop, could you use public transportation? Why or why not?

See responses 13B.

13D.

___ "Rider's Club" on public transportation (explain)

Moderator: A "rider's club" is a group of 4, 6, or 8 people does that interest you. Why or why not?

- No I plan on my own can if I can get there by bus. I don't need a group trip to do this.

14. Are you interested in learning more about riding TriMet?

Why or why not?

Question skipped.

15. If you already know how to use public transportation, are you willing to help others learn?

Moderator: We have a program called RideWise which shows people how to successfully ride transportation. We need confident travelers to teach others and to become ride ambassadors. This helps support alternative transportation.

- **Yes (2)**

16. Do you have any ideas for transportation options that would serve Lake Oswego older adults and people with disabilities?

No responses.

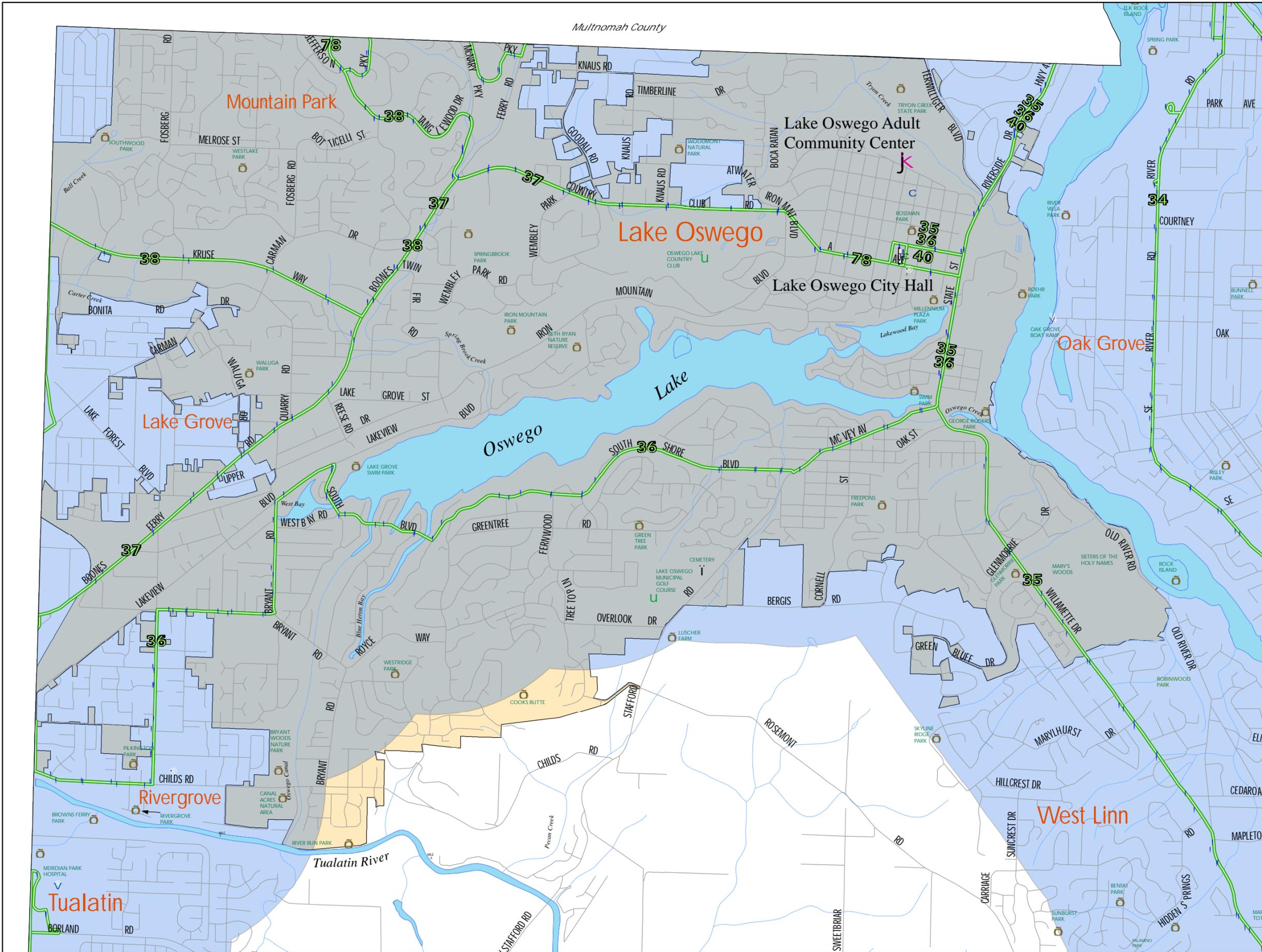
Other Comments

- We had some meetings here to save bus line #37. I bought my land here on good faith.
- Monthly bus pass is now \$19 went up from \$17.
- When bus line #40 was out here for a while because the Sellwood Bridge was closed it really helped to be able to have this bus service on weekends.
- I would like to use LIFT some of the time. I have an injury on my knee and some days I am stronger than others.

Staff Explanation: To use LIFT you need to have some disabling condition and there are program requirements. We process applications at the Lake Oswego Adult Center and each case is looked at individually. The LIFT service is good at working with each individual participant.

Note: These comments are not a verbatim record of the focus group comments but reflect the essence of the focus group participants' responses.

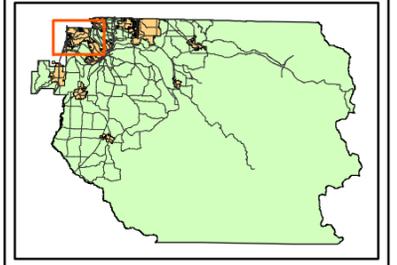
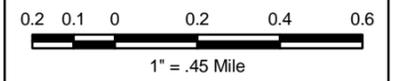
Appendix D: Lake Oswego Map



Tri-Met Bus Routes and Lift Service in Lake Oswego and Surrounding Areas

Map Description

- Tri-Met Bus Routes
- Bus Route Number
- Transit Centers
- City of Lake Oswego 3/4 Mile Bus Route Coverage Area
- 3/4 Mile Bus Route Coverage Areas outside the City of Lake Oswego
- Areas Beyond 3/4 Mile to the Closest Tri-Met Bus Route
- Tri-Met Bus Stops
- County Courthouse
- City Hall
- Hospital
- Airport
- Park / Recreation
- Golf Course
- Boat Launch
- Winter Recreation
- Cemetery
- Library
- Ferry Crossing
- Swimming
- Oregon Trail Interp. Center
- Streams and Creeks
- Lakes and Rivers




CLACKAMAS COUNTY
GEOGRAPHIC INFORMATION SYSTEMS

DEPARTMENT OF INFORMATION SERVICES/GEOGRAPHIC INFORMATION SYSTEMS
121 LIBRARY COURT
OREGON CITY, OREGON 97058

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