NOTICE OF PUBLIC MEETING

CITY OF ALBANY
CITY COUNCIL WORK SESSION
City Hall, Municipal Court Room
333 Broadalbin Street SW
Monday, January 24, 2011
4:00 p.m.

AGENDA

4:00 p.m. **CALL TO ORDER**

4:00 p.m. **ROLL CALL**

4:00 p.m. **BUSINESS FROM THE PUBLIC**

4:05 p.m. **NORTH ALBANY FLOODPLAIN STUDY –** Jeff Blaine
Action Requested: Information, discussion.

4:35 p.m. **REQUEST FOR CITY TO COMPLETE STORMWATER WORK –**
Scott Lepman, Mark Shepard
Action Requested: Information, discussion, direction.

5:00 p.m. **PUBLIC TRANSIT AND PARATRANSIT PLANS –** Chris Bailey
Action requested: Information, discussion.

5:30 p.m. **COUNCILOR COMMENTS**

5:40 p.m. **CITY MANAGER REPORT**

5:50 p.m. **RECESS TO EXECUTIVE SESSION TO DISCUSS REAL PROPERTY NEGOTIATIONS IN ACCORDANCE WITH ORS 192.660(2)(e)**

6:00 p.m. **RECONVENE**

6:00 p.m. **ADJOURNMENT**

City of Albany Web site: www.cityofalbany.net

The location of the meeting/hearing is accessible to the disabled. If you have a disability that requires accommodation, advance notice is requested by notifying the Human Resources Director at 917-7500.

TO: Albany City Council

VIA: Wes Hare, City Manager
Diane Taniguchi-Dennis, P.E., Public Works Director

FROM: Mark W. Shepard, P.E., Assistant Public Works Director / City Engineer

DATE: January 5, 2011, for the January 24, 2011, City Council Work Session

SUBJECT: Lepman Request for City Removal of Storm Drain Pipes

RELATES TO STRATEGIC PLAN THEME: • Great Neighborhoods

Action Requested:

Scott Lepman is requesting the City remove a storm drain pipe on his property located at Columbus Street across from the Mennonite Village. Staff previously informed Mr. Lepman that the City tentatively approved his plan to remove the storm drain pipe. However, declined to do the work for him at City cost and informed him he would need to complete the improvements under a Site Improvement (SI) permit.

Discussion:

Background

Mr. Lepman owns a large parcel of land that is currently outside the city limits but is inside the Urban Growth Boundary (UGB). The property is located off of Columbus Street west of the Mennonite Village. Attachment 1 is a map showing Mr. Lepman's property. There are two large diameter storm drain pipes that cross Mr. Lepman's property. These two pipes were constructed in 1973 and 1979 respectively. The storm drain pipes are city pipes and are located in recorded easements.

Mr. Lepman has filled portions of the property in order to facilitate its future development. In 2006 Mr. Lepman removed a portion of one of the city storm drain pipes to facilitate the construction of some wetlands. The pipe removal was done to meet wetland restoration requirements Mr. Lepman was required to perform as part of a Consent Agreement. Mr. Lepman entered into a Consent Agreement with the Oregon Division of State Lands (DSL) to avoid a civil penalty resulting from unauthorized fill activities in wetlands on the property.

Mr Lepman removed the storm drain pipe without the City's knowledge or permission. Mr. Lepman should have sought approval from the City to work on the City storm drain pipe. If he had applied to the City for permission to remove the pipe, his request would have been handled under the Site Improvement (SI) permit process. During the SI process City staff would have identified the second storm drain pipe and Mr. Lepman would have been required to address both storm drain pipes as part of the SI process. The SI permit would have required Mr. Lepman to pay for all costs associated with removal of the pipe(s) including engineering.

Staff estimates the cost for the City to remove the existing storm drain pipe and construct two storm drain outfall structures would be approximately $15,000.

Lepman Request

Mr. Lepman submitted a request to Council asking that the City pay for the removal of a public storm water pipe and the construction of outfall structures for two storm drain pipes on his property. A copy of Mr. Lepman's request is included as Attachment 2. Mr. Lepman first made his request to Public Works staff. Staff evaluated, in principle, the work Mr. Lepman wants to complete on the public drainage system that crosses his property. The initial evaluation indicates that Mr. Lepman can perform the work he wants to on the City culverts and grade the area out to create a wetland. However, the project will need to be engineered so a complete review can be made of the proposed project. Staff will need to evaluate how flows and capacity of the storm water system may be impacted by this proposed project. In addition, maintenance concerns will need to be evaluated as well as backwater impacts from Oak Creek.

While staff gave a tentative approval for the work Mr. Lepman would like completed, staff declined to perform the design and construction work at City costs because it is a customary cost of development to modify or construct infrastructure improvements for development of the site.

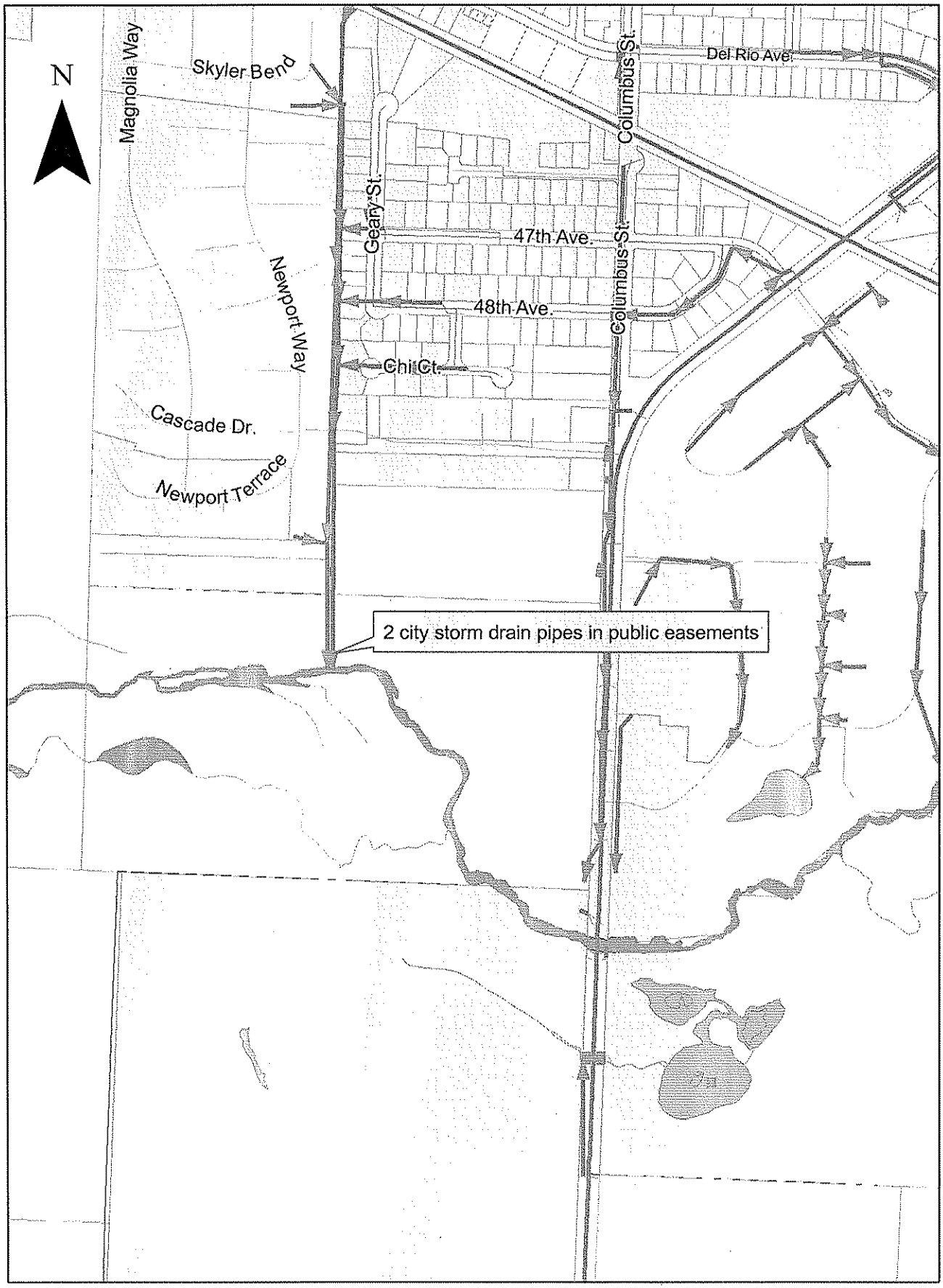
While staff did not agree to pay for the engineering or construction of the storm drain pipe removal, staff did offered to not charge Mr. Lepman the SI permit fees for this project. This offer was made as a show of good faith, helping Mr. Lepman remediate wetland impacts from fill on the property and also in recognition of a potential benefit to storm water quality the project may have. Mr. Lepman was not satisfied with this offer and, therefore, submitted his request to Council.

The policy question for Council to consider is whether there is a public benefit to the City's storm water system in the form of storm water treatment that justifies City participation in the project to remove the culvert infrastructure to benefit Mr. Lepman's wetland project.

Budget Impact:

If Council finds there is enough public benefit to justify the City participating in the cost of design and construction of the culvert removal and installation of culvert head walls, it is estimated it will cost the City approximately $15,000. If Council chooses to have the City fund this work, staff recommends that the Sewer Economic Development Fund (601-50-2506) be used as a funding source.

MWS:prj:kw
Attachments (2)



Lepman Property

Attachment 1

Scott Lepman Company

100 Ferry Street NW
Albany, Oregon 97321
(541) 928-9390 Phone
(541) 928-4456 Fax

To: Honorable Mayor and City Council Members

From: Scott D. Lepman, Property Owner

Via: Mark Shepard, Assistant Public Works Director/City Engineer

Subject: Request for City Engineering and Financing of Storm Water Structure

Date: November 3, 2010

This is a written request to ask that the City Council direct the Public Works Department, Engineering Division to design and finance an outfall facility for the two public storm drain lines that drain on to my property through an existing easement granted to the City of Albany. So that you may understand my frustrations in trying to do things the correct way regarding this property, I think that it is necessary for you to understand my history with the property over the past 12 years.

History: The subject property (Tax Lot 1300, Linn County Assessor's Map 11-3W-20) contains approximately 38.88 acres, is within the Albany Urban Growth Boundary, and is contiguous to the City Limits on three sides. Prior to my purchase of the property, a substantial amount of the subject property had been filled in the 1970's with a substantial amount of the fill coming from Deerfield Estates. The fill activity became inactive in the early 1980's when the housing market was in a recession. On the 18th of June in 1975 a storm sewer easement was granted to the City of Albany, which was recorded by the City on July 25, 1975

At the time I purchased the subject property on July 19, 1993, I was interested in developing portions of the property with residential uses in the future. The Albany Comprehensive Plan at that time showed a future road designated along the north boundary of the subject property. On October 25, 1998, I contracted with Cascade Earth Sciences (CES) to evaluate the options for development and potential mitigations requirements, the presence of wetlands, and the delineation of those wetlands or classifying a portion or all of the property as Prior Converted Cropland.

On January 17, 1994, CES completed their wetland delineation report. On April 13, 1994, the Division of State Lands (DSL) found that the wetland delineation was not done to their satisfaction [insufficient data points (17 data points provided on 40-acre site)]. On

Attachment 2

September 15, 1994, CES had still not completed a wetland delineation report to the satisfaction of DSL (still insufficient data points [80 data points on 3-acre area)].
On November 2, 1995, I applied for a fill permit on the subject property through the Linn County Planning and Building Department (Fill Permit No. 95-18692F) to place fill along the northern portion of the property. My wetland consultant advised me that the site was prior converted farmland.

On January 10, 1996, I received a fill permit for 15,250 cubic yard of fill to be placed outside of the 224' base flood area. On June 27, 1996, I requested and received an extension on my Fill Permit (No. 96-18957F).

On September 14, 1996, I sent a letter to the Division of State Lands with information contending that area filled on the property was not a wetland. I provided DSL with documents showing that farming activity had occurred on the property since at least 1980 (which was as far as the assessor's records went). I also included a hand drawn map drawn by the wetland ecologist and a digitized map of the site prepared by a surveyor with help provided by the wetland ecologist outlining the wetland areas, cropland, and the area not investigated by the wetland ecologist that was located in the floodway. Both of the maps showed the fill area as being Prior Converted Cropland. I also stated that the fill area of the site is used, by easement, for controlling storm water drainage from the south Albany area; that these pipes were above ground with the sides of the concrete pipes covered with soil but the top of the pipes exposed; and that the pipes leaked.

On October 24, 1996, I applied for a new fill permit with the Linn County Planning and Building Department to continue placing fill along the northern portion of the property.

On November 13, 1996, I sent a letter to the Department of the Army, Corps of Engineers in response to their letter and indicated that no additional work has occurred on the site. I also informed them that David Evans and Associates would be helping me and asked that a meeting be set up with the Corps and the Division of State Lands.

On December 9, 1996, I received a letter from the Division of State Lands stating that they still have not made a final decision on the location of the wetland boundary lying beneath the fill on the property. In this letter, another problem was brought up and this was one regarding the existing storm drain pipes located on the property. While the pipe was intended to drain the area next to the mobile home park, when Oak Creek was high as it was in that storm event, the water was backing up and threatening to go into the mobile home park.

On December 12, 1996, I signed a contract with David Evans and Associates.

On December 18, 1997, David Evans and Associates sent a letter to DSL and the Corps on my behalf documenting the verbal agreements that had transpired over the last year.

Nothing really happened for the next five years. Neither DSL or the Corps contacted me nor I did not contact them. Then around October of 2004, DSL sent me a notice that I was still in violation and that I must get the situation resolved. They imposed a $9,000 civil penalty and demanded that I sign a consent agreement to resolve the violation. I was told that if I would

sign the consent agreement stating that I would agree to a plan to restore the wetlands that the civil penalty would be dropped. At that time, I contacted Frank Flynn, an environmental attorney with Perkins Cole in Portland who recommended that Pat Thompson help me with the wetland issues. Mr. Flynn and Mr. Thompson worked with DSL, the Corps and Bill Cook of the Attorney Generals office on the consent order. Mr. Thompson created the design of a future subdivision fronting on Columbus Street and the designated east/west street by removing some of the old fill and designing the restoration plan for the consent order. After many months, I agreed to the restoration plan and to the language in the consent order and signed the agreement.

On January 20, 2006, the Oregon Department of Environmental Quality (DEQ) approved a Construction Stormwater Control Permit – 1200C for the Columbus Street Wetlands. This permit will expire on November 30, 2010 unless an extension is requested.

On May 12, 2006, DSL and the Corps adopted a Mitigation and Restoration Plan by issuance of a Consent Order by DSL. The mitigation and restoration plan called for 1.97 acres of the 1990's fill to be removed and the wetland restored. An additional 2.15 acres of the old fill was to be restored to wetland as mitigation for the 2.19 acres of fill to be left in place.

On May 12, 2006, a Fill/Grading/Excavation Permit was issued by Linn County to enhance the wetland and place fill on the site to balance the site (Linn County 05-1146).

Grading work on the site was carried out in July and August, 2006. The grading included the removal of the fill material as specified in the consent order. Some minor grading was also conducted within the existing wetland to enhance it through the removal of existing non-native invasive species. A small amount (0.06 acres) of the existing wetland, present in two small areas within the 2.15 acres of old fill was temporarily affected by the restoration work but was restored along with the rest of the 2.15 acres.

Following the grading the broadcast seeded in September 2006 with a wetland grass mixture. Trees, shrubs and plugs were planted in April 2007. All trees and shrubs were planted with plastic tree guards to provide more protection from foraging animals. As-built plans were completed and submitted to DSL. On April 25, 2007, an extension to Permit 05-1146 was granted by Linn County.

The site was visited in June and October and photos taken in November 2007 by Pat Thompson, a Wetland Ecologist, to verify that the planned hydrology was present. During the site visit the hydrology was reviewed and found to be similar as planned. However, Mr. Thompson noted in his required Monitoring Report to DSL that one small area near the existing storm drainage culvert on the north-central part of the property appeared to be drier than originally planned. Mr. Thompson determined that the hydrology problem was due to the existence of a buried metal drainage culvert underneath the cement culvert. The removal of the cement culvert was done to allow the water to enter an open ditch drainage. This open water drainage would then be available for the wetland, rather than being culverted directly into Oak Creek. During the site visits, the below grade metal culvert was found to have been carrying the storm water rather than allowing it to flow into the open ditch system as proposed by the wetland ecologist and required by DSL.

In his Monitoring Report, Mr. Thompson recommended that the buried metal drainage culvert that is in poor condition be removed. Even though the culvert is in very poor condition, it still moves the majority of the storm water entering the property to flow directly to Oak Creek thus not wetting the wetland surface as would be accomplished in an open ditch system. The culvert allows the annual ryegrass to out compete the planted wetland grasses and the culvert keeps the site too dry. The removal of the metal drainage culvert will require additional grading and reseeding.

In summary, at the time that I purchased the subject property I knew that the area was sensitive for potential wetlands and I hired the best company in my area Cascade Earth Sciences (CES) to determine if I could fill portions of the site. As it turned out, both wetland reports prepared by CES were rejected by DSL. I then hired David Evans and Associates and only ended up at dead-ends. I still do not completely understand how I got involved in a wetland fill violation when I thought that I had gone through all of the proper channels by getting a wetland delineation done, submitting the wetland determination to the Division of State Land and obtaining a Fill Permit from Linn County. But it happened and it has cost me over $350,000.

I now have approximately 8.39 acres of my 38.88-acre site that has been filled in compliance with regulations administered by Department of the Army, Corps of Engineers, the Oregon Division of State Lands and the Linn County Building Department. At this time, I just want to complete the wetland mitigation requirements placed on me by the Division of State Lands. However, the buried metal drainage culvert that is under the ownership of the City of Albany is preventing the establishment of a functioning wetland as determined by Pat Thompson and DSL.

I have completed the first year monitoring but if I don't stay on track with the five-year monitoring program spelled out in the consent agreement I will be in violation and subject to civil penalties by DSL and the Corps. It is not my responsibility to design and install an outfall facility for the dispersant of a public storm water system that collects storm water for a large area of South Albany. The existing below grade public storm drainage system is impacting the protected wetlands on my property as it does not allow the storm water to flow freely into an open ditch as intended by my wetland ecologist and required by DSL. I respectively ask that the City correct this situation.

Respectfully submitted,

Scott D. Lepman
Property Owner, Tax Lot 01300

Attachments (3)
Linn County Assessor's Map T11S-R3W-20
Useable Area
Conceptual Lot Layout

TO: Albany City Council

VIA: Wes Hare, City Manager
Diane Taniguchi-Dennis, P.E., Public Works Director

FROM: Chris Bailey, Airport and Transit Manager

DATE: January 3, 2011, for the January 24, 2011, Council Work Session

SUBJECT: Final Public Transit Plan

RELATES TO STRATEGIC PLAN THEME:
- Great Neighborhoods
- Effective Government

Action Requested:

Staff is seeking Council's final comments on the Public Transit Plan and recommends adoption of the plan at the February 9, 2011, Council meeting.

Discussion:

Transit is an integrated component of the Transportation System Plan (TSP) and Albany Comprehensive Plan, and provides a critical service to a sector of our community. The Public Transit Plan provides a summary of current conditions and an initial roadmap of improvements.

On August 23, 2010, staff delivered a draft Public Transit Plan to Council and gave a PowerPoint presentation summary. Since then, staff worked with Kittelson and Associates to finalize the Plan and develop an executive summary that includes a table of recommended capital and operational improvements with cost estimates and a schedule of priorities.

Once adopted, the Public Transit Plan will become an integral part of the recently adopted TSP. Adopting the Public Transit Plan will also satisfy a requirement for Periodic Review of the Albany Comprehensive Plan set by the Department of Land Conservation & Development (DLCD).

The Public Transit Plan provides a significant source of data that will help inform future improvements to the transit system. The entire Plan is attached for your review and can replace the draft in the notebooks delivered earlier. If you prefer an electronic version, a link to the Plan can also be found at www.cityofalbany.net/tmp.

Staff is seeking Council's final comments on the Plan and recommends adopting the Plan by resolution at the first Council meeting in February.

Budget Impact:

None.

CB:kw

TO: Albany City Council

VIA: Wes Hare, City Manager
Diane Taniguchi-Dennis, P.E., Public Works Director MWS For

FROM: Chris Bailey, Airport and Transit Manager Chris Bailey

DATE: January 21, 2011, for the January 24, 2011, Council Work Session

SUBJECT: Americans with Disabilities Act Paratransit Plan

RELATES TO STRATEGIC PLAN THEME:
- Great Neighborhoods
- Effective Government

Action Requested:

Staff requests Council review and discuss the ADA Paratransit Plan. The plan will be presented for adoption at the January 26, 2011, City Council meeting.

Discussion:

The Americans with Disabilities Act (ADA) requires fixed-route public transit services provide a complementary paratransit service that allows individuals with disabilities access to public transportation in a non-segregated manner. The Albany transit program meets this requirement in a variety of ways including having wheelchair-accessible buses, allowing service animals, and providing complementary paratransit transportation through the Call-A-Ride program.

Additionally, fixed-route public transit programs must have a Paratransit Plan that describes the service and includes an estimate of demand, an analysis of current service, proposed service modifications, a description of no-show and suspension policies, and a five-year operating and capital budget. These plans do not have to be updated annually but must be updated when significant changes have occurred. Albany's last Paratransit Plan was adopted in 1997 and the Oregon Department of Transportation has required Albany to update its Paratransit Plan this year. Adoption of a Paratransit Plan is a requirement in order for Albany to continue to receive federal public transit funds.

The Plan update includes identification of current and emerging issues. The issues identified in this update are:

1. Funding. The aging population is expected to create increased demand for paratransit services while funding from state and federal resources remains flat, and general funds are extremely competitive. State and federal grants for replacement vehicles and preventive maintenance have been critical to maintaining our service.
2. Wheelchair-accessible vehicles. An increase in Medicaid-funded wheelchairs and mobility devices has created an unprecedented demand for service to clients using these devices. The City has obtained grant funding to replace two sedans with wheelchair-accessible vans.
3. Service area expansion. Staff anticipates receiving requests for service outside the current service boundaries, especially from incorporated areas such as Tangent. The City will need to develop policies addressing these requests.

Budget Impact:

Failing to adopt an updated Paratransit Plan may jeopardize federal funding for the Albany Transit System and Paratransit programs that in fiscal year 2011 totaled over $365,000.

CB:kw:prj

Albany *Public Transit *Plan

January 2011

Kittelson & Associates Inc.

LINN BENTON LOOP

CALL-A-RIDE 917-7710
ALBANY TRANSIT SYSTEM
Transportation For Seniors & Disabled Citizens

LINN BENTON LOOP

Albany Transit Plan

Albany, Oregon

January 2011

Albany Transit Plan

Albany, Oregon

Prepared For:
City of Albany, Oregon
333 Broadalbin St SW
Albany OR 97321-0144
(541) 917-7676

Prepared By:
Kittelson & Associates, Inc.
610 SW Alder, Suite 700
Portland, OR 97205
(503) 228-5230

Project No. 8153

January 2011

Table of Contents

List of Figures

List of Tables

Appendices

Appendix A ATS Transit Guide

Appendix B ATS Ridership

Appendix C ATS Revenue and Expenditures

Appendix D Call-a-Ride Ridership

Appendix E ATS Rider Survey Instrument

Appendix F Common Fare Policy Goals

Appendix G Albany and Peer Transit Agency Fare Systems

Appendix H Bend Area Transit - Fare and Service Change Policy

Appendix I Summary of Transit Grant Programs

Appendix J TSP Transit Stop Improvements and Future Transit Needs

Section 1
Executive Summary

Executive Summary

This Transit Plan provides an overview of the existing City of Albany transit service, and outlines future transit system improvements and capital investments needed to assure a transit system that grows with the region.

Recognizing that Albany may become a Metropolitan Planning Organization with the 2010 U.S. Census, it is important that the transit system have a plan for meeting the growing population's needs and new Federal Transit Administration requirements. Through careful, detailed review and analysis of the City of Albany's current public transportation system, recommendations have been developed related to operations, capital, fares, customer information, and marketing to further expand the role of public transportation in the Albany area. This Transit Plan has been developed to support the recently approved Albany 2030 Transportation System Plan.

SUMMARY OF RECOMMENDATIONS

The following sections provide an overview of the recommendations made in the Transit Plan. The numbers following several improvements reference the project ID number referred to in Table 1-3 Recommended Capital and Operating Projects (e.g. T1, T2).

OPERATIONS IMPROVEMENTS

- Increase service coverage area to include Lexington Street between 21st Avenue and Grand Prairie Road. (T1)
- Discontinue Routes 1 and 4; modify Route 3 to accommodate change in service; discontinue service between Pacific Boulevard and the Santiam Highway. (T2, T3, T4)
- Extend service day on Routes 2 and 3 to 8:00 p.m. (T9)
- Extend service day on Routes 2 and 3 to start at 6:00 a.m. (T10)
- Eliminate single direction loops for Routes 2 and 3. and (T12)
- Institute "Quick Response" Dial-a-Ride Service. (T12)

CAPITAL IMPROVEMENTS

Vehicles

- ATS: Maintain a minimum of 3 service vehicles in good condition, 2 in operation and 1 as a spare.
- Call-A-Ride: Provide funding for replacement of the 2 sedans eligible for replacement and for a new sedan to use when other vehicles are undergoing routine maintenance and repair.
- ATS: Develop a policy for allowing bike passengers and their bikes inside the bus when not crowded.
- Purchase two additional fixed route vehicles to support the service expansion. (T11)

- ATS: Invest in 2 additional vehicles, bringing the total active fleet in good condition to 5 service vehicles. (T11)
- ATS: All new service vehicles should be equipped with 3-bike, bike-rack systems.

Bus Stops

- Bus stop/shelter location and design needs to address ADA requirements, including presence of sidewalks and curb-cuts. Final shelter placement should be done following any decisions for service improvements to avoid having to move shelters if the service shifts.
- Existing facilities should be retrofitted with ADA-compliancy as funding allows with priority given to retrofits which will address areas of greatest impact for people with disabilities. Albany's Transportation System Plan adopted February 2010 includes an ADA audit (Project #S1) of the existing public system and will recommend projects and funding strategies to alleviate existing deficiencies. A public process to define the priorities will be decided by the City Council. (T5)
- Bus stop improvements should be implemented as proposed in the Albany 2030 Transportation System Plan. This includes pedestrian safety improvements at 21 transit stops, and a bus-stop pad and connecting sidewalk to the hospital at 7th/Takena. (T6[1])

Facilities

- A new ATS operations, maintenance, and administration facility is needed and should be added to the TSP and CIP. (T7, T8)
- Facility should accommodate ATS and Call-A-Ride operations, maintenance and administration for at least 10 years.
- Develop budget from which grant funding can be pursued for the facility.

FARE SYSTEM

- Identify goals of fare system and formalize them through an adopted fare policy statement.
- Review fare system annually to determine if fares are keeping pace with inflation, and consider smaller, more frequent fare increases.
- Maintain existing flat fare structure.
- Pursue free transfers with neighboring transit providers as part of a longer-term fare strategy to encourage regional transit travel.
- Increase adult base fare from $0.75 to $1.00.
- Revisit fare type price relationships if the adult base fare is increased to $1.00.

[1] Note: This improvement is Project T1 in the adopted Albany 2030 Transportation System Plan It includes installing pedestrian safety improvements at 21 transit stop

- ATS senior, disabled and youth fares should be kept low in relation to the Call-A-Ride service fares.
- Existing fareboxes for cash and ticket fares is the most efficient method of fare collection; additional technology is not warranted at this time.
- Fare technology that simplifies fare payment should be revisited long term in context of a regional, long range transit plan.
- Increase Call-A-Ride fare in relation to the fixed route fare to encourage shifting to fixed route service.
- A sound fare strategy may reduce the demand on Call-A-Ride service and allow funds to shift from Call-A-Ride service to fixed route service, thereby reducing the need for additional grant or general fund monies.
- A summary of the recommended fare structure is provided in Table 1-1.

Table 1-1 Current and Recommended Fare Structure

Current and Proposed ATS Fare Structure				
	Current Fare Structure		Proposed Fare Structure	
	Cost	Discount	Cost	Discount
Cash Fare				
Adults (age 18 and older)	$0.75	0%	$1.00	0%
Senior (age 60 and older), Disabled, Youth (under age 6)	$0.50	33%	$0.75	25%
Monthly Pass (assumed 40 rides per month)				
Adults (age 18 and older)	$22	27%	$36	10%
Senior (age 60 and older), Disabled, Youth (under age 6)	$11	63%	$30	25%
Coupon Book (20 rides per book)				
Adults (age 18 and older)	$13.50	10%	$13.50	10%
Senior (age 60 and older), Disabled, Youth (under age 6)	$6.75	55%	$11.25	25%

CUSTOMER INFORMATION

- Purchase the rights to a web address to increase web accessibility.
- Provide a direct link on the ATS homepage to route schedules.
- Include service updates (e.g., new service, temporary service interruptions) on the ATS homepage.
- Pursue Google Transit on-line trip planner to improve customer service.

- Allow users to sign up for cell phone, text, and email alerts regarding delays and schedule changes.
- Continue to print and distribute the ATS Transit Guide, making it available to community centers, transit supportive businesses, and public institutions.
- Create a mailing list for riders to join to receive important news and schedule updates.
- Install wayfinding signage along Hwy 99 to guide motorists to the North Albany park-and-ride lot.
- Redesign bus stop signs to include the ATS logo and route number(s) serving the stop.
- Install frames on bus stop poles and in shelters to provide schedule information and major destinations served.

MARKETING

Advertising and Promotion

- Place small advertisements in local newspapers to inform the public of service options and help connect to the community.
- Institute an annual "free day ride" to coincide with Earth Day or other environmental event.
- Advertise the college and employer pass programs by holding transit fairs on-site and providing incentives for participation.
- Create a packet of advertising and public outreach materials to become a new employee packet for employers to hand out.

Public Outreach

- Establish a public outreach program to increase public knowledge of and support for transit service in Albany.
- Contact local television stations to provide coverage of ATS's role in achieving environmental and sustainability programs.
- Partner with LBCC to develop information material regarding transit's role in a more sustainable future.

FUNDING AND TRANSIT IMPROVEMENT PROJECTS

ATS is currently funded through FTA Section 5311, Transit Assistance to Small Urban and Rural Areas and the City of Albany general fund. It is unlikely that the general fund could support additional on-going operations costs. New funding will be needed in order to implement the service improvements.

If the City becomes a designated urban area with the 2010 census results, ATS will become eligible for Section 5307 Urbanized Area Formula Program operating funds and Section 5309 Bus and Bus Related Equipment and Facilities Program funds. This could significantly impact future funding

and service opportunities. In addition, special funding has become available for capital investments such as vehicles and transit facilities. These sources include Connect*Oregon* grants, federal stimulus funds, federal TIGER grants, and others. Table 1-2 summarizes current revenues and expenditures for existing ATS service.

Table 1-2 FY08-09 Revenue and Expenditures

ATS Fixed-Route Revenue								
Year	State Operating Match Grant	Business Energy Tax Credit	State Revenue Sharing Fund	FTA Section 5311 Grant	City of Albany General Fund	Bus Fares/ LBCC Fare Match	Other	Total
FY 08-09	$0	$0	$0	$225,792	$141,500	$38,022	$13,182	$418,496

ATS Fixed-Route Expenditures					
Year	Wages, Salaries, Benefits	Vehicle Fuel Charge	Maintenance	Other	Total
FY 08-09	$283,694	$44,447	$25,171	$74,209	$427,521

Table 1-3 provides a summary of all recommended projects, with cost estimates and relative time frame for implementing the improvements.

Table 1-3 Recommended Capital and Operating Projects

ID	Project Name	Project Type	Timeline	Project Cost	Funded?
T1	Improve Transit Access to Lexington Subdivision	Operating	Short-term	$0	Yes
T2	Discontinue Routes 1 & 4 Phase I: Modify Route 3	Operating	Short-term	$0	Yes
T3	Discontinue Routes 1 & 4 Phase II: End Route 4, Extend Routes 2 & 3 in the afternoon	Operating	Short-term	$24,596	No
T4	Discontinue Routes 1 & 4 Phase III: End Route 1, Extend Routes 2 & 3 in the morning	Operating	Short-term	$22,412	No
T5	Retrofit Transit Facilities for ADA Compliance	Capital	Short-term	$25,000 Annually	No
T6	Improved Pedestrian Crossings at Transit Stops[1]	Capital	Medium-term	$430,000	No
T7	Construct New Vehicle Maintenance Facility Phase I: Land Purchase	Capital	Medium-term	$600,000	No
T8	Construct New Vehicle Maintenance Facility Phase II: Design and Construction	Capital	Medium-term	$500,000	No
T9	Lengthen Service Day Phase I: Extend Routes 2 & 3 to 8:00 p.m.	Operating	Medium-term	$49,192	No
T10	Lengthen Service Day Phase II: Extend Routes 2 & 3 to 6:00 a.m.	Operating	Medium-term	$12,298	No
T11	Increase Frequency of Service, Decrease Headways to 30 minutes, Add Demand Response Phase I: Acquire 2 additional buses	Capital	Long-term	$650,000	No
T12	Increase Frequency of Service, Decrease Headways to 30 minutes, Implement Bi-directional Routes Add Demand Response Phase II: Implement "Quick Response" Service	Operating	Long-term	$349,216	No

[1] Note: This improvement is Project T1 in the adopted Albany 2030 Transportation System Plan It includes installing pedestrian safety improvements at 21 transit stops.

Section 2
Introduction

Introduction

OVERVIEW

The Transportation System Plan (TSP) guides the management and development of appropriate transportation facilities within Albany, incorporating the community's vision, while remaining consistent with state and other local plans. This Transit Plan has been developed to support the recently approved Albany 2030 Transportation System Plan.

The growth rates forecast for Albany support increased transit service, with transit taking on a larger role in Albany's transportation system. However, growth in and of itself does not bring a comfortable, convenient and well-patronized transit system. Opportunities to improve Albany's transit system must be actively sought. This Transit Plan provides an overview of existing City of Albany transit service, and outlines future transit system improvements and capital investments needed to assure a transit system that grows with the region.

It is anticipated that Albany may become a Metropolitan Planning Organization (MPO) with the 2010 U.S. Census, unless legislative changes alter the threshold for being an MPO. MPO status will significantly impact how transit funding is allocated, and the level of funding available to for transit. This Plan does not anticipate transit service changes required under the scenario of an Albany MPO. It is recommended that a full Transit Development Plan study be conducted when the shift to an MPO occurs.

TRANSIT DEVELOPMENT PLAN ORGANIZATION AND METHODOLOGY

The development of the City of Albany's Transit Development Plan began with an overview of State, County, and local planning documents, existing service area demographics, riders' impressions of existing service and desires for future service and market opportunities. These are presented in **Sections 3, 4, 5, and 6** of this report.

Next, an inventory and analysis of the existing fixed-route and paratransit operations was performed. This included the information obtained during the operator interviews, an analysis of ATS ridership data using various revenue and cost measures, a level-of-service analysis using methods described in the 2003 *Transit Capacity and Quality of Service Manual (TCQSM)*, and recommended service modifications. The interviews and existing conditions analysis are presented in **Section 7** of this report.

Section 8 documents the ability of the existing fixed-route and paratransit service vehicles to meet existing service needs and accommodate future service expansion. This evaluation includes an inventory of existing fleet vehicles and capital facilities, a review of the City of Albany 2009-2010 Capital Improvement Program (CIP), and recommendations.

Section 9 provides an overview of existing fare policy, fare strategy, fare structure, and fare collection technology. Also presented is a peer review of agencies most similar to ATS, common fare

policy goals outlined in the Transit Cooperative Research Program (TCRP) Report 10, and fare recommendations.

Lastly, **Section 10** discusses the Customer Information, Marketing tools and programs used by ATS to communicate with the public. Customer information covers information where the message is specifically about the service provided, such as bus routing, schedules, and fares. Marketing covers communication where the message is to encourage transit use and support, including advertising, promotion, and public outreach.

Section 3
Review of Planning Documents

Review of Planning Documents

State, county, and local planning documents were reviewed to provide a summary of planning efforts that affect the City of Albany's transportation system. The Oregon Transportation Planning Rule (TPR) requires that the City of Albany's planning documents be consistent with statewide and regional plans and policies. Although each document reviewed contains many policies and recommendations, this review summarizes only the policies pertinent to development of the Albany Transit Plan.

Some of the "existing conditions" information described in these documents is dated. The Transit Development Plan describes information as it is presented in the source documents, generally using the past tense for information known to be out of date. An up-to-date inventory of existing conditions is also part of this project's scope of work.

The following statewide, regional, and local plans and policies were reviewed to ensure consistency with the Albany Transit Plan:

Statewide Documents:

- Oregon Transportation Plan, 2006
- Oregon Highway Plan, 1999
- Oregon Public Transportation Plan, 1997
- Oregon Highway Design Manual, 2003

Regional and County Documents:

- Linn County Comprehensive Plan, 2002
- Linn County Coordinated Public Transit-Human Services Transportation Plan, 2007

Local Documents

- City of Albany Comprehensive Plan, 1980 (last amended in 2004)
- City of Albany Transportation System Plan, 1997
- City of Albany Transportation System Plan Update, 2009
- North Albany Local Street System Plan, 1995
- City of Albany 2009-2010 Capital Improvement Program

STATEWIDE PLANS

Oregon Transportation Plan, 2006

The Oregon Transportation Plan (OTP) is the overarching policy document for a series of modal plans that together form the state transportation system plan (TSP). The OTP establishes goals, policies, strategies, and initiatives that address the core challenges and opportunities facing Oregon. It provides the framework for prioritizing transportation improvements, and as such figures into the development of the Albany Transit plan. Sections of particular interest include *Goals, Policies, and Strategies,* which provide guidance for transportation decision-making, and *Implementation,* which outlines key state initiatives that should be incorporated into plan development.

Goals, Policies, and Strategies

Goal 1 (*Mobility and Accessibility*) presents several important policies and strategies which should be considered through development of the Albany Transit plan.

- Policy 1.1 – Development of an Integrated Multimodal System
  - Strategy 1.1.1 calls for regional and local transportation plans to address existing and future centers of economic activity, routes and modes connecting passenger facilities and freight facilities, intermodal facilities and industrial land, and major intercity and intra-city transportation corridors and supporting transportation networks.
  - Strategy 1.1.2 involves promoting the growth of intercity bus services, along with other transportation modes, to link all areas of the state with national and international transportation facilities and services, as well as increasing the frequency of intercity services to provide travel options.
- Policy 1.2 – Equity, Efficiency, and Travel Choices
  - Strategy 1.2.1 entails developing and promoting inter- and intra-city public transportation. Steps include optimizing existing services; finding innovative ways to augment existing public transportation infrastructure and travel options; working to coordinate services; using information technologies effectively; and promoting frequent public transit, intercity bus, and passenger rail services to increase ridership and decrease travel times, particularly during peak travel periods and along heavily traveled corridors.
  - Strategy 1.2.2 calls for better integrating, locating, and designing passenger and freight multimodal transportation facilities and connections to expedite travel and provide travel options. Steps include locating bus and train stations together; coordinating intermodal connections; retrofitting roadways to support access to public transportation; supporting the development of grid street networks to increase connectivity and travel options; and supporting the development of adequate bicycle and pedestrian facilities.
- Policy 1.3 – Relationship of Interurban and Urban Mobility
  - Strategy 1.3.1 entails using a regional planning approach and inter-regional coordination to address problems that extend across urban growth boundaries.

- Strategy 1.3.2 calls for development, maintenance, and improvement of parallel roadways and transit to provide alternatives to using intercity highways for local trips.

Goal 3 (*Economic Vitality*) also contains several relevant policies and strategies.

- Policy 3.2 – Moving People to Support Economic Vitality
  - Strategy 3.2.1 involves increasing coordination among various agencies and jurisdictions in order to facilitate travel through the support of trip planning, convenient and reliable intermodal connections, and shared tickets among carriers.
  - Strategy 3.2.2: In regional and local transportation system plans, support options for traveling to employment, services, and businesses.
  - Strategy 3.2.3: Support intercity bus to facilitate business and recreational travel.
- Policy 3.3 – Downtowns and Economic Development
  - Strategy 3.3.1: Coordinate private and public resources to provide transportation improvements and services to help stimulate active and vital downtowns, economic centers and main streets.
  - Strategy 3.3.2: Integrate transportation planning and investments with state and local economic development strategies and plans.
- Policy 3.4 – Development of the Transportation Industry
  - Strategy 3.4.2: Partner with public transportation providers and the private sector to develop innovative ways to deliver goods and services more efficiently such as public transportation services in rural areas.
  - Strategy 3.4.3: Partner with the private sector and public agencies to foster sustainable transportation services in rural areas.

Goal 4 (*Sustainability*) further outlines a number of potentially relevant policies and strategies.

- Policy 4.1 – Environmentally Responsible Transportation System
  - Strategy 4.1.2: Encourage the development and use of technologies that reduce greenhouse gases.
  - Strategy 4.1.4: Work collaboratively to streamline permit procedures and gain efficiencies to transportation system improvements while meeting or exceeding environmental benefits or regulations.
  - Strategy 4.1.5: In the construction and maintenance of transportation infrastructure and facilities, reduce the consumption of non-renewable construction materials, promote their efficient use and reuse, and reduce other environmental impacts such as storm water impacts where appropriate

- Strategy 4.1.6: To determine the most cost-effective investments, consider using life-cycle costs in transportation maintenance, purchase of equipment, selection of materials, and design and engineering of infrastructure where appropriate.

- Policy 4.2 – Energy Supply

  - Strategy 4.2.2: Support the conversion of passenger vehicles and public transportation fleets to more fuel-efficient and alternative fuel vehicles, especially to those using renewable and cleaner fuels. Review and change the tax credit provisions to encourage these activities as appropriate.
  - Strategy 4.2.3: Work with federal, state, regional and local jurisdictions and agencies as well as transportation providers, shippers and the general public to develop a contingency plan for fuel shortages affecting passenger and freight transportation.

- Policy 4.3 – Creating Communities

  - Strategy 4.3.1: Support travel options that allow individuals to reduce vehicle use.
  - Strategy 4.3.2: Promote safe and convenient bicycling and walking networks in communities by: (1) filling in missing gaps in sidewalk and bikeway networks, especially to important community destinations such as schools, shopping areas, parks, medical facilities, and transit facilities; (2) enhancing walking, bicycling and connections to public transit through appropriate community and main street design; and, (3) promoting facility designs that encourage walking and biking.
  - Strategy 4.3.4: Promote transportation facility design, including context sensitive design, which fits the physical setting, serves and responds to the scenic, aesthetic, historic, and environmental resources, and maintains safety and mobility.
  - Strategy 4.3.5: Reduce transportation barriers to daily activities for those who rely on waking, biking, rideshare, car-sharing and public transportation by providing access to public transportation and the knowledge of how to us it, as well as providing facility designs that consider the needs of the mobility-challenged including seniors, people with disabilities, children and non-English speaking populations.

Goal 5 (*Safety and Security*) contains several relevant policies and strategies.

- Policy 5.1 – Safety

  - Strategy 5.1.3: Ensure that safety and security issues are addressed in planning, design, construction, operation and maintenance of new and existing transportation systems, facilities and assets.
  - Strategy 5.1.4: Support the further development and improvement of interoperable communication systems among safety and security-related agencies, jurisdictions and private entities. Ensure that clear communication protocols are established.
  - Strategy 5.1.9: Develop and implement a reliable, comprehensive, and coordinated multimodal transportation data, crashes and incidents reporting program to manage and evaluate transportation safety with the goal of better data integration.

- Policy 5.2 – Security
  - Strategy 5.2.1: Encourage the development of security plans for all modes of transportation encompassing prevention, detection and response. Security plans should provide for coordinated response across all entities and prioritize actions based on critical impact.
  - Strategy 5.2.2: Promote the development of cost-effective security measures for transportation facilities and infrastructure.

Goal 6 (*Funding the Transportation System*) contains a relevant policy and strategy:

- Policy 6.1 – Funding Structure
  - Strategy 6.1.3: Develop a transportation finance system which consciously attempts to provide equity among competing users, payers, beneficiaries, transportation systems providers, and regions of the state.

Goal 7 (*Coordination, Communication, and Cooperation*)

- Policy 7.3 – Public Involvement and Consultation
  - Strategy 7.3.1: In all phases of decision-making, provide affected Oregonians early, open, continuous, and meaningful opportunity to influence decisions about proposed transportation activities. When preparing and adopting a multimodal transportation plan, etc., conduct and publicize a program for citizen, business, and tribal, local, state and federal government involvement. Clearly define the procedures by which these groups will be involved.
  - Strategy 7.3.3: Seek out and facilitate the involvement of those potentially affected including traditionally underserved populations.
- Policy 7.4 – Environmental Justice
  - Provide equal access to public information and decision-making about transportation planning, financing, construction, operations, and maintenance activities.

Oregon Highway Plan, 1999

The 1999 Oregon Highway Plan (OHP), most recently revised in 2006, is a modal element of the Oregon Transportation Plan. The following portions of the OHP relate to aspects of the Albany Transit planning process:

- Policy 1B: Land Use and Transportation
  - Action 1B.1: Work with local governments to develop and implement plans that support compact development, especially within community centers and commercial centers. Support plans, strategies and local ordinances that include:
    - Parallel and interconnected local roadway networks to encourage local automobile trips off the state highway;

- Transit, bicycle, and pedestrian facilities, including street amenities that support these modes
- Design and orientation of buildings and amenities that accommodate pedestrian and bicycle use as well as automobile use;

- Action 1B.6: Develop design guidelines for highways that describe a range of automobile, pedestrian, bicycle or transit travel alternatives. The guidelines should include appropriate design features such as lighted, safe and accessible bus stops, on-street parking, ample sidewalks, pedestrian crossings, pedestrian scale lighting, street trees and related features.
- Action 1B.14: Work to accommodate alternate modes on state highways according to the various types of land uses and highways. Work toward development of alternate mode facilities in Special Transportation Areas, Commercial Centers and Urban Business Areas according to the other actions in this policy and to Table 4 on page 61. Use the following objectives to guide project design and development in other areas:

  a. Within Urban Growth Boundaries:

  On Expressways:

  - Accommodate bicycle lanes, if any, on shoulders or separated facilities.
  - Although pedestrians are generally not accommodated on Expressways for safety reasons, analyze accommodation on a case-by-case basis.

  On Other Urban Statewide, Regional and District Highways:

  - Accommodate bicycle lanes and sidewalks and other pedestrian facilities, especially in commercial centers and community use areas.
  - Provide convenient pedestrian crossings, especially at transit stops and other high-use generators.
  - Design intersections to address the needs of pedestrians and bicyclists.

  b. Outside Urban Growth Boundaries:

  - In unincorporated communities, address pedestrian crossing safety. This may be addressed through traffic signals and medians designed to serve as pedestrian refuges.

- Policy 1G: Major Improvements

  - Action 1G.1: Use the following priorities for developing corridor plans, transportation system plans, the Statewide Transportation Improvement Program, and project plans to respond to highways needs. Implement higher priority measures first unless a lower priority measure is clearly more cost-effective or unless it clearly better supports safety, growth management, or other livability and economic viability considerations. Plans must document the findings which support using lower priority measures before higher priority measures.

- Action 1G.2. Improve efficiency and capacity of existing highway facilities. The second priority is to make minor improvements to existing highway facilities access for alternative modes (e.g. bike lanes, sidewalks, and bus shelters), extending or connecting local streets, and making other off-system improvements.

- Policy 2E: Intelligent Transportation Systems

  - It is the policy of the State of Oregon to consider a broad range of Intelligent Transportation Systems services to improve system efficiency and safety in a cost-effective manner. Deployment of ITS shall reflect the user service priorities established in the Oregon Intelligent Transportation Systems Strategic Plan
  - Action 2E.6: Create a statewide network for real time weather, road condition, traffic, traveler services, and public transportation information.
  - Action 2E.7: Encourage transit operators and emergency service providers to develop standardized dispatching, vehicle monitoring, and vehicle priority systems.

- Policy 2F: Traffic Safety

  - It is the policy of the State of Oregon to continually improve safety for all users of the highway system using solutions involving engineering, education, enforcement, and emergency medical services.
  - Action 2F.3: In identifying solutions to traffic safety problems, consider solutions including, but not limited to
    - Constructing appropriate bicycle and pedestrian facilities including safe and convenient crossings.

- Policy 4B: Alternative Passenger Modes

  - It is the policy of the State of Oregon to advance and support alternative passenger transportation systems where travel demand, land use, and other factors indicate the potential for successful and effective development of alternative passenger modes.
  - Action 4B.1: Promote alternative passenger transportation services in commute highway corridors to help maintain or meet established performance standards.
  - Action 4B.2: Promote alternative passenger transportation services located off the highway systems that help to preserve the performance and function of the state highway system.
  - Action 4B.3: Encourage the development of alternative passenger services and systems as part of broader corridor strategies, and coordinate them with necessary supportive local actions. Such actions include developing applicable land use regulations, appropriate types of passenger services, adequate collector-distributor roadway systems, and other local transportation system elements.
  - Action 4B.4: Encourage the use of alternative passenger modes to reduce local trips on the state highway system where limited highway facilities accommodate large numbers of both intercity and local trips.

- Action 4B.5: Support the further development of alternative intercity passenger services in congested transportation corridors through additional peak hour service, use of excess freight rail system capacity, and the provision of support facilities and services which help connect passengers to their destinations (e.g., intercity passenger rail, air, and/or shuttle or charter bus operations coordinated with parking areas).
- Action 4B.6: In recreational corridors, promote shuttles and/or charter passenger transportation services, coordinated with off-site parking areas, to lessen congestion during peak periods for travel to significant tourist/visitor destination areas.

■ Policy 4E: Park-and-Ride Facilities

- It is the policy of the State of Oregon to encourage the efficient use of the existing transportation system and to seek cost-effective expansion of the highway system's passenger capacity through development and use of park-and-ride facilities.
- Action 4E.1: In coordination with local jurisdictions and based on an analysis of need and potential use, provide park-and-ride facilities at appropriate urban and rural locations adjacent to or within the highway right-of-way.
- Action 4E.2: Acquire right-of-way for park-and-ride facilities during construction or expansion projects as appropriate. Consider acquisition and use of adjacent right-of-way for park-and-ride facilities at highway interchanges, consistent with ODOT access management policies and standards.
- Action 4E.3: Establish partnerships with other jurisdictions and the private sector to site park-and-ride facilities.
- Action 4E.4: Convert informal parking areas within highway rights-of-way to formal park-and-ride facilities where appropriate.
- Action 4E.5: Use ODOT surplus property for park-and-ride facilities where appropriate.
- Action 4E.6: Provide park-and-ride facilities located in urban areas that are safely accessible by pedestrians, bicyclists, and transit users whenever feasible. Include secure bicycle parking in urban park-and-ride designs.

Oregon Public Transportation Plan, 1997

The 1997 Oregon Public Transportation Plan (OPTP) is a modal element of the Oregon Transportation Plan. The following portions of the OHP relate to aspects of the Albany Transit planning process:

■ Goal 1: Purpose of the Public Transportation System: The public transportation system should provide mobility alternatives to meet daily medical, employment, educational, business, and leisure needs without dependence on single-occupant vehicle transportation. The system should enhance livability and economic opportunities for all Oregonians, and lessen the transportation system's impact on the environment. The public transportation system should provide service and meet transportation needs in a coordinated, integrated, and efficient manner.

- Policy 1A: Urban Access, Rural Access, Basic Mobility: The public transportation system should provide access to rural and frontier areas, connecting them with all other parts of the state and with service within them so that residents have access to all parts of their community. Service to and within rural areas and small cities should fit the needs of the community, be economical, convenient to use and contribute to state objectives and level of service goals.
    - Strategy 1A.1 – Work with local governments to promote development and use of public transportation, bicycle, and pedestrian services.
    - Strategy 1A.2 – Work with local governments to identify and seek funding for high priority public transportation projects.
    - Strategy 1A.4 – Encourage adequate and efficient public transportation access to employment, shopping and other commerce, medical care, housing and leisure activities, including access for the transportation disadvantaged.
- Policy 1B: Environmental Protection: The public transportation system should be designed, operated and maintained so that public transportation facilities and services lessen the transportation system's impact on air and water quality, the natural environment and energy consumption.
- Policy 1C: Economic Prosperity: The public transportation system should strengthen economic opportunities by providing travel options that increase access to jobs.
- Policy 1D: Land Use: The public transportation system and local land use planning should be complementary and coordinated. Public transportation should be both responsive to and facilitate implementation of land use laws.

■ Goal 2: The Components of the Public Transportation System: The public transportation system should be comprised of a hierarchy starting with (level 1) ridesharing or volunteer programs and moving upward as population and density increase to include (level 2) taxi or minibus service and finally adding (level 3) fixed-route services where appropriate. To ensure coordination and efficiency, different types of service should be provided as part of a single, unified public transportation system. Systems for special needs and the general public users should be integrated. Transportation demand management projects should be encouraged anywhere they can meet a need and not be restricted to metropolitan areas.

- Policy 2A: Urban, Small City and Rural Public Transportation Systems: Public transportation should be provided in small cities and towns in a manner appropriate for their size, density, and locally identified needs. At a minimum, public transportation should serve the transportation disadvantaged with rideshare, volunteer programs, taxis, or minibus services. Rideshare matching and transportation demand management services should be available in communities of 10,000, and may be available in communities of 5,000 where there are large employers with a base of at least 500 employees who are not covered by a regional program. General public transportation with fixed route or other service may be available, and all places of 10,000 people or more should have demand response service.

- Strategy 2A.2: Implement the public transportation requirements of the Americans with Disabilities Act of 1990
- Strategy 2A.3: Promote development of transit centers that are safe, near residential areas, and easily accessible to pedestrians and bicyclists.
- Strategy 2A.6: Pursue revision of regulatory systems to stimulate the provision of transportation services by private companies in rural areas.
- Policy 2B: Intercity Bus and Rail Systems: The intercity bus and rail system should operate to provide a well-coordinated, unified network which enables Oregonians and visitors to access services and activities as identified in the minimum levels of service section. The passenger rail system should provide service through Oregon's main regional and interstate corridors. The passenger bus element should complement rail service b augmenting train schedules, providing feeder service, and serving the bulk of intercity travel needs to communities outside of rail corridors.

- Goal 3: The Management and Financing of the Public Transportation System: The public transportation system should be planned, operated, managed, and financed cooperatively by public and private organizations representing statewide, regional, and local interests.

  - Policy 3B: State Financing: State financial support for public transportation should be reliable, flexible, and stable, based on level of service factors, linked to state objectives and financial resources. The state, in partnership with others, should continue to seek development of new financing mechanisms that contribute to the overall financial adequacy of the public transportation system to meet these objectives.
  - Policy 3C: Public Transportation Facilities and Equipment Management System (PTMS): ODOT, in cooperation with affected local and regional governments, will develop and maintain a PTMS. The PTMS will supply data and other information to help guide public transportation planning, decision making and financing
    - Strategy 3C.2: Provide management training and technology sharing for public and private transportation providers and operators.

Oregon Highway Design Manual (December 2003)

The Highway Design Manual provides uniform design standards and procedures for ODOT. It is intended to provide guidance for the location and design of new construction, major reconstruction, and resurfacing, restoration, and rehabilitation projects. This document includes a chapter focusing on pedestrian and bicycle, and a chapter with design guidelines for public transportation. Other chapters also provide some information relating to the pedestrian, bicycle, and transit modes. Since its completion in year 2003, this manual has been updated and revised several times. The manual provides too many details to be repeated here; instead, a summary of the relevant sections is given below, along with a few key design points.

- Chapter 9, *Intersection and Interchange Design*, covers the design guidelines, standards, and process for designing road approaches, signalized and unsignalized at-grade intersections, and

interchanges for State Highways. This chapter also discusses bicycle and pedestrian needs in the design of intersections and interchanges.

- Chapter 11, *Pedestrian and Bicycle,* provides general guidance for bicycle and pedestrian movements. Some key points are highlighted below.
  - Urban Highways
    - Bicycle Accommodation: Shoulders are necessary for safety, capacity, and maintenance reasons. The manual also provides the standard width for bike lanes.
    - Pedestrian Accommodation: Sidewalks separated with a buffer are the preferred facility for pedestrians.
    - Sidewalk Dimensions: The manual specifies the standard width for sidewalks and lists several conditions that require greater widths.
    - Americans with Disabilities Act: Sidewalks and connections to private properties must be built so people with limited mobility and sight can easily use them. This section covers standards and guidance to make them accessible.
  - Transit Stops: If a highway project is on a transit route, a complete sidewalk system should be provided for the length of the project. If the project ends at a transit stop, sidewalks should continue to the nearest intersection or to the nearest section of existing sidewalk. There are standards about bus stops in this section. Additionally, the location of bus stops in relation to street crossing opportunities is discussed.
  - Street Crossings: Sidewalks provide mobility along the highway, but full pedestrian accommodation also requires frequent, safe and convenient crossing opportunities. In most cases, it is best to combine measures to improve pedestrian crossing opportunities and safety. Potential measures include raised medians, crossing islands, curb extensions, illumination, crosswalks, pedestrian signals, signing, and sight distance improvements.
- Chapter 12, *Design Guidelines for Public Transportation,* provides guidance to designers for integrating good public transportation design practices into projects. The best practices outlined in this section are intended to provide consistent guidance for all designers.

Design Considerations:

- Yield to Bus Law: This law influences the decision of the local jurisdiction and ODOT between constructing bus pullouts and curbside stops.
- Bus Signal Priority System: These systems can provide arriving buses the capability to alter the timing (but not the sequence) of green intervals at traffic signals. Discussions with the local transit agency will result in identifying the need for bus priority signalization.
- Americans with Disabilities Act: Public transportation provides service to persons with disabilities. Designs must comply with the requirements of the Americans with Disabilities Act.

- Safety and Personal Security: Design considerations include safety elements such as pedestrian access, passenger visibility, and traffic impacts, and personal security elements such as lighting, nearby development, and open areas.

Bus Stops: The spacing, location, and design of bus stops significantly influence transit system performance and ridership.

- Bus Stop Location Selection must address both traffic operation issues and passenger accessibility issues. If possible, the bus stop should be located in an area where typical improvements, such as a bench or shelter, can be placed in the public right of way. Elements to consider in bus stop placement include the following:
    - Use:
        - Proximity to major trip generators;
        - Presence of sidewalks, crosswalks, and curb ramps;
        - Connection to nearby pedestrian circulation system;
        - Access for people with disabilities; and
        - Convenient passenger transfers to other routes.
    - Traffic and Rider Safety:
        - Conflict between buses and other traffic;
        - Passenger protection from passing traffic;
        - All weather surface to step to/from the bus;
        - Open and lighted spaces for personal security and passenger visibility; and
        - Street illumination.
    - Bus Operations:
        - Adequate curb space for the number of buses expected at the stop at one time;
        - On-street automobile parking and truck delivery zones;
        - Traffic control devices near the bus stop, such as traffic signals or stop signs;
        - Volumes and turning movements of other traffic, including bicycles;
        - Width of sidewalks;
        - Pedestrian activity through intersections;
        - Proximity and traffic volumes of nearby driveways;
        - Street grade;
        - Ease of re-entering traffic stream; and
        - Proximity to rail crossing.

Bus Stop Layout and Delineation: The bus stop must be clearly delineated to ensure that other traffic will not use the stop area and to give bus operators direction on where to stop the bus.

- Guidelines for Special Treatments:
    - Bus Pullouts: Bus stops may be designed with a pullout, which allows the transit vehicle to pick up and discharge passengers in an area outside the traveled way. Bus pullouts are provided primarily on high-volume and/or high-speed arterials. Well placed, carefully designed bus pullouts offer safe passenger loading and unloading with minimal delays to both transit and other roadway traffic.
    - Curb Extensions: A curb extension may be constructed along streets with on-street parking in areas with high pedestrian sue such as downtown shopping districts and central business districts. Curb extensions may be designed in conjunction with bus stops to facilitate bus operations and passenger access.
    - Bus Pads: Very concentrated loads, coupled with the dynamic nature of braking, places high demands on the pavement at bus stops. Some curbside stop areas may require strengthened pavement sections.

Park-and-Ride facilities provide parking for people who wish to transfer from their personal vehicle to public transportation or carpools/vanpools. The manual provides guidance on siting and designing park-and-ride facilities.

Chapter 13 includes specific design features and dimensions for bus facilities on state highways.

REGIONAL AND COUNTY PLANS

Linn County Comprehensive Plan, 2002

The Linn County Comprehensive Plan provides a general path for growth and development in Linn County through 2021 in conjunction with the comprehensive plans of the cities in Linn County. The goals and policies of the plan seek to better manage the land base and natural resources of the county. A summary of the key goals and policies and identified projects in the transportation element of the plan (Chapter 907) are provided below.

- Policy: Provide transportation access for all residents.
- Policy: Encourage transportation demand management measures to reduce the number of single occupant vehicle trips.
- Goal: Reduce air pollution, energy consumption and noise pollution through the land use and transportation planning process.
- Goal: Maintain level of service D or better throughout the County-owned arterial and collector system over the next 20 years.

The plan also does the following:

- Requires that new development projects be designed and operated in such a manner that they will not have significant adverse effects on the transportation system.
- Promotes the reduction of automobile use through land use planning that encourages alternative mode use.
- Encourages bicycles, pedestrian and transit friendly design features in new development projects where appropriate.
- Supports land use and transportation policies that enhance one another.
- Promotes development patterns that allow and encourage the conservation of energy used for transportation.
- Supports a transportation system that maintains and supports multimodal transportation opportunities and strengthens the local and regional economy.
- Supports transfer of County roads to city jurisdictions when urban development and annexation occurs.
- Supports passenger rail service between Albany, Lebanon and Sweet Home.
- Supports Highway 20 widening and intersection realignments east of I-5.

Linn County Transportation Plan projects within the Albany UBG are identified below according to their priority as defined by Linn County:

- High Priority
  - Capacity improvement on Airport Road
- Medium Priority
  - Capacity improvement on Old Salem Road (I-5 to Murder Creek Road)
  - Capacity improvement on Grand Prairie Road (Spicer Road to Albany city limits)
- Low Priority
  - Intersection improvement at Knox Butte / Scravel Hill Road
  - Intersection improvement at Three Lakes Road/Grand Prairie Road
  - Intersection improvement at Spicer Drive/Grand Prairie Road
- Bicycle Project Priorities
  - Old Salem Road
  - Grand Prairie Road
  - Spicer Road
  - Ellingson Road
  - Seven Mile Lane Road

Linn County Coordinated Public Transit-Human Services Transportation Plan (2007)

The Linn County Coordinated Public Transit-Human Services Transportation Plan was developed to improve coordination between public transit service providers who provide transportation services to seniors, persons with disabilities, and residents with low income. The plan includes an evaluation of community resources, an assessment of transportation needs, strategies to address the needs, and relative priorities of the needs and opportunities. This review consists of the findings, issues, and transportation needs, as well as the potential opportunities for addressing the needs, identified in Chapter 4 as high or highest priorities.

Highest Priorities:

A. Sustain current services and provide a realistic and sustainable funding base.

B. Improve utilization, coordination, recruitment, training, and retention of volunteers for paratransit and other transit related programs.

C. Establish an effective preventative maintenance program for transit vehicles, identify a sustainable funding source, and improve coordination of vehicle use.

D. Improve coordination between small service providers to make efficient use of technical assistance.

E. Establish equitable and sustainable funding for services to people with developmental disabilities.

F. Improve coordination between transit service providers and other services.

G. Improve access to information on transportation service options.

High Priorities:

H. Expand volunteer programs, paratransit services between counties.

I. Expand paratransit service to less populated areas.

J. Expand fixed route service to less populated areas.

K. Expand hours and/or days of service for public transit/paratransit programs and improve coordination and connections between systems.

LOCAL PLANS

City of Albany Comprehensive Plan, 1980 (last amended 2004)

The Albany Comprehensive Plan provides a framework for making decisions about land use and natural resources. It is intended to guide short- and long-term development, and attempts to incorporate the values and concerns of the community. A summary of the transportation related goals and policies that are outside of the transportation component of the plan are shown below.

- Reduce air pollution in the Albany area and ensuring that future land use maintains air quality standards.
- Create village centers that offer housing and employment choices.
- Encourage land use patterns and development plans that take advantage of density and location to reduce the need for travel and dependency on the private automobile, and facilitate energy-efficient public transit systems.
- Promote clustered rather than strip commercial development to encourage efficient and safe transportation, reduction in auto use and compatibility between commercial and adjacent residential land uses.
- Promote improving Central Albany's image, livability, appearance, and design through enhancements including pedestrian and bicycle corridors oriented to the Willamette and Calapooia Rivers and to Albany's canal system, and pedestrian-oriented commercial areas.

The Albany Transportation System Plan and the North Albany Local Street System Plan are both adopted as part of the Transportation element of the Comprehensive Plan. Policies from the transportation element of the Comprehensive Plan are summarized below.

- Protect transportation facilities for their identified functions through access control measures and land development patterns that minimize direct access onto arterials and collectors.
- Develop a roadway system that is efficient and safe while preserving neighborhood quality and character.
- Encourage transportation planning, land use planning, and design standards that reduce automobile dependency.
- Develop and support local and area-wide public transit/paratransit that promotes ridership by serving a large number of potential users and provides opportunities for individuals with disabilities.
- Encourage bicycle and pedestrian routes and facilities that provide a direct route between destinations that are reasonably free of hazards and provides access to parks and other recreation areas.
- Support the development of higher speed rail facilities.
- Maintain safe and efficient automobile, pedestrian, and bicycle railway crossings.
- Coordinate with ODOT Rail Safety Division and railroad companies to ensure that rail traffic does not impede the smooth and safe flow of vehicular traffic.
- Support the development of airport services that serve the needs of the community.

City of Albany Transportation System Plan, 1997

The 1997 Albany TSP is the adopted element of the Albany Comprehensive Plan. It addresses land use issues within the jurisdiction of the City of Albany and Urban Growth Boundary, and is

intended to be consistent with the Transportation Planning Rule, as well as the Linn and Benton County TSPs. The 1997 Albany TSP is the foundation document of the Albany TSP Update.

City of Albany Transportation System Plan Update, 2009

The 2009 Albany TSP update is intended to guide the management and development of appropriate transportation facilities within the City of Albany, incorporating the community's vision, while remaining consistent with state and other local plans. This plan will be adopted into the City's Comprehensive Plan providing the majority of the required transportation elements of a comprehensive plan. Albany's vision for the transportation system is *a safe, diversified, and efficient transportation system that serves the needs of anticipated growth while protecting and enhancing Albany's economy, neighborhood quality, and natural and built environment.*

The City's vision is translated into the following four goals as outlined in the TSP:

- Goal 1. Provide an efficient transportation system that facilitates the local and regional movement of people and goods.
    - Reduce miles of travel and travel time through improved connectivity where "barriers" exist (such as Interstate 5, railroads, waterways, or neighborhoods)
    - Maintain acceptable roadway and intersection operations where feasible considering environmental, land use, and topographical factors.
- Goal 2. Provide a safe transportation system.
    - Improve safety at locations with known safety issues.
    - Minimize conflicts along high volume and/or high speed corridors.
- Goal 3. Provide a diversified transportation system that ensures mobility for all members of the community and provides alternatives to automobile travel.
    - Improve the quality of available transit service as measured by coverage, hours of service and frequency.
    - Develop bicycle and pedestrian facilities that encourage non-vehicular travel.
    - Provide direct off-roadway pedestrian and bicycle routes and connections.
    - Maintain and support the Albany airport as a regional facility.
    - Maintain and support the Albany Station as a regional facility.
- Goal 4. Provide a transportation system that balances financial resources with community livability and economic vitality.
    - Preserve and protect corridors of local and regional significance that are identified for vehicular and non-vehicular routes.
    - Establish priorities and define the incremental steps needed for investment of ODOT and Federal revenues to address safety and major capacity problems on the State and Interstate transportation system.

North Albany Local Street System Plan, 1995

The North Albany Local Street System Plan develops a plan for a well-connected street network in North Albany that reduces reliance on the automobile and increases the use of transit, bicycling, and walking. The plan identifies preferred alignments of the collector and local street network and recommends changes to the Albany Development Code. A summary of the key points from this plan is shown below.

- Identifies areas of expected growth and assumptions for growth to the year 2015.
- Establishes 28 feet as the curb-to-curb width of minor local streets with parking on both sides, and 22 feet as the width of minor local streets with parking on one side.
- Recommends that new all streets in North Albany be built with curb and gutter instead of ditches in order to reduce the right-of-way needed and maintenance costs.
- Recommends 6 feet as the preferred width for bicycle lanes and recommends bicycle lanes.
- Encourages that sidewalks should be designed not only with function in mind, but also to provide pedestrians with a feeling of safety from high speed traffic.
- Recommends a minimum sidewalk width of 5 feet when a buffer between the sidewalk and curb is provided, and wider where there is no buffer.

Establishes 500 feet as the maximum block length between intersections of non-skinny through streets, and does not count cul-de-sacs as intersections.

Section 4
Linn County
Demographics

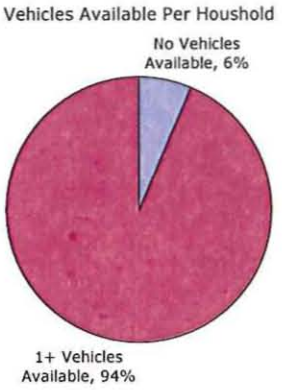
Linn County Demographics

The 2005-2007 American Community Survey (ACS), which represents average conditions in a given area over a three year period, reported the following demographic information for Linn County.

Total Population: 110,893

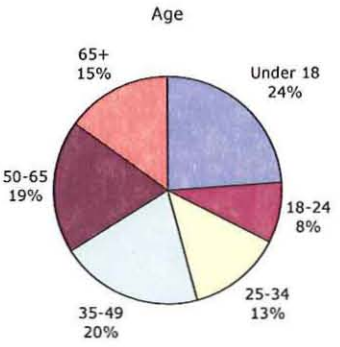
Vehicles available per household

The ACS provides information related to the total number of vehicles available per household. According to ACS, six percent of all Linn County households did not have a vehicle available, while the remaining 94 percent had at least one vehicle available.



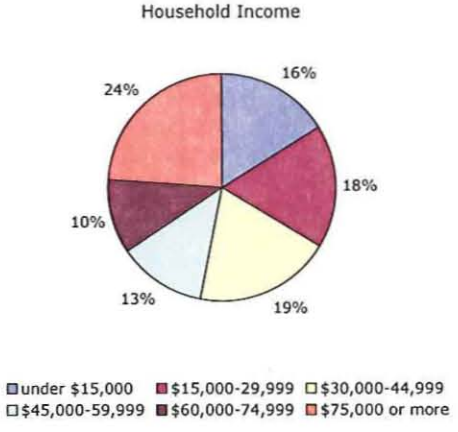
Age

According to ACS, the distribution of age groups is relatively even, with the greatest percentage (24 percent) below the age of 18. Seniors (age 65 and older) made up 15 percent of the population.



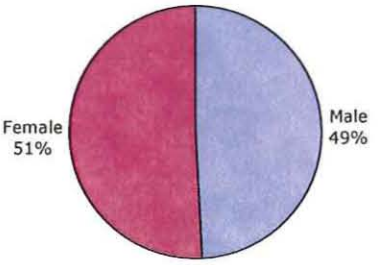
Household income

The ACS provides information related to total household income in the past 12 months (in 2007 inflation-adjusted dollars) per household. According to ACS, the household income distribution in Linn County is relatively even, with the greatest percentage (24 percent) earning $75,000 or more.



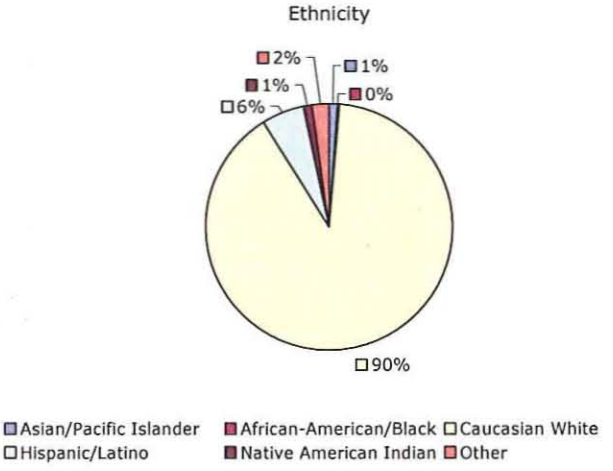
Gender

According to ACS, there are slightly more women than men with 51 percent female and 49 percent male.



Ethnicity

According to ACS the largest ethnic group is White/Caucasian (90 percent), followed by Hispanic/Latino (6 percent), while the remaining ethnic groups make up 4 percent of the population.



Section 5
Albany Transit Services – Existing Conditions

Albany Transit Services – Existing Conditions

This section describes Albany's existing transit services and facilities, including transit service providers, ridership, and infrastructure. Summaries for fixed route services include route descriptions, headways (the length of time between buses at the same stop), service spans, number of stops provided, user cost, and other relevant information. The demand responsive summaries include information regarding how to use the service, operating schedule, and price. *The current ATS transit guide, including map and schedule, is provided in Appendix "A".*

ALBANY TRANSIT SYSTEM (ATS)

Routes and Stops

Albany Transit System (ATS) offers a variety of routes throughout the City of Albany. Services operate Monday through Friday with the earliest services starting at 6:30 a.m. and the latest service ending at 6:00 p.m. Services are closed on major holidays. ATS Routes 1, 3, and 4 provide connections to the Linn-Benton Loop and Linn Shuttle routes at Albany Station and Linn Benton Community College. Route 2 provides connections to the Linn-Benton Loop and Linn Shuttle routes at Albany Station only. All ATS Routes provide connections to Amtrak and the Valley Retriever at Albany Station. ATS routes are as follows:

- Route 1- Morning Express: This service operates from 6:30 a.m. to 8:30 a.m. It has a one-hour headway and completes its route two times during its two hours of operation. This route serves downtown Albany, Fred Meyer, Albany General Hospital, Linn-Benton Community College, Fairmont School, North Albany, and Albany Station.
- Route 2 – Mid-day (East and Southeast): This service operates from 9:00 a.m. to 4:00 p.m. It has a one-hour headway and completes its route seven times during its seven hours of operation. This route serves Albany Station, Downtown Albany, Costco, Linn County Fair and Expo Center, Heritage Mall, and Fred Meyer. Transfers to the Route 3 bus occur at Albany Station and at Jackson and 32nd Avenue in South Albany.
- Route 3 – Mid-day (North and Southwest): This service operates from 9:00 a.m. to 4:00 p.m. It has one-hour headway and completes its route seven times during its seven hours of operation. This route serves Downtown Albany, Fairmont School, the North Albany Park & Ride, North Albany, Albany General Hospital, Linn-Benton Community College, the local YMCA, and Albany Station. Transfers to the Route 2 bus occur at Albany Station and at Jackson and 32nd Avenue in South Albany.
- Route 4 – Afternoon (East and Southeast): This service operates from 4:15 p.m. to 5:00 p.m. It has 24-hour headway and completes its route one time during its one hour of operation. This route serves downtown Albany, Fred Meyer, and the Heritage Mall.
- Route 4 – Afternoon (Southwest): This service operates from 5:15 p.m. to 6:00 p.m. It has 24-hour headway and completes its route one time during its one hour of operation. This route serves downtown Albany, Albany General Hospital, Linn-Benton Community College, the local YMCA, and Albany Station.

ATS has approximately 85 designated stops, 21 of which have shelters. Park & Ride facilities are available in North Albany on Hickory Road, at LBCC in the south parking lot west of Takena Hall, and at Albany Station.

Fares

One-way fares for the Albany Transit Service are as follows: $0.75 for adults and $0.50 for seniors, the disabled, and youth (ages 6-17). Children under age 6 ride free. Linn-Benton Community College (LBCC) and Oregon State University (OSU) students, staff, and faculty ride using a pass, provided through special transit programs with the schools. ATS also offers free transfers between routes within their own system.

Ridership

The ridership information from ATS includes total monthly ridership by route in addition to the total number of LBCC, OSU, HP, and Good Samaritan passes used from FY 2000-01 through FY 2008-09. Table 5-1 summarizes the average daily ridership by route for the last nine fiscal years.

Table 5-1 ATS Average Daily Ridership by Route

Route	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
Route 1	28	29	27	29	27	30	28	22	29
Route 2	131	135	131	135	131	126	125	121	148
Route 3	80	91	102	100	91	102	93	94	115
Route 4	20	20	17	20	19	23	20	19	23
Total	240	275	277	285	269	281	266	257	314

As shown in Table 5-1, ATS experienced a 31 percent increase in average daily ridership between FY 2000-01 and FY 2008-09. The most significant increase occurred recently, 22 percent between FY 2007-08 and FY 2008-09. This increase is the result of a 47 percent increase in the use of LBCC student passes, a 122 percent increase in OSU passes, and the implementation of employer pass programs with HP and Good Samaritan. Increasing gas prices, as well as fluctuations in the economy and the subsequent increase in enrollment at many of Oregon's universities, may have contributed to the increase in ridership.

The following information was derived from a comparison between FY 2000-01 and FY 2008-09 ridership data received from ATS:

- Route 1 experienced a 2 percent increase and now represents 9 percent of total ridership.
- Route 2 experienced a 13 percent increase and now represents 47 percent of all ridership.
- Route 3 experienced a 43 percent increase and now represents 36 percent of all ridership.
- Route 4 experienced a 17 percent increase and now represents 7 percent of all ridership.
- Monthly ridership is at its highest during the school months of September through June.

- October, with Try Transit Week, is the busiest month for ATS.

Additional information related to ATS's fixed route ridership is available in Appendix "B".

Vehicles

ATS provides wheelchair lift service on all buses, which makes bus boarding feasible for passengers requiring a wheelchair or other mobility device, or who have difficulty climbing stairs. Buses are also equipped with bicycle racks. Racks hold two bikes at a time and are available on a first come, first serve basis. ATS currently operates with three buses. Table 5-2 summarizes the ATS vehicle inventory.

Table 5-2 ATS Vehicle Inventory

Vehicle No.	Description	Make	Model	Year	Fuel Type	Seating Capacity	Mileage	Condition
455-05	Transit Coach	Gillig	Low-Floor	2005	Diesel	34	163,000	Good
460-91	Transit Coach	Gillig	Spirit	1991	Diesel	23	316,000	Poor
470-97	Transit Coach	Gillig	Phantom	1997	Diesel	36	435,000	Fair

Revenue and Expenditures

The financial information for revenues and expenditures from ATS includes fiscal years (FY) 2005-06 through FY 2008-09. The revenue information contains adjusted estimates, year-to-date revenues, and the percent of revenues received. The expenditure information contains adjusted appropriations, year-to-date expenditures, and the percent of expenditures used. Table 5-3 summarizes the primary sources of revenue for ATS for FY 2005-06 through FY 2008-09.

Table 5-3 ATS Fixed-Route Revenue

Funding Source	FY 2005-06		FY 2006-07		FY 2007-08		FY 2008-09	
	Funds	Share	Funds	Share	Funds	Share	Funds	Share
State Operating Match Grant	$98,844	27.4%	$0	0.0%	$0	0.0%	$0	0.0%
Business Energy Tax Credit	$49,266	13.6%	$0	0.0%	$0	0.0%	$0	0.0%
State Revenue Sharing Fund	$182,100	50.4%	$0	0.0%	$0	0.0%	$0	0.0%
FTA Section 5311 Grant	$0	0.0%	$186,235	48.3%	$205,480	48.3%	$225,792	47.3%
General Fund	$0	0.0%	$153,100	39.7%	$164,300	38.6%	$141,500	38.9%
Bus Fares/LBCC Fare Match	$18,465	5.1%	$38,116	9.9%	$34,831	8.2%	$38,022	10.5%
Other	$12,705	3.5%	$7,983	2.1%	$20,939	4.9%	$13,182	3.3%
Total	$361,380	100.0%	$385,434	100.0%	$425,550	100.0%	$418,496	100.0%

In FY 2005-06 ATS received a majority of its funding from the State Operating Match Grant, the Business Energy Tax Credit (BETC) Grant, and from the State Revenue Sharing Fund. Revenue from these three sources represented approximately 90 percent of all revenue in FY 2005-06. In FY 2006-07, those revenue streams were replaced by funds from the FTA section 5311 grant and the City of Albany's General Fund. Revenue from these two sources constituted approximately 90 percent of all revenue between FY 2006-07 and FY 2008-09. *Additional information related to revenues is available in Appendix "C".*

Table 5-4 shows the primary expenditures for ATS for FY 2006-07 through FY 2008-09.

Table 5-4 ATS Fixed-Route Expenditures

Expenditures	FY 2005-06		FY 2006-07		FY 2007-08		FY 2008-09	
	Funds	Share	Funds	Share	Funds	Share	Funds	Share
Wages, Salaries, Benefits	$221,382	68.6%	$246,570	61.1%	$243,247	59.9%	$283,694	66.2%
Vehicle Fuel Charge	$30,488	9.5%	$33,611	8.3%	$40,277	9.9%	$44,447	10.4%
Maintenance	$28,649	8.9%	$40,720	10.1%	$33,902	8.3%	$25,171	5.9%
Other	$41,977	13.0	$82,733	20.5%	$88,904	21.9%	$74,209	17.5%
Total	$322,496	100.0%	$403,634	100.0%	$406,330	100.0%	$427,521	100.0%

Wages, salaries, and employee benefits represent the largest expenditures for FY 2005-06 through FY 2008-09. Expenditures in these areas totaled approximately 60 to 70 percent during the four year period and are estimated to represent approximately 60 percent of total expenditures for FY 2009-10. Vehicle fuel charges have increased steadily over the last four fiscal years and represented approximately 10 percent of total expenditures for FY 2008-09. Maintenance, including building, communication equipment, trolley, and vehicle maintenance was down from 10.1 and 8.3 in FY's 2006-07 and 2007-08 to 5.9 percent of total expenditures in FY 2008-09. *Additional information related to expenditures through 2009-10 is also available in Appendix "C".*

OTHER TRANSIT SERVICE PROVIDERS

Several public transportation services connect with ATS service, including the Linn-Benton Loop, Corvallis Loop, Linn Shuttle, Valley Retriever, and Amtrak. The Albany Call-A-Ride service and the Benton County Dial-A-Bus are the demand responsive services within the City of Albany.

Linn-Benton Loop

The Linn-Benton Loop provides services between Albany, Linn-Benton Community College, downtown Corvallis, Oregon State University, and Hewlett Packard. This service operates Monday through Friday except major holidays. One-way fares are $1.25 for adults and $1.00 for senior citizens, the disabled, and youth. Linn-Benton Community College and Oregon State University students, staff, and faculty ride at no fare on pass programs provided by the college and university. Hewlett Packard also provides a pass program for employees and contractors. The Linn-Benton

Loop connects with the Albany Transit Service route at several locations throughout the City of Albany, including:

- Albany Station
- 2nd and Broadalbin
- North Albany Park-and-Ride
- LBCC Park-and-Ride
- Heritage Mall

The Linn-Benton Loop routes are:

- Morning Route: This service operates from 6:25 a.m. to 10:00 a.m. It has a 70-minute headway and completes its route three times during its 3.5 hours of operation. This route includes service to Downtown Albany, North Albany Park & Ride, Hewlett Packard, Downtown Corvallis, Oregon State University, Linn-Benton Community College, and Albany Station.
- Midday/Express Route: This service operates from 10:00 a.m. to 2:30 p.m. It has a one-hour headway and completes its route five times during its 4.5 hours of operation. At the end of the fifth cycle, the service makes one final drop off at it starting location. This route includes service to Linn-Benton Community College, Downtown Corvallis, and Oregon State University.
- Afternoon Route: This service operates from 2:45 p.m. to 7:00 p.m. It has a 70-minute headway and completes its route three times during its 4 hours of operation. This route serves Downtown Albany, Albany Station, Linn-Benton Community College, Downtown Corvallis, Oregon State University, Hewlett Packard, and the North Albany Park & Ride. At the end of the third cycle, it makes one final drop off at it starting location.
- Saturday and Holiday services: This service operates from 8:00 a.m. to 6:00 p.m. It has 75-minute headway and completes its route six times during its 10 hours of operation (no service is provided between 12:00 p.m. and 1:00 p.m.). This route includes service to Downtown Albany, North Albany Park & Ride, Downtown Corvallis, Oregon State University, Linn-Benton Community College, and Albany Station.

Linn Shuttle

The Linn Shuttle is available to all users. Fares are $1.00 each way for riders 55 years and older, the disabled, and the general public. Linn-Benton Community College students, staff, and faculty ride using a pass program provided by the college. The service operates Monday through Friday and offers four different routes. Most routes serve the Sweet Home Senior Center, Lebanon Wal-Mart, Linn-Benton Community College, and the Albany Target. All routes provide a connection to the Linn-Benton Loop and ATS routes at Albany Station and at Linn-Benton Community College. The Linn Shuttle routes are as follows:

- Route 1: This service operates from 7:00 a.m. to 9:05 a.m. and completes its route one time during its two hours of operation. This route serves 13 stops.
- Route 2: This service operates from 9:30 a.m. to 11:40 a.m. and completes its route one time during its two hours of operation. This route serves 13 stops.
- Route 3: This service operates from 1:30 p.m. to 3:55 p.m. and completes its route one time during its two and a half hours of operation. This route serves 13 stops.
- Route 4: This service operates from 4:30 p.m. to 6:35 p.m. and completes its route one time during its two hours of operation. This route serves 13 stops.

Amtrak

Amtrak provides services throughout the United States and parts of Canada. It operates daily with fare prices varying depending on length of trip, day of purchase, and day of travel. Amtrak provides two train routes that service the Albany Station, and several different bus routes. The Amtrak train and bus routes are as follows:

Train: The Amtrak Cascades operates daily between Eugene, OR and Vancouver, BC. It serves 17 stops and operates on a daily basis. There are typically two services each day, but it is subject to change. The trip length is six hours and 30 minutes from start to finish. Trips from Eugene to Albany are approximately 45 minutes and trips from Albany to Portland are approximately 2 hours. The Coast Starlight operates daily between Seattle, WA and Los Angeles, CA. It serves 21 stops and operates once a day. The trip length is 35 hours from start to finish. Trips from Eugene to Albany are approximately 45 minutes and trips from Albany to Portland are approximately 2 hours.

Bus: There are ten Amtrak buses that service Albany. They travel between Portland and Eugene, Portland and Newport, Newport and Salem, Newport and Albany, and Newport and Bend. Service times and cost varies. The Amtrak bus service replaced Greyhound service to Albany that was discontinued in 2004.

Albany Call-A-Ride

The Albany Call-A-Ride program is a citywide paratransit service for seniors (ages 60 and up) and citizens with disabilities who are unable to use conventional transit services. Albany Call-A-Ride provides curb-to-curb transportation to doctors, banking, shopping, and other services. Service is provided on a shared ride basis as a supplement to the Albany Transit System's fixed route service.

Minibus: In cooperation with Council of Governments and Meals on Wheels, Call-A-Ride provides transportation to individuals who would like to come to the meal site at the Senior Center to have lunch. The Call-A-Ride minibus transports up to 12 riders to and from the Senior Center, Monday through Friday, between 10:00 a.m. and 12:00 p.m. In addition, once a week, Call-A-Ride provides bus transportation for up to 9 riders to Fred Meyers Grocery Store. The driver assists passengers with their grocery items to and from the bus. While the driver may assist you with your groceries they are not allowed to take them into your home.

The Albany Call-A-Ride program is a service of the City of Albany. It is staffed primarily by volunteer drivers and dispatchers who operate under the direction of the Paratransit Services Supervisor. This program is funded primarily through State and Federal grants, City of Albany, and rider fares. Hours are between 7:00 a.m. and 6:00 p.m. Monday through Friday and between 8:00 a.m. and 6:00 p.m. on Saturday. Service is not available on Sundays and Holidays. The Call-A-Ride program currently has seven vehicles in operation including the Minibus. One-way fares are $1.00 per person. Table 5-4 summarizes the average daily ridership on ATS's Call-A-Ride service.

Table 5-5 Average Daily Paratransit Ridership

Route	2003[1]	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
	55	55	55	60	62	72	74

1. The 2003 data represents total ridership from January through June of 2003.

As shown in Table 5-5, ATS's Call-A-Ride service experienced a 35 percent increase in average daily ridership between 2003 and FY 2008-09. The most significant increase, 15 percent, occurred between FY 2006-07 and FY 2007-08. *Additional information related to ATS's paratransit ridership is provided in Appendix "D".*

Benton County Dial-A-Bus

The Benton County Dial-A-Bus service provides transportation to senior citizens and persons with disabilities between Albany and Corvallis. Senior citizens are classified as 60 years or older. Persons with disabilities are not restricted by age; however, it is stipulated that this service is available to those with disabilities who cannot access other fixed route services.

Benton County Dial-A-Bus operates on Tuesdays and Thursdays from 7:30 a.m. to 4:35 p.m. and completes four roundtrip routes between Albany and Corvallis. The fare is $3.00 each way. Service is not available on New Year's Day, Independence Day, Thanksgiving Day, or Christmas Day. This service does not require any transfers. Rides are available on a first come, first served basis. A reservation option is available and may be done one to seven days in advance of the ride.

Section 6
ATS Rider Survey

ATS Rider Survey

The ATS Rider Survey was designed to gather information from current ATS riders. The survey requested information from riders related to their general perception of the service, in addition to how they use the service and what they would like to see changed. It should be recognized that these perceptions are those of current riders whose needs are at least minimally met by the existing service. It does not reflect those riders who would start riding if services better met their needs.

EXECUTIVE SUMMARY

- A majority of respondents were destined for LBCC (52 percent), heritage Mall (13 percent), or Fred Meyer (13 percent).
- A majority of respondents waked to the bus stop (94 percent). Of those who did 59 percent walked less than 2 blocks.
- A majority of respondents did not transfer to complete their trip (61 percent), while 31 percent transferred to other ATS routes. The remaining riders transferred to other transit services.
- Overall, 73 percent of respondents were very satisfied or somewhat satisfied with ATS services. Professionalism of the drivers and value for fair paid received the highest ratings.
- The top three suggested improvements were to increase service hours (21 percent), increase service frequency (19 percent), and add weekend and holiday service (15 percent).
- A comparison between the demographic information provided in the ACS and ATS rider survey indicate the following:
    - The ACS reported that 94 percent of Linn County households have one or more vehicles available, while the results of the rider survey indicate that only 10 percent of ATS riders have a vehicle available.
    - The ACS reported that the distribution of households by income in Linn County is relatively even, with the greatest percentage (24 percent) earning $75,000 or more. The results of the rider survey indicate that only two percent of ATS riders earn $75,000 or more. Further, the ACS reported that 34 percent of Linn county households earn less than $30,000 per year, while the results of the rider survey indicate that 87 percent of ATS riders earn less than $30,000 per year.
    - The ACS reported that the distribution population by age group in Linn County is relatively even, with 39 percent below the age of 19 or above 65. The results of the survey indicate that those same age groups represent only 6 percent of ATS riders.
    - The ACS and the ATS rider survey reported similar results for both gender and ethnicity.

METHODOLOGY

The surveys were distributed on all fixed-route services for three consecutive days in June 2009. Bus operators were instructed to hand out surveys to each passenger as they boarded. If a passenger had filled out a survey on a previous trip, they did not need to fill out another one. Each route had a unique envelope for distribution and collection of surveys. Boxes of pencils were provided on each bus for passenger use. Passengers also had the option to return the surveys by mail, postage paid.

A total of 135 surveys were returned, representing an overall return rate of approximately 34 percent (135 surveys/average daily ridership of 398). Of the 135 surveys, 92 surveys were completed on the first day, 33 on the second, and ten on the third, two additional surveys were returned by mail.

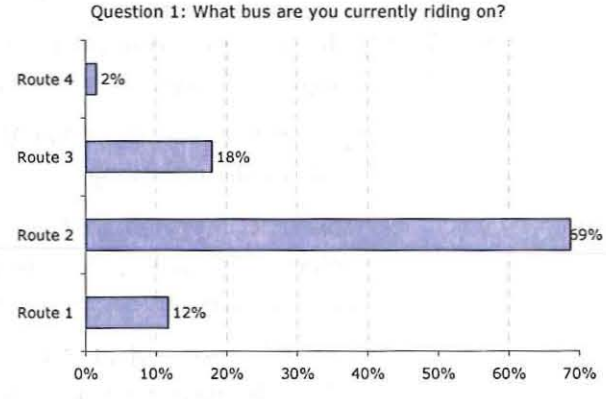
Due to the nature of the survey distribution and ATS's route structure, the analysis was conducted on a system wide basis.

SURVEY RESULTS

The following information summarizes the results of the survey and the survey analysis.

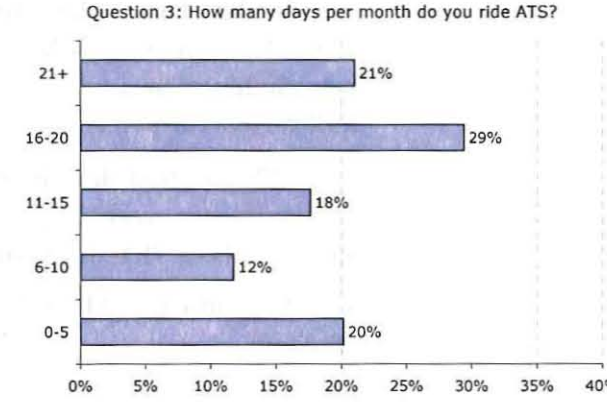
What bus are you currently riding on?

A majority of the surveys were collected on Route 2 (69 percent) which leaves Albany Station at 9:00 a.m. and travels east and southeast through Albany, providing connections to downtown Albany, Heritage Mall, and Route 3 (Route 3 provides service to LBCC). Presumably a majority of riders filled out the survey during their morning trip, and were not asked to fill out a second in the evening.



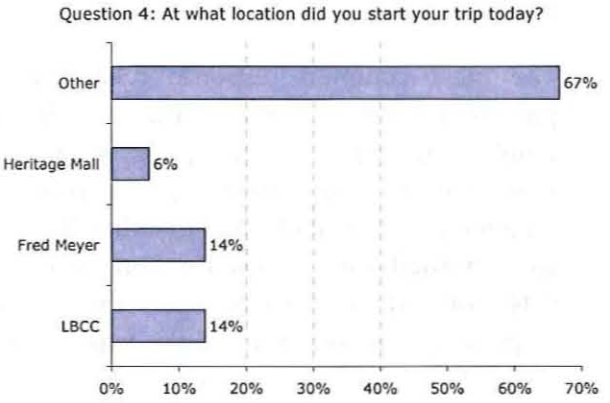
How many days per month do you ride ATS?

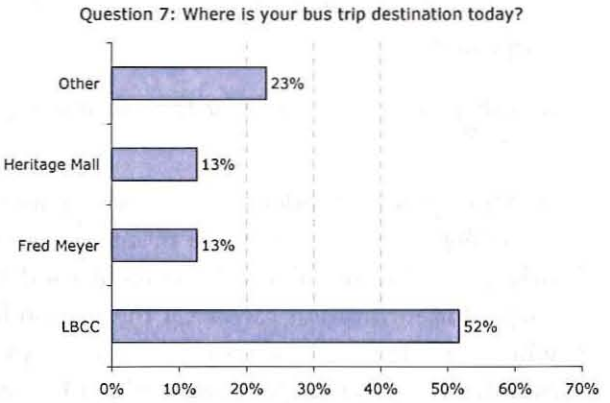
Approximately half of the respondents reported that they use ATS services more than 15 days per month, while the other half reported to use ATS services less than 15 days per month.



At what location did you start your trip today and where is your bus trip destination?

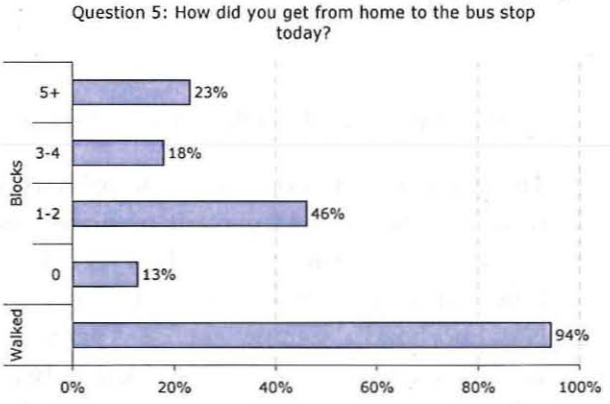
Questions 4 and 7, which asked riders for information related to their trip origin and destination, gave riders the option to fill in an intersection, landmark, or city location. As shown, the top three origins and destinations were Heritage Mall, Fred Meyer, and LBCC. Other locations represented the largest group (67 percent) for origins, presumably because a majority of people identified an intersection close to their home. LBCC represented the largest group (52 percent) for destinations, while Heritage Mall and Fred Meyer represented similar percentages for both origins and destinations. *Detailed origin and destination information will be provided under Task 2: Operations Review.*





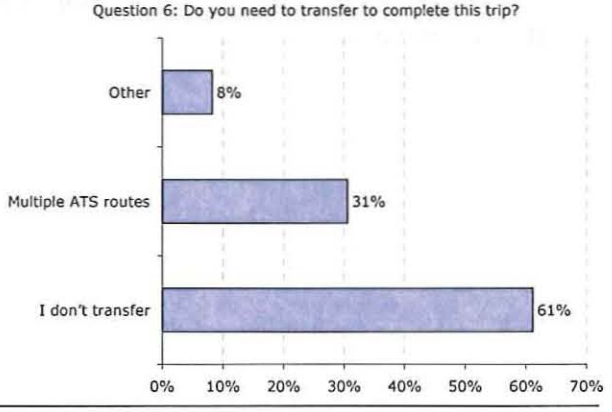
How did you get from home to the bus stop today?

A majority of respondents (94 percent) reported that they walked to the bus stop, while the remaining six percent were dropped off, rode a bicycle, or transferred from another service. Of the respondents who walked, 46 percent walked less than two blocks, 18 percent walked less than four blocks, 23 percent walked more than five blocks, and the remaining 13 percent either walked less than one block or did not respond to the second part of the question.



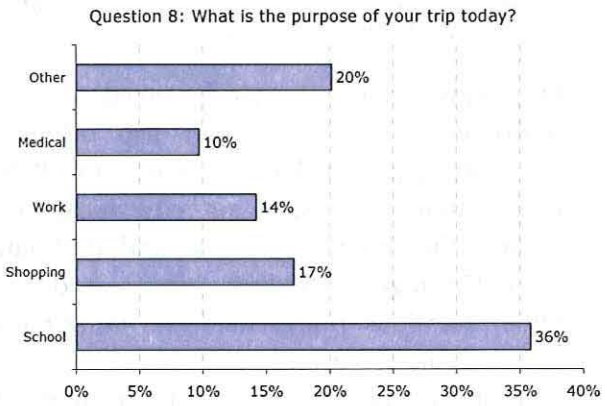
Did you need to transfer to make this trip?

A majority of respondents (61 percent) did not transfer to complete their trip, 31 percent used multiple ATS routes, and the remaining 8 percent used other transit services that serve the city of Albany, such as the Linn-Benton Loop and the Linn Shuttle.



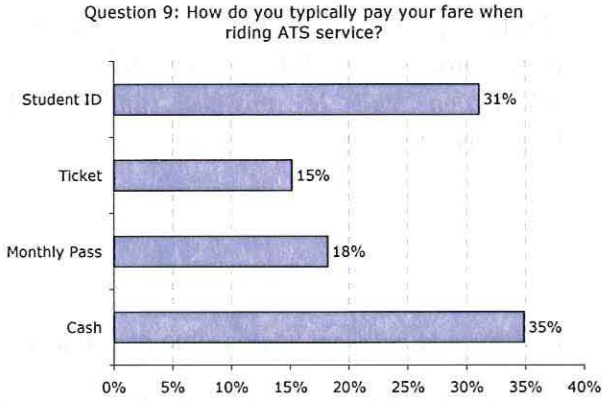
What is the purpose of your trip today?

The most common response related to trip purpose was school (36 percent). About half that number (17 percent) were going shopping, 14 percent were headed to work, 10 percent were on a medical trip, and the remaining 20 percent were headed for various locations within the City of Albany. (Note: in cases where respondents reported multiple trip purposes, trips that included medical were given preference followed by work, school, and shopping).



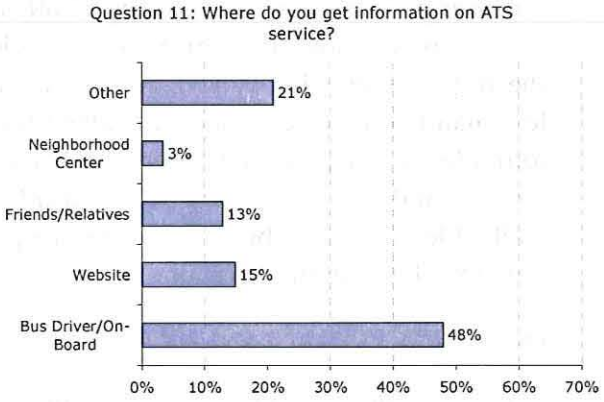
How do you typically pay your fare when riding ATS service?

A majority of respondents (35 percent) paid with cash, 33 percent used either a monthly pass or a ticket, and the remaining 31 percent used their student identification cards. Of the respondents who use ATS services more than 15 days per month, 24 percent paid in cash, 19 percent purchased tickets, 19 had a monthly pass, and 37 had a student ID.



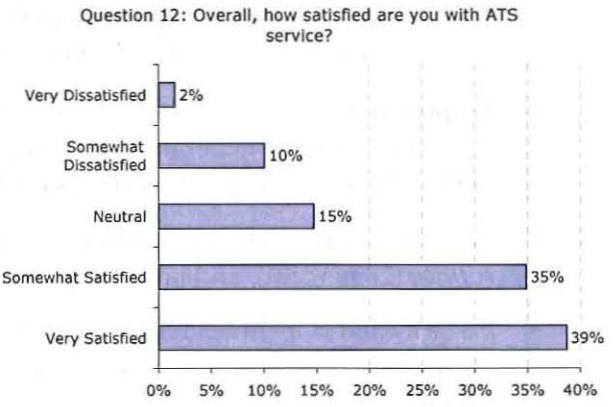
Where do you get information on ATS Service?

The bus driver/on-board was the primary source of information for 48 percent of riders; the ATS Rider website was next highest at 15 percent, followed by Friends/Relatives at 13 percent, and Neighborhood Center at 3 percent. The remaining 21 percent was divided between the ATS phone service, bus schedules/pamphlets, and at bus stop locations.



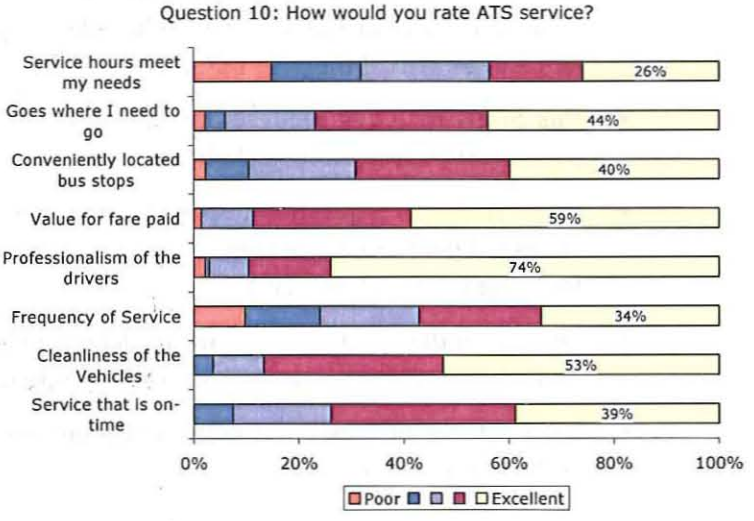
Overall, how satisfied are you with ATS service?

Overall, respondents were satisfied with ATS service, with 39 percent Very Satisfied, 35 percent Somewhat Satisfied, 15 percent neutral, and the remaining 12 percent somewhat dissatisfied and very dissatisfied.



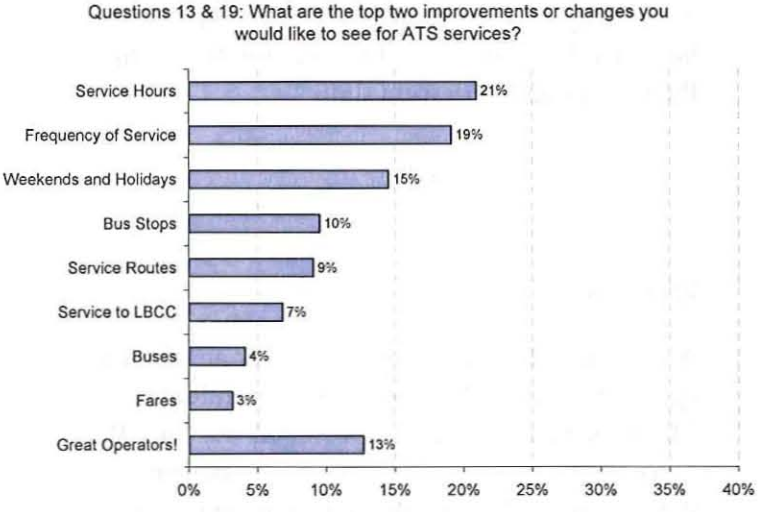
How do you rate ATS Service?

Question 10 asked riders to rate attributes of ATS service on a scale of 1 to 5, where 1 = Poor and 5 = Excellent. Professionalism of the drivers and value for fare paid received the highest ratings (74 and 59 percent rated them a "5"), while frequency of service and service hours that meet the needs of the riders received the lowest ratings (15 and 10 percent rated them a "1").



What are the top two improvements or changes you would like to see for ATS service? Additional comments?

The results for questions 13 and 19 pertaining to riders suggestions for improvements and additional comments were combined and summarized as follows:

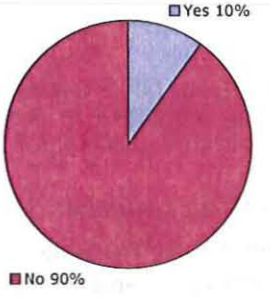


- ***Service Hours*** includes requests for extended evening (96 percent) and morning (4 percent) services, or services that start earlier and continue later in the day.
- ***Frequency of service*** includes requests for service on the half hour (52 percent), more frequent service in general (40 percent), and service on the hour at specific locations such as the North Albany Fire Station (8 percent).
- ***Weekends and Holidays*** includes requests for weekend service (63 percent), Saturday service (28 percent), and later weekend (6 percent) and holiday (3 percent) service.
- ***Service Routes*** includes requests for increased coverage area (50 percent), shorter ride times (35 percent), two-way routes (5 percent), and one comment related to confusing service routes.
- ***Service to LBCC*** includes requests for evening service to LBCC (40 percent), improved coordination with LBCC's class schedule (33 percent), direct service to LBCC (20 percent), and earlier arrival times to LBCC (7 percent).
- ***Bus Stops*** includes requests for additional bus stops (75 percent) and bus stop amenities such as ADA accessibility, shelters, and benches (25 percent).
- ***Buses*** includes requests for specific amenities such as air conditioning (44 percent), cleaner buses (22 percent), more seats (11 percent), shock absorption (11 percent), as well as requests for more buses (11 percent).
- ***Fares*** includes requests for transfer tickets, ticket stations, cheaper fares, change for services, more free days, and a more user friendly schedule/website.
- ***Great Operators!*** includes comments/commendations related to excellent customer service and friendly service operators.

Did you have a vehicle available to make this trip?

A majority of respondents (90 percent) did not have a vehicle available to make the trip, while the remaining ten percent did.

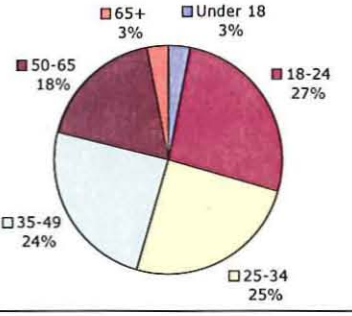
Question 14: Did you have a car available to make this trip?



What is your age?

A majority of respondents fell into one of four age groups, with 27 percent of respondents 18-24, 25 percent 25-34, 24 percent 35-49, and 18 percent 50-65. Of the remaining 6 percent, 3 percent were below 18 and 3 percent were above 65.

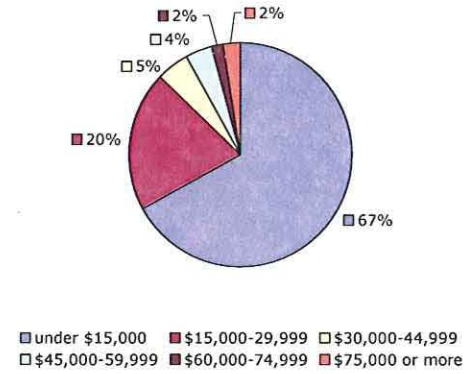
Question 15: What is your age?



What was your household income in 2007?

The income distribution was heavily weighted toward the low end of the income levels with 67 percent earning less that $15,000 per year, 20 percent between $15,000 and 29,999, and the remaining 13 percent above $30,000.

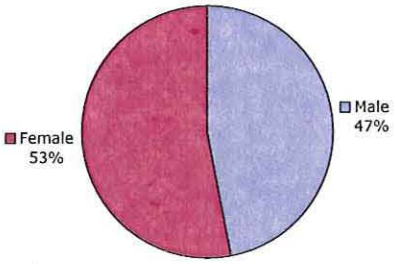
Question 16: What was your household income in 2008?



What is your gender?

There were slightly more women respondents than men with 53 percent women and 47 percent men.

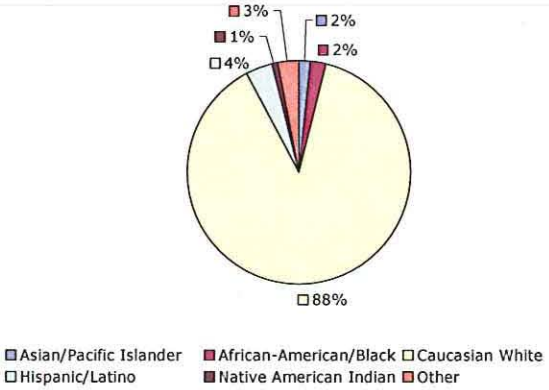
Question 17: What is your gender?



What is your ethnicity?

A majority of respondents identified themselves as Caucasian (88 percent), 4 percent as Hispanic/Latino, and the remaining 8 percent as Asian/Pacific Islander, African American/ Black, Native American, or other.

Question 18: What is your ethnicity?



The survey instrument is provided in Appendix "E."

Section 7
Operations Review and Recommendations

Operations Review and Recommendations

OPERATOR INTERVIEWS

An interview was conducted with ATS staff on Tuesday June 2, 2009 to obtain personal experiences with ridership, routing, scheduling, problem areas, and suggestions for improvement. ATS staff included transit service supervisor Ted Frazier and operator Laura Maxwell. The following is a summary of the findings from the interview.

Ridership Profile

- Riders are primarily people with no option but to ride the bus, with the exception of a few students and employees at Hewlett-Packard. Anyone who can drive usually does drive due to infrequent service and the short service day.

Routing

- Some routes require riders to travel for long periods of time to cover relatively short distances.

Scheduling

- Buses don't run evenings and weekends. For example, the last trip of the day serves the mall at 4:30, making it difficult for afternoon shoppers and workers to use the bus.

Desired Service Improvements

- We would like to run two buses on routes 2 and 3 all day on half-hour headways and discontinue routes 1 and 4.
- We would like to include "feeders" to the routes 2 and 3 to capture Call-A-Ride (CAR) users who could use regular fixed-service. We know where the CAR people are coming from and going to and we could send them on a fixed route.
- Evening and weekend service is needed.

Other Comments

- We experienced a dramatic increase in ridership when gas prices went up. Ridership has decreased since gas prices have gone back down but is still running more than 20 percent higher than last year.
- People in the area would ride the service, if it were more frequent, more direct, and ran longer hours. We believe that demand is high enough that doubling the service would double the ridership.

RIDERSHIP REVENUE AND COST

Ridership revenue and cost measures are intended to analyze the productivity, efficiency, and effectiveness of the transit system. The measures include rides per revenue mile, rides per revenue hour, cost per revenue hour, and cost per passenger.

Information related to revenue miles, revenue hours, ridership, and expenditures for FY 2008-09 was received from ATS in July 2009. Based on this information, ATS operated a total of 82,830 revenue miles and 4,700 revenue hours, served 66,731 boardings, and spent a total of $427,521 in FY 2008-09. Table 7-1 summarizes the ridership, revenue, and cost measures for the ATS system as a whole.

Table 7-1 ATS Ridership Revenue and Cost Measures for FY 2008-09

Measure	ATS System
Total Expenditures	$427,521
Total Fare Revenue	$38,022
Total Annual Revenue Miles	82,830
Total Annual Revenue Hours	4,700
Total Annual Ridership	66,731
Rides per revenue mile	0.8
Rides per revenue hour	14.2
Cost per revenue hour	$90.96
Cost per passenger	$6.41
Average fare	$0.57

As shown in Table 7-1, the average cost per passenger is $6.41. Based on the current fare structure for ATS services, the average fare is $ 0.57, which results in a subsidy of $5.84 per passenger.

TRANSFERS

Passengers may transfer between ATS routes at either Albany Station or 32nd and Jackson on the hour and 35 minutes past the hour, respectively. Transfer tickets are provided at the passenger's request and must be presented to the driver on the next available bus. Transfers between ATS routes are free. *The current ATS transit guide, including transfer locations, is provided in Appendix "A".*

Passengers may also transfer for free between ATS Route 3 and the Linn-Benton Loop's Midday/Express Route service. Passengers must pay the full Loop fare at all other times.

As reported in Section 5, 31 percent of all survey respondents transferred between ATS routes, 8 percent transferred between other services such as the Linn-Benton Loop, and 61 percent do not transfer. Of the people who use multiple ATS routes, the greatest percentage were on Route 2 and

headed for locations associated with Route 3, such as LBCC. A lesser percentage of people were on Route 3 and headed to locations associated with Route 2, such as Heritage Mall.

TRANSIT LEVEL OF SERVICE

This analysis is based on the level-of-service (LOS) procedures given in *TCRP Report 100: Transit Capacity and Quality of Service Manual* (TCQSM). Chapter 3 of the TCQSM provides an extended discussion of quality of service, which is the evaluation of transit service from the passenger's point-of-view. The TCQSM uses six measures to quantify service quality. Each of these measures is assigned a letter value, where LOS A represents the best service from the passenger perspective and LOS F represents the worst service. (Note that high LOS values, such as LOS A or B, may not reflect optimal service from the transit agency's perspective, because the market may not support those service levels. The development of agency service standards helps to bridge the gap between the kind of service passengers would ideally want and the kind of service that is reasonable to provide, given available resources.) The transit LOS approach mirrors the system commonly used for streets and highways, and allows a speedy comparison of service performance to transit passenger desires.

Of the six available measures, three were selected for this analysis as being most relevant to a long-range planning effort. Table 7-2 summarizes the TCQSM measures used and the ranges of values used to determine the LOS result for each measure.

Table 7-2 Transit Capacity and Quality of Service Manual - Level of Service (LOS) Measures

Level of Service	Transit Capacity and Quality of Service Measures		
	Frequency (minutes)	Hours of Service	Service Coverage
LOS A	<10	19-24	90.0-100.0%
LOS B	10-14	17-18	80.0-89.9%
LOS C	15-20	14-16	70.0-79.9%
LOS D	21-30	12-13	60.0-69.9%
LOS E	31-60	4-11	50.0-59.9%
LOS F	>60	0-3	<50.0%

Service Frequency

From the user's perspective, *service frequency* determines how many times an hour a user has access to the transit mode, assuming that transit service is provided within acceptable walking distance (measured by *service coverage*) and at the times the user wishes to travel (measured by *hours of service*). Service frequency also measures the convenience of transit service to choice riders and is one component of overall transit trip time (helping to determine the wait time at a stop).

At LOS A, passengers are assured that a transit vehicle will arrive soon after they arrive at a stop. The delay experienced if a vehicle is missed is low. At LOS B, service is still relatively frequent, but passengers will consult schedules to minimize their wait time at the transit stop. Service frequencies at LOS C still provide a reasonable choice of travel times, but the wait involved if a bus is missed

becomes long. At LOS D, service is only available about twice per hour and requires passengers to adjust their routines to fit the transit service provided. The threshold between LOS E and "F" is service once per hour; this corresponds to the typical analysis period and to the minimum service frequency applied when determining hours of service LOS. Service at frequencies greater than 1 hour entails highly creative planning or considerable wasted time on the part of passengers.

The service frequency analysis summary for ATS services is provided in Table 7-3. **As shown, all ATS routes currently operate at LOS E.** This result is typical of a small-city (under 50,000 population) transit system.

Table 7-3 Summary of 2009 Transit Service Frequency Analysis

Headway	Routes	LOS
60 Minutes	ATS Route 1	E
60 Minutes	ATS Route 2	E
60 Minutes	ATS Route 3	E
60 Minutes	ATS Route 4	E

Hours of Service

Hours of service, also known as "service span," is simply the number of hours during the day when transit service is provided along a route, a segment of a route, or between two locations. It plays as important a role as *frequency* and *service coverage* in determining the availability of transit service to potential users: if transit service is not provided at the time of day a potential passenger needs to take a trip, it does not matter where or how often transit service is provided the rest of the day. For example, the ATS staff comments about the needs of Heritage Mall customers and employees not being met by a last bus departure of 4:30 pm reflects that the hours of service are not adequate to serve those potential markets.

At LOS A, service is available for most or all of the day. Workers who do not work traditional 8-to-5 jobs receive service and all riders are assured that they will not be stranded until the next morning if a late-evening bus is missed. At LOS B, service is available late into the evening, which allows a range of trip purposes other than commute trips to be served. Bus service runs only into the early evening at LOS C levels, but still provides some flexibility in one's choice of time for the trip home. Service at LOS D levels meets the needs of commuters who do not have to stay late and still provides service during the middle of the day for others. At LOS E, midday service is limited or non-existent and/or commuters have a limited choice of travel times. Finally, at LOS F, transit service is offered only a few hours per day or not at all.

The hours of service analysis summary for ATS services is provided in Table 7-4. Consistent with the process described in TCQSM, Routes 1 and 4, which operate during the morning and evening peak hours, were combined with Routes 2 and 3 to account for the total hours of morning, afternoon, and evening service on the two routes. **As shown, Route 2 and Route 3 (combined with routes 1 and 4) currently operate at a LOS E.**

Table 7-4 Summary of 2009 Hours of Service Analysis

Hours per day	Routes	LOS
9	ATS Route 2	E
9	ATS Route 3	E

Service Coverage

Service coverage is a measure of the area within walking distance of transit service. Areas must be within 1/4-mile of a bus stop or 1/2 mile of a rail transit station to be considered an area served by transit. As with the other availability measures, service coverage does not provide a complete picture of transit availability by itself, but when combined with frequency and hours of service, it helps identify the number of opportunities people have to access transit from different locations. Service coverage LOS evaluates the percentage of transit-supportive areas—areas that would typically produce the majority of a system's ridership—that are served by transit.

To qualify as a transit-supportive area (TSA) one of the following thresholds must be met:

1. Minimum population density of 3 households/gross acre; or
2. Minimum job density of 4 employees/gross acre.

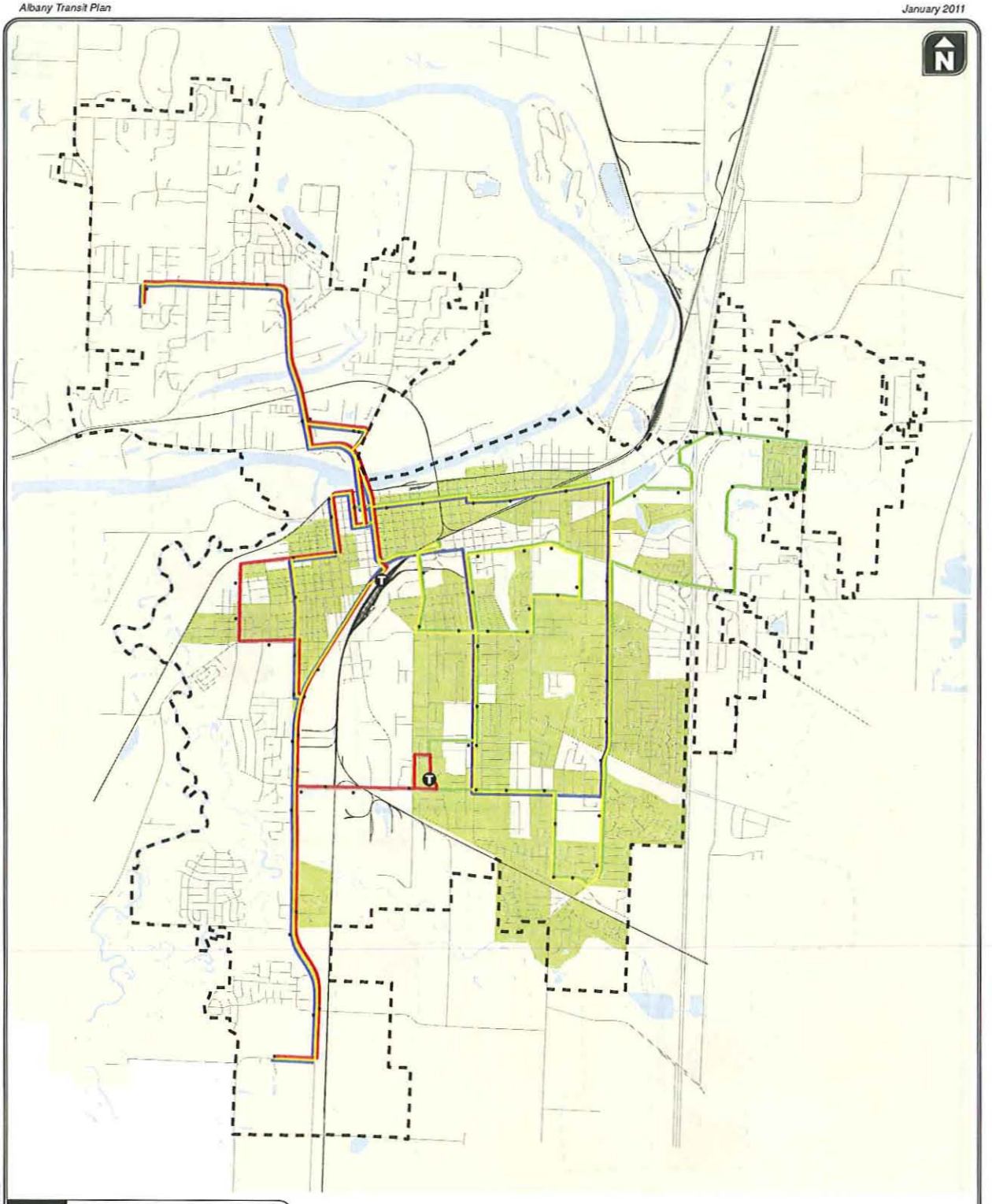
Figure 7-1 displays the population density in the City of Albany and the surrounding area. Areas with a population density of less than three households per acre are shown in light green and areas with a population density of three or more households per acre are shown in dark green. The areas shown in dark green are TSA's.

Similarly, Figure 7-2 displays the workforce density as well as the locations of major employers in the City of Albany and the surrounding area. Areas with a workforce density of less than four jobs per acre are shown in light red and areas with a workforce density of four or more jobs per acre are shown in dark red. Areas shown in dark red are TSA's. As shown, not all major employers are located within TSA's and not all TSA's are located within the City of Albany. While these areas have a workforce density sufficient to support transit service, at this time ATS only provides service within the City of Albany. Therefore these TSA's were excluded from the service coverage analysis. ATS's fixed routes and stop locations are included on both maps to provide an understanding of how each TSA is served.

Figure 7-3 displays the TSA's served within the City of Albany. Areas defined as transit supportive that have service are shown in green. Areas defined as transit supportive but are lacking service are shown in red. Areas that have transit service, but do not qualify as a TSA, are shown in orange. Most areas in red would require additional transit routes to be served, although some would be served by adding bus stops to existing transit routes, or developing new pathway connections to existing transit routes. As shown in Figure 7-3, some of the transit-supportive areas that require additional transit routes to be served include Marion Street, Columbus Street, portions of Geary Street, and the area between Waverly and Three Lakes Road. Recommendations for short term service adjustments are described later in this section of the report.

Service coverage is an all-or-nothing issue for transit riders—either service is available for a particular trip or it is not. As a result, there is no direct correlation between service coverage LOS and what a passenger would experience for a given trip. Rather, service coverage LOS reflects the number of potential trip origins and destinations available to potential passengers. At LOS A, 90 percent or more of the TSA's have transit service; at LOS F, less than half of the TSA's have service.

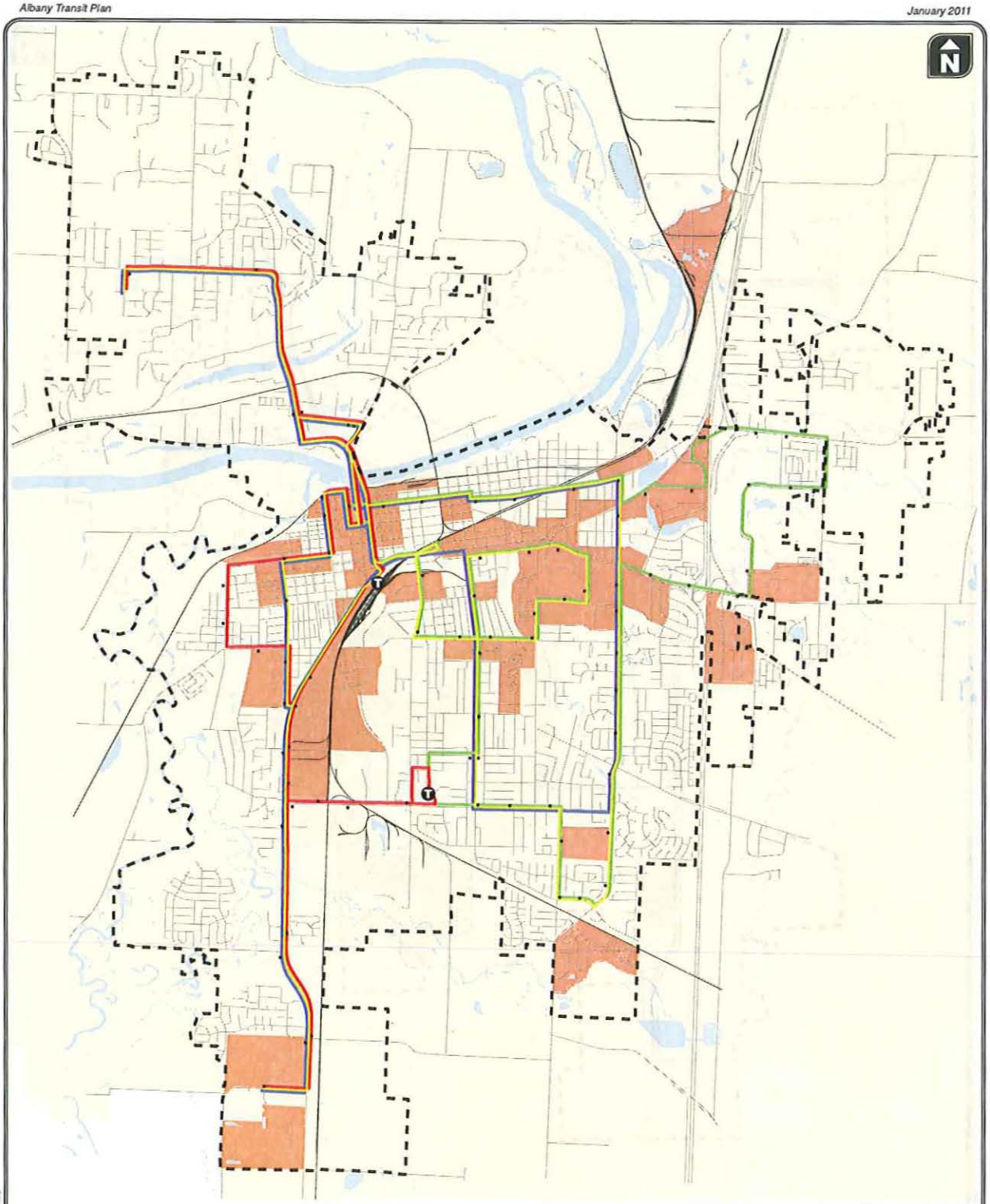
The percentage of TSA's served within the City of Albany and the corresponding level of service has been identified using the Transit Level of Service (TLOS) methodology. As shown in Table 7-5, the percent of transit supportive population areas served is 62 percent and the percent of transit supportive employment areas served is 76 percent. **The corresponding LOS is D.**



H:\projfile\8153 - Medium Consultant Services Roster\Task 1 - Transit Plan\GIS\8153fig7-1.mxd

POPULATION DENSITY BY TAZ
ALBANY, OREGON

FIGURE 7-1

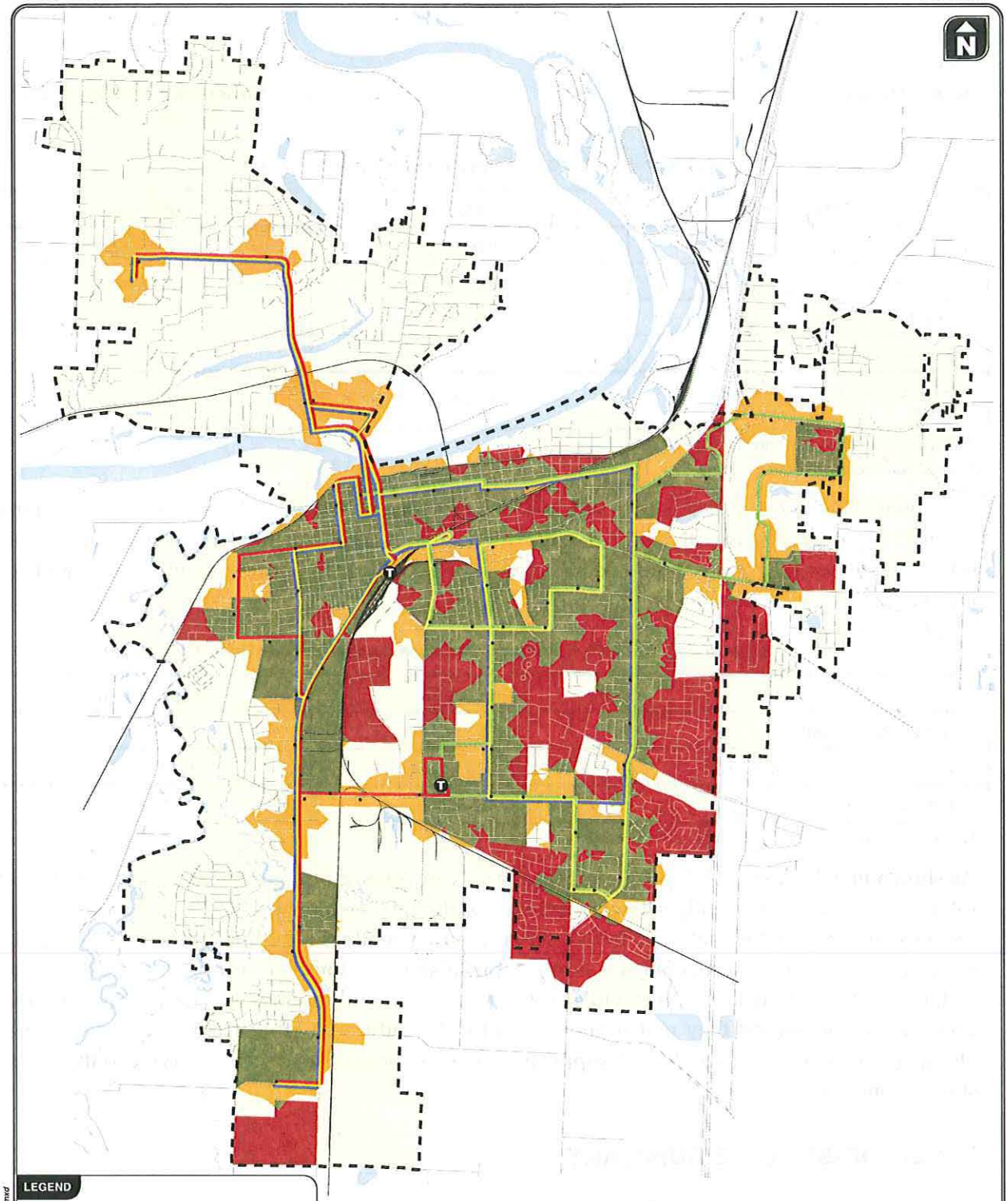


H:\proj\lin\81153 - Medium Consultant Services Roster\Task 1 - Transit Plan\GIS\81153fig7-2.mxd

WORKFORCE DENSITY BY TAZ
ALBANY, OREGON

FIGURE 7-2

KITTELSON & ASSOCIATES, INC.
TRANSPORTATION ENGINEERING / PLANNING



H:\proj\file81153 - Medium Consultant Services Roster\Task 1 - Transit Plan\GIS\81153fig7-3.mxd

TRANSIT SUPPORTIVE AND UNSUPPORTIVE AREAS
ALBANY, OREGON

FIGURE 7-3

Table 7-5 2009 Service Coverage Analysis

Area Type	Population	Employment
Transit Supportive Area (TSA)[1]	28,876 People	15,487 Jobs
Transit Supportive Areas Served[2]	17,928 People	11,747 Jobs
Percent TSA Served by Transit	62%	76%
Level of Service	D	C
Transit Supportive Areas without service	10,948 People	3,740 Jobs

1. Area shown in green and red Figure 7-3.
2. Area shown in green in Figure 7-3.

As shown in Table 7-5, 10,948 people and 3,740 jobs are located within TSA's that do not have transit service. These areas currently have a population and/or employment density that can support transit service and therefore should be included in future efforts to improve service routes and stop locations.

Table 7-6 2009 Service Coverage Analysis (continued)

Area Type	Population	Employment
Transit Area Served[1]	20,857 People	12,526 Jobs
Transit Supportive Areas Served	17,928 People	11,747 Jobs
Additional Areas Served	2,929 People	779 Jobs

1. Area shown in green and orange in Figure 7-3.

As shown in Table 7-6, 20,857 people within the City of Albany, or approximately 42 percent of the total population, are currently served by transit. Of the total area served, 2,929 people and 779 jobs are located within areas that have transit service, but currently do not have the population and/or job density necessary to economically support transit service. However, several of these areas, such as the area around Hickory Street, either show population and/or employment densities in future projections that suggest they will support transit in the future. In other cases, service is provided along on streets that connect transit-supportive areas. In both of these cases, service to those areas should continue.

LEVEL-OF-SERVICE SUMMARY

Deficiencies within the City of Albany transit system are discussed in three areas: service frequency, service hours, and service coverage.

- *Service Frequency:* ATS fixed-route service currently operates at LOS E throughout the day with respect to frequency. Although the service is typical of a small city, if headways are decreased, service will become more appealing to a broader range of users, and ridership should increase.

- *Service Hours:* Hours of Service LOS for ATS fixed routes is currently **LOS E**. Service at this level is generally used only by those who have no other transportation alternative. Increasing the hours of service will make bus service usable for a broader range of trip purposes. In contrast, an insufficient service span can cause unwanted time constraints on daily activities or trips because of the limited time available in which to make trips.
- *Service Coverage:* The current population and employment service coverage is **LOS D**. Some of the transit supportive areas which are not currently served by transit may require additional transit routes or additional transportation facilities in order to be served.

Recommendations for future expansion of ATS services, including service frequency, hours, and coverage are described later in this section of the report.

ORIGIN/DESTINATION ANALYSIS

An Origin/Destination (O/D) analysis was conducted for ATS's fixed route service and Albany's Call-a-Ride service to identify current travel patterns within the City of Albany. O/D information was received for ATS fixed-route service via the Rider Survey, which identified approximately 125 trips with both an origin and destination within the City of Albany. The O/D data was expanded to represent average weekday ridership for June on ATS. O/D information was obtained for Call-a-Ride service from the daily travel logs of three of their seven vehicles. This provided a sample of approximately 525 trips with both an origin and destination within the City of Albany. In order to accurately represent an average month of ridership on Call-a-Ride, the O/D data was expanded to represent total monthly ridership for April.

Figure 7-4 summarizes the results of the O/D analysis for ATS's fixed route service. The green lines represent trips with a specific origin and destination within the City of Albany, with broader widths representing multiple trips with the same origin and destination. The size of the large green dots located at the end of each line reflects the total number of trip ends (origin or destinations) that occurred at that location. As shown, the location with the largest number of trip ends is LBCC, which drew trips from throughout the city. Other locations with a large number of trip ends are Fred Meyer, with trips coming from throughout the city, and Albany Family Medicine at Queen and Waverly, which drew trips primarily from the downtown area. All of the locations shown on Figure 7-4 are currently served by ATS's fixed route service.

Figure 7-5 summarizes the results of the O/D analysis for Albany's Call-a-Ride service. The blue lines represent trips with a specific origin and destination within the City of Albany, with broader widths representing multiple trips with the same origin and destination. The size of the large blue and orange dots located at the end of each line reflects the total number of trip origin or destinations that occurred at that location. As shown, a large number of trips occurred near the Albany Senior Center, as well as around various senior health care and living facilities throughout the City of Albany. Other locations with a large number of trip ends were Heritage Mall and Fred Meyer, which each drew from throughout the city.

It is generally accepted in the transit industry that people are able to walk 1/4 mile to fixed route transit. Acknowledging that many Call-a-Ride patrons may have limited mobility, we also looked at

the percentage of existing trips that were within 1/8 of a mile of fixed route service bus stop. Of the trip origin and destinations shown on Figure 7-5, approximately 87 percent occurred within 1/4 mile of an existing ATS fixed route stop and approximately 76 percent occurred within 1/8 mile. The orange dots shown in Figure 7-5 indicate the locations greater than 1/4 mile from a fixed route stop. Assuming that people who typically access Call-a-Ride's service can walk up to 1/8 mile, **a significant number of these trips could have been accommodated by ATS's fixed route service.**

An additional observation to be drawn from both Figures 7-4 and 7-5 is that the demand for service in North Albany is significantly lower than the demand in all other areas throughout the City. Service to this area could be provided by the existing Call-a-Ride service (for ADA eligible persons) or a future demand-responsive or shuttle service that follows a similar route through the area.

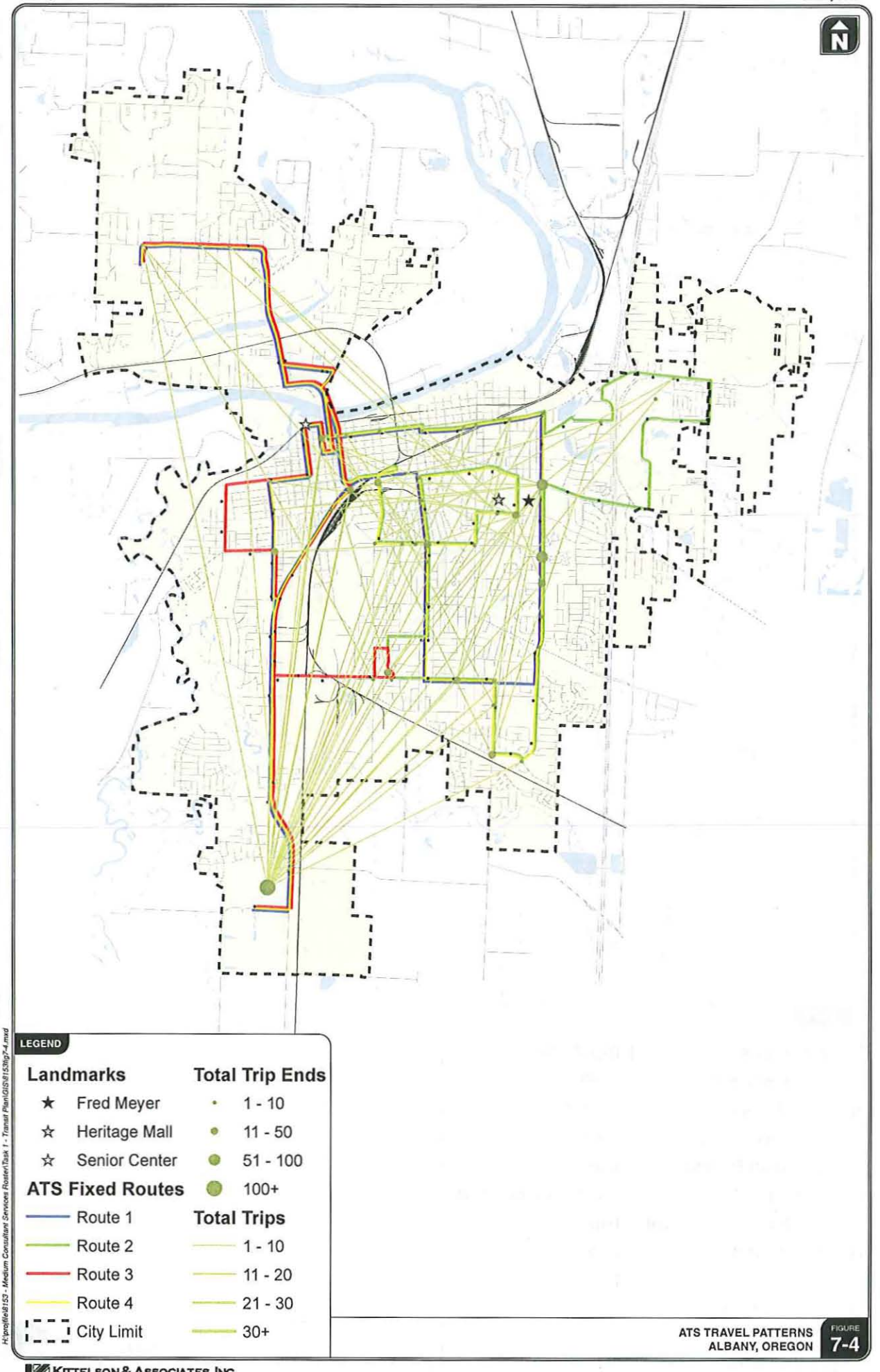
TRANSIT MARKET OPPORTUNITIES

By nature of its operating characteristics, public transportation is most effective in larger and higher-density communities. The growth rates forecast for Albany allow transit to take on a larger role in Albany's transportation system in the future. However, growth in and of itself does not result in a comfortable, convenient, and well-patronized transit system. Opportunities to improve Albany's transit system must be actively sought. This section briefly describes several strategies to support the growth of Albany's transit system.

Currently, Albany Transit primarily serves "captive" transit riders (i.e., travelers with no other available transportation options). Providing mobility to these citizens is one of the key functions of public transit and Albany Transit should continue to serve this role in the future. However, in order to increase ridership over the long-term, Albany's transit system must also attract "choice" riders. Choice riders are those that have other transportation options available, but choose transit because it best meets their needs.

Attracting choice riders to transit requires service that is competitive with the automobile on a variety of different factors. Typically, the most influential factors in mode choice are cost, travel time, reliability, and comfort. Using public transit is typically less-expensive than driving, but long travel times (real or perceived), unreliable service, and/or uncomfortable or unsafe vehicles or stations often prevent higher ridership. The most effective transit system changes will focus on improving these aspects of transit service.

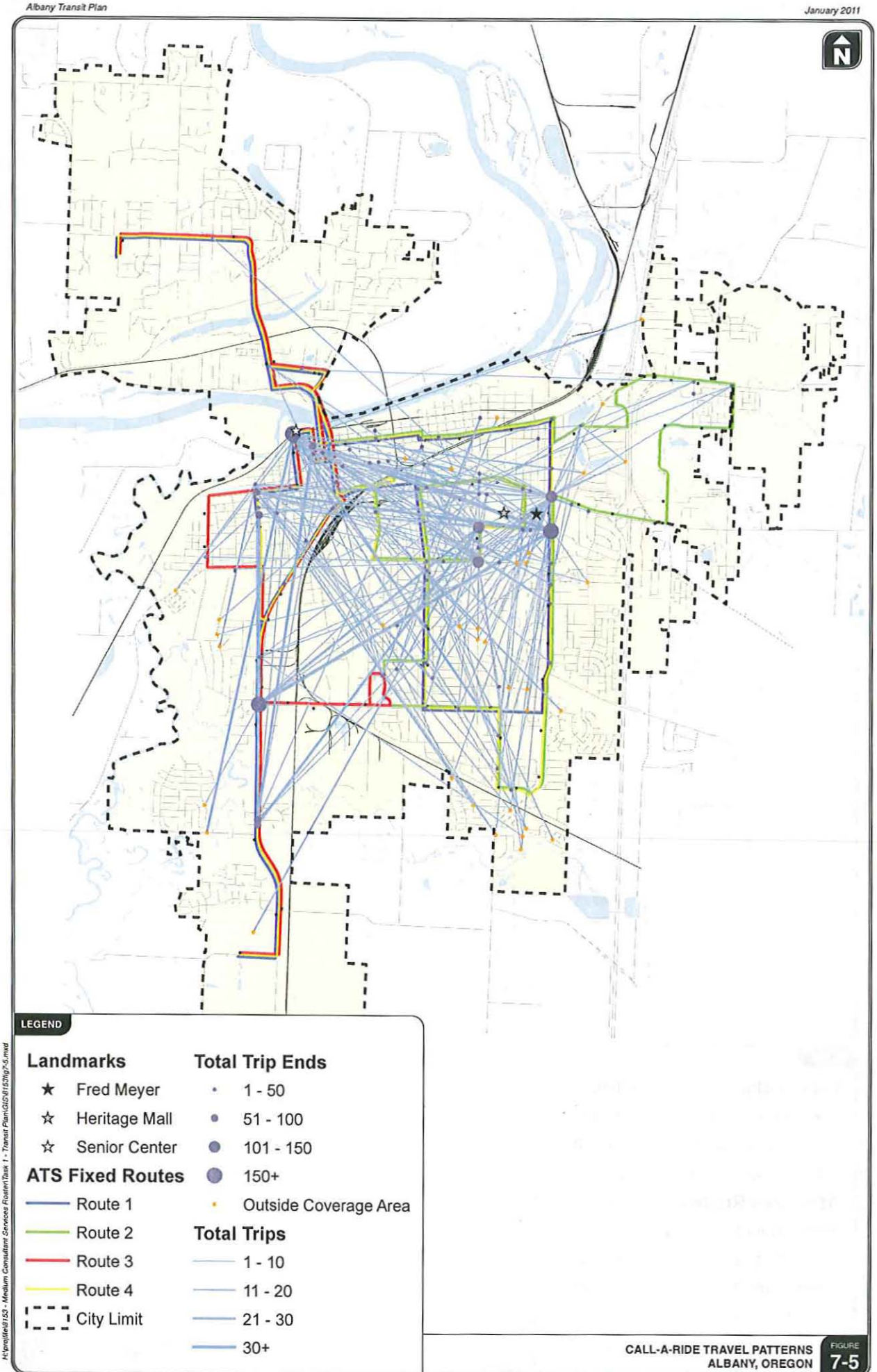
Results from the rider survey indicate several possible long-term improvements to increase the attractiveness of Albany's transit. Riders frequently cite concerns with transit frequency and long wait times. Albany Transit System currently runs buses every 60 minutes on most routes. Headways of this length make transit difficult to use without a schedule. Even when consulting a schedule, arranging travel around hourly service is difficult. Expanded hours of service per day and expanded weekend service are also recurrent requests in the surveys. Longer service spans allow for a greater range of trips to be taken via transit, and also reduce the chance of being stranded if one misses a particular bus.



H:\proj\file8153 - Medium Consultant Services Roster\Task 1 - Transit Plan\GIS\8153fig7-4.mxd

ATS TRAVEL PATTERNS
ALBANY, OREGON

FIGURE 7-4



H:\proj\file\8153 - Medium Consultant Services Roster\Task 1 - Transit Plan\GIS\815\fig7-5.mxd

CALL-A-RIDE TRAVEL PATTERNS
ALBANY, OREGON

FIGURE 7-5

The LOS analysis showed that all ATS routes operate at LOS E for both frequency and hours of service. This is consistent with the customer survey results, and indicates that increases in both frequency and hours of service may be needed to improve customer satisfaction and to increase ridership.

Increasing either service frequency or service span means additional personnel, transit vehicles, and/or consumables and, therefore, requires an increased operating budget. However, service increases may be needed in order to realize ridership gains.

In addition to simply increasing the amount of transit service available, it is important to provide amenities that make transit convenient and easy to ride. Information about bus service is critical to attracting new riders. Just as road signs provide drivers with route and destination information, bus stops should provide schedules telling passengers what bus will stop there, where the bus goes, and when the bus arrives. In addition to schedule information, shelters should be included at as many bus stops as possible to protect patrons from the elements. Section 8 provides recommendations for ATS bus stop amenities, including shelters, benches, and service information, while Section 10 provides recommendations for wayfinding and what type of information to provided at each stop.

Travel Demand Management

Employer-based Travel Demand Management (TDM) programs are effective tools to increase transit use. TDM programs use a variety of methods to reduce single-occupancy vehicle travel and do not necessarily have a transit focus. However, most successful TDM programs extensively incorporate transit. The most straight-forward, and often most effective, TDM program used in other locations is for employers to provide transit passes as an employee benefit. Encouraging all large employers to develop effective TDM programs not only increases transit ridership, but also significantly reduces automobile travel. In many cases, TDM programs are welcomed by employers as well, as they can help reduce employee parking needs, freeing more land for development and/or customer parking. Even when employers choose not to subsidize transit passes, federal tax laws allow employees to purchase passes through their employer using pre-tax income, if the employer chooses to provide such a program. This kind of program decreases the net cost of transit passes to employees, with the only costs to employers being the staff time required to order and distribute the passes each month, and the set-up cost of incorporating the purchase program into their payroll system.

It is recommended that Travel Demand Management principles are incorporated into the development review process for new construction to ensure transit is considered in the development review and approval process.

RECOMMENDATIONS

Short-term Service Adjustments

It is anticipated that the following service changes could be accommodated within existing resources.

Increase service coverage area to include Lexington Street between 21st Avenue and Grand Prairie Road.

This will allow ATS to provide service to Lexington Park located southwest of 21st and Lexington, in addition to the new housing developments located in the area. In order to provide service to Lexington Street, run Route 2 east on 21st Avenue, south on Lexington Street, and northwest on Grand Prairie Road to Waverly Drive were it can continue onto its normal route. The updated route and stop locations are shown on Figure 7-6. As shown, this will affect service to the stop located south of 25th and Waverly. Service to this area could be provided by the stops located to the north and south on Waverly Drive. However, only 2 trip ends were identified at this location from the rider surveys. (Project T1)

Discontinue Routes 1 and 4

Routes 1 and 4 currently operate on much the same path as routes 2 and 3. However, the service hours for routes 1 and 4 are limited to only the morning and evening peak periods, which likely cause confusion with some riders. The service hours currently covered by routes 1 and 4 should be transferred to Routes 2 and 3 to provide all day service on those routes. The route modifications required to accommodate this change are described below. (Projects T3 and T4)

Modify Route 3 to accommodate change in service

Following the discontinuation of routes 1 and 4, route 3 should be modified to continue to provide service to the area south of 7th Avenue along Elm Street. Service on 7th Avenue west of Elm Street will be discontinued along with service to Broadway Street and Queen Avenue west of Elm Street. Figure 7-6 illustrates the updated route. As shown, this will affect service to Riverside Cemetery, but allow ATS to improve service to senior and disabled citizens who current use Albany Call-a-Ride service but could use fixed route service. (Project T2)

Discontinue service between Pacific Boulevard and the Santiam Highway.

Following the discontinuation of routes 1 and 4 service on Waverly Drive between Pacific Boulevard and the Santiam Highway will no longer be provided and the stop located south of Pacific Boulevard on Waverly Drive will be closed. Service to the area will still be provided by bus stops located to the west on Clay Street, to the east on Pacific Boulevard, and further to the south on Waverly Drive. (Projects T3 and T4)

Updated Service Coverage

The percentage of transit-supportive areas served within the City of Albany and the corresponding level of service has been updated to reflect the proposed route modifications and stop closures. As

shown in Table 7-7, the percent of transit supportive population areas served is now 64 percent, up from 62 percent. The percent of transit supportive employment areas served remains at 76 percent.

Table 7-7 Summary of 2009 Service Coverage Analysis

Area Type	Population	Employment
Transit Supportive Area (TSA)[2]	28,876 People	15,487 Jobs
Transit Supportive Areas Served [1]	18,591 People	11,771 Jobs
Percent TSA Served by Transit	64%	76%
Level of Service	D	C

Figure 7-7 illustrates the updated TSAs served within the City of Albany. As shown, a few areas that were previously shown in red are now green, while a few areas previously shown in green are now red. Likewise, a comparable figure identifying future transit deficient areas was created for the recently approved Albany Transportation System Plan (TSP). The figure, labeled as Figure 6-1, can be found in Appendix "J" of this report and page 58, Section 6 – Transportation Alternatives Analysis, of the Albany TSP.

Future Expansion

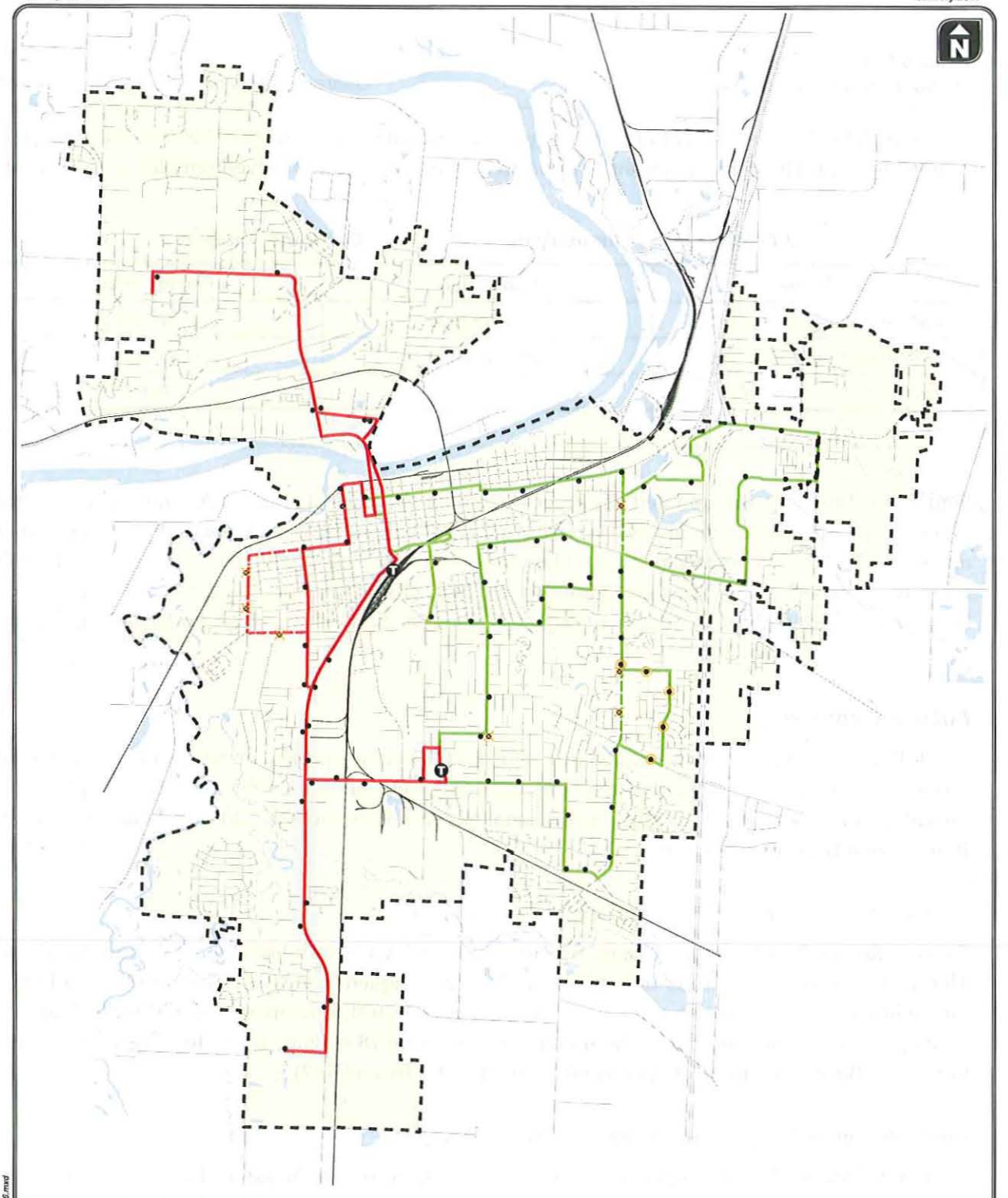
The following service concepts result in a significant service increase or restructuring of existing service requiring a significant increase in operating revenue and vehicles. These options are provided at a conceptual level only. Further analysis and discussion should be pursued as part of a 10 to 20-year transit master plan.

Hours of Service and Service Frequency

Operate Routes 2 and 3 from 6:00 a.m. to 8:00 p.m. Monday through Friday on half-hour headways. This will improve both Hours of Service and Service Frequency measures from LOS E to LOS D. This will require the addition of two service vehicles, two full-time operators, and up to four part-time operators. Total daily service hours will increase from 18 revenue hours to 56 revenue hours (2 Routes × 2 Buses × 14 hours of operation). (Projects T9, T10, and T12)

Eliminate Single Direction Loops for Routes 2 and 3

Currently Routes 2 and 3 operate on one-way loops resulting in riders having to travel long distances and out of direction to reach their destination. At a minimum, Routes 2 and 3 should run both directions, to reduce the travel time for many trips. This would double the cost of providing service. While this would provide 30 minute frequency for some routes, ideally the service would be restructured into two bi-directional routes which would provide a higher level of service to all riders. Running routes bi-directionally would not add operations, although it could impact bus stop amenities by requiring stops on both sides of the street. (Project T12)



LEGEND

Proposed Stop Changes

- Existing Stop Locations
- Discontinued Stops
- Proposed Stop Locations

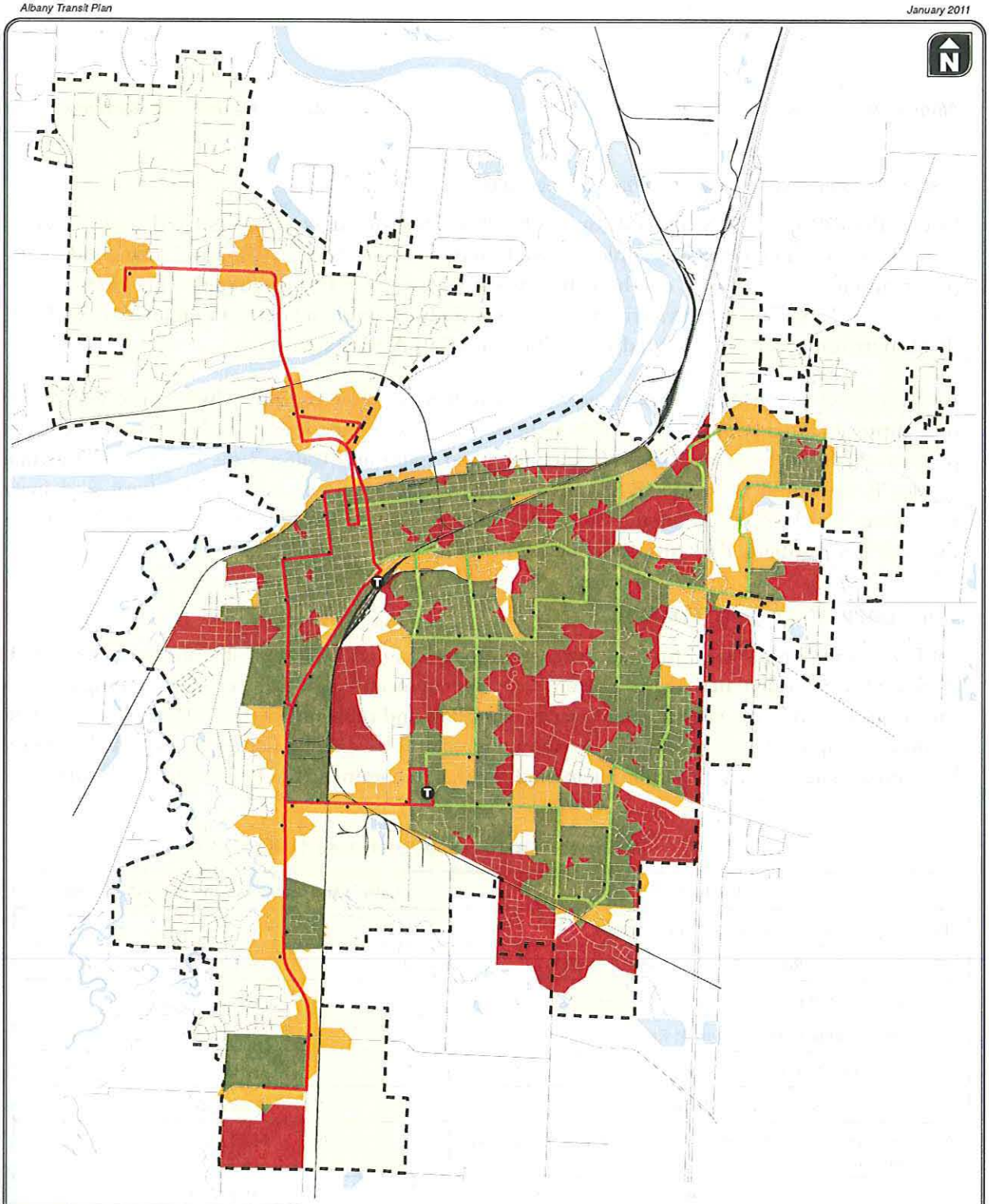
Proposed Route Changes

- Proposed Route 2
- Discontinued Segments
- Proposed Route 3
- Discontinued Segments
- City Limit

PROPOSED ROUTE CHANGES
ALBANY, OREGON

FIGURE 7-6

H:\profile\8153 - Medium Consultant Services Roster\Task 1 - Transit Plan\GIS\8153fig7-6.mxd



LEGEND

Transit Supportive Areas

- Proposed Bus Stops

Proposed Fixed Routes

- Proposed Route 2
- Proposed Route 3
- TSA Served
- Service Coverage Area
- TSA Unserved
- City Limits

H:\proj\lel\8153 - Medium Consultant Services Roster\Task 1 - Transit Plan\GIS\8153fig7-7.mxd

UPDATED TRANSIT SUPPORTIVE AND UNSUPPORTIVE AREAS
ALBANY, OREGON

FIGURE 7-7

Institute "Quick Response" Dial-a-Ride Service

Due to the RR tracks, it is difficult for south Albany transit riders to access fixed route service. To serve this area and connect people to fixed route service, "quick response" dial-a-ride service (reservations allowed up to one-hour before the trip) should be considered. This likely could be handled with existing paratransit vehicles, especially if implemented in conjunction with other fixed route improvements that reduced reliance on Call-A-Ride services.

As referenced earlier in the report, north Albany has very low density which is not yet at a level that supports fixed route service. This is born out by the very low ridership experienced in the portion of the route north of the Hickory for fixed route and Call-a-Ride. Better use of available service hours could be made by eliminating the Route 3 service north of Hickory, and instead providing "quick response" dial-a-ride service that would connect riders to fixed route service at the new North Albany Park-and-Ride lot. (Project T12)

Summary of Project Costs

Table 7-8 summarizes the estimated increases in operating costs. These estimates were provided by ATS, and were calculated using current cost per mile and cost per service hour figures. Cost categories include fuel, vehicle maintenance, supplies, and personnel (labor). The service expansion could be completed in three phases. As shown in Table 7-8, operating costs are expected to increase by approximately $457,714 with implementation of all recommended service improvements.

Table 7-8 Estimated Increase in Operating Costs by Project

Project		Estimated Increase in Operating Cost
T1	Improved Transit service to Lexington	$0
T2	Discontinue Routes 1 and 4: Modify Route 3	$0
T3	Discontinue Routes 1 and 4: End Route 4	$24,596
T4	Discontinue Routes 1 and 4: End Route 1	$22,412
T8	Lengthen Service Day Routes 2 and 3 to 8:00 p.m.	$49,192
T9	Lengthen Service Day Routes 2 and 3 to 6:00 a.m.	$12,298
T11	Increase Frequency to 30 Minutes, Bidirectional; Add demand response improvements.	$349,216
Total		**$457,714**

Section 8
Capital Review and Recommendations

Capital Review and Recommendations

ATS Service Vehicles

ATS currently operates its fixed route service with three service vehicles. Wheelchair lifts are provided on each vehicle, which makes boarding feasible for passengers requiring a wheelchair or other mobility devices, as well as people who have difficulty climbing stairs. Vehicles are also equipped with bicycle racks, which hold two bikes at a time and are available on a first-come, first-served basis. Table 8-1 summarizes the current ATS fixed route vehicle inventory.

Table 8-1 ATS Fixed Route Vehicle Inventory

Vehicle No.	Make	Model	Year	Fuel Type	Length	Seating Capacity	Mileage	Condition	Eligible for Replacement
455-05	Gillig	Low-Floor	2005	Diesel	35ft	34	163,000	Good	No
470-97	Gillig	Phantom	1997	Diesel	35ft	36	435,000	Fair	Yes
460-91	Gillig	Spirit	1991	Diesel	30ft	23	316,000	Poor	Retired[1]

1. Vehicle 460-91 was replaced by 470-97 and now operates as a spare as described below.

Vehicle 455-05 serves Routes 1 and 3. It is the newest vehicle in the fleet, has relatively few miles, and is in good condition. Vehicle 470-97 serves Routes 2 and 4. It is the oldest vehicle in the fleet, has a significant number of miles, and is in fair condition. As shown in Table 8-1, Vehicle 470-97 is currently eligible for replacement.

The Federal Transit Administration's (FTA) Useful Life Policy stipulates that the life of a service vehicle begins on the date the vehicle is placed into revenue service and continues until it is removed from service. The minimum normal service life for large, heavy-duty transit buses (approximately 35-40 foot in length) is at least 12 years of service or an accumulation of at least 500,000 miles. The minimum normal service life for medium-size, heavy duty transit buses (approximately 30' in length) is 10 years or 350,000 miles.

Vehicle 470-97 replaced vehicle 460-91 when 460-91 became eligible for replacement. However, ATS retained vehicle 460-91 to operate as a spare when one of the two primary service vehicles are out for maintenance and repair. The FTA does not require transit agencies to immediately dispose of service vehicles upon the expiration of their minimum normal service life. The FTA encourages agencies to keep existing vehicles in service for use as spares and allows FTA funds to be used for capital maintenance costs, including rebuilding and overhauls, beyond the end of the vehicles normal service life. However, vehicle 460-91 is eight years beyond its minimum normal service life (almost double the 10-year expected life), is in poor condition, and should be removed from service. When vehicle 470-97 is replaced, or funds are received for a new service vehicle, 470-97 could be used as a spare to replace 460-91, but should not be used as a way to expand existing services. Both vehicles could also be retained as parts vehicles, if needed, sold at auction, or otherwise removed from service.

As indicated in Table 8-1, ATS has one vehicle (470-97) that is eligible for replacement and one vehicle (460-91) that is well beyond its minimum normal service life. In order of for ATS to meet its

existing service needs, two additional service vehicles are needed, one to replace 470-97 and one to replace 460-91 as a spare. As of July 2009, a replacement for vehicle 470-97 has been ordered and is scheduled to arrive in October 2010. A second bus is desirable to serve as a reliable spare and used during routine maintenance and for service breakdowns of the other two vehicles.

The service plan calls for extending service hours and running routes every 30 minutes instead of hourly. If service is expanded, an additional two vehicles will be required. With a fleet of four vehicles in regular service, it is even more imperative to have a new, reliable, spare vehicle in the active fleet to allow for routine maintenance and repair of the in-service vehicles.

Call-A-Ride Service Vehicles

The Albany Call-A-Ride program currently operates its paratransit service with seven vehicles: three sedans, three mini-vans, and one mini-bus. Five vehicles are required to provide the current level of Call-A-Ride service.

The FTA's Useful Life Policy stipulates that the minimum normal service life for medium-sized, light duty transit buses (approximately 25-35 foot in length) is at least five years or 150,000 miles and the minimum normal service life for other light duty service vehicles, such as vans and sedans, is at least four years or 100,000 miles. Table 8-2 provides the detailed Call-A-Ride vehicle inventory.

Table 8-2 Call-A-Ride Vehicle Inventory

Vehicle No.	Make	Model	Type	Year	Seating Capacity	Mileage	Condition	Eligible for Replacement
821	Chevy	Impala	Sedan	2004	4	85,000	Good	Yes
824	Chevy	Impala	Sedan	2004	4	72,000	Good	Yes
825	Chevy	Venture	Minivan	2001	4	160,000	Fair	Replaced
826	Plymouth	G Voyager	Minivan	1994	4	130,000	Poor	Replaced
827	Chevy	Uplander	Minivan	2008	4	20,000	Good	No
828	Ford	Super Duty	Minibus	1997	14	94,000	Poor	Replaced
829	Buick	La Sabre	Sedan	2001	4	114,000	Fair	Replaced

As shown in Table 8-2, three Call-a-Ride service vehicles are in good condition, with vehicles 821 and 824 currently eligible for replacement. Four vehicles are shown as "replaced" to denote that the vehicle has been officially replaced, but is still in use by Call-A-Ride. Of the replaced vehicles, two vehicles 826 and 828 are in poor condition. Vehicle 828, the Ford Super Duty, provides Call-a-Ride's mini-bus service.

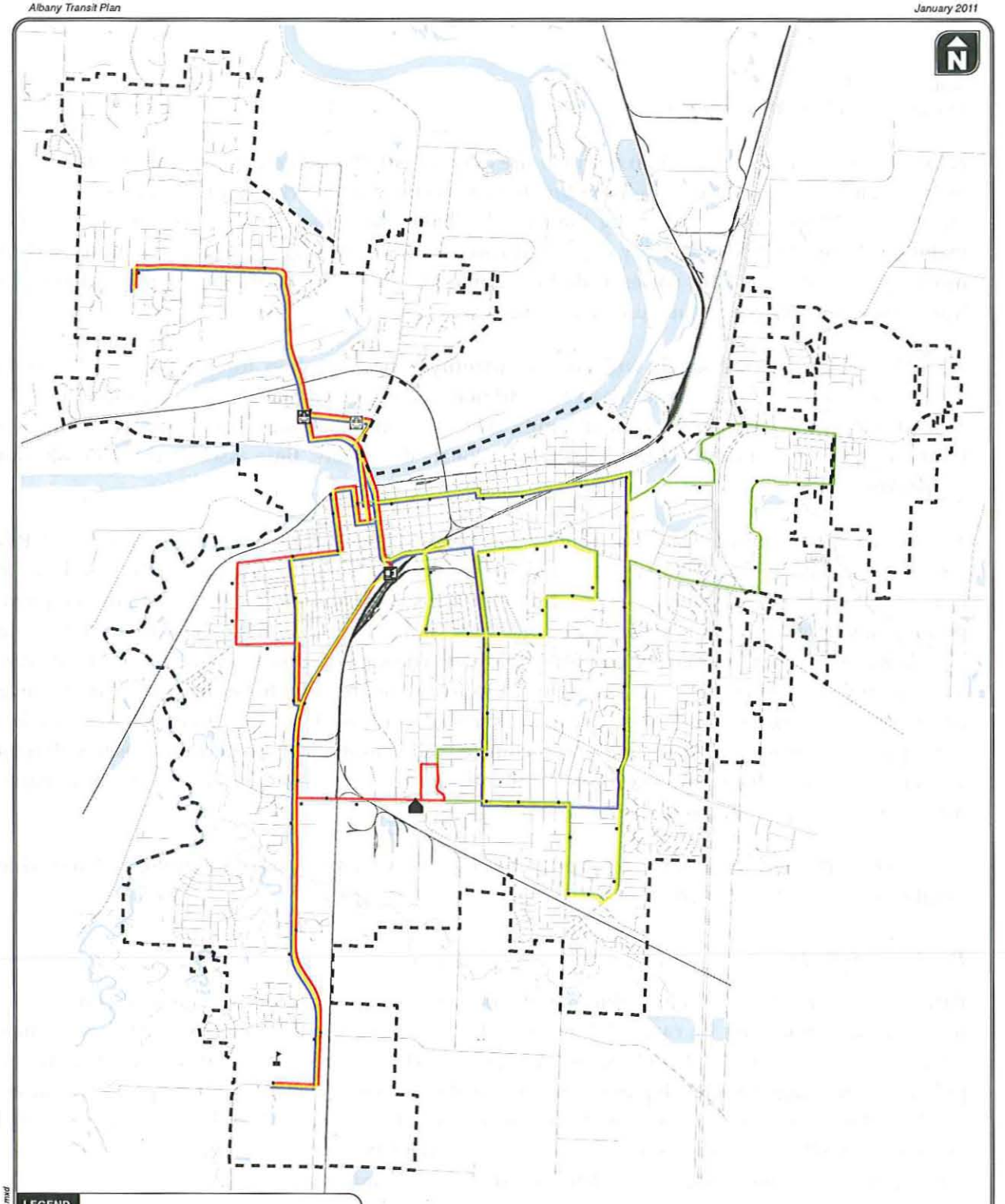
Historically, when Call-a-Ride received funding to replace a service vehicle, they typically retained the old service vehicle in order to expand service. This has resulted in an expanded service need of six service vehicles: one minibus, one minivan, three sedans, and one spare sedan. Call-a-Ride has two sedans that are eligible for replacement and four retired vehicles that have reached the end of

their useful life span and should be replaced. Call-A-Ride recently received $50,000 from an FTA Section 5310 grant to purchase a new mini-bus and $40,000 to purchase a new mini-van.

To meet the current fleet mix, funding is needed for replacement of the two sedans eligible for replacement, and for a new sedan to use when other vehicles are undergoing routine maintenance and repair.

Maintenance and Storage Facilities

The ATS vehicle facility, also known as the Bus Barn, is located along SW 34th Avenue behind the Albany Fire Station. The Bus Barn is used primarily as a storage facility for ATS buses used in regular operation. All spare buses are parked outside the facility. Minor maintenance needs, such as checking and topping off fluids, are performed within the Bus Barn, while all major maintenance needs are performed at Brattain International on SE Fescue Street. Figure 8-1 displays the current location of the Bus Barn along with other ATS facilities located within the city of Albany.



LEGEND

- Bus Barn
- North Albany Park-and-Ride
- Future North Albany Park-and-Ride
- Linn-Benton Community College
- Amtrak Station

ATS Fixed Routes

- Route 1
- Route 2
- Route 3
- Route 4
- City Limit

ATS FACILITIES
ALBANY, OREGON

FIGURE 8-1

H:\projfile\8153 - Medium Consultant Services Roster\Task 1 - Transit Plan\GIS\8153fig8-1.mxd

KITTELSON & ASSOCIATES, INC.
TRANSPORTATION ENGINEERING / PLANNING

ATS currently shares the Bus Barn with the fire department, the police department, and the Bureau of Parks and Recreation. Although the Bus Barn was constructed with funds provided by an FTA grant and the property is owned by the city of Albany, the Albany Fire Station, who occupies a majority of the site, has repeatedly expressed concerns about the Bus Barn and would like ATS to move. Because the Bus Barn has exceeded its capital life, replacement of FTA funds for eliminating transit use of the property is no longer an issue.

As ATS expands its service, it will need to identify a new location for a larger facility, better equipped to accommodate the needs of the additional service vehicles. The new location should be located within the city of Albany, and within close proximity to transit service routes. If the new location is further from the existing routes, additional "deadhead" time associated with each route will increase.

The space required for the facility should be adequate to meet the anticipated ATS and Call-A-Ride service needs for at least 10 years. The facility would require space for parking buses, bays for minor maintenance of vehicles, room for operations and administrative functions, employee parking, and potentially a transfer center and park and ride lot. An area should be set aside for bicycle lockers for both public use and for employees. The space for parking buses would anticipate at least doubling the current fleet requirement to five to six buses, plus at least the current seven paratransit vehicles, to ensure room to expand service over time. Covered space, while desirable, is not typical for agencies with Oregon's mild climate, and is more likely to occur in areas with harsh winters, such as Madison, Wisconsin. Consequently, uncovered surface parking would be adequate for future facility planning purposes.

The need for this facility should be added to the TSP and CIP, and a budget developed from which grant funding can be pursued.

Park-and-Ride

Park-and-ride facilities provide parking for people who wish to transfer from their personal vehicle to public transportation or carpools/vanpools. Park-and-rides are frequently located near major intersections, at commercial centers, or on express and commuter bus routes. It is Oregon state policy to encourage the development and use of park & ride facilities at appropriate urban and rural locations adjacent to or within the highway right-of-way. Park-and-ride facilities can provide an efficient method to provide transit service to low density areas, connecting people to jobs, and providing an alternate mode to complete long-distance commutes.

Park-and-ride facilities may be either shared-use, such as at a school or shopping center, or exclusive-use. Shared-use facilities are generally designated and maintained through agreements reached between the local public transit agency or rideshare program operator and the property owner. Shared lots can save the expense of building a new parking lot, increase the utilization of existing spaces, and avoid utilization of developable land for surface parking. In the case of shopping centers, the presence of a shared-use park-and-ride has frequently been shown to be mutually beneficial, as park-and-riders tend to patronize the businesses in the center.

The City of Albany currently has three park-and-ride facilities: North Albany Park-and-Ride, LBCC Park-and-Ride, and Albany Station. Figure 8-1 shows the locations of these park-and-rides.

- ***North Albany Park and Ride:*** The North Albany park-and-ride is currently located along North Hickory Street in a gravel parking lot behind Tom's Garden Center. The lot is provided courtesy of the Garden Center who has plans to sell or lease the property in the near future. The lot consists of 15-30 parking stalls, four bicycle lockers (used primarily by Linn-Benton Loop passengers), and a bus shelter located adjacent to North Hickory Street. The lot serves ATS Routes 1, 3, and 4, and the Linn-Benton Loop.
    - According to the City of Albany's Capital Improvement Program for FY 2009-10, the design of the new North Albany Park-and-Ride will be completed during FY 2009-10 with construction during FY 2010-11. The replacement facility will be constructed on the northwest corner of North Hickory and Albany Road. Plans currently call for a paved and lighted facility with a passenger shelter and eight bicycle lockers. The new park-and-ride facility will serve ATS Routes 1, 3, and 4, and the Linn-Benton Loop.
- ***LBCC Park-and-Ride:*** The LBCC Park-and-Ride is located off Southwest Allen Lane in the south parking lot west of Takna Hall. While there is not a designated parking area for the park-and-ride, bus shelters are available in specific locations in the south lot. The LBCC park-and-ride serves ATS Routes 1, 3, and 4, and the Linn-Benton Loop.
    - LBCC has plans to purchase bicycle lockers in the near future to accommodate the demand by people who use the park-and-ride.
- ***Albany Station:*** Albany Station, also known as the Regional Multi-Modal Transportation Center (RMTC), is located along SW Pacific Highway between SW 12th and SW 9th Avenue. It is within walking distance of Albany's downtown commercial area. The RMTC parking lot currently consists of 80 parking spaces, including 61 potential park-and-ride spaces, ten short-term (one-hour) spaces, seven disabled spaces, and two Amtrak employee spaces. Bicycle lockers are also available to both train and bus riders. Two lockers are available to ATS passengers and four are available to Linn-Benton Loop passengers. The RMTC serves all ATS routes in addition to the Linn-Benton Loop, the Linn Shuttle, the Valley Retriever, and Amtrak.
    - According to the City of Albany's Capital Improvement Program for FY 2009-10, Phase 2 and 3 design of the Regional Multi-Modal Transportation Center will be completed during FY 2009-10 with construction during FY 2010-11. The plan calls for an additional 30 parking spaces in addition to the renovation of the existing freight office building to accommodate the administration and operation of ATS services.
    - Following the completion of the construction and the renovation of the office building, the Albany Call-a-Ride operation center and fleet vehicles will relocate to the RMTC.

Bus Stops

Shelters

ATS currently has approximately 80 designated bus stops throughout the city of Albany. Of these, 18 have bus shelters. Bus shelters provide protection for customers from the elements and seating while waiting for a bus. This is particularly important in Albany due to the rainy climate and the potentially long wait times associated with long bus headways. Several of the shelters along SW 34th Avenue and SW Pacific Highway are currently missing windows due to vandalism. According to the City of Albany's Capital Improvement Program for FY 2009-10, ATS plans to utilize funds carried over from previous fiscal years to support the installation of 15 additional bus shelters.

The location of a bus stop shelter should enhance the circulation patterns of patrons, reduce the amount of pedestrian congestion at a bus stop, and reduce conflict with nearby pedestrian activities. The location of the curb and sidewalk and the amount of available right-of-way can be determining factors for locating a bus stop shelter. *TCRP Report 19* provides the following placement guidelines for use when placing a bus stop shelter on a site:

- Bus stop shelters should not be placed in the 5-foot-by-8-foot wheelchair landing pad.
- General ADA mobility clearance guidelines should be followed around the shelter and between the shelter and other street furniture.
- Locating shelters directly on the sidewalk or overhanging a nearby sidewalk should be avoided because this may block or restrict general pedestrian traffic. A minimum clearance of 3 feet should be maintained around the shelter and an adjacent sidewalk (more is preferred). See Exhibit 8-1.
- To permit clear passage of the bus and its side mirror, a minimum distance of 2 feet should be maintained between the back-face of the curb and the roof or panels of the shelter. Greater distances are preferred to separate waiting passengers from nearby vehicular traffic.
- The shelter should be located as close as possible to the end of the bus stop zone so it is highly visible to approaching buses and passing traffic. The walking distance from the shelter to the bus is also reduced.
- Locating bus stop shelters in front of store windows should be avoided when possible so as not to interfere with advertisements and displays.
- Shelters should be oriented so that panel placement improves comfort within the shelter. See Exhibit 8-2.
- When shelters are directly adjacent to a building, a 12-inch clear space should be preserved to permit trash removal or cleaning of the shelter.

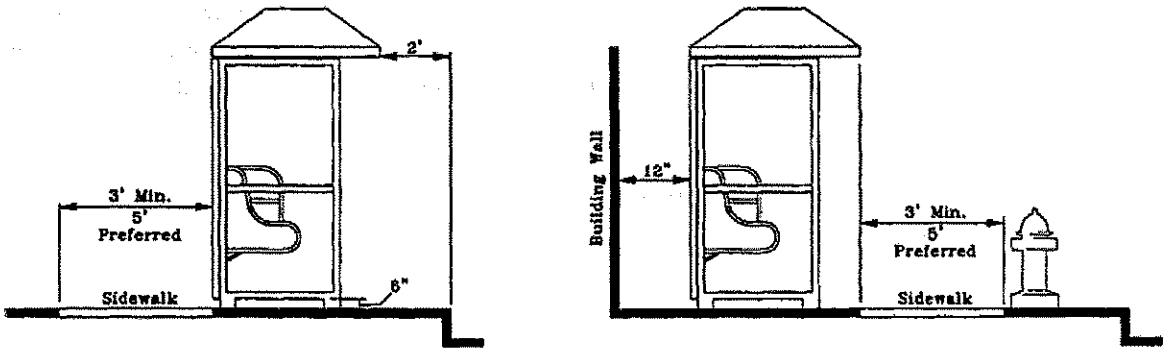


Exhibit 8-1 Orientation of Shelter to Street

In orienting and configuring bus shelters, ATS should consider the environmental characteristics of each site, to ensure passenger comfort. When shelter interiors are uncomfortable, patrons will seek relief from the elements outside the shelter, appropriating walls or window ledges of nearby private property for their use.

Different bus shelter configurations can be used to reflect site or regional characteristics. For example, in cooler climates, bus shelters may be faced directly east or west to maximize passive solar heat during winter months, and also placed away from prevailing winter winds. Shelters can be completely open to permit unlimited movement of air, or panels can be erected to keep the interior of the bus shelter warm. Shelters can be fully enclosed by solid panels and the back of the shelter may be rotated to face the street to protect waiting passengers from splashing water or snow build-up. To enhance ventilation and to reduce the clutter that can accumulate inside a shelter, a 6-inch clearance between the ground and the bottom of the panels is standard in fully enclosed shelters. In any case, shelters should be coordinated with landscaping to provide maximum protection from the elements and to enhance the visual quality of the bus stop.

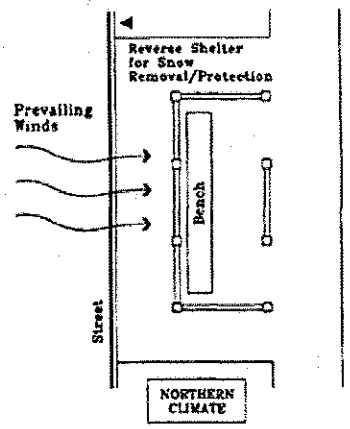


Exhibit 8-2 Orientation and Panel Placement to Improve Interior Comfort

Many transit agencies use paid advertising in bus shelters to reduce costs and to provide other benefits. Passenger and pedestrian safety and security are of greater concern at shelters with advertising. The advertising panels may limit views in and around a bus stop, making it difficult

for bus drivers to see patrons. The panels can also reduce incidental surveillance from passing traffic. To prevent restricted sight lines, advertising panels should be placed downstream of the traffic flow, to assist an approaching bus driver view the interior of the shelter easily. Indirect surveillance from passing traffic should be preserved through proper placement of the panels.

Approximate costs for transit shelters may range from $10,000 - $15,000, including the cost of installing a concrete pad.

Benches

Seats provide comfort to waiting customers and increase the attractiveness of the bus service, especially for those with mobility impairments. Patrons who have difficulty standing will benefit from seating and will more likely use transit services. Seating located in the shelter should leave clear space for patrons with wheelchairs to use the shelter.

The following bench placement guidelines are recommended by *TCRP Report 19*:

- Avoid locating benches in completely exposed locations. Locate benches near existing shade trees if possible. Otherwise, install landscaping to provide protection from the wind and other elements.
- Coordinate bench locations with existing street lights to increase visibility and enhance security at a stop.
- Locate benches on a non-slip, properly drained, concrete pad. Avoid locating benches in undeveloped areas of the right-of-way.
- Locate benches away from driveways to enhance patron safety and comfort.
- Maintain a minimum separation of 2 feet (preferably 4 feet) between the bench and the back-face of the curb. As the traffic speed of the adjacent road increases, the distance from the bench to the curb should be increased to ensure patron safety and comfort.
- Maintain general ADA mobility clearances between the bench and other street furniture or utilities at a bus stop.
- Do not install the bench on the 5-foot by 8-foot wheelchair landing pad.
- At bench-only stops, additional waiting room near the bench should be provided (preferably protected by landscaping) to encourage bus patrons to wait at the bus stop. Exhibit 8-3 from *TCRP Report 19* provides an example of the circulation requirements at a bench-only bus stop with additional seating provided.

Approximate costs for a bench at a transit stop range from $500 - $1,500, depending on the model.

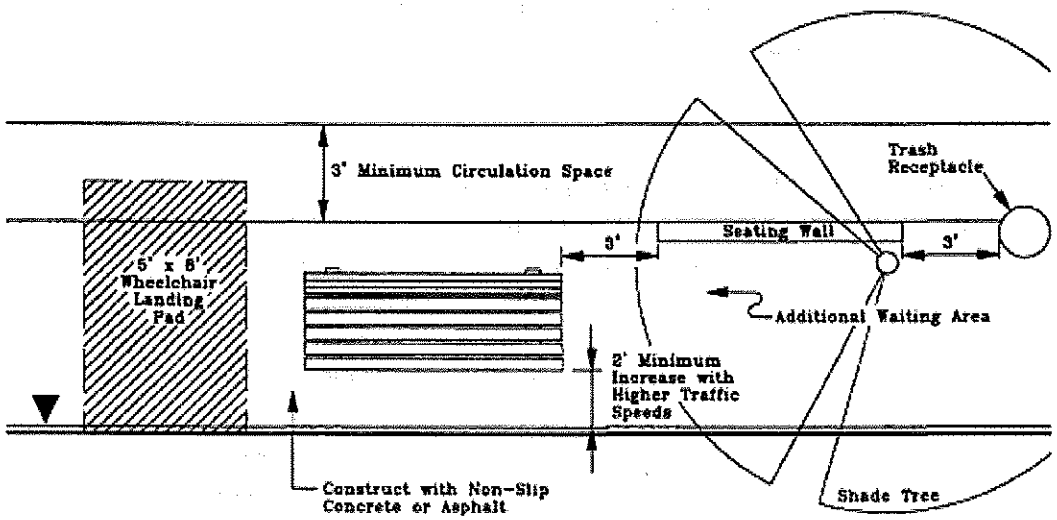


Exhibit 8-3 Conceptual Bench and Waiting Pad Design

Trash Receptacles

Trash receptacles can improve the appearance of a bus stop by providing a place to dispose of trash. The installation of trash receptacles is typically a system-wide decision. Not all bus stops need to have trash receptacles: Bus stops with low patronage may not justify the inclusion of this amenity at a bus stop; however, litter at a site may warrant the inclusion of a trash receptacle at an otherwise low-volume location.

Problems can arise when the receptacles are not regularly maintained or when the bus stop is next to a land use that generates considerable trash such as convenience stores and fast food restaurants. In such cases, transit agencies should work with these establishments to define maintenance responsibilities for the bus stop and the area around the businesses. Businesses and community groups typically are reluctant to agree to maintain trash receptacles at public sites.

TCRP Report 19 provides the following recommendations regarding installing trash receptacles at bus stops:

- Anchor the receptacle securely to the ground to reduce unauthorized movement.
- Locate the receptacle away from wheelchair landing pad areas and allow for at least a 3-foot separation from other street furniture.
- Locate the receptacle at least 2 feet from the back of the curb.
- Ensure that the receptacle, when adjacent to the roadway, does not visually obstruct nearby driveways or land uses.
- Avoid installing receptacles that have ledges or other design features that permit liquids to pool or remain near the receptacle—this may attract insects.
- Avoid locating the receptacle in direct sunlight. The heat may encourage foul odors to develop.

Exhibit 8-4 from *TCRP Report 19* shows the minimum circulation and separation requirements for trash receptacles at bus stops.

Approximate costs for trash receptacles range from $500 – $1,000.

Bus stop improvements should be implemented as planned, with the addition of shelters to all major transit stops. Final shelter placement should be done following any decisions for service improvements to avoid having to move shelters if the service shifts.

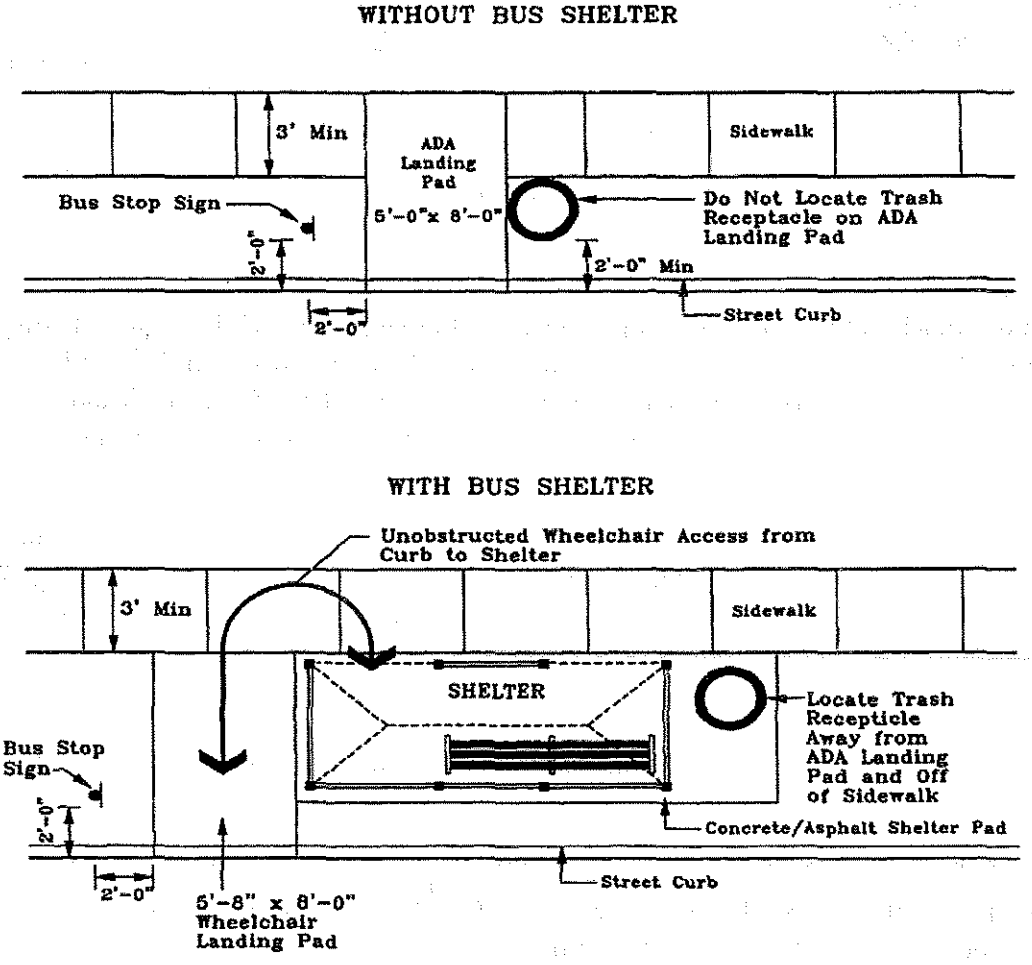


Exhibit 8-4 Conceptual Trash Receptacle Locations

City of Albany's Capital Improvement Program for FY 2009-2010

The City of Albany Capital Improvement Program (CIP) for FY 2009-2010 identifies capital projects through FY 2013-2014. The report includes information on projects currently in process, projects that have received funding, and projects that are unfunded. While there are many projects identified in this report, only those relevant to the Albany Transit plan have been reviewed.

The following projects were identified in the FY 2009-10 CIP as funded in prior CIPs and are currently in process:

- #1654 North Albany Park and Ride – Design will be completed during FY 2009-2010, with construction occurring during FY 2010-2011.
- #1796 Regional Multimodal Transportation Center (Phase 2 and 3) – Design will be completed during FY 2009-2010, with construction occurring during FY 2010-2011.
- #1833 Albany Transit System, Bus replacement – Project will be completed by June 2009.

The following projects have received funding and have been identified for inclusion in the 2009-2010 CIP:

- #1960 Albany Station Park-and-Ride – Federal Stimulus ($1,250,000)
  - This project utilizes the Federal Stimulus funds to expand the existing park-and-ride lot at Albany Station by approximately 30 parking spaces and provides for additional bus shelters and bike lockers.
  - This project also supports the renovation of the REA building which houses the ATS administrative offices.
- #1874 ATS transit shelters ($98,500) – Although this project was identified as "Unfunded" in the FY 2009-10 CIP report, ATS has decided to utilize funds carried over from previous years to support the construction of an additional 15 bus shelters.

The following CIP projects were identified in the FY 2009-10 CIP as either unfunded or will not be implemented within the five-year window of this plan:

- #1872: ATS – Expand Service with two new buses ($600,000)
- #1873: Paratransit – Expand service with two new vehicles ($200,000)
- #1875: Replacement vehicle for paratransit service ($100,000)

City of Albany Transportation System Plan Update (2010)

The following transit improvement projects were identified in the Albany TSP Update:

- Albany Transit Master Plan (This Study)
  - Complete plan to guide future expansion of Albany Transit System, including needed re-routing, service frequency and service span improvements, and passenger amenities.
- Improved Pedestrian Crossings at Transit Stops ($430,000)
  - Improve pedestrian safety at 21 transit stops by installing pedestrian improvements or relocating bus stops. Figure 7-5 from the recently approved Albany Transportation System Plan (TSP) can be found in Appendix "J" of this report and on page 80, Section 7 – Transportation System Plan, of the Albany TSP.

RECOMMENDATIONS

ATS Vehicles

- In order to meet existing service needs, ATS should maintain a minimum of three service vehicles in good condition, two in operation and one as a spare. This requires purchase of one vehicle in addition to the bus that has been ordered and is scheduled for delivery in 2010.
- In order to expand existing service as recommended in the future service plan, ATS will need two additional vehicles, bringing the total active fleet in good condition to five service vehicles: four in operation on any given day, and one spare. The estimated cost is $650,000. (Project T11)
- All new service vehicles should be equipped with three-bike, bike-rack systems to accommodate the increase in bike ridership in the city of Albany. In addition to the new bike-rack systems, ATS should develop a policy for allowing bike passengers and their bikes inside the bus when buses are not crowded and the space reserved for the elderly and persons with disabilities is not needed.

Call-A-Ride Vehicles

- To meet the current fleet mix, funding is needed for replacement of the two sedans eligible for replacement, and for a new sedan to use when other vehicles are undergoing routine maintenance and repair.

Bus Stops

- Existing facilities should be retrofitted with ADA-compliancy as funding allows, with priority given to retrofits which will address areas of greatest impact for people with disabilities. Albany's Transportation System Plan adopted February 2010 includes an ADA audit (Project #S1) of the existing public system and will recommend projects and funding strategies to alleviate existing deficiencies. A public process to define the priorities will be decided by the City Council. The estimated cost for improvements is $25,000 annually. (Project T5)
- Bus stop improvements should be implemented as planned, with the addition of shelters to all major transit stops. Final shelter placement should be done following any decisions for service improvements to avoid having to move shelters if the service shifts. The bus stop and shelter location and design will need to be compliant with ADA requirements, including the presence of sidewalks and curb-cuts. This will facilitate transit use by all citizens. The estimated cost is $430,000. (Project T6[1])

[1] Note: This improvement is Project T1 in the adopted Albany 2030 Transportation System Plan It includes installing pedestrian safety improvements 21 transit stops.

Facilities

- A new ATS operations, maintenance, and administration facility is needed and should be added to the TSP and CIP. This facility should be designed to accommodate ATS and Call-A-Ride operations, maintenance and administration for at least 10 years. The need for this facility should be added to the TSP, and a budget developed from which grant funding can be pursued. The estimated cost is $600,000 for Land and $500,000 for design and construction. (Projects T7 and T8).

Section 9
Revenue Review and
Recommendations

Revenue Review and Recommendations

FARE REVIEW

Fare decisions are comprised of four fundamental parameters: fare policy, fare strategy, fare structure, and fare collection technology. The following documents these parameters and the existing conditions for Albany Transit Service (ATS).

Fare Policy

Fare policy applies to all aspects of fare structure development and pricing, and the selection of fare collection and payment methods. A transit agency's fare policy establishes the principles and goals underlying and guiding the agency's pricing-related decisions, including the frequency and magnitude of fare increases. The policy may be spelled out in a specific fare policy or may be implied in the agency's other formal policies and actions.

Depending on their specific needs and situations, transit agencies will identify different sets of goals for their fare structures and systems. These goals can be grouped into four basic categories: customer-related, financial, management-related, and political. Many fare policy goals are in competition with each other. For example, a fare strategy that maximizes ridership tends to reduce revenue (and vice versa), while meeting a fare revenue target may make transit unaffordable to those who need it the most. Similarly, it is impossible to increase fare options and reduce complexity simultaneously. Therefore, a transit agency must identify which goals it considers most important. Establishing fare policy is a balancing act: the goals must be prioritized if the policy is to lead to a useful fare structure or system. *A sample set of Fare Policy Goals is included in Appendix "F".*

In concert with the fare policy goals, the policy also includes the frequency of and impetus for fare evaluations and changes. The most common triggers for transit agencies to review or change fares are as follows:

- *Need for additional revenue:* this is the single most frequently cited impetus for pursuing a fare increase, and also an essential element of improving the fare recovery ratio. This is related to the desire to maintain pace with inflation.
- *Increase ridership:* since most transit agencies depend heavily on the subsidies provided by federal, state, and local government funding sources, there is a strong incentive to develop and maintain high ridership levels. Political acceptability depends on both the absolute level of ridership and the equity effect of providing services to different groups and to different geographical areas on a more equitable basis.
- *Introduction of a new service type:* the introduction of a new type of service (e.g., flex-route service) typically triggers a review of the agency's fare structure. The motivating factor is the desire to integrate the new mode into the current system effectively.

- ***Interest in innovative fare and marketing strategies:*** because of concern over maintaining or increasing ridership, some agencies have restructured fares primarily to take advantage of the marketing potential of innovative pricing strategies. A deep discounting strategy—and an emphasis on prepayment in general—has often served as the focus for such activities.

Current ATS Fare Policy

ATS does not have a formal fare policy. The fares are adjusted on an "as-needed" basis, upon approval of the Albany City Council.

ATS should identify the goals of the fare system and formalize them through an adopted fare policy statement. Based on current operations, it appears that the fares are designed to create an affordable option for those who have no other transportation, while providing a nominal "user fee" that recognizes the service being provided. Special fares to attract special markets (such as employer and university fares) are designed to encourage alternative commute modes. These provide a basis for establishing a fare policy that can be implemented without noticeable impacts on the riding public. As matter of fare policy, it is recommended that the a fare system be reviewed annually to determine if fares are keeping pace with inflation, and to consider smaller, more frequent fare increases that have less impact on low income individuals.

Currently there are only a few transit properties with base fares below $1.00. It is recommended that the adult base fare be increased from $0.75 to $1.00. This would establish a baseline from which future fare increases would be made in accordance with the formal fare policy.

Fare Strategy

A transit agency's fare strategy refers to its general fare collection and payment approaches. Strategy is a fundamental component of the fare structure, which also includes the fare levels and the payment options.

Fare strategies fall into two basic categories: flat and differentiated. With a flat strategy, riders are charged the same fare, regardless of the length of trip, time of day, or speed or quality of service. With a differentiated strategy, fares vary according to one or more of those parameters. The different types of fare strategies are summarized as follows:

- ***Flat fare:*** the simplest, most common fare strategy is one based on a flat fare. It may be—and often is—combined with one or more types of prepaid fare options.
- ***Distance-based or zonal pricing:*** distance-based fares (zonal charges or surcharges beyond a certain distance) are often considered on the theory that people should pay more for longer trips. This is typically the most complicated type of structure, for both the rider and the transit agency.
- ***Time-based (e.g., peak/off-peak) differential:*** a time-based method of charging is often considered because: (1) the peak-period market is generally less sensitive to and has a greater ability to pay for fare increases; and (2) the costs of providing service and accommodating additional riders are significantly higher in peak than in off-peak hours. Time-based pricing can be more complicated for the rider to understand, particularly

because he or she will not always pay the same fare for the same trip distance. The peak/off-peak differential may involve all off-peak hours or, alternatively, a late-night, weekend, or Sunday-only discount.

- *Service-based differential:* differentiating fares by mode (i.e., a higher fare for express bus than for local circulator bus), "speed" (i.e., an express bus surcharge), or service type (i.e., fixed versus demand responsive) is often contemplated as a means to reflect (1) the higher level of service provided, (2) the longer trip distances typically traveled, and (3) higher operating costs.

Along with these strategies, transit agencies must develop a transfer pricing policy—a key element in any agency in which transferring between routes or modes is at all common. Decisions on transfer pricing policy often depend on the service design and convenience. For instance, a grid network transit system requires a great deal of transfer activity.

The basic service philosophy underlying a route network should be a primary consideration in establishing a transfer pricing and usage policy. The pricing policy also must consider how different options affect revenue—i.e., the convenience of a free or low-priced transfer versus the forgone revenue from such a strategy—as well as administrative and operational issues associated with the options. The basic pricing options for transfers can range anywhere from free or nearly free, to upgrades between different services, to no transfers (rider pays the full fare each time they board). Transfer pricing should be established on the basis of the agency's service design, coupled with the fare policy, revenue needs and the extent of current transfer activity.

Current ATS Fare Strategy

ATS currently has a flat fare strategy with two categories of riders: Adults and "Reduced". The Reduced category includes seniors (age 60 and older), persons with disabilities, and youth (ages 6-17). One-way fares are 75 cents for Adults and 50 cents for Reduced. Children under age 6 ride for free. Linn-Benton Community College (LBCC) and Oregon State University students, staff, and faculty ride using passes provided through special transit programs with the schools. Additional pass programs are available through two major employers in the Albany area, including Hewlett Packard (HP) and Good Samaritan Hospital (Sam).

Transfers between ATS routes are free. Transfer tickets are provided at the passenger's request and must be presented to the driver on the next available bus. Passengers may also transfer for free between ATS Route 3 and the Linn-Benton Loop's Midday/Express Route service. Passengers must pay the full Loop fare at all other times.

Most of the transfer activity occurs between ATS routes, although some activity occurs between ATS and other services. In most cases the other service providers' fare systems are not integrated, and passengers must pay full fare upon boarding each system.

The existing flat fare structure is a simple fare strategy that works well in the market. The flat fare and free transfer strategies are well tested in the industry and should be continued. Free transfers with neighboring transit providers are desirable and should be pursued as part of a longer-term fare strategy to encourage regional transit travel.

Fare Structure

Fare structure is the combination of one or more fare strategies with specific fare levels. The process of developing fare policy and making changes to the fare structure varies widely from one transit agency to the next.

The base fare is the industry terminology for the minimum cash price for an adult to board a vehicle for a single trip. Surcharges based on the Fare Strategy, such as zone or peak hour surcharges, and discounts (such as senior fares) are applied to the base cash fare.

In addition to cash fares, some transit providers utilize pre-paid fare media as a convenience to their customers. Books of tickets provide single-ride trips so that the rider doesn't need to have cash on hand. Ticket books may be sold at a discount to encourage purchase and ridership. Unlimited-use passes are another common element of the fare structure that encourages ridership and rewards frequent riders by providing a low cost per trip. Passes are often priced for a day, week, a month or a year. The pricing of a monthly pass is typically set at anywhere from 30 to 45 one-way trips per month.

Employer-based and university student fare programs have grown in popularity over the past decade, and provide a quarterly or annual pass option. These fares are typically sold in bulk at a reduced rate based on the number of employee or students, making it easy for employees and students to take advantage of local transit service.

The Federal Transit Administration (FTA) requires transit agencies receiving funds under Section 5307-Large Urban Cities to provide ½ price fares for seniors (defined by the FTA as ages 65 or older) and persons with disabilities during off-peak hours. During peak hours full fare may be charged. There are no fare requirements for small and rural transit providers, such as ATS.

Current ATS Fare Structure

ATS offers passengers the opportunity to pay in cash, use a monthly pass, or a paper ticket from a coupon book. The current fare structure and associated discounts shown in Table 9-1 are based on the adult, base cash fare of $0.75. As shown, adult monthly passes currently offer a 27 percent discount over the base cash fare, while the coupon books offer adults a 10 percent discount over the base cash fare. Senior, disabled, and youth cash fares currently offer a 33 percent discount over the base cash fare, while monthly passes offer a 63 percent discount and coupon books offer a 55 percent discount. This represents a significant discount for pre-paid fares and has the effect of offering senior, disabled, and youth passengers a discount on top of a discount on fares when they are purchased in advance.

The proposed fare structure shown in Table 9-1 is based on an increase of the adult, base cash fare from $0.75 to $1.00 and an increase in the senior, disabled, and youth cash fare from $0.50 to $0.75. The discounts applied to the monthly pass and coupon books were adjusted to reflect a more consistent and reasonable fare structure for ATS services. The result is a significant increase in the price of monthly passes and coupon books for both adult as well as senior, disabled, and youth passengers. However, these increases may be conducted in a stepwise manner by adjusting the discount percentages prior to adjusting the base cash fares so that, for example, the senor, disabled,

and youth monthly pass will increase from $11 to $20 to reflect a 25 percent discount over the base cash fare rather than a 63 percent discount.

Table 9-1 Current and Proposed ATS Fare Structure

	Current Fare Structure		Proposed Fare Structure	
	Cost	Discount	Cost	Discount
Cash Fare				
Adults (age 18 and older)	$0.75	0%	$1.00	0%
Senior (age 60 and older), Disabled, Youth (under age 6)	$0.50	33%	$0.75	25%
Monthly Pass (assumed 40 rides per month)				
Adults (age 18 and older)	$22	27%	$36	10%
Senior (age 60 and older), Disabled, Youth (under age 6)	$11	63%	$30	25%
Coupon Book (20 rides per book)				
Adults (age 18 and older)	$13.50	10%	$13.50	10%
Senior (age 60 and older), Disabled, Youth (under age 6)	$6.75	55%	$11.25	25%

The current fare structure has two fare levels, an adult fare and a "Reduced" fare for seniors, disabled, and youth. The tickets and passes are heavily discounted to provide an incentive to pre-pay fares and encourage ridership. This also provides a benefit to frequent riders who are likely to be low income. The Reduced ticket and pass fares are highly discounted. If, overall, a decision is made to increase the adult base fare to $1.00, the relationship between the adult cash fare, Reduced cash fare, and pass and tickets should be revisited to ensure it is still meeting the goals of the fare policy.

In addition to the relation between ATS fares and neighboring fixed route service, it is recommended that ATS senior, disabled, and youth fares be kept low in relation to the Call-A-Ride service fares. This would serve to encourage fixed route transit usage while discouraging the more costly paratransit rides.

Fare Collection Technology

The technology used in fare payment and collection affects the efficiency of these functions and the range of fare strategies and payment options that can be employed. Moreover, improved technology can contribute to improvements in revenue control, data collection, operations planning, and service integration. These improvements have associated costs, including direct (the actual expense of procuring the equipment and producing the fare media) and indirect (training of operating and maintenance personnel, education of riders, testing and installation of equipment, and development of new accounting and processing procedures). The most common methods of fare media are described as follows:

- *Cash:* the most common means of paying for transit rides. It is readily obtainable and requires no special sale or distribution arrangement, but riders are usually required to use exact change. Cash can be difficult for agencies to process and is most susceptible to theft by transit employees. A "drop box" style farebox, where the money simply falls into a vault is the simplest technology. Registering fareboxes count the revenue as it is deposited and provided a higher level of fiscal accountability.
- *Paper ticket/pass:* contain printed information and are widely used in the transit industry, particularly in the proof-of-payment systems. These tickets can be used for single-rides or multi-rides (a single multi-ride ticket or a "book" of tickets). Monthly passes are either paper or a plastic ID card (usually with a validation sticker), and are often called "flash" passes because they are shown, to the operator when boarding the vehicle. These fare instruments are universally used in the industry and are the least expensive to implement.
- *Magnetic ticket:* can be used for any type of payment option: single-ride, multi-ride, period pass, or stored value. They offer extensive flexibility to both the operator and the rider. Magnetic tickets are used mostly in systems that have gates and turnstiles to control access, egress, or both; however, they can be used in bus systems that have ticket readers and processing units attached to their fareboxes. These systems are more expensive than a simple farebox and less expensive than a smart card system.
- *Smart card:* an integrated circuit card that contains a microprocessor (i.e., a computer chip) and has built-in logic. Smart cards offer a greater measure of security than magnetic-stripe cards and can be used as a security access instrument as well as an instrument for stored value. The higher capital costs make this a viable option for large systems and those that have a significant issue with fare integration between providers, such as in the San Francisco Bay Area where there are 17 major transit providers.

Current ATS Fare Collection Technology

As with most small transit districts, the technology for collecting fares is simple, consisting primarily of a farebox onboard the vehicles, paper tickets, and "flash" passes. As indicated in the Rider Survey, the primary method of fare payment is cash, followed closely by student, employee, and other monthly passes. Monthly passes and coupon books of paper tickets are available at City Hall, while Student and employee passes are provided through LBCC, OSU, Hp, and Sam, respectively.

ATS currently uses fareboxes for cash and ticket fares. Passes are shown to the driver upon boarding. Given the size of system, this is the most efficient method of fare collection; additional technology is not warranted at this time. As the region develops and transfers between transit providers becomes more common, fare technology that simplifies fare payment and reconciliation between providers may be warranted. This should be revisited in context of a regional, long range transit plan.

PEER REVIEW

Very few transit agencies in the country have formally adopted fare policy and strategy statements. The peer review therefore consists of analyzing the fare structure as provided on agency websites. The fare structure review was conducted of neighboring transit agencies, other Oregon transit agencies, and selected national transit agencies. These agencies were selected based on type of service provided, service area, and/or geography. Peer agencies are those that are most similar to ATS. *The peer agency fare structures are included in Appendix "G."*

Each transit district has its own unique operating conditions and constraints. Most small and rural transit districts offer a flat fare for local service, with longer distance trips handled in a variety of ways. Books of tickets and monthly passes are typically offered, with varying levels of discount.

The City of Albany has several areas with population and employment densities sufficient to support transit service, along with several areas that do not. There are many examples of transit agencies that share the same challenges of supporting urban areas surrounded by sparse rural areas existing within the same city.

- ***Bend Area Transit:*** Bend Area Transit (BAT) has seven service routes that provide service to the City of Bend and the surrounding area. Each route serves portions of both the central city as well as the more rural areas that surround the central city.
    - *BAT's base fare is $1.50 and there is no discount for transfers. A day pass is $2.50, in effective providing a $1.25 base fare.*
    - *BAT has a formally adopted fare policy that provides guidelines for making changes to fare structures as well as fixed-route and paratransit services. The current BAT fare policy is provided in Appendix "H."*
- ***Salem-Keizer Transit District:*** The Salem-Keizer Transit District, also known as Cherriots, has 22 service routes and two extension routes that provide service to the City of Salem as well as Wilsonville and Grand Ronde. Cherriots has a slightly larger service area than ATS, yet shares many of the same challenges of providing service to both urban areas as well as more rural areas that surround the city.
    - *The base fare is $1.25.*
    - *The Salem-Keizer Transit District has developed a strategic business plan, which establishes guidelines for future decision making on services and the allocation of resources and develops an action plan that focuses on improving mobility for Salem-Keizer residents. The current strategic business plan is available on the Cherriots webpage.*
- ***Sandy Area Metro:*** Sandy Area Metro (SAM) has one service route and two extension routes that provide service to the Sandy area, as well as parts of Estacada, and connects to TriMet at the Gresham Transit Center. Currently no fare is charged on SAM.

The fare structure depends on the number of routes being operated, the distance traveled, and the size of the communities that the routes serve, and the fares being charged on neighboring transit services. Although currently there is limited transferring between services, this could change as the

service improves and the area grows, increasing the need and desire for coordination between the local transit providers.

FARE ISSUES

In reviewing the existing fare structure, the following elements arose and should be considered regardless of what fare policy, strategy, and structure is adopted.

- *Fare Increase Policy:* It is easy for transit districts to leave the fare prices alone, and often challenging to take fare increases to the public. Yet, to maintain a fiscally sound system and ensure riders pay their fare share, fares need to increase regularly, similar to other goods and services. Experience has indicated that small regular fare increases are often more acceptable to the public than large infrequent fare increases.
- *Rider Comments - Value for Fare Paid:* The results of the Rider Survey conducted in early June 2009 indicate that a majority of people (approximately 60 percent) feel the value for fare paid is excellent, while very few (less than 2 percent) feel that it is poor. This indicates that there is potential to increase fares.
- *Regional Coordination:* As the region grows and service is improved, it will be important to consider how the fare systems can support the service policies and encourage inter-regional travel. Because of cross-jurisdictional issues, this can be a challenging activity and should be approached sooner in the regional planning process rather than later.

Call-a-Ride Fares

Call-a-Ride provides complementary paratransit service for ATS fixed route service, as required under the Americans with Disabilities Act (ADA). Recognizing the high cost of curb-to-curb, demand responsive service, ADA regulations allow complementary paratransit services to charge up to twice the adult cash fixed route service fare.

Albany's Call-a-Ride service has a similar fare structure to the ATS fixed-route service, with a flat fare of $1.00 per trip. While this fare structure is easy for most people to understand it does not reflect the actual costs of the trip. Based on ADA regulations, Call-a-Ride fares could be up to $1.50 given the current fixed route fare of $0.75.

FARE RECOMMENDATIONS SUMMARY

Fixed Route Fares

As ATS looks forward, there is the opportunity to establish a fare system that provides a consistent and coherent rationale for setting and changing fares. Following are recommendations for the four elements of a fare system.

Fare policy: ATS should identify the goals of the fare system and formalize them through an adopted fare policy statement. Based on current operations, it appears that the fares are designed to create an affordable option for those who have no other transportation, while providing a nominal

"user fee" that recognizes the service being provided. Special fares to attract special markets (such as employer and university fares) are designed to encourage alternative commute modes. These provide a basis for establishing a fare policy that can be implemented without noticeable impacts on the riding public. As matter of fare policy, it is recommended that the a fare system be reviewed annually to determine if fares are keeping pace with inflation, and to consider smaller, more frequent fare increases that have less impact on low income individuals.

Currently there are only a few transit properties with base fares below $1.00. It is recommended that the adult base fare be increased from $0.75 to $1.00. This would establish a baseline from which future fare increases would be made in accordance with the formal fare policy.

Fare strategy: The existing flat fare structure is a simple fare strategy that works well in the market. The flat fare and free transfer strategies are well tested in the industry and should be continued. Free transfers with neighboring transit providers are desirable and should be pursued as part of a longer-term fare strategy to encourage regional transit travel.

Fare structure: The current fare structure has two fare levels, an adult fare and a "Reduced" fare for seniors, disabled, and youth. The tickets and passes are heavily discounted to provide an incentive to pre-pay fares and encourage ridership. This also provides a benefit to frequent riders who are likely to be low income. The Reduced ticket and pass fares are highly discounted. If, overall, a decision is made to increase the adult base fare to $1.00, the relationship between the adult cash fare, reduced cash fare, and pass and tickets should be revisited to ensure it is still meeting the goals of the fare policy.

In addition to the relation between ATS fares and neighboring fixed route service, it is recommended that ATS senior/disabled/youth fares be kept low in relation to the Call-A-Ride service fares. This would serve to encourage fixed route transit usage while discouraging the more costly paratransit rides.

Fare collection technology: ATS currently uses fareboxes for cash and ticket fares. Passes are shown to the driver upon boarding. Given the size of system, this is the most efficient method of fare collection; additional technology is not warranted at this time. As the region develops and transfers between transit providers becomes more common, fare technology that simplifies fare payment and reconciliation between providers may be warranted. This should be revisited in context of a regional, long range transit plan.

Demand Response Fares

It is recommended that the Call-a-Ride fare be increased in relation to the fixed route fare to encourage shifting to fixed route service. This will reduce the need for Call-a-Ride services and/or allow service to be shifted to persons who are not currently being served. Under the fixed route proposal above, where the adult cash fare is increased to $1.00, it is recommended that the Call-a-Ride fare be increased to $2.00.

TRANSIT FUNDING

Existing Funding

At the Federal level, funding from FTA Section 5311-Small Cities and Rural Areas program constituted 47 percent of all unrestricted/ operational revenues in FY 2008-09 and also provided much of the capital grant funding for vehicle purchases, replacement, and preventive maintenance. A majority of the Section 5311 funds are provided on a reimbursable arrangement, at roughly a 50 percent match rate for eligible operating expenses. Other Section 5311 funds are also available for vehicle maintenance and other capital expenditures, but usually require a lower matching rate.

The Oregon Department of Energy Business Energy Tax Credit (BETC) program, which distributes funds both by formula and on a discretionary basis, provides funding to encourage energy conservation; in this particular context to reduce transportation-related energy use. Unrestricted BETC funds made up 14 percent of ATS revenues in FY 2005-06, but have not been used in the past three years.

At the local level, funding from the City of Albany's general fund constituted approximately 39 percent of all revenue in FY 2008-09 and provided most of the matching funds for Federal grant programs. Linn County provided a small amount funding in FY 2008-09 through the state Special Transportation Formula (STF) Fund (different from the state STF discretionary funds), which is allocated based on county population less the county tribal population. Fares provided between 8 and 10 percent of all unrestricted/operating revenues from FY 2006-07 though FY 2008-09. Table 9-2 shows the sources of funding for ATS for FY 2005-06 through FY 2008-09.

Table 9-2 ATS Fixed-Route Revenue

Funding Source	FY 2005-06		FY 2006-07		FY 2007-08		FY 2008-09	
	Funds	Share	Funds	Share	Funds	Share	Funds	Share
State Operating Match Grant	$98,844	27.4%	$0	0.0%	$0	0.0%	$0	0.0%
Business Energy Tax Credit	$49,266	13.6%	$0	0.0%	$0	0.0%	$0	0.0%
State Revenue Sharing Fund	$182,100	50.4%	$0	0.0%	$0	0.0%	$0	0.0%
FTA Section 5311 Grant	$0	0.0%	$186,235	48.3%	$205,480	48.3%	$225,792	47.3%
General Fund	$0	0.0%	$153,100	39.7%	$164,300	38.6%	$141,500	38.9%
Bus Fares/LBCC Fare Match	$18,465	5.1%	$38,116	9.9%	$34,831	8.2%	$38,022	10.5%
Other	$12,705	3.5%	$7,983	2.1%	$20,939	4.9%	$13,182	3.3%
Total	$361,380	100%	$385,434	100%	$425,550	100%	$418,496	100%

A common industry performance measure for the fare structure is the average fare. The average fare is the total annual fare revenue divided by the number of annual *linked* trips. (A linked trip is counted each time a person is required to pay a fare rather than each time the person boards a vehicle. Unlinked trips – transfers = linked trips.) There were 81,700 *unlinked* trips in FY08-09, with approximately 30 percent of those rides transferring, results in 62,850 linked trips. With fare revenues of $38,000 and 62,850 linked trips, the average fare in FY08-09 is $0.60. This is a reasonable average fare given the base (adult) cash fare of $0.75 and senior fare of $0.50.

Future Funding

The following section presents the future funding alternatives for ATS through grants and fares, and options made available through the creation of a mass transit district or transportation district under Oregon Revised Statute 267 Section 510.

Grants

Future funding sources are expected to continue to be a mix of federal and state grant programs, local funding sources, and fare revenues. Revenues from grant programs such as the 5311 are not likely to increase to levels able to support ATS services beyond current levels. In fact, maintaining current service levels with continued heavy reliance on these programs will become increasingly difficult absent new funding sources and/or growth in discretionary grants and local revenues. For example, the Older Adults and People with Disabilities program (Section 5310 and the STF discretionary fund) is a potential future funding source for ATS. However, funding for this Federal program has been reduced by $4.5 million statewide for the 2009-2011 biennium. Given the uncertainty in future funding levels for programs like 5310, increases in other funding sources will be needed to keep pace with inflation and cover increases in expenses, as well as replacing any decline in federal and state grant programs.

Federal discretionary grants are generally awarded through a competitive process and are often subject to stricter eligibility and match requirements. Most discretionary grants fund new services and capital investments, which support the goals of the particular grant program (e.g. provide intercity bus connections in rural areas, job access for low income individuals, etc.). The Intercity Passenger (FTA Section 5311(f)), New Freedom (FTA Section 5317), and Job Access and Reverse Commute (JARC) (Section 5316) programs are all examples of discretionary grant programs. The level of funding available from these programs and the eligibility of projects to receive continued support vary by program. In general, however, these grant programs are not considered stable sources of annual funding, nor should funding from these programs be assumed for future years. Rather, these programs can help fund the purchase of vehicles, capital investments, or fund temporary operations of new services or special programs.

Capital funding will continue to be obtained through the ODOT PTD Capital program, funded by 5310 and 5311 funds. Discretionary grant programs such as JARC, New Freedom, Intercity Passenger and BETC also remain potential sources for capital funding.

A summary of grant programs is provided in Appendix "I."

Fares

An increase in adult fixed route fares to $1.00 average fare per passenger trip. Absent any other changes, an increase in fares would generally result in lower ridership. However, since ridership is relatively low in Albany, the fare elasticity is likely near zero since current riders have limited transportation alternatives. In fiscal year 2008-09 there were approximately 62,850 linked (81,700 unlinked) passenger trips. Assuming ridership levels remain constant, the adult fare increase of $0.25 and commensurate increases in other fares is equivalent to a 33 percent increase and would result in an additional $12,700 in fare revenues per annum. This is a reasonable, if not conservative estimate in that it assumes constant ridership. Section 5 discusses ridership trends, and found that ridership has trended steadily upward, which would offset any loss due to the fare increase. The negative ridership impact of a fare increase typically fades over time with ridership fully rebounding within a year of the fare increase, resulting in a net increase in revenue.

Transportation District

Currently ATS is an operating program within the City of Albany and must compete with other vital city services for revenues. Securing a dedicated and stable funding source for transit service could be of benefit to the City and greater Albany area. Oregon Revised Statute 267 Section 510 outlines the requirements and process for the formation of a transportation district, and the financing methods available to a transportation district. Formation of a transportation district would provide additional local financing methods to support ATS, such that with voter approval, the transportation district could have its own dedicated, stable revenue stream to fund services.

Mass transit districts and transportation districts in Oregon are generally funded by state and federal grants, fares, and a property tax or payroll tax. Payroll taxes are most common for mass transit districts (TriMet and Lane Transit District) and for smaller transit agencies in areas formerly served by TriMet.

Transportation districts in Oregon seem to use property tax, exclusively, though Rogue Valley Transportation District has considered a payroll tax. Sales tax, income tax, and business license fees are financing methods used by other types of tax districts at various levels of city, county, or state government in Oregon, however there is no precedent for use of these financing methods by a transportation district. ORS 267.615 lists the financing methods available to a transportation district as the following instruments:

- Service charges and user fees
- Property tax
- Ad valorem (sales) tax
- Bonds
- Business license fees
- Income tax
- Payroll tax
- Funding or loans from the federal government

Funds from the federal government that are currently distributed to the City of Albany, and eligibility or competiveness for these funds will not be affected by the formation of a transportation district.

FUNDING RECOMMENDATIONS

Similar to other small rural transit programs, federal grants represent the largest single source of revenues for transit services in Albany. Future funding will continue to be a mix of federal and state grant programs, and local government sources. However these sources are likely to stabilize in real terms, which will limit future service levels.

Typically, as a public transportation agency grows, federal and state funds become a smaller portion of total revenues. It is likely that only once a transit agency has a dedicated local revenue source it is able to expand services, thus generating higher fare revenues in addition to the local funding stream, and diminishing the relative importance of federal and state grant programs. Formation of a transportation district would provide ATS with its own stable revenue stream.

Capital needs, including facilities, phone and communications systems, computer modernization, maintenance shops, parking, and vehicles will continue to be funded largely through FTA Section 5311, 5310 and other discretionary grant programs. A major benefit of the permanent operating tax rate will be the ability to ensure that that local funding will be available for the required local match for these discretionary grants. Also, as a transportation district, ATS would also have the authority to seek voter approval for a bond measure to fund large transit projects.

A new federal administration, the federal stimulus package, and state-level transportation funding reform may provide additional funding for transit; however, the long-run funding outlook for transit is uncertain. A renewed emphasis on transit at the Federal may lead to increased funding; however, these funds will likely not be available until 2010 or beyond.

Fares offer an opportunity to increase revenues slightly, but are a small portion of overall revenues. A sound fare strategy may reduce the demand on Call-A-Ride service and allow funds to shift from Call-A-Ride service to fixed route service, thereby reducing the need for additional grant or general fund monies.

Options exist for establishing dedicated transit operating revenue. These options are complex, however, involving the creation of a mass transit or transportation district. If this is desired, a separate financial and legal analysis would need to be prepared to examine the feasibility for ATS.

Section 10 Customer Information and Marketing Review and Recommendations

Customer Information and Marketing Review and Recommendations

Customer information covers communication where the message is specifically about the service provided, such as bus routing, schedules, and fares. Marketing covers communication where the message is to encourage transit use and support, such as advertising, promotion, and public outreach.

CUSTOMER INFORMATION

Easy access to information about the service is vital for creating a quality transit system. Customer information should be widely available to customers in a variety of formats in order to have the maximum reach to all target audiences. The results of the Rider Survey indicate that 48 percent of ATS passengers obtain information from bus drivers or on-board ATS buses. Of the remaining passengers, 15 percent obtain information from the City's website, 13 percent from friends and relatives, 3 percent from neighborhood centers, and 21 percent from other sources, such as other passengers, employers, and schedules provided at locations throughout the City. Of the approximately 135 surveys returned, no comments were received related to the quality or availability of information.

The customer information review is framed around the type of media used to provide the information, including electronic (Internet), print, signage, on-street information, and travel training.

Electronic

A website is the first and most important tool for communicating basic rider information, including services, schedules, fares, and emergency information. The website is a dynamic tool for delivering all relevant information in one convenient location to make riding transit easier. It is essential that the website is kept up-to-date, with all information updated as soon as any changes to the system are announced.

Information about ATS services is currently available through the City of Albany's website: http://www.cityofalbany.net/publicworks/ats/. The web address is not one easily remembered by the public for direct access and requires access through a series of links on the City of Albany website. The City's home page does not have a link directly to ATS; the link is accessed under "Residents" and then "Bus Schedules."

The website is user friendly, with links to the map, how to ride information, fares, and non-service holidays clearly linked directly from the ATS homepage. The route map is available in an interactive format as well as a downloadable .pdf file. The missing piece of information is a link for bus schedules, especially because the link to ATS from the City's main page is called "Bus Schedules." The schedules are not available separately, but are found on the right side of the map. The name of the link should be changed to "Map and Schedules" to alert the reader as to where to

find the schedules. Alternatively, a separate .pdf file of just the schedules should be made with a direct link from the ATS homepage.

The ATS website also provides links or telephone numbers to other transit options in the greater Albany area, including the Linn-Benton Loop, Corvallis Transit System, Valley Van Pool, Valley Retriever, Linn Shuttle, Amtrak, and HUT Airport Shuttle.

Service updates, such as temporary service interruptions, are not posted on the ATS webpage. This type of information should be promptly made available through the schedule and/or fare sections of the website. Moreover, the website should be used as a location to announce new service or other major announcements as it receives more traffic.

A relatively simple rider tool common to many transit agency websites is a trip planner or route planner. Using a trip planning tool a rider can browse the website, type in his/her desired origin and destination information including the time of travel, and generate a recommended trip schedule. The output includes the time and location to catch the bus, any transfers that may be required, and the time and location of drop-off. It also identifies the estimated fare for that trip. A tool such as the one described here is very useful for riders looking to quickly identify their best option for travel without needing to identify which route they need and then navigate the schedule. This will become especially useful as ATS grows and provides expanded service. Google currently provides this service to transit agencies across the country and is an option for ATS.

Website maintenance is important to presenting a professional image as well as effective communication of information. With the growing reliance on the Internet, the ATS webpage is the first impression most people have of the transit agency. The actual appearance of the page, including the design and formatting, have a profound effect on people's perception of the organization much in the same way that bus maintenance and presentation influence riders' impressions. Ensuring up-to-date information on the page improves the public image of the transit agency. The current webpage is clear, professional looking, and easy to navigate. The addition of a section with temporary re-routes and stop closures would provide an on-going value to the customer and would enhance a "customer–focused image" for the agency.

With cell phones and computers becoming an integral part of people's lives, transit agencies can use these tools to quickly and efficiently communicate with transit riders. Regular riders can sign up for automated text message and e-mail alerts for updates on service advisories from ATS. This web-based messaging system sends e-mail and text messages to people who have opted in to know about delays and service interruptions in real time. This service for riders is important in keeping customers informed about their upcoming trip, particularly for those who are most familiar with the service and may not visit the webpage regularly.

Over the next 1-5 years ATS should obtain a domain name that is easier to market, retain professional web services that ensure that the website is current, and expand the level of information offered. In addition, a professional web resource could pursue Google Transit and other technology options that could be implemented to improve customer service.

Print

Not all public transit users have easy access to the Internet, especially elderly and low-income riders – two primary market groups for ATS. Therefore, continued production of printed information is required. The ATS Transit Guide is a large, single sheet, rider resource. It includes route, schedule, fare, and transfer information, in addition to general information on how to ride ATS services. The map shows the location of each bus stop and transfer station located within the City of Albany, along with the locations of several popular destinations on each route. The Transit Guide is distributed on buses and is available at other locations through the City of Albany such as City Hall, Albany Public Library, Fred Meyer, Heritage Mall, Albertsons, Linn Benton Community College (LBCC), and Samaritan Albany General Hospital.

Signage: Wayfinding

Wayfinding information is used to help drivers identify park-and-ride lot locations and transit centers. Wayfinding signage should be included along Highway 99 to guide motorists to the North Albany park-and-ride lot located adjacent to Highway 20. Exhibit 10-1 shows the ODOT-approved park-and-ride lot sign designed for use on highways; the carpool logo can be supplemented or replaced by the transit agency logo, depending on the primary use(s) of the lot. Within a shared-use lot, additional signage may be required to show which spaces are allowed to be used for park-and-ride and where passengers should go to board a bus.

Exhibit 10-1 Park & Ride Lot Wayfinding Signage

Signage – Bus Stops

Bus stop signs are commonly located on a shelter or existing pole (such as a street light). The signs should not be obstructed by trees, buildings, or other signs. All bus stop sign posts that are not protected by a guardrail or other feature should be a break-away type to minimize injuries and vehicular damage, and to facilitate replacement of the post. Pavement markings associated with on-street bus stops are generally installed and maintained by local road authorities. The most common marking is a yellow painted curb at the bus stop.

The actual displays mounted on the sign can include the transit agency logo, route numbers, stop ID, type of route (local or express), and destination for a limited number of routes. Detailed guidelines for the design of bus stop signs can be found in *TCRP Report 12: Guidelines for Transit Facility Signing and Graphics*, and should be referred to for greater detail.

At the stop, good signage is an important element of good transit service, providing a source of information to patrons and acting as a marketing tool to promote transit use. Route information can be displayed in various ways, with flag signs the most common method used by transit agencies to inform passengers of the location of a bus stop.

Information signs should be standardized throughout the system to improve legibility. For example, letter styles, sign appearance, and color choice should be consistently used throughout the transit system so that passengers can readily identify bus stops. Double-sided signs that provide for visibility from both directions and reflective signs for nighttime visibility are preferred. Signs providing route designations, bus numbers, destinations, and access information must also be designed for use by transit riders with vision impairments.

Bus stop signs should be placed at the location where people will board the front door of the bus to show the area where passengers should stand while waiting for the bus. It also serves as a guide for the bus operator in positioning the vehicle at the stop. The bottom of the sign should be at least 7 feet above ground level and should not be located closer than 2 feet from the curb face. The following illustration shows typical bus stop sign placement. Exhibit 10-2 shows the approved placement of bus stop signs.

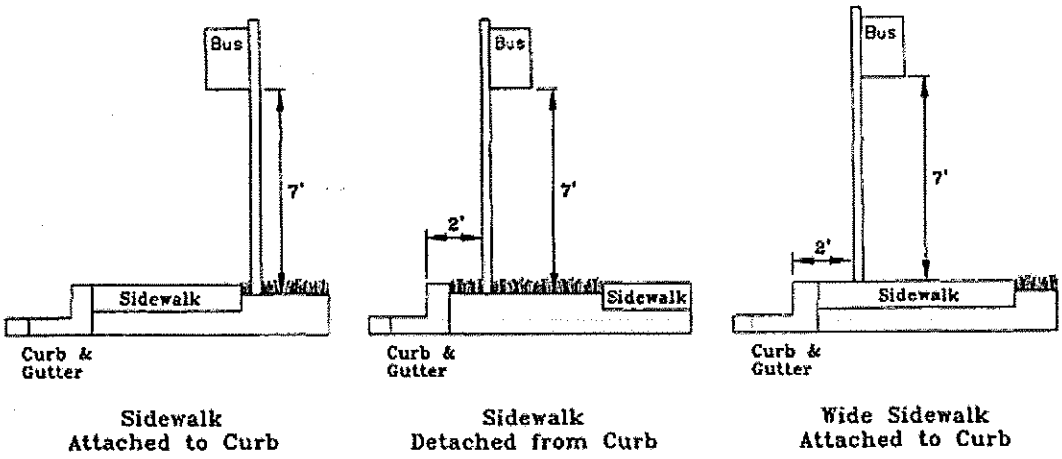


Exhibit 10-2 Bus Stop Sign Locations

A majority of ATS bus stop signs are located on poles within sidewalks or landscape strips of adjacent roadways. The signs display the current ATS logo, a crossed-out "P" to indicate "No Parking," the words "Bus Stop," and the phone number for the current ATS information line. Information related to what bus or buses serve the stop, and how often the stop is served, is currently not provided at most ATS bus stops.

Shelters are located at select ATS bus stops, providing highly visible identification of a bus stop and helping advertise the existence of transit service to potential customers. The stops with shelters have the standard ATS flag style bus stop sign on a pole near the shelter.

On-Street Customer Information

Just as road signs provide drivers with route and destination information, bus stops should provide information to passengers regarding what bus serves the stop, where the bus goes, and when the bus arrives. The provision of well-placed and legible customer information at and near transit stops is an essential part of providing high-quality transit service.

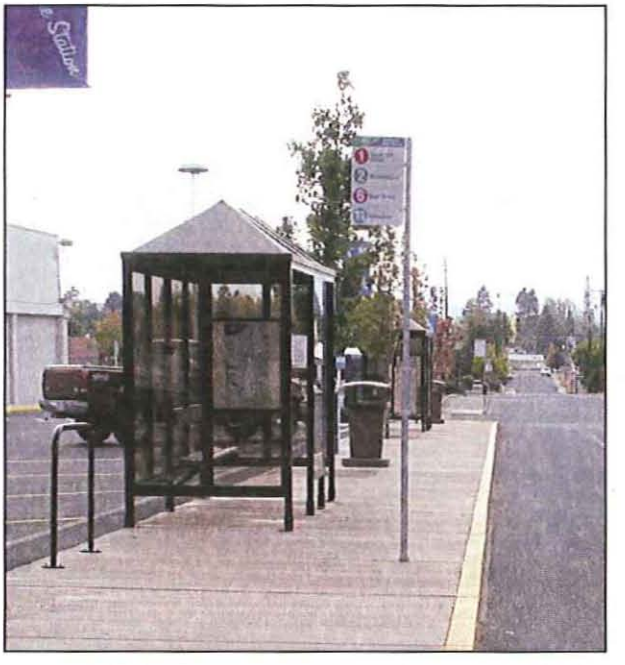


Exhibit 10-3 Bend Bus Shelter with Route and System Information

Schedule displays can be mounted on the flag sign pole or inside a shelter. Interior panels of shelters also can be used for posting route and schedule information. Side panels may be large enough to display the entire system map and can include backlighting for display at night. An example of a BAT bus shelter with route and system information is provided in Exhibit 10-3. Some recommendations for route or patron information display are as follows:

- Provide updated information immediately when changes are made to routes and schedules.
- Information displayed in the shelters and stops should be specific to transit. Other city or community messages should be excluded to because they dilute the transit messages and risk turning the shelter or stop into a "community bulletin board". If transit advertising is pursued in the future, guidelines will need to be established to ensure the transit message is still clear.
- Consider the quality and appearance of information displays. A visually poor route map conveys a negative impression of the system. Enclosed display cases provide protection from the elements and against graffiti/ defacement.
- Make information displays permanent. Temporary methods for displaying information (such as tape-mounting) create a cluttered, unsophisticated appearance at the bus stop and should be avoided.
- Follow ADA clearance, mobility, and visual guidelines for access of information by individuals with impairments.

Exhibit 10-4 displays two ATS stop locations without shelters, and demonstrates bus stops that are not up to standard. Each location has updated route information taped to the pole below the sign alerting passengers that the stop has been temporarily closed due to construction in the area. The

bus stop sign on the left, located west of Waverly on Salem Avenue, needs maintenance, giving a poor image of the system. The stop on the right, located south of Santiam Highway on Waverly Drive, also has the service update information taped to it. The same temporary stop closure information should be made available on the home page of the website, so passengers are alerted before arriving at the stop to find the bus stop is closed. Note that the stop on the right is in the bicycle lane and blocks the residential driveway.

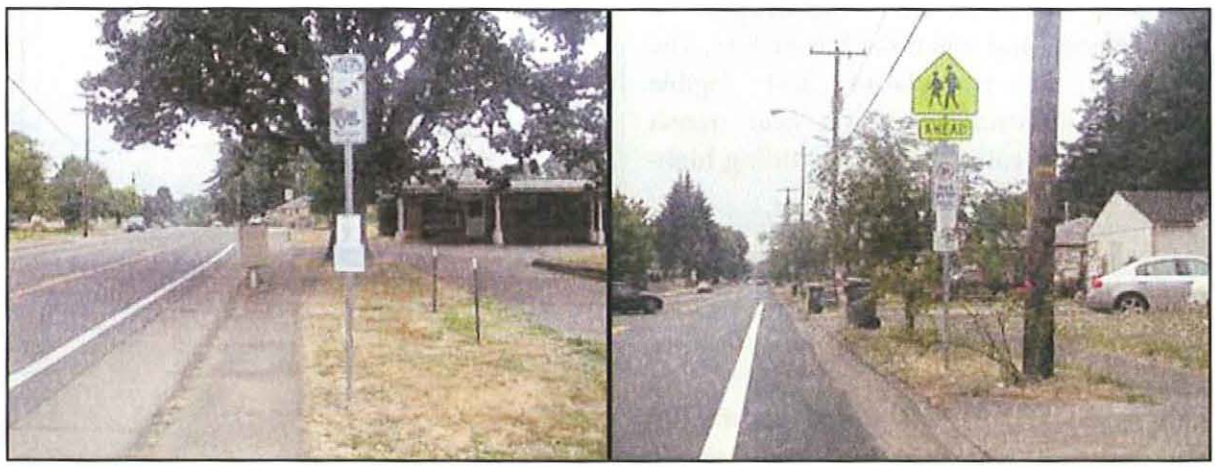


Exhibit 10-4 ATS Stops W/Out Shelters

Exhibit 10-5 shows two stop locations with bus shelters that exemplify a good on-street presence. Stops with shelters have the ATS Transit Guide taped to the inside where windows exist (as indicated previously, a majority of the shelters are missing windows due to vandalism). Both stop locations have painted curbs that prohibit people from parking in front of the stops. The stop on the right, located north of Queen Avenue on Marion Street has a pull-out for buses so that they do not block bicycle or travels lanes.

Exhibit 10-5 ATS Stops with Shelters

Travel Training

A recent addition to the mix of customer information resources is travel training. Travel trainers conduct one-on-one instruction on how to ride the bus. Typically, travel trainers target seniors and persons with disabilities, who may not be comfortable trying to ride by themselves or who are unaware of the services provided. This can be especially useful in training persons who are able to use fixed-route services instead of relying on more expensive dial-a-ride services. Travel trainers can also do group training at senior centers and senior living facilities. Although typically not targeted at other populations, travel trainers can also provide sessions at schools, community centers and even employer sites. Currently, ATS does not have staff for a travel trainer. This service could be explored in coordination with other City and social services.

MARKETING

Marketing is the activity of communicating the value of a product or service to the public. In the transit industry, this is typically advertising, promotion, and public outreach. Until recently, transit was seen as the transportation option of last resort for most transit agencies. Marketing was considered unnecessary since persons unable to drive would already know of the service and would use it as their primary mode of transportation. While large cities have always seen a significant level of ridership for commute trips and in congested central cores (such as New York City and Chicago), smaller cities saw limited transit use by anyone who had an option. Recently, there has been renewed interest in transit, as foreign oil, environmental and sustainability initiatives recognize the impacts of high auto use.

Traditionally, one of the most difficult markets to reach is people who do not consider transit as a realistic transportation option. These people generally do not seek out information related to transit services; therefore, it must be brought to them through marketing initiatives, such as advertising and public outreach programs. Global issues have raised the awareness of public transit and created an environment in which marketing transit services can be more effective. The following reviews current marketing efforts at ATS and recommends strategies for increasing its presence in the community.

Advertising and Promotion

ATS does not have an active advertising and promotion program. As with many smaller transit agencies, customer information, in the form of route maps and schedules, is the only on-going communication with potential customers. In order to reach riders who are unaware of or who do not readily consider transit, it may be necessary to seek out mass media such as local newspapers or television stations. General, broadcast advertising campaigns can be expensive and do not always yield effective results. Targeted efforts, however, such as on-going small advertisements in the local newspapers are low cost options that inform the public of service options and would also help connect ATS to the community. A promotion that is often used to introduce the non-riding public is to have a free service day, often in combination with Earth Day, when the national media is providing in-depth messaging on sustainability and reducing auto use.

ATS has two fare programs that provide golden opportunities for advertising and promotion. A school-based transit pass program with LBCC provides an opportunity to promote transit to college students. A partnership with the school may be possible that provides students with a "free cup of coffee" at the student union when they use their bus pass for the first time or participate in a transit fair. A transit fair is typically set up as a booth where advertising and promotional materials are provided and staff is available to create trip plans for the participants.

The same types of programs can be pursued with employers. Employers along Pacific Boulevard should be contacted to hold transit fairs for their employees and encouraged to make the information available to their employees through posted information and brochures at the worksite in employee break-rooms. Promotional materials regarding the benefits of transit use, both personally and from a society perspective, can be distributed to employees. The promotional materials can be used on an on-going basis with employers and even be turned into "new employee" packets for distribution by employers as they experience employee turnover.

While there is a significant amount of advertising and promotion that can be pursued, it is important to recognize that the messages will quickly lose their impact if the service levels do not support the market needs. Increases in marketing may be more effective if packaged with service improvements that meet the transportation needs of a broader cross-section of the population.

Public Outreach

The intention of a public outreach program is to increase general knowledge of and support for transit service in Albany. Small transit operators like ATS are often limited by a lack of information disseminated to the public, usually due to a lack of familiarity with the services provided. Many Albany residents may be unaware of the public transit options provided by ATS, including the connections ATS provides to other transit services in the area.

Communicating the transit service opportunities, particularly improvements to service, is essential to maintaining existing ridership and attracting new riders. In some cases past experiences, such as infrequent service or insufficient routes, will establish a rider's perspective of the system, causing him/her to give up on local public transit. Often in these situations, ATS may correct the problem without the rider's knowledge wasting the opportunity to attract his/her trips. Effective outreach strategies are necessary to distribute this information to existing and potential riders alike.

Another reason for establishing a robust outreach program is to garner support for the transit provider, even among those who do not ride the system. Public transit is funded in large part by taxpayer money, something that is conceptually and theoretically supported by the public. If Albany residents perceive ATS to provide an essential and useful service to the community at large, they are more likely to support tax measures and rate increases where necessary, even if they are not ever likely to benefit directly. Maintaining a positive public image is essential for gathering and preserving a positive reputation.

In addition to advertising, ATS can contact local television stations to get coverage of service changes or additions. In fact, a media campaign coinciding with service improvements will promote the new service and general awareness. News coverage is free and can be more effective

than advertising. A news story may also generate conversation among residents, which can establish word-of-mouth communication as well.

RECOMMENDATIONS

Customer Information

- Electronic
    - Purchase the rights to a web address that would be easier to market and for the public to remember, to increase web accessibility.
    - Provide a tab and/or link on the ATS homepage directly to route schedules.
    - Include service updates, such as new service announcements or temporary service interruptions, on the homepage of the ATS website.
    - Pursue Google Transit on-line trip planner to improve customer service.
    - Allow users to sign up for cell phone, text, and email alerts regarding delays and schedule changes.
- Print
    - Continue to print and distribute the ATS Transit Guide, making it widely available to community centers, transit supportive businesses, and public institutions.
    - Create a mailing list for riders to join to receive important news and schedule updates.
- Signage
    - Wayfinding – Install wayfinding signage along Highway 99 to guide motorists to the North Albany park-and-ride lot.
    - Bus stops – Redesign bus stop signs to include the ATS logo and route number(s) serving the stop.
- On-Street Customer Information – Install frames on bus stop poles and in shelters to provide schedule information and major destinations served.
- Travel Training – Work with a senior services or social service agency to establish a travel training program to teach non-riders and Call-a-Ride users how to use fixed-route service.

Marketing

- Advertising and Promotion
    - Place small advertisements in local newspapers to inform the public of service options and help connect ATS to the community.
    - Institute an annual "free ride day" to coincide with Earth Day or another national environmental event.

- Advertise the college and employer pass programs by holding transit fairs on-site and providing an incentive for participation (e.g., free cup of coffee from the student union).
- Create a packet of adverting and public outreach materials that could become a new employee packet for employers to hand out.

- Public Outreach
  - Establish a public outreach program to increase public knowledge of and support for transit service in Albany.
  - Contact local television stations to provide coverage of ATS's role in achieving environmental and sustainability programs.
  - Information materials regarding transit's role in a more sustainable future could be developed in partnership with LBCC. This would provide a marketing opportunity to the student body and create on-going public outreach materials for ATS.
- Public Image
  - It is important for ATS to maintain the appearance of buses, stops, shelters, park and rides, and all other ATS facilities to ensure a positive public image within the city of Albany.

Albany Transit Development Plan - Technical Appendix

Albany, Oregon

January 2011

Appendices

Appendix A ATS Transit Guide

Appendix B ATS Ridership

Appendix C ATS Revenue and Expenditures

Appendix D Call-a-Ride Ridership

Appendix E ATS Rider Survey Instrument

Appendix F Common Fare Policy Goals

Appendix G Albany and Peer Transit Agency Fare Systems

Appendix H Bend Area Transit - Fare and Service Change Policy

Appendix I Summary of Transit Grant Programs

Appendix J TSP Transit Stop Improvements and Future Transit Needs

Appendix A
ATS Transit Guide

Transit Guide

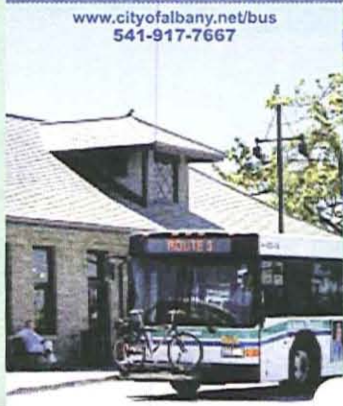
EFFECTIVE OCTOBER 2008

ALBANY TRANSIT

Transit Guide

Map & Schedule

www.cityofalbany.net/bus
541-917-7667



Free City-Sponsored Events

Children's Performing Arts Series
Performances on six Saturdays, January through April, at Linn-Benton Community College. For information, call Albany Parks & Recreation at 541-917-7777 or visit www.cityofalbany.net/cpas.

River Rhythms
Begins first Thursday after 4th of July at Monteith Riverpark. Trolley available for transport through the downtown area to the park. For information, call Albany Parks & Recreation at 541-917-7777 or visit www.riverrhythms.org.

Mondays at Monteith
Begins first Monday after start of River Rhythms at Monteith Riverpark. For information, call Albany Parks & Recreation at 541-917-7777 or visit www.mondaysatmonteith.org.

Northwest Art & Air Festival
Three day event in August at Timber Linn Park. Aviation displays, hot air balloons, arts and crafts, food faire. Festival stage entertainment. For information, call Albany Parks & Recreation at 541-917-7777 or visit www.nwartandair.org.

Try Transit Week
Free public transit rides in Albany and Corvallis, first full week in October. Participating transit systems are Albany Transit System, Corvallis Transit System, and the Linn-Benton Loop. For information, call 541-917-7667.

If You Need to Call...

Albany Call-A-Ride
541-917-7770

Albany Transit System (ATS)
541-917-7667

Amtrak
541-928-0885

Corvallis Transit System
541-766-6998

Hut Airport Shuttle
888-257-0126

Lebanon Dial-A-Bus
541-258-4920

Linn-Benton Loop
541-917-7667

Linn Shuttle
541-367-4775

Valley Retriever
541-265-2253

Welcome to the Albany Transit System!

FOR INFORMATION

Call 541-917-7667. The Albany Transit information line will give you route information. You can also access up to date schedules and information by visiting our Web site at www.cityofalbany.net/bus.

HOURS & DAYS OF OPERATION

Buses operate Monday through Friday with service from 6:30 a.m. to 6:00 p.m.

Albany Transit does not operate on the following days: New Year's Day, Martin Luther King Day, Memorial Day, Fourth of July, Labor Day, Veteran's Day, Thanksgiving, the day after Thanksgiving, and Christmas.

CUSTOMER ASSISTANCE

To make bus riding easy, call 541-917-7667 for:
- ✓ Information
- ✓ Fares
- ✓ Trip planning
- ✓ Schedules
- ✓ Lost and found
- ✓ Routes
- ✓ Weather or construction detours

ON THE BUS

We ask for your cooperation on a few things which help make riding the bus an enjoyable experience for everyone. Please:
- ✓ Take your seat quickly.
- ✓ Do not eat, drink, or smoke while on the bus.
- ✓ Don't play radios or tapes; headphones are OK.
- ✓ Have exact change if you're paying cash—drivers carry no change.
- ✓ Offer your seat to an elderly or disabled person.

FARES

Three easy ways to pay your fare:

Exact Cash Fare	
Adults (age 18 and older)	75¢
Senior (age 60 and older)	50¢
Disabled	50¢
Youth (age 6 through 17)	50¢
Children (under age 6)	FREE!

Drivers don't make change, so please have exact fare if you're paying cash. Simply deposit the correct fare in the fare box at the front of the bus.

Monthly Bus Pass	
Adults (age 18 and older)	$22
Senior / Disabled / Youth	$11

A 25% savings over cash fares. Good for unlimited, non-continuous rides for one month. Purchasing multiple months results in even greater savings. Perfect for frequent riders. Monthly passes are sold at Albany City Hall.

Coupon Books	
Adults	$13.50
Senior / Disabled / Youth	$6.75

Single-ride tickets you can use anytime. Twenty rides per book. Coupon books are available at Albany City Hall.

TRANSFERS

Transfers between ATS buses are FREE.

RIDE HOME FREE

Shop at a participating store and receive a coupon to ride the bus home free! Look for signs displayed where you shop.

HOW TO RIDE

- ✓ Find the bus stop Ⓑ nearest your location.
- ✓ Find the bus stop Ⓑ nearest your destination.
- ✓ Identify the route(s) needed to go from your location to your destination.
- ✓ Check route times to see when the next bus will be arriving.

BICYCLES

All buses are equipped with bicycle racks that hold two bikes. Access is first come, first served.

No bikes are allowed on-board the buses.

Accessible Buses
Albany Transit offers wheelchair lift service. Lift-equipped buses provide accessible service on all buses. Passengers must be able to access the wheelchair lift without assistance from the transit operator. Albany Call-A-Ride is available for individuals who require curb-to-curb service. Call 541-917-7770 for information on Call-A-Ride.

LOST SOMETHING? Each day, items are left on our buses. Call 541-917-7667. *Albany Transit System is not responsible for lost or stolen articles.*

Bienvenidos a la Albany Transit System!

INFORMACIÓN

Para ayuda en planear su viaje en la ATS, llame al 917-7667 lunes a viernes de 8:00 a.m. hasta 5:00 p.m.

RUTAS Y HORARIOS

Lunes a viernes hay servicio empezando a las 6:30 a.m. hasta 6:00 p.m.

Los buses de ATS no prestan servicio el Día de Ano Nuevo, Día de Memoriales, Día de la Independencia, Día del Trabajo, Día de Veteranos, Día de Acción de Gracias y siguiente, o el día de Navidad. También tenga cuenta que los buses no prestan servicio sábados o domingos.

Para la dirección en que desea viajar, identifique los horarios más cercanos a estos lugares en el mapa.

AYUDA PARA PASAJEROS

Llame 917-7667:
- ✓ Información
- ✓ Tarifas
- ✓ Ayuda planear
- ✓ Horarios
- ✓ Objetos perdidos
- ✓ Cambio de rutas

EN EL BUS

Esperemos su ayuda como un pasajero con lo siguiente:
- ✓ Tome su asiento rápidamente.
- ✓ No fume ni consuma bebidas o alimentos a bordo del bus.
- ✓ Tenga disponible la cantidad exacta de pago y así evitara pagar más que la tarifa requerida.
- ✓ Utilice audífonos cuando escuche su radio o aparatos de música.
- ✓ Ofrezca su puesto a ancianos y personas impedidas.

TARIFAS DE PASAJEROS

Tres maneras fáciles de pagar:

Efectivo	
Adultos (18 años y mayor)	75¢
Ancianos (60 años y mayor)	50¢
Personas impedidas	50¢
Jóvenes (6-17 años)	50¢
Niños (menores de 6 años)	GRATIS!

Los chóferes no pueden darle cambio en efectivo.

Pasos mensuales	
Adultos	$22
Ancianos / Impedidos / Jóvenes	$11

Bueno para los paseos ilimitados para un mes. Los pasos mensuales se venden en la City Hall.

Cupones	
Adultos	$13.50
Ancianos / Impedidos / Jóvenes	$6.75

Boletos para un paseo. Veinte paseos por el libro. Los libros de cupón están disponibles en la City Hall.

TRANSFERENCIAS

En la ATS los boletos de transferencia son gratis.

PARA ABORDAR EL BUS

En cada parada fija hay letreros de ATS. Debería estar en la parada por lo menos cinco minutos antes del horario de llegada del bus. También puede preguntarle al chofer y confirmar si esta es la ruta correcta.

PARA BAJAR DEL BUS

Cuando desee bajarse, hale la cuerda que esta sobre la ventana. Para darle suficiente tiempo de parar al chofer, hale la cuerda una esquina antes de llegar a su parada.

BICICLETAS EN EL BUS

Los buses de ATS están equipados con portabicicletas fáciles de usar con capacidad para dos bicicletas. El uso del portabicicletas es gratuito y esta disponible para quienes lleguen primero. No se permiten bicicletas dentro del bus.

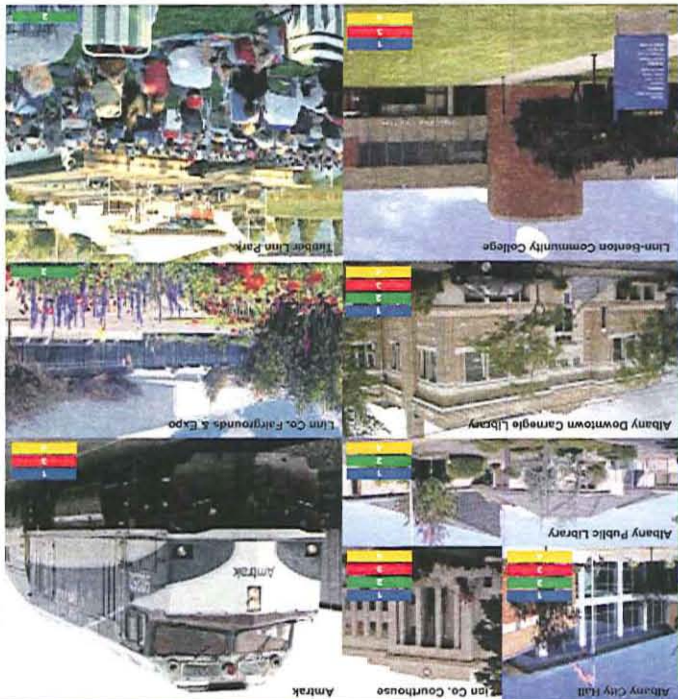
ACCESO PARA SILLAS DE RUEDAS

Los buses de ATS están equipados con ascensores para sillas de ruedas las cuales controla el chofer. Se permitirá abordar primero a aquellos pasajeros que usan sillas de ruedas y el chofer les ayudara a asegurar la silla. Cada bus tiene dos posiciones de seguridad para sillas de ruedas; hay entrenamiento de movilidad disponible. Albany Call-A-Ride es servicio para aquellas personas que no pueden usar las rutas fijas o normales del bus. Para información llame al 917-7770.

OBJETOS PERDIDOS

ATS no es responsable por objetos perdidos. Sin embargo si pierde algo en un bus de ATS, repórtelo lo más pronto posible. Por favor llame al 917-7667 durante horas de trabajo. Provea una descripción del articulo perdido y el número de ruta, la fecha y hora en que lo perdió.

Along Your Route



Getting to Corvallis

LINN BENTON LOOP
In Service Since 1980

You can get to Corvallis by using the Linn-Benton Loop bus. The Loop bus has connecting points with Albany Transit System and Corvallis Transit System. Regular one-way fare is $1.25. Printed schedules and discounted coupon books are available at Albany City Hall, Corvallis City Hall, and the Albany Center office at LBCC. For specific information about the Loop, pick up a Linn-Benton Loop System bus schedule or call our information line at 541-917-7667.

Where to connect to the Albany Transit System from the Linn-Benton Loop:

- ✓ Linn-Benton Community College
- ✓ Albany Transit Station
- ✓ North Albany Park and Ride

Map & Schedule

EFFECTIVE OCTOBER 2008

(541) 917-7667

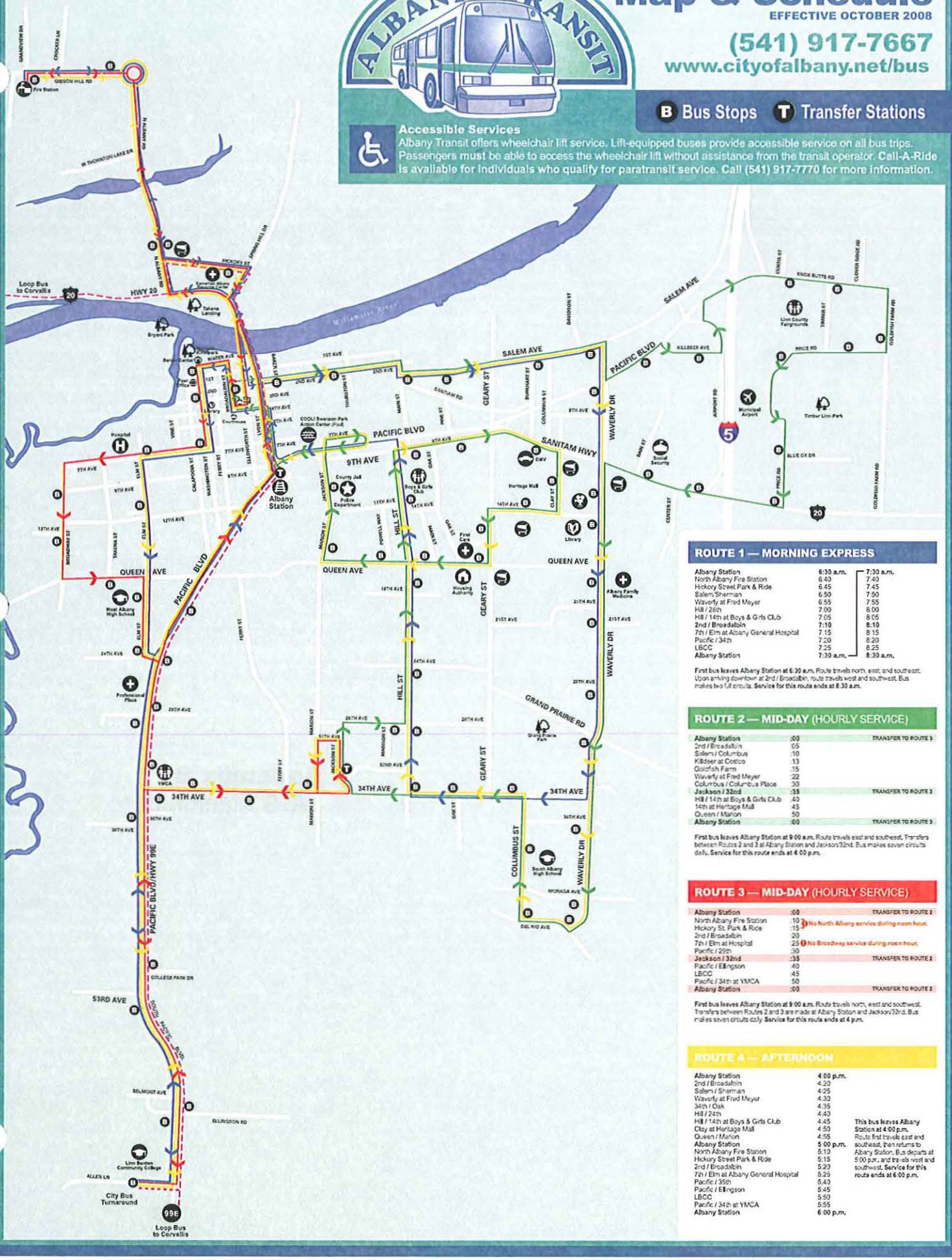
www.cityofalbany.net/bus

ALBANY TRANSIT

B Bus Stops **T** Transfer Stations

Accessible Services

Albany Transit offers wheelchair lift service. Lift-equipped buses provide accessible service on all bus trips. Passengers must be able to access the wheelchair lift without assistance from the transit operator. Call-A-Ride is available for individuals who qualify for paratransit service. Call (541) 917-7770 for more information.



ROUTE 1 — MORNING EXPRESS

Albany Station	6:30 a.m.	7:30 a.m.
North Albany Fire Station	6:40	7:40
Hickory Street Park & Ride	6:45	7:45
Salem/Sherman	6:50	7:50
Waverly at Fred Meyer	6:55	7:55
Hill / 26th	7:00	8:00
Hill / 14th at Boys & Girls Club	7:05	8:05
2nd / Broadalbin	7:10	8:10
7th / Elm at Albany General Hospital	7:15	8:15
Pacific / 34th	7:20	8:20
LBCC	7:25	8:25
Albany Station	7:30 a.m.	8:30 a.m.

First bus leaves Albany Station at 6:30 a.m. Route travels north, east, and southeast. Upon arriving downtown at 2nd / Broadalbin, route travels west and southwest. Bus makes two full circuits. Service for this route ends at 8:30 a.m.

ROUTE 2 — MID-DAY (HOURLY SERVICE)

Albany Station	:00	TRANSFER TO ROUTE 3
2nd / Broadalbin	:05	
Salem / Columbus	:10	
Kildeer at Costco	:13	
Goldfish Farm	:15	
Waverly at Fred Meyer	:22	
Columbus / Columbus Place	:30	
Jackson / 32nd	:35	TRANSFER TO ROUTE 3
Hill / 14th at Boys & Girls Club	:40	
14th at Heritage Mall	:45	
Queen / Marion	:50	
Albany Station	:00	TRANSFER TO ROUTE 3

First bus leaves Albany Station at 9:00 a.m. Route travels east and southeast. Transfers between Routes 2 and 3 at Albany Station and Jackson/32nd. Bus makes seven circuits daily. Service for this route ends at 4:00 p.m.

ROUTE 3 — MID-DAY (HOURLY SERVICE)

Albany Station	:00	TRANSFER TO ROUTE 2
North Albany Fire Station	:10	No North Albany service during noon hour.
Hickory St. Park & Ride	:15	
2nd / Broadalbin	20	
7th / Elm at Hospital	:25	No Broadway service during noon hour.
Pacific / 29th	:30	
Jackson / 32nd	:35	TRANSFER TO ROUTE 2
Pacific / Ellingson	:40	
LBCC	:45	
Pacific / 34th at YMCA	:50	
Albany Station	:00	TRANSFER TO ROUTE 2

First bus leaves Albany Station at 9:00 a.m. Route travels north, east and southwest. Transfers between Routes 2 and 3 are made at Albany Station and Jackson/32nd. Bus makes seven circuits daily. Service for this route ends at 4 p.m.

ROUTE 4 — AFTERNOON

Albany Station	4:00 p.m.
2nd / Broadalbin	4:20
Salem / Sherman	4:25
Waverly at Fred Meyer	4:30
34th / Oak	4:35
Hill / 24th	4:40
Hill / 14th at Boys & Girls Club	4:45
Clay at Heritage Mall	4:50
Queen / Marion	4:55
Albany Station	5:00 p.m.
North Albany Fire Station	5:10
Hickory Street Park & Ride	5:15
2nd / Broadalbin	5:20
7th / Elm at Albany General Hospital	5:25
Pacific / 35th	5:40
Pacific / Ellingson	5:45
LBCC	5:50
Pacific / 34th at YMCA	5:55
Albany Station	6:00 p.m.

This bus leaves Albany Station at 4:00 p.m. Route first travels east and southeast, then returns to Albany Station. Bus departs at 5:00 p.m. and travels west and southwest. Service for this route ends at 6:00 p.m.

Appendix B
ATS Ridership

Albany Transit System
TOTAL RIDERSHIP
2008-2009

Route 1

MONTH	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	+/-	Ratio
July	404	362	383	321	428	503	390	401	461	60	15%
Aug.	353	331	291	273	355	471	309	332	354	22	7%
Sept.	480	495	355	416	472	535	469	368	454	86	23%
Oct.	747	763	736	885	688	915	733	735	1,047	312	42%
Nov.	690	673	572	624	690	735	617	552	724	172	31%
Dec.	418	414	396	397	417	452	336	255	421	166	65%
Jan.	700	844	762	666	706	761	709	512	687	175	34%
Feb.	674	795	751	799	654	719	765	514	621	107	21%
March	715	702	669	919	735	603	634	466	565	99	21%
April	903	882	851	949	675	707	878	713	815	102	14%
May	815	889	747	783	741	760	774	564	757	193	34%
June	419	408	490	598	560	529	617	421	534	113	27%
TOTAL	7,318	7,558	7,003	7,630	7,121	7,690	7,231	5,833	7,440	1,607	2%

Route 2

MONTH	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	+/-	Ratio
July	2,369	2,670	2,557	2,350	2,471	2,467	2,184	2,324	2,589	265	11%
Aug.	2,422	2,964	2,475	2,150	2,570	2,750	2,514	2,399	2,567	168	7%
Sept.	2,659	2,485	2,164	2,482	2,397	2,649	2,434	2,147	2,598	451	21%
Oct.	3,127	3,201	3,424	3,378	2,933	2,750	3,043	3,038	3,844	806	27%
Nov.	2,859	2,570	2,031	2,340	2,541	2,553	2,413	2,452	2,612	160	7%
Dec.	2,500	2,585	2,672	2,555	2,714	2,435	2,270	2,341	2,728	387	17%
Jan.	2,910	3,328	3,220	3,070	2,764	2,709	2,739	2,739	3,028	289	11%
Feb.	2,664	2,961	3,088	3,316	2,955	2,881	2,692	2,756	3,396	640	23%
March	3,173	3,014	3,119	3,667	3,368	3,161	2,980	2,669	3,704	1,035	39%
April	3,198	3,470	3,393	3,614	3,203	2,807	3,131	3,014	3,980	966	32%
May	3,269	3,246	3,172	3,106	3,163	2,919	3,097	2,874	3,782	908	32%
June	2,826	2,503	2,685	3,083	3,082	2,802	3,033	2,821	3,731	910	32%
TOTAL	33,976	34,997	34,000	35,111	34,161	32,883	32,530	31,574	38,559	6,985	13%

Albany Transit System
TOTAL RIDERSHIP
2008-2009

Route 3

MONTH	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	+/-	Ratio
July	1,172	1,142	1,329	1,263	1,439	1,378	1,498	1,473	2,086	613	42%
Aug.	1,125	1,375	1,372	893	1,310	1,439	1,444	1,480	1,733	253	17%
Sept.	1,601	1,512	1,433	1,453	1,811	1,941	1,844	1,660	1,909	249	15%
Oct.	2,044	1,960	2,487	2,671	2,440	2,403	2,960	2,779	3,272	493	18%
Nov.	2,040	1,767	2,537	1,975	2,010	2,328	2,153	2,094	2,155	61	3%
Dec.	1,278	1,314	1,737	1,647	1,408	1,741	1,419	1,292	1,754	462	36%
Jan.	2,030	2,546	2,688	2,301	2,401	3,102	2,193	2,200	2,759	559	25%
Feb.	1,709	2,195	2,472	2,610	2,199	2,500	2,150	2,277	2,756	479	21%
March	1,811	2,240	2,542	2,843	2,277	2,531	2,053	2,033	2,563	530	26%
April	2,223	2,976	3,124	3,213	2,408	2,516	2,119	2,698	3,195	497	18%
May	2,293	2,988	2,990	3,023	2,296	2,583	2,283	2,444	3,077	633	26%
June	1,467	1,664	1,899	2,116	1,739	1,990	2,077	2,040	2,519	479	23%
TOTAL	20,793	23,679	26,610	26,008	23,738	26,452	24,193	24,470	29,778	5,308	43%

Route 4

MONTH	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	+/-	Ratio
July	336	486	403	270	296	608	367	344	421	77	22%
Aug.	327	501	399	270	378	449	394	363	388	25	7%
Sept.	329	384	271	327	353	482	332	318	472	154	48%
Oct.	458	535	437	453	406	558	506	489	668	179	37%
Nov.	425	382	299	345	313	404	407	367	380	13	4%
Dec.	378	390	315	300	335	408	316	287	393	106	37%
Jan.	498	519	417	576	466	546	519	409	572	163	40%
Feb.	451	406	374	562	439	511	500	488	566	78	16%
March	551	482	382	650	497	515	501	429	503	74	17%
April	528	423	451	585	480	471	552	462	536	74	16%
May	440	429	409	510	517	550	491	429	552	123	29%
June	370	392	280	438	476	409	416	469	485	16	3%
TOTAL	5,091	5,329	4,437	5,286	4,956	5,911	5,301	4,854	5,936	1,082	17%

Albany Transit System
TOTAL RIDERSHIP
2008-2009

Total Combined Routes for ATS

MONTH	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	+/-	
July	4,281	4,660	4,672	4,204	4,634	4,956	4,439	4,542	5,557	1,015	22%
Aug.	4,227	5,171	4,537	3,586	4,613	5,109	4,661	4,574	5,042	468	10%
Sept.	5,069	4,876	4,181	4,678	5,033	5,607	5,072	4,493	5,433	940	21%
Oct.	6,376	6,459	7,084	7,387	6,464	6,626	7,242	7,071	8,831	1,760	25%
Nov.	6,014	5,392	5,439	5,284	5,554	6,020	5,590	5,465	5,871	406	7%
Dec.	4,574	4,703	5,120	4,899	4,874	5,036	4,341	4,175	5,296	1,121	27%
Jan.	6,138	7,237	7,087	6,613	6,337	7,118	6,160	5,860	7,046	1,186	20%
Feb.	5,498	6,357	6,685	7,287	6,247	6,611	6,107	6,035	7,339	1,304	22%
March	6,250	6,438	6,712	8,079	6,877	6,810	6,168	5,597	7,334	1,737	31%
April	6,852	7,751	7,819	8,361	6,766	6,501	6,680	6,887	8,526	1,639	24%
May	6,817	7,552	7,318	7,422	6,717	6,812	6,645	6,311	8,168	1,857	29%
June	5,082	4,967	5,354	6,235	5,857	5,730	6,143	5,751	7,269	1,518	26%
TOTAL	62,457	71,563	72,008	74,035	69,973	72,936	69,248	66,761	81,712	14,951	31%

October-Try Transit Week
July 2000: Began LBCC pass program.
Sept. 2002: College classes began 2 weeks later than usual.
July 2004: Began OSU pass program

Appendix C
ATS Revenue and Expenditures

Revenue Status Report

City of Albany

07/01/2005 through 6/30/2006

213 Public Transit

16 Economic Development

1106 Albany Transit System

Account Number		Adjusted Estimate	Revenues	Year-to-date Revenues	Balance	Prct Rcvd
42010	State Operating Match Grant	98,800.00	98,844.00	98,844.00	-44.00	100.04
42023	Business Energy Tax Credit Grant	70,500.00	49,266.00	49,266.00	21,234.00	69.88
42816	Special Transit Fund: Linn Co	5,000.00	4,850.00	4,850.00	150.00	97.00
43300	Advertising Revenue	1,500.00	0.00	0.00	1,500.00	0.00
43301	Bus Fares	15,500.00	13,615.12	13,615.12	1,884.88	87.84
43302	LBCC Fare Match Program	2,000.00	4,850.00	4,850.00	-2,850.00	242.50
43304	Trolley Rental Charges	3,500.00	1,600.00	1,600.00	1,900.00	45.71
47012	Miscellaneous Revenue	0.00	5,111.95	5,111.95	-5,111.95	0.00
48010	Interest	100.00	1,143.11	1,143.11	-1,043.11	1143.11
49012	From Health Insurance Fund	0.00	0.00	0.00	0.00	0.00
49015	From General Fund	0.00	0.00	0.00	0.00	0.00
49032	From State Revenue Sharing Fund	182,100.00	182,100.00	182,100.00	0.00	100.00
49500	INTERGOVERNMENTAL REVENUE	0.00	0.00	0.00	0.00	0.00
49905	Beginning Balance	6,000.00	28,907.00	28,907.00	-22,907.00	481.78
Total	Albany Transit System	385,000.00	390,287.18	390,287.18	-5,287.18	101.37

Revenue Status Report

City of Albany

07/01/2006 through 6/30/2007

213 Public Transit

16 Economic Development

1106 Albany Transit System

Account Number		Adjusted Estimate	Revenues	Year-to-date Revenues	Balance	Prct Rcvd
42010	State Operating Match Grant	0.00	0.00	0.00	0.00	0.00
42023	Business Energy Tax Credit Grant	0.00	0.00	0.00	0.00	0.00
42026	FTA Section 5311 Grant	186,200.00	186,235.00	186,235.00	-35.00	100.02
42816	Special Transit Fund: Linn Co	5,000.00	4,800.00	4,800.00	200.00	96.00
43300	Advertising Revenue	100.00	570.00	570.00	-470.00	570.00
43301	Bus Fares	15,500.00	27,915.92	27,915.92	-12,415.92	180.10
43302	LBCC Fare Match Program	4,800.00	10,200.00	10,200.00	-5,400.00	212.50
43304	Trolley Rental Charges	3,000.00	1,475.00	1,475.00	1,525.00	49.17
47012	Miscellaneous Revenue	100.00	282.82	282.82	-182.82	282.82
48010	Interest	100.00	855.22	855.22	-755.22	855.22
49012	From Health Insurance Fund	0.00	0.00	0.00	0.00	0.00
49015	From General Fund	153,100.00	153,100.00	153,100.00	0.00	100.00
49032	From State Revenue Sharing Fund	0.00	0.00	0.00	0.00	0.00
49500	INTERGOVERNMENTAL REVENUE	0.00	0.00	0.00	0.00	0.00
49905	Beginning Balance	40,000.00	67,791.47	67,791.47	-27,791.47	169.48
Total	Albany Transit System	407,900.00	453,225.43	453,225.43	-45,325.43	111.11

Revenue Status Report

City of Albany

07/01/2007 through 6/30/2008

213 Public Transit

16 Economic Development

1106 Albany Transit System

Account Number		Adjusted Estimate	Revenues	Year-to-date Revenues	Balance	Prct Rcvd
42010	State Operating Match Grant	0.00	0.00	0.00	0.00	0.00
42023	Business Energy Tax Credit Grant	57,500.00	0.00	0.00	57,500.00	0.00
42026	FTA Section 5311 Grant	210,100.00	205,480.00	205,480.00	4,620.00	97.80
42031	FTA-ODOT Biennium Grant	35,500.00	5,500.00	5,500.00	30,000.00	15.49
42816	Special Transit Fund: Linn Co	4,500.00	4,440.00	4,440.00	60.00	98.67
43300	Advertising Revenue	500.00	6,179.28	6,179.28	-5,679.28	1235.86
43301	Bus Fares	15,500.00	27,331.08	27,331.08	-11,831.08	176.33
43302	LBCC Fare Match Program	8,200.00	7,500.00	7,500.00	700.00	91.46
43304	Trolley Rental Charges	0.00	720.00	720.00	-720.00	0.00
47012	Miscellaneous Revenue	100.00	208.64	208.64	-108.64	208.64
48010	Interest	100.00	3,891.35	3,891.35	-3,791.35	3891.35
49012	From Health Insurance Fund	0.00	0.00	0.00	0.00	0.00
49015	From General Fund	164,300.00	164,300.00	164,300.00	0.00	100.00
49032	From State Revenue Sharing Fund	0.00	0.00	0.00	0.00	0.00
49500	INTERGOVERNMENTAL REVENUE	0.00	0.00	0.00	0.00	0.00
49905	Beginning Balance	20,000.00	49,592.00	49,592.00	-29,592.00	247.96
Total	Albany Transit System	516,300.00	475,142.35	475,142.35	41,157.65	92.03

Revenue Status Report

City of Albany

07/01/2008 through 6/30/2009

213 Public Transit

16 Economic Development

1106 Albany Transit System

Account Number		Adjusted Estimate	Revenues	Year-to-date Revenues	Balance	Prct Rcvd
42010	State Operating Match Grant	0.00	0.00	0.00	0.00	0.00
42023	Business Energy Tax Credit Grant	17,700.00	0.00	0.00	17,700.00	0.00
42026	FTA Section 5311 Grant	225,700.00	171,742.00	171,742.00	53,958.00	76.09
42031	FTA-ODOT Biennium Grant	0.00	0.00	0.00	0.00	0.00
42816	Special Transit Fund: Linn Co	4,500.00	3,240.00	3,240.00	1,260.00	72.00
43300	Advertising Revenue	2,500.00	7,466.00	7,466.00	-4,966.00	298.64
43301	Bus Fares	22,000.00	27,322.32	27,322.32	-5,322.32	124.19
43302	LBCC Fare Match Program	10,600.00	10,700.00	10,700.00	-100.00	100.94
43304	Trolley Rental Charges	0.00	0.00	0.00	0.00	0.00
47012	Miscellaneous Revenue	100.00	1,267.73	1,267.73	-1,167.73	1267.73
48010	Interest	300.00	120.79	120.79	179.21	40.26
49012	From Health Insurance Fund	0.00	0.00	0.00	0.00	0.00
49015	From General Fund	141,500.00	141,500.00	141,500.00	0.00	100.00
49032	From State Revenue Sharing Fund	0.00	0.00	0.00	0.00	0.00
49500	INTERGOVERNMENTAL REVENUE	0.00	0.00	0.00	0.00	0.00
49905	Beginning Balance	80,000.00	68,812.00	68,812.00	11,188.00	86.02
Total	Albany Transit System	504,900.00	432,170.84	432,170.84	72,729.16	85.60

Revenue Status Report

City of Albany

07/01/2009 through 6/30/2010

213 Public Transit

50 Public Works

1106 Albany Transit System

Account Number		Adjusted Estimate	Revenues	Year-to-date Revenues	Balance	Prct Rcvd
42010	State Operating Match Grant	0.00	0.00	0.00	0.00	0.00
42023	Business Energy Tax Credit Grant	8,600.00	0.00	0.00	8,600.00	0.00
42026	FTA Section 5311 Grant	222,100.00	0.00	0.00	222,100.00	0.00
42031	FTA-ODOT Biennium Grant	0.00	0.00	0.00	0.00	0.00
42816	Special Transit Fund: Linn Co	4,000.00	0.00	0.00	4,000.00	0.00
43300	Advertising Revenue	5,000.00	0.00	0.00	5,000.00	0.00
43301	Bus Fares	18,000.00	27.00	27.00	17,973.00	0.15
43302	LBCC Fare Match Program	14,000.00	0.00	0.00	14,000.00	0.00
43304	Trolley Rental Charges	0.00	0.00	0.00	0.00	0.00
47012	Miscellaneous Revenue	500.00	0.00	0.00	500.00	0.00
48010	Interest	300.00	0.00	0.00	300.00	0.00
49012	From Health Insurance Fund	0.00	0.00	0.00	0.00	0.00
49015	From General Fund	208,300.00	0.00	0.00	208,300.00	0.00
49032	From State Revenue Sharing Fund	0.00	0.00	0.00	0.00	0.00
49500	INTERGOVERNMENTAL REVENUE	0.00	0.00	0.00	0.00	0.00
49905	Beginning Balance	73,900.00	0.00	0.00	73,900.00	0.00
Total	Albany Transit System	554,700.00	27.00	27.00	554,673.00	0.00

Expenditure Status Report

City of Albany

07/01/2005 through 6/30/2006

213 Public Transit

16 Economic Development

1106 Albany Transit System

Account Number		Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Used
51001	Wages & Salaries	133,000.00	131,027.94	131,027.94	0.00	1,972.06	98.52
52001	Temporary Employees	9,000.00	10,731.52	10,731.52	0.00	-1,731.52	119.24
53001	Overtime	1,000.00	1,749.84	1,749.84	0.00	-749.84	174.98
54005	Unemployment Claims	800.00	381.11	381.11	0.00	418.89	47.64
56001	Employer Paid Benefits	82,700.00	77,491.27	77,491.27	0.00	5,208.73	93.70
60101	Contractual Services	20,000.00	897.00	897.00	0.00	19,103.00	4.49
60201	Space Rental	1,800.00	1,800.00	1,800.00	0.00	0.00	100.00
60211	Insurance & Bonds	4,500.00	4,898.72	4,898.72	0.00	-398.72	108.86
61006	Advertising & Publications	3,000.00	1,154.15	1,154.15	0.00	1,845.85	38.47
61010	Duplication & Fax	500.00	139.80	139.80	0.00	360.20	27.96
61011	Education & Training	600.00	0.00	0.00	0.00	600.00	0.00
61024	Materials & Supplies	2,000.00	1,055.65	1,055.65	0.00	944.35	52.78
61026	Meetings & Conferences	300.00	0.00	0.00	0.00	300.00	0.00
61027	Memberships & Dues	300.00	300.00	300.00	0.00	0.00	100.00
61030	Personal Auto Reimbursement	100.00	0.00	0.00	0.00	100.00	0.00
61032	Postage & Shipping	100.00	53.85	53.85	0.00	46.15	53.85
61033	Printing & Binding	9,000.00	6,181.24	6,181.24	0.00	2,818.76	68.68
61040	Uniforms	500.00	348.97	348.97	0.00	151.03	69.79
61041	Vehicle Fuel Charges	47,500.00	30,488.07	30,488.07	0.00	17,011.93	64.19
63009	Telephone	500.00	617.47	617.47	0.00	-117.47	123.49
65006	Maint: Building	3,000.00	1,692.52	1,692.52	0.00	1,307.48	56.42
65008	Maint: Communications Equipment	500.00	413.83	413.83	0.00	86.17	82.77
65512	Trolley Maintenance	1,500.00	782.15	782.15	0.00	717.85	52.14
65513	Vehicle Maintenance	38,000.00	25,760.61	25,760.61	0.00	12,239.39	67.79
66010	Central Service Charges	19,800.00	19,800.00	19,800.00	0.00	0.00	100.00
66011	Equipment Replacement	2,600.00	2,600.00	2,600.00	0.00	0.00	100.00
66014	Information Technology Services	1,800.00	1,800.00	1,800.00	0.00	0.00	100.00
66015	IT Equipment Replacement	100.00	96.00	96.00	0.00	4.00	96.00
66505	Physical Exams & Medicals	300.00	36.00	36.00	0.00	264.00	12.00
66511	Flexible Spending Admin Fees	200.00	198.00	198.00	0.00	2.00	99.00

213	**Public Transit**							
16	**Economic Development**							
Total	Albany Transit System	385,000.00	322,495.71	322,495.71	0.00	62,504.29	83.77	

Expenditure Status Report

City of Albany

07/01/2006 through 6/30/2007

213 Public Transit

16 Economic Development

1106 Albany Transit System

Account Number		Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Used
51001	Wages & Salaries	129,400.00	148,618.60	148,618.60	0.00	-19,218.60	114.85
52001	Temporary Employees	12,000.00	16,863.83	16,863.83	0.00	-4,863.83	140.53
53001	Overtime	3,000.00	695.30	695.30	0.00	2,304.70	23.18
54005	Unemployment Claims	700.00	21.77	21.77	0.00	678.23	3.11
56001	Employer Paid Benefits	76,400.00	80,370.45	80,370.45	0.00	-3,970.45	105.20
60101	Contractual Services	20,000.00	18,546.99	18,546.99	0.00	1,453.01	92.73
60201	Space Rental	1,800.00	2,950.00	2,950.00	0.00	-1,150.00	163.89
60211	Insurance & Bonds	7,300.00	8,247.00	8,247.00	0.00	-947.00	112.97
61006	Advertising & Publications	4,000.00	200.00	200.00	0.00	3,800.00	5.00
61010	Duplication & Fax	500.00	1,149.35	1,149.35	0.00	-649.35	229.87
61011	Education & Training	1,000.00	411.57	411.57	0.00	588.43	41.16
61024	Materials & Supplies	4,000.00	4,163.62	4,163.62	0.00	-163.62	104.09
61026	Meetings & Conferences	1,000.00	35.00	35.00	0.00	965.00	3.50
61027	Memberships & Dues	300.00	400.00	400.00	0.00	-100.00	133.33
61030	Personal Auto Reimbursement	100.00	64.20	64.20	0.00	35.80	64.20
61032	Postage & Shipping	100.00	0.00	0.00	0.00	100.00	0.00
61033	Printing & Binding	12,000.00	9,543.40	9,543.40	0.00	2,456.60	79.53
61040	Uniforms	400.00	923.07	923.07	0.00	-523.07	230.77
61041	Vehicle Fuel Charges	25,000.00	33,611.39	33,611.39	0.00	-8,611.39	134.45
63009	Telephone	1,900.00	4,888.38	4,888.38	0.00	-2,988.38	257.28
65006	Maint: Building	4,000.00	4,205.42	4,205.42	0.00	-205.42	105.14
65008	Maint: Communications Equipment	1,500.00	125.00	125.00	0.00	1,375.00	8.33
65512	Trolley Maintenance	1,500.00	762.83	762.83	0.00	737.17	50.86
65513	Vehicle Maintenance	40,000.00	35,626.42	35,626.42	0.00	4,373.58	89.07
66010	Central Service Charges	25,200.00	25,200.00	25,200.00	0.00	0.00	100.00
66011	Equipment Replacement	4,000.00	4,000.00	4,000.00	0.00	0.00	100.00
66014	Information Technology Services	1,800.00	1,800.00	1,800.00	0.00	0.00	100.00
66015	IT Equipment Replacement	100.00	100.00	100.00	0.00	0.00	100.00
66505	Physical Exams & Medicals	300.00	0.00	0.00	0.00	300.00	0.00
66511	Flexible Spending Admin Fees	200.00	110.00	110.00	0.00	90.00	55.00
67010	Safety Recognition Program	100.00	0.00	0.00	0.00	100.00	0.00

Expenditure Status Report

City of Albany

07/01/2006 through 6/30/2007

213 Public Transit

16 Economic Development

1106 Albany Transit System

Account Number		Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Used
99005	Contingencies	28,300.00	0.00	0.00	0.00	28,300.00	0.00
Total	Albany Transit System	407,900.00	403,633.59	403,633.59	0.00	4,266.41	98.95

Expenditure Status Report

City of Albany

07/01/2007 through 6/30/2008

213 Public Transit

16 Economic Development

1106 Albany Transit System

Account Number		Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Used
51001	Wages & Salaries	149,000.00	145,513.84	145,513.84	0.00	3,486.16	97.66
52001	Temporary Employees	14,000.00	13,271.67	13,271.67	0.00	728.33	94.80
53001	Overtime	3,000.00	2,016.21	2,016.21	0.00	983.79	67.21
54005	Unemployment Claims	1,000.00	1,082.61	1,082.61	0.00	-82.61	108.26
56001	Employer Paid Benefits	87,200.00	81,362.13	81,362.13	0.00	5,837.87	93.31
60101	Contractual Services	50,000.00	21,726.34	21,726.34	0.00	28,273.66	43.45
60201	Space Rental	3,600.00	2,800.00	2,800.00	0.00	800.00	77.78
60211	Insurance & Bonds	9,000.00	10,125.88	10,125.88	0.00	-1,125.88	112.51
61006	Advertising & Publications	4,000.00	1,495.82	1,495.82	0.00	2,504.18	37.40
61010	Duplication & Fax	500.00	630.73	630.73	0.00	-130.73	126.15
61011	Education & Training	700.00	729.90	729.90	0.00	-29.90	104.27
61024	Materials & Supplies	7,900.00	6,781.44	6,781.44	0.00	1,118.56	85.84
61026	Meetings & Conferences	500.00	263.67	263.67	0.00	236.33	52.73
61027	Memberships & Dues	500.00	300.00	300.00	0.00	200.00	60.00
61030	Personal Auto Reimbursement	100.00	150.24	150.24	0.00	-50.24	150.24
61033	Printing & Binding	10,000.00	6,297.89	6,297.89	0.00	3,702.11	62.98
61040	Uniforms	500.00	418.39	418.39	0.00	81.61	83.68
61041	Vehicle Fuel Charges	31,800.00	40,277.16	40,277.16	0.00	-8,477.16	126.66
63006	Power & Light	0.00	183.19	183.19	0.00	-183.19	0.00
63009	Telephone	2,200.00	4,149.41	4,149.41	0.00	-1,949.41	188.61
65006	Maint: Building	2,600.00	1,337.11	1,337.11	0.00	1,262.89	51.43
65008	Maint: Communications Equipment	1,500.00	125.00	125.00	0.00	1,375.00	8.33
65513	Vehicle Maintenance	38,500.00	32,440.14	32,440.14	0.00	6,059.86	84.26
66010	Central Service Charges	24,900.00	24,900.00	24,900.00	0.00	0.00	100.00
66014	Information Technology Services	2,000.00	2,000.00	2,000.00	0.00	0.00	100.00
66030	Building Maintenance Charges	3,700.00	5,035.00	5,035.00	0.00	-1,335.00	136.08
66505	Physical Exams & Medicals	300.00	241.00	241.00	0.00	59.00	80.33
66511	Flexible Spending Admin Fees	100.00	675.33	675.33	0.00	-575.33	675.33
67010	Safety Recognition Program	100.00	0.00	0.00	0.00	100.00	0.00
99005	Contingencies	67,100.00	0.00	0.00	0.00	67,100.00	0.00

213	**Public Transit**							
16	**Economic Development**							
Total	Albany Transit System	516,300.00	406,330.10	406,330.10	0.00	109,969.90	78.70

Expenditure Status Report

City of Albany

07/01/2008 through 6/30/2009

213 Public Transit

16 Economic Development

1106 Albany Transit System

Account Number		Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Used
51001	Wages & Salaries	169,700.00	162,589.70	162,589.70	0.00	7,110.30	95.81
52001	Temporary Employees	32,300.00	20,684.60	20,684.60	0.00	11,615.40	64.04
53001	Overtime	3,000.00	4,527.72	4,527.72	0.00	-1,527.72	150.92
54005	Unemployment Claims	800.00	1,003.92	1,003.92	0.00	-203.92	125.49
56001	Employer Paid Benefits	106,000.00	94,888.50	94,888.50	0.00	11,111.50	89.52
60101	Contractual Services	11,000.00	5,545.09	5,545.09	1,669.95	3,784.96	65.59
60201	Space Rental	3,600.00	3,900.66	3,900.66	0.00	-300.66	108.35
60211	Insurance & Bonds	10,500.00	10,065.62	10,065.62	0.00	434.38	95.86
61006	Advertising & Publications	4,000.00	1,985.68	1,985.68	0.00	2,014.32	49.64
61010	Duplication & Fax	800.00	763.27	763.27	7.41	29.32	96.34
61011	Education & Training	700.00	800.78	800.78	0.00	-100.78	114.40
61024	Materials & Supplies	5,000.00	4,654.15	4,654.15	0.00	345.85	93.08
61026	Meetings & Conferences	500.00	6.49	6.49	0.00	493.51	1.30
61027	Memberships & Dues	500.00	325.00	325.00	0.00	175.00	65.00
61030	Personal Auto Reimbursement	100.00	93.48	93.48	0.00	6.52	93.48
61033	Printing & Binding	8,000.00	6,845.18	6,845.18	0.00	1,154.82	85.56
61040	Uniforms	500.00	180.93	180.93	0.00	319.07	36.19
61041	Vehicle Fuel Charges	55,000.00	44,447.34	44,447.34	0.00	10,552.66	80.81
63006	Power & Light	0.00	1,146.50	1,146.50	0.00	-1,146.50	0.00
63009	Telephone	4,100.00	3,218.66	3,218.66	262.04	619.30	84.90
65006	Maint: Building	2,500.00	848.30	848.30	1,500.00	151.70	93.93
65008	Maint: Communications Equipment	1,500.00	0.00	0.00	0.00	1,500.00	0.00
65513	Vehicle Maintenance	48,000.00	24,322.70	24,322.70	14,302.29	9,375.01	80.47
66010	Central Service Charges	26,100.00	26,100.00	26,100.00	0.00	0.00	100.00
66014	Information Technology Services	4,200.00	4,200.00	4,200.00	0.00	0.00	100.00
66030	Building Maintenance Charges	5,200.00	5,200.00	5,200.00	0.00	0.00	100.00
66505	Physical Exams & Medicals	300.00	134.00	134.00	0.00	166.00	44.67
66511	Flexible Spending Admin Fees	900.00	132.00	132.00	0.00	768.00	14.67
67010	Safety Recognition Program	100.00	0.00	0.00	0.00	100.00	0.00

213		**Public Transit**						
16		**Economic Development**						
	Total	Albany Transit System	504,900.00	428,610.27	428,610.27	17,741.69	58,548.04	88.40

Expenditure Status Report

City of Albany

07/01/2009 through 6/30/2010

213 **Public Transit**

50 **Public Works**

1106 **Albany Transit System**

Account Number		Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Used
51001	Wages & Salaries	168,100.00	0.00	0.00	0.00	168,100.00	0.00
52001	Temporary Employees	16,000.00	0.00	0.00	0.00	16,000.00	0.00
53001	Overtime	4,000.00	0.00	0.00	0.00	4,000.00	0.00
54005	Unemployment Claims	200.00	0.00	0.00	0.00	200.00	0.00
56001	Employer Paid Benefits	95,700.00	0.00	0.00	0.00	95,700.00	0.00
60101	Contractual Services	5,900.00	0.00	0.00	0.00	5,900.00	0.00
60201	Space Rental	3,600.00	0.00	0.00	0.00	3,600.00	0.00
60211	Insurance & Bonds	18,100.00	0.00	0.00	0.00	18,100.00	0.00
61006	Advertising & Publications	1,000.00	0.00	0.00	0.00	1,000.00	0.00
61010	Duplication & Fax	800.00	0.00	0.00	0.00	800.00	0.00
61024	Materials & Supplies	4,700.00	0.00	0.00	0.00	4,700.00	0.00
61027	Memberships & Dues	500.00	0.00	0.00	0.00	500.00	0.00
61030	Personal Auto Reimbursement	100.00	0.00	0.00	0.00	100.00	0.00
61033	Printing & Binding	8,000.00	0.00	0.00	0.00	8,000.00	0.00
61040	Uniforms	500.00	0.00	0.00	0.00	500.00	0.00
61041	Vehicle Fuel Charges	55,500.00	0.00	0.00	0.00	55,500.00	0.00
63006	Power & Light	1,200.00	0.00	0.00	0.00	1,200.00	0.00
63009	Telephone	3,600.00	0.00	0.00	0.00	3,600.00	0.00
65006	Maint: Building	2,600.00	0.00	0.00	0.00	2,600.00	0.00
65008	Maint: Communications Equipment	1,500.00	0.00	0.00	0.00	1,500.00	0.00
65513	Vehicle Maintenance	28,000.00	0.00	0.00	0.00	28,000.00	0.00
66005	Charges for Services	21,700.00	0.00	0.00	0.00	21,700.00	0.00
66010	Central Service Charges	27,000.00	0.00	0.00	0.00	27,000.00	0.00
66014	Information Technology Services	4,300.00	0.00	0.00	0.00	4,300.00	0.00
66030	Building Maintenance Charges	6,900.00	0.00	0.00	0.00	6,900.00	0.00
66505	Physical Exams & Medicals	300.00	0.00	0.00	0.00	300.00	0.00
66511	Flexible Spending Admin Fees	900.00	0.00	0.00	0.00	900.00	0.00
67010	Safety Recognition Program	100.00	0.00	0.00	0.00	100.00	0.00
73502	ATS Bus Shelters	73,900.00	0.00	0.00	0.00	73,900.00	0.00

213		**Public Transit**						
50		**Public Works**						
	Total	Albany Transit System	554,700.00	0.00	0.00	0.00	554,700.00	0.00

Appendix D
Call-a-Ride Ridership

Albany Call-A-Ride
TOTAL RIDERSHIP
2008-2009

C-A-R Ridership

Month	02-03	03-04	04-05	05-06	06-07	07-08	08-09	+/-	Ratio
July		1,223	1,187	1,283	1,147	1,511	1,732	221	15%
August		1,193	1,195	1,477	1,278	1,602	1,619	17	1%
September		1,213	1,148	1,185	1,244	1,429	1,554	125	9%
October		1,368	1,223	1,366	1,455	1,649	1,764	115	7%
November		1,030	1,046	1,185	1,285	1,392	1,345	-47	-3%
December		1,169	1,125	1,337	1,364	1,463	1,441	-22	-2%
January	1,161	1,001	1,038	1,311	1,331	1,602	1583	-19	-1%
February	1,184	1,214	1,125	1,303	1,302	1,581	1503	-78	-5%
March	1,234	1,299	1,352	1,439	1,349	1,586	1670	84	5%
April	1,221	1,333	1,261	1,228	1,394	1,683	1708	25	1%
May	1,125	1,091	1,252	1,274	1,582	1,599	1588	-11	-1%
June	1,185	1,172	1,363	1,336	1,508	1,632	1635	3	0%
TOTAL	7,110	14,306	14,315	15,724	16,239	18,729	19,142	413	2%

Appendix E
ATS Rider Survey
Instrument

Albany Transit Service (ATS) is conducting a survey to help plan future transit services. Please help us by completing this survey and returning it to the driver, or drop it in the mail. **Thank you!**

1. What bus are you currently riding?

2. About what time did get on this bus?

3. How many days per month do you ride ATS ?

4. At what location did you start your trip today?

Intersection _____ & _____

or Landmark _____

City _____

5. How did you get from home to the bus stop today?

1 ❑ Walked _____ blocks
3 ❑ Drove and parked
2 ❑ Dropped off by car
4 ❑ Other: _____

6. Do you need to transfer to complete this trip?

1 ❑ No, I don't transfer
5 ❑ Yes, I use Linn Shuttle
2 ❑ Yes, I use Valley Retriever
6 ❑ Yes, I use multiple ATS routes
3 ❑ Yes, I use Linn-Benton Loop
7 ❑ Yes I use: _____
4 ❑ Yes, I use Anthony's Airporter

7. Where is your bus trip destination today?

Intersection _____ & _____

or Landmark _____

City _____

Please Continue...

Albany Transit Service Ridership Survey

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 78029 PORTLAND, OR
POSTAGE WILL BE PAID BY ADDRESSEE

KITTELSON & ASSOCIATES, INC.
610 SW ALDER ST STE 700
PORTLAND OR 97205-9984

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Please tape closed before mailing

8. What is the purpose of your trip today?

1 ☐ Work
2 ☐ School
3 ☐ Shopping
4 ☐ Medical appointment
5 ☐ Other: _____

9. How do you typically pay your fare when riding the ATS service (check one)?

1 ☐ Cash
2 ☐ Ticket
3 ☐ Monthly Pass
4 ☐ Other: _____

10. Please circle the number that best describes how you would rate ATS rider services, where 1 = Poor and 5 = Excellent.

	Poor				Excellent
a. Service that is on-time	1	2	3	4	5
b. Cleanliness of the vehicles	1	2	3	4	5
c. Frequency of service	1	2	3	4	5
d. Professionalism of the drivers	1	2	3	4	5
e. Value for fare paid	1	2	3	4	5
f. Conveniently located bus stops	1	2	3	4	5
g. Goes where I need to go	1	2	3	4	5
h. Service hours meet my needs	1	2	3	4	5

11. Where do you get information on ATS services?

1 ☐ Website 2 ☐ Bus driver/on-board 3 ☐ Friends/relatives 4 ☐ Neighborhood center
5 ☐ Other: _____

12. *Overall, how satisfied are you with ATS services?*

1 ☐ Very satisfied 2 ☐ Somewhat satisfied 3 ☐ Neutral 4 ☐ Somewhat dissatisfied 5 ☐ Very dissatisfied

13. ATS is currently in the process of developing a Transit Plan that will address future transit improvements. What are the top two improvements or changes you would like to see for ATS services?

1) _____

2) _____

14. Did you have a car available to make this trip?

1 ☐ Yes 2 ☐ No

15. What is your age:

1 ☐ Under 18 2 ☐ 18-24 3 ☐ 25-34 4 ☐ 35-49 5 ☐ 50-65 6 ☐ 65 or over

16. What was your household income in 2007?

1 ☐ Under $15,000 2 ☐ $15,000–29,999 3 ☐ $30,000–$44,999
4 ☐ $45,000–$59,999 5 ☐ $60,000–$74,999 6 ☐ $75,000 or more

17. What is your gender:

1 ☐ Male 2 ☐ Female

18. Are you: (check one)

1 ☐ Asian/Pacific Islander
2 ☐ African-American/Black
3 ☐ Caucasian/White
4 ☐ Hispanic/Latino
5 ☐ Native American Indian
6 ☐ Other: _____

19. PLEASE provide any ADDITIONAL COMMENTS below

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Please return survey to the driver, or drop in the mail.

Thank you!

Appendix F
Common Fare Policy Goals

COMMON FARE POLICY GOALS

Following are typical fare policy goals, as outlined in the Transit Cooperative Research Program (TCRP) Report 10, Fare Policies, Structures, and Technologies, pp15-17.

- *Increase ridership and minimize revenue loss:* This goal seeks to maximize ridership subject to a maximum acceptable reduction in revenue. If there is no limit on the reduction in revenue, this goal can be obtained by reducing all fares to zero.
- *Maximize social equity:* This goal concerns the agency's ability to ensure equivalent levels of mobility for equivalent fares and/or that those riders most in need of the service—and with the least ability to pay—are not adversely affected by a change in the fare structure. The first point can be addressed by setting fares on the basis of either the costs of the service or on the benefit received. The second point can be addressed by offering discounted fare instruments with a low overall purchase price.
- *Increase ease of use:* This goal relates to the convenience of using the system. For instance, does the system have an "inconvenient" cash fare (e.g., $0.85) and require the payment of exact fare? Are prepaid options available? How easy to use is the fare equipment?
- *Increase fare options:* This goal is to improve the ability of customers to choose a fare option that best meets their needs. This is addressed by offering a range of options (e.g., prepaid and discounted options).
- *Reduce complexity:* This goal emphasizes making the fare system simpler and more easily understood by customers.
- *Increase revenue and minimize ridership loss:* This goal seeks to maximize revenue—or perhaps to obtain a specific revenue target—while minimizing the accompanying ridership loss.
- *Reduce fare abuse and evasion:* This goal supports increased revenue by making it more difficult for people to avoid paying the proper fare.
- *Improve revenue control:* This goal also supports increased revenue and has a minimal impact on ridership by reducing the possibility of revenue being diverted from the transit agency.
- *Reduce fare collection costs:* These costs include those of selling prepaid fare media, such as passes, and those of collecting and counting farebox revenues. Actions to increase ease of use (such as by allowing payment with dollar bills) or to increase fare options often increase the costs of fare collection.
- *Increase prepayment and reduce use of cash:* Reducing the use of cash can improve revenue control while increased prepayment can improve the agency's finances by allowing the agency to obtain revenue sooner; however, prepaid fares can make fare abuse easier and, depending on the method used for prepayment, either increase or decrease fare collection costs.

- ***Improve data collection:*** This goal relates to upgrading the type and quality of data that can be generated through the fare system.
- ***Improve modal integration:*** This goal emphasizes improving connections within the system, and possibly with adjacent systems, especially connections between line haul and feeder systems, and between different modes in a system
- ***Increase pricing flexibility:*** This is related to the agency's ability to add new fare strategies or payment options or change the existing structure.
- ***Maximize ease of implementation:*** This goal relates to the difficulty an agency will face in introducing a new fare structure or new equipment. Difficulty depends on the number of different fare options (and how they differ from the current options), the nature of the fare levels, and the complexity of the new technology.
- ***Improve fleet and demand management:*** This goal addresses the ability of the agency to improve the allocation of vehicles by shifting demand from peak to off-peak periods.
- ***Improve reliability of fare equipment:*** This goal is related to minimizing the rate of malfunctions or amount of downtime of the fare collection and distribution equipment.
- ***Improve operations:*** This is related to the agency's ability to maximize how quickly customers board vehicles or pass through fare gates.
- ***Maximize political acceptability:*** This goal relates to the likelihood of acceptance of the new structure or system by the public and by local decision makers on the basis of such factors as equity, complexity, potential, or impact on revenue.

Appendix G Albany and Peer Transit Agency Fare Systems

ALBANY AND PEER TRANSIT AGENCY FARE SYSTEMS

- Albany Transit System, Albany, Oregon
- Basin Transit Service, Klamath Falls, Oregon
- Bend Area Transit, Bend, Oregon
- Corvallis Transit System, Corvallis, Oregon
- Rogue Valley Transportation District, Ashland and Medford, Oregon
- Salem Area Mass Transit District, Salem, Oregon
- Sandy Area Metro, Sandy, Oregon
- SMART, Wilsonville, Oregon
- South Clackamas Transportation District, Molalla, Oregon

ALBANY TRANSIT SYSTEM, ALBANY, OREGON

Exact Cash Fare (Drivers do not carry change)

- Adults (age 18 and older) - 75¢
- Senior (age 60 and older) / Disabled / Youth (age 6 through 17) - 50¢
- Children (under age 6) - FREE!

Monthly Bus Pass

- Adults (age 18 and older) - $22
- Senior (age 60 and older) / Disabled / Youth (age 6 through 17) - $11
- A 25 percent savings over cash fares.
- Good for unlimited, non-continuous rides for one month.
- Monthly passes are sold at Albany City Hall.

Coupon Books

- Adults (age 18 and older) - $13.50
- Senior (age 60 and older) / Disabled / Youth (age 6 through 17) - $6.75
- Single-ride tickets you can use anytime.
- Twenty rides per book.
- Coupon books are available at Albany City Hall.

	ATS	BTS	BAT	CTS	RVTD	SAMTD	SAM	SMART	SCTD
Base Fixed Route Fare	0.75	1.25	1.50	0.75	2.00	1.25	0.00	1.25	1.00
Base Paratransit Fare	1.00	2.50	2.50	1.50	4.00	2.00	0.00	2.00	N/A

Basin Transit Service, Klamath Falls, Oregon

	Regular	Student	Senior/Disabled
Cash Fare	$1.25	$1.25	$60¢
Ten Ride Punch Ticket	$11.25	$11.25	$5.60
Monthly Pass	$40.00	$37.50	$20.00
20 Token Package	$22.50	$22.50	#11.25

New Day Pass starting Monday, July 21, 2008. Buy a Day Pass from the driver for $2.50 and ride all day an unlimited number of times with your pass

Children 6 and under ride free with an adult.

Oregon Institute of Technology (OIT) faculty, staff, and students and students of Klamath Community College and Eagle Ridge High School ride BTS buses free when they show a valid identification card

DISABLED: Persons with a physical or mental impairment that substantially limits one or more of the major life activities of such an individual; has a record of such impairment; or is regarded as having such an impairment. NOTE: This is an ADA/DOT definition. Advance certification is required to receive this discount fare. For additional details please contact our office at 883-2877

PARA TRANSIT (Dial-A-Ride)

Advance certification is required to use the Dial-A-Ride services. See "Dial-A-Ride" on this site for details.

Cash Fare: $2.50

Ten Ride Punch Ticket: $22.50

Twenty Ride Punch Ticket: $45.00

BEND AREA TRANSIT, BEND, OREGON

Single Route Ride (No Transfers)

- Adult OR Youth Single Route Ride (No Transfers) FARE PRICE $1.50
- Senior OR Disabled* Single Route Ride (No Transfers) FARE PRICE $0.75

Unlimited Rides Day Pass

- Adult OR Youth One Day Pass PRICE $2.50
- Senior OR Disabled* One Day Pass PRICE $1.25

Ticket Book

- Adult OR Youth Ticket Book PRICE $12.00
- Senior OR Disabled* Ticket Book PRICE $6.00

Monthly Pass

- Adult (19-59 yrs) Monthly Pass PRICE $30.00
- Youth (6-18 yrs.) Monthly Pass PRICE $20.00
- Senior (60 yrs & Above)* Monthly Pass PRICE $15.00
- Disabled* Monthly Pass PRICE $15.00

*Medicare clients may show their card to be eligible for Senior/Disabled fare on fixed routes.

CORVALLIS TRANSIT SYSTEM, CORVALLIS, OREGON

	Cash Fare Single Ride	Day Passes (unlimited rides on one day)	20-Ride Coupon Books
Adults (18 years and older):	75 cents	$1.50	$11.25
Youth (6-17 years old):	35 cents	75 cents	$6.50
Seniors (60 years and older):	35 cents	75 cents	$6.50
Disabled:	35 cents	75 cents	$6.50
Medicare Card Holder or Oregon Trail Card Holder(**):	35 cents	75 cents	$6.50
5 years age and under:	FREE	N/A	N/A
Honored Citizens (75+ years): (with issued pass***)	FREE	N/A	N/A

** Medicare Card/Oregon Trail Card Holders must show their card to purchase a coupon book, day pass or multi-month pass.

** A low-income discount rate is available: 20 rides for $6.50 (must show proof of Oregon Health Plan or Food Stamp Card).

*** Seniors 75 years of age or older may bring proof of age to City Hall, 501 SW Madison Avenue, the Senior Center, NW 26th Street and NW Tyler Avenue, or Philomath City Hall, 980 Applegate Street, to receive a FREE bus pass.

Day Passes may only be purchased at Corvallis City Hall, 501 SW Madison Avenue or Philomath City Hall, 980 Applegate Street.

* 20-ride coupon books are available at Philomath City Hall, 980 Applegate Street, Corvallis City Hall, 501 SW Madison Avenue, or Corvallis Winco (Timberhill Shopping Center.

Multi-Month Passes

Multi-Month Passes may only be purchased at City Hall, 501 SW Madison Avenue or Philomath City Hall, 980 Applegate Street. CTS or Philomath Connection monthly pass rates are listed below.

Number of Months Purchased	1	2	3	4	5	6
Adult	$18.00	$31.00	$43.00	$54.00	$63.00	$72.00
Senior/Youth/Disabled/Medicare	$10.00	$18.25	$25.50	$33.25	$39.50	$45.00
Number of Months Purchased	**7**	**8**	**9**	**10**	**11**	**12**
Adult	$79.50	$87.00	$94.50	$99.00	$103.50	$108.00
Senior/Youth/Disabled/Medicare	$49.75	$54.50	$59.50	$63.00	$66.50	$70.00

Combined Multi-Month Passes

Combined CTS/PC Multi-Month Passes may only be purchased at City Hall, 501 SW Madison Avenue or Philomath City Hall, 980 Applegate Street. Combined CTS/PC monthly pass rates are listed below.

Number of Months Purchased	1	2	3	4	5	6
Adult	$22.00	$38.00	$52.50	$66.00	$77.00	$88.00
Senior/Youth/Disabled/Medicare	$12.00	$22.00	$30.50	$40.00	$47.50	$54.00
Number of Months Purchased	**7**	**8**	**9**	**10**	**11**	**12**
Adult	$97.00	$106.00	$115.50	$121.00	$126.50	$133.00
Senior/Youth/Disabled/Medicare	$60.00	$65.50	$71.70	$75.50	$80.00	$84.00

OSU Faculty, Staff & Students

With your valid OSU ID, you can ride all Corvallis Transit System and Philomath Connection routes just by showing your ID each time you ride (subject to annual agreements with OSU and ASOSU).

Group Pass Program

Group Pass Programs are a great way for businesses to allow their employees to ride the Corvallis Transit System buses by simply showing their ID cards. Call Corvallis Public Works at 766-6916 for information on how you and your employer can participate in a group pass program for reduced prices on transit passes. Current Group Pass Members: Benton County, City of Corvallis, CoHo Ecovillage, Inc., Corvallis Clinic, Samaritan Health Services, Spectrum CPA, and Work Unlimited.

ROGUE VALLEY TRANSPORTATION DISTRICT, ASHLAND AND MEDFORD, OREGON

Our fares are:

- $2.00 Full Fare
- $1.00 Reduced Fare (62 years and older, 10-17 years of age, people with disabilities with an eligible ID Card obtained from RVTD)
- Transfers - valid for 90 minutes from the time issued. A passenger with a valid transfer can board any bus without paying the fare.

ASHLAND

- $0.50 Full/ Reduced Fare
- The City of Ashland compensates RVTD for the remaining balance of the fare for rides taken anywhere between Jackson Well Springs and Ashland Windmill Inn.

PARATRANSIT

- $4.00 Full Fare one-way
- $1.00 Full Fare one-way within Ashland
- Free RVTD fixed-route buses only with a valid Valley Lift ID

PASSES

- $70.00 Full Fare 1 Month
- $35.00 Reduced Fare 1 Month
- $70.00 35 Ride Punch Card
- $40.00 20 Ride Punch Card
- $ 5.00 All Day Pass

WHERE TO PURCHASE PASSES

- Front St. Station at 200 S. Front St. in Medford
- RVTD Administration Offices located at 3200 Crater Lake Ave. in Medford
- City of Ashland Utilities Office at 20 E. Main St.

SALEM AREA MASS TRANSIT DISTRICT, SALEM, OREGON

Exact Cash Fare: Drivers don't make change, so please have exact fare if you're paying cash. And please, no Canadian coins.

Adult	$1.25
Youth	$1.00
Special	$0.60
5 years and under	Free
1X – Wilsonville	$2.50
2X - Grand Ronde	$3.00
CherryLift	$2.50

Day Pass: Day Pass offers unlimited rides all day at only twice the cost of a single fare.

Adult	$2.50
Youth	$2.00
Special	$1.20
5 years and under	Free
2X - Grand Ronde	$6.00

Monthly Bus Pass: Good for unlimited riding for a calendar month. Perfect for frequent riders.

	Unlimited riding for the calendar month.	**After the 15th of the month.**
Adult	$35.00	$17.50
Youth	$23.00	$11.50
Special	$15.00	$7.50
5 years and under	Free	Free
1X - Wilsonville	$55.00	$27.50
2X - Grand Ronde	$75.00	$37.50

Cherricards: Punch cards good for up to 10 rides, plus a free ride when all used up. A great way to be sure you always have exact fare. No expiration!

Adult	$12.50
Youth	$10.00
Special	$6.00
5 years and under	Free

Annual Bus Pass: Buy one pass valid for a whole year! Unlimited riding for 12 months. (Available at Customer Service Center only)

Adult	$420
Youth	$276
Special	$180
5 years and under	Free

Bus Passes Are Available At Several Area Locations

SANDY AREA METRO, SANDY, OREGON

No fare charged.

SMART, WILSONVILLE, OREGON

SMART routes within Wilsonville are fareless. Routes running to Canby, Tualatin, Barber Blvd., and Salem charge a fee. Fares can either be paid as exact change at the time of boarding, or monthly passes may be purchased at Wilsonville City Hall, 29799 SW Town Center Loop E, or online through PayPal.

Please Note: SMART does not issue transfer receipts or accept transfers from other agencies. For other agency fare information or to purchase their passes please visit TriMet www.trimet.org or Cherriots www.cherriots.org

Unlimited-ride monthly passes are available for purchase below.

Discounted senior, disabled, and youth passes are available for purchase in person at the Wilsonville City Hall. Valid photo ID is required.

Fares

	Free Zone	**Zone 1X**	**Zone 2**
Area	**City of Wilsonville**	**Marion County (Salem)**	**Canby; Tualatin P&R; Barbur Blvd.**
Fixed Route- General Fare 18-59 yrs.	Free	Cash = $2.50 Pass = $55.00 Zone 2 upgrade = $80	Cash = $1.25 Pass = $30.00
Fixed Route- Senior (60+) and disabled, *Youth 5-17 yrs.	Free	Cash = $1.25 Pass = $27.50 Zone 2 upgrade = $40	Cash = $ .60 Pass = $15.00
Dial-a-Ride- Priority for Seniors and Persons with Disabilities	Free	N/A	Cash = $2.00 Pass = $40.00

*Includes students to 23 years old with valid student body ID.

SOUTH CLACKAMAS TRANSPORTATION DISTRICT, MOLALLA, OREGON

Molalla to Clackamas Community College: $1 each ride

Molalla to Canby: $1 each ride

Appendix H Bend Area Transit - Fare and Service Change Policy

BEND AREA TRANSIT

Fare and Service Change Policy

5-09

Purpose: The fare policy is used to provide direction in making decisions about changes in the City's fare structure and major service changes. The policy guidelines specify the process the City will use when considering changes to the fare structure and major fare changes for its public transportation services. This Fare Policy applies to both the fixed-route and Dial-a-Ride services.

Objectives

1. To promote fixed-route ridership by making the fare structure attractive to users
2. To improve the farebox recovery ratio
3. To improve the efficiency of fare collection
4. To set out a public process to be used when the system considers major service changes.

Guidelines

1. Recommendations for changes in the fare or major service changes will be developed by City staff and the Public Transportation Advisory Committee (PTAC). In formulating recommendations, PTAC will conduct a meeting to receive oral and written comment from the public on whether transit fares shall be increased or major service changes should occur. At least fourteen days notice will be provided of this meeting by publication in the City's newspaper of record. The notice shall include the time and location of the public meeting; a summary of proposed language; specify the address where written comments can be mailed; and inform the public of alternative formats available to assist in this public process.

   The City Council will review the PTAC/staff recommendation at a public hearing, after which Council may change the fares through an amendment of the City's fare resolution or order implementation of any service charge at a published public meeting.

2. When considering changes to the fare, the staff and Council will consider:
   - The inflation rate
   - Ridership and revenue trends
   - Local economic trends
   - Trends in automobile-related costs such as gas
   - Service changes
   - Economic impact on customers
   - Market conditions and opportunities
   - The City's financial situation
   - The City's goals and objectives

This policy statement lists the most important factors to be considered in making recommendations for changes to the fare structure. The list of factors to be evaluated is not meant to be exclusive; other factors may need to be considered from year to year.

3. Except for special discount fares, the Dial-a-Ride fare should exceed the fare of the fixed-route system to reflect the higher cost of a Dial-a-Ride trip and to encourage use of the fixed-route system when possible. By law, Dial-a-Ride fares cannot exceed twice the regular fixed-route fare.
4. Increases in the farebox recovery ratio should be pursued primarily by improving the ridership productivity of the system and by improving internal operating efficiency.
5. Prepayment of fares on the fixed-route system shall be encouraged. Accordingly, passes should be priced below the cash fare.
6. Increases to the base fixed-route fare will be reviewed periodically and changes should be rotated by fare category. This policy directs that changes in the fare be incremental in nature to avoid large "catch-up" increases. Rotating fare increases by fare type allows customers to choose a fare type that is not increasing in cost that year.
7. Recommendations for fare changes will be developed prior to the budget process each spring for the following fiscal year.
8. Changes in the fare structure should be implemented on the first day of July or September.
9. Fare promotions can be used to attract new riders to the fixed-route system.
10. Discounted fares may be used to encourage ridership during traditionally low-demand periods.
11. Fare payment options that effectively attract a different market segment or encourage increased use of the bus by current riders shall be developed. The fare payment options should be made conveniently available to customers.
12. The design and number of fare payment instruments shall consider the ease of enforcement by bus operators and ease of understanding by customers.

Child Fares

Up to two children, five years and younger, ride free with each adult paying full fare. Additional children must pay full fare. Children six and older pay adult fare. Youths age six to eighteen may purchase discounted passes as noted in the fare schedule – Appendix A.

Fare Media Donations

The City offers fare discounts for purposes of joint marketing promotions and to support community activities. Donations will occur in the form of fare media. Donations of both fare media will be handled through the City's Transit Division of Public Works. Any community group may request a donation. Authorization for free fare media must be given in writing by the Transit Manager.

Fare Discounts - Private Non-Profit Agency Program

The City offers private non-profit agencies the opportunity to purchase full fare City fare media at a 50 percent discount. This discount is granted in recognition of a community need for transportation services for individuals and families who are working with these agencies to seek employment, housing, and medical services. This policy applies to any private non-profit (501-3-c and 501-19-c) agencies that provide assistance to low income individuals. Agencies wishing to participate may complete the necessary application. Upon successful certification, agency staff may call Bend Area Transit to place a fare media order.

Agencies are eligible for a 50 percent discount toward the purchase of $350.00 of full fare media per month.

Wholesale Discounts

The City offers private retail sales outlets and public agencies a wholesale discount on the purchase of fare media. This discount recognizes that these organizations play an important role in the distribution of fare media to Bend Area Transit customers. This policy applies to all private retail outlets that Bend Area Transit chooses to contract with for the sales of fare media. All public agency purchases will be issued according to the same discount structure. The City offers a 5 percent discount on the purchase of fare media for private retail sales outlets who purchase fare media for their customers. Monthly passes will be consigned. All fare media must be offered by the retail outlet. The retail outlet will not monitor for age, disability or other discount programs requirements.

Group Pass Program – Fixed route services

A Group Pass Program is one in which the cost of fixed route transit fares is shared by a group. All persons within the group receive the transit benefit whether or not they actually use the service. The employer enters into an annual contract for services with the City. In this way, the cost per person for the service is significantly reduced, and ridership within the group can be expected to increase significantly.

Qualifying Organizations: The City will consider any organization, public or private, for a group pass program if it:

1. Includes at least 10 individuals
2. Is financially capable and legally empowered to enter into a contract with the City and meet the financial obligations dictated by that contract. The group pass program will apply to all members in the organization.
3. The City will consider qualifying organizations on a first-come/first-served basis, only if the City has the service and equipment capacity to serve that organization.

Pricing: A base rate per employee per quarter will be levied on individuals within the organization. The quarterly rate is included in the Fare Schedule in Appendix A.

Term of the Contract: Contracts will normally be for a one-year period, with annual renewals.

Operational Issues: Group pass participants are to have photo identification that is easily verified by the bus driver. The photo identification may be either the organization's, in which case it must have a Bend Area Transit validating sticker, or issued by the City. In either case, the cost of issuing the photo identification will be borne by the organization. Participating organizations will be responsible for administering the program within their organizations.

Marketing: The City will provide trip planning assistance for the individuals of a group pass organization. Marketing of the service to individuals of a group pass organization will be conducted where it is determined to have a significant impact on ridership.

Half-Fare Program – fixed route services

The objective is to provide reduced fares for fixed route services for seniors and people with disabilities in cooperation with the Federal Transit Administration's half-fare requirements.

Who qualifies for the half-fare program?

1. Persons aged 60 and older
2. Medicare cardholders
3. Persons who receive Supplemental Security Income (SSI), *based on disability,* or Social Security Disability (SSD) benefits, as long as they continue to receive these benefits
4. Veterans who are disabled, who receive a determination of at least 50 percent permanent disability or a non-service connected pension as determined through the Veterans Administration
4. People who meet the Federal Transit Administration's (FTA)[4] definition of people with disabilities "*...means any individual who, by reason of illness, injury, age, congenital malfunction, or other permanent or temporary disability (including any individual who is a wheelchair user or has semi-ambulatory capabilities), are unable, without special facilities or special planning or design to utilize mass transportation and services as effectively as persons who are not so affected.*" See Dial-a-Ride Disability Policy for special assistance categories.

What must be shown to qualify?

On boarding the bus, a Bend Area Transit special Half-Price Pass or one of the following proofs must be shown to the driver to qualify for half-fare.

1. Medicare card
2. Official verification of age (valid driver's license, passport, State ID card)
3. Letter of Authorization that you receive Supplemental Security Income (SSI) or Social Security Disability (SSD) benefits.

[4] FTA is a department of the United States Department of Transportation

4. Verification that you receive benefits from the Veterans Administration at a 50 percent disability level or greater, or receive a disability pension from the VA
5. Dial-a-Ride certification (in some conditions you are able to use fixed route system)

Disability Verification: Individuals who do not have one of the proofs of eligibility listed must complete a Half-Fare Application to obtain the special pass.

Individuals with one of the listed proofs are to be issued a Half-Price Pass upon submitting a copy of the documentation. Because documentation must be shown each time on boarding, all individuals are to be encouraged to obtain the Bend Area Transit special Half-Price Pass.

Low-Income Policy – Dial-A-Ride Services

The objective is to provide reduced fares, when possible, for individuals who qualify to use the City of Bend's Dial-a-Ride services.

The definition of low-income is set in the Bend Area Transit Paratransit Eligibility Policy. The rate, when adopted, will be included in the Bend Area Transit Fare Schedule.

Major Service Changes

A major service change is defined as a reduction in service that meets one of the following thresholds:

- Elimination of a route.
- Reductions of 25% of service hours on a route
- Loss of over 5 stops on a single route
- Reduction of demand response revenue service hours that exceed 10% of total weekly hours.

APPENDIX A: FARE SCHEDULE
Bend Area Transit

Fare Type	Passenger Category	Price
Fixed Route single ride – no transfers	Adult/Youth	$1.50
	Senior/Disabled	$0.75
Fixed Route Day Pass – unlimited day	Adult /Youth	$2.50
	Senior/Disabled	$1.25
Fixed Route 6 Day Pass ticket book	Adult /Youth	$12.00
	Senior/Disabled	$6.00
Fixed Route Monthly Pass	Adult	$30
	Youth	$20
	Senior/Disabled	$15
Dial-a-Ride	One-Way	$2.50
Dial-a-Ride low-income *	One-Way	$1.25
PASSENGER CATEGORY KEY Adults (19-59 years of age) Seniors (60+ years of age) Youth (6-18 years of age) Child (0-5 years of age)		
Medicare clients please show your card for half fare discount on fixed route. Group Pass Discount Program Price: A contract with an organization to levy a base rate of $15 per quarter per individual within organization. See Group Pass Program description in Bend Area Transit Fare Policy.		

Appendix I Summary of Transit Grant Programs

SUMMARY OF TRANSIT GRANT PROGRAMS

Special Needs for Elderly Individuals and Individuals with Disabilities
FTA Section 5310

FTA Section 5310 funds are for the purpose of supporting transit service to meet the special needs of the elderly and disabled. Funds are administered by the Public Transit Division (PTD) at ODOT, and are pooled with the STF discretionary funds for distribution, using a formula based on the percentage of elderly and disabled persons in the county, relative to the proportion of elderly and disabled persons in the statewide population. The 5310 funds can be used for vehicle replacement, expansion vehicles, maintenance, mobility management purchased services and other capital and pilot operations, with a 10.27 percent match required for all eligible projects, except pilot operations, which requires a 43.92 percent match.

Small Cities and Rural Areas FTA Section 5311 Formula Operations (Annual)

The FTA Section 5311-Small Cities and Rural Areas formula-based program provides funding to states to distribute for public transportation in areas of less than 50,000 population (non-urbanized area formula program). The funds are technically available for capital, operations, administration, and project administration expenses, however currently there is no direct mechanism to use 5311 funds for vehicle purchases (capital projects). Some of the 5311 funds are pooled with the state discretionary funds targeted to each county and can then be used for capital. 5311 funds are primarily disbursed in the form of an operating reimbursement. A match rate of 56.08 percent is applied to eligible expenses, primarily administrative and operating expenses less the collected fares. The solicitation for applications for 5311 operating funds has historically been in the spring.

Intercity Passenger Program
FTA Section 5311(f))
Biennial Discretionary Grant Program

The purpose of the Intercity Passenger Program is to provide funding to promote rural intercity transportation services to connect rural communities with a population of 2,500 with the next largest town or city, or to provide connection to other intercity transportation services.

New Freedom
FTA Section 5317
Biennial Discretionary Grant Program

The FTA New Freedom program, is a discretionary grant program administered by the Public Transit Division at ODOT. The New Freedom competitive grant program is designed to provide supplemental funding for services improving access to work for disable individuals. About twenty percent of the program funds are allocated for rural areas. This program requires a fifty percent match.

Special Transportation Formula (STF) Fund for Elderly and Disabled
Formula-Population

State of Oregon transit grant programs are funded through dedicated cigarette tax, which funds the STF, and special authorizations from the general fund or lottery fund revenues. STF funds are allocated by formula based on the certified county population, minus tribal members living in the county. STF formula funds can be used as match for most FTA grant programs.

State Transportation Fund Discretionary Program (STG) or STF Discretionary
Discretionary-Solicitation for Applications December 2008

Seventy five percent of STF funds are allocated by the population formula, and the remaining STF funds are distributed as discretionary grants (STG). STF Discretionary funds may be used for any purpose associated with public or special transportation benefiting older adults and people with disabilities including: match for other grants, operations, administration capital or planning, mobility management.

Business Energy Tax Credit (BETC) Fund
Formula based on Budget and Discretionary Program

Transportation services can apply for funds through the Oregon Department of Energy Business Energy Tax Credit (BETC) program. Annual funds are allocated based on the transportation agency budget and an estimate of how many vehicle miles are avoided through the provision of public transportation services. In addition to general grant funding, BETC can provide funds for a specific service or capital project. For example, BETC could fund 35 percent of the non-grant funded portion of the purchase of a van for a commuter program.

Connect Oregon III

Connect*Oregon* is a lottery-bond-based initiative first approved by the 2005 Oregon Legislature to invest in air, rail, marine, and transit infrastructure. This key strategy ensures Oregon's transportation system is strong, diverse, and efficient. Connect*Oregon* is focused on improving the connections between the highway system and the other modes of transportation to better integrate the components of the system, improve flow of commerce and remove delays. The 2009 Oregon Legislature approved a third authorization of $100 million in lottery-backed bonds for the Connect*Oregon* III program as part of HB 2001, the Jobs and Transportation Act. Building on the success of the first two authorizations in 2005 and 2007, Connect*Oregon* III will continue to improve the connections between the highway system and other modes of transportation. Connect*Oregon* funds will be distributed to air, marine, rail, transit and other multimodal projects statewide, with at least five percent allocated to rural airports. In addition, no less than 10 percent of Connect*Oregon* III funds must be distributed to each of the five regions of the state, provided that there are qualified projects in the region.

Job Access and Reverse Commute (JARC)

The purpose of this grant program is to develop transportation services designed to transport welfare recipients and low income individuals to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities. Emphasis is placed on projects that use mass transportation services. Grants may finance capital projects and operating costs of equipment, facilities, and associated capital maintenance items related to providing access to jobs; promote use of transit by workers with nontraditional work schedules; promote use by appropriate agencies of transit vouchers for welfare recipients and eligible low income individuals; and promote use of employer-provided transportation including the transit pass benefit program.

Appendix J
TSP Transit Stop Improvements and Future Transit Needs

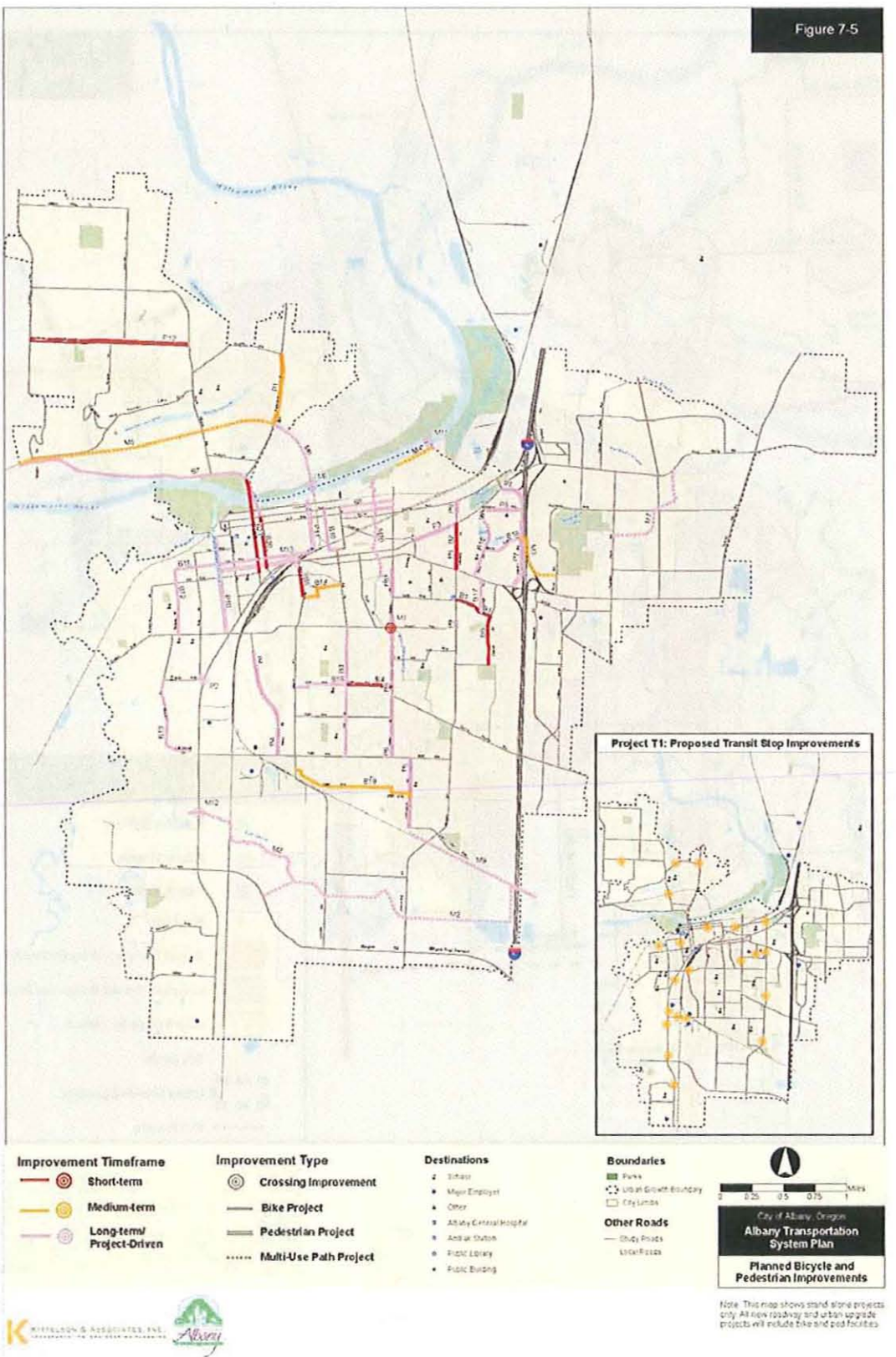
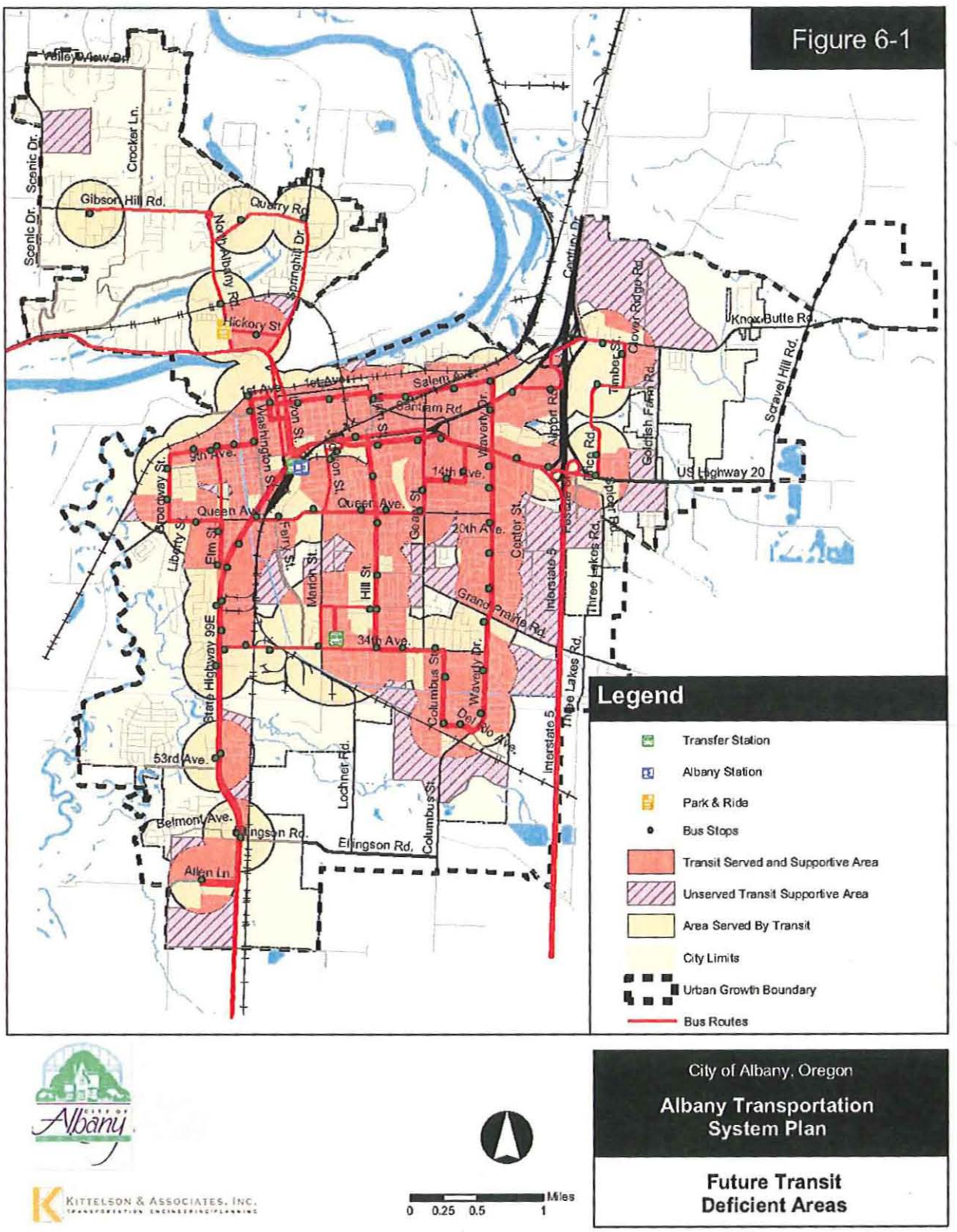


Figure 7-5
Project T1: Proposed Transit Stop Improvements
Improvement Timeframe
Short-term
Medium-term
Long-term/ Project-Driven
Improvement Type
Crossing Improvement
Bike Project
Pedestrian Project
Multi-Use Path Project
Destinations
Boundaries
Other Roads
City of Albany, Oregon
Albany Transportation System Plan
Planned Bicycle and Pedestrian Improvements
Note: This map shows stand alone projects only. All new roadway and urban upgrade projects will include bike and ped facilities.



City of Albany, Oregon

Albany Transportation System Plan

Future Transit Deficient Areas

KITTELSON & ASSOCIATES, INC.

City of Albany, Oregon

AMERICANS WITH DISABILITIES ACT (ADA)

PARATRANSIT PLAN 2011 UPDATE

FOR

ALBANY TRANSIT SYSTEM

Public Works Director ..... **Diane Taniguchi-Dennis, P.E.**
Airport/Transit Manager ..... **Chris Bailey**
Paratransit Supervisor ..... **Ted Frazier**
For more information on this plan contact Ted Frazier, at (541) 917-7638

PUBLIC WORKS – TRANSIT

General Background/Contact Information

The City of Albany is the owner and operator of the Albany Transit System. Correspondence regarding the ADA Update can be directed to:

Albany Transit System
PO Box 490
Albany, OR 97321

Transit Dispatch Line – (541) 917-7667
Chris Bailey, Airport/Transit Manager – (541) 917-7629
Barry Hoffman, Transit Programs Supervisor – (541) 917-7606
Ted Frazier, Paratransit Services Supervisor – (541) 917-7638

Introduction

As an operator of fixed-route public transit services, the Albany Transit System (ATS) is required by the Americans with Disabilities Act (ADA) to provide complementary paratransit services for people who, due to a disability, are unable to use the ATS fixed-route bus service for some or all of their trips. Since 1992 ATS has met its ADA paratransit obligation through the Albany Call-A-Ride Program. Albany Call-A-Ride is an additional program operated by the City of Albany. ATS first submitted an ADA Paratransit Plan to the Federal Transit Administration (FTA) in 1992, as required by the ADA implementing regulations, showing how it would comply with the paratransit requirements of the ADA. The ADA Paratransit Plan was updated annually for five years, as required by the regulations, but has not been updated since 1997. In view of the many changes that have occurred since 1997 and the need to plan for challenges ahead, the City has prepared and adopted this 2011 Update to the ATA Paratransit Plan. While such plans are no longer submitted to or received by FTA, they do provide an official statement of how a transit agency intends to comply with the paratransit requirements of the ADA.

Fixed-Route Service

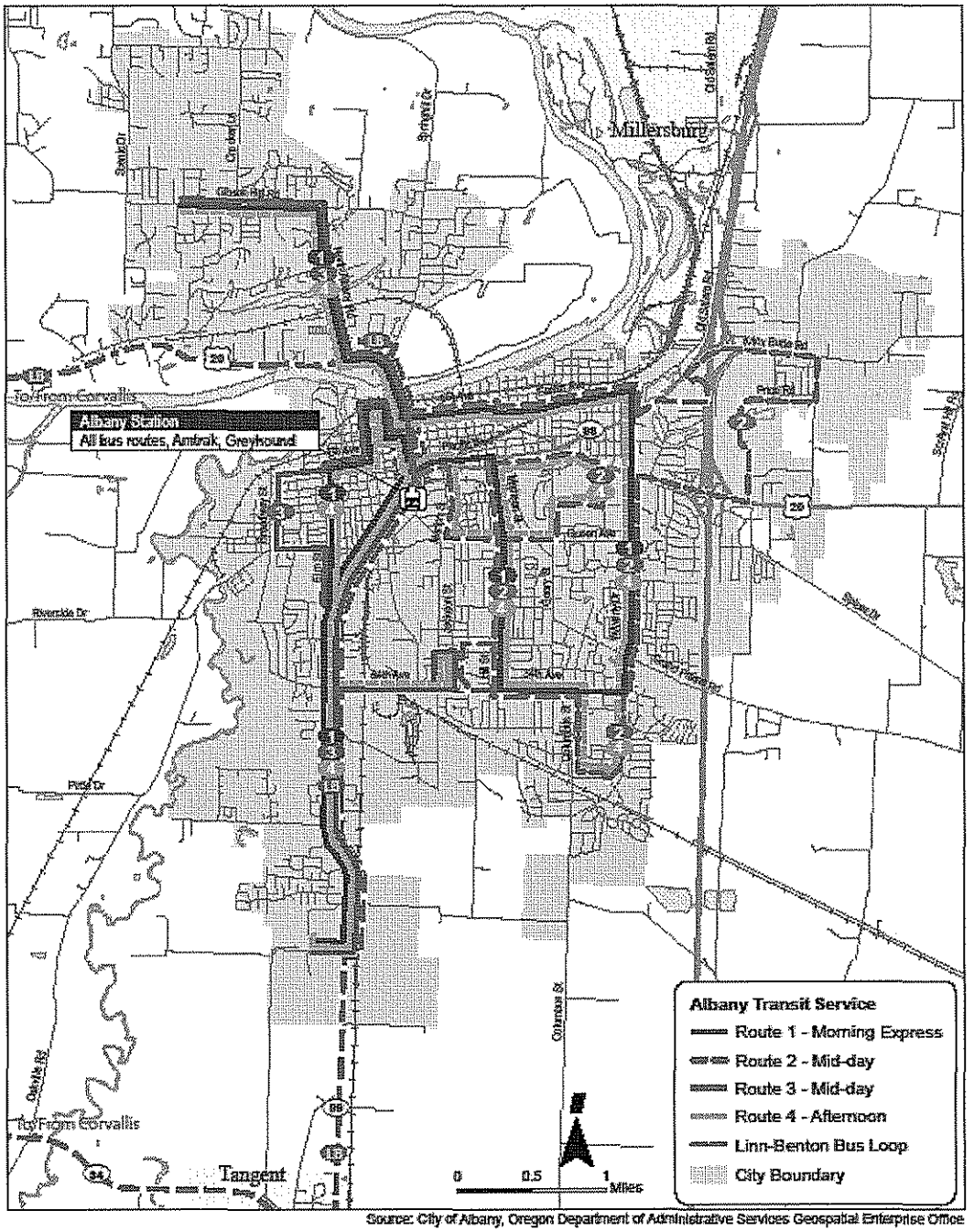
ATS operates (2) mid-sized Gillig and (2) mid-sized Eldorado National coaches on a fixed route service plan within the city limits of Albany. All buses are wheelchair lift-equipped. The newest buses, 2010 Eldorado Nationals, are low-floor models which allow ramp access to the buses without using mechanical lifts. The bus service operates Monday through Friday between the hours of 6:30 a.m. and 6:00 p.m. The daily mileage is approximately 330 miles, or 85,500 miles per year. Routes are designed to access shopping, medical facilities, and human service offices, as well as general residential areas and schools. The fixed route service is available at regular intervals throughout the day, it is low cost, no reservations are required, and there are no capacity issues. ATS continues to coordinate with Albany Paratransit (Call-A-Ride), the Linn-Benton Loop, and the Linn Shuttle. Some coordination with the Corvallis-Albany Dial-A-Bus occurs. ATS makes hourly stops at Albany Station which serves Amtrak and the Valley Retriever. Referrals are often made to Interfaith Volunteer Caregivers and other transportation providers.

Fares

The fare within the service area is $.75 for adults, and $.50 for senior (age 60 and older), disabled and youth (age 6 through 17). Children under the age of six ride free. The fare is payable with exact change or pre-purchased coupons/tickets only.

Routes

Routes are designed to provide access throughout the city, as depicted on the map below.



- **Route 1: Morning Express** – This route originates at the Albany Station at 6:30 a.m. Route travels north, east and southeast. Upon arriving downtown at 2nd Avenue/Broadalbin Street, route travels west and southwest. Bus makes two full circuits. Service for this route ends at 8:30 a.m.

- **Route 2: Mid-Day (Hourly Service)** – This route originates at the Albany Station at 9:00 a.m. Route travels east and southeast. Transfers between Route 2 and Route 3 at Albany Station and Jackson Street and 32nd Avenue. Bus makes seven circuits daily. Service for this run ends at 4:00 p.m.
- **Route 3: Mid-Day (Hourly Service)** – This route originates at the Albany Station at 9:00 a.m. Route travels north, west and southwest. Transfers between Route 2 and Route 3 at Albany Station and Jackson Street and 32nd Avenue. Bus makes seven circuits daily. Service for this run ends at 4:00 p.m.
- **Route 4: Afternoon (East and West Runs)** – This route originates at the Albany Station at 4:00 p.m. Route first travels east and southeast, then returns to Albany Station. Bus departs at 5:00 p.m. and travels west and southwest. Service for this route ends at 6:00 p.m.

Community Demographics

Seniors and Youth

Older Adults (65 years and above) and young people (five to 17 years old) typically utilize public transportation more frequently than the general population. Older adults often exhibit higher demand for transit as they become less capable or willing to drive themselves, or can no longer afford to own a car. Young people without driver licenses or regular access to a personal automobile need transit service for school and after school activities, part-time jobs and general mobility particularly during the summer months. It should be noted that older adults and youth do not always utilize public transportation in the same ways. For example, older adults tend to use public transportation during the middle of the day for shopping and medical appointments, while youth tend to use public transportation to get to and from school, for after school activities and on weekends. It should also be noted that national trends show that a lower proportion of younger adults are embracing "car culture" – or the need to own their own vehicle – that defined earlier generations. While there are complex societal reasons for this shift, many younger adults cite higher insurance, maintenance, and fuel costs as reasons for not owning their own vehicle. In addition, many younger adults embrace digital media and technology, such as texting and talking on a cell phone without a hands-free device, which are illegal while driving in Oregon[1] but very conducive to transit passengers.

Figure 1 below shows the age distribution of people in the City of Albany compared to Linn County, Oregon, and the United States as a whole based on the 2006-2008 American Community Survey. Albany has a good mix of ages, although the population is somewhat younger than the other geographies. Seniors age 65-74 comprise a slightly lower share of the population than the other geographies listed in Figure 1, while older seniors (age 75 and over) comprise a comparatively higher share of the population. Adults age 45-64, who will be turning 65 over the next 20 years, comprise lower shares of the population than the other geographies.

The population of older adults in Linn County is forecast to grow dramatically as the baby boom generation turns 65 starting in 2011, although at a lesser rate than the state as a whole; projections are not available at the city level. The population age 65 and older is projected to grow by about 85 percent in

[1] http://www.iihs.org/laws/cellphonelaws.aspx

Linn County between 2000 and 2030, compared to about 27 percent for the overall population in the County. Older adults are projected to increase from 14.5 percent to 21 percent of the population in Linn County over that time frame. The implications of an aging population include higher disability rates, which could increase demand for specialized transportation.

Figure 1 Age Distribution

	Albany		Linn County		Oregon		United States	
Age Group	# Persons	%	# Persons	%	# Persons	%	# Persons	%
Under 5	3,430	7.2%	7,434	6.6%	237,502	6.4%	20,672,826	6.9%
5 - 17	8,648	18.1%	19,643	17.4%	625,602	16.7%	53,133,749	17.6%
18-24	4,187	8.8%	9,383	8.3%	334,099	8.9%	29,636,552	9.8%
25-34	7,702	16.1%	15,685	13.9%	520,354	13.9%	40,125,972	13.3%
35-44	6,773	14.2%	14,143	12.5%	512,594	13.7%	43,140,679	14.3%
45-59	8,829	18.5%	23,405	20.7%	819,283	21.9%	62,076,512	20.6%
60-64	2,040	4.3%	6,192	5.5%	196,740	5.3%	14,471,277	4.8%
65-74	2,918	6.1%	8,643	7.6%	250,925	6.7%	19,488,145	6.5%
75 and over	3,220	6.7%	8,554	7.6%	238,425	6.4%	18,491,991	6.1%
Total	47,747	100.0%	113,082	100.0%	3,735,524	100.0%	301,237,703	100.0%

Source: U.S. Census Bureau, 2006-2008 American Community Survey

Persons with Disabilities

Persons with disabilities often are frequent consumers of transit services, as well as vocal proponents for public transportation. Figure 2 below shows that over 20 percent of the population in Albany (age five or older) has one or more disabilities, less than Linn County as a whole but more than statewide or national rates. This equates to over 8,100 individuals in Albany.

While many individuals with a disability are full-functioning members of society and do not require special transportation, a certain percentage of the disabled population has what is defined by the Census as a "Go-outside-home" disability. This definition includes only people who indicated they travel outside the home and it was difficult for them to shop or visit a doctor's office, indicating that they are likely to require transportation assistance to meet their basic travel needs. About 5.9 percent of the population in Albany (age 16 or older) has a go-outside-home disability, also less than the county as a whole but less than statewide and national rates. In terms of total individuals, about 2,100 people in the City of Albany have a go-outside home disability.

Figure 2 Disability Status, 2005-2007

	Albany	Linn County	Oregon	United States
Total with a disability (age 5+)	8,148	22,276	562,966	41,101,667
% with one or more disabilities	20.2%	22.4%	17.6%	16.2%
Total with a go-outside-home disability (age 16+)	2,127	6,077	155,329	12,296,665
% with a go-outside-home disability	5.9%	7.0%	5.4%	5.4%

Source: American Community Survey, 2005-2007

Paratransit Service

ADA paratransit service in the City of Albany primarily provides curb-to-curb, shared-ride transportation for individuals whose disabilities prevent them from using Albany Transit System (ATS) and also to people who are 60 years of age or older. Paratransit rides are normally available six days a week, not including holidays, from 6:30 a.m. to 6:00 p.m. The system operates within three-quarters of a mile outside the Albany City limits. Albany Paratransit provides curb-to-curb transportation for all ADA-eligible citizens and seniors 60 years and older to essential services, jobs, doctors, therapy, social services agencies, grocery stores, etc., although some door-to-door service is provided based on client need. Generally, individuals must be able to board the Paratransit vehicle with limited assistance from the driver. Clients may use mobility aids or Personal Care Attendants (PCA). Because of the social services offices located in Albany there is a large population of frail and elderly individuals as well as individuals with disabilities who use the Paratransit/Call-A-Ride Services. Transportation is also available for some evening and weekend activities such as concerts in the park, public hearings, city council meetings, etc. Albany Paratransit also provides transportation to the Senior Services elderly nutrition site presently located at the Albany Senior Center. This service is provided Monday through Friday, between the hours of 10:00 a.m. and 1:30 p.m.

The Albany Paratransit System works with the Senior Services and Disability Services Division of the Cascades West Council of Governments (CWCOG) to provide transportation for Medicaid, Non-Medical service to eligible riders.

The Albany Paratransit service uses a corps of volunteers along with limited staff to provide transportation services. Volunteers serve as drivers utilizing City of Albany/ODOT Public Transit Division vehicles in order to provide services to clients. Volunteers staff three four-hour driving shifts per day. Additionally, volunteers work as dispatchers scheduling rides, determining special service needs, dispatching vehicles, and act as customer service representatives with riders. One staff person supervises volunteers, schedules vehicle maintenance and repairs, prepares and administers the program budget, completes all appropriate paper work, and manages the program. One full-time and two part-time personnel provide early morning and late afternoon transportation, and special needs transportation for particularly frail clients.

Due to schedule limitations, rides are reserved on a first come, first served basis. In accordance with federal statutes, ADA clients have bumping rights over senior clients and no ADA client is denied a ride based on system capacity or trip purpose. Riders must be able to get to and from the vehicle with minimal assistance. Drivers do not perform the duties of a Personal Care Attendant. Riders needing such help must

make their own arrangements for this assistance. Albany Paratransit is not able to provide transportation for emergency health situations.

Eligibility

ADA paratransit service in Albany is available for individuals whose disabilities prevent them from using the ATS bus system, and also to people who are 60 years of age or older. People who apply for and qualify for service based on disability are referred to as "ADA paratransit eligible" riders, and people who apply for and qualify for service based on age are referred to as "age eligible" riders. Many ADA paratransit eligible riders are 60 years or older, and many age eligible riders would probably qualify as ADA paratransit eligible if they were to apply for this designation. However, riders and the trips they take are referred to as ADA Paratransit eligible or age eligible based on how the riders applied for service. In practice, service for ADA paratransit eligible and age eligible riders is the same service, provided with the same vehicles and drivers, with the same reservations, scheduling and dispatch processes, and subject to the same service standards.

People wishing to ride Paratransit must apply to Albany Transit System, which determines whether the conditions are met for ADA paratransit eligibility or age eligibility. Applications are normally mailed to prospective clients, and alternative formats are available upon request. Applicants for ADA eligibility are required to fill out an eight-page application and describe their disability or condition that prevents them from using fixed-route service. When ATS receives the completed application, it is evaluated, and eligibility is determined based on the applicant's functional ability to use the ATS fixed-route transit system. An applicant may be eligible for ADA paratransit service if, as a result of a specific disability or health-related condition, the applicant is:

1. Unable to travel to or from transit stops or stations within the service area; or
2. Unable to independently board, ride, or exit an accessible fixed-route (bus) vehicle; or
3. Cannot independently "navigate the system" even if the applicant is able to get to a transit stop and can get on and off the vehicle. (Example: A person who cannot ride the bus independently, recognize bus stops, understand how to complete bus trips, determine the fare, etc.)

ATS may request additional information, such as a phone or in-person interview with the applicant, or written medical/professional verification if one was not provided with the application. As required by ADA, ATS normally notifies applicants by letter of its decision within 21 days of receipt of the completed application. Notification can be made in an alternative format if requested. An applicant who does not get written notice of their eligibility determination within 21 days of receipt of the completed application may ask for and receive paratransit services until a decision is made.

Requirements for ADA Paratransit Service Eligibility determinations are made using four categories:

- **Unconditional** – Due to a disability or health condition, the applicant is always prevented from independently using the fixed-route buses.
- **Conditional** – Prevented from using the fixed-route bus when certain disabling or extreme environmental conditions exist. Albany Paratransit Program is available at these times only. (Example: A person who uses a manual wheelchair and who cannot negotiate steep terrain would be eligible for paratransit on a conditional basis when using fixed-route service for a particular trip requires crossing a hilly area.) Albany Paratransit Program may limit services to conditionally eligible persons on a trip-by-trip basis. For example, a person with a developmental

disability who is travel-trained to use regular bus service solely between home and work may only be eligible for paratransit service for trips to other destinations.

- **Temporary** – The applicant has a health condition or disability that temporarily prevents them from using the fixed-route service. Temporary eligibility can be either conditional or unconditional. (Example: An individual's condition may improve over time or may be aided by travel training.)
- **Ineligible** for ADA paratransit service. It is left to riders themselves to observe their conditions of eligibility.

If the applicant is deemed ineligible, the applicant has the right to appeal this decision. Individuals denied service will be notified in writing, or by alternative format, of the denial. This denial notice will include the reasons for the denial and provide information about the process of appealing the denial. The denial decision will be reviewed by the Transit Manager, who will sign the denial notification letter. The denial letter will be in a format that can be utilized by the individual.

Out of town visitors are eligible for paratransit services as well. By presenting documentation of being paratransit eligible in another area they are automatically qualified to use the Albany service for a period of 21 days within a 365 day period. If they intend to use the service for more than 21 days they have to go through the full eligibility process.

Fares

The fare within the service area is $1.00 each way, payable with exact change or pre-purchased coupons/tickets only. The fare can be up to twice the basic adult cash fare on ATS fixed-route service, as permitted by ADA regulations.

Reservations

Paratransit trips have to be reserved in advance. The ADA regulations require that reservations be taken one day in advance, and optionally up to 14 days in advance, at least during normal business hours and comparable hours before every service day. The Albany Paratransit Program takes reservations from 9:00 a.m. to 4:00 p.m., Monday through Friday, except holidays. Clients may call after regular reservation hours and leave a message on the reservation line. These requests are handled as soon as possible during the next business day. Ride requests may be made one to two days in advance, but not later than 4:00 p.m. one day before the ride date. Same-day emergency service is not normally provided. Customers are asked for the time they would like to be picked up/dropped off. As permitted by ADA, trip times are negotiated by searching for available space up to one hour on either side of the requested pick-up/drop off time. If space exists, the customer is offered a drop off and pick up time. If no space is available at the time requested, and an alternative time cannot be negotiated, a non-guaranteed "standby" reservation may be offered or Albany Paratransit may deny the trip request to age eligible paratransit clients only. Clients who are eligible based on disability will not be denied a trip, and staff will displace an age eligible client where necessary to accommodate disabled clients. Current policy is that if Albany Paratransit is not able to schedule the trip by 4:00 p.m. the day before service, the trip request is considered to have been denied.

Albany Paratransit does not accept reservations based on appointment times at a passenger's destination. However, dispatchers can suggest pick-up times based on a passenger's desired arrival time at a destination. Return trips need to be scheduled in advance, and passengers are advised to use their "best guess" when scheduling a return pick-up time. A customer can also request a "standing ride" or subscription for trips that recur weekly at the same time to and from the same addresses. Albany

Paratransit maintains a subscription waiting list, which is reviewed periodically to see if establishing a subscription will create increased ridesharing opportunities. All subscription scheduling is based on time, geography, and direction of the trip–not on a first-come, first-served basis.

Service Quality

ADA regulations require maintaining certain levels of service quality in order to avoid capacity constraints that would have the effect of limiting the availability of paratransit service to eligible people. In particular the regulations do not allow trip caps, waiting lists, or any substantial number of trip denials, missed trips, significantly late pick-ups, excessively long ride times, or long hold times. There is no cap on the number of trips that will be provided overall or to any person. There is no waiting list to become a paratransit rider. Albany paratransit also will not deny a trip request from a disabled client based on the trip purpose.

Passenger Assistance

Paratransit drivers may escort passengers to and from the main door of their pick-up and drop-off locations and help passengers get on and off the vehicle. They can stow small personal belongings. Passengers who need other types of help, like filling prescriptions, managing several bags or packages, etc., are advised to bring along a personal care attendant (PCA). ATS will provide door-to-door service when requested in advance. Reasonable accommodations will be made to facilitate travel between the vehicle and the origin/destination doorway, provided these accommodations do not place an undue burden on the driver or other passengers

Personal Care Attendants and Companions

As required by ADA, customers may be accompanied by personal attendants or companions. A personal care attendant assists the passenger with daily life functions and may provide assistance during the ride or at the destination. Customers who need assistance to travel are strongly encouraged to ride with a personal attendant. Personal attendants are not required to pay fares and must be picked up and dropped off at the same locations as the passenger. A passenger's need for a personal attendant must be registered with the Albany Paratransit program. A rider is allowed to bring one companion along on each ride in addition to a personal attendant, and may request to bring other companions if space permits. Companions must be picked up and dropped off at the same addresses. Companions pay the same fare as the registered passenger. These policies comply with the requirements of the ADA regulations.

Boarding the Vehicle

Passengers are given a 20-minute pickup window in which the vehicle will arrive. For example, if the negotiated ready time is 8:00 a.m., the 20-minute pickup window is 8:00 a.m. to 8:20 a.m. The passenger is required to be ready to board at 8:00 a.m., and the vehicle is considered late beginning at 8:21 a.m. When the vehicle arrives within the pickup window, the driver will wait no more than five minutes. If the vehicle arrives before the pickup window starts, the passenger may board if they are ready. If the passenger is not ready, the driver will wait until the pickup window starts and then an additional five minutes. If the passenger is not available to board by the end of the five-minute waiting period, and did not cancel the reservation at least two hours in advance, then the trip is considered a no-show.

No-Show Policy

ATS policy specifies that a rider's eligibility will be suspended "for a documented pattern, within any 30-day period, of misuse of system capacity within your control." A system of graduated suspensions is available as follows: first suspension, seven days; second suspension, 14 days; third suspension, 30 days. As required by ADA regulations, the policy states that suspensions will not be imposed for circumstances that are beyond the rider's control, such as:

- A sudden personal emergency
- Sudden or worsening illness
- Inability to get through on Albany Paratransit phone lines
- Late arrival of the vehicle
- Disruptive behavior caused by a disability

The suspension policy does not specify how many no-shows would amount to a pattern of misuse of system capacity. Letters are sent to riders who have multiple no-shows explaining how no-shows affect other riders. Riders who cancel their trips less than two hours before the scheduled pick-up time are asked about their reasons, and each case is classified as justified or not.

Facilities and Equipment

Albany Paratransit operates from the Albany Station. It includes administrative offices, a reservation and dispatch center, parking for vehicles, driver training, and break areas. Paratransit service is operated using a fleet of seven vehicles. The vehicles consist of (2) small buses (cutaway or body-on-chassis vehicles), (2) minivans and (3) Sedans. The vehicles vary in age from one to 14 years.

Paratransit Fleet Composition

Albany's paratransit program operates seven vehicles. The fleet is a mixture of sedan, wheelchair-accessible minivan, and wheelchair-accessible minibus. Three vehicles are used primarily as backup vehicles, one each of the sedans, minivans, and minibuses. Staff is gradually adding more accessible vehicles as funding permits, although the sedans have been retained within the fleet to maintain flexibility in matching vehicles with client needs.

ADA Requirements

Paratransit service exceeds ADA requirements in many respects, including:

- Eligibility is provided to anyone age 60 or older regardless of ability to use transit.
- The service area goes well beyond the ¾-mile area around the maximum extent of bus routes.
- The service area also includes rides to and from the City of Millersburg which is currently not served by the fixed route transit system.

Comparison of Paratransit Policies to ADA Requirements

Albany's ADA paratransit service levels are equal to those of its fixed-route service with respect to the six criteria specified in the ADA regulations. **Error! Reference source not found.** highlights the performance of the previously described Call-A-Ride Complimentary ADA Paratransit Service to that of the fixed-route system.

Figure 3

Service Criteria	Consistent with Regulation	Comments
Service area	Yes	Local within ¾ mile outside of city limits
Response time	Yes	Between 4 PM day before and 2 days prior to day of travel
Fares	Yes	The ADA paratransit fare is less than two times that of the fixed-route fare.
Trip Purpose	Yes	No restrictions
Hours and days of service	Yes	Equal spans of service.
Capacity constraints	Yes	No constraints.

Implementation Plan

As ATS meets the required service criteria for its complementary paratransit service, there are no planned changes to address ADA requirements.

Public Participation

This ADA Paratransit Plan was reviewed by the Albany City Council in a work session on January 24, 2011, and in a regular Council meeting on January 26, 2011. Input was solicited from the Linn County Special Transportation Advisory Committee. Comments from these groups were incorporated in the Plan.

Acceptance of the Plan

The Plan will be presented for adoption by the Albany City Council on January 26, 2011. A copy of the Resolution of Adoption will be attached as an appendix to the Plan.

Ridership Trends

The table below shows the trend in Paratransit ridership over the past seven years. Age-eligible and ADA-eligible trips have been reported separately only since December 2011. Total annual rides increased by more than 4,000 from fiscal year 2003 to fiscal year 2010, a 29 percent increase.

Paratransit Ridership: Fiscal Years 2002-03 to 2010-11

Month	02-03	03-04	04-05	05-06	06-07	07-08	08-09	09-10	10-11
July		1,223	1,187	1,283	1,147	1,511	1,732	1,559	1,467
August		1,193	1,195	1,477	1,278	1,602	1,619	1,622	1,350
September		1,213	1,148	1,185	1,244	1,429	1,554	1,593	1,217
October		1,368	1,223	1,366	1,455	1,649	1,764	1,598	1,324
November		1,030	1,046	1,185	1,285	1,392	1,345	1,414	1,175
December		1,169	1,125	1,337	1,364	1,463	1,441	1,545	1,307
January	1,161	1,001	1,038	1,311	1,331	1,602	1,583	1,516	
February	1,184	1,214	1,125	1,303	1,302	1,581	1,503	1,471	
March	1,234	1,299	1,352	1,439	1,349	1,586	1,670	1,585	
April	1,221	1,333	1,261	1,228	1,394	1,683	1,708	1,549	
May	1,125	1,091	1,252	1,274	1,582	1,599	1,588	1,482	
June	1,185	1,172	1,363	1,336	1,508	1,632	1,635	1,448	
TOTAL		14,306	14,315	15,724	16,239	18,729	19,142	18,382	

Note that the various categories of ADA and non-ADA service overlap with each other. That is, age-eligible trips can be inside the required ADA service area or outside the required ADA service area, as can ADA paratransit eligible trips.

Shares of ADA and Non-ADA Service

ADA Eligible 80.46 percent
Age Eligible (60 years or older) 19.54 percent

Current and Emerging Issues

This section identifies issues that will need to be addressed, some of which are affecting service already and some that are likely to impact service in the near future.

Funding. With an aging population, it is anticipated that demand response ridership will continue to increase. With a fare linked, by ADA requirements, to the Albany Transit System and with increased fuel and insurance costs, the shortfall between fare revenue and expenses will continue to increase. Special Transportation Fund (STF) funding to the county remains flat and the City's general fund has numerous competing programs. The Business Energy Tax Credit (BETC) program revenue has been very helpful, but the future of the program and the challenge of finding a pass-through partner have limited the predictable use of BETC funds; and some limitations have been placed on the reimbursement of expenses. The current ability to obtain ODOT discretionary grant funds for the local match of federal Title 19 funds for seniors is very important and represents more than 10 percent of the program's budget. If these funds were not available, the Call-A-Ride's service would be impacted.

ODOT funding for vehicle replacement over the years has been a very important element of the fiscal program; and it is hard to imagine how the Call-A-Ride program could have operated without state and federal funds for vehicle replacement. In the coming years vehicles will continue to need to be replaced using the ODOT/federal useful life standards and it is critical that state and federal funds continue to be made available for vehicle replacement. To help maintain the safe and useful life of vehicles, a preventive maintenance program is very important and it is important to access ODOT discretionary funds for preventive maintenance. Preventive maintenance funding has been allocated from an ODOT 2009-2011 discretionary grant.

Vehicles. The need for wheelchair accessible vans is specifically noted. An increase of Medicaid-provided wheelchairs has substantially increased the requests by residents for Call-A-Ride-provided wheelchair rides. Albany Paratransit will be receiving two additional wheelchair accessible vans which will be required to meet this demand, by the end of fiscal year 2010-11. ODOT Jobs and Transportation Act (JTA) grant funds and local match will be used to purchase vehicles. ODOT discretionary funds for preventive maintenance are also important to balance the program's budget. The number of seniors and disabled clients needing a wheelchair accessible vehicle has more than doubled in the past few years. Currently ten or more wheelchair rides are turned down each week due to a lack of accessible vehicle capacity. A request for ODOT discretionary funds was submitted.

Service Area. Some communities near Albany are not currently served by a paratransit program. Albany has spoken with cities, including Tangent, about the potential of expanding Albany Call-A-Ride to serve their residents. This would require a discussion with the Albany City Council to establish the City's policy regarding expanding the paratransit service area, adequate volunteers to ensure that service to Albany residents is not impacted as well as adequate funding from the other city (cities).

Non-ADA Service

ATS has committed to continuing to support use of certain funds for services that go beyond ADA requirements using STF and FTA Section 5310 senior-disabled funds. The future of Age-eligible service

will depend on growth trends. Many people who apply for age-eligibility might well qualify for ADA paratransit eligibility if they were to apply for it. If limitations were placed on service for age-eligible riders at some point, it is likely that many age-eligible paratransit riders would apply for and receive ADA Paratransit eligibility.

Improving Efficiency and Effectiveness

Meeting the challenges that face paratransit will require multiple approaches, including steps to make more efficient and effective use of resources. This section describes some of the measures that have been proposed. Others have been suggested by members of the Linn County STF Advisory Committee.

Enhance the eligibility screening process. Enhancing the eligibility screening process would have benefits beyond enabling trip-by-trip application of conditional eligibility. Applicants for ADA eligibility are required to fill out a six-page application and describe their disability or condition that prevents them from using fixed-route service. Applicants may optionally complete a one page "Request For Professional Verification" and have a healthcare professional complete an optional one-page "Professional Verification" form (both included in the six-page application form). ATS staff reviews the applications to determine if the applicant is eligible for ADA paratransit, and if so whether the applicant should receive unconditional, conditional, or temporary eligibility. Staff may request additional information, such as a phone or in-person interview with the applicant, or written medical/professional verification if one was not provided with the application. The open-end format of the interview allows for a more complete exploration of the applicant's condition and situation. In some cases, an applicant is asked to come in to complete a request for professional verification if staff feels one is needed.

The results of the determination process are entered in a database, including any conditions (or restrictions) of eligibility, and the applicant is sent a letter with the decision, information about using paratransit, and/or or information about appeals. In identifying conditions of eligibility, staff works from a listing of more than 20 possible conditions and may add conditions as needed. A sampling of the conditions includes:

- Characteristics of specific trips such as multiple transfers, needing to cross wide streets, or travel to an unfamiliar destination.
- "Bad days" that result from the customer's disability, such as days when the disability causes extreme fatigue, blurry vision, confusion, or paranoia.
- Weather or other environmental situations when the customer's disability prevents use of fixed-route transit, such as rain, high winds, darkness, or heat.
- Other factors, including days when the customer is undergoing dialysis and a catch-all category of "days when you are unable to travel independently due to your health-related condition."

As explained in a document called "Questions and Answers about Restricted Eligibility," riders are asked to enforce conditions of eligibility themselves: "At this time, ATS and Albany Paratransit are relying on you to self-determine your need for paratransit services for a trip based upon your eligibility status. In other words, you are 'on your honor.'"

Confidential professional verification. All applicants could be required to provide an authorization for a healthcare professional to confirm information about the disability or health condition that is the basis for ADA paratransit eligibility. ATS would then send a confidential inquiry to the named professional, which should be limited to confirming the disability or health condition and, if necessary, providing

supplementary information about how it affects the applicant's abilities. Healthcare professionals should not be asked to render a judgment about ADA paratransit eligibility.

Telephone interviews of all applicants. All applicants could be interviewed by telephone to review their application and confirm critical information. As needed this interview could be combined with a request to come to the office for an in-person interview.

Procedures for conducting trip-by-trip eligibility assessments. Beginning with the most frequent riders with restricted eligibility and riders with relatively clear-cut conditions, paratransit staff could begin evaluating individual trip requests to determine if they require paratransit or could be made using fixed-route transit. These assessments would be conducted "off-line," not as part of the reservations process. However, the customers would be notified that their trips will be reviewed and that their trip could be determined ineligible. As needed the reviews would include field observations and interviews with riders. As reviews are completed for specific trips, the findings of these reviews would be added to customer's files so they are available to reservations agents. Changes to the eligibility process should be the subject of a public participation process including input by paratransit riders.

Provide and promote alternatives to ADA paratransit service. Various methods may be used to transition more trips to ATS fixed-route system, including deviated fixed route development, further accessibility enhancements on fixed-route service, and an expanded travel training program. All of these are already being done, but could be expanded and could become more effective in combination with an enhanced eligibility process and conditional eligibility for paratransit reservations.

Consider using more small vehicles for paratransit service. Some paratransit providers have found that smaller vehicles, not only minivans and station wagons but also ordinary sedans, can be used very effectively to increase service efficiency. They are faster than larger vehicles both for boarding and operation in traffic and are cheaper to operate. Sedans cannot carry wheelchair users unless they can transfer to a seat, but modern scheduling software can efficiently schedule rides onto a mixed fleet of sedans and wheelchair-accessible vehicles with no loss of productivity or user convenience. Disadvantages of a mix fleet include reduced flexibility in operations and opportunities for error such as sending an inaccessible vehicle to pick up a wheelchair user. Conflicts with customers can also arise, since many customers prefer a sedan to a small bus, but it is typically not feasible to guarantee this.