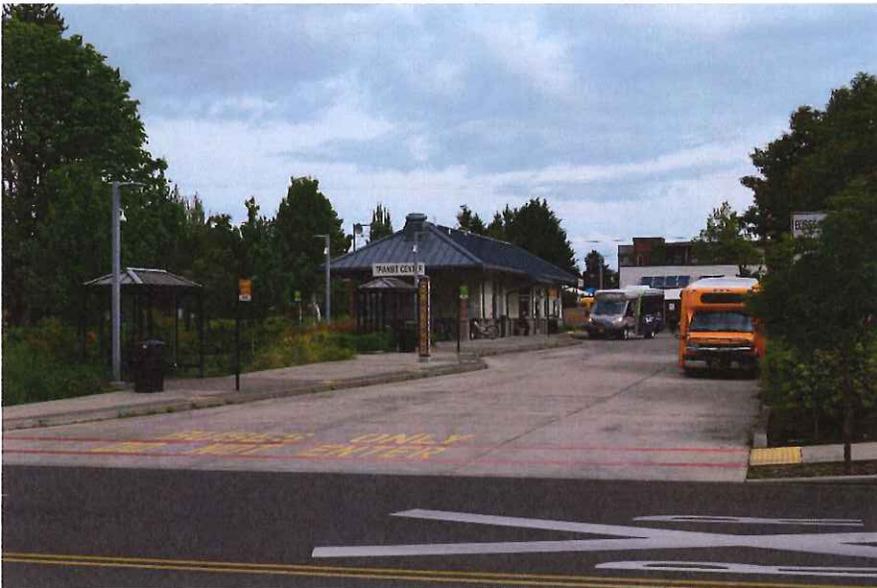




2019

Civil Rights Program

Title VI, Limited English Proficiency Plan



Cynthia Thompson
Transit Manager
535 NE 5th St
McMinnville, OR 97128
503.474.4910
Email: thompsonc@co.yamhill.or.us

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Introduction

This program reflects Yamhill County's commitment to ensuring that no person shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by the County.

Yamhill County is committed to complying with the requirements of Title VI in all its programs and activities including the provision of transit services.

Signed Policy Statement

A policy statement signed by the Transit Manager assuring Yamhill County Transit's (YC Transit) compliance with Title VI of the Civil Rights Act of 1964 can be found as *Appendix A*.

Notification of YC Transit's Title VI obligations

YC Transit publicizes its Title VI program by posting information in English and Spanish by posting its commitment to providing services without regard to race, color, or national origin in all buses, at the YC Transit Center, in the County Administrative Building, the driver break room, and the YC Transit offices. Furthermore, YC Transit provides information regarding obligations on the website (www.ycbus.org).

The posters and website provide information in English and Spanish that includes:

- A statement that the County operates programs without regard to race, color, and national origin.
- Contact information for questions or comments about YC Transit's non-discrimination policies or to file a complaint.

A sample specific notification can be found in *Appendix B*.

Filing a Title VI Complaint

Yamhill County has a standard process for investigating all complaints filed with YC Transit. Members of the public may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. Once a Title VI complaint has been filed it enters a formal Title VI Complaint process. The complaints can be found as *Appendix C*.

At a minimum, the complaint should include the following information:

- Name, mailing address, and how to contact complainant (i.e., telephone number, email address, etc.).
- How, when, where, and why complainant alleges s/he was discriminated against. Include the location, names and contact information of any witnesses.
- Other significant information.

The complaint may be filed in writing with Yamhill County at the following address:

Mail:

Yamhill County Transit
Transit Manager
535 NE 5th Street
McMinnville, OR 97128

Record of Title VI investigations, complaints, or lawsuits

To date, YC Transit has had no Title VI complaints, investigations, or lawsuits filed against it in the past three years.

YC Transit's Limited English Proficiency Outreach Plan

A full copy of YC Transit's outreach plan for individuals with limited English proficiency can be found in *Appendix C*. Key elements of the plan include:

- Spanish speaking translators available upon request.
- Route and Schedule brochures available in both English and Spanish.
- Transit surveys conducted by YC Transit available in Spanish.
- Public meetings with translators available upon request.

Title VI – Compliance Officer & Limited English Proficiency Plan (LEP) Coordinator

The YC Transit Manager, who reports to the County Administrator serves as the Title VI Compliance Officer and the YC Transit Coordinator serves as YC Transit's Limited English Proficiency Plan Coordinator. The Compliance Officer is responsible for ensuring the YC Transit is meeting its obligations under Title VI of the Civil Rights Act of 1964. The LEP Plan Coordinator ensures YC Transit satisfies the intent of the LEP Plan by making information available to LEP individuals, offering ways for them to participate in YC Transit's public participation efforts and ensuring the process is in place for direct input and feedback.

Summary of Public Participation Efforts

The YC Transit's public involvement strategy offers continuous opportunities for the public to be involved in proposed transportation decisions, such as service design changes, new services, Fare changes, and changes of service policy.

The primary mechanisms for the public to participate is to attend the quarterly Transit Advisory Committee meetings; Yamhill County Transit Advisory Committee (YCTAC) meetings held January, April, July, and October or the Yamhill County Board of Directors meetings held as needed or the Yamhill County Board of Commissioners meetings held every Thursday. These meetings are advertised in the local paper and are open public meetings. All three meetings are held in locations that are wheelchair accessible. Translators are available upon request.

YC Transit complies with grant-related public involvement requirements as defined by grant applications documents. The following is a summary of YC Transit's public participations efforts over the last reporting cycle:

- Yamhill County Transit Advisory Committee (YCTAC) meetings are public meetings. YCTAC serves as the Special Transportation Fund and State Transportation Improvement Fund Advisory Committees. (The STF Committee and YCTA committee were reorganized in 2018 in conjunction with the new STIF funding and YCTAC is the new committee serving the requirements of these former committees. Public meetings are held quarterly, January, April, July and October.
- Yamhill County Board of Directors Meetings are public meetings regarding transit related items and are held as needed.
- Yamhill County Board of Commissioners meeting are public meetings and held weekly.
- Outreach efforts – employer, community, booths or other activities. (Summer 2016-2019)
- YC Transit website updates including the Google Translator tools. This tool instantly translates pages on the website into more than 80 languages.
- Certified Languages International, a telephone interpretation service that allows individuals to speak and receive information from customer service staff in their native language. (2016-2019)
- Passport to Languages for written translation of documents/brochures, etc. (2016-2019)
- Customer information such as bus schedules, etc. is provided in Spanish on the website through Google Translator.
- Printed bus schedules are available in English and Spanish and are distributed throughout Yamhill County at key locations, libraries, city hall, transit hubs, senior centers, and available on all YC buses and at the Transit Center.
- 2017-2018 Transit Development Plan (TDP) Outreach efforts: YC Transit conducted surveys online and on board in English and Spanish. YC Transit staff attended the local leadership group for the Latino community and presented the TDP and service proposals. (Appendix G Transit Development Plan Title VI summary).

Overview of YC Transit Service Standards and Policies

The Yamhill County Board of Directors and Board of Commissioners adopted the YC Transit Development Plan (TDP) in October 2018. Service Standards and Policies are included in the TDP. It can be found in Appendix F.

Appendix A: Signed Non-Discrimination Policy Statement



535 NE Fifth Street
McMinnville, Oregon 97128
503-474-4900
www.ycbus.org

**Yamhill County
Yamhill County Transit Area
Non-Discrimination
Policy Statement**

Title VI of the Civil Rights Act of 1964 states:

"No person in the United States shall, on the grounds of race, color, or national origin, shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Yamhill County- Yamhill County Transit Area is committed to complying with the requirements of Title VI and all its programs and activities.

A handwritten signature in cursive script that reads 'Cynthia Thompson'.

Cynthia Thompson
Transit Manager

Appendix B: Title VI Notice to the Public of Non-Discrimination and Complaint Form (Posted in English & Spanish)

Public Notice

Title VI Non-Discrimination Policy

Yamhill County Transit respects civil rights

Yamhill County and Yamhill County Transit (YC Transit) operate equal opportunity programs without regard to race, color, religion, sex, sexual orientation, national origin, marital status, disability or age in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A or other applicable law. For more information, contact the Transit Manager at 503.474.4910, Text to Voice (TTY) Relay 711 or email: thompsonc@co.yamhill.or.us

Yamhill County Transit's Title VI Policy Statement

Title VI of the Civil Rights Act of 1964 states:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." YC Transit is committed to complying with the requirements of Title VI in all its programs and activities.

Making a Title VI Complaint

Any person who believes that they have been aggrieved by an unlawful discrimination practice under Title VI may file a complaint with YC Transit a county service district of Yamhill County. Such complaints must be made in writing and filed with Yamhill County within 180 days following the date of the alleged discrimination occurrence. For information on how to file a complaint, contact YC Transit by any of the methods provided below: Complaint forms may be downloaded from our website at www.ycbus.org.

Mail:

Yamhill County Transit
Transit Manager
535 NE 5th Street
McMinnville, OR 97128

Phone: 503.474.4910

Text-to-Voice (TTY) Relay 711

Fax: 503.434.7553

Email: thompsonc@co.yamhill.or.us

A complainant may also file a complaint directly with the Federal Transit Administration: Office of Civil Rights, Attn: Title VI Program Coordinator, East Building 5th Floor, TCR, 1200 New Jersey Ave., SE, Washington DC, 20590. If information is needed in another language, please call Certified Languages International Interpretation service at 1-800-CALL-CLI or call 503-474-4900 and the dispatcher can assist.

Appendix C: Title VI Complaint Procedure

1. Title VI of the Civil Rights Act of 1964 states that no person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. Any person who believes that he or she, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, may file a complaint with Yamhill County/YC Transit. A complaint may also be filed by representative on behalf of such person. All complaints will be referred to the YC Transit Manager for review and action.
2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
 - a) The date of alleged act of discrimination; or
 - b) Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case YC Transit may extend the time for filing or waive the time limit in the interest of justice, if YC Transit specifies in writing the reason for so doing.

3. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. If a person makes a verbal complaint of discrimination to an officer or employee of YC Transit, the person shall be interviewed by the YC Transit Manager. If necessary, the Transit Manager will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to YC Transit's investigative procedures.
4. Within 30 days, the YC Transit Manager will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as ODOT and USDOT.
5. YC Transit will advise ODOT and/or USDOT within 10 days of receipt of the allegations. Generally, the following information will be included in every notification of ODOT and/or USDOT:
 - a) Name, address, and phone number of the complainant.
 - b) Name(s) and address(es) of alleged discriminating official(s).
 - c) Basis of complaint (i.e., race, color, or national origin).
 - d) Date of alleged discriminatory act(s).
 - e) Date of complaint received by the recipient.
 - f) A statement of the complaint.
 - g) Other agencies (state, local or Federal) where the complaint has been filed.
 - h) An explanation of the actions the YC Transit has taken or proposed to resolve the issue in the complaint.
6. Within 60 days, the YC Transit Manager will investigate the allegation and based on the information obtained, will render a recommendation for action in a report of findings to

September 2, 2019

the Yamhill County Attorney and the Yamhill County Transit Board of Directors. The Board of Directors will vote on action based on the report of findings. The Board's final decision will be sent to the complainant. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.

7. Within 90 days of receipt of the complaint, the YC Transit Manager will notify the complainant in writing of the final decision reached by Yamhill County Legal Counsel and YC Board of Directors, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with ODOT or USDOT, if they are dissatisfied with the final decision rendered by YC Transit. The YC Transit Manager will also provide ODOT and/or USDOT with a copy of this decision and summary of findings upon completion of the investigation.

8. Contract for the different Title VI administrative jurisdictions are as follows:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Appendix D: Adopted Limited English Plan 2019-2022

LIMITED ENGLISH PROFICIENT (LEP) PLAN

Adopted: _____

Signed: _____

Title: _____

Yamhill County Transit (YC Transit) is required to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of our programs and activities of individuals who are Limited English Proficient (LEP). YC Transit consulted the USDOT's LEP Guidance and performed a four-factor analysis of contact with the public to determine the appropriate mix of LEP services to offer.

Four Factor Analysis:

1) The nature and importance of service provided by YC Transit

YC Transit provides important transit services the Yamhill County through its fixed route, general public dial-a-ride, and paratransit service. YC Transit services the transit needs of Yamhill County and provides critical regional links to two providers; The TriMet System in Hillsboro at the MAX station and in the City of Tigard at the Tigard Transit Center and to the Salem Cherriots System at the Glen Creek Transit Center.

2) The number or proportion of LEP persons in the service area

Data was gathered from the following sources to identify information on persons who speak languages other than English at home, who speak English less than very well and are therefore classified as limited English proficient of "LEP":

2010 Census Data

- Census Bureau's 2017 American Community Survey 5-Year Estimates (Table B 16004)

A review of the census data and 2017 American Community Survey estimates on the number of LEP persons revealed that in Yamhill County the highest percentage of total population 5 years and over that spoke a language other than English at home are Spanish speakers.

The number of Spanish speaking individuals is estimated to be approximately 12% of the total population and the number of identified LEP population among this group that speaks English less than "very well" is estimated at 3% of Total Population. Refer to Table 2 below for details regarding LEP populations ability to speak English in Yamhill County.

Table 1 Ability to Speak English in Yamhill County

	Estimate	Margin of Error
Total:	96,453	+/-85
5 to 17 years:	17,753	+/-59
Speak only English	14,318	+/-306
Speak Spanish:	3,207	+/-318
Speak English "very well"	2,765	+/-349
Speak English "well"	226	+/-113
Speak English "not well"	169	+/-112
Speak English "not at all"	47	+/-64
Speak other Indo-European languages:	58	+/-59
Speak English "very well"	52	+/-58
Speak English "well"	0	+/-28
Speak English "not well"	6	+/-9
Speak English "not at all"	0	+/-28
Speak Asian and Pacific Island languages:	166	+/-96
Speak English "very well"	143	+/-77
Speak English "well"	23	+/-41
Speak English "not well"	0	+/-28
Speak English "not at all"	0	+/-28
Speak other languages:	4	+/-7
Speak English "very well"	4	+/-7
Speak English "well"	0	+/-28
Speak English "not well"	0	+/-28
Speak English "not at all"	0	+/-28
18 to 64 years:	62,466	+/-89
Speak only English	53,009	+/-502
Speak Spanish:	7,919	+/-408
Speak English "very well"	3,907	+/-517
Speak English "well"	1,539	+/-268
Speak English "not well"	1,576	+/-321
Speak English "not at all"	897	+/-315
Speak other Indo-European languages:	842	+/-230
Speak English "very well"	816	+/-230
Speak English "well"	26	+/-30
Speak English "not well"	0	+/-28
Speak English "not at all"	0	+/-28

Speak Asian and Pacific Island languages:	601	+/-136
Speak English "very well"	364	+/-127
Speak English "well"	163	+/-75
Speak English "not well"	42	+/-40
Speak English "not at all"	32	+/-47
Speak other languages:	95	+/-66
Speak English "very well"	83	+/-65
Speak English "well"	12	+/-26
Speak English "not well"	0	+/-28
Speak English "not at all"	0	+/-28
65 years and over:	16,234	+/-74
Speak only English	15,265	+/-179
Speak Spanish:	510	+/-114
Speak English "very well"	208	+/-88
Speak English "well"	59	+/-61
Speak English "not well"	155	+/-99
Speak English "not at all"	88	+/-71
Speak other Indo-European languages:	355	+/-155
Speak English "very well"	290	+/-148
Speak English "well"	55	+/-52
Speak English "not well"	0	+/-28
Speak English "not at all"	10	+/-22
Speak Asian and Pacific Island languages:	103	+/-65
Speak English "very well"	57	+/-51
Speak English "well"	46	+/-46
Speak English "not well"	0	+/-28
Speak English "not at all"	0	+/-28
Speak other languages:	1	+/-3
Speak English "very well"	1	+/-3
Speak English "well"	0	+/-28
Speak English "not well"	0	+/-28
Speak English "not at all"	0	+/-28

Source: American Community Survey 5-year Estimates, 2017. Table B16004.

3.) The frequency with which LEP individuals encounter the service

YC Transit serves LEP individuals daily via our buses, paratransit, demand response services, and community programs. YC Transit has a translator system in place for the customer phone service line. YC Transit receives an average of 10 calls per month that require translation. (These 10 calls required Spanish translation).

All YC Transit buses are stocked with Certified Language Brochures and "YC Transit Comment" cards in both English and Spanish. Passengers will be able to submit a comment, question, or complaint and request that someone contact them in English or Spanish so they may have full and effective access to YC Transit services and programs.

As can be seen in the maps in Appendix E, YC Transit provides meaningful transit coverage throughout Yamhill County. Areas with high low-income or minority populations are served consistently throughout the service day, and access from those areas to stops is readily available. A full overview of our service standards/ performance measures as they relate to service provision can be found in Appendix F.

3) The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons

YC Transit has been providing information in Spanish such as surveys, bus routes, schedule and fares, public service announcements and general information on the website. In addition, YC Transit upon request has provided interpreters at public meetings.

To better gauge the LEP population served, YC Transit operators distribute Certified Languages brochures which offers **63** languages and provides a number for non-English speaking passengers who need a translator to have full and effective access to services and programs. The bus operator records and reports how many of these cards were distributed daily when they submit their end of shift reports. YC Transit recently installed Bus Shelter Graphics that include the Certified Languages translation service phone number at 20 shelter locations throughout Yamhill County.

4) Construction

YC Transit has not completed the construction of any facilities since the last Title VI was approved-and does not anticipate the construction of any facilities (other than the placement of bus shelters or stops) over the next three years. YC Transit has outlined its service standards for shelter placement in the Transit Development Plan. Appendix H

5) Minority Representation on Planning or Advisory Boards

YC Transit's main advisory board is the Yamhill County Transit Advisory Committee (YCTAC). This committee is made up of 11 community members representing the ten municipalities in Yamhill County and the Confederated Tribes of Grand Ronde and a liaison from the Yamhill County Board of Commissioners. Membership criteria is based on the requirements of the STF and STIF rules for membership. YCTAC members meet these requirements. Members serve a three-year term. Member terms are staggered to ensure some consistency on the board.

As a vacancy on the committee becomes available the YCTAC solicits interest, recommendations and applications from various community organizations throughout Yamhill County. The applications are reviewed by the YCTA Committee members and the Transit Manager. The final selection is made by the YC Transit Board (Yamhill County Board of Commissioners) based on the recommendations of the YCTA Committee and Transit Manager. Currently the committee includes one minority member who represents the Grand Ronde tribe. YC Transit is actively seeking additional minority representation on the committee and reached out to UNIDOS and to a leader from the local college who is involved in the Latino community, but he was unable to participate. YC Transit will continually seek minority representation when vacancies occur.

6) Implementation Plan

Based on the four-factor analysis, YC Transit recognizes the need to continue providing language services in the region. A review of YC Transit's relevant programs, activities and services that are being offered or will be offered by the Yamhill County as of August 2019 include:

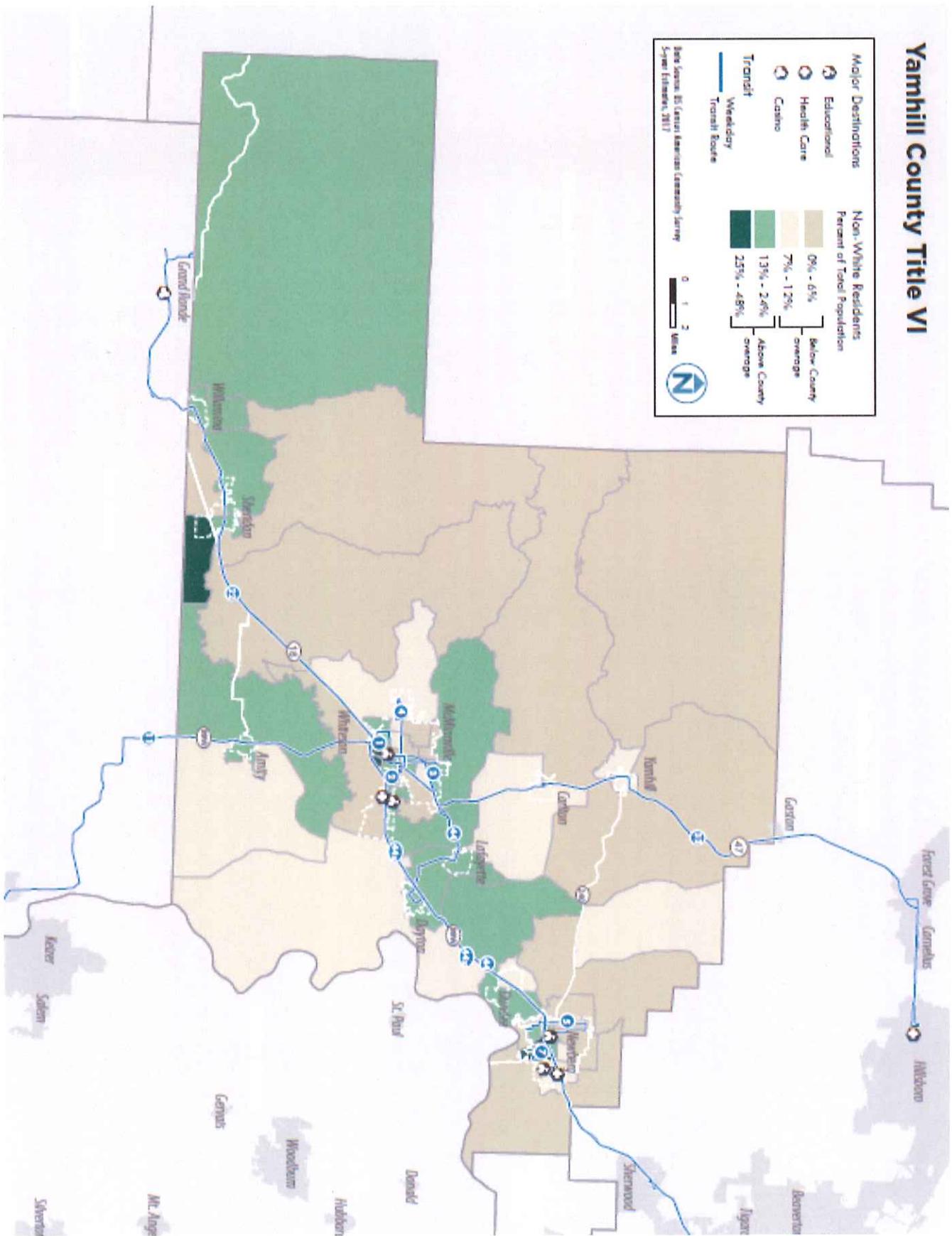
- Spanish speaking representatives are available upon request.
- Route and Schedule brochures available in English and Spanish.
- Route and schedule information are available for Google translation into Spanish or a variety of other languages on the YC Transit website, YCBus.org
- Transit surveys conducted by YC Transit will be made available in Spanish.
- Specific public meetings related to the service planning, capital planning or major fare or service change efforts will be held with the Spanish speaking community in Yamhill County. Information will be provided in Spanish and translators will be available on site to help with questions or concerns.
- Certified Languages brochures with **26** languages and contact information for translation will be distributed on the bus to any LEP riders.
- All documents such as Americans with Disabilities Plan, Procurement Plan, Transit Development Plan, etc. are available in Spanish upon request and this is clearly stated on the YC Transit website.
- YC Transit Service providers are encouraged to employ Spanish speaking dispatchers and operators.
- YC Transit staff actively recruit LEP members or representatives of LEP populations to serve on YCTAC.

YC Transit's outreach and marketing initiatives have yielded a list of community organizations that provide service to populations with limited English proficiency. The following list of community organizations and school systems in the area will be contacted to assist in gathering information and to see what transit services most are frequently needed by the LEP population in Yamhill County.

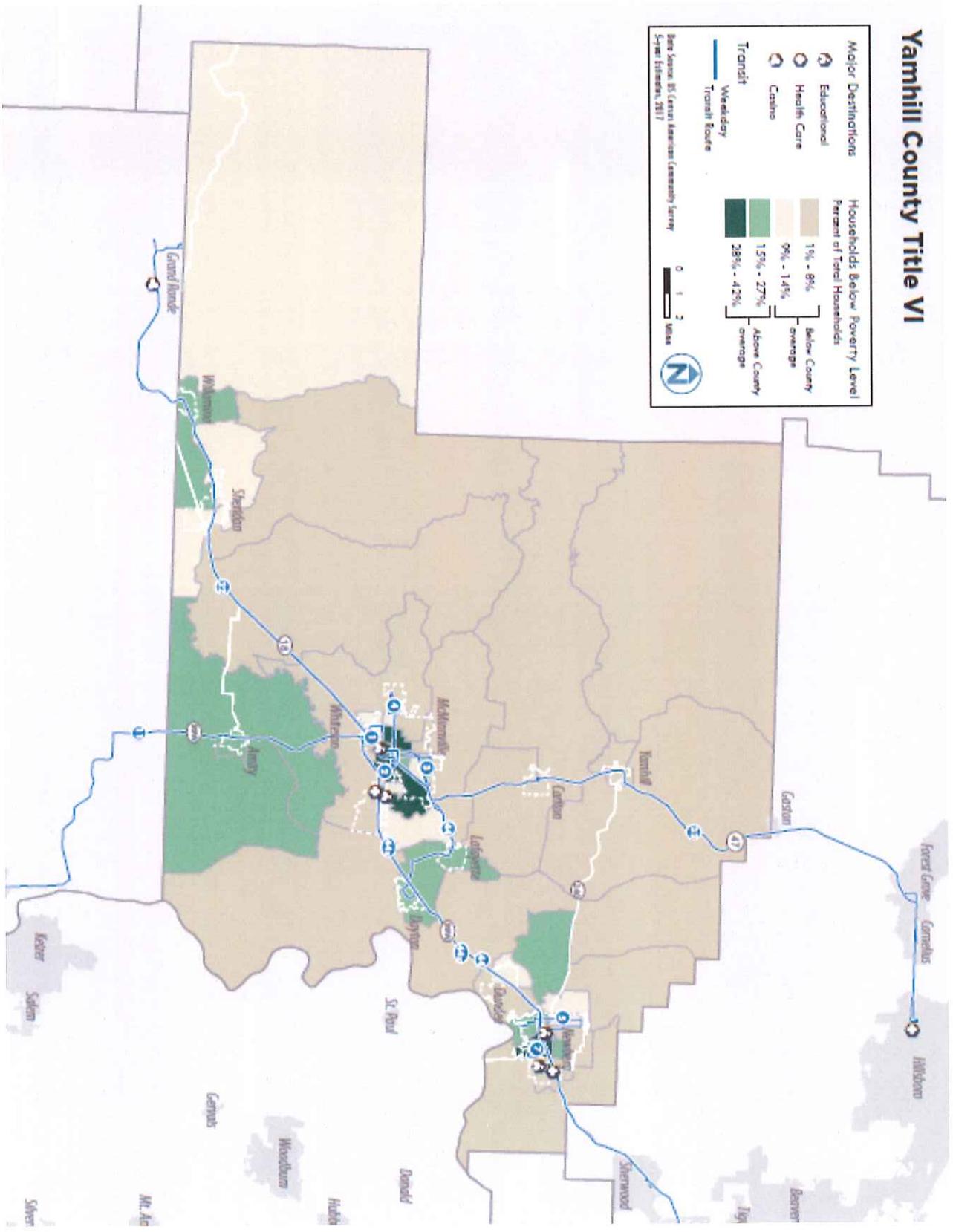
Organization	Contact	Title	Phone	Email
McMinnville Public Library	Jenny Berg	Director	503.435.5562	jenny.berg@mcminvilleoregon.gov
Newberg Public Library	Will Worthy	Director	503.538.7323	will.worthy@newbergoregon.gov
YC Family & Youth Services	Joe Henness	Program Manager	503.434.7462	
Virginia Garcia Health Center	Kasi Woidyla	Public Relations	503.352.8612	Kwoidyla@vgmhc.org
Lutheran Community Services			503.472.4020	
YC Public Health			503.434.7523	
Unidos	Miriam Corona	Director	503.583.6126	info@unidosyamhillcounty.org
Latino Advocacy Coalition	Miriam Corona	Director	503.687.1488	info@unidosyamhillcounty.org
YCAP	Alexandra Hendgen	Director	503.883.4172	alexandrah@yamhillcap.org
YCCO	Miriam Corona	Community Engagement Coordinator	503.376.4720	info@yamhillcco.org
YCCO	Emily Johnson	Community Health	503.376.7428	info@yamhillcco.org
Head Start	Suey Linzmerer	Director	503.472.2000	info@headstart.org
Media				
El Hispanic News	Melanie Davis	Owner	503.228.3139	nekabue@elhispanicnews.com
El Hispanic News	Miguel Cobian	Advertising	503.512.9065	sales@brilliantmedia.company
Univision		General Manager	503.963.2622	news@kunptv.com
Schools				
Linfield College	Gerardo Ochoa	Director Community Relations	503.883.2617	gochoa@linfield.edu
Chemeketa Community College	Nancy Duncan	Director Public Relations	503.399.2530	
McMinnville School District	Kristian Frack	Coordinator EL/Migrant Programs	503.565.4010	Kfrack@msd.k12.or.us
Newberg School District	Jillian Felizarta	ELL Tosa	503.554.5037	felizartaj@newberg.k12.or.us
Newberg School District	Joseph Morelock	Superintendent	503.554.5042	morelockj@newberg.k12.or.us
Dayton School District	Jason Hay	Superintendent	503.864.2215	jason.hay@dayton.k12.or.us
Amity School District	Janell Rolston	Superintendent	503.835.2171	janell.rolston@amity.d12.or.us
Sheridan School District	Steve Sugg	Superintendent	971.261.6959	steven.sugg@sheridan.k12.or.us
Willamina School District	Carrie Zimbrick	Superintendent	503.876.1500	carrie.zimbrick@willamina.k12.or.us
Yamhill/Carlton School District	Charan Cline	Superintendent	503.852.6980	ClineC@ycschools.org
Churches				
Baker Creek Community Church	Israel Valdez	Pastor	503.434.5541	
Centro Cristiano Penecostes de McMinnville			503.472.6264	
McMinnville Spanish SDA Church	Juan Miguel	Pastor	503.472.1559	
St Michael-San Miguel's Episcopal	Roberto Arciniega	Reverend	503.538.3080	
St Peter Catholic Church-Iglesia Catolica de San Pedro	Don Gutmann	Padre	503.538.4312	

YC Transit will continue to contact the community organizations that serve LEP persons, as well as LEP individuals themselves, and perform four-factor analysis every three years to identify what, if any, additional information or activities might better improve YC Transit services to assure non-discriminatory service to LEP persons. YC Transit will then evaluate the projected financial and personnel needed to provide the requested services and assess which of these can be provided cost-effectively.

Appendix E: Non- White Residents - Percent of Total Population



Appendix E: Households Below Poverty Level – Percent of Total Households



Appendix F: YC Transit Title VI Standards & Policies

YC Transit – Title VI Standards and Policies

Adopted: _____

Signed: _____

Title: _____

Pursuant to requirements set forth in The Federal Transit Administration's (FTA) Circular 4702.1B, YC Transit must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. The service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service.

This Title VI 2019 Service Standards and Policies document is the second formal service standard document YC Transit.

FTA Title VI Standards & Policies

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards and qualitative policies for the indicators below:

- A. Vehicle Load Standard
- B. Vehicle Headway Standard
- C. On-time Performance Standard
- D. Service Availability Standard
- E. Vehicle Assignment Policy
- F. Transit Amenities Policy

(VEHICLE) PASSENGER LOAD FACTOR – Standards for passenger capacity are used to determine if a bus is overcrowded. Yamhill County has a wide variety of buses of different sizes and types that serve the community.

Standard:

YC Transit's standard for all routes for Maximum Load Factor is 1.3. However, YC Transit does provide exceptions to this rule as in the case of freeway express buses traveling more than 55 mph or where bus size doesn't allow for passengers to stand safely. Passenger and driver safety are the primary driver behind this standard. Currently none of our vehicles exceed the maximum load factor on any of the routes we serve.

Measure:

Vehicle load issues will be measured through customer complaints, driver feedback & supervisor on-board reviews.

VEHICLE HEADWAY – Vehicle headway (a.k.a. service frequency) is the measurement of the frequency of service and is the scheduled time between two trips traveling in the same direction on the same route at a given location. YC Transit provides both residential and commuter service.

Standard:

The chart on the following page shows the targeted headways for each route.

YAMHILL COUNTY TRANSIT ROUTE SUMMARIES TABLE					
Route #	Route Name	Local/Intercity	Service Days	Headways	Span of Service
2	McMinnville East Loop	Local	Weekdays	60 Minutes	7:11 am-5:30 pm
4	McMinnville West Loop	Local	Weekdays	60 Minutes	7:30 am-5:57 pm
3	McMinnville North Route	Local	Weekdays	60 Minutes	8:04 am-5:30 pm
1	McMinnville South Loop	Local	Weekdays	60 Minutes	8:30 am-5:55 pm
5	Newberg Foothills Drive	Local	Weekdays	60 Minutes	7:36 am-5:45 pm
7	Newberg Providence	Local	Weekdays	60 Minutes	7:05 am-6:25 pm
11	McMinnville to West Salem	Intercity	Weekdays	McMinnville to Salem departure times: 6:00 am, 7:35 am, 12:00 pm, 4:00 pm, 5:30pm. Salem to McMinnville departure times: 6:45 am, 8:20 am, 12:52 pm, 4:50 pm, 6:30 pm. (The trip length of McMinnville to Salem is 40 minutes)	6:00 am-7:10 pm
22	McMinnville to Grand Ronde	Intercity	Weekdays & Saturdays	Approximately 2 hours	Weekdays: 5:25am-7:31 pm Saturdays: 9:35 am-4:51 pm
33	McMinnville to Hillsboro	Intercity	Weekdays	McMinnville to Hillsboro departure times: 5:55 am, 10:30 am, 12:45 pm, 3:30 pm, 5:40 pm. Hillsboro to McMinnville departure times: 7:00 am, 11:35 am, 1:50 pm, 4:30 pm, 6:45 pm. (The trip length of McMinnville to Hillsboro is 50 minutes)	5:55 am-7:40 pm
44	McMinnville to Tigard Transit Center	Intercity	Weekdays & Saturdays	Approximately 90 minutes headways throughout the day but as low as 60 minutes in the am toward Tigard and 38 minutes in the pm towards McMinnville	Weekdays: 5:10 am-8:49 pm Saturdays: 8:00 am-7:35 pm
45x	McMinnville to Tigard Transit Center	Intercity	Weekdays	There is one express bus traveling to McMinnville in the am and one express bus traveling to Tigard Transit Center in the pm. The total travel time is about 1 hour	6:42 am-7:59 am and 5:05 pm-6:14 pm

Measure:

Ensure that schedule changes of 25% or more will go through a Title VI review process. This will ensure that YC Transit meets the expectation of Title VI that the minority/disadvantaged population will be provided no less service than the non-minority/non-disadvantaged populations.

ON-TIME PERFORMANCE – On-time performance is a measure of trips completed as scheduled.

Standard:

Transit has set a standard that at least 90% of all trips will run on time. YC Transit measures on-time performance through YC bus schedule adherence. A bus is considered on time if it is within a window of +/- 20 minutes of the schedule at any time point, late is defined as more than 20 minutes after the scheduled departure time, and early is defined as anything before the scheduled departure time.

Measure:

YC Transit purchased scheduling software and real time fixed route software in 2019. These two systems will be installed, and training complete in 2019. Once the systems are fully implemented the software tools provide on-time performance data for each route and for the demand response services.

SERVICE AVAILABILITY – Service availability (a.k.a. service access) is a general measure of the distribution of routes within the YC Transit service area.

Standard:

YC Transit's goal is to ensure that major population centers within the County are served with some transit service.

Measure:

Service access is determined by mapping population concentrations within the County and then ensuring that a minimum of 75% of the population within those areas are within a ¼ mile of a route. This information is then compared to the County's low-income and minority populations to ensure equity. The Environmental Equity Maps in *Appendix E* show the existing relationships.

VEHICLE ASSIGNMENT POLICY – Vehicle assignment refers to the process by which transit vehicles are placed into service on routes throughout the YC Transit system.

Standard:

Vehicles are rotated throughout the YC Transit system, with newer vehicles serving all areas of the system. Specific vehicles are assigned to routes only when required by operating conditions (e.g., in cases where a smaller bus is required to provide service on narrower streets).

Measure:

Daily assignments are reviewed to ensure that the most equitable distribution is made. Generally, with the County, the same buses serve both the minority/disadvantaged

neighborhoods and the non-minority/ non-disadvantaged neighborhoods. As such, there is no pattern of providing poorer quality vehicles in minority or disadvantaged neighborhoods.

DISTRIBUTION OF TRANSIT AMENITIES – Distribution of Transit Amenities is a general measure of the distribution of transit amenities (items of comfort, convenience and safety) available to the general riding public.

Standard:

Bus stop signs: YC Transit operates with flag stops in McMinnville and Newberg for the local route service. The commuter routes have specified stops but currently there are only a few bus stops signs. YC Transit completed an updated comprehensive map with all bus stop locations. This information will be shared with County and local jurisdiction staff and a plan for bus stop installation will be developed during this 2019-2022 Title VI planning period. Once this project is complete, it will ensure that bus stops are easily identifiable, safe, and accessible places to wait for the bus.

Shelters: Currently, YC Transit shelters have been placed at major stops with either 10 or more boarding's per day or at locations where there is a need for shelter for customers with special needs. In addition, the ten local jurisdictions within Yamhill County identified locations where they approved shelter placement. The Transit Development Plan was adopted October 2018 and it provides recommendations regarding bus stop amenities and types of bus stops based on location, demographics, and activity centers. YC Transit will use ridership, customer need, and the local jurisdiction's priority locations as the primary criterion for determining shelter placement when public funds are used. Minimum threshold for shelter consideration is an average of 10 or more boarding's per weekday. A seat bench is included with all shelters.

Trash can placements: Trash cans are provided at major transit centers, not at all shelter locations. If there is a trash can it is located to not block ADA pads or pedestrian walkways. At other stops, trash cans are provided on an as needed basis.

Measure:

The distribution of transit amenities is determined by demand and special needs. Annually, YC Transit reviews ridership levels to make decisions on how limited federal resources should be spent. Currently, passenger amenities are spread equitably throughout the YC Transit service area.

Appendix F: Service-Performance Standards from Transit Development Plan

Service Design Standards

The design standards in Figure 11-2 help ensure service that is convenient and well-matched to passenger needs. A route's hours of operation and frequency, along with other service level characteristics, play a major role in attracting riders. Passengers value convenience and reliability. Service every three hours or service that ends at 6 PM does not provide a convenient option. Service hours and frequencies have a major impact on cost; however, too little investment in service levels or service in areas with insufficient density of people or jobs results in empty buses.

Figure 11-2 Service Design Standards

Performance Measure	Goal and/or Objective	Definition	Data Source	Existing	Performance Standards ¹			
					Intercity Fixed-Route	Local Fixed-Route	Flex Route / Shuttle	DAR or ADA Paratransit
Service area land use density	1.4, 2.1	Concentration of people and jobs in area served; higher densities support higher levels of transit	Census ^{2,3}	Routes serve population centers with overall density of 2-8 people and up to 2 jobs per acre	Serves major corridors and urban clusters; 8-12 people or jobs per acre within ¼-mile of stops	6-8 people or jobs per acre within ¼-mile of route (stops)	4+ people or jobs per acre within ¼-mile of route (stops)	>0.5 people or jobs per acre
Minimum span of service – Weekday	1.2	Service start and end times	Service schedules	Local: 7 AM - 7 PM Intercity: 6 AM-7 PM or 6 AM-9 PM (varies by route)	6 AM - 8 PM or 8 AM - 10 PM	6 AM - 8 PM	8 AM – 5 PM	Same as local fixed route
Minimum span of service – Weekend	1.2	Service start and end times	Service schedules	Local: None Intercity: 8 AM – 7 PM (465) 9:30 AM – 4 PM (245)	8 AM - 6 PM	8 AM - 6 PM	8 AM – 5 PM	Same as local fixed route
Service frequencies – Weekday ⁴	1.3, 1.4	How often a bus arrives in each direction	Service schedules	Local: 60 min Intercity: 60 min – 4.5 hours (varies by route)	60-120 minutes	60-120 minutes	Varies	Same as local fixed route
Service frequencies – Weekend ⁵	1.3, 1.4	How often a bus arrives in each direction	Service schedules	Local: None Intercity: 2h 50m (varies)	60-120 minutes	60-120 minutes		Same as local fixed route
Vehicle loadings ⁶	-	What percent of seated capacity is utilized (having a seat is more important on longer intercity routes)	Ridecheck (in future, APC data)	Local: Generally <100% Intercity: 12-25 (some trips may exceed 100%)	100%	120%	100%	100%

Performance Measure	Goal and/or Objective	Definition	Data Source	Existing	Performance Standards ¹			
					Intercity Fixed-Route	Local Fixed-Route	Flex Route / Shuttle	DAR or ADA Paratransit
Vehicle type (see Chapter 7)	2.2	Match vehicle to service type and route context	N/A	Varies	Large outway or 30-foot bus	Large outway or 30-foot bus	Small outway	Van or small outway
Stop spacing	-	Close stops provide more access (shorter walking distance) but increase travel times; a balance is needed	YCTA Stop Inventory, GTS and GIS Data	Not tracked	> 1/2 - 1 mile within communities	> 1/2 mile	Varies based context	N/A
Travel time ratio (bus to auto)	1.3	Ratio of bus to auto travel time for a particular route or trip; if the bus travel time far outweighs driving time, those with a choice are likely to drive	Schedules and Google maps	N/A	1.3	1.5-2.5	1.5 - 3	2-3

Note: These metrics can be applied when designing or redesigning services, with the exception of passenger loading which can be evaluated monthly or quarterly once passenger counts are automated.

Cost Efficiency and Cost Effectiveness Standards

Cost efficiency and cost-effectiveness standards evaluate YCTA's level of output (service hours and miles) against the cost to operate service.

Figure 11-3 Cost Efficiency and Cost Effectiveness Standards

Performance Measure	Goal and/or Objective	Definition	Data Source	Existing YCTA Performance	Existing Performance Compared to Peers (2015 MTD)	Performance Standards ¹			
						Intercity Fixed-Route	Local Fixed-Route	Flex Route / Shuttle	DAR ADA Paratransit
Operating cost per revenue hour	6.2	Cost of providing service, divided by the number of hours each bus is in service	MTD ¹ , YCTA Reporting ²	\$55 Fixed-Route: \$55 Dial-A-Ride: \$42	68% of peer median (\$7.9)	\$75 (2018, adjusted for inflation)	\$65 (2018, adjusted for inflation)	\$55 (2018, adjusted for inflation)	
Operating cost per trip	6.2	Cost of providing service, divided by the number of passenger trips provided	MTD ¹ , YCTA Reporting ²	\$6.85 Fixed-Route: \$6 Dial-A-Ride: \$10	94% of peer median (\$7.27)	\$5-7 (2018, adjusted for inflation)	\$7-10 (2018, adjusted for inflation)	\$10-25 (2018, adjusted for inflation)	

Note: These metrics can be tracked annually, with peer comparisons updated at least every 5 years.

Appendix F: Service and Performance Standards from Transit Development Plan

Service Efficiency Standards

Transit services utilize public dollars and are responsible to operate in an efficient manner; service efficiency standards measure efficient use of resources.

Figure 11-4 Service Efficiency Standards

Performance Measure	Goal and/or Objective	Definition	Data Source	Existing YCTA Performance	Existing Performance Compared to Peers (2015 NTD)	Performance Standards ¹			
						Intercity Fixed-Route	Local Fixed-Route	Flex Route / Shuttle	DAR or ADA Paratransit
Passengers per revenue hour	1.1	Average number of passengers a bus carries for each hour it is in service	NTD ¹ , YCTA Reporting ¹	7.9 Intercity and Local Fixed Route: 11.8 DAR-Ride: 3.2	79% of peer median (10.1)	8-12	8-16	4-10	2-4
Passengers per revenue mile	1.1	Average number of passengers a bus carries for each mile it travels	NTD ¹ , YCTA Reporting ¹	0.4 Intercity: 0.4 Local: 0.9 DAR-Ride: 0.3	83% of peer median (0.5)	0.3 - 0.5	1	0.4 - 0.8	0.3
Farebox recovery ratio	2.7, 6.1	Percent of operating expenses covered by passenger fares	NTD ¹ , YCTA Reporting ¹	15% (System-Wide)	107% of peer median (11%)	10-15%			

Note: These metrics can be tracked monthly or quarterly, with peer comparisons updated at least every 5 years.

Passenger Comfort/Safety Standards

This set of benchmarks tracks customer satisfaction.

Figure 11-5 Passenger Comfort and Safety Standards

Performance Measure	Goal and/or Objective	Definition	Data Source	Existing YCTA Performance	Performance Standards ¹			
					Intercity Fixed-Route	Local Fixed-Route	Flex Route / Shuttle	DAR or ADA Paratransit
On-time performance	6.2	How often a vehicle leaves early or late. Typically no more than 1 minute early or 5 minutes late counts as "on time."	Ridecheck, YCTA Reporting	Local: 58-83% Intercity: 44-71% Dial-A-Ride: 89.9%	80-95%	85-95%	85%	90-95%
Customer information	3.1, 3.3	Online and printed materials (e.g., website, brochures, mobile apps etc.) translated into other languages as determined in YCTA Title VI and LEP plan, or translation available through a spoken or electronic translation service.	Review of YCTA Online and Printed Materials and Applications	Spoken language translation available	100%			
Passenger complaints	3.5	Number of customer complaints received (indicator of customer satisfaction)	YCTA Reporting	19 driver or system complaints per 100,000 boardings	No more than 25 legitimate complaints per 100,000 boardings			
Safety	4.1	Bus accidents disrupt service and indicate operator training needs or street design problems	YCTA Reporting	0.51 Safety Issues or Incident Reports per 100,000 revenue miles	No more than: 1 preventable accident per 100,000 miles; 2 accidents per 100,000 revenue miles; 2 major accidents per 1,000,000 revenue miles			
Road calls / maintenance	4.3	Number of times a vehicle must be taken out of service.	YCTA Reporting	4 road calls per 100,000 revenue miles	No more than 10 per 100,000 revenue miles.			
No snow / late cancellation rate	-	Percent of scheduled trips where the passenger is a no-snow or failed to provide adequate notice to cancel a trip (indicates unproductive vehicle time)	YCTA Reporting	5.24% for ADA, DAR	N/A	< 5%	< 5%	
Trip denials	2.2	ADA trips where YCTA was unable to provide a request ride within 1 hour of the time requested by the passenger (no ADA trips should be denied)	YCTA Reporting	0% for ADA	N/A			No patterns of denied service allowed per ADA

Note: These metrics can be tracked monthly or quarterly.

Other Measures: Transit Access and Service Provided/Consumed

This set of measures tracks access to transit (share of population and jobs that live within ¼-mile of a bus stop) and the amount of service provided (service hours) and consumed (ridership) relative to Yamhill County's population within urban growth boundaries (UGBs).

Figure 11-6 Transit Access and Utilization Measures

Performance Measure	Goal and/or Objective	Definition	Data Source	Existing YCTA Performance	Existing Performance Compared to Peers (2015 MTD)	Performance Standards ¹			
						Intercity Fixed-Route	Local Fixed-Route	Flex-Route / Shuttle	DAR or ADA Paratransit
Service hours per capita	24	Annual service hours divided by population with UGBs (how much service is provided)	Census, PSU, and/or MTD ^{1,10}	0.42 (based on UGB population)	58% of peer median (0.73) Range: 0.28 to 1.24	Increasing trend and comparison to peer median			
Ridership per capita	24	Annual riders divided by population within UGBs (how much service is used)	Census, PSU, and/or MTD ^{1,10}	2.9	30% of peer median (9.9) Range: 2.9 to 16.8	Increasing trend and comparison to peer median			
Service Availability ²³	2.5, 5.1	What percent of the population lives within a ¼- and ½ mile of a transit stop	Census ⁴	60% of residents in cities within ¼-mile of a transit stop (2010 US Census) Approximately 60% low-income population (200% of federal poverty level) within ¼-mile of a transit stop.	N/A	Increasing trend as TDP is implemented. A standard of 75% of employees, 70% of residents, and 70% of low-income population is recommended within ¼-mile access and 90% or more within ½-mile access. (FTA does not require a certain standard, but does require tracking progress. Standards can be defined locally.)			
Transit mode share	-	The percent of trips taken via transit shows transit's role in achieving Transportation Planning Rule goals of reducing VMT	American Community Survey ACS 5-Year Estimates (Table S0801) ⁸	Yamhill County: 1% Incorporated Communities: 1% (2011-2015 average)	Statewide average: 4%	Increasing trend and comparison to peers			

Appendix F: Foot notes for Service/Performance Standards from TDP

Notes for Figure 11-2 to Figure 11-6:

¹ Standards are preliminary thresholds of acceptable performance based on peer systems and industry norms.

² Represents a Title VI required measure (system-wide service standard per FTA Circular 4702.1B). FTA does not prescribe the benchmark itself, but the tracking of such metrics.

³ Measure for STIF program

⁴ US Census, 2010 (updated every decade); this data has finer geographic units than American Community Survey data, which is a sample of the population and has large boundaries in parts of the YCTA service area.)

⁵ American Community Survey, 2011-2015 5-Year Estimate (rolling 5-Year estimates on an annual basis).

⁶ US Census Bureau, Longitudinal Household Employer Dynamics (LEHD), 2014 (updated annually)

⁷ National Transit Database (NTD), 2015

⁸ YCTA Reporting, 2016

⁹ PSU Population Research Center (PRC), 2017

September 2, 2019

APPENDIX G: See Attached Document

September 2, 2019

Appendix H: See Attached Document



Yamhill County Transit Area Transit Development Plan

Final Title VI Report

October 2018

APPENDIX G Title VI Plan



**Yamhill County
Transit Area**

Overview

In accordance with Subtask 9.4, a report documenting project process and outreach must be prepared for the YCTA TDP, including process and outreach activities targeted for Title VI populations in the project area. In the context of transportation and land use planning in Oregon, Title VI represents a set of federal acts and associated authorities to make planning and decision making more inclusive, as well as to more equitably share the benefits and impacts of projects and programs that receive federal funding. Title VI and associated authorities define protected populations based on demographic characteristics including race/ethnicity, language, age, gender, disability, and income. This report dovetails with Title VI reporting that ODOT must also provide for its planning projects.

Project Process

YCTA developed this Transit Development Plan (TDP) to provide strategic guidance over a 20-year planning period for a sustainable and innovative transit system to serve urban and rural areas in Yamhill County. The TDP will also serve as the basis for the transit element of local transportation system plans (TSPs) adopted by jurisdictions within the YCTA service area. The overall desired outcome for the TDP is to provide a convenient system that offers seamless travel options for residents, employees, and out-of-area visitors.

Creating an implementable TDP required both technical analysis as well as continual input from the community and stakeholders. The process included:

- Assessing **existing conditions** related to usage of the current transit system, community demographics and travel patterns, and future transportation needs.
- Creating a **planning framework** with goals and objectives used to assess service strategies.
- Gathering **community input** at multiple points in the process, which provided insights into existing issues and feedback on service opportunities.
- **Developing service strategies** that meet the transportation needs identified through existing conditions analysis and community input. These strategies were refined and turned into a service plan covering all aspects of the system from routing and schedules to fleet, technology, system management, and fares.
- Distilling findings into a **TDP document**, reflecting the preferred vision for transit in Yamhill County and providing a phased approach for implementing the vision.
- Establishing a **performance monitoring program** based on peer analysis and industry standards to set performance measure benchmarks for YCTA to use in regularly assessing system and route-level progress.

Figure 1 summarizes the community outreach elements of the YCTA TDP:

Figure 1. Summary of TDP Community Input

Time Frame	Project Tasks	Outreach Tools	Detailed Results
Spring / Summer 2017	Goals	<ul style="list-style-type: none"> ▪ Outreach events 	<ul style="list-style-type: none"> ▪ Volume II, Section 1: TM #1
	Existing Conditions	<ul style="list-style-type: none"> ▪ On-board rider survey 	<ul style="list-style-type: none"> ▪ Volume II, Section 2: TM #2, Chapter 4 and Appendix D
		<ul style="list-style-type: none"> ▪ Community survey 	<ul style="list-style-type: none"> ▪ Volume II, Section 2: TM #2, Chapter 4 and Appendix E
		<ul style="list-style-type: none"> ▪ Stakeholder meetings and focus groups 	<ul style="list-style-type: none"> ▪ Volume II, Section 2: TM #2, Chapter 4 and Appendix F
		<ul style="list-style-type: none"> ▪ Bus operator interviews 	<ul style="list-style-type: none"> ▪ Volume II, Section 2: TM #2, Chapter 4 and Appendix G
March-May 2018	Solution Strategies Service Design	<ul style="list-style-type: none"> ▪ Outreach events ▪ Community survey ▪ Focus Group 	<ul style="list-style-type: none"> ▪ TDP Chapter 6 and Volume II, Section 4: TM #4, Chapter 6 and Appendix A

Figure 2 summarizes the engagement events of the YCTA TDP:

Figure 2. Summary of Participation/Engagement at Focus Groups, Outreach Events, and Surveys

Event / Location	Date	Location	Approximate # of People Engaged
Focus Group Meetings			
McMinnville: Elderly & Disabled Community, Local Riders, Agency Representatives	5/4/2017	Senior Center, McMinnville	12
Social Service Agency Representatives (emphasis on those serving Latino Community)	6/6/2017	Yamhill County Housing Authority Offices, McMinnville	8
Latino/Limited English Speaking Community	6/6/2017	Yamhill County Housing Authority Offices, McMinnville	5
Newberg: Elderly and Disabled Community, Local Riders, Agency Representatives	7/20/2017	Chehalem Senior Center, Newberg	5
Leadership (Government) Focus Group	8/22/2017	Yamhill County Courthouse, McMinnville	11
Unidos	5/17/2018	McMinnville	Approx. 20 people

Event / Location	Date	Location	Approximate # of People Engaged
Community Locations/Events			
UFO Festival	5/20/2017	McMinnville	<ul style="list-style-type: none"> ▪ 37 completed surveys ▪ 6 interested in participating in plan ▪ 6 interested in e-mail updates ▪ 3 potential focus group participants
Grange Famers Market	6/4/2017	McMinnville	30
Albertsons	6/4/2017	McMinnville	15
Sheridan Days	6/17/2017	Sheridan	3
Fred Meyer	6/17/2017	Newberg	20
Turkey Rama	7/7 & 7/8/2017	McMinnville	<ul style="list-style-type: none"> ▪ 20 engaged in discussion/information ▪ 41 completed surveys ▪ 6 interested in participating in plan ▪ 26 interested in e-mail updates
Yamhill County Fair	August 2-5	McMinnville	▪ 20-30; 5 people completed surveys
McMinnville Transit Center	3/2/2018	McMinnville	▪ Approx. 20-25 people
McMinnville Community Center	3/2/2018	McMinnville	▪ Approx. 5 people
Nap's Thriftway	3/7/2018	Newberg	▪ Approx. 20 people
Chehalem Cultural Center	3/7/2018	Newberg	▪ Approx. 5 people
Surveys			
Community Survey	June – August 2017	Online and paper (various)	405
Onboard Rider Survey	May 2017	Each bus route and trip	306 including 10 in Spanish
Online Open House	Late Feb - March 2018	Online	77 completed surveys

Project Website

YCTA created a website to keep the public informed throughout the process. The website provided the latest information regarding meetings, upcoming events, and the latest documents as they were drafted. The website was translatable into Spanish via Google Translate. The website (www.yamhilltransitplan.com) was closed at the completion of the project in Fall 2018 and the information has been transferred to YCTA's new website (www.ycbus.org).

Demographics, Transit-Dependent Populations, and Environmental Justice

Figure 3 provides demographic information for Yamhill County and its communities. While not specifically identified by Title VI or the Executive Order, the TDP considers persons age 65 and older, persons with disabilities, and persons with limited English proficiency. Understanding where these demographic groups are located is important because it helps identify where transit would likely find customers and/or because it helps YCTA better serve population groups that have unique transportation needs.

Figure 3. Demographic Information for Yamhill County Communities, 2015

Jurisdiction	Population [1]	Jurisdiction % of County Population	Older Adults [2]	People With Disabilities [3]	Low-Income Population [4]	Limited-English Speaking Population [5]	Race – Non-White Population [6]
Yamhill County	101,119	100%	15%	15%	16%	3%	12%
Incorporated Communities	77,716	77%	13%	15%	18%	4%	14%
McMinnville	33,185	33%	16%	17%	20%	5%	13%
Newberg	22,566	22%	12%	12%	19%	3%	14%
Sheridan	6,048	6%	10%	15%	14%	2%	20%
Lafayette	3,824	4%	8%	13%	14%	7%	9%
Dundee	3,184	3%	11%	15%	8%	1%	13%
Dayton	2,539	3%	12%	15%	20%	7%	24%
Willamina	1,811	2%	13%	23%	23%	1%	12%
Carlton	1,869	2%	9%	13%	5%	1%	7%
Amity	1,558	2%	13%	19%	17%	0%	18%
Yamhill	1,132	1%	9%	14%	8%	0%	3%
Unincorporated Areas	23,403	23%	21%	14%	8%	1%	6%

Notes/Sources: ACS 2011-2015 estimate. [1] Table B01003. [2] Table B01001. Older adults as a percentage of the total population. [3] Table B18101. Disability population as a percentage of the civilian noninstitutionalized population. [4] Table B17021. Percentage of the population for whom poverty status is determined, which excludes institutionalized people, people in military group quarters, people in college dormitories, and unrelated individuals under 15 years old.

[3,4] For all Yamhill County communities, disability and low-income population exclude 5% or less of the total population, except Newberg (7%) and Sheridan (29%). For Newberg, 7% of the total population is not assessed for disability or income status—primarily George Fox University dormitory residents. For Sheridan, 29% of the total population not assessed for disability or income status—primarily those residing at the Federal Correctional Institution.

[5] Table B16004. Population that speaks English less than "well."

[6] Table B02001. Individuals identifying as any other race or combination of races other than "White alone," as a percentage of the total population.

On-Board Rider Survey Results

YCTA conducted a survey of current riders on-board buses in April 2017, covering all trips on at least one weekday and weekend day. The survey was available in both English and Spanish. A total of 306 surveys were collected, including 10 in Spanish.

On-board survey highlights include:

- **Age:** Mostly riders are between age 18 and 64. Approximately 4% of riders are 17 or under and 6% are 65 or over.
- **Labor Market Status:** Two-thirds of riders surveyed are employed—43% work full-time and 24% work part-time. Nearly 20% are students.
- **Income:** Over 70% of YCTA riders have a household income of less than \$30,000 annually, including 43% who earn less than \$15,000 per year.

- **Trip Purpose:** Most people (47%) used YCTA for travel to/from work, with other purposes evenly split between personal business, recreation/social, college/school, medical, and shopping. Linfield College and Chemeketa Community College were the most common school destinations.
- **Transfer Activity:** Approximately 29% of survey respondents connected to/from another YCTA route and/or another provider on at least one end of their transit trip.
- **Access to Transit:** More than 60% of respondents indicated they walk to and from the bus stop and the walk takes 10 minutes or less for most riders.
- **Frequency of use:** The vast majority of riders (81%) are frequent riders—who use YCTA service two or more days per week.
- **Transit Reliance:** Nearly a third of respondents indicated they would have been unable to make the trip if the bus services were not available.
- **Out-of-County Origins and Destinations:** Passengers traveling outside of Yamhill County using Route 33 (Forest Grove and Hillsboro) and Route 44 (Sherwood, Tualatin, and Tigard) connect to/from TriMet service for travel to locations in Beaverton, Hillsboro, Tigard, and around the Portland area. Route 11 passengers travel to/from other parts of the Salem area using Cherriots service (YCTA service ends at West Salem Transit Center).

Over three-quarters of respondents rated their overall satisfaction with service as “good” or “excellent.”

- The vast majority of respondents (86%) rated driver courtesy as “good” or “excellent.”
- Most respondents (over three-quarters) indicated the system is easy to understand, although most respondents are frequent riders who are already familiar with the system.
- Satisfaction was lowest for on-time arrivals, the condition of bus stops, and ease of transfers.

The top priorities among existing riders for improving service are:

- More service on weekends (nearly 60%)—also the single most important improvement (over 28%)
- Increased frequency on weekdays (46%)
- Later evening weekday service (40%). Most of these respondents service wanted service to run until 8 PM or 9 PM. (Respondents who identified earlier morning service as an improvement wanted service to start at 6 AM or earlier.)

Community Survey Findings

YCTA conducted a survey of the overall community to help understand travel patterns, opinions about transit, and likelihood of taking transit among the general public. The survey was available from late June 2017 through August 22, 2017. The survey was available online in English, and a paper version of the survey was available in both English and Spanish. A total of 405 surveys was collected—329 online and 76 hard-copy responses. Approximately a third of people who took the survey live in McMinnville, a third live in Newberg, and a quarter reside elsewhere in Yamhill County. The remaining responses came from people who live outside of Yamhill County.

Highlights from the Community Survey include:

- The top destinations people would like to access by transit include major retailers (Fred Meyer, Winco, Safeway, Walmart, Albertson’s, etc.) and major institutions (George Fox University, Providence Newberg Medical Center, etc.). McMinnville and Newberg were identified as key destinations from other Yamhill County cities, as were regional connections to the Portland and Salem areas.

- Over 75% of people who took the survey have access to a vehicle and would be considered “choice” riders. Approximately 60% indicated that they and/or a member of their household used public transportation within the past year, most of whom (60%) were occasional riders.
- Among people who took the survey and did not use transit in the past year, nearly half simply prefer to drive. Reasons other people did not use transit include that it is not available near their home (41%), takes too long (37%) or does not run when (34%) or where (28%) they need it to go. A relatively small share (22%) felt uncomfortable riding transit or was concerned that it is unsafe. Approximately 71% of people who did not use transit still identified a moderate or high benefit to the community from public transit service.

Preferences for Transit Improvements

The top improvement that would encourage people to ride transit or to ride it more often is more frequent service. There did not appear to be a significant difference in priorities between people who had used public transportation in the past year and people who had not used transit.

Nearly 29% of respondents prioritized later evening hours. Several people commented that expanding the hours of service are an important factor in making transit work for people who don’t get off work until 6 p.m. or 7 p.m., work later evening shifts, or attend college classes that run at night. Most of these respondents (70%) suggested that service end between 8:00 p.m. and 10:00 p.m. Of the 14% of respondents who said earlier service would encourage them to use the service, most wanted a start time before 6:00 a.m.

Focus Groups

The project team conducted a series of meetings to gather input from the public and stakeholders in a small group setting, including over 40 participants at four meetings facilitated as part of the TDP study process. Error! Reference source not found.4 summarizes the issues discussed, input and ideas from focus group participants, and key opportunities.

Figure 4. Focus Group Summary

Issue / Topic	Description/Comments	Opportunities
Discussion of awareness and importance of transit in the community		
Awareness of YCTA service	▪ People in the community are not aware of current service	▪ Bus stop signs and shelters, travel training, and transit ambassadors could raise awareness
Importance of transit in the community	▪ Transit is important for: Older and younger people who can’t drive, Kids (major roadways and crossings are not safe), Environmental reasons	▪ Coordinate with the business community
How YCTA could better serve current and new markets		
Agricultural Workers	▪ Agricultural work starts early in the morning (5:30 – 7:00 AM until mid-afternoon)	▪ Vans could meet workers at points along the highway; consider vanpools through Cherriots ▪ Seasonal hours to accommodate agricultural work

Issue / Topic	Description/Comments	Opportunities
Special Events	<ul style="list-style-type: none"> ▪ Transit could improve access and reduce congestion during special events 	<ul style="list-style-type: none"> ▪ Events like Dayton Friday Nights, Newberg Old Fashioned Festival, local sporting events (weekends)
Students	<ul style="list-style-type: none"> ▪ George Fox University students primarily live on campus; small commute market but students who live on campus might use transit to get around 	<ul style="list-style-type: none"> ▪ Partner with Linfield College around later evening service
Barriers to using existing services		
Lack of signage and fixed stops	<ul style="list-style-type: none"> ▪ Stops should have signs (or at minimum, some sort of painted marking), benches, and shelters ▪ Flag stops not ideal, but should be better advertised 	<ul style="list-style-type: none"> ▪ Graphical communication of how to use flag stops ▪ Improve legibility of reader boards for visually-impaired, especially stops served by multiple routes
Safety of stops and ability to access to destinations	<ul style="list-style-type: none"> ▪ Major roadways and crossings are not safe for kids ▪ Safety of stops along OR 99W ▪ Difficult to navigate to front door of stores through parking lots 	<ul style="list-style-type: none"> ▪ Provide “shopper shuttle” to improve access ▪ Work with Willamette Medical Center to Hospital to change from two-way to one-way operation ▪ Improve access to McMinnville Senior Center, Winco/Walmart, Roth's, Walgreen's, Safeway, etc.
Dial-A-Ride/ ADA Paratransit	<ul style="list-style-type: none"> ▪ Limited awareness of ADA service ▪ Dial-A-Ride is inconvenient – need to reserve in advance – but is appealing to some people –get picked up closer to home than fixed-route service 	<ul style="list-style-type: none"> ▪ Participants are open to alternative service models, e.g., feeder service to fixed-routes, central connection points, point deviation, shopper shuttles, deviated fixed-routes, etc.
Buses	<ul style="list-style-type: none"> ▪ Need to upgrade vehicles and make them more passenger-friendly 	<ul style="list-style-type: none"> ▪ YCTA is currently in the process of purchasing new vehicles
Fares	<ul style="list-style-type: none"> ▪ Generally perceived as reasonable, but pass costs are high for some populations and fares can be high for large families ▪ A modest increase in exchange for more service would be OK 	<ul style="list-style-type: none"> ▪ Consider 12 and under, student, and low-income discounts, and bulk pass program ▪ Expand locations where passes can be purchased (e.g., Newberg)
Communications	<ul style="list-style-type: none"> ▪ Use a variety of communication mechanisms (email, phone, etc.) ▪ Baker/Evans change not communicated well ▪ Challenging due to driver turnover ▪ Language barrier – drivers and dispatchers; people may not be awareness of the translation service that is available ▪ Send service alerts through Facebook and Twitter and post on website 	<ul style="list-style-type: none"> ▪ Ensure policies allow/facilitate communications and coordination between drivers ▪ YCTA should communicate detour routes to riders (e.g., parades, construction) ▪ Worksource training grants are available and could help to increase diversity (and ability to speak multiple languages) among drivers ▪ Explore possible partnership with High School computer lab (around website/service alerts)
Information	<ul style="list-style-type: none"> ▪ Difficult to obtain printed materials in the past ▪ Website and online are both important ▪ An online trip planner would be useful – website and hone 	<ul style="list-style-type: none"> ▪ Place printed materials at key locations in the community ▪ YCTA technology grant will help enhance capabilities
Safety	<ul style="list-style-type: none"> ▪ Perceived as safe by people who use the system – not considered a barrier. But new riders may not know that (related to awareness). 	<ul style="list-style-type: none"> ▪ See items under “Awareness of YCTA Service”

Issue / Topic	Description/Comments	Opportunities
Discussion of where routes run and provide service today; areas that should be served (including growth areas)		
McMinnville	<ul style="list-style-type: none"> No service beyond Hill Road in McMinnville (many apartments in growing area) Apartments near 27th & Hembree near Goodwill (south of Hembree, north of 27th); Burnett Road Housing at Baker Creek & Hill Road North American Plants (east of McMinnville) 	
Newberg	<ul style="list-style-type: none"> Cultural Center/Library NE Newberg – High School, Aquatic Center, Springbrook north of Fred Meyer (lower-income housing) Could reduce service frequency in order to increase coverage (more routes that run less often) 	
Other Communities	<ul style="list-style-type: none"> No service in Sheridan to Deer Meadows. Bus goes past but does not stop 	
Service between communities	<ul style="list-style-type: none"> Yamhill-Newberg requires transferring in McMinnville. Newberg-McMinnville travel patterns are mostly for access to services 	
How could YCTA attract more riders and what are the priorities?		
Service Hours (“Span”)	<ul style="list-style-type: none"> Earlier and later hours are needed for work and school, including arriving at work at 8 AM or 9 AM considering both intercity and local routes 	<ul style="list-style-type: none"> Consider alternative models for late night service; partner with Linfield College Seasonal hours (e.g., agricultural workers)
Days of Service	<ul style="list-style-type: none"> Weekend service is seen as a priority, particularly Saturday but also to Church on Sundays. 	<ul style="list-style-type: none"> Fares could be higher for Sunday service
Frequency	<ul style="list-style-type: none"> Mixed opinions on importance of convenience (short walk) and frequency/speed 	
Local vs. Regional Service	<ul style="list-style-type: none"> Regional connections are useful, but local service is as or more important and needs improvement 	
Improve Transfers	<ul style="list-style-type: none"> Need well-timed transfers between local and intercity services 	<ul style="list-style-type: none"> Bring back connection from Route 44 to Oregon Mutual Insurance (OMI)
Other Discussion Items		
Transit Center	<ul style="list-style-type: none"> Restroom lock and cleanliness issues 	<ul style="list-style-type: none"> Explore transit center in Newberg
Coordination	<ul style="list-style-type: none"> The many community organizations in the county can help raise awareness of transit 	<ul style="list-style-type: none"> Various groups that YCTA should coordinate with (see TM #2)
Park-and-Ride	<ul style="list-style-type: none"> Informal carpooling already occurs 	<ul style="list-style-type: none"> Explore agreements with churches, etc., to support ride share, park-and-ride access
Land Use / Street Infrastructure / Pedestrian Access	<ul style="list-style-type: none"> Consider Newberg ADA/Pedestrian/Bike Route Improvement Plan 	<ul style="list-style-type: none"> Cities should include the transit agency in development process and consider street infrastructure and the ability to accommodate transit related to new development applications

Note: Condensed from TM #2, Figure 5-1 (See TDP Volume II, Section 2)

Overall Needs Assessment

Figure 5 provides a qualitative assessment of priority for various potential enhancements, based on the input from riders, the general public, focus groups, and the project advisory committee.

Figure 5. Needs Assessment Summary

Potential Public Transportation Enhancement	Overall Assessment (Community Input and Existing Conditions Analysis)	Surveys			Project Advisory Committee
		Riders	General Public	Focus Groups	
More weekend service – Saturday	High	High	High	High	Intercity: Medium Local: High
More frequent weekday service	Medium-High (particularly intercity connections)	High	High	Medium	Intercity: High Local: Low
Later evening weekday service - until 8 PM	Medium-High	High	Medium	High	Medium
Better bus stops / shelters	Medium-High	Medium	Medium	High	Medium-High
Better information, easier to understand	Medium	N/A	Medium	High	Medium
Better regional connections	Low-High	Low	High	High	Low-High
New bus stops / closer to destination	Low-High	Low	High	High	Low-High
More weekend service – Sunday	Low-Medium	High	Medium	Low-Medium	Intercity: Medium Local: Low
Expand coverage (new areas)	Low- Medium	Low	Low	High	Low-High
Faster, more direct service	Low-Medium	N/A	Medium	Medium	Low-Medium
Later evening weekday service - until 10 PM	Low-Medium	High	Medium	Medium	Low-Medium
Earlier morning weekday service	Low-Medium	Medium	Low	Medium	Low-Medium

Summary of Community Input on Solutions Strategies

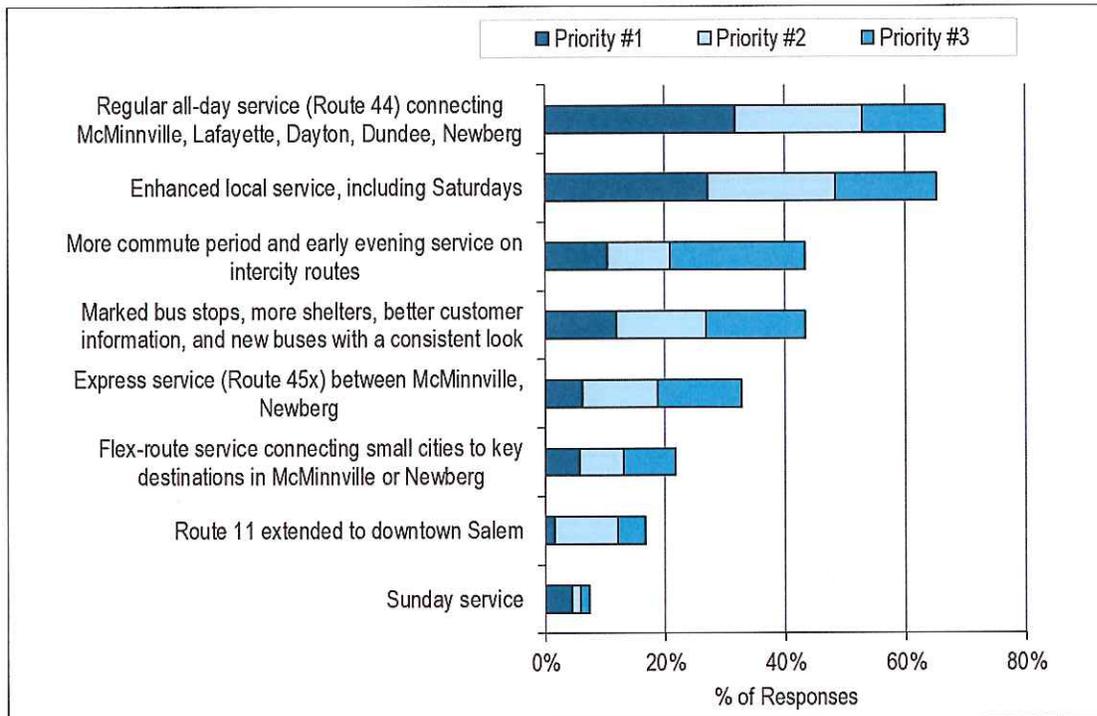
Input on proposed solutions was gathered from current riders and the general public to inform development of the vision and phasing plan. Four public events (Transit Center and Community Center in McMinnville; Nap’s Thriftway and Chehalem Cultural Center in Newberg) and an online survey were conducted in March 2018, reaching or engaging approximately 125 people.

Overall Priorities

The overall top service priorities among people who responded to the online survey are:

- **Enhanced local service in McMinnville and Newberg** including on Saturdays—top priority for **32%** and among top 3 priorities for **67%**.
- **Regular all-day service on OR 99W (Route 44)** connecting McMinnville, Lafayette, Dayton, Dundee, and Newberg—top priority for **25%** and among top 3 priorities for **65%**.
- **Improvements to bus stops, vehicles, and customer information**—among top 3 priorities for 43%.
- **Add commute period and early evening service on intercity routes**—among top 3 priorities for 43%

Figure 6. Overall Ranking of Proposed Enhancements

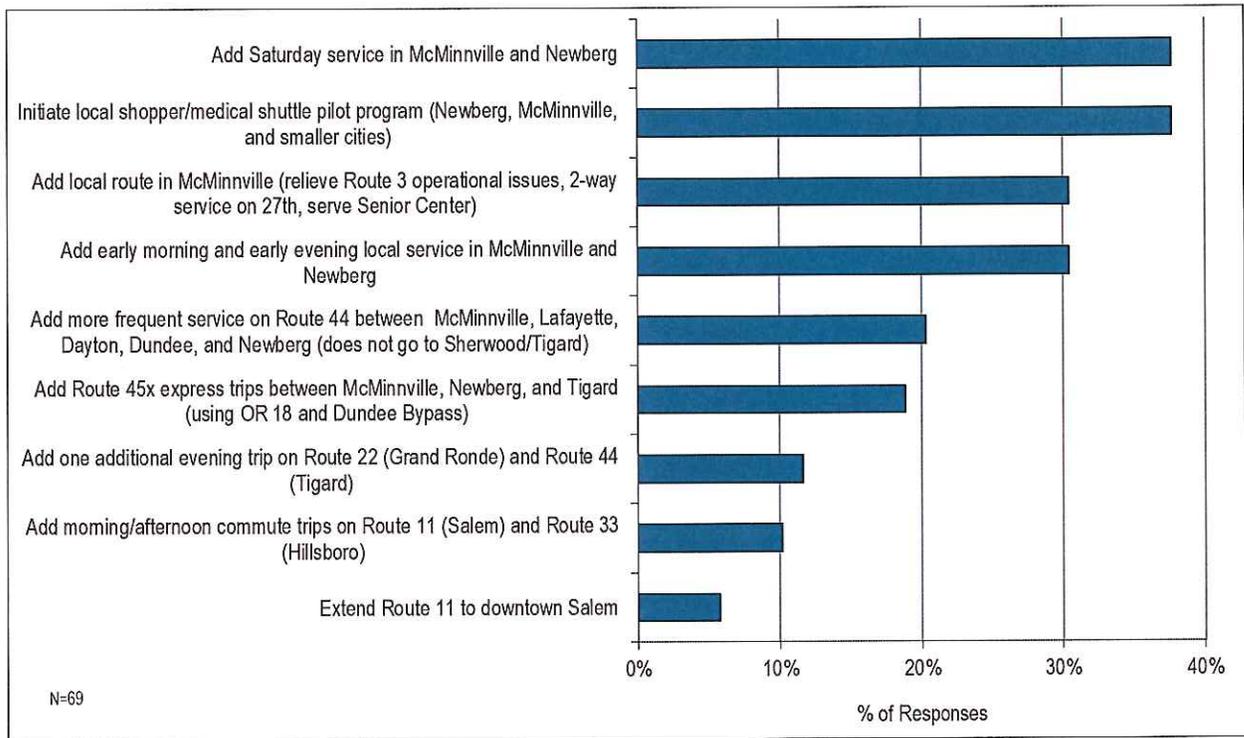


Near-Term Priorities

The project team asked people responding to the online survey to prioritize the two most important improvements that could be implemented first (see Figure 7):

- The highest priorities (both 38%) were to add **Saturday service in McMinnville and Newberg**, and **initiate a local shopper/medical shuttle pilot program** (Newberg, McMinnville, and smaller cities).
- The next highest priorities (both 30%) were to **add a local route in McMinnville** and **run McMinnville and Newberg local bus routes earlier in the morning and in the early evening**.
- A third tier of near-term priorities (approximately 20% each) was to **provide more frequent service (Route 44) between McMinnville and Newberg** (including Lafayette, Dayton, and Dundee) and **more express service (Route 45x) between McMinnville, Newberg, and Tigard**.

Figure 7. Enhancements to Implement First



While most people supported the proposed improvements, several **key concerns** are:

- **Dundee residents are concerned about losing service** if Route 45x (express) uses the Dundee Bypass.
- **Some people were concerned about eliminating flag stops**, particularly if the distance between assigned stops is too long on some routes.
- **Bus ridership in Newberg may not increase** in response to service improvements

Additional outreach findings include:

- **Key schedule gaps** are on Route 44 (mid-morning and mid-afternoon) and Route 33 (mid-morning).
- **Timing of connections** is important between intercity routes and between intercity and local routes.
- **Later evening hours** aligned with class/shift times are important for students and workers.
- **Rural flex route service for small cities received the strongest support**, but there was also support for starting with shopper/medical shuttles (including in McMinnville and Newberg) to experiment with the service and conducting a community-driven process to design the service in each city.
- **Marking bus stops, adding shelters, improving customer information, and improving the appearance/cleanliness of vehicles is a high priority**—within top 3 for **43%** of respondents.
- **Intercity routes need to have higher-capacity buses.** Smaller-capacity buses are acceptable for local routes, but cutaways do not provide a comfortable ride.
- **Bus schedules need to be clear and consistent**, both in print and online forms.

- **Communicating information** about delays and route changes/closures is essential.
- Programs that provide **travel training/education** would be valuable

- **Consider establishing a transit hub at Spirit Mountain Casino**, which is served by YCTA Route 22 as well as TCTD services. The Grand Ronde Tribe, which is completing its own transit plan in 2018, may be a potential funding partner.

Transit Centers

Transit centers are the primary locations where bus routes converge and buses can layover between trips. The McMinnville Transit Center provides facilities for customers and operations staff (e.g., First Transit). Key actions include:

- **Plan for expansion of the downtown McMinnville transit center** by acquiring land as opportunities arise.
- **Establish a downtown transit center in Newberg** with coordinated schedules between Route 44 and local service. While it is appropriate for YCTA and Newberg to take initial steps to plan for a transit center now, the recommended mid-term implementation time frame is intended to allow existing routes to demonstrate increased ridership from proposed near-term service changes and modest stop improvements (including signage/markings at all stops), before making a significant capital investment. The City of Newberg has also proposed providing public right-of-way for an on-street transit center, which could be implemented at lower cost and in an earlier plan time frame.

Park & Ride Lots

Park-and-ride lots are public parking lots that allow people to park their cars and access transit or ridesharing. There are currently no official park-and-ride lots in Yamhill County.¹⁸ YCTA can secure park-and-ride locations through partnership agreements with institutions such as churches that do not utilize their available parking on weekdays. Transit riders would be allowed to park at certain times. Small context-appropriate park & ride lots and drop-off spaces for taxis and ride-hailing services (e.g., Lyft and Uber; see Chapter 9) could also be incorporated into future transit centers, if land is available.



Top: YCTA owns and maintains the McMinnville Transit Center, built in 2013 and funded through the Oregon Department of Transportation's ConnectOregon IV program supplemented with FTA, Yamhill County, and other ODOT funds.
 2nd from Top: Tillamook Transit Center includes bus stops along Second Street near City Hall.
 2nd from Bottom: Hawthorne Station in Bend includes bus stops along both sides of Hawthorne Ave.
 Bottom: SETD took advantage of a vacant retail space to open a Transit Kiosk in Seaside.

¹⁸ Oregon Department of Transportation. *Park & Ride Lots*. <https://www.tripcheck.com/Pages/RLPark-ride.asp>

Maintenance Facilities

YCTA buses are maintained by First Transit under its contract with YCTA. The maintenance shop is located on Lafayette Avenue in McMinnville, but has limited capacity. Key actions include:

- **Identify and acquire or partner to secure a long-term location for maintaining and storing buses.** Having its own facilities will provide YCTA with future flexibility in contracting for service and incorporating fueling and maintenance facilities for alternative fuel buses.
- YCTA could also consider identifying locations where buses can be stored or maintained in other communities as needs and opportunities arise. This can avoid deadheading (when a bus travels without carrying passengers to reach the start of a route or return to the maintenance base, such as Route 22 currently does), but can create other operational or logistical challenges.

BUS STOPS AND PASSENGER AMENITIES

Bus Stop Amenity Standards

Bus stops are the basic type of transit facility and serve as the front door of the transit system. The presence of bus stops lets people know where buses run and their appearance and condition often define people’s impressions of transit. A key near-term improvement is to sign and/or mark all YCTA bus stops; funds are identified starting in the first year of the plan. YCTA should also set aside funds for a program to make ongoing investments in bus stops. Figure 7-9 identifies existing bus stops and amenities, focused on stops outside of McMinnville, as well as current improvement plans.

Stop improvements, and improving pedestrian and bicycle access to bus stops is an area where local jurisdictions play an important role in making improvements and setting standards to ensure that appropriate facilities are built when land is developed or redeveloped (see Chapter 10).

Future facility policies and plans should accommodate ride-hailing services (e.g., drop-off zones for Lyft, Uber, Taxis, etc.), future shared mobility services (e.g., future bike or scooter charging stations), and other first last-mile services.

Solar-Powered Lighting and Beacons

It can be challenging for bus operators to see passengers waiting at shelters, particularly on intercity routes and at night or in low-visibility conditions. YCTA can equip selected stops shelters with a solar-powered beacon that provides lighting at the stop and allow drivers to more easily see when passengers are waiting. Examples are shown at right. Costs range from approximately \$1,000 to \$1,400 for beacons and from \$1,500 - \$2,000 for shelter lighting.



Source: Urbansolar / PV-Stop

Figure 7-8 Bus Stop Amenity Standards and Unit Costs

Photo Example	Stop Amenity Category	Ridership and Land Use Context Guidelines	Required/Preferred Elements	Optional Elements	Unit Cost
 Wilsonville (Source: Simme Seat)	Minimal marking or pole	None	<ul style="list-style-type: none"> YCTA route sign or other marking 	<ul style="list-style-type: none"> Well-maintained pull-out location (e.g., highways) 	\$30 – \$150
	Basic with no or existing pad	Low = <10 Daily Boardings	<ul style="list-style-type: none"> Meets ADA requirements Continuous pedestrian access Posted route and schedule information 	<ul style="list-style-type: none"> Above plus lighting 	\$1,000
 Grand Ronde Community Center	Basic with pad and Simme Seat	Low = <10 Daily Boardings Moderate-use activity center	<ul style="list-style-type: none"> Above plus Simme seat Pad 	<ul style="list-style-type: none"> Above plus bicycle parking 	\$3,500
	Basic with pad and bench	Low = <10 Daily Boardings Moderate-use activity center	<ul style="list-style-type: none"> Above with expanded pad and bench 	<ul style="list-style-type: none"> Above plus bicycle parking 	\$4,500
 Peer example with pullout, shelter, and beacon (Island Transit, WA)	Stop with Shelter	Medium = 10-25 Daily Boardings High-use stops and activity centers, intercity stops, transfer points	<ul style="list-style-type: none"> Above with shelter 	Above plus: <ul style="list-style-type: none"> Enhanced information (system map) Solar-powered beacon light (intercity stop with limited visibility for bus drivers) Lighting 	\$12,500
	Enhanced Stop	High = >25 Daily Boardings	<ul style="list-style-type: none"> Above plus... Printed information Bicycle parking High-capacity shelter(s) Real-time information display 	Above plus: <ul style="list-style-type: none"> Secure bicycle parking Trash can Placemaking / art Solar shelters and lighting Designated park and ride or drop-off spaces 	\$25,000 or more
 Peer Example (Bend)					

Sources: Oregon DOT Transit in Small Cities, 2013; ODOT Transit Division price agreement; industry standards; and estimates for other recent plans. Costs adjusted for inflation to 2018 \$

Stop Improvement Locations

Every transit trip involves waiting at the stop for a certain amount of time. Passenger amenities make waiting feel as safe and comfortable as possible, given limited resources. Standards based on ridership levels help YCTA prioritize requests and justify decisions about where to install amenities. General thresholds for high, medium, and lower ridership stops are included for each tier of bus stop, based on the Spring 2017 ridecheck (see Figure 7-8). YCTA already has some seats and shelters available to install once the TDP is adopted and routes and bus stop locations are finalized.



Bus shelter in Willamina

Figure 7-9 Potential Locations for Stop Improvements or Shelters

Location	Route(s)	Improvements	Partners
Tigard	44, 45x	<ul style="list-style-type: none"> Shelter with schedule and system map (adjacent to Transit Center) Improved wayfinding Longer-term, coordinate with TriMet to secure a bay in a new, future Transit Center when the Southwest Corridor MAX line opens. 	<ul style="list-style-type: none"> City of Tigard TriMet
Hillsboro	33	<ul style="list-style-type: none"> Stop sign with Simme Seat (adjacent to Transit Center); City of Hillsboro is working on intergovernmental agreement Schedule Improved wayfinding; TriMet added YCTA to TC map The City of Hillsboro is working to provide two-way access into Central Station as part of the Regional Enhanced Transit Corridor initiative, using the City-owned parking area where YCTA currently stops. Coordinate with the City of Hillsboro and TriMet to secure a bay in the expanded space available when this change occurs. 	<ul style="list-style-type: none"> City of Hillsboro TriMet
Salem	80x (11)	<ul style="list-style-type: none"> Shelter with system map and schedule at West Salem Transit Center; Cherriots planned to install in Winter/Spring 2018 	<ul style="list-style-type: none"> Cherriots
Grand Ronde	22	<ul style="list-style-type: none"> System map and schedule in Community Center; existing bench and nearby awnings 	<ul style="list-style-type: none"> Grand Ronde Tribe
Amity	80x (11)	<ul style="list-style-type: none"> Shelters in both directions (current plans to install southbound) 	<ul style="list-style-type: none"> City of Amity
Dundee	44	<ul style="list-style-type: none"> Have shelter in one direction; needed in other direction 	<ul style="list-style-type: none"> City of Dundee
Dayton	44	<ul style="list-style-type: none"> Have shelter in one direction; plan to install Simme seat in the southbound direction 	<ul style="list-style-type: none"> City of Dayton
Lafayette	44	<ul style="list-style-type: none"> Have shelter in one direction; shelter needed in the other direction 	<ul style="list-style-type: none"> City of Lafayette
Carlton	33	<ul style="list-style-type: none"> Have shelter in one direction; shelter needed in the other direction Explore alternative shelter locations, possibly for both directions, to avoid deviations and minimize travel time. 	<ul style="list-style-type: none"> City of Carlton
Yamhill	33	<ul style="list-style-type: none"> Have shelter in one direction; shelter needed in the other direction 	<ul style="list-style-type: none"> City of Yamhill
Sheridan	22	<ul style="list-style-type: none"> Multiple existing shelters; one is needed eastbound 	<ul style="list-style-type: none"> City of Sheridan
Willamina	22	<ul style="list-style-type: none"> Have shelter in one direction; shelter needed in the other direction 	<ul style="list-style-type: none"> City of Willamina
McMinnville	Local / Intercity	<ul style="list-style-type: none"> Marked stops, shelters (multiple locations) 	<ul style="list-style-type: none"> City of McMinnville
Newberg	Local / 44 / 45x	<ul style="list-style-type: none"> Marked stops, shelters (multiple locations) 	<ul style="list-style-type: none"> City of Newberg

Accepted by Yamhill County
Board of Commissioners on
9/12/19 by Board Order
19-341