



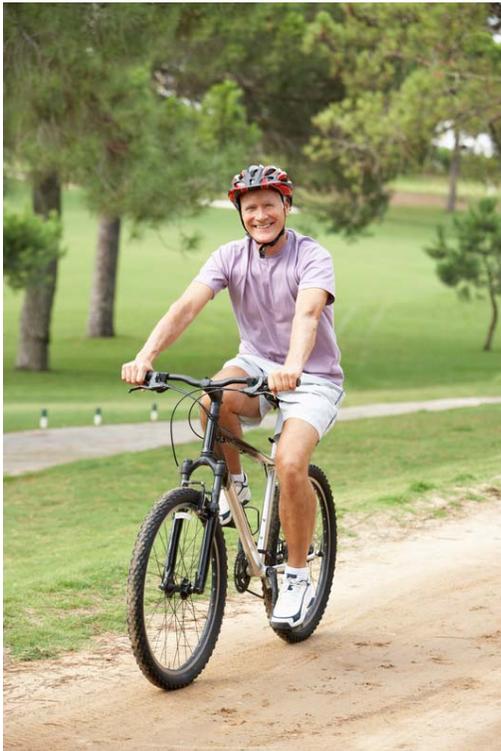
# III.

## Transportation and Mobility

"The livability of a community depends in part on multiple mobility options that allow residents of all ages and abilities to connect with their communities"

*Beyond 50.05: A Report to the Nation on  
Livable Communities: Creating  
Environments for Successful Aging  
- AARP*

Transportation is the way we physically connect with each other. Having a variety of options that are flexible to meet the needs of the individual is the hallmark of a livable community. Transportation allows residents of all ages and abilities to connect with others and maintain independence.



## MOBILITY = INDEPENDENCE

Americans have a well-known love affair with their cars. Learning to drive represents freedom for each teenager who receives a driver license. Seniors want to carry that same sense of independence into old age. The ability to travel from place to place is an important characteristic of personal autonomy and a good quality of life.

Most baby boomers have used cars as their primary mode of transportation, and most will continue to rely on their personal autos when they are senior citizens, especially if they live in suburban communities that were designed primarily for car travel.

To live independently, older Americans must be able to maintain a mobile lifestyle. In most communities today, that means owning and driving a car. But aging often involves a deterioration of physical and functional skills, which can make driving more difficult. If visiting the doctor or getting a bag of groceries becomes

an ordeal, residents can become isolated, depressed and less healthy. Then communities pay the price in increased services and a less productive, engaged citizenry.

The 2004 Surface Transportation Policy Project report, *Aging Americans: Stranded Without Options*, defines the stark reality for many who do not drive: “Older non-drivers have a decreased ability to participate in the community and the economy. Compared with older drivers, older non-drivers in the United States make: 15 percent fewer trips to the doctor; 59 percent fewer shopping trips and visits to restaurants; 65 percent fewer trips for social, family and religious activities.” *Stranded Without Options* also notes that those most likely to lack alternatives to cars live in rural areas or sprawling suburbs or are African American, Latino or Asian American.

### Aging and Transportation Facts

- In 2007, 10 million of the 23 million older households (65+), or 46 percent, were located in the suburbs.
- One in five Americans age 65+ does not drive.
- Only 3 percent of all trips taken by Americans age 65+ are by bus or train.
- 55 percent of Americans say they would prefer to walk more and drive less.
- Cars now outnumber drivers for the first time in history. Not only are there more vehicles on our roads than in any other time in history, but we also drive more miles. Americans drive an estimated 2.8 trillion miles a year.

## ON THE ROAD - LIKE IT OR NOT

Most people have to travel to commercial centers to obtain goods and services that once were readily available closer to home. “Big box” stores have all but eliminated mom-and-pop markets from residential neighborhoods. Elderly residents will continue to rely on their automobiles to drive or be driven to obtain goods and services. Many will have to travel on rural roads to get to retail outlets. This will be an increasing safety concern because the fatality rate on rural roads is more than twice that of urban roads.

Commuting between work and home always has been a major portion of our daily driving. The census indicates that nearly 88 percent of Americans travel to work by car, most driving alone. That percentage is not likely to decline in coming decades because being 65 no longer means retirement. Middle-aged Americans report that either out of desire or necessity, 80 percent expect to work at least part-time after they reach 65. The Social Security Administration is gradually increasing the normal retirement age to 67, another change that will affect most baby boomers and their commuting habits.

### **Aging affects driving**

Even though we enjoy healthier lifestyles and live longer, aging causes declines in motor skills and perceptual and cognitive abilities for most adults. Drivers rely heavily on these functions, and any degradation can manifest itself in poor driving performance.

For example, most people lose flexibility and strength with age. These losses can affect anyone, but are most pronounced in people who

have arthritis or a similar condition. The resulting pain, weakness and stiffness can limit function and range of motion. Some drivers may feel pain or have difficulty turning to look over their shoulders when they back or change lanes, and many will not turn to avoid discomfort. Others may have difficulty manipulating the controls of their vehicles.

Generally, people slow down with age. They can experience slower reflexes, delayed reaction times, and difficulty concentrating. Some have trouble processing complex mental tasks, affecting the quick decisions and responses drivers must make.

Aging adults commonly complain about weakened vision. Changes in eyesight can make it difficult for seniors to focus on moving objects, see well at night or under low light conditions, adjust to glare, or rely on peripheral vision. The physical environment often compounds difficulties through signage or road design that can confuse and endanger drivers of all ages and abilities. Other age-related changes include:

- Different forms of dementia such as that caused by Alzheimer’s disease;
- Illnesses such as heart disease, diabetes, stroke; and
- Effects induced by the consumption of medicines.

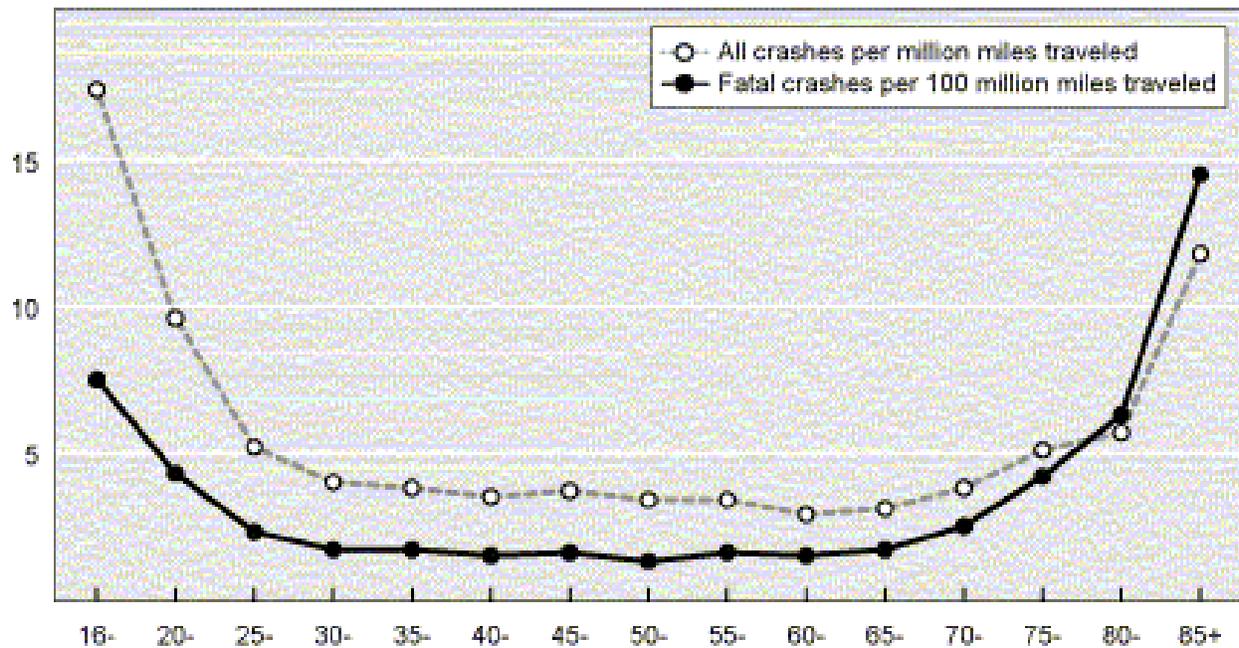
## Senior drivers and safety

Drivers do not necessarily become dangerous because they are getting older. In fact, older drivers are more likely to obey speed limits and wear safety belts, and are less likely to drive while under the influence of alcohol. They report taking fewer risks than other age groups. Despite the wide media coverage of older driver tragedies, seniors are less hazardous to the public than teenage drivers. Even if older drivers are at increased risk for being involved in a crash, they are not more likely to cause collisions that are fatal to other people. Their obedience to the “rules of the road” supports the contention that when elderly drivers do crash, they tend to injure themselves rather than someone else.

Seniors have lower fatal crash rates per 100,000 licensed drivers when compared with teenage drivers, but slightly higher rates than drivers of other age groups. Seniors drive fewer miles and take shorter trips than other drivers, but when their crashes are adjusted to reflect the number of miles travelled, seniors’ crash rates go up. However, analysts predict that more senior drivers will travel more miles in the future.

The Insurance Institute for Highway Safety predicts the number of seniors involved in reported car crashes will increase by 178 percent between 1999 and 2030. During the same period, seniors’ involvement in fatal crashes is projected to increase by 155 percent.

Number of crashes per mile traveled by driver age, 2001-02



Source: Insurance Institute for Highway Safety



## Making adjustments

Many seniors recognize their diminished abilities. Driver license renewals drop dramatically for people in their 80s. But before deciding to stop driving, many seniors compensate for their diminished skills. They might choose familiar or less challenging routes. They might avoid freeway driving, rush hour, congestion, night driving, left turns and other things that can cause anxiety or injury.

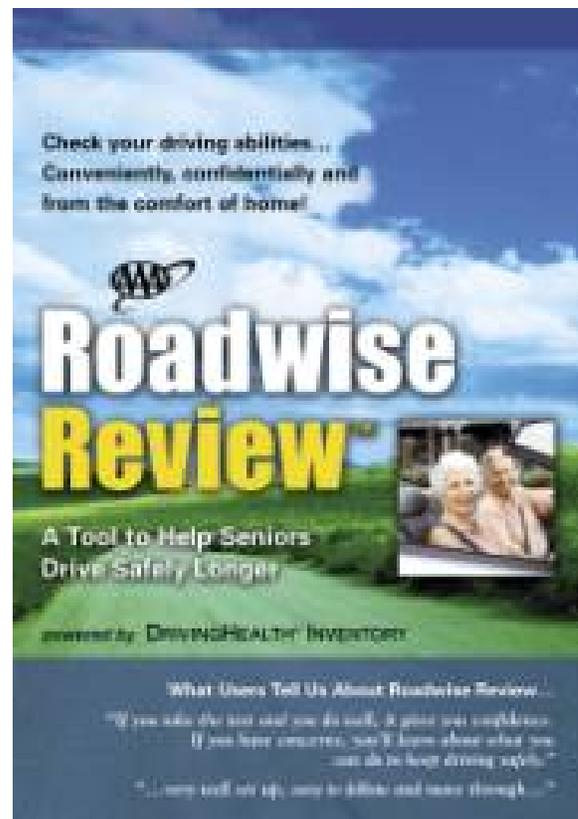
Some driver safety programs help seniors understand the physical changes they are undergoing, how the changes affect driving, and how to adjust their driving behaviors to compensate. Programs, such as one by AARP, are widely available across the country.

CarFit is a program available in some states that assesses whether older drivers fit their automobiles. A trained technician administers a checklist assessing the driver's use of the car's features (mirrors, pedals, safety belts, for example) to maximize safe driving.

The Hartford Insurance Co. is promoting comprehensive driving evaluations performed by occupational therapists with specialized training. These evaluations include clinical tests of vision, cognition and motor function plus an on-the-road test of car handling, problem-solving and negotiating traffic.

Evaluations can result in suggestions about a change in driving habits, car modifications, adding adaptive equipment, replacing the car for a better fit or retiring from driving.

Other resources include the Drivewell Toolkit of the National Highway Traffic Safety Administration and the Roadwise Review, a driver screening developed by the American Automobile Association's (AAA) and noted transportation safety researchers. The review is available on CD ROM, so seniors can use it in their homes to measure the eight functional abilities that are the most important predictors of crashes.



## ALTERNATIVES TO DRIVING - NATIONAL POLICIES

Most adults fear the prospect of giving up their car keys, and for good reason. In order to independently age in place, older adults who cannot or choose not to drive (about 20 percent of those age 65+) must be able to run errands, visit family and friends, and keep doctor appointments.

Next to driving themselves, older adults prefer to ride in cars driven by friends, relatives or other trusted companions. Volunteer driver programs provide such a mobility option. Many communities and organizations use volunteer drivers to help older adults with their travel needs, some on a relatively informal basis and others in a more structured program.

Accessible and affordable public transit options can give older adults the opportunity to remain independent and active in their community. However, not all neighborhoods are served by public transit. In fact, 44 percent of older adults nationwide polled said that they do not have easy access to public transportation.

Rural and suburban neighborhoods lack the population density to support transit service. Some urban neighborhoods do not have the resources to provide it. Some older adults who live in close proximity to affordable transit options may have physical limitations that prevent them from taking advantage of them.

### Law Enforcement and Older Drivers

- Law enforcement will steadily encounter more elderly drivers on the road. By 2020, there will be more than 40 million licensed drivers 65+.
- Eighty-one percent of fatal crashes involving seniors occur during the day, and most involve another vehicle.
- Crash-related fatalities involving older drivers are projected to increase by 155 percent.
- Law enforcement officers need to know their state's DMV referral process for driver licensing and retesting of errant drivers.
- Law enforcement agencies need to take into account resources needed for this increased workload.
- Relatives frequently turn to law enforcement for advice on how to persuade loved ones that it's no longer safe for them to drive.
- Law enforcement agencies can partner with community agencies and senior groups to provide seniors with safe driving information and education programs.

## National Policies Favor Mobility

Policymakers understand America’s reliance on the car as the principal transportation choice. They recognize that taking cars away from seniors without offering attractive alternatives would have a devastating effect on seniors, leaving them virtually stranded and isolated.

The ability to drive or have viable transportation alternatives is vital to the maintenance of social and emotional well-being. Losing the ability to drive can mean a loss of freedom and independence so severe as to cause deep depression and other emotional distress. Therefore, as policy discussions and development have taken place in the past decade, emphasis has been on keeping senior drivers behind the wheel for as long as they are safe.

Enabling older adults to remain mobile and engaged in their communities will require innovative transit services, more volunteer driver programs, more pedestrian-friendly streets and communities that balance the needs of walkers, bicyclists, transit users and automobiles.

## National Center on Senior Transportation

When driving must come to an end, transportation options available to many seniors are inadequate. To address the pressing need for coordinating and expanding alternatives, the National Association of Area Agencies on Aging and Easter Seals joined forces in 2007 to create the National Center on Senior Transportation. Funded by the Federal Transit Administration, the center’s mission is to increase transportation options “for older adults and enhance their ability to live more independently within their communities throughout the United States.”

NCST focuses on the creation and coordination of local mobility options for seniors and serves as a portal to information about transportation for older adults. It also provides resources such as training, technical assistance and support for community innovations.

## Complete Streets

Complete Streets, a coalition of the AARP, American Planning Association, American Public Transportation Association and numerous biking and walking organizations, represents many organizations working to transform the streetscapes of the nation. The coalition’s purpose statement is: the streets of our cities and towns “ought to be for everyone, whether young or old, motorist or bicyclist, walker or wheelchair user, bus rider or shopkeeper. But too many of our streets are designed only for speeding cars, or worse, creeping traffic jams. They’re unsafe for people on foot or bike – and unpleasant for everybody.”

The Complete Streets approach stresses the importance of citizen involvement in the planning process. With public input, transportation improvements are planned, designed and built to encourage walking, bicycling and transit use while promoting safe operations for all users.



## Human Services Transportation Plans

Many federal agencies and programs support transportation for specific groups, such as veterans, Native Americans, the elderly and Medicaid recipients. Unfortunately, the funding streams for these agencies and programs inadvertently encourage redundancy in services. For example, vans from several local agencies might travel the same routes, carrying only one or two passengers.

In 2004, President Bush issued an executive order to coordinate transportation programs across federal agencies to improve cost efficiency and reduce duplication. The Federal Transit Administration (FTA) now requires recipients of federal dollars to develop coordinated human services transportation plans for their service areas. The FTA mandate has prompted communities to explore more innovative and efficient human services transportation programs. However, the lack of money and flexibility in federal regulations continue to hamper full implementation of these plans.



## ALTERNATIVES TO DRIVING - CLARK COUNTY

Depending on the destination and one's physical capabilities, transportation choices in Clark County might include buses, vans, taxis or perhaps volunteer drivers from non-profit service organizations. Some transportation resources and services available in Clark County are listed below.

**Public Transit/Fixed Route Service:** Clark County Public Transportation Benefit Authority (C-TRAN) provides fixed-route bus service along established urban and suburban routes, express commuter service to Portland and limited routes that connect with light rail in Portland. All buses are ADA-compliant and equipped with wheelchair lifts. Fixed-route buses have kneeling capability to make boarding easier. Reduced-rate fares are available for low income individuals, seniors, youths and people with disabilities. C-TRAN provided about 6.2 million rides on fixed-route buses in 2009.

**Public Transit/Variable Route Service:** C-TRAN also operates a general purpose, dial-a-ride/deviated fixed-route service, called the Connector, along three routes serving Camas, Ridgefield and La Center. A Shopping Shuttle provides service from selected elderly housing centers to shopping destinations twice per month.

**Paratransit Service:** C-VAN provides ADA-compliant curb-to-curb transportation using small vans within the Vancouver Urban Growth Boundary and within three-quarters of a mile on fixed routes operating outside Vancouver's UGB. Paratransit service requires users to make reservations, but it still offers flexibility and personalization in scheduling. C-TRAN uses a

functional assessment process to determine eligibility for paratransit services. C-VAN carries only 3 percent of the C-TRAN system's ridership, but accounts for about 24 percent of its operating budget. Managing the cost of this service will be a challenge in light of the forecasted growth in demand.

**Travel Training:** C-TRAN provides free, hands-on instruction to help older adults and persons with disabilities travel safely and independently on public transit. Topics include the best routes to take to various destinations, hours of service, cost of the trip and how to pay for services. Demonstrations of how to ride public buses are provided.

**Taxi Service:** In Clark County, riders typically access taxi service by calling a dispatcher to request a ride. Trips can be scheduled in advance or on the spot. Some taxis are wheelchair accessible and meet ADA standards. Fares are charged on a per-mile or per-minute basis on top of a base charge, and may be payable through a transportation voucher program

**Transportation Brokerage:** The Human Services Council Transportation Brokerage arranges rides for the elderly, low income and people with medical needs and disabilities.

HSC works closely with C-TRAN and has multiple contracts with private providers of ambulatory and non-ambulatory transportation. Services for seniors include the Reserve-a-Ride program and transportation to Medicaid covered appointments.

HSC also uses a voucher system to purchase Amtrak and Greyhound tickets for clients. Many services provided by HSC are grant-financed

and funding levels are sometimes far less than requested.

The Human Services Council has applied for funding to hire a mobility manager to better coordinate available transportation resources and guide clients through their services. Mobility managers know how the communitywide transportation service network operates. Their main focus is to help consumers choose the best options to meet their travel needs.

**Door-through-Door (Escort) Service:** Private agencies such as NOAH Medical Transportation and Golden Chariot Specialty Transport Service provide drivers or escorts who offer personal assistance by helping passengers through the doors of their homes and destinations, as needed.

**Senior Transportation Program:** Through contracted transportation providers, Southwest Washington Agency on Aging and Disabilities offers services to persons 60 and older who need transportation to medical and health services, social services and meal programs or for shopping. It also serves seniors who do not have a car, cannot drive, cannot afford to drive or cannot use public transportation or do not have public transportation available.

Program participants can make a donation toward the cost of the rides. Services are paid for with limited federal Older Americans Act dollars and state Senior Citizens Services Act dollars.

**Volunteer Driver Programs:** Some local faith-based and nonprofit organizations have a network of volunteers who offer flexible transportation for shopping, doctor appointments, recreation and other activities. One-way, round-trip and multi-stop rides are usually available. Reservations are needed. These programs can be provided for free, on a donation basis, through membership dues or for a minimal cost.

**Bike and Pedestrian Plan:** The Board of County Commissioners adopted the Clark County Bicycle and Pedestrian Master Plan in November 2010. The plan presents a 20-year vision and implementation strategy to increase the number of people walking and bicycling while improving walking and bicycling safety. The plan identifies ways to improve the transportation network by integrating existing sidewalks, bicycle lanes and trails. This integration will require design standards that emphasize complete streets and do not focus on one mode of transportation over others.

### Alternatives to Driving - Key Points

- Mixed-use, walkable communities with convenient access to stores, restaurants, entertainment and public transit would satisfy many requirements for convenient mobility options.
- Programs that assist seniors to prolong their ability to drive safely make an important contribution to their continued independence.
- Decision-makers must provide greater support for alternatives to driving, such as public transit and walkable streets, to make them viable for seniors.
- Public, private and human services transportation providers offer services designed to meet the needs of seniors by assisting them with transportation alternatives.



## WHAT DOES OUR COMMUNITY WANT AND NEED?

Transportation contributes to successful aging by connecting individuals to goods, services and social opportunities. People who do not have transportation options cannot easily contribute to their communities as volunteers, advocates or consumers.



### Aging Readiness - Transportation/Mobility Workshop

To capture a broader perspective on what future transportation and mobility challenges and solutions might be, the Aging Readiness Task Force conducted its second workshop Nov. 18, 2010. More than 70 community members attended.

Bob Scarfo, Ph.D, an associate professor with the Interdisciplinary Design Institute at WSU - Spokane, gave the keynote presentation on the role of transportation and mobility in creating livable communities. He noted that the aging of society is just one of several overlapping trends affecting us, from the personal to the global. Climate change, high oil, water scarcity and health/obesity are pending crises related to the built environment. Representatives of C-TRAN, Clark County Public Works and the Human Services Council also offered their perspectives

on the challenges of providing transportation services in a time of stagnant or declining revenues.

### Summary of workshop discussions

The purposes of the workshop were to discuss the critical roles transportation and mobility play in creating livable communities for all ages and find solutions to barriers that impede mobility for seniors. Discussion focused on innovative alternatives to existing mobility options in the rural and urban areas and on improving safety for aging drivers.

Ideas generated by the discussion can be summarized in these seven categories:

- Transit service and bus stop improvements
- Road, sidewalk and trail improvements
- Zoning code changes to promote mixed-use, “granny flats” and connected streets
- Driver’s license restrictions and testing for elderly drivers, as needed
- Social networking / neighborhood volunteerism
- Improving coordination of information about resources for seniors
- Transportation service delivery and alternatives for rural areas

## Subcommittee Overview

The transportation/mobility subcommittee was charged with developing specific recommendations related to transportation issues for the Aging Readiness Task Force. The goal was to identify short-term (0-3 years), medium-term (4-6 years) and long-term (7+ years) actions that support the mobility and independence of Clark County seniors as they age. The subcommittee sorted ideas from the workshop into several categories and referred those that were not transportation-related to other subcommittees for their consideration.



### Workshop Questions

1. A livable community has convenient, safe and pedestrian-oriented access to places people need to go and services people use every day, including transit, shopping, quality food, schools, parks and social activities for all ages. In urban areas, what can we do to remove barriers that affect transportation and mobility?
2. The dispersed population in the county's rural areas is a barrier to safe and accessible alternatives to driving. What innovative options could be considered to help rural residents access services they may need?
3. According to recent data, four out of five Americans 65 and older drive. There is a high probability that individuals in our community will want to maintain their independence and drive as long as possible. What can we do to make driving safer for aging residents?

## CHALLENGES & STRATEGIES

Older adults use transportation in their every day lives much the same way younger Americans do – they make trips to shop, visit family and friends, go to work, socialize, give others rides and obtain medical and dental care. The transportation mode individuals 50 and older use has a strong influence on how much they get around and where they go. People’s health, abilities, home location and income can influence their level of mobility.

Based on public input at the transportation/mobility workshop, an online survey, research into the current status of transportation services in Clark County and their assessment of future needs, the transportation subcommittee identified the following five main challenges and recommends specific strategies to address them.

Neighborhood Design
Complete Streets and Trails
Older Driver Safety
Transit Improvements
Coordinated Transportation Services



### CHALLENGE 1: NEIGHBORHOOD DESIGN

Existing zoning and design standards result in neighborhoods where walking is difficult and auto trips are required to reach most destinations. Walking can be an important mobility option for seniors, and the health benefits of walking are well-documented. Many barriers to safe and pleasant pedestrian travel are the result of land use plans, zoning regulations and automobile-oriented neighborhood designs. Land use plans and zoning regulations separate residential uses from many other uses that are part of daily living. Subdivision designers circumvent existing block length and perimeter standards to get more lots and fewer street connections. Commercial, retail and even medical buildings are sited as far from the street as possible to accommodate parking.

**Strategy 1a (short term) - Change the zoning code to allow multi-family dwellings and small scale retail and service businesses permitted uses in low density residential districts.** Allowing a broader mix of uses in neighborhoods, but not requiring Neighborhood Commercial zoning, will provide the market flexibility to create mixed-use environments where it is practical. If neighborhood uncertainty is a concern, uses could be limited to properties with frontage along a collector or arterial.

**Strategy 1b (short term) - Change road standards to encourage connections within and between neighborhoods with block lengths no more than 500 feet.** This requirement would apply to residential developments. A similar but more flexible standard should be created for commercial and industrial developments. These standards can be modified or waived if a street extension is not feasible because of topographic or environmental constraints.

**Strategy 1c (short term) - Change the code to require commercial, medical and recreational buildings to have a public entrance close to the street.** A strict requirement to locate non-residential buildings right at the sidewalk may not fit our predominantly suburban environment. But, it should not be acceptable to site buildings as far from the street as possible behind a parking lot. The county should be able to adopt a building orientation standard that is flexible yet effective in balancing the needs of all users.



## **CHALLENGE 2: COMPLETE STREETS & TRAILS**

Residents of all ages would walk more if the physical infrastructure was more conducive to walking. Common barriers include: wide streets that are difficult to cross; poorly designed or no curb ramps; broken or missing sidewalks. Accommodating older pedestrians requires attention to detail such as placing benches and resting places at regular intervals, improving lighting, lengthening pedestrian crossing cycles, and repairing cracked sidewalks that can be hazardous. Soliciting ideas and opinions from older pedestrians is critical to getting the details right.

**Strategy 2a (short term) - Promote, empower and support volunteers who want to build sidewalks or off-street trails.** The county recently hired a parks volunteer coordinator and has developed a comprehensive volunteer program policy manual that addresses the difficult issues of volunteer selection, supervision and liability. More work is needed by Public Works and Parks to identify and organize cost-effective sidewalk and trail projects that can be accomplished by community volunteers.

**Strategy 2b (long term) - Aggressively and systematically invest in completing sidewalk and bike lane connections, particularly to parks, schools, transit stops and major urban destinations such as retail centers, medical and recreational facilities and public buildings.**

Clearly, many interests and projects compete for transportation dollars. The county allocates most of its capital fund for large arterial and interchange projects that add roadway capacity to avoid or correct concurrency failure. Although money is budgeted for sidewalks each year, progress to complete the extensive backlog of missing sidewalk links is slow.

Every available tool should be leveraged to accomplish more sidewalk, trail and bike lane improvements with less money by using volunteer labor, grants, local improvement districts, capital improvement funds and alternative materials such as porous pavement.



### **CHALLENGE 3: OLDER DRIVER SAFETY**

Many older drivers experience specific difficulties related to declining skills or the driving environment. Although older drivers have fewer crashes than other age-groups, they generally drive less and limit their trips as they age, which can increase their isolation. Older drivers tend to experience difficulties driving at night, reading traffic signs, and turning at busy intersections. Lower-speed vehicles can preserve mobility for older drivers in their neighborhoods while increasing safety. All drivers, but particularly older drivers, benefit from large, well-placed directional signs, clear road markings, bright stop lights and protected left-turn signals.

**Strategy 3a (short term) - Support the use of neighborhood electric vehicles** Neighborhood electric vehicles are low-speed vehicles designed to comply with Federal Motor Vehicle Safety Standards (FMVSS 500). With a top speed of 25 mph, they are street-legal on most public roads posted at 35 mph or less. With a range of 30 to 40 miles, they are an inexpensive alternative for the short-distance trips older drivers commonly make. The county should stripe and sign joint bicycle/NEV lanes on arterials where no convenient alternate routes exist.

**Strategy 3b (long term) - Use larger font street signs as they are replaced. Provide name sign earlier for the next signalized intersection on major corridors.** Small modifications in roadway design and signage can greatly improve safety for all motorists, especially older adults. State and local transportation departments have found the following relatively minor improvements have measurably reduced crashes:

- Brighter stop lights and pavement markings
- Larger lettering on street-name and directional signs
- Protected left-turn signals

Implementing these roadway design and sign improvements requires leadership and buy-in in state and local transportation departments. Clark County has begun replacing old signs with new ones that have larger letter and numbers. The county also is adding “Signal Ahead” signs to give drivers earlier warning about up-coming intersections.



**Strategy 3c (long term) - Support state and national efforts to require vision and driving assessments for older drivers.** The state is responsible for issuing driver licenses. Methods to determine driving fitness vary from state to state, and many are inadequate. Updating older driver licensing policies is not currently a priority for most states, nor is funding driver fitness evaluation programs. Many elected officials view older driver policies as a political issue they would prefer to avoid.

The National Highway Traffic Safety Administration (NHTSA) has developed a program plan to improve research and communication about the issues of older drivers. The program would establish partnerships between states and other stakeholders for the development and promotion of licensing policies for older drivers. They could include DMV counter screening protocols, Medical Advisory Board (MAB) policies and guidance for law enforcement and health care personnel about referring drivers for evaluation. The county should monitor and support state implementation of an effective program to refer and evaluate older drivers whose fitness is in question.





#### **CHALLENGE 4: TRANSIT IMPROVEMENTS**

Public transportation agencies will face new challenges as our population ages and the demands for improved and innovative transit services will increase. Many of these action benefit the general public as well as the aging population.

**Strategy 4a (short term) - Post the route number, stop number and a C-TRAN phone contact number at all stops and shelters to enhance rider security.** C-TRAN is replacing service stop signs system-wide. New signs have larger characters and are more visible and readable. Also, a 5-inch by 5-inch decal with the stop's four digit ID number and a passenger service telephone number will be installed at each bus stop. The phone number will connect passengers to a new cell phone based, real-time bus information system called Next Ride, which will provide the customer options, including calling security.

**Strategy 4b (medium term) - Continue to add shelters, benches and seats, landing pads and other amenities to transit stops as funds are available.** Service stop improvements are paid for with Federal Transit Administration dollars administered by a C-TRAN staff working group.

Projects are prioritized through the Bus Stop Improvement program. Improvements include concrete pads, shelters, lighting, benches or seats, schedule kiosks and garbage receptacles.

At many service stops, concrete pads are installed to provide solid launching and landing pads for riders stepping into or out of a bus's front or rear door.

Shelters are placed at service stops based on ridership, existing site conditions, pedestrian features, available public right-of-way, accessibility, safety and other considerations unique to a location. Shelters include a bench.

C-TRAN is installing solar lights at locations not adequately covered by street lamps or ambient light. In some cases, electric lighting is being connected as well. A portion of available Federal Transit Enhancement dollars will continue to be used for lighting at service stops, where needed.

Seats are placed at stops where there is no shelter or bench. More than 60 new "Simme Seats" have been procured with Transit Enhancement money and are being installed. Simme Seats are two-sided, metal seats that attach to the bus sign pole.

**Strategy 4c (long term) - Provide bus rapid transit or light-rail transit service to areas where the density and ridership will support it.** Bus rapid transit service on Fourth Plain Boulevard and light-rail transit service across the proposed Columbia River Crossing are included in the 20-year transit development plan. The plan outlines service expansions based on an increase in sales tax funding.

## CHALLENGE 5: COORDINATED TRANSPORTATION SERVICES

Coordinated transportation services works to maximize the efficient use of resources such as vehicles, personnel, and funding. It strives to reduce duplication of services and improve service quality. It can also lower the cost of providing transportation, therefore encouraging cost savings to increase service or simply reduce costs.

**Strategy 5a (short term) - Support and participate in the Accessible Transportation Coalitions Initiative two-day community planning session.** C-TRAN, Clark County, Human Services Council and Southwest Regional Transportation Council were partners in a securing a grant from Easter Seals Project Action to help form an accessible transportation coalition. This coalition will consist of about 25 community leaders with an interest in promoting transportation options for people with disabilities. The one-year process will kickoff with a two-day planning session in October. This event will focus on developing practical solutions to the challenges of providing coordinated, accessible transportation options identified in the Human Services Transportation Plan.

**Strategy 5b (short term) - Support Human Services Council efforts to fund a Mobility Manager who would coordinate transportation services for seniors.** Recognizing the value of having a person to focus on coordinating and developing transportation options for seniors, the Human Services Council has applied for a WSDOT grant to establish a Mobility Manager position. The Board of County Commissioners and community partners should continue to help secure grant funding for the position.

### Transportation/Mobility Internet Resources

**C-TRAN:**

[www.C-TRAN.com](http://www.C-TRAN.com)

**Human Services Council:**

[www.hsc-wa.org](http://www.hsc-wa.org)

**Agency Council on Coordinated Transportation:**

[www.wsdot.wa.gov/acct/](http://www.wsdot.wa.gov/acct/)

**National Center on Senior Transportation:**

[seniortransportation.easterseals.com](http://seniortransportation.easterseals.com)

**AARP CarFit Program:**

[www.car-fit.org](http://www.car-fit.org)

**AAA Roadwise Review:**

[www.aaapublicaffairs.com](http://www.aaapublicaffairs.com)

**National Highway Traffic Safety Administration -  
Drivewell Toolkit:**

[www.nhtsa.gov](http://www.nhtsa.gov)

**Complete Streets:**

[www.completestreets.org](http://www.completestreets.org)

**Noah Medical Transportation, Inc.:**

[www.noahmedicaltransportation.com](http://www.noahmedicaltransportation.com)

**Golden Chariot Specialty Transport Service:**

[www.goldenchariot.us](http://www.goldenchariot.us)