

Coordinated Public Transportation Plan

Lake County, Oregon

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Coordinated Public Transportation Plan

Lake County, Oregon

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ODOT Region 4
Lake County

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Section 1
Introduction

INTRODUCTION AND BACKGROUND

The Lake County Coordinated Public Transportation Plan documents the existing public transportation service within Lake County, discusses the identified public transportation needs for county residents, and identifies opportunities to address unmet needs and improve efficiency in the future. The overall goal of the Coordinated Plan seeks to improve mobility of all Lake County residents, focusing on the target populations, and assure that those who rely on public transportation have access to medical care, jobs, and other basic services to maintain quality of life.

The Federal Transit Administration (FTA) and the Oregon Department of Transportation (ODOT) require recipients of FTA Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) program funds and State Special Transportation Fund (STF) funds to engage in a coordinated planning process to broaden the dialogue and support coordination between public transportation and human services transportation agencies. The plan addresses the target populations which include older adults, people with disabilities, and people with low incomes.

Projects submitted for FTA and State funding must be included in the Coordinated Plan. The Coordinated Plan must be updated every five years.

TARGET POPULATION

The public transportation provided within Lake County is available to all residents. A particular emphasis is given to ensure that service is available to target populations who are most likely to require transportation support and may be transit dependent. These populations include older adults, people with disabilities, and people with low incomes. A brief description of each population group within Lake County is included in the following subsections, using data from the 2014 American Community Survey. A more complete description of the Lake County demographics profile is provided in Section 2.

Elderly Population

Lake County residents are older and more likely to have a disability than the statewide average: 20% of the County population is age 65 or older, while 29% is age 60 or older. These age groups represent most residents using the available transportation programs. An additional 16% of the County population is aged 45–59 and will become more frequent users of the transportation programs in the County in future years.

Persons with Disabilities

Persons with disabilities are potential users of public transportation services. Approximately 21% of the population of Lake County is documented to have some type of disability.

Lower Income Individuals

Lake County's poverty rate is slightly higher than the state average, with 18% of the County living in poverty. The median household income in Lake County is about 70% of the median income in Oregon, and significant differences in income exist between different regions of the county.

PUBLIC INVOLVEMENT/OUTREACH

This Coordinated Plan was updated based on outreach and input from local transit providers, STF committees, stakeholders, and interested members of the public. Two public meetings were held on July 21, 2016 to discuss and identify existing service and key needs. Because of the size of Lake County, meetings were held in both Lakeview and Christmas Valley. At both meetings, providers, stakeholders and interested community members provided background on existing services, needs, challenges, coordination opportunities, and future visions for the public transportation system.

The consultant team, Kittelson and Associates, Inc., presented a summary of the project, an overview of existing service and demographics, and led a discussion to identify key needs. The key needs discussion focused on what was working in the present, existing and future needs, and the vision for the County's transit system. A draft of a technical memo that identifies existing conditions was shared at this meeting. The comments and suggestions from this meeting have been incorporated into this plan.

Notes from that meeting and a list of attendees is included in Appendix A.

Section 2 Demographics

DEMOGRAPHICS

This section provides an overview of Lake County’s demographics, drawing from the 2010 U.S. Census, the American Community Survey (ACS) 5-year estimates for 2010–2014, and other sources. It should be noted that population values reported by the ACS are estimates and can be subject to very large margins of error (i.e., the range in which it is 90% likely the true population value lies) when the size of the population is very small. For example, the 2014 population of Lakeview is estimated to be 2,796 ±108 people, while the 2014 population of New Pine Creek is estimated to be 108 ±112 people. The Census Bureau may also not report values or round them to zero when the values are very low. Nevertheless, the ACS data are valuable for identifying concentrations of populations of interest in geographic areas smaller than the county level.

SUMMARY

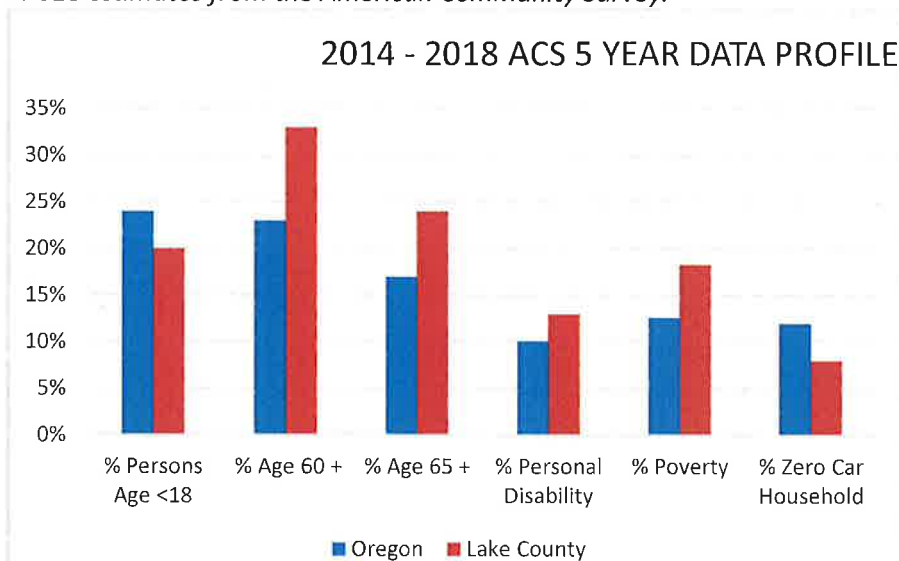
Table 1 and Figure 1 summarizes potentially transit dependent groups within Lake County, including children and youth (persons under 18 years old), older adults (persons over 60 and 65 years old), persons with disabilities, persons in poverty, and zero-car households, based on 2019 US Census Population Estimates, and 2018 ACS estimates otherwise.

Table 1. Lake County Population Characteristics (2018)

Location	Total Population	% Persons Age <18	% Age 60 +	% Age 65 +	% Personal Disability	% Poverty	% Zero Car Household
Oregon	4,081,943	24%	23%	17%	10.1%	12.6%	12%
Lake County	7,843	20%	33%	24%	13%	18.3%	8%

Source: U.S. Census Bureau.

*2018 estimates from the American Community Survey.



Source: U.S. Census Bureau (2010 census).

Figure 1. Lake County Population Characteristics (2010)

The table and figure show that Lake County residents tend to be older and more likely to have a disability than the statewide average. They are slightly more likely to live in poverty than the statewide average, but less likely to live in a zero-car household. According to U.S. Department of Labor data for December 2015, 9.4% of Lake County’s workforce was unemployed, compared to a statewide rate of 5.2%.

GENERAL POPULATION

Lake County is located in south-central Oregon. It covers an area of 8,358 square miles (slightly smaller than the state of New Jersey) and had an estimated population of 7,854 persons in 2014, giving it an average population density of less than one person per square mile. The County’s population grew by 6% between 2000 and 2010, but is estimated to have shrunk slightly (-0.7%) between 2010 and 2014. The Oregon Office of Economic Analysis projects that the County’s population will remain at or slightly above 2010 levels through the year 2035, as shown in Table 2.

Table 2. Lake County Population Trends

Year	Lake County Total
2000	7,422
2010	7,895
2014	7,854
2020	7,936
2025	7,948
2030	7,931
2035	7,893

Note: 2014 population is an estimate. 2020–2035 populations are projections.

Sources: U.S. Census Bureau, Oregon Office of Economic Analysis.

According to the 2010–2014 ACS, 36% of the County’s population lives in the county seat, Lakeview, and another 33% lives in the vicinity of Lakeview, including Westside and New Pine Creek. The next-largest concentration of population is the Christmas Valley–Fort Rock area, with 20% of the County’s population. The City of Paisley accounts for 3% of the County’s population, while the remaining 8% lives in rural areas and small communities of less than 100 people, such as Silver Lake, Summer Lake, and Plush. Table 3 provides 2014 population estimates by community and region.

Table 2. depicts population by census block in Lake County, based on 2010 Census data. The concentrations of population around Lakeview and Christmas Valley can be seen clearly.

Table 3. Lake County Population by Location (2014 Estimates)

Location	Population	Percent of Lake County Total
Lakeview CCD	5,395	69%
Lakeview	2,796	36%
New Pine Creek	108	1%
Other, including Westside	2,491	32%
Warner Valley CCD	258	3%
Plush	43	<1%
Other, including Adel	215	3%
Summer Lake CCD	540	7%
Paisley	254	3%
Other, including Summer Lake	286	4%
Silver Lake–Fort Rock CCD	1,661	21%
Zip code 97641 (Christmas Valley)	1,073	14%
Zip code 97735 (Fort Rock)	163	2%
Silver Lake	50	<1%
Other	375	5%

Source: U.S. Census Bureau (American Community Survey)

Note: CCD = Census County Division.

ELDERLY POPULATION

Older persons may be less able or willing to drive themselves long distances. Table 4 provides Lake County’s population by age group, for adults 45 years of age and older. Of the total County population, 36% is age 65 or older, while 21% is age 60 or older. These age groups represent the majority of residents using the available transportation programs. An additional 25% of the County population is aged 45–59 and will become more frequent users of the transportation programs in the County in future years.

Table 4. Lake County Population by Age Group (2018 Estimates)

Population	Total	Age 45-54	Age 55-59	Age 65-74	Age 65-74	Age 85+
Lake County	3,228	19.95	21.09	36	16.63	6.03
Oregon	122,6361	21.76	22.57	33.59	15.27	6.78

Source: U.S. Census Bureau (American Community Survey).

Figure 3 shows elderly population as a percentage of the total population by census block, using data from the 2010 census. In many places, including Lakeview and vicinity, the Warner Valley, Summer Lake, and northern Lake County, adults 65 and older make up more than 20% of the population.

Figure 2. Elderly Population Density

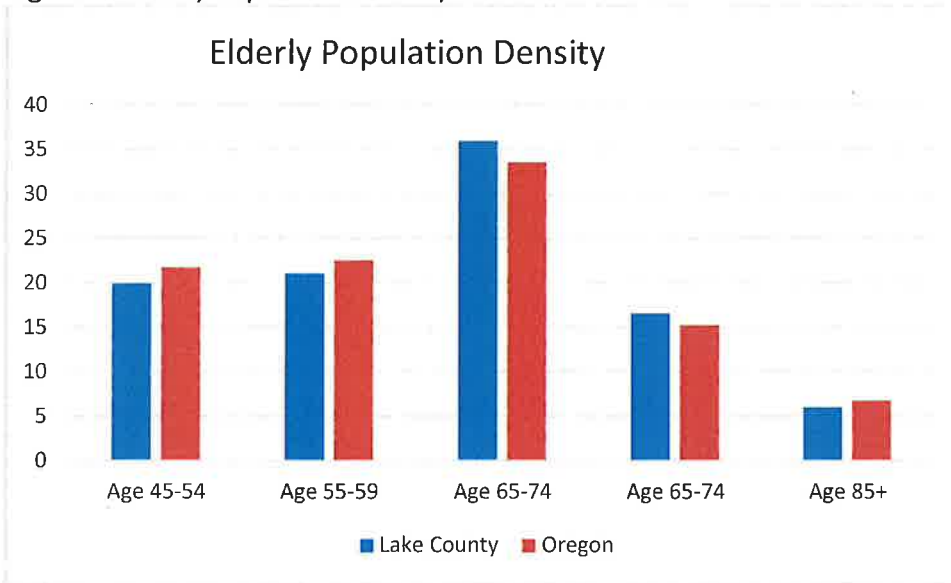


Table 5 provides a more detailed breakdown of the County population aged 60 and over and 65 and over, by location. Comparing the percentages in this table with those in Table 3, it can be seen that the percentage of older adults in different parts of the County generally matches the share of the total County population in those locations. Christmas Valley has a slightly larger share of older adults (16–17%, compared to 14% of the total County population), while the area around Lakeview has a slightly smaller share of older adults (65–66%, compared to 69% of the total County population).

Table 5. Older Adult Population in Lake County by Location (2014 Estimates)

Location	Population 60+	Percent of County 60+ Population	Population 65+	Percent of County 65+ Population
Lake County	2,343	100%	1,676	100%
Lakeview CCD	1,532	65%	1,111	66%
Lakeview	675	29%	479	29%
New Pine Creek	42*	2%	42	3%
Other, including Westside	815	34%	590	34%
Warner Valley CCD	71	3%	57	3%
Plush	17	1%	13	<1%
Other, including Adel	58	2%	44	3%
Summer Lake CCD	190	8%	122	7%
Paisley	112	5%	85	5%
Other, including Summer Lake	78	3%	37	2%
Silver Lake–Fort Rock CCD	550	24%	386	23%
Zip code 97641 (Christmas Valley)	371	16%	292	17%
Zip code 97735 (Fort Rock)	41	2%	35	2%
Silver Lake	7	<1%	3	<1%
Other	131	6%	56	3%

Source: U.S. Census Bureau (American Community Survey).

Notes: CCD = Census County Division.

Percentages may not sum to 100% due to rounding.

*Population value of the 60–64 age group rounded to zero by the Census Bureau.

The Oregon Office of Economic Analysis projects that persons 65 or older will account for 26% of the County's population in 2035, compared to 22% in 2014, while persons 60 or older will account for 32% of the County's population, compared to 31% in 2014.

PERSONS WITH DISABILITIES

There are several definitions of what constitutes a “disability.” Statistics cited here use the Census Bureau of a disability: “A long-lasting physical, mental, or emotional condition. This condition can make it difficult for a person to do activities such as walking, climbing stairs, dressing, bathing, learning, or remembering. This condition can also impede a person from being able to go outside the home alone or to work at a job or business.” As a result, persons with disabilities are potential users of public transportation services.

Table 6 lists the estimated number of persons in 2014 with a disability by location in Lake County and also compares the numbers to the state of Oregon as a whole. For each location, both the percentage of the population in that location with a disability is listed, along with the location's share of the total County population with a disability.

Table 6. Persons with Disabilities in Lake County by Location (2014 Estimates)

Location	Population with Disability	Percent of Population in Location with Disability*	Percent of County Population with Disability*
Oregon	548,143	14%	--
Lake County	1,549	21%	100%
Lakeview CCD	895	18%	58%
Lakeview	424	15%	27%
New Pine Creek	47	44%	3%
Other, including Westside	444	21%	29%
Warner Valley CCD	35	14%	2%
Plush	12	28%	1%
Other, including Adel	23	11%	1%
Summer Lake CCD	97	18%	6%
Paisley	66	26%	4%
Other, including Summer Lake	31	11%	2%
Silver Lake–Fort Rock CCD	522	31%	34%
Zip code 97641 (Christmas Valley)	406	38%	26%
Zip code 97735 (Fort Rock)	18	11%	1%
Silver Lake	8	16%	1%
Other	90	24%	6%

Source: U.S. Census Bureau (American Community Survey).

Notes: CCD = Census County Division

Percentages may not sum to 100% due to rounding.

*Percent of civilian noninstitutionalized population.

It can be seen from Table 6 that a significantly greater proportion of Lake County's population (roughly one in five persons overall) has a disability, compared to Oregon as a whole (one in seven persons). The northern portion of Lake County has a high proportion of persons with disabilities, relative to its share of the County population. Northern Lake County accounts for 21% of the total County population, but 34% of the population with a disability; in particular, Christmas Valley accounts for 14% of the total County population, but 26% of the population with a disability. The area around Lakeview has the greatest numbers of persons with disabilities, owing to the concentration of population in that area, but a smaller percentage of the population has a disability, relative to the County as a whole. The Census estimate for New Pine Creek shows a high percentage of the population with a disability, but this may be a result of the small population sample used to generate the estimate.

VETERAN POPULATION

As of 2018, 831 veterans lived in Lake County. This number is expected to decline to 587 by 2035.

LOWER INCOME INDIVIDUALS

The cost of transportation, particularly over the long distances involved with travel within and from Lake County, can be a barrier to personal mobility. There a variety of ways to describe “low income.” The definition of “poverty” used by the Census Bureau originates with U.S. Department of Agriculture food budgets for economically distressed families that were developed in the 1960s, along with the percentage of income families spent on food, and are annually adjusted for inflation. If a household’s total income is less than the Census Bureau’s poverty threshold (determined by the total number of persons in the household and the total number of children), then all persons in the household are considered to be living in poverty. The measure “is intended for use as a statistical yardstick and is not a complete description of what people and families need to live.” The poverty threshold in 2018 for a household consisting of one person was \$12,071. As a rough rule of thumb, the poverty threshold increases by approximately \$4,000 for each additional person in the household.

According to Data USA, 20% of the population for whom poverty status is determined in Lake County, OR (1.45k out of 7.24k people) live below the poverty line, a number that is higher than the national average of 13.1%. The largest demographic living in poverty are Males < 5, followed by Males 18 - 24 and then Females 55 - 64. 20% of the population for whom poverty status is determined in Lake County, OR (1.45k out of 7.24k people) live below the poverty line, a number that is higher than the national average of 13.1%. The largest demographic living in poverty are Males < 5, followed by Males 18 - 24 and then Females 55 - 64.

Table 7 shows the percentage of persons living in poverty for different locations around Lake County, as well as each location’s share of the total number of persons living in poverty in the County.

Table 7. Persons Living in Poverty in Lake County by Location (2014 Estimates)

Location	Population Living in Poverty	Percent of Population in Location Living in Poverty*	Percent of County Population Living in Poverty*
Oregon	548,143	17%	--
Lake County	1,316	18%	100%
Lakeview CCD	880	18%	67%
Lakeview	452	17%	34%
New Pine Creek	44	41%	3%
Other, including Westside	384	18%	29%
Warner Valley CCD	25	10%	2%
Plush	2	5%	<1%
Other, including Adel	23	11%	2%
Summer Lake CCD	62	12%	5%
Paisley	25	10%	2%
Other, including Summer Lake	37	13%	3%
Silver Lake–Fort Rock CCD	349	21%	27%
Zip code 97641 (Christmas Valley)	189	18%	14%
Zip code 97735 (Fort Rock)	92	56%	7%
Silver Lake	5	10%	<1%
Other	63	17%	5%

Source: U.S. Census Bureau (American Community Survey).

Notes: CCD = Census County Division

Percentages may not sum to 100% due to rounding.

*Percentage of population for whom poverty status could be determined. Poverty status could not be determined by the Census Bureau for approximately 6% of the County population.

As can be seen in Table 7, Lake County's poverty rate is slightly higher than the state average. The zip code that includes Fort Rock has a higher percentage of persons living in poverty relative to its share of the County population, while the percentage of persons living in poverty in most other areas around the County is close to or slightly lower than those locations' share of the County population.

Table 8 lists median household income by location (i.e., the income level where 50% of households earn more than that level and 50% of households earn less than that income). Unlike other tables, median income for areas outside incorporated cities, census designated places, and selected zip codes cannot be readily determined.

Table 8. Median Household Income in Lake County by Location (2014 Estimates)

Location	Median Household Income
Oregon	\$50,521
Lake County	\$34,535
Lakeview CCD	\$39,633
Lakeview	\$38,067
New Pine Creek	\$47,688
Warner Valley CCD	\$22,425
Plush	\$49,167
Summer Lake CCD	\$35,750
Paisley	\$36,484
Silver Lake–Fort Rock CCD	\$23,969
Zip code 97641 (Christmas Valley)	\$24,263
Zip code 97735 (Fort Rock)	\$11,250
Silver Lake	\$53,693

Source: U.S. Census Bureau (American Community Survey).

Notes: CCD = Census County Division.

Figure 3 shows the distribution of annual household incomes in both Lake County and Oregon, which shows that 39% of Lake County households have annual incomes under \$25,000, compared to 24% for the state of Oregon as a whole.

Table 8 Table 8 shows that the median household income in Lake County is about 70% of the median income in Oregon. In the northern and eastern portions of Lake County, the median household income is less than half of the median income in Oregon, while the median household income in the zip code that includes Fort Rock falls below the poverty threshold for single-person households.

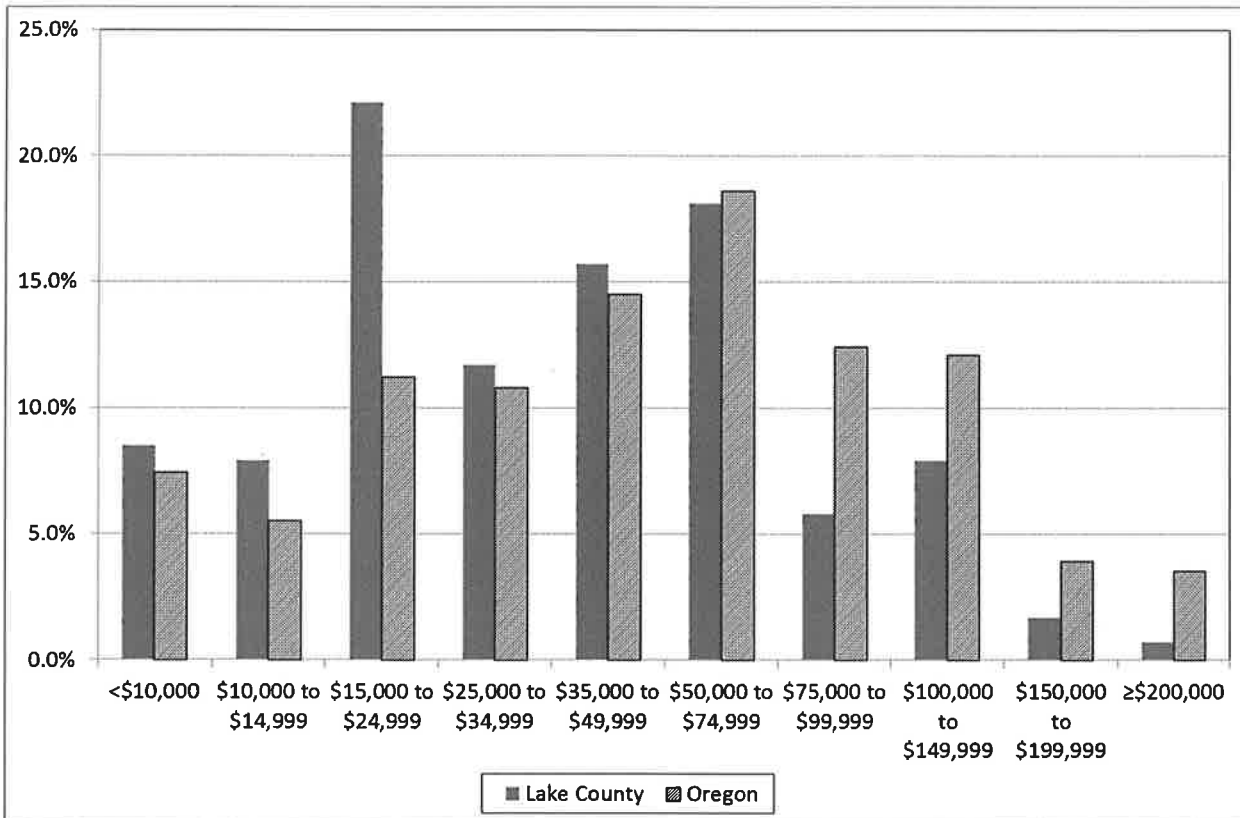


Figure 3. Household Annual Income in Lake County (2014 Estimates)

Source: U.S. Census Bureau (American Community Survey).

ACCESS TO PRIVATE TRANSPORTATION

Persons who do not have access to a private vehicle are potential customers of public transportation services. Table 9 lists the number of households without a car by location within Lake County, along with the percentage of households in a given location without a car and the percent of total households without a car in Lake County represented by the location.

Table 9. Zero-Car Households in Lake County by Location (2014 Estimates)

Location	Zero-Car Households	Percent of Households in Location with Zero Cars	Percent of County Households with Zero Cars
Oregon	121,982	8%	--
Lake County	194	5%	100%
Lakeview CCD	121	5%	62%
Lakeview	95	7%	49%
New Pine Creek	0*	0%	0%
Other, including Westside	26	3%	13%
Warner Valley CCD	0*	0%	0%
Plush	0*	0%	0%
Other, including Adel	0*	0%	0%
Summer Lake CCD	9	3%	5%
Paisley	4	3%	2%
Other, including Summer Lake	5	3%	3%
Silver Lake–Fort Rock CCD	64	8%	33%
Zip code 97641 (Christmas Valley)	64	12%	33%
Zip code 97735 (Fort Rock)	0*	0%	0%
Silver Lake	0*	0%	0%
Other	0*	0%	0%

Source: U.S. Census Bureau (American Community Survey).

Notes: CCD = Census County Division.

Percentages may not sum to 100% due to rounding.

*Value potentially rounded to zero by the Census Bureau.

Table 9 shows that households in Lake County are more likely than the state average to have at least one car available to them. About half of the households in the County without a car are in Lakeview, where it is easier to make short trips using other transportation modes. About a third of the households in the County without a car are in Christmas Valley. In contrast, in many parts of the County, all or nearly all households have a car, including northern Lake County outside Christmas Valley, and the Warner Valley.

Table 10 shows means of transportation to work by location in Lake County. In smaller communities, the small number of workers and the small sample size can result in some categories being rounded to zero and others being overrepresented. Nevertheless, some trends are clear. Public transportation is not used for day-to-day commuting in Lake County. Countywide, 12% of workers carpool to work; this value increases to 30% in Christmas Valley. Working at home (e.g., on a farm or ranch) is relatively common in the rural portions of the county, while walking to work is done by 6% of workers countywide, particularly in cities and smaller communities.

Table 10. Means of Transportation to Work in Lake County by Location (2014 Estimates)

Location	Drive Alone	Car-pool	Walk	Bike	Public Transit	Taxi, Motorcycle, Other	Work at Home
Lake County	69%	12%	6%	<1%	0%	1%	11%
Lakeview CCD	79%	10%	5%	<1%	0%	<1%	5%
Lakeview	77%	10%	7%	1%	0%	<1%	5%
New Pine Creek*	48%	52%	0%	0%	0%	0%	0%
Warner Valley CCD	21%	13%	3%	0%	0%	6%	58%
Plush*	44%	0%	7%	0%	0%	11%	37%
Summer Lake CCD	69%	3%	14%	2%	0%	0%	12%
Paisley	74%	8%	17%	0%	0%	0%	10%
Silver Lake–Fort Rock CCD	49%	21%	8%	0%	0%	4%	18%
Zip code 97641 (Christmas Valley)	43%	30%	0%	0%	0%	7%	20%
Zip code 97735 (Fort Rock)*	83%	0%	0%	0%	0%	0%	17%
Silver Lake*	9%	0%	91%	0%	0%	0%	0%

Source: U.S. Census Bureau (American Community Survey).

Notes: CCD = Census County Division.

Percentages may not sum to 100% due to rounding.

*Values potentially rounded to zero by the Census Bureau.

According to the American Community Survey, 95.7% of workers living in Lake County also worked in Lake County. Of the remainder, 2.6% worked in another county in Oregon, while 1.7% worked in another state. The average travel time to work was 15 minutes.

Table 11 lists percentage of Lake County employment by industry. Agriculture and natural resource extraction accounts for about one-quarter of total employment in the County, with education, health care, and social assistance being the next-largest category.

Table 11. Employment by Industry in Lake County (2014 Estimates)

Industry	Percentage of Employment
Agriculture, ranching, hunting, fishing, mining	26%
Construction	6%
Manufacturing	6%
Wholesale trade	1%
Retail trade	8%
Transportation, warehousing, utilities	3%
Information	2%
Finance, insurance, real estate, rental and leasing	2%
Professional, management, administrative, and waste management services	7%
Education, health care, social assistance	18%
Arts, entertainment, recreation, accommodation, food services	8%
Other services, except public administration	3%
Public administration	10%

The top public and private employers in Lake County as of March 2016 are:

Public Employers

- US Forest Service
- School Districts
 - *District 7, North Lake, Paisley, Adel, Plush*
- Lake District Hospital
- BLM
- Warner Correctional Facility
- Lake County

Private Employers

- Pacific Pine
- Collins
- ZX Ranch (Simplot)
- Cornerstone
- Safeway

Section 3
Existing Transportation Services and Resources

EXISTING TRANSPORTATION SERVICES AND RESOURCES

Existing public transportation service in Lake County is administered by two local special transportation fund (STF) and statewide improvement transportation fund (STIF) providers:

- Lake County Senior Citizens Association (LCSCA), and
- Paisley Inner Court Family Center (ICFC),

The Lake County Senior Citizens Association are based in Lakeview. The Paisley ICFC is based in the City of Paisley. The services are individually operated.

Lake County has no fixed route public transit service, though some service providers do provide regular trips to other communities. Rides are provided through demand-responsive (e.g., curb-to-curb trips scheduled by advance reservation) and dial-a-ride shuttle service for seniors, people with disabilities, and the general public through local STF/STIF providers.

The following provides an overview of the services provided by each organization.

LAKE COUNTY SENIOR CITIZENS ASSOCIATION

The Lake County Senior Citizens Association (LCSCA) provides public transportation to anyone in Lake County, with a focus on seniors and those with medical needs. LCSCA provides scheduled trips, including regular service to Klamath Falls, Medford, Alturas, and Bend. These trips are used by patrons to attend medical appointments and gain access to general services, such as shopping and other retail needs.

Most trips provided by LCSCA are demand-responsive.

Medical trips are most often provided to facilities in Bend or La Pine. Coordinated trips serving multiple riders are provided as often as possible. The trips are advertised in the newspaper and on the radio.

LCSCA operates from 6:00 am to 6:00 pm Monday through Friday, with exceptions made for some special events and prearranged medical situations.

Geographic Service Area

LCSCA travels mostly within Lake County. Trips are provided external to the County to destinations including Klamath Falls, Medford, Alturas, and Bend. Trips outside the County are most often provided to provide access to shopping, hospitals, and medical services that are not available within the County.

Ridership History

LCSCA provides an average of 35 trips per week. Of those, 1 to 2 are typically regularly scheduled trips. The rest are provided via the demand responsive system.

On a monthly basis, LCSCA generally provides the following:

- ~410-420 trips
- ~85-95 seniors/disabled served
- ~1800 driver hours
- ~15,00-20,000 miles driven

Drivers and Vehicles

As of September 2020, LCSCA has 6 drivers, most of whom are stationed in Lakeview. One is stationed in North Lake County. LCSCA currently has three buses and four vans in Lakeview, with a van and bus located at the Christmas Valley Bus Barn.

Table 12. LCSCA Vehicle Fleet

Vehicle (make/model)	Year	Total Seats	Lift equipped	Condition
Ford E-350	2006	10	Yes	Fair
Ford Norcal Transit Van	2015	5	Yes	Good
Ford Norcal Transit Van	2015	5	Yes	Good
Ford Econoline E-350	2014	15	Yes	Good
Dodge Amerivan/PT Grand Caravan	2016	6	Yes	Good
Dodge Amerivan/PT Grand Caravan	2016	6	Yes	Good
Ford EC3	2019	14	Yes	Excellent

Fares

Scheduled trips have the following recommended fare donation:

- Trip to Klamath Falls - \$20
- Trip to Bend - \$30
- Trip to Alturas - \$10

Medical trips do not have established fares, although donations are suggested and collected via a collection can within the vehicle.

PAISLEY INNER COURT FAMILY CENTER

Paisley Inner Court Family Center (ICFC) provides demand responsive transportation out of Paisley. Service is provided to the broad population with focus given to seniors, veterans, low-income and those seeking medical services. Persons wanting transportation from ICFC must call three days in advance, and

trips are then advertised at Post Offices. ICFC typically provides three trips per day to Bend for medical service.

ICFC does not have regular service hours. Trips are provided as requested.

Geographic Service Area

Paisley ICFC serves the Paisley area and North Lake County. In addition to travel within Lake County, common destinations include Bend, Redmond, Klamath Falls, La Pine, and Portland. ICFC coordinates trips as much as possible to provide rides for multiple riders within the same trip. Scheduled trips are provided to Bend and Klamath Falls.

Ridership History

Table 5 provides the most recent ridership information available.

Table 13. ICFC Ridership Data

Quarter	Number of rides	Driving Hours	Mileage
Oct – Dec 2019	1182	572	12,488
Jan – March 2020	1343	259	14,476
April – June 2020	673	331	10,034

Drivers and Vehicles

Paisley ICFC transportation is run entirely by volunteer drivers. As of September 2020, 10 individuals were operating in this capacity. Drivers use their own private vehicles to provide trips and are reimbursed based on miles driven.

Fares

No fares are charged for ICFC's services.

Section 4
Identification of Unmet Transportation Needs

IDENTIFICATION OF UNMET TRANSPORTATION NEEDS

This section identifies public transportation needs in Lake County based on feedback from transit providers, local community members and organizations, and comments received at stakeholder meetings conducted as part of this plan update. The needs are listed in no particular order and without regard to feasibility or available resources.

- **Coordinated dispatch center:** The public transportation providers in Lake County currently developing a shared dispatch system.
- **Urgent care trips:** North Lake County (Paisley, Silver Lake, Summer Lake, Christmas Valley, etc.) is served by a volunteer ambulance service operated by volunteer drivers. One ambulance is available to provide emergency trips, most often to the Bend area. Users in the area have begun using this emergency service for medical and transportation services that are not consistent with the intent of an ambulance. As a result, the area is often left without an ambulance that is available for emergency calls.
- **Transportation service during evenings and weekends:** Public transportation providers currently operate generally during the day on weekdays. Little to no service is available during the evening and weekends. Some providers accommodate riders as they are able during off peak times.
- **Maintain existing vehicle fleet:** Public transportation providers maintain a wide range of vehicles within their respective fleets. Maintaining these vehicles through regular maintenance and/or vehicle replacement is critical to the ongoing service each provides.
- **Vehicle fleet that meets rider demands:** Lake County public transportation services provide rides to a wide range of users. These users all have varying needs and accommodations that providers need to serve. This requires a wide range of vehicles with, at times, specific equipment to serve some riders. The County has a specific need for a vehicle that could also be used for non-emergency urgent care trips and provide service to veterans with medical needs.
- **Connections with other transit agencies outside Lake County:** Many users of public transportation have destinations or origins outside the County. To fulfill the needs of users throughout their entire trips, coordination is needed with transit providers outside the County. Providing such coordination will help users facilitate connections to other transit services, such as Amtrak or Greyhound bus service.
- **Paid drivers:** The availability of drivers is critical to providing a functional public transportation system. Much of the transit service provided in Lake County is provided by volunteer drivers with little compensation for an individual's time. Providing drivers additional compensation may help recruit and retain qualified drivers.
- **Education and awareness of public transportation options:** Those who need transportation services, such as lower income populations, may not be aware of the ability to ride. Promoting these services broadly may improve knowledge of the available rides and increase ridership.

- **Overcome misconception services are for senior and disabled:** Some residents of Lake County believe existing transportation services are for seniors and disabled only. Additional outreach as to the availability of trips to all users may increase ridership.

Section 5
Recommended Improvements

RECOMMENDED IMPROVEMENTS

The maintenance and development of the public transportation system with Lake County is an ongoing effort that continues to grow and evolve to meet the needs of the users. Service provided by the public transportation providers within the county work to make transportation available to as many users as possible. The following recommended improvements are intended to enhance the existing service to provide more streamlined operations for the users and providers.

- **Maintain support of all existing services:** The existing services provided to users of the public transportation system within Lake County should be maintained. This includes:
 - Operating hours
 - Number of available vehicles
 - Maintenance of vehicles
 - Replacement of vehicles
 - Operating funds
 - Promotion funds to advertise and expand services
- **Expansion of existing services:** The need for public transportation within Lake County is expected to increase as the target populations grow. To meet these growing demands, the transit system within the County should work to expand in one or more of the following ways:
 - Additional operation days (weekends, holidays, etc.)
 - Expanded operating hours
 - More regularly scheduled trips
 - Additional vehicles
 - Expanded vehicle capabilities (medical transport equipment, etc.)
 - Expand service and outreach to target users groups
- **Improved access to medical services:** Many trips made outside the county via public transportation are for the purpose of access to medical providers or services that are not available within the county. Regular, predictable access to such services is critical to the local residents. This service could be provided many ways, including but not limited to:
 - **Regular trips to medical offices or facilities.** These trips could be provided via scheduled trips that occur at the same time weekly or monthly. Such regularity would assist users with scheduling appointments and or procedures.
 - **Coordination with local hospitals and medical providers who refer patients for out of county care and often provide medical transport for patients into or out of the county.**

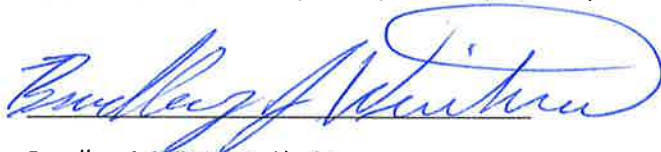
- Opportunities for shared resources, vehicles (including non-emergency medical transport vehicles), and/or trip sharing may be available.
- **Reduce reliance on local ambulance service for non-emergency medical transport.** This could be achieved through education of users, development and enforcement of ambulance use protocols, or working with patients to manage chronic conditions on a regular basis to limit the occurrence of acute medical events.
 - **Improved coordination among transit providers:** As of 2016, transit service is available to residents of Lake County via three transit providers. Providing coordination amongst these services to limit the overlap of service and expand available routes to users would be a benefit. Coordination could occur in many ways, including but not limited to:
 - **A single phone number for potential riders that would direct users to all available providers and services.** The intent of this number is to ensure potential riders are aware of and have access to all services that exist.
 - **A single dispatch center for North Lake County services and a single dispatch center for South Lake County services.** Separate north and south county centers are critical given the size of the county and the need for local knowledge (i.e., what roads are accessible, etc.) to properly schedule trips. The availability of these centers would provide:
 - The ability to better link trips and serve more users with scheduled trips
 - A more seamless access to available services for the user
 - **Improved service to veterans.** The veteran population is a demographic often served by public transportation. Maintaining and expanding service to this user group is a priority for the county. Coordination with veteran advocates and medical facilities in White City, Portland, Bend, and Klamath Falls and other health care providers should occur.
 - **Improve access to Klamath Falls and intercity transit services available in the community.** These include but are not limited to:
 - Greyhound
 - Amtrak station
 - Southwest Point
 - **Coordinate with the Warner Creek Correctional Facility on inmate, visitor, and employee transportation needs.** This includes but is not limited to:
 - Inmate release
 - Access to the correctional facility for visitors
 - Employee travel (commuting and/or work related)

RECOMMENDED PERFORMANCE MEASURES

The following performance measures are intended to provide Lake County transit providers with metrics by which to evaluate service provided against. These performance measures should be evaluated on a yearly basis and compared against prior performances.

- **Trips not served** (trips denied [not scheduled due to driver/vehicle constraints], cancelled by the provider [e.g., driver is sick and no replacement available], or missed [pickup more than 1 hour late]) – a trend of increasing trips not served indicates that demand is outstripping the ability of providers to serve them
- **No-shows/late cancels** – an indicator of productivity/resource loss due to passenger actions (i.e., there's a financial cost involved with sending a driver & vehicle out to pick up someone who has decided not to travel and an opportunity cost in that someone else could have been served instead at that time)
- **Average passengers per trip** – an indicator of how efficiently drivers and vehicles are used
- **On-time percentage** – number of persons picked up within the scheduled pick-up window, number of persons delivered to time-sensitive appointments (e.g., medical) by the scheduled time – a passenger quality of service indicator
- **Number of passengers served per month/year**
- **Number of unique persons served per month/year** – an indicator of how broadly a service is used. If the number of unique persons served is low relative to the number of trips taken, it can also suggest an opportunity for developing and publicizing regularly scheduled trips
- **Average cost per trip** (provider's annual operating cost divided by annual number of passengers)

Approved this 16th day of September, 2020 by the Lake County Board of Commissioners,



Bradley J. Winters, Chair



James Williams, Vice-Chair



Mark Albertson, Commissioner