

NORTH MONTHLY COMPARISON

Stops	Sept	Oct	Nov	Dec	Jan	Feb
Grocery Outlet	33	38	41	38	45	55
Florence Food Share	2	16	14	18	9	10
Coast Village	3	6	5	6	0	8
Human Resources	6	1	1	0	0	0
Florentine Gate	1	5	3	2	1	0
Bi-Mart	20	34	17	11	18	15
Fred Meyer	103	104	79	93	113	81
Dunes Apts.	12	8	3	3	3	4
Comm. College	21	21	13	12	22	12
High School	8	14	3	18	33	26
Oak Terrace	28	38	23	28	20	15
Primary School	1	2	1	0	0	2
Elementary School	2	6	3	2	2	2
Miller Park	13	16	13	7	9	3
Other Stops*	32	23	6	40	38	43
Total	253	309	219	238	275	276

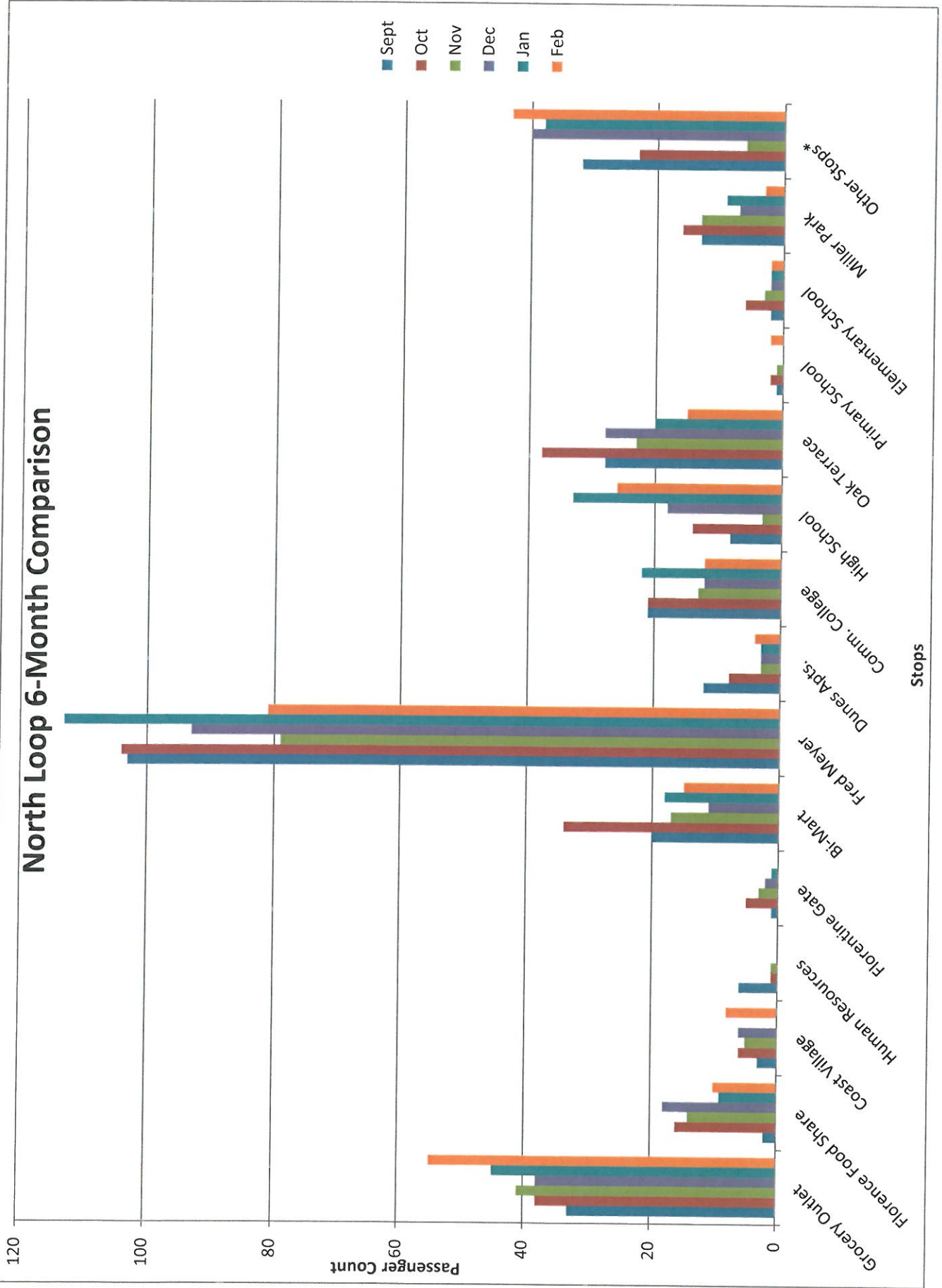
*Note: Prior to February 2014, "Other Stops" referred to the total "Other Stops" on the North AND South Loop.

SOUTH MONTHLY COMPARISON

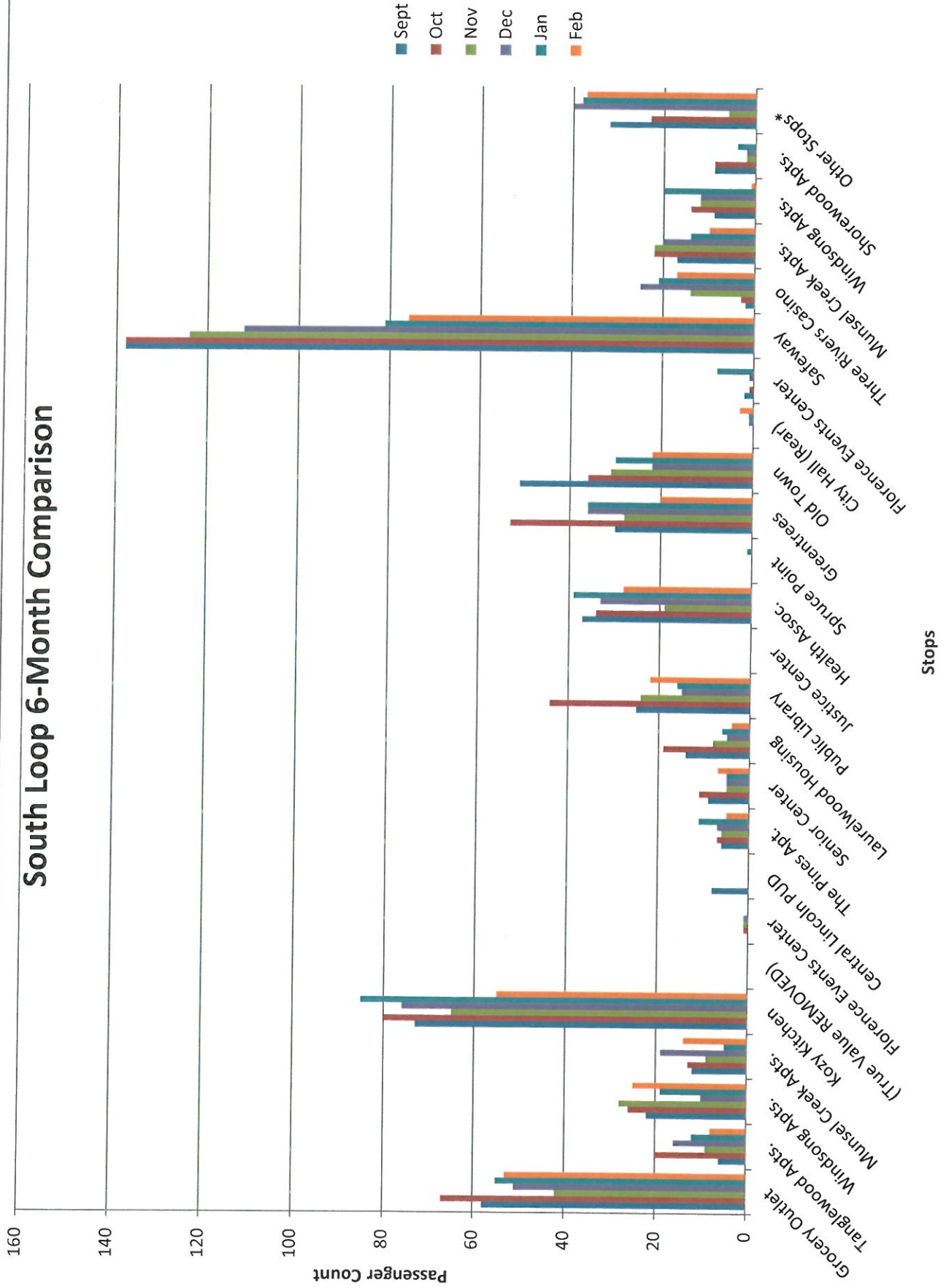
Stops	Sept	Oct	Nov	Dec	Jan	Feb
Grocery Outlet	58	67	42	51	55	53
Tanglewood Apts.	6	20	9	16	12	8
Windsong Apts.	22	26	28	10	19	25
Munsel Creek Apts.	12	13	9	19	5	14
Kozy Kitchen	73	80	65	76	85	55
(True Value REMOVED)	0	0	0	0	0	0
Florence Events Center	0	1	1	1	0	0
Central Lincoln PUD	8	0	0	0	0	0
The Pines Apt.	6	7	6	7	11	5
Senior Center	9	11	5	5	5	7
Laurelwood Housing	14	19	8	5	6	4
Public Library	25	44	24	15	16	22
Justice Center	0	0	0	0	0	0
Health Assoc.	37	34	19	33	39	28
Spruce Point	0	0	0	0	1	0
Greentrees	30	53	28	36	36	20
Old Town	51	36	31	22	30	22
City Hall (Rear)	0	0	0	1	1	3
Florence Events Center	2	1	0	1	8	0
Safeway	138	138	124	112	81	76
Three Rivers Casino	2	3	14	25	21	17
Munsel Creek Apts.	17	22	22	20	14	10
Windsong Apts.	9	14	12	12	20	1
Shorewood Apts.	9	9	2	2	4	0
Other Stops*	32	23	6	40	38	37
South Route Total (w/ Other Stops pre-Feb.)	560	621	455	509	507	407
North Route Total	253	309	219	238	275	276
Companion Ridership	69	64	59	17	31	0
Rhody Express Total Ridership	882	994	733	764	813	683
ADA RideSource Ridership	79	75	73	75	73	72
Monthly Total All Ridership	961	1069	806	839	886	755

*Note: Prior to February 2014, "Other Stops" referred to the total "Other Stops" on the North AND South Loop.

North Loop 6-Month Comparison



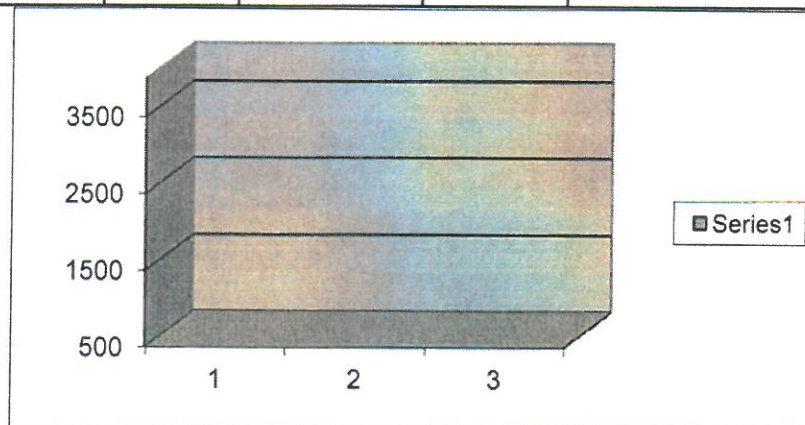
South Loop 6-Month Comparison



Rhody Express FY 2013/14

Month	Elderly	Disabled	General	Companion	Mo.Total	
						Qtr.Total to Date
1st.Qtr.						
July	325	158	325	57	865	
August	403	172	255	79	909	
September	386	171	256	69	882	
Total						2656
2nd Qtr.						
October	405	197	328	64	994	
November	337	129	208	59	733	
December	251	124	372	17	764	2491
Total						
3rd Qtr.						
January	292	116	374	31	813	
February	236	48	399	0	683	
March						
Total						
4th Qtr.						
April						
May						
June						
Total						
Total to Date						

1 Elderly
2 Disabled
3 General Public



	Jul-13	Aug-13	Sep-13 1st Q	Oct-13	Nov-13	Dec-13 2nd Q	Jan-14	Feb-14	Mar-14
Florence ADA Trips	75	62	79	75	73	75	73	72	
COST	688.75	591.50	681.50	622.25	623.25	737.50	614.00	662.25	
Average Cost	\$9.18	\$9.54	\$8.63	\$8.30	\$8.54	\$9.83	\$8.41	\$9.20	#DIV/0!
			216				223		
			1,961.75			1,983.00			
			\$9.08			\$8.89			



LTAP news

ADA Sidewalk Transition Planning for Small Agencies, Pasco Washington Experience

Reprinted from the *APWA Reporter* with permission

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Introduction:



There is an old saying: "At some point you need to shoot the engineer and build the thing." Engineers have never been quite comfortable with the literal interpretation of this saying and would prefer "Done is better than perfect". This is particularly true of meeting the Federal mandate that requires all public agencies with 50 or more employees to prepare an ADA Transition Plan. It is no wonder why many, many small cities have not followed through with this

requirement when you talk to City staff. What we hear is that they don't see this as a priority for the community, they don't have funding for ADA upgrades to the sidewalks and if you read the Title II of the ADA, the process of preparing an ADA Transition Plan

is quite involved and expensive to prepare. Based on our experience in Pasco and Vancouver, Washington and discussions with many professional that work on ADA issues, we know that many, many agencies are not following through at significant risk of a significant financial judgment from the Department of Justice (DOJ). Especially for small agencies, these reasons should not prevent agencies from doing the right thing and minimizing the risk of a DOJ judgment.

Based on the work preparing the ADA transition plan in Pasco, we have developed a streamline process that meets the needs, fulfills the intent of Title II and can be completed at a modest cost.

ADA Transition Plan can include a long list of city service. Our work only focused on an ADA Transition Plan for Sidewalks. ADA Sidewalk Transition Plans for small agencies are best done by first establishing priorities, then inventory the missing/ substandard ramps of high priority locations and then set a schedule based on available funding. But before we get into the streamline process, let's discuss reasons why agencies don't take actions:

This is not a priority to the community.

Most people support making sidewalk accessible but not spending a large amount of limited capital to bring their facilities up to standards. Many people tell us that they don't see the need. There are not that many disabled citizens walking the streets.

- A. Most people will be disabled at some point in life. You may not be disabled for the rest of your life but your mobility will be limited with knee, back or hip problems to name just a few.
- B. If people spend any time at medical offices, offices that provide services for the disabled or the other important destinations for the disabled such as transit stations, they would see plenty of disabled citizens.



Temporarily disabled citizens need ADA compliant ramps.

C. If most people spent any time in a wheelchair they would see the need. So we set up a tour of good and bad ramps in wheelchairs for the Mayor, Assistant City Manager and the City Engineer. It was clear by the end of the ride the value of a curb ramp built to current standards.

D. At every opportunity we made the point that well designed, constructed and maintained sidewalks and ramps are useful to a wide range of citizens. From parents with strollers to kids on bikes, ramps make sidewalks more accessible to many more than wheel chair users.

No funding available for ADA upgrades.

DOJ doesn't accept this as an excuse. In past judgments, they have required agencies to commit a large portion of their capital budget to implement a plan that attempts to catch up for past neglect. The City of Bend Oregon is a prime example. They are still struggling to meet the terms of the DOJ settlement. The good news is that like Pasco, you may find through the preparation of the plan, that many high priority locations are substantially complete. Pasco has only a modest budget toward implementing the plan but with upgrades



Disabled citizen in route to transit stop at community center



Wheelchair tour with Pasco Mayor and City Engineer getting firsthand experience with substandard ramps.



Parent with children taking advantage of roadway with curb ramps

by private development projects or through pavement overlay projects and grants you can still get a lot done.

In Pasco's case we used pedestrian collisions as criteria for ranking locations and this proved very useful at qualifying for a large safety grant for the highest priority locations.

The cost to prepare the plan is too expensive.

Through the process of developing the Pasco ADA Sidewalk Transition Plan, we found ways to streamline the process that keeps the cost of preparing the plan to a reasonable amount. Here is our recommendation on a process:

1. Form a committee as early as possible that includes members of the disabled community. Your dial-a-ride transit service is a great source of contacts as well as public service agencies such as Goodwill Industries. This committee will be small but it is key to demonstrating that your plan addresses the right issues. You will be lucky to get more than 3 to 6 individuals in a small to medium size town, so the cost of committee meetings will be modest. We found 3-4 meetings were enough to identify high priority areas or locations, discuss ranking criteria, and review staff recommendations. One aspect we found our committee very helpful with was discussing what sub-standard ramps should be replaced. The law states that if you touch a substandard ramp you replace it, but if you want to upgrade a street with a limited budget, it really helps to know that they did not expect us to replace a ramp that had a grade 1% too steep. So our plan discussed first replacing the worst ramps with our ADA ramp projects and getting the others as the opportunity presents itself, such as with an overlay.
2. Map out ranking criteria and don't get caught up in a numerical ranking process, keep it simply high, medium and low ranking. Generating a numerical score of locations does not improve the decision making and slows the process. The mapping can be done as simple as colored markers on a map to show hospitals, public services, and transit to name a few typical destinations. We found having a graphical representation helps the committee and staff see areas and streets with higher needs. Putting a dot at each pedestrian crash location over the last 5 years was particularly useful.

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3. Prepare the plan as though it was a five to ten year plan. We know that even with a robust budget, it will take small cities 10 to 50 years to completely upgrade the sidewalks. The reality is, no matter how complete the plan, it will need updating. Pasco's plan is proposed as a living document that assumes it will need updating in 5 years where we can celebrate our success and learn from our mistakes.
 4. Lastly don't get bogged down in the preparation of an inventory. Our recommendation is to only manually inventory the high priority locations for the following reasons:
 - A. The city-wide inventory requirement of the Self-evaluation is not useful if you have a very limited budget
 - B. In small cities it only takes a few minutes to get across town to check out a complaint.
 - C. In this age of Street view in Google Maps, and digital cameras on most cell phones, having a database of the accessibility barriers does not improve service to the citizens.

If you read Title II of the Americans with Disability Act, the process appears daunting. Going through a "Self-assessment" that includes an inventory of all city streets and preparing a plan that includes a schedule for upgrading all barriers to the disabled could take a lot of time and staff resources to prepare. If you look what other agencies have done, you can see examples of agencies putting out huge efforts to meet the intent of Title II. Bellevue Washington, through a demonstration grant, went through a very elaborate inventory process that was quite sophisticated and expensive. We recommend reversing this process of ranking the streets, then inventory the few streets that you are concerned with in the short term.

There are a few other things that should be included in a plan such as a "grievance process", establishing a go-to individual to follow through with the plan and a review of City policies and practices related to ADA standards. These are not that time consuming, not costly but very important. From our experience in Pasco, having the standard plan for sidewalk and ADA ramp construction up to date and having the ramps construction inspected correctly has a huge step in the right direction.

Arguments against this process:

Preparing this plan will not guarantee the agency will not be sued. But after discussing this with many professionals related to ADA transition planning, it vastly reduces the likelihood.

Having a plan does not guarantee action will be taken. It requires follow-through and one important aspect of the plan is establishing a go to person - ADA Transition Plan Manager. This doesn't have to be a new position but someone needs to be assigned responsibility to follow-through.

Doing a quick and dirty plan will have flaws. This is very likely but waiting for time and money to do a perfect plan that never gets done is worse. Remember "done is better than perfect".

Conclusion:

We don't recommend doing the plan to avoid a Department of Justice settlement, although this is a real risk to your community. We recommend doing an ADA Sidewalk Transportation Plan because it is the right thing to do to make your community a better place to live. Just don't neglect this requirement because it is too expensive because it does not have to be.



Wheelchair user in street due to non-compliant sidewalks



Bus Buddy Program

Rhody Express Bus Buddy Program

About the Bus Buddy Program

The Bus Buddy program is a free one-on-one training program for seniors or anyone needing assistance with learning to use the public bus system. It is a community program, with a partnership existing between the City of Florence, Lane Transit District (LTD), River Cities Taxi, and resident volunteers.

Why Be a Bus Buddy?

A Bus Buddy is part of a partnership committed to helping seniors and others establish and maintain an active, independent quality of life. Additionally, public transportation is an important part of any community. Keeping ridership growing and active is key to qualifying for the necessary grant funding to keep this vital service in Florence. Bus Buddies help reach Florence citizens who need public transportation the most.

Who Can Be a Bus Buddy?

As needed, the City of Florence solicits for and goes through a selection process for new Bus Buddy volunteers. Interested parties fill out a Bus Buddy volunteer application form. Background checks are performed by **River Cities Taxi program manager**.

Approved applicants are put on a list with LTD to receive a volunteer badge and are given an orientation. This orientation includes information about the program, how to track activity, and resources for assistance for various types of situations that may arise.

What You Do

Bus Buddies assist prospective riders by:

- Calling them to arrange a meeting time and location
- Explain the bus schedule and map
- Walk through bus boarding and exiting procedures
- Show how to pay the fare
- Explain the procedures for using the accessible features
- Discuss trip planning

Requirements and Expectations

Bus Buddy volunteers are required to complete training and orientation. Also volunteers must comply with the Bus Buddy program requirements and safety procedures and sign a liability release with the City of Florence.

What are Participants Responsible for?

- ❖ Participants are required to read, understand, and abide by the Safety Guidelines.
- ❖ Participants must abide by all related Rhody Express and municipal codes.
- ❖ Participants must notify the Bus Buddy Coordinator of any changes to their availability.
- ❖ Participants must keep track of the number of hours spent working on a monthly basis and report total hours to the Program Coordinator.

Hours are due by the 5th day of every month for the previous month's accumulated hours. Our office documents this information and tabulates total yearly hours, which helps our program in the following ways:

1. Accounts for total donated time to the program for annual reports.
2. Confirms the growth or decline in participation.
3. Helps our office provide participant recognition.
4. Provides for Workers Compensation coverage for volunteers.

All volunteers under the age of 18 must have adult supervision.

Rhody Express Bus Buddy Program

Bus Buddy Training and Orientation

- Once your application is approved, the Program Coordinator will train the participant to do the tasks for which you have volunteered.
- Volunteers are required to read, understand, and abide by the Safety Guidelines and must abide by all Rhody Express rules and municipal codes.
- Once you are trained, you will be considered an active volunteer.

Recognition

- An official Bus Buddy badge and bus pass.
- Rhody Express Operator, Program Coordinator or the City may promote Bus Buddy volunteer on Program Guides or materials.

How to Apply

1. Fill out the Bus Buddy Application.
2. Fill out the Volunteer Service Agreement and Release. Volunteers under 18 years of age must include a parent/guardian signature.
3. Fill out the Volunteer Code of Ethics form.
4. Fax, mail, email or hand-deliver the forms to:

Rhody Express Bus Buddy Program
Attn: Wendy FarleyCampbell, Program Coordinator
250 Hwy 101
Florence, OR 97439
Email: wendy.farleycampbell@ci.florence.or.us
Fax: (541) 997-4109

5. Program Coordinator will review your adoption proposal. You will be contacted upon approval to set up an appointment for a training and orientation session.
6. No later than 30 days before your volunteer term expires, participant must submit a Renewal or Cancellation form to the Program Coordinator to renew or discontinue their volunteer activities.

Rhody Express Bus Buddy Program

Bus Buddy - Volunteer Application

Contact Information

Name

Street Address

City ST ZIP Code

Home Phone

Work Phone

E-Mail Address

Availability

During which hours are you available for volunteer assignments?

Monday Tuesday Wednesday Thursday Friday

__ morning __ morning __ morning __ morning __ morning
__ afternoon __ afternoon __ afternoon __ afternoon __ afternoon

Bus Riding Experience

Please describe your experience using public transportation in general and the Rhody Express.

Special Skills or Qualifications

Summarize special skills and qualifications you have acquired from employment, previous volunteer work, or through other activities, including hobbies or sports.

Previous Volunteer Experience

Summarize your previous volunteer experience.

Person to Notify in Case of Emergency

Name

Street Address

City ST ZIP Code

Home Phone

Work Phone

E-Mail Address

Rhody Express Bus Buddy Program

Agreement and Signature

By submitting this application, I affirm that the facts set forth in it are true and complete. I understand that if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in my immediate dismissal.

Name (printed)

Signature

Date

Our Policy

It is the policy of this organization to provide equal opportunities without regard to race, color, religion, national origin, gender, sexual preference, age, or disability.

Thank you for completing this application form and for your interest in volunteering with us.

Terms and Conditions

1. Subject to City's right to terminate, this agreement shall be in effect for one year beginning _____.
2. Conditions:
 - a. The participant shall report all hours volunteered.
 - b. Each individual must sign the City of Florence standard Volunteer Service Agreement, Florence Volunteer Code of Ethics Agreement and attend an annual training session with the Program Coordinator.
 - c. The City of Florence may photograph or videotape the events or activity in which the participant is participating for the purpose of promoting the City of Florence and its services/programs, with the following understanding that no compensation of any kind will be paid to the participant.
 - d. The participant will comply with all terms and conditions set forth in the Bus Buddy Training and this Agreement, as they may be amended from time to time, as well as any additional rules or directives of the City of Florence, Rhody Express or Lane transit District.
 - e. The participant shall follow all safety guidelines, Rhody Express rules and applicable municipal code.
3. Access: Volunteers are allowed access to City property for the purpose of carrying out the terms of this agreement.

The City of Florence reserves the right to terminate this agreement at any time.

BUS BUDDY PARTICIPANT

CITY OF FLORENCE

Signature

Signature of Program Coordinator

For Office Use Only

Approved / Denied Date: _____ Training Date: _____ Date Started: _____

If denied, write reason for denial on back of form

Rhody Express Bus Buddy Program

Volunteer Services Agreement and Release

This Form Must Be Signed By Bus Buddy Volunteer, and the Parent Or Guardian Of Any Volunteer Under the Age of 18 Years.

Personal Contact Information:

Name: _____

Mailing Address: _____ City: _____ State: ___ Zip: _____

Phone: _____ Email: _____

Assumption of Risk

I am aware that engaging in the Bus Buddy Program activity may involve certain risks, dangers, and hazards. I agree to follow all safety guidelines while participating to minimize any such risks. If I am unclear about how to perform a particular activity or how to perform a particular activity safely, I agree to seek guidance from City staff or volunteer coordinators to learn how to safely conduct the activity. I freely accept and fully understand and assume all risks and dangers.

Release of Liability

I agree to waive any and all claims against the City of Florence and to release the City of Florence of any and all liability for any loss, damage, injury, or expense, of whatever form or nature, for bodily injury, death, or property damage, that I may suffer as a result of participating in the Bus Buddy Program.

I have read and understand this release. I am aware that by signing this release, I am waiving certain rights that my heirs, next of kin, executors, administrators, and assigns may otherwise have against the City of Florence.

I understand the City of Florence may photograph or videotape the volunteer events or activity in which I am (or my child is) participating. I give my permission for the City to use photographs or videotape of me (or my child) for the purpose of promoting the City of Florence and its services/programs. I give my permission with the following understanding: No compensation of any kind will be paid to me (or my child) at this time or in the future for the use of my (or my child's) likeness.

I also acknowledge and agree that my (or my child's) services are provided for the convenience of the City and may be terminated for any reason or for no reason and at any time by the City without prior notice or hearing.

I, the undersigned, certify that the information stated on this agreement and release is true, complete and correct to the best of my knowledge and belief and is made in good faith. Any false statements made by me may be used as a basis of rejection for this application or termination of volunteer services.

This agreement shall remain in effect until terminated in writing by either party.

Volunteer Signature

Parent/Guardian if under 18 years old

Date

Date

Rhody Express Bus Buddy Program

City Of Florence Volunteer Code of Ethics Agreement

Volunteers are an important asset to the City and make it possible for the City to deliver services to Florence residents. As a volunteer, your conducts reflects upon City of Florence. As such, it is important that you adhere to the City's Volunteer Code of Ethics.

I, _____, as a volunteer with the City of Florence, agree to:

- Conduct myself in a professional manner; maintaining high standards of integrity and honesty.
- Treat all members of the public, employees, and other volunteers with dignity, impartiality and respect.
- Be accountable and responsible for my acts and omissions.
- Avoid any activity that could be seen as a conflict of interest, such as accepting gifts or favors from individuals or businesses that could be seen to be an attempt to influence a City decision.
- Respect confidential information that is available to me as a result of my volunteer work with the City, and refrain from using it for personal gain or for personal, non-City business related reasons. I will bring any violation of this confidentiality to the attention of my supervisor.
- Follow the City's Zero Tolerance Policy for wrongdoing, including, but not limited to, sexual harassment, other forms of harassment, discrimination, drug or alcohol use, theft, violence, unsafe acts, and falsification of any forms.
- Promptly raise questions and concerns regarding possible violations of City policy or local, state, or federal law with my immediate supervisor or the Department Head.
- I understand that I may be released from my volunteer service may be terminated by not adhering to the above Code of Ethics.

Volunteer Signature

Parent/Guardian if under 18 years old

Date

Date

Rhody Express Bus Buddy Program

Bus Buddy Safety Guidelines

- 1) Review safety rules carefully before you start each volunteer activity.
- 2) Youth under the age of 18 years must be supervised at all times.
- 3) Add additional safety precautions you feel appropriate.

DO:

- ✓ Do wear light or bright colored clothing and sturdy-soled shoes.
- ✓ Be sure to take breaks, drink liquids, and dress appropriately for the weather.
- ✓ Do contact Rhody Express at (541) 997-4106 immediately if you notice a safety hazard, such as a broken sign, shelter or other equipment.
- ✓ Be cautious and respectful of pedestrians, cyclists, motorists, and other bus users.
- ✓ Do make sure your participant is familiar with these safety precautions.

DON'T:

- ✓ Don't over exert yourself.
- ✓ Don't bring small children or pets along on activity.
- ✓ Don't pick up materials at bus stops you suspect might be hazardous, such as needles or drug paraphernalia. Call the Police Department (541) 997-3515 immediately and give the precise location of the material.
- ✓ Do not work under potentially dangerous weather conditions such as heavy rain or winds

Rhody Express Bus Buddy Program

Renewal or Cancellation

Thank you for participating in the Rhody Express Bus Buddy Program. Your efforts are appreciated by the City of Florence residents.

Your term of commitment will expire on _____. The City would like to know if you are interested in renewing your application. If you choose to renew your term, your new expiration date will be _____. Please complete the information below.

APPLICANT:

Participant: _____

Mailing Address: _____ City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Please indicate your choice below:

- Yes, I would like to renew my participation in the Bus Buddy Program.
- No, I would like to discontinue my participation in the Bus Buddy Program.

Please return this completed form to:

Rhody Express Bus Buddy Program
Attn: Wendy FarleyCampbell, Program Coordinator
250 Hwy 101
Florence, OR 97439
Email: wendy.farleycampbell@ci.florence.or.us
Fax: (541) 997-4109

For Office Use Only		
Approved / Denied	Date:	Update Provided: Yes / No
If denied, write reason for denial on back of form		

Rhody Express Bus Buddy Program

Bus Buddy Program Contacts

Program Coordinator:

Wendy FarleyCampbell

250 Highway 101

E-mail: wendy.farleycampbell@ci.florence.or.us

Phone: (541) 997-8237

Rhody Express/River Cities Taxi:

Clara Kuhn

989 Spruce Street

E-mail: 02rctaxi@presys.com

Phone: (541) 997-2067

Lane Transit District:

Susan Hekimoglu

E-mail: susan.hekimoglu@ltd.org

Phone: (541) 682-7432