

Department: County Human Services

Program Contact: Marina Khalina

Program Offer Type: Existing

Program Offer Stage: Adopted

Related Programs:
Program Characteristics:
Executive Summary

The Transportation Program helps older adults, people with disabilities, and Veterans. This program helps them with their transportation needs. Services provide transportation to social activities, nutrition programs, stores, pharmacies, and medical appointments. The program removes mobility barriers that may reduce a person's independence or quality of life. Services include transportation assessments, ride coordination, and authorization. Services offered include TriMet HOP cards, door-to-door service, and emergency rides. Specialized vehicles accommodate mobility devices.

Program Description

ISSUE: A 2020 community needs assessment of older adults found access to transportation an unmet need. Affordable transportation options support good health and an active lifestyle. Transportation also connects participants to their community which improves their quality of life.

A 2021 county transportation survey was conducted in 17 languages. The survey provided diverse racial and ethnic input into transportation needs. It found transportation support was an essential service—transportation services to get to appointments, community events, and senior centers. Aging & Disability Advisory councils advocate for lower ride costs and more frequent service. They also ask for changes to provide safety personnel. The COVID pandemic has changed ridership and services. Older adults reported concerns about safety using transit. Transportation agencies lost staff due to their personal safety concerns. This resulted in reduced access to transportation services and increased service rates.

PROGRAM GOAL: The goal of Transportation Services is to improve equitable access to community services. It meets community needs and supports efforts to strengthen ride services. Agencies and transportation services help people who speak other languages, by providing translation services. This program promotes hiring culturally diverse staff who speak more than one language.

PROGRAM ACTIVITY: County and contracted community partners use case managers to coordinate transportation services. The case manager screens for eligibility and estimates current transportation needs. They authorize services and coordinate rides. Senior centers and Enhancing Equity programs provide services through ADVSD contracts with TriMet, Ride Connection, and Radio Cab. Clients with Medicaid receive transportation services through the ADVSD contract with First Transit.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Number of participants who received transportation assistance ¹	1,270	1,200	1,200	1,200
Outcome	Percent of non-Medicaid participants who report increased mobility because of transportation services ²	85%	85%	85%	85%

Performance Measures Descriptions

¹All transportation utilization by older adults and people with disabilities is down due to the COVID-19 pandemic, and concerns for safety while traveling with strangers. ²Survey data collection ongoing at time of reporting. Data includes participants who used transportation services anytime in FY22. Former measure: Percent of participants with improved utilization of ADVSD services after receiving transportation services. FY22 Actual: 12% FY23 Estimate: data not available.

Legal / Contractual Obligation

In Multnomah County, ADVSD has a contract with the Oregon Department of Human Services to administer programs under the Federal Older Americans Act. Oregon Revised Statute 410 allows for the administration of services to older adults and people with disabilities through local governmental entities.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$200,057	\$0	\$164,361
Contractual Services	\$119,042	\$1,871,114	\$149,122	\$1,889,201
Materials & Supplies	\$0	\$151	\$0	\$40
Internal Services	\$0	\$48,840	\$0	\$32,388
Total GF/non-GF	\$119,042	\$2,120,162	\$149,122	\$2,085,990
Program Total:	\$2,239,204		\$2,235,112	
Program FTE	0.00	1.58	0.00	1.38

Program Revenues				
Intergovernmental	\$0	\$2,120,162	\$0	\$2,085,990
Total Revenue	\$0	\$2,120,162	\$0	\$2,085,990

Explanation of Revenues

This program generates \$12,637 in indirect revenues.
\$1,421,256 - Medicaid Community Transportation (Federal)
\$546,431 - TriMet Community Transportation Local Match (Local)
\$67,382 - Title IIIB (OAA – Supportive Services) (Federal)
\$50,921 - PWD OPI Pilot Project (State)

Significant Program Changes

Last Year this program was: FY 2023: 25037 ADVSD Transportation Services

0.20 FTE Program Supervisor moved to ADVSD Advocacy & Community Program Operations (25038).