

Division: Aging, Disability & Veterans Services

Program Characteristics:

Program Description

Aging, Disability, and Veterans Services Division (ADVSD) Transportation Services help older adults, people with disabilities, and Veterans get around. ADVSD provides transportation services that are safe, affordable and meet participants' physical and language needs. For older adults, people with disabilities, and Veterans, a lack of transportation can have negative impacts on health, safety, and quality of life.

The Transportation Services program coordinates and pays for rides to social activities, food programs, stores, pharmacies, and medical appointments. Participants can request services through the ADRC Helpline or through community partner organizations. Case managers and transportation coordinators work with participants to schedule the appropriate types of transportation. Advisory councils have requested lower ride costs, more frequent service, and safer rides.

When surveyed, participants also said that door-to-door transportation services were very important to them. They need help getting to appointments, community events, and senior centers, as many have mobility issues or other limiting health conditions. Transportation options include TriMet HOP cards, door-to-door service, and emergency rides. The program also uses specialized vehicles that accommodate mobility devices.

Equity Statement

Transportation Services are available through Enhancing Equity partner organizations. This helps extend the program to more communities. If participants do not speak English, the program uses an interpreter or finds drivers who speak their language. Evaluation of this program includes and encourages feedback from participants who experience barriers based on their background or identity.

Revenue/Expense Detail

| | 2026 General Fund | 2026 Other Funds | 2027 General Fund | 2027 Other Funds |
|-------------------------|----------------------|---------------------|----------------------|---------------------|
| Personnel | \$0 | \$165,089 | \$0 | \$125,781 |
| Contractual Services | \$158,814 | \$1,978,936 | \$147,882 | \$1,985,931 |
| Materials & Supplies | \$9,000 | \$57 | \$0 | \$637 |
| Internal Services | \$0 | \$13,657 | \$0 | \$13,302 |
| Total GF/non-GF | \$167,814 | \$2,157,739 | \$147,882 | \$2,125,651 |
| Total Expenses: | \$2,325,553 | | \$2,273,533 | |
| Program FTE | 0.00 | 0.95 | 0.00 | 0.75 |
| Program Revenues | | | | |
| Intergovernmental | \$0 | \$2,157,739 | \$0 | \$2,125,651 |
| Total Revenue | \$0 | \$2,157,739 | \$0 | \$2,125,651 |

Performance Measures

| Performance Measure | FY25 Actual | FY26 Estimate | FY27 Target |
|---|----------------|------------------|----------------|
| Number of participants who received transportation assistance | 945 | 816 | 810 |
| Number of participants who received TriMet tickets or passes | 355 | 350 | 300 |