

WASCO COUNTY BOARD OF COMMISSIONERS
REGULAR SESSION / AGENDA WEDNESDAY, NOVEMBER 2, 2016
LOCATION: Wasco County Courthouse, Room #302
511 Washington Street, The Dalles, OR 97058

Public Comment: Individuals wishing to address the Commission on items not already listed on the Agenda may do so during the first half-hour and at other times throughout the meeting; please wait for the current speaker to conclude and raise your hand to be recognized by the Chair for direction. Speakers are required to give their name and address. Please limit comments from three to five minutes, unless extended by the Chair.

Departments: Are encouraged to have their issue added to the Agenda in advance. When that is not possible the Commission will attempt to make time to fit you in during the first half-hour or between listed Agenda items.

NOTE: With the exception of Public Hearings, the Agenda is subject to last minute changes; times are approximate – please arrive early. **Meetings are ADA accessible.** For special accommodations please contact the Commission Office in advance, (541) 506-2520. TDD 1-800-735-2900. If you require an interpreter, please contact the Commission Office at least 7 days in advance. **Las reuniones son ADA accesibles.** Por tipo de alojamiento especiales, por favor póngase en contacto con la Oficina de la Comisión de antemano, (541) 506-2520. TDD 1-800-735-2900.

Si necesita un intérprete por favor, póngase en contacto con la Oficina de la Comisión por lo menos siete días de antelación.

9:00 a.m.

CALL TO ORDER

Items without a designated appointment may be rearranged to make the best use of time. Other matters may be discussed as deemed appropriate by the Board.

- Corrections or Additions to the Agenda
- [Discussion Items](#) (Items of general Commission discussion, not otherwise listed on the Agenda: [Veterans Advisory Committee Appointment](#); [Forest Management Subcommittee Appointment](#); [Property Line Adjustment](#))
- [Consent Agenda](#) (Items of a routine nature: minutes, documents, items previously discussed.): [Minutes-10.13.2016 Town Hall](#), [10.19.2016 Regular Session](#), [10.21.2016 OMG Hearing](#), [Charter Reserve Fund Transfer](#)

9:30 a.m.

[Wasco County Coordinated Transportation Plan](#) – Amanda Hoey

9:45 a.m

[Transitional Housing](#) – Fritz Osborne

RECESS

1:00 p.m.

[Work Session](#)

***The following Public Hearing will be held at the Columbia Gorge Discovery Center
located at 5000 Discovery Drive, The Dalles, OR 97058***

3:00 p.m

[Appeals of Wasco County Planning Commission Decision on a proposal from Union Pacific Railroad – File # PLASAR-15-01-0004](#)

COMMISSION CALL
NEW/OLD BUSINESS
ADJOURN

If necessary, an Executive Session may be held in accordance with: ORS 192.660(2)(a) – Employment of Public Officers, Employees & Agents, ORS 192.660(2)(b) – Discipline of Public Officers & Employees, ORS 192.660(2)(d) – Labor Negotiator Consultations, ORS 192.660(2)(e) – Real Property Transactions, ORS 192.660(2)(f) To consider information or records that are exempt by law from public inspection, ORS 192.660(2)(g) – Trade Negotiations, ORS 192.660(2)(h) - Conferring with Legal Counsel regarding litigation, ORS 192.660(2)(i) – Performance Evaluations of Public Officers & Employees, ORS 192.660(2)(j) – Public Investments, ORS 192.660(2)(m) – Security Programs, ORS 192.660(2)(n) – Labor Negotiations

**WASCO COUNTY BOARD OF COMMISSIONERS
REGULAR SESSION
NOVEMBER 2, 2016**

DISCUSSION LIST

ACTION AND DISCUSSION ITEMS:

1. [VSAC Appointment](#) – Andretta Schellinger
2. [Forest Management Subcommittee Appointment](#)
3. [Property Line Adjustment](#) – Dan Boldt

Discussion Item
VSAC Appointment

- [Anita Iken Application](#)
- [Draft September VSAC Minutes](#)
- [Order 16-064 Appointing Anita Iken to the Wasco County Veterans Services Advisory Committee](#)

INFORMATION AND QUALIFICATION FORM

**Veterans Advisory Committee
VOLUNTEER POSITIONS
WASCO COUNTY, OREGON**

BACKGROUND

The Wasco County Veterans Advisory Committee meets on the first ~~Thursday~~ ^{Friday} of each month to address issues related to veterans and veterans' services in Wasco County. They serve as a conduit between local veterans and County government, educating, recommending and advising the Wasco County Board of County Commissioners regarding veterans' issues.

APPLICATION

Provide personal qualifications for this specific volunteer position. Supplementary information may be attached. Do not provide confidential information.

POSITION DESCRIPTION: Member Wasco County Veterans Services Advisory Committee

Name: Anita L. Iken
Address: [Redacted] The Dalles OR 97058
Phone (home) 541-980-1254 Phone (work) [Redacted]
E-mail [Redacted]
Signature: Anita L. Iken
Date: 10/5/16

Number of years as a Wasco County resident: 17 years

Your objectives/goals? Desired contributions and accomplishments?
Providing better Veterans services - employment, housing, transportation + outreach

Approximate hours/week available for this commitment? _____

Comments: _____

Education (school, college, training, apprenticeships, degrees, etc.) _____

_____ Date(s): _____

Date(s): _____

Date(s): _____

Date(s): _____

Experience (work, volunteering, leadership roles, achievements etc.)

Oregon Employment Department Date(s): 2003 - Present

Mid-Columbia Council of Governments Date(s): 1999 - 2003

I.K.L International, NYC Date(s): 1983 - 1999

Distinguished Young Woman of Wasco County Date(s): 2007 - 2016

SMART Reader 2007 - 2013
General Comments/Additional Relevant Information 2008 - 2015

Chamber Ambassador 2012 - Present
Pig Bowl

Send completed form to:

Wasco County
511 Washington Street, Suite 101
The Dalles OR 97058
(541) 506-2520
fax (541) 506-2551

VETERANS ADVISORY COMMITTEE

500 WASHINGTON ST.

THE DALLES,OR. 97058

October 7,2016

Present Robert Maxwell, Pat Combs Matt Larsell, Al Vaughn, Anita Iken,
Russ Jones, Mark Fortin,

Guests Rod Runyon, Tyler Stone

Call to order 3PM

Minutes for September moved by Max and 2nd by Anta, passes unanimously.

Old Bus. Proposition 96 discussed , we need to get our more information
out about this proposition. CBOC renamed. Mark moved and
Max 2nd to appoint Anita Iken to the committee, passed
Unanimously. Russ and Patrick will be gone week of Oct 7-11
attending training.

New Bus. Veterans day parade discussed, Nov. 11 at 11am. Tea auction
raised more money the last year, and there was a good turnout.
a vote was taken on the new bi-laws, passed unanimously and
sent to the county commissioners. Russ presented the VSO report.
Next meeting November 4, 3pm.

Adjourned 3:00pm

IN THE BOARD OF COMMISSIONERS OF THE STATE OF OREGON
IN AND FOR THE COUNTY OF WASCO

IN THE MATTER OF THE APPOINTMENT OF)
ANITA IKEN TO THE WASCO COUNTY) ORDER
VETERANS SERVICES ADVISORY COMMITTEE) #16-064

NOW ON THIS DAY, the above-entitled matter having come on regularly for consideration, said day being one duly set in term for the transaction of public business and a majority of the Board of Commissioners being present; and

IT APPEARING TO THE BOARD: That a vacancy exists on the Wasco County Veterans Services Advisory Committee (VSAC); and

IT FURTHER APPEARING TO THE BOARD: That Anita Iken is willing and is qualified to be appointed to the Wasco County Veterans Services Advisory Committee and has been recommended for this position by the VSAC membership.

NOW, THEREFORE, IT IS HEREBY ORDERED: That Anita Iken be and is hereby appointed to the Wasco County Veterans Services Advisory Committee; said term to expire on December 31, 2018.

DATED this 2nd Day of November, 2016.

WASCO COUNTY BOARD
OF COMMISSIONERS

Rod L. Runyon, Commission Chair

Scott C. Hege, County Commissioner

Steven D. Kramer, County Commissioner

APPROVED AS TO FORM:

Kristen Campbell
Wasco County Counsel

Discussion Item
Forest Management Subcommittee
Appointment

- [Introductory Email](#)
- [AOC Forest Subcommittee Bylaws](#)
- [Order 16-066 Appointing a Wasco County
Commissioner to the AOC Forest Management
Subcommittee](#)

----- Forwarded message -----

From: Gil Riddell <griddell@oregoncounties.org>

Date: Mon, Oct 24, 2016 at 4:03 PM

Subject: ACTION NEEDED: First Annual Forest Management Subc. Membership Meeting @AOC Annual Conference

To: Forest Management Subcommittee <forest-management-subcommittee@oregoncounties.org>

Greetings to Governing Body Members of Counties eligible for the AOC Forest Management Subcommittee.

As a result of newly adopted bylaws, the FM Sub has opened up to more direct member participation. It will have its first annual membership meeting at the Eugene Hilton on Monday, Nov. 14th, from 9:00 a.m. to 11:00 a.m. The agenda is attached.

The FM Sub was established in 1999 to focus on selected issues that affect availability of national forest receipts to counties. Over time it became the AOC spearhead on adoption and extensions of the Secure Rural Schools Act of 2000 and federal forest management reform with an interim safety net. Your counties have loyally supported its effectiveness under the Forest Fund of the AOC Annual Budget.

Because of confusion about the FM Sub and its purpose, the Sub Board of Directors drafted a set of bylaws in 2016, which was approved by the AOC Board of Directors on February 1st. The bylaws are attached.

All counties that qualify for national forest road receipts or successor safety net road receipts are eligible to be members of the Forest Management Subcommittee. Under the bylaws, however, an eligible county becomes a member by payment of the Forest Fund dues assessment for the current year. The proposed 2017 Forest Management Subcommittee budget/Forest Fund and 2017 dues calculation under the formula in the bylaws are attached.

The direction and actions of the FM Sub are decided by vote under a quorum; that is, a majority of voting members. Voting members are the District Representatives and the Chairs. FM Sub actions must be approved by the AOC Public Lands & Natural Resources Committee.

The Chairs are the current Chair(s) of the AOC Public Lands & Natural Resources Committee and the current President of the Association of O&C Counties.

Attached below is the nomination and election procedure for District Representatives to be conducted at the Annual Membership Meeting.

Please notice that the bylaws provide for one county/one vote, and require that the governing body of each member county appoints one of the governing body as voting delegate for that county by written notice to subcommittee staff (yours truly, Gil Riddell). Email is fine.

A county that does not attend may still vote, however, by submitting a letter under county letterhead that is signed by a majority of the county governing body naming that county's choice for District Representative. Please notice that the letter must be submitted to subcommittee staff (again, Gil Riddell) no later than the opening of the election.

Since this will be the first meeting and set of elections of the FM Sub, there is a lot of material to absorb. I suggest that to keep track of this new material you take the following steps:

- Mark your calendar for the Forest Management Subcommittee Annual Membership Meeting at the Eugene Hilton, Monday, November 14, 2016; 9:00 a.m. to 11:00 a.m.
- Take action at your next governing body meeting to appoint one of your governing body members who will attend the FM Sub meeting as Voting Delegate for your county for the nomination and election of your FM Sub District Representative. As soon as possible after your county's action, notify by email Gil Riddell, FM Sub staff, of your appointment of your county's Voting Delegate.
- If none of your governing body will be present at the FM Sub meeting, and your county wishes to cast a ballot for District Representative, determine the candidate for whom your county will vote. The candidate must be a governing body member of a county within your district (see attached bylaws or election procedure sheet). Draft a letter under your county letterhead as soon as possible after your action, signed by a majority of your governing body and naming the candidate for which your county will vote, and send it to Gil Riddell, FM Sub staff, at AOC.
- Become familiar with the attached FM Sub agenda, its bylaws, and the election procedure sheet.

Thank you for your participation in the Forest Management Subcommittee, AOC's natural resources link to national issues.

I hope to see you at the First Annual Membership Meeting.

Warm regards,
Gil

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 Gil Riddell
 Policy Director
 Office: 503-585-8351
 Cell: 503-510-8611
 www.aocweb.org

NOTICE: The Association of Oregon Counties has begun moving domain names and email addresses to OregonCounties.org instead of AOCweb.org. You will notice this change being gradually implemented over the next month. Our email addresses were the first to transition, and we recommend you add the new @oregoncounties.org email addresses to your email whitelists to ensure you continue receiving our emails.

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 You received this message because you are subscribed to the Google Groups "Forest Management Subcommittee" group.

BYLAWS OF THE ASSOCIATION OF OREGON COUNTIES FOREST MANAGEMENT SUBCOMMITTEE

ARTICLE I Statement of Purpose

On behalf of the Association of Oregon Counties, the Forest Management Subcommittee was formed to pool resources to more effectively pursue desperately needed long-term federal forest management reform legislation and regulations, which will lead to healthy forests, job opportunities, and economic and social sustainability. The Subcommittee will focus its full attention on gaining long-term reforms by strategic alliances and targeted tactics. The Subcommittee will pursue some form of “bridge funding” tied to the management reform legislation to maintain solvency of Oregon counties dominated by federal forests until the legislation is fully implemented.

The Subcommittee is governed by its voting members. Subcommittee actions must be approved by the AOC Public Lands & Natural Resources Committee.

ARTICLE II Membership and Organization

Section 1: Eligible counties are those that qualify for national forest road receipts or successor safety net road receipts.

Section 2: An eligible county becomes a member by payment of the dues assessment for the current year.

Section 3: Organization of the Subcommittee.

(a) The Chairs of the Subcommittee are the current Chair(s) of the AOC Public Lands & Natural Resources Committee and the current President of the Association of O&C Counties. Each Chair of the Subcommittee is a voting member.

(b) The other six members of the Subcommittee are Judges and Commissioners, each of whom represents a District that includes the county of that Judge or Commissioner. Each District Representative is a voting member. The six Districts include the following counties:

1. District 1 – Lane County.
2. District 2 – Douglas County.
3. District 3 – Deschutes, Harney, Klamath, and Lake Counties.
4. District 4 - Benton, Clackamas, Linn, Marion, and Multnomah Counties.
5. District 5 - Coos, Curry, Jackson, Josephine, Lincoln, Polk, Tillamook, and Yamhill Counties.
6. District 6 – Baker, Crook, Grant, Hood River, Jefferson, Malheur, Morrow, Umatilla, Union, Wallowa, Wasco, and Wheeler Counties.

(c) The Judge or Commissioner who represents a District is elected by the member county(ies) of the District. Each county has one vote.

(d) The term of a Judge or Commissioner representing a District is one year or until a successor is elected, whichever comes later. There is no limit on the number of terms a Judge or Commissioner may be a District Representative. A vacancy in a District Representative position shall be filled in the same manner as subsection(c) of this Section.

ARTICLE III Budget and Finance

Section 1: The Subcommittee approves its own recommended calendar year budget, expressed in the AOC Forest Fund and prepared in cycle with the AOC budget process. The AOC Public Lands & Natural Resources Committee reviews and approves the recommended Subcommittee budget and in turn recommends it to the AOC membership for adoption at the AOC Annual Business Meeting.

Section 2: The Subcommittee membership annual assessment is determined by the following formula.

1. For each District, divide the amount of national forest county road receipts (or successor safety net road payments) received by the counties in the District in the last year reported by the total of such receipts/payments received by all Oregon counties in the last year reported.
2. Apply the resulting percentage to the Subcommittee dues assessment for the next year.
3. For a District with multiple counties, the assessment for a county is its relative share of such receipts/payments within that District.

ARTICLE IV Meetings and Quorum

Section 1 Meetings of the Subcommittee: The Subcommittee shall meet at the call of a Chair. The Subcommittee may conduct business in person, electronically, or by telephone conference. A majority of Subcommittee members constitutes a quorum.

Section 2 Annual Meeting: Beginning at the 2016 Association of Oregon Counties Annual Conference and at every AOC Annual Conference thereafter, the Subcommittee shall hold its Annual Meeting of the governing body of member counties. The purpose of the Annual Meeting will be to select District Representatives and conduct any other business as determined by the Subcommittee Chairs. Each county shall be entitled to only one vote per action. A county shall appoint one of its governing body members as voting delegate for the county, by written notice to Subcommittee staff. The presence of a majority of member counties constitutes a quorum to conduct business presented to member counties. The

presence of a majority of member counties of a District constitutes a quorum to elect the District Representative. However, a county not present may cast a vote for its District Representative by submitting to Subcommittee staff no later than the opening of the election a letter under county letterhead and signed by the majority of the county governing body indicating the choice of that county for District Representative.

ARTICLE V
Amendments to the Bylaws

These Bylaws may be amended at the Annual Meeting. An amendment may be adopted only upon affirmative vote of two-thirds of the counties present.

Approved by the Association of Oregon Counties Board of Directors on February 1, 2016.

IN THE BOARD OF COMMISSIONERS OF THE STATE OF OREGON
IN AND FOR THE COUNTY OF WASCO

IN THE MATTER OF THE APPOINTMENT OF)
_____ AS WASCO COUNTY'S)
VOTING DELEGATE ON THE ASSOCIATION) ORDER
OF OREGON COUNTIES FOREST) #16-066
MANAGEMENT SUBCOMMITTEE)

NOW ON THIS DAY, the above-entitled matter having come on regularly for consideration, said day being one duly set in term for the transaction of public business and a majority of the Board of Commissioners being present; and

IT APPEARING TO THE BOARD: That the Association of Oregon Counties Forest Management Subcommittee was established in 1999 to focus on selected issues that affect availability of national forest receipts to counties; and

IT FURTHER APPEARING TO THE BOARD: That in February of 2016, the AOC adopted bylaws drafted by the Sub Board of Directors of the AOC Forest Management Subcommittee; and

IT FURTHER APPEARING TO THE BOARD: That the AOC Forest Management Subcommittee Bylaws provide for one county/one vote and require

that the governing body of each member county appoints one member of the governing body as voting delegate for that county; and

IT FURTHER APPEARING TO THE BOARD: That

_____ is willing and is qualified to be appointed to serve as Wasco County's voting delegate on the AOC Forest Management Subcommittee.

NOW, THEREFORE, IT IS HEREBY ORDERED: That

_____ be and is hereby appointed as Wasco County's voting delegate on the AOC Forest Management Subcommittee; said term to expire on **December 31, 2018**.

DATED this 2nd Day of November, 2016.

WASCO COUNTY BOARD
OF COMMISSIONERS

Rod L. Runyon, Commission Chair

Scott C. Hege, County Commissioner

APPROVED AS TO FORM:

Kristen Campbell
Wasco County Counsel

Steven D. Kramer, County Commissioner

Discussion Item

Property Line Adjustment

- [Deed](#)
- [Exhibit A – Legal Description of Kramer Field Property](#)
- [Exhibit B – Legal Description of Armory Site Property](#)
- [Exhibit C – Legal Description for Adjusted Kramer Field Property](#)
- [Exhibit D – Legal Description for Adjusted Armory Site Property](#)
- [Exhibit E – Legal Property Description for Adjustment Area](#)

Until a change is requested, all tax statements shall be sent to:

Wasco County
511 Washington Street
The Dalles, OR 97058

After recording return to:

Kristen A. Campbell
Timmons Law PC
PO Box 2350
The Dalles, OR 97058

Grantor:

Wasco County
511 Washington Street
The Dalles, OR 97058

Grantee:

Wasco County
511 Washington Street
The Dalles, OR 97058

Consideration: Property Line Adjustment and Public Purpose.

PROPERTY LINE ADJUSTMENT DEED

Wasco County, a political subdivision of the State of Oregon, hereinafter called Grantor, is the owner of real property located in Wasco County, Oregon, referred to herein as Property A, and more particularly described on Exhibit A, which is attached hereto and by this reference incorporated herein. Wasco County, a political subdivision of the State of Oregon, hereinafter called Grantee, is the owner of real property located in Wasco County, Oregon, referred to herein as Property B, more particularly described on Exhibit B, which is attached hereto and by this reference incorporated herein.

The purpose of this Property Line Adjustment Deed (Deed) is to effect a property line adjustment between Property A and Property B such that Property A will be reduced in size by approximately 1.75 acres and will hereafter consist of only the land described on Exhibit C, which is attached hereto and incorporated herein by this reference, and Property B will be increased in size by approximately 1.75 acres and will hereafter consist of the land more particularly described on Exhibit D, which is attached hereto and incorporated herein by this reference.

NOW THEREFORE, in order to effect the property line adjustment and to create the reconfigured properties as described on Exhibits C and D, Grantor does hereby grant, transfer, and convey unto Grantee all of that certain real property situated in Wasco County, Oregon,

consisting of 1.75 acres described on Exhibit E, which is attached hereto and by this reference incorporated herein.

“BEFORE SIGNING OR ACCEPTING THIS INSTRUMENT, THE PERSON TRANSFERRING FEE TITLE SHOULD INQUIRE ABOUT THE PERSON’S RIGHTS, IF ANY, UNDER ORS 195.300, 195.301, AND 195.305 TO 195.336, AND SECTIONS 5 TO 11, CHAPTER 424, OREGON LAWS 2007, SECTIONS 2 TO 9 AND 17, CHAPTER 855, OREGON LAWS 2009, AND SECTIONS 2 TO 7, CHAPTER 8, OREGON LAWS 2010. THIS INSTRUMENT DOES NOT ALLOW USE OF THE PROPERTY DESCRIBED IN THIS INSTRUMENT IN VIOLATION OF APPLICABLE LAND USE LAWS AND REGULATIONS. BEFORE SIGNING OR ACCEPTING THIS INSTRUMENT, THE PERSON ACQUIRING FEE TITLE TO THE PROPERTY SHOULD CHECK WITH THE APPROPRIATE CITY OR COUNTY PLANNING DEPARTMENT TO VERIFY THAT THE UNIT OF LAND BEING TRANSFERRED IS A LAWFULLY ESTABLISHED LOT OR PARCEL, AS DEFINED IN ORS 92.010 OR 215.010, TO VERIFY THE APPROVED USES OF THE LOT OR PARCEL, TO DETERMINE ANY LIMITS ON LAWSUITS AGAINST FARMING OR FOREST PRACTICES, AS DEFINED IN ORS 30.930, AND TO INQUIRE ABOUT THE RIGHTS OF NEIGHBORING PROPERTY OWNERS, IF ANY, UNDER ORS 195.300, 195.301, AND 195.305 TO 195.336 AND SECTIONS 5 TO 11, CHAPTER 424, OREGON LAWS 2007, SECTIONS 2 TO 9 AND 17, CHAPTER 855, OREGON LAWS 2009, AND SECTIONS 2 TO 7, CHAPTER 8, OREGON LAWS 2010.”

The true and actual consideration for this transfer, stated in terms of dollars is N/A; however, the actual consideration consists of other property or values which is the whole consideration. The purpose of this Deed is to effect a property line adjustment, and the two parcels are to remain separate and distinct.

This property line adjustment deed is executed this ____ day of _____, 2016.

DATED: _____, 2016.

WASCO COUNTY
BOARD OF COMMISSIONERS

By: _____
Scott C. Hege, Commission Chair

By: _____
Rod L. Runyon, County Commissioner

By: _____
Steven D. Kramer, County Commissioner

STATE OF OREGON)
) ss. _____, 2016.
County of Wasco)

Personally appeared the above named Scott C. Hege, Commission Chair of Wasco County, a political subdivision of the State of Oregon, and acknowledged the foregoing instrument to be his voluntary act and deed.

Notary Public for Oregon

STATE OF OREGON)
) ss. _____, 2016.
County of Wasco)

Personally appeared the above named Rod L. Runyon, County Commissioner of Wasco County, a political subdivision of the State of Oregon, and acknowledged the foregoing instrument to be his voluntary act and deed.

Notary Public for Oregon

STATE OF OREGON)
) ss. _____, 2016.
County of Wasco)

Personally appeared the above named Steven D. Kramer, County Commissioner of Wasco County, a political subdivision of the State of Oregon, and acknowledged the foregoing instrument to be his voluntary act and deed.

Notary Public for Oregon

LEGAL PROPERTY DESCRIPTION for PROPERTY A (KRAMER FIELD)

A tract of land in the CATHOLIC MISSION DONATION LAND CLAIM No. 43 in the Southwest quarter of Section 33, Township 2 North, Range 13 East of the Willamette Meridian in City of The Dalles, Wasco County, State of Oregon, described as follows:

Parcel No. 1, Property Line Adjustment & Partition Plat 2002-0016, recorded as Wasco County Document 2002-3828, Slide C-178A, dated July 23, 2002; containing 18.19 acres, per said plat.

EXCEPTING THEREFROM that portion conveyed from Wasco County to Dalles City by Bargain and Sale Deed 2007-004895, Wasco County Deed Records, described as follows:

Beginning at a 5/8" Rebar with yellow plastic cap stamped "W&H Pacific" at the Southwest corner of Parcel 2 of Partition Plat 92-0039, being also the Southeast corner of that land described in Deed Book 147 Page 268, being also on the Northerly line of Parcel 1 of Partition Plat 2002-0016; thence North 59° 28' 00" West 233.95 feet; thence North 87°16' 37" West 215.78 feet to the Easterly right-of-way line of Walnut Street; thence along the southerly line of that land described in Deed Book 143 Page 233, being a non-tangential 320-foot radius curve to the right 358.48 feet (the long chord of which bears South 79° 57' 46" East 340.02 feet); thence continuing along said Southerly line and along the Southerly line of that land described in Deed Book 147 Page 268 South 47° 56' 33" East 109.91 feet to the Point of Beginning.

By this reference made a part hereof is that Property Line Adjustment Survey filed in Book 15 Page 070, Wasco County Survey Records, depicting this Adjustment Area; containing 0.22 acre, per said survey.

Total Property A (Kramer Field) containing 18.03 acres, per said Survey 15-070.

LEGAL PROPERTY DESCRIPTION for PROPERTY B (ARMORY SITE)

A tract of land in the CATHOLIC MISSION DONATION LAND CLAIM No. 43 in the Southwest quarter of Section 33, Township 2 North, Range 13 East of the Willamette Meridian in City of The Dalles, Wasco County, State of Oregon, described as follows:

That portion described in the Deed recorded February 19, 1951 in Book 120, Page 345, Wasco County records:

Beginning at a point North 39° 58' 13" West a distance of 60.27 feet from the Northeast corner of the Wasco County Poor Farm, marked by a 5/8-inch iron rod, thence along the northeasterly line of said Catholic Mission Claim, North 39° 58' 13" West a distance of 300 feet, thence South 46° 15' 37" West a distance of 200 feet, thence South 39° 58' 13" East a distance of 300 feet, thence North 46° 15' 37" East a distance of 200 feet to the Point of Beginning; containing 1.38 acres, per said deed.

EXCEPTING THEREFROM that portion described in the Deed recorded October 9, 1952 in Book 124, Page 408, Wasco County records:

Commencing at the Northeast corner of the Wasco County Poor Farm Property, marked by a 5/8-inch iron rod , thence along the northeasterly line of said Catholic Mission Claim, North 39° 58' 13" West a distance of 60.27 feet, thence South 46° 15' 37" West a distance of 150 feet to a 5/8-inch iron rod at the Point of Beginning, thence North 39° 58' 13" West a distance of 300 feet, thence South 46° 15' 37" West a distance of 50 feet, thence South 39° 58' 13" East a distance of 300 feet, thence North 46° 15' 37" East a distance of 50 feet, to the Point of Beginning, containing 0.34 acre, per said deed.

ALSO a tract of land in said CATHOLIC MISSION CLAIM described in the Deed recorded September 30, 1952 in Book 124, Page 411, Wasco County records:

Beginning at a point North 39° 58' 13" West a distance of 360.27 feet from the Northeast corner of the Wasco County Poor Farm property, marked by a 5/8-inch iron rod , thence along the northeasterly line of said Catholic Mission Claim, North 39° 58' 13" West a distance of 200.00 feet, thence South 44° 24' 48" West a distance of 149.93 feet, thence South 39° 55' 30" East a distance of 200.00 feet, thence North 46° 15' 37" East a distance of 150.00 feet to the Point of Beginning, containing 0.69 acre, per said deed.

EXCEPTING THEREFROM two triangular portions described as Parcels #1 and #2 in the Bargain and Sale Deed recorded March 6, 1962 in Book 145, Page 390, Wasco County records, AND FURTHER described in Quitclaim Deed recorded April 3, 1962 in Book 145, Page 514 Wasco County records:

Parcel #1: Beginning at a point marked by a 5/8-inch iron rod North 39° 58' 13" West a distance of 270.27 feet from the Northeast corner of the Wasco County Poor Farm property marked by a 5/8-inch iron rod, thence along the northeasterly line of said Catholic Mission Claim, North 39° 58' 13" West a distance of 290 feet to the most northerly corner of that land described in Deed Book 124 Page 411, thence along the northwesterly line of that land described in said Deed Book 124 Page 411, South 44° 24' 48" West a distance of 75 feet to a 5/8-inch iron rod, thence South 54° 45' 21" East a distance of 292.49 feet to the Point of Beginning, containing 0.25 acre, per said deed.

Parcel #2: Beginning at a point North 39° 58' 13" West a distance of 60.27 feet from the Northeast corner of the Wasco County Poor Farm property, marked by a 5/8-inch iron rod, thence along the northwesterly right-of-way line of Webber Street, South 46° 15' 37" West a distance of 50 feet, thence North 25° 03' 16" East a distance of 55.03 feet to a point on the northeasterly line of said Catholic Mission Claim, thence along said Claim line South 39° 58' 13" East a distance of 20 feet to the Point of Beginning, containing 0.01 acre, per said deed.

Total Property B (Armory Site) containing 1.45 acres, per survey filed in Book 19 Page 030, Wasco County Survey Records.

LEGAL PROPERTY DESCRIPTION for ADJUSTED PROPERTY A (KRAMER FIELD)

A tract of land in the CATHOLIC MISSION DONATION LAND CLAIM No. 43 in the Southwest quarter of Section 33, Township 2 North, Range 13 East of the Willamette Meridian in City of The Dalles, Wasco County, State of Oregon, described as follows:

Parcel No. 1, Property Line Adjustment & Partition Plat 2002-0016, recorded as Wasco County Document 2002-3828, Slide C-178A, dated July 23, 2002; containing 18.19 acres per said plat.

EXCEPTING THEREFROM that portion conveyed from Wasco County to Dalles City by Bargain and Sale Deed 2007-004895, Wasco County Deed Records, described as follows:

Beginning at a 5/8" Rebar with yellow plastic cap stamped "W&H Pacific" at the Southwest corner of Parcel 2 of Partition Plat 92-0039, being also the Southeast corner of that land described in Deed Book 147 Page 268, being also on the Northerly line of Parcel 1 of Partition Plat 2002-0016; thence North 59° 28' 00" West 233.95 feet; thence North 87°16' 37" West 215.78 feet to the Easterly right-of-way line of Walnut Street; thence along the southerly line of that land described in Deed Book 143 Page 233, being a non-tangential 320-foot radius curve to the right 358.48 feet (the long chord of which bears South 79° 57' 46" East 340.02 feet); thence continuing along said Southerly line and along the Southerly line of that land described in Deed Book 147 Page 268 South 47° 56' 33" East 109.91 feet to the Point of Beginning.

By this reference made a part hereof is that Property Line Adjustment Survey filed in Book 15 Page 070, Wasco County Survey Records, depicting this Adjustment Area; containing 0.22 acre, per said survey.

ALSO EXCEPTING THEREFROM the Adjustment Area:

Commencing at a 5/8-inch iron rod at the Northeast corner of the WASCO COUNTY POOR FARM PROPERTY, said corner also being on the Northeast line of the CATHOLIC MISSION DONATION LAND CLAIM No. 43; thence along said Claim line, North 39° 58' 13" West 60.27 feet to the Northeasterly projection of the Westerly right-of-way line of Webber Street; thence along said projection and said Westerly right-of-way line South 46° 15' 37" West 150.00 feet to a 5/8-inch iron rod with red plastic cap stamped "45884LS" at the Northeast corner of Parcel 1 of Partition Plat 2002-0016, Slide C-178A, recorded July 23, 2002, which point also marks the Initial Point of this description; thence continuing along said right-of-way line South 46° 15' 37" West 155.00 feet to a 5/8-inch iron rod with red plastic cap stamped "45884LS"; thence North 38° 51' 02" West 334.26 feet to a 5/8-inch iron rod with red plastic cap stamped "45884LS"; thence North 50° 03' 05" West 156.26 feet to a 1-inch copper disc stamped "WASCO CO SURV" epoxied into a large boulder; thence North 44° 24' 48" East 15.00 feet to a 5/8-inch iron rod with red plastic

cap stamped "45884LS" at the Southeast corner of Partition Plat 1992-0039, Slide-097, recorded December 29, 1992; thence along the Easterly line of said Partition Plat North 44° 24' 48" East 161.72 feet to the Southwest corner of that land conveyed in Wasco County Deed Book 124 Page 411, filed October 9, 1952; thence along the South line of said land and the projection thereof South 39° 55' 30" East 495.15 feet to the Initial Point.

SUBJECT TO existing utility easements upon the property.

By this reference made a part hereof is that Property Line Adjustment Survey filed in Book 19 Page 030, Wasco County Survey Records, depicting this Adjustment Area; containing 1.75 acres, per said survey.

Total Adjusted Property A (Kramer Field) containing 16.28 acres, per said Survey 19-030.

LEGAL PROPERTY DESCRIPTION for ADJUSTED PROPERTY B (ARMORY SITE)

A tract of land in the CATHOLIC MISSION DONATION LAND CLAIM No. 43 in the Southwest quarter of Section 33, Township 2 North, Range 13 East of the Willamette Meridian in City of The Dalles, Wasco County, State of Oregon, described as follows:

That portion described in the Deed recorded February 19, 1951 in Book 120, Page 345, Wasco County records:

Beginning at a point North 39° 58' 13" West a distance of 60.27 feet from the Northeast corner of the Wasco County Poor Farm, marked by a 5/8-inch iron rod, thence along the northeasterly line of said Catholic Mission Claim, North 39° 58' 13" West a distance of 300 feet, thence South 46° 15' 37" West a distance of 200 feet, thence South 39° 58' 13" East a distance of 300 feet, thence North 46° 15' 37" East a distance of 200 feet to the Point of Beginning; containing 1.38 acres, per said deed..

EXCEPTING THEREFROM that portion described in the Deed recorded October 9, 1952 in Book 124, Page 408, Wasco County records:

Commencing at the Northeast corner of the Wasco County Poor Farm Property, marked by a 5/8-inch iron rod , thence along the northeasterly line of said Catholic Mission Claim, North 39° 58' 13" West a distance of 60.27 feet, thence South 46° 15' 37" West a distance of 150 feet to a 5/8-inch iron rod at the Point of Beginning, thence North 39° 58' 13" West a distance of 300 feet, thence South 46° 15' 37" West a distance of 50 feet, thence South 39° 58' 13" East a distance of 300 feet, thence North 46° 15' 37" East a distance of 50 feet, to the Point of Beginning, containing 0.34 acre, per said deed.

ALSO a tract of land in said CATHOLIC MISSION CLAIM described in the Deed recorded September 30, 1952 in Book 124, Page 411, Wasco County records:

Beginning at a point North 39° 58' 13" West a distance of 360.27 feet from the Northeast corner of the Wasco County Poor Farm property, marked by a 5/8-inch iron rod , thence along the northeasterly line of said Catholic Mission Claim, North 39° 58' 13" West a distance of 200.00 feet, thence South 44° 24' 48" West a distance of 149.93 feet, thence South 39° 55' 30" East a distance of 200.00 feet, thence North 46° 15' 37" East a distance of 150.00 feet to the Point of Beginning, containing 0.69 acre, per said deed.

EXCEPTING THEREFROM two triangular portions described as Parcels #1 and #2 in the Bargain and Sale Deed recorded March 6, 1962 in Book 145, Page 390, Wasco County records, AND FURTHER described in Quitclaim Deed recorded April 3, 1962 in Book 145, Page 514 Wasco County records:

Parcel #1: Beginning at a point marked by a 5/8-inch iron rod North 39° 58' 13" West a distance of 270.27 feet from the Northeast corner of the Wasco County Poor Farm property marked by a 5/8-inch iron rod, thence along the northeasterly line of said Catholic Mission Claim, North 39° 58' 13" West a distance of 290 feet to the most northerly corner of that land described in Deed Book 124 Page 411, thence along the northwesterly line of that land described in said Deed Book 124 Page 411, South 44° 24' 48" West a distance of 75 feet to a 5/8-inch iron rod, thence South 54° 45' 21" East a distance of 292.49 feet to the Point of Beginning, containing 0.25 acre, per said deed.

Parcel #2: Beginning at a point North 39° 58' 13" West a distance of 60.27 feet from the Northeast corner of the Wasco County Poor Farm property, marked by a 5/8-inch iron rod, thence along the northwesterly right-of-way line of Webber Street, South 46° 15' 37" West a distance of 50 feet, thence North 25° 03' 16" East a distance of 55.03 feet to a point on the northeasterly line of said Catholic Mission Claim, thence along said Claim line South 39° 58' 13" East a distance of 20 feet to the Point of Beginning, containing 0.01 acre, per said deed.

ALSO the Adjustment Area :

Commencing at a 5/8-inch iron rod at the Northeast corner of the WASCO COUNTY POOR FARM PROPERTY, said corner also being on the Northeast line of the CATHOLIC MISSION DONATION LAND CLAIM No. 43; thence along said Claim line, North 39° 58' 13" West 60.27 feet to the Northeasterly projection of the Westerly right-of-way line of Webber Street; thence along said projection and said Westerly right-of-way line South 46° 15' 37" West 150.00 feet to a 5/8-inch iron rod with red plastic cap stamped "45884LS" at the Northeast corner of Parcel 1 of Partition Plat 2002-0016, Slide C-178A, recorded July 23, 2002, which point also marks the Initial Point of this description; thence continuing along said right-of-way line South 46° 15' 37" West 155.00 feet to a 5/8-inch iron rod with red plastic cap stamped "45884LS"; thence North 38° 51' 02" West 334.26 feet to a 5/8-inch iron rod with red plastic cap stamped "45884LS"; thence North 50° 03' 05" West 156.26 feet to a 1-inch copper disc stamped "WASCO CO SURV" epoxied into a large boulder; thence North 44° 24' 48" East 15.00 feet to a 5/8-inch iron rod with red plastic cap stamped "45884LS" at the Southeast corner of Partition Plat 1992-0039, Slide-097, recorded December 29, 1992; thence along the Easterly line of said Partition Plat North 44° 24' 48" East 161.72 feet to the Southwest corner of that land conveyed in Wasco County Deed Book 124 Page 411, filed October 9, 1952; thence along the South line of said land and the projection thereof South 39° 55' 30" East 495.15 feet to the Initial Point.

SUBJECT TO existing utility easements upon the property.

By this reference made a part hereof is that Property Line Adjustment Survey filed in Book 19 Page 030, Wasco County Survey Records, depicting this Adjustment Area; containing 1.75 acres, per said survey.

Total Adjusted Property B (Armory Site) containing 3.20 acres, per said Survey 19-030.

LEGAL PROPERTY DESCRIPTION for ADJUSTMENT AREA
(PORTION OF KRAMER FIELD BEING ADDED TO ARMORY SITE)

A tract of land in the CATHOLIC MISSION CLAIM in the Southwest quarter of Section 33, Township 2 North, Range 13 East of the Willamette Meridian in City of The Dalles, Wasco County, State of Oregon, described as follows:

Commencing at a 5/8-inch iron rod at the Northeast corner of the WASCO COUNTY POOR FARM PROPERTY, said corner also being on the Northeast line of the CATHOLIC MISSION DONATION LAND CLAIM No. 43; thence along said Claim line, North 39° 58' 13" West 60.27 feet to the Northeasterly projection of the Westerly right-of-way line of Webber Street; thence along said projection and said Westerly right-of-way line South 46° 15' 37" West 150.00 feet to a 5/8-inch iron rod with red plastic cap stamped "45884LS" at the Northeast corner of Parcel 1 of Partition Plat 2002-0016, Slide C-178A, recorded July 23, 2002, which point also marks the Initial Point of this description; thence continuing along said right-of-way line South 46° 15' 37" West 155.00 feet to a 5/8-inch iron rod with red plastic cap stamped "45884LS"; thence North 38° 51' 02" West 334.26 feet to a 5/8-inch iron rod with red plastic cap stamped "45884LS"; thence North 50° 03' 05" West 156.26 feet to a 1-inch copper disc stamped "WASCO CO SURV" epoxied into a large boulder; thence North 44° 24' 48" East 15.00 feet to a 5/8-inch iron rod with red plastic cap stamped "45884LS" at the Southeast corner of Partition Plat 1992-0039, Slide-097, recorded December 29, 1992; thence along the Easterly line of said Partition Plat North 44° 24' 48" East 161.72 feet to the Southwest corner of that land conveyed in Wasco County Deed Book 124 Page 411, filed October 9, 1952; thence along the South line of said land and the projection thereof South 39° 55' 30" East 495.15 feet to the Initial Point.

SUBJECT TO existing utility easements upon the property.

By this reference made a part hereof is that Property Line Adjustment Survey filed in Book 19 Page 030, Wasco County Survey Records, depicting this Adjustment Area;

Containing 1.75 acres, per said Survey 19-030.

**WASCO COUNTY BOARD OF COMMISSIONERS
REGULAR SESSION
NOVEMBER 2, 2016**

CONSENT AGENDA

1. [Minutes:](#)
 - a. [10.13.2016 Tygh Valley Town Hass](#)
 - b. [10.19.2016 BOCC Regular Session](#)
 - c. [10.21.2016 Outdoor Mass Gathering Application Public Hearing](#)
2. [Order 16-065 Setting Aside Funds in the Reserve Fund for Charter Communications Appeal](#)

Consent Agenda Item Minutes

- [10.13.2016 Town Hall Minutes](#)
- [10.19.2016 BOCC Regular Session Minutes](#)
- [10.21.2016 OMG Application Public Hearing](#)



WASCO COUNTY BOARD OF COMMISSIONERS
TYGH VALLEY TOWN HALL
OCTOBER 13, 2016

PRESENT: Scott Hege, County Commissioner
Steve Kramer, County Commissioner
Rod Runyon, Commission Chair

STAFF: Tyler Stone, Administrative Officer
Kathy White, Executive Assistant

At 5:30 p.m. Chair Runyon opened Tygh Valley Town Hall.

Chair Runyon explained that the purpose of the Town Hall is to hear what is on the minds of citizens. He introduced County staff in attendance: County Clerk Lisa Gambee, Administrative Officer Tyler Stone, and Executive Assistant Kathy White. He also introduced Regional Solutions Coordinator Nate Stice, MCEDD Project Manager Carrie Pipinich and Maupin Chamber of Commerce Director Cristi Amaral. He also pointed out that there were several candidates in the audience: Lynn Ewing, Maupin mayoral candidate, Jon Helquist and Denny Ross, Maupin City Council candidates, Bill Brackman, South Wasco Park and Recreation District candidate and Lisa Gambee, County Clerk candidate.

Commissioner Hege said that he would like to hear from the public regarding the last Burning Man event, noting that there is a hearing next Friday for another outdoor mass gathering.

Commissioner Kramer thanked everyone for coming. He reported that, although progress is painfully slow, there has been movement towards addressing the recycling issues for southern Wasco County. He stated that he has been in touch with DEQ and was able to get AOC approval for task force to work on the global markets for recyclable materials. He said that he welcomes calls from citizens to hear their thoughts and concerns.

WASCO COUNTY BOARD OF COMMISSIONERS
TYGH VALLEY TOWN HALL
OCTOBER 13, 2016

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Mr. Brackman observed that Tygh Valley is unincorporated which makes the County their only governmental resource. He stated that some of the roads are in bad condition with potholes that are in need of repair – especially in front of Molly B's. He said that he wanted to bring it to the Board's attention to explore what might be done to remedy the situation.

Mr. Brackman continued by pointing out that Hunt Park Caretaker Sid Moss will be retiring soon; he asked what the plan is for replacing him.

Mr. Stone replied that the position is posted in the paper; the County is looking for a full-time caretaker to live on-site. He stated that the position handles most of the maintenance and facilities repairs and acts as liaison to all of the groups that stay at Hunt Park. They also act as security – running off people who should not be there. He said that the Caretaker is a Wasco County employee with a dual reporting relationship, reporting to both the Fair Board and the County, through the Administrative Officer and Facilities.

Merle Davis of Tygh Valley said that he has been battling with the people who run the Tygh Valley School Community Center, saying that some have been in office for four or five years in violation of the bylaws. He provided the Board with a copy of the bylaws (attached). He said that he has talked to County Assessor Jill Amery but nothing has been done. He stated that he has asked to rent space at the facility for selling items. He reported that the State Attorney General's office has declined to take action; if he cannot get this resolved, he will file a lawsuit against the Tygh Valley School Community Center Board and the State. He said that he went to Wamic and they will allow him to use their facility; he stated that he thinks the Board of Commissioners should be able to enforce this law.

Mr. Davis continued by saying that the County owns seven acres by the river; he thinks that it should be made into a park – the zoning commission said they did not have the time. He said that the County should not sell the property.

Jane Oliver of Wamic noted that there are problems for law enforcement because deputies are so far away. She suggested that the County consider having volunteer deputies like there are in Corbett; they could help regular deputies by going to check out situations. He said that there are a few people who offend all the time and create thousands of calls each year; she said that she would prefer volunteer deputies take care of the nuisance calls and the regular deputies spend their time in Pine Hollow.

Chair Runyon responded that rural counties always face the challenge of travel times for law enforcement. He said that what is being described is Reserve Deputies which is a program already in place within the Wasco County Sheriff's Department. He stated that if anyone is interested in joining the reserves, they should contact the County.

Mike Brown said that there is confusion around Pine Hollow as to what roads are public, private or County-owned. He said that people are riding on the lake bed when the water is down; some are kids driving SUV's – when challenged, they say that it is a private road and they do not need a license.

Chair Runyon said that he has a listing that shows what roads are public and what roads are County-owned. He stated that he would send that document to Mr. Brown.

Mr. Brown asked where the property taxes go – are they used throughout the County or mostly in The Dalles. Commissioner Hege suggested that Mr. Brown review the County budget available on the County website; it shows how the money is expended. Ms. Gambie noted that as Clerk, she assisted with the formation of the South Wasco Park and Recreation District – formed specifically to address recreation in South Wasco County - and her staff runs elections and does recording for the entire County. She went on to say that tax statements, which will go out soon, will list what some of the taxes are for. She stated that one rumor she heard when she started was that Pine Hollow has a recreational property tax; that is not the case. She said that the County website lists all the special taxing districts. She pointed out that only 30% of property taxes go to County departments; what people vote for, is what they are saying they will support.

Chair Runyon announced that the County website is undergoing a redesign. There is a lot of information available and the new site will be easier to use.

Anna Nolan of Pine Hollow asked if there has been any progress on the issue of the discharge of firearms in Pine Hollow. Chair Runyon replied that there have been multiple conversations. He said that if it comes back before the Board, Ms. Nolan will be notified in advance.

Gary Davis announced that Maupin and Wamic American Legion units are merging. He commended SWPRD for working toward getting both Pine Hollow boat ramps repaired. He stated that the American Legion has a fund for a dock by the south ramp from which disabled veterans could fish. He said he would appreciate some help to move that forward.

Ms. Gambie said that if Mr. Davis would stay for the South Wasco Alliance meeting, that would be a good time to explore the possibilities. She explained that Badger Irrigation District owns the land under the lake; work is being done toward having the land under the ramp deeded to the SWPRD.

Mr. Brackman added that BID owns all the land and most of the water; they are required

WASCO COUNTY BOARD OF COMMISSIONERS
TYGH VALLEY TOWN HALL
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to allow recreation, fishing and boat ramps. He said that it is a very limited scope and BID is not interested in letting the public do any more than what was originally agreed upon. He predicted that they would not allow the handicapped ramp but if SWPRD can get a piece of the land that could change. He pointed out that BID is there to provide irrigation, not recreation which represents a liability to them.

Gary Davis, directing his comments to Commissioner Kramer, said that there was a dwelling at property in southern Wasco County; they were told it was unsafe to hook up electricity to that dwelling. He stated that the dwelling was torn down and now they can't get electricity because there is no dwelling. Commissioner Kramer recommended that Mr. Davis meet with Planning Director Angie Brewer and offered to make that introduction.

Dave Durwater said that he would like to start a conversation regarding Forest Service Road 48. He offered an email he had sent to Representative Huffman regarding the issue. Commissioner Hege observed that it is very interesting that the road is well-maintained on the County side but deteriorates when it turns into ODF property.

Rick Leeper said that he had lived here 20 years ago and moved back about 2 years ago. He stated that Ross Road used to get graded about once a month; that does not happen anymore. He noted that one of the former crew members had a relative living on that road which may have influenced the frequency of grading. He said that the condition of the road is bad.

Mr. Stone replied that the County does not grade roads when it is dry; however, now that the rains have begun, Public Works has eight graders out working on roads. Commissioner Hege noted that the difference between now and 20 years ago is the budget – road crew staffing has been reduced by more than half. He went on to explain that the road department was funded by forest funding but when the spotted owl issue was raised, we lost half of the funding. He said that we continue to work to regain funding; just this year the Budget Committee agreed to spend another \$750,000 to help maintain County roads. He stated that this year we will do more than twice what we have been able to do in recent years. He said that grading will probably take place 2-3 times a year.

Dean Hager asked how Tygh Valley could be incorporated into the County. Mr. Stone replied that he is not aware of a process for that. He stated that Tygh Valley is platted as a private community but could become an incorporated city. Mr. Hager said that residents put a lot of money into the Wasco County and they do not want to be a city. Mr. Stone explained that property tax dollars do not go to roads. He said that they may be able to petition to have a road accepted by the County; however, there is already not enough

WASCO COUNTY BOARD OF COMMISSIONERS
TYGH VALLEY TOWN HALL
OCTOBER 13, 2016
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funding to maintain the roads currently in the County system. He said that staff is working to find a solution.

Commissioner Hege added that County roads are those in the County system and maintained by the County; public roads are accessible by the public but not maintained by the system. He said that he thinks it is time to look at the roads comprehensively. He noted that there is a map of County roads on the Public Works page of the County website.

Commissioner Hege stated that the County Planning Department in conjunction with the Planning Commission will be working on a new Comprehensive Plan; part of that process is to seek public input. He said that Planning staff will be in this area to hear from residents. Mr. Stone added that the Comprehensive Plan feeds into the Land Use and Development Ordinance which has not been fully reviewed for many years. He announced that the County will be getting help from the State to go through this process; there will be significant outreach and community feedback is very important – we need to hear from the public. He said that in addition to public forums there will be surveys and county-wide notification. He said that those two documents will guide our direction for many decades into the future.

Wasco County
Board of Commissioners

Rod L. Runyon, Board Chair

Scott C. Hege, County Commissioner

Steven D. Kramer, County Commissioner



WASCO COUNTY BOARD OF COMMISSIONERS
REGULAR SESSION
OCTOBER 19, 2016

PRESENT: Scott Hege, County Commissioner
Steve Kramer, County Commissioner
Rod Runyon, Commission Chair
STAFF: Tyler Stone, Administrative Officer
Kathy White, Executive Assistant

At 9:00 a.m. Chair Runyon opened the Regular Session of the Board of Commissioners with the Pledge of Allegiance.

Discussion List – Measure 97 Follow-up

Chair Runyon reminded everyone that at the last session there had been an extensive discussion regarding Measure 97; both sides of the issue were represented. He said that a request had been made for the Board to pass a resolution in opposition to the measure but the question was raised as to what authority the Board had to act on such a resolution.

County Counsel Kristen Campbell explained that research confirmed the Board's hesitation to act; ORS 260.432 basically says that public time and resources should not be used to support a candidate or referendum. She added that the Commissioners are free to make their individual positions known; but may not act as a group in support of or opposition to of Measure 97.

Discussion List – Charter Appeal Reserve Fund

County Assessor/Tax Collector Jill Amery explained that some time ago, small cable companies disputed how they were being valued for tax purposes; the dispute went to court and a decision was made that they should be valued differently – that decision has been appealed. She said that some are not paying and will have to pay back taxes; some are paying taxes and may get a refund. She said that Charter is large enough to meet the reserve fund requirement threshold. How much being set aside is determined by each county; we have a reserve that is 60% of the value. She said that she does not anticipate the decision will come back at 100% and she is comfortable with the 60% level; adding \$75,000 to the Charter Reserve Fund will bring it to a balance of just over \$700,000. She concluded by saying that everyone is appealing and she expects this to go on for years; she will be attending an assessor's conference next week and will bring back any new information.

Chair Runyon asked if some counties are not doing this. Ms. Amery replied that they are required to have a reserve, but each county makes the decision as to how much to hold in reserve. She said that she thinks 60% puts Wasco County in a good position – we want to avoid causing a large payback for taxing districts when this is finally settled. She said that if the Board chooses, more can be set aside.

Commissioner Hege stated that he trusts Ms. Amery's judgement. Finance Director Mike Middleton added that it is a good idea to have the reserve, but holding back 100% would be inefficient; it is likely the final decision will be somewhere in the middle. Ms. Amery pointed out that if there is excess, it will be distributed to the taxing districts at that time.

Commissioner Hege commented that this is not just Wasco County's money; it is for all the taxing districts and the reserve fund will prevent districts from having to payback a large sum in the future. He said that the hope would be that we would be able to distribute some funds to the districts at the end of the appeal process. Ms. Amery confirmed.

{{{Commissioner Kramer moved to set aside an additional \$75,000 into the Charter Communication Reserve Fund. Commissioner Hege seconded the motion which passed unanimously.}}

**Discussion List – MCCFL CDBG Owner’s Representative RFQ
Submissions Opening**

Mr. Stone announced that we have received no submissions in response to the request for Quotes and therefore there is nothing to open. He said we will go back out for quotes.

Consent Agenda – 10.5.2016 Regular Session Minutes

Ms. White noted that on page 15 of the minutes a name is highlighted because she had not been able to hear the speaker clearly in order to provide the correct name for the minutes. She said that she has since learned the correct name (Ashbrook) and included that in the hard copy minutes prepared for the Board’s signatures.

{{{Commissioner Hege moved to approve the Consent Agenda with the noted correction to the minutes. Commissioner Kramer seconded the motion which passed unanimously.}}}

Department Reports – Assessor/Tax Collector

Ms. Amery reported that tax bills have gone out for a total amount of approximately \$37 million. She stated that real market property values have gone up. She said that she will be talking to the radio stations to help get the message out to the public. She commented that Measures 5 and 50 are complicated and she wants to help citizens understand – property is taxed on the lower of two values: real market value and maximum assessed value. She said that Deschutes County has a great video to explain the process and she is referring people to that for information along with her efforts which includes radio spots and in-office literature. She stated that property owners can also come into the tax office to ask questions.

Commissioner Hege asked if the tax calculation – real market vs. maximum assessed value – varies by community. Ms. Amery said that she would look into it. She added that one issue not addressed in the video is the circumstance of older homes that have been improved.

Agenda Item – LPSCC Grant Agreement

Juvenile Services Director Molly Rogers explained that LPSCC is the Local Public Safety Coordinating Committee appointed by the Wasco County Board of Commissioners.

WASCO COUNTY BOARD OF COMMISSIONERS
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She stated that although the Committee is mandated by statute, there are varying levels of activity across the state. She said that the Association of Oregon Counties (AOC) wants to strengthen that; they successfully applied for a grant and will be engaging a regional coordinator. She stated that Wasco County's LPSCC is the most active in the region – Hood River, Wasco, Sherman, Gilliam and possibly Wheeler counties. She stated that she has been chair of LPSCC for 14 years and will be happy to have the help. She pointed out that although it is a full time position, it will be shared among all the counties in the region.

Chair Runyon noted that there was some discussion of this at the recent District 3 conference. He said that this is a good opportunity to have someone do what Ms. Rogers does and rotate Committee Chairs.

Ms. Rogers said that there will be some transition time but she thinks it will be good. She said that she has asked that someone from our LPSCC be part of the hiring process. She said that some of the other counties in the region with less active LPSCC's will have some work to do; some only meet quarterly. She observed that some counties have more robust support for LPSCC – Multnomah has an entire LPSCC department; Yamhill has a research department that supports their LPSCC.

Chair Runyon noted that this is a three-year grant with no cost to the County. Commissioner Hege observed that it is all about our participation. Ms. Rogers agreed saying that it will need Board support. She added that AOC has committed to hiring locally.

Commissioner Hege asked if this position will be able to affect any regional efforts rather than just county by county. He asked if there would be a benefit to coordinating among the LPSCCs. Ms. Roger replied that she believes Hood River Commissioner Karen Joplin has a vision for some regional work and will want to work with the Coordinator toward that goal. She commented that she believes some of the other counties in the region will have some catching up to do before they can work regionally. She pointed out that some of the Wasco County LPSCC members also serve other counties – OSP, Public Health, mental health, etc. She suggested that quarterly regional meetings might be practical. Commissioner Hege said that he is concerned that some of those mentioned might not be able to attend four LPSCC meetings each month and he does not want to see them get burned out. Ms. Rogers agreed adding that service providers will report that our LPSCC has made headway and she does not want to lose

ground. Commissioner Hege concurred, saying that that is why it may make sense to be more regional. Ms. Rogers responded that they will certainly be looking at regional solutions.

{{{Commissioner Hege moved to approve Resolution 16-025 supporting a grant agreement between the Oregon Criminal Justice Commission and the Association of Oregon Counties to provide staff for Local Public Safety Coordinating Councils. Commissioner Kramer seconded the motion which passed unanimously.}}}

Agenda Item – SWAC Rate Increase Recommendations

John Zalaznik, Environmental Health Supervisor with North Central Public Health District and member of the Solid Waste Advisory Committee, stated that the Landfill increase is a straightforward calculation of .85 of the CPI. He said that when reviewing the Waste Connections request the Committee was not clear on how they arrived at their figures as the math was not as direct. He stated that once Waste Connections District Manager Jim Winterbottom explained their calculation process, it was much clearer; they take into account the increase in the Landfill rates and then apply CPI to their own costs. He said that the Committee recommends approval for both rate increase requests. He said that in the future they will look at the formula to simplify the calculations.

Commissioner Kramer added that work is moving forward to revise the 1996 Solid Waste Ordinance. He explained that the Public Health Officer has indicated a desire to be removed from the Committee. He said that he is working with Mr. Zalaznik and others to reformulate the Committee composition after which the Committee can get to work on ordinance revision. He stated he has consulted with County Counsel and former Environmental Health Supervisor Glenn Pierce for guidance.

{{{Commissioner Kramer moved to approve Resolution 16-023 approving the rate increases for the Wasco County Landfill. Commissioner Hege seconded the motion which passed unanimously.}}}

{{{Commissioner Hege moved to approve Resolution 16-022 approving the rate increase for Waste Connections. Commissioner Kramer seconded the motion which passed unanimously.}}}

Mr. Winterbottom said that he thinks some of the disconnect resulted from their effort

to be completely transparent; the extra detail became confusing.

Commissioner Hege asked what Mr. Winterbottom could tell them about recycling in the southern part of Wasco County. Mr. Winterbottom replied that there are two recycling depots in Maupin; other people, that may or may not be customers, are also coming from outside that area to access the depots. He stated that they are trying to locate another area for a recycling depot, but Waste Connections takes a loss on the recycling process; they do not pass that loss on to customers. He said that they want to do the right thing and not see trash deposited on the side of the road. He said they are exploring the possibility of a DEQ grant but need a customer base of 4,000 – a long way to go in the rural part of the County. He said that the main problem is a depressed market for recyclables.

Commissioner Hege asked what they do with the recyclables when there is no market. Mr. Winterbottom replied that there is a market but it is a negative market – the value of the recyclables is less than the cost of collection and processing. He stated that they pay about \$17.50 per ton to get rid of it which is better than it was.

Commissioner Hege asked why the Asian market is so important for recyclables. Mr. Winterbottom responded that they do the most marketing and shipping and our recycled cardboard is reliable; when they slow down, we see a dip. He said that you can look out about three months to predict the market; they have no virgin material and so rely on recycled material.

Agenda Item – Budget Adjustments

Mr. Middleton reminded the Board that at a previous session they approved bringing a contracted position in-house as a full-time employee. As a result, there needs to be an adjustment to the budget; moving funds from contracted services to personnel.

Community Corrections Manager Fritz Osborne reported that the new position is working out well and made a difference starting with the first day. He said that clients are showing up, re-attending, doing homework and engaging in treatment. He stated that although this is anecdotal evidence, he sees a trend and estimated a savings of 12-18 days of NORCOR time for offenders participating in the program. He said that he sees the change in offenders who suddenly feel like they have a relationship with the people in the office – it breaks the authority/power atmosphere and is very exciting.

{{{Commissioner Hege moved to approve Resolution 16-020 transferring

appropriations within a fund. Commissioner Kramer seconded the motion which passed unanimously.}}

Mr. Middleton said that the IS transfer is for a back-up system that is very important; it can have a big fiscal impact in getting things done on a timely basis.

Information Services Director Paul Ferguson explained that this was on the rotation to be done in the next fiscal year. The current system loses the Friday information backup over the weekend which caused an issue with the financial system earlier this year. This will bring us up to full capacity. He said that another more difficult piece will be controlling our data more efficiently – that process will need to be added to the Strategic Plan.

Mr. Stone stated that his user directory is probably the largest in the County as it has the user drives of many predecessors because we needed to make sure we could access the data. However, some of those drives have information duplicated from the other drives which means the same data is stored multiple times. He said that it will be a long, large task and he is hopeful that the new Information Services employee will be able to help – we need to start managing our data.

Mr. Ferguson shared a graph (attached) illustrating the growth in data storage from 2010 to 2016. He noted that the graph does not include files outside of the data bases. He said that the current back up gives us one week of data storage; we need two weeks of storage. He stated that he believes it is critical to gain the storage now and would be inefficient to use the budgeted \$5,000 for maintenance now only to replace the system in 6 months.

Mr. Ferguson went on to say that at the end of three years, we will get an upgrade to the system; storage keeps getting cheaper, so we will get more for the same price.

}}{Commissioner Kramer moved to approve Resolution 16-021 transferring appropriations within a fund. Commissioner Hege seconded the motions which passed unanimously.}}

Mr. Middleton explained that the Sheriff's Department has not expended their entire Homeland Security grant and have been given an extension to the end of the year to use the remaining \$16,802. He stated that it was not included in the budget and needs to be recognized.

Sheriff Magill stated that this is for the Bakeoven repeater site which is important for backup power. He noted that with today's power outage throughout southern Wasco County, they have limited coverage; this will rectify that situation. He stated that it is an important part of their infrastructure.

{{{Commissioner Hege moved to approve Resolution 16-024 transferring appropriations within a fund. Commissioner Kramer seconded the motion which passed unanimously.}}}

Sheriff Magill announced that they graduated their newest deputy on October 7th and anticipates having him fully on his own after the first of the year. He added that he expects Deputy Steen to return to duty in the first part of November; he has been serving in the military. He hopes to have confirmation of his return in the next 2 weeks.

Sheriff Magill stated that they just completed a tabletop exercise for responding to a school shooting; they were able to identify gaps and they will be addressing those. They also identified strengths. The exercise included people from Washington State. He said that he would invite the Commissioners to attend the next exercise.

Sheriff Magill praised the Community Corrections Team; the ripple effect from the work being done is paying huge dividends. He said he expects that will continue to grow and help improve our communities. He said that he is encouraged by the progress being made toward transitional housing. He stated that we are really turning a corner in that department.

Sheriff Magill continued by saying that they had received 24 applications for three 9-1-1 positions. Nineteen of the applicants tested; fourteen passed the test and eleven made it to oral interviews. He said that normally they only interview five, but the quality of the applicants was such that they felt it important to interview all eleven. He stated that from the eleven, they narrowed it to four; one of the four did not pass the background check. He explained that one of the candidates has a great depth of background and will be ready to start work in four weeks; her pay will need to be adjusted to reflect her level of experience and training. He said that the two part-timers look really good and he is excited to see 9-1-1 fully staffed. He added that they are in the process of getting a new radio contract; it has been out to bid for seven months – they are waiting for the last quote.

Sheriff Magill announced that he will be holding a Town Hall in Maupin on November

10th at 6 p.m.; he plans to hold them quarterly. He said that their strategic plan is done; it just needs a little polishing. They have a training committee that will begin working next month to revamp the training program; he anticipates some major changes. The narcotics team has been very busy; there was some marijuana training last night. The awards banquet will be held on January 28th.

Commissioner Hege asked that the Sheriff send the Board a notice for the Town Hall. He asked if there has been any resolution to the complaint in Pine Hollow regarding the discharge of firearms.

Sheriff Magill replied that what is occurring is legal and there is only one complainant. He said that the complainant will not give him names of others who are upset. He said that for right now, he has been in communication with OSP and ODFW and all are aware of the situation. He said that if there are issues, they will work together to resolve them if they feel anyone is being reckless. He said they are working closely together. He added that it is really a wildlife issue and it is in OSP's wheelhouse; they have the training.

Commissioner Hege asked if there had been any complaints from the last What the Festival. Sheriff Magill replied that they had received one complaint two days following the event. He said that he would send the after-action report to the Board.

Agenda Item – Finance Update

Mr. Middleton noted that the report being presented is unaudited numbers. He stated that financial reporting has been less than ideal and he wants to improve that. He said that part of the issue is that the reporting out of Eden is not very flexible; to solve that problem, he has exported data into Excel to create reporting. He said that he will be reporting regularly and will adjust what information he provides based on feedback from the Board. He said that the graphs contained in the packet show spending for this year and last year at the same point. He said that when they see trends in the graphs, they can investigate further; he will be happy to share the Excel file with the Board.

Mr. Middleton went on to demonstrate how the Excel file is set up and how it can be used to get detail. He used Administrative Services as an example where there was a significant change in expenditures over last year. He drilled down into the file, showing the reason for the increase to be additional staffing in Finance and the courthouse electrical upgrade.

The Board expressed their gratitude for the information presented saying that it is 100% more than what they have received in the past.

Agenda Item – Codes Enforcement Grant Application

Codes Enforcement Officer Joseph Ramirez stated that he just recently learned about this grant opportunity. He said he would like to use the money to get a truck and trailer and then contract through Juvenile Services to clean up properties and sort and recycle materials from those clean-ups. He said that oftentimes, property owners are not physically capable of the clean-up and cannot afford to hire a company to come in to do the clean-up. This would offer a lower cost solution to the property owner, would improve neighborhoods by bringing them into compliance and would be an avenue for income to support the work crew with additional supplemental income from scrap materials. He said that the grant application document is very rough right now but he hopes to have it completed next week. He said that there is no match but will take staff time; it will not create an overtime situation.

Mr. Stone noted that this will also help to pay for the juvenile work crew. Mr. Ramirez confirmed, saying that they are working to tie them into this program. He said he is also working to make this a self-funding program.

Commissioner Hege suggested that he use the vehicle committee to help reduce costs for the vehicle. Mr. Ramirez said they have just recently begun to talk about that. He said that the trailer would be about \$5,000 with sorting bins for recycling. He stated that he has talked to Fred about where the trailer can be stored and believes there is already room for it. He said that it may not be practical to use a roll-down vehicle as they will need the towing capacity of a truck.

Commissioner Kramer said that there are a lot of people looking at this but it needs to be quick as it is due by the 31st. Commissioner Hege stated that it is a great idea but the details need to be worked out.

*****The Board was in consensus to apply for the DEQ Grant.*****

Chair Runyon stated that he has a conference call that it is important he be on and asked Commissioners Kramer and Hege if they could accommodate a recess to 1:00 p.m.; they agreed.

Chair Runyon recessed the session at 10:49 a.m.

The session resumed at 1:10 p.m.

Agenda Item – Executive Session per ORS 192.660(2)(i)

Chair Runyon opened an Executive Session of the Board of County Commissioners pursuant to ORS 192.660(2)(i) – to review and evaluate the employment-related performance of the Chief Executive Officer of any public body, a public officer, employee or staff member who does not request an open hearing. He stated that representatives of the news media and designated staff shall be allowed to attend the executive session; all other members of the audience are asked to leave the room. Representatives of the news media are specifically directed not to report on any of the deliberations during the executive session, except to state the general subject of the session as previously announced. No decision may be made in executive session. At the end of the executive session, we will return to open session and welcome the audience back into the room.

Chair Runyon closed the Executive Session and adjourned the regular session at 2:22 p.m.

Summary of Actions

Motions Passed

- **To set aside an additional \$75,000 into the Charter Communication Reserve Fund.**
- **To approve the Consent Agenda with the noted correction to the minutes.**
- **To approve Resolution 16-025 supporting a grant agreement between the Oregon Criminal Justice Commission and the Association of Oregon Counties to provide staff for Local Public Safety Coordinating Councils.**
- **To approve Resolution 16-023 approving the rate increases for the Wasco County Landfill.**
- **To approve Resolution 16-022 approving the rate increase for Waste Connections.**
- **To approve Resolution 16-020 transferring appropriations within a fund.**
- **To approve Resolution 16-021 transferring appropriations within a fund.**
- **To approve Resolution 16-024 transferring appropriations within a fund.**

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Consensus

- **To apply for the DEQ Grant.**

Wasco County
Board of Commissioners

Rod L. Runyon, Board Chair

Scott C. Hege, County Commissioner

Steven D. Kramer, County Commissioner



WASCO COUNTY BOARD OF COMMISSIONERS
WHAT THE FESTIVAL OUTDOOR MASS GATHERING APPLICATION
PUBLIC HEARING
OCTOBER 21, 2016

PRESENT: Scott Hege, County Commissioner
Steve Kramer, County Commissioner
Rod Runyon, Commission Chair
STAFF: Tyler Stone, Administrative Officer
Kathy White, Executive Assistant

At 5:30 p.m. Chair Runyon opened the Public Hearing for the purpose of considering PLAOMG-16-09-0002 – a request for an Outdoor Mass Gathering permit for a music and art festival entitled “What the Festival” June 15-19, 2017 with estimated attendance of 6,600-7,100. He explained the procedure for the hearing:

- Staff report and recommendation
- Applicant presentation
- Public Testimony
- Applicant rebuttal
- Board Deliberations and motion for approval or denial

Chair Runyon asked if any Commissioners wished to disqualify themselves for any personal or financial interest in this matter. There were none.

Chair Runyon asked if any member of the audience wished to challenge the right of any Commissioner to hear this matter. There were none.

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Chair Runyon asked if any member of the audience wished to question the jurisdiction of this body to act on behalf of Wasco County of this matter. There were none.

Chair Runyon asked if any Commissioners needed to disclose ex-parte contacts. There were none.

Senior Planner Dustin Nilsen reviewed the staff report included in the packet. He noted that the event was to be held on the same site as it has been held for the last four years. He reported that the applicant submitted an application as required. He stated that the hearing was posted on October 10, 2016 with a courtesy notice mailed to neighbors on October 13, 2016. Partner agencies were also notified. He explained that this process exceeds statutory requirements.

Mr. Nilsen went on to say that this is not a land use decision but has historically been handled through the planning department. He pointed out that ORS 433.750 states that the governing body of a county in which an outdoor mass gathering is to take place shall issue a permit upon application when the organizer demonstrates compliance with or the ability to comply with the health and safety rules governing outdoor mass gatherings to be regulated according to the anticipated crowd and adopted by the Oregon Health Authority.

Mr. Nilsen explained that this event meets the qualifications to be designated as an outdoor mass gathering – an event that lasts over 24 hours with more than 3,000 in attendance. He then reviewed the items with which the applicant needs to comply in order to be approved and stated that the applicant had met or exceeded all requirements. Mr. Nilsen stated that staff recommends approval of the application.

Chair Runyon asked Glen Boyd, site owner and event organizer, if he wished to say anything. Mr. Boyd stated that he was happy to be here and would be available to answer questions.

Chair Runyon asked who on the sign-in sheet was there to speak in support of the application. Dufur Mayor Robert Wallace said that he has worked with the event organizers and staff and found them to be professional and cooperative. He said that it has been a very positive experience. He reported that he has talked to local businesses asking them of all the annual area events, which has the most positive impact on their business. He stated that the business owners overwhelmingly identified What the Festival as bringing the most business to the area – far more than any other single event. He identified the local gas station, hardware store, grocery store, restaurants and hotels and

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seeing the a lot of business during the event. He added that the event organizers also do as much local hiring as possible.

Mayor Wallace went on to outline the community support provided by the event organizers. He described their participation in the lighted tractor parade and a community work day at the local fair grounds. He said that they have also made contributions to the local school, have committed to provide financial support for the restoration of a stage at the fairgrounds and work with the local chamber of commerce.

Mayor Wallace stated that he has read the 2016 WTF After Action Report and feels like any issues therein are minimal and being addressed. He said he would like to see the permit approved.

Commissioner Hege asked if he had learned of any challenges from the local businesses. Mayor Wallace replied that there had been a request for an extra dumpster and restroom at Kramer's market which was put in place last year. He said that his experience has been that any time there is an issue, the organizers work with the community to address it.

Chair Runyon called on Dr. Wherey who read the following statement into the record:

It is truly unfortunate that this disruption of our rural community is being repeated year after year.

The petitioners parade multiple parties, from not only outside the community, but from outside the state. Each with a clear financial interest in flooding a tranquil rural area with thousands of Portlandians. The few beneficiaries who are actually from Wasco county, don't live in the immediate area either, but in communities where such activities and their associated noise pollution are prohibited, and that includes members of this Board.

What-The-Festival has become longer every year, with an ever increasing amount of unwanted noise, (if, as I have been told by friends from as much as 10 miles away, they can hear the pounding of the music, you can imagine what we, the immediate neighbors are experiencing). There has also been significant traffic disruptions and littering.

This year the petitioners seek approval for 9,000 attendees. That is roughly equivalent to 1/3 of the entire population of the County, 2/3 the population of The Dalles and 15 times the population of Dufur. While on paper the petitioners may claim their facilities are adequate for such attendance, the surrounding public infrastructure is clearly not, especially the two lane, rural, Dufur Valley Road.

The number of permitted attendees authorized, must consider the impeding of access and egress, of not only other area residents, but also factors of safety, disruption of traffic flow to and from Route 35 and the national forest and most critically, ,emergency services throughout the area, especially during the height of the fire season.

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Zoned F2, AG and timber, there are existing restrictions, limiting noise to between the hours of 7 a.m. and 10 p.m. and which apply to the conforming land users. But have the Commissioners applied these same noise restrictions on this nonconforming activity? NO.

The Board claims to not have the ability to deny a permit under existing Oregon State statutes, but is does have the ability and in this case the obligation, to stipulate noise limits as well as limitations on attendees within such permitting.

The 7 a.m. to 10 p.m. restrictions are pervasive across the state, and are not unreasonable. There can be no excuse or justification for not applying them. Such restrictions are also consistent with every incorporated municipality within this and adjacent Counties, in which such restrictions would apply, legally, to an outdoor mass gathering.

It is incumbent on the Board to provide equitable protection and, at least a minimum consistency in such protection. Failure to do so only serves as a further testament to the indifference, and a disregard for other residents and property owners of the unincorporated County, and the rural environment that is disrupted.

Objections by the petitioners, of how these restrictions will ruin their festival, only serves to both acknowledge the extent of the disruptions, and reinforce such contempt for others.

Commissioner Hege asked Dr. Wherly if he had noticed any differences in the noise over the years. Dr. Wherly replied that there are differences but no improvements. He stated that his home is located as the nearest residence to the stages. He said that his home is also in the direct pervasive wind pattern. He said that the wind carries the noise through the valley as well. He said that the problem isn't just the time of day but after 10 p.m. it is egregious. He said that he is looking for electronically enhanced noise restrictions. He asked who they would exodus 9,000 people in case of a fire. He added that it is disruptive to traffic patterns for locals and tourists.

Chair Runyon asked if anyone else wished to provide testimony. Rocky Webb said that he has attended the festival to see what it was like. He said that he found it to be well-organized. He said that he is well acquainted with many locals and has talked to them about the festival. He said that none have expressed opposition; they seem to appreciate the economic benefit. He said that he has not talked to any ranchers who have any problems and listed some of the ranchers with whom he has spoken. He said that he has done business with these ranchers and they have not issued any concerns and have said they like to see the community benefits.

Chair Runyon asked Mr. Boyd if he would like to respond to any of the comments. Mr. Boyd said that he is not a traffic expert but the Sheriff comes out many times to monitor the traffic going in and out. He said that he has not heard any concerns of impact to

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getting in or out. He stated that they have a commitment to not back up Dufur Valley Road and take that very seriously.

Mr. Boyd went on to say that they shut down the main stage at midnight – it runs from 11 a.m. to midnight. He said that all the stages are turned away from neighbors whenever possible. He stated that after midnight, the smaller stages are used. He said that they are sensitive to the sound issues; they go out and measure and the sound does not register off-site. He said that you can hear something but you can also hear a dog bark. He stated that they shut down at midnight as they have committed to do.

Commissioner Kramer said that he had an opportunity to visit with Judy who lives on Wolf Run. He said that Judy had complained last year but not until after the event. He stated that he let her know that it is important to report issues at the time of the occurrence. He reported that Judy told him that Mr. Boyd has spoken with her and they are working toward a positive solution. He said that he is convinced that things are working well.

Chair Runyon said that in reviewing the After Action report it appears that contact during the event has been minimal and security has been good. Sheriff Lane Magill reported that they had a walk-through Thursday, meeting with Mr. Boyd and the Moonshine staff. He said that they discussed noise and traffic. He said that he paid more attention to traffic due to the expected increase in attendance. He said that last year there was a snag on Friday night with a back-up of 15 cars; organizers notified the Sheriff's office right away and called back within a few minutes to report that they had solved the problem and did not expect any further issues.

Sheriff Magill continued by saying that there had been 58 traffic stops in the area during last year's event with no citations for speeding although they did receive one complaint about a speeder. He reported that one of the traffic stops resulted in the confiscation of marijuana. In addition there was a report of theft from a vendor which they investigated and an issue with one of the bands; he said that onsite security handled it very effectively and he was quite impressed.

Sheriff Magill said that he makes it a point to sit above the box office – at 12:00 Midnight exactly, the music was shut off. He said that before the music was shut down, he went to an area east of the site. He said that due to the bass noise traveling, the organizers have implemented noise cancelling reverse bass technology. He said that he went to the end of Wolf Run and found that the noise was very low and after midnight was inaudible. He concluded by saying that Dufur Fire and Ambulance had received no calls from last year's event.

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Commissioner Hege commented that the Board had received comments from Ken Thomas and asked if there is anything in the comments that raise concerns. Mr. Nilsen replied that Planning is bound to limit themselves to the OAR requirements and have no additional comments. Mr. Boyd observed that these are the same issues Mr. Thomas raises every year; he stated that repeating an untruth does not make it a truth.

Chair Runyon said that he appreciates the efforts organizers have made to reduce the impacts of noise. Mr. Boyd stated that the noise cancelling technology which creates a reverse sound wave, is expensive – not many other events employ the technology – but they want to do what they can to address local concerns. He said that it does not eliminate noise but greatly reduces it.

Dr. Wherly commented that if they have the technology, they should use it throughout the event rather than using it only after midnight.

Chair Runyon asked if anyone else wished to comment. There being none, he closed the hearing and moved to deliberation.

Commissioner Hege said that he has been involved with this process for a number of years and has taken it seriously. He said that in the early years there were a lot of issues, primarily related to noise, but it is obvious that the applicant is doing all they can to minimize the issues. He said that he has been in government for a long time and this has been one of the best firms to work with; they always do their best to comply with requests. He stated that he has personally heard many, many positive comments. He said the fact that their staff comes and works in the community and provides funding and labor for community projects is exemplary; not many events like this do that – in fact, he is not aware of any others that do. He said that he has been on site a number of times and was incredibly impressed. He stated that he was there at midnight and even though the band was mid-stream, the performance just stopped. He said that he appreciates the fact that the organizers meet their obligations.

Commissioner Hege went on to say that he has been in the neighboring areas and cannot say that there is no noise but he can say that it is very limited. He stated that he appreciates that it may be different if you are there 24 hours a day. He said it is a positive event and there are not a lot of challenges.

Commissioner Kramer stated that Commissioner Hege's comments were well-put and he completely agrees

{{{Commissioner Kramer moved to approve Order 16-063 approving an outdoor mass gathering for "What the Festival," a music and art festival, June 15-19, 2017,

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File # PLAOMG-16-09-0002. Commissioner Hege seconded the motion which passed unanimously.}}

Commissioner Hege expressed the Board's appreciation for all the work done by staff. Chair Runyon added the Board's appreciation for all those who attended the hearing and said that he looks to the organizers to continue best practices.

Chair Runyon adjourned the hearing at 6:22 p.m.

Wasco County
Board of Commissioners

Rod L. Runyon, Board Chair

Scott C. Hege, County Commissioner

Steven D. Kramer, County Commissioner

Consent Agenda Item
Reserve Fund Transfer

- [Staff Memo](#)
- [Order 16-065 Setting Aside Funds in the Reserve Fund for Charter Communications Appeal](#)

MEMORANDUM

TO: BOARD OF COUNTY COMMISSIONERS
FROM: KATHY WHITE
SUBJECT: CHARTER RESERVE FUND
DATE: 10/25/2016

BACKGROUND INFORMATION

At the 10.19.2016 Regular Session of the Board of County Commissioners, the Board passed a motion to set aside an additional \$75,000 in to the Charter Communication Reserve Fund. This action was based on recommendations from the Wasco County Assessor/Tax Collector and the Wasco County Finance Director. The discussion is available in the 10.19.2016 draft minutes available in this Board Packet.

IN THE BOARD OF COMMISSIONERS OF THE STATE OF OREGON
IN AND FOR THE COUNTY OF WASCO

IN THE MATTER OF SETTING ASIDE)
\$75,000 IN THE RESERVE FUND FOR) ORDER
THE CHARTER COMMUNICATIONS APPEAL) #16-065

NOW ON THIS DAY, the above-entitled matter having come on regularly for consideration, said day being one duly set in term for the transaction of public business and a majority of the Board of Commissioners being present; and

IT APPEARING TO THE BOARD: That during the 2009-2010 tax year, the Oregon Department of Revenue notified Wasco County of a tax appeal filed by Charter Communications; and

IF FURTHER APPEARING TO THE BOARD: That the Charter Communications appeal is being held in abeyance pending the outcome of concurrent, analogous appellate litigation involving Comcast; and

IT FURTHER APPEARING TO THE BOARD: That the value of the subject real property exceeds one-quarter of one-percent of the total assessed value of the County; and

IT FURTHER APPEARING TO THE BOARD: That ORS 311.814 allows for the creation and maintenance of an interest bearing reserve account to set aside an amount representing the estimated portion of taxes attributable to the amount of value in dispute; and

IT FURTHER APPEARING TO THE BOARD: That such a reserve fund was created to offset the estimated potential refund the County may need to make pending the outcome of the Charter Communications appeal; and

IT FURTHER APPEARING TO THE BOARD: That based on a subsequent ruling in the analogous Comcast case, in 2014-15 it was decided that it was reasonable and in the County's best interest to discontinue adding funds to said reserve account; and

IT FURTHER APPEARING TO THE BOARD: That a portion of the analogous Comcast appeal has been since been remanded to the Oregon Tax Court and will likely establish precedent applicable to the Charter Communications appeal; and

IT FURTHER APPEARING TO THE BOARD: That the remanded portion of the Comcast appeal leaves unsettled an aspect that has the potential to impose liability on the County for a portion of taxes collected from Charter

Communications rendering it necessary to set aside funds in an interest bearing reserve account to offset any potential refund owed by the County: and

IT FUTHER APPEARING TO THE BOARD: That the County Assessor/Tax Collector has recommended that \$75,000 be set aside in an interest bearing account for this purpose.

NOW, THEREFORE, IT IS HEREBY ORDERED: That the Wasco County Finance Director serving as the Custodial Officer is directed to set aside \$75,000 in the Reserve Fund US Bank Account 1.536.9525.2020.

NOW, THEREFORE, IT IS HEREBY ORDERED: Upon final resolution of this controversy, the funds will be distributed in accordance with ORS 311.814.

DATED this 2nd day of November, 2016.

WASCO COUNTY BOARD
OF COMMISSIONERS

Rod L. Runyon, Commission Chair

Scott C. Hege, County Commissioner

APPROVED AS TO FORM:

Kristen Campbell
Wasco County Counsel

Steve D. Kramer, County Commissioner

Agenda Item
Transportation Plan

- [MCEDD Memo](#)
- [Wasco County 2016-2019 Coordinated
Transportation Plan](#)
- [2009-2012 Transportation Plan](#)

MEMORANDUM

Date: October 24, 2016
To: Sherman County Court
From: Amanda Hoey, MCEDD Executive Director
Re: Wasco County Human Services Coordinated Transportation Plan

Overview

The Wasco County Coordinated Transportation Plan was prepared by Mid-Columbia Economic Development District to meet the state and federal requirements for Special Transportation Fund agencies. It focuses on addressing the transportation needs of four target populations residing in Sherman County: seniors, individuals with disabilities, individuals with limited English proficiency and low income individuals. The transportation plan looks at gaps in services and prioritizes needs to assist in:

- improving transportation services for the target populations by identifying opportunities to coordinate existing resources;
- providing a strategy to guide investment of financial resources; and
- guiding the acquisition of future funds and grants.

The coordinated transportation plan is intended to define and prioritize general strategies that the transit service providers can use to develop specific projects.

Request

MCEDD requests the Wasco County Commission adopt the Wasco County Coordinated Transportation Plan 2016 Update. The Wasco County STF advisory committee met on October 24, 2016 to review the plan, make any final adjustments and respond to public comments. The final plan, attached, is recommended for adoption.

Wasco County Coordinated Transportation Plan *Wasco County, Oregon*

2016 – 2019



Prepared by the Mid-Columbia Economic Development District

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Executive Summary

The Wasco County Coordinated Transportation Plan was prepared by Mid-Columbia Economic Development District to meet state and federal requirements for Special Transportation Fund (STF) agencies to develop such a plan. It focuses on addressing the transportation needs of four target populations residing in Wasco County: seniors, low income individuals, individuals with disabilities, and Limited English Proficiency (LEP) individuals. The transportation plan looks at gaps in services and prioritizes needs to assist in:

- improving transportation services for the target populations by identifying opportunities to coordinate existing resources;
- providing a strategy to guide investment of financial resources; and
- guiding the acquisition of future funds and grants.

This document is an update to the 2009-2012 Wasco County Coordinated Transportation Plan. Mid-Columbia Economic Development District, under contract with Hood River County Transportation District STF Agency/ODOT prepared this plan update. It was updated using information collected from the previous coordinated transportation plan, the North Central Region AOC/ODOT Pilot Project focusing on the needs of Limited English Proficiency individuals in Wasco, Hood River and Sherman Counties (2016), data from new surveys and outreach efforts, and new demographic and service resource analysis.

The coordinated transportation plan is intended to define and prioritize general strategies that the transit service providers can use to address gaps and barriers. High priority strategies to address gaps and barriers, as prioritized by the Wasco County STF committee, fell under five categories:

Sustain Existing Transportation Services:

- Maintain dial-a-ride transportation operations.
- Maintain shopping bus.
- Maintain intercity service to Hood River to connect with CAT's intercity Portland bus service.

Operations:

- Provide for replacement of vehicles that have exceeded their useful life.
- Provide funding for vehicle repair and preventative maintenance for safe and reliable transport.
- Maintain affordable fares.
- Address staff language and cultural training skills to meet the needs of those with Limited English Proficiency.

Service Expansion:

- Address employment transportation needs: identify funding and establish cooperative partnerships with employers.
- Identify resources to provide access to affordable transportation service in the early morning hours, evenings and weekends.

Stable funding:

- Continue to seek to leverage all match against state and federal grants.
- Identify and utilize potential additional sources/partners to support local operational funding or local match.

Marketing/Education/Outreach:

- Improve bilingual marketing and public awareness of the County’s transportation services and how to access them.
- Address stigma and negative perceptions of the transportation system through additional outreach and education, an “Everybody Rides” campaign and modernizing equipment.
- Address safety and security concerns by extending the Travel Ambassador program.
- Address the ease of using the system for target populations with better connections to natural community points, such as Community Health Workers.
- Market and promote the system to ensure target populations are aware of the services available.

Performance measures linked to the above strategies were created to help the public transportation provider assess how it is meeting these strategies over time. This plan is intended to be updated every three years, or as conditions change.

Introduction

Federal and State Requirements

The State of Oregon requires Special Transportation Fund (STF) agencies to prepare a coordinated transportation plan to guide the investment of STF moneys. The State directs that this plan be utilized to maximize the benefit to the elderly and people with disabilities within that area. Correspondingly, with the passage of Federal Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) transportation authorization, Congress required a “locally developed, coordinated public transit-human services transportation plan” intended to improve transportation services for persons with disabilities, individuals who are elderly, and individuals with lower incomes. A recently completed Association of Oregon Counties/ODOT Pilot project focused on better coordinating the transportation needs of Limited English Proficiency (LEP) individuals in Hood River, Wasco and Sherman Counties and this work is incorporated into the 2016-2019 plan and serves as its fourth focal point. This Coordinated Transportation Plan meets both federal and state requirements for preparation and adoption of a coordinated plan.

Plan Purpose and Intent

The purpose of the plan is to meet federal and state requirements and to provide a framework for transportation providers and the STF agency to maximize transportation investments to assist four target populations: seniors, individuals with low incomes, individuals with disabilities and Limited English Proficiency individuals. It covers a three year timeframe (2016-2019) and is intended to be updated at least every five years or as conditions change.

Planning Area

The planning area covered under this coordinated transportation plan is Wasco County, Oregon. Wasco County is located on the northern border of Oregon between Hood River and Sherman counties. The County covers 2,381 square miles with an average of approximately 10 people per square mile.¹ It is bordered by the Columbia River to the north, Deschutes River to the east, Warm Springs Reservation to the south, and Mt. Hood National Forest to the west. Incorporated cities include The Dalles, Dufur, Maupin, Mosier, Antelope, and Shaniko. Antelope (46 people) and Shaniko (36 people)² however, are smaller than many CDP’s and unincorporated areas. The nearest metropolitan area is Portland, Oregon, 80 miles to the west. The most northern section of Wasco County is within the Columbia River Gorge National Scenic Area which encompasses six counties across two states, Oregon and Washington, along the Columbia River. This federal designation ties the region together - as individuals, including those in the four special populations of this Coordinated Transportation Plan, cross the states’ borders daily to meet multiple needs.

¹ U.S. Census Bureau 2010 Census

² U.S. Census Bureau 2010 Census

Planning Process

Stakeholder Identification and Consultation Process

Stakeholders include the target populations, agencies with significant contact with the four special needs populations, and entities providing transportation services. Stakeholders include public transportation providers, human service agencies, community organizations, medical facilities and the public. Stakeholders were involved in identifying needs of the target populations and the County, the transportation resources available, and strategies to address transportation needs. Information was gathered through stakeholder interviews, public meetings, surveys, and involvement with the Special Transportation Fund (STF) committees.

One-on-one interviews were held with the public transportation provider, The LINK, including administrators, dispatch staff and drivers. Additionally, meetings were held with the STF Committee to solicit their input. Area stakeholders participated in a meeting of Human Services Agencies representatives and public transportation providers to discuss the extensive survey results and potential for service enhancements and improved coordination. A small working group comprised of Human Services Agencies staff and public transportation providers focused on addressing the Limited English Proficiency aspect of this plan update.

List of Stakeholders

The following stakeholders participated in the extensive survey process, were invited to participate in the stakeholder meetings and /or serve on the small working group in order to gather information on transportation needs, services, gaps, and solutions:

- **The LINK.** Mid-Columbia Council of Governments (MCCOG) developed The Transportation Network known as THE LINK in May of 1998 to provide local Dial-a-Ride transportation in The Dalles and to coordinate other transportation programs in Wasco County. In 2002, The Transportation Network became the Medicaid Transportation Broker for the State of Oregon for 14 counties including Wasco County. Serves public transportation users including *seniors, disabled, low-income and Limited English Proficiency clients.*
- **Area Agency on Aging.** A division of Mid-Columbia Council of Governments, assisting *seniors (age 60+), including those with low income, disabilities and/or Limited English Proficiency.*
- **Mid-Columbia Senior Center.** Non-profit organization promoting healthy aging and a sense of community. *Serves seniors, disabled, low income individuals.*
- **Eastern Oregon Center for Independent Living (EOCIL):** Promotes independent living and equal access for all persons with disabilities. *Serves those with disabilities.*
- **North Central Public Health District:** Health care provider. *Serves low-income, senior, disabled and Limited English Proficiency populations.*
- **Mid-Columbia Center for Living:** Focuses on behavioral and mental health and substance abuse services. *Serves low-income, senior, disabled and Limited English Proficiency populations.*
- **Mid-Columbia Community Action Council:** Promotes self-sufficiency in families and individuals within the low-income economic range. *Serves low-income clients, including seniors and those with Limited English Proficiency.*
- **Mid-Columbia Housing Authority:** Provides safe and affordable housing for low income

families in Hood River, Wasco, Sherman, Skamania and Klickitat Counties. *Serves senior populations, persons with disabilities on fixed incomes, low-income individuals and Limited English Proficiency individuals.*

- **The Next Door, Inc.:** Focuses on meeting needs of high-risk youth and building healthy families. *Serves low income and Limited English Proficiency individuals.*
- **One Community Health:** A Federally Qualified Health Center. *Serves low-income, senior, disabled and Limited English Proficiency populations.*
- **Opportunity Connections.** Assists people with developmental disabilities to live as independently as possible while working and enjoying activities in their own communities. *Serves those with disabilities.*
- **Oregon Child Development Coalition:** Works to improve the lives of children and families through the Migrant Seasonal Head Start program. *Serves low income and Limited English Proficiency individuals.*
- **Oregon Department of Human Services. Self-Sufficiency.** Offers help with food benefits (SNAP), Cash for families (TANF), Child care assistance, Refugee services. *Serves low-income and Limited English Proficiency populations.*
- **Oregon Department of Human Services. Seniors and People with Disabilities.** Services are designed to protect a person's individual independence, dignity and choice. *Serves seniors, people with physical disabilities and Limited English Proficiency Individuals.*
- **Oregon Department of Human Services. Vocational Rehabilitation.** Assists individuals with disabilities in obtaining and keeping a job. *Serves people with disabilities.*
- **PacificSource Coordinated Care Organization. Columbia River Gorge.** Provides medical care. *Serves low-income, senior, disabled and Limited English Proficiency populations.*
- **Mid-Columbia Medical Center.** Local hospital. Serving *all low-income, senior, disabled and Limited English Proficiency populations.*
- **South Wasco Alliance.** A collective community of South Wasco County citizens with a shared vision of a vibrant and sustainable economy for all including *seniors, individuals with disabilities, those with low income and Limited English Proficiency individuals.*
- **Veterans Service Office, Wasco County:** Serves all Veterans living in Wasco County including *seniors, disabled, low income individuals.*

Public Meetings

Public meetings were held on the following dates for the 2016-2019 plan update:

- December 3, 2015 STF Advisory Committee, MCCOG Conference Room, The Dalles
- December 16, 2015 Wasco County Board of Commissioners, County Building, The Dalles
- March 8, 2016 The Dalles Senior Center, Senior Meal site and Meals on Wheels clients

Public Process

An important part of ascertaining the target population's input as well as garnering participation from the general public into the Coordinated Transportation plan update involved an extensive survey process from March 28, 2016 through April 8, 2016. The survey tools used to inform the plan can be found in Appendix A and highlights from the results in Appendix B.

From the list of stakeholders above, the following targeted groups were surveyed via both electronic and paper methods:

- Human Services Agency staff – 86 surveys completed, primarily electronically.
- Human Services Agency clients – 150 surveys completed; Human Services agency staff administered the paper survey to their clients. Paper surveys were also administered in person by the Project Manager at the Area Agency on Aging’s Senior Meal site at the Mid-Columbia Senior Center on March 8, 2016. Individual conversations allowed seniors who could not write or read an opportunity to respond. Senior clients of the Meals on Wheels (MOW) program with the assistance of MOW drivers, were offered the survey to complete from March 8 – March 15, 2016.
- Members of the public were invited to participate via an announcement in The Dalles Chronicle. The news release, found in Appendix C, offered both a paper and an online option for the public to complete the survey. The paper surveys were available at the Wasco County Public Library District’s main library in The Dalles and its branches in Dufur and Maupin. Paper surveys were also available through the Veterans Service Office in The Dalles.
- Furthermore, an electronic survey option was also offered to the public through an announcement in MCEDD’s monthly eNewsletter with a link to the survey from MCEDD’s website and its Facebook Page as well as an announcement and link from the Gorge TransLink Alliance website. Information on how to access the survey was shared with the Community Advisory Council of the Columbia Gorge Health Council at their March 28, 2016 meeting and through email to community partners, e.g, the South Wasco Alliance, requesting their assistance to share it with the public. In all, a total of 163 surveys were completed by the public.
- Riders of The LINK participated in an onboard paper survey during the March 28 – April 8 period resulting in 52 responses.
- Riders of the volunteer run Tygh School Community Center (TSCC) bus from Canyon Rim Assisted Living Center participated in a transportation survey administered March 14 – 22 by the Center’s Activity Director in concert with MCEDD staff.

Overall, a total of 451 print and electronic surveys were completed.

Public Focus Group

Additionally, a Spanish language community focus group on transportation needs was held on September 22, 2015 at the Mid-Columbia Senior Center in The Dalles as part of the Association of Oregon Counties North Central Oregon Pilot Project grant focusing on the Coordinated Human Services Transportation needs of Limited English Proficiency individuals. The focus group, which was open to the public, was conducted in Spanish and attended by 11 individuals. The results of this focus group are found in Appendix D.

Data Analysis

Wasco County

Wasco County, established in 1854, is home to six cities:

- Antelope (population 46)
- Dufur (population 604)
- Maupin (population 418)
- Mosier (population 443)
- Shaniko (population 36)
- The Dalles (population 13,620)

In addition to its cities, Wasco County also has five census-designated places (CDPs) with small population concentrations:

- Pine Grove (population 146)
- Pine Hollow (population 494)
- Rowena (population 187)
- Tygh Valley (population 206)
- Wamic (population 85)³

The Dalles is the County Seat and the largest population center in the County and serves as a hub for healthcare, commerce, legal services, human services, education, transportation and employment. The top three industries are 1) Education, Health, & Social Services, 2) Retail Trade, and 3) Agriculture, Forestry, and Fishing.⁴

Demographic Data Overview

Planning for special transportation services is contingent upon the need for the service, thus understanding County population demographics and future population projections are important. As noted on page 14, Wasco County has two poverty hot spots – areas with a concentration of people living in poverty and likely to benefit from public transportation service. Data from the American Community Survey 2015 estimates, which are based upon the 2010 U.S. Census data, were used to provide a fuller snapshot of Wasco County’s special needs populations, which indicates:

Population Estimates	Wasco County	Oregon
Total population ⁵	25,775	4,028,977
Percentage of population 65 years and over ⁶	20.3%	16.4%
Percentage of individuals with disabilities ⁷	16.8%	14.2%
Percentage of individuals living below the poverty level in last 12 mo. ⁸	16.9%	16.7%
Percentage of Hispanic or Latino individuals ⁹	17.4%	12.7%

³ U.S. Census, 2010 Census

⁴ Hood River and Wasco counties Regional Profile. By Lena Etuk, Social Demographer, OSU Extension Service, June 10, 2015

⁵ US Census American QuickFacts Wasco County ACS 2015 Estimates

⁶ US Census American QuickFacts Wasco County ACS 2015 Estimates

⁷ US Census American Fact Finder

⁸ US Census American Fact Finder

⁹ US Census American QuickFacts Wasco County ACS 2015 Estimates

Percentage of individuals who speak a language other than English at home, age 5+ ¹⁰	15.1%	14.9%
Mean travel time to work in minutes for workers 16 years and over ¹¹	16.2 min.	22.7 min.

Since the previous Transportation Plan update (2009-2012), much of Wasco County’s special needs populations continue to increase with the exception of individuals with disabilities, which declined slightly. Even so, while there may be a slight decline in the overall number of Wasco County disabled individuals, the *U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates* indicate a 5% increase in the number of elderly Wasco County individuals *age 65 and older who are disabled*, from 37.5% to 42.3%. An older and increasingly disabled Wasco County population will put significant demands on transportation resources such as the need for ADA accessible vehicles in good repair and an increase in capacity to transport more individuals who need help. Appendix E shows the *U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Disability Estimates* for Wasco County and other population projections.

Mean travel time to work also declined by a little over two minutes. It is unclear if this is the result of baby boomers leaving the workforce or perhaps due to the large number of individuals who live in poverty in the county and either do not work or perhaps live close to their place of employment to decrease travel costs.

Individuals, age 65 and over, comprise 1 in 5 people in Wasco County and this ratio is expected to grow as baby boomers continue to age. The number of Hispanic or Latino individuals also continues to grow and represents a higher percentage in the County as compared to the state average. This is a population that culturally may look to public transportation as a viable means of mobility.

And while not a primary focus of this plan, it is notable that millennials, those born between 1977 and 2003, are more frequently choosing other modes of transportation than single occupancy vehicles. Oregon’s Transportation Options Plan adopted by the Oregon Commission on Transportation notes “a study found that the majority of Oregonians support more investment in public transit service, such as bus and rail, and consider such investment more important than investing further in roads for cars.”¹² A chart illustrating millennials transportation mode preferences may be found in Appendix F.

Population Estimates

In addition to the various U.S. Census Data 2014 estimates noted above, recent population data is also available from the Portland State University (PSU) Population Research Center and the State of Oregon’s Office of Economic Analysis. Demographic trends for population projections for the years 2020-2050 are available from the State’s Office of Economic Analysis and are detailed in the tables of Appendix E. This table shows Wasco County in concert with the State of Oregon in that it is gaining elderly individuals – the County and State are graying. The most recent certified population estimates (July 2015) by the PSU Population Research Center shows a steady five year population growth rate of 8% for Wasco County from 24,280 in 2010 to 26,370 for 2015.¹³ This trend is anticipated to continue with overall steady population growth that will increasingly become much older and more diverse in its make-up. The 2010 U.S. Census

¹⁰ US Census American QuickFacts Wasco County ACS 2015 Estimates

¹¹ US Census American QuickFacts Wasco County ACS 2015 Estimates

¹² Source: Oregon Transportation Options Plan, 2015. ODOT. <http://www.oregon.gov/odot/td/tp/pages/toplan.aspx>

¹³ <http://www.pdx.edu/prc/population-reports-estimates>

shows the Hispanic/Latino population in Wasco County also growing, at a rate of over 2% over the past five years.¹⁴

The expected population changes will intensify demands on the transportation system, requiring more responsive services and additional replacement vehicles to meet the needs of a larger and more complex transit dependent population. Many seniors rely upon public transportation for frequent medical appointments and to safely meet the necessities of life such as access to shopping for food and medicines. Wheelchair-accessible public transportation service is paramount for elderly seniors.

In regards to a more diverse Wasco County population, a recently completed Association of Oregon Counties/ODOT pilot project study on the transportation needs of Limited English Proficiency (LEP) individuals in Wasco County found both Human Services Providers and Transportation Services Providers struggling to meet the transportation needs of these individuals, coupled with an LEP community that wants to use the public transportation system but finds many barriers to doing so. The study's recommendations include co-creating LEP cultural awareness training for transportation service providers; annual outreach by MCEDD's Mobility Manager to Human Services providers to share information and resources on the available transportation services for their clients; and the development of an LEP outreach plan to increase these individuals' awareness and ability to use the public transportation system. The study's technical memo and list of recommendations is included in Appendix G.

The Association of Oregon Counties/ODOT pilot project study found most Human Services agencies in Wasco County employ bilingual and bicultural staff. Transportation service providers report an inability to hire qualified bilingual staff, primarily drivers and call center staff. This is a real need and will only intensify under the current population projections. Public transportation services in Wasco County would benefit from employing bilingual, bicultural messaging: advertisements, educational and informational outreach; and by connecting with the Spanish speaking community to co-create effective outreach. The Wasco County Special Transportation Fund Committee should have at least one committee member from the Spanish-speaking community. Elderly Spanish speaking adults must overcome fear of using a transportation system that may be foreign to them in its operation. As the numbers of elderly Spanish speaking individuals continues to grow in Wasco County, public transportation will need to be responsive by planning for vehicle maintenance and replacement and providing wheel-chair accessible vehicles.

Income and Employment Data

Average earnings per job in Wasco County in 2014 was \$45,337 compared to the national average of \$56,965 or 80% of the national average.¹⁵ In 2014, Wasco had a per capita personal income (PCPI) of \$38,974. This PCPI ranked 11th in the state and was 95% of the state average, \$41,220, and 85% of the national average, \$46,049. The 2014 PCPI reflected an increase of 7.2% from 2013.¹⁶

With the 2008 recession behind us, Wasco County's July 2016 seasonally adjusted unemployment rate was 5.0% compared to 5.2% (seasonally adjusted) for Oregon and 4.9% nationally.¹⁷ And while the County enjoys unemployment rates which are slightly lower than the state average, it also has two poverty hot spots – one in the southeast section of the county, which contains the cities of Antelope, Dufur, Maupin, and Shaniko, plus the unincorporated areas of Tygh Valley and Celilo Village and a portion of a portion of the

¹⁵ <http://www.census.gov/quickfacts/table/PST045215/41065,00>

¹⁶ U.S. Bureau of Economic Analysis

¹⁷ Oregon Employment Department. Quality Info Local Area Unemployment Statistics

Confederated Tribes of Warm Springs Indian Reservation. The second hot spot is located within the City of The Dalles in the southwest portion of the city between 10th St and Olney Road (N/S) and Dry Hollow and Mt Hood St. (E/W).

A poverty hot spot is a census tract with a poverty rate of 20 percent or more for two consecutive measurements.¹⁸ Fully 1/3 of Wasco County's poor reside in these two areas. Statistically, 17% of the county population lives below the poverty level – almost 1 in 5. Public transportation is crucial to those who most need access to jobs, education, groceries, medical care and social services. Without reliable transportation, these individuals are, in every sense of the word, stranded.

In the past year, fuel prices have dramatically declined resulting in cost savings to transportation service providers. Gas may be cheap, but low income individuals may not be able to afford to purchase or maintain a car or a low income family may only have one vehicle for multiple transportation needs. Public transportation is an important link to vital destinations such as workplaces and human services agencies for seniors, low income, disabled and Limited English Proficiency individuals.

A 2009–2013 analysis of commuting patterns by the State of Oregon Employment Office, shown in Appendix H, shows a shared labor market inside and outside the Columbia River Gorge. While a majority of Wasco County workers are employed within the county, those who do not travel most frequently to Hood River County and secondly to Klickitat County. This is illustrative of the interconnectivity of the region's economies and supports the need for greater interconnected regional public transportation.

¹⁸ High Poverty Hotspots – Wasco County, Oregon DHS Office of Forecasting, Research, & Analysis, May 2015

Transportation Routes- Common Origins and Destinations

Origins

As the major population center, and because the public transportation provider currently serves primarily the City of The Dalles, a majority of transportation needs originate within the city. A map of common origins may be found in Appendix I. Specific origins include:

- Chenoweth Area – fully 42% of The LINK onboard riders surveyed live in this area, followed by 21% of Human Service Agency Clients survey respondents.
- City of The Dalles Other was the second most frequently cited area by both the onboard riders (17%) and the Clients (22%) surveyed. The origins choices reflected neighborhoods near schools or named neighborhoods in The Dalles (e.g. Columbia View Heights) and respondents did not identify with these locations. A follow-up question asked where in the city the respondent lives and choices, while varied, fell into a few key sub-locations:
 - East side of city: Quentin Street Ballpark area; Old Dufur Road area; Thompson Track area;
 - Downtown
 - Mill Creek/Mt Hood St.
 - Foley Lakes Mobile Park
 - Pinewood Manor Mobile Park
 - Lone Pine Village
- Dry Hollow Area – with a fairly even number of respondents across the Client, Public and Onboard groups reporting this area at 11%, 12%, and 10% respectively.
- Colonel Wright Area and The Dalles High School Area round out the top areas of origin within the City.

Destinations

Individuals in Wasco County often require transportation traveling to, from, and within The Dalles as it is a major destination for accessing human service agencies, shopping centers and medical facilities. Of the agency clients and The LINK onboard survey respondents, The Dalles was cited as their top destination city 96% and 92% of the time, respectively. The LINK onboard riders noted Portland as their second highest priority destination city, perhaps because of specialty medical care available there, while human services agency clients noted Hood River as the second highest priority destination city. Many of the human services agencies have offices in both The Dalles and Hood River. Another explanation for Hood River being the second highest choice may have to do with the lack of attainable housing in Hood River. Lastly, Columbia Gorge Community College has a campus in Hood River and in The Dalles and the need to attend classes at either location may also account for this popular destination.

Although transportation to The Dalles was by far referenced as the greatest area of need, with additional transportation to Portland and Hood River noted, there is interest among Mosier residents to have consistent transportation to The Dalles, Hood River and Portland and for South Wasco County residents (e.g. Maupin, Tygh Valley) to have transportation locally within South Wasco County communities as well as to The Dalles and Portland.

Of note are the responses by the Canyon Rim Manor residents who use Tygh School Community Center (TSCC) transportation twice a month for a shopping trip to The Dalles. Of seven Canyon Rim residents who responded to the transportation survey, none rated the service “excellent” or “good.” Four rated it “fair” and three rated it “poor.” At the same time, respondents did note a desire for weekly transportation

to The Dalles for shopping and would also like the opportunity to visit Portland or Bend/Redmond occasionally for that purpose.

A map of common destinations may be found in Appendix I. Key destinations concentrated in The Dalles include the following:

- Medical care: medical clinics, One Community Health, Northern Wasco County Public Health District, Mid-Columbia Medical Center (MCMC), Waters Edge
- Work – unspecified locations
- Shopping: Safeway, Fred Meyer, Grocery Outlet/Cascade Square; BiMart, Kmart, Downtown
- Recreation – especially high among The LINK onboard respondents
- School – elementary schools, middle & high schools, Columbia Gorge Community College

In response to the survey question, *If a public transportation service such as a fixed route bus service were to be established, how likely would you be to ride it?* Seventy-three percent of human service agency clients responded very or somewhat likely to use fixed route service; 96% of staff think their clients are very or somewhat likely; 61% of public responded very or somewhat likely and 94% of The LINK onboard riders indicated they are very or somewhat likely to use fixed route service indicating a majority of transit-dependent individuals would welcome this choice.

When asked, *If a fixed route bus service were to be established, what stops would you like it to make?* Survey respondents noted the following (listed in order of frequency of response):

- Shopping
- Medical/Pharmacy
- School
- Downtown
- Human Services Agencies
- Government Offices
- Library
- Pool
- Post Office

Changing Conditions

Changing conditions in the County will affect the ways in which the target populations travel in the next few years. Public transportation providers must anticipate these changes when planning for current and new services. These changing conditions include:

- The Dalles Transit Center celebrated its ribbon cutting on July 8, 2016. Located on the city's west side, the new transit center sits on a major N/S corridor and with easy access to the major east-west streets in the city as well as to Interstate 84. The Center consolidates The LINK's bases of operations under one roof and will likely impact intercity and private transportation providers' stops in town. The new Transit Center is perfectly positioned to provide more than dial-a-ride and Medicaid Brokerage transportation services.
- According to the local DHS- Self-Sufficiency director, over 60% of SNAP applications are now completed online. This reduces lobby traffic at the agency office and may explain why survey respondents indicated they do not need to go to Human Services offices. The director

noted that statewide, DHS will continue to put applications/services like this online as technology makes it possible to remotely assist clients thus reducing their need for transportation to/from local offices.

- Mid-Columbia Housing Authority completed construction of the new Heritage Heights farmworker housing development on West 10th Street in The Dalles.
- Changes in state and federal regulations have resulted in Opportunity Connections, a social services agency that supports adults with intellectual disabilities, no longer operating its sheltered workshop known as the Columbia Gorge Center, on Thomsen Road in Hood River. Rather than providing jobs, Opportunity Connections is now focused on finding jobs within the community for its clients and helping their clients succeed at these jobs. Opportunity Connections workers need transportation to their community job location rather than the previous centralized worksite.
- Mid-Columbia Center for Living will be breaking ground on a new building near One Community Health in The Dalles in 2016 and will then house all of its programs under one roof, instead of the four locations it has now.
- The City of The Dalles received additional ODOT funds to conduct a Transportation Development Plan as part of its Transportation System Plan (TSP) update. The Transportation Development Plan will examine the efficiency of existing services along with the feasibility, potential routes, fares and sustainability of some type of fixed route transportation service within the City of The Dalles.
- Most of the schools within the county are aging facilities. In The Dalles, there is ongoing discussion about where to locate potential new facilities for the North Wasco County School District High School.
- A site in The Dalles on West 7th Street (east of Columbia Cinemas) has been donated to construct a Youth Center in The Dalles. The Youth Center is a need in the community and transportation to/from the Center will be necessary for children and families.
- The Wasco County Public Library in The Dalles completed an expansion in August 2016. The new addition accommodates children and youth library services and programs, which may result in a greater number of individuals needing to go there.
- The South Wasco County Public Library received a fundraising boost and continues plans to construct a replacement facility in Maupin.
- OHSU and Mid-Columbia Medical Center have strengthened their clinical partnership and realigned their specialty outpatient clinics. Transportation options that support travel between the reorganized clinic locations is needed.
- There is continual improvement of electronic resources, particularly with the ubiquitous use of cell phones. An opportunity to leverage this changing condition is the development of a transportation app that would allow people to purchase tickets, provide proof of purchase to show to drivers, allow riders to manage their transportation account via their app and help them with trip planning. There is a strong desire to move away from solely paper tickets to also offering an eFare system of some kind. It is very important to retain the option of the paper ticket, however, particularly for those with limited or no access to internet, cell phones and/or electronic payment methods.
- As discussed in the demographic profile, a greater number of aging adults and disabled seniors in Wasco County may become more dependent on public transportation as they get older. One STF committee member stated that nationally, “every 9 seconds in America, someone turns 65” and Wasco County reflects this aging trend. Shifting demographics may increase public

transportation service demands and needs.

- The passage of Measure 88 in November 2014, which precludes undocumented immigrants in Oregon from applying for driver's licenses and rescinded a state law allowing these individuals to do so, has somewhat impacted Wasco County and the need for public transportation.
- Should neighboring Hood River County Transportation District's Columbia Area Transit receive a FLAP grant for daily fixed route service to Portland, a connection from The Dalles to Hood River for people to catch the Portland-bound bus will be an anticipated public priority.
- The Coordinated Care Organization (CCO) is changing the focus of healthcare, with an increasing emphasis on transportation and an emphasis on care that will decrease the number of individuals showing up in the emergency room. The CCO also places a larger emphasis on the social determinants of health and the need to provide access not just to medical care, but also shopping, recreation, and opportunities for social interaction.
- The VeggieRx program offers access to fresh foods, but requires transportation for clients to access the Farmer's Market.
- There are an increasing number of Community Health Workers being trained, offering an opportunity to expand the network of individuals with information about the transportation system and an opportunity to provide that information during initial trainings.

Transportation Resource Analysis

Existing Transportation Service Options

Wasco County’s transportation options for people with disabilities, seniors, individuals with low income and Limited English Proficiency include:

Transportation Provider	Public/Private	Service Type	Hours	Days	Service Area
MCCOG – The Transportation Network (The LINK)	Public	Dial-a-Ride	8 a.m. to 4:30 p.m.	Monday-Friday	City of The Dalles and select areas in Wasco County
MCCOG – The Transportation Network (The LINK)	Public	Dial-a-Ride: Shopping Bus with Fixed Route	10 a.m. to 2 p.m.	Monday and Wednesday	City of The Dalles
MCCOG – The Transportation Network Medicaid Brokerage	Public	Demand Response Transportation service for PacificSource CCO and Eastern Oregon CCO eligible clients; Also provides Transportation Reimbursement to eligible clients.	7 a.m. to 5 p.m.	Monday - Friday	Hood River, Wasco, Sherman, Gilliam, Wheeler, Morrow, Umatilla, Union, Wallowa, Baker, Malheur, Lake, Grant, and Harney counties
Columbia Area Transit (CAT)	Public	Fixed Route- The Dalles	6 a.m. to 6:30 p.m.	Monday- Friday	Hood River and The Dalles
Columbia Area Transit (CAT)	Public	Fixed Route - Portland	7:30 a.m. to 5:10 p.m.	Tuesday and Thursday	The Dalles/Hood River and Portland
The Next Door, Inc.	Public – serves eligible clients only	Client transportation	As needed for Klahre House students	As needed	Wasco and Hood River counties

Transportation Provider	Public/ Private	Service Type	Hours	Days	Service Area
Eastern Oregon Support Services	Public – serves eligible clients only	Reimburse Client transportation via The Link, CAT, Taxi or Personal Services Asst.	As needed	As needed	Wasco and Hood River counties
Opportunity Connections	Public – serves eligible clients only	Client Transportation via group home vans; Supportive Living Program; Day and Employment programs; Also reimburse client transportation on The Link and CAT.	As needed	As needed	The Dalles/ Hood River
Mid-Columbia Center for Living	Public – serves eligible clients only	Client Transportation	As needed	As needed	Wasco, Hood River and Sherman counties
Area Agency on Aging - The Dalles Meals on Wheels	Public – serves eligible homebound seniors	Delivers home cooked meals, reducing or eliminating the need for transportation in the population served	Mon – Fri deliveries	Monday - Friday	Wasco County
Veterans Administration	Public – serves eligible Veterans only	Medical Transportation – Reimbursement program	As needed	As needed	Wasco County
Disabled American Veterans (DAV)	Public – serves eligible Veterans only	Veterans Transportation to Portland for Medical Care	As needed; Pick-up at The Dalles Safeway	Available Monday-Thursday	The Dalles and Portland

Transportation Provider	Public/Private	Service Type	Hours	Days	Service Area
Oregon Veterans Home	Public – serves eligible clients only	Client Transportation	As needed	As needed	The Dalles/Portland
Tygh School Community Center Bus (TSCC bus)	Private	Volunteer drivers serving South Wasco County; Participates in MCCOG's Medicaid Brokerage, which is 90% of their service; 2x/mo. take Canyon Rim Assisted Living residents to The Dalles for shopping trip. Suggestion donation is \$5 roundtrip.	As needed	Monday - Friday	South Wasco County to The Dalles; for Brokerage service – to any appropriate medical facility
Five Dollar Taxi, The Dalles	Private company serves the public	Taxi: door-to-door	24/7	Monday - Sunday	City of The Dalles; will transport outside city limits at a charge of \$2/mile.
The Dalles Taxi, LLC	Private company serves the public	Taxi: door-to-door	24/7	Sunday and Monday: 6am to 6pm; Tuesday – Saturday operates 24/7	City of The Dalles; will negotiate long trips with interested individuals or under contract to area Human Services Agencies.
Flagstone Senior Living, The Dalles	Private	Client Transportation	As needed	As needed	The Dalles
Cherry Heights Living, The Dalles	Private	Client Transportation	As needed	As needed	The Dalles
The Springs at Mill Creek, The Dalles	Private	Client Transportation	As needed	As needed	The Dalles
Cascade Senior Care, The Dalles	Private	Client Transportation	As needed	As needed	The Dalles
The Dalles Health and Rehabilitation Center	Private	Client Transportation	As needed	As needed	The Dalles
Mosier Creek Terrace, Mosier	Private	Client Transportation	As needed	As needed	Mosier, Hood River, The Dalles

Transportation Provider	Public/Private	Service Type	Hours	Days	Service Area
Canyon Rim Manor, Maupin	Private	Client Transportation; also via TSCC bus	As needed	As needed and TSCC 2x/mo shopping bus to The Dalles	Maupin, Hood River, The Dalles
Greyhound	Private	Bus- Fixed Route	By schedule	Monday- Sunday	I-84 corridor
Amtrak	Private	Train- Fixed Route	By schedule	Monday- Sunday	Wishram, WA to Portland
Drive Less Connect.	Public – Free to participate	Carpool/Ride Share	As arranged	As arranged	State of Oregon (ODOT)
vRide	Private	Vanpool	As arranged	As arranged	The Dalles and Portland metro
Enterprise Rideshare	Private	Vanpool	As arranged	As arranged	The Dalles and Portland metro

Public Transportation Service Provider Highlights

Mid-Columbia Council of Government’s (MCCOG) The Transportation Network

The primary public transportation provider for Wasco County is the Transportation Network which consists of The Link and the Medicaid Brokerage. It is operated through Mid-Columbia Council of Governments (MCCOG). In 2016, the Transportation Network moved its offices into a brand-new transit center facility in The Dalles.

The Transportation Network has assisted the Tygh School Community Center (TSCC) Bus, which is run by volunteer drivers, in securing an additional vehicle in order to provide transportation services to individuals residing in south Wasco County. TSCC operates completely independently from The Transportation Network.

Service Areas/Hours

The Transportation Network’s The Link offers Dial-a-Ride, door-to-door service from 8 a.m. to 5 p.m., Monday through Friday throughout the City of The Dalles and northern Wasco County. The fare is \$1.50 one way for riders traveling within the City of The Dalles. The fare increases for travel originating or ending outside of The Dalles.

Funding

Operational costs for the Transportation Network’s services are covered through:

- Federal Transit Administration Funds, 5310, 5310 Discretionary and 5311
- City of The Dalles

- Medicaid, medical and non-medical
- Oregon Special Transportation Fund Grants
- Grants, e.g. Oregon Special Transportation Fund Discretionary Grants
- Fares

Financial support allows special needs populations to access transportation services at a modest cost, keeping fares at a reasonable level.

Administration

Administration of The Transportation Network is through the Mid-Columbia Council of Governments (MCCOG), which brought a new director, Bob Francis, on board in October 2015. A new Transportation Network Director, Richard Eberle, was hired in May 2016.

Building Inventory for The Transportation Network/The LINK

As noted above, The Transportation Network/The LINK moved into the brand new The Dalles Transit Center and celebrated its ribbon cutting on July 8, 2016. The Center houses the dispatch and operations for The Transportation Network/The LINK. Additional capital funding is needed to construct a bus barn or covered bus storage area to protect the vehicles from the elements and to secure them after hours; a maintenance shop for routine vehicle service to optimize vehicle safety and longevity; and Park and Ride infrastructure as the Transit Center has excellent access to I-84 as well as to a main north-south street (Chenoweth Rd) and two east-west corridors (W. 6th St. and W. 10th St) through The Dalles. A Park and Ride at the Transit Center would support commuters' ridesharing on the west side of town, where only anecdotal sites exist now, as well as provide a safe place to leave cars for those who wish to bicycle along the Columbia River Gorge Scenic Highway, U.S. 30.

While this is a new building, it will require funds for upkeep and maintenance of both the facilities and grounds, along with modern intelligent communication capabilities in order to effectively meet the needs of the target populations.

Columbia Area Transit (CAT)

The main public transportation provider for Hood River County is Columbia Area Transit (CAT) which also operates fixed route services that benefit Wasco County residents.

Service Area/Hours

CAT offers two fixed route services benefitting Wasco County residents:

- Monday – Friday to/from Hood River to The Dalles with 3 runs/day.
- Tuesdays and Thursdays to/from The Dalles to Hood River, with a connection to/from Portland. A schedule for both routes is provided in Appendix J.

Funding

Federal Transit Administration Intercity funding is matched with local funds and reasonable fares to provide these fixed route services.

Issues with Private Intercity Transportation Providers

Greyhound

Greyhound is a private, inter-city transportation provider offering service along the I-84 corridor.

Service Area/Hours

Greyhound offers service along the I-84 corridor. From The Dalles, passengers can travel to (among others) Hood River, Portland, and points east. Currently, Greyhound makes three stops in The Dalles per day in each direction. It leaves The Dalles heading west at 3:30 a.m., 2:40 p.m., and 4:25 p.m. and arrives at 5:10 a.m., 4:20 p.m., and 6:05 p.m.

Although The Dalles is fortunate to have Greyhound service, passengers planning a day trip to Portland/Vancouver, the nearest major metropolitan area, may experience scheduling difficulties. Day trips to Portland are often necessary for Wasco County residents requiring access to specialized medical services. A person trying to reach Portland and return to The Dalles via Greyhound during the course of a single day would leave The Dalles around 3:30 a.m. and return on a bus departing Portland around 12:10 p.m. or 11:00 p.m. (arriving in The Dalles after Midnight).

Funding

Operations are supported primarily through fares, which can be prohibitively expensive for low-income passengers. For example, round-trip fare from The Dalles to Portland ranges from \$48 - \$75, depending upon the amenities one selects. As there is no Greyhound facility or staff in The Dalles, tickets must be purchased online which is a barrier to many of our special needs populations.

Amtrak

Amtrak is a passenger rail service.

Service Area/Hours

Amtrak provides daily passenger rail service on the Washington side of the Columbia River. A train station is located in Wishram, Washington. Amtrak has a more favorable schedule than Greyhound for people who would like to take a day trip to Portland. Using Amtrak, an individual would leave at 7:30 a.m. from Wishram and return on a train departing Portland at 4:45 p.m. the same day. The difficulty with this situation for travelers is getting to and from the remote Wishram train station. Dependability of the train has also been reported to be inconsistent. As the Tickets must be purchased online or through a travel agent, this is a hardship for many seniors, low income, disabled and Limited English Proficiency individuals.

Funding

Operations are supported primarily through fares. A roundtrip fare from Wishram to Portland ranges from \$46 - \$98, depending upon type of coach seat reserved. These fares can still be prohibitively expensive for special needs individuals and access is a challenge.

Coordination of Services

Wasco County enjoys a well-established level of coordination between the area's transportation providers through MCCOG's and The Link's participation in the Gorge TransLink Alliance, a bi-state coalition of five county's transportation providers, state transportation officials and local agency partners in the Mid-Columbia region. The Alliance is facilitated by MCEDD's Mobility Manager. This individual works closely with Alliance members and other partners to consider local and regional transportation services, service gaps, costs, funding needs, available funding streams, innovative and appropriate technology with an eye for opportunities of potential collaboration and coordination.

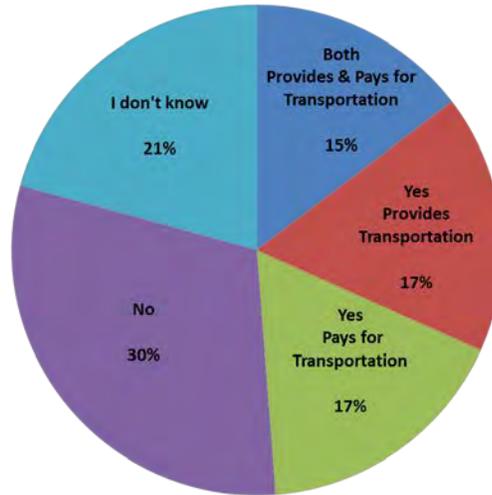
To help promote existing transportation services, MCEDD's Mobility Manager conducts community outreach to area organizations serving the needs of vulnerable and special needs populations, as well as to employers and the general public. Regular meetings of the Gorge TransLink Alliance arranged and facilitated by the mobility manager aid communication and build partnership, thus fostering an environment where regional transportation concerns can be addressed. The Mobility Manager position is grant-funded. Gorge TransLink Alliance members support the Mobility Manager position through agency resolutions and Memorandums of Understanding, along with match and in-kind assistance.

Mid-Columbia Council of Governments (MCCOG) also serves as regional Medicaid broker and operator for The Transportation Network contracting directly with the PacificSource Coordinated Care Organization and the Eastern Oregon Coordinated Care Organization. The brokerage serves a total of fourteen counties: Hood River, Wasco, Sherman, Gilliam, Wheeler, Morrow, Umatilla, Union, Wallowa, Baker, Malheur, Lake, Grant and Harney.

Transportation Funding

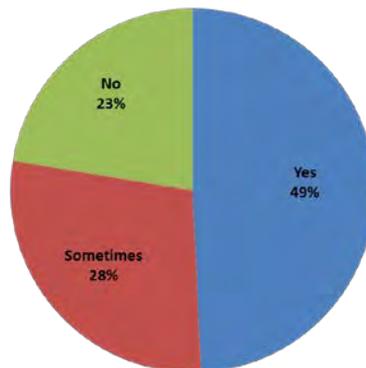
Local Human Services Agency Funding for Transportation Services

Through the Stakeholder surveys agency staff were asked, “Does your organization provide or pay for client transportation?” The responses, which indicate half of the agencies support transportation in some way, are illustrated in the pie chart below:



A follow-up question asked, “How does your organization fund its transportation program?” 69% of respondents reported “Agency budget;” 17% said through “Grants;” 10% reported “Donations” and 4% said through “Volunteers.” To get an idea of the extent to which human services agency staff assist their clients with transportation needs, staff were asked to estimate the number of unique clients/week they assist with transportation and the total number of trips/week for which assistance was provided. Of the 86 agency staff who completed the survey, 21 staff responded to this question, stating they assisted 188 unique clients per week with 247 total trips provided. Assisting clients included informing them of The LINKs services and how to schedule a ride and providing reimbursement for The LINK tickets purchased. From the results, it appears a good deal of staff time is spent helping clients understand and use available transportation services or actually transporting clients.

To ascertain what impact this has upon agency services, a follow-up question asked, “Do transportation issues interfere with the effectiveness of your organization or agency to serve your clients?” Agency staff responses are illustrated in the chart below:



Clearly, 77% of agency staff felt dealing with transportation issues did or sometimes interfered with their organization's effectiveness. Qualitative comments reflected on the impact of staff meeting clients' transportation needs: "We spend time providing rides that should be more therapeutic in nature." Other staff stated that transportation issues contribute to missed appointments, which means clients do not get needed services and lose benefits. A domino effect is that the social service programs have a corresponding reduction in caseload, which may possibly impact their future funding. Staff reported clients miss needed medical care and delay care until they can arrange transportation. OCDC staff noted that parents miss important parent/teacher conferences or cannot come and pick up their sick child due to lack of transportation. Transportation issues cause staff to spend time rescheduling, dealing with a hole or holes in their schedule or performing a work-around to accommodate clients. Staff also reported reduced appointment time with a client when those who ride The LINK arrive late or the return bus comes back for them early and The LINK driver will not wait.

State and Federal Funding to Support Special Needs Transportation

The following outlines available state and federal funding streams designed to support transportation for seniors, those with disabilities, low income individuals and Limited English Proficiency individuals:

- Section 5310 and 5310 Discretionary: Elderly and Disabled Transportation Assistance. Federal funding source designed specifically to meet elderly and disabled individuals' transportation requirements. Administered by states and available in the State of Oregon through the discretionary grant process.
- Section 5311: Rural Transit Assistance. Federal funding source designed to support rural transportation operations. Administered by states and available in the State of Oregon through a formula process.
- Medicaid Non-emergency Transportation. Administered by the state's Coordinated Care Organizations, provides funding for eligible client transportation to and from medical services that are both medically necessary and covered by Medicaid.
- Non-medical Medicaid resources for the developmentally disabled.
- Special Transportation Fund. State funding source distributed both by formula and through supplemental grants and the discretionary application process.
- ConnectOregon. State funding source which is a lottery-backed bond initiative designed to invest in air, rail, marine, transit, and bicycle/pedestrian infrastructure to ensure a strong Oregon transportation system. Discretionary grant program.
- Federal Highway Administration. Federal Lands Access Program. Competitive grant program designed to provide safe and adequate transportation access to and through Federal Lands for visitors, recreationists, and resource users.
- Business Energy Tax Credit (BETC): State program providing tax credits for eligible energy conservation programs, including reduced driving affects offset by public transportation projects. Tax credits are available to businesses that support transportation solutions such as teleworking.

Transportation Fleet Inventory for Wasco County

Operator	Model/ Year	Mileage Estimate	ADA Accessible	Remaining Useful Life (Years)	Seating Capacity
Transportation Network / The LINK	2011 Toyota Van	40,000	No	0	6
Transportation Network/ The LINK	2012 Toyota Van	66,000	No	0	6
Transportation Network/ The LINK	2011 Ford Eldorado	90,000	Yes	0	12-2
Transportation Network/ The LINK	2011 Ford Eldorado	87,000	Yes		12-2
Transportation Network/ The LINK	2011 Ford Eldorado	88,000	Yes	0	12-2
Transportation Network/ The LINK	2012 Ford Glavel	60,000	Yes	2	16-2
Transportation Network/ The LINK	2012 Ford Glavel	80,000	Yes	2	16-2
Transportation Network/ The LINK	2014 Ford Elkhart	49,000	Yes	3	12-2
Transportation Network/ The LINK	2007 Ford Eldorado	90,000	Yes	0	12-2
Opportunity Connections 14 th Street Home	2005 Chrysler Town car	78,350	No	0	7
Opportunity Connections Nevada Street Home	2000 Ford WSD	84,708	No	0	12
Opportunity Connections 506 E 2 nd Center	2015 Corolla	1800	No	2 Year Lease	5
Opportunity Connections 506 E 2 nd Center	2015 Corolla	1900	No	2 Year Lease	5

Operator	Model/ Year	Mileage Estimate	ADA Accessible	Remaining Useful Life (Years)	Seating Capacity
Opportunity Connections Dry Hollow	1998 Ford Van	133,662	No	0	8
Mid-Columbia Center for Living (MCCFL)	1994 Ford Taurus	176,855	No	0 – will be surplus in event of mechanical failure	5
MCCFL	1995 Ford Escort	100,441	No	0 – will be surplus in event of mechanical failure	4
MCCFL	1997 Subaru Legacy	138,230	No	0 – will be surplus in event of mechanical failure	4
MCCFL	1999 Subaru Legacy	131,434	No	0 – will be surplus in event of mechanical failure	4
MCCFL	1999 Honda Odyssey	105,974	No	0 – will be surplus in event of mechanical failure	7
MCCFL	2001 Subaru Impreza	88,749	No	0 – will be surplus in event of mechanical failure	4
MCCFL	2001 Ford Taurus	85,985	No	0 – will be surplus in event of mechanical failure	4
MCCFL– System of Care Grant	2004 Ford Econoline	71,000	No	2	12
MCCFL	2004 Ford Goshen Bus	67,000	No	2	15
MCCFL– System of Care Grant	2005 Honda Odyssey	53,002	No	3	7
MCCFL	2005 Subaru Legacy	69,053	No	3	5
MCCFL– System of Care Grant	2005 Subaru Legacy	76,160	No	3	5

Operator	Model/ Year	Mileage Estimate	ADA Accessible	Remaining Useful Life (Years)	Seating Capacity
MCCFL	2005 Subaru Outback	69,502	No	3	5
MCCFL– System of Care Grant	2005 Subaru Impreza	52,437	No	3	5
MCCFL	2007 Ford Taurus	37,254	No	5	5
MCCFL	2007 Chevrolet Impala	38,237	No	5	5
MCCFL- State of Oregon – Supported Employment Grant	2008 Chevrolet Malibu	16,584	No	6	5
MCCFL	2008 Ford Escape Hybrid	16,177	No	16	5

Needs Assessment

Barriers

Common barriers to fully meeting transportation needs were noted throughout the planning process during stakeholder meetings and captured in the stakeholder surveys. Barriers include:

- **The dispersion of population pockets throughout the county's large geography.** This is true both within the City of The Dalles, which is approximately 7 miles long from east to west, and the outlying towns scattered throughout the county where residents need to get into the City for necessary services. The rural nature of Wasco County is mirrored in the data gathered through the 2010 US Census and shown on the maps of population concentration in Appendix F. Currently, The LINK is not adequately funded to serve the entire county through its dial-a-ride operations, making it difficult for South County folks and folks from Mosier to have reliable transportation to The Dalles or points beyond for medical care, education, human service agency appointments, and personal business, including employment. Similarly, folks in The Dalles may have difficulty reaching agricultural employment sites outside The Dalles city limits. There is one volunteer transportation provider that transports Canyon Rim Manor residents to The Dalles twice/month for shopping. The Medicaid Brokerage transportation is robust, currently offering the most consistent means of public intercounty travel.
- **Distance between locations in Wasco County and the closest major population center.** Interstate 84 provides a primary connector through the Columbia River Gorge to the major population center of Portland, OR, yet it is still 80 miles away from the City of The Dalles and farther for those who live south and east of the City. Along the I-84 corridor, the few private transportation providers cater to the region's tourist industry. The Hood River County Transportation District's Columbia Area Transit (CAT) has a two day/week limited schedule intercity route between the City of Hood River and Portland, which originates in The Dalles. Such limited service requires individuals to plan any necessary personal business on those two days and within a narrow time window. The service does not currently operate on the week-end, thus limiting personal travel for recreational or social pursuits, both necessary for independence and quality of life.
- **Limited capacity of existing transportation providers.** There is a high demand for transportation services, but the sole public transportation provider is limited in consistent and stable funding in order to acquire and maintain the number of vehicles and staff necessary to meet the demand. Additionally, existing vehicles are aging and many will be in need of replacement during the next few years. Throughout the needs assessment, we heard the repeated refrain of the desire for more service, more stops, more availability. Limited capacity also impacts the ability of both the special needs populations as well as the general public to utilize the available public transportation service to get to/from work.
- **Limited local funding.** A significant issue for Wasco County, and relevant mainly to the Transportation Network, is the limited amount of local funding that can be used to leverage state and federal funding sources. The Transportation Network has no taxing authority to supplement for local match.
- **Constrained funding to provide/expand public transportation services.** In general, constrained local funding is only part of a larger picture related to the lack of stability and consistency provided through state and federal funds for public transportation services. The County's public transportation provider spends an inordinate amount of time writing and managing grants in order to continue to provide the most basic transportation service to meet the needs of its most vulnerable citizens.
- **Language.** According to the 2015 U.S. Census Population Estimates, Wasco County's Latino

population is 17.4%. The STF committee recognizes that these numbers are likely low, however, due to imperfections in the surveying for the Census. The North Central Region's Limited English Proficiency study noted the primary language spoken other than English is Spanish in Wasco County. The study found the lack of a robust bilingual The LINK staff a huge barrier to this population using public transportation. While The LINK has worked diligently to hire bilingual drivers, this has proved difficult and may have to do with the wait-time to take the CDL drive test, which is about 8-12 weeks. The long wait time prohibits an employee from truly working full time until they have their certification. Additional bilingual dispatch staff is also needed, as are marketing and outreach efforts to the county's Latino population.

- **Preplanning required to reserve a ride.** Human Services Agency Stakeholders indicated this is a huge barrier as many of their clients do not have the wherewithal to call 1-2 days or more in advance, depending upon location within the County, to reserve a ride.
- **The inconsistent wait-time required.** Stakeholders dislike the "30-minute" window to be ready for pick-up and also noted sometimes their return ride comes unexpectedly early causing their needed services to be cut short.
- **Stigma.** Stakeholders shared there is a negative perception associated with using the Dial-a-Ride transportation service that precludes them from using it. Survey respondents indicated they do not associate The LINK with public transportation.
- **Lack of Awareness of Service.** There is a general lack of awareness of CAT's public transportation services and its fixed routes. People are also confused about how the service operates and who is eligible to use it.
- **Cost** was cited by Human Services Agency staff as a major barrier for their clients using public transportation, especially for those with children. For example, a parent with multiple children trying to get one child to a health care visit usually means they must bring all of their children with them and this can add up to several dollars. If the trip is to Portland for medical care, this can be prohibitive. It was also noted that public transportation cost is cumulative, so if a rider needs transportation to a child care provider location, then to work, then back to both places, the cost will also quickly add up.
- **Access to purchase tickets is an issue.** Riders cannot buy tickets on the bus and must purchase them at MCCOG's office location during specific hours, limiting individuals' ability to acquire them, especially for those who work.
- **Exact change.** Exact change is required for ridership, which is particularly challenging as most individuals rely on a debit or credit card for monetary transactions and may not board with cash. For those that do board with cash, making sure it is exact change poses a challenge.
- **Lack of regional public transportation options** inhibit commuter's ability to get to their workplaces in Hood River and Klickitat counties and beyond.

Improving Coordination

Overlap/Duplication of Services

Wasco County has one primary public transportation service provider: the Transportation Network through Mid-Columbia Council of Governments and called The LINK. The Transportation Network has been active in identifying and working with its partners in the Gorge TransLink Alliance and others to avoid duplication of services.

Opportunities for Coordination

As illustrated in the Stakeholder survey results, some human service agencies currently augment the transportation services offered by The LINK by providing their own transportation to clients in need or by actively assisting clients in accessing and/or scheduling The LINK's service. This agency staff time is better spent actively engaging with clients' human services' needs. With additional funding and capacity for The LINK, especially for the creation of a city-wide fixed-route service and expanding intercounty public transportation services, there is an opportunity for a single transportation entity to more effectively and efficiently serve the diverse needs of Wasco County.

There are changing expectations among transit-dependent populations in Wasco County as indicated on the Stakeholders survey. As demonstrated earlier in this report, the survey asked, *If a public transportation service such as a fixed route bus service were to be established, how likely would you be to ride it?* The results showed:

73% of Clients = very or somewhat likely .

96% of Staff = think their clients are very or somewhat likely .

61% of Public = very or somewhat likely

94% of The LINK Onboard riders = very or somewhat likely to use fixed route service.

Across the board, stakeholders are receptive to fixed-route service, which eliminates stigma, the need to preplan by scheduling a trip days in advance and gives special needs' transit-dependent individuals greater autonomy and independence. Most timely is the City of The Dalles Transportation Development Plan which will examine the feasibility and sustainability of fixed-route service.

Capital Equipment

The vehicle fleet inventory indicates an aging fleet of vehicles with a number that have extended beyond their useful life. Vehicle replacement is therefore critical to maintaining operations.

Preventative maintenance and repair is also necessary to ensure that current vehicles can continue to be used.

Transportation Needs for Seniors, Individuals with Disabilities, Low Income Individuals and those with Limited English Proficiency

Across the target populations, there was great consistency in the identified service needs, gaps and barriers with a few exceptions for low income individuals and those with Limited English Proficiency. The list was developed through the analysis of the survey responses and through stakeholder meetings and interviews.

- The LINK's dial-a-ride provides an essential transportation service to northern Wasco County's target populations.
- The twice weekly shopping bus is very popular and provides an important public service.
- The Link's intercity service from The Dalles to the City of Hood River and its connection to Columbia Area Transit's City of Hood River intercity fixed route Portland service provides an important regional connection that is widely used and appreciated.
- Service expansion is a common thread among stakeholder groups. They indicated a need for:
 - Dial-a-ride service throughout the entire county: South Wasco County, Dufur and Mosier.
 - Work transportation to address target populations' consistent access to employer sites.
 - More robust regional transit network to support the needs of commuters from Wasco County to Hood River and Klickitat counties.
 - Early morning transportation (6am to 9am).
 - Evening transportation (4pm to 7pm).
 - Affordable week-end transportation.
- Cost of fares is an issue to the target population.
- Reserving a ride 24 hours or more ahead of time is a barrier.
- There is frustration over the 30 minutes pick-up window/wait-time for the dial-a-ride service.
- The cash only/exact change fare and paper ticket system is a barrier.
- Bilingual marketing and outreach to improve public awareness of the County's transportation services and how to access them is needed.
- Limited English Proficiency stakeholders indicated a need for bilingual transportation staff: call center and drivers.
- There is a stigma or negative perception associated with using the dial-a-ride transportation service that prevents people from using it.
- There is a desire for more travel options in the Mid-Columbia region (e.g. The Dalles/Hood River; The Dalles/Wishram; The Dalles/Goldendale)
- Regular and continuing outreach to the target population and to human services agency staff would help people appropriately utilize the transportation service.

Strategies to Address Needs, Barriers and Gaps

Based upon information gathered from public meetings, surveys, and stakeholder interviews the following are strategies to address Wasco County’s transportation needs, barriers and gaps. Strategies affecting seniors are marked by an S, those affecting individuals with disabilities are marked by a D, those affecting low-income individuals are marked by an LI and those affecting Limited English Proficiency individuals are marked by and LEP. The Special Transportation Fund Committee was tasked with determining the Priority rankings for each of the strategies corresponding to an identified transportation need, barrier or service gap. In the chart below, green denotes high priority and yellow denotes medium priority. There were no low priorities listed. Please see Appendix K for the Criteria and Methodology used in determining strategic priorities and Appendix L for a List of the Prioritized Strategies.

Category: Sustain Existing Transportation Services

Identified Transportation Needs/Barriers and Service Gaps	Strategies to Address	Priority	Population Affected(S/D/LI, LEP)	Resource Capacity
Continue to provide the current dial-a-ride transportation service which is vital to special needs populations.	Maintain dial-a-ride transportation operations.	High	S,D,LI, LEP	Administration capacity exists. Financial resources likely available through STF funding for operations.
Continue to provide current shopping buses which are very popular and highly utilized.	Maintain shopping bus service. Conduct regularly scheduled review of service to ensure target populations needs are being met.	High	S,D,LI, LEP	Administration capacity exists. Financial resources likely available through STF to fund operations.
Maintain intercity service to Hood River to connect with CAT’s intercity Portland bus service	Maintain intercity service to Hood River to connect with CAT’s intercity Portland bus service. Conduct regularly scheduled review of service to ensure target populations needs are being met.	High	S,D,LI, LEP	Administration capacity exists. Financial resources likely available through STF & 5310 to fund operations.

Category: Operations

Identified Transportation Needs/Barriers and Service Gaps	Strategies to Address	Priority	Population Affected(S/D/LI, LEP)	Resource Capacity
Fleet Management	<ul style="list-style-type: none"> • Provide for replacement of vehicles that have exceeded their useful life. • Provide funding for ongoing and timely preventative vehicle maintenance to ensure the safety and reliability of the transportation services. • Seek funding for additional vehicles required for any service expansion. 	High	S,D,LI, LEP	Administration capacity exists. Financial resources likely available through STF funding for operations as well as through other state transportation grants, e.g. 5310.
Completion of Transit Center infrastructure	Seek funding for construction of: <ul style="list-style-type: none"> • a bus shelter to protect the vehicles from the elements and to secure them after hours (intended to be completed with already available funds); • a maintenance shop for routine vehicle service to optimize vehicle safety and longevity; • Park and Ride infrastructure to complete Transit Center. 	Medium	S,D,LI, LEP	Administrative capacity exists. Financial resources likely available through capital equipment grants or funding resources.
Maintain affordable fares as cost is an issue for the target populations.	<ul style="list-style-type: none"> • Continue to secure state, Federal and local funding to keep fares minimal. • Explore other fare options. 	High	S,D,LI, LEP	Administration capacity exists and there is a will of The LINK administrators to keep public transportation as affordable as possible.

<p>Address scheduling difficulties presented by the need for 24-hour advance notice for dial-a-ride services. Resolve frustration over the 30 minute pick-up window/wait-time for dial-a-ride service.</p>	<ul style="list-style-type: none"> • Explore the possibility of creating some type of fixed route or deviated transportation service within the City of The Dalles as outlined in the Transportation Development Plan. • Better educate target populations about how the transportation system operates. 	<p>Medium</p>	<p>S,D,LI, LEP</p>	<p>Administration capacity exists. The Transportation Development Plan will explore the feasibility and sustainability of additional fixed route or deviated service within the City of The Dalles and will address implementation. Costs may be off-set by reduced staff time needed to schedule the dial-a-ride public transportation and by efficiencies gained through consolidated and consistent routes.</p>
<p>Address antiquated cash/exact change only or ticket payment system.</p>	<p>Monitor and explore new fare payment systems in order to identify one to replace MCCOG's current cash only/exact change and paper tickets' fare system. Explore options for Monthly Passes Review locations and distribution options for purchase of tickets.</p>	<p>Medium</p>	<p>S, D,LI,LEP</p>	<p>Administrative capacity exists. Special foundation or local/regional grant money may be available for start-up costs when a viable option is identified.</p>
<p>Address staff language and cultural training skills to meet the needs of those with Limited English Proficiency.</p>	<p>The LINK is participating in the Association of Oregon counties LEP Implementation of Recommendations grant which will address staff language and cultural understanding through an education session co-created with members of the Latino community. A one page resource with key Spanish transportation phrases will be shared and the use of Google Translate App in the field may be tested. Staff language and cultural training will be continued after the grant period ends.</p>	<p>High</p>	<p>S,D,LI, LEP</p>	<p>The LINK Administration is in support of the LEP Implementation grant. Funding was secured through the Association of Oregon Counties/ODOT.</p>

Implement the Transportation Development Plan to enhance service delivery and better serve the transportation needs of the City of The Dalles.	Use the Transportation Development Plan's recommendations as a guide to next steps.	Medium	S,D,LI, LEP	Administration capacity exists. May require additional financial and staff resources. Some financial resources are likely available through STF & 5310 funding as well as through other state and Federal transportation grants, e.g. discretionary funds; local funds will be necessary as will be fares; private partners may be interested in supporting.
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Category: Service Expansion

Expand dial-a-ride service area coverage inclusive of the entire county.	<ul style="list-style-type: none"> • Analyze operations to see if efficiencies would provide greater ability to offer more reliable service to outlying areas of the county. • Consider public/private partnership to expand services throughout the county. • Continue to seek state/federal and private grant funding to support expanded service. • Consider paid display ads on buses to help fund expanded service. 	Medium	S,D,LI, LEP	Administration capacity exists. Would require additional financial and staff resources. Financial resources are likely available through STF funding as well as through other state and Federal transportation grants, e.g. discretionary funds; local funds would be needed; private partners may be interested in supporting.
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<p>Employment transportation: address the very real need some individuals in the target populations have in accessing regular public transportation to/from work.</p>	<ul style="list-style-type: none"> • Seek state/federal/local and private grant funding to support service expansion to meet workers' needs. • Consider cooperative partnership with employers to help fund service expansion. <ul style="list-style-type: none"> • Conduct a survey of employers to clarify needs, identify partners and define potential contributions • Explore incentives for employers to participate • Consider paid display ads on buses to help fund expanded service hours. 	<p>High</p>	<p>D,LI,LEP</p>	<p>Administration capacity exists. Would require additional financial and staff resources. Financial resources may be available through STF or 5310 funds or state/federal transportation discretionary funding; Local funding would be needed; private partners may be interested in supporting. Foundation funds for needs assessment</p>
<p>Develop more robust regional transit network to support the needs of commuters especially to Hood River and Klickitat counties.</p>	<ul style="list-style-type: none"> • Discuss connections through the Gorge TransLink Alliance 	<p>Medium</p>	<p>S,D,LI,LEP</p>	<p>Administration capacity exists. Would require additional financial and staff resources. Financial resources may be available through 5310, 5311 funding for operations</p>
<p>Provide access to affordable public transportation service in the:</p> <ul style="list-style-type: none"> • Early morning hours (6am to 9am). • Evening (4pm to 7pm). • Week-end (Saturday/Sunday) 	<ul style="list-style-type: none"> • Seek state/federal and private grant funding to support expanded service hours. • Consider paid display ads on buses to help fund expanded service hours. 	<p>High</p>	<p>D,LI,LEP</p>	<p>Administration capacity exists. Would require additional financial and staff resources. Financial resources may be available through STF or 5310 funds or state/federal transportation discretionary funding</p>

Category: Stable Funding

Identified Transportation Needs/Barriers and Service Gaps	Strategies to Address	Priority	Population Affected(S/D/LI,	Resource Capacity
<p>Address the capacity of the sole, existing transportation provider by assuring stable funding. There is a high demand for transportation services yet public transportation dollars remain flat. Stable Federal, state and local funding is imperative in order to continue to acquire and maintain the number of vehicles as well as the staffing level necessary to meet demand.</p> <p>Address limited local funding that can be used to leverage state and federal funding sources.</p>	<ul style="list-style-type: none"> • Continue to seek all Federal and state transportation grants that The LINK is eligible for. • Leverage all match against Federal and state grants. • Utilize local groups to advocate for public transportation funds. • Identify, secure and utilize potential additional sources/partners to support local operational funding or local match, such as support from the Chamber, the City, Community College etc. • Identify, secure and utilize nontraditional sources of local funding, such as support from the business community. • Develop a strategy to discuss the feasibility of establishing a taxing authority through referral to voters to establish a Public Transit District. 	<p>High</p>	<p>S,D,LI, LEP</p>	<p>MCCOG currently seeks out and applies for eligible grants. Working with local groups to develop advocates for public transportation requires additional administrative capacity. This work might best be done by a Board member. Working to identify and build collaborative operational support from potential additional sources/partners is an idea which has merit and while it will take skill and time, may be worth the effort. Taxing authority discussion would be challenging and take a great deal of time.</p>

Category: Marketing/Education/Outreach

Identified Transportation Needs/Barriers and Service Gaps	Strategies to Address	Priority	Population Affected(S/D/LI, LEP)	Resource Capacity
<p>Improve bilingual marketing and public awareness of the County's transportation services and how to access them. Across the target population groups, many did not know about the public transportation options available to them.</p>	<ul style="list-style-type: none"> • The Assoc. of Oregon Counties (AOC) LEP Implementation of Recommendations grant is designed to address bicultural marketing and public awareness of the County's transportation services and how to access them. • The AOC grant also incorporates additional outreach to Human Services Agency staff to reach the target populations with meaningful transportation information. • Support the Travel Ambassadors program to be developed through the Assoc. of Oregon Counties (AOC) LEP Implementation of Recommendations grant. The Travel Ambassadors are community health workers who will provide one-on-one education on how to understand and access the County's transportation services. • Include materials in Spanish on the buses and in fare detail. • Develop and conduct ongoing Wasco County marketing campaign using traditional and nontraditional approaches to reach the target 	<p>High</p>	<p>S,D,LI.LEP</p>	<p>Resource capacity is high as the Association of Oregon Counties (AOC) LEP Implementation of Recommendations' grant is funded for implementation FY 2016/17 with MCEDD's Mobility Manager serving as the grant's project manager.</p> <p>The Travel Ambassadors program development is funded for implementation FY 2016/17, with MCEDD's Mobility Manager serving as the grant's project manager.</p> <p>For ongoing marketing, the administrative capacity may be limited.</p> <p>MCEDD's Mobility Manager can assist with outreach efforts.</p>

<p>Address stigma and negative perceptions of the transportation system. Stakeholders shared there is a negative perception associated with using the Dial-a-Ride transportation service that precludes them from using it. Survey respondents indicated they do not associate The LINK with public transportation.</p>	<ul style="list-style-type: none"> • Consider additional outreach and education on benefits of using public transportation: eco-friendly; relaxing – can read or text while riding; • Consider an “everybody rides” campaign by asking a series of local celebrities to ride and publicizing their trips in social and print media. • Modernize the look of buses and equipment, which may include “wrapping” the bus (with both English and Spanish language included) and adding bike/board racks 	<p>High</p>	<p>S,D,LI.LEP</p>	<p>Administrative capacity may be limited to provide the time required to perform additional outreach and/or conduct an “everybody rides” campaign.</p> <p>The STF committee can assist with connections to support these activities</p>
<p>Address safety and security concerns voiced particularly by Limited English Proficiency stakeholders due to language and cultural barriers and those voiced by seniors and other target populations.</p> <p>Address the ease of using the system for target populations with better connections to the natural communication points, such as Community Health Workers and Medical schedulers.</p>	<ul style="list-style-type: none"> • Support the Travel Ambassadors program to be developed through the AOC grant. The Travel Ambassadors are community health workers who will provide one-on-one education on how to understand and access the County’s transportation services. • Extend the Travel Ambassador program to reach additional populations • Increase connections to Community Health Workers (CHW) and medical schedulers with marketing materials and information; provide education including at CHW training events 	<p>High</p>	<p>LEP</p>	<p>The Travel Ambassadors program development is funded for implementation FY 2016/17, with MCEDD’s Mobility Manager serving as the grant’s project manager.</p> <p>Partner with the CCO Work with Community Health Workers</p>
<p>Market and promote the system to ensure target populations are aware of the services available.</p>	<ul style="list-style-type: none"> • Distribute material about the transportation system at key sites. • Maintain existing promotion routes, including website, Radio and print. • Explore effective opportunities to better promote the services offered. 	<p>High</p>		<p>The STF committee can assist with connections to key distribution sites</p>

Category: Planning and Coordination

Identified Transportation Needs/Barriers and Service Gaps	Strategies to Address	Priority	Population Affected(S/D/LI,	Resource Capacity
Increase options for regional travel in the Mid-Columbia area.	Continue participation in the Gorge TransLink Alliance to network and collaborate with the Mid-Columbia transportation service providers. Gorge TransLink Alliance members continue to identify and bring to fruition funding opportunities to support regional transportation connections.	Medium	S,D,LI.LEP	Capacity currently exists through the Administrators' regular participation in the Gorge TransLink Alliance.
Continued collaboration with Human Services providers in essential to meet the needs of the target population.	As able, attend public Human Service Agency meetings to maintain strong working relationships and bolster the ability to respond collaboratively to emerging needs or changing conditions.	Medium	S,D,LI.LEP	Capacity exists within the current Administration.

Performance Measures

Identified high priority strategies are linked to performance measures in the coordinated transportation plan to help determine their efficacy in addressing service needs, gaps and barriers. The performance measures were developed in concert with the transportation providers to measure success of the high priority strategies. Performance measures were designed to capitalize on current tracking methods or otherwise be easy to track so they are not burdensome. The performance measures are listed below. Progress will be reviewed regularly with the STF Advisory Committee and Transportation Network staff will send the committee ridership reports.

Transportation Need	Strategies	Performance Measure
Sustain existing transportation services	<ul style="list-style-type: none"> • Maintain dial-a-ride transportation operations. • Maintain shopping bus service • Maintain intercity service to Hood River to connect with CAT's intercity Portland bus service 	<ul style="list-style-type: none"> ○ Track ridership for dial-a-ride services ○ Track ridership for shopping bus ○ Track ridership for intercity service to Hood River
Operations	<ul style="list-style-type: none"> • Provide for replacement of vehicles that have exceeded their useful life. • Seek funding for vehicle repair and preventative maintenance for safe and reliable transport. • Maintain affordable fares • Address staff language and cultural skills to meet the needs of those with Limited English Proficiency. 	<ul style="list-style-type: none"> ○ Track vehicle mileage ○ Track vehicle replacement ○ Track complaints about fares quarterly and report to STF Committee ○ Track % staff attendance at LEP language and cultural training session ○ Assess operations at regular monthly staff meetings
Service Expansion	<ul style="list-style-type: none"> • Address employment transportation needs: identify funding and establish cooperative partnerships with employers. • Identify resources to provide access to transportation service in the early morning hours, evenings and weekends. 	<ul style="list-style-type: none"> ○ New services established
Stable Funding	<ul style="list-style-type: none"> • Continue to seek to leverage all match against state and federal grants. • Identify and utilize potential additional sources/partners to support local operational funding or local match. 	<ul style="list-style-type: none"> ○ Amount of federal/state funding secured ○ All match for state and federal funds met ○ Amount local funding contributions increase

Marketing / Education/ Outreach	<ul style="list-style-type: none"> • Improve bilingual marketing and public awareness of the County’s transportation services and how to access them. • Address stigma and negative perceptions of the transportation system through additional outreach and education, an “Everybody Rides” campaign and modernizing equipment. • Address safety and security concerns by extending the Travel Ambassador program. • Address the ease of using the system for target populations with better connections to natural community points, such as Community Health Workers. • Market/promote the system to ensure target populations are aware of services available. 	<ul style="list-style-type: none"> ○ Track increase in ridership ○ Utilize community health assessments, as available, to identify utilization of services by target populations and the effectiveness of the transportation program changes. ○ Number of connection points established
Planning and Coordination	<ul style="list-style-type: none"> • Continue participation in the Gorge TransLink Alliance. • Meet with human services agencies 	<ul style="list-style-type: none"> ○ Attend at least 4 of the 6 bimonthly Gorge TransLink Alliance meetings annually. ○ Number of agencies

Plan Review and Adoption

2007-2010 Coordinated Transportation Plan Adoption

The first draft of this coordinated transportation plan was presented to the Wasco County STF committee on January 11, 2007 and to the Wasco County Board of County Commissioners on January 17, 2007. It was discussed at both of these meetings. The draft plan was approved for submission to the Oregon Department of Transportation with the applications to the Public Transit Division Discretionary Grant Program. The final plan was completed in April 2007.

2009-2011 Coordinated Transportation Plan Update

Under contract with Association of Oregon Counties, Mid-Columbia Economic Development District began updating the plan for 2009-2011. A draft was presented to the Wasco County STF committee in January and March 2009. The draft plan was also posted on MCEDD's website (<http://www.mcedd.org>) for public review between February 2009 and March 2009. Stakeholders were encouraged to provide feedback. The final plan was approved by the Wasco County STF committee and the Wasco County Court in April 2009.

2016-2019 Coordinated Transportation Plan Update

Under an ODOT subcontract with the Hood River County Transportation District, Mid-Columbia Economic Development District began updating the plan for 2016-2019. A draft was presented to MCCOG's Transportation Network's STF Committee on September 21 and October 24, 2016. The draft plan was also posted on MCEDD's website (<http://www.mcedd.org>) for public review between September and October 2016. Stakeholders were encouraged to provide feedback. The final plan was approved by the Wasco County STF committee on October 24, 2016 and by the Wasco County Commissioners on November 2, 2016.

Future Plan Reviews

This plan is designed to be reviewed and updated at least once every three years. It should be reviewed and updated in 2019/20 at the latest.

Appendix A: Stakeholder Surveys

HUMAN SERVICES AGENCY STAFF SURVEY Introduction

Mid-Columbia Economic Development District (MCEDD) is updating Wasco County's Coordinated Human Services Transportation Plan which is focused on the transportation needs of seniors, low income individuals, individuals with disabilities and Limited English Proficiency individuals. Your responses will help us learn what is important to you in helping to meet your clients' transportation needs so we may spend our limited resources wisely. Please complete your survey and leave it with _____. The surveys will then be collected by MCEDD. Thank you!

Question 1: Does your organization serve clients who are "transportation disadvantaged?"

- Yes. If yes, how many clients/week _____ No

If yes, where in Wasco County do your transportation disadvantaged clients typically live?

- The Dalles
- Chenoweth School area
 - Colonel Wright School area
 - The Dalles High School area
 - The Dalles Middle School area
 - Dry Hollow School area
 - Columbia View Heights (Oregon Veterans Home area)
 - The Dalles, other _____
- Petersburg Area
- Antelope Dufur Wamic
- Maupin Mosier
- Shaniko Tygh Valley
- Other: _____ (please write in)

Question 2: Are your clients aware of public transportation services and do they use them?

- YES, my clients are aware of and use public transportation services.
- YES, my clients are aware of public transportation services but they do not use them. Why not?
- NO, my clients are not aware of public transportation services.

Question 3a: What is the primary destination your clients need help getting to with public transportation?

- Medical Care Going to Work Shopping Going to School
 Social Service Agency Recreation

 Other _____

Question 3b: In what city?

- The Dalles Hood River Goldendale Bend Pendleton Portland

 Other _____

Question 4. Does your organization provide or pay for client transportation? Check all that apply.

- Yes, Provide Transportation Yes, Pay for Transportation No [Skip to Question 7]
 I don't know [Skip to Question 7]

If yes, please estimate the number of unique clients/week that you assist with transportation _____ and the total number of trips/week provided _____.

If your organization pays for transportation, what is the % of transportation cost covered for the client? (e.g. 100% of the clients' transportation costs are covered, 50% of the clients' transportation costs are covered, etc.). _____

Question 5: If you answered Yes to Question 4, how does your organization fund its transportation program? (e.g. donations, volunteers, grants, agency budget item etc.) Check all that apply.

- Donations Agency Budget Grants Volunteers

 Other (Please describe) _____

Question 6: What restrictions, if any, apply to your transportation funding? Please explain. (e.g. definitions of need, limitations on trip destination or trip purpose, geographic boundaries, etc.?)

Question 7: In what ways, if any, are the transportation needs of your clients not currently being met?

Question 8: Are you aware of any changing conditions that may alter your clients' transportation needs?

Yes If yes, please explain:

No

Question 9: Do transportation issues interfere with the effectiveness of your organization or agency to serve your clients? If so, please explain.

Question 10: If a public transportation service such as a fixed route bus service were to be established, how likely do you think your clients would be to ride it? [Fixed route bus service means buses would travel along specific routes on a time schedule.]

Very likely Somewhat likely Not likely [Skip to Question 14]

Why or Why not?

Question 11: If a public transportation service such as a fixed route bus service were to be established, what times of day do you think your clients would MOST want to use it? Check all that apply.

6 am to 9 am 9 am to 12 noon 12 noon to 4 pm
 4pm to 7pm 7pm to 10pm Other _____

Question 12: If a fixed route bus service were to be established, what days of the week would you think your clients would be MOST likely to use it? Check all that apply.

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Question 13: If a fixed route bus service were to be established, what stops would you like it to make?

Question 14: What one thing stands out as most needing improvement in Wasco County's public transportation services?



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HUMAN SERVICES AGENCY CLIENT SURVEY - Introduction

Mid-Columbia Economic Development District (MCEDD) is updating Wasco County’s Coordinated Human Services Transportation Plan which is focused on the transportation needs of seniors, low income individuals, individuals with disabilities and Limited English Proficiency individuals. Your responses will help us learn what is important to you in meeting these transportation needs so we may spend our limited resources wisely. **Please complete your survey and leave it with a staff member.** The surveys will then be collected by MCEDD. Thank you!

Question 1: Where do you live in Wasco County?

- The Dalles
 - Chenowith School area
 - Colonel Wright School area
 - The Dalles High School area
 - The Dalles Middle School area
 - Dry Hollow School area
 - Columbia View Heights (Oregon Veterans Home area)
 - The Dalles, Other _____
- Petersburg Area
- Antelope Dufur Wamic
- Maupin Mosier
- Shaniko Tygh Valley
- Other: _____ (please write in)

Question 2: What type of transportation services do you currently use? Please check all that apply.

- Walk Bicycle Own car Ride with Friends The Link Other _____

Question 3: Do you have a need for public transportation services?

- Yes No [If No, skip to Question 6].

If yes, how often do you need public transportation?

- Daily 2-3 times a week
- Once a week Once or twice a month

Question 4a: What is your primary destination when you use public transportation? (Check one)

- Medical Care Going to Work Shopping Going to School
 Social Service Agency Recreation
 Other _____

Question 4b: In what city?

- The Dalles Hood River Goldendale Bend Pendleton Portland
 Other _____

Question 5: Do you use public transportation for any other purpose? If yes, please check all that apply.

	The Dalles	Hood River	Goldendale	Bend	Pendleton	Portland	Other
Medical Care							
Social Services							
Shopping							
School							
Recreation							
Work							
Other							

Question 6: Have you ever used The LINK Bus?

- YES, I have used The LINK Bus for transportation.
 NO, I have not used The LINK Bus for transportation. Please skip to Question 8.

Question 7: If yes, you have used The Link bus, how would you rate the service?

- Excellent Good Fair Poor

Comments:

Question 8: If a public transportation service such as a fixed route bus service were to be established, how likely would you be to ride it? [Fixed route bus service means buses would travel along specific routes on a time schedule.]

- Very likely Somewhat likely Not likely [If not likely, please skip to Question 14]

Question 9: If a public transportation service such as a fixed route bus service were to be established, what times of day would you MOST want to use it? Please check all that apply.

- 6 am to 9 am
 9 am to 12 noon
 12 noon to 4 pm
 4pm to 7pm
 7pm to 10pm
 Other _____

Question 10: If a fixed route bus service were to be established, what days of the week would you be MOST likely to use it? Please check all that apply.

- Monday Friday
 Tuesday Saturday
 Wednesday Sunday
 Thursday

Question 11: What fare would you be willing to pay for a fixed route bus ride?

- \$1.50 or less each way.
 \$1.75 to \$2.00 each way.
 \$2.50 or more each way.

Question 12: If a fixed route bus service were to be established, what stops would you like it to make?

Question 13: If a fixed route bus service were able to get you to work, where would you like it to stop?

Question 14: What would prevent you from using a fixed route bus service?

Question 15: What is working well with Wasco County's public transportation services?

Question 16: What one thing stands out as most needing improvement in Wasco County's public transportation services?



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THE LINK ON BOARD SURVEY - Introduction

Mid-Columbia Economic Development District (MCEDD) is updating Wasco County’s Coordinated Human Services Transportation Plan which is focused on the transportation needs of seniors, low income individuals, individuals with disabilities and Limited English Proficiency individuals. Your responses will help us learn what is important to you in meeting these transportation needs so we may spend our limited resources wisely. **Please complete your survey and leave it with your driver.** The surveys will then be collected by MCEDD. Thank you!

Question 1: Where do you live in Wasco County?

- The Dalles
 - Chenowith School area
 - Colonel Wright School area
 - The Dalles High School area
 - The Dalles Middle School area
 - Dry Hollow School area
 - Columbia View Heights (Oregon Veterans Home area)
 - The Dalles, I don’t know the area
- Petersburg area
- Antelope Dufur Wamic
- Maupin Mosier
- Shaniko Tygh Valley
- Other: _____ (please write in)

Question 2: What type of transportation services do you currently use? Please check all that apply.

- The LINK Walk Bicycle Own car Ride with Friends
- Other _____

Question 3: How often do you ride The LINK bus?

- Daily 2-3 times a week Once a week Once or twice a month

Question 4a: What is your primary destination when you ride The LINK bus? (Check one)

- Medical Care Going to Work Shopping Going to School
- Social Service Agency Recreation Other _____

Question 4b: In what city?

- The Dalles Hood River Goldendale Bend Pendleton Portland
- Other _____

Question 5: Do you use public transportation for any other purpose? If yes, please check all that apply.

	Wasco	The Dalles	Goldendale	Bend	Pendleton	Portland	Other
Medical Care							
Social Services							
Shopping							
School							
Recreation							
Work							
Other							

Question 6: How would you rate The LINK Bus's service?

- Excellent Good Fair Poor

Comments:

Question 7: Are there places you'd like to visit but can't because The LINK does not go there? If so, please list them.

Question 8: If a public transportation service such as a fixed route bus service were to be established, how likely would you be to ride it? [Fixed route bus service means buses would travel along specific routes on a time schedule.]

- Very likely Somewhat likely Not likely [Skip to Question 9]

Question 9: If a public transportation service such as a fixed route bus service were to be established, what times of day would you MOST want to use it? Please check all that apply.

- 6 am to 9 am
- 9 am to 12 noon
- 12 noon to 4 pm
- 4pm to 7pm
- 7pm to 10pm
- Other

Question 10: If a fixed route bus service were to be established, what days of the week would you be MOST likely to use it? Please check all that apply.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

Question 11: What fare would you be willing to pay for a fixed route bus ride?

- \$2.25 or less each way.
- \$2.50 to \$2.75 each way.
- \$3.00 or more each way.

Question 12: If a fixed route bus service were able to get you to work, where would you like it to stop?

Question 13: What would prevent you from using a fixed route bus service?

Question 14: What is working well in terms of Wasco County's public transportation services?

Question 15: What one thing stands out as most needing improvement in Wasco County's public transportation services?



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PUBLIC SURVEY – ENGLISH - Introduction

Mid-Columbia Economic Development District (MCEDD) is updating Wasco County’s Coordinated Human Services Transportation Plan which is focused on the transportation needs of seniors, low income individuals, individuals with disabilities and Limited English Proficiency individuals. Your responses will help us learn what is important to you in meeting these transportation needs so we may spend our limited resources wisely. **Please complete your survey and leave it with a staff member. The surveys will then be collected by MCEDD. Thank you!**

Question 1: Where do you live in Wasco County?

- The Dalles
 - Chenoweth School area
 - Colonel Wright School area
 - The Dalles High School area
 - The Dalles Middle School area
 - Dry Hollow School area
 - Columbia View Heights (Oregon Veterans Home area)
 - The Dalles, Other _____
- Petersburg Area
- Antelope Dufur Wamic
- Maupin Mosier
- Shaniko Tygh Valley
- Other: _____ (please write in)

Question 2: What type of transportation do you currently use? Please check all that apply.

- Walk Bicycle Own car Ride with Friends The Link Other _____

Question 3: Do you have a need for public transportation services?

- Yes No [If No, skip to Question 6].

If yes, how often do you need public transportation?

- Daily 2-3 times a week
- Once a week Once or twice a month

Question 4a: What is your primary destination when you use public transportation? (Check one)

- Medical Care Going to Work Shopping Going to School
 Social Service Agency Recreation
 Other _____

Question 4b: In what city?

- The Dalles Hood River Goldendale Bend Pendleton Portland
 Other _____

Question 5: Do you use public transportation for any other purpose? If yes, please check all that apply.

	The Dalles	Hood River	Goldendale	Bend	Pendleton	Portland	Other
Medical Care							
Social Services							
Shopping							
School							
Recreation							
Work							
Other							

Question 6: Have you ever used The LINK Bus?

- YES, I have used The LINK Bus for transportation.
 NO, I have not used The LINK Bus for transportation. Please skip to Question 8.

Question 7: If yes, you have used The Link bus, how would you rate the service?

- Excellent Good Fair Poor

Comments:

Question 8: If a public transportation service such as a fixed route bus service were to be established, how likely would you be to ride it? [Fixed route bus service means buses would travel along specific routes on a time schedule.]

- Very likely Somewhat likely Not likely [If not likely, please skip to Question 14]

Question 9: If a public transportation service such as a fixed route bus service were to be established, what times of day would you MOST want to use it? Please check all that apply.

- 6 am to 9 am
 9 am to 12 noon
 12 noon to 4 pm
 4 pm to 7 pm
 7 pm to 10 pm
 Other _____

Question 10: If a fixed route bus service were to be established, what days of the week would you be MOST likely to use it? Please check all that apply.

- Monday Friday
 Tuesday Saturday
 Wednesday Sunday
 Thursday

Question 11: What fare would you be willing to pay for a fixed route bus ride?

- \$1.50 or less each way.
 \$1.75 to \$2.00 each way.
 \$2.50 or more each way.

Question 12: If a fixed route bus service were to be established, what stops would you like it to make?

Question 13: If a fixed route bus service were able to get you to work, where would you like it to stop?

Question 14: What would prevent you from using a fixed route bus service?

Question 15: What is working well with Wasco County's public transportation services?

Question 16: What one thing stands out as most needing improvement in Wasco County's public transportation services?



www.GorgeTransLink.com

PUBLIC SURVEY – SPANISH - Introducción

Mid-Columbia Economic Development District (MCEDD) está actualizando el Plan de Coordinación de Servicios Humanos de Transportación del Condado de Wasco que está enfocado en las necesidades de transportación de personas mayores, individuales de bajos ingresos, individuales con discapacitación, y individuales con Proficiencia del Inglés limitado. Sus respuestas nos ayudarán a aprender lo que es importante en el cumplimiento de estas necesidades de transporte y poder dedicar nuestros limitados recursos sabiamente. **Por favor complete la encuesta y dejarla con un miembro del personal. Las encuestas serán luego recogidas por MCEDD.** ¡Gracias!

Pregunta 1: ¿Donde vive en el Condado de Wasco?

- The Dalles
 - Área de la Escuela Chenowith
 - Área de la Escuela Colonel Wright
 - Área de la Escuela Secundaria de The Dalles
 - Área de la Escuela Intermedia de The Dalles
 - Área de la Escuela Dry Hollow
 - Columbia View Heights (Área de Hogar de los Veteranos de Oregon)
 - The Dalles, Otro: _____ (por favor escribe)
- Área de Petersburg
- Antelope Dufur Wamic
- Maupin Mosier
- Shaniko Tygh Valley
- Otro: _____ (por favor escribe)

Pregunta 2: ¿Qué tipo de servicios de transporte usa actualmente? Por favor, de marcar todas las que aplican.

- Caminar Bicicleta Auto Propio Compartir con los amigos El LINK
- Otro: _____

Pregunta 3: ¿Tiene una necesidad de servicios de transporte público?

- Sí No [Si NO, de pasar a la pregunta 6].

Si es Sí, con qué frecuencia usted necesita transporte público?

- Diario 2-3 veces a la semana
 Una vez a la semana Una o dos veces al mes

Pregunta 4a: ¿Cuál es su destino primario cuando usa transporte público? (Marque uno)

- Cuidado médico Ir al trabajo Ir de compras Ir a la escuela
 Agencia de Servicios Sociales Recreación
 Otro: _____

Pregunta 4b: ¿En cuál ciudad?

- The Dalles Hood River Goldendale Bend Pendleton Portland
 Otro: _____

Pregunta 5: ¿Usa el transporte público para cualquier otro propósito? Si es sí, por favor de marcar todas las que correspondan.

	The Dalles	Hood River	Goldendale	Bend	Pendleton	Portland	Otro
Cuidado médico							
Servicios Sociales							
Ir de compras							
Ir a la escuela							
Recreación							
Ir al trabajo							
Otro							

Pregunta 6: ¿Ha usado el Autobús El LINK?

- Sí, he usado el Autobús El LINK para el transporte.
 NO, no he usado el Autobús El LINK para el transporte. Por favor de pasar a la Pregunta 8.

Pregunta 7: ¿Si es sí, ha usado el Autobús El LINK, cómo calificaría el servicio?

- Excelente Buena Pasable Mediocre

Comentarios:

Pregunta 8: ¿Si un servicio de transporte público como una ruta fija de servicios de autobús se estableciera, que tan probable sería que lo usara? [Ruta fija de servicios de autobús quiere decir que los autobuses pasarían por una ruta específica en un tiempo programado.]

- Muy probable Algo probable No Probable [Si no es probable, favor de pasar a la Pregunta 14]

Pregunta 9: ¿Si se estableciera un servicio de transporte público como una ruta fija de servicios de autobús (ruta establecida), qué horarios del día que es lo que más desea usarlo? Por favor, de marcar todas las que aplican.

- 6 am to 9 am
 9 am to 12 medio día
 12 medio día to 4 pm
 4 pm to 7 pm
 7 pm to 10 pm
 Otro: _____

Pregunta 10: ¿Si se estableciera un servicio de transporte público como una ruta fija de servicios de autobús (ruta establecida), qué días de la semana estaría probablemente usarlo? Por favor, de marcar todas las que aplican.

- Lunes Viernes
 Martes Sábado
 Miércoles Domingo
 Jueves

Pregunta 11: ¿Qué precio estarías dispuesto a pagar por un autobús de ruta fija (ruta establecida)?

- \$1.50 o menos cada ida.
 \$1.75 a \$2.00 cada ida.
 \$2.50 o más cada ida.

Pregunta 12: ¿Si se estableciera una ruta fija de servicios de autobús (ruta establecida), qué paradas le gustaría hiciera?

Pregunta 13: ¿Si hay una ruta fija de servicios de autobús (ruta establecida) que pudiera llevarlo al trabajo, donde le gustaría que fuera la parada?

Pregunta 14: ¿Qué lo impediría el uso de la ruta fija se servicios de autobús (ruta establecida)?

Pregunta 15: ¿Qué lo funciona bien con los servicios de transporte público del Condado de Wasco?

Pregunta 16: ¿Qué cosa se destaca como la mayoría que necesitan mejoras en los servicios de transporte público en Condado de Wasco?



www.GorgeTransLink.com

Tygh School Community Center Bus – Canyon Rim Residents Survey - Introduction

Mid-Columbia Economic Development District (MCEDD) is updating Wasco County’s Coordinated Human Services Transportation Plan which is focused on the transportation needs of seniors, low income individuals, individuals with disabilities and Limited English Proficiency individuals. Your responses will help us learn what is important to you in meeting these transportation needs so we may spend our limited resources wisely. Thank you!

Question 1: Where do you live in Wasco County?

- Antelope
- Dufur
- Grass Valley
- Maupin
- Shaniko
- The Dalles
- Tygh Valley
- Wamic
- Other: _____

Question 2: What type of transportation services do you currently use? Please check all that apply.

- Tygh School Community Center (TSCC) Transport Walk Bicycle Own car Ride with Friends
- Other _____

Question 3: How often do you ride the TSCC Transport bus?

- Daily 2-3 times a week Once a week Once or twice a month

Question 4a: What is your primary destination when you ride the TSCC Transport bus? Please check all that apply.

- Medical Care Going to Work Shopping Going to School
- Social Service Agency Recreation Other _____

Question 4b: In what city?

- The Dalles Hood River Goldendale Bend Pendleton Portland
- Other _____

Question 5: Do you use public transportation for any other purpose? If yes, please check all that apply.

	The Dalles	Hood River	Goldendale	Bend	Pendleton	Portland	Other
Medical Care							
Social Services							
Shopping							
School							
Recreation							
Work							
Other							

Question 6: How would you rate the TSCC Transport bus's service?

Excellent
 Good
 Fair
 Poor

Comments:

Question 7: Are there places you'd like to visit but can't because the TSCC Transport bus does not go there? If so, please list them.

Question 8: What is working well in terms of Wasco County's public transportation service?

Question 9: What one thing stands out as most needing improvement in Wasco County's public transportation service?

WASCO COUNTY TRANSPORTATION SERVICES PROVIDER SURVEY

Organization Name: _____

Contact Person _____

1. What type of agency are you?

2. What types of public transportation services do you provide? Check all that apply.
 - Fixed route
 - Deviated route
 - Demand Response (Dial-a-Ride)
 - Group outings or trips
 - Subscription Service
 - Charter Service
 - Other, please describe _____

Does your agency also provide Medicaid Brokerage Transportation Service? Yes No

3. What type of transportation service does your agency provide? Check all that apply.
 - Drop off/pick up

 - Door to door

 - Door through door

 - Door through appointment

 - Fixed route

 - Other, please describe _____

4. What geographic area do you serve?
 - The Dalles
 - Chenoweth School area
 - Colonel Wright School area
 - The Dalles High School area

- The Dalles Middle School area
- Dry Hollow School area
- Columbia View Heights (Oregon Veterans Home area)
- Petersburg area

- Antelope Dufur
- Maupin Mosier
- Shaniko Tygh Valley

Other: _____ (please write in)

5. Who can use your transportation services? What is their percentage of Ridership?

- General Public _____%
- Seniors (Age 60+) _____%
- Disabled Individuals (Any age) _____%
- Low Income individuals _____%
- Human Services Agency Clients _____%
- Medicaid/OHP/CCO Clients _____%
- School Children _____%
- Preschool Children _____%
- Workers _____%

What workplaces do you service? _____

6. During an average week, how many people use the transportation services? _____

7. What are the hours and days of the week that you provide transportation?

8. What are the hours and days of the week that you schedule transportation services?

Are your phones staffed between Noon and 1pm? Yes No

9. What funding sources do you rely upon to support your transportation services?

<u>Sources of Funds</u>	<u>Percent of Budget</u>
<input type="checkbox"/> Fares	_____
<input type="checkbox"/> Reimbursement from others	_____
<input type="checkbox"/> Contract for Services	_____
<input type="checkbox"/> ODOT Grant or Contract Please name which grants:	_____
<input type="checkbox"/> STF Funds	_____
<input type="checkbox"/> County Funding	_____
<input type="checkbox"/> City Funding	_____
<input type="checkbox"/> Donations	_____
<input type="checkbox"/> Agency Budget	_____
<input type="checkbox"/> Advertising	_____
<input type="checkbox"/> Other, please specify _____	_____

10. If you charge fares, what are they?

11. How many vehicles do you have in service on,

- a. The average weekday? _____
- b. During Peak Periods? _____
- c. Nights/week-ends? _____

12. What type of vehicles does your agency offer: (Check all that apply)

Car Van Truck Bus Other, please specify _____

13. How many of your vehicles are accessible? _____

14. Are your drivers paid or volunteer? Full or part-time?

15. Do you allow passengers to be accompanied by a personal care assistant or service animal?
Check all that apply.

Personal Care Assistant Service Animal

16. What, in your opinion are the primary destinations people need to use public transportation to travel to and from?

<u>Destination</u>	<u>Percent of Trips</u>
<input type="checkbox"/> Medical	_____
<input type="checkbox"/> Shopping	_____
<input type="checkbox"/> Work	_____
<input type="checkbox"/> Participate in Agency Program	_____
<input type="checkbox"/> Human Services Agency Appointment	_____
<input type="checkbox"/> School	_____
<input type="checkbox"/> Other, please specify_____	_____

17. What percentage of your trips are completed within the County? _____

18. Do persons regularly have transit needs you cannot serve? Yes No
If yes, please explain.

19. What destinations or trip categories do you see as gaps for persons? Where would they like to go, but you cannot service?

20. Do you coordinate with other transportation providers or social services programs? If so, with who and for what services.

21. Do you participate in Human Service Agency meetings in order to share information about transportation resources for their clients?

22. What is your annual budget (estimate)?
23. What is your annual ridership (estimate)? What is the rides/mile ratio?
24. What is the ratio of public transit riders to brokerage riders?
25. Please describe your relationship with TSCC Transit.
26. Would you say you connect to Greyhound service?
27. Are you aware of any changing conditions that may impact the ability to meet transportation needs in Wasco County?
28. What are the primary obstacles to using public transportation?
29. What would it take to make public transportation more useful for your constituents?
30. What are your top 3 priorities for public transportation in Wasco County?
31. Is there anything I should have asked you but didn't? Is there any additional information that you think would be beneficial to the Human Services Coordinated Transportation Plan? If so, please describe.

THANK YOU!

Appendix B: Selected Survey Results

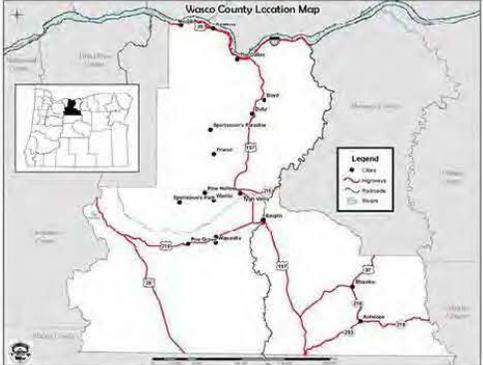


Coordinated Human Services Transportation Plan Update

Michele Spatz, MCEDD
Jacque Schei, MCEDD



Wasco County



Total: 451

Wasco County - Agency Clients

Organizations Surveyed

DHS - Aging & People with Disabilities	2
DHS - Vocational Rehab	10
DHS - Self-Sufficiency	6
MCCFL - The Dalles	26
Mid-Columbia Community Action Program	7
Mid-Columbia Housing Authority	9
OCDC - The Dalles	19
Online	5
Opportunity Connections	14
The Dalles Senior Center	25
The Dalles Senior Center - Meals on Wheels	25
Wasco County VSO	2

Total: 150

Wasco County - Agency Staff

Organizations Surveyed

Admin	1
DHS	12
DHS - APD	8
DHS - Voc Rehab	1
MCCFL	5
MCCFL - Adult Services	1
MCCFL - Crisis Services	1
MCCFL - Dev Disabilities	4
MCCFL - Drug Program	1
MCCFL - Jail Diversion	1
MCCFL - Mental Health	4
MCHA	1
Mid-Columbia Community Action Program	8
MCMC	4
North Central Public Health	7
OCDC	24
The Next Door	2
VSO - Wasco County	1

Total: 86

Wasco County - Public

Organizations Surveyed

Community - Mosier	17
Mosier School	68
Public Library	3
Public Library - Dufur	7
Public Library - Maupin	7
Public Library - The Dalles	10
Online	51

Total: 163

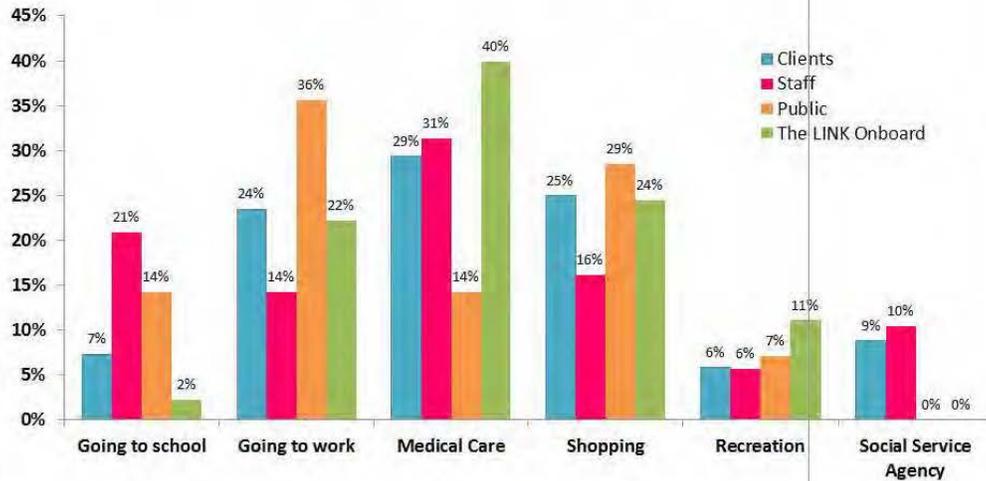
Wasco County - The LINK Onboard



Total: 52

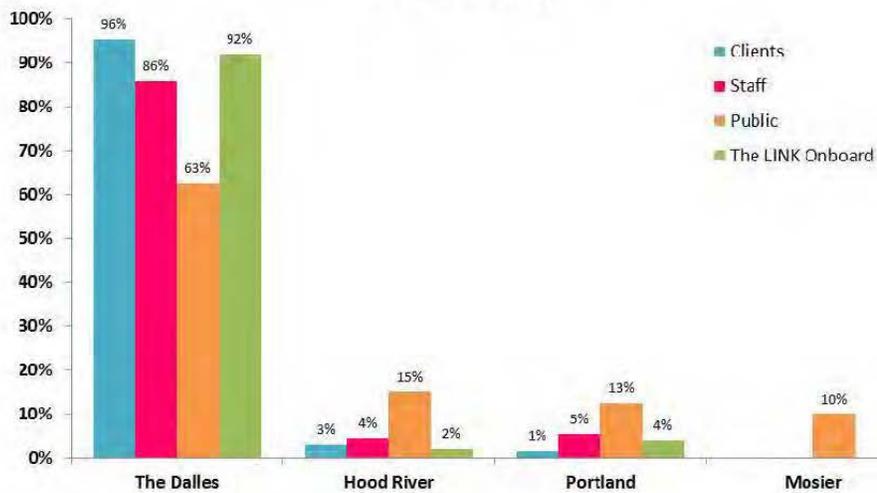
Wasco County - Comparison

What is your primary destination when you use public transportation?



Wasco County - Comparison

In what city?



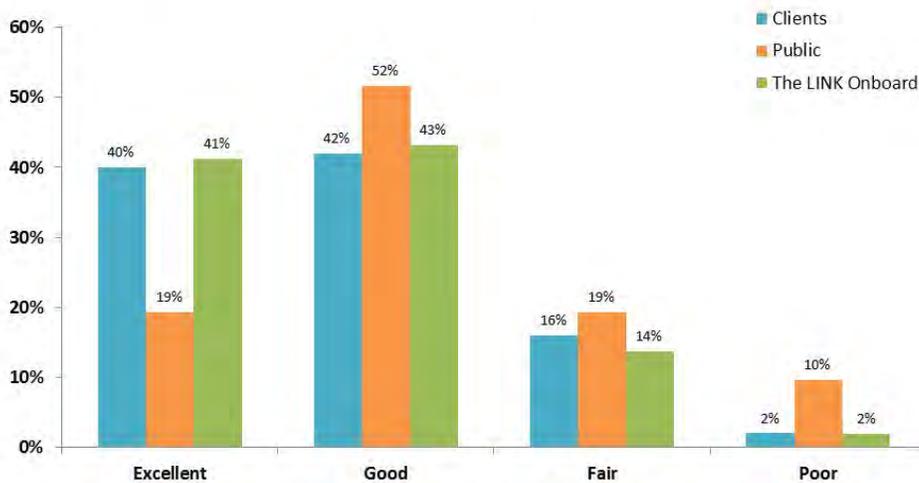
Wasco County - Comparison

How often do you need public transportation?



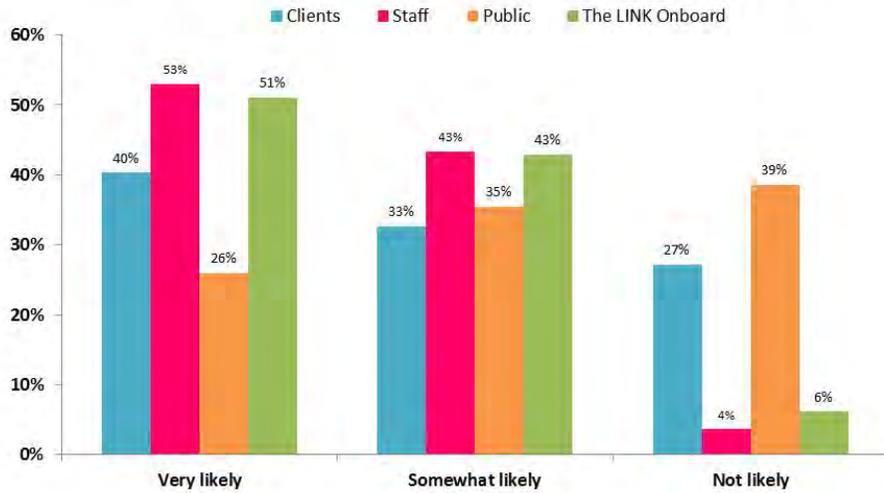
Wasco County - Comparison

How would you rate the service of The LINK Bus?



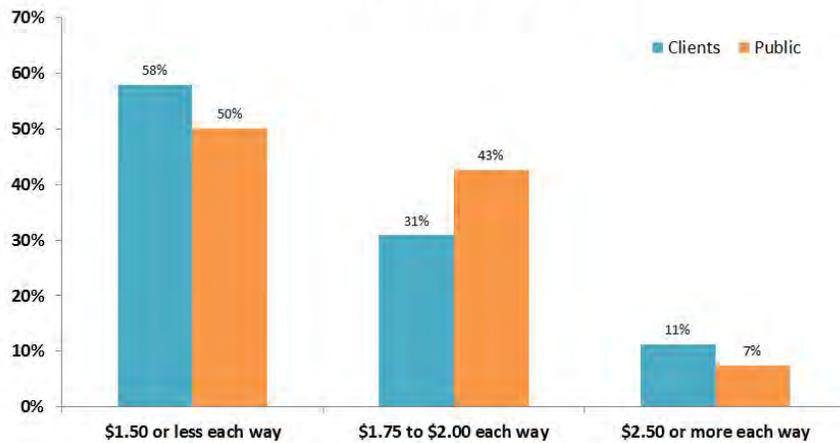
Wasco County - Comparison

If a public transportation service such as a fixed route bus service were to be established, how likely would you be to ride it?



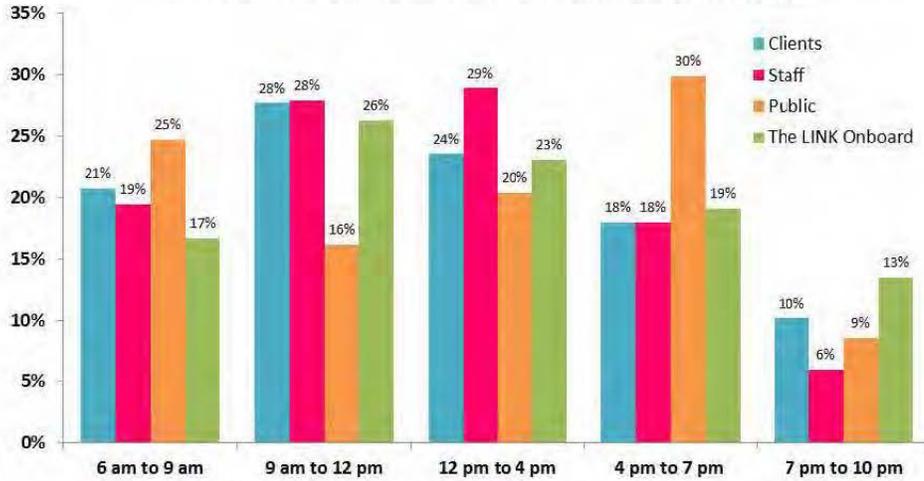
Wasco County - Comparison

What fare would you be willing to pay for a fixed route bus ride?



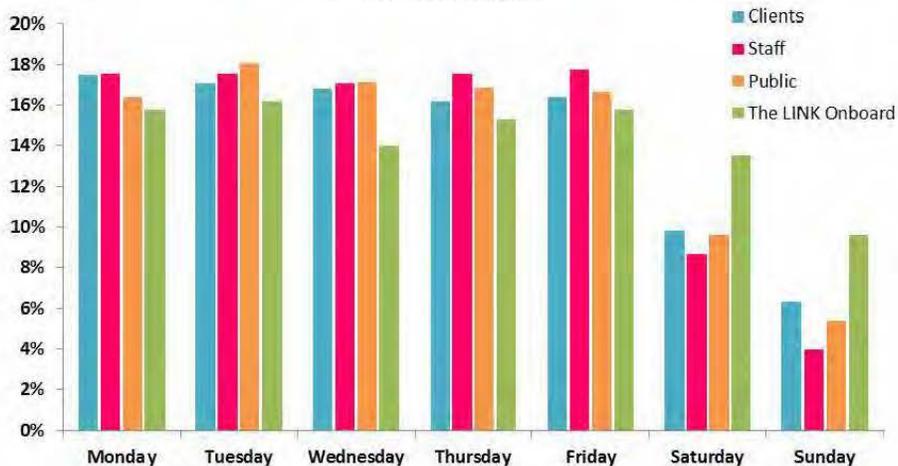
Wasco County - Comparison

If a public transportation service such as a fixed route bus service were to be established, what times of day would you MOST want to use it? Please check all that apply.



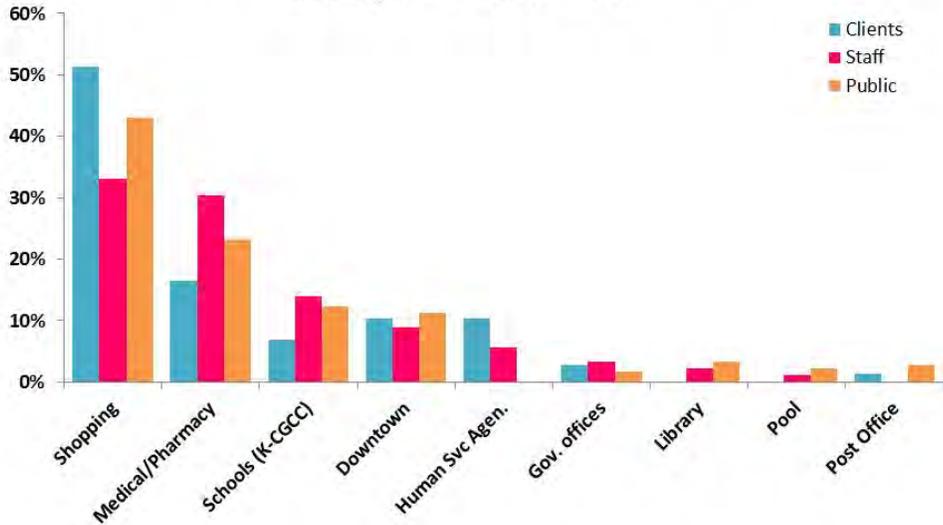
Wasco County - Comparison

If a fixed route bus service were to be established, what days of the week would you be MOST likely to use it? Please check all that apply.



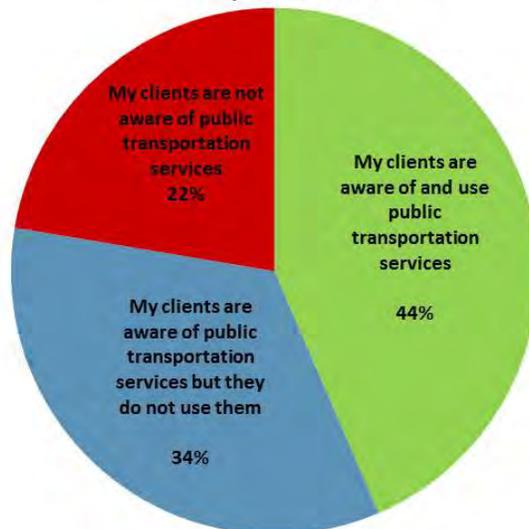
Wasco County - Comparison

If a fixed route bus service were to be established, what stops would you like it to make?



Wasco County - Agency Staff

Are your clients aware of public transportation services and do they use them?

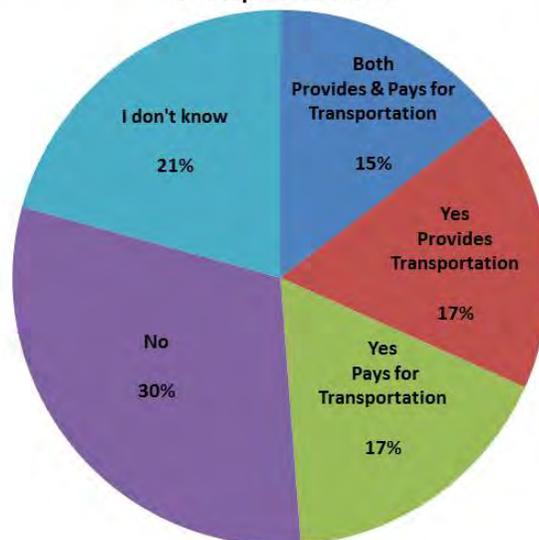


Wasco County – Agency Staff

- Why do you think your clients don't use public transportation?
 - The scheduling & preplanning required
 - Poor user experience (language barrier; poor or rude service; wait time too long)
 - Cost

Wasco County - Agency Staff

Does your organization provide or pay for client transportation?



Wasco County - Agency Staff

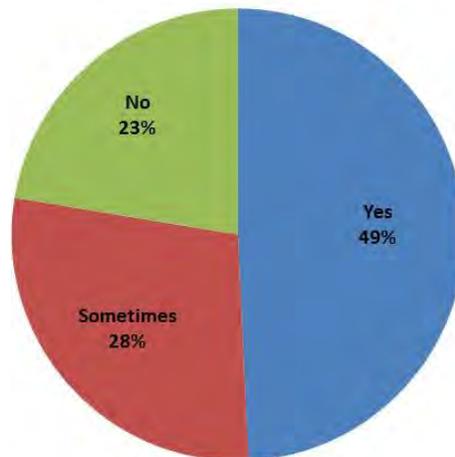
Please estimate the number of unique clients/week that you assist with transportation and the total number of trips/week provided.

21 staff responded:

- 188 unique clients per week
- 247 total trips per week provided

Wasco County - Agency Staff

Do transportation issues interfere with the effectiveness of your organization or agency to serve your clients?



Wasco County - Agency Staff

If a public transportation service such as a fixed route service were to be established, how likely do you think your clients would be to ride it? Why or why not?

96% staff responded "likely or somewhat likely."

Why or Why not?

- Ease of use
- Addresses:
 - scheduling issues
 - needs of those with no license or car

Wasco County

What **one thing** stands out as **most needing improvement** in Wasco County's public transportation services?

Clients

1. Improve **service**:
 - ❑ More routes
 - ❑ Weekend service
 - ❑ On demand service
 - ❑ More stops
2. Add **fixed route service**
3. Improve **scheduling system**

Staff

1. Add affordable, **fixed route service** with ability for agencies to buy bus passes for clients
2. Improve **service**:
 - ❑ Expanded hours
 - ❑ Improved customer service
 - ❑ More buses and drivers (availability)
 - ❑ Bilingual staff

Public

1. Add **fixed route service**
2. Improve **service**:
 - ❑ More routes, buses, stops
 - ❑ Expand hours
3. Advertise; improve awareness of what is available

Clients

1. Improve **service**:
 - ❑ More routes
 - ❑ Weekend service
 - ❑ On demand service
 - ❑ More stops
2. Add **fixed route service**
3. Improve **scheduling system**

Staff

1. Add affordable, **fixed route service** with ability for agencies to buy bus passes for clients
2. Improve **service**:
 - ❑ Expanded hours
 - ❑ Improved customer service
 - ❑ More buses and drivers (availability)
 - ❑ Bilingual staff

The LINK Onboard

1. Improve **service**:
 - ❑ Expanded hours (evenings/weekends); more availability
 - ❑ Improve customer service of drivers
2. Improve **scheduling system**
 - ❑ Reduce window/waiting time

Appendix C: Public Survey News Release

HOOD RIVER, WASCO AND SHERMAN COUNTY PUBLIC TRANSPORTATION SURVEY

Are you interested in improving Hood River, Wasco or Sherman County's public transportation? People can make their voices heard through on-line and paper surveys conducted through Mid-Columbia Economic Development District (MCEDD).

It's part of the county's Human Services / Public Transportation Plan Update for 2016-19. A coordinated transportation plan is required by state and federal transportation agencies; the plan focuses on the needs of low-income individuals, persons with disabilities, and seniors. It will also consider people with limited English proficiency.

You can take the survey by clicking [here](#). Or, visit any public library in Wasco, Hood River or Sherman County for a copy of the paper survey. The survey begins March 28. All surveys must be returned by April 8.

En Español:

¿Está interesado en mejorar el transporte público en el condado de Hood River o el condado de Wasco?

Las personas pueden hacer oír su voz a través de encuestas por internet y por escrito en papel realizadas a través del Distrito de Desarrollo Económico del Medio de Columbia (MCEDD).

Es parte de Servicios Humanos del condado / Público de actualización del Plan de Transporte para 2016-19. Un plan de transporte coordinado es requerido por las agencias de transporte estatal y federal; El plan se centra en las necesidades de las personas de bajos ingresos, personas con discapacidades y personas mayores. También se considerará a las personas con conocimientos limitados del idioma Inglés.

Puede participar en la encuesta [haciendo clic aquí](#). O bien, visite cualquier biblioteca pública en Wasco o el Hood River para llenar una encuesta en papel. La encuesta se inicia el 28 de marzo todas las encuestas deben ser devueltas antes del 8 de abril.

Appendix D – Focus Group Results

LEP FOCUS GROUP WASCO COUNTY for North Central Region Pilot Project

Date: September 22, 2015

Location: Mid-Columbia Senior Center

Participants: 11

Question 1: Where do you live in Wasco County?

Chenoweth School – 7

Colonel Wright School – 2

The Dalles High School – 2

Question 2: What is your primary language?

Spanish – 10

English – 1

Question 3: How much, if any, English do you speak?

None – 1

A little bit – simple words, like please and thank you - 2

Someone in my house is bilingual (English/Native Language) - 3

and I depend upon them to speak English for me. This person is my (spouse/son/daughter/):
daughter, son

I am bilingual – 2

No Answer - 3

Question 4: Do you have need for public transportation?

Yes – 5

No – 6

Question 5: How often do you need public transportation?

Daily – 1

Weekly – 2

Once or twice a month – 1

Question 6: What location or services are you needing help getting to with public transportation?

Please name these locations or services.

Medical care - 5

School:

Elementary – 1

Middle - 2

High school - 0

Community college - 1

Shopping - 0

Work - 3

Work Location:

Laundry – 0

Pharmacy - 1

Church - 6

Question 7: Have you heard about The LINK bus?

Yes – 6

No – 5

Question 8: Have you ever used The LINK bus for transportation?

Yes – 1 – for medical care and for work

No – 10

Why not? - Don't know how it operates

Question 9: Tell me, what is working well in terms of Wasco County's public transportation services?

The one person that used public transport thought it worked well when they used it. For the rest of the group, they did not know about public transportation services well enough to comment but 11 agreed that it will be a good service because there is great need.

Question 10: What is not working well/what are the barriers to Wasco County's public transportation services?

- That you need to make an appointment
- They do not speak Spanish
- No advertising
- Need more routes

Question 11: How might public transportation services be provided more efficiently in Wasco County? What one thing stands out as most needing improvement?

- More flexible
- Fixed routes

- Provide materials/flyers in Spanish and English with contact info

Question 12: Are you aware of the bilingual (English/Spanish) Gorge TransLink Alliance website that has information on public transportation services, how to use them and their cost?

Yes – 0

No – 11

Why not? – No access to computer or internet

Appendix E: Detailed Demographic Tables

Senior Population Projections

An aging population is projected for the State and the County thus increasing demand for public transportation services.

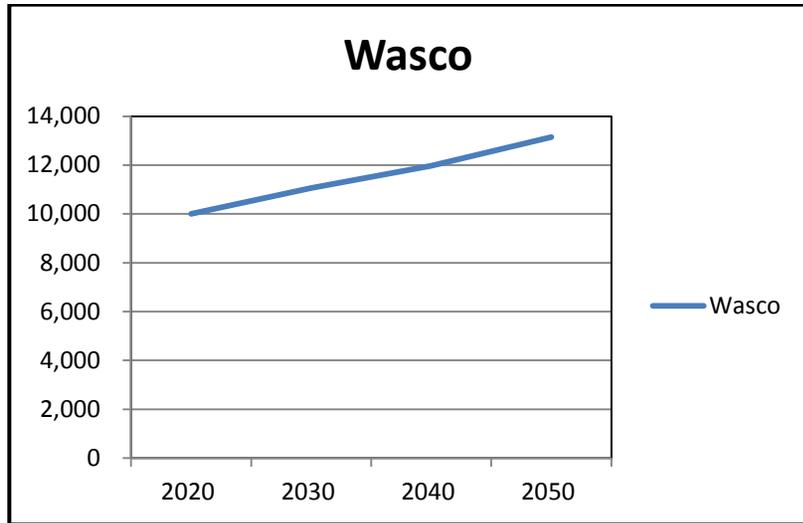
Source: Oregon Office of Economic Analysis (March 28, 2013).

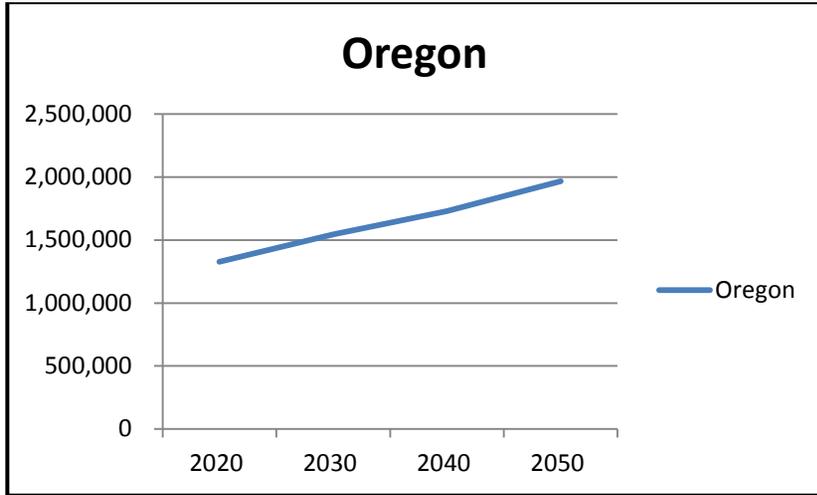
Year 2020								
Area	Total	55-59	60-64	65-69	70-74	75-79	80-84	85+
Oregon Total	4,252,100	264,780	275,314	262,883	212,371	137,969	84,601	90,104
Wasco County	27,388	1767	2069	1870	1686	1087	685	847
Year 2030								
Area	Total	55-59	60-64	65-69	70-74	75-79	80-84	85+
Oregon Total	4,768,000	265,429	257,214	261,175	253,959	219,643	155,399	131,014
Wasco County	30,186	1583	1670	1775	1960	1652	1270	1151
Year 2040								
Area	Total	55-59	60-64	65-69	70-74	75-79	80-84	85+
Oregon Total	5,203,000	307,815	285,740	264,694	239,395	220,823	190,151	220,056
Wasco County	32,405	2027	1814	1611	1595	1584	1505	1844
Year 2050								
Area	Total	55-59	60-64	65-69	70-74	75-79	80-84	85+
Oregon Total	5,588,500	367,734	331,426	307,155	267,457	226,574	183,058	283,195
Wasco County	36,066	2666	2067	2090	1775	1457	1342	2507
	34,274	2253	2072	2061	1746	1457	1253	2307

Projected Population Growth of Seniors Age 55+ 2020-2050

Source: Oregon Office of Economic Analysis (March 28, 2013).

The numbers of Seniors age 55+ will continue to grow in Wasco County & Oregon over the next 30 years.





Projected Proportion of Wasco County Seniors 55+ 2020-2050

Source: Oregon Office of Economic Analysis (March 28, 2013).

While the number of seniors age 55+ is expected to rise, the *proportion* of seniors 55+ to the total county population is projected to remain stable over the next 30 years at about 37%.

	2020	2030	2040	2050
Wasco Seniors Age 55+	10,011	11,061	11,980	13,149
Total Wasco County Population	27,388	30,186	32,405	34,274
% Seniors Age 55+	37%	37%	37%	38%

Population Estimate, Wasco County Disabled Individuals.

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

Wasco County Seniors age 65+ will be increasingly disabled, requiring transportation options and assistance.

Wasco County	Total Population Estimate	Percent of population with a disability Estimate
Total civilian noninstitutionalized	24,963	16.8%

Population		
Population under 5 years	1,556	3.2%
Population 5 to 17 years	4,146	4.8%
Population 18 to 64 years	14,781	13.9%
Population 65 years and over	4,480	42.3%

Population Projections

An increasing population is projected for the State and the County, which will further put demands on public transportation systems.

Source: Oregon Office of Economic Analysis (March 2013).

Forecasts of Oregon's County Populations and Components of Change, 2015 - 2050

Total Population

FORECAST

Area Name	2015	2020	2025	2030	2035	2040	2045	2050
Oregon	4,001,600	4,252,100	4,516,200	4,768,000	4,995,200	5,203,000	5,398,800	5,588,500
Wasco	26,037	27,388	28,827	30,186	31,359	32,405	33,351	34,274

Population Change

Estimate

FORECAST

Area Name	2015-2020	2020-2025	2025-2030	2030-2035	2035-2040	2040-2045	2045-2050
Oregon	250,500	264,100	251,700	2227,200	207,800	195,801	189,700
Wasco	1352	1439	1358	1174	1046	946	923

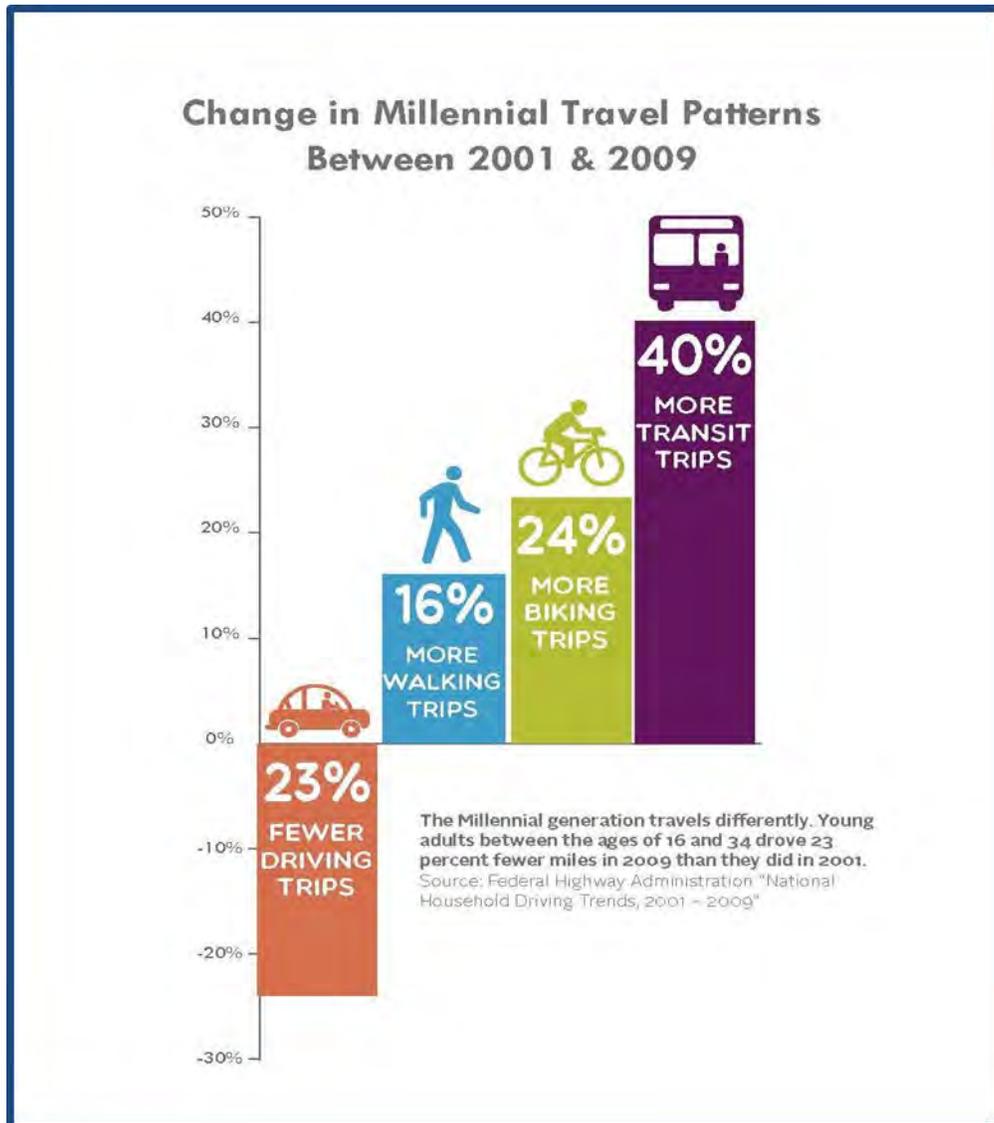
Annual Growth Rate

Area Name	Estimate		FORECAST				
	2015-2020	2020-2025	2025-2030	2030-2035	2035-2040	2040-2045	2045-2050
Oregon	1.21%	1.21%	1.09%	0.93%	0.82%	0.74%	0.69%
Wasco	1.01%	1.02%	0.92%	0.76%	0.66%	0.58%	0.55%

Net Migration

Area Name	Estimate		FORECAST				
	2015-2020	2020-2025	2025-2030	2030-2035	2035-2040	2040-2045	2045-2050
Oregon	182,786	100,709	202,517	202,140	201,891	201,719	201,530
Wasco	1359	1485	1505	1502	1500	1498	1497

Appendix F: Millennials' Transportation Mode Preferences



Source: Oregon Transportation Options Plan, 2015.

Appendix G: North Central Oregon Coordinated Human Services Transportation Pilot Project Technical Memo & List of Recommendations

This pilot project focuses on the transportation needs of Limited English Proficiency (LEP) individuals in Hood River, Wasco and Sherman Counties. After two large stakeholder meetings which helped hone the focus of this pilot project, a Small Working Group (SWG) was formed to help solidify and guide the project's focus. The Small Working Group consists of representatives from the following organizations/agencies which have a presence in and serve individuals in all three counties:

- Hood River County Transportation District
- Mid-Columbia Council of Governments/The Transportation Network
- Sherman County Community Transit
- Area Agency on Aging
- Department of Human Services – Self-Sufficiency
- Department of Human Services – Aging and People with Disabilities
- Mid-Columbia Center for Living
- One Community Health
- Mid-Columbia Medical Center
- The Next Door, Inc.
- Mid-Columbia Community Action Council
- PacificSource CCO

Given the American Factfinder data regarding Language Spoken at Home, 16% of Hood River County; 8% of Wasco County; 1% of Sherman County *Speak English less than “very well”*. Furthermore, the primary language spoken other than English is Spanish in all three counties, with Hood River County reporting 27%; Wasco County reporting 13% and Sherman County reporting 2%. Thus, this Limited English Proficiency study focused primarily on meeting the needs of Spanish speaking individuals. The current state assessment of the Limited English Proficiency individuals' transportation services and needs included transportation service provider stakeholder interviews, human service provider stakeholder interviews, and a community focus group of LEP individuals in each of the three counties. Sherman County's Community Focus Group had zero participants, not surprising given the demographic data as well as both transportation service providers and human service providers in Sherman County reporting not being aware of serving any LEP individuals.

The themes that emerged from these stakeholder interviews and community focus groups are included here and comprise the bulk of this technical memo.

Transportation Providers Themes:

Note: 14 transportation service providers were interviewed across Hood River, Wasco and Sherman Counties

Findings – Scope of Limited English Proficiency (LEP) Clients Served:

- Frequency of transportation services provided to Limited English Proficiency individuals is split along county demographics with Hood River and Wasco counties reporting they transport LEP individuals often, or more than once/week while Sherman county reports seldom/never.
- Spanish is the primary LEP language in all 3 counties with Vietnamese mentioned as a minor LEP language in all 3 counties. Reported ratio is roughly 99%/1%.
- While most destinations were considered important, those cited as most frequent are: medical care; shopping, family services, school and work.
- Stable funding is a constant issue. There is pressure to grow the transportation system/services provided yet there are no corresponding fiscal resources to do so.

Findings – Cultural

- Often, the female of the family doesn't drive or have a car.
- LEP individuals try to use the public transportation service to get to work.
- The expectation for public transportation is for a bus ride rather than a dial-a-ride, as buses are widely used in their native culture.
- First-time use of the dial-a-ride service is very intimidating and a barrier.
- Transportation service providers' ability to greet an LEP individual in their language is a positive ice-breaker.

Findings - Positive:

- Transportation service providers feel a sense of purpose in the work they do. There is a sense of pride in providing a valuable public service and they recognize how it benefits their clients.
- Most transportation service providers know they have available a bilingual (English/Spanish) resource: brochures on how to ride along with fare payment instructions.
- Creative ideas for promoting transportation service were shared and include:
 - Market "anti-stigma", meaning call it a *Community Service* rather than *the Senior Bus*.
 - Send a county-wide letter to all residents/households describing the availability of the transportation services and how to access them.
 - Advertise in the newspaper and on the radio on KODL and KACI; Hispanic language newsletter.
 - Put information in the parade on the side of a car.

- PSAs on Mexican/American radio station about our public transportation system and that you have to call.

Findings - Barriers:

- Language
 - Calling to schedule a ride is in itself a major barrier for LEP individuals. Only the brokerage scheduler is bilingual; one call center staff member across the three counties has taken a one semester Spanish-language class. Drivers who transport LEP individuals are not bilingual & have limited Spanish speaking skills/resources. LEP individuals' English speaking family members, including children, are frequently called upon to assist.
 - Literacy is an issue. Spanish clients are unable to read transportation services materials; Audio information along with low-literacy brochures/flyers are needed.
 - The language barrier may play a role in no-shows as:
 - LEP clients may find it too difficult to negotiate a call to cancel.
 - Someone else may have booked the ride for them and not know or remember they need to call to cancel.
 - Lack of phones within the Spanish LEP community is an issue and may contribute to not cancelling a scheduled ride.
- Limited Service to Outlying Areas – e.g. Parkdale/Odell; areas outside The Dalles, e.g. Dufur.
- Lack of familiarity with the type of public transportation offered e.g. dial-a-ride vs. “bus” or fixed route service.

Findings – Opportunities

- Education/training in working with LEP individuals is needed.
 - The majority of transportation service providers are unaware their agency has an LEP policy.
 - Most report having no specific or consistent training in working with LEP individuals.
 - Some ethnic bias exists.
 - While many are aware of the availability of telephone interpreter services, it is rarely used.
 - Communications/language training and concise resources e.g. a page with Spanish phrases along with practice opportunities in saying them would benefit transportation service providers.
 - Most transportation service providers are unaware of whether or not their agency website has bilingual transportation information on it. Many have never seen their agency website.

- A seasonal fluctuation in the shopping bus schedule may benefit the LEP community— e.g. a late afternoon or early evening shopping bus during harvest season would be helpful because “they can’t go at 10:00am.”

Human Services Providers Themes:

Note: 31 staff members were interviewed across 11 agencies that serve Hood River, Wasco and Sherman Counties. The 11 agencies include: Columbia Gorge Family Medicine, DHS Aging and People with Disabilities, DHS Self-Sufficiency, DHS Vocational Rehabilitation, Eastern Oregon Council on Independent Living, Hood River Public Health Department, Mid-Columbia Center for Living, MCMC Outpatient Clinics, The Next Door, Inc., North Central Public Health District, One Community Health.

Findings – Scope of Limited English Proficiency (LEP) Clients Served

- 80% of stakeholders interviewed serve all 3 counties: Hood River, Wasco & Sherman; some serve Gilliam and Wheeler as well.
- 61% think more than 25% of their clientele are LEP individuals. The primary reason given was the enactment of the Affordable Care Act and resulting expansion of the Oregon Health Plan.
- 65% think their LEP population has increased over the past two years.
- 74% reported their LEP clients inquired or expressed a need for public transportation services.
- Human Services providers report a greater variety of serving LEP individuals. Of 23 interviews, the non-English languages reported are:
 - Spanish (primarily) x31
 - Mandarin/Chinese/Cantonese x5
 - Pacific Islander/Samoan x5
 - Indigenous Mexican Languages x3
 - American Sign Language x3
 - Russian x3 (Czechoslovakia)
 - Vietnamese x2
 - Thai/Burmese x 2
 - Lip reading x2
 - English (Cognitive Disabilities) x2
 - India (not sure what the language was)
- Destinations LEP clients expressed difficulty accessing via available public transit, in order of priority are: medical care; pharmacy; shopping; work; laundry, school, church. Impact of these transportation access issues for medical/dental care include:
 - Many LEP individuals must wait for family member to take them after work or on a day off thus they will delay medical or dental care by several weeks even though more timely appointments are available.

- LEP individuals may choose a more painful treatment, e.g. a shot, rather than a prescription, because trying to arrange an additional trip to the pharmacy is burdensome.
- LEP parents may delay medical care for an acutely ill child because they cannot get to a same day appointment.
- LEP adults may not seek acute medical care for themselves because they cannot get to a same day appointment.
- Travel to Portland for medical care presents logistical issues: securing transportation; scheduling far in advance; trust issues; one companion (counter to Spanish-speaking culture, where the family is paramount).
- 94% of human service providers are not aware of the bilingual Gorge TransLink Alliance website and thus do not think their clients are either.

Findings – Cultural

- LEP adults use services where the staff speak their language and then promote these services throughout their community via word of mouth.
- Family members are most often relied upon for interpreter services, including children under the age of 18.
- LEP clients are not comfortable calling for transportation when they are not sure if the person answering the phone will be able to communicate with them.
- Many LEP individuals do not have a car or are part of a one-car family.
- The Spanish culture is family-oriented and relationship-based. Oral communication is key. Family togetherness is key.
- Establishing trust is important to Spanish LEP individuals. The language barrier affects the ability to establish trust.
- LEP Spanish-speaking adults do not want to burden their English speaking family member(s) and thus will wait patiently for transportation [e.g. when it is convenient for the family member who drives.]

Findings - Positive

- Most human service agencies have bilingual (Spanish/English) staff and heavily rely upon them to serve their LEP clients.
 - 100% report hiring bilingual staff
 - 100% use bilingual staff to interpret information on an “as needed” basis.
- Most human service providers noted that their LEP clients who use public transportation services speak positively about it.
- Many human service providers assist LEP clients in scheduling rides and educating clients about available transportation.
- The multiuse Medicaid transportation reimbursement form is seen as a positive.

Findings – Barriers

- Language
 - Literacy - many LEP clients don't read or write
 - Drivers don't speak or understand Spanish, making it hard to establish trust. LEP individuals find it somewhat frightening to ride a bus where they are unable to communicate with the driver.
 - Call center staff have limited or no ability to speak Spanish.
 - Just because things are translated doesn't mean they are understandable. Low-literacy Spanish resources are needed.
 - LEP clients are not comfortable leaving a message on the transportation providers' phone, especially if they themselves do not have a phone.
- Technology
 - Many LEP clients do not own a computer or know how to use one
 - Many older LEP clients do not have a telephone
- Limited transportation service to outlying areas, e.g. Cascade Locks
- LEP individuals may not know about transportation services and how to access them. Lack of awareness/knowledge contributes to fear of using public transportation e.g. client afraid they will get stuck in Portland; only the client will be transported to an appointment when the client wants their caregiver, spouse, family member(s) along.
- Limited schedule/availability of transportation services, e.g. need for:
 - More frequent shopping buses
 - Transportation to work beyond Mon – Fri., 8am to 5pm,
 - Ability to accommodate same day doctor appointments for acute care needs or for those with a later afternoon appointment, e.g. 4pm or 4:30pm.
- The scheduling process:
 - Requires LEP individuals to ask for help (unsure of ability of scheduler to speak Spanish)
 - Requires preparation to gather information needed to schedule a ride.
- Inability to set up or schedule a recurring ride or “subscription rides.”
- LEP clients who ride with their young children must bring their own child car seats onto the public transportation service, which can be logistically difficult to manage.
- Long hold times when LEP clients call to schedule transportation result in clients giving up out of frustration or fear.

Findings – Opportunities

- There is a mixed picture regarding the training human service providers have received in meeting the needs of LEP individuals.
 - 44% report they received no or at best, minimal training, while 56% note they have received lots of training.

- Bilingual, native Spanish-speaking human services staff reported they may benefit from additional training e.g. how to share bad news, e.g. client is not eligible for services
- 81% report being aware of having telephone interpreter services available yet many also report they have never used it or have never practiced using it.
- Transportation to Portland for specialty healthcare services is a need for LEP clients.
- MCCFL staff report routinely transporting their clients great distances for needed services, e.g. medical care, laundry, DMV etc. and report better coordinated transportation services would enable them to drive their clients less and thus provide more direct therapeutic care.
- There are limited times and availability of transportation to and from training locations for disabled LEP individuals who cannot train or work for an entire 8 hours.
- When calling the brokerage, the wait time is reported as prohibitive due to language or cognitive ability for those with Limited English Proficiency.
- Some transportation service providers may benefit from additional customer service training as they have reportedly responded impatiently or angrily to LEP clients.
- There is a need for bilingual taxi service in The Dalles.
- Many human service providers call and arrange transportation for their clients. They would like their clients to be able to independently arrange transportation services for themselves.
- Conduct outreach to the LEP community in places they normally frequent, e.g. church, community events. Consider Casa Lomas – the migrant housing in The Dalles – as a venue for a presentation.
- Human service providers would benefit from learning what transportation services are provided and how to access them, including education on the bilingual Gorge TransLink Alliance website. This education should be provided annually at a minimum in order to accommodate new staff. Including this information in New Employee Orientation would also be beneficial.
- While the multiuse Medicaid transportation reimbursement form is seen as a positive for LEP clients, the instructions on the form are in English only.
- Outreach & Education ideas:
 - Use the Hispanic radio station.
 - Post flyers at the laundry mats, grocery stores, OCDC/schools; church; DHS and healthcare centers like OneCommunity Health.
- There is a willingness to collaborate:
 - DHS Vocational Rehab is interested in partnering with public transportation and is willing to dedicate financial resources to contract for specialized public transportation services. They hold a class every three months that is run four days in a row and would like to offer transportation for this class.

- An *authorization to purchase* capability with human service agencies would eliminate the need for LEP individuals to request reimbursement for transportation from these agencies.
- MCCFL is interested in partnering to better coordinate transportation service between Cascade Locks, Hood River and The Dalles for their LEP clients.
- DHS Aging and People with Disabilities is interested in partnering to coordinate transportation for their LEP clients by scheduling pre-determined group appointment days.
- DHS Vocational Rehab has funds to pay for LEP clients' transportation to work until the client can afford it themselves. They are willing to train their LEP clients to use the public transportation system if transportation services were more readily available. They would like to create new public transportation service customers.
- There is a consistent desire among human services providers for some type of fixed route service to be offered in Hood River and Wasco County for LEP and non-LEP clients.

Hood River County Community Focus Group Themes:

Note: 11 individuals participated in the community focus group held at Mid-Valley Elementary School in Odell.

Findings – Scope of Limited English Proficiency (LEP) Participants:

- 9 of the 11 participants' primary language is Spanish. Seven of the 11 individuals are bilingual.
- Geographically, the participants are dispersed – with 4 living in the downtown and Heights area and the other 7 living in Odell/Parkdale.

Findings – Scope of Transportation Needs

- Half the respondents have a need for public transportation. Of 36% need daily public transportation and 50% said occasionally – once or twice a month.
- The common destinations people need help reaching are: Work (100%); School (50% - half of those to CGCC); Church (27%); Pharmacy, Medical Care and Shopping tied (18%)
- 73% of participants have heard of Columbia Area Transit or CAT.
- 100% have never used CAT. Reasons cited:
 - Weird/odd schedule
 - Do not speak Spanish
 - You have to schedule appointment 24 hours prior to ride
 - Don't know the cost
 - Don't know the routes

- Don't know the schedule
- Need for transportation increases with bad weather.

Findings - Barriers:

- No Fixed Routes
 - Need service to Food Bank
 - Need service to Library
- Materials/Resources/Education/Outreach
 - No materials in Spanish – want flyers/brochures
 - Don't know CAT's phone number
 - Audio information needed
 - Do not use Gorge TransLink website because do not have internet access
- No emergency/same day service to hospital
- Need to call 24 hours in advance

Findings – Opportunities

- Education/training/outreach.
 - Develop Novellas – storyboards of how to use transportation services and air on Radio Tierra.
 - Develop travel training program for Community Health Workers (CHWs) to share accurate transportation information to their clients/community.
 - Utilize natural access points within the community to share transportation information, e.g. community salsa classes; Healthy Active Hood River County;
 - Revisit Spanish language materials and redevelop them with community input.
- Explore options to address need for transportation to work, e.g. employer vanpool, CAT bus service....
- Explore current CAT intercity bus schedule to CGCC campuses for potential adjustment.

Wasco County Community Focus Group Themes:

Note: 11 individuals participated in the community focus group held at the Senior Center, The Dalles.

Findings – Scope of Limited English Proficiency (LEP) Participants:

- 10 of the 11 participants' primary language is Spanish. Only 2 of the 11 individuals are bilingual.
- Geographically, the participants are concentrated on The Dalles west side – all live in The Dalles High School area west. 64% live in the Chenowith school area.

Findings – Scope of Transportation Needs

- While half the respondents have a need for public transportation only 1 has a daily need and 2 stated a weekly need.

- The common destinations people need help reaching are: Church (55%); Medical Care (45%); School (36%) – half of those to the Middle School; Work (27%); No one indicated Shopping
- 55% of participants have heard of The Link.
- 91% have never used The Link. Reasons cited:
 - Don't know how it operates (consensus); All agree it will be a good service because there is a great need.

Findings - Barriers:

- The Link staff does not speak Spanish
- No fixed routes
- Materials/Resources/Education/Outreach
 - No advertising
 - All participants stated they do not use the Gorge TransLink website because do not have internet access
- Need to call and make an appointment for service

Findings – Opportunities

- Education/training/outreach.
 - Develop Novellas – storyboards of how to use transportation services and air on Radio Tierra.
 - Develop travel training program for Community Health Workers (CHWs) to share accurate transportation information to their clients/community and teach their clients how to use the transportation service.
 - Utilize natural access points within the community to share transportation information, e.g. after mass at St. Peter's Church; through North Central Public Health District staff
 - Revisit Spanish language materials and redevelop them with community input. Include contact information for transportation services.
- Explore options to address need for transportation to church, e.g. work with Latino community to address this gap.; consider an announcement after mass to “offer a neighbor a ride to church”...

Sherman County Community Focus Group

Note: No participants attended this focus group held on October 22, 2015 at the Sherman County Senior and Community Center from 5pm to 6pm. Project staff was on site from 4:30pm until 7:00pm.

List of Recommendations

The following recommendations emerged from the work of the pilot project and are based upon the stakeholder and community focus group themes with the oversight of the Small Working Group.

Recommendation 1

- In collaboration with regional partners develop a one hour LEP cultural awareness training session to offer to Hood River and Wasco County transportation service providers which includes:
 - practice articulating need-to-know Spanish transportation phrases
 - understanding their agency's LEP policy
 - reviewing the bilingual Gorge TransLink Alliance website.
- Offer this training at least once in fiscal year 2016-17 to both Columbia Area Transit staff and The Transportation Network staff.
- In addition to the training session, a key deliverable will be a one page handout of key Spanish phrases and their pronunciation.

Recommendation 2

- MCEDD's Project and Mobility Manager will request attendance at 11 Human Services agencies staff meetings at least once annually in fiscal year 2016-2017 to provide education on what transportation services are available locally, how their clients can access them and how to use the bilingual Gorge TransLink Alliance website.

Recommendation 3

- In collaboration with regional partners, the MCEDD Project and Mobility Manager will develop an LEP community outreach plan which includes the:
 - development of Novellas or storyboards explaining how to use the public transportation services which will air on Radio Tierra, the Spanish community radio station, reaching Hood River and Wasco counties.
 - development and deployment of a pilot travel training program teaching Community Health Workers (CHWs) to share accurate transportation information to their clients/community. The pilot project will train and empower Community Health Workers to act as travel ambassadors who are knowledgeable about the available public transportation services and who will provide one-on-one travel training as appropriate to individuals in the community or to their clients. With the CHWs' help, at least two new or revised

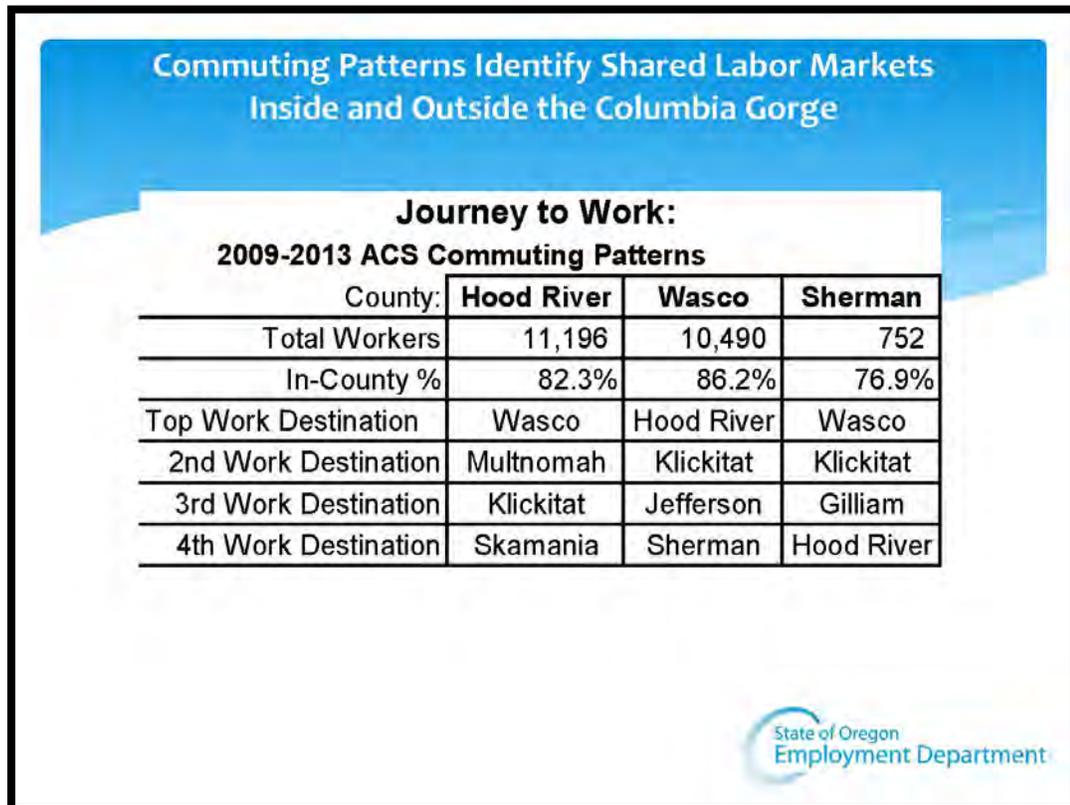
Spanish language transportation materials that are both culturally appropriate and low-literate will be created for client use.

- utilization of natural access points within the LEP community, e.g. community salsa classes; Healthy Active Hood River County; churches, laundry mats, grocery stores, OCDC/schools; DHS and healthcare centers like One Community Health, to share culturally appropriate, low literate transportation information.

Recommendation 4

- Explore the following through the Coordinated Transportation Plan (CTP) 2016 Update process that is just getting underway:
 - DHS Vocational Rehab is interested in partnering with public transportation and is willing to dedicate financial resources to contract for specialized public transportation services. They hold a class every three months that is run four days in a row and would like to offer transportation for this class.
 - MCCFL is interested in partnering to better coordinate transportation service between Cascade Locks, Hood River and The Dalles for their LEP clients. There are several group homes in Cascade Locks that may benefit from better coordinated public transportation.
 - DHS Aging and People with Disabilities is interested in partnering to coordinate transportation for their LEP clients by scheduling pre-determined group appointment days for clients living in the Odell/Parkdale area who want to visit DHS in person rather than handling their needs over the telephone.
 - DHS Vocational Rehab has funds to pay for LEP clients' transportation to work until the client can afford it themselves. They are willing to train their LEP clients to use the public transportation system if transportation services were more readily available. They would like to create new public transportation service customers. This recommendation requires a service expansion and fully allocated cost recovery is needed to provide additional service.

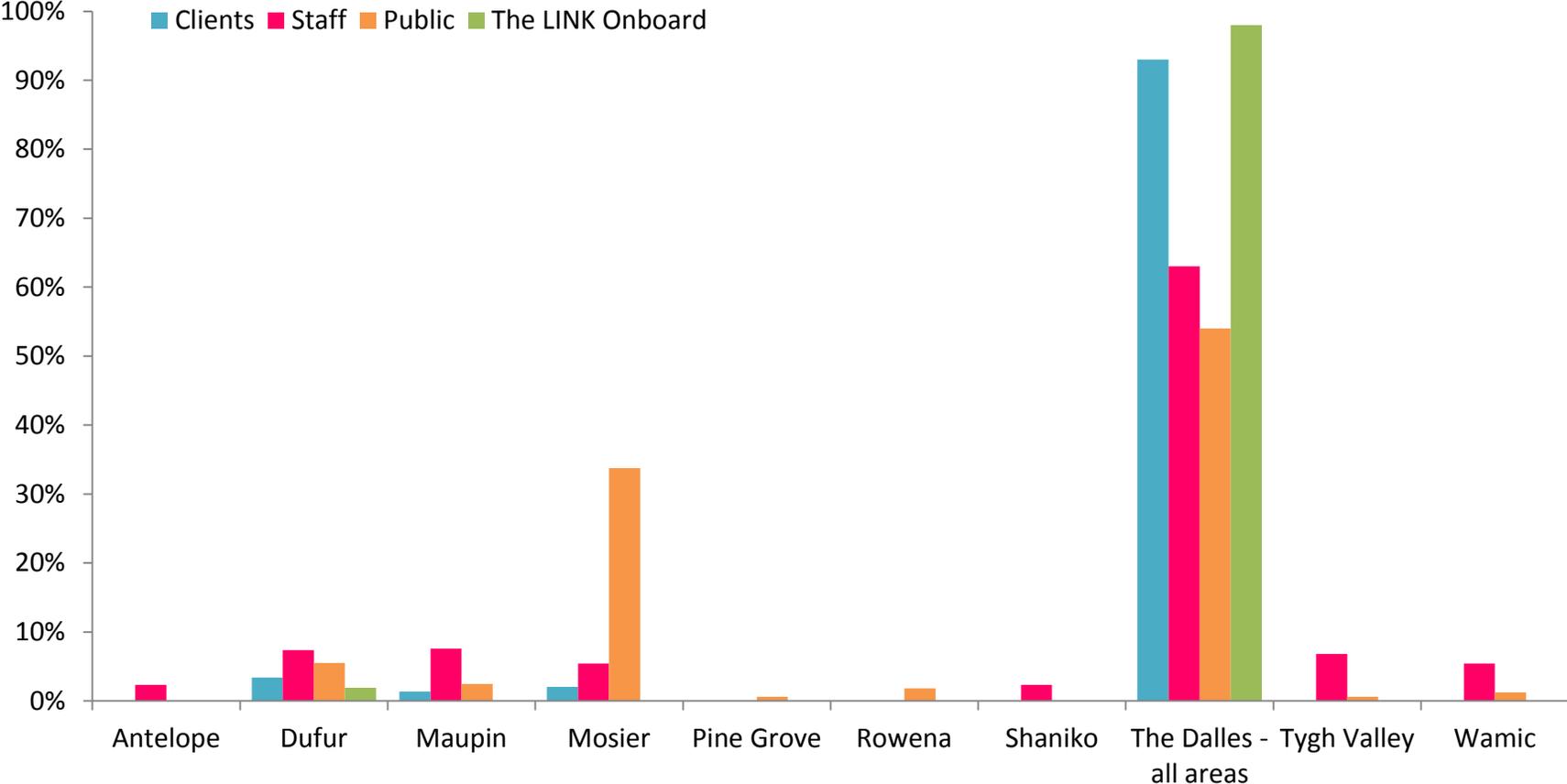
Appendix H: Workers Commuting Patterns for Wasco County



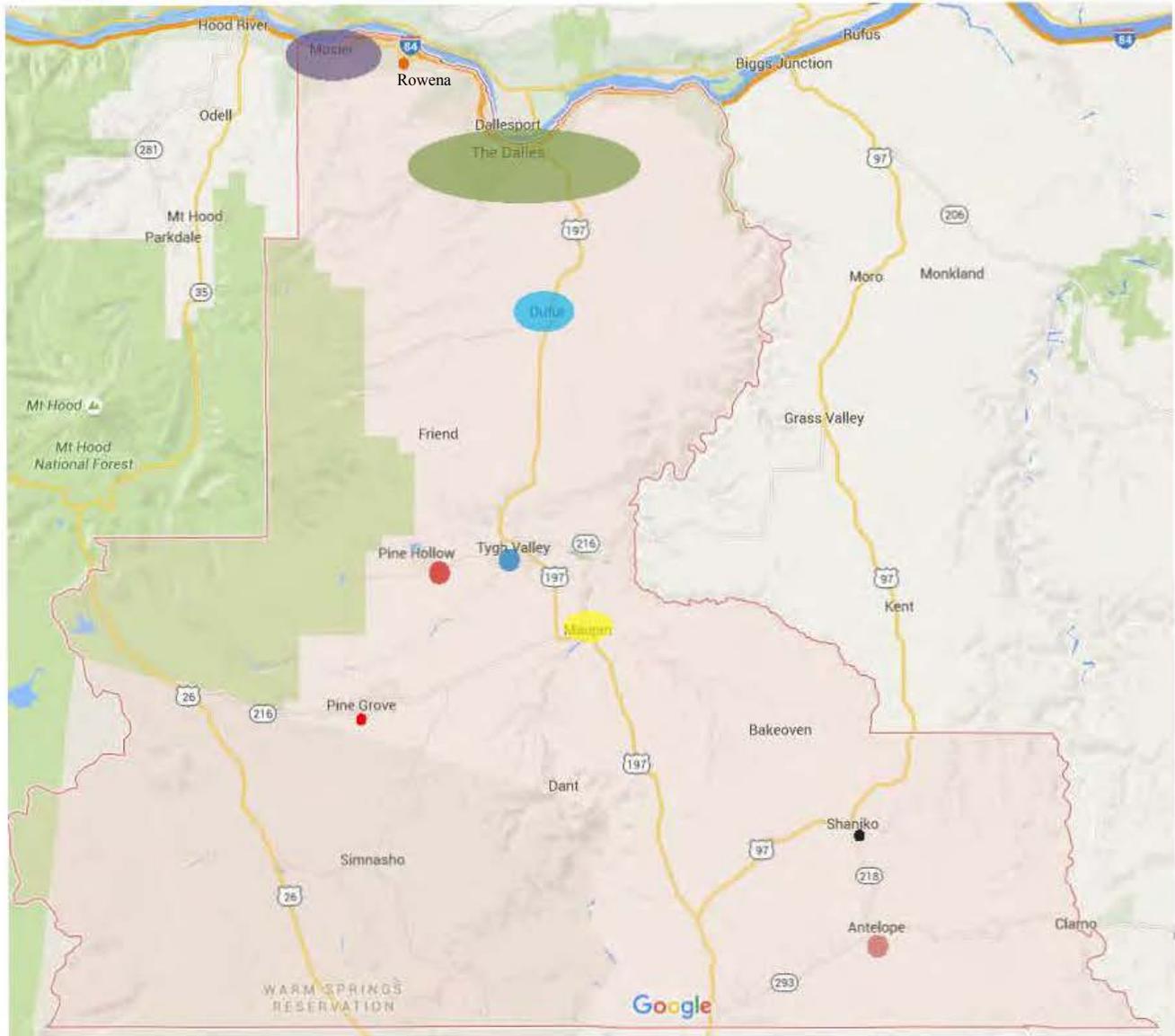
Source: Columbia Gorge Economic Symposium July 14, 2016. Data presented by Dallas Fridley, Oregon State Economist, Oregon State Department of Employment

Appendix I: Maps

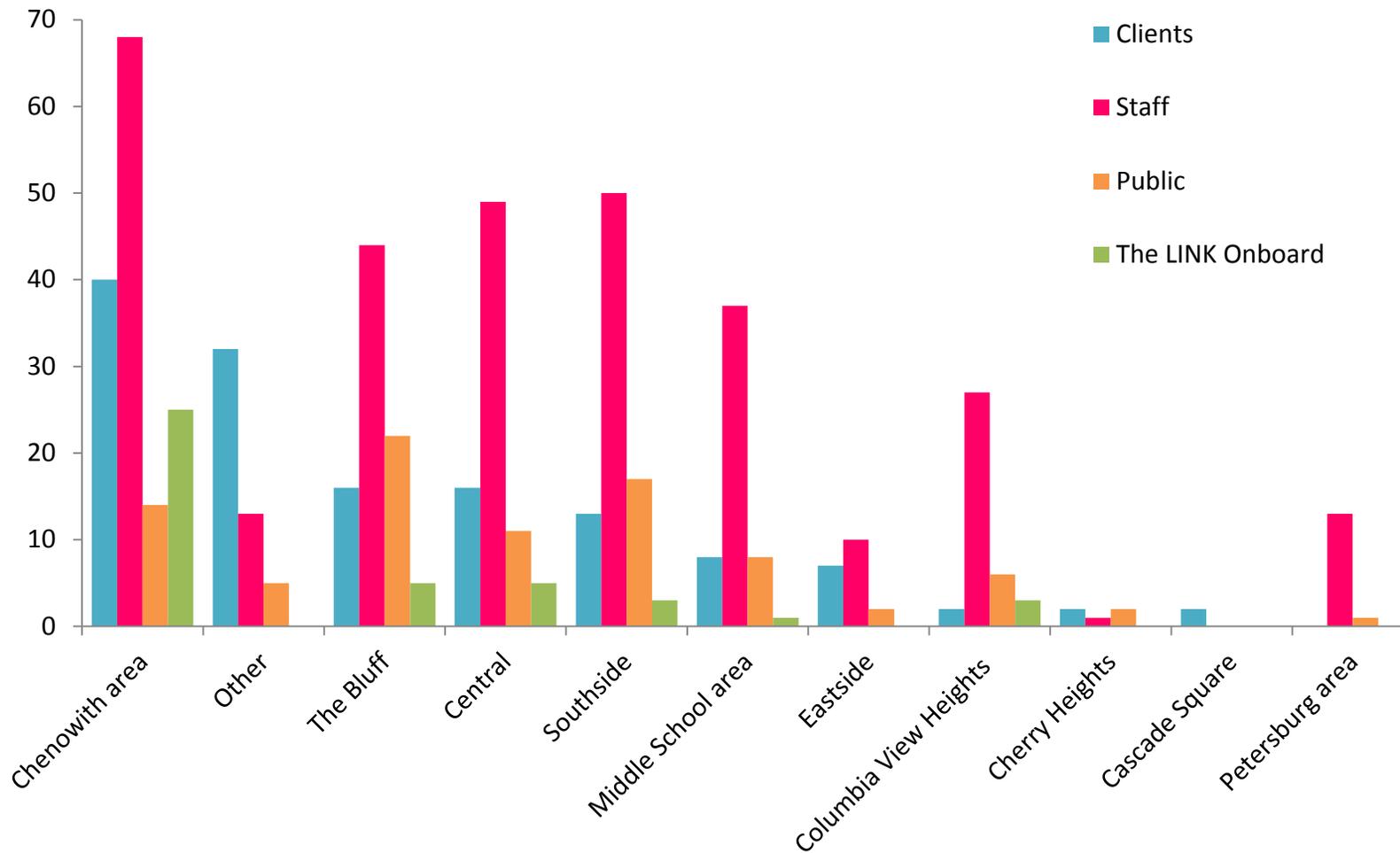
Areas in Wasco County where survey respondents live (Note: Staff responses = where staff think/know their clients live)



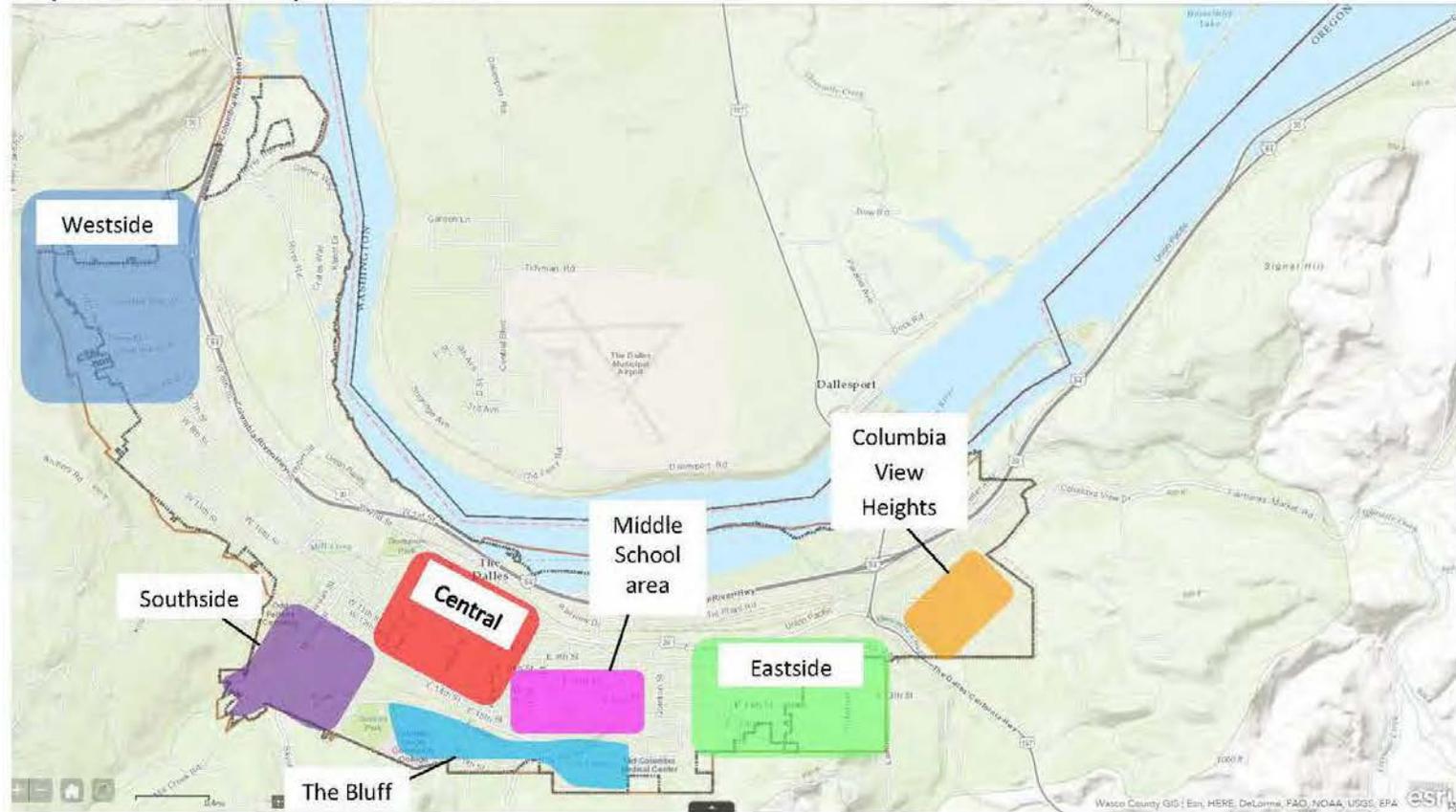
Areas in Wasco County where survey respondents live



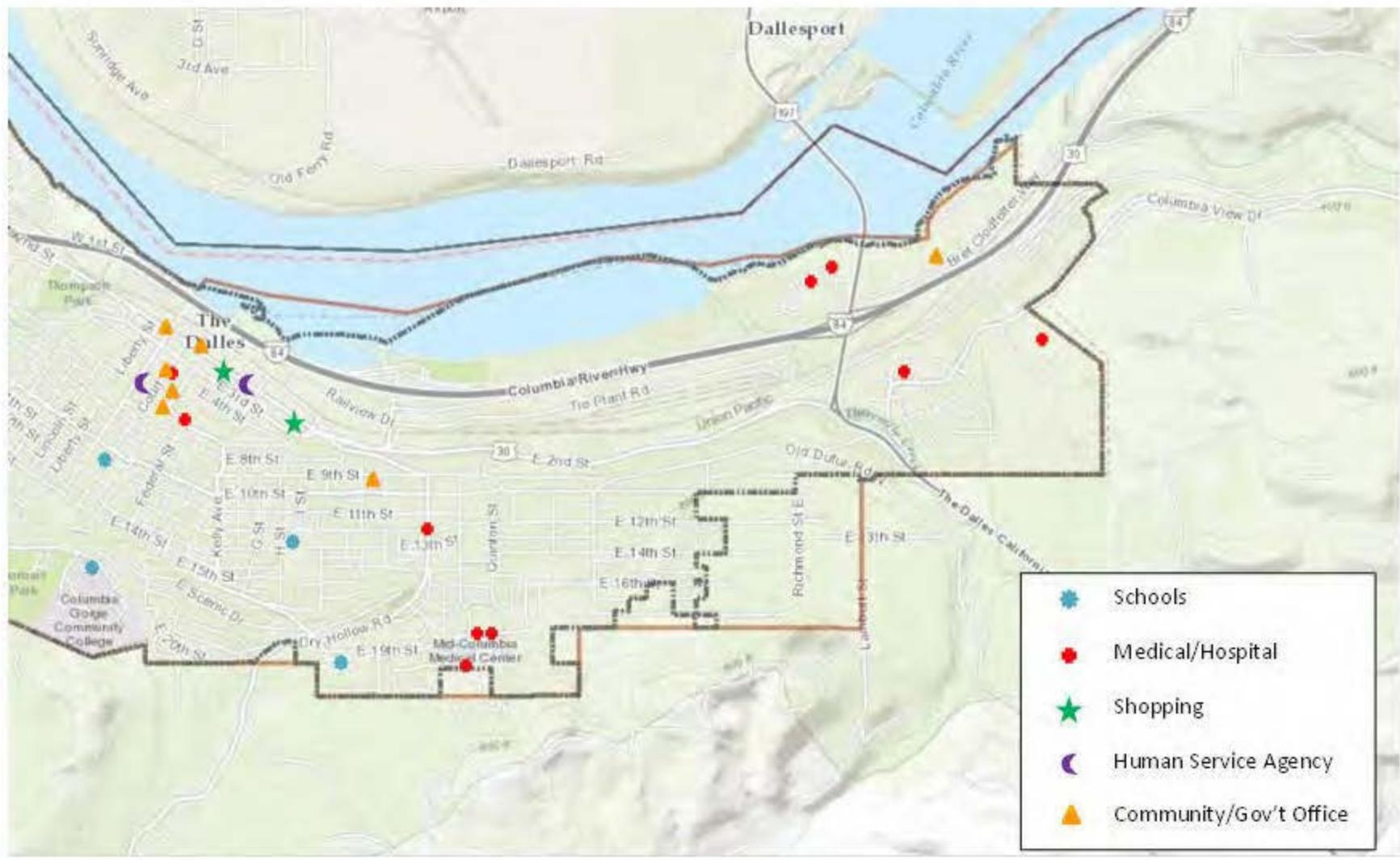
Breakdown of where people live in the City of The Dalles (Central includes The Dalles High School area and downtown areas; Chenoweth includes Chenoweth School area and Westside areas; Southside includes Colonel Wright School area and Southside areas; The Bluff includes Dry Hollow School areas and Columbia Gorge Community College).



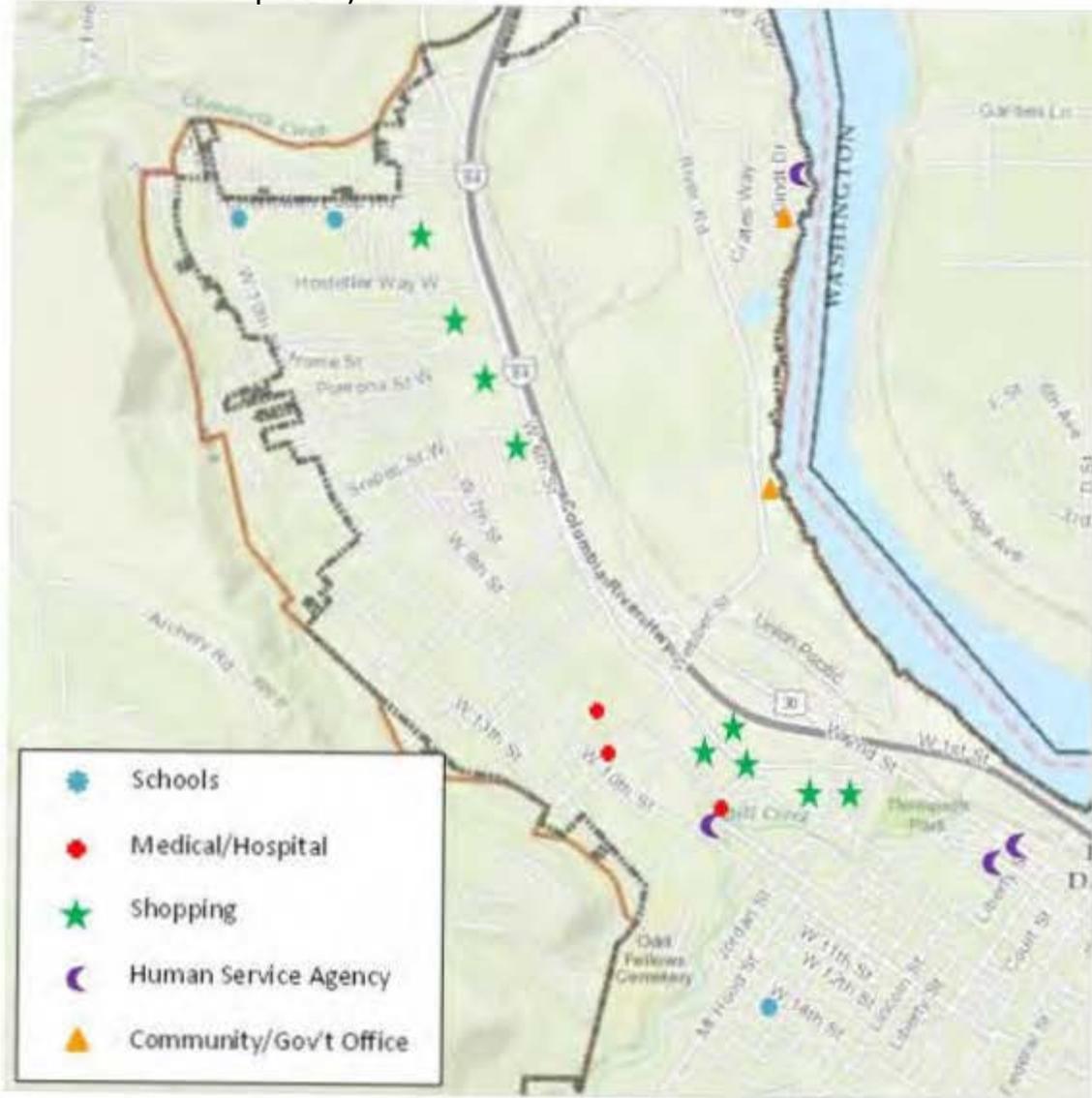
Key areas in the City of The Dalles



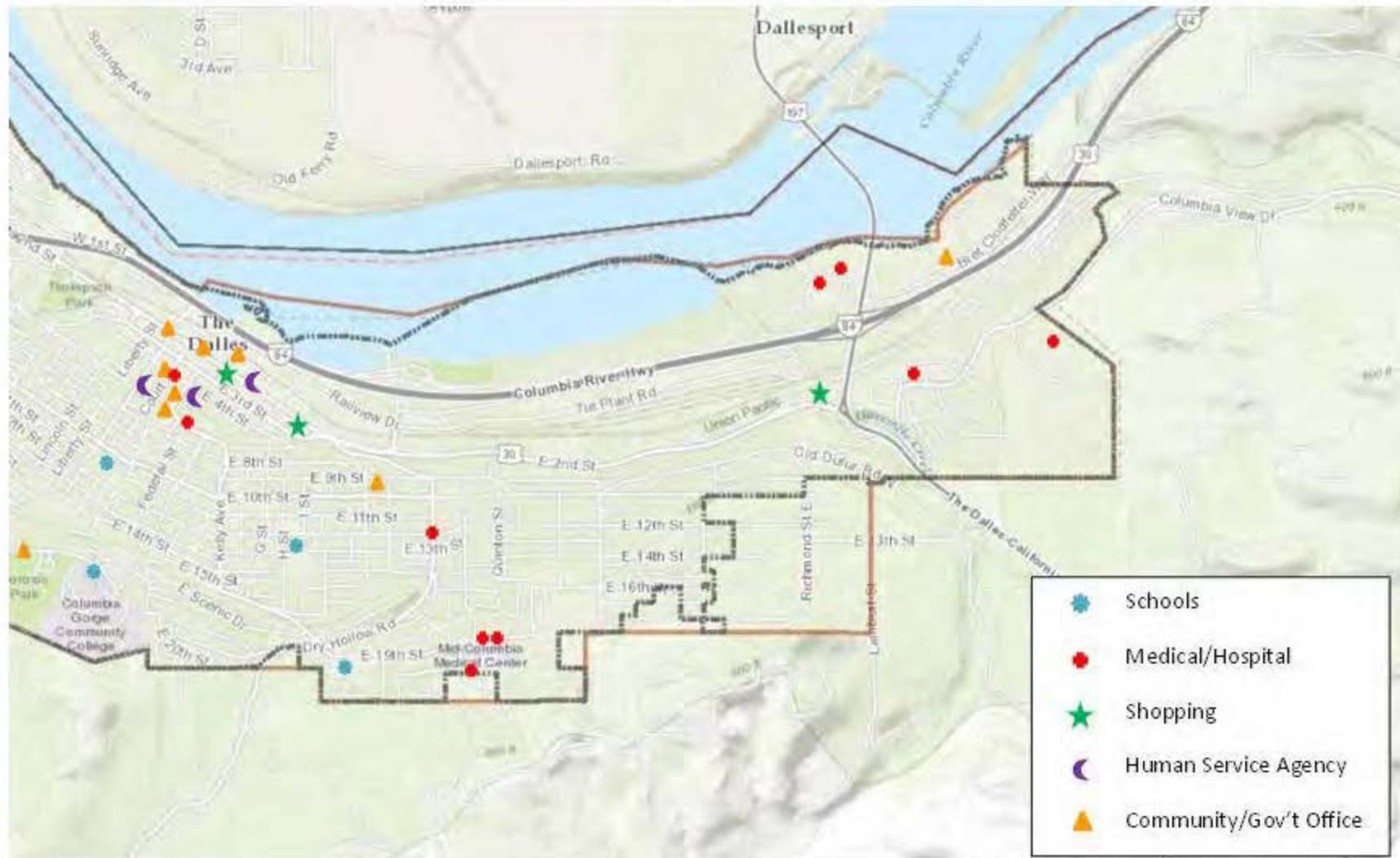
Primary destinations in The Dalles (based upon survey respondents who use public transportation & 2015 The LINK ridership data)



Primary destinations in The Dalles cont'd. (based upon survey respondents who use public transportation & 2015 The LINK ridership data)

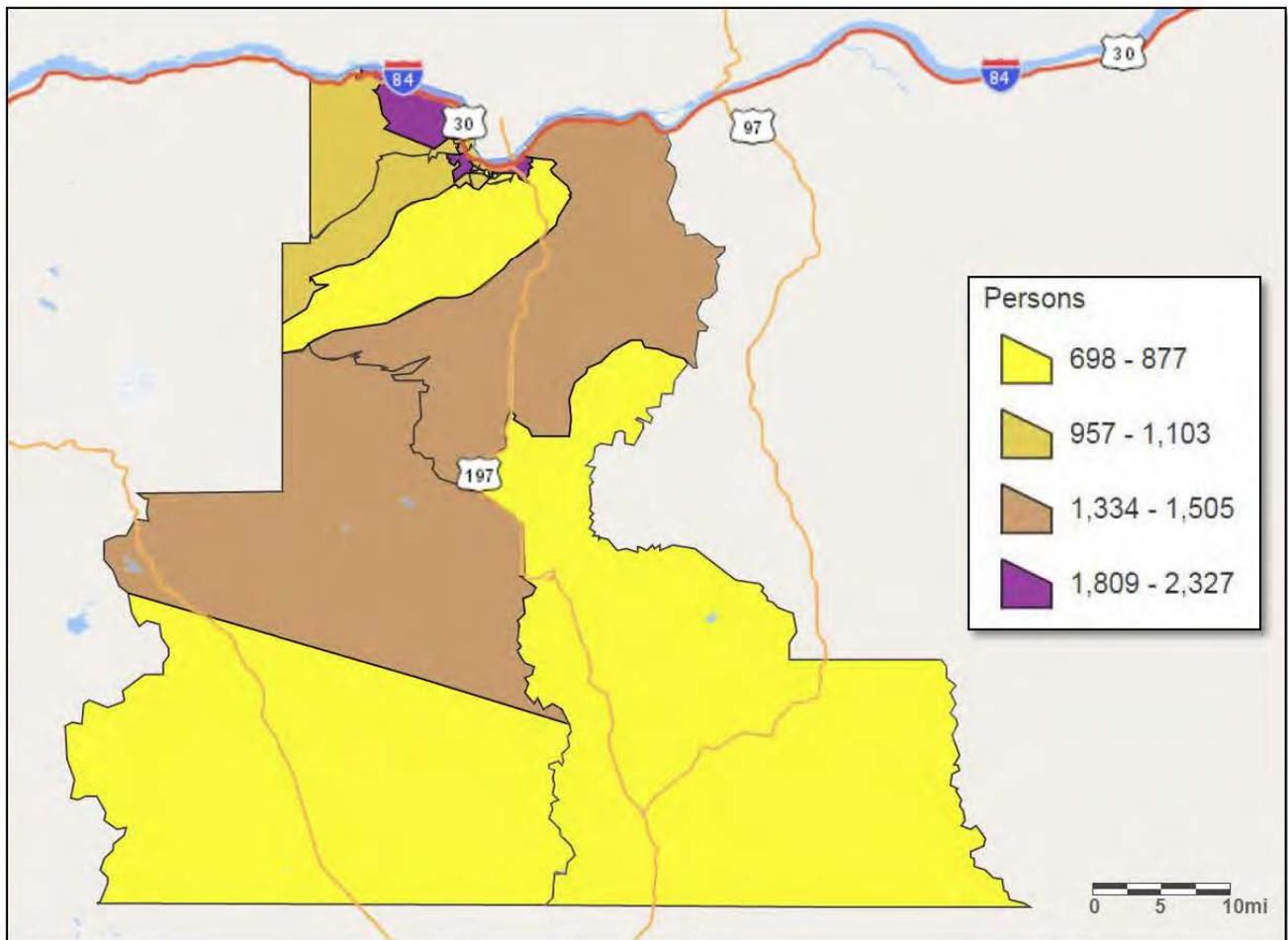


Destinations in The Dalles survey respondents would like to stop if there were a fixed route service



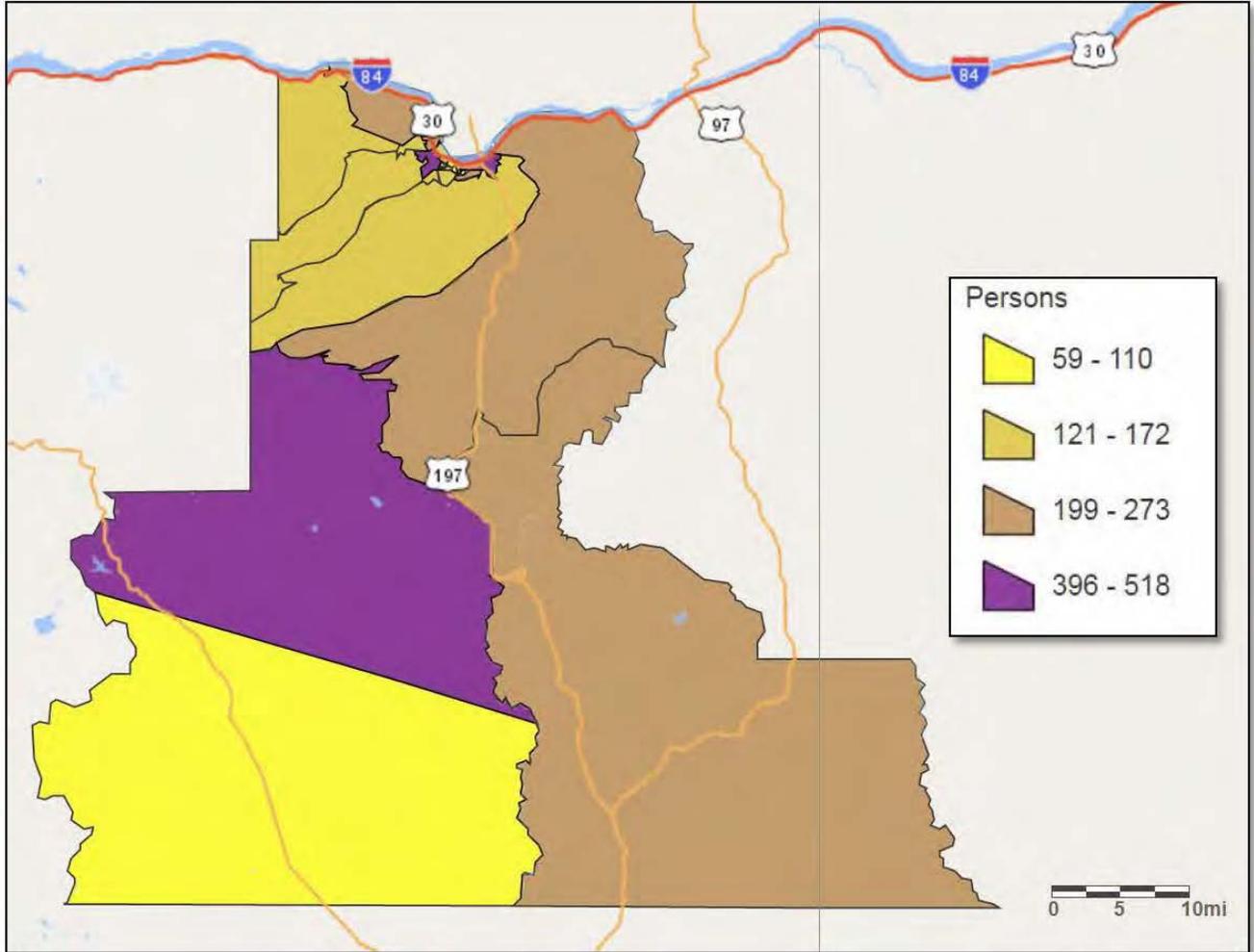
Population Distribution in Wasco County

(Geography by: Block Group within Census Tract; Data: 2010 Census Summary File 1; Universe: Total Population)



Distribution of Elderly Population in Wasco County

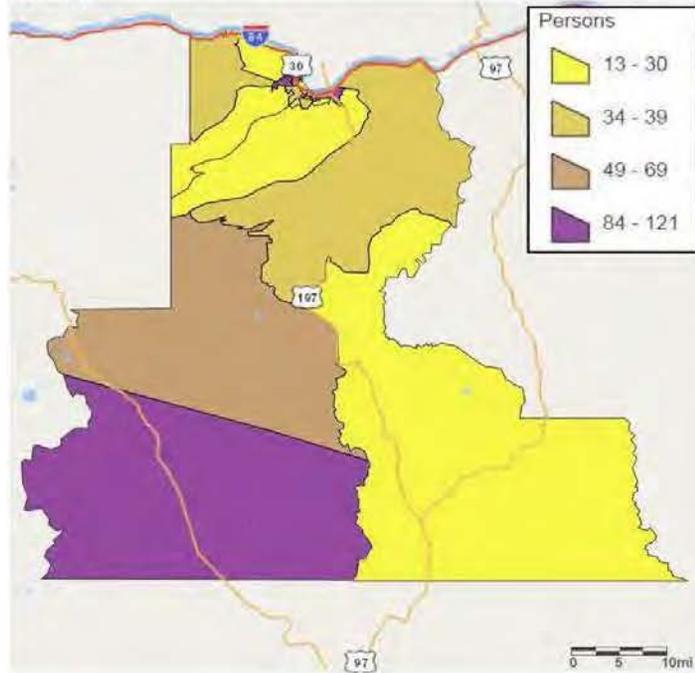
(Geography by: Block Group within Census Tract; Data: 2010 Census Summary File 1; Universe: Population 65 years and over)



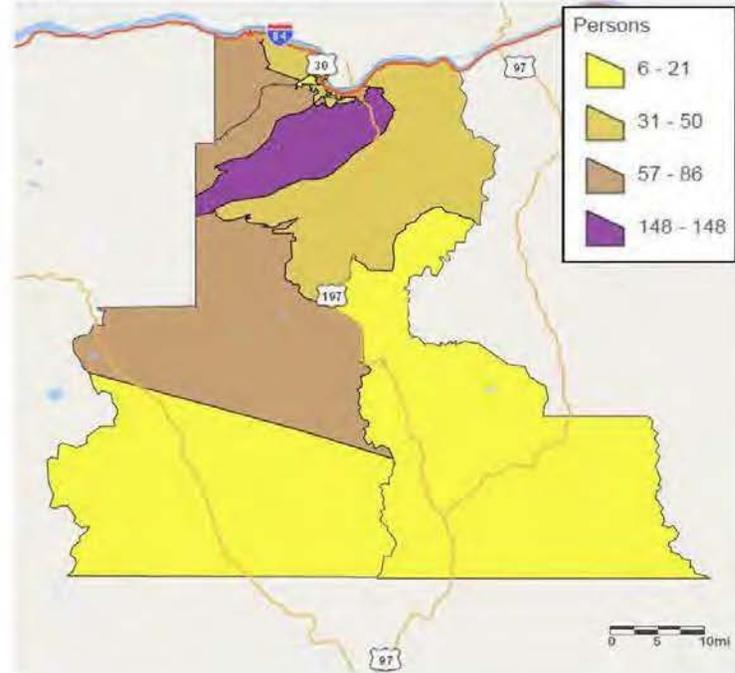
Distribution of the Population with Disabilities in Wasco County

(Geography by: Block Group within Census Tract; Data: 2009-2013 American Community Survey 5-Year Estimates Universe: Total population 16 to 64 years with a disability)

FEMALE

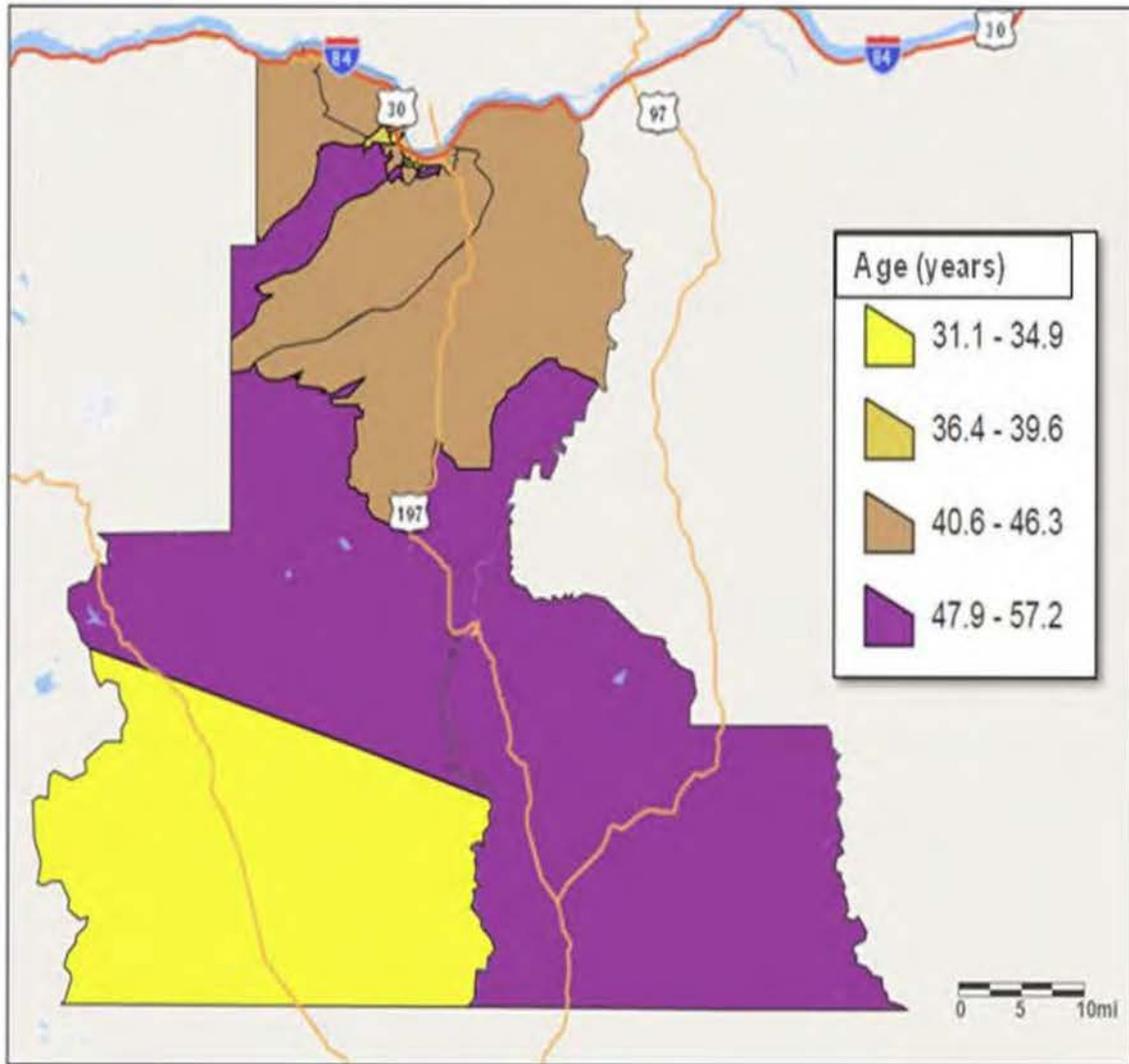


MALE

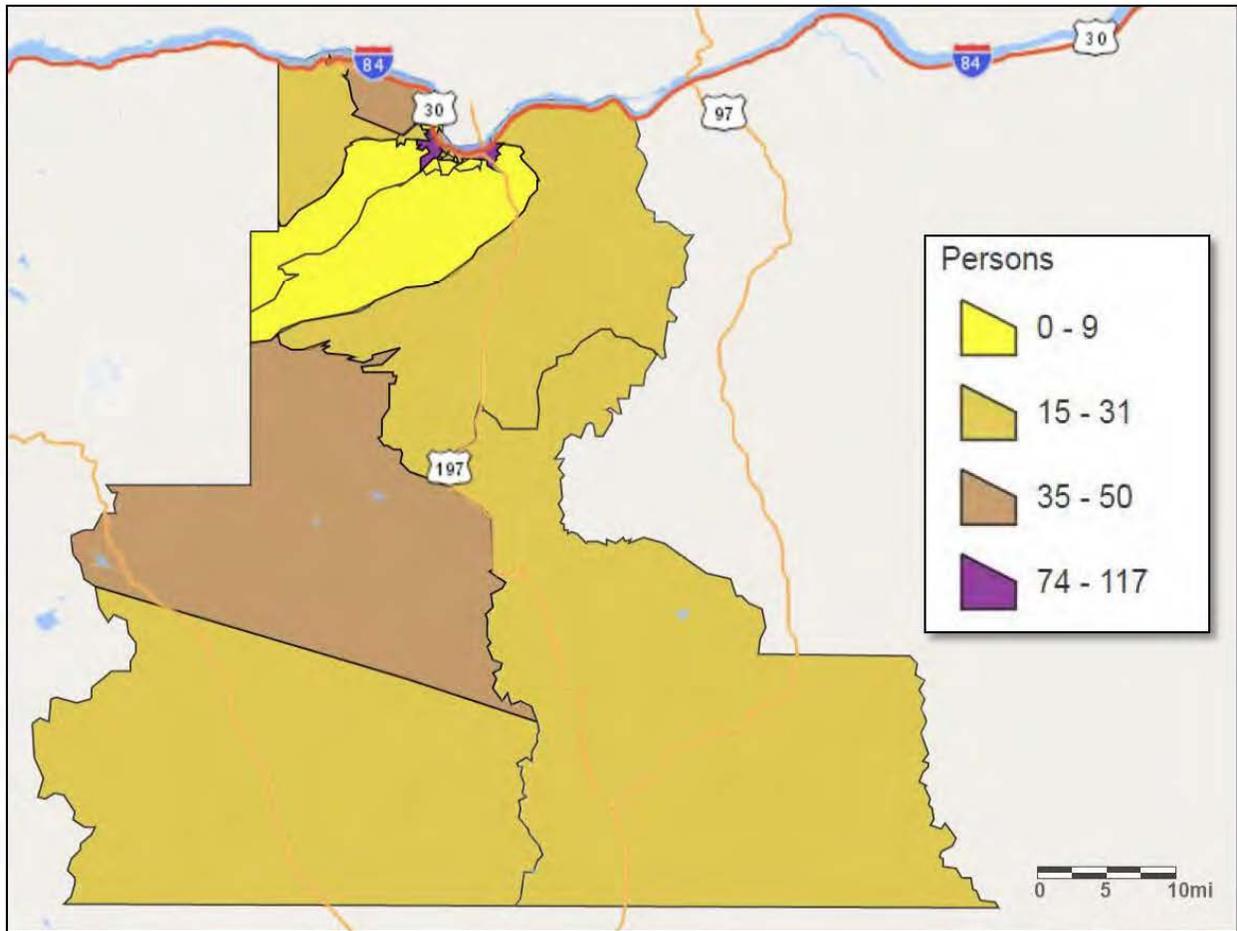


Median Age in Wasco County

(Geography by: Block Group within Census Tract; Data: 2010 Census Summary File 1; Universe: Total Population)

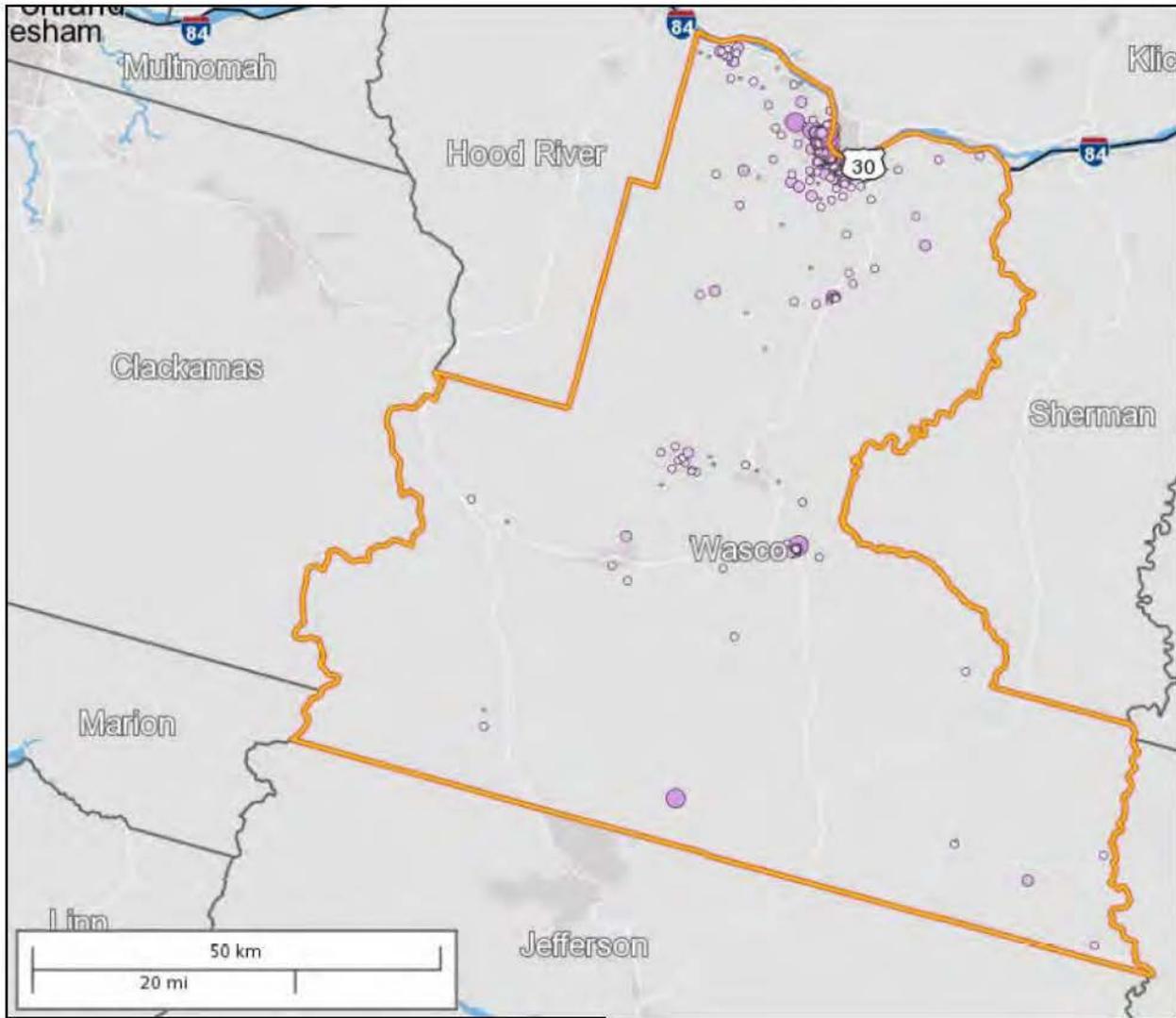


Families with Income below Poverty Level for Past 12 Months in Wasco County
(Geography by: Block Group within Census Tract; Data: 2010-2014 American Community Survey 5-Year Estimates; Universe: Families).



Distribution of Work Areas in Wasco County

(Data: U.S. Census Bureau OnTheMap Application and LEHD Origin-Destination Employment Statistics (Beginning of Quarter Employment, 2nd Quarter of 2002-2014); Universe: Counts and Densities of all jobs and all workers)

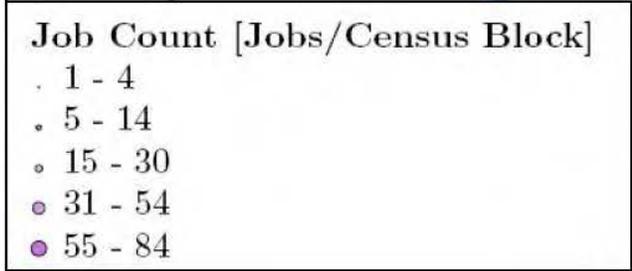
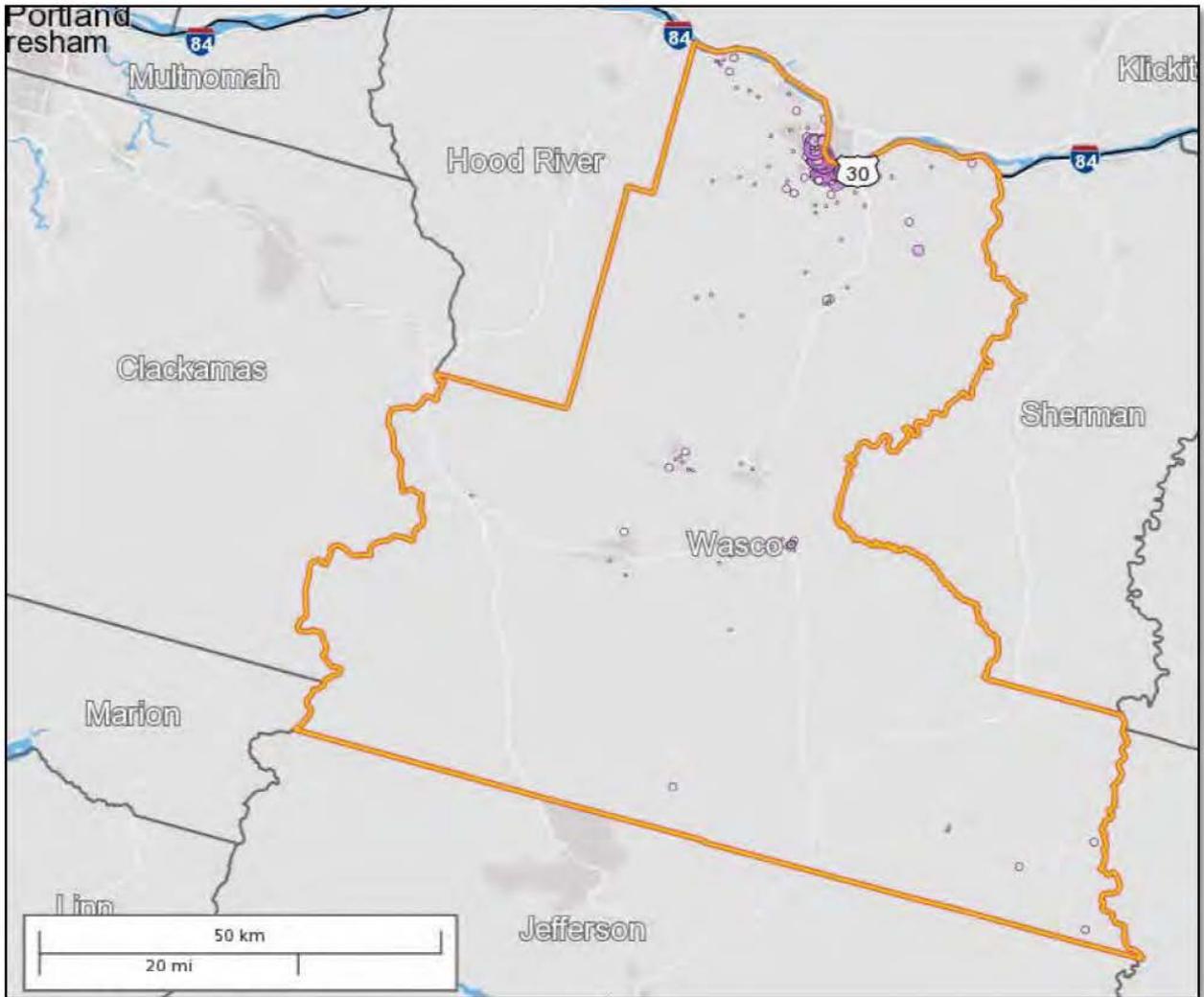


Job Count [Jobs/Census Block]

- 1 - 2
- 3 - 19
- 20 - 93
- ◐ 94 - 293
- ◑ 294 - 716

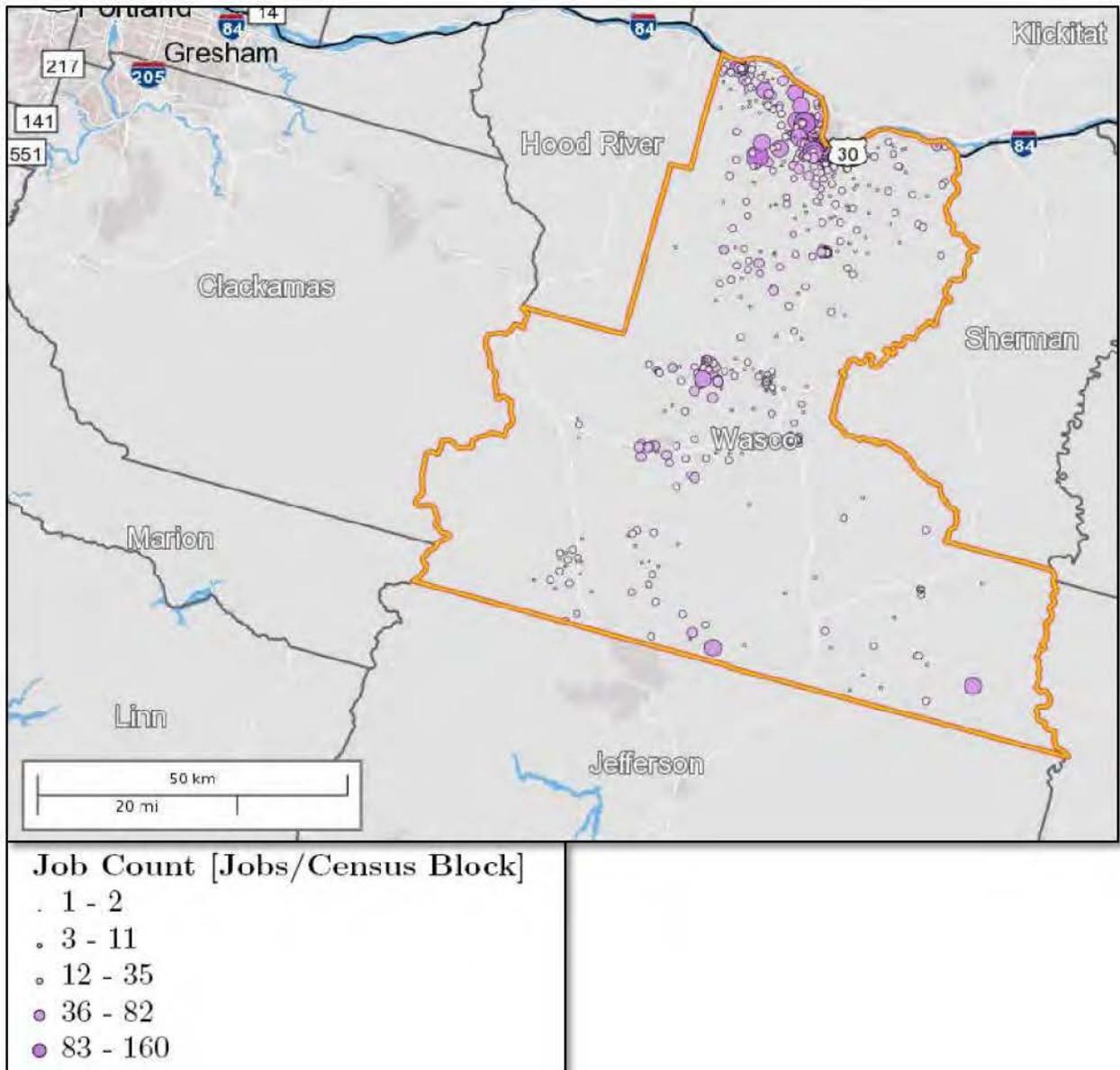
Distribution of Work Areas for Low Income Workers in Wasco County

(Data: U.S. Census Bureau OnTheMap Application and LEHD Origin-Destination Employment Statistics (Beginning of Quarter Employment, 2nd Quarter of 2002-2014); Universe: Counts and Densities of all jobs and workers making \$1,250 per month or less)



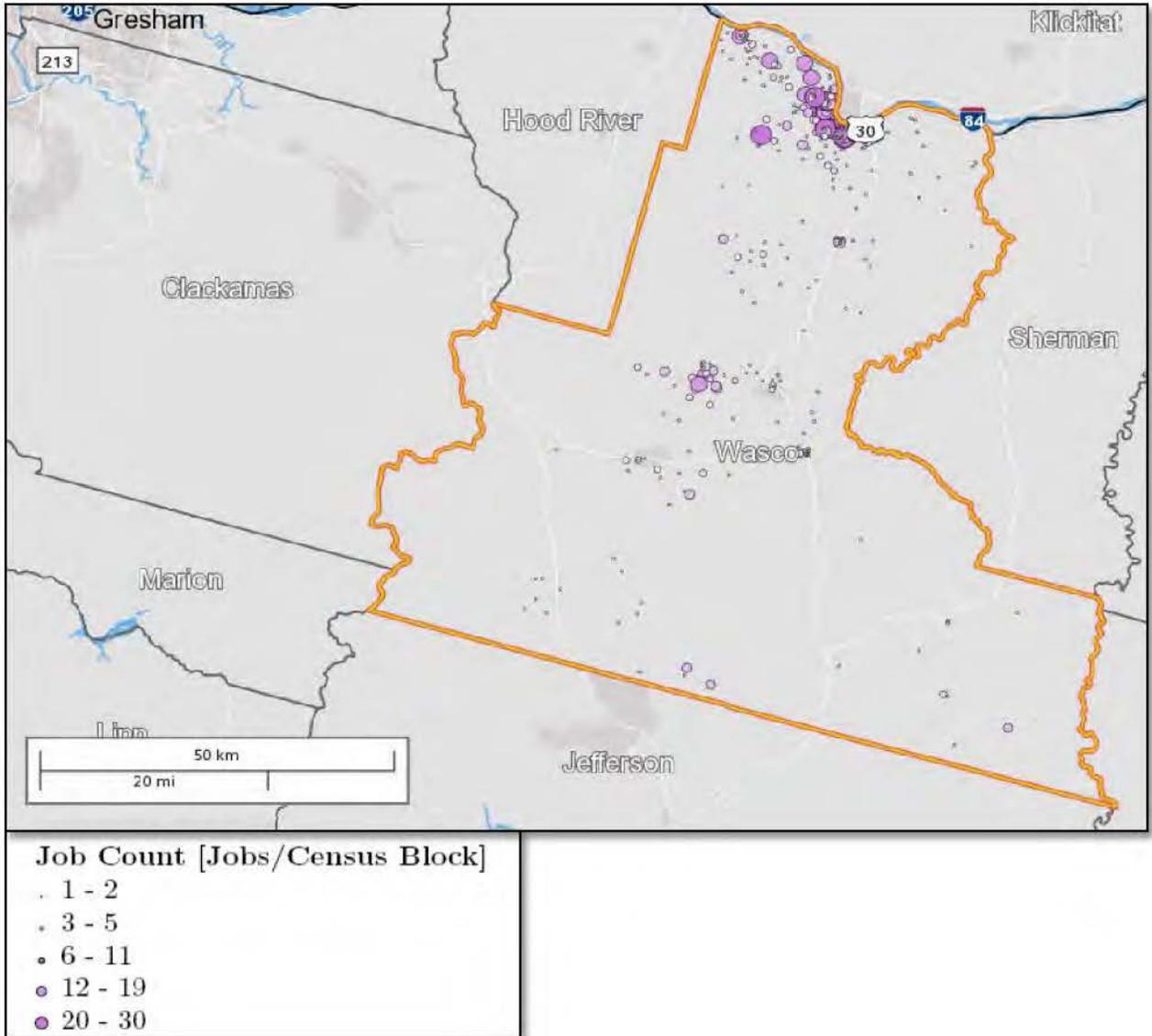
Distribution of Home Areas for Workers in Wasco County

(Data: U.S. Census Bureau OnTheMap Application and LEHD Origin-Destination Employment Statistics (Beginning of Quarter Employment, 2nd Quarter of 2002-2014); Universe: Counts and Densities of all jobs and all workers)



Distribution of Home Areas for Low Income Workers in Wasco County

(Data: U.S. Census Bureau OnTheMap Application and LEHD Origin-Destination Employment Statistics (Beginning of Quarter Employment, 2nd Quarter of 2002-2014); Universe: Counts and Densities of all jobs and workers making \$1,250 per month or less)



Appendix J: Fixed Route Schedules

Hood River/The Dalles: Monday – Friday

Fare: \$3.00 one way

Morning Run	
Rosauer's	6:00
CGCC The Dalles – Bldg 4	6:35
Transportation Center – The Dalles	6:46
Mosier – Pocket Park	7:05
Hood River Hotel	7:13
Walmart – Hood River	7:18
Providence HR Hospital Main Entrance	7:25
CGCC- HR Indian Creek Campus	7:28
Rosauer's	7:30
Mid-Day Run	
Rosauer's	12:00
CGCC- HR Indian Creek Campus	12:03
Providence HR Hospital Main Entrance	12:08
Walmart – Hood River	12:13
Hood River Hotel	12:19
Transportation Center – The Dalles	12:44
CGCC The Dalles – Bldg 4	12:56
Hood River Hotel	1:27
Walmart – Hood River	1:33
Providence HR Hospital Main Entrance	1:38
CGCC- HR Indian Creek Campus	1:43
Rosauer's	1:46
Evening Run	
Rosauer's	5:00
CGCC- HR Indian Creek Campus	5:03
Providence HR Hospital Main Entrance	5:08
Walmart – Hood River	5:15
Hood River Hotel	5:21
Mosier Pocket Park	5:29
Transportation Center – The Dalles	5:48
CGCC The Dalles – Bldg 4	5:58
Rosauer's	6:28

The Dalles/Hood River to Portland: Tuesdays & Thursdays

Fare: \$8.00 one way

Morning Run to Portland	
Depart Transportation Center 201 Federal St., The Dalles Leave for Hood River	7:30
Transfer to CAT Bus/Depart Hood River 224 Wasco Loop, Hood River	8:00
Gateway MAX Station NE 99 th Ave., Portland	9:15
Portland Art Museum 1219 SW Park Ave (The bus will be on the Jefferson St. side of the Museum)	9:35
Oregon Health Sciences Between the Physicians' Pavilion and Sam Jackson Hall Building	9:50
Arrive at Clackamas Town Center Lower level, south side, main entrance west of Barnes and Noble	10:30
Afternoon Return to Hood River/The Dalles	
Depart Clackamas Town Center Lower level, south side, main entrance west of Barnes and Noble	2:00
Portland Art Museum 1219 SW Park Ave (The bus will be on the Jefferson St. side of the Museum)	2:30
Oregon Health Sciences Between the Physicians' Pavilion and Sam Jackson Hall Building	2:50
Gateway MAX Station NE 99 th Ave., Portland	3:30
Arrive Hood River/Transfer to Link Bus 224 Wasco Loop, Hood River Leave for The Dalles	4:35
Arrive Transportation Center 201 Federal St., The Dalles	5:10

Appendix K: Criteria and Methodology to Determine Strategic Priorities

Criteria and Methodology

The list of proposed strategies was provided to the Special Transportation Fund Committee for prioritization. Consideration for ranking was based upon whether the strategy:

- Addresses an identified need;
- Could be started or completed within a three year timeframe;
- Increases or builds upon coordination efforts;
- Affects one or more of the special needs populations (elderly, disabled, low-income);
- Notes available and identified funding sources (including local match); and
- Provides for adequate administrative capacity.

Priorities were established through rankings by STF Committee members that were determined through discussion and consensus at MCCOG's STF Committee meeting on September 21, 2016.

The rankings are color coded as such:

High Priority (GREEN) strategies are ones to pursue immediately or are ones that are already in practice and must continue in order to meet public transportation needs for the target populations.

Medium Priority (YELLOW) strategies are ones identified for pursuit based upon funding availability and administrative capacity.

Low Priority (GREY) are long-term strategies identified for future consideration.

Appendix L: Complete List of Prioritized Strategies

Wasco County Coordinated Transportation Plan Strategies Prioritization Sheet	
Strategy Description	Ranking
Maintain dial-a-ride transportation operations.	H
Maintain shopping bus service. Conduct regularly scheduled review of service to ensure target populations needs are being met.	H
Maintain intercity service to Hood River to connect with CAT's intercity Portland bus service. Conduct regularly scheduled review of service to ensure target populations needs are being met.	H
Support Fleet Management <ul style="list-style-type: none"> • Provide for replacement of vehicles that have exceeded their useful life. • Provide funding for ongoing and timely preventative vehicle maintenance to ensure the safety and reliability of the transportation services. • Seek funding for additional vehicles required for any service expansion. 	H
Seek funding for construction of: <ul style="list-style-type: none"> • a bus shelter; • a maintenance shop for routine vehicle service; • Park and Ride infrastructure to complete Transit Center. 	M
Maintain affordable fares	H
Address scheduling difficulties presented by the need for a 24-hour advance notice for dial-a-ride services. Resolve frustration over the 30 minute pick-up window/wait time.	M
Address cash/exact change only or ticket payment system, providing alternative options but not removing the option to pay by cash.	M
Address LINK staff language and cultural training skills to meet the needs of those with Limited English Proficiency	H
Implement the Transportation Development Plan's recommendations.	M
Expand dial-a-ride service area coverage inclusive of the entire county	M
Identify funding and employer partnerships that will assist LINK in addressing employment transportation needs.	H
Develop a more robust regional transit network to support the needs of commuters, especially those going to Klickitat and Hood River counties. Utilize the Gorge TransLink Alliance network.	M
Provide access to affordable public transportation service in the early morning, evening and weekend.	H

<p>Address the capacity of the sole, existing transportation provider and the limited local funding that can be used to match federal/state funds:</p> <ul style="list-style-type: none"> • Continue to seek federal and state transportation grants and leverage local match • Identify, secure and utilize potential additional sources/partners to support local operational funding or local match • Develop a strategy regarding discussing the feasibility of a Public Transit District 	H
<p>Improve bilingual marketing and public awareness of the County’s transportation services.</p>	H
<p>Address the stigma and negative perceptions of the transportation system: Consider additional outreach and education on benefits of using public transportation; Consider an “everybody rides” campaign, modernize the look of buses and equipment.</p>	H
<p>Safety and security concerns and the ease of using the system. Support and expand the Travel Ambassadors program. Connect to Community Health Workers and medical schedulers.</p>	H
<p>Market and promote the system to ensure target populations are aware of the services available.</p>	H
<p>Continue participation in the Gorge TransLink Alliance to network and collaborate with the Mid-Columbia transportation service providers.</p>	M
<p>Continue collaboration with Human Services providers.</p>	M

Appendix M: Public Comments

The plan was provided for public comment in October 2016. The notice was provided in English and Spanish as listed below:

WASCO COUNTY COORDINATED TRANSPORTATION PLAN UPDATE
2016-19 STRATEGIES TO ADDRESS NEEDS, BARRIERS AND GAPS
OPPORTUNITY FOR PUBLIC COMMENT

The Wasco County Coordinated Transportation Plan Update focuses on addressing the transportation needs of four target populations residing in Wasco County: seniors, individuals with disabilities, low income individuals and individuals with Limited English Proficiency. You are invited to review and comment upon the Plan Update's draft Strategies to Address Needs, Barriers and Gaps. Send comments to Mobility Manager, Mid-Columbia Economic Development District at: comment@mcedd.org or call 541-296-2266. Comment period is open through October 14, 2016.

ACTUALIZACION DEL PLAN COORDINADO DE TRANSPOTACION PARA
EL CONDADO DE WASCO 2016-19
OPORTUNIDAD PARA COMENTARIO PUBLICO

Este Plan responde a las necesidades de transporte para las personas mayores de edad, personas con discapacidades, personas de bajos ingresos y personas con conocimientos limitado del lenguaje inglés (LEP) en el Condado de Wasco. Se le invita a comentar sobre las estrategias del plan para atender las necesidades, barreras y diferencias en los servicios. Por favor envíe comentarios antes del 14 de octubre, 2016. Enviar comentarios a: comment@mcedd.org o llamar al 541-296-2266.

In response, the following comment was received:

“Thank you. I think the report is very well done and gives a lot of information. Two things I wonder about; the first is that it seems there are a number of vans that operate out of assisted living or retirement facilities. I am sure they all make some of the same trips. Is there any thought to combining their vehicles for more rides to their residents. The second is whether there has been an investigation of what it would take to establish a transit district for secure funding?”

Appendix N: 2016-2019 Plan Adoption

The 2016-2019 Wasco County Coordinated Transportation Plan was presented to the MCCOG's Transportation Network Director and the Special Transportation Fund Advisory Committee in October, 2016. It was presented to the Wasco County Board of Commissioners in November 2016.

Notice of plan availability was also noted on the MCCOG website, Gorge TransLink website and was distributed to sites throughout the County. It is available in hard copy or electronic (PDF) form.

Adopted by the MCOOG Transportation Network Director:

Richard Eberle

Date

Adopted by the Wasco County STF Advisory Committee:

Chair

Date

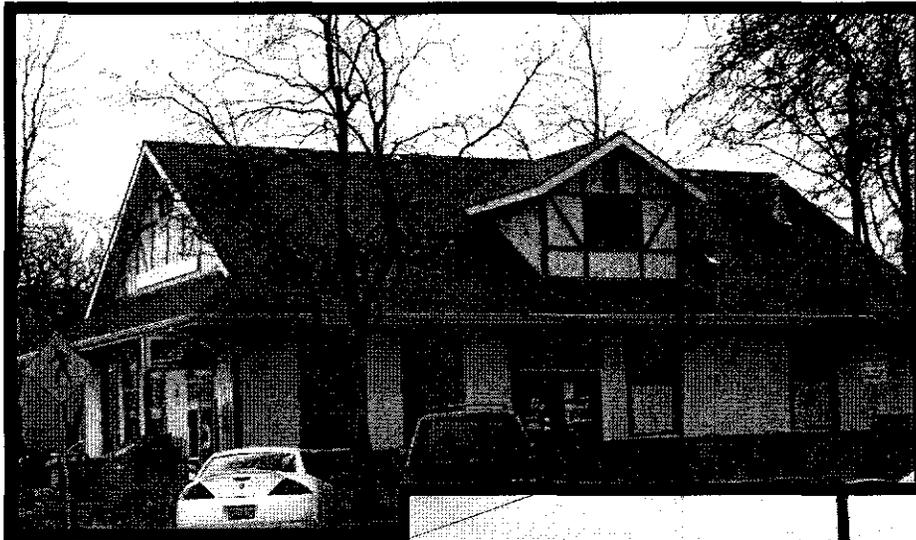
Adopted by the Wasco County Board of Commissioners:

Rod Runyon, Chair

Date

Wasco County Coordinated Transportation Plan *Wasco County, Oregon*

2009 - 2012



FILED
WASCO COUNTY

2009 APR 16 P 1:50

KAREN LEBRETON COATS
COUNTY CLERK

Prepared by the Mid-Columbia Economic Development District

P2009-0190(75)

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Executive Summary

The Wasco County Coordinated Transportation Plan was prepared by Mid-Columbia Economic Development District to meet state and federal requirements for Special Transportation Fund (STF) agencies to develop a coordinated transportation plan. It focuses on addressing the transportation needs of three target populations residing in Wasco County: low income individuals, individuals with disabilities, and individuals who are senior. The transportation plan looks at gaps in services and prioritizes needs to assist in:

- improving transportation services for the three target populations by identifying opportunities to coordinate existing resources;
- providing a strategy to guide investment of financial resources; and
- guiding the acquisition of future funds and grants.

This plan was developed as a tool to help local transportation providers and communities improve transportation services, increase efficiency of service delivery, and expand outreach to meet growing needs. It provides a framework to guide the investment of transportation resources. As such a resource, this plan:

- evaluates community resources;
- assesses and documents transportation needs of the three target populations;
- identifies strategies to address gaps in transportation services and efficiencies of service delivery; and,
- establishes relative priorities of the strategies.

This document is an update to the 2007-2010 Wasco County Coordinated Transportation Plan. Mid-Columbia Economic Development District, under contract with the Association of Oregon Counties prepared this plan update. It was updated using information collected from the previous coordinated transportation plan, data from new surveys and outreach efforts, and new demographic and service resource analysis.

The coordinated transportation plan is intended to define and prioritize general strategies that the transit service providers can use to develop specific projects. High priority strategies to address gaps and barriers, as prioritized by the Wasco County STF committee, fell into eight categories. These include:

Sustain existing transportation services:

- Maintain dial-a-ride operations.
- Provide for replacement of vehicles that have exceeded their useful life.
- Seek funding for vehicle repair and maintenance.
- Continue policies for allowing companions to ride free.

Stable funding:

- Continue to leverage all match against state and federal grant funds.

Availability of service:

- Provide information on private charter services in central transportation information resource.

Days of public transit operations:

- Promote private providers offering weekend service.

Service routes:

- Coordinate volunteer driver list in South Wasco County.
- Assist Wamic Senior Bus to achieve independent status and operate independently.

Information about transportation services:

- Produce brochures and distribute at senior centers.
- Create and distribute reference magnets.
- Produce radio spots about transportation services, including ones to be aired on Radio Tierra.
- Develop brochure to place at locations frequented by the target populations, including human service agencies, laundromats, Gorge Center, and medical facilities.
- Continue participation in Gorge TransLink, maintain website as a central information resource, and support TransLink in seeking a mobility manager.
- Continue communication with human service providers about transportation services.

Understanding how to use public transportation:

- Offer travel training and coordinate with human service agencies.

Planning and coordination:

- Continue shared administration with Hood River Transportation District.
- Continue communication with human service providers about transportation services.

Performance measures linked to the above strategies were created to help transportation providers assess how they are meeting these strategies over time. This plan is intended to be updated every three years, or as conditions change. When updating, it will be important to gauge progress on the highest priorities and satisfaction of the performance measures. An updated community assessment will also be vital in three years to ensure transportation providers are addressing current community needs.

Introduction

Federal and State Requirements

The State of Oregon requires Special Transportation Fund (STF) agencies to prepare a coordinated transportation plan to guide the investment of STF moneys. The State directs that this plan be utilized to maximize the benefit to the elderly and people with disabilities within that area. Correspondingly, with the passage of Federal Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) transportation authorization, Congress required a "locally developed, coordinated public transit-human services transportation plan" intended to improve transportation services for persons with disabilities, individuals who are elderly, and individuals with lower incomes. This Coordinated Transportation Plan serves to meet both federal and state requirements for preparation and adoption of a coordinated plan.

Plan Purpose and Intent

The purpose of the plan is to meet federal and state requirements and to provide a framework for transportation providers and the STF agency to maximize transportation investments to assist three target populations: individuals with low incomes, individuals who are senior, and individuals with disabilities. It covers a three year timeframe (2009-2012) and is intended to be updated at least every three years or as conditions change.

Planning Area

The planning area covered under this coordinated transportation plan is Wasco County, Oregon. Wasco County is located on the northern border of Oregon between Hood River and Sherman counties. The County covers 2,381 square miles with an average of approximately 10 people per square mile.¹ It is bordered by the Columbia River to the north, Deschutes River to the east, Warm Springs Reservation to the south, and Mt. Hood National Forest to the west. Incorporated cities include The Dalles, Dufur, Maupin, Mosier, Antelope, and Shaniko. Antelope (59 people) and Shaniko (26 people), however, are smaller than many CDP's and unincorporated areas. The nearest metropolitan area is Portland, Oregon, 80 miles to the west.

¹ U.S. Census Bureau

Planning Process

Stakeholder Identification and Consultation Process

Stakeholders include the target population, agencies with significant contact with the three special needs populations, and entities providing transportation services. Stakeholders include public and private transportation providers, human service agencies, major employers, educational partners, community organizations, medical facilities, residential facilities, and group homes. Stakeholders were involved in identifying needs of the target populations and the County, the transportation resources available and strategies to address transportation needs. Information was gathered through individual interviews, public meetings, surveys and involvement with the Special Transportation Fund (STF) committees.

Phone interviews and meetings were conducted with the majority of stakeholders in Wasco County with additional stakeholders participating in public meetings. These stakeholders were invited to the public meetings to discuss the availability of transportation resources and the potential for coordinating and improving transportation services.

Finally, stakeholders participated as members of the STF committee and Wasco County Court in developing priorities for discretionary fund applications.

Stakeholders Contacted

Personal interviews were conducted from 2006 through 2007 with stakeholders to gather information on transportation needs, services, gaps, and solutions. The Stakeholder Survey may be found in Appendix A and results in Appendix C. The following stakeholders were contacted:

- **Transportation Network:** A division of Mid-Columbia Council of Governments, operating a number of transportation programs in the Mid-Columbia region. Serves transportation users including *seniors, disabled, and low-income clients*.
- **Mid Columbia Community Action Council:** Promotes self-sufficiency in families and individuals within the low-income economic range residing in Wasco, Hood River and Sherman Counties. Serves *low-income clients, including seniors*.
- **Mid Columbia Housing Authority:** Provides safe and affordable housing for low income families in Wasco, Sherman, Hood River, Skamania and Klickitat Counties. Serves *senior populations, persons with disabilities on fixed incomes, and low-income individuals*.
- **Area Agency on Aging:** A division of Mid-Columbia Council of Governments, assisting *elderly individuals*.
- **Mid-Columbia Medical Center:** Local hospital. Serving *all low-income, senior, and disabled populations*.
- **Mid-Columbia Center for Living:** Focuses on behavioral and mental health and substance abuse services. Serves *low-income, senior and disabled populations*.
- **Eastern Oregon Support Services:** Represents and supports people with disabilities in Eastern Oregon, including providing some transportation services for clients. Serves *people with disabilities*.
- **Next Door (Nuestra Comunidad Sana):** Focused on serving children, families and communities, particularly Latino families. Serves *low-income clients*.

- **The Arc of the Mid-Columbia:** Advocates for children and adults with developmental disabilities. Serving *clients with disabilities*.
- **Department of Human Services:** Providing senior, mental health, addiction, children's and disability services. Serves *low-income, senior and disabled* clients.
- **Mosier Creek Terrace:** Residential housing for *seniors*.
- **Mill Creek Point Assisted Living Community:** Residential housing for *seniors*.
- **MCCOG Workforce Investment Act:** A division of MCCOG assisting job seekers and employers in Wasco, Hood River, Sherman, Gilliam and Wheeler counties. Serving *low income* populations, especially dislocated workers.
- **Wamic Senior Bus:** Provided volunteer transportation services prior to 2009. Focused especially on *senior* transportation. Currently operates within the Transportation Network.

Public meetings were also conducted to allow stakeholders additional participation in development of the coordinated transportation plan:

- **La Clinica del Carino:** Family health clinic with locations in The Dalles and Hood River, serving *low-income* clients.
- **Veteran's Administration:** Provides assistance to veterans, including some transportation services for *veterans*.
- **City of Mosier, Transportation Committee:** A subcommittee for the City of Mosier, serving *all populations*.
- **Canyon Rim Manor:** Residential housing in South Wasco County. Serving *seniors*.
- **Transportation Network:** A division of Mid-Columbia Council of Governments, operating a number of transportation programs in the Mid-Columbia region. Serves transportation users including *seniors, disabled, and low-income clients*.
- **Wamic Senior Bus:** Provided volunteer transportation services prior to 2009. Focused especially on *senior* transportation. Currently operates within the Transportation Network.

Public Meetings

Public meetings were held on the following dates to gather information for the 2007-2010 plan:

November 14, 2006, 12:00 p.m., Canyon Rim Manor, Maupin

November 14, 2006, 5:30 p.m., The Dalles

January 11, 2007, Special Transportation Fund Meeting, The Dalles

January 17, 2007, Wasco County Court Meeting, The Dalles

These public meetings were held in north and south Wasco County to encourage additional input from those not accessing DHS services, participating in the senior mealsite program, or utilizing the Transportation Network. The first public meeting was held at Canyon Rim Manor in Maupin. It was scheduled during the Transportation Network's operating hours (8 a.m. to 5 p.m.) to allow those with transportation needs to attend. The second public meeting was held at The Dalles Senior Center. An evening meeting was scheduled to allow those working during the day to attend. Locations for these meetings were carefully chosen to allow residents from across the county to participate without having to travel far. Stakeholders, transportation providers, and the public were all encouraged to participate in these public meetings.

Public meetings were held on the following dates for the 2009-2012 plan update:

January 27, 2009, 1:00 p.m., Special Transportation Fund Committee Meeting, The Dalles

March 4, 2009, 1:30 p.m., Special Transportation Fund Committee Meeting, The Dalles

Targeted Surveys

The planning process for the initial plan and the plan update focused on encouraging public involvement through public meetings and targeted surveying of the three special needs populations.

In December 2006, existing users of Transportation Network's Dial-a-Ride service, the local public transportation authority, were interviewed through an on-board transportation survey. This survey had a 100% response rate with 15 riders providing feedback about transportation services. Of these riders, five were seniors and six were disabled. Information on income status was not requested. The Transportation Survey may be found in Appendix B and results in Appendix C.

Also in 2006, surveys were also conducted at senior mealsite locations across Wasco County, including Mosier, The Dalles, Dufur, and Tygh Valley. Surveying included both individual conversations and paper surveys. Paper surveys were printed with large type to assist with visual impairments. Individual conversations allowed seniors who could not write an opportunity to respond. A total of 89 seniors responded to the surveys.

Surveys were also conducted in January 2007 at the Department of Human Services (DHS) offices in The Dalles. Surveys were available in both Spanish and English at the DHS offices.

While updating the plan, surveys were distributed in December 2008 via The Dalles Area Chamber of Commerce monthly newsletter and the Mid-Columbia Economic Development District monthly newsletter to target and reach employers. A survey designed through SurveyMonkey allowed employers and employees the opportunity to respond electronically and anonymously regarding their transportation needs. This outreach effort to employers in Wasco County was initiated to further reach the low-income population and better understand access to work requirements. Five employees/ general public responded to this survey; no employers responded.

To gather additional public feedback on the plan and transportation needs, surveys were available at the alternative transportation show in Hood River in November 2008, sponsored by the Gorge Technology Alliance. Information was gathered verbally throughout the show as well.

Finally, in updating the plan, Mid-Columbia Economic Development District utilized surveys distributed by the Klickitat County Horizons group to gather additional information about transportation needs. Klickitat County Horizons is an all-volunteer group of citizens, concerned about transportation access. They distributed the majority of their surveys through school systems and personal contacts. Information from the surveys distributed through North Wasco County School District constituted the primary focus for identifying transportation needs. Approximately 1600 surveys from around the region were collected with approximately 500 reporting a location in Wasco County as their place of residence. The main information collected from these surveys can be found in Appendix C.

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Data Analysis

Demographic Data Overview

The most recent Census data available is from the 2000 U.S. Census. In relation to the special needs populations, the data for Wasco County indicates:

Total population	23,791
Percentage of population 65 years and over.	16.7%
Percentage of individuals with disabilities.	19.6%
Percentage of individuals living below the poverty level.	12.9%
Percentage of individuals that speak a language other than English at home.	10.5%
Mean travel time to work in minutes for workers 16 years and over.	18.6 min

Population Estimates

Population data is available on a more recent basis from the Portland State University Population Research Center. Trends for population projections for 2000-2040 are available in the detailed tables in Appendix D. The most recent certified estimates (July 2008) show an increasing population for the County from 23,791 in 2000 to 24,170 in 2008. The trend is anticipated to continue and an increasing population will add additional strain to the transportation system and require new services and additional replacement vehicles to meet increasing demand.

Across the State of Oregon and within Wasco County, the population is also gaining elderly individuals. Trends for senior population projections for 2000-2040 from the Office of Economic Adjustment are available in the detailed tables in Appendix D. Maps of the dispersion of the current senior populations (based on 2000 Census data) can be found in Appendix E. Larger senior populations result in increased transit demands since many elderly rely on public transportation. Senior populations also have unique demands with more frequent medical appointments and the need for wheelchair-accessible vehicles.

In addition to growing the Oregon state population older, the population is becoming more racially diverse with the minority population growing faster than the white population. Human service providers in Wasco County have noted distinctly changing conditions as these two phenomena converge. Next Door, an agency serving Latino families noted that older Latino adults would often leave the United States in the past. However, many older Latinos are now staying in the area, due to health conditions and family concerns, creating the development of a new aging community. A larger Latino population affects public transit providers by requiring bi-lingual advertising, information and drivers. The elderly Latinos have similar demands as elderly non-Latinos, including increased transportation demands and the need for wheelchair-accessible vehicles.

Income and Employment Data

Average wage per job in Wasco County in 2006 was \$31,430, or 75% of the national average. Per capita personal income was \$27,720, or 76% of national average.² Wasco County's unemployment rate in February 2009 was 11.1%, which is an increase of 4.6% from one year ago. The increase represents both a statewide and national trend of increasing unemployment during an economic

² Bureau of Economic Analysis

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downturn, and is higher than the State average of 10.8% (up 5.4% from one year ago).³ Fluctuations in employment are common and increases result in more low-income individuals requiring access to public transportation. In the past year, the price of fuel dramatically fluctuated and high prices resulted both in an increase in service providers' costs and an increase in demand, especially for low-income populations.

Transportation Routes- Common Origins and Destinations

Origins

As the major population center, a majority of transportation needs originate in The Dalles. A map of common origins may be found in Appendix E. Specific origins include:

- Apartment complexes and RV/mobile home parks. These are concentrated on the west end of the City of The Dalles where there is a great deal of low income housing. A list of the apartment complexes can be found in Appendix F.
- Senior/ assisted living facilities, retirement communities, and group homes. See full list of facilities in Appendix G.
- Celilo Village, east of The Dalles. Celilo has tribal housing with approximately 39 families living in the Village. They have transportation needs to get to Portland, Warm Springs, and Yakima. A challenge with this origin, however, is the number of "no-shows" reported by the public transportation provider.

Destinations

Wasco County's major population center is The Dalles. Individuals in Wasco County often require transportation traveling to, from, and within The Dalles as it is a major destination for accessing human service agencies, shopping centers and medical facilities. A map of common destinations may be found in Appendix E. Although transportation to The Dalles was referenced as the greatest area of need, limited interest was also expressed for transportation locally within South Wasco County communities and regionally for transportation to Portland, Hood River, and Washington communities located directly across the Columbia River. The major destinations concentrated in The Dalles include the following:

- Medical facilities
 - Cascade Eye Center
 - Mid Columbia Medical Center (MCMC) and Celilo Cancer Center
 - Public Health Department and La Clinica complex
 - East Cascade Physical Therapy
 - Rebekah Street Physical Therapy
 - Columbia Hills Medical Facility
 - Doctor's office complex near MCMC
- Department of Human Services and social services building
- Mid-Columbia Center for Living
- Shopping areas:
 - Safeway and Walgreens
 - Bi-Mart and Kmart
 - Fred Meyer and Cascade Square (Grocery Outlet, etc)
- Mid-Columbia Senior Center

³ OLMIS

- Columbia Gorge Community College
- Beauty salons, especially Perfect Look and School of Beauty
- Norcor/Community Corrections

Changing Conditions

Changing conditions in the County will affect the ways in which the three target populations travel in the next few years. Public transportation providers must anticipate these changes when planning for current and new services. These changing conditions include:

- Mid-Columbia Medical Center is anticipated to have facilities available (focusing on their Center for Mind and Body) at the new Lone Pine development along the Columbia River on the east side of The Dalles. Having two major medical facilities for MCMC will both necessitate travel between the facilities for all three target populations as well as increase the level of travel to the Lone Pine site.
- In December 2008, Wasco County Court authorized the White River Medical Center to file for bankruptcy. As a major social service provider in South Wasco County, any affect to the viability of this Center will affect the level of services available, especially for seniors in South Wasco County.
- As of February 2009, Wal-Mart is under consideration with the City of The Dalles for a planned SuperCenter at the west end of The Dalles. If approved, it would increase regional travel to this location, particularly by low-income families. It would also increase the amount of inter-County and inter-City travel to and within The Dalles for shopping, and increase the need for job access transportation to and from this location.
- Columbia Gorge Community College has expanded their campus in The Dalles and constructed a new campus in Hood River. With more class offerings at these two locations, travel to and between campuses will increase, particularly for low-income individuals. Alternative transportation, such as walking and bicycling, is difficult due to the geography of the campuses; both are located on the top of hills. CGCC has promoted walking and biking, however, with a recent focus on students who travel to the campuses using these methods. CGCC has also partnered with the Hood River and Wasco County transportation providers to promote a fixed route service to both campuses.
- The Celilo Village redevelopment project recently completed the construction of new housing, which increases the need for adequate public transportation for residents.

Transportation Resource Analysis

Existing Transportation Service Options

Wasco County's transportation options for people with disabilities, seniors, and individuals with low income include:

Transportation Service	Ownership	Service Type	Hours	Days	Service Area
Transportation Network	Public	Dial-a-Ride	8 a.m. to 5 p.m.	Monday-Friday	Wasco County
Columbia Area Transit	Public	Fixed Route-The Dalles	6 a.m. to 6:30 p.m.	Monday-Friday	Hood River and The Dalles
Columbia Area Transit	Public	Fixed Route - Portland	7:30 a.m. to 5:10 p.m.	Thursday	Hood River and Portland
Columbia Gorge Express	Private	Non-emergency medical transportation	By appointment	Monday-Sunday	Columbia River Gorge
Greyhound	Private	Bus- Fixed Route	By schedule	Monday-Sunday	I-84 corridor
Amtrak	Private	Train- Fixed Route	By schedule	Monday-Sunday	Wishram, WA to Portland
Taxis	Private	Taxi- door-to-door	24 hours	Monday-Sunday	City of The Dalles
Next Door	Public	Client transportation	After school, evening	As needed	Hood River and Wasco counties
La Clinica	Public	Client transportation	As needed	As needed	The Dalles/ Hood River
Columbia Gorge Center	Public	Client Transportation	As needed	As needed	The Dalles/ Hood River
Eastern Oregon Support Services	Public	Client transportation	As needed	As needed	Wasco and Hood River counties
Renew Consulting	Private	Client Transportation	As needed	As needed	Wasco and Hood River counties
Center for Continuous Improvement	Private	Client Transportation	As needed	As needed	Wasco and Hood River counties
Carpool/Rideshare	Private	carpool	By appointment	By appointment	State of Oregon

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Veterans Administration	Public	Medical transportation	As needed	As needed	Hood River County
VPSI	Private	vanpool	As arranged	As arranged	Hood River-metro
Enterprise	Private	vanpool	As arranged	As arranged	Hood River-metro

Transportation Network

The main public transportation provider for Wasco County is the Transportation Network (formerly known as the Link), which is operated through Mid-Columbia Council of Governments (MCCOG). Although the main office is located in The Dalles, administration is shared with Hood River County's Transportation District to reduce costs and increase coordination of services. The Transportation Network also offers transportation services on behalf of Wamic Senior Bus to better serve individuals residing in south Wasco County. Wamic Senior Bus volunteer drivers serve as part of the Transportation Network. It is likely that the Wamic Senior Bus will become an independent organization in the future.

Service Areas/Hours

The Transportation Network offers Dial-a-Ride, door-to-door service from 8 a.m. to 5 p.m., Monday through Friday throughout Wasco County and the City of The Dalles. In addition, it connects to Greyhound for trips to Hood River, Portland, and points east. The fare is \$1.50 one way for riders traveling within the City of The Dalles. The fare increases for travel originating or ending outside of The Dalles.

Funding

Operational costs for the Transportation Network's services are covered through:

- Oregon Special Transportation Funds
- Greyhound commissions
- Oregon Division of Medical Assistance Programs (DMAP, formerly OMAP); Medicaid (medical). Medicaid transportation service is distributed through the region's Medicaid Brokerage Service, the Mid-Columbia Council of Governments, which also operates the Transportation Network
- Medicaid (non-medical). Medicaid clients receiving community-based care may be authorized for non-medical transportation (e.g. family visits and hair appointments) if it is deemed good for keeping them out of nursing homes
- City of The Dalles
- Business Energy Tax Credit program
- Fares
- Shared administration with Hood River County Transportation District

Financial support allows special needs populations to access transportation services at a minimal cost, keeping fares at a reasonable level.

Columbia Area Transit (CAT)

The main public transportation provider for Hood River County is CAT. CAT also operates fixed route services that affect Wasco County residents.

Services

CAT offers two fixed route services affecting Wasco County residents. One fixed route service runs three times per day from Hood River to The Dalles. The other fixed route service runs once a week on Thursdays to Portland. A schedule for both routes is provided in Appendix H. The Transportation Network operated The Dalles-Hood River segment of the weekly trip to Portland.

Funding

Federal Transit Administration Intercity funding is matched with local funds to provide these fixed route services.

Greyhound

Greyhound is an inter-city transportation provider offering service along the I-84 corridor. Services were significantly cut back in 2004 following a major reduction in Greyhound's route system, but a hub has been maintained in The Dalles.

Service Area/Hours

Greyhound offers service along the I-84 corridor. From The Dalles, passengers can travel to (among others) Hood River, Portland, and points east. Currently, Greyhound makes three stops in The Dalles per day in each direction. It leaves The Dalles heading west at 4:05 a.m., 2:45 p.m., and 4:30 p.m. and arrives at 1:50 a.m., 11:30 a.m., and 1:10 p.m.

Although The Dalles is fortunate to have maintained Greyhound service in the area, passengers planning a day trip to Portland/Vancouver, the nearest major metropolitan area, may experience scheduling difficulties. Day trips to Portland are often necessary for Wasco County residents requiring access to specialized medical services. A person trying to reach Portland and return to The Dalles via Greyhound during the course of a single day would leave The Dalles around 4:00 a.m. and return on a bus departing Portland around 11:30 a.m.

Funding

Operations are supported primarily through fares, which can be prohibitively expensive for low-income passengers.

Amtrak

Amtrak is a passenger rail service.

Service Area/Hours

Amtrak provides passenger rail service on the Washington side of the Columbia River. A train station is located in Wishram, Washington. Amtrak has a more favorable schedule than Greyhound for people who would like to take a day trip to Portland. Using Amtrak, an individual would leave at 7:30 a.m. from Wishram and return on a train departing Portland at 4:45 p.m. the same day. The difficulty with this situation for travelers is getting to and from the Wishram train station.

Funding

Operations are supported primarily through fares. Although less expensive than Greyhound, they can still be prohibitively expensive for low-income passengers.

Columbia Gorge Express

Columbia Gorge Express provides non-emergency medical transportation. When updating this plan, there was a major change to the services offered by Columbia Gorge Express. They no longer offer shuttle buses or chartered trips into Portland.

Service Area/Hours

Columbia Gorge Express operates seven days per week and provides medical transportation.

Funding

Supported through fares and fee-for-transportation services.

The Dalles Taxi

There is only one taxi located in Wasco County: The Dalles taxi.

Service Area/Hours

The Dalles taxi is available on-call 24 hours a day, seven days a week. It primarily serves residents in the City of The Dalles.

Funding

Operations are supported through fares.

Carpool/Rideshare

Carpoolmatchnw.org is a carpool/rideshare service that has the ability to connect commuters in Wasco County. Numerous other carpool matching sites exist and informal carpool networks also occur throughout the Gorge.

Human Service Providers

Some assisted living facilities, community organizations, and human service agencies provide their own transportation, which is supplemented by the Transportation Network's services. Agencies, facilities, and organizations providing their own transportation include:

- Mill Creek Point Assisted Living Community, which has a secure transport vehicle and six licensed and trained drivers. The secure transportation vehicle has been in service since August 2006 and is available to anyone needing secure transportation.
- Veteran's Administration, which provides medical transportation services for veterans.
- Mid Columbia Center for Living which has vehicles for transportation of clients.
- Cascade Senior Care, Cherry Heights Retirement Community, Columbia Basin Care Facility, Evergreen and Flagstone Senior Living which each have vehicles for the transport of their residents.
- Columbia Gorge Center which provides daily transportation for people with disabilities from The Dalles to their Pine Grove Facility for employment and enrichment activities and transportation several times per week for community outings for clients from both The Dalles and Hood River. Their group homes in The Dalles also have vans that provide daily transportation to the Pine Grove Facility, medical appointments and community outings. They also provide transportation services to clients on an individual basis.
- Eastern Oregon Support Services, which utilizes "personal providers" to transport some individuals for appointments and special events.

There are also services which cater to the homebound individual to eliminate some transportation needs. One such service is Mid-Columbia Meals on Wheels, which brings meals to senior's homes.

Van Pools

A limited number of local employers provide transportation for their workers through Enterprise or VPSI. Transportation is generally provided by employers with distant work sites, such as John Day Dam, or with employees residing in the Portland region but who work in The Dalles at locations such as Google. There is opportunity for an increase in the number of employer sponsored van pools in Wasco County.

Administration

Administration is shared between Wasco County Transportation Network and Hood River County Transportation District. There is strong administrative capacity with the Transportation Network.

Coordination of Services

Wasco County is unique in the degree of coordination already undertaken between transportation providers. Coordination activities between transportation providers and human service agencies occur in the following manners:

- Wasco County participates with four other counties in Gorge TransLink, an alliance of transportation providers in the Mid-Columbia region. Gorge TransLink provides regional coordination and marketing for the participating providers in Wasco, Hood River, Sherman, Klickitat and Skamania Counties. The main public transportation providers in each of these counties have passed resolutions and Memorandums of Understanding to coordinate efforts in applying for funding for a mobility manager for the region.
- Transportation Network coordinates volunteer drivers through what was previously known as the Wamic Senior Bus. This reduces the strain on the Transportation Network to serve South Wasco County and eliminates duplication of transportation services.
- Administration services for the Transportation Network are contracted from Hood River County Transportation District. This both reduces the cost of administration and encourages coordination between the two systems.
- Mid-Columbia Council of Governments (MCCOG) serves as Greyhound Agent, regional Medicaid broker, and operator for Transportation Network.
- The Transportation Network provides a bus and fuel at a reduced cost to the Columbia Gorge Center to transport people with disabilities from The Dalles to Pine Grove in Hood River County. The support also helps the Gorge Center fuel vehicles they own at a reduced cost to provide additional transportation to their clients. This support reduces strain on the Transportation Network while providing passengers with an adequate level of transportation services.
- The Transportation Network's administration participates in regular meetings with human service agencies to share information about transportation and human service resources.

Transportation Funding Resources

Local Funding for Transportation Fares/ Tickets/ Operating

Through stakeholder interviews a number of local funding sources were identified for transporting the three target populations:

- Mid Columbia Medical Center has funding available through their Chaplain's fund to pay fares for patients with no other source of transportation.
- Individuals with disabilities may be eligible for a certain amount of money to purchase transportation services from a variety of providers. While in the past these funds went directly to the transportation providers, individuals now have the opportunity to choose.
- Department of Human Services utilizes System of Care (SOC) funds for necessary transportation.
- St Vincent de Paul has limited funds they can use to assist stranded travelers.
- In 2007, ARC, a nonprofit organization serving clients with disabilities, indicated that they have limited funds and would like to use them to coordinate transportation for their clients.
- The City of The Dalles provides operating support to the Transportation Network.

State and Federal Funding

- Section 5310: Elderly and Disabled Transportation Assistance. Federal funding source designed specifically to meet elderly and disabled individuals' transportation requirements. Administered by states and available through the State of Oregon through the discretionary grant process.
- Section 5311: Rural Transit Assistance. Federal funding source designed to support rural transportation operations. Administered by states and available through the State of Oregon through a formula process.
- Medicaid Non-Emergency Transportation. Provides funding, managed through the Medicaid Transportation Brokerage, for transportation for clients to and from medical services that are both medically necessary and covered by Medicaid.
- Job Access and Reverse Commute (JARC). Federal funding source designed to provide funding for transportation programs which address the unique transportation challenges faced by low-income persons seeking to get and keep jobs.
- New Freedoms Program. Federal funding source designed to help overcome transportation barriers facing Americans with disabilities.
- Special Transportation Fund. State funding source distributed both by formula and through the discretionary application process.
- Business Energy Tax Credit (BETC). State program providing tax credits for eligible energy conservation programs, including reduced driving effects offset by public transportation projects. Tax credits are available to businesses that support transportation solutions.

Transportation Fleet Inventory for Wasco County

(*Note: n/a indicates organization did not release or did not have any additional information)

Operator	Model/ Year	Mileage Estimate	ADA Accessible	Remaining Useful Life (Years)	Seating Capacity
Cascade Senior Care	2003 Minivan	Low	Yes	10	7
Cherry Heights Retirement Community	1995 Ford 35C	96,000	Yes	5	15

Columbia Basin Care Facility	2006 Ford Chassis	> 5,000	Yes	15	13
Columbia Gorge Center	1999 Nissan Quest	72,000	No	5	6
Columbia Gorge Center	2000 Ford E350	103,000	No	5	11
Columbia Gorge Center	2001 Ford E350	92,000	No	5	11
Columbia Gorge Center	2003 Ford Econoline	163,000	No	3	11
Columbia Gorge Center	1996 Ford E350	65,000	No	5	11
Columbia Gorge Center	2002 Ford E450 (leased from MCCOG)	105,000	Yes	3	18
Evergreen	van	*n/a	Yes	n/a	n/a
Flagstone Senior Living	1992 Bus	93,000	Yes	5	16
Flagstone Senior Living	2006 Toyota Scion	4,000	No	10	3
Mid-Columbia Center for Living (MCCFL)	1994 Ford Taurus	176,855	No	0 – will be surplusd in event of mechanical failure	5
MCCFL	1995 Ford Escort	100,441	No	0 – will be surplusd in event of mechanical failure	4
MCCFL	1997 Subaru Legacy	138,230	No	0 – will be surplusd in event of mechanical failure	4
MCCFL	1999 Subaru Legacy	131,434	No	0 – will be surplusd in event of mechanical failure	4
MCCFL	1999 Honda Odyssey	105,974	No	0 – will be surplusd in event of mechanical failure	7
MCCFL	2001 Subaru Impreza	88,749	No	0 – will be surplusd in event of mechanical failure	4

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MCCFL	2001 Ford Taurus	85,985	No	0 – will be surplused in event of mechanical failure	4
MCCFL– System of Care Grant	2004 Ford EcoNoline	71,000	No	2	12
MCCFL	2004 Ford Goshen Bus	67,000	No	2	15
MCCFL– System of Care Grant	2005 Honda Odyssey	53,002	No	3	7
MCCFL	2005 Subaru Legacy	69,053	No	3	5
MCCFL– System of Care Grant	2005 Subaru Legacy	76,160	No	3	5
MCCFL	2005 Subaru Outback	69,502	No	3	5
MCCFL– System of Care Grant	2005 Subaru Impreza	52,437	No	3	5
MCCFL	2007 Ford Taurus	37,254	No	5	5
MCCFL	2007 Chevrolet Impala	38,237	No	5	5
MCCFL- State of Oregon – Supported Employment Grant	2008 Chevrolet Malibu	16,584	No	6	5
MCCFL	2008 Ford Escape Hybrid	16,177	No	16	5
Mill Creek Point Assisted Living	2001 Bus	n/a	Yes	3	15
Transportation Network	1995 Dodge Van	66,000	No	0	10
Transportation Network	2001 Ford Starcraft	44,000	Yes	0	10
Transportation Network	2001 Ford Eldorado	40,000	Yes	0	15
Transportation Network	2001 Chevrolet Astro	87,000	No	0	6
Transportation Network	2005 Ford Eldorado	60,000	Yes	4	12
Transportation Network	2005 Ford Eldorado	60,000	Yes	4	12
Transportation Network	2005 Ford Eldorado	68,000	Yes	4	12
Transportation Network	2005 Ford Eldorado	39,000	Yes	4	12

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Transportation Network	2007 Ford Eldorado	24,000	Yes	5	12
Veterans' Administration	van	n/a	n/a	n/a	10
Wamic Senior Bus	**2005 Dodge Caravan	n/a	No	n/a	7

**Vehicle is currently not in use and will not be used until their 501(c)3 status is confirmed

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Needs Assessment

Barriers

Common barriers to fully meeting transportation needs were noted throughout the planning process during public meetings and stakeholder interviews. Barriers identified include:

- Lack of a concentrated population outside of the City of The Dalles. The rural nature of Wasco County is mirrored in the data gathered through the 2000 US Census and shown on the maps of population concentration in Appendix E. The potential for deviated route services is feasible for the central community of The Dalles, but a dispersed population requires extended travel for dial-a-ride services in order to service the entire population and therefore increases the cost of service provision. It also necessitates a focus on volunteer driver services. There are few private transportation offerings outside of The Dalles and I-84 corridor due to the expense of this service. This also affects the ability to provide vanpool and carpool matching services.
- Limited capacity of existing transportation providers. There is a high demand for transportation services, but the transportation providers are limited in the number of vehicles and staff available to provide transportation services. Additionally, existing vehicles are aging and many need replacement.
- Limited local funding. A significant issue for Wasco County, and relevant mainly to the Transportation Network, is the limited amount of local funding that can be used to leverage state and federal funding sources. The Transportation Network has no taxing authority to supplement for local match.
- Limited total funding. In general, local funding is only part of a larger picture related to the amount of funding provided for public transportation services.

Improving Coordination

Overlap/Duplication of Services

Wasco County has one primary public transportation service provider: the Transportation Network through Mid-Columbia Council of Governments. The Transportation Network has been active in identifying and working with partners including Wamic Senior Bus, Columbia Gorge Center, and Gorge TransLink to avoid duplication of services.

Opportunities for Coordination

There are human service agencies currently augmenting the services offered by the Transportation Network with their own transportation. With additional funding and capacity for the Transportation Network, these may eventually have an opportunity to coordinate under a single transportation source. Such services include Eastern Oregon Support Services which utilizes "personal providers" to transport individuals.

Capital Equipment

The vehicle fleet inventory indicates an aging fleet of vehicles with a number that have extended beyond their useful life. Vehicle replacement is therefore critical to maintaining operations. Preventative maintenance and repair is also necessary to ensure that current vehicles can continue to be used.

Transportation Needs for Seniors

Transportation Network dial-a-ride operations, vehicles, and Medicaid transportation services provide basic transportation services for elderly individuals. Current transportation services offered through Wamic Senior Bus Services provide basic transportation services for elderly individuals in South Wasco County. Transportation issues for elderly individuals include:

- Lack of companions to ride with elderly users.
- Affordable public transportation services in the evening.
- Affordable weekend public transportation services.
- Affordable travel to Portland, primarily for medical appointments.
- Coordinated transportation for seniors to attend social events.
- Scheduling difficulties presented by the need for 24-hour advance notice for dial-a-ride services.
- Options for inter-County travel, especially Mosier and south Wasco County beyond area covered by Wamic Senior Bus.
- Options for travel to Hood River for medical services and shopping.
- Information dissemination and public awareness about transportation services to ensure elderly individuals are aware of the services available to them.
- Confusion regarding utilization of transportation services.

Transportation Needs for Individuals with Disabilities

Transportation Network dial-a-ride operation provides basic transportation services for individuals with disabilities. Partnership between the Columbia Gorge Center and Transportation Network offers services to clients with disabilities accessing the Columbia Gorge Center for work.

Transportation issues for individuals with disabilities include:

- Lack of companions, when needed, to ride with people with disabilities.
- Affordable public transportation services in the evening.
- Affordable weekend public transportation services.
- Affordable travel to Portland, primarily for medical appointments.
- Scheduling difficulties presented by the need for 24-hour advance notice for dial-a-ride services.
- Scheduling difficulties presented by the lack of ability to plan.
- Options for travel to Hood River.
- Information dissemination and public awareness about transportation services to ensure individuals with disabilities are aware of the services available to them. These individuals learn about services primarily through word-of-mouth or through human service agencies.
- Confusion regarding utilization of transportation services.

Transportation Needs for Low-Income Individuals

Transportation Network dial-a-ride operation provides basic transportation services for low-income individuals. Transportation issues for low-income individuals include:

- Affordable public transportation in the early morning for employment opportunities.
- Affordable public transportation services in the evening for employment and other services.
- Affordable weekend public transportation services.
- Affordable travel to Portland, primarily for medical appointments and shopping.

- Scheduling difficulties presented by the need for 24-hour advance notice for dial-a-ride services.
- Options for travel to Hood River for medical appointments and shopping.
- Information dissemination and public awareness about transportation services to ensure low-income individuals are aware of the services available to them. These individuals learn about services primarily through word-of-mouth or through human service agencies.
- Confusion regarding utilization of transportation services.
- Language barriers may increase difficulties in accessing transportation services.
- Very-low income individuals cannot afford fares charged for transportation services.
- Lack of services for regular access to work.

Strategies to Address Barriers and Gaps

Based upon information gathered from public meetings, surveys and stakeholder interviews, the following strategies address Wasco County's transportation needs. Strategies affecting seniors are marked by an S, those affecting individuals with disabilities are marked by a D, and those affecting low-income individuals are marked by an L.

Issue: Sustain Existing Transportation Services

Service Gaps/Barriers	Strategies to Address Gap/Barrier	Demand Level	Population Affected(S/D/L)	Resource Capacity
There is high demand for current dial-a-ride operations through the Transportation Network. This was the highest noted and primary concern indicated in public meetings, stakeholder interviews and surveys.	Maintain dial-a-ride operations.	High: Transportation Network is the primary source for public transportation in the County and is fully utilized by the target populations.	S,D,L	Administration capacity exists. Financial resources likely available through STF funding for operations.
Columbia Gorge Center provides transportation access for clients with disabilities through operational funding and a vehicle obtained by the Transportation Network.	Provide continued operational funding, vehicle maintenance and replacement, and maintain partnership with Transportation Network.	Medium/High: Reduces the strain on the Transportation Network and provides essential services for individuals with disabilities.	D	Administration capacity exists. Financial resources likely available through STF funding for operations.
Aging fleet of vehicles.	Provide for replacement of vehicles that have exceeded their useful life.	High: Transportation Network has an aging fleet and vehicles must periodically be replaced in order to maintain current service levels.	S,D,L	Administration capacity exists. Financial resources likely available through federal funding for capital.
Aging fleet of vehicles.	Seek funding for vehicle repair and maintenance.	High: Maintaining and repairing existing fleet reduces cost of acquiring new vehicles on a more frequent basis. All vehicles are currently used to support existing transportation options.	S,D,L	Administration capacity existing. Financial resources likely available through federal funding for capital.

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Companion policies at Transportation Network allow companions to ride free, which increases ease of use for elderly and disabled.	Continue policies for allowing companions to ride free.	High: Current policy commended and allows low-cost travel training.	S,D	Administration capacity exists; financial cost minimal and currently absorbed into system operations.
Continue and improve coordination at Mid-Columbia Council of Governments between Greyhound, regional Medicaid brokerage, and Transportation Network.	Improve ease of phone system at MCCOG for callers to Greyhound, Medicaid brokerage, and Transportation Network.	Medium: Improved phone system would allow callers to easily reach their desired service and reduce staffing time currently needed to segregate callers.	S,D,L	Administration capacity exists; financial cost minimal and currently absorbed into system operations.

Issue: Stable Funding

Service Gaps/Barriers	Strategies to Address	Demand	Population Affected(S/D/L)	Resource Capacity
Federal and State funding is essential to public transportation system operations.	Continue to leverage all match against state and federal grant funds.	High: Public transportation administrators already apply for state and federal funding, which are essential to operations.	S, D, L	Administrative capacity exists. Financial impact is positive.
Lack of local match limits the state and federal funding that can be achieved.	Identify and utilize nontraditional sources of local funding, such as support from the business community/ ARC/ MCMC/etc.	High: Lack of local match is a significant barrier to offering expanded transportation services. However, it's difficult to coordinate multiple sources of small amts of funding.	S, D, L	Effort would take a great deal of time. Financial impact would be positive.
Wasco County has no local tax base to provide local match funding.	Establish taxing authority through referral to voters to establish a PTBA.	Low/Medium: Although this strategy would increase much-needed local match, it will be a longer timeframe objective requiring public support.	S, D, L	Difficult to achieve. Requires great deal of administrative capacity. Financial affect would be positive for the system, if passed.
Transportation Network lacks an active volunteer corps to provide low-cost driver services.	Establish a volunteer recruitment strategy for Transportation Network.	Low/Medium: Volunteers can help reduce driving costs, but the system takes a lot of administration to initiate and oversee.	S, D, L	Effort would take a great deal of time. No lead partner. Financial impact would be minimal once instituted.

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Issue: Hours of Service

Service Gaps/Barriers	Strategies to Address	Demand	Population Affected(S/D/L)	Resource Capacity
Transportation Network does not currently offer early morning services. Expanded morning hours would facilitate work-related needs for the target populations. Frequently cited need in contacts with stakeholders	Expand Transportation Network services to include early morning hours	Medium: Early morning hours were cited more frequently as a need for expanded service than evening hours. It is costly to expand the service, however.	L	Administrative capacity and staffing would need to increase, financial burden high.
Transportation Network does not currently offer evening services, which are needed to access addiction and support groups, classes, and to facilitate some work-related needs.	Expand Transportation Network services to include evening hours.	Low: Costly to implement and cited less frequently as a need.	S, D, L	Administrative capacity and staffing would need to increase, financial burden high.

Issue: Availability of Service

Service Gaps/Barriers	Strategies to Address	Demand	Population Affected(S/D/L)	Resource Capacity
Scheduling difficulties: Riders must schedule dial-a-ride at least 24 hours in advance.	Create fixed or deviated route service.	Low: Costly to implement for the convenience of less scheduling difficulty.	S,D,L	Financial burden would be high.
Scheduling difficulties: Riders must schedule dial-a-ride at least 24 hours in advance.	Add drivers and vehicles to existing routes to reduce scheduling difficulties.	Low: Increases waste in the system. Resource could be better used in other manners. Some human service agencies use scheduling to help teach people with disabilities how to plan and live independently.	S, D, L	Financial burden would be high.
Scheduling: Very-low income individuals may not have a phone or funds to use a pay phone to call 24 hours in advance	Coordinate with human service agencies to allow use of phones to call Transportation Network.	High: Can be undertaken in a larger communication and coordination effort with these groups.	L	Administration would be minimal if combined with larger outreach. Financial cost negligible.

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Coordinated travel for seniors to special events.	Provide information on private charter services in central transportation information resource.	Medium: Public providers could provide information through existing services such as websites at a minimal cost. There is a question of what liability may be introduced by a public agency promoting a private provider that they have no control over or ability to check reference.	S	Capacity exists and financial burden negligible.
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Issue: Days of Public Transit Operations

Service Gaps/Barriers	Strategies to Address	Demand	Population Affected(S/D/L)	Resource Capacity
Weekend service is not available through the Transportation Network and can be prohibitively costly to obtain through private providers.	Offer weekend service operations through Transportation Network.	Low: Expensive to implement. Needs for weekend service were related primarily to shopping and convenience.	S, D, L	Administrative capacity and staffing would need to increase, financial burden high.
Weekend transportation service available through private providers, but information regarding the services may not be readily accessible to users.	Promote private providers offering weekend service.	Medium: Cost of private transit service may be too high for some of the target populations. Public providers could provide information through existing services such as websites at a minimal cost. There is a question of what liability may be introduced by a public agency promoting a private provider that they have no control over or ability to check reference.	S,D,L	Capacity exists and financial burden negligible.

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Issue: Service Routes

Service Gaps/Barriers	Strategies to Address	Demand	Population Affected(S/D/L)	Resource Capacity
Increased options for travel in South Wasco County.	Coordinate volunteer driver list.	Low: Lacks a lead partner to initiate.	S, L	Capacity does not currently exist. Financial costs negligible.
Increased options for travel in South Wasco County.	Assist Wamic Senior Bus to achieve independent status and operate independently.	Medium: South County has a dispersed population so demand is low, but public transportation services are not otherwise available.	S	Capacity needs to increased. Financial costs small.
Increased options for inter-county travel.	Restart Mosier Senior Bus.	Low: Lacks a lead partner to initiate.	S	Capacity does not currently exist. Financial costs anticipated to be moderate.
Options for travel to Hood River for specialized medical services, employment, and shopping.	Enhance connections to Columbia Area Transit fixed route service 3 times/day and coordinate dial-a-ride service hours to allow connection	High: Existing services offered by CAT. Reasonable demand for service with benefit accruing to Wasco County.	S, D, L	Administrative capacity exists, especially due to the shared nature of the position. Costs moderate.
Options for regional travel in the Mid-Columbia area.	Enhance and develop connections to Mount Adams Transportation Services.	Medium: Benefit accrues primarily to Klickitat County residents coming into Wasco County, but connection is part of a larger Gorge TransLink strategy which the County benefits from participation.	S, D, L	Activities already underway to support creating connections.
Options for regional travel in the Mid-Columbia area.	Enhance and develop connections to Sherman County Transit	Medium: Benefit accrues primarily to Sherman County residents.	S, D, L	Activities already underway to support creating connections.
Affordable travel to Portland for medical appointments and shopping.	Connect to Columbia Area Transit service to Portland (offered once a week) and coordinate dial-a-ride service hours to allow connection.	High: Existing services offered by CAT.	S, D, L	Administrative capacity exists, especially due to the shared nature of the service. Costs moderate.

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Issue: Information about Transportation Services

Service Gaps/Barriers	Strategies to Address	Demand	Population Affected(S/D/L)	Resource Capacity
Elderly individuals are sometimes unaware of the services available to them.	Produce brochures and distribute at senior centers.	Medium/High: Printed materials easily go out-of-date so should be kept simple. Would easily reach the target population.	S	Administrative capacity exists. Costs can be kept at a minimal level with black and white brochure
Elderly individuals are sometimes unaware of the services available to them.	Create and distribute reference magnets.	Low: Not widely used and expensive to produce and distribute.	S	Would require staff time. Costs moderate given the anticipated benefit.
Spanish-speaking population has a particular challenge in accessing information about transportation services due to language barriers. Wasco County has a significant population of Spanish-speakers.	Produce radio spots about transportation services, including ones to be aired on Radio Tierra.	Medium: A powerful outreach tool to the Spanish speaking population; will require additional staffing effort to produce.	S, D, L	Capacity would need to increase. Financial costs anticipated to be minimal to moderate.
News media not fully utilized to inform the public about transportation service offerings.	Host student intern to write newspaper articles and develop other marketing efforts.	Medium: Staff would require oversight for the intern, but is a good medium to reach Wasco County residents.	S, D, L	Staffing required for oversight and arranging internship; costs negligible.
Target populations are not fully aware of the public transportation services available to them.	Develop full marketing plan and start and public education and awareness campaign.	Medium: Long term strategy.	S, D, L	Staffing required to participate in developing plan. Costs moderate to hire marketing firm.
Target populations are not fully aware of the public transportation services available to them	Develop brochure to place at locations frequented by the target populations, including human service agencies, laundromats, Gorge Center, and medical facilities.	Medium/High: Printed materials easily go out-of-date so should be kept simple. Would easily reach the target population. Can combine with Strategy #27.	S, D, L	Administrative capacity exists. Costs can be kept at a minimal level with black and white brochure.

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Target populations are not fully aware of the public transportation services available to them.	Continue participation in Gorge TransLink, maintain website as a central information resource, and support TransLink in seeking a mobility manager.	High: Transportation Network currently participates in Gorge TransLink and provides information to maintain the website as a central source. This strategy would maintain existing activities.	S, D, L	Activities currently underway. Costs minimal.
Human service providers are often the key access points and information resource for the target populations.	Continue communication with human service providers about transportation services.	High: Efforts already engaged in and should continue. Effective means to reach target populations.	S, D, L	Activities currently underway. Costs minimal.

Issue: Cost of Service to Users

Service Gaps/Barriers	Strategies to Address	Demand	Population Affected(S/D/L)	Resource Capacity
Economic stagnation creates more users in the low-income bracket. Very low-income passengers unable to afford transportation service.	Implement a donation based fare.	Medium/Low: Would increase system accessibility for target population, but reduce some of overall system viability.	L	Would require funding system in other ways to account for eliminated fares.
Economic stagnation creates more users in the low-income bracket. Very low-income passengers unable to afford transportation service.	Develop a system of discounted fares for special needs populations.	Medium: Increases system accessibility, less affect on system viability.	L	Lesser effect on demonstration of local commitment. Would need to define implementation, who qualifies for a discount.
Economic stagnation creates more users in the low-income bracket. Very low-income passengers unable to afford transportation service.	Establish transportation fare fund to support passengers who cannot afford to pay.	Medium: Difficult to initiate, but achieves goal and offsets negative effects.	L	Requires staffing to coordinate. Costs offset each other.

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Issue: Understanding How to Use Public Transportation

Service Gaps/Barriers	Strategies to Address	Demand	Population Affected(S/D/L)	Resource Capacity
Special needs populations may experience confusion regarding utilization of available transportation services.	Offer travel training and coordinate with human service agencies.	Low/Medium: Could be implemented through a Gorge TransLink Mobility Manager strategy.	S, D, L	Staffing required unless under mobility management strategy. Costs moderate.
Lack of companions to ride with individuals under companion-free policy.	Maintain list of volunteer companions to ride with seniors to appointments.	Low: Benefit is small in relation to the staffing costs that must be incurred to maintain the list. No lead partner. Question of liability.	S, D	Administration overwhelming; financial cost minimal.

Issue: Access to Work

Service Gaps/Barriers	Strategies to Address	Demand	Population Affected(S/D/L)	Resource Capacity
Lack of services for regular access to work.	Encourage employer vanpools.	High: Reduces demand on the transportation system while still achieving an adequate level of transportation service for users. Meets an unmet demand.	L	Administration capacity could be available, costs minimal.
Employer transport increasing strain on an already overloaded public transit system.	Encourage Carpool and rideshare options.	High: Reduces demand on the transportation system while still achieving an adequate level of transportation service for users. Meets an unmet demand.	L	Administration capacity could be available, costs minimal.

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Issue: Planning and Coordination

Service Gaps/Barriers	Strategies to Address	Demand	Population Affected(S/D/L)	Resource Capacity
Administration is currently shared between Wasco County and Hood River Transportation District, which reduces costs for the entire system and increases coordination.	Continue shared administration with Hood River Transportation District.	High: continues existing coordination effort.	S, D, L	Administrative capacity positively influenced, financially positive.
Contact with Human Service Providers is essential for reaching target populations and continually updating the inventory of available resources.	Continue communication with human service providers about transportation services	High: continues existing coordination effort.	S, D, L	Administrative capacity exists, costs negligible.

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Priorities

Criteria and Methodology

The list of strategies was provided to the Special Transportation Fund Committee for prioritization. The complete prioritized list is provided in Appendix I. Projects were given a priority ranking of A through D. Highest priority strategies were ranked "A" and lowest priority strategies were ranked "D." Consideration for ranking was based upon whether the strategy:

- Addressed an identified need
- Could be completed within a three year timeframe
- Increased or built upon coordination efforts
- Affected one or more of the special needs populations (elderly, disabled, low-income)
- Noted available and identified funding sources (including local match)
- Provided for adequate administrative capacity
- Had adequate vehicles to support the strategy, if applicable
- Anticipated cost/benefit ratio

Relative Priorities of Strategies

Priorities were established through individual submission of rankings by STF Committee members and decided collectively at the Wasco Special Transportation Fund Committee meeting on March 4, 2009. Each category of priorities is outlined below.

"A" Category: High Priority

These are strategies targeted for immediate pursuit or those that are currently being done and that should be continued. They include:

Continuation of existing actions:

- Maintain dial-a-ride operations
- Provide for replacement of vehicles that have exceeded their useful life
- Seek funding for vehicle repair and maintenance
- Continue policies for allowing companions to ride free
- Continue to leverage all match against state and federal grant funds.
- Assist Wamic Senior Bus to achieve independent status and operate independently
- Produce brochures and distribute at senior centers
- Develop brochure to place at locations frequented by the target populations, including human service agencies, laundromats, Gorge Center, and medical facilities
- Continue participation in Gorge TransLink, maintain website as a central information resource, and support TransLink in seeking a mobility manager
- Continue communication with human service providers about transportation services
- Continue shared administration with Hood River Transportation District

New actions for pursuit:

- Provide information on private charter services in central transportation information resource
- Promote private providers offering weekend service
- Coordinate volunteer driver list in South Wasco County
- Create and distribute reference magnets

- Produce radio spots about transportation services, including ones to be aired on Radio Tierra
- Offer travel training and coordinate with human service agencies

“B” Category: Mid-Priority

These strategies are targeted for pursuit based upon funding availability:

- Provide continued operational funding for Columbia Gorge Center, vehicle maintenance and replacement, and maintain partnership with Transportation Network
- Improve ease of phone system at MCCOG for callers to Greyhound, Medicaid brokerage, and Transportation Network
- Expand Transportation Network services to include early morning hours
- Expand Transportation Network services to include evening hours
- Add drivers and vehicles to existing routes to reduce scheduling difficulties
- Enhance and develop connections to Mount Adams Transportation Services
- Enhance and develop connections to Sherman County Transit
- Connect to Columbia Area Transit service to Portland (offered once a week) and coordinate dial-a-ride service hours to allow connection
- Host student intern to write newspaper articles and develop other marketing efforts
- Encourage employer vanpools
- Encourage Carpool and rideshare options

“C” Category: Low Priority

These are long-term strategies that are not for immediate consideration:

- Identify and utilize nontraditional sources of local funding, such as support from the business community/ARC/MCMC/etc
- Establish taxing authority through referral to voters to establish a PTBA
- Create fixed or deviated route service
- Offer weekend service operations through Transportation Network
- Enhance connections to Columbia Area Transit fixed route service 3 times/day and coordinate dial-a-ride service hours to allow connection
- Develop full marketing plan and start a public education and awareness campaign

“D” Category: Not Prioritized

These strategies are not targeted for completion at this time:

- Establish a volunteer recruitment strategy for Transportation Network
- Coordinate with human service agencies to allow use of phones to call Transportation Network
- Restart Mosier Senior Bus
- Implement a donation based fare
- Develop a system of discounted fares for special needs populations
- Establish transportation fare fund to support passengers who cannot afford to pay
- Maintain list of volunteer companions to ride with seniors to appointments

Performance Measures

High priority strategies that are targeted for pursuit must be tied to performance measures in the coordinated transportation plan. These performance measures focus on assisting in determining if unmet needs are better served through the strategies implemented. Performance measures were identified in conjunction with the transportation providers after the high priority strategies were identified. It is essential that these performance measures are easy to track or already a component of the tracking already undertaken by the service providers so it is not an increased burden. The performance measures identified are listed below.

Transportation Need	Strategies	Performance Measure
Sustain Existing Transportation Services	<ul style="list-style-type: none"> • Maintain dial-a-ride operations • Provide for replacement of vehicles that have exceeded useful life • Seek funding for vehicle repair and maintenance • Continue policies for companions to ride free 	<ul style="list-style-type: none"> ○ Maintain ridership for dial-a-ride services ○ Vehicles replaced as needed ○ Funding for vehicle repair and maintenance obtained ○ Free companion policy maintained
Stable Funding for Transportation Services	<ul style="list-style-type: none"> • Continue to leverage all match against state and federal grant funds 	<ul style="list-style-type: none"> ○ All match for state and federal funds met
Availability of Service	<ul style="list-style-type: none"> • Provide information on private charter services in central transportation information resource 	<ul style="list-style-type: none"> ○ Private charter service information updated annually and accessible
Days of Public Transit Operations	<ul style="list-style-type: none"> • Promote private providers offering weekend service 	<ul style="list-style-type: none"> ○ Private weekend service provider information updated annually and accessible
Service Routes	<ul style="list-style-type: none"> • Coordinate volunteer driver list in South Wasco County • Assist Wamic Senior Bus to achieve independent status and operations 	<ul style="list-style-type: none"> ○ Organized volunteer driver list for South Wasco County ○ Wamic Senior Bus is a separate 501(c)3
Information about Transportation Services	<ul style="list-style-type: none"> • Produce brochures and distribute at senior centers • Create and distribute reference magnets • Produce radio spots about transportation services, including ones for Radio Tierra • Develop brochure to place at locations frequented by the target populations • Continue participation in Gorge TransLink, maintain website as a central information resource, and support TransLink in seeking a mobility manager • Continue communication with human service providers about transportation services. 	<ul style="list-style-type: none"> ○ Increased ridership in general ○ Increased use of website ○ Improved connections with human service providers

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Understanding How to Use Public Transportation	<ul style="list-style-type: none"> • Offer travel training and coordinate with human service agencies 	<ul style="list-style-type: none"> ○ Drivers report improvement in rider understanding of the system ○ Increased ridership
Planning and Coordination	<ul style="list-style-type: none"> • Continue shared administration with Hood River Transportation District • Continue communication with human service providers about transportation services 	<ul style="list-style-type: none"> ○ Shared administration in place ○ Improved connections with human service providers

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Plan Review and Adoption

2007-2010 Coordinated Transportation Plan Adoption

The first draft of this coordinated transportation plan was presented to the Wasco County STF committee on January 11, 2007 and to the Wasco County Board of County Commissioners on January 17, 2007. It was discussed at both of these meetings. The draft plan was approved for submission to the Oregon Department of Transportation with the applications to the Public Transit Division Discretionary Grant Program. The final plan was completed in April 2007.

2009-2011 Coordinated Transportation Plan Update

Under contract with Association of Oregon Counties, Mid-Columbia Economic Development District began updating the plan for 2009-2011. A draft was presented to the Wasco County STF committee in January and March 2009. The draft plan was also posted on MCEDD's website (<http://www.mcedd.org>) for public review between February 2009 and March 2009. Stakeholders were encouraged to provide feedback. The final plan was approved by the Wasco County STF committee and the Wasco County Court in April 2009.

Future Plan Reviews

This plan is designed to be reviewed and updated at least once every three years or as conditions change. It should be reviewed and updated in 2012 at the latest.

Appendix A: Stakeholder Survey

Name: _____ **Title:** _____

Organization: _____

I. Transportation Description

How familiar are you with the current transit services in your county? (What services are you aware of?)	
How would you rate those services: excellent, good, fair, or poor?	
How do you think your constituents view public transportation these services?	
Does your organization provide any of its own transportation services for your clients? <ul style="list-style-type: none"> - How are they integrated into the public transit system? - Would you be open to leveraging resources, sharing vehicles, or expanding or changing services? 	

II. The Need

How many people do you represent?	
What are their characteristics (age, income, abilities)?	
What are their transportation needs? Unmet needs?	
Are you aware of any changing conditions that may alter these needs?	
How extensively do they use/need to use public transportation?	
What are the primary destinations they need to travel from and to?	
What are the primary obstacles to using public transportation?	

III. Marketing and Communication

Do you think that information about public transportation services is easy or difficult to obtain and is it in a format that can be accessed by your constituents?	
How could information about transit services be more effectively communicated with your constituency?	

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IV. Prioritizing

What would it take to make transit more useful for your constituents?	
Currently, what would you list as your top 3-5 priorities for public transportation?	

V. Further Communication

Do you have any additional contacts you would recommend I get in touch with?	
What would be the best means of getting in touch with (your clients) regarding transportation needs?	
Do you have any additional comments you would like to make?	

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Appendix B: Transportation Survey

Help us improve transportation services!

Mid-Columbia Economic Development District (MCEDD) is developing a coordinated transportation plan focused on the needs of seniors, individuals with low income, and individuals with disabilities. With limited resources and funds available for public transportation, we appreciate your responses as they will help prioritize transportation needs. Completed surveys may be returned to DHS and will be picked up by MCEDD.

Where do you usually need to travel?

- | | |
|--|---|
| <input type="checkbox"/> The Dalles | <input type="checkbox"/> Hood River |
| <input type="checkbox"/> Around Wasco County | <input type="checkbox"/> Around Hood River County |
| <input type="checkbox"/> Portland/Vancouver | <input type="checkbox"/> Other |

Where do you need transportation to get to?

- | | |
|---|---|
| <input type="checkbox"/> Shopping trips | <input type="checkbox"/> Medical appointments |
| <input type="checkbox"/> Special events | <input type="checkbox"/> Other |

What days and times would you like to have access to transportation? (Please list and be as specific as possible)

Do you use public transportation?

- Yes No

How would you rate the public transportation system?

- Excellent Good Fair Poor

Do you have any comments on how we can improve public transportation services?

Appendix C: Stakeholder Interview Matrix and Public Feedback

Organization	Service Area	Service Pop'n (Low Income, Senior, or Disabled)	Needs and Barriers Identified	Common Destinations	Common Origins	Coordination Opportunities	Solutions
DHS	Serves all of Wasco County	children and families, including foster children, child abuse, and parents with drug/alcohol issues	<p>Public transportation is not available after hours and on the weekends.</p> <p>Local taxis can provide evening and weekend service, but are a costly alternative</p> <p>There is some need to transport school age children that are too young to go by themselves. Escorts are required in this case, which is difficult to arrange</p>	<p>Alcoholics Anonymous meetings</p> <p>Apartment complexes</p>			<p>Have an on-call service</p> <p>Have a fixed route through the City</p>
Eastern Oregon Support Services	Serves all of Wasco County	All clients are 18 years of age and older. All are low-income	<p>For evenings and weekends they are forced to utilize taxis or hire personal transportation, which is expensive. Need for transport to special events such as Special Olympics</p> <p>Scheduling in advance is an obstacle.</p>	BiMart for discount shopping.	Going to work or shopping in City of The Dalles		Eastern OR Support Services generally sends out resource lists to their clients. Ensure that brochures are available at their offices. Ads in the paper might also be useful.
Area Agency on Aging	Wasco, Sherman, Gilliam, Wheeler and Hood River	elderly individuals	<p>Would prefer a regular schedule.</p> <p>Offer more connections to Portland. Seniors have issues when they need to get to Portland for appointments, but they do not have enough insurance to take an ambulance and would be fine to go in a car.</p>				Establish a transportation summit for organizations dealing with the elderly and people with disabilities to discuss coordinating and

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			Seniors require affordable transportation to special events and social events				improving services to their constituents. Provide a bus for special events and social events for seniors
Mid Columbia Housing Authority	Wasco, Sherman and Hood River Counties in Oregon and Klickitat and Skamania counties in Washington	Low-income families	Clients often have difficulty scheduling in advance Large need for work-related transportation	State Offices, Mid Columbia Housing, clinics, Grocery Stores			complete a full marketing plan. local radio spots. Add a link to the GorgeTransLink on the MCHA website and also flyers in their office.
ARC	Mid Columbia.	Serving clients with disabilities.	Would like to have an after hours bus that ran one night a week for the ARC to get their clients with developmental disabilities to social events Would like extended hours for getting people to and from their jobs				ARC has limited funding available and would like to use some of it to coordinate transportation for their clients to special events.
Mid Columbia Center for Living		Serves low-income, senior and disabled populations.	Youth need transportation for after school activities and meetings. Many clients in low-wage occupations need a reliable bus to transport them to work the early morning shift Transportation for seniors is needed as many stay at home Fares can be a hindrance to some. Evening services are needed,				For marketing to the Latino/a community, try advertising in: Radio Tierra, El Papatote, School Newsletter, Hospital Newsletter

			especially to get individuals to evening appointments and group sessions at Center for Living Some clients are not capable of planning ahead to schedule rides				
MCCOG Workforce Investment Act	Hood River, Wasco, Sherman, Gilliam and Wheeler counties.	Serving low income populations, especially dislocated workers.		To and from: Employment Child care College classes			The marketing and service is great given what the community has to work with. If more transportation services were available, then more marketing could be undertaken
La Clinica	The Dalles and Hood River,	Serving low-income clients.	On demand transportation must be covered by La Clinica. The Transportation Network does not have a means to service as an on-demand transportation provider (they require advance notice to schedule rides)				
Mid-Columbia Community Action Council	Hood River, Wasco and Sherman Counties	low and middle income individuals	Very low income individuals may not have a phone or money to use a pay phone to dial a ride. The transient and low income populations often have limited skills and planning ahead- even 24 hours- for a ride is unfeasible	To: La Clinica, Hospital, MCCOG for the work program, Center for Living, DHS offices	From: Major apartment complexes in The Dalles		Have a donation based fare. Establish more fixed route systems
Next Door	Wasco County	The Latino/a community. Many are low income. Some are seniors.					
Patient Discharge, Mid-Columbia	Wasco County	All populations	Transportation required after hours Transportation Network operates. Private transportation expensive	MCMC Hospital			

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Medical Center			<p>Cross-county and cross-state transportation to get patients from MCMC to their homes in Sherman County. Getting patients to Washington also requires coordinating with Mt Adams Transportation</p> <p>Difficult to arrange for dial-a-ride service when discharging patients as it is sometimes short notice if their medical condition changes</p>				
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Public Feedback: Survey Responses

Transportation Network On-Board Surveys

Overall, individuals currently using the Transportation Network were extremely satisfied with the service citing adequate operation hours and travel locations, kind and helpful drivers, a responsive system, reasonable fares, great companion policies and safety. A number of riders commended the Transportation Network for providing a high level of service with limited resources. A few riders commented that without the Network they would have no other means of transportation and rely heavily on what the service can provide. Word-of-mouth (from family or a human service provider) was the most common means by which the riders had first learned of the system. The on-board surveys revealed an overall rating of "Excellent" from 13 of 15 riders.

Senior Mealsite Surveys

By contrast, the senior mealsite surveys at Mosier, Dufur, The Dalles, and Tygh Valley showed a large range of responses, with "good" ultimately reaching a majority (39%). Followed by "poor" (33%), "excellent" (24%) and "fair" (4%).

The most positive responses came from The Dalles, where transportation services have the largest presence. The least positive responses came from communities in the more rural parts of the county. However, those in South Wasco County were generally more favorable as a result of having access to the Wamic Senior Bus.

The individuals recording "poor" or "fair" ratings often had not used the system and had misinformation about what it could provide. For instance, a senior living in Dufur thought that neither the Transportation Network nor the Wamic Senior Bus would pick her up to reach medical appointments and access shopping centers in The Dalles. Both providers, however, have indicated a willingness to do so. These types of responses, in which seniors acknowledge a need for transportation, but no information on accessing it, provide an

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indication that marketing and outreach, especially to the more rural communities in Wasco County where transportation services have less of a presence, should be increased.

Individuals with correct information about the system generally cited as pressing issues:

- Increasing operating hours to include evening and weekend service.
- Creating daily fixed or deviated route service to eliminate the difficulty of scheduling a ride at least 24 hours in advance.
- Providing better transportation to Hood River and a connection to CAT
- Offering affordable travel to Portland. The surveys indicated, however, a stronger preference for services to and within The Dalles (94.3%) and South Wasco County (32.9%) than for services connecting to Portland (27.1%).
- Assisting with the coordination of transportation to special events for seniors
- Increasing marketing of existing services by placing information at senior centers and creating reference magnets about services. Letting seniors and people with disabilities know that they can access the services.
- Reducing fares.
- Reinstating past services such as the Mosier Senior bus.
- Providing options for travel within South Wasco County, not just to The Dalles.
- Accessing Wasco County taxes for increasing Transportation Network services.

Department of Human Services Surveys

Surveys conducted at the Department of Human Services office in The Dalles were collected in late December 2006 and responses were reviewed in January 2007. A total of 11 responses were received.

Travel Locations

When asked where travel was required, 100% of all respondents from the DHS survey cited The Dalles as the main place they required transportation. This was followed by Hood River (27.3%), elsewhere in Wasco County (18.2%), and Portland (9.1%). Medical appointments (81.8%), work (63.6%) and shopping trips (54.5%) constituted the main reasons for needing transportation. Multiple responses were allowed.

Perceived Quality of Public Transportation Services

Two thirds of respondents rated public transportation services in Wasco County as “fair” or “poor.” This was followed by 22.2% who thought the service was “good” and 11.1% who thought the service was “excellent.”

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Comments

In addition to requests for service, those taking part in the survey noted that they wanted a simpler system for public transportation, regular local routes, additional drivers to limit the number of days in advance one must call, and lower cost options. Cost was a factor for many individuals, who desired a fareless bus.

Chamber of Commerce Surveys

Information was collected in December 2008 and January 2009. An article requesting employer feedback appeared in the December newsletter of The Dalles Area County Chamber of Commerce and in the December newsletter of the Mid-Columbia Economic Development District. The article directed readers to a SurveyMonkey survey providing employers and employees the opportunity to respond electronically and anonymously regarding their transportation needs. This outreach effort to employers in Wasco County was initiated to further reach the low-income population and better understand access to work requirements. Five employees/ general public responded to this survey; no employers responded.

The main need for transportation cited by respondents was for shopping trips (3 respondents) with work cited as the second highest need (2 respondents). Respondents currently used mostly cars for transportation, with walking and biking as their main alternative method. They traveled 5 to 10 miles per day on average. Most lived within The Dalles and traveled mostly within that town. Reasons cited for not using public transportation included convenience, ease of access, and scheduling difficulties. Other comments encouraged pedestrian and bike access over the Hood River Bridge and finding ways to encourage biking/walking to work.

Klickitat Horizons Surveys

Surveys were distributed by the Klickitat County Horizons group, focusing on contact through the school systems, including North Wasco County School District. Approximately 1600 survey responses were collected from around the region; approximately 500 respondents reported a location in Wasco County as their place of residence. Answers reported below are from all respondents, not those only residing in Wasco County.

When asked if they currently use vanpools, carpools or public transportation, two thirds of respondents answered no while one third answered yes. Respondents mostly traveled to Hood River, with The Dalles coming in second. About 45% of respondents use a car to make several trips per day from their homes, 40% made one to two trips per day and 15% made less than five trips per week.

To the question of how the rising cost of transportation has affected their families, 54% responded that costs have not really affected them, 40% have cut non-essential expenditures to cover rising costs and 6% are no longer able to meet basic needs. When asked if they would use public transportation for work or shopping if it was available, respondents were almost neatly divided: 34% would be

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willing to adjust their schedule and walk some if it saved money, 30% would only be able to use it once or twice per week, and 35% wouldn't use it.

Public Feedback: Public Meetings

Public meetings held in Maupin and The Dalles brought forth comments from residents, transportation providers, and human service organizations. Needs and issues identified in these two meetings included:

- Existing public transportation services are vital to the communities they serve.
- Wamic Senior Bus lacks an adequate number of volunteer drivers.
- Some South Wasco County residents would like to expand Wamic Senior Bus operations to cover travel within South Wasco County communities.
- Canyon Rim is a new assisted living facility in South Wasco County which has the capacity for up to 32 residents. This facility will change the transportation needs of South Wasco County and coordination is needed, particularly with the Wamic Senior Bus.
- A public education and awareness campaign regarding existing services and the importance of transportation services to those using them is important.
- A better connection to Hood River is necessary.
- South Wasco County would like to consider coordinating a volunteer driver list. The communities would designate a contact for residents to call if they required transportation. This contact would then coordinate travel with a more mobile resident.

Potential solutions for some of the gaps in transportation services for seniors, individuals with disabilities and individuals with low incomes were identified during the course of the meetings. The process of attending the meeting and interacting with the participants already has some of the interested parties talking. For instance, in South Wasco County, Wamic Senior Bus and Canyon Rim began discussions on increased coordination for transportation of Canyon Rim residents. Other solutions included:

- Determining demand for transportation within South Wasco County by advertising in local papers, particularly the WamPinRock, and at community gathering spots.
- Recruiting volunteer drivers for the Wamic Senior Bus by advertising the need and utilizing existing volunteer networks, such as the EMS.
- Conduct a public outreach campaign to better inform special needs populations of their transportation options.
- Connect to Columbia Area Transit for trips to Portland.

Stakeholder Feedback

Stakeholders commended the Transportation Network for providing a maximum level of service given a limited level of funding. Sustaining existing services was noted as a priority; however unmet transportation needs still exist. The interview form used in

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consulting with stakeholders is available in Appendix E. For a detailed matrix of interview responses, see Appendix F. In general, according to stakeholder interviews, the unmet transportation needs include:

Marketing and Outreach

As noted by the public meetings and surveys, special needs populations do not always realize that they can access public transportation services. Those that are aware of services usually hear of them through word-of-mouth from family, friends, or employees of human service agencies or community organizations. This sentiment was reinforced through the stakeholder interviews. Stakeholders noted that these populations often access a number of human service resources, so continually providing a flow of information to stakeholders is extremely important. Connection can be made with the human service agencies through regular transportation forums or mailings. It is also important to educate new employees and ensure that information is flowing throughout an organization to reach front desk employees as well as administration. Additional ideas included:

- Developing a full marketing plan.
- Providing links to Gorge Translink on human service agency websites.
- Hosting a student intern to write articles for the paper.
- Placing transportation brochures at places frequented by the target populations.
- Producing radio spots, including ones to be aired in Spanish on Radio Tierra.

Extended Hours

Early morning and evening service to facilitate work related needs for individuals with disabilities, seniors, and individuals with low incomes was the most frequently cited need. Evening hours were also a priority for getting individuals to addiction and support groups. Individuals attending these groups have often lost their license and have few resources for transportation. Weekend hours were also requested, but the transportation needs were mainly for shopping and convenience.

Connection to Other Transportation Systems

Stakeholders noted a need for increased connection between other public transportation systems in the region, including Mount Adams Transportation in Klickitat County, Columbia Area Transit in Hood River County and Sherman County Transit in Sherman County.

Fixed and Deviated Route Service

A number of human resource providers noted the difficulty scheduling dial-a-ride service can place on special needs populations. Conversely, some providers noted that they used scheduling as a way to help their clients learn how to budget, plan, and live independently. For those without someone to assist in the process, however, it was noted as being more difficult. In addition, providers indicated that very low-income individuals may not have a phone or money to use a pay phone for advance scheduling. Further, some individuals have difficulties that prevent them from having the capacity to plan in advance.

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Senior Buses

Transportation for the elderly was a large concern for many stakeholders. Wamic Senior Bus noted that it will need more volunteers to meet service demands. The Mosier Creek Terrace lamented the loss of their bus, Mosier Senior Bus, apparently due to the inability to cover insurance costs. They would like to return the service, if they could locate resources to cover the necessary costs.

Fare

The fare was generally mentioned as being quite reasonable, especially since it is supported by other sources. However, a few human resource providers noted that they have clients who simply cannot come up with the fare. This sentiment was reinforced through surveys in which individuals frequently cited fares as a barrier to their use of public transportation. Ideas presented included having a discounted fare available for special needs clients or moving to a donation based fare.

Companions

Transportation Network's policy on allowing companions to ride free was commended. Improvements can be made by coordinating with a community organization to maintain a list of volunteer companions who can ride with seniors to appointments

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Appendix D: Detailed Demographic Tables

Senior Population Projections

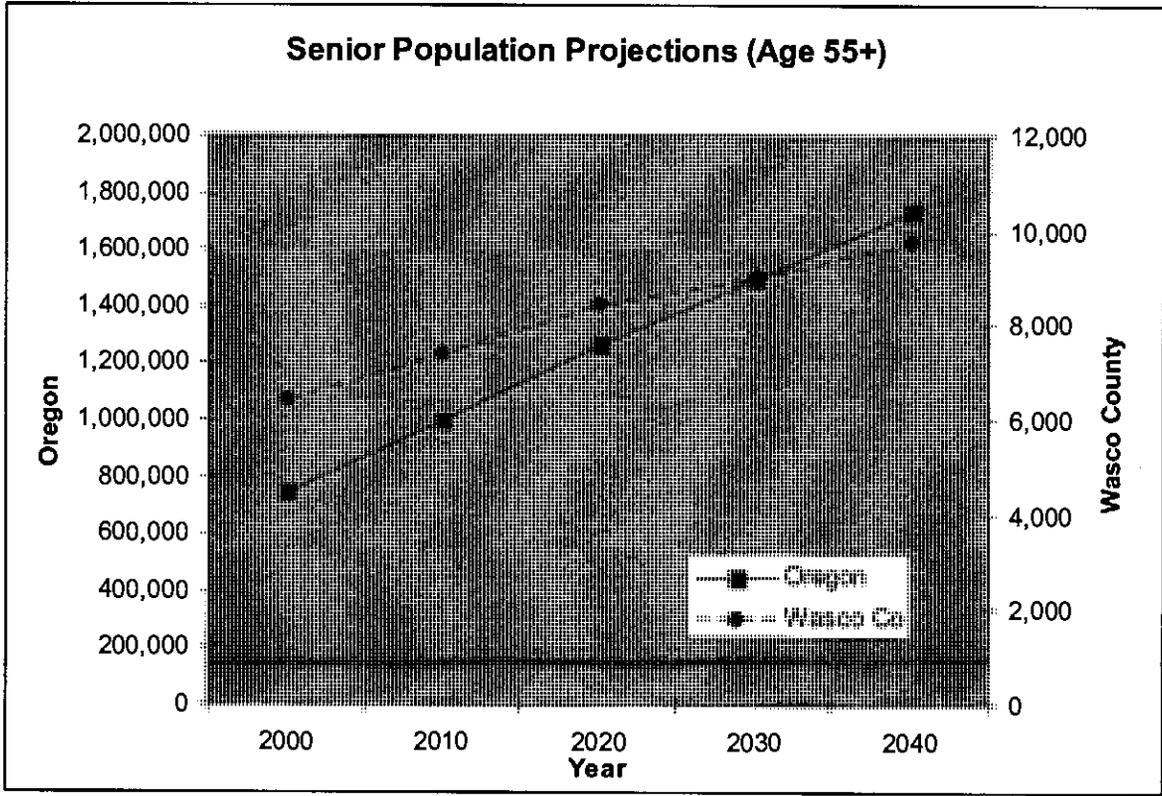
An aging population is projected for the State and the County.

Source: Oregon Office of Economic Analysis (April 2004).

Year 2000								
Area	Total	55-59	60-64	65-69	70-74	75-79	80-84	85+
Oregon Total	3,436,750	174,245	132,447	112,759	106,421	95,329	66,828	58,423
Wasco County	23,850	1,314	1,115	991	946	905	603	529
Year 2010								
Area	Total	55-59	60-64	65-69	70-74	75-79	80-84	85+
Oregon Total	3,843,900	268,023	228,279	159,820	112,772	85,347	67,733	76,272
Wasco County	23,753	1,815	1,706	1,153	891	702	552	586
Year 2020								
Area	Total	55-59	60-64	65-69	70-74	75-79	80-84	85+
Oregon Total	4,359,258	267,168	267,583	251,301	198,776	124,275	74,495	84,909
Wasco County	24,896	1,592	1,787	1,661	1,418	848	543	578
Year 2030								
Area	Total	55-59	60-64	65-69	70-74	75-79	80-84	85+
Oregon Total	4,891,225	280,047	261,311	253,683	237,821	201,648	137,799	119,971
Wasco County	26,563	1,387	1,415	1,512	1,564	1,316	967	814
Year 2040								
Area	Total	55-59	60-64	65-69	70-74	75-79	80-84	85+
Oregon Total	5,425,408	337,313	297,787	268,516	235,769	208,589	171,551	213,094
Wasco County	28,653	1,719	1,528	1,354	1,279	1,252	1,132	1,459

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Senior Population Projections (Age 55+)



This graph presents the data from the previous page.
 Source: Oregon Office of Economic Analysis (April 2004).

18009-0190(75)

Population Projections

An increasing population is projected for the State and the County, which will further put demands on public transportation systems.

Source: Oregon Office of Economic Analysis (April 2004).

Forecasts of Oregon's County Populations and Components of Change, 2000 - 2040

Total Population

Area Name	2000	2005	FORECAST						
			2010	2015	2020	2025	2030	2035	2040
Oregon	3,436,750	3,618,200	3,843,900	4,095,708	4,359,258	4,626,015	4,891,225	5,154,793	5,425,408
Wasco	23,850	23,420	23,753	24,297	24,896	25,670	26,563	27,522	28,653

Population Change

Area Name	Estimate	FORECAST							
	2000-2003	2000-2005	2005-2010	2010-2015	2015-2020	2020-2025	2025-2030	2030-2035	2035-2040
Oregon	104,750	181,450	225,700	251,808	263,550	266,757	265,210	263,568	270,615
Wasco	-300	-430	333	544	598	774	894	959	1,131

Annual Growth Rate

Area Name	Estimate	FORECAST							
	2000-2003	2000-2005	2005-2010	2010-2015	2015-2020	2020-2025	2025-2030	2030-2035	2035-2040
Oregon	1.00%	1.03%	1.21%	1.27%	1.25%	1.19%	1.11%	1.05%	1.02%
Wasco	-0.42%	-0.36%	0.28%	0.45%	0.49%	0.61%	0.68%	0.71%	0.81%

Net Migration

Estimates for 2000-2003 are based on PRC, PSU's estimates and data from Oregon Center for Health Statistics, DHS.

Area Name	Estimate	FORECAST							
	2000-2003	2000-2005	2005-2010	2010-2015	2015-2020	2020-2025	2025-2030	2030-2035	2035-2040
OREGON	58,773	103,767	143,442	161,847	171,677	179,044	186,502	196,057	207,240
Wasco	-282	-404	303	415	442	531	606	741	907

B3009-C190(75)

Wasco County Disability Characteristics

Source: U.S. Census, American Community Survey

Subject	Total
Population 5 years and over	21,862
With one type of disability	6.5%
With two or more types of disabilities	8.5%
Population 5 to 15 years	3,423
With any disability	6.5%
With a sensory disability	0.1%
With a physical disability	2.6%
With a mental disability	5.6%
With a self-care disability	1.6%
Population 16 to 64 years	14,681
With any disability	11.2%
With a sensory disability	1.5%
With a physical disability	7.2%
With a mental disability	4.4%
With a self-care disability	3.0%
With a go-outside-home disability	3.0%
With an employment disability	7.6%
Population 65 years and over	3,758
With any disability	37.3%
With a sensory disability	13.4%
With a physical disability	28.9%
With a mental disability	9.4%
With a self-care disability	8.0%
With a go-outside-home disability	10.4%

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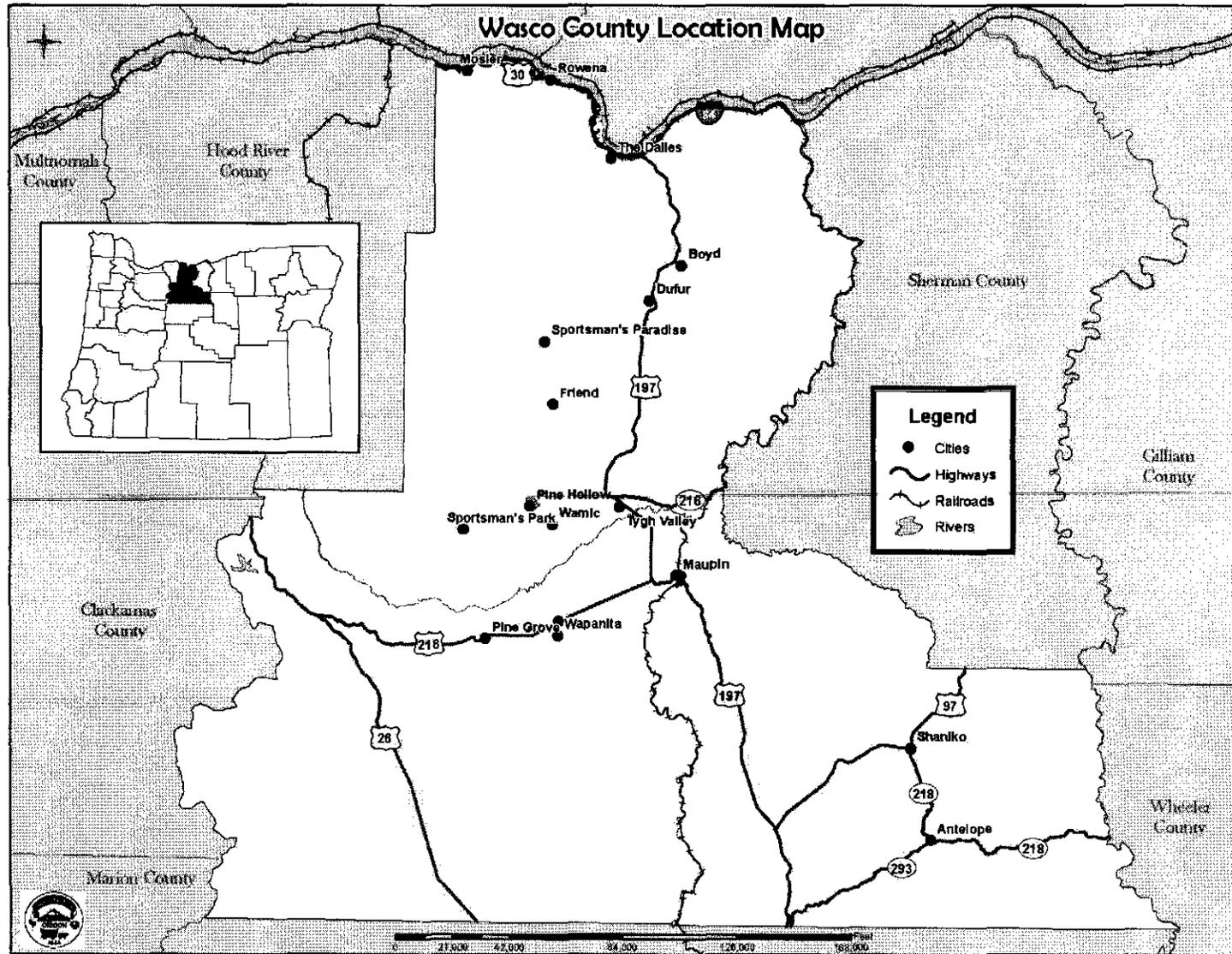
Wasco County Poverty Status by Disability

Source: U.S. Census, American Community Survey

Population 5 years and over for whom a poverty status is determined	21,829
With any disability	3,260
Below poverty level	27.2%
With a sensory disability	731
Below poverty level	14.0%
With a physical disability	2,227
Below poverty level	21.8%
With a mental disability	1,180
Below poverty level	50.7%
With a self-care disability	796
Below poverty level	39.3%
No disability	18,569
Below poverty level	10.8%
Population 16 years and over for whom a poverty status is determined	18,439
With a go-outside-home disability	825
Below poverty level	25.5%
Population 16 to 64 years for whom a poverty status is determined	14,681
With an employment disability	1,118
Below poverty level	47.3%
With any disability	5.4%
With a sensory disability	3.3%
With a physical disability	3.3%
With a mental disability	2.8%
With a self-care disability	3.0%
With a go-outside-home disability	3.1%
With an employment disability	3.3%

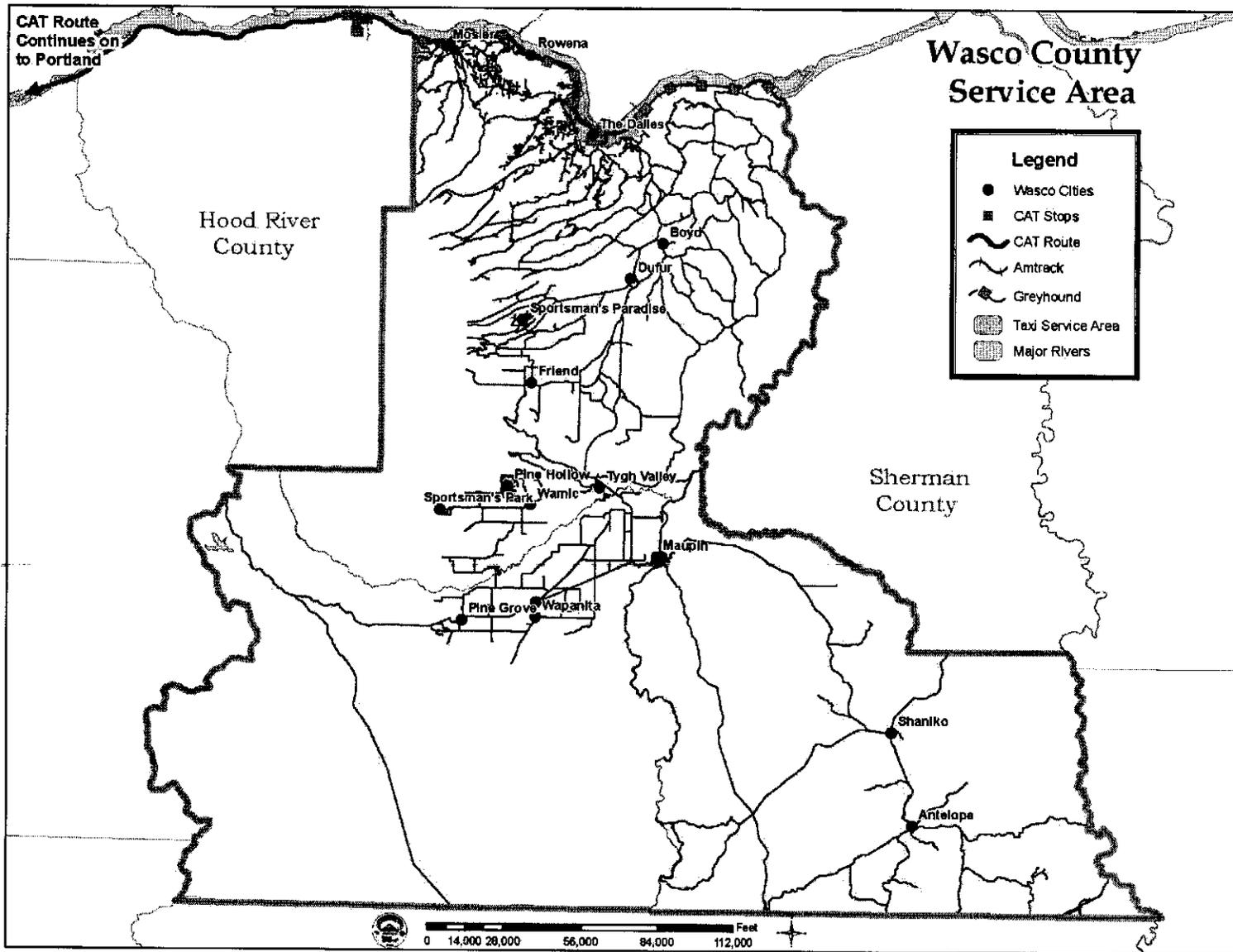
Appendix E: Maps

Locator Map



12009-0190(75)

Current Service Areas and Transportation Routes Map



12009-0190(75)

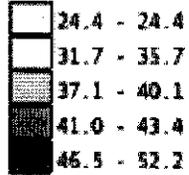
Population Distribution Map

TM-P017. Median Age: 2000
 Universe: Total population
 Data Set: Census 2000 Summary File 1 (SF 1) 100-Percent Data
 Wasco County, Oregon by Block Group

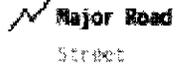
NOTE: For information on confidentiality protections, monitoring error, definitions, and other concerns see <http://www.census.gov/hhes/cen/cen2000/sf1.html>.

Data Classes

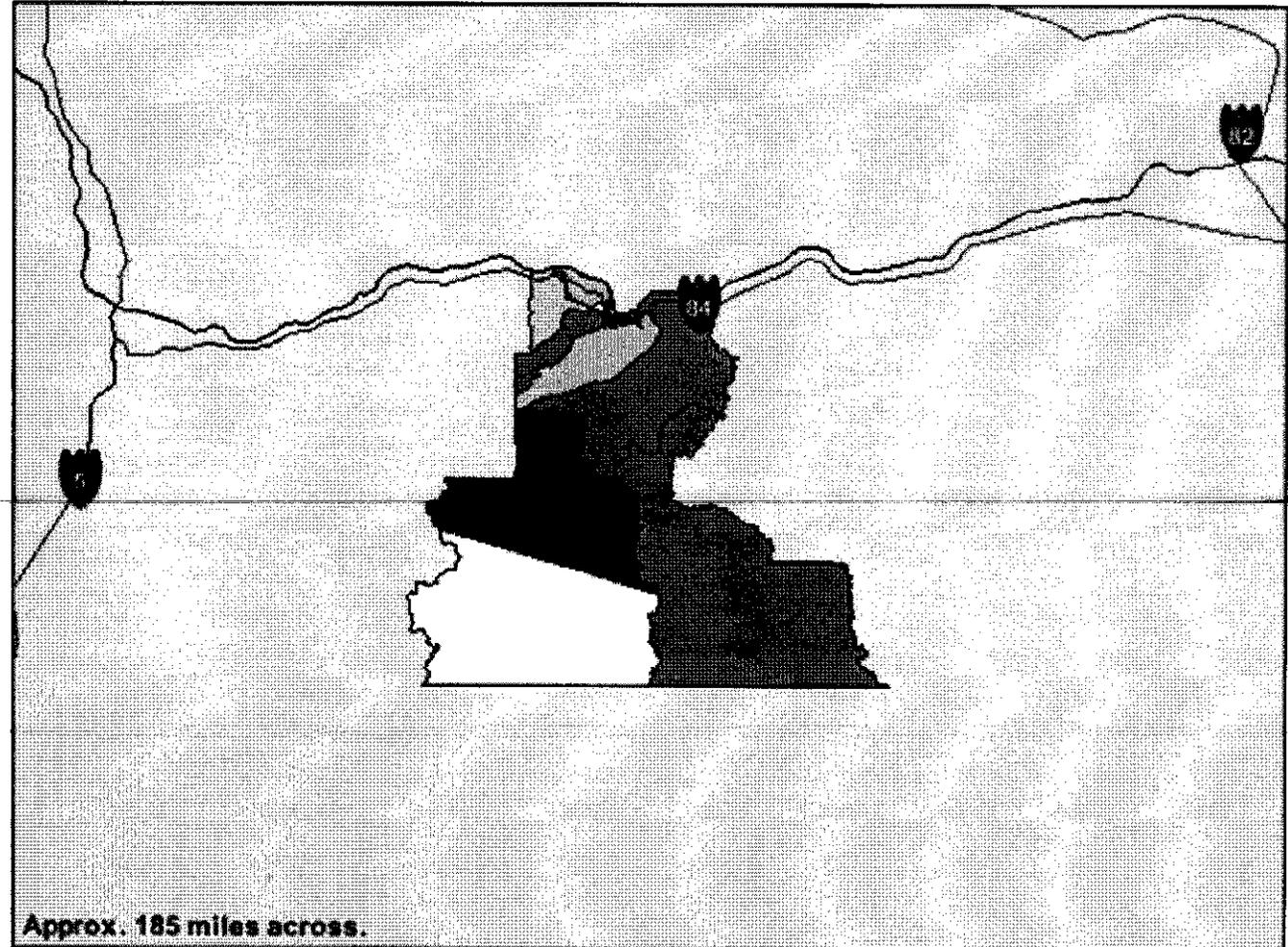
Years



Features



Items in gray text
 are not visible
 at this zoom level



Approx. 185 miles across.

Source: U.S. Census Bureau, Census 2000 Summary File 1, Map 2-12.

P2009-0190(75)

Elderly Population Distribution Map

TM-P020. Percent of Persons 65 Years and Over: 2000
 Universe: Total population
 Data Set: Census 2000 Summary File 1 (SF 1) 100-Percent Data
 Wasco County, Oregon by Block Group

Data Classes

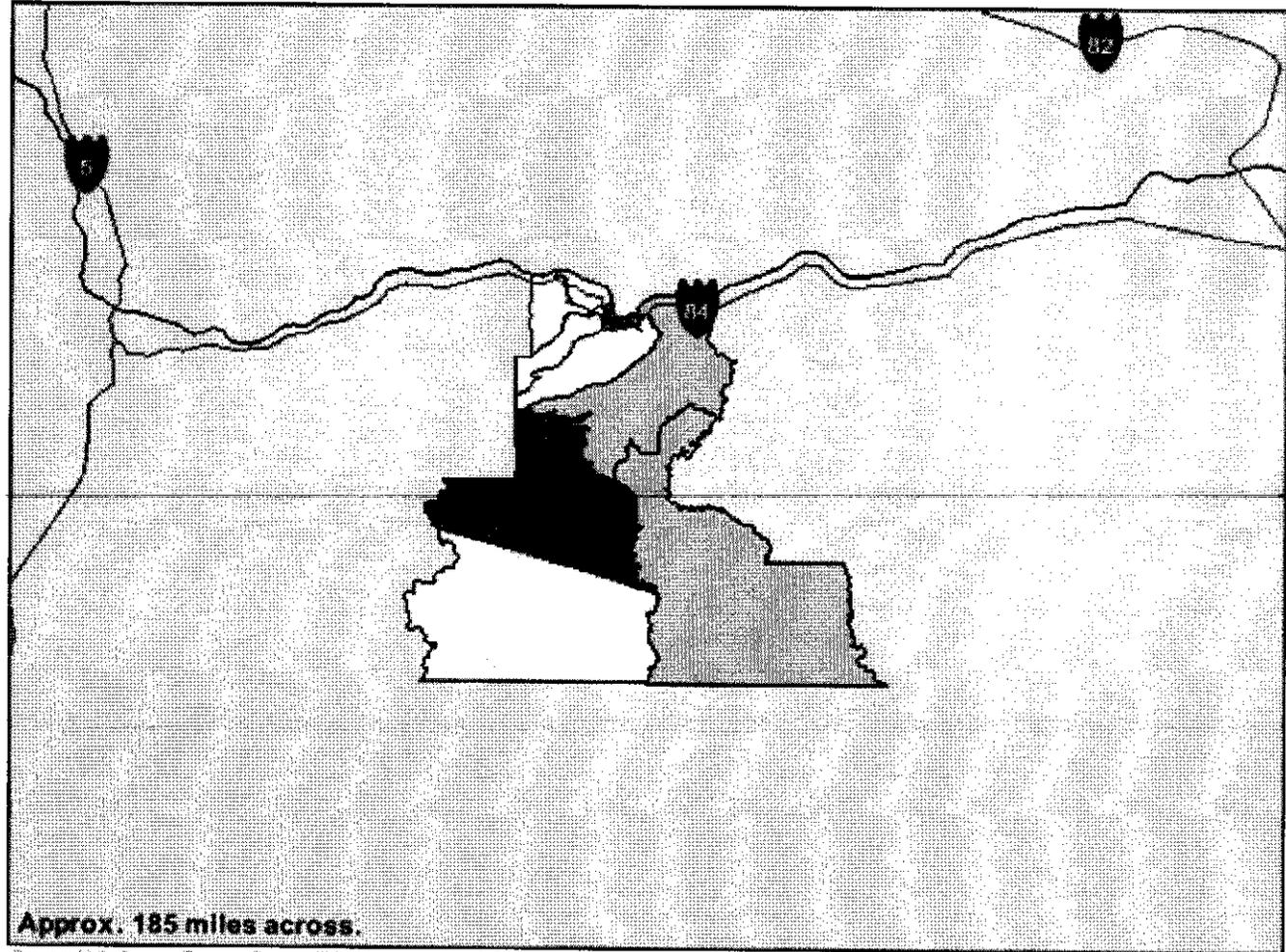
Percent	
	4.4 - 4.4
	9.2 - 13.6
	15.4 - 16.6
	18.9 - 22.3
	25.3 - 27.7

Features

-  Major Road
-  Street
-  Railroad

Items in *italic* text
 are not visible
 at this zoom level

NOTE: For information on confidentiality protection, nonsampling error, definitions, and other corrections see <http://www.census.gov/hhes/geo/data/states/2001/10.htm>.



Source: U.S. Census Bureau, Census 2000 Summary File 1, Tables P1, and P020.

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Individuals with Disabilities Population Distribution Map

TM-P046. Percent of Persons 21 to 64 Years With a Disability: 2000
 Universe: Civilian noninstitutionalized population 21 to 64 years
 Data Set: Census 2000 Summary File 3 (SF 3) - Sample Data
 Wasco County, Oregon by County Subdivision

Data Classes

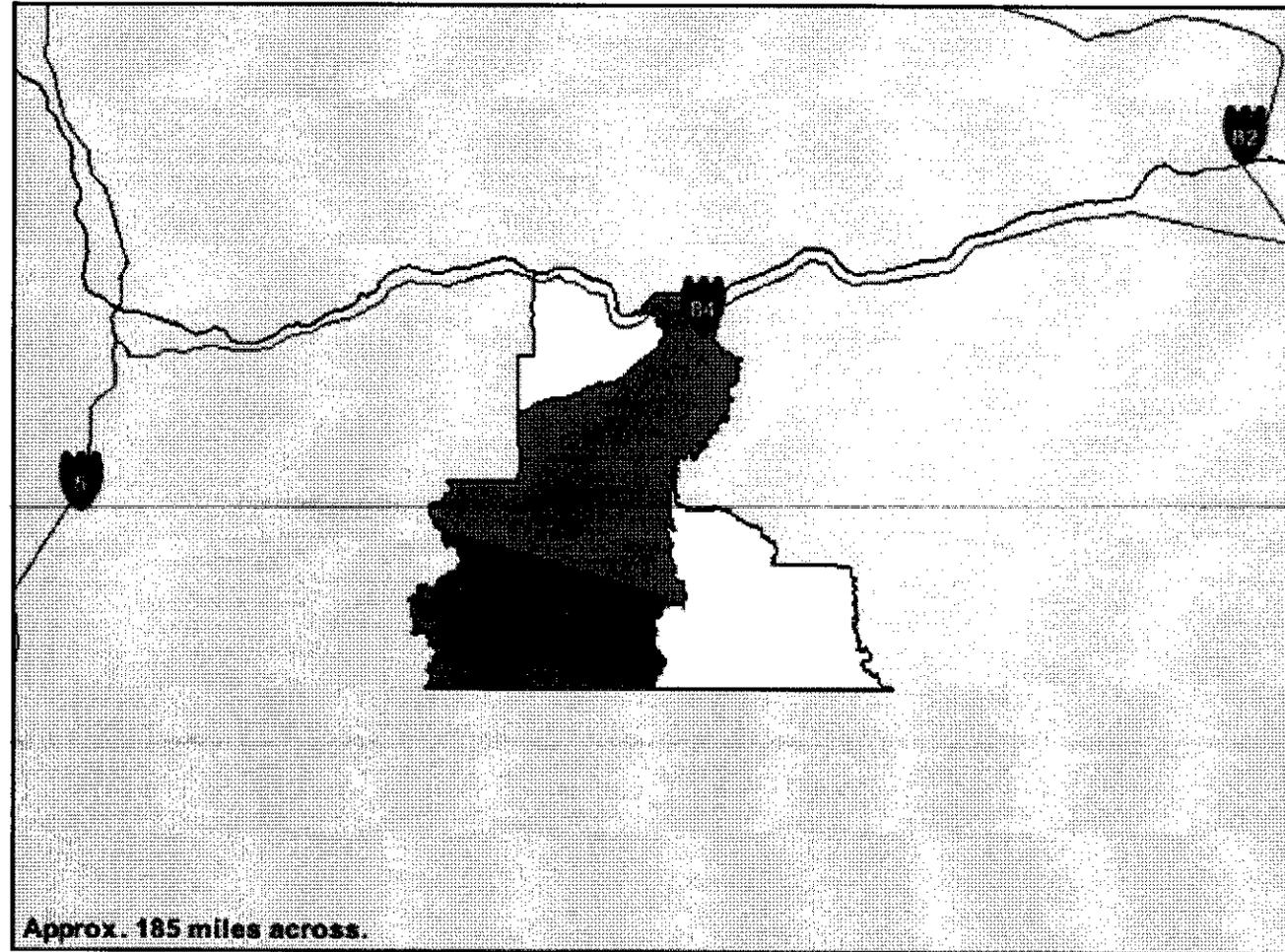
Percent	
	13.4 - 13.4
	18.1 - 18.1
	20.0 - 20.0
	28.7 - 28.7

Features

- Major Road
- Street

Items in gray text
 are not visible
 at this zoom level

NOTE: Data based on a sample except in P3, P4, H3, and H4. For information on confidentiality protection, sampling error, nonsampling error, definitions, and other corrections, see <http://www.census.gov/hhes/data/dataexp/d3.htm>.



Source: U.S. Census Bureau, Census 2000 Summary File 3, Matrix P40

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Low Income Population Distribution Map

TM-P067. Percent of Persons Below the Poverty Level in 1999: 2000
 Universe: Total population
 Data Set: Census 2000 Summary File 3 (SF 3) - Sample Data
 Wasco County, Oregon by Block Group

NOTE: Data based on a sample except in P0, P4, P8, and P9. For information on confidence by population, sampling error, nonresponse, and other considerations see <http://factfinder.census.gov/home/enr/data/cen2k/sf3.html>.

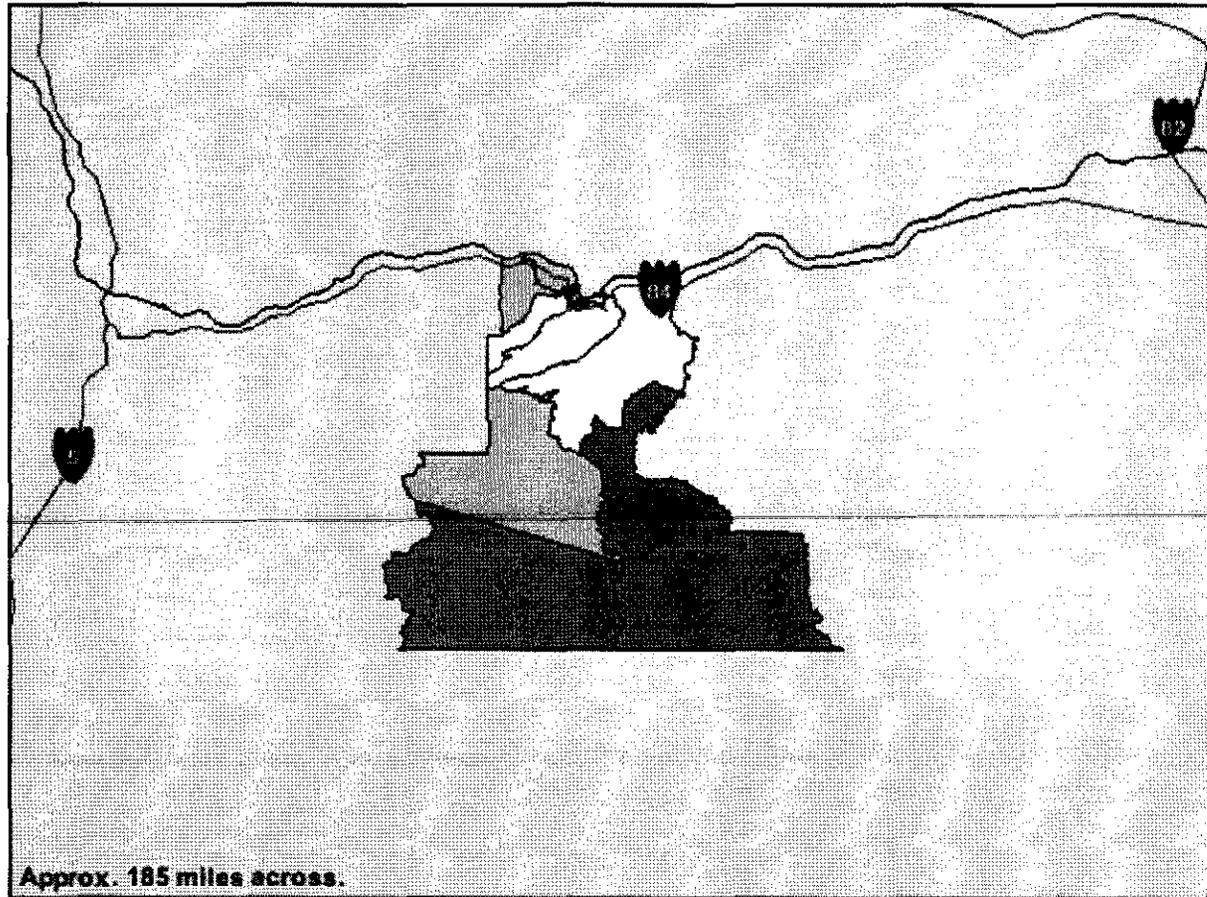
Data Classes

Percent	
	3.4 - 5.2
	6.8 - 8.8
	11.0 - 14.5
	18.4 - 22.5
	27.6 - 31.3

Features

-  Major Road
-  Street
-  Railroad
-  Hospital
-  School

Items in gray text
 are not visible
 at this zoom level



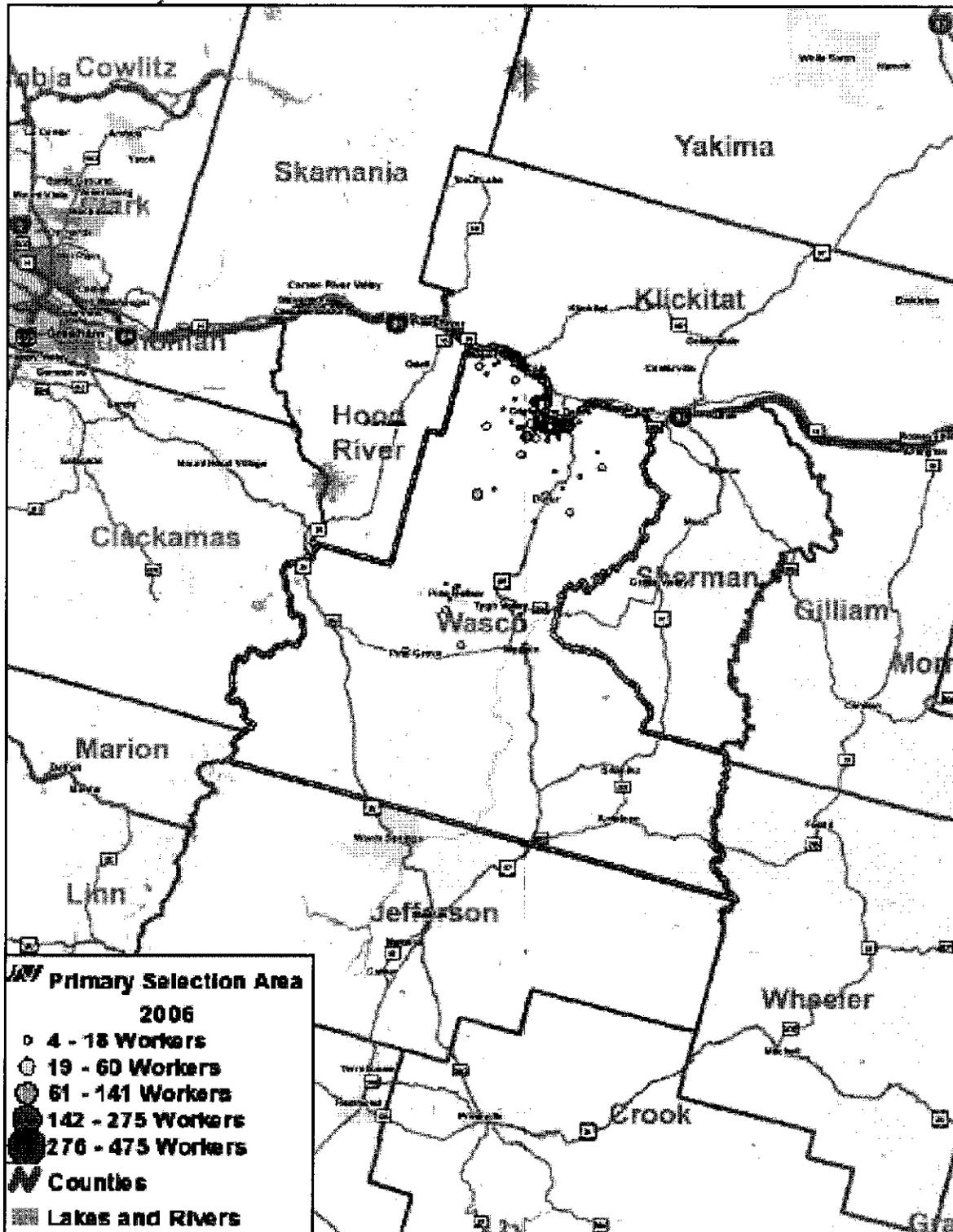
Approx. 185 miles across.

Source: U.S. Census Bureau, Census 2000 Summary File 3, Table P067.

12009-0190(75)

Work Place Distribution Map

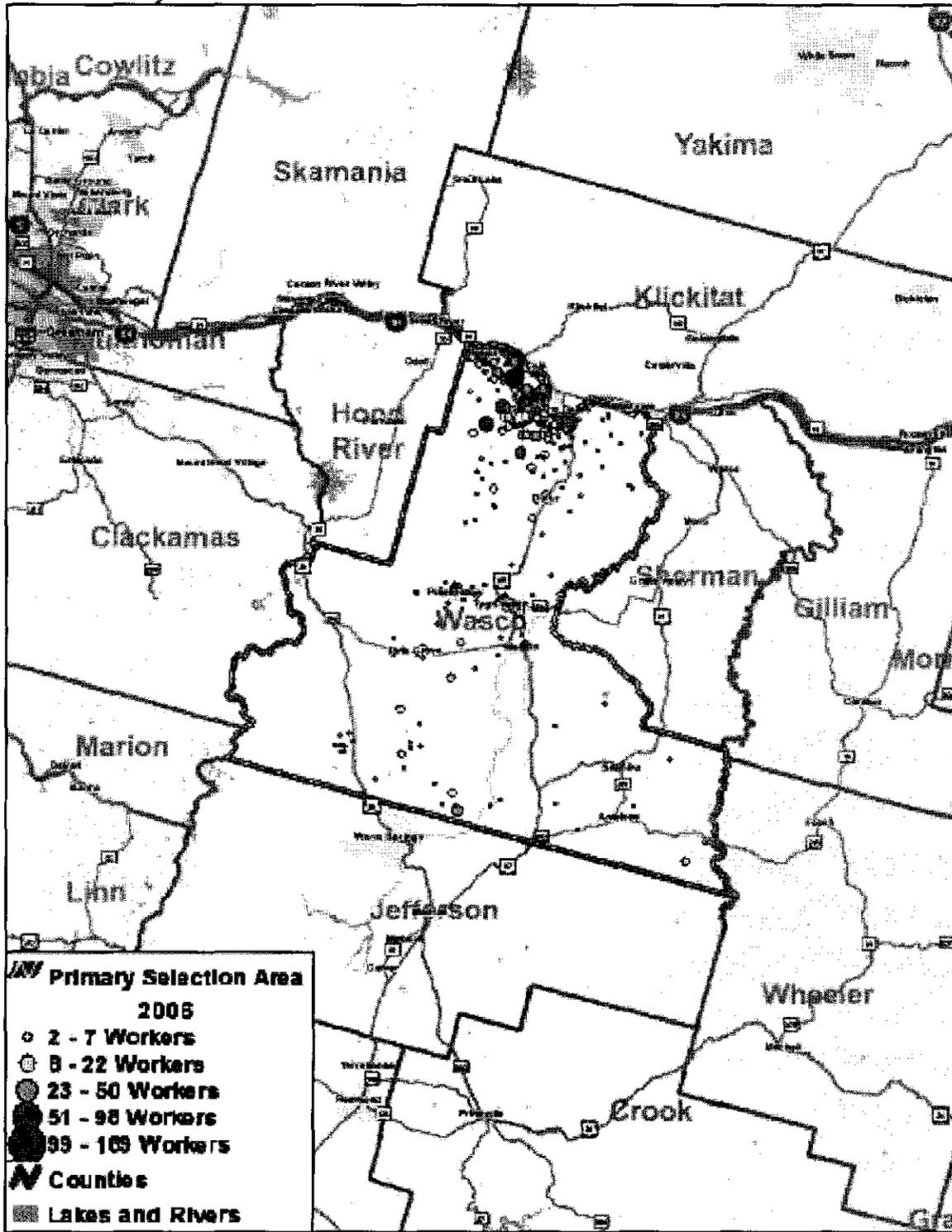
Source: US Census Bureau, Center for Economic Studies



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Low-Income Work Place Distribution Map

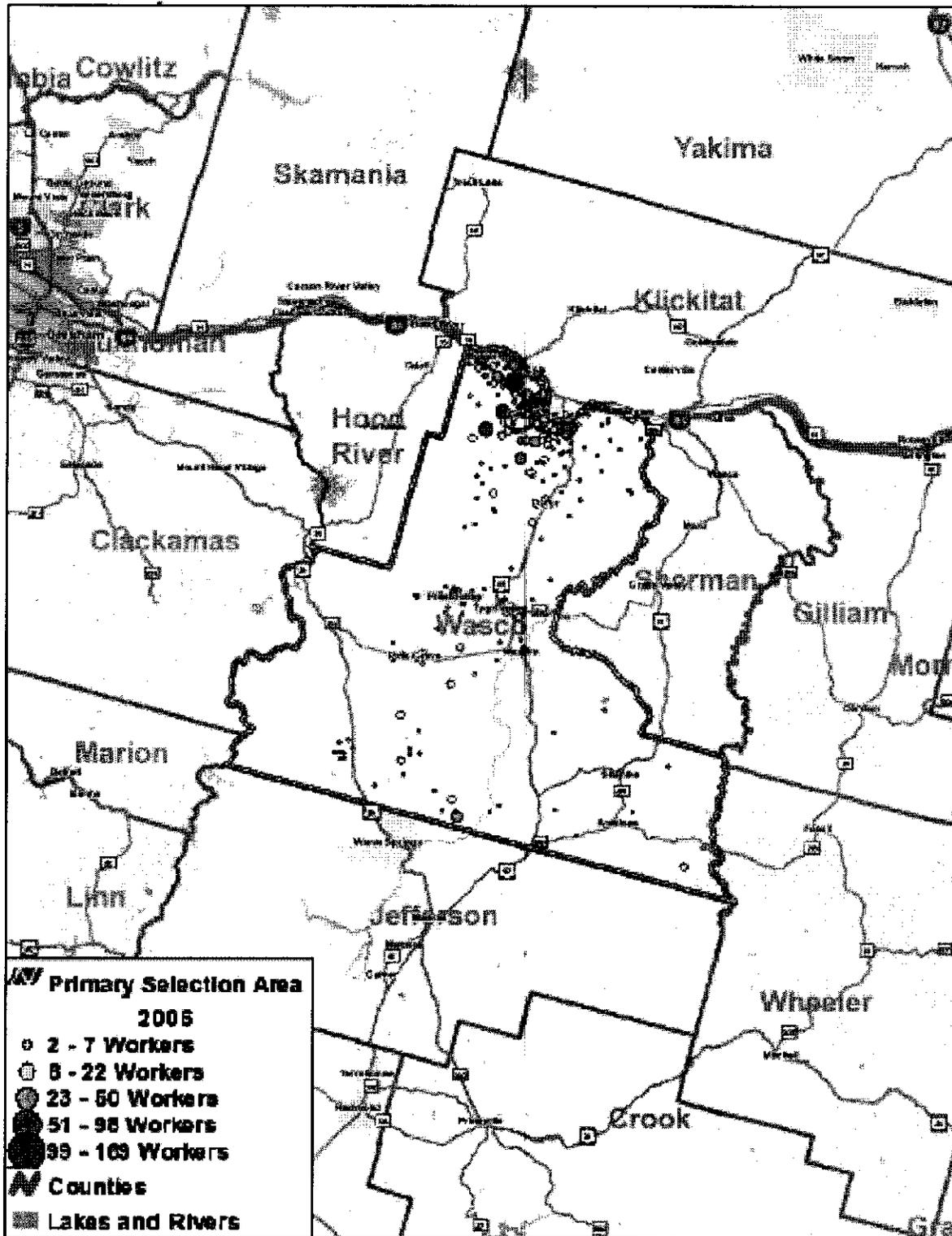
Source: US Census Bureau, Center for Economic Studies



P2009-019d(75)

Home/ Residential Area Distribution Map

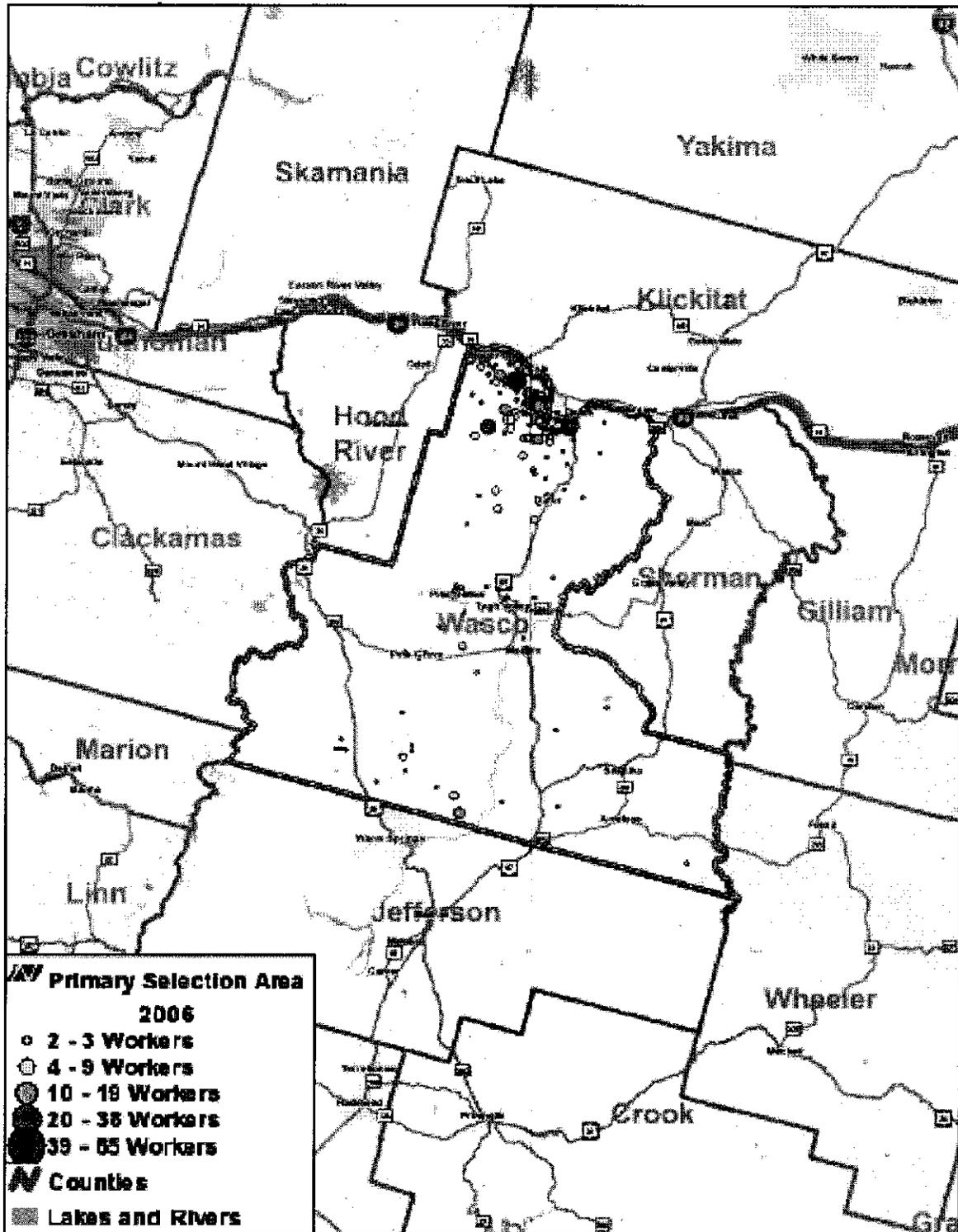
Source: US Census Bureau, Center for Economic Studies



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Low-Income Home/ Residential Area Distribution Map

Source: US Census Bureau, Center for Economic Studies



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Appendix F: Apartments in Wasco County

(Located in The Dalles unless otherwise noted)

American Village
West 10th Street

**Cascade West
Apartments**
West 5th Place

Center III Apartments
West 8th Place

**Chenoweth Rim
Apartments**
West 13th Street

Court Crest Apartments
Court Street

Commodore II
Court Street

**Casa Lomas
Apartments**
Vey Way

East Hill Village
(farmworker housing)
East 12th Street

Flora Thompson Manor
West 8th Street

**Pomona Terrace
Apartments**
Pomona Street West

**Sunray Terrace
Apartments**
(senior housing)
West 10th

**West Park Place
Apartments**
(low income working
family housing)
West 10th Street

Westside Village
West 7th Street

Mosier Creek Terrace
(senior housing)
Mosier, OR

**Rose Garden
Apartments**
(mentally disabled
housing)
East 9th Street

Sunrise Estates
West 7th Street

West Park Orchards
West 13th Street

Tillicum Apartments
West 7th Street

10th Street Apartments
(senior housing)
East 10th Street

Appendix G: Assisted Living, Nursing Homes, and Retirement Communities

(Located in The Dalles unless otherwise noted)

Canyon Rim Manor
Maupin, OR

Carolyn's Adult Care
West 10th Street

Cascade Senior Center
West 10th

Christy's Adult Foster Home
East 18th Street

Cherry Heights Retirement Community
Cherry Heights Road

Columbia Basin Care Facility
Webber Street

Evergreen
West 25th Street

Flagstone Senior Living
Columbia View Drive

Mill Creek Point
West 10th Street

Veteran's Home
Veteran's Drive

Appendix H: Fixed Route Schedules

Fixed Route to Portland

Location	Time
Departs from Transportation Center- 201 Federal St, The Dalles	7:30 AM
Transfer to CAT Bus at Columbia Area Transit Office - 600 E Marina Way, Hood River - leave for Portland	8:00 AM
Departs from Gateway MAX station PDX	9:15 AM
Depart from Portland Art Museum 10th & Jefferson - Tri-Met Bus Stop #3049	9:35 AM
Leave Oregon Health Sciences (Sam Jackson Park Road - Tri-Met Bus Stop #5028 under the pedestrian breezeway)	9:50 AM
Arrive Clackamas Town Center (Lower level, South side, Main entrance west of Barnes and Noble)	10:30 AM
Leave Clackamas Town Center (Main entrance west of Barnes and Noble)	2:00 PM
Depart from Portland Art Museum 10th & Jefferson - Tri-Met Bus Stop #3049	2:30 PM
Leave Oregon Health Sciences (Sam Jackson Park Road - Tri-Met Bus Stop #5028 under the pedestrian breezeway)	2:50 PM
Leave Gateway MAX station PDX	3:30 PM
Columbia Area Transit Office- 600 E Marina Way, Hood River	4:35 PM
The Dalles- Transportation Center 201 Federal, The Dalles	5:10 PM

Fixed Route The Dalles-Hood River

MORNING

STOPS	EASTBOUND	WESTBOUND
Rosauer's	6:00 AM	
Columbia Gorge Community College Building 4 Parking Lot- The Dalles	6:35 AM	6:35 AM
The Dalles - Transportation Center 201 Federal St		6:46 AM
Mosier Pocket Park by the bridge over the RR		7:05 AM
Hood River Hotel		7:13 AM
Hood River Wal-Mart		7:18 AM
Providence Hood River Hospital		7:25 AM
Columbia Gorge Community College - Indian Creek Campus		7:28 AM
Rosauers		7:30 AM

MID-DAY

LOCATION	EASTBOUND	WESTBOUND
Rosauers	12:00 noon	
Columbia Gorge Community College - Indian Creek Campus	12:03 PM	
Hood River Providence Memorial Hospital	12:08 PM	
Wal-Mart	12:13 P M	
Hood River Hotel	12:19 PM	
Transportation Center- The Dalles	12:44 PM	
Columbia Gorge Community College Building 4 parking lot- The Dalles	12:56 PM	12:56 PM
Hood River Hotel		1:27 PM
Wal-Mart		1:33 PM
Hood River Providence Hospital		1:38 PM
Columbia Gorge Community College - Indian Creek Campus		1:43 PM
Hood River - Rosauers		1:46 PM

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EVENING

STOPS	EASTBOUND	WESTBOUND
Hood River - Rosauers	5:00 PM	
Columbia Gorge Community College - Indian Creek Campus	5:03 PM	
Hood River Providence Memorial Hospital	5:08 PM	
Hood River - Walmart	5:15 PM	
Hood River Hotel	5:21 PM	
Mosier Pocket Park	5:29 PM	
The Dalles - Transportation Center 201 Federal, The Dalles	5:48 PM	
Columbia Gorge Community College Building 4 Parking Lot- The Dalles	5:58 PM	5:58 PM
Columbia Area Tansit office on 600 E Marina Way		6:28 PM

Appendix I: Complete List of Prioritized Strategies

Wasco County Coordinated Transportation Plan Strategies Prioritization Sheet		
Ref. #	Strategy Description	Ranking A-D
1	Maintain dial-a-ride operations	A
2	Provide continued operational funding for Columbia Gorge Center, vehicle maintenance and replacement, and maintain partnership with Transportation Network	B
3	Provide for replacement of vehicles that have exceeded their useful life	A
4	Seek funding for vehicle repair and maintenance	A
5	Continue policies for allowing companions to ride free	A
6	Improve ease of phone system at MCCOG for callers to Greyhound, Medicaid brokerage, and Transportation Network	B
7	Continue to leverage all match against state and federal grant funds.	A
8	Identify and utilize nontraditional sources of local funding, such as support from the business community/ARC/MCMC/etc	C
9	Establish taxing authority through referral to voters to establish a PTBA	C
10	Establish a volunteer recruitment strategy for Transportation Network	D
11	Expand Transportation Network services to include early morning hours	B
12	Expand Transportation Network services to include evening hours	B
13	Create fixed or deviated route service	C
14	Add drivers and vehicles to existing routes to reduce scheduling difficulties	B
15	Coordinate with human service agencies to allow use of phones to call Transportation Network	D
16	Provide information on private charter services in central transportation information resource	A
17	Offer weekend service operations through Transportation Network	C
18	Promote private providers offering weekend service	A
19	Coordinate volunteer driver list	A
20	Assist Wamic Senior Bus to achieve independent status and operate independently.	A
21	Restart Mosier Senior Bus	D
22	Enhance connections to Columbia Area Transit fixed route service 3 times/day and coordinate dial-a-ride service hours to allow connection	C

23	Enhance and develop connections to Mount Adams Transportation Services	B
24	Enhance and develop connections to Sherman County Transit	B
25	Connect to Columbia Area Transit service to Portland (offered once a week) and coordinate dial-a-ride service hours to allow connection.	B
26	Produce brochures and distribute at senior centers	A
27	Create and distribute reference magnets	A
28	Produce radio spots about transportation services, including ones to be aired on Radio Tierra	A
29	Host student intern to write newspaper articles and develop other marketing efforts	B
30	Develop full marketing plan and start a public education and awareness campaign	C
31	Develop brochure to place at locations frequented by the target populations, including human service agencies, laundromats, Gorge Center, and medical facilities.	A
32	Continue participation in Gorge TransLink, maintain website as a central information resource, and support TransLink in seeking a mobility manager	A
33	Continue communication with human service providers about transportation services.	A
34	Implement a donation based fare.	D
35	Develop a system of discounted fares for special needs populations	D
36	Establish transportation fare fund to support passengers who cannot afford to pay	D
37	Offer travel training and coordinate with human service agencies	A
38	Maintain list of volunteer companions to ride with seniors to appointments	D
39	Encourage employer vanpools	B
40	Encourage Carpool and rideshare options	B
41	Continue shared administration with Hood River Transportation District	A
42	Continue communication with human service providers about transportation services	A

ADOPTED this 15th day of April, 2009.

WASCO COUNTY COURT



Dan Ericksen, County Judge



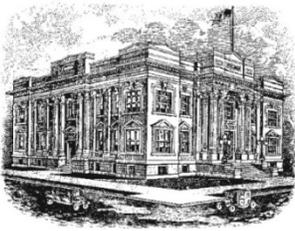
Sherry Holliday, County Commissioner



Bill Lennox, County Commissioner

Agenda Item
Transitional Housing

- [Request Letter](#)
- [Transitional Housing and Support Services
Program Personal Services Contract](#)



WASCO COUNTY
DEPARTMENT OF COMMUNITY CORRECTIONS
421 EAST SEVENTH STREET, ANNEX B
THE DALLES, OREGON 97058
PHONE: (541) 506-2570
FAX: (541) 506-2571



October 27, 2016

ADULT PAROLE & PROBATION
POST-PRISON SUPERVISION
COMMUNITY SERVICE

From: Fritz Osborne, Wasco County Community Corrections
To: Wasco County Board of Commissioners
Subject: Request for Transitional Housing Emergency Procurement Exemption

In January of this year I began seeking community partnerships to establish transitional housing in The Dalles. After several meetings, I had one small nonprofit in Hood River express interest in collaboration. Over the course of this year a tentative working agreement between ____ and ____ was ironed out and proposed to the County Administrator. Upon review of that nonprofit's budget and tax statements it was determined that they would be highly reliant on Wasco County financially to maintain their programs. Accordingly, it was recommended that I seek additional support and partnership towards this effort. An alternative option included utilizing space at NORCOR's Work Release area but the costs for staffing a new program there was prohibitive and does not provide the environment of a house in the community.

At that time I consulted with Kim Travis, Housing Outreach Integrator for the Oregon Department of Housing and Community Services. She put me in contact with Bridges To Change, a large and growing non-profit in Portland that currently operates transitional housing for Community Corrections departments in Multnomah, Washington and Clackamas counties. Bridges To Change came highly recommended from the Community Corrections directors of those counties who use the same grand funds that I have. Bridges To Change is interested in expanding in Wasco County, replicating their successful model for us. They've provided their balance sheets, audits, existing contracts, and cost breakdowns. The cost of their program is equivalent to what is charged to the other Oregon counties and will be less expensive than any options I'd previously identified.

We are now into the Fall season and our need to implement transitional housing is critical. As authorized by ORS 279B.080, our public contracting rules state that we "may make emergency procurements of goods or services," by describing the method used for the selection of the particular contractor (which has been stated above) and by documenting the nature of the emergency.

The nature of the emergency may be summarized by the following points:

- The process to establish a transitional housing program on the ground takes time as it is.
- Winter is coming and the weather has already created challenges for homeless offenders.
- We currently have specific offenders in crisis who pose a risk to the community, regularly land in jail, and who would qualify for transitional housing and benefit from its programs.
- The funding for this program comes from State grants with deadlines ending this fiscal year.

Based on this background I am requesting that the Board grant an Emergency Procurement Exemption for the direct appointment of a Transitional Housing Contract with Bridges to Change according to General Provision 21(3)(a)(ii) of the Wasco County Public Contracting Regulations which states that "procedures for screening and selection of persons to perform personal services...[may be done by] Direct appointment. The criteria for when this selection process may apply include [that] an emergency exists."

Thank you for your consideration on this matter.

Fritz Osborne
Manager, Wasco County Community Corrections

TRANSITIONAL HOUSING AND SUPPORT SERVICES PROGRAM

PERSONAL SERVICES CONTRACT

This Contract is by and between Wasco County (“**COUNTY**”) and Bridges To Change (“**PROVIDER**”), for the performance of transitional housing and support services for the Community Corrections Department of COUNTY in its goal to reduce criminal behavior by promoting positive change in individuals.

A. RECITALS

COUNTY has the need for the services of an organization with particular ability, knowledge and experience as possessed by PROVIDER. PROVIDER is an established provider of the transitional housing and support services as outlined in the Scope of Work, and has a long standing positive working relationship with several Oregon counties and their Community Corrections departments. COUNTY has determined that PROVIDER is qualified and capable of performing the professional services as COUNTY requires, under the terms and conditions set forth.

B. CONTRACT EXHIBITS

The following exhibits are hereby incorporated by reference into this Contract:

Exhibit A Scope of Work

C. AGREEMENT

1. Term

The term of this Contract shall be from its execution to project completion by no later than June 30, 2017, and may be extended for additional periods of time upon mutual agreement of both parties.

2. Scope of Work

2.1 Required Services. PROVIDER shall provide all services and deliver all materials as specified in the attached Exhibit A. All services and materials shall be provided by PROVIDER in accordance with the Exhibit in a competent and professional manner.

2.2 Special Requirements.

- i. **Confidentiality of Information.** The use or disclosure by any party of any information concerning a recipient of Services purchased under this Contract, for any purpose not directly connected with the administration of COUNTY’S or the PROVIDER’S responsibilities with respect to such purchased Services, is prohibited, except on written consent of COUNTY.

ii. **Client Records.** PROVIDER shall appropriately secure all records and files to prevent access by unauthorized persons. PROVIDER shall, and shall require its employees and subcontractors to comply with all appropriate federal and state laws, rules and regulations regarding confidentiality of client records.

iii. **Media Disclosure.** PROVIDER shall not provide information to the media regarding Services purchased under this Contract without first consulting COUNTY. PROVIDER will make immediate contact with COUNTY'S office when media contact occurs. COUNTY will assist PROVIDER with an appropriate follow-up response for the media.

4. **Compensation**

3.1 Payment. PROVIDER shall complete the Scope of Work or not to exceed \$_____ per year as defined above at the following bed rate:
\$1,500 per resident per month for Stabilization Housing
\$1,000 per resident per month for Transitional Housing

Each month PROVIDER will provide an itemized statement, which will include the following:

- a. Name of Offender housed
- b. Name of residence
- c. Date of entry
- c. Offender status:
 - i. Seeking other clean and sober housing (location)
 - ii. Seeking employment (hours per week)
 - iii. Support group attendance (how many per week)
 - iv. Treatment status (enrolled and agency)
 - v. New criminal activity (Yes or No)
 - vi. House rule violations (number and reason)
- d. Exit date
- e. Date of last safety inspection
- f. Report any repairs that need to be made

3.2 Payments. COUNTY will review PROVIDER's invoice and within ten (10) days of receipt notify PROVIDER in writing if there is a disagreement or dispute with the invoice. If there are no such disputes with the invoice, COUNTY shall pay the invoice amount in full within thirty (30) days of invoice date.

4. **PROVIDER is an Independent Contractor**

PROVIDER shall be an independent contractor for all purposes and shall be entitled to no compensation other than the compensation provided for under this Contract. While COUNTY reserves the right to set the schedule and evaluate the quality of PROVIDER's

completed work, COUNTY cannot and will not control the means and manner of PROVIDER's performance. PROVIDER is responsible for determining the appropriate means and manner of performing work. PROVIDER is responsible for all federal and state taxes applicable to compensation and payment paid to PROVIDER under the Contract and will not have any amounts withheld by COUNTY to cover PROVIDER's tax obligations. PROVIDER is not eligible for any COUNTY fringe benefit plans.

5. Notices

All notices provided for hereunder shall be in writing and shall be deemed to be duly served on the date of delivery if delivered in person, when receipt of transmission is generated by the transmitting facsimile machine if delivered by facsimile transmission, on the day after deposit if delivered by overnight courier, or three days after deposit if delivered by placing in the U.S. mail, first-class, postage prepaid. Any notice delivered by facsimile transmission shall be followed by a hard copy. All notices shall be addressed as follows:

COUNTY: Fritz Osborne, Director
Wasco County Community Corrections
421 East Seventh Street, Annex B
The Dalles, OR 97058

Tyler Stone, Administrative Officer
Wasco County
511 Washington Street, Suite 101
The Dalles, OR 97058

PROVIDER: Monta Knudson
Bridges To Change
10570 SE Washington St., Ste. 201
Portland, OR 97216

6. Indemnification

To the extent permitted by applicable law, PROVIDER shall defend, save, and hold COUNTY harmless and its officers, agents, and employees from and against any and all claims, suits, actions, losses, damages, liabilities, costs and expenses of any nature whatsoever resulting from, arising out of, or relating to the operations of the PROVIDER, including but not limited to the activities of PROVIDER or its officers, employees, agents or subcontractors under this Agreement. PROVIDER shall not be deemed an agent of COUNTY under the Oregon Tort Claims Act.

7. Insurance Requirements

7.1 PROVIDER shall procure and maintain in force, for the entire duration of this Contract, insurance providing coverage for bodily injury and property damage which may arise out of the operations of the PROVIDER or its subcontractors,

employees, agents, assigns or for anyone whose acts any of them may be liable. Such insurance shall have coverage limits equal to or greater than the minimum limits set forth herein.

7.2 **PROVIDER shall furnish to COUNTY a certificate of insurance evidencing the existence of all insurance coverages required by this contract prior to the commencement of any work.**

7.3 **Notice of Cancellation or Change.** There shall be no cancellation, material change, potential exhaustion of aggregate limits or non-renewal of insurance coverage(s) without 30 days' written notice from this PROVIDER or its insurer(s) to Agency. Any failure to comply with the reporting provisions of this clause shall constitute a material breach of Contract and shall be grounds for immediate termination of this Contract by COUNTY.

□ **Personal Services Contracts:**

i. **Contracts shall have the following:**

- Commercial General Liability (“CGL”)
 - Each occurrence \$2,000,000
 - Aggregate \$4,000,000
 - Operations \$2,000,000
 - Products and Completed
 - Personal/Advertising Injury \$2,000,000
- Auto Liability
 - Combined Single \$2,000,000
- Workers’ Compensation
 - Statutory Limits
 - Employers Liability
 - \$1,000,000

ii. **Professional Liability Coverage:** Professional Liability Coverage covering any damages caused by an error, omission or any negligent or wrongful acts related to the services to be provided under this contract. Per occurrence (for all claimants for claims arising out of a single accident or occurrence) in the amount of \$2,000,000 and \$4,000,000 Professional Aggregate.

7.4. PROVIDER shall endorse the CGL to include COUNTY as an “additional insured”, including coverage for products and completed operations, and a copy of this endorsement shall accompany each certificate.

7.5. PROVIDER’S insurance shall be primary and not excess to, or contributory with any insurance coverage provided by COUNTY. PROVIDER’S insurance shall be endorsed to provide project specific aggregate limits with respect the project covered by this Contract.

- 7.6 CGL coverage, including products and completed operations coverage, shall be maintained from the date work commences until two years after the work has been completed.

8. Workers' Compensation

- 8.1 PROVIDER, its subcontractors if any, and all employers working under this Contract are subject employers under the Oregon Workers' Compensation Law and shall comply with ORS 656.017, which requires them to provide workers' compensation coverage for all subject workers.
- 8.2 PROVIDER warrants that all persons engaged in Contract work and subject to the Oregon Workers' Compensation Law are covered by a workers' compensation plan or insurance policy that fully complies with Oregon law. PROVIDER shall indemnify COUNTY for any liability incurred by COUNTY as a result of PROVIDER's breach of the warranty under this paragraph.

9. Assignment

PROVIDER may not assign any of its responsibilities under this Contract without COUNTY's prior written consent, which consent may be withheld in COUNTY's sole discretion. PROVIDER may not subcontract for performance of any of its responsibilities under this Contract without COUNTY's prior written consent, which consent shall not be unreasonably withheld.

10. Labor and Material

PROVIDER shall provide and pay for all labor, materials, equipment, tools, transportation, and other facilities and services necessary for the proper execution and completion of all Contract work, all at no cost to COUNTY other than the compensation provided in this Contract.

11. Ownership of Work and Documents

All work performed by PROVIDER and compensated by COUNTY pursuant to this Contract shall be the property of COUNTY upon full compensation for that work performed or document produced to PROVIDER, and it is agreed by the parties that such documents are works made for hire. PROVIDER hereby conveys, transfers and grants to COUNTY all rights of reproduction and the copyright to all such documents.

12. Health Insurance Portability and Accountability Act.

12.1. If the Services funded in whole or in part with financial assistance provided under this Contract are covered by the Health Insurance Portability and Accountability Act or the federal regulations implementing the Act (collectively referred to as HIPAA),

PROVIDER agrees to deliver the Services in compliance with HIPAA Without limiting the generality of the foregoing, Services funded in whole or in part with financial assistance provided under this Contract are covered by HIPAA Contractor shall comply and cause all Providers to comply with the following:

12.2. Privacy and Security of Individually Identifiable Health Information. Individually Identifiable Health Information about specific individuals is confidential. Individually Identifiable Health Information relating to specific individuals may be exchanged between PROVIDER and COUNTY for purposes directly related to the provision of services to PROVIDER'S clients, which are funded in whole or in part under this Contract However, PROVIDER shall not use or disclose any Individually Identifiable Health Information about specific individuals in a manner that would violate the Oregon Privacy Rules, OAR 410-014-0000 et Seq., or COUNTY policy.

13. Termination for Convenience

This Contract may be terminated by mutual consent of the parties upon written notice. In addition, COUNTY may terminate all or part of this Contract upon determining that termination is in the best interest of COUNTY by giving seven (7) days' prior written notice of intent to terminate, without waiving any claims or remedies it may have against PROVIDER. Upon termination under this paragraph, PROVIDER shall be entitled to payment in accordance with the terms of this Contract for Contract work completed and accepted before termination less previous amounts paid and any claim(s) COUNTY has against PROVIDER. Pursuant to this paragraph, PROVIDER shall submit an itemized invoice for all unreimbursed Contract work completed before termination and all Contract closeout costs actually incurred by PROVIDER. COUNTY shall not be liable for any costs invoiced later than thirty (30) days after termination unless PROVIDER can show good cause beyond its control for the delay.

14. Termination for Cause

COUNTY may terminate this Contract effective upon delivery of written notice to PROVIDER, or at such later date as may be established by COUNTY, under any of the following conditions:

14.1 If COUNTY funding is not obtained and continued at levels sufficient to allow for purchases of the indicated quantity of services. The Contract may be modified to accommodate a reduction in funds.

14.2 If federal or state regulations or guidelines are modified, changed, or interpreted in such a way that the services are no longer allowable or appropriate for purchase under this Contract or are no longer eligible for the funding proposed for payments authorized by this Contract.

14.3 If any license or certificate required by law or regulation to be held by PROVIDER to provide the services required by this Contract is for any reason

denied, revoked, or not renewed.

15. Termination for Default

Either COUNTY or PROVIDER may terminate this Contract in the event of a breach of the Contract by the other. Prior to such termination, the party seeking termination shall give to the other party written notice of the breach and intent to terminate. If the party committing the breach has not entirely cured the breach within fifteen (15) days of the date of the notice, then the party giving the notice may terminate the Contract at any time thereafter by giving a written notice of termination.

If PROVIDER fails to perform in the manner called for in this Contract or if PROVIDER fails to comply with any other provisions of the Contract, COUNTY may terminate this Contract for default. Termination shall be effected by serving a notice of termination on PROVIDER setting forth the manner in which PROVIDER is in default. PROVIDER shall be paid the Contract price only for services performed in accordance with the manner of performance as set forth in this Contract.

16. Remedies

In the event of breach of this Contract the parties shall have the following remedies:

- 16.1 If terminated under paragraph 14 by COUNTY due to a breach by PROVIDER, COUNTY may complete the work either itself, by agreement with another contractor, or by a combination thereof.
- 16.2 In addition to the above remedies for a breach by PROVIDER, COUNTY also shall be entitled to any other equitable and legal remedies that are available.
- 16.3 If COUNTY breaches this Contract, PROVIDER's remedy shall be limited to termination of the Contract and receipt of Contract payments to which PROVIDER is entitled.
- 16.4 COUNTY shall not be liable for any indirect, incidental, consequential, or special damages under the Contract or any damages arising solely from terminating the Contract in accordance with its terms.
- 16.5 Upon receiving a notice of termination, and except as otherwise directed in writing by COUNTY, PROVIDER shall immediately cease all activities related to the services and work under this Contract. As directed by COUNTY, PROVIDER shall, upon termination, deliver to COUNTY all then existing work product that, if the Contract had been completed, would be required to be delivered to COUNTY.

17. Nondiscrimination

During the term of this Contract, PROVIDER shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, or national origin.

18. Governing Law; Jurisdiction; Venue

This Contract shall be governed by and construed in accordance with the laws of the state of Oregon without regard to principles of conflicts of law. Any claim, action, suit or proceeding (collectively "Claim") between COUNTY and PROVIDER that arises from or relates to this Contract which results in litigation shall be brought and conducted solely and exclusively within the Circuit Court of Wasco County for the state of Oregon; provided, however, if a Claim must be brought in a federal forum, then it shall be brought and conducted solely and exclusively within the United States Court for the State of Oregon.

19. Compliance with Laws and Regulations

PROVIDER shall comply with all state and local laws, regulations, executive orders and ordinances applicable to this Contract or to the delivery of services hereunder. Without limiting the generality of the foregoing, PROVIDER expressly agrees to comply with the following laws, regulations and executive orders to the extent they are applicable to this Contract: a) All applicable requirements of state civil rights and rehabilitation statutes, rules, and regulations; b) All state laws governing operation of Addictions and Community Mental Health Programs; c) All state laws requiring reporting of Client abuse; d) ORS 659A.400 to 659A.409, ORS 659A.145, and all regulations and administrative rules established pursuant to those laws. These laws, regulations and executive orders are incorporated by reference herein to the extent that they are applicable to this Contract and required by law to be so incorporated.

20. Experience, Capabilities and Resources

By execution of this Contract, the PROVIDER agrees that: PROVIDER has the skill, legal capacity, and professional ability necessary to perform all the services required under this Contract. PROVIDER has the capabilities and resources necessary to perform the obligations of this Contract.

21. Documents

All work in its original form, including, but not limited to, documents, notes, papers, computer programs, diaries, recordings and reports performed or produced by PROVIDER under this contract shall be the exclusive property of the COUNTY and shall be delivered to COUNTY prior to final payment.

22. Access to Records

For not less than three (3) years after the Contract expiration and for the purpose of

making audit, examination, excerpts, and transcripts, COUNTY, and its duly authorized representatives shall have access to PROVIDER's books, documents, papers, and records that are pertinent to this Contract. If, for any reason, any part of this Contract, or any resulting construction contract(s) is involved in litigation, PROVIDER shall retain all pertinent records for not less than three years or until all litigation is resolved, whichever is longer. PROVIDER shall provide full access to these records to COUNTY, and its duly authorized representatives in preparation for and during litigation.

23. Representations and Warranties

PROVIDER represents and warrants to COUNTY that (1) PROVIDER has the power and authority to enter into and perform this Contract, (2) when executed and delivered, this Contract shall be a valid and binding obligation of PROVIDER enforceable in accordance with its terms, (3) PROVIDER shall, at all times during the term of this Contract, be duly licensed to perform the services, and if there is no licensing requirement for the profession or services, be duly qualified and competent, (4) the services under this Contract shall be performed in accordance with the professional skill, care and standards of other professionals performing similar services under similar conditions. The warranties set forth in this section are in addition to, and not in lieu of, any other warranties provided.

24. Attorney Fees

In case a suit or action is instituted to enforce the provisions of this Contract, the parties agree that the losing party shall pay such sums as the court may adjudge reasonable for attorney fees and court costs, including attorney fees and costs on appeal.

25. Limitation of Liabilities

COUNTY shall not be liable for (i) any indirect, incidental, consequential, or special damages under the Contract or (ii) any damages of any sort arising solely from the termination of this Contract in accordance with its terms.

26. Confidentiality

PROVIDER shall maintain the confidentiality of any of COUNTY's information that has been so marked as confidential, unless withholding such information would violate the law, create the risk of significant harm to the public or prevent PROVIDER from establishing a claim or defense in an adjudicatory proceeding. PROVIDER shall require similar agreements from COUNTY's and/or PROVIDER's subproviders to maintain the confidentiality of information of COUNTY.

PROVIDER shall ensure that patient's privacy is protected and that confidential records are secure from unauthorized disclosure consistent with the HIPPA confidentiality requirements of 45 CFR parts 160 and 164, and consistent with other state or federal regulations governing privacy and confidentiality.

27. Force Majeure

PROVIDER shall not be deemed in default hereof nor liable for damages arising from its failure to perform its duties or obligations hereunder if such is due to causes beyond its reasonable control, including, but not limited to, acts of God, acts of civil or military authorities, fires, floods, windstorms, earthquakes, strikes or other labor disturbances, civil commotion or war.

28. Waivers

No waiver by COUNTY of any provision of this Contract shall be deemed to be a waiver of any other provision hereof or of any subsequent breach by PROVIDER of the same or any other provision. COUNTY's consent to or approval of any act by PROVIDER requiring COUNTY's consent or approval shall not be deemed to render unnecessary the obtaining of COUNTY's consent to or approval of any subsequent act by PROVIDER, whether or not similar to the act so consented to or approved.

29. Severability

Any provisions of this Contract which shall prove to be invalid, void or illegal shall in no way affect, impair or invalidate any other provision hereof, and such remaining provisions shall remain in full force and effect.

30. Headings

The captions contained in this Contract are for convenience only and shall not be considered in the construction or interpretation of any provision hereof.

31. Integration

This Contract, including the attached exhibits contains the entire agreement between the parties regarding the matters referenced herein and supersedes all prior written or oral discussions or agreements regarding the matters addressed by this Contract.

32. Amendments

This Agreement shall not be waived, altered, modified, supplemented, or amended in any manner without a duly executed Amendment. Any amendments to this Agreement shall be effective only when reducing to writing and signed by both parties as below.

33. Authority

The representatives signing on behalf of the parties certify that they are duly authorized by the party for which they sign to make this Contract.

34. **Compliance with Oregon Tax Laws**

The undersigned is authorized to act on behalf of PROVIDER and that PROVIDER is, to the best of the undersigned's knowledge, not in violation of any Oregon Tax Laws.

WASCO COUNTY, OREGON

Date: _____

SCOTT HEGE
County Commissioner

Date: _____

ROD RUNYON
County Commissioner

Date: _____

STEVE KRAMER
County Commissioner

WASCO COUNTY COMMUNITY CORRECTIONS

Date: _____

FRITZ OSBORNE
Director, Wasco County Community Corrections

BRIDGES TO CHANGE

Date: _____

MONTA KNUDSON
Executive Director, Bridges To Change
10570 SE Washington St., Ste. 201
Portland, OR 97216

Tax Id. No. _____

APPROVED AS TO FORM

Date: _____

KRISTEN A. CAMPBELL
Wasco County Counsel

Exhibit A Scope of Work

PROVIDER agrees to provide transitional housing and support services to residents referred by COUNTY as agreed upon in this Contract. The housing programs and services executed by PROVIDER for COUNTY are outlined in this document.

GENERAL INFORMATION

Wasco County Community Corrections (WCCC) supervises adult offenders who often face various challenges in their lives including drug and alcohol addiction, mental health concerns, homelessness, unemployment, and specific legal requirements. Transitional housing provides a stable environment to better address these challenges. The target population is offenders supervised by WCCC who are in need of short-term shelter or transitional housing. Most offenders receiving services will be assessed as having a higher risk to reoffend. Those referred to transitional housing will include, but are not limited to:

- Offenders recently released from prison or jail
- Offenders with a history of violent behavior
- Offenders with a history of arson
- Offenders diagnosed with disabilities or multiple morbidities including substance abuse, mental illness, physical limitations and/or cognitive impairment

GEOGRAPHIC BORDERS/LIMITATIONS & SERVICE AREAS

Services are restricted to individuals who are supervised by WCCC who are living in or returning to Wasco County.

SERVICE DESCRIPTION

Services consist of staffed alcohol- and drug-free housing with mentoring services. The program focuses on adults identified with drug and alcohol use disorders. This housing program operates under specific rules and regulations following guidelines for alcohol- and drug-free housing.

The house will serve a minimum of ten (10) male participants. The number of referred clients may be increased upon mutual agreement of both Provider and WCCC.

BASE SERVICES

Provider shall provide to Wasco County Community Corrections transitional housing, case management, and support services to supervised offenders. Provider will work with getting clients stabilized in housing who otherwise would not be successful in a traditional transitional housing program. Provider will work in collaboration with WCCC, community partners and employment service providers. Goals are to assist clients to find stability so they can successfully access more structured services. Provider will work closely in collaboration with WCCC to assist clients in successful in transitioning out of stabilization housing into appropriate programming.

FUNDING

Funding of the work described in this document is not guaranteed. Fluctuations in funding year to year should be expected. The County cannot assure that any particular level of work will be provided and the contract will permit the County to add or remove work as necessary depending on availability of funding.

STARTUP COSTS

One-time startup costs covered by WCCC will not exceed \$20,000. Startup expenses may include but are not limited to appliances, furniture, linens, resident necessities, and residential repairs.

Startup expenses shall be funded solely at the discretion of the WCCC Director.

HOUSE SELECTION AND LOCATION

Provider will independently identify and negotiate terms for community housing with prospective sellers or landlords. House selection must be mutually agreed upon by both Provider and WCCC. The cost to rent, lease, lease or purchase any property is solely the burden of the Provider but may be factored into the bed rate cost within the maximum limits as defined in the Contract.

Provider shall complete community outreach in the neighborhood of any proposed house selection prior to executing any housing contract. Completion of community outreach shall be determined by the WCCC Director.

TRANSITIONAL HOUSING STAFFING

A standard Transitional Housing site consists of one Recovery Mentor and one Onsite Case Manager to provide recovery-focused activities and support.

The Onsite Case Manager provides oversight of the house and assistance to the treatment team, mentors, and WCCC staff as needed.

The Recovery Mentor is scheduled to provide oversight throughout the day, swing shifts, evenings and weekends as needed. The Recovery Mentor assists in the following areas:

- Applying for health care
- Managing medication access
- Accessing MH treatment
- Accessing SSI/SSD
- Job readiness and employment searching as applicable
- Reinforcing pro-social behaviors
- Providing skills groups
- Guiding them through the phases of the program supportively
- Following through with health care appointments
- Accessing recovery support
- Organizing recovery networks
- Collaborating with treatment providers
- Other case management duties requested

STABILIZATION HOUSING STAFFING

Stabilization Housing adds an additional Recovery Mentor to the baseline Transitional Housing staff.

Upon mutual agreement of both WCCC and Provider, the Transitional Housing may be upgraded to Stabilization Housing if the additional support staff is needed to effectively support the recovery of the residents.

MENTORING PROGRAM

To provide added support for those offenders who are in need of more direct assistance due to the client's limited or diminished physical or cognitive ability, Recovery Mentors will be matched to clients who need and/or would benefit from these services.

Qualifications and duties of Recovery Mentors are as follows:

Qualifications

- 1) General Qualifications - The Mentor should be:
 - a. An ex-offender who has experience with the criminal justice system;
 - b. Not under federal or state supervision for at least five years;
 - c. At least ten years released from a correctional institution and, while in prison, was never involved in or assisted with an escape or involved with contraband;
 - d. Living a crime-free and pro-social lifestyle for at least five years; and
 - e. Has the ability to enter a correctional institution as a contracted representative of WCCC.
- 2) Specific Qualifications - The Mentor must demonstrate the ability and capacity for:
 - a. Having a clear understanding and practical knowledge of criminal needs, risk, addiction and relapse issues;
 - b. Teaching and coaching clients on subjects/issues such as life skills, personal finance, medical access/management and self-sufficiency;
 - c. Holding clients accountable for their actions;
 - d. Knowing and familiar with community resources that would benefit this target population and the Mentor is presently active in the recovery community;
 - e. Being flexible and able to adjust their personal schedule and time to meet the client's needs;
 - f. Having strong communication skills;
 - g. Being reliable, trustworthy and dependable in their personal conduct; and
 - h. Commitment and willingness to work with the criminal justice population and the criminal justice system.

Duties

- 1) Provide services in a manner that demonstrate a sensitivity and understanding of the client's cultural background, criminality, developmental stage, gender, and must be able to serve clients identified with special need conditions, such as mental health, deaf/hearing impaired, or other mental/physical disabilities.
- 2) Provide an orientation to all prospective clients that includes but is not limited to establishing and maintaining appropriate boundaries and ethics.
- 3) Provide transportation and/or accompany clients to appointments to insure participation.
- 4) Mentors must have a valid State of Oregon driver's license and personal automobile insurance.
- 5) Attend and participate in WCCC staff meetings as requested.
- 6) Display effective crisis intervention and relapse prevention skills.
- 7) Allow visitations to occur with a client's child(ren), and work with the State of Oregon Department of Human Services (DHS), as needed.

- 8) Report to WCCC staff regarding any relapse or illegal activity.
- 9) Provide entry and exit information on clients, including progress reports.

HOUSE MANAGEMENT PROCEDURES

Referrals

All referrals will be made directly from WCCC staff. A client referral form will be completed by WCCC staff and emailed, mailed, faxed, or hand delivered by the client to the Provider prior to the client's placement into housing services.

Intake

All clients referred to these services will go through an intake process to determine appropriateness for placement into Provider's housing program. The intake process will occur on the same day as the referral unless other arrangements have been made and agreed to by WCCC staff and the Provider. In the event a client is denied service and the referral source disputes the decision, the WCCC Director or designee will review the referral and mediate to resolve the dispute. For each client referred for services, the Provider will notify WCCC referral staff within one business day of the intake, of any of the following conditions:

- a) Failure to appear for an intake interview; or
- b) Denial of placement into housing services.

Orientation

All clients accepted into housing services will receive an orientation conducted by the Provider, within one business day of arrival at the facility. The orientation will include, but is not limited to, written and oral information about the following:

- a) Client expectations for active participation in program services;
- b) Program rules and policies;
- c) Criteria and conditions for program completion; and
- d) Provider will provide translation for clients with language limitations.

Provider will create a seamless transition for each client to include continuity of care with existing caseworkers, outside services, and health resiliency team collaboration that may already exist.

A release of information (ROI) will be completed at this time to allow for communication with relevant agencies, treatment programs, physicians, etc. to flow back and forth between the parties to assist in an informed service delivery. At a minimum, a ROI will be obtained for all criminal justice and other agencies having a direct professional interest in the client, e.g., WCCC, District Attorney's Office, judiciary, treatment providers, etc. Failure to sign such a release will disqualify clients from these services.

For clients who have been recently released from a correctional facility and have not had the time or lack the ability/resources to access food or meals, the Provider will provide a food box on the day of arrival in addition to meal assistance listed in the Housing Requirements below.

For clients who need to complete and submit an application for tenancy (depending on the type of housing accessed), the Provider will assist the client at this time in completing and submitting the necessary paperwork.

Housing Requirements

Housing will be safe (e.g., appropriate number of and functional smoke detectors and fire extinguishers, emergency evacuation procedures posted in the building, fully stocked first aid kits, spill containers, etc.), clean and meet all applicable federal, state and local housing codes and regulations, including the American Disabilities Act.

Rooms must contain appropriate furnishings. Appropriate furnishings will include, but are not limited to: a bed, bedding, linens, bath towel, chair, table and dresser (or storage for personal items).

Provider will offer assistance with meals that includes, but is not limited to:

- a) Referrals, as necessary, to agencies that distribute food boxes or resources that provide basic food items (especially important for recently released clients who have not yet connected with other food distribution resources).
- b) Referrals to or assistance with procuring SNAP benefits (food stamps).
- c) Provision of meals or vouchers to obtain meals.

Provider's facility shall have an identified area that can be used for food preparation, cooking and storage.

Provider's facility shall have on-site or reasonable access (2 blocks or less) to laundry facilities.

Provider's facility shall have designated areas that can be used for counseling, interviewing and/or group sessions.

Provider will provide 24-hour supervision of housing and compliance with housing rules. To ensure that adequate response and follow-through for emergency situations are available to clients at all times, the Provider will provide the following services:

- a) Resource and emergency information will be posted on each floor that provide instructions on actions to be taken regarding a fire, medical emergency, lost key, emergency maintenance, self-harm thinking, etc.; and

- b) After-hours staff coverage or a reliable system in place that will allow for immediate response to emergencies. Coverage shall be in effect 24 hours a day, seven days a week.

Provider will have clear written policies and procedures concerning security and response to violations that are in effect 24-hours a day, seven days a week. Responsibilities for procedures shall be assigned to designated staff and include the following tasks:

- a) Monitor all client appointments and other activities outside the facility.
- b) Implement a client-sign-in and sign-out process for all appointments and activities occurring outside the facility.
- c) Establish a centralized location that allows clients to check-in/out, which will assist in monitoring their movement and determining on-site presence or absence.
- d) Develop a plan and process for locating clients when their whereabouts cannot be confirmed and/or who have been absent from the premises or visual sight longer than 24-hours. Included in the plan will be a communication process that immediately notifies WCCC staff when this situation occurs.

In cases where the client is causing significant disruption/danger to the housing facility and/or other clients or is involved in a critical incident that poses a threat or risk of danger to the community, the Provider may require the client to move within 24 hours. When this occurs, the Provider will immediately notify WCCC staff of their decision and reason to terminate service.

The Provider will conduct regular room inspections or “welfare checks.” Welfare checks will primarily be used to determine a client’s whereabouts particularly when they have been absent from the premises or have not been seen longer than a 24-hour period.

Case Management Service Description

The level and intensity of case management services will vary based on the type of housing program offered by the Provider. Regardless of the level and intensity, case management, when applicable, will be provided on-site, during generally recognized business hours and work week (e.g., 8:00 AM to 5:00 PM, Monday through Friday). The main responsibility of the residential case manager is to provide and coordinate a wide range of supportive and recovery-based services for adults involved in the criminal justice system and who are assessed by WCCC as high-risk to recidivate and high-need, with medical, developmental, and/or mental health disability(ies). General duties include working with each person to assess current needs and develop housing goals, coordinate access to other community-based services, and assist clients in achieving goals outlined in their Care Plans. Specific duties include, but are not limited to:

- a) Develop and Implement an individualized housing plan based on their Care Plan which includes identified needs from the client, WCCC, significant others and any additional parties/stakeholders involved with the client. The plan will be reviewed regularly and updated, as needed, throughout the client’s stay in housing.

- b) Update clients Care Plan which includes health, behavioral and social needs. Make referrals to other service providers in the community when further assessment and/or long term service delivery needs are indicated. Create a system that incorporates regular review and follow-up of the client's needs to ensure they are being appropriately addressed as the client progresses in the housing program.
- c) Develop and maintain a coordinated communication process and flow among WCCC staff, client, client's family members, and other service agencies having a direct association with the client. This would include, but is not limited to, addressing ways to improve service coordination with other programs or providers within the organization or within the community.
- d) Facilitate and update Care Plans upon entry and exit from the program.
- e) Provide advocacy and navigation strategies, as needed, for clients with other service providers, agencies, and systems.
- f) Provide crisis intervention services, as needed, and ensure that each client has a current crisis plan.
- g) Maintain client logs, files and case notes and prepare weekly, monthly and quarterly reports, as required. A client occupancy report is to be sent to WCCC staff weekly.
- h) Attend and participate in various client and staff meetings.
- i) Implement quality assurance measures that evaluate effectiveness of housing services and the resident's progress in the housing program.

Discharge Summary (Updated Care Plan at Exit)

Prior to completion of these services, the Provider's staff shall perform the following duties:

- a) Develop a discharge summary by updating the care plan in conjunction with each client and with input, when possible, from the client's supervising PO using a standard format provided by WCCC. The plan will be updated within five days prior to client's leaving program services. The plan will be sent to WCCC upon request.
- b) Ensure that the plan is consistent with the client's conditions of supervision, especially addressing the housing or living arrangements and employment (if applicable).
- c) Depending on the Provider's service continuum, clients may be eligible, upon completion of services, to transfer to a semi- or more permanent housing placement within the Provider's organization based on criteria established by the Provider.

Case Files

Provider will develop and maintain a case file for each client enrolled in these services. The file will contain, at a minimum, the following:

- a) Personal client information form (one page face sheet) that includes general identification and emergency contact information;

- b) WCCC-developed intake and exit data forms;
- c) Appropriate releases of information;
- d) Care Plans to include domains listed on WCCC Case Plans;
- e) Progress notes that reflect client's progress on the case plan, report ongoing and consistent communication between Provider and WCCC staff;
- f) Evidence that referrals to other agencies/services are occurring (when applicable);
- g) When financial arrangements are in effect between the Provider and client (i.e., client copayment), the file reports and records fee collections;
- h) When substance abuse testing (e.g., urinalysis) is being performed randomly on-site, testing results are reported and recorded.
- i) Completed Care Plan.
- j) Client's case file will contain documentation of all communications (oral and written) made to any WCCC staff. This is particularly significant in cases where a WCCC is notified of any client problems/violations and when a client exits the program.

Service Coordination and Notification

To lend fundamental support to efficient/effective utilization of services and provide timely alerts to potential problems/issues that can be dealt with promptly, the Provider will complete or perform the following:

- a) Client Occupancy Report: The Provider will email a Client Occupancy Report to WCCC staff weekly, which provides up-to-date information on the client's housing status.
- b) Coordinated Care Planning:
 - 1) Prior to completing a client's initial case plan, the Provider will solicit input from the client's supervising PO in the plan development. This will consist of, but is not limited to, obtaining a copy of the PO's case plan.
 - 2) The Provider will facilitate an initial meeting with client and PO within the first 30 days, preferably in person. Thereafter, the Provider will invite the client's supervising PO to participate in a client staffing when it is considered conducive to the client's progress in these services.
 - 3) The Provider will participate if and when WCCC staff requests a staffing.
- c) Process for Notification of Impending or Actual Problems:
 - 1) The Provider will promptly notify WCCC staff by phone or email of parole/probation violations or other criminal behavior (including any illegal drug use or prohibited alcohol use), major rule violations, unauthorized leave or other type of client program failure not later than the next working day and preferably the same working day as the occurrence.
 - 2) The Provider will notify WCCC staff of problem behavior that could, if continued, lead to termination of services.
 - 3) If a special staffing is scheduled to address the above-referenced issues/problems, the Provider will invite WCCC staff to participate.

- 4) The Provider who is contractually required to perform substance abuse testing shall send a copy of the urinalysis report to WCCC Staff.
- d) Process for Notification of Client's Exit from Program
 - 1) When the client exits this program, WCCC staff will be promptly notified. For program failures this will occur no later than the next working day and preferably the same day as the occurrence. For program successes, WCCC staff will be notified approximately one to two weeks prior to the anticipated successful completion and will be invited to give input when developing the Care Plan.
 - 2) The Provider will send copies of the completed Care Plan, if applicable, to WCCC staff within 10 working days of program exit.

System Collaboration / Coordination

The Provider will routinely provide information related to the availability of services and work closely with WCCC staff to ensure an adequate number of referrals.

The Provider will meet with WCCC staff, when necessary, to conduct program development, modify referral procedures, address general services delivery issues and resolve any interagency and/or operational problems.

The Provider must have an agency representative available to attend Housing Review Meetings as schedule by WCCC staff. The purpose of the Housing Review Meeting is to provide an opportunity for the housing providers and WCCC staff to review client housing case plans and work together collaboratively to ensure clients will have long-term, sustainable housing upon exit from these services. Prior to each meeting, a WCCC staff member will notify Provider's staff which of their clients will be staffed.

Client Damage to Provider's Property

WCCC will be liable for any damages to the Provider's property caused by WCCC-supervised clients which is above and beyond reasonable wear, tear or breakage. Provider will submit a request for reimbursement for repair costs to the WCCC Director for up to and not to exceed \$5,000 per year that includes documentation verifying that damages were caused by a WCCC-supervised client. If the \$5,000 amount does not adequately cover the damages, WCCC and Provider will negotiate and mutually agree upon a fair and equitable compensation for the cost of the damages.

Prison Rape Elimination Act

Provider shall abide by the conditions and expectations of the Prison Rape Elimination Act (PREA). This includes the development of a PREA policy that captures:

- 1) clear definitions of what constitutes a violation of PREA;
- 2) client orientation/education;
- 3) client and staff reporting procedures;

- 4) critical incident reporting and investigation criteria; and
- 5) training of agency staff.

Provider shall not employ individuals who have criminally or administratively been found to have engaged in sexual misconduct or sexual abuse in a secure setting. Provider shall check sexual offense registries as part of hiring procedures. WCCC considers all PREA incidents as critical incidents. Provider is required to contact the WCCC Director immediately when an incident has been brought to any staff member's attention.

FISCAL REQUIREMENTS AND REPORTING

Provider shall submit a monthly invoice within 10 days after the satisfactory completion of the previous month's services. At a minimum, invoices must detail the following information:

- a. Billed to "Wasco County Community Corrections";
- b. Invoice date and invoice number
- c. Provider's name and address;
- d. Date(s) and description of service delivered;
- e. Contract number; and
- f. Unit cost of the service (as described in the fee schedule) and total invoice amount.

WCCC shall process invoices within 30 days of receipt of the invoice, provided that the work described in the invoice has been completed in accordance with the terms of the Contract, and Provider has submitted any/all required invoice supporting documents (rosters, reports, itemized cost-reimbursement forms, or any other required document(s)) that may be described herein.

Late, incorrect or incomplete invoices and/or supporting documents may delay processing and payment of Provider's invoices.

PERFORMANCE MEASURES/PERFORMANCE CONTRACTING

Provider will cooperatively participate in WCCC's efforts to monitor contract performance, which includes the following methods.

Site Reviews

WCCC may schedule on-site visits to review Contract compliance. Site visits are usually scheduled with Provider but may be conducted without notice. All site visits will be conducted and performed with consideration and accommodations made to non-contracted or communal service areas and non-contracted housing occupants.

Technical Assistance

WCCC staff may offer training and/or assist programs with design of the services.

Evaluations/Program Performance

Program performance may be evaluated through a variety of quality assurance and evaluation processes. The mechanism and process for evaluating program performance will be developed and implemented by WCCC staff.

Fiscal Compliance

County fiscal compliance reviews may be conducted to ensure that financial records, systems and procedures conform to generally accepted accounting principles and are in compliance with all County and State of Oregon audit and accounting requirements.

Performance Objectives

In 70% of cases, Provider shall facilitate an initial meeting with client and WCCC staff within thirty days of program initiation. 100% of cases will receive such staffing within 90 days. This staffing will include an assessment that evaluates health, psychological and social needs; the development of a plan of care; and referrals to necessary community-based services.

Aftercare Housing Objective: 64% of clients will be admitted to housing that is safe, stable and can be verified upon exit from program services.

Economic Self-Sufficiency Objective: 50% of clients upon exit from the corrections case manager service component will: a) be in receipt of entitlement benefits (SSI, OHP, etc.); or b) be engaged in employment services; or c) be engaged in vocational training; or d) be employed.

Contracted performance objectives may differ and/or change over time as negotiated between the parties.

Data Collection and Submission

The Provider will be furnished data forms (intake and exit forms) that have been developed by WCCC staff. The Provider will be responsible for completing and submitting the data form for each client placement in their program. The data collected from the forms will be used for tracking utilization and for monitoring the performance objectives identified herein. Final performance measures will be negotiated between WCCC and the Provider at the time of contract negotiation.

COMPENSATION AND METHOD OF PAYMENT

County will process monthly invoices for payment within 30 days of receipt. Housing costs are generally expected to be based on fee for service rates inclusive of rent, maintenance and other operational direct and indirect costs to formulate a daily housing rate per client with move in and move out days each counting as a full day. Case management, mentoring services, and any other approved auxiliary services may be segregated from housing rates and shall be calculated at a monthly rate. Cost sharing with any other programs shall be allocated appropriately by consistent and supportable methodology.

INSURANCE REQUIREMENTS

The Provider will be required to provide the insurance as in the Contract with COUNTY. Additional insurance coverage may be required depending on the key features of service delivery chosen by the Provider. Final insurance requirements will be subject to negotiation between, and mutual agreement of, the parties prior to contract execution.

Agenda Item
Work Session

- [No documents have been submitted for this item](#)
– [Return to Agenda](#)

Agenda Item
Appeals of Wasco County Planning Commission
Decision on a proposal from Union Pacific
Railroad File # PLASAR-15-01-004

- [Records for this item are extensive and can be found on the Wasco County Planning Webpage](#)