

Wasco County Coordinated Transportation Plan *Wasco County, Oregon*

2016 – 2020



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 2016-2020 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 four-year timeframe (2016-2020) 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 2016-2020 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 shows the Hispanic/Latino population in Wasco County also growing, at a rate of over 2% over the past five

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>

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 Confederated Tribes of Warm Springs Indian Reservation. The second hot spot is located within the City of The Dalles in

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

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: Quinton 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.

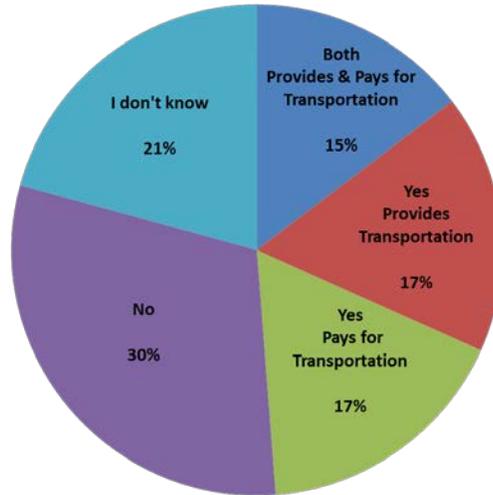
To help promote existing transportation services, MCEDD's Mobility Manager conducts community outreach to area organizations serving the needs of vulnerable and special needs populations, as well as to employers and the general public. Regular meetings of the Gorge TransLink Alliance arranged and facilitated 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

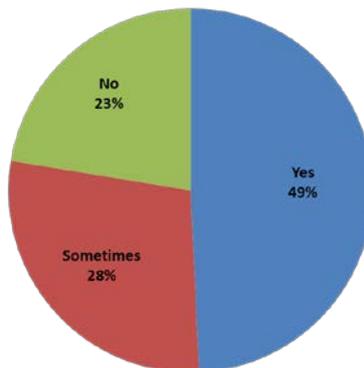
Local Human Services Agency Funding for Transportation Services

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 MCEEDD’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 is 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.

2016-2020 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 2016-2020. 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.

In 2018, as Wasco County prepared for the Statewide Transportation Improvement Funds, the end date of this plan was amended from 2019 to 2020 in recognition that the projects within the plan would take longer than three years to accomplish. This amendment allows the plan to be considered an approved "Local Plan" as defined by ORS 732-040-005(18), which requires a planning horizon of at least four years. This amendment was developed in consultation with the Wasco County STF Committee and approved by the Wasco County Commissioners on August 1, 2018.

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
 - 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: 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?

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

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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 discapacidad, 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?

Destination

Percent of Trips

Medical _____

Shopping _____

Work _____

Participate in Agency Program _____

Human Services Agency Appointment _____

School _____

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



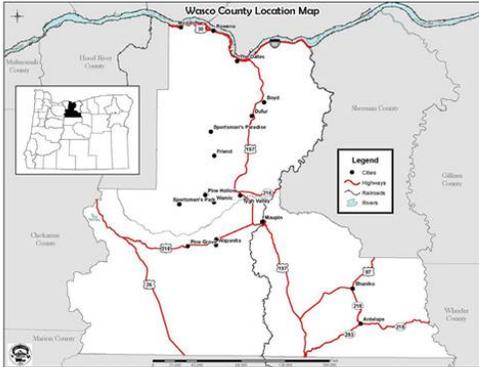
Coordinated Human Services Transportation Plan Update

Michele Spatz, MCEDD
Jacque Schei, MCEDD



Mid-Columbia
MCEDD
ECONOMIC DEVELOPMENT DISTRICT

Wasco County



Wasco County Location Map



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

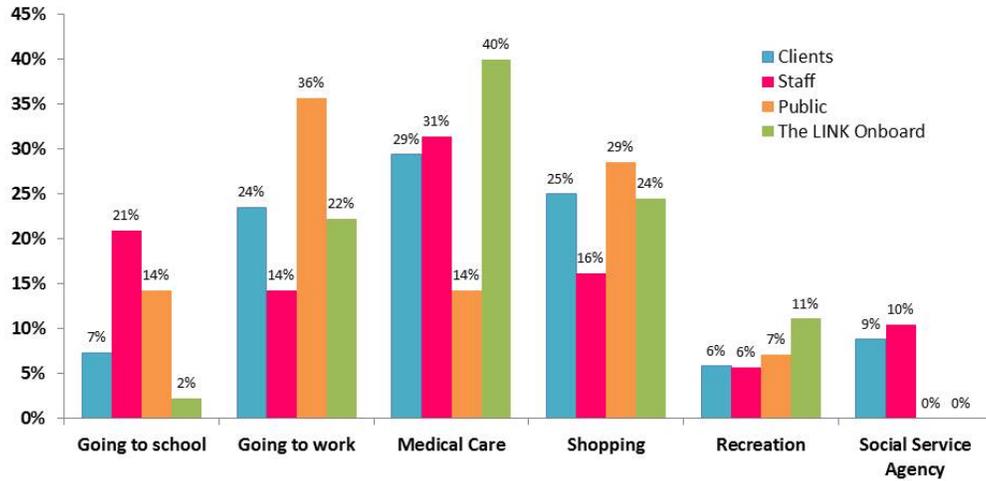
Wasco County - The LINK Onboard



Total: 52

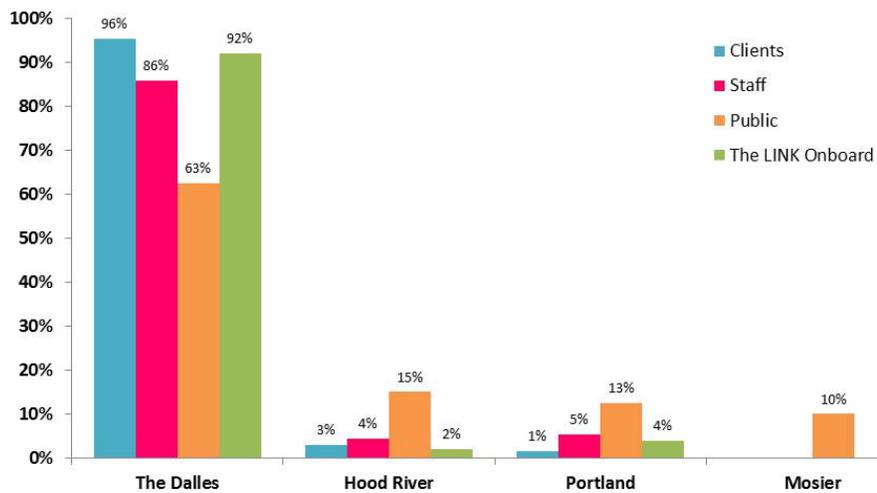
Wasco County - Comparison

What is your primary destination when you use public transportation?



Wasco County - Comparison

In what city?



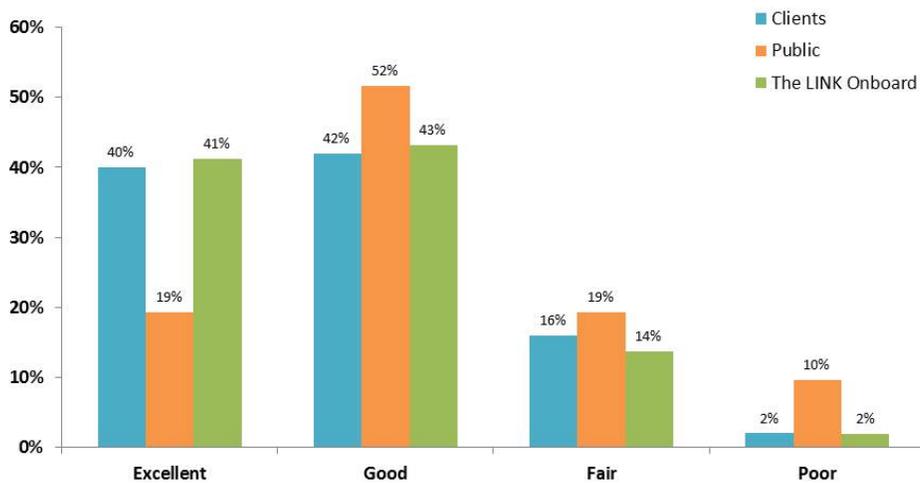
Wasco County - Comparison

How often do you need public transportation?



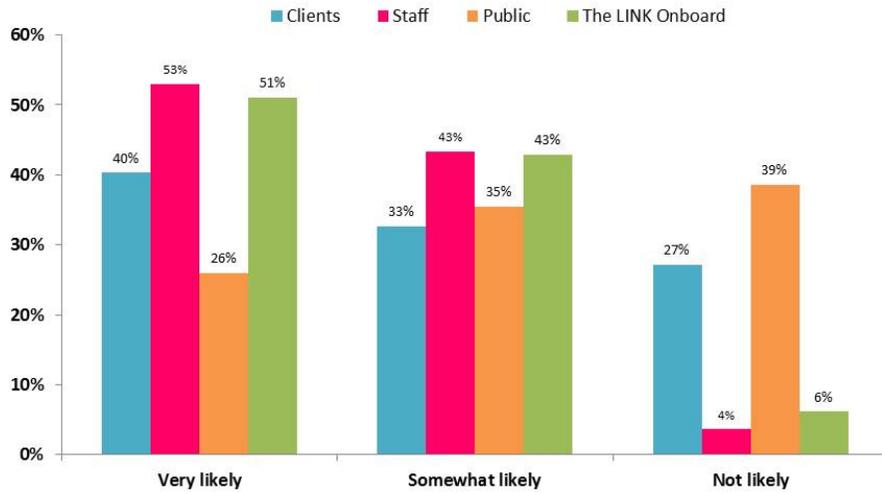
Wasco County - Comparison

How would you rate the service of The LINK Bus?



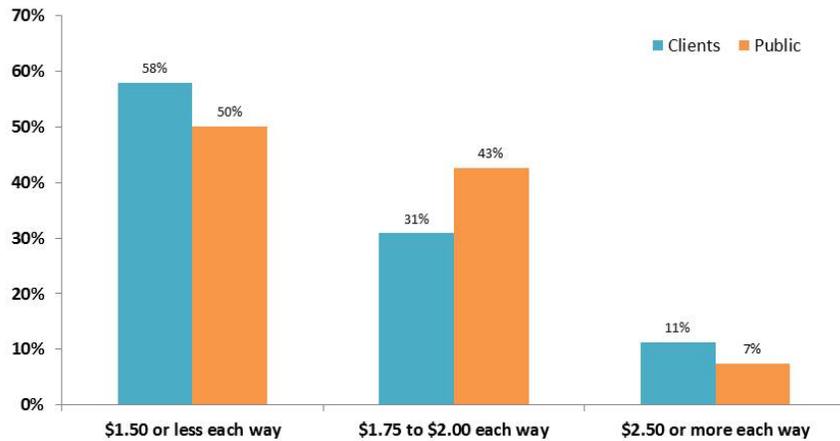
Wasco County - Comparison

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



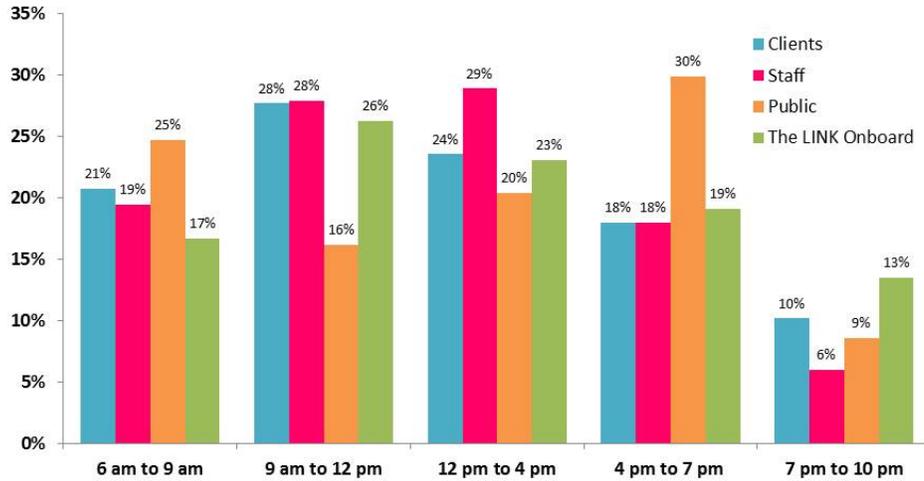
Wasco County - Comparison

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



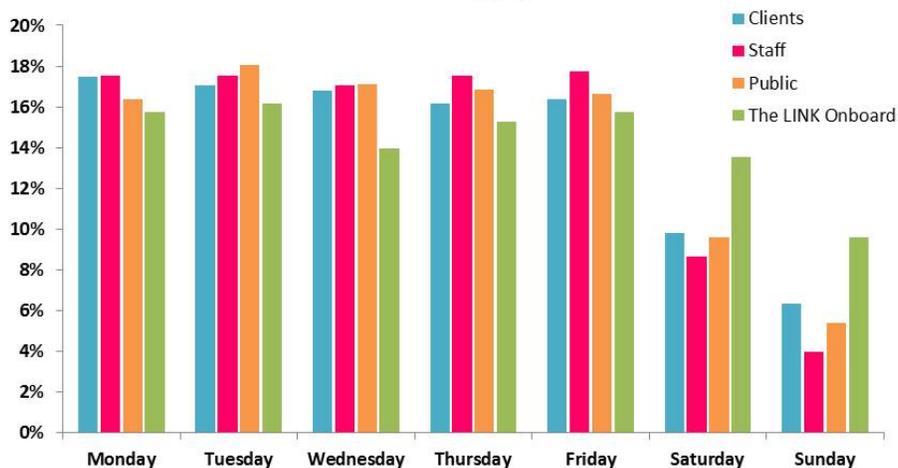
Wasco County - Comparison

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.



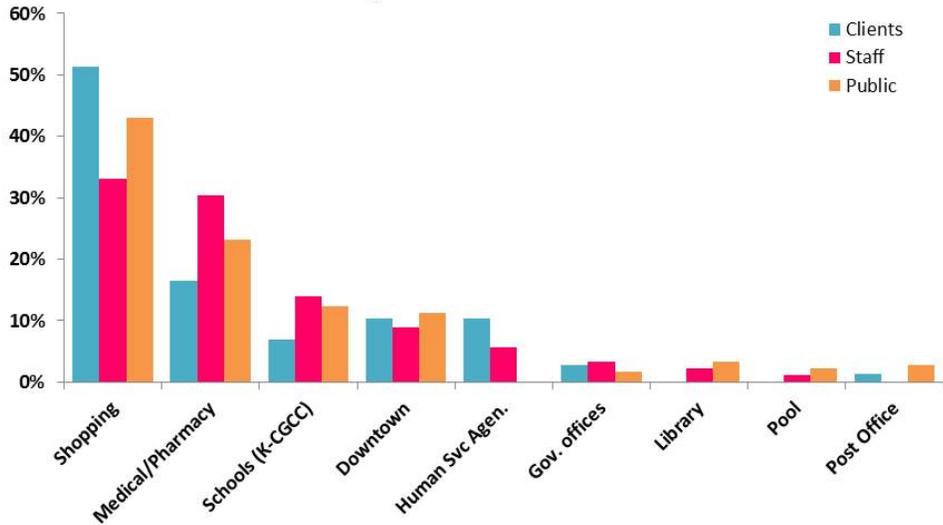
Wasco County - Comparison

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.



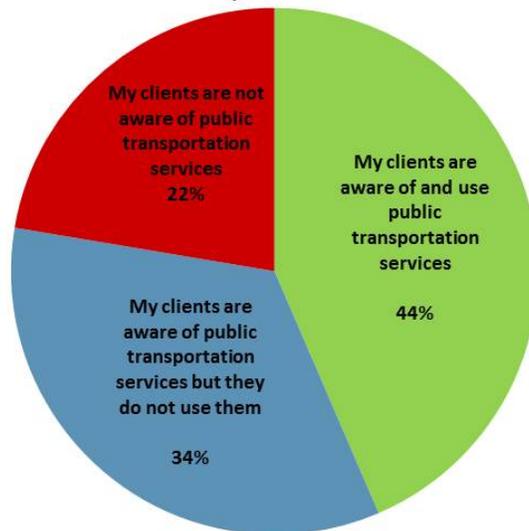
Wasco County - Comparison

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?

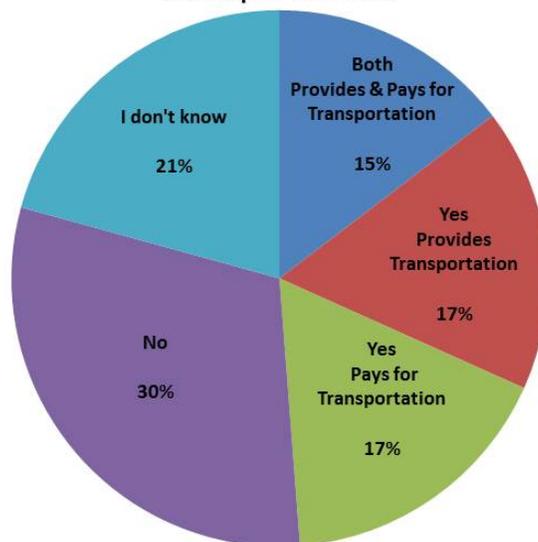


Wasco County – Agency Staff

- 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

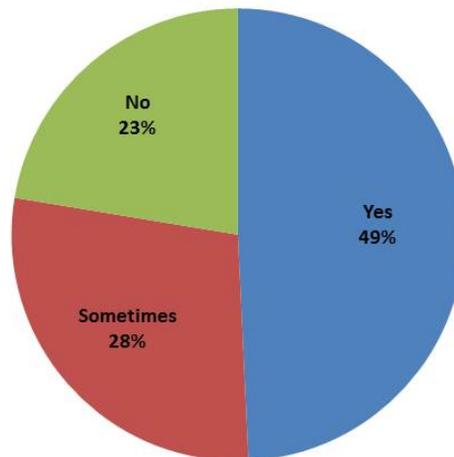
Please estimate the number of unique clients/week that you assist with transportation and the total number of trips/week provided.

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.

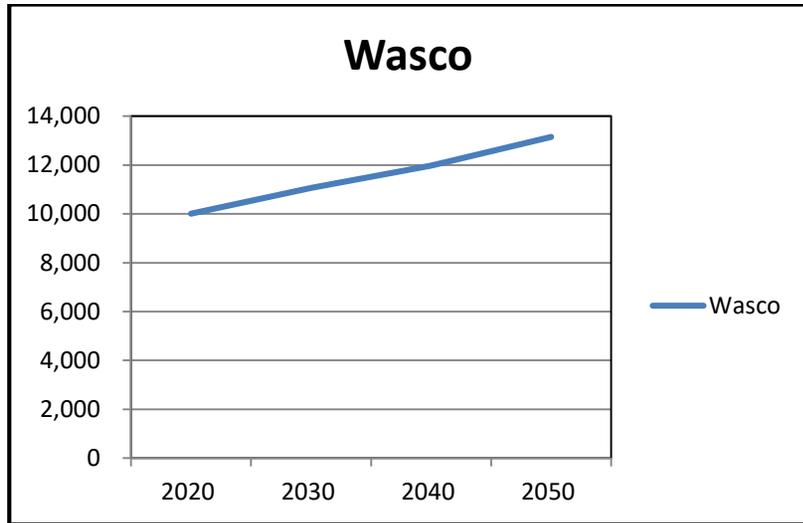
Source: Oregon Office of Economic Analysis (March 28, 2013).

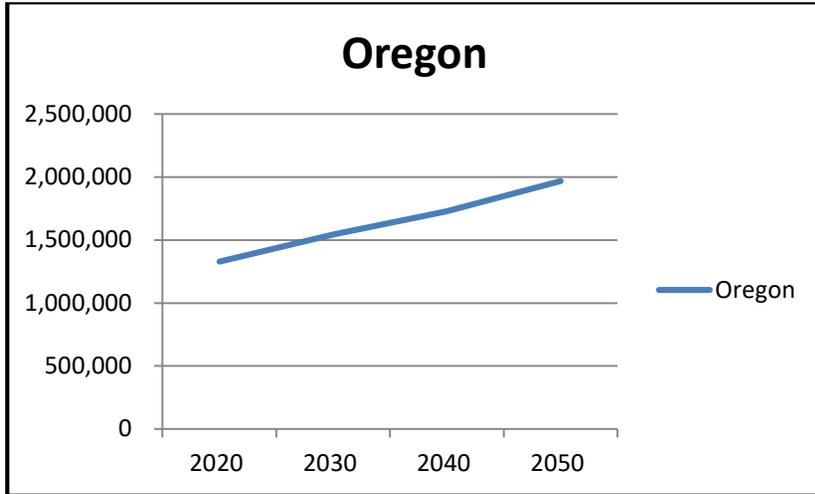
Year 2020								
Area	Total	55-59	60-64	65-69	70-74	75-79	80-84	85+
Oregon Total	4,252,100	264,780	275,314	262,883	212,371	137,969	84,601	90,104
Wasco County	27,388	1767	2069	1870	1686	1087	685	847
Year 2030								
Area	Total	55-59	60-64	65-69	70-74	75-79	80-84	85+
Oregon Total	4,768,000	265,429	257,214	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

Area Name	FORECAST							
	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

Area Name	Estimate		FORECAST				
	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

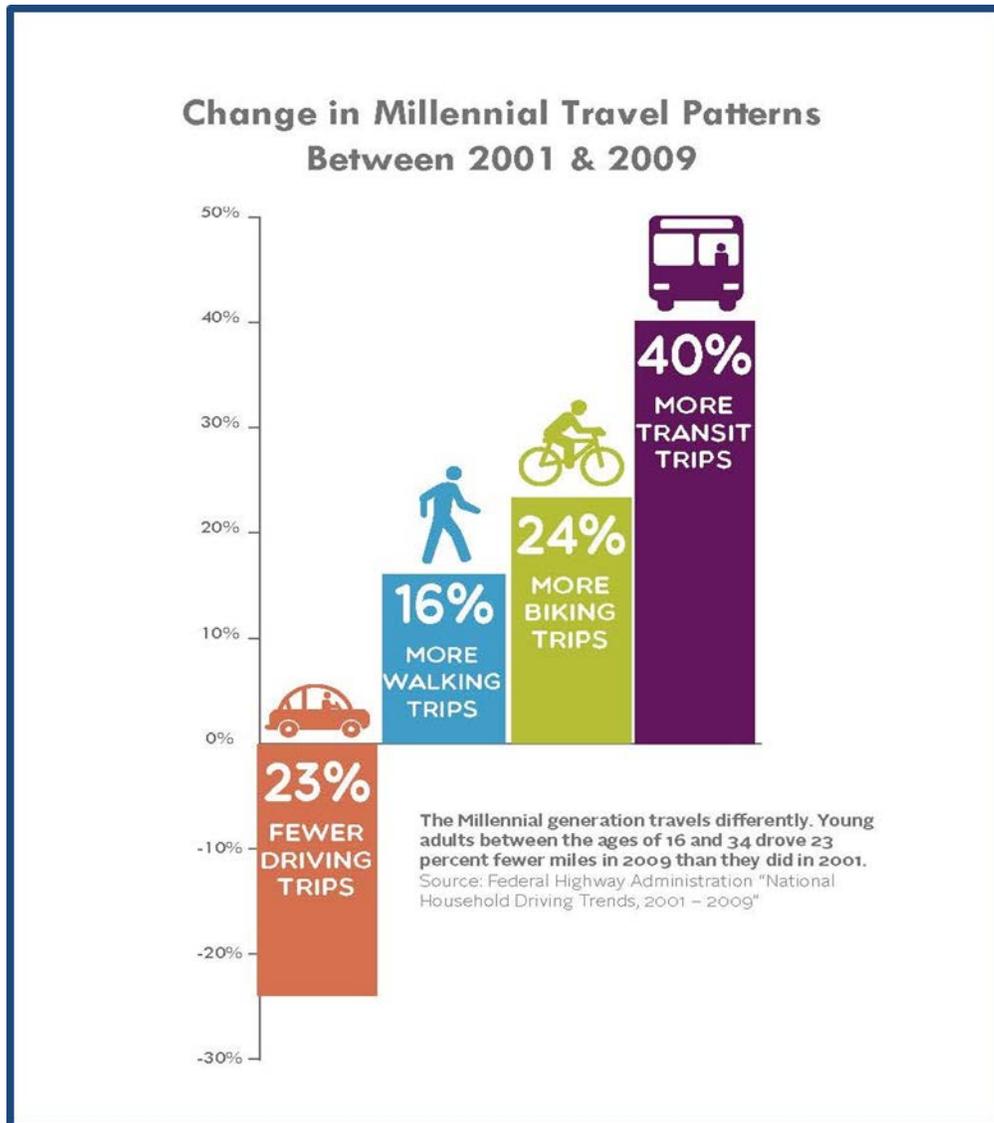
Annual Growth Rate

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

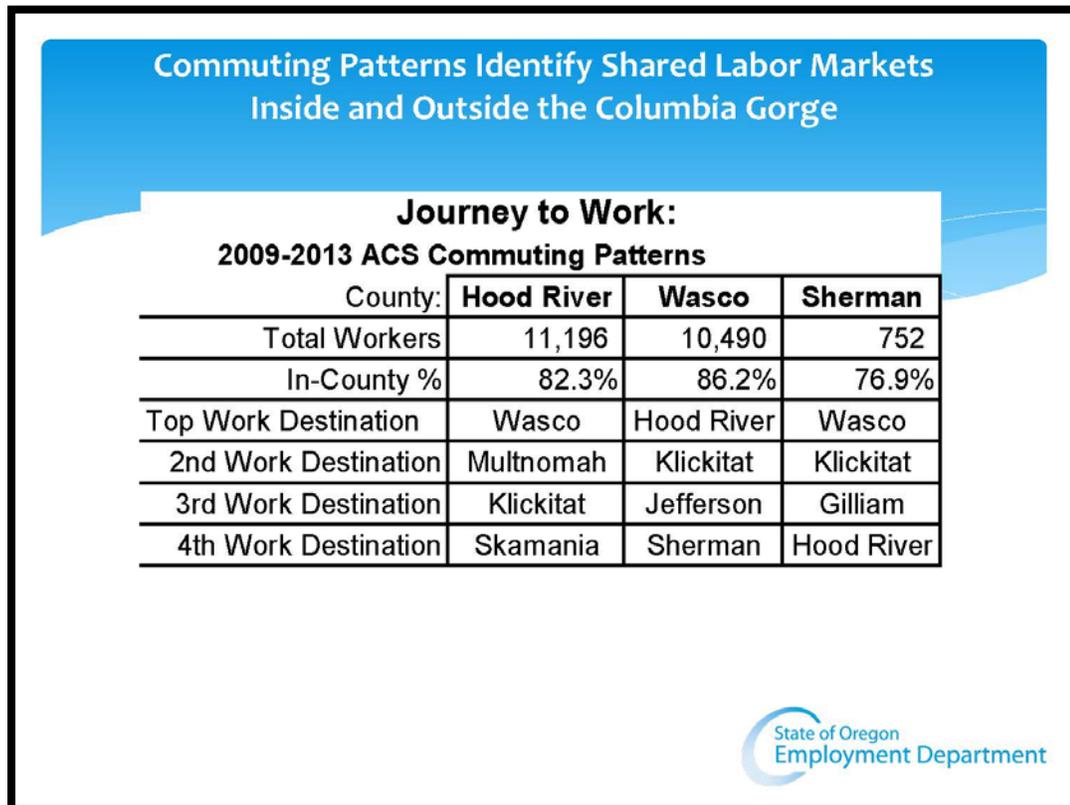
Spanish language transportation materials that are both culturally appropriate and low-literate will be created for client use.

- 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.

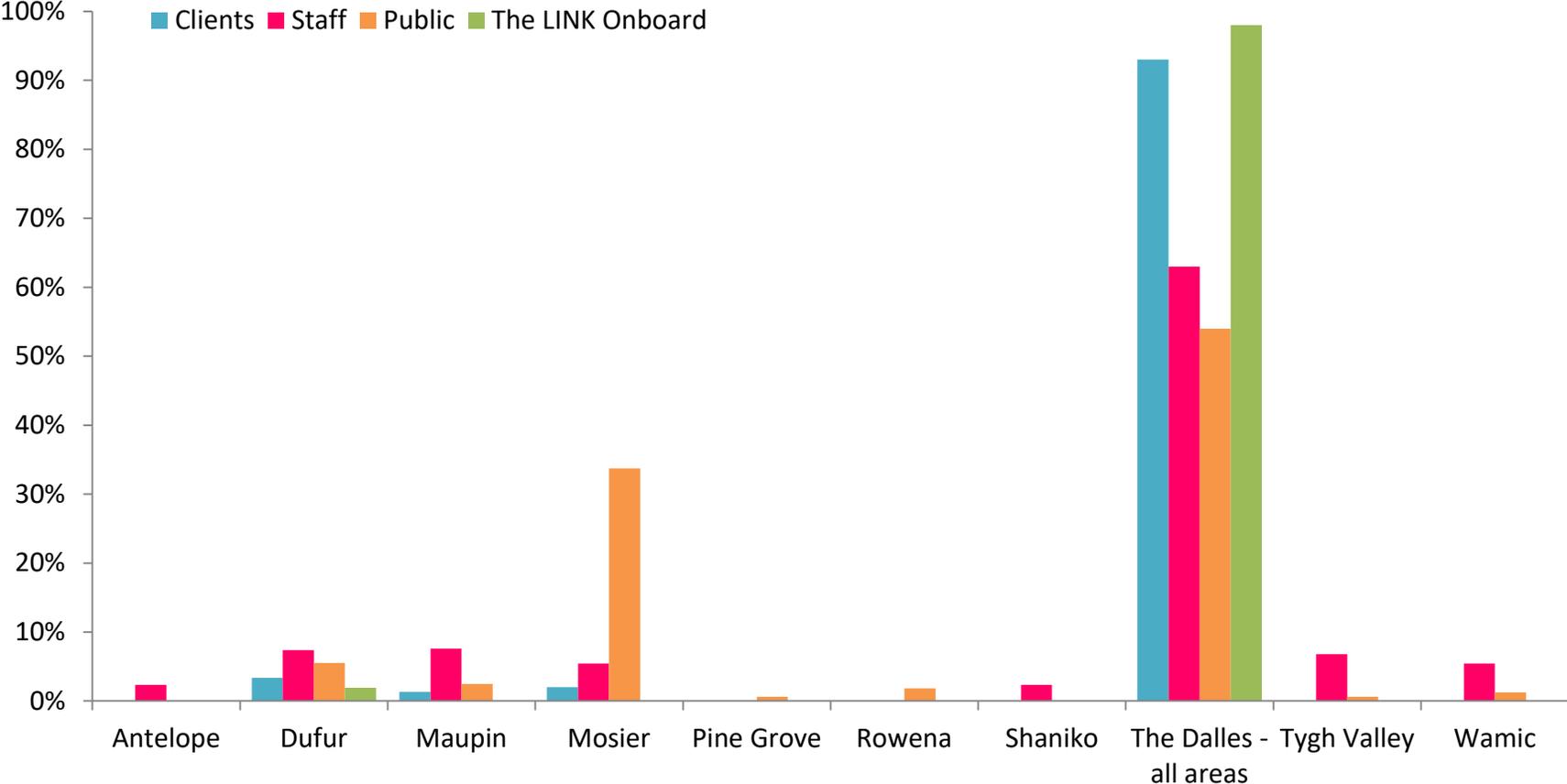
Appendix H: Workers Commuting Patterns for Wasco County



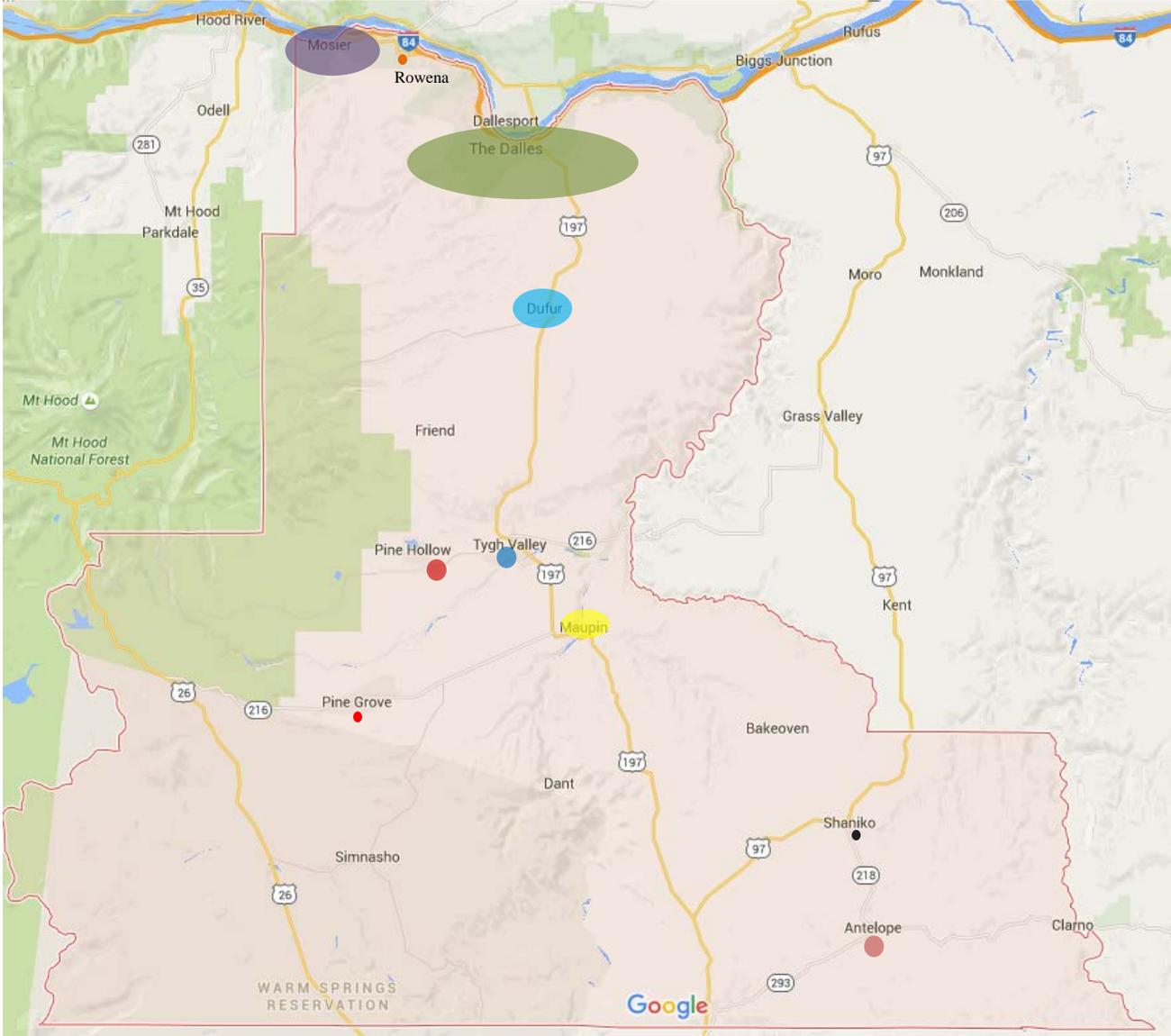
Source: Columbia Gorge Economic Symposium July 14, 2016. Data presented by Dallas Fridley, Oregon State Economist, Oregon State Department of Employment

Appendix I: Maps

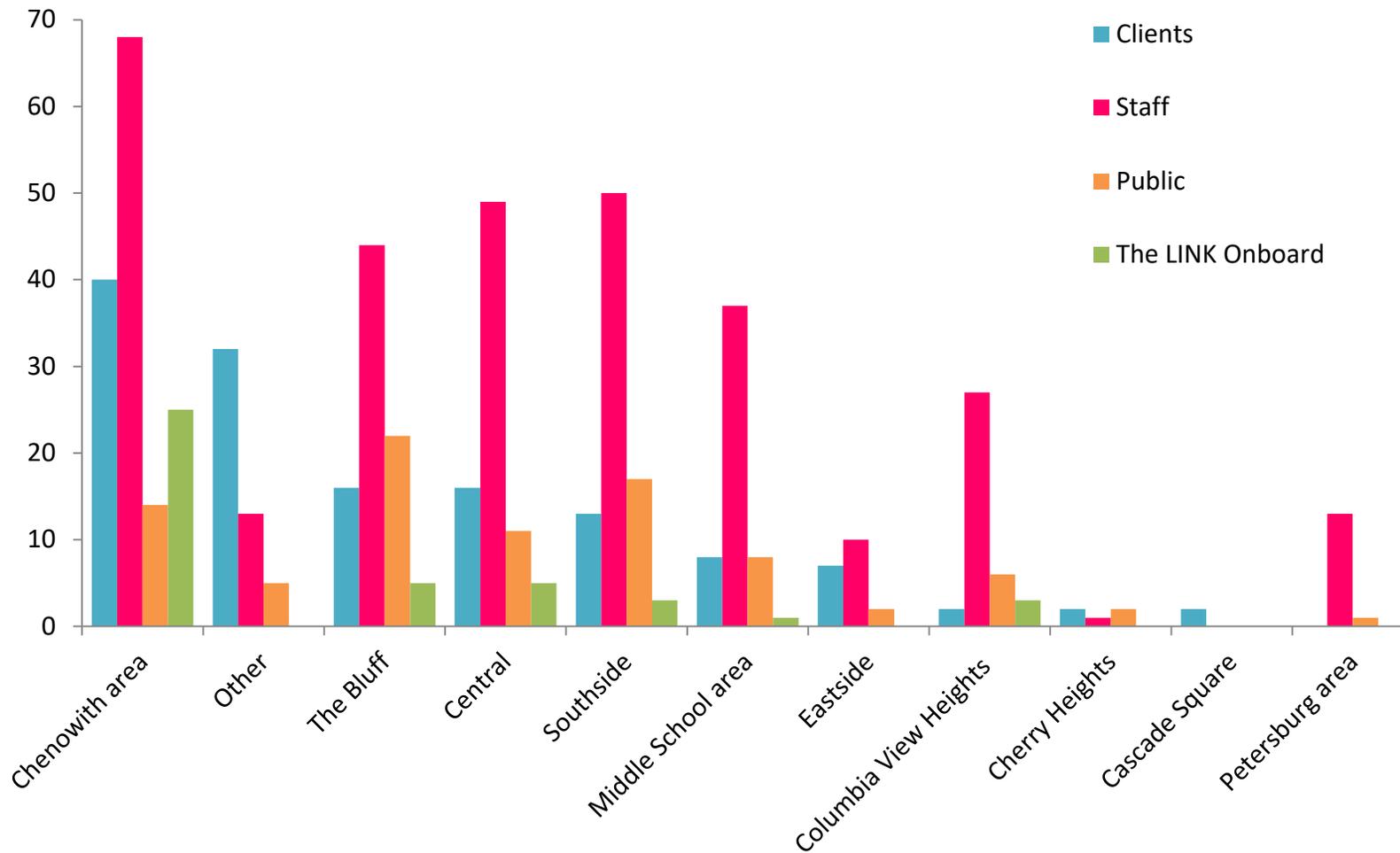
Areas in Wasco County where survey respondents live (Note: Staff responses = where staff think/know their clients live)



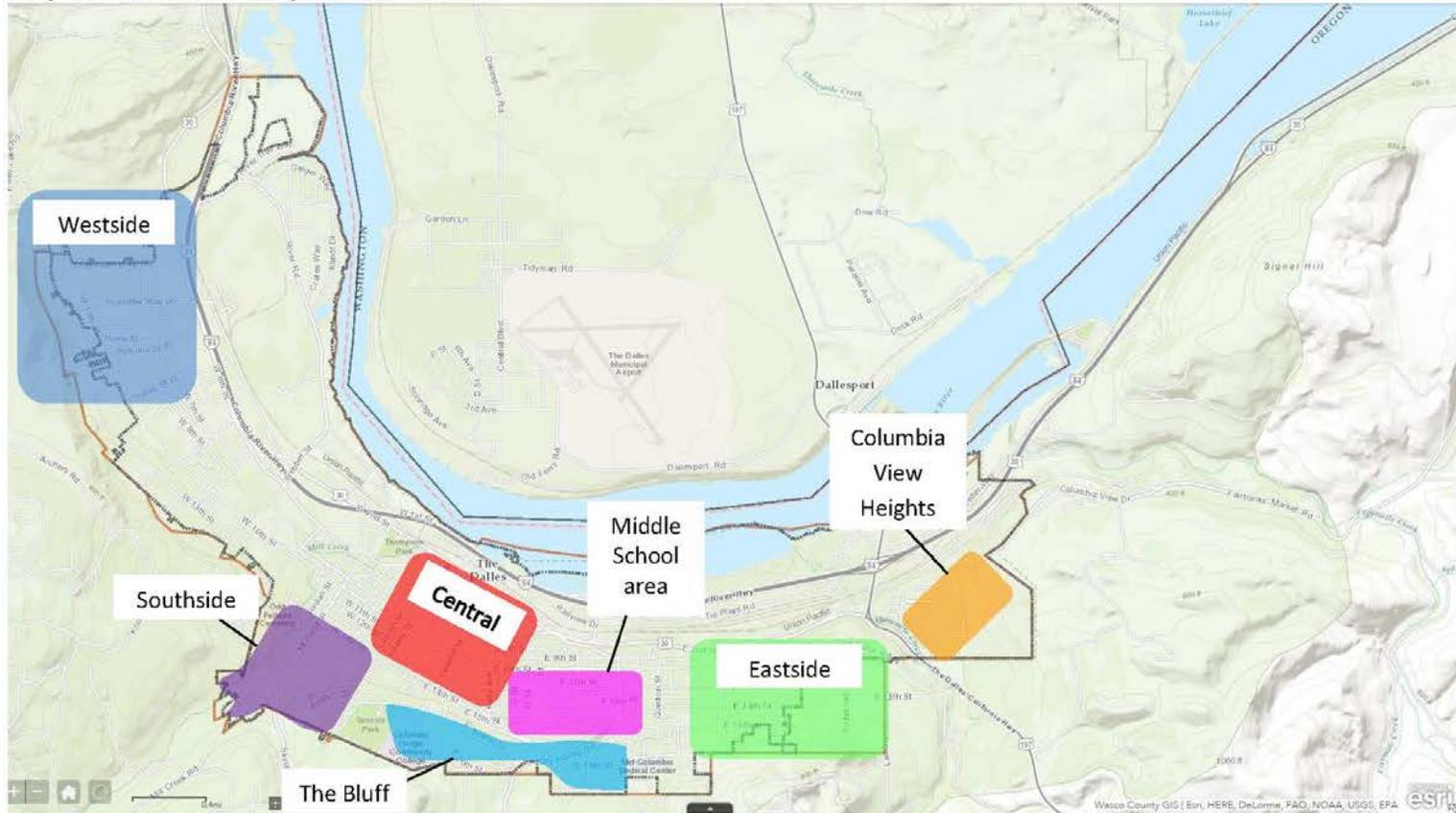
Areas in Wasco County where survey respondents live



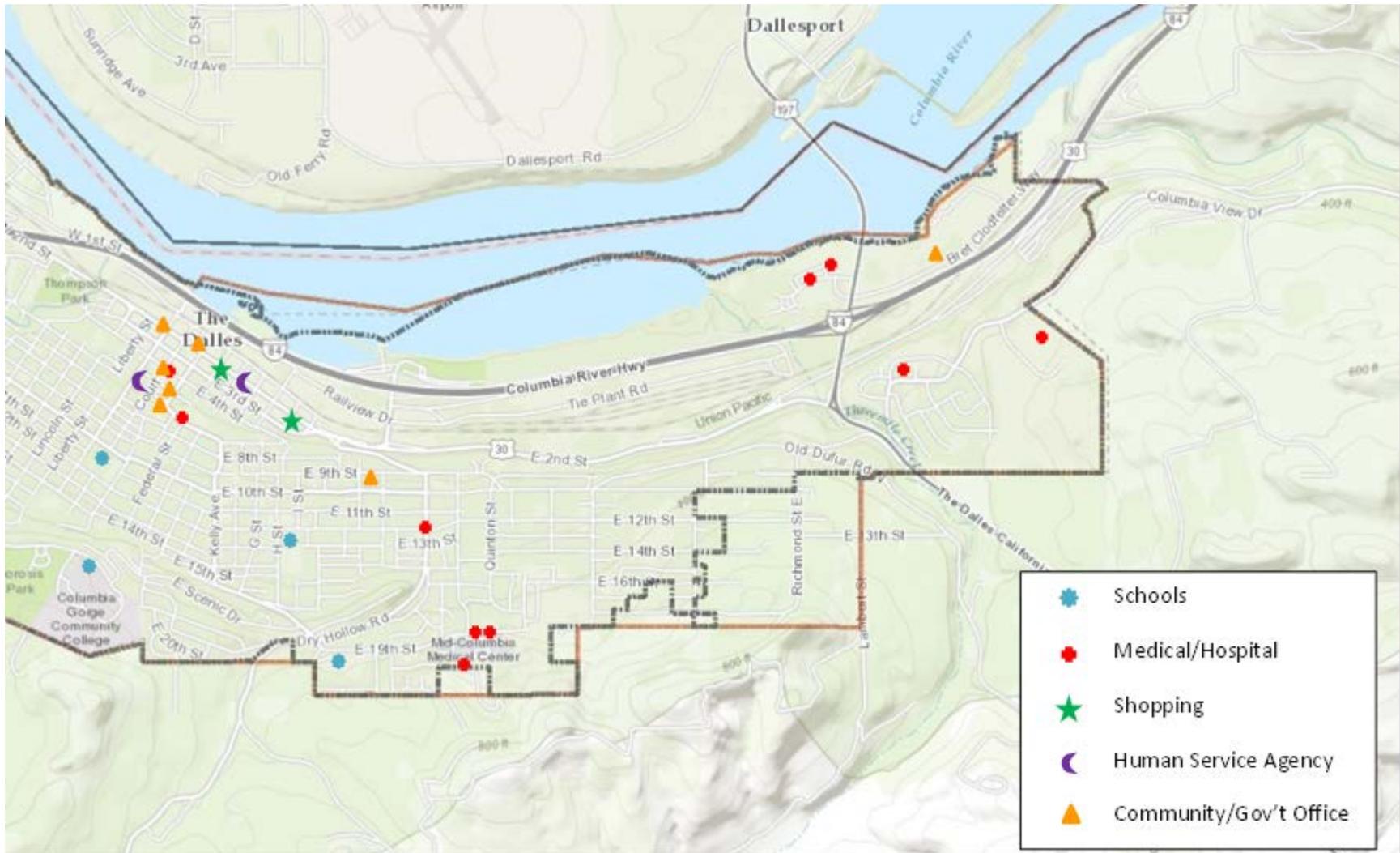
Breakdown of where people live in the City of The Dalles (Central includes The Dalles High School area and downtown areas; Chenoweth includes Chenoweth School area and Westside areas; Southside includes Colonel Wright School area and Southside areas; The Bluff includes Dry Hollow School areas and Columbia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



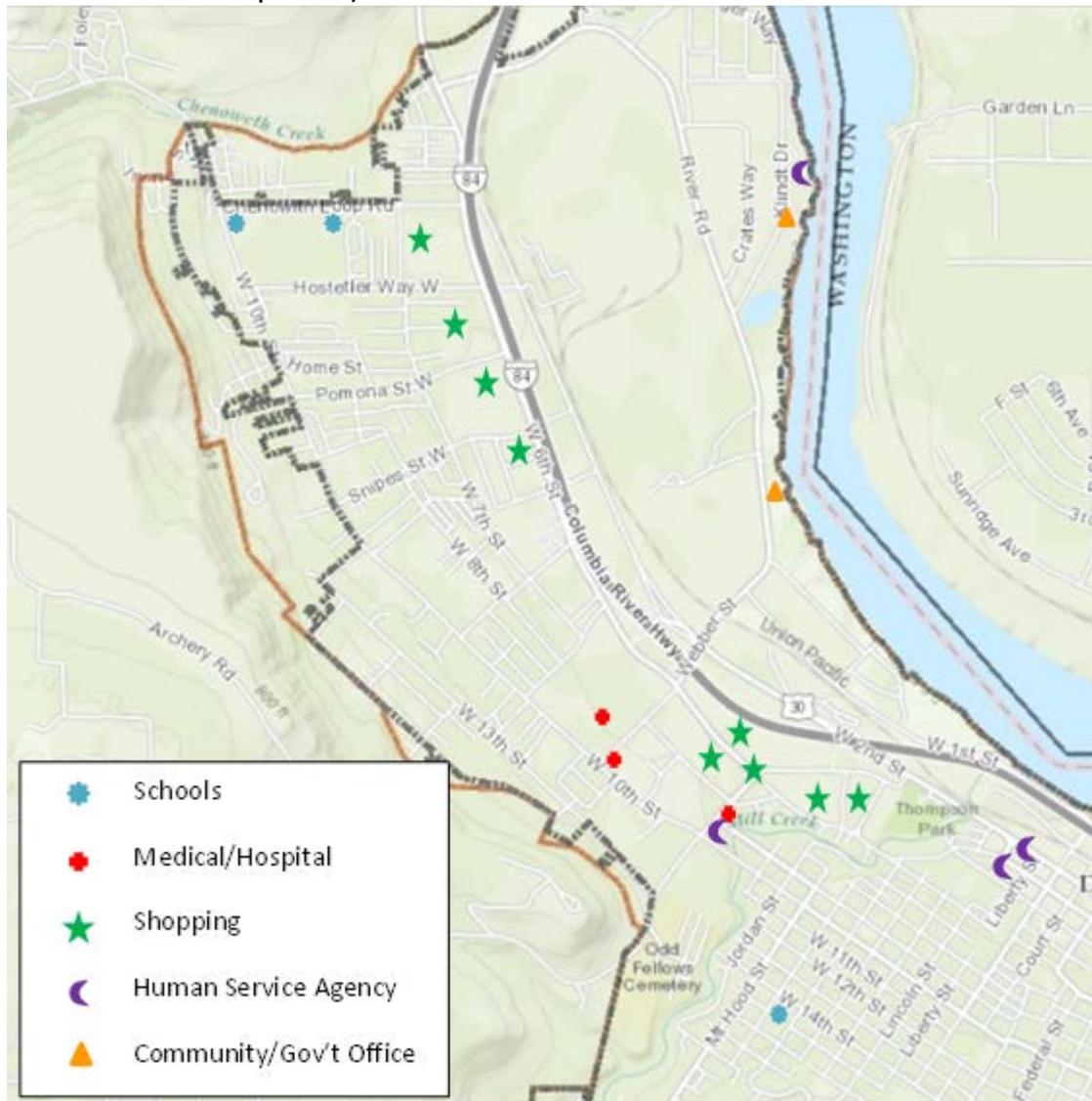
Key areas in the City of The Dalles



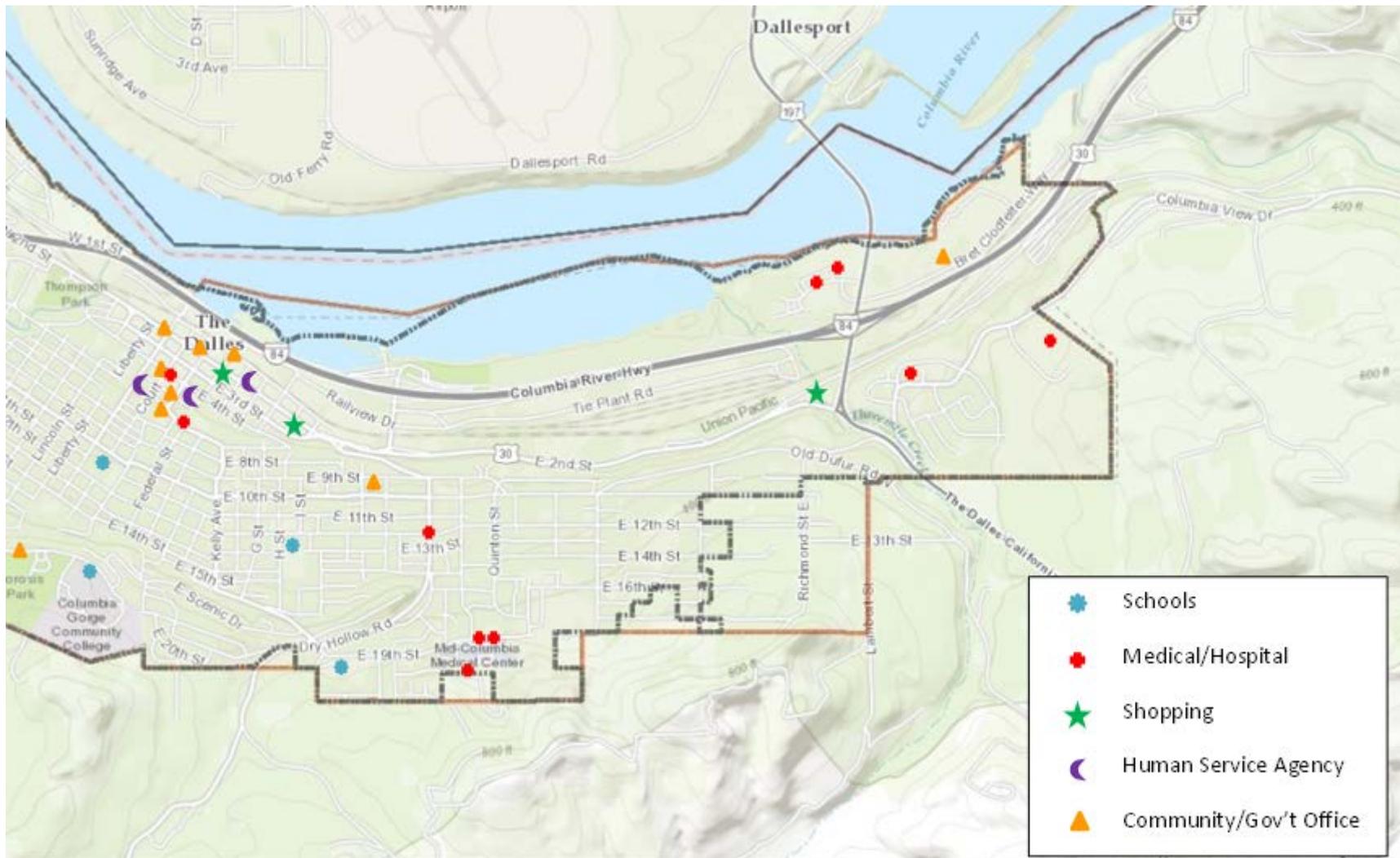
Primary destinations in The Dalles (based upon survey respondents who use public transportation & 2015 The LINK ridership data)



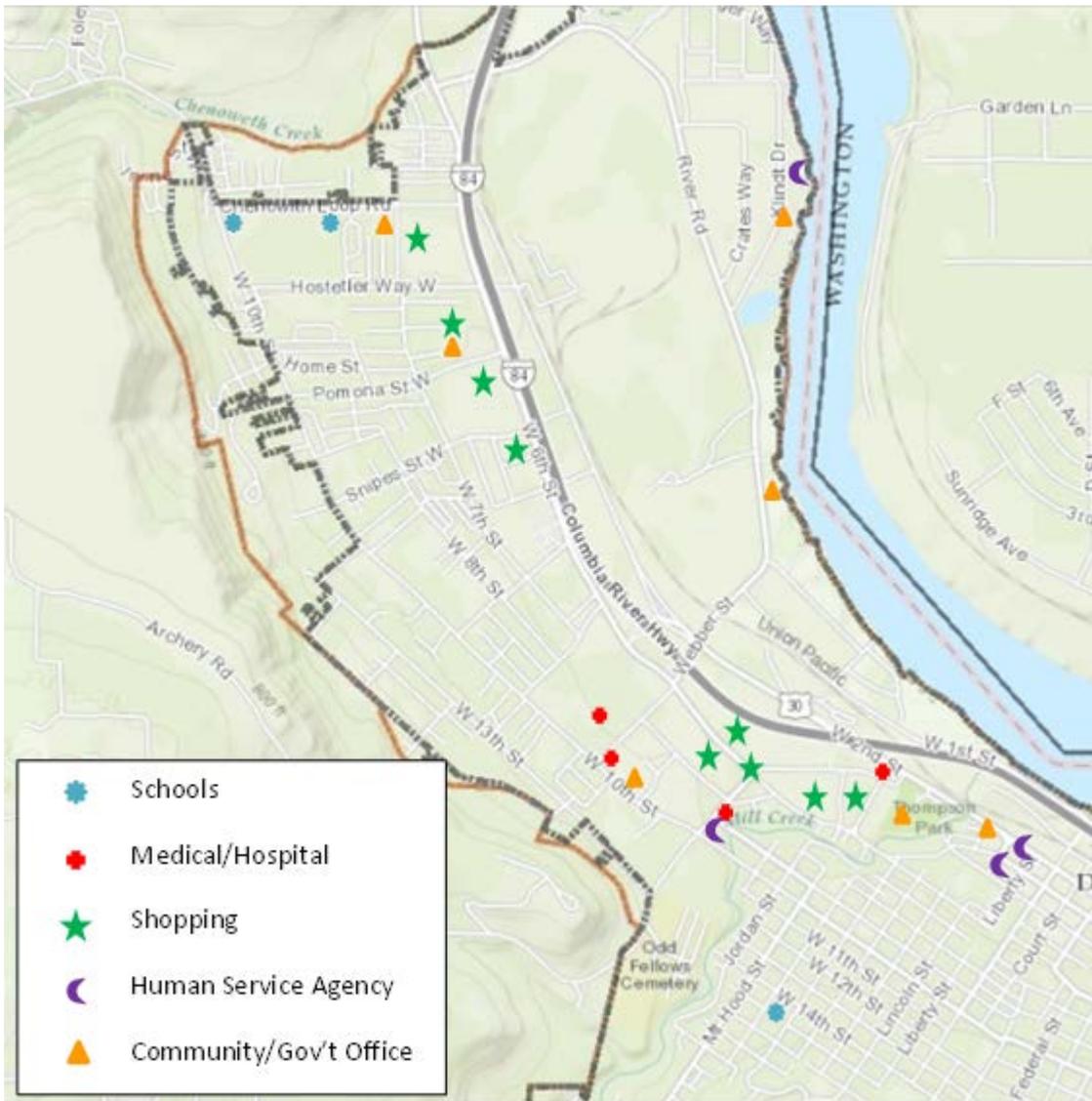
Primary destinations in The Dalles cont'd. (based upon survey respondents who use public transportation & 2015 The LINK ridership data)



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

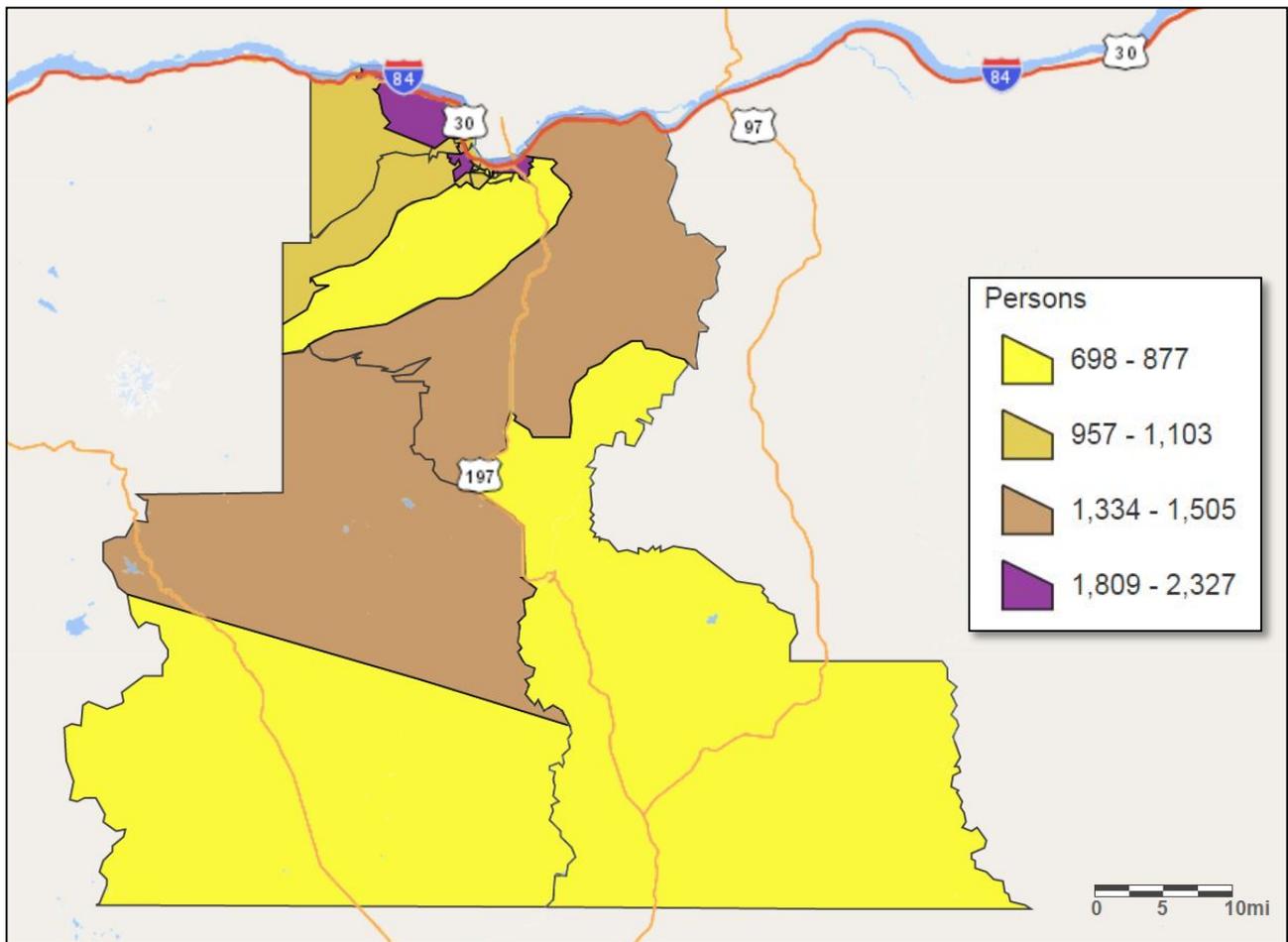


Destinations in The Dalles survey respondents would like to stop if there were a fixed route service cont'd.



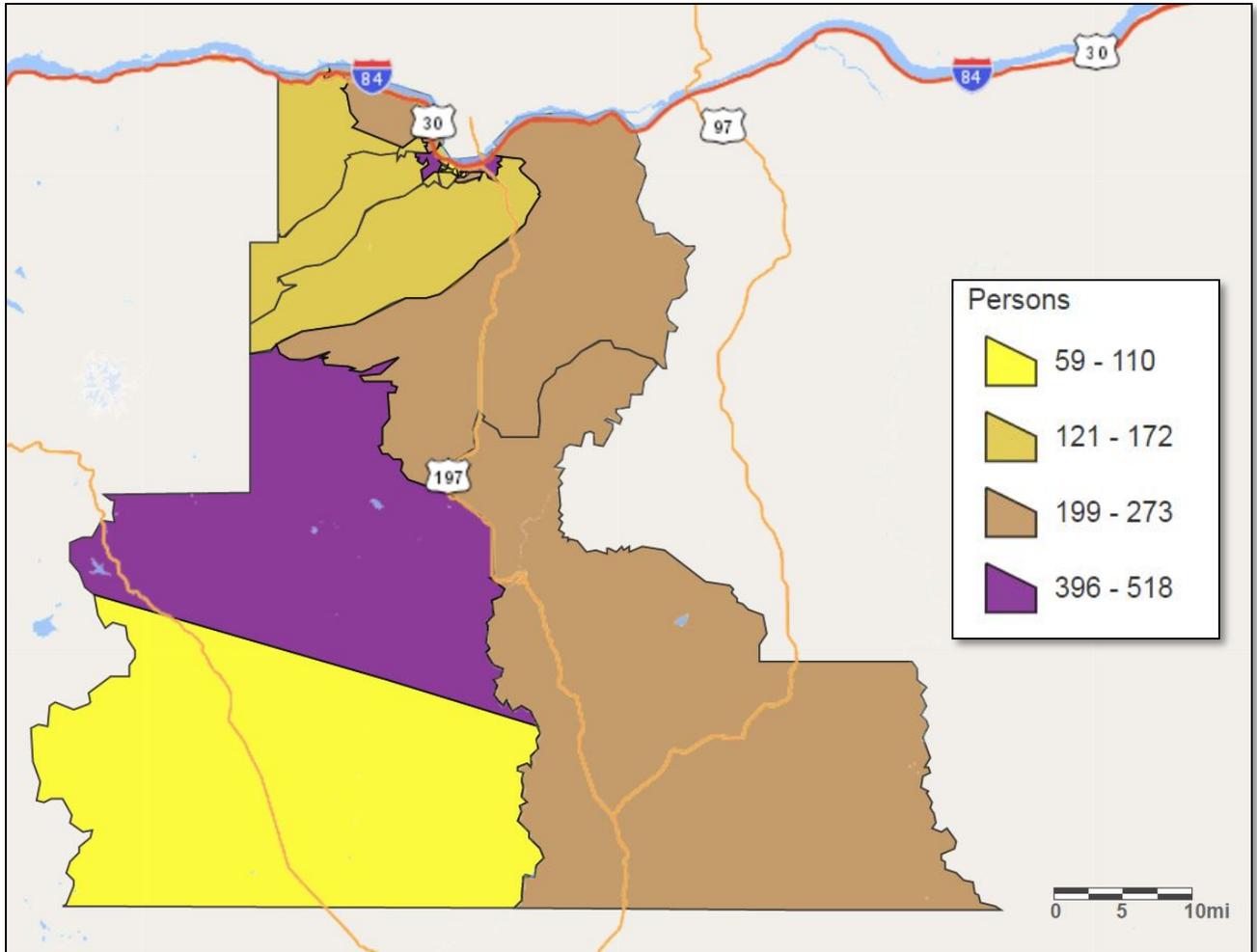
Population Distribution in Wasco County

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



Distribution of Elderly Population in Wasco County

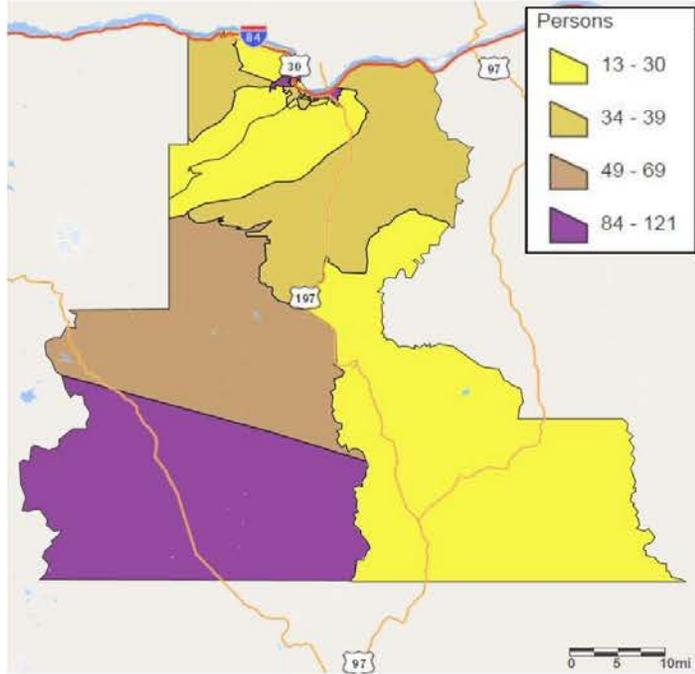
(Geography by: Block Group within Census Tract; Data: 2010 Census Summary File 1; Universe: Population 65 years and over)



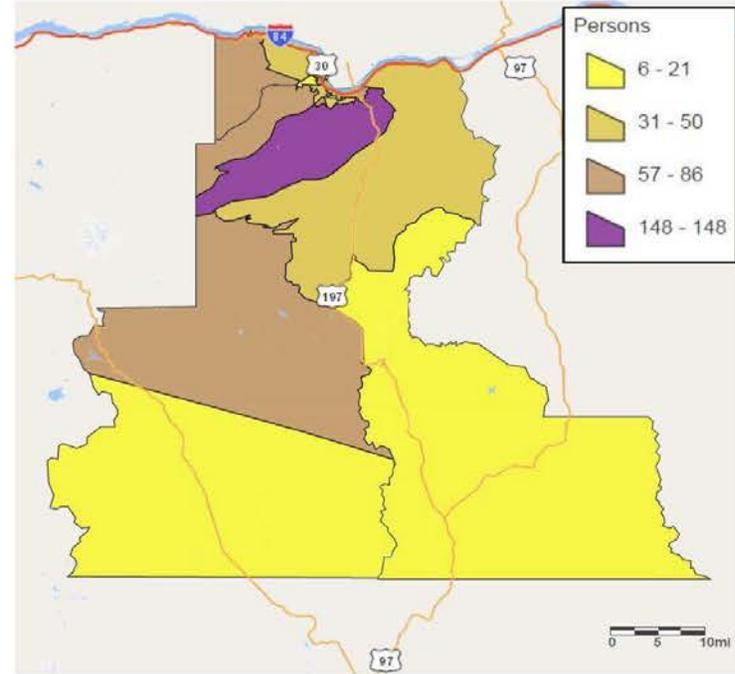
Distribution of the Population with Disabilities in Wasco County

(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

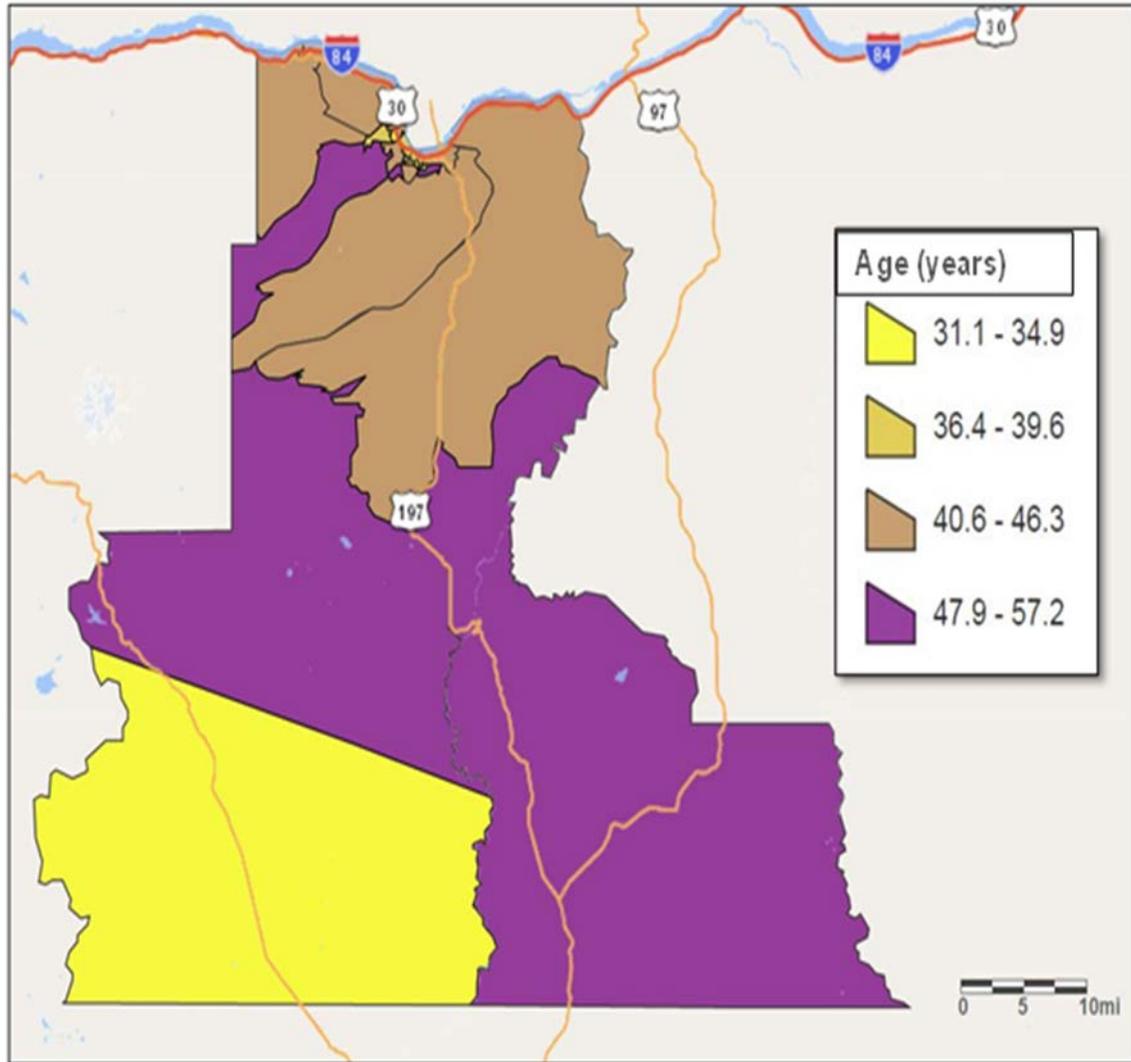


MALE

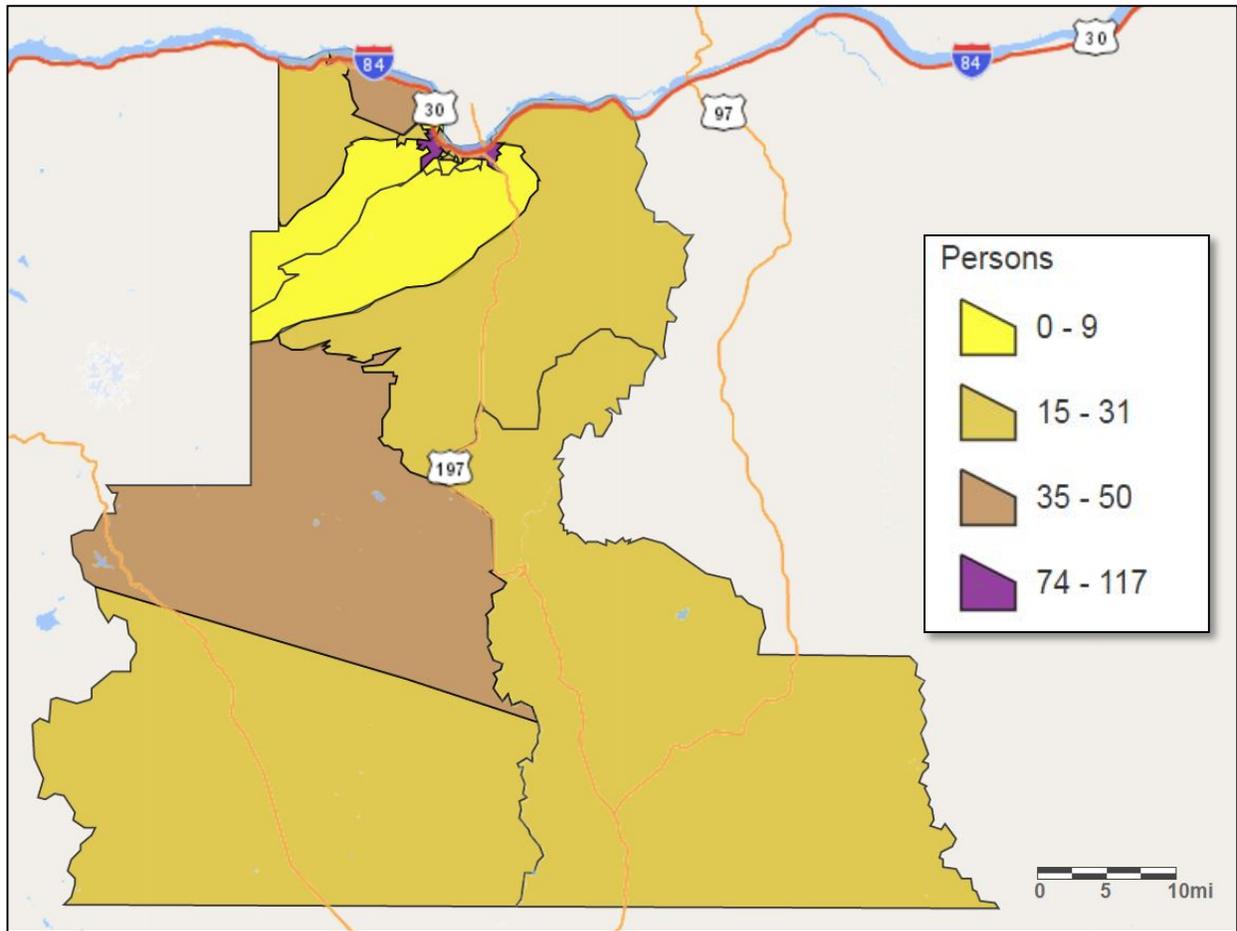


Median Age in Wasco County

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

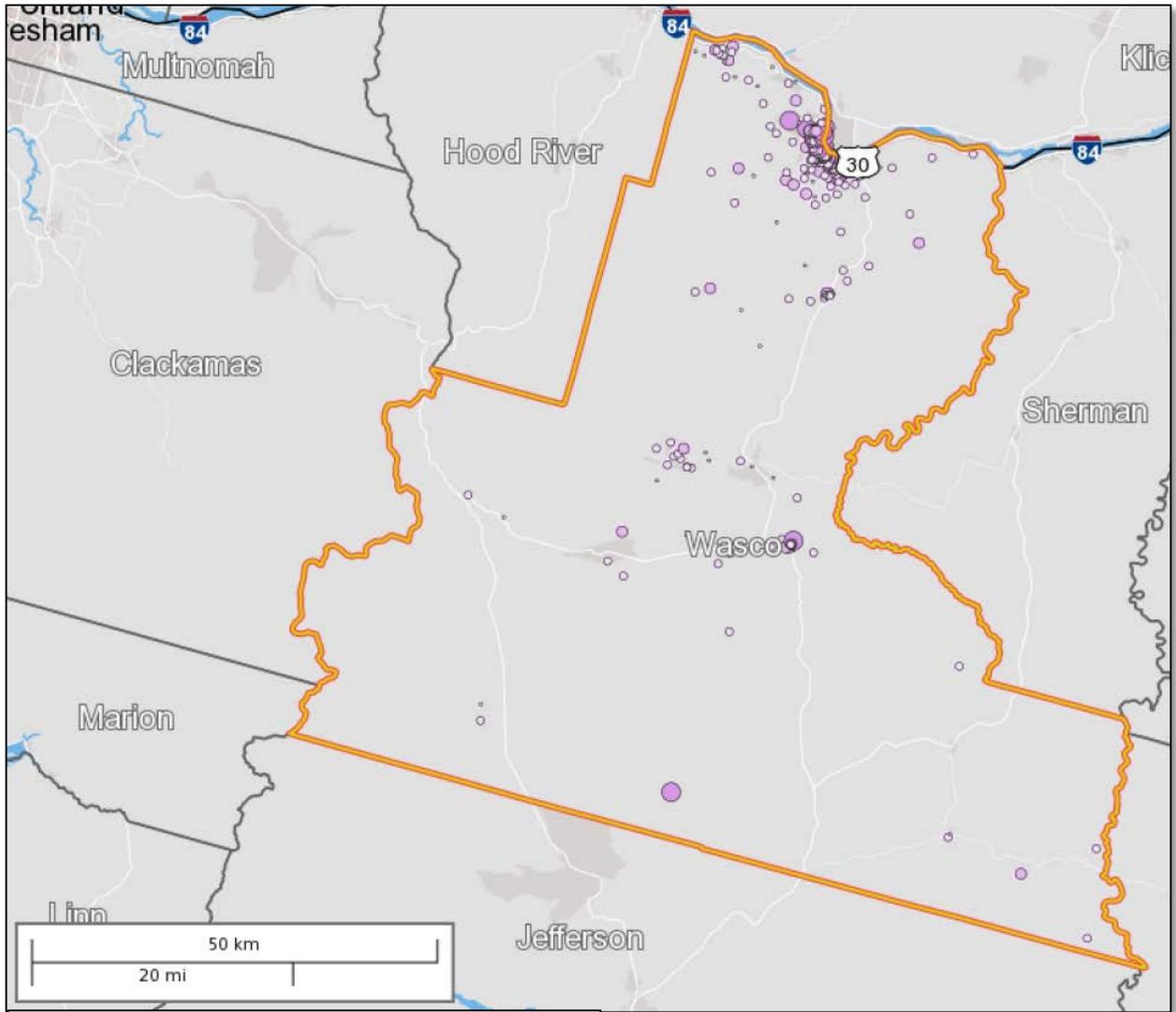


Families with Income below Poverty Level for Past 12 Months in Wasco County
(Geography by: Block Group within Census Tract; Data: 2010-2014 American Community Survey 5-Year Estimates; Universe: Families).



Distribution of Work Areas in Wasco County

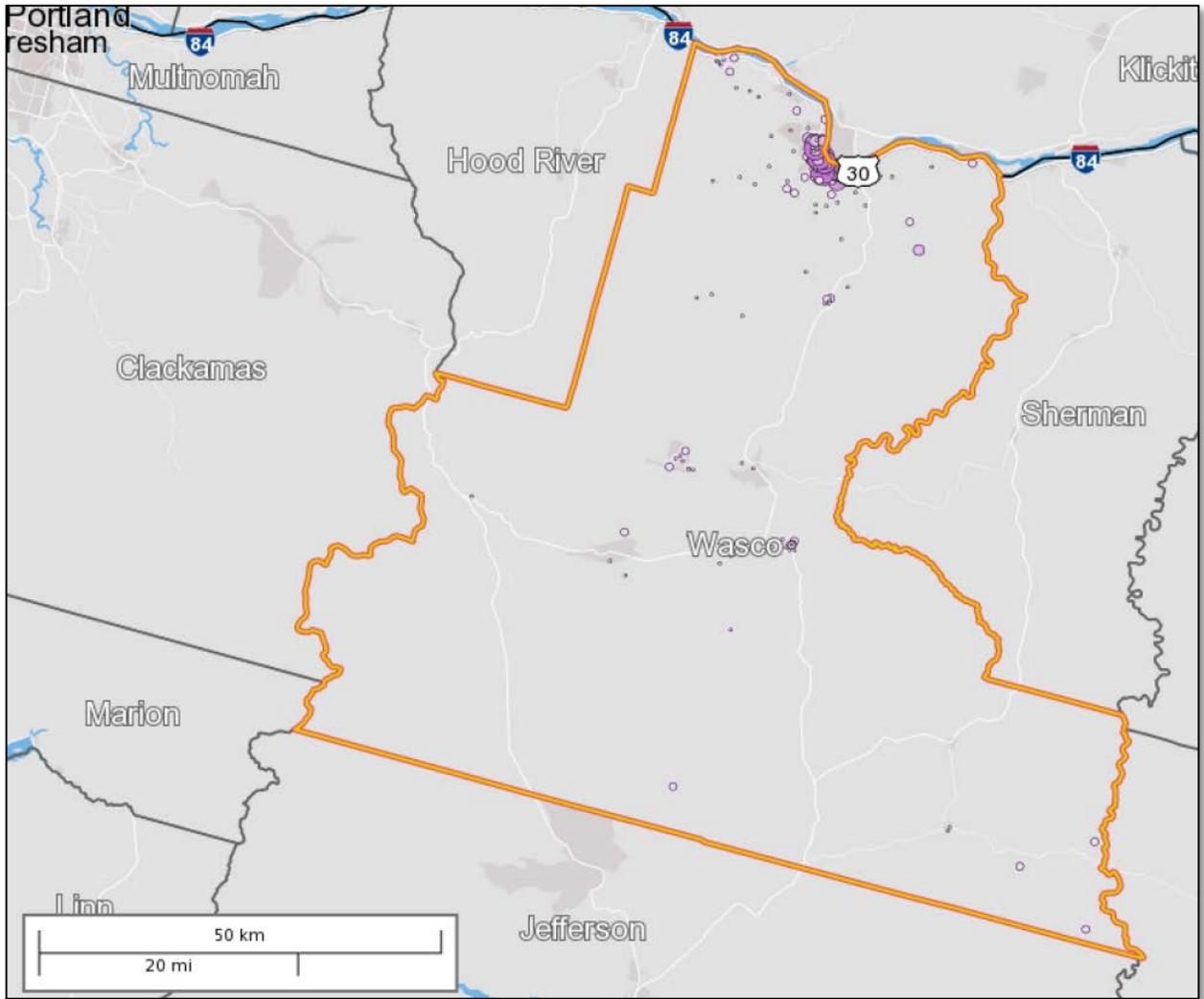
(Data: U.S. Census Bureau OnTheMap Application and LEHD Origin-Destination Employment Statistics (Beginning of Quarter Employment, 2nd Quarter of 2002-2014); Universe: Counts and Densities of all jobs and all workers)



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

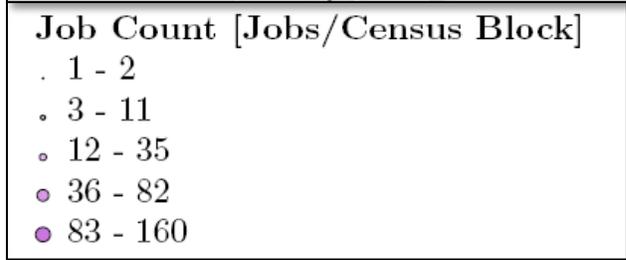
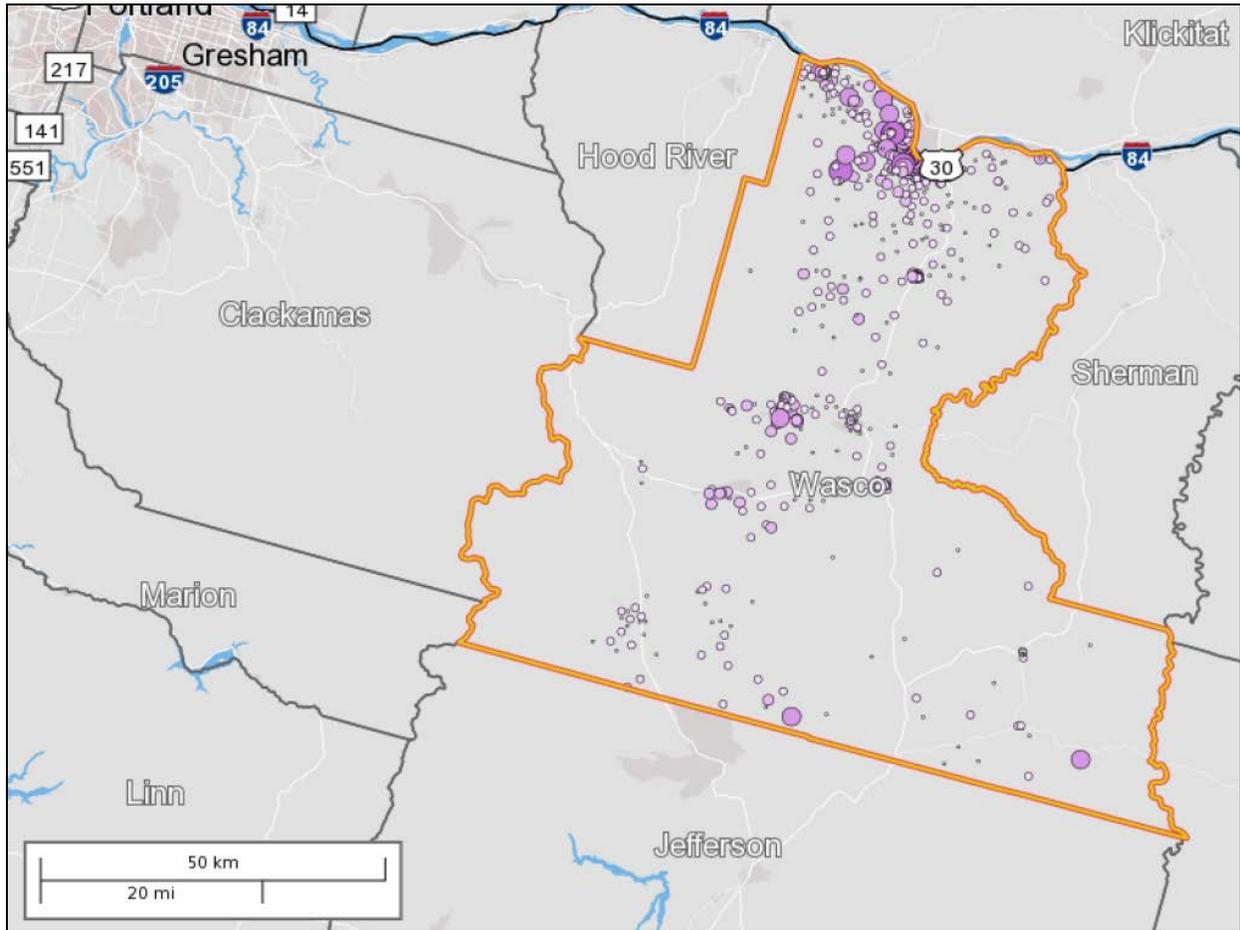
(Data: U.S. Census Bureau OnTheMap Application and LEHD Origin-Destination Employment Statistics (Beginning of Quarter Employment, 2nd Quarter of 2002-2014); Universe: Counts and Densities of all jobs and workers making \$1,250 per month or less)



Job Count [Jobs/Census Block]
• 1 - 4
• 5 - 14
• 15 - 30
• 31 - 54
• 55 - 84

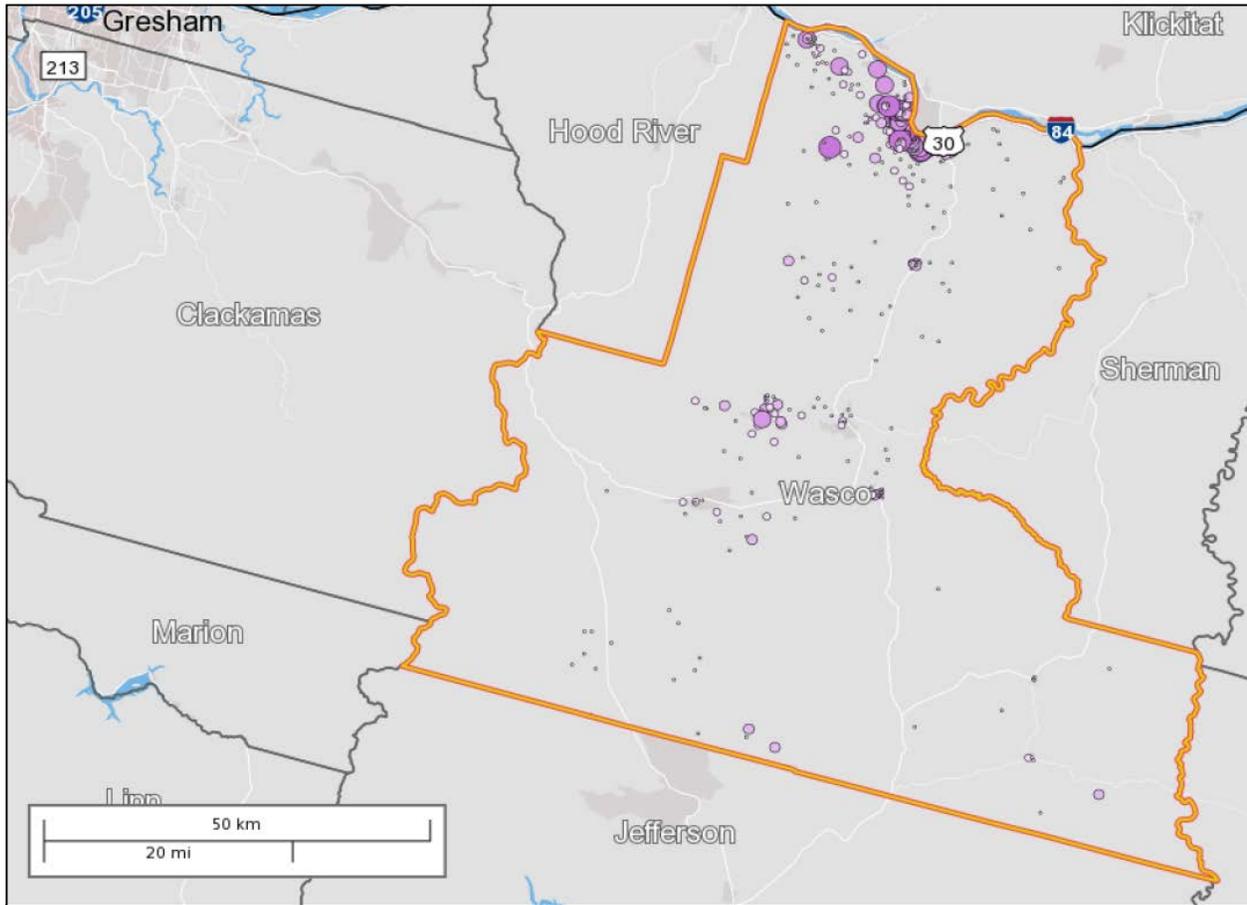
Distribution of Home Areas for Workers in Wasco County

(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)



Job Count [Jobs/Census Block]
. 1 - 2
. 3 - 5
. 6 - 11
● 12 - 19
● 20 - 30

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:

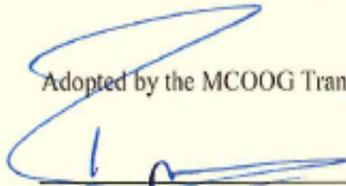
“Thank you. I think the report is very well done and gives a lot of information. Two things I wonder about; the first is that it seems there are a number of vans that operate out of assisted living or retirement facilities. I am sure they all make some of the same trips. Is there any thought to combining 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

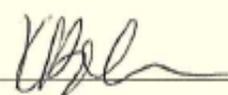
The 2016-2019 Wasco County Coordinated Transportation Plan was presented to the MCOOG's Transportation Network Director and the Special Transportation Fund Advisory Committee in October, 2016. It was presented to the Wasco County Board of Commissioners in November 2016.

Notice of plan availability was also noted on the MCOOG 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 11/3/16

Adopted by the Wasco County STF Advisory Committee:


Chair _____ Date 11/7/16

Adopted by the Wasco County Board of Commissioners:


Rod Ruyon, Chair _____ Date 11.7.16

Appendix O: 2018 Plan Amendment

In 2018, as Wasco County prepared for the Statewide Transportation Improvement Funds, the end date of this plan was amended from 2019 to 2020 in recognition that the projects within the plan would take longer than three years to accomplish. This amendment allows the plan to be considered an approved “Local Plan” as defined by ORS 732-040-005(18), which requires a planning horizon of at least four years. This amendment was developed in consultation with the Wasco County STF Committee and approved by the Wasco County Commissioners on August 1, 2018. The following pages show the signed approved minutes from that meeting noting the approved motion to extend the planning horizon of the Wasco County Coordinated Transportation Plan through 2020.

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Chair Kramer adjourned the session at 3:29 p.m.

Summary of Actions

MOTIONS

- **To approve Department of Administrative Services Intergovernmental Agreement #264-18 for Document Publishing, Processing and Delivery.**
- **To approve Resolution #18-014 to lower flags in Wasco County to half-staff from sunrise to sunset on August 4, 2018.**
- **To approve Amendment #1 to State of Oregon Grant Agreement number ODA-4083-18 between the State of Oregon, acting by and through its Department of Agriculture, and Wasco County, Oregon.**
- **To approve Amendment #1 to State of Oregon Grant Agreement number ODA-4083-18 between the State of Oregon, acting by and through its Department of Agriculture, and Wasco County, Oregon.**
- **To approve Cooperative Service Agreement #18-7341-5129-RA between Wasco County and USDA Animal & Plant Health Inspection Service Wildlife Services to conduct wildlife damage management.**
- **To approve the 2018/2019 USDA APHIS Wildlife Services Work and Financial Plan.**
- **To approve the consent agenda – 7.11.2018 Regular Session Minutes, 6.27.2018 Maupin Town Hall Minutes, Audit Contract, Revised Telecommuting Policy, Dufur Emergency MOU.**
- **To approve the expenditure of \$40,000 for full-body scanner to be installed at NORCOR.**
- **To approve the 2018-2019 Columbia Gorge Children’s Advocacy Center agreement to provide medial assessments and forensic interviews of alleged child abuse victims residing in Wasco County.**
- **To deny The Dalles Irrigation District request for a fee waiver for GIS services.**
- **that Planning fees in the amount of \$574 and \$287 be waived for SWPRD; this amount does not include the Clerk’s fee of \$116.**

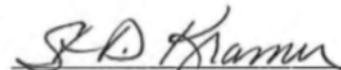
WASCO COUNTY BOARD OF COMMISSIONERS
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- To approve the Wasco County Statewide Transportation Improvement Fund Advisory Committee Bylaws as amended.
- To approve extending the planning horizon of the Wasco County Coordinated Transportation Plan through 2020.
- To approve the Intergovernmental Agreement between Quality Life Intergovernmental Agency and Wasco County for the provision of accounting, secretarial and administrative services.

CONSENSUS

- To provide a letter of support for the Maupin Library grant application.
- To authorize the Administrative Officer and Public Works Director to work with the citizens toward repairs of Dell road and to work on the other issues.
- To allow directors to offer a flexible 4-day work week at their discretion.

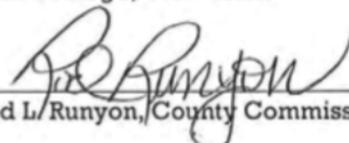
Wasco County
Board of Commissioners



Steven D. Kramer, Board Chair



Scott C. Hege, Vice-Chair



Rod L. Runyon, County Commissioner