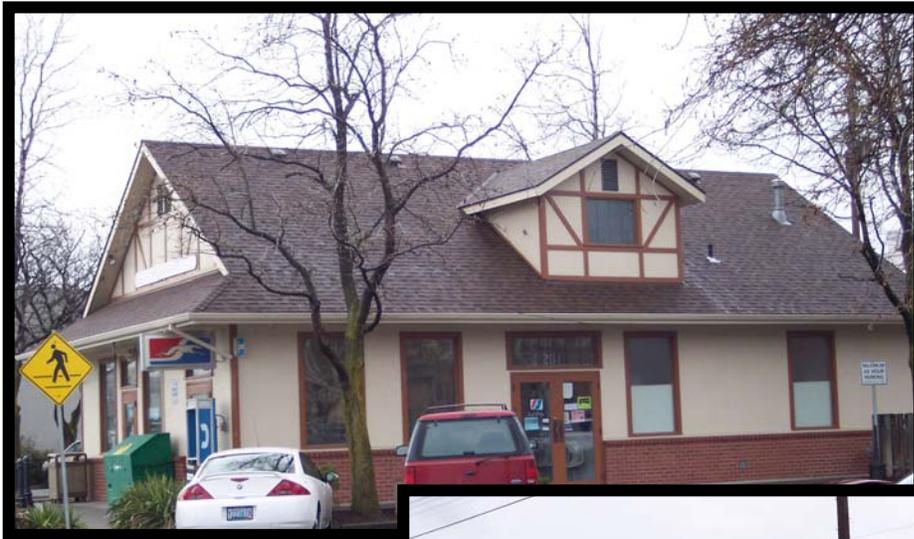


# Wasco County Coordinated Transportation Plan *Wasco County, Oregon*

2009 - 2012



Prepared by the Mid-Columbia Economic Development District



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# Executive Summary

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

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

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

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

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

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

**Sustain existing transportation services:**

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

**Stable funding:**

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

**Availability of service:**

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

**Days of public transit operations:**

- Promote private providers offering weekend service.

**Service routes:**

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

**Information about transportation services:**

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

**Understanding how to use public transportation:**

- Offer travel training and coordinate with human service agencies.

**Planning and coordination:**

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

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

# Introduction

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## **Federal and State Requirements**

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

## **Plan Purpose and Intent**

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

## **Planning Area**

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

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<sup>1</sup> U.S. Census Bureau

# Planning Process

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## Stakeholder Identification and Consultation Process

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

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

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

## Stakeholders Contacted

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

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

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

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

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

### **Public Meetings**

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

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

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

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

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

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

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

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

**March 4, 2009, 1:30 p.m., Special Transportation Fund Committee Meeting, The Dalles**

### **Targeted Surveys**

The planning process for the initial plan and the plan update focused on encouraging public involvement through public meetings and targeted surveying of the three special needs populations.

In December 2006, existing users of Transportation Network's Dial-a-Ride service, the local public transportation authority, were interviewed through an on-board transportation survey. This survey had a 100% response rate with 15 riders providing feedback about transportation services. Of these riders, five were seniors and six were disabled. Information on income status was not requested. The Transportation Survey may be found in Appendix B and results in Appendix C.

Also in 2006, surveys were also conducted at senior mealsite locations across Wasco County, including Mosier, The Dalles, Dufur, and Tygh Valley. Surveying included both individual conversations and paper surveys. Paper surveys were printed with large type to assist with visual impairments. Individual conversations allowed seniors who could not write an opportunity to respond. A total of 89 seniors responded to the surveys.

Surveys were also conducted in January 2007 at the Department of Human Services (DHS) offices in The Dalles. Surveys were available in both Spanish and English at the DHS offices.

While updating the plan, surveys were distributed in December 2008 via The Dalles Area Chamber of Commerce monthly newsletter and the Mid-Columbia Economic Development District monthly newsletter to target and reach employers. A survey designed through SurveyMonkey allowed employers and employees the opportunity to respond electronically and anonymously regarding their transportation needs. This outreach effort to employers in Wasco County was initiated to further reach the low-income population and better understand access to work requirements. Five employees/ general public responded to this survey; no employers responded.

To gather additional public feedback on the plan and transportation needs, surveys were available at the alternative transportation show in Hood River in November 2008, sponsored by the Gorge Technology Alliance. Information was gathered verbally throughout the show as well.

Finally, in updating the plan, Mid-Columbia Economic Development District utilized surveys distributed by the Klickitat County Horizons group to gather additional information about transportation needs. Klickitat County Horizons is an all-volunteer group of citizens, concerned about transportation access. They distributed the majority of their surveys through school systems and personal contacts. Information from the surveys distributed through North Wasco County School District constituted the primary focus for identifying transportation needs. Approximately 1600 surveys from around the region were collected with approximately 500 reporting a location in Wasco County as their place of residence. The main information collected from these surveys can be found in Appendix C.



# Data Analysis

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## Demographic Data Overview

The most recent Census data available is from the 2000 U.S. Census. In relation to the special needs populations, the data for Wasco County indicates:

Total population . . . . .	23,791
Percentage of population 65 years and over. . . . .	16.7%
Percentage of individuals with disabilities. . . . .	19.6%
Percentage of individuals living below the poverty level. . . . .	12.9%
Percentage of individuals that speak a language other than English at home. . . . .	10.5%
Mean travel time to work in minutes for workers 16 years and over. . . . .	18.6 min

## Population Estimates

Population data is available on a more recent basis from the Portland State University Population Research Center. Trends for population projections for 2000-2040 are available in the detailed tables in Appendix D. The most recent certified estimates (July 2008) show an increasing population for the County from 23,791 in 2000 to 24,170 in 2008. The trend is anticipated to continue and an increasing population will add additional strain to the transportation system and require new services and additional replacement vehicles to meet increasing demand.

Across the State of Oregon and within Wasco County, the population is also gaining elderly individuals. Trends for senior population projections for 2000-2040 from the Office of Economic Adjustment are available in the detailed tables in Appendix D. Maps of the dispersion of the current senior populations (based on 2000 Census data) can be found in Appendix E. Larger senior populations result in increased transit demands since many elderly rely on public transportation. Senior populations also have unique demands with more frequent medical appointments and the need for wheelchair-accessible vehicles.

In addition to growing the Oregon state population older, the population is becoming more racially diverse with the minority population growing faster than the white population. Human service providers in Wasco County have noted distinctly changing conditions as these two phenomena converge. Next Door, an agency serving Latino families noted that older Latino adults would often leave the United States in the past. However, many older Latinos are now staying in the area, due to health conditions and family concerns, creating the development of a new aging community. A larger Latino population affects public transit providers by requiring bi-lingual advertising, information and drivers. The elderly Latinos have similar demands as elderly non-Latinos, including increased transportation demands and the need for wheelchair-accessible vehicles.

## Income and Employment Data

Average wage per job in Wasco County in 2006 was \$31,430, or 75% of the national average. Per capita personal income was \$27,720, or 76% of national average.<sup>2</sup> Wasco County's unemployment rate in February 2009 was 11.1%, which is an increase of 4.6% from one year ago. The increase represents both a statewide and national trend of increasing unemployment during an economic

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<sup>2</sup> Bureau of Economic Analysis

downturn, and is higher than the State average of 10.8% (up 5.4% from one year ago).<sup>3</sup> Fluctuations in employment are common and increases result in more low-income individuals requiring access to public transportation. In the past year, the price of fuel dramatically fluctuated and high prices resulted both in an increase in service providers' costs and an increase in demand, especially for low-income populations.

### **Transportation Routes- Common Origins and Destinations**

#### ***Origins***

As the major population center, a majority of transportation needs originate in The Dalles. A map of common origins may be found in Appendix E. Specific origins include:

- Apartment complexes and RV/mobile home parks. These are concentrated on the west end of the City of The Dalles where there is a great deal of low income housing. A list of the apartment complexes can be found in Appendix F.
- Senior/ assisted living facilities, retirement communities, and group homes. See full list of facilities in Appendix G.
- Celilo Village, east of The Dalles. Celilo has tribal housing with approximately 39 families living in the Village. They have transportation needs to get to Portland, Warm Springs, and Yakima. A challenge with this origin, however, is the number of “no-shows” reported by the public transportation provider.

#### ***Destinations***

Wasco County's major population center is The Dalles. Individuals in Wasco County often require transportation traveling to, from, and within The Dalles as it is a major destination for accessing human service agencies, shopping centers and medical facilities. A map of common destinations may be found in Appendix E. Although transportation to The Dalles was referenced as the greatest area of need, limited interest was also expressed for transportation locally within South Wasco County communities and regionally for transportation to Portland, Hood River, and Washington communities located directly across the Columbia River. The major destinations concentrated in The Dalles include the following:

- Medical facilities
  - Cascade Eye Center
  - Mid Columbia Medical Center (MCMC) and Celilo Cancer Center
  - Public Health Department and La Clinica complex
  - East Cascade Physical Therapy
  - Rebekah Street Physical Therapy
  - Columbia Hills Medical Facility
  - Doctor's office complex near MCMC
- Department of Human Services and social services building
- Mid-Columbia Center for Living
- Shopping areas:
  - Safeway and Walgreens
  - Bi-Mart and Kmart
  - Fred Meyer and Cascade Square (Grocery Outlet, etc)
- Mid-Columbia Senior Center

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<sup>3</sup> OLMIS

- Columbia Gorge Community College
- Beauty salons, especially Perfect Look and School of Beauty
- Norcor/Community Corrections

### **Changing Conditions**

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

- Mid-Columbia Medical Center is anticipated to have facilities available (focusing on their Center for Mind and Body) at the new Lone Pine development along the Columbia River on the east side of The Dalles. Having two major medical facilities for MCMC will both necessitate travel between the facilities for all three target populations as well as increase the level of travel to the Lone Pine site.
- In December 2008, Wasco County Court authorized the White River Medical Center to file for bankruptcy. As a major social service provider in South Wasco County, any affect to the viability of this Center will affect the level of services available, especially for seniors in South Wasco County.
- As of February 2009, Wal-Mart is under consideration with the City of The Dalles for a planned SuperCenter at the west end of The Dalles. If approved, it would increase regional travel to this location, particularly by low-income families. It would also increase the amount of inter-County and inter-City travel to and within The Dalles for shopping, and increase the need for job access transportation to and from this location.
- Columbia Gorge Community College has expanded their campus in The Dalles and constructed a new campus in Hood River. With more class offerings at these two locations, travel to and between campuses will increase, particularly for low-income individuals. Alternative transportation, such as walking and bicycling, is difficult due to the geography of the campuses; both are located on the top of hills. CGCC has promoted walking and biking, however, with a recent focus on students who travel to the campuses using these methods. CGCC has also partnered with the Hood River and Wasco County transportation providers to promote a fixed route service to both campuses.
- The Celilo Village redevelopment project recently completed the construction of new housing, which increases the need for adequate public transportation for residents.

# Transportation Resource Analysis

## Existing Transportation Service Options

Wasco County's transportation options for people with disabilities, seniors, and individuals with low income include:

Transportation Provider	Public/Private	Service Type	Hours	Days	Service Area
Transportation Network	Public	Dial-a-Ride	8 a.m. to 5 p.m.	Monday-Friday	Wasco County
Columbia Area Transit	Public	Fixed Route-The Dalles	6 a.m. to 6:30 p.m.	Monday-Friday	Hood River and The Dalles
Columbia Area Transit	Public	Fixed Route - Portland	7:30 a.m. to 5:10 p.m.	Thursday	Hood River and Portland
Columbia Gorge Express	Private	Non-emergency medical transportation	By appointment	Monday-Sunday	Columbia River Gorge
Greyhound	Private	Bus- Fixed Route	By schedule	Monday-Sunday	I-84 corridor
Amtrak	Private	Train- Fixed Route	By schedule	Monday-Sunday	Wishram, WA to Portland
Taxis	Private	Taxi- door-to-door	24 hours	Monday-Sunday	City of The Dalles
Next Door	Public	Client transportation	After school, evening	As needed	Hood River and Wasco counties
La Clinica	Public	Client transportation	As needed	As needed	The Dalles/Hood River
Columbia Gorge Center	Public	Client Transportation	As needed	As needed	The Dalles/Hood River
Eastern Oregon Support Services	Public	Client transportation	As needed	As needed	Wasco and Hood River counties
Renew Consulting	Private	Client Transportation	As needed	As needed	Wasco and Hood River counties
Center for Continuous Improvement	Private	Client Transportation	As needed	As needed	Wasco and Hood River counties
Carpool/Rideshare	Private	carpool	By appointment	By appointment	State of Oregon

Veterans Administration	Public	Medical transportation	As needed	As needed	Hood River County
VPSI	Private	vanpool	As arranged	As arranged	Hood River-metro
Enterprise	Private	vanpool	As arranged	As arranged	Hood River-metro

***Transportation Network***

The main public transportation provider for Wasco County is the Transportation Network (formerly known as the Link), which is operated through Mid-Columbia Council of Governments (MCCOG). Although the main office is located in The Dalles, administration is shared with Hood River County’s Transportation District to reduce costs and increase coordination of services. The Transportation Network also offers transportation services on behalf of Wamic Senior Bus to better serve individuals residing in south Wasco County. Wamic Senior Bus volunteer drivers serve as part of the Transportation Network. It is likely that the Wamic Senior Bus will become an independent organization in the future.

Service Areas/Hours

The Transportation Network offers Dial-a-Ride, door-to-door service from 8 a.m. to 5 p.m., Monday through Friday throughout Wasco County and the City of The Dalles. In addition, it connects to Greyhound for trips to Hood River, Portland, and points east. The fare is \$1.50 one way for riders traveling within the City of The Dalles. The fare increases for travel originating or ending outside of The Dalles.

Funding

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

- Oregon Special Transportation Funds
- Greyhound commissions
- Oregon Division of Medical Assistance Programs (DMAP, formerly OMAP); Medicaid (medical). Medicaid transportation service is distributed through the region’s Medicaid Brokerage Service, the Mid-Columbia Council of Governments, which also operates the Transportation Network
- Medicaid (non-medical). Medicaid clients receiving community-based care may be authorized for non-medical transportation (e.g. family visits and hair appointments) if it is deemed good for keeping them out of nursing homes
- City of The Dalles
- Business Energy Tax Credit program
- Fares
- Shared administration with Hood River County Transportation District

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

***Columbia Area Transit (CAT)***

The main public transportation provider for Hood River County is CAT. CAT also operates fixed route services that affect Wasco County residents.

### Services

CAT offers two fixed route services affecting Wasco County residents. One fixed route service runs three times per day from Hood River to The Dalles. The other fixed route service runs once a week on Thursdays to Portland. A schedule for both routes is provided in Appendix H. The Transportation Network operated The Dalles-Hood River segment of the weekly trip to Portland.

### Funding

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

### ***Greyhound***

Greyhound is an inter-city transportation provider offering service along the I-84 corridor. Services were significantly cut back in 2004 following a major reduction in Greyhound's route system, but a hub has been maintained in The Dalles.

#### Service Area/Hours

Greyhound offers service along the I-84 corridor. From The Dalles, passengers can travel to (among others) Hood River, Portland, and points east. Currently, Greyhound makes three stops in The Dalles per day in each direction. It leaves The Dalles heading west at 4:05 a.m., 2:45 p.m., and 4:30 p.m. and arrives at 1:50 a.m., 11:30 a.m., and 1:10 p.m.

Although The Dalles is fortunate to have maintained Greyhound service in the area, passengers planning a day trip to Portland/Vancouver, the nearest major metropolitan area, may experience scheduling difficulties. Day trips to Portland are often necessary for Wasco County residents requiring access to specialized medical services. A person trying to reach Portland and return to The Dalles via Greyhound during the course of a single day would leave The Dalles around 4:00 a.m. and return on a bus departing Portland around 11:30 a.m.

### Funding

Operations are supported primarily through fares, which can be prohibitively expensive for low-income passengers.

### ***Amtrak***

Amtrak is a passenger rail service.

#### Service Area/Hours

Amtrak provides passenger rail service on the Washington side of the Columbia River. A train station is located in Wishram, Washington. Amtrak has a more favorable schedule than Greyhound for people who would like to take a day trip to Portland. Using Amtrak, an individual would leave at 7:30 a.m. from Wishram and return on a train departing Portland at 4:45 p.m. the same day. The difficulty with this situation for travelers is getting to and from the Wishram train station.

### Funding

Operations are supported primarily through fares. Although less expensive than Greyhound, they can still be prohibitively expensive for low-income passengers.

### ***Columbia Gorge Express***

Columbia Gorge Express provides non-emergency medical transportation. When updating this plan, there was a major change to the services offered by Columbia Gorge Express. They no longer offer shuttle buses or chartered trips into Portland.

#### Service Area/Hours

Columbia Gorge Express operates seven days per week and provides medical transportation.

#### Funding

Supported through fares and fee-for-transportation services.

### ***The Dalles Taxi***

There is only one taxi located in Wasco County: The Dalles taxi.

#### Service Area/Hours

The Dalles taxi is available on-call 24 hours a day, seven days a week. It primarily serves residents in the City of The Dalles.

#### Funding

Operations are supported through fares.

### ***Carpool/Rideshare***

Carpoolmatchnw.org is a carpool/rideshare service that has the ability to connect commuters in Wasco County. Numerous other carpool matching sites exist and informal carpool networks also occur throughout the Gorge.

### ***Human Service Providers***

Some assisted living facilities, community organizations, and human service agencies provide their own transportation, which is supplemented by the Transportation Network's services. Agencies, facilities, and organizations providing their own transportation include:

- Mill Creek Point Assisted Living Community, which has a secure transport vehicle and six licensed and trained drivers. The secure transportation vehicle has been in service since August 2006 and is available to anyone needing secure transportation.
- Veteran's Administration, which provides medical transportation services for veterans.
- Mid Columbia Center for Living which has vehicles for transportation of clients.
- Cascade Senior Care, Cherry Heights Retirement Community, Columbia Basin Care Facility, Evergreen and Flagstone Senior Living which each have vehicles for the transport of their residents.
- Columbia Gorge Center which provides daily transportation for people with disabilities from The Dalles to their Pine Grove Facility for employment and enrichment activities and transportation several times per week for community outings for clients from both The Dalles and Hood River. Their group homes in The Dalles also have vans that provide daily transportation to the Pine Grove Facility, medical appointments and community outings. They also provide transportation services to clients on an individual basis.
- Eastern Oregon Support Services, which utilizes "personal providers" to transport some individuals for appointments and special events.

There are also services which cater to the homebound individual to eliminate some transportation needs. One such service is Mid-Columbia Meals on Wheels, which brings meals to senior's homes.

### ***Van Pools***

A limited number of local employers provide transportation for their workers through Enterprise or VPSI. Transportation is generally provided by employers with distant work sites, such as John Day Dam, or with employees residing in the Portland region but who work in The Dalles at locations such as Google. There is opportunity for an increase in the number of employer sponsored van pools in Wasco County.

### **Administration**

Administration is shared between Wasco County Transportation Network and Hood River County Transportation District. There is strong administrative capacity with the Transportation Network.

### **Coordination of Services**

Wasco County is unique in the degree of coordination already undertaken between transportation providers. Coordination activities between transportation providers and human service agencies occur in the following manners:

- Wasco County participates with four other counties in Gorge TransLink, an alliance of transportation providers in the Mid-Columbia region. Gorge TransLink provides regional coordination and marketing for the participating providers in Wasco, Hood River, Sherman, Klickitat and Skamania Counties. The main public transportation providers in each of these counties have passed resolutions and Memorandums of Understanding to coordinate efforts in applying for funding for a mobility manager for the region.
- Transportation Network coordinates volunteer drivers through what was previously known as the Wamic Senior Bus. This reduces the strain on the Transportation Network to serve South Wasco County and eliminates duplication of transportation services.
- Administration services for the Transportation Network are contracted from Hood River County Transportation District. This both reduces the cost of administration and encourages coordination between the two systems.
- Mid-Columbia Council of Governments (MCCOG) serves as Greyhound Agent, regional Medicaid broker, and operator for Transportation Network.
- The Transportation Network provides a bus and fuel at a reduced cost to the Columbia Gorge Center to transport people with disabilities from The Dalles to Pine Grove in Hood River County. The support also helps the Gorge Center fuel vehicles they own at a reduced cost to provide additional transportation to their clients. This support reduces strain on the Transportation Network while providing passengers with an adequate level of transportation services.
- The Transportation Network's administration participates in regular meetings with human service agencies to share information about transportation and human service resources.

## **Transportation Funding Resources**

### ***Local Funding for Transportation Fares/ Tickets/ Operating***

Through stakeholder interviews a number of local funding sources were identified for transporting the three target populations:

- Mid Columbia Medical Center has funding available through their Chaplain's fund to pay fares for patients with no other source of transportation.
- Individuals with disabilities may be eligible for a certain amount of money to purchase transportation services from a variety of providers. While in the past these funds went directly to the transportation providers, individuals now have the opportunity to choose.
- Department of Human Services utilizes System of Care (SOC) funds for necessary transportation.
- St Vincent de Paul has limited funds they can use to assist stranded travelers.
- In 2007, ARC, a nonprofit organization serving clients with disabilities, indicated that they have limited funds and would like to use them to coordinate transportation for their clients.
- The City of The Dalles provides operating support to the Transportation Network.

### ***State and Federal Funding***

- Section 5310: Elderly and Disabled Transportation Assistance. Federal funding source designed specifically to meet elderly and disabled individuals' transportation requirements. Administered by states and available through the State of Oregon through the discretionary grant process.
- Section 5311: Rural Transit Assistance. Federal funding source designed to support rural transportation operations. Administered by states and available through the State of Oregon through a formula process.
- Medicaid Non-Emergency Transportation. Provides funding, managed through the Medicaid Transportation Brokerage, for transportation for clients to and from medical services that are both medically necessary and covered by Medicaid.
- Job Access and Reverse Commute (JARC). Federal funding source designed to provide funding for transportation programs which address the unique transportation challenges faced by low-income persons seeking to get and keep jobs.
- New Freedoms Program. Federal funding source designed to help overcome transportation barriers facing Americans with disabilities.
- Special Transportation Fund. State funding source distributed both by formula and through the discretionary application process.
- Business Energy Tax Credit (BETC). State program providing tax credits for eligible energy conservation programs, including reduced driving effects offset by public transportation projects. Tax credits are available to businesses that support transportation solutions.

## **Transportation Fleet Inventory for Wasco County**

(\*Note: n/a indicates organization did not release or did not have any additional information)

<b>Operator</b>	<b>Model/ Year</b>	<b>Mileage Estimate</b>	<b>ADA Accessible</b>	<b>Remaining Useful Life (Years)</b>	<b>Seating Capacity</b>
Cascade Senior Care	2003 Minivan	Low	Yes	10	7
Cherry Heights Retirement Community	1995 Ford 35C	96,000	Yes	5	15

Columbia Basin Care Facility	2006 Ford Chassis	> 5,000	Yes	15	13
Columbia Gorge Center	1999 Nissan Quest	72,000	No	5	6
Columbia Gorge Center	2000 Ford E350	103,000	No	5	11
Columbia Gorge Center	2001 Ford E350	92,000	No	5	11
Columbia Gorge Center	2003 Ford Econoline	163,000	No	3	11
Columbia Gorge Center	1996 Ford E350	65,000	No	5	11
Columbia Gorge Center	2002 Ford E450 (leased from MCCOG)	105,000	Yes	3	18
Evergreen	van	*n/a	Yes	n/a	n/a
Flagstone Senior Living	1992 Bus	93,000	Yes	5	16
Flagstone Senior Living	2006 Toyota Scion	4,000	No	10	3
Mid-Columbia Center for Living (MCCFL)	1994 Ford Taurus	176,855	No	0 – will be surplusd in event of mechanical failure	5
MCCFL	1995 Ford Escort	100,441	No	0 – will be surplusd in event of mechanical failure	4
MCCFL	1997 Subaru Legacy	138,230	No	0 – will be surplusd in event of mechanical failure	4
MCCFL	1999 Subaru Legacy	131,434	No	0 – will be surplusd in event of mechanical failure	4
MCCFL	1999 Honda Odyssey	105,974	No	0 – will be surplusd in event of mechanical failure	7
MCCFL	2001 Subaru Impreza	88,749	No	0 – will be surplusd in event of mechanical failure	4

MCCFL	2001 Ford Taurus	85,985	No	0 – will be surplusd in event of mechanical failure	4
MCCFL– System of Care Grant	2004 Ford EcoNoline	71,000	No	2	12
MCCFL	2004 Ford Goshen Bus	67,000	No	2	15
MCCFL– System of Care Grant	2005 Honda Odyssey	53,002	No	3	7
MCCFL	2005 Subaru Legacy	69,053	No	3	5
MCCFL– System of Care Grant	2005 Subaru Legacy	76,160	No	3	5
MCCFL	2005 Subaru Outback	69,502	No	3	5
MCCFL– System of Care Grant	2005 Subaru Impreza	52,437	No	3	5
MCCFL	2007 Ford Taurus	37,254	No	5	5
MCCFL	2007 Chevrolet Impala	38,237	No	5	5
MCCFL- State of Oregon – Supported Employment Grant	2008 Chevrolet Malibu	16,584	No	6	5
MCCFL	2008 Ford Escape Hybrid	16,177	No	16	5
Mill Creek Point Assisted Living	2001 Bus	n/a	Yes	3	15
Transportation Network	1995 Dodge Van	66,000	No	0	10
Transportation Network	2001 Ford Starcraft	44,000	Yes	0	10
Transportation Network	2001 Ford Eldorado	40,000	Yes	0	15
Transportation Network	2001 Chevrolet Astro	87,000	No	0	6
Transportation Network	2005 Ford Eldorado	60,000	Yes	4	12
Transportation Network	2005 Ford Eldorado	60,000	Yes	4	12
Transportation Network	2005 Ford Eldorado	68,000	Yes	4	12
Transportation Network	2005 Ford Eldorado	39,000	Yes	4	12

Transportation Network	2007 Ford Eldorado	24,000	Yes	5	12
Veterans' Administration	van	n/a	n/a	n/a	10
Wamic Senior Bus	**2005 Dodge Caravan	n/a	No	n/a	7

\*\*Vehicle is currently not in use and will not be used until their 501(c)3 status is confirmed

# Needs Assessment

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## **Barriers**

Common barriers to fully meeting transportation needs were noted throughout the planning process during public meetings and stakeholder interviews. Barriers identified include:

- Lack of a concentrated population outside of the City of The Dalles. The rural nature of Wasco County is mirrored in the data gathered through the 2000 US Census and shown on the maps of population concentration in Appendix E. The potential for deviated route services is feasible for the central community of The Dalles, but a dispersed population requires extended travel for dial-a-ride services in order to service the entire population and therefore increases the cost of service provision. It also necessitates a focus on volunteer driver services. There are few private transportation offerings outside of The Dalles and I-84 corridor due to the expense of this service. This also affects the ability to provide vanpool and carpool matching services.
- Limited capacity of existing transportation providers. There is a high demand for transportation services, but the transportation providers are limited in the number of vehicles and staff available to provide transportation services. Additionally, existing vehicles are aging and many need replacement.
- Limited local funding. A significant issue for Wasco County, and relevant mainly to the Transportation Network, is the limited amount of local funding that can be used to leverage state and federal funding sources. The Transportation Network has no taxing authority to supplement for local match.
- Limited total funding. In general, local funding is only part of a larger picture related to the amount of funding provided for public transportation services.

## **Improving Coordination**

### ***Overlap/Duplication of Services***

Wasco County has one primary public transportation service provider: the Transportation Network through Mid-Columbia Council of Governments. The Transportation Network has been active in identifying and working with partners including Wamic Senior Bus, Columbia Gorge Center, and Gorge TransLink to avoid duplication of services.

### ***Opportunities for Coordination***

There are human service agencies currently augmenting the services offered by the Transportation Network with their own transportation. With additional funding and capacity for the Transportation Network, these may eventually have an opportunity to coordinate under a single transportation source. Such services include Eastern Oregon Support Services which utilizes “personal providers” to transport individuals.

## **Capital Equipment**

The vehicle fleet inventory indicates an aging fleet of vehicles with a number that have extended beyond their useful life. Vehicle replacement is therefore critical to maintaining operations. Preventative maintenance and repair is also necessary to ensure that current vehicles can continue to be used.

### **Transportation Needs for Seniors**

Transportation Network dial-a-ride operations, vehicles, and Medicaid transportation services provide basic transportation services for elderly individuals. Current transportation services offered through Wamic Senior Bus Services provide basic transportation services for elderly individuals in South Wasco County. Transportation issues for elderly individuals include:

- Lack of companions to ride with elderly users.
- Affordable public transportation services in the evening.
- Affordable weekend public transportation services.
- Affordable travel to Portland, primarily for medical appointments.
- Coordinated transportation for seniors to attend social events.
- Scheduling difficulties presented by the need for 24-hour advance notice for dial-a-ride services.
- Options for inter-County travel, especially Mosier and south Wasco County beyond area covered by Wamic Senior Bus.
- Options for travel to Hood River for medical services and shopping.
- Information dissemination and public awareness about transportation services to ensure elderly individuals are aware of the services available to them.
- Confusion regarding utilization of transportation services.

### **Transportation Needs for Individuals with Disabilities**

Transportation Network dial-a-ride operation provides basic transportation services for individuals with disabilities. Partnership between the Columbia Gorge Center and Transportation Network offers services to clients with disabilities accessing the Columbia Gorge Center for work.

Transportation issues for individuals with disabilities include:

- Lack of companions, when needed, to ride with people with disabilities.
- Affordable public transportation services in the evening.
- Affordable weekend public transportation services.
- Affordable travel to Portland, primarily for medical appointments.
- Scheduling difficulties presented by the need for 24-hour advance notice for dial-a-ride services.
- Scheduling difficulties presented by the lack of ability to plan.
- Options for travel to Hood River.
- Information dissemination and public awareness about transportation services to ensure individuals with disabilities are aware of the services available to them. These individuals learn about services primarily through word-of-mouth or through human service agencies.
- Confusion regarding utilization of transportation services.

### **Transportation Needs for Low-Income Individuals**

Transportation Network dial-a-ride operation provides basic transportation services for low-income individuals. Transportation issues for low-income individuals include:

- Affordable public transportation in the early morning for employment opportunities.
- Affordable public transportation services in the evening for employment and other services.
- Affordable weekend public transportation services.
- Affordable travel to Portland, primarily for medical appointments and shopping.

- Scheduling difficulties presented by the need for 24-hour advance notice for dial-a-ride services.
- Options for travel to Hood River for medical appointments and shopping.
- Information dissemination and public awareness about transportation services to ensure low-income individuals are aware of the services available to them. These individuals learn about services primarily through word-of-mouth or through human service agencies.
- Confusion regarding utilization of transportation services.
- Language barriers may increase difficulties in accessing transportation services.
- Very-low income individuals cannot afford fares charged for transportation services.
- Lack of services for regular access to work.

## Strategies to Address Barriers and Gaps

Based upon information gathered from public meetings, surveys and stakeholder interviews, the following strategies address Wasco County’s transportation needs. Strategies affecting seniors are marked by an S, those affecting individuals with disabilities are marked by a D, and those affecting low-income individuals are marked by an L.

### Issue: Sustain Existing Transportation Services

Service Gaps/Barriers	Strategies to Address Gap/Barrier	Demand Level	Population Affected(S/D/L)	Resource Capacity
There is high demand for current dial-a-ride operations through the Transportation Network. This was the highest noted and primary concern indicated in public meetings, stakeholder interviews and surveys.	Maintain dial-a-ride operations.	High: Transportation Network is the primary source for public transportation in the County and is fully utilized by the target populations.	S,D,L	Administration capacity exists. Financial resources likely available through STF funding for operations.
Columbia Gorge Center provides transportation access for clients with disabilities through operational funding and a vehicle obtained by the Transportation Network.	Provide continued operational funding, vehicle maintenance and replacement, and maintain partnership with Transportation Network.	Medium/High: Reduces the strain on the Transportation Network and provides essential services for individuals with disabilities.	D	Administration capacity exists. Financial resources likely available through STF funding for operations.
Aging fleet of vehicles.	Provide for replacement of vehicles that have exceeded their useful life.	High: Transportation Network has an aging fleet and vehicles must periodically be replaced in order to maintain current service levels.	S,D,L	Administration capacity exists. Financial resources likely available through federal funding for capital.
Aging fleet of vehicles.	Seek funding for vehicle repair and maintenance.	High: Maintaining and repairing existing fleet reduces cost of acquiring new vehicles on a more frequent basis. All vehicles are currently used to support existing transportation options.	S,D,L	Administration capacity existing. Financial resources likely available through federal funding for capital.

Companion policies at Transportation Network allow companions to ride free, which increases ease of use for elderly and disabled.	Continue policies for allowing companions to ride free.	High: Current policy commended and allows low-cost travel training.	S,D	Administration capacity exists; financial cost minimal and currently absorbed into system operations.
Continue and improve coordination at Mid-Columbia Council of Governments between Greyhound, regional Medicaid brokerage, and Transportation Network.	Improve ease of phone system at MCCOG for callers to Greyhound, Medicaid brokerage, and Transportation Network.	Medium: Improved phone system would allow callers to easily reach their desired service and reduce staffing time currently needed to segregate callers.	S,D,L	Administration capacity exists; financial cost minimal and currently absorbed into system operations.

### Issue: Stable Funding

Service Gaps/Barriers	Strategies to Address	Demand	Population Affected(S/D/L)	Resource Capacity
Federal and State funding is essential to public transportation system operations.	Continue to leverage all match against state and federal grant funds.	High: Public transportation administrators already apply for state and federal funding, which are essential to operations.	S, D, L	Administrative capacity exists. Financial impact is positive.
Lack of local match limits the state and federal funding that can be achieved.	Identify and utilize nontraditional sources of local funding, such as support from the business community/ ARC/ MCMC/etc.	High: Lack of local match is a significant barrier to offering expanded transportation services. However, it's difficult to coordinate multiple sources of small amts of funding.	S, D, L	Effort would take a great deal of time. Financial impact would be positive.
Wasco County has no local tax base to provide local match funding.	Establish taxing authority through referral to voters to establish a PTBA.	Low/Medium: Although this strategy would increase much-needed local match, it will be a longer timeframe objective requiring public support.	S, D, L	Difficult to achieve. Requires great deal of administrative capacity. Financial affect would be positive for the system, if passed.
Transportation Network lacks an active volunteer corps to provide low-cost driver services.	Establish a volunteer recruitment strategy for Transportation Network.	Low/Medium: Volunteers can help reduce driving costs, but the system takes a lot of administration to initiate and oversee.	S, D, L	Effort would take a great deal of time. No lead partner. Financial impact would be minimal once instituted.

### Issue: Hours of Service

Service Gaps/Barriers	Strategies to Address	Demand	Population Affected(S/D/L)	Resource Capacity
Transportation Network does not currently offer early morning services. Expanded morning hours would facilitate work-related needs for the target populations. Frequently cited need in contacts with stakeholders	Expand Transportation Network services to include early morning hours	Medium: Early morning hours were cited more frequently as a need for expanded service than evening hours. It is costly to expand the service, however.	L	Administrative capacity and staffing would need to increase, financial burden high.
Transportation Network does not currently offer evening services, which are needed to access addiction and support groups, classes, and to facilitate some work-related needs.	Expand Transportation Network services to include evening hours.	Low: Costly to implement and cited less frequently as a need.	S, D, L	Administrative capacity and staffing would need to increase, financial burden high.

### Issue: Availability of Service

Service Gaps/Barriers	Strategies to Address	Demand	Population Affected(S/D/L)	Resource Capacity
Scheduling difficulties: Riders must schedule dial-a-ride at least 24 hours in advance.	Create fixed or deviated route service.	Low: Costly to implement for the convenience of less scheduling difficulty.	S,D,L	Financial burden would be high.
Scheduling difficulties: Riders must schedule dial-a-ride at least 24 hours in advance.	Add drivers and vehicles to existing routes to reduce scheduling difficulties.	Low: Increases waste in the system. Resource could be better used in other manners. Some human service agencies use scheduling to help teach people with disabilities how to plan and live independently.	S, D, L	Financial burden would be high.
Scheduling: Very-low income individuals may not have a phone or funds to use a pay phone to call 24 hours in advance	Coordinate with human service agencies to allow use of phones to call Transportation Network.	High: Can be undertaken in a larger communication and coordination effort with these groups.	L	Administration would be minimal if combined with larger outreach. Financial cost negligible.

Coordinated travel for seniors to special events.	Provide information on private charter services in central transportation information resource.	Medium: Public providers could provide information through existing services such as websites at a minimal cost. There is a question of what liability may be introduced by a public agency promoting a private provider that they have no control over or ability to check reference.	S	Capacity exists and financial burden negligible.
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**Issue: Days of Public Transit Operations**

<b>Service Gaps/Barriers</b>	<b>Strategies to Address</b>	<b>Demand</b>	<b>Population Affected(S/D/L)</b>	<b>Resource Capacity</b>
Weekend service is not available through the Transportation Network and can be prohibitively costly to obtain through private providers.	Offer weekend service operations through Transportation Network.	Low: Expensive to implement. Needs for weekend service were related primarily to shopping and convenience.	S, D, L	Administrative capacity and staffing would need to increase, financial burden high.
Weekend transportation service available through private providers, but information regarding the services may not be readily accessible to users.	Promote private providers offering weekend service.	Medium: Cost of private transit service may be too high for some of the target populations. Public providers could provide information through existing services such as websites at a minimal cost. There is a question of what liability may be introduced by a public agency promoting a private provider that they have no control over or ability to check reference.	S,D,L	Capacity exists and financial burden negligible.

**Issue: Service Routes**

<b>Service Gaps/Barriers</b>	<b>Strategies to Address</b>	<b>Demand</b>	<b>Population Affected(S/D/L)</b>	<b>Resource Capacity</b>
Increased options for travel in South Wasco County.	Coordinate volunteer driver list.	Low: Lacks a lead partner to initiate.	S, L	Capacity does not currently exist. Financial costs negligible.
Increased options for travel in South Wasco County.	Assist Wamic Senior Bus to achieve independent status and operate independently.	Medium: South County has a dispersed population so demand is low, but public transportation services are not otherwise available.	S	Capacity needs to increased. Financial costs small.
Increased options for inter-county travel.	Restart Mosier Senior Bus.	Low: Lacks a lead partner to initiate.	S	Capacity does not currently exist. Financial costs anticipated to be moderate.
Options for travel to Hood River for specialized medical services, employment, and shopping.	Enhance connections to Columbia Area Transit fixed route service 3 times/day and coordinate dial-a-ride service hours to allow connection	High: Existing services offered by CAT. Reasonable demand for service with benefit accruing to Wasco County.	S, D, L	Administrative capacity exists, especially due to the shared nature of the position. Costs moderate.
Options for regional travel in the Mid-Columbia area.	Enhance and develop connections to Mount Adams Transportation Services.	Medium: Benefit accrues primarily to Klickitat County residents coming into Wasco County, but connection is part of a larger Gorge TransLink strategy which the County benefits from participation.	S, D, L	Activities already underway to support creating connections.
Options for regional travel in the Mid-Columbia area.	Enhance and develop connections to Sherman County Transit	Medium: Benefit accrues primarily to Sherman County residents.	S, D, L	Activities already underway to support creating connections.
Affordable travel to Portland for medical appointments and shopping.	Connect to Columbia Area Transit service to Portland (offered once a week) and coordinate dial-a-ride service hours to allow connection.	High: Existing services offered by CAT.	S, D, L	Administrative capacity exists, especially due to the shared nature of the service. Costs moderate.

### Issue: Information about Transportation Services

Service Gaps/Barriers	Strategies to Address	Demand	Population Affected(S/D/L)	Resource Capacity
Elderly individuals are sometimes unaware of the services available to them.	Produce brochures and distribute at senior centers.	Medium/High: Printed materials easily go out-of-date so should be kept simple. Would easily reach the target population.	S	Administrative capacity exists. Costs can be kept at a minimal level with black and white brochure
Elderly individuals are sometimes unaware of the services available to them.	Create and distribute reference magnets.	Low: Not widely used and expensive to produce and distribute.	S	Would require staff time. Costs moderate given the anticipated benefit.
Spanish-speaking population has a particular challenge in accessing information about transportation services due to language barriers. Wasco County has a significant population of Spanish-speakers.	Produce radio spots about transportation services, including ones to be aired on Radio Tierra.	Medium: A powerful outreach tool to the Spanish speaking population; will require additional staffing effort to produce.	S, D, L	Capacity would need to increase. Financial costs anticipated to be minimal to moderate.
News media not fully utilized to inform the public about transportation service offerings.	Host student intern to write newspaper articles and develop other marketing efforts.	Medium: Staff would require oversight for the intern, but is a good medium to reach Wasco County residents.	S, D, L	Staffing required for oversight and arranging internship; costs negligible.
Target populations are not fully aware of the public transportation services available to them.	Develop full marketing plan and start and public education and awareness campaign.	Medium: Long term strategy.	S, D, L	Staffing required to participate in developing plan. Costs moderate to hire marketing firm.
Target populations are not fully aware of the public transportation services available to them	Develop brochure to place at locations frequented by the target populations, including human service agencies, laundromats, Gorge Center, and medical facilities.	Medium/High: Printed materials easily go out-of-date so should be kept simple. Would easily reach the target population. Can combine with Strategy #27.	S, D, L	Administrative capacity exists. Costs can be kept at a minimal level with black and white brochure.

Target populations are not fully aware of the public transportation services available to them.	Continue participation in Gorge TransLink, maintain website as a central information resource, and support TransLink in seeking a mobility manager.	High: Transportation Network currently participates in Gorge TransLink and provides information to maintain the website as a central source. This strategy would maintain existing activities.	S, D, L	Activities currently underway. Costs minimal.
Human service providers are often the key access points and information resource for the target populations.	Continue communication with human service providers about transportation services.	High: Efforts already engaged in and should continue. Effective means to reach target populations.	S, D, L	Activities currently underway. Costs minimal.

### Issue: Cost of Service to Users

Service Gaps/Barriers	Strategies to Address	Demand	Population Affected(S/D/L)	Resource Capacity
Economic stagnation creates more users in the low-income bracket. Very low-income passengers unable to afford transportation service.	Implement a donation based fare.	Medium/Low: Would increase system accessibility for target population, but reduce some of overall system viability.	L	Would require funding system in other ways to account for eliminated fares.
Economic stagnation creates more users in the low-income bracket. Very low-income passengers unable to afford transportation service.	Develop a system of discounted fares for special needs populations.	Medium: Increases system accessibility, less affect on system viability.	L	Lesser effect on demonstration of local commitment. Would need to define implementation, who qualifies for a discount.
Economic stagnation creates more users in the low-income bracket. Very low-income passengers unable to afford transportation service.	Establish transportation fare fund to support passengers who cannot afford to pay.	Medium: Difficult to initiate, but achieves goal and offsets negative effects.	L	Requires staffing to coordinate. Costs offset each other.

**Issue: Understanding How to Use Public Transportation**

<b>Service Gaps/Barriers</b>	<b>Strategies to Address</b>	<b>Demand</b>	<b>Population Affected(S/D/L)</b>	<b>Resource Capacity</b>
Special needs populations may experience confusion regarding utilization of available transportation services.	Offer travel training and coordinate with human service agencies.	Low/Medium: Could be implemented through a Gorge TransLink Mobility Manager strategy.	S, D, L	Staffing required unless under mobility management strategy. Costs moderate.
Lack of companions to ride with individuals under companion-free policy.	Maintain list of volunteer companions to ride with seniors to appointments.	Low: Benefit is small in relation to the staffing costs that must be incurred to maintain the list. No lead partner. Question of liability.	S, D	Administration overwhelming; financial cost minimal.

**Issue: Access to Work**

<b>Service Gaps/Barriers</b>	<b>Strategies to Address</b>	<b>Demand</b>	<b>Population Affected(S/D/L)</b>	<b>Resource Capacity</b>
Lack of services for regular access to work.	Encourage employer vanpools.	High: Reduces demand on the transportation system while still achieving an adequate level of transportation service for users. Meets an unmet demand.	L	Administration capacity could be available, costs minimal.
Employer transport increasing strain on an already overloaded public transit system.	Encourage Carpool and rideshare options.	High: Reduces demand on the transportation system while still achieving an adequate level of transportation service for users. Meets an unmet demand.	L	Administration capacity could be available, costs minimal.

**Issue: Planning and Coordination**

Service Gaps/Barriers	Strategies to Address	Demand	Population Affected(S/D/L)	Resource Capacity
Administration is currently shared between Wasco County and Hood River Transportation District, which reduces costs for the entire system and increases coordination.	Continue shared administration with Hood River Transportation District.	High: continues existing coordination effort.	S, D, L	Administrative capacity positively influenced, financially positive.
Contact with Human Service Providers is essential for reaching target populations and continually updating the inventory of available resources.	Continue communication with human service providers about transportation services	High: continues existing coordination effort.	S, D, L	Administrative capacity exists, costs negligible.

# Priorities

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## Criteria and Methodology

The list of strategies was provided to the Special Transportation Fund Committee for prioritization. The complete prioritized list is provided in Appendix I. Projects were given a priority ranking of A through D. Highest priority strategies were ranked “A” and lowest priority strategies were ranked “D.” Consideration for ranking was based upon whether the strategy:

- Addressed an identified need
- Could be completed within a three year timeframe
- Increased or built upon coordination efforts
- Affected one or more of the special needs populations (elderly, disabled, low-income)
- Noted available and identified funding sources (including local match)
- Provided for adequate administrative capacity
- Had adequate vehicles to support the strategy, if applicable
- Anticipated cost/benefit ratio

## Relative Priorities of Strategies

Priorities were established through individual submission of rankings by STF Committee members and decided collectively at the Wasco Special Transportation Fund Committee meeting on March 4, 2009. Each category of priorities is outlined below.

### ***“A” Category: High Priority***

These are strategies targeted for immediate pursuit or those that are currently being done and that should be continued. They include:

Continuation of existing actions:

- Maintain dial-a-ride operations
- Provide for replacement of vehicles that have exceeded their useful life
- Seek funding for vehicle repair and maintenance
- Continue policies for allowing companions to ride free
- Continue to leverage all match against state and federal grant funds.
- Assist Wamic Senior Bus to achieve independent status and operate independently
- Produce brochures and distribute at senior centers
- Develop brochure to place at locations frequented by the target populations, including human service agencies, laundromats, Gorge Center, and medical facilities
- Continue participation in Gorge TransLink, maintain website as a central information resource, and support TransLink in seeking a mobility manager
- Continue communication with human service providers about transportation services
- Continue shared administration with Hood River Transportation District

New actions for pursuit:

- Provide information on private charter services in central transportation information resource
- Promote private providers offering weekend service
- Coordinate volunteer driver list in South Wasco County
- Create and distribute reference magnets

- Produce radio spots about transportation services, including ones to be aired on Radio Tierra
- Offer travel training and coordinate with human service agencies

**“B” Category: Mid-Priority**

These strategies are targeted for pursuit based upon funding availability:

- Provide continued operational funding for Columbia Gorge Center, vehicle maintenance and replacement, and maintain partnership with Transportation Network
- Improve ease of phone system at MCCOG for callers to Greyhound, Medicaid brokerage, and Transportation Network
- Expand Transportation Network services to include early morning hours
- Expand Transportation Network services to include evening hours
- Add drivers and vehicles to existing routes to reduce scheduling difficulties
- Enhance and develop connections to Mount Adams Transportation Services
- Enhance and develop connections to Sherman County Transit
- Connect to Columbia Area Transit service to Portland (offered once a week) and coordinate dial-a-ride service hours to allow connection
- Host student intern to write newspaper articles and develop other marketing efforts
- Encourage employer vanpools
- Encourage Carpool and rideshare options

**“C” Category: Low Priority**

These are long-term strategies that are not for immediate consideration:

- Identify and utilize nontraditional sources of local funding, such as support from the business community/ARC/MCMC/etc
- Establish taxing authority through referral to voters to establish a PTBA
- Create fixed or deviated route service
- Offer weekend service operations through Transportation Network
- Enhance connections to Columbia Area Transit fixed route service 3 times/day and coordinate dial-a-ride service hours to allow connection
- Develop full marketing plan and start a public education and awareness campaign

**“D” Category: Not Prioritized**

These strategies are not targeted for completion at this time:

- Establish a volunteer recruitment strategy for Transportation Network
- Coordinate with human service agencies to allow use of phones to call Transportation Network
- Restart Mosier Senior Bus
- Implement a donation based fare
- Develop a system of discounted fares for special needs populations
- Establish transportation fare fund to support passengers who cannot afford to pay
- Maintain list of volunteer companions to ride with seniors to appointments

# Performance Measures

High priority strategies that are targeted for pursuit must be tied to performance measures in the coordinated transportation plan. These performance measures focus on assisting in determining if unmet needs are better served through the strategies implemented. Performance measures were identified in conjunction with the transportation providers after the high priority strategies were identified. It is essential that these performance measures are easy to track or already a component of the tracking already undertaken by the service providers so it is not an increased burden. The performance measures identified are listed below.

Transportation Need	Strategies	Performance Measure
<b>Sustain Existing Transportation Services</b>	<ul style="list-style-type: none"> <li>• Maintain dial-a-ride operations</li> <li>• Provide for replacement of vehicles that have exceeded useful life</li> <li>• Seek funding for vehicle repair and maintenance</li> <li>• Continue policies for companions to ride free</li> </ul>	<ul style="list-style-type: none"> <li>○ Maintain ridership for dial-a-ride services</li> <li>○ Vehicles replaced as needed</li> <li>○ Funding for vehicle repair and maintenance obtained</li> <li>○ Free companion policy maintained</li> </ul>
<b>Stable Funding for Transportation Services</b>	<ul style="list-style-type: none"> <li>• Continue to leverage all match against state and federal grant funds</li> </ul>	<ul style="list-style-type: none"> <li>○ All match for state and federal funds met</li> </ul>
<b>Availability of Service</b>	<ul style="list-style-type: none"> <li>• Provide information on private charter services in central transportation information resource</li> </ul>	<ul style="list-style-type: none"> <li>○ Private charter service information updated annually and accessible</li> </ul>
<b>Days of Public Transit Operations</b>	<ul style="list-style-type: none"> <li>• Promote private providers offering weekend service</li> </ul>	<ul style="list-style-type: none"> <li>○ Private weekend service provider information updated annually and accessible</li> </ul>
<b>Service Routes</b>	<ul style="list-style-type: none"> <li>• Coordinate volunteer driver list in South Wasco County</li> <li>• Assist Wamic Senior Bus to achieve independent status and operations</li> </ul>	<ul style="list-style-type: none"> <li>○ Organized volunteer driver list for South Wasco County</li> <li>○ Wamic Senior Bus is a separate 501(c)3</li> </ul>
<b>Information about Transportation Services</b>	<ul style="list-style-type: none"> <li>• Produce brochures and distribute at senior centers</li> <li>• Create and distribute reference magnets</li> <li>• Produce radio spots about transportation services, including ones for Radio Tierra</li> <li>• Develop brochure to place at locations frequented by the target populations</li> <li>• Continue participation in Gorge TransLink, maintain website as a central information resource, and support TransLink in seeking a mobility manager</li> <li>• Continue communication with human service providers about transportation services.</li> </ul>	<ul style="list-style-type: none"> <li>○ Increased ridership in general</li> <li>○ Increased use of website</li> <li>○ Improved connections with human service providers</li> </ul>

<b>Understanding How to Use Public Transportation</b>	<ul style="list-style-type: none"> <li>• Offer travel training and coordinate with human service agencies</li> </ul>	<ul style="list-style-type: none"> <li>○ Drivers report improvement in rider understanding of the system</li> <li>○ Increased ridership</li> </ul>
<b>Planning and Coordination</b>	<ul style="list-style-type: none"> <li>• Continue shared administration with Hood River Transportation District</li> <li>• Continue communication with human service providers about transportation services</li> </ul>	<ul style="list-style-type: none"> <li>○ Shared administration in place</li> <li>○ Improved connections with human service providers</li> </ul>

# Plan Review and Adoption

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## **2007-2010 Coordinated Transportation Plan Adoption**

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

## **2009-2011 Coordinated Transportation Plan Update**

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

## **Future Plan Reviews**

This plan is designed to be reviewed and updated at least once every three years or as conditions change. It should be reviewed and updated in 2012 at the latest.

# Appendix A: Stakeholder Survey

*Name:* \_\_\_\_\_ *Title:* \_\_\_\_\_

*Organization:* \_\_\_\_\_

## I. Transportation Description

How familiar are you with the current transit services in your county? (What services are you aware of?)	
How would you rate those services: excellent, good, fair, or poor?	
How do you think your constituents view public transportation these services?	
Does your organization provide any of its own transportation services for your clients? <ul style="list-style-type: none"> <li>- How are they integrated into the public transit system?</li> <li>- Would you be open to leveraging resources, sharing vehicles, or expanding or changing services?</li> </ul>	

## II. The Need

How many people do you represent?	
What are their characteristics (age, income, abilities)?	
What are their transportation needs? Unmet needs?	
Are you aware of any changing conditions that may alter these needs?	
How extensively do they use/need to use public transportation?	
What are the primary destinations they need to travel from and to?	
What are the primary obstacles to using public transportation?	

## III. Marketing and Communication

Do you think that information about public transportation services is easy or difficult to obtain and is it in a format that can be accessed by your constituents?	
How could information about transit services be more effectively communicated with your constituency?	

**IV. Prioritizing**

What would it take to make transit more useful for your constituents?	
Currently, what would you list as your top 3-5 priorities for public transportation?	

**V. Further Communication**

Do you have any additional contacts you would recommend I get in touch with?	
What would be the best means of getting in touch with (your clients) regarding transportation needs?	
Do you have any additional comments you would like to make?	

# Appendix B: Transportation Survey

**Help us improve transportation services!**

*Mid-Columbia Economic Development District (MCEDD) is developing a coordinated transportation plan focused on the needs of seniors, individuals with low income, and individuals with disabilities. With limited resources and funds available for public transportation, we appreciate your responses as they will help prioritize transportation needs. Completed surveys may be returned to DHS and will be picked up by MCEDD.*

**Where do you usually need to travel?**

- |  |   |
|--|---|
| <input type="checkbox"/> The Dalles          | <input type="checkbox"/> Hood River               |
| <input type="checkbox"/> Around Wasco County | <input type="checkbox"/> Around Hood River County |
| <input type="checkbox"/> Portland/Vancouver  | <input type="checkbox"/> Other                    |

**Where do you need transportation to get to?**

- |   |   |
|---|---|
| <input type="checkbox"/> Shopping trips | <input type="checkbox"/> Medical appointments |
| <input type="checkbox"/> Special events | <input type="checkbox"/> Other                |

**What days and times would you like to have access to transportation?** (Please list and be as specific as possible)

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**Do you use public transportation?**

- Yes     No

**How would you rate the public transportation system?**

- Excellent       Good       Fair       Poor

**Do you have any comments on how we can improve public transportation services?**

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## Appendix C: Stakeholder Interview Matrix and Public Feedback

Organization	Service Area	Service Pop'n (Low Income, Senior, or Disabled)	Needs and Barriers Identified	Common Destinations	Common Origins	Coordination Opportunities	Solutions
DHS	Serves all of Wasco County	children and families, including foster children, child abuse, and parents with drug/alcohol issues	<p>Public transportation is not available after hours and on the weekends.</p> <p>Local taxis can provide evening and weekend service, but are a costly alternative</p> <p>There is some need to transport school age children that are too young to go by themselves. Escorts are required in this case, which is difficult to arrange</p>	<p>Alcoholics Anonymous meetings</p> <p>Apartment complexes</p>			<p>Have an on-call service</p> <p>Have a fixed route through the City</p>
Eastern Oregon Support Services	Serves all of Wasco County	All clients are 18 years of age and older. All are low-income	<p>For evenings and weekends they are forced to utilize taxis or hire personal transportation, which is expensive. Need for transport to special events such as Special Olympics</p> <p>Scheduling in advance is an obstacle.</p>	BiMart for discount shopping.	Going to work or shopping in City of The Dalles		Eastern OR Support Services generally sends out resource lists to their clients. Ensure that brochures are available at their offices. Ads in the paper might also be useful.
Area Agency on Aging	Wasco, Sherman, Gilliam, Wheeler and Hood River	elderly individuals	<p>Would prefer a regular schedule.</p> <p>Offer more connections to Portland. Seniors have issues when they need to get to Portland for appointments, but they do not have enough insurance to take an ambulance and would be fine to go in a car.</p>				Establish a transportation summit for organizations dealing with the elderly and people with disabilities to discuss coordinating and

			Seniors require affordable transportation to special events and social events				improving services to their constituents.  Provide a bus for special events and social events for seniors
Mid Columbia Housing Authority	Wasco, Sherman and Hood River Counties in Oregon and Klickitat and Skamania counties in Washington	Low-income families	Clients often have difficulty scheduling in advance  Large need for work-related transportation	State Offices, Mid Columbia Housing, clinics, Grocery Stores			complete a full marketing plan.  local radio spots.  Add a link to the GorgeTransLink on the MCHA website and also flyers in their office.
ARC	Mid Columbia.	Serving clients with disabilities.	Would like to have an after hours bus that ran one night a week for the ARC to get their clients with developmental disabilities to social events  Would like extended hours for getting people to and from their jobs				ARC has limited funding available and would like to use some of it to coordinate transportation for their clients to special events.
Mid Columbia Center for Living		Serves low-income, senior and disabled populations.	Youth need transportation for after school activities and meetings.  Many clients in low-wage occupations need a reliable bus to transport them to work the early morning shift  Transportation for seniors is needed as many stay at home  Fares can be a hindrance to some.  Evening services are needed,				For marketing to the Latino/a community, try advertising in: Radio Tierra, El Papalote, School Newsletter, Hospital Newsletter

			especially to get individuals to evening appointments and group sessions at Center for Living  Some clients are not capable of planning ahead to schedule rides				
MCCOG Workforce Investment Act	Hood River, Wasco, Sherman, Gilliam and Wheeler counties.	Serving low income populations, especially dislocated workers.		To and from: Employment Child care College classes			The marketing and service is great given what the community has to work with. If more transportation services were available, then more marketing could be undertaken
La Clinica	The Dalles and Hood River,	Serving low-income clients.	On demand transportation must be covered by La Clinica. The Transportation Network does not have a means to service as an on-demand transportation provider (they require advance notice to schedule rides)				
Mid-Columbia Community Action Council	Hood River, Wasco and Sherman Counties	low and middle income individuals	Very low income individuals may not have a phone or money to use a pay phone to dial a ride. The transient and low income populations often have limited skills and planning ahead- even 24 hours- for a ride is unfeasible	To: La Clinica, Hospital, MCCOG for the work program, Center for Living, DHS offices	From: Major apartment complexes in The Dalles		Have a donation based fare.  Establish more fixed route systems
Next Door	Wasco County	The Latino/a community. Many are low income. Some are seniors.					
Patient Discharge, Mid-Columbia	Wasco County	All populations	Transportation required after hours Transportation Network operates. Private transportation expensive	MCMC Hospital			

Medical Center			<p>Cross-county and cross-state transportation to get patients from MCMC to their homes in Sherman County. Getting patients to Washington also requires coordinating with Mt Adams Transportation</p> <p>Difficult to arrange for dial-a-ride service when discharging patients as it is sometimes short notice if their medical condition changes</p>				
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**Public Feedback: Survey Responses**

***Transportation Network On-Board Surveys***

Overall, individuals currently using the Transportation Network were extremely satisfied with the service citing adequate operation hours and travel locations, kind and helpful drivers, a responsive system, reasonable fares, great companion policies and safety. A number of riders commended the Transportation Network for providing a high level of service with limited resources. A few riders commented that without the Network they would have no other means of transportation and rely heavily on what the service can provide. Word-of-mouth (from family or a human service provider) was the most common means by which the riders had first learned of the system. The on-board surveys revealed an overall rating of “Excellent” from 13 of 15 riders.

***Senior Mealsite Surveys***

By contrast, the senior mealsite surveys at Mosier, Dufur, The Dalles, and Tygh Valley showed a large range of responses, with “good” ultimately reaching a majority (39%). Followed by “poor” (33%), “excellent” (24%) and “fair” (4%).

The most positive responses came from The Dalles, where transportation services have the largest presence. The least positive responses came from communities in the more rural parts of the county. However, those in South Wasco County were generally more favorable as a result of having access to the Wamic Senior Bus.

The individuals recording “poor” or “fair” ratings often had not used the system and had misinformation about what it could provide. For instance, a senior living in Dufur thought that neither the Transportation Network nor the Wamic Senior Bus would pick her up to reach medical appointments and access shopping centers in The Dalles. Both providers, however, have indicated a willingness to do so. These types of responses, in which seniors acknowledge a need for transportation, but no information on accessing it, provide an

indication that marketing and outreach, especially to the more rural communities in Wasco County where transportation services have less of a presence, should be increased.

Individuals with correct information about the system generally cited as pressing issues:

- Increasing operating hours to include evening and weekend service.
- Creating daily fixed or deviated route service to eliminate the difficulty of scheduling a ride at least 24 hours in advance.
- Providing better transportation to Hood River and a connection to CAT
- Offering affordable travel to Portland. The surveys indicated, however, a stronger preference for services to and within The Dalles (94.3%) and South Wasco County (32.9%) than for services connecting to Portland (27.1%).
- Assisting with the coordination of transportation to special events for seniors
- Increasing marketing of existing services by placing information at senior centers and creating reference magnets about services. Letting seniors and people with disabilities know that they can access the services.
- Reducing fares.
- Reinstating past services such as the Mosier Senior bus.
- Providing options for travel within South Wasco County, not just to The Dalles.
- Accessing Wasco County taxes for increasing Transportation Network services.

### ***Department of Human Services Surveys***

Surveys conducted at the Department of Human Services office in The Dalles were collected in late December 2006 and responses were reviewed in January 2007. A total of 11 responses were received.

#### Travel Locations

When asked where travel was required, 100% of all respondents from the DHS survey cited The Dalles as the main place they required transportation. This was followed by Hood River (27.3%), elsewhere in Wasco County (18.2%), and Portland (9.1%). Medical appointments (81.8%), work (63.6%) and shopping trips (54.5%) constituted the main reasons for needing transportation. Multiple responses were allowed.

#### Perceived Quality of Public Transportation Services

Two thirds of respondents rated public transportation services in Wasco County as “fair” or “poor.” This was followed by 22.2% who thought the service was “good” and 11.1% who thought the service was “excellent.”

### Comments

In addition to requests for service, those taking part in the survey noted that they wanted a simpler system for public transportation, regular local routes, additional drivers to limit the number of days in advance one must call, and lower cost options. Cost was a factor for many individuals, who desired a fareless bus.

### ***Chamber of Commerce Surveys***

Information was collected in December 2008 and January 2009. An article requesting employer feedback appeared in the December newsletter of The Dalles Area County Chamber of Commerce and in the December newsletter of the Mid-Columbia Economic Development District. The article directed readers to a SurveyMonkey survey providing employers and employees the opportunity to respond electronically and anonymously regarding their transportation needs. This outreach effort to employers in Wasco County was initiated to further reach the low-income population and better understand access to work requirements. Five employees/ general public responded to this survey; no employers responded.

The main need for transportation cited by respondents was for shopping trips (3 respondents) with work cited as the second highest need (2 respondents). Respondents currently used mostly cars for transportation, with walking and biking as their main alternative method. They traveled 5 to 10 miles per day on average. Most lived within The Dalles and traveled mostly within that town. Reasons cited for not using public transportation included convenience, ease of access, and scheduling difficulties. Other comments encouraged pedestrian and bike access over the Hood River Bridge and finding ways to encourage biking/walking to work.

### ***Klickitat Horizons Surveys***

Surveys were distributed by the Klickitat County Horizons group, focusing on contact through the school systems, including North Wasco County School District. Approximately 1600 survey responses were collected from around the region; approximately 500 respondents reported a location in Wasco County as their place of residence. Answers reported below are from all respondents, not those only residing in Wasco County.

When asked if they currently use vanpools, carpools or public transportation, two thirds of respondents answered no while one third answered yes. Respondents mostly traveled to Hood River, with The Dalles coming in second. About 45% of respondents use a car to make several trips per day from their homes, 40% made one to two trips per day and 15% made less than five trips per week.

To the question of how the rising cost of transportation has affected their families, 54% responded that costs have not really affected them, 40% have cut non-essential expenditures to cover rising costs and 6% are no longer able to meet basic needs. When asked if they would use public transportation for work or shopping if it was available, respondents were almost neatly divided: 34% would be

willing to adjust their schedule and walk some if it saved money, 30% would only be able to use it once or twice per week, and 35% wouldn't use it.

### **Public Feedback: Public Meetings**

Public meetings held in Maupin and The Dalles brought forth comments from residents, transportation providers, and human service organizations. Needs and issues identified in these two meetings included:

- Existing public transportation services are vital to the communities they serve.
- Wamic Senior Bus lacks an adequate number of volunteer drivers.
- Some South Wasco County residents would like to expand Wamic Senior Bus operations to cover travel within South Wasco County communities.
- Canyon Rim is a new assisted living facility in South Wasco County which has the capacity for up to 32 residents. This facility will change the transportation needs of South Wasco County and coordination is needed, particularly with the Wamic Senior Bus.
- A public education and awareness campaign regarding existing services and the importance of transportation services to those using them is important.
- A better connection to Hood River is necessary.
- South Wasco County would like to consider coordinating a volunteer driver list. The communities would designate a contact for residents to call if they required transportation. This contact would then coordinate travel with a more mobile resident.

Potential solutions for some of the gaps in transportation services for seniors, individuals with disabilities and individuals with low incomes were identified during the course of the meetings. The process of attending the meeting and interacting with the participants already has some of the interested parties talking. For instance, in South Wasco County, Wamic Senior Bus and Canyon Rim began discussions on increased coordination for transportation of Canyon Rim residents. Other solutions included:

- Determining demand for transportation within South Wasco County by advertising in local papers, particularly the WamPinRock, and at community gathering spots.
- Recruiting volunteer drivers for the Wamic Senior Bus by advertising the need and utilizing existing volunteer networks, such as the EMS.
- Conduct a public outreach campaign to better inform special needs populations of their transportation options.
- Connect to Columbia Area Transit for trips to Portland.

### **Stakeholder Feedback**

Stakeholders commended the Transportation Network for providing a maximum level of service given a limited level of funding. Sustaining existing services was noted as a priority; however unmet transportation needs still exist. The interview form used in

consulting with stakeholders is available in Appendix E. For a detailed matrix of interview responses, see Appendix F. In general, according to stakeholder interviews, the unmet transportation needs include:

### ***Marketing and Outreach***

As noted by the public meetings and surveys, special needs populations do not always realize that they can access public transportation services. Those that are aware of services usually hear of them through word-of-mouth from family, friends, or employees of human service agencies or community organizations. This sentiment was reinforced through the stakeholder interviews. Stakeholders noted that these populations often access a number of human service resources, so continually providing a flow of information to stakeholders is extremely important. Connection can be made with the human service agencies through regular transportation forums or mailings. It is also important to educate new employees and ensure that information is flowing throughout an organization to reach front desk employees as well as administration. Additional ideas included:

- Developing a full marketing plan.
- Providing links to Gorge Translink on human service agency websites.
- Hosting a student intern to write articles for the paper.
- Placing transportation brochures at places frequented by the target populations.
- Producing radio spots, including ones to be aired in Spanish on Radio Tierra.

### ***Extended Hours***

Early morning and evening service to facilitate work related needs for individuals with disabilities, seniors, and individuals with low incomes was the most frequently cited need. Evening hours were also a priority for getting individuals to addiction and support groups. Individuals attending these groups have often lost their license and have few resources for transportation. Weekend hours were also requested, but the transportation needs were mainly for shopping and convenience.

### ***Connection to Other Transportation Systems***

Stakeholders noted a need for increased connection between other public transportation systems in the region, including Mount Adams Transportation in Klickitat County, Columbia Area Transit in Hood River County and Sherman County Transit in Sherman County.

### ***Fixed and Deviated Route Service***

A number of human resource providers noted the difficulty scheduling dial-a-ride service can place on special needs populations. Conversely, some providers noted that they used scheduling as a way to help their clients learn how to budget, plan, and live independently. For those without someone to assist in the process, however, it was noted as being more difficult. In addition, providers indicated that very low-income individuals may not have a phone or money to use a pay phone for advance scheduling. Further, some individuals have difficulties that prevent them from having the capacity to plan in advance.

### ***Senior Buses***

Transportation for the elderly was a large concern for many stakeholders. Wamic Senior Bus noted that it will need more volunteers to meet service demands. The Mosier Creek Terrace lamented the loss of their bus, Mosier Senior Bus, apparently due to the inability to cover insurance costs. They would like to return the service, if they could locate resources to cover the necessary costs.

### ***Fare***

The fare was generally mentioned as being quite reasonable, especially since it is supported by other sources. However, a few human resource providers noted that they have clients who simply cannot come up with the fare. This sentiment was reinforced through surveys in which individuals frequently cited fares as a barrier to their use of public transportation. Ideas presented included having a discounted fare available for special needs clients or moving to a donation based fare.

### ***Companions***

Transportation Network's policy on allowing companions to ride free was commended. Improvements can be made by coordinating with a community organization to maintain a list of volunteer companions who can ride with seniors to appointments

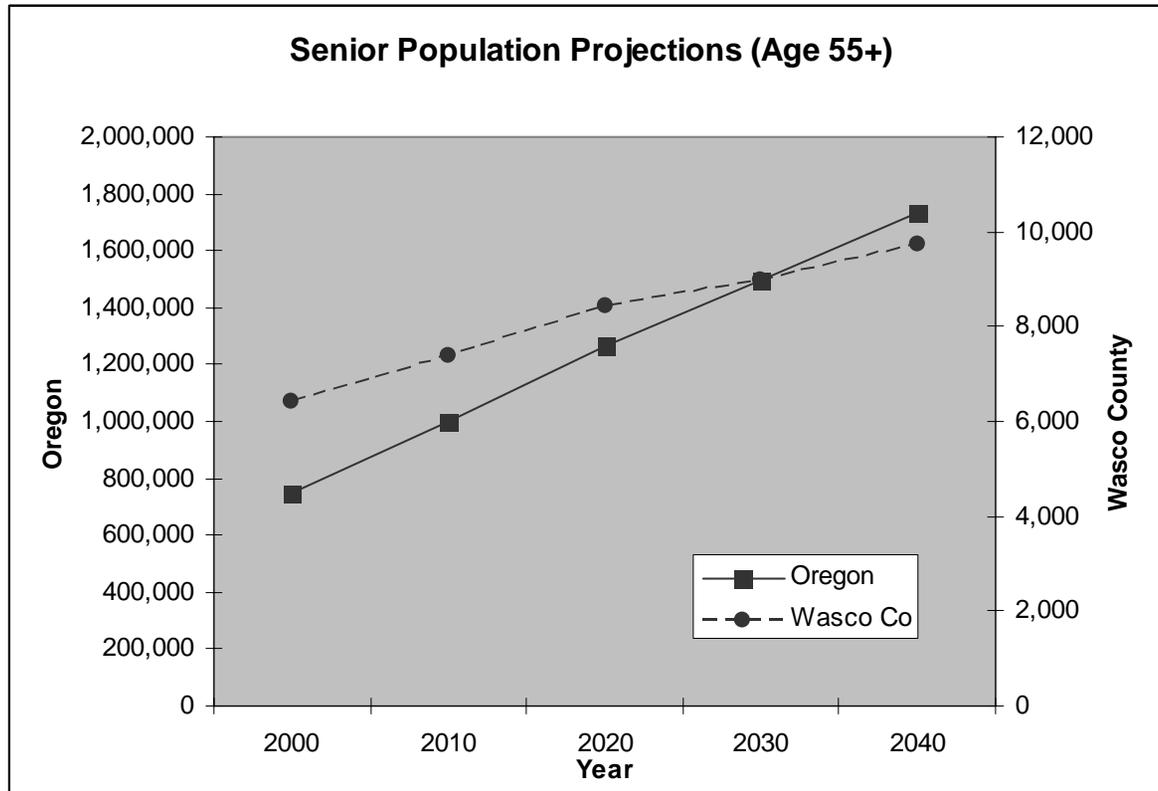
## Appendix D: Detailed Demographic Tables

### Senior Population Projections

An aging population is projected for the State and the County.

Source: Oregon Office of Economic Analysis (April 2004).

Year 2000								
Area	Total	55-59	60-64	65-69	70-74	75-79	80-84	85+
Oregon Total	3,436,750	174,245	132,447	112,759	106,421	95,329	66,828	58,423
Wasco County	23,850	1,314	1,115	991	946	905	603	529
Year 2010								
Area	Total	55-59	60-64	65-69	70-74	75-79	80-84	85+
Oregon Total	3,843,900	268,023	228,279	159,820	112,772	85,347	67,733	76,272
Wasco County	23,753	1,815	1,706	1,153	891	702	552	586
Year 2020								
Area	Total	55-59	60-64	65-69	70-74	75-79	80-84	85+
Oregon Total	4,359,258	267,168	267,583	251,301	198,776	124,275	74,495	84,909
Wasco County	24,896	1,592	1,787	1,661	1,418	848	543	578
Year 2030								
Area	Total	55-59	60-64	65-69	70-74	75-79	80-84	85+
Oregon Total	4,891,225	280,047	261,311	253,683	237,821	201,648	137,799	119,971
Wasco County	26,563	1,387	1,415	1,512	1,564	1,316	967	814
Year 2040								
Area	Total	55-59	60-64	65-69	70-74	75-79	80-84	85+
Oregon Total	5,425,408	337,313	297,787	268,516	235,769	208,589	171,551	213,094
Wasco County	28,653	1,719	1,528	1,354	1,279	1,252	1,132	1,459



This graph presents the data from the previous page.  
*Source: Oregon Office of Economic Analysis (April 2004).*

## Population Projections

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

Source: Oregon Office of Economic Analysis (April 2004).

### Forecasts of Oregon's County Populations and Components of Change, 2000 - 2040

#### Total Population

Area Name	2000	2005	FORECAST						
			2010	2015	2020	2025	2030	2035	2040
Oregon	3,436,750	3,618,200	3,843,900	4,095,708	4,359,258	4,626,015	4,891,225	5,154,793	5,425,408
Wasco	23,850	23,420	23,753	24,297	24,896	25,670	26,563	27,522	28,653

#### Population Change

Area Name	Estimate	FORECAST							
	2000-2003	2000-2005	2005-2010	2010-2015	2015-2020	2020-2025	2025-2030	2030-2035	2035-2040
Oregon	104,750	181,450	225,700	251,808	263,550	266,757	265,210	263,568	270,615
Wasco	-300	-430	333	544	598	774	894	959	1,131

#### Annual Growth Rate

Area Name	Estimate	FORECAST							
	2000-2003	2000-2005	2005-2010	2010-2015	2015-2020	2020-2025	2025-2030	2030-2035	2035-2040
Oregon	1.00%	1.03%	1.21%	1.27%	1.25%	1.19%	1.11%	1.05%	1.02%
Wasco	-0.42%	-0.36%	0.28%	0.45%	0.49%	0.61%	0.68%	0.71%	0.81%

#### Net Migration

Estimates for 2000-2003 are based on PRC, PSU's estimates and data from Oregon Center for Health Statistics, DHS.

Area Name	Estimate	FORECAST							
	2000-2003	2000-2005	2005-2010	2010-2015	2015-2020	2020-2025	2025-2030	2030-2035	2035-2040
OREGON	58,773	103,767	143,442	161,847	171,677	179,044	186,502	196,057	207,240
Wasco	-282	-404	303	415	442	531	606	741	907

### Wasco County Disability Characteristics

Source: U.S. Census, American Community Survey

Subject	Total
<b>Population 5 years and over</b>	<b>21,862</b>
With one type of disability	6.5%
With two or more types of disabilities	8.5%
<b>Population 5 to 15 years</b>	<b>3,423</b>
With any disability	6.5%
With a sensory disability	0.1%
With a physical disability	2.6%
With a mental disability	5.6%
With a self-care disability	1.6%
<b>Population 16 to 64 years</b>	<b>14,681</b>
With any disability	11.2%
With a sensory disability	1.5%
With a physical disability	7.2%
With a mental disability	4.4%
With a self-care disability	3.0%
With a go-outside-home disability	3.0%
With an employment disability	7.6%
<b>Population 65 years and over</b>	<b>3,758</b>
With any disability	37.3%
With a sensory disability	13.4%
With a physical disability	28.9%
With a mental disability	9.4%
With a self-care disability	8.0%
With a go-outside-home disability	10.4%

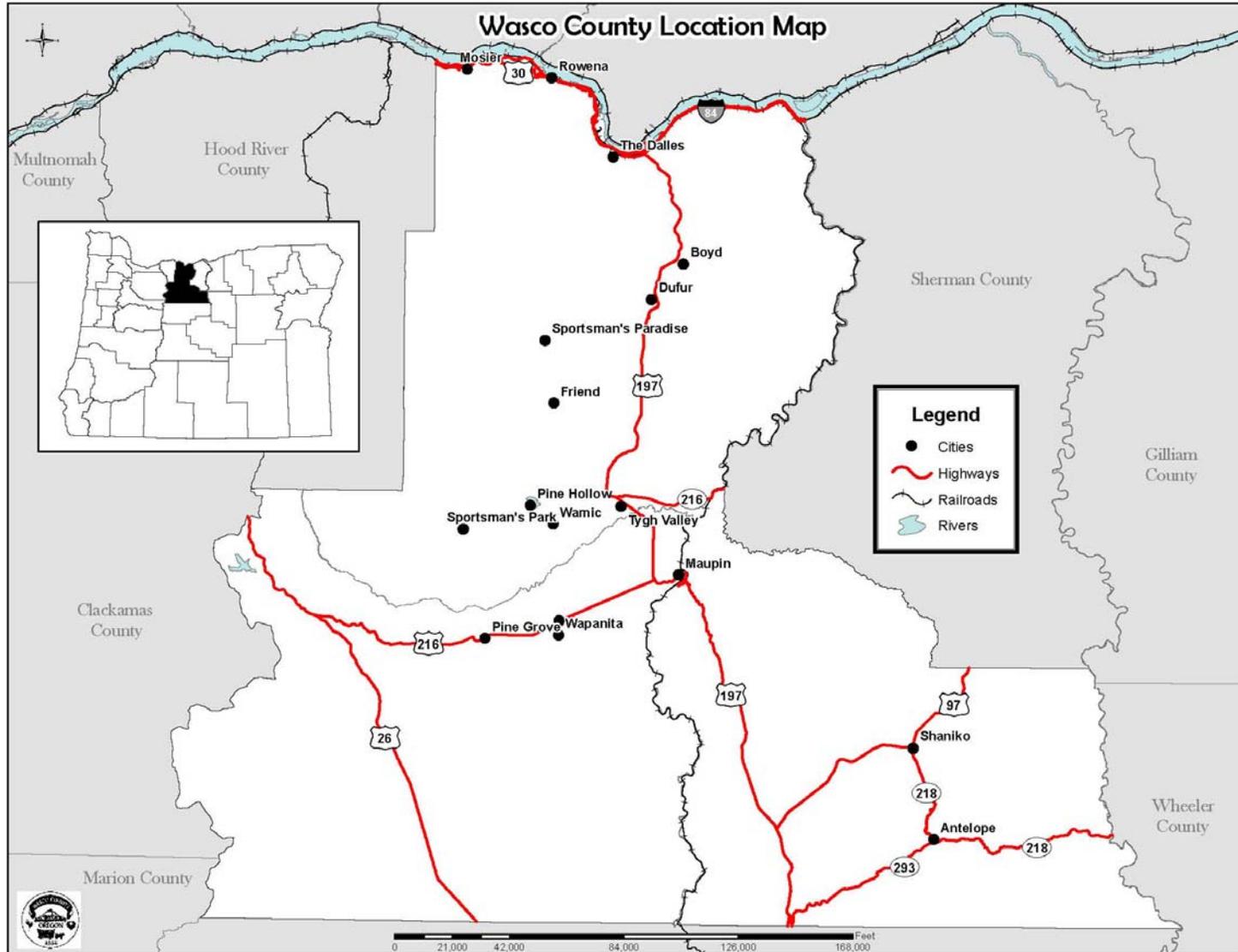
### Wasco County Poverty Status by Disability

Source: U.S. Census, American Community Survey

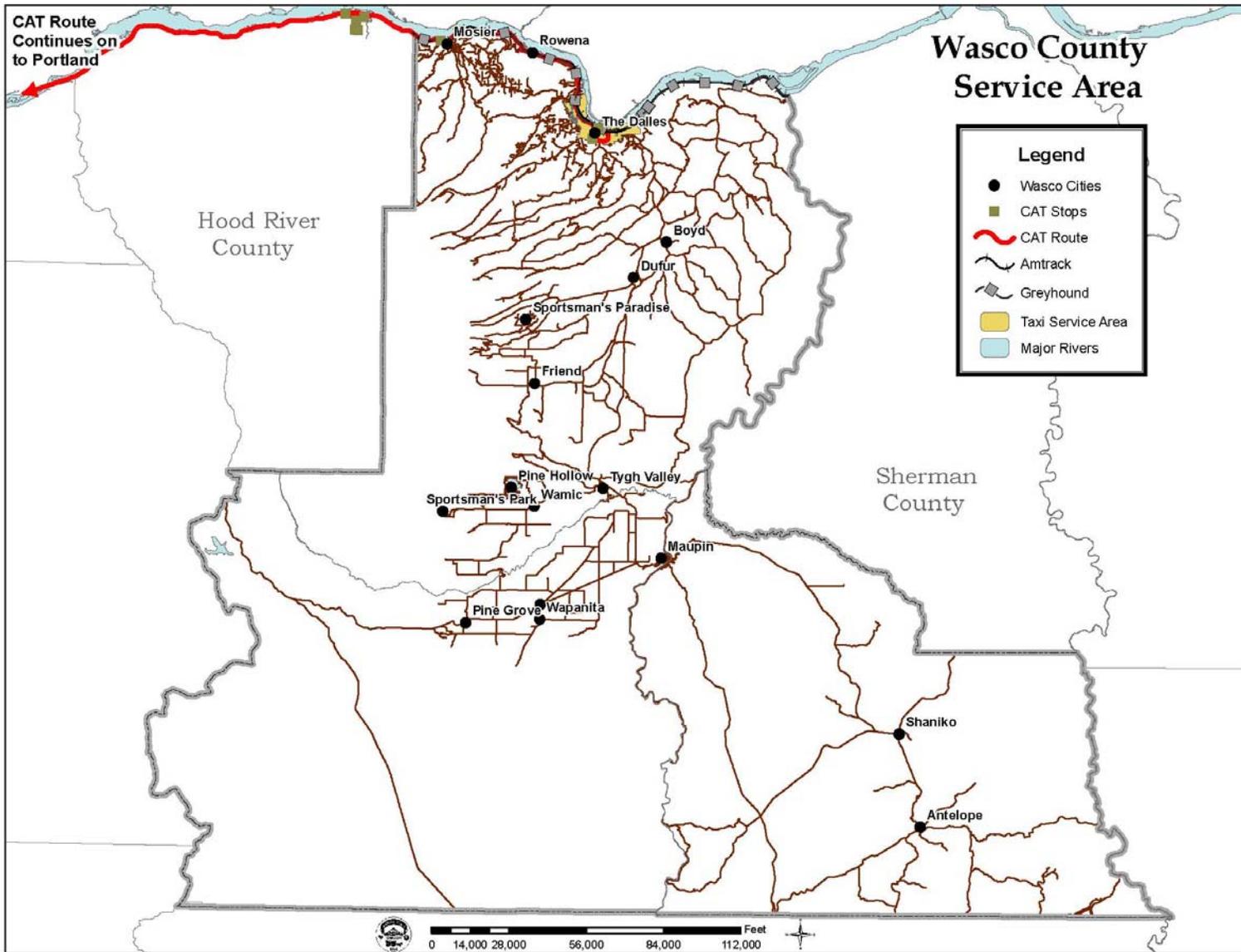
<b>Population 5 years and over for whom a poverty status is determined</b>	<b>21,829</b>
With any disability	3,260
Below poverty level	27.2%
With a sensory disability	731
Below poverty level	14.0%
With a physical disability	2,227
Below poverty level	21.8%
With a mental disability	1,180
Below poverty level	50.7%
With a self-care disability	796
Below poverty level	39.3%
No disability	18,569
Below poverty level	10.8%
<b>Population 16 years and over for whom a poverty status is determined</b>	<b>18,439</b>
With a go-outside-home disability	825
Below poverty level	25.5%
<b>Population 16 to 64 years for whom a poverty status is determined</b>	<b>14,681</b>
With an employment disability	1,118
Below poverty level	47.3%
With any disability	5.4%
With a sensory disability	3.3%
With a physical disability	3.3%
With a mental disability	2.8%
With a self-care disability	3.0%
With a go-outside-home disability	3.1%
With an employment disability	3.3%

# Appendix E: Maps

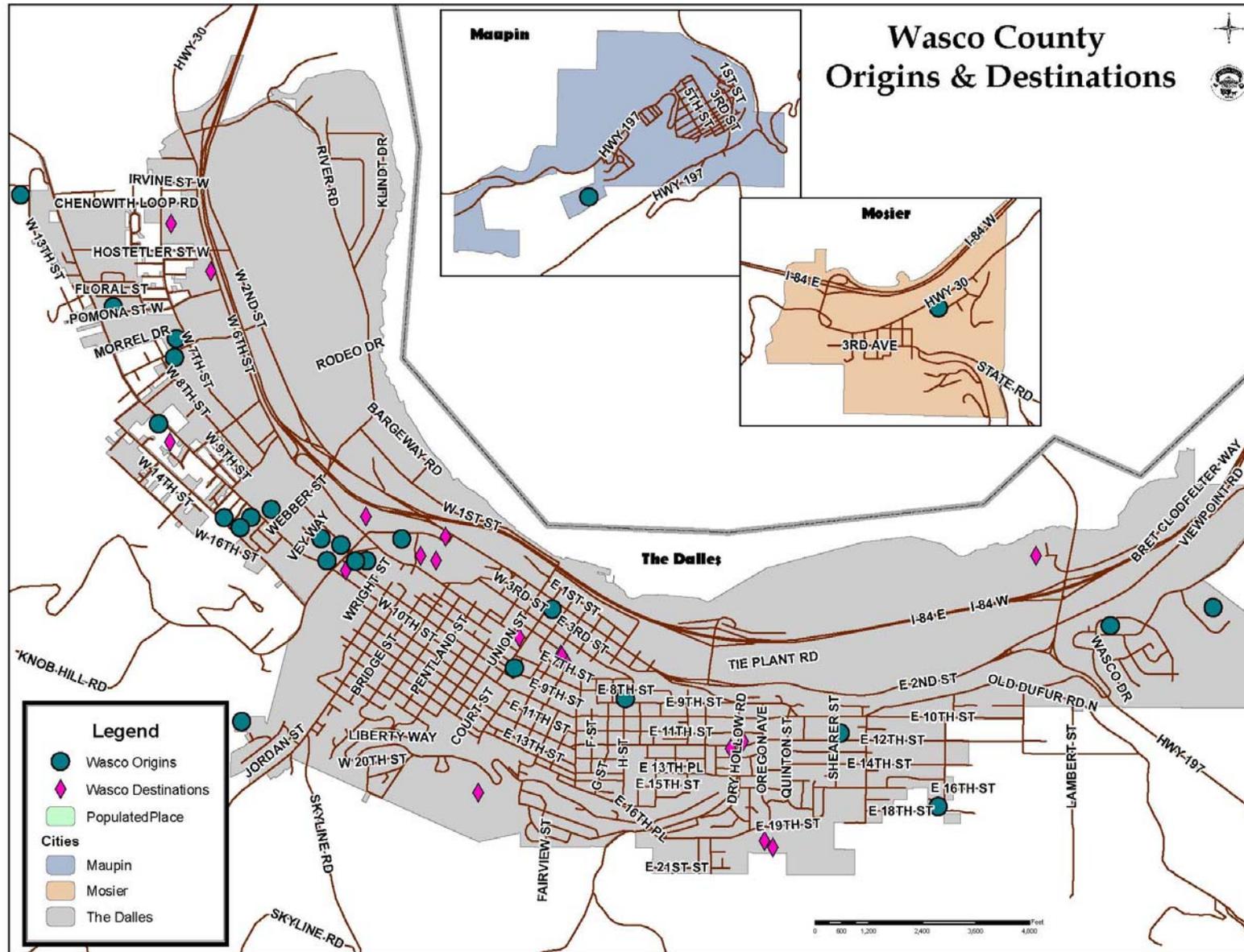
## Locator Map



# Current Service Areas and Transportation Routes Map



# Common Origins and Destinations Map



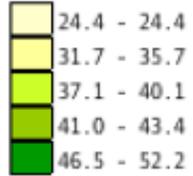
# Population Distribution Map

TM-P017. Median Age: 2000  
Universe: Total population  
Data Set: Census 2000 Summary File 1 (SF 1) 100-Percent Data  
Wasco County, Oregon by Block Group

NOTE: For information on confidentiality protection, nonsampling error, definitions, and count corrections see <http://factfinder.census.gov/home/en/datanotes/expsf1u.htm>.

## Data Classes

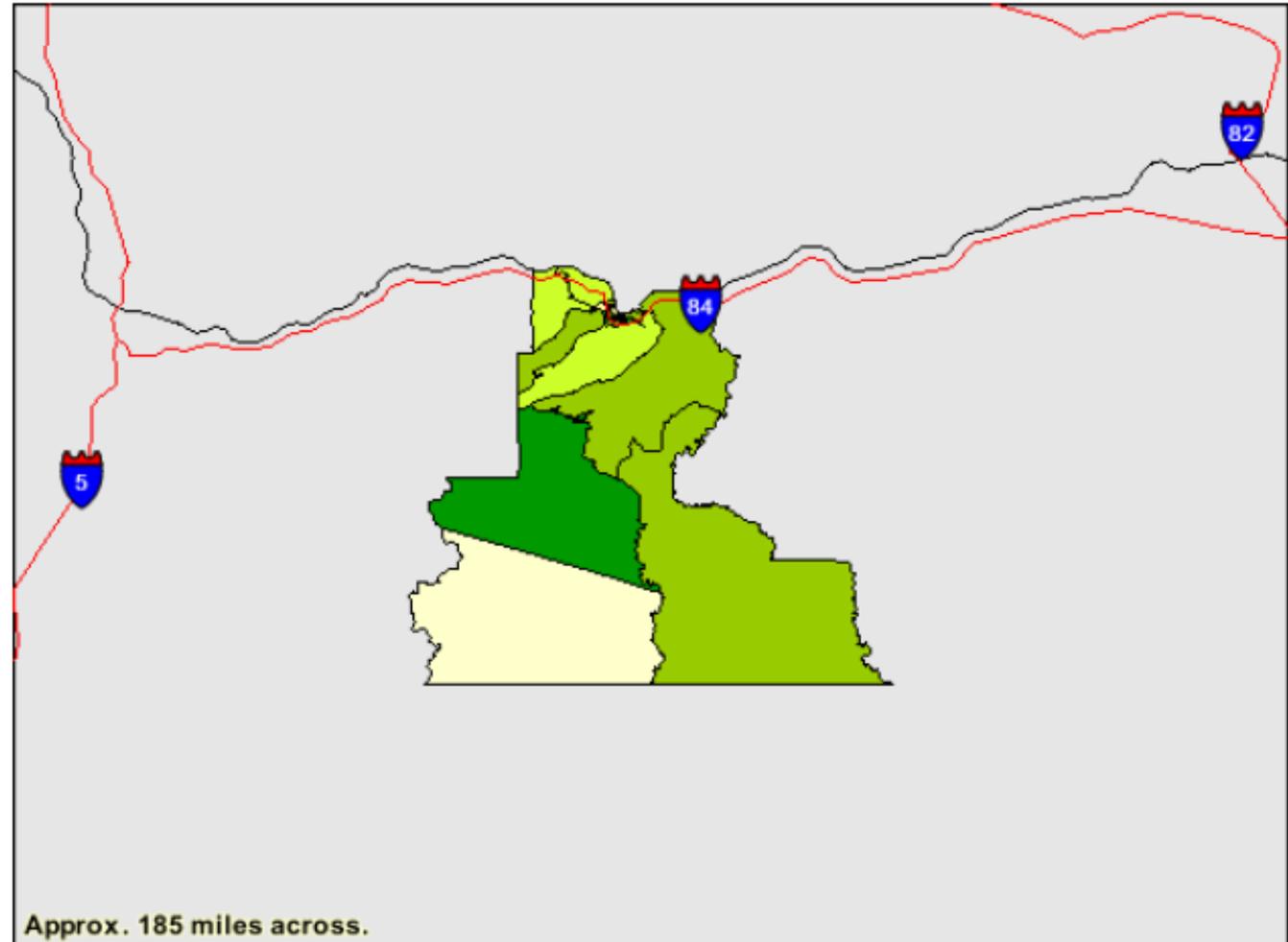
Years



## Features

- Major Road
- Street

Items in graytext are not visible at this zoom level



Source: U.S. Census Bureau, Census 2000 Summary File 1, Matrix P13.

# Elderly Population Distribution Map

TM-P020. Percent of Persons 65 Years and Over: 2000  
Universe: Total population  
Data Set: Census 2000 Summary File 1 (SF 1) 100-Percent Data  
Wasco County, Oregon by Block Group

NOTE: For information on confidentiality protection, nonsampling error, definitions, and count corrections see <http://factfinder.census.gov/home/en/data/notes/expsf1u.htm>.

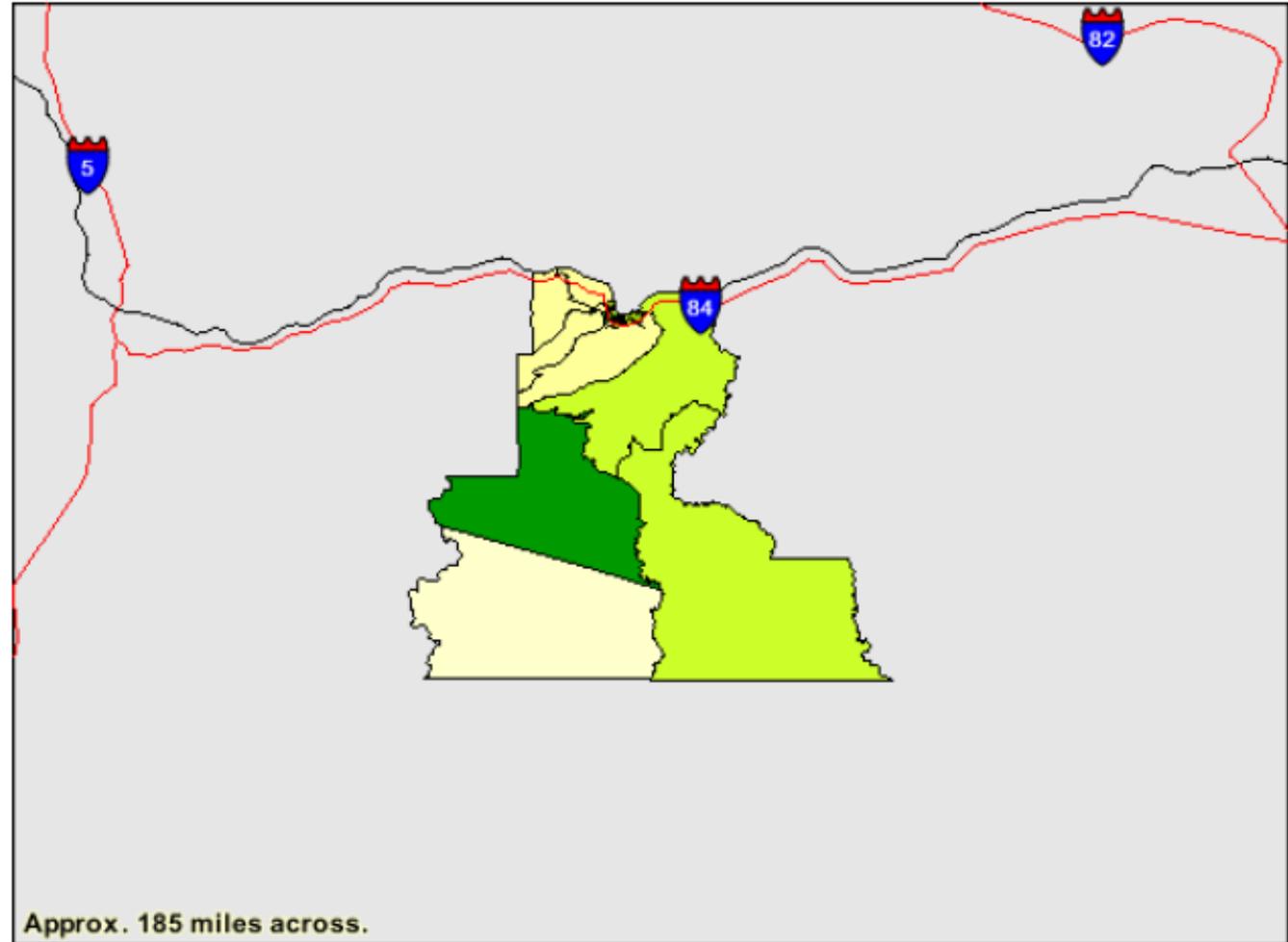
## Data Classes

Percent	
4.4 - 4.4	Lightest Yellow
9.2 - 13.6	Yellow
15.4 - 16.6	Light Green
18.9 - 22.3	Medium Green
25.3 - 27.7	Dark Green

## Features

- Major Road (Red line)
- Street (Black line)
- Railroad (Grey line)

Items in gray text are not visible at this zoom level



Source: U.S. Census Bureau, Census 2000 Summary File 1, Matrices P1, and P30.

# Individuals with Disabilities Population Distribution Map

TM-P046. Percent of Persons 21 to 64 Years With a Disability: 2000  
 Universe: Civilian noninstitutionalized population 21 to 64 years  
 Data Set: Census 2000 Summary File 3 (SF 3) - Sample Data  
 Wasco County, Oregon by County Subdivision

NOTE: Data based on a sample except in P3, P4, H3, and H4. For information on confidentiality protection, sampling error, nonsampling error, definitions, and count corrections see <http://factfinder.census.gov/home/en/datanotes/expsf3.htm>.

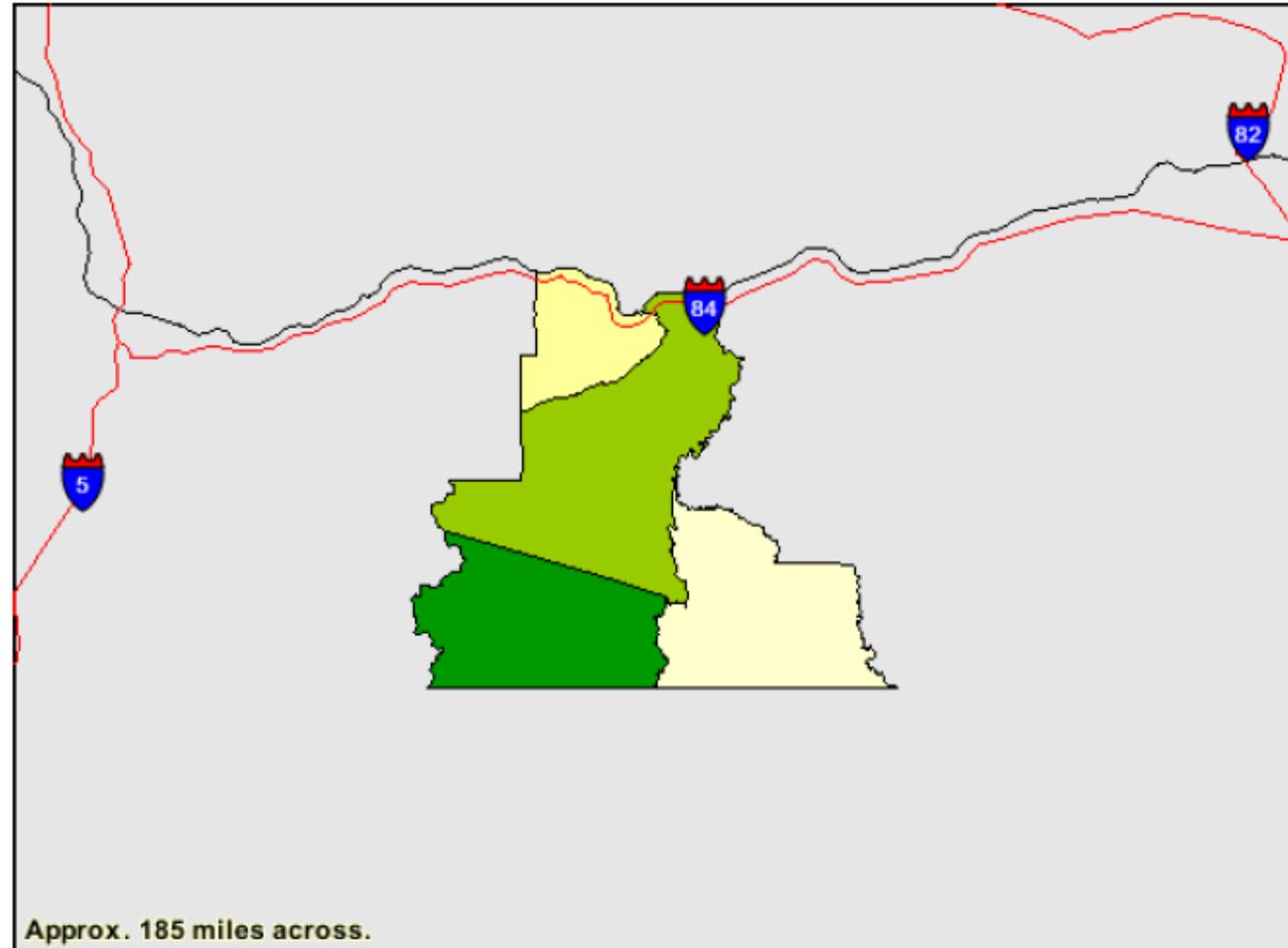
## Data Classes

Percent	
	13.4 - 13.4
	18.1 - 18.1
	20.0 - 20.0
	28.7 - 28.7

## Features

-  Major Road
-  Street

Items in graytext  
 are not visible  
 at this zoom level



Source: U.S. Census Bureau, Census 2000 Summary File 3, Matrix P42.

# Low Income Population Distribution Map

TM-P067. Percent of Persons Below the Poverty Level in 1999: 2000  
 Universe: Total population  
 Data Set: Census 2000 Summary File 3 (SF 3) - Sample Data  
 Wasco County, Oregon by Block Group

NOTE: Data based on a sample except in P3, P4, H3, and H4. For information on confidentiality protection, sampling error, nonsampling error, definitions, and count corrections see <http://factfinder.census.gov/home/en/datanotes/expsf3.htm>.

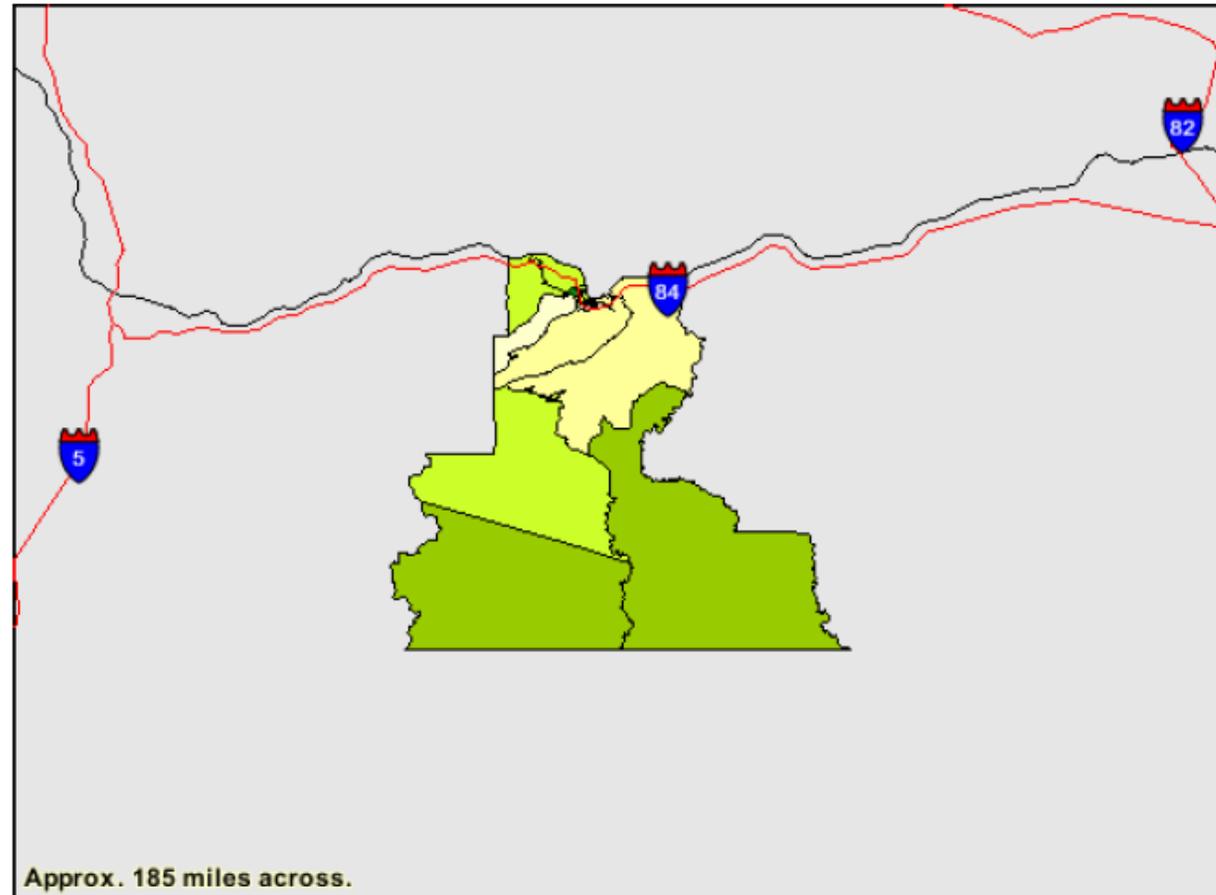
## Data Classes

Percent	
	3.4 - 5.2
	6.8 - 8.8
	11.0 - 14.5
	18.4 - 22.5
	27.6 - 31.3

## Features

-  Major Road
-  Street
-  Railroad
-  Hospital
-  School

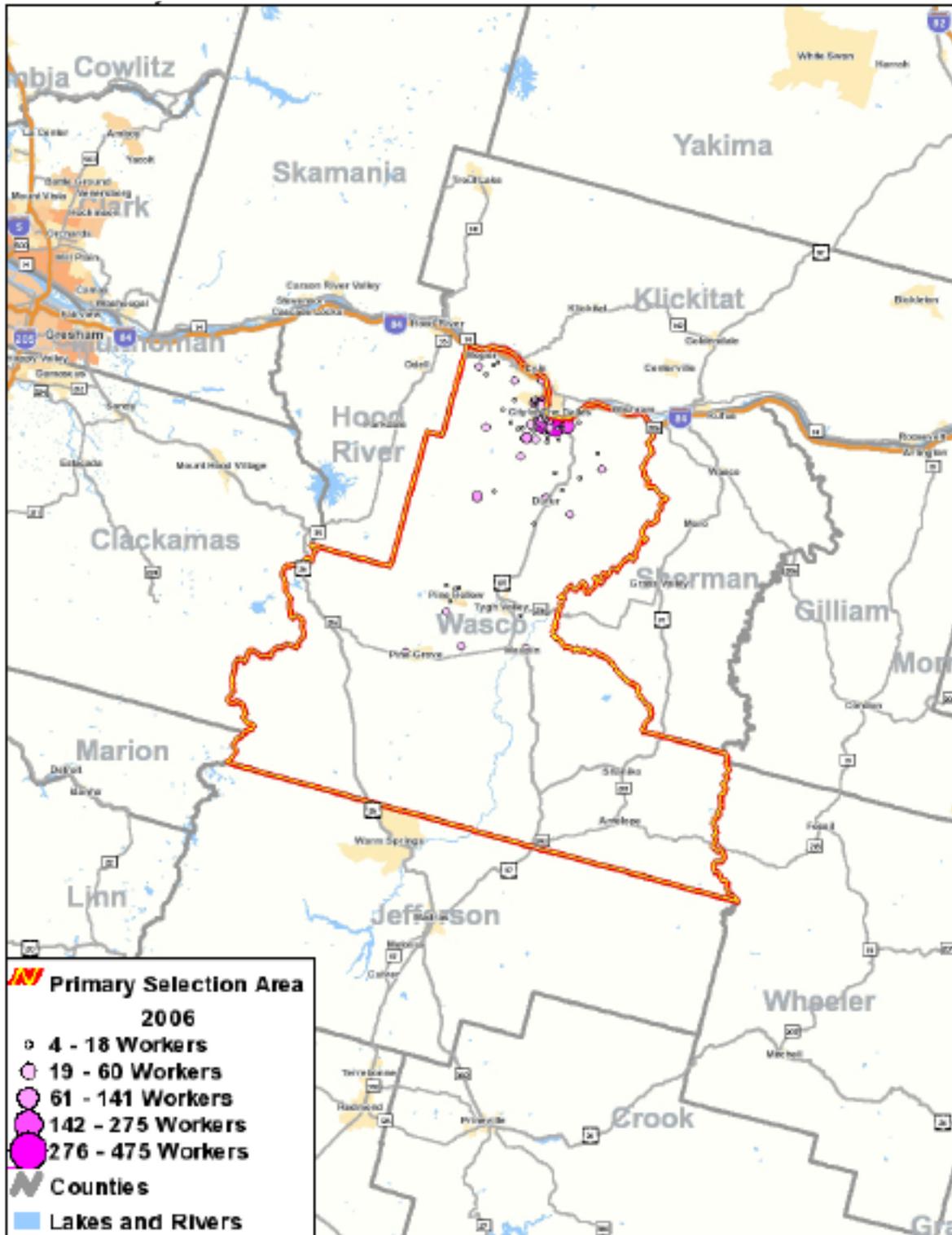
Items in graytext  
 are not visible  
 at this zoom level



Source: U.S. Census Bureau, Census 2000 Summary File 3, Matrix P87.

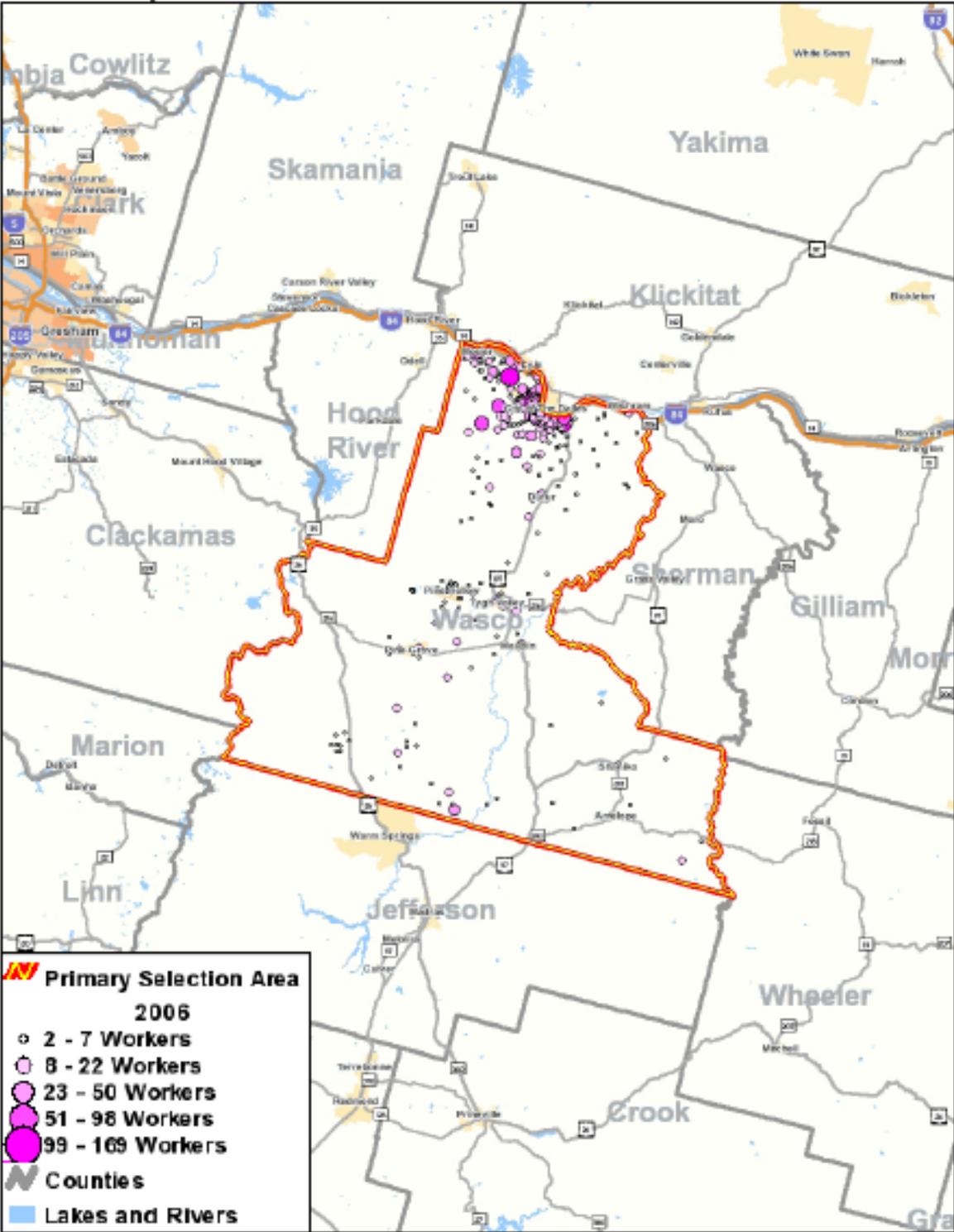
# Work Place Distribution Map

Source: US Census Bureau, Center for Economic Studies



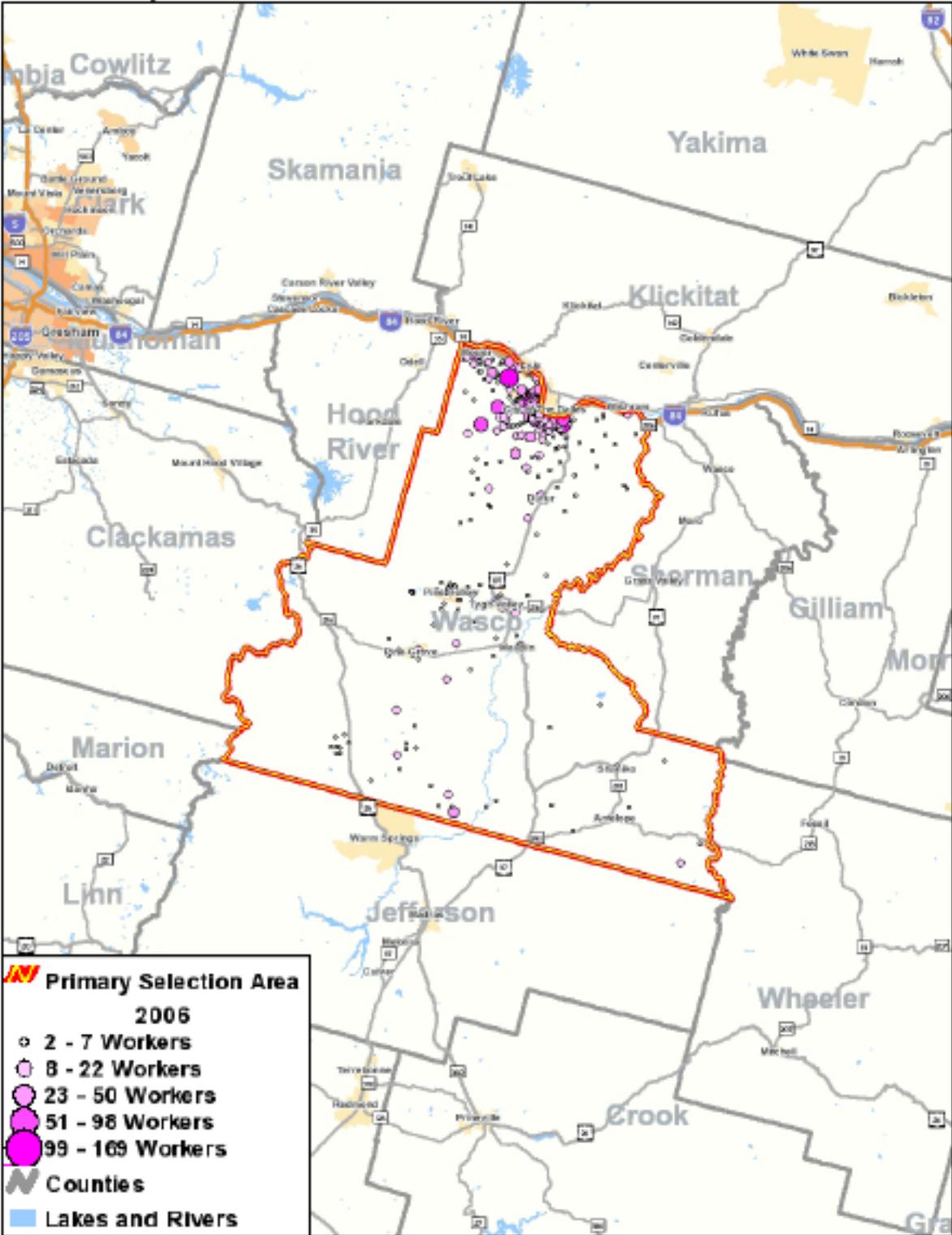
# Low-Income Work Place Distribution Map

Source: US Census Bureau, Center for Economic Studies



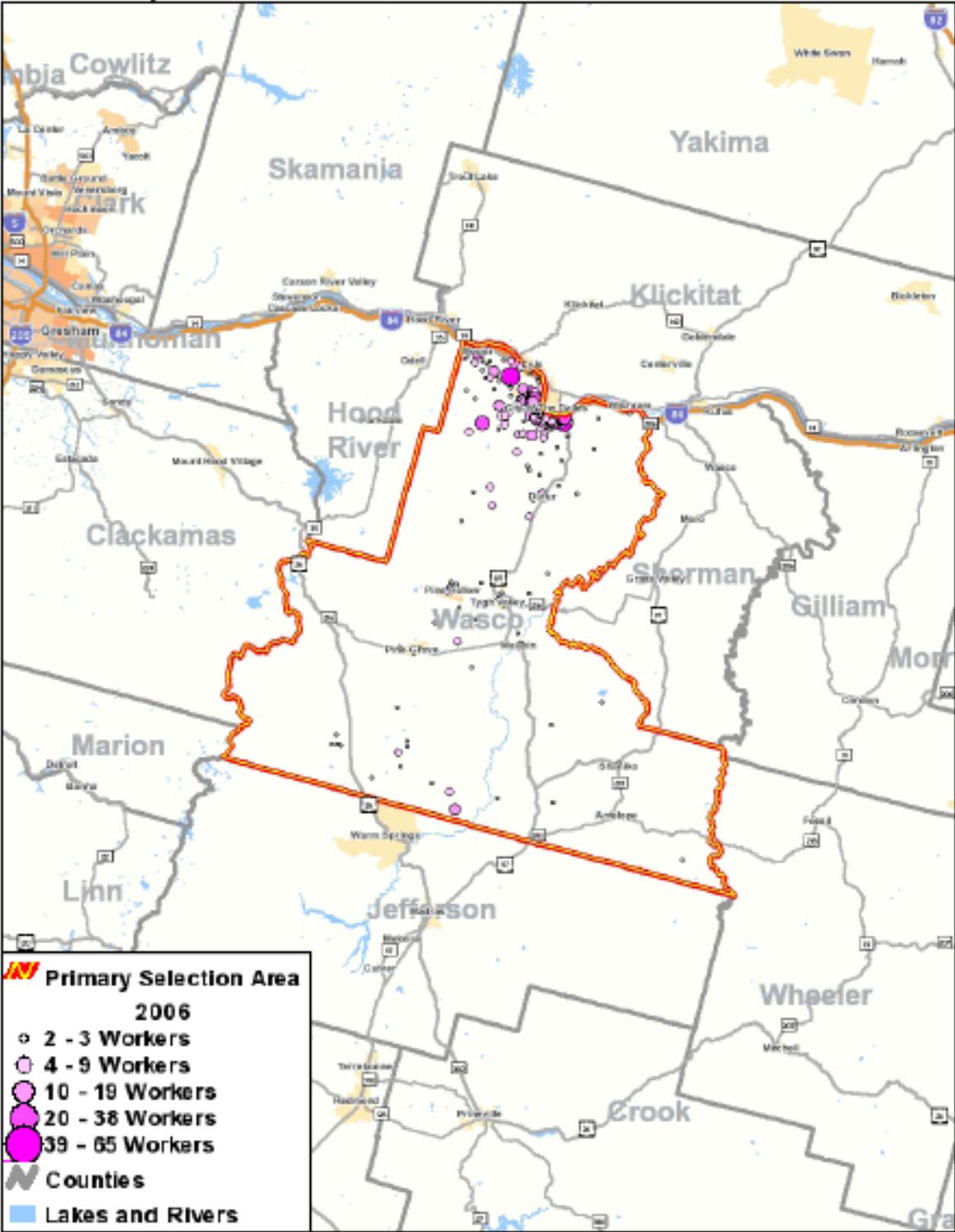
# Home/ Residential Area Distribution Map

Source: US Census Bureau, Center for Economic Studies



# Low-Income Home/ Residential Area Distribution Map

Source: US Census Bureau, Center for Economic Studies



## Appendix F: Apartments in Wasco County

*(Located in The Dalles unless otherwise noted)*

**American Village**

West 10<sup>th</sup> Street

**Cascade West  
Apartments**

West 5<sup>th</sup> Place

**Center III Apartments**

West 8<sup>th</sup> Place

**Chenowith Rim  
Apartments**

West 13<sup>th</sup> Street

**Court Crest Apartments**

Court Street

**Commodore II**

Court Street

**Casa Lomas  
Apartments**

Vey Way

**East Hill Village**

(farmworker housing)

East 12<sup>th</sup> Street

**Flora Thompson Manor**

West 8<sup>th</sup> Street

**Pomona Terrace  
Apartments**

Pomona Street West

**Sunray Terrace  
Apartments**

(senior housing)

West 10<sup>th</sup>

**West Park Place  
Apartments**

(low income working  
family housing)

West 10<sup>th</sup> Street

**Westside Village**

West 7<sup>th</sup> Street

**Mosier Creek Terrace**

(senior housing)

Mosier, OR

**Rose Garden  
Apartments**

(mentally disabled  
housing)

East 9<sup>th</sup> Street

**Sunrise Estates**

West 7<sup>th</sup> Street

**West Park Orchards**

West 13<sup>th</sup> Street

**Tillicum Apartments**

West 7<sup>th</sup> Street

**10<sup>th</sup> Street Apartments**

(senior housing)

East 10<sup>th</sup> Street

## **Appendix G: Assisted Living, Nursing Homes, and Retirement Communities**

*(Located in The Dalles unless otherwise noted)*

**Canyon Rim Manor**  
Maupin, OR

**Carolyn's Adult Care**  
West 10<sup>th</sup> Street

**Cascade Senior Center**  
West 10<sup>th</sup>

**Christy's Adult Foster Home**  
East 18<sup>th</sup> Street

**Cherry Heights Retirement Community**  
Cherry Heights Road

**Columbia Basin Care Facility**  
Webber Street

**Evergreen**  
West 25<sup>th</sup> Street

**Flagstone Senior Living**  
Columbia View Drive

**Mill Creek Point**  
West 10<sup>th</sup> Street

**Veteran's Home**  
Veteran's Drive

## Appendix H: Fixed Route Schedules

### Fixed Route to Portland

<b>Location</b>	<b>Time</b>
Departs from Transportation Center- 201 Federal St, The Dalles	7:30 AM
Transfer to CAT Bus at Columbia Area Transit Office - 600 E Marina Way, Hood River - leave for Portland	8:00 AM
Departs from Gateway MAX station PDX	9:15 AM
Depart from Portland Art Museum 10th & Jefferson - Tri-Met Bus Stop #3049	9:35 AM
Leave Oregon Health Sciences (Sam Jackson Park Road - Tri-Met Bus Stop #5028 under the pedestrian breezeway)	9:50 AM
Arrive Clackamas Town Center (Lower level, South side, Main entrance west of Barnes and Noble)	10:30 AM
Leave Clackamas Town Center (Main entrance west of Barnes and Noble)	2:00 PM
Depart from Portland Art Museum 10th & Jefferson - Tri-Met Bus Stop #3049	2:30 PM
Leave Oregon Health Sciences (Sam Jackson Park Road - Tri-Met Bus Stop #5028 under the pedestrian breezeway)	2:50 PM
Leave Gateway MAX station PDX	3:30 PM
Columbia Area Transit Office- 600 E Marina Way, Hood River	4:35 PM
The Dalles- Transportation Center 201 Federal, The Dalles	5:10 PM

**Fixed Route The Dalles-Hood River**

**MORNING**

<b>STOPS</b>	<b>EASTBOUND</b>	<b>WESTBOUND</b>
Rosauer's	6:00 AM	
Columbia Gorge Community College Building 4 Parking Lot- The Dalles	6:35 AM	6:35 AM
The Dalles - Transportation Center 201 Federal St		6:46 AM
Mosier Pocket Park by the bridge over the RR		7:05 AM
Hood River Hotel		7:13 AM
Hood River Wal-Mart		7:18 AM
Providence Hood River Hospital		7:25 AM
Columbia Gorge Community College - Indian Creek Campus		7:28 AM
Rosauers		7:30 AM

**MID-DAY**

<b>LOCATION</b>	<b>EASTBOUND</b>	<b>WESTBOUND</b>
Rosauers	12:00 noon	
Columbia Gorge Community College - Indian Creek Campus	12:03 PM	
Hood River Providence Memorial Hospital	12:08 PM	
Wal-Mart	12:13 P M	
Hood River Hotel	12:19 PM	
Transportation Center- The Dalles	12:44 PM	
Columbia Gorge Community College Building 4 parking lot- The Dalles	12:56 PM	12:56 PM
Hood River Hotel		1:27 PM
Wal-Mart		1:33 PM
Hood River Providence Hospital		1:38 PM
Columbia Gorge Community College - Indian Creek Campus		1:43 PM
Hood River - Rosauers		1:46 PM

**EVENING**

<b>STOPS</b>	<b>EASTBOUND</b>	<b>WESTBOUND</b>
Hood River - Rosauers	5:00 PM	
Columbia Gorge Community College - Indian Creek Campus	5:03 PM	
Hood River Providence Memorial Hospital	5:08 PM	
Hood River - Walmart	5:15 PM	
Hood River Hotel	5:21 PM	
Mosier Pocket Park	5:29 PM	
The Dalles - Transportation Center 201 Federal, The Dalles	5:48 PM	
Columbia Gorge Community College Building 4 Parking Lot- The Dalles	5:58 PM	5:58 PM
Columbia Area Tansit office on 600 E Marina Way		6:28 PM

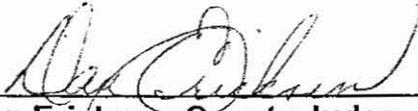
## Appendix I: Complete List of Prioritized Strategies

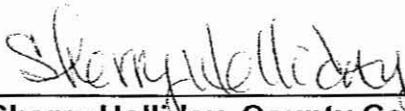
<b>Wasco County Coordinated Transportation Plan Strategies Prioritization Sheet</b>		
Ref. #	Strategy Description	Ranking A-D
1	Maintain dial-a-ride operations	A
2	Provide continued operational funding for Columbia Gorge Center, vehicle maintenance and replacement, and maintain partnership with Transportation Network	B
3	Provide for replacement of vehicles that have exceeded their useful life	A
4	Seek funding for vehicle repair and maintenance	A
5	Continue policies for allowing companions to ride free	A
6	Improve ease of phone system at MCCOG for callers to Greyhound, Medicaid brokerage, and Transportation Network	B
7	Continue to leverage all match against state and federal grant funds.	A
8	Identify and utilize nontraditional sources of local funding, such as support from the business community/ARC/MCMC/etc	C
9	Establish taxing authority through referral to voters to establish a PTBA	C
10	Establish a volunteer recruitment strategy for Transportation Network	D
11	Expand Transportation Network services to include early morning hours	B
12	Expand Transportation Network services to include evening hours	B
13	Create fixed or deviated route service	C
14	Add drivers and vehicles to existing routes to reduce scheduling difficulties	B
15	Coordinate with human service agencies to allow use of phones to call Transportation Network	D
16	Provide information on private charter services in central transportation information resource	A
17	Offer weekend service operations through Transportation Network	C
18	Promote private providers offering weekend service	A
19	Coordinate volunteer driver list	A
20	Assist Wamic Senior Bus to achieve independent status and operate independently.	A
21	Restart Mosier Senior Bus	D
22	Enhance connections to Columbia Area Transit fixed route service 3 times/day and coordinate dial-a-ride service hours to allow connection	C

23	Enhance and develop connections to Mount Adams Transportation Services	B
24	Enhance and develop connections to Sherman County Transit	B
25	Connect to Columbia Area Transit service to Portland (offered once a week) and coordinate dial-a-ride service hours to allow connection.	B
26	Produce brochures and distribute at senior centers	A
27	Create and distribute reference magnets	A
28	Produce radio spots about transportation services, including ones to be aired on Radio Tierra	A
29	Host student intern to write newspaper articles and develop other marketing efforts	B
30	Develop full marketing plan and start a public education and awareness campaign	C
31	Develop brochure to place at locations frequented by the target populations, including human service agencies, laundromats, Gorge Center, and medical facilities.	A
32	Continue participation in Gorge TransLink, maintain website as a central information resource, and support TransLink in seeking a mobility manager	A
33	Continue communication with human service providers about transportation services.	A
34	Implement a donation based fare.	D
35	Develop a system of discounted fares for special needs populations	D
36	Establish transportation fare fund to support passengers who cannot afford to pay	D
37	Offer travel training and coordinate with human service agencies	A
38	Maintain list of volunteer companions to ride with seniors to appointments	D
39	Encourage employer vanpools	B
40	Encourage Carpool and rideshare options	B
41	Continue shared administration with Hood River Transportation District	A
42	Continue communication with human service providers about transportation services	A

ADOPTED this 15<sup>th</sup> day of April, 2009.

WASCO COUNTY COURT

  
\_\_\_\_\_  
Dan Ericksen, County Judge

  
\_\_\_\_\_  
Sherry Holliday, County Commissioner

  
\_\_\_\_\_  
Bill Lennox, County Commissioner