

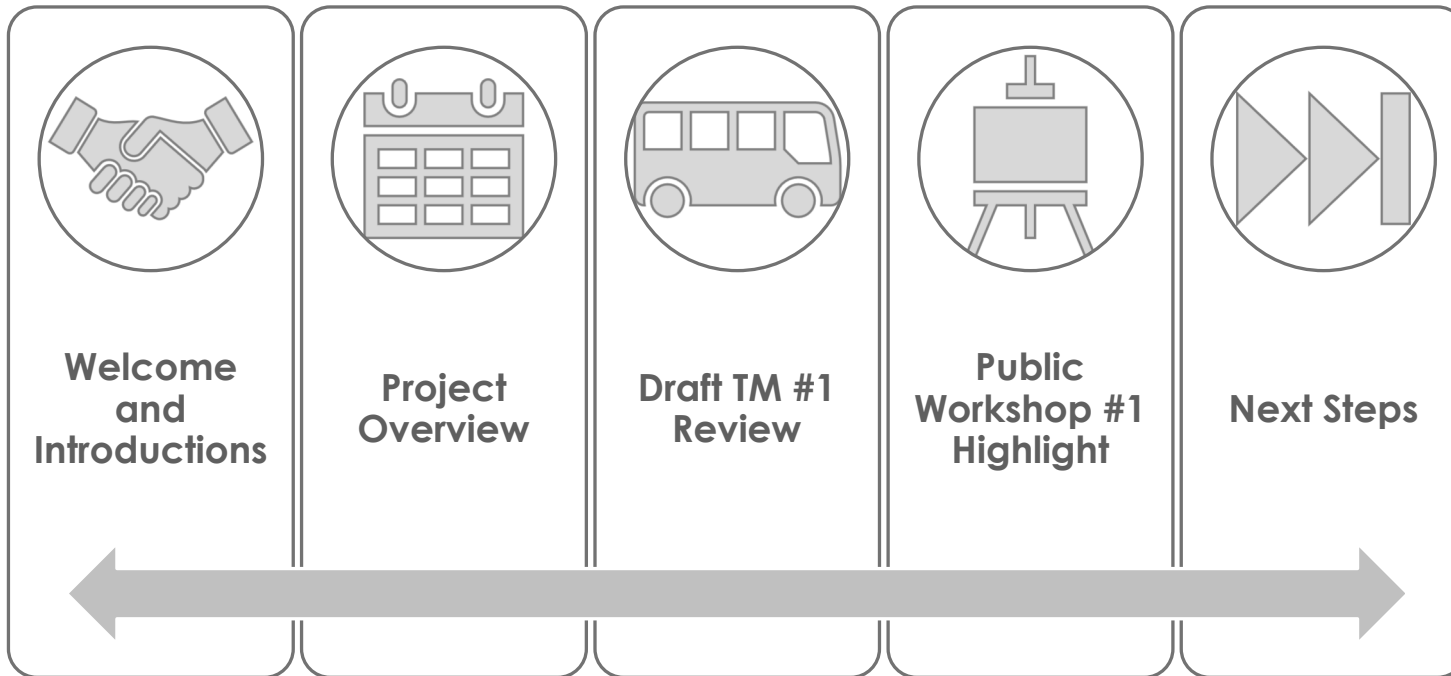


Harney County Coordinated Transportation Plan

Technical Advisory Committee (TAC) Meeting #1

July 11, 2022

Meeting Agenda



Welcome and Introductions

- ▶ Name/affiliation?
- ▶ Have you ever used transit in the county?
- ▶ What would you like to see this plan achieve?



Project Overview

Project Purpose

Update the 2016 Coordinated Plan to reflect how existing transportation services, public needs, and funding sources have evolved in evaluating:

- ▶ Existing services / coordination efforts / demographic profile within county
- ▶ Needs from 2016 plan / those identified in this process by project team, TAC, and public;
- ▶ Progress toward implementing 2016 strategies / if they should be carried over;
- ▶ Potential new strategies to address needs; and,
- ▶ Possible funding sources to implement updated strategies.



Project Overview

Project Team

▶ Project Management Team (PMT)

- Complete initial review of draft project materials
- Provide consolidated comments
- Attend PMT and TAC meetings
- Attend Public Workshops
- Attend designated Council meeting

▶ Technical Advisory Committee (TAC)

- Review draft project materials prior to TAC meetings
- Attend TAC meetings and provide comments
- Provide additional comments to Harney County by one week following each TAC meeting
- Attend Public Workshops (optional)



Project Overview

Project Team

▶ Consultant Team

- Consult with Harney County on technical analyses
- Provide draft project materials to PMT and TAC with adequate time for review
- Arrange and facilitate PMT, TAC, and Public Workshop meetings, inventory surveys, and stakeholder interviews
- Provide revised project materials that incorporate TAC comments and Public Workshop input
- Attend designated Council meeting



Project Overview

Project Schedule

	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Project Management	Kick-Off			TAC #1		TAC #2	TAC #3		
Public Workshops				#1			#2		
Stakeholder Interviews									
Tech Memo #1: Existing Conditions & Demographics				Draft/ Final					
Tech Memo #2: Public Outreach Summary						Draft/ Final			
Tech Memo #3: Transit Needs						Draft/ Final			
Tech Memo #4: Transit Strategies						Draft/ Final			
Draft Plan							Draft/ Revised		
Adoption									



Draft TM #1: Existing Services and Demographic Profile

- ▶ Relevant Planning Documents
- ▶ 2016 Coordinated Plan Progress
- ▶ Current Transportation Providers
- ▶ Demographic Profile



Draft TM #1: Existing Services and Demographic Profile

Relevant Planning Documents

Harney County 2016 Coordinated Plan identified these public transportation needs still relevant today:

- ▶ **Information Marketing** → last minute reservations
- ▶ **Geographic** → underserved communities
- ▶ **Temporal** → extended service hours
- ▶ **Organization** → limited funding and staff
- ▶ **Operations** → vehicle fleet (need for 2 small buses and 1 fixed-route bus)
- ▶ **Underserved Markets** → commuters and very low-income



Draft TM #1: Existing Services and Demographic Profile

Relevant Planning Documents

Oregon Public Transportation Plan sets vision / priorities for public transportation across the state with these goals:

1. Mobility (Public Transportation User Experience)
2. Accessibility and Connectivity (Getting from Here to There)
3. Community Livability and Economic Vitality
4. Equity
5. Health
6. Safety and Security
7. Environmental Sustainability
8. Land Use
9. Funding and Strategic Investment
10. Communication, Collaboration, and Coordination



Draft TM #1: Existing Services and Demographic Profile

Relevant Planning Documents

County's 2018/2021 Statewide Transportation Improvement Fund (STIF) Project Plans:

- ▶ **Bus Barn Match** → fulfilled
- ▶ **Deviated Fixed-Route (no charge)** → fulfilled
- ▶ **Bus Stop Signs at all Stops** → fulfilled
- ▶ **Match for Buses** → fulfilled
- ▶ **Dispatch Software Upgrades** → fulfilled
- ▶ **Free Demand Response Rides for Students (Grades 9-12)** → fulfilled
- ▶ **Bike Racks on all Vehicles** → partially fulfilled (for 3, but needed for all)
- ▶ **Advertising** → fulfilled



Draft TM #1: Existing Services and Demographic Profile

Relevant Planning Documents

County's 2018/2021 Statewide Transportation Improvement Fund (STIF) Project Plans:

- ▶ **Benches at all Deviated Fixed-Route Stops** → not fulfilled
- ▶ **Free Transit for Head Start Students** → fulfilled
- ▶ **Bonus Rides for Purchasing Ride Cards** → fulfilled
- ▶ **Free Rides for Students (Grades 9-12; after school activities)** → fulfilled
- ▶ **Free Deviated Fixed-Route Service** → fulfilled



Draft TM #1: Existing Services and Demographic Profile

2016 Coordinated Plan Progress

Previously identified strategies, implementation status, and relevance today:

- ▶ **Maintain Existing Services** → implemented / relevant
- ▶ **Follow ODOT's Vehicle Replacement Standards** → implemented / relevant
- ▶ **Develop Outreach Campaign on Reservation Protocols** → implemented / relevant
- ▶ **Provide Dedicated Service in other Smaller Communities** → ongoing / relevant
- ▶ **Extend Service Hours After 7:00 PM** → not implemented / relevant
- ▶ **Explore Additional Funding Opportunities** → ongoing / relevant



Draft TM #1: Existing Services and Demographic Profile

2016 Coordinated Plan Progress

Previously identified strategies, implementation status, and relevance today:

- ▶ **Employ Additional Staff for Grant Writing / Outreach / Trip Planning / Coordination** → ongoing / relevant
- ▶ **Coordinate Pedestrian Infrastructure Improvements** → ongoing / relevant
- ▶ **Employ Additional Drivers** → ongoing / relevant
- ▶ **Transport Riders Traveling in Same Direction in One Vehicle** → ongoing / relevant
- ▶ **Purchase Additional Vehicles** → ongoing / relevant
- ▶ **Consider Ride-Matching / Carpool / Vanpool Programs** → implemented / relevant
- ▶ **Offer Reduced Fare Options / Ride Vouchers for Very Low-Income Riders** → ongoing / relevant



Draft TM #1: Existing Services and Demographic Profile

Current Transportation Providers

- ▶ Public Providers
 - Harney Hub Transit
 - Burns Paiute Tribal Transit
 - Eastern POINT
 - Grant County Transportation District
- ▶ Non-Emergency Medical Transportation (NEMT) Providers
- ▶ Client-Based Providers
 - The Aspens Living Center
 - Symmetry Care
 - Veterans Clinic
 - Wadatika Health Center



Draft TM #1: Existing Services and Demographic Profile

Current Transportation Providers: Harney Hub Transit

Countywide Demand Response (Curb-to-Curb) Service

- ▶ Historically County's primary public transportation service
- ▶ Weekdays (7AM – 5:30 PM) | Sunday (8AM – 3PM)
- ▶ Trips within 10 miles of Burns/Hines take priority; special trips available to John Day, Bend, Ontario, and Boise
- ▶ Requires reservations (one day prior and up to 90 days in advance)
- ▶ Fares depend on trip distance (\$1/10 miles - \$20/36+ miles; special trips cost more); 25-ride bus pass available for \$20
- ▶ Averaged 42,700 rides/year between 2014 and 2017 before steadily declining
 - 2019 monthly ridership trends steady before pandemic → approximately 2,400
 - Early 2022 ridership tracking with pandemic trends, but could increase
 - Ridership accounts for 80% of Harney Hub Transit rides today



Draft TM #1: Existing Services and Demographic Profile

Current Transportation Providers: Harney Hub Transit

Deviated Fixed-Route Service – Burns/Hines

- ▶ Began in 2019
- ▶ Weekdays (7AM – 7PM) | Saturday (8AM – 12PM / 1PM – 5PM)
- ▶ 22 bus stops between Harney Hub and Hines Park stops; deviations up to ¼-mile available (reservations required like demand response)
- ▶ Weekdays: 1-hour headways from 7AM – 3PM, followed by 90-minute headways to serve Burns Paiute Reservation
- ▶ Free service (except for deviations that cost \$2)
- ▶ Averaged 6,800 rides/year in 2019 and 2020 (dropped to less than half in 2021)
 - ▶ 2019 monthly ridership averaged 620 rides
 - ▶ Early 2022 ridership tracking with 2021 trends, but could increase



Draft TM #1: Existing Services and Demographic Profile

Current Transportation Providers: Harney Hub Transit

Deviated Fixed-Route Service – Bend/Redmond

- ▶ Historically operated by demand response service with various fares
- ▶ Now free (until 6/30/23) with set stops in Burns, Riley, Hampton, Brothers, and Bend; deviations available as needed
- ▶ Drivers can run an errand for \$8 for a rider who stays behind and doesn't ride along
- ▶ Operates once a week from 6:30 AM to 5:40 PM (alternates Tuesdays / Thursdays)
- ▶ Averaged 180 rides/year in 2020 and 2021
- ▶ 2019 monthly ridership was steady October – December (first year), but slightly lower during holiday months



Draft TM #1: Existing Services and Demographic Profile

Current Transportation Providers: Harney Hub Transit

Facilities

- ▶ Main building in Burns where all operations take place
- ▶ Bus barn across from Harney Hub for vehicle storage
- ▶ Burns/Hines deviated bus stops (amenities limited to signs and some benches)

Vehicle Fleet

- ▶ 10 vehicles: 2 Dodge Caravans for out-of-town trips/overflow; 7 Ford buses for local deviated fixed-route / demand response services; 1 Ford sedan (all vehicles accommodate wheelchairs except sedan)
- ▶ Dodge Caravans / 2013 F350 Ford Bus eligible for replacement (age and mileage); 2016 Econoline / Ford Transit buses eligible for replacement (age) but can run for 20k+ miles

Technology

- ▶ Fleetio: track vehicle conditions for preventative maintenance
- ▶ Easy Rides: operate services from single platform (schedule rides, operate dispatch, archive ridership data, save information for existing riders, etc.)



Draft TM #1: Existing Services and Demographic Profile

Current Transportation Providers: Harney Hub Transit

Current Funding

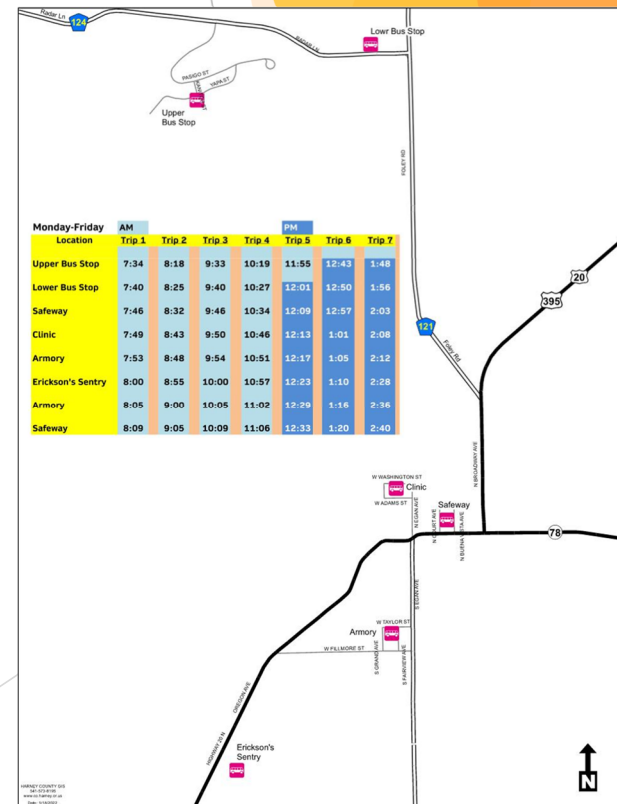
- ▶ Grants have been primary source of revenue
 - 5310 (Seniors / Individuals with Disabilities)
 - 5311 (Rural Areas)
 - Section 5311/5311 (f) (Needs-Based)
 - Special Transportation Fund (STF) Formula Program
 - Statewide Transportation Improvement Fund (STIF) Formula Fund
 - STIF Discretionary Fund
 - Rural Veterans Healthcare Transportation Program
- ▶ Total revenue budgeted to cover total expenses (wages, procuring/operating/maintaining vehicles, program supplies/publishing, marketing, etc.)



Draft TM #1: Existing Services and Demographic Profile

Current Transportation Providers: Burns Paiute Tribal Transit

- ▶ Operated by Burns Paiute Tribe northwest of Burns
- ▶ Free fixed-route service available to public weekdays (7:30 AM – 3:30 PM)
- ▶ Runs between Reservation and Burns with one bus that is Americans with Disabilities Act (ADA) accessible
 - Two bus stops on Reservation
 - Four bus stops in Burns (Safeway, Clinic, Armory, Thriftway)
- ▶ Serves approximately 160 rides/month for various riders with various needs
- ▶ Three primary challenges of service: **(1)** does not operate late enough, **(2)** connections to bus stops are not ADA accessible, and **(3)** does not operate on weekends



Draft TM #1: Existing Services and Demographic Profile

Current Transportation Providers: Eastern POINT

- ▶ Eastern route of Oregon's 4 intercity bus service routes, managed by ODOT
- ▶ Operates year-round on weekdays (historically operated on weekends, now creating a service gap for riders needing to reach destinations outside of Harney County on weekends)
- ▶ Runs 1 round trip/day between Ontario and Bend (9:45 AM – 8:25 PM MST) with stops in 11 communities
- ▶ Services coordinated with other providers by sharing bus stops and timing schedules
- ▶ Connections to other services/parking information is available on its website



Draft TM #1: Existing Services and Demographic Profile

Current Transportation Providers: Eastern POINT

- ▶ Ticket Purchasing
 - **Online / by phone** with Amtrak or Greyhound
 - **In-person** at Hawthorne Station (Bend) / Reid's Country Store (Burns) / Malheur Council on Aging and Community Services (Ontario)
- ▶ Adult fares: \$17 - \$48
- ▶ Bus accommodates 35 passengers / provides a restroom, free Wi-Fi, USB & power outlets, air conditioning, space for luggage and bikes / is wheelchair accessible (service animals allowed)



Draft TM #1: Existing Services and Demographic Profile

Current Transportation Providers: Grant County People Mover

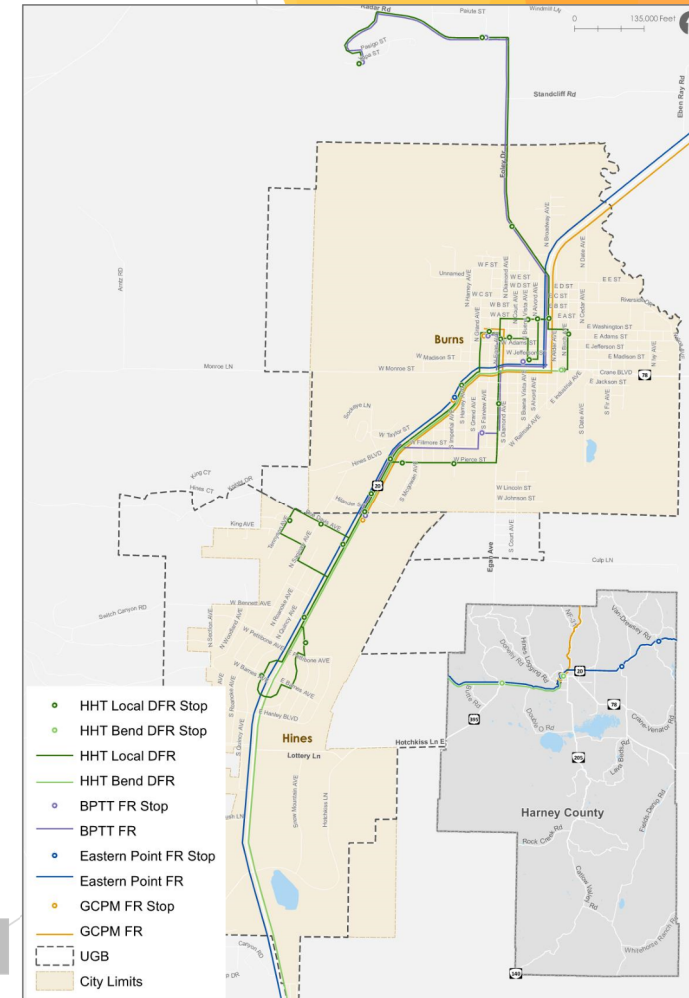
- ▶ Operated by Grant County north of Harney County
- ▶ Fixed-route service available to public on 1st/3rd/5th Thursday each month (10:40 AM – 7:00 PM)
- ▶ Runs 1 round trip with ADA compliant vehicle between Prairie City and Hines – stops in:
 - Mt. Vernon
 - John Day
 - Seneca
 - Burns
- ▶ Fares depend on rider age / trip distance; exact change is required on buses – credit cards accepted w/\$2 convenience fee
- ▶ Connections to Baker City, Bend, Pendleton, Milton-Freewater, and Walla Walla



Draft TM #1: Existing Services and Demographic Profile

Current Transportation Providers: Connections Between Public Providers

Service	Shared Bus Stops			
	Safeway	Hospital	Thriftway/ Rite Aid	Reid's Country Store
Harney Hub DFR (Burns/Hines)	✓	✓	✓	✓
Burns Paiute Tribal Transit	✓		✓	
Eastern POINT				✓
Grant County People Mover		✓	✓	✓



Draft TM #1: Existing Services and Demographic Profile

Current Transportation Providers: NEMT Providers

- ▶ Operated by partnership: Oregon Health Plan (**OHP**) / Eastern Oregon Coordinated Care Organization (**EOCCO**) / Greater Oregon Behavioral Health, Inc. (**GOBHI**)
- ▶ Free non-emergency medical transportation service for medical / dental / behavioral health appointments
- ▶ Curb-to-curb / hand-to-hand service available 24 hours/day, year-round
- ▶ Rides requested by rider (or on behalf of rider) same day / up to 90 days in advance
- ▶ Rider eligibility is verified upon request
- ▶ Transportation services are fit to rider needs and can vary between providers (GOBHI typically coordinates with Harney Hub Transit)
- ▶ Rides farther than 75 miles beyond Oregon border need doctor approval



Draft TM #1: Existing Services and Demographic Profile

Current Transportation Providers: The Aspens Living Center

- ▶ Assisted living community in Hines for older adults / adults with disabilities
- ▶ Owns a bus for transporting residents to community activities / medical emergencies (provided by board of trustees over 20 years ago)



Draft TM #1: Existing Services and Demographic Profile

Current Transportation Providers: Symmetry Care

- ▶ Non-profit human services agency in Burns providing mental health / addiction services
- ▶ Offers non-emergency medical transportation / demand-response service / program transportation services to approximately 175 clients / month (when needed); sometimes supported by off-duty police officers
- ▶ Operated with 10 vehicles (not ADA accessible)
- ▶ 2018: Symmetry Care provided 4,164 weekday / 378 Saturday / 276 Sunday rides to its clients (these numbers halved in 2021)
- ▶ Three primary challenges: **(1)** lack of resources to pay for services, **(2)** bus stops not close enough to residences and/or destinations like work, and **(3)** difficulty making demand response reservations



Draft TM #1: Existing Services and Demographic Profile

Current Transportation Providers: Veterans Clinic

- ▶ Non-profit transportation provider serving persons with physical disabilities / older adults / veterans
- ▶ Serve 1 rider/month to access elder/senior services and health care at Boise Veterans Administration Medical Center (before pandemic – declined in 2021)
- ▶ Operated with a van (not ADA accessible)
- ▶ Primary challenge: lack of volunteer drivers



Draft TM #1: Existing Services and Demographic Profile

Current Transportation Providers: Wadatika Health Center

- ▶ Health care facility located on Burns Paiute Tribe Reservation available to Tribe members
- ▶ Transportation service to medical appointments in Boise / Bend/ Portland (occasionally)
- ▶ 7-passenger vehicle usually makes 4 trips/week



Draft TM #1: Existing Services and Demographic Profile

Demographic Profile

- ▶ **Primary goal of Coordinated Plan:** make transportation services available / accessible to populations in Harney County who generally need them most
 - Persons with disabilities
 - Older adults
 - Persons with low income
 - Youth/high school students
 - Persons without access to a vehicle
- ▶ **60% of Harney Hub Transit riders are:**
 - ▶ Older adults / persons with disabilities (35%)
 - ▶ Children in pre-school / elementary school / junior high (25%)



Draft TM #1: Existing Services and Demographic Profile

Demographic Profile

Based 2020 five-year American Community Survey (ACS):

- ▶ Highest % of **persons under age 18** reside in **southwest Burns / north Hines** (east of Radar Road)
- ▶ Highest % of **persons over age 64** reside in **southern county** (south of US 20 / Steens Highway)
- ▶ Highest % of **households without a vehicle** reside in **northwest county** (northwest of N Broadway Avenue / E Monroe Street – includes Burns Paiute Tribe Reservation)
- ▶ Highest % of **individuals with income below poverty** reside in **northeast county** (east of US 395 / north of Steens Highway)
- ▶ Highest % of **adults with disabilities** reside in **southeast Burn / east Hines** (west of Frenchglen Highway)

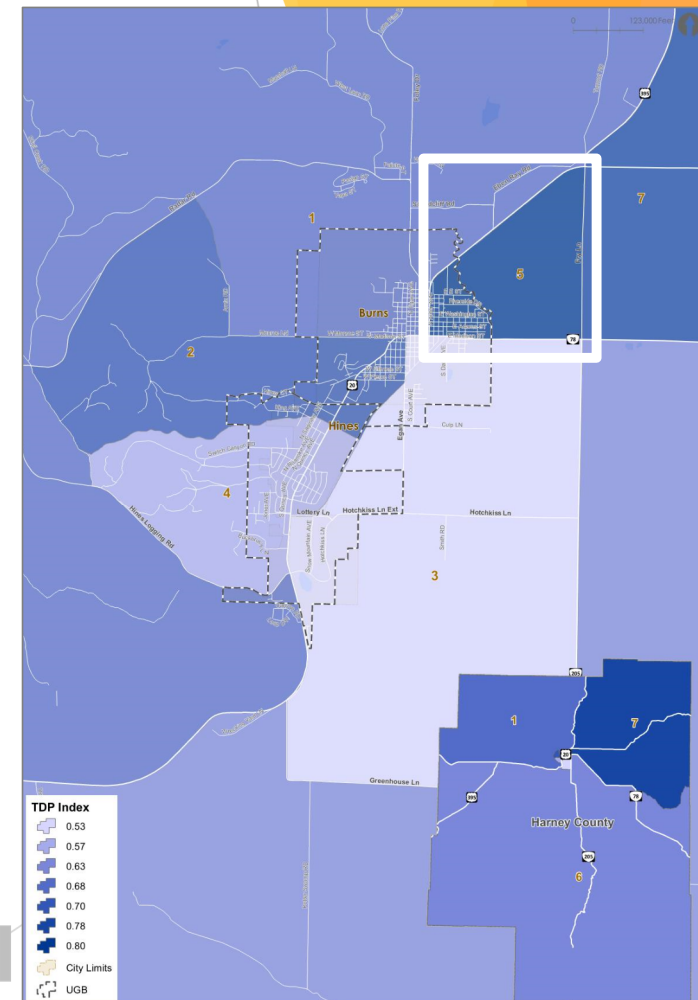


Draft TM #1: Existing Services and Demographic Profile

Demographic Profile

Transportation Disadvantaged Population (TDP) Index: score calculated for each census block group based on transportation disadvantaged demographic densities – the higher the score, the more transportation disadvantaged an area might be:

- ▶ Region 5 is possibly most transportation disadvantaged within the county
- ▶ Region 7 is possibly next most disadvantaged area

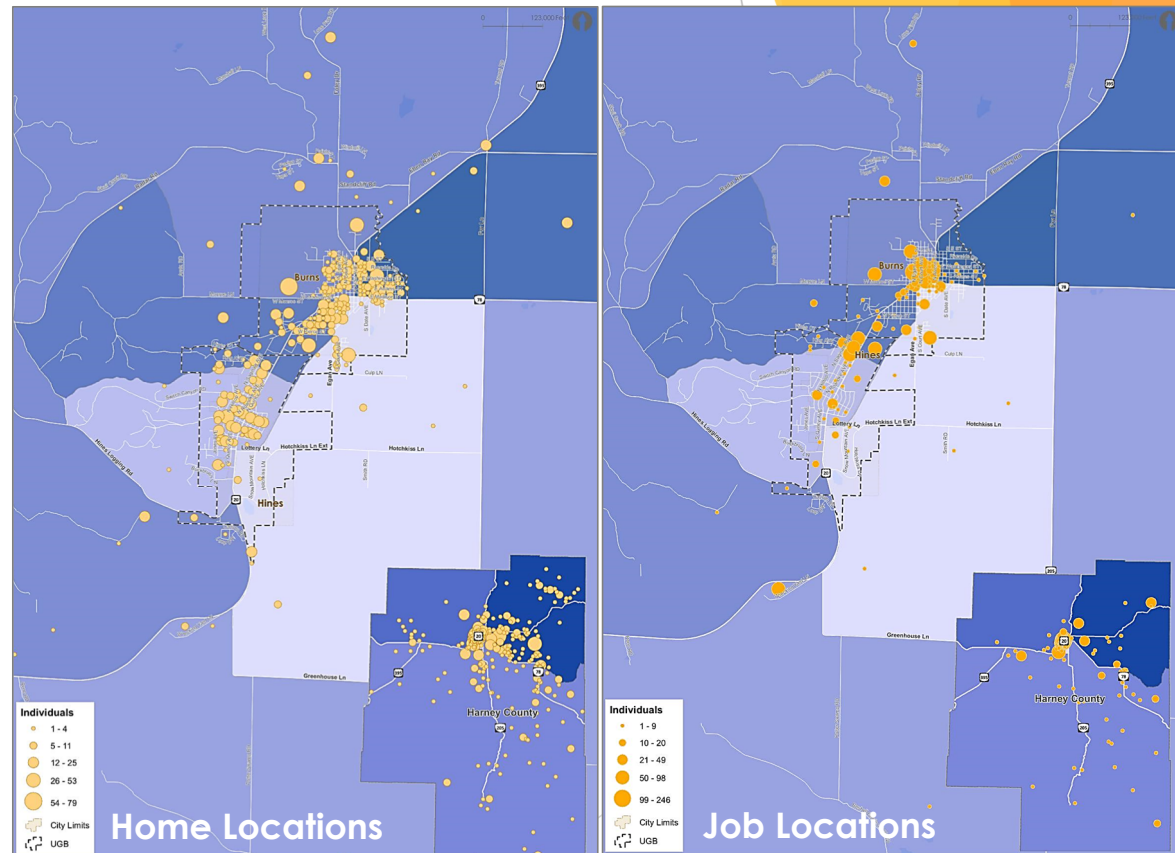


Draft TM #1: Existing Services and Demographic Profile

Demographic Profile


Home / Job Locations of People Employed in Harney County

- ▶ Most employment concentrated around Burns/Hines – some exceptions include around Crane / Riley / west of Juntura
- ▶ Many people employed in Harney County work around Burns/Hines area, but spread out further than job locations (including into regions of possibly transportation disadvantaged populations)



Public Workshop #1 Highlight

- ▶ Pop-up style events around Burns/Hines
 - Harney District Hospital (10:30 – 11:30 AM)
 - Safeway / Thriftway (4:00 – 5:00 PM)
- ▶ Same survey questions also available online: <https://www.surveymonkey.com/r/C63GBZX>
- ▶ Handouts with same information being provided on Meal Days at Harney Hub (tomorrow)
- ▶ Participants entered into raffle for 25 free rides with Harney Hub Transit
- ▶ Project website: <https://projectcomment.com/harneycountycptp>



Tell us what you think about **transportation services** in Harney County and enter a raffle at the chance to win **25 free rides with Harney Hub Transit!**

PROJECT PURPOSE
Harney County is updating its Coordinated Human Services Public Transportation Plan to identify coordination strategies that enhance efficiency and mobility of public transit, paratransit services, and human services transportation programs.

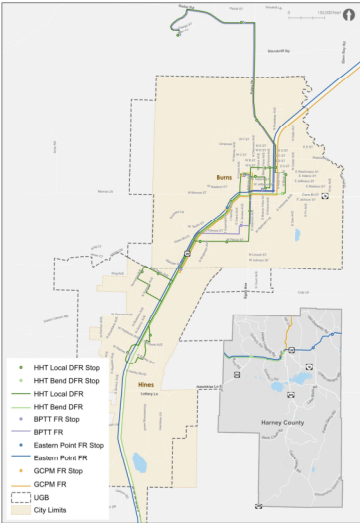
WHAT'S OUT THERE TODAY?
Several entities provide local and regional transportation services in Harney County in addition to private client-based providers.

Harney Hub Transit (HHT) provides a *local deviated fixed-route bus service* to the Burns/Hines area, a *regional deviated fixed-route bus service* to the Bend/Redmond area, and demand response service to all of Harney County (and special trips to John Day, Bend, Ontario, and Boise).


Burns Paiute Tribal Transit (BPTT) provides a *local fixed-route bus service* between the Burns Paiute Tribe Reservation and key locations in Burns.

Eastern POINT provides a *regional fixed-route bus service* between Bend and Ontario with stops in Burns and Riley.

Grant County People Mover (GCPM) provides a *regional fixed-route bus service* between Prairie City and Hines with two stops in Burns and one in Hines.



Definitions
Deviated fixed-route bus service: set schedule and stops but can deviate up to ¼-mile from set stops with reservations
Fixed-route bus service: set schedule and stops (no deviations)
Demand response bus service: curb-to-curb transportation with reservations



The most important transit need we have is...

The biggest question this plan should answer is...

Anything else we should know about transit in Harney County?

WHAT'S NEXT?
The project team will be developing a draft plan over the next few months that will include the needs we heard from you, strategies to address them, and other considerations. Check the project website for the next touch point this fall where we'll want your feedback on the draft!

Next Steps

1. Provide feedback on Draft TM #1 to County by Monday July 18
2. Review upcoming technical memos:
 - Draft TM #2: Public Outreach Summary
 - Draft TM #3: Transit Needs
 - Draft TM #4: Transit Strategies
3. Participate in TAC Meeting #2 in September to discuss Draft TM's #2-4

