

Technical Memorandum

August 1, 2022

Project# 27269

To: Project Management Team (PMT)
From: Miranda Barrus, PE and Susie Wright, PE, PMP
RE: Final Tech Memo #1: Existing Services and Demographic Profile

INTRODUCTION

This memorandum presents the existing transportation services and demographic profile within Harney County as part of the update to the Coordinated Human Services Public Transportation Plan ("Coordinated Plan"). It includes a summary of relevant planning documents, the progress that has been made on strategies in the 2016 Coordinated Plan, current transportation providers, and various demographics across the county. This type of information helps set a framework for understanding public transportation needs within Harney County and developing strategies to better coordinate existing services, fill any gaps, eliminate any redundancies, and improve services in the future.

RELEVANT PLANNING DOCUMENTS

This section provides a brief overview of planning documents relevant to the Coordinated Plan, including the 2016 Coordinated Plan for Harney County ("the County") and the Oregon Public Transportation Plan. This section also summarizes the County's Statewide Transportation Improvement Fund (STIF) project plans. Reviewing these planning documents provides context about the current state of transportation services in the county and where they are going. It also strengthens coordination of transportation services to support local, regional, and statewide goals.

2016 Coordinated Plan

The key elements from the County's 2016 Coordinated Plan that are highlighted in this section are the unmet public transportation needs determined by the previous plan update. This helps set a framework for the upcoming transportation needs assessment about whether past unmet needs continue today or have been addressed through the 2016 strategies and how unmet needs may have evolved since the last update.

Table 1 summarizes the unmet needs found in the County's 2016 Coordinated Plan that are still relevant today. As shown, these include last minute reservations, underserved communities, extended service hours, limited funding and staffing, a few new buses, and better serving commuters and very low-income riders. Unmet needs that have not yet been addressed and that are still relevant will be considered as part of the public transportation needs analysis and strategy development for the Coordinated Plan update.

Table 1: Unmet Transit Needs Identified in 2016 Coordinated Plan

Unmet Need	
Information Marketing	Last minute reservations
Geographic	Underserved communities
Temporal	Extended service hours
Organization	Limited funding and staffing
Operations	Vehicle fleet (need for two small buses and one fixed-route bus)
Underserved Markets	Commuters
	Very low-income

Oregon Public Transportation Plan

The Oregon Public Transportation Plan (OPTP) establishes statewide policies and strategies relating to traditional public transportation modes. The plan supports decision making by the state, tribes, regional and local agencies, as well as public transportation providers. It sets the vision and priorities for public transportation across the state with these 10 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

The OPTP emphasizes that collaboration among tribes, local agencies, providers, and social/health services is critical to moving its vision and goals forward. The OPTP makes the following recommendations to public transportation providers and agencies to improve transportation services and coordination efforts:

- **Public Transportation Providers** are naturally central to OPTP in coordinating with agencies, employers, service providers, ODOT, and others. They should participate in state, regional, and local planning processes and review and be informed about existing plans. They may also coordinate with ODOT, cities, and counties to maintain, develop, and enhance public transportation infrastructure. Partnerships are supported and encouraged by OPTOP policies and strategies (e.g., shared outreach/single website or payment system, integrated/efficient services, needs of institutions, first/last mile needs for private companies, etc.).
- **Agencies** should refer to provider's plans and statewide plans (including OPTP); designate or support public transportation priority corridors in local plans; develop or provide supporting infrastructure; participate with the state and providers to identify and develop regional connections and mobility hubs where multiple services meet; and lead or support pilot projects that test services, partnerships, and technologies that improve travel information and choices, access, and other needs.

STIF Project Plans

Table 2 summarizes the public transportation projects that were included in the County's 2018 and 2021 STIF plan applications and whether they have been implemented. Remaining projects will be considered as part of the public transportation needs analysis and strategy development for the Coordinated Plan update.

Table 2: Harney County STIF Plan Projects

Application Year	Project	Description	Fulfilled?
2018	Bus Barn Match	Bus barn expansion – two bays and wash bay, extending secure fence, shelters for older buses	Yes
	Deviated Fixed-Route (No Charge)	Funds for manning deviated fixed-route as a free service to community to increase ridership and support low-income riders	Yes
	Bus Stop Signs at all Stops	Work with cities to place bus stop signs at all stop locations	Yes
	Match for Buses	Two new 4x4 buses equipped with upgraded suspension and seating to improve comfort for long distance trips	Yes
	GMV Syncromatics	Upgrades to dispatch software	Yes
	Free transportation for students grades 9-12	Free demand response rides	Yes
	Bike racks on all rolling stock	Needed for 8 vehicles, after market	Partially (for 3, but needed for all)
	Advertising for Public Transportation	Advertising campaign to encourage ridership – hired professional to develop campaign	Yes
2021	Benches at each stop on deviated fixed-route	Made by local business person	No
	Pay Transit Fares for Head Start Students	Free DAR for head start students of low income families so families don't have to be charged the federal mileage rate	Yes
	Bonus Rides for Passengers Purchasing Ride Cards	5 ride bonus with purchase	Yes
	Students Ride for Free	9-12 grades; after school activities	Yes
	Hop and Ride Deviated Fixed-Route	Free deviated fixed-route service	Yes

2016 COORDINATED PLAN PROGRESS

The County's 2016 Coordinated Plan included strategies to address identified unmet public transportation needs. Through discussions with the County, many of the strategies are being implemented, but are ongoing, and almost all are still relevant, as shown in Table 3. Relevant strategies will be considered as part of the public transportation needs analysis and strategy development for the Coordinated Plan update.

Table 3: 2016 Harney County Coordinated Plan Strategies

Strategy	Descriptions	Implemented?	Relevant?
Maintain Existing Service and Programs	Agencies and providers should maintain existing services, including service operation and vehicle maintenance.	Yes	Yes
	Follow ODOT's standards for vehicle replacement	Yes	Yes
Information and Marketing	Develop a targeted outreach campaign that focuses on reservation protocols to inform community members about reservation protocols.	Yes	Yes
Geographic	Provide dedicated service in smaller communities outside of the Burns/Hines area.	Ongoing	Yes
Temporal	Extend service hours after 7:00 PM for evening trips.	No	Yes
Organization	Explore additional funding opportunities to provide more transit service and better meet transit demand.	Ongoing	Yes
	Employ additional staff dedicated to grant writing and outreach. Also available to assist with trip planning and coordination with other services.	Ongoing	Yes
Operations	Coordinate improvement of pedestrian infrastructure, as needed.	Ongoing	Yes
	Employ additional transit drivers and seek volunteer drivers. Additional drivers will also be needed if more vehicles are available.	Ongoing	Yes
	Transport riders traveling the same direction in one vehicle, particularly for long-distance trips.	Ongoing	Yes
	Purchase additional transit vehicles to address capacity constraints and expand service offerings.	Ongoing	Yes
Underserved Markets	Consider ride-matching, carpool, or vanpool programs for commuters traveling to the same destination or in the same direction.	Yes	Yes
	Offer reduced fare options and ride vouchers for very low-income riders.	Ongoing	Yes

CURRENT TRANSPORTATION PROVIDERS

In order to better coordinate existing transportation services within Harney County, it's important to understand what providers operate in the region and the services they offer. To date, various public, non-emergency medical transportation (NEMT), and client-based human services transportation providers serve the county locally and across the region.

These include:

- 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

The following sections summarize the services that each of these providers offer, their geographic service area within Harney County, and how riders are able to connect between services.

Public Providers

Public transportation providers within Harney County offer services locally within the county and regionally, connecting Harney County riders to other areas of Oregon. More detail on each public provider and the transportation services they offer is presented in the following sections.

Harney Hub Transit

Harney Hub Transit is operated by Harney Hub (501c3 nonprofit) located in Burns, offering transportation services to the general public within Harney County and to destinations beyond its borders. This section summarizes its transportation services, facilities, and vehicle fleet, as well as technology and current funding.

Service

Harney Hub Transit offers both demand response and deviated fixed-route services, which are described separately in later sections. As a whole, all of Harney Hub Transit's transportation services have supported an average of approximately 42,700 rides per year between 2014 and 2017, followed by a steady decline, illustrated in Chart 1. The COVID-19 pandemic worsened this ridership decline in 2020 and 2021, cutting rides to about half of that in 2017 and prior. Harney Hub Transit is still practicing COVID-19 precautions in 2022 by keeping rider volume on buses limited, but rides may be making a slight recovery (particularly due to statewide mask mandates being lifted in early 2022) with approximately 9,300 rides being provided during the first four months of this year.

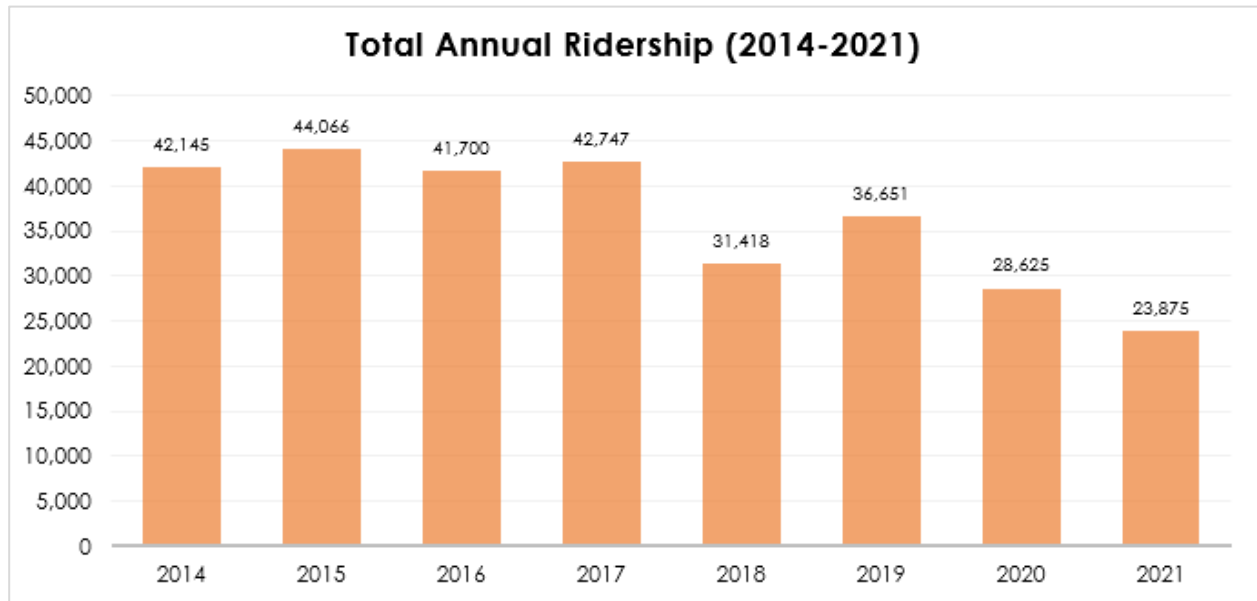


Chart 1: Harney Hub Transit Annual Ridership (2014-2021)

Monthly ridership trends in 2019 prior to the pandemic were steady, averaging approximately 3,100 rides per month, even during inclement weather seasons, as shown in Chart 2. From the 2016 Coordinated Plan, monthly ridership averaged closer to 3,600 rides in 2014 and 2015 when annual ridership was higher than in recent years.

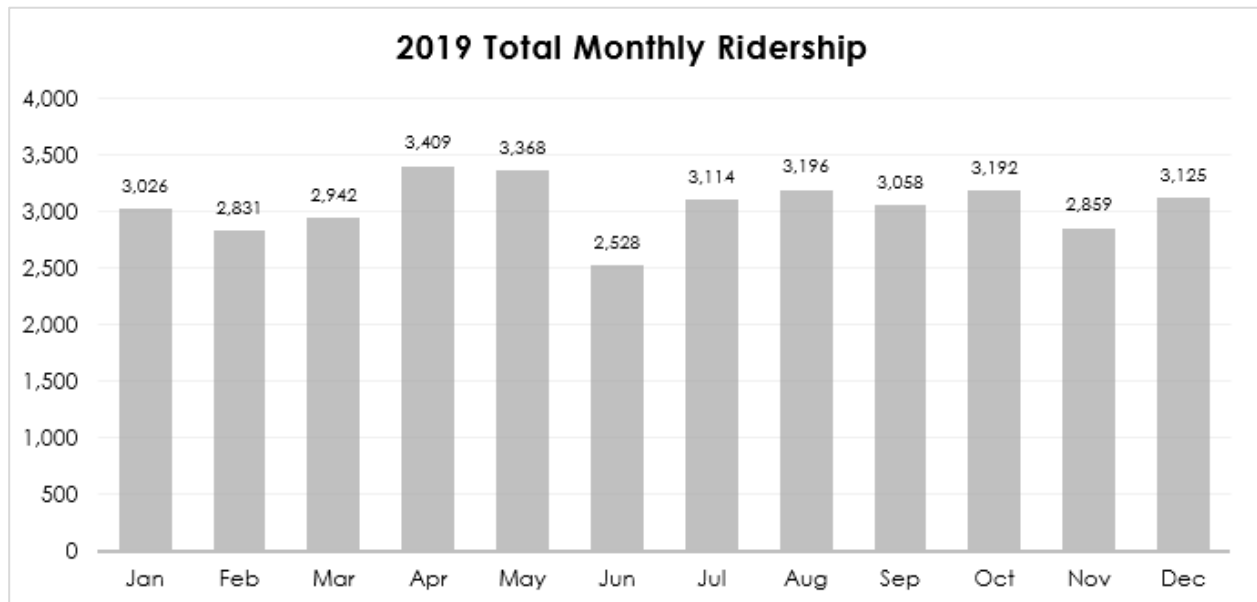


Chart 2: Harney Hub Transit Monthly Ridership (2019)

Demand Response Service

Demand response is a curb-to-curb service that is available countywide, prioritizing trips within a 10-mile radius of the Burns-Hines area. Drivers will help passengers onto and off the vehicle at their origins and destinations and will assist passengers between their door and the vehicle as needed. Special trips can also be scheduled to John Day, Bend (outside of weekly trip described in later sections), Ontario, and Boise.

Except for on major holidays, the demand response service operates as follows:

- Weekdays from 7:00 AM to 5:30 PM
- Sunday from 8:00 AM to 3:00 PM

Severe weather conditions may also affect typical service operations. Ride reservations should be made at least one day prior to pick up, and can be scheduled up to 90 days in advance, and are fulfilled on a first come, first serve basis. Reservations can be made on weekdays between 7:00 AM and 5:00 PM, but riders may also leave a message with dispatch's answering machine and it will be addressed during normal business hours.

Demand response fares vary based on the distance of the trip, as summarized in Table 4.

Table 4: Demand Response Fares

Distance	Fare
0-10 miles	\$1.00 (free for those aged 13 to 19)
11-20 miles	\$5.00 one way upon availability
21-35 miles	\$10.00 one way upon availability
36+ miles	\$20.00 one way (plus \$0.505 for each additional mile) upon availability
Bend (special trip)	\$115.96 round trip (plus \$35 for extra rider)
John Day (special trip)	\$55.36 round trip (plus \$25 for extra rider)
Ontario (special trip)	\$114.96 round trip (plus \$35 for extra rider)
Boise (special trip)	\$195.00 round rip (plus \$45 for extra rider)

In addition to these fares, the County also offers a multi-ride bus pass for \$20.00 that is worth 25 rides. Tickets may be purchased at the Harney County Senior & Community Services Center (doing business as Harney Hub) or from a bus driver.

The demand response service has historically been the County's primary public transportation service and averaged approximately 42,700 rides per year between 2014 and 2017, followed by a steady decline, as shown in Chart 3. Monthly ridership trends in 2019 prior to the pandemic were steady, averaging approximately 2,400 rides per month, as shown in Chart 4. The demand response service provided approximately 8,100 rides in the first four months of this year, which is likely tracking with the 2020 and 2021 ridership trends but has the potential to increase throughout the year.

When comparing Harney Hub Transit's total ridership between 2019 and 2021 (see Chart 1) to the demand response ridership for the same time period (see Chart 3) – provided new services were introduced in 2019 – demand response service accounts for approximately 80 percent of Harney Hub Transit rides, on average.

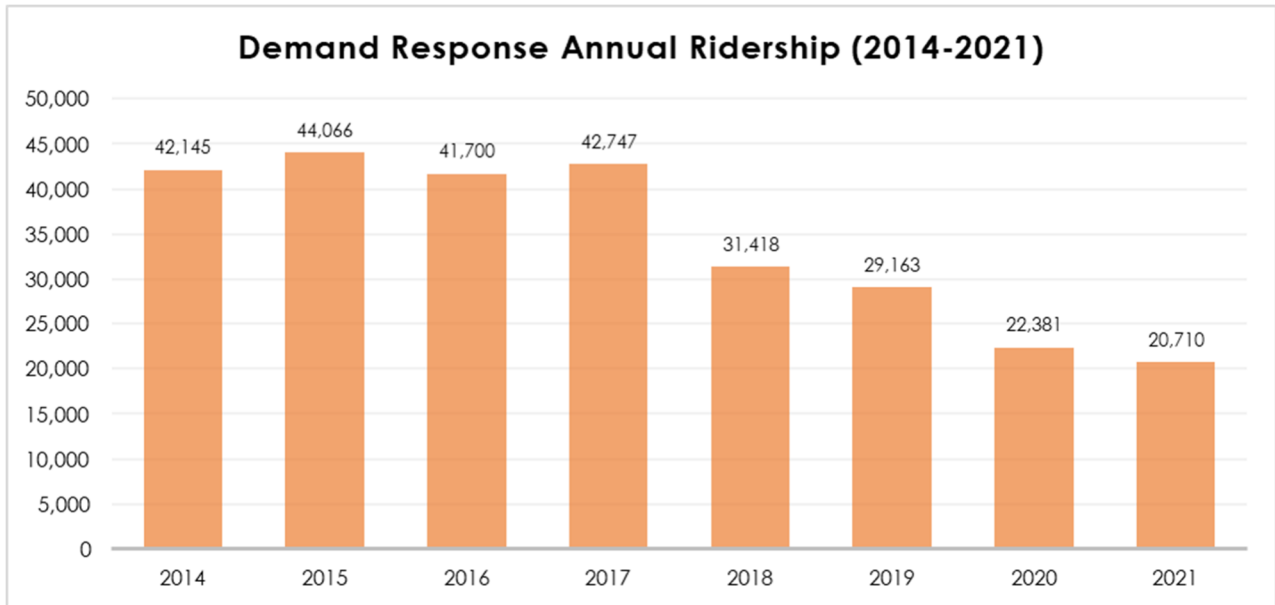


Chart 3: Demand Response Annual Ridership (2014-2021)

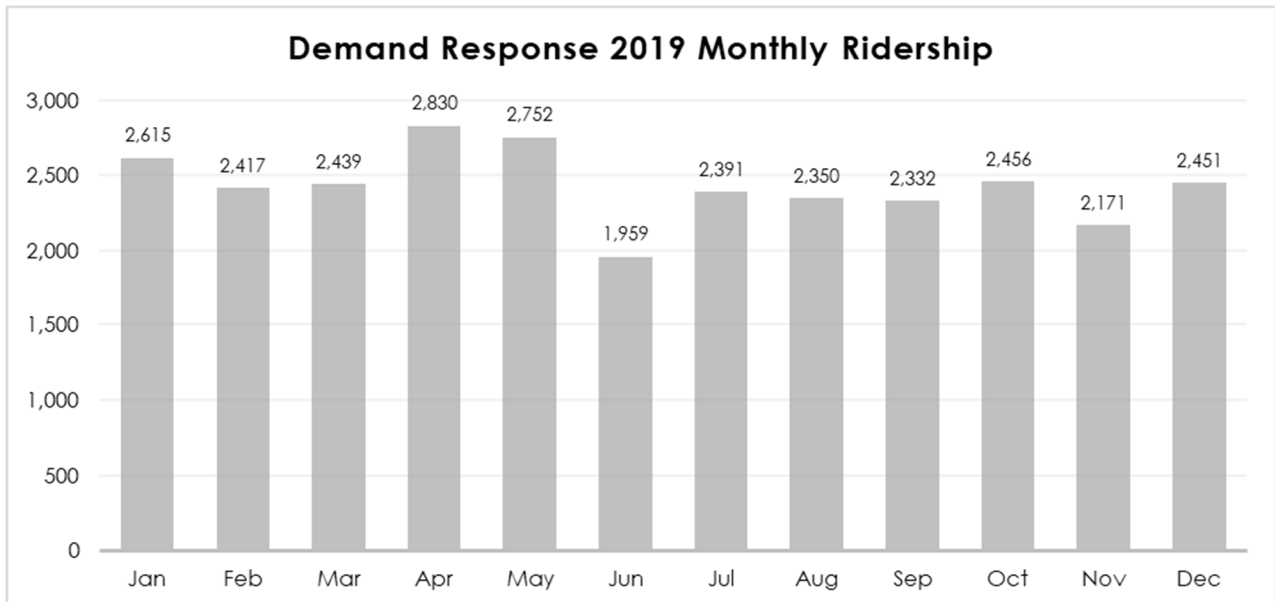


Chart 4: Demand Response Monthly Ridership (2019)

Deviated Fixed-Route Service – Burns/Hines Area

The deviated fixed-route service runs between Harney Hub in Burns and Hines Park in Hines, with 22 different bus stop locations in between. Bus stops are concentrated around activity centers within a ½-mile radius of the Broadway Avenue / Monroe Street intersection (US 20) in Burns and along US 20 toward Hines. This service offers these hours of operation:

- Weekdays from 7:00 AM to 7:00 PM
- Saturday from 8:00 AM to 5:00 PM (with a break from 12:00 to 1:00 PM)

On weekdays, morning and early afternoon runs (7:00 AM to 3:00 PM) serve Burns and Hines on one-hour headways (30 minutes in each direction). During the late afternoon and evening runs, two more stops are added to incorporate the Burns Paiute Reservation, operating 90-minute headways (45 minutes in each direction). The deviated fixed-route schedule is shown in Figure 1. There is no charge to ride on the typical routes, but any deviation of up to 0.25 miles off route is \$2.00. These deviated stops are scheduled similar to demand response. Note that Harney Hub shares many of its signed bus stops with Burns Paiute Tribal Transit (described under the next provider next section).

The deviated fixed-route service in the Burns/Hines area began in 2019 and averaged approximately 6,800 rides each year in 2019 and 2020 but dropped to less than half in 2021 (likely due to statewide mask mandates), as shown in Chart 5. Monthly ridership in 2019 averaged approximately 620 rides each month, as shown in Chart 6. This deviated fixed-route service provided approximately 1,000 rides in the first four months of this year, which is likely tracking with the 2020 and 2021 ridership trends but has the potential to increase throughout the year.

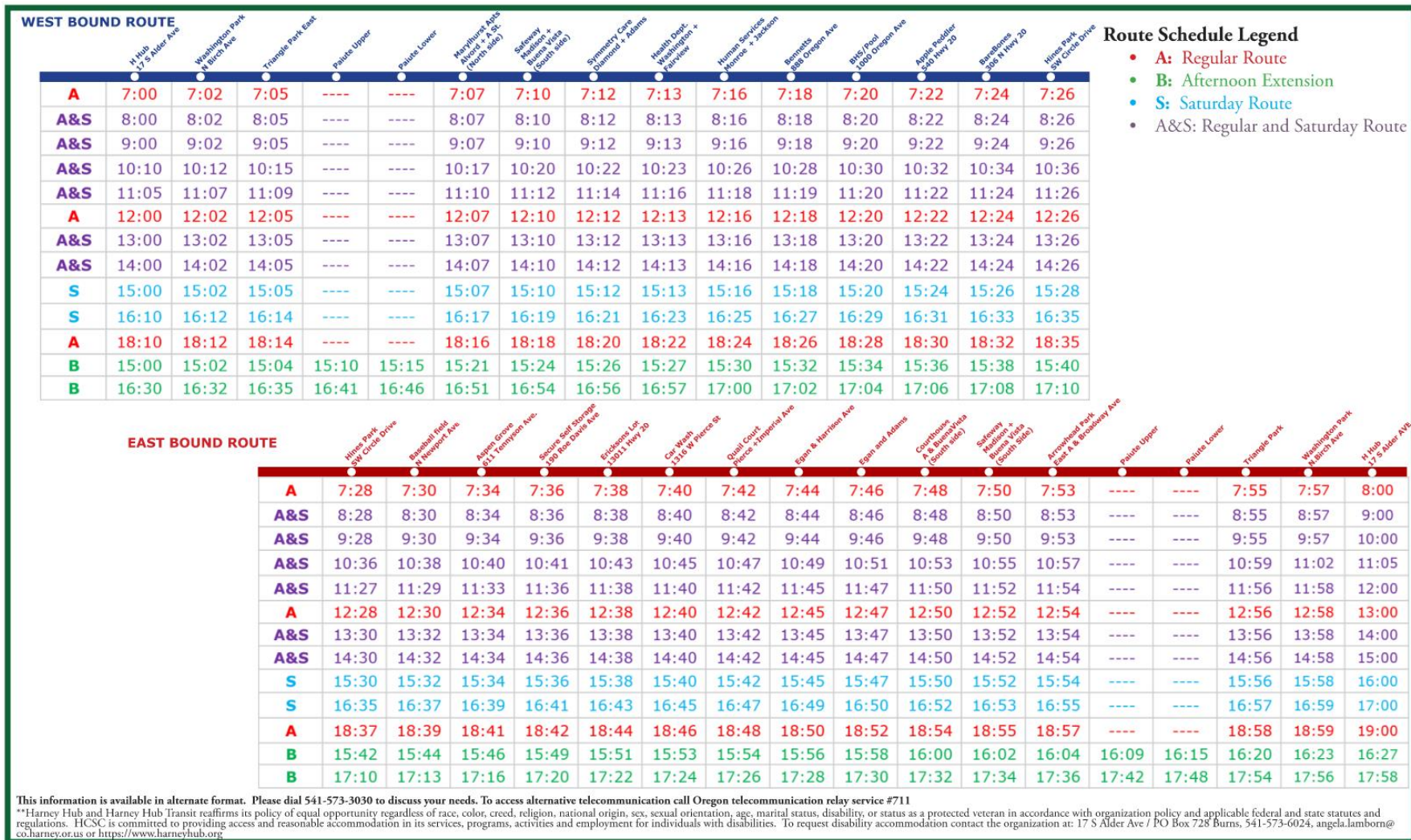


Figure 1: Harney Hub Transit Deviated Fixed-Route Schedule – Burns/Hines Area

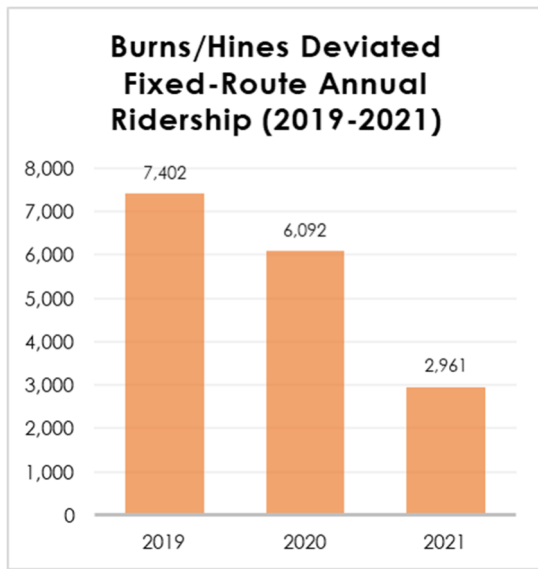


Chart 5: Burns/Hines Deviated Fixed-Route Annual Ridership (2019-2021)

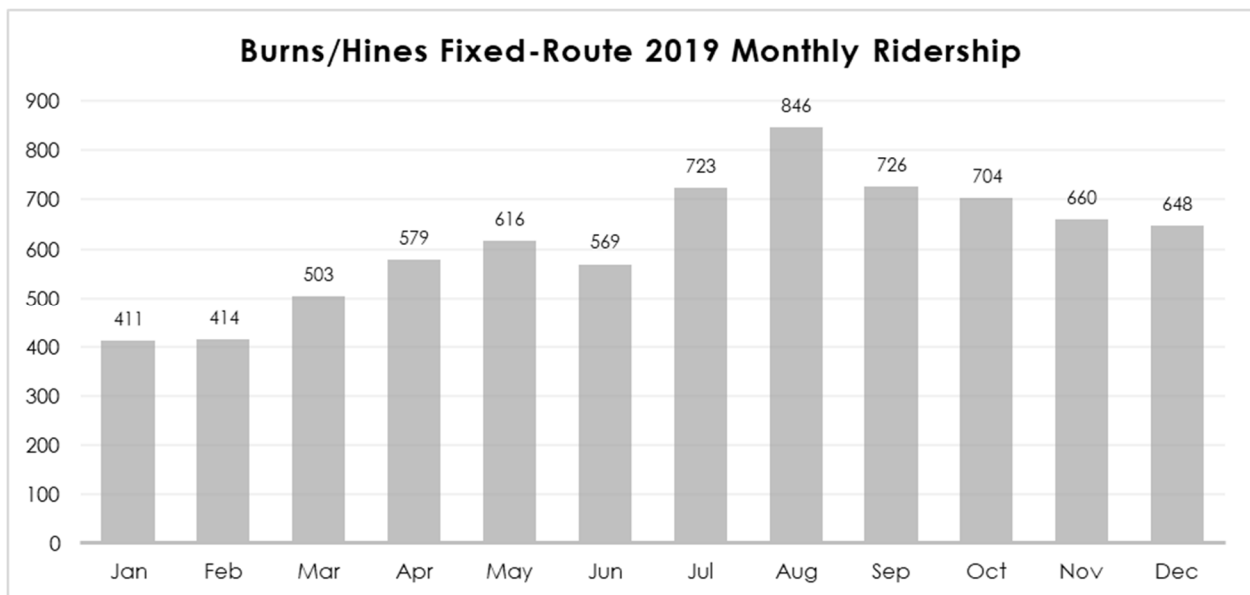


Chart 6: Burns/Hines Deviated Fixed-Route Monthly Ridership (2019)

Deviated Fixed-Route Service – Bend/Redmond Region

In the past, Harney Hub Transit's demand response service included a weekly trip to the Bend region that was available to the general public for a one-way fare of \$18.00, a round-trip fare of \$35.00, or an \$8.00 fare to run an errand for riders and for dispatch. However, Harney Hub Transit recently secured funding to transform this into a deviated fixed-route service to the Bend/Redmond region with set stops and the ability to deviate as needed. The service still operates once a week, alternating between Tuesdays and Thursdays, and is free of charge through June 30, 2023, including deviations to medical appointments in Bend or Redmond, to the airport in Redmond, or for shopping (as available). Running an errand for riders is still \$8.

The route begins at 6:30 AM at the Senior Center (Harney Hub Transit) in Burns, for a 7:00 AM departure to Bend, and includes these stops along the way:

- Riley: 7:30 AM
- Hampton: 8:10 AM
- Brothers Rest Area: 8:42 AM
- Bend – St Charles Medical Center: 10:00 AM
- Bend – Hawthorne Station: 10:15 AM arrival / 3:00 PM departure
- Brothers Rest Area: 3:50 PM
- Hampton: 4:25 PM
- Riley: 5:10 PM
- Burns: 5:40 PM

For deviations from this route, riders need to schedule other stops with Harney Hub Transit by calling at least 24 hours before service day, similar to the demand response and Burns/Hines deviated fixed-route services.

The deviated fixed-route service to the Bend/Redmond region began in the fall of 2019 and averaged approximately 180 rides each year in 2020 and 2021, with an unexpected increase in 2021 as compared to trends of the other services, shown in Chart 7. Ridership each month in its first year was steady but was slightly lower during holiday months, as shown in Chart 8.

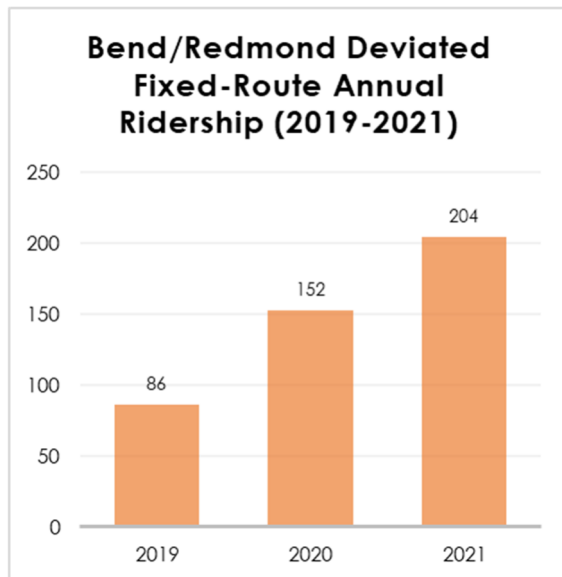


Chart 7: Bend/Redmond Deviated Fixed-Route Annual Ridership (2019-2021)



Chart 8: Bend/Redmond Deviated Fixed-Route Monthly Ridership (2019)

Facilities

Harney Hub Transit's transportation facilities include its main building in Burns where all operations take place – including dispatch, a bus barn located across the street for vehicle storage, and designated bus stops along the deviated fixed-route in the Burns/Hines area. Bus stop amenities are currently limited to signs (at all stops) and a few benches. All bus stops are not yet equipped with other amenities such as shelters or trash receptacles.

Vehicle Fleet

Harney Hub Transit currently operates its services with 10 vehicles of varying makes, models, years, mileage, and wheelchair capabilities. Details about its vehicle fleet are summarized in Table 5. The oldest vehicles in the fleet are just under 10 years of age and include both Dodge Caravans and an F350 Ford Bus, which is also the vehicle with the highest mileage at approximately 160k miles. Also provided in Table 5 are Oregon Department of Transportation's 2020 vehicle useful life standards. According to these standards, both Dodge Caravans and the 2013 F350 Ford Bus are eligible for replacement based on their age and mileage. The 2016 Econoline and Ford Transit buses are also eligible for replacement based on their age but can run for another 20k or more miles. Harney Hub has recently replaced these vehicles.

Generally, the Dodge Caravans are used for out-of-town trips and overflow and the Ford buses are used for the local deviated fixed-route and curb-to-curb services. All vehicles have wheelchair capabilities, except for the Ford EcoSport car, and can secure at least one wheelchair; the Ford EC4 buses can secure two wheelchairs.

Table 5: Harney Hub Transit Vehicle Fleet

#	Year	Type	Status	Mileage	Wheelchairs	Useful Life ¹	
						Miles	Years
11	2013	Dodge Caravan	Active	180,114	1	100,000	4
12	2013	Dodge Caravan	Active	192,246	1	100,000	4
14	2013	F350 Ford Bus	Active	195,590	1	150,000	5
47	2016	Econoline Ford Bus	Active	126,898	1	150,000	5
46	2016	Ford Transit Bus	Active	128,490	1	150,000	5
57	2017	Ford 350 Transit Bus	Active	118,924	1	150,000	5
59	2017	Ford 350 Transit Bus	Active	126,916	1	150,000	5
73	2019	Ford EC4 Bus	Active	64,728	2	200,00	7
75	2019	Ford EC4 Bus	Active	58,646	2	200,00	7
N/A	N/A	Ford EcoSport Car	Active	30,566	0	100,000	4

¹ODOT Rail and Public Transit Division Vehicle Descriptions and Useful Life Standards (dated 1/28/2020)

Technology

Harney Hub Transit uses two transit software packages to operate its services: Easy Rides and Fleetio. Fleetio gives them the ability to track the conditions of their vehicle fleet in order to practice preventative maintenance and extend useful life. Easy Rides software gives Harney Hub Transit the ability to operate its services from a single platform. They can schedule rides, operate dispatch, archive ridership data, and save information for existing riders. Riders using the demand response service or requesting deviations from either deviated fixed-route service simply call Harney Hub Transit to make the reservation and dispatch schedules the ride requests online from a computer with the most compatible driver and the scheduled rides appear on the driver's tablets.

Current Funding

This section provides a summary of Harney Hub Transit's current revenue sources and expenditures to understand funding needs for maintaining current operations and expanding services, facilities, fleet, and technology. Table 6 summarizes Harney Hub Transits revenues and expenditures for the current fiscal year (2021/2022), which only accounts for the first three quarters. Grants have been the primary source of income, which covers a majority of employee wages and indirect costs such as procuring, insuring, operating, and maintaining vehicles, office operations and program supplies, publishing and marketing, etc.

Table 6: Fiscal Year 2021/2022 Revenue and Expenditures

Revenue		Expenses	
Source	Amount	Source	Amount
Transportation Operations			
Grants	\$345,805	Payroll Wages/Expenses	\$353,910
		Indirect Costs	\$168,315
Transportation Operations Reserve			
Fares/Passes	\$8,7601	Payroll Wages/Expenses	\$1,478
Match Funds	\$68,911	Indirect Costs	\$3,189
Emergency Transportation Reserve			
Beginning Fund Carryover	\$256,559		
Fare/Passes	\$12,547		
Miscellaneous	\$12,000	Indirect Costs	\$7,842
HC Voucher Reimb.	\$7,100		
Match Funds	\$19,636		
Bus Reserve			
Beginning Fund Carryover	\$46,718		
Miscellaneous	\$11,679		

Although transportation operations expenses have exceeded revenue through the third quarter of the current fiscal year, Harney Hub Transit has budgeted to break even at the end.

Outside of transportation operations revenue and expenditures, Harney Hub Transit has funds in the following reserves:

- Transportation Operations: \$73,004.39
 - Income or expenses are not budgeted for this reserve; therefore, this is currently a surplus in funds
- Emergency: \$300,00.00
 - Harney Hub Transit has budgeted to break even with this reserve

- Bus: \$58,396.17
 - Harney Hub Transit has budgeted to break even with this reserve, but revenue may exceed expenditures and leave a surplus of \$1,679.17

Provided that grants are currently the primary source of income for Harney Hub Transit, the following section gives a brief description of each grant.

Current Grants

Understanding current grants as a revenue source helps to identify other potential funding sources, such as additional grants, in upcoming analyses of this project that Harney Hub Transit might considering pursuing to support expansion of its services. Currently, Harney Hub Transit receives funding through the following grants:

- **5310 Enhanced Mobility of Seniors and Individuals with Disabilities Discretionary Program**
 - Supports projects for operations, mobility management, purchased service, and preventive maintenance for transportation providers serving seniors and individuals with disabilities in rural areas.
 - Funding comes from the Federal Transit Administration (FTA) and is distributed to states using a population-based formula.
 - Local match is required and the amount depends on the project type.
 - Eligible applications include public transportation agencies providing rural services.
 - Eligible projects include operations, mobility management, purchased service, and preventive maintenance.
- **5311 Formula Grants for Rural Areas**
 - Supports rural public transportation providers operating in areas with populations of fewer than 50,000 by financing operations, capital, project administration, preventive maintenance, planning, and mobility management projects.
 - Funding comes from the FTA and the majority is distributed every two years to pre-qualified agencies through a three-part formula (base amount, passenger trips, and service miles).
 - Local match is required and the amount depends on the project type.
 - Eligible recipients include public agencies, Indian tribes, or private nonprofit agencies operating general public transit services in rural areas that are not part of a designated urban area (private for-profit companies may only participate in this program as vendors with service contracts or agreements with an eligible recipient, which is encouraged).
 - Eligible projects include operations, capital, project administration, preventive maintenance, planning, and mobility management. Projects must support general public transportation services.
- **Section 5311/5311 (f) Needs-Based CARES Grant Application**
 - Funds projects to assist transit providers experiencing negative impacts from the COVID-19 pandemic and supports operating, capital, and other expenses generally eligible under the Section 5311 and 5311 (f) programs.
 - Funding comes from the Coronavirus Aid, Relief, and Economic Security (CARES) Act funds apportioned to Oregon by the FTA.
 - No match is required.
 - Eligible recipients are mass transit districts, transportation districts, Indian tribes, cities, counties, special districts, intergovernmental entities, nonprofit transit providers, for-profit transit providers, or any other political subdivision or municipal or public corporation that provides public transportation services.
 - Eligible projects include those that support Section 5311 or 5311 (f) eligible transit activities for the general public and which are incurred on or after January 20, 2020 in response to economic or other conditions caused by the COVID-19 pandemic. The FTA generally considers that all Section

5311 and 5311 (f) eligible expenses incurred after January 20, 2020 are to prevent, prepare for, or respond to the COVID-19 disease.

■ **Special Transportation Fund (STF) Formula Program**

- Supports transportation services for people who are senior and people of any age with disabilities.
- Funds come from various State of Oregon sources and are awarded every two years using a population-based formula. *Note: STF will not continue beyond the 2021/2023 biennium but will be consolidated with the Special Transportation Improvement Fund (STIF) by July 1, 2023 (described below).*
- No local match is required for STF Funds. The state determines if the discretionary projects will require local match.
- There are 42 STF Agencies eligible for STF funds, which distribute funds to subrecipients.
- Funds may be used for any purpose directly related to transportation services, including transit operations, capital equipment, planning, travel training, and other transit-related purposes.

■ **Statewide Transportation Improvement Fund (STIF) Formula Fund**

- Intended to expand and improve public transportation services in Oregon.
- From Section 122 of House Bill 2017, proceeds from the payroll tax are deposited into STIF (tax assessment began on July 1, 2018). ODOT distributes 90 percent of these revenues by formula to Qualified Entities, upon Oregon Transportation Commission approval of a STIF plan.
- No match is required.
Only a Qualified Entity may submit a STIF Plan. A Qualified Entity is a county in which no part of a Mass Transit District or Transportation District exists, a Mass Transit District, a Transportation District or an Indian Tribe, per OAR 732-040-0005. A Public Transportation Service Provider or any non-profit, private for-profit, or public entity is eligible to receive STIF Formula funds by performing work for a Qualified Entity or a Public Transportation Service Provider, which supports a project in the Qualified Entity's STIF Plan. STIF funding may be used to finance investments and improvements in public transportation services, except for light rail capital expenses. STIF may be used for public transportation purposes that support the effective planning, deployment, operation, and administration of public transportation programs (e.g., creation of new systems and services with origins, destinations or stops in Oregon, maintenance or continuation of systems and services, under certain circumstances, planning for and development of a Local Plan or future STIF Plan to improve public transportation service). STIF moneys are primarily intended to fund the expansion or improvement of public transportation in Oregon and priority will be given to plans that improve or expand services. STIF moneys are not intended to supplant local funding sources to maintain existing services. A STIF Plan that proposes to use STIF funding to replace local funding to maintain an existing service may result in denial of the funding request.

■ **STIF Discretionary Fund**

- ODOT administers the STIF Discretionary Fund program with five percent of the STIF revenues. The Oregon Transportation Commission decides which projects to award funding.
- Match requirements vary based on the project type and program funds used to fund the project. Applicants must demonstrate their ability to provide at least 20 percent of a project's total costs. Projects that meet certain characteristics may be eligible for a 10 percent match rate. For projects receiving Section 5311 (f) funds, applicants must demonstrate their ability to provide a 50 percent match of the net cost for operations projects and a 20 percent match of the net cost for capital projects and project administration.
- Applicants to these fund programs must be Public Transportation Service Providers, as defined by OAR 732-040-0005(24) or, as relevant to FTA 5311 (f) funding, entities eligible to receive FTA Section 5311 (f) funding. Eligible STIF Discretionary Fund applicants may contract with a non-profit or for-profit public transportation provider following procurement requirements applicable to the source(s) of project funding.
- Projects eligible to receive grants under the STIF Intercommunity Fund or FTA Section 5311 (f) Intercity Fund include, but are not limited to, capital projects such as vehicles, facilities, equipment

and technology, as well as mobility management, planning, research, pilot and ongoing operations projects. STIF funding is not available for light rail capital expenses.

■ **Rural Veterans Healthcare Transportation Program**

- Bridges gaps and resolves barriers between Oregon's veterans living in rural areas and the healthcare benefits they've earned.
- No local match is required. Coordinated applications between STF Agencies or through purchased services contracts with common providers is encouraged.
- Eligible applicants include STF Agencies with service areas featuring rural census tracts (as defined by Rural-Urban Commuter codes 4 through 10). All nine of Oregon's federally recognized Tribes are eligible, irrespective of rurality.
- Eligible projects include operations, contract purchased services, mobility management, and planning.

Burns Paiute Tribal Transit

Burns Paiute Tribal Transit is operated by the Burns Paiute Tribe (federally recognized) located northwest of Burns, which is a public transit agency and non-profit transportation provider offering transportation services to the general public needing to connect between the Reservation and the Burns/Hines area. This section summarizes its transportation services and vehicle fleet

Burns Paiute Tribal Transit offers a fixed-route service between the Reservation and Burns, with two bus stops on the Reservation and four bus stops in Burns (the farthest reaching being at Erickson's Sentry). Except for on major holidays, the service operates on weekdays from 7:30 AM to 3:30 PM. The route begins at the "Upper Bus Stop" on the Reservation and travels toward Burns, stopping at the Safeway, medical services north of the highway, the Armory, and Erickson's Sentry. Before looping back up to the Reservation, the bus stops at the Armory and Safeway for a second time on the way back. This route makes seven trips a day. The fixed-route and detailed schedule are shown in Figure 2.

This schedule can sometimes be impacted by Tribal activities requiring use of the transit services, but the Tribe works to keep transit schedule disruptions to a minimum. As a fixed-route service, riders board at regularly scheduled times, but they can also call the Tribe about special circumstances. Burns Paiute Tribal Transit owns one bus to operate its service that is approximately 20 to 30 feet in length and American with Disabilities Act (ADA) accessible.

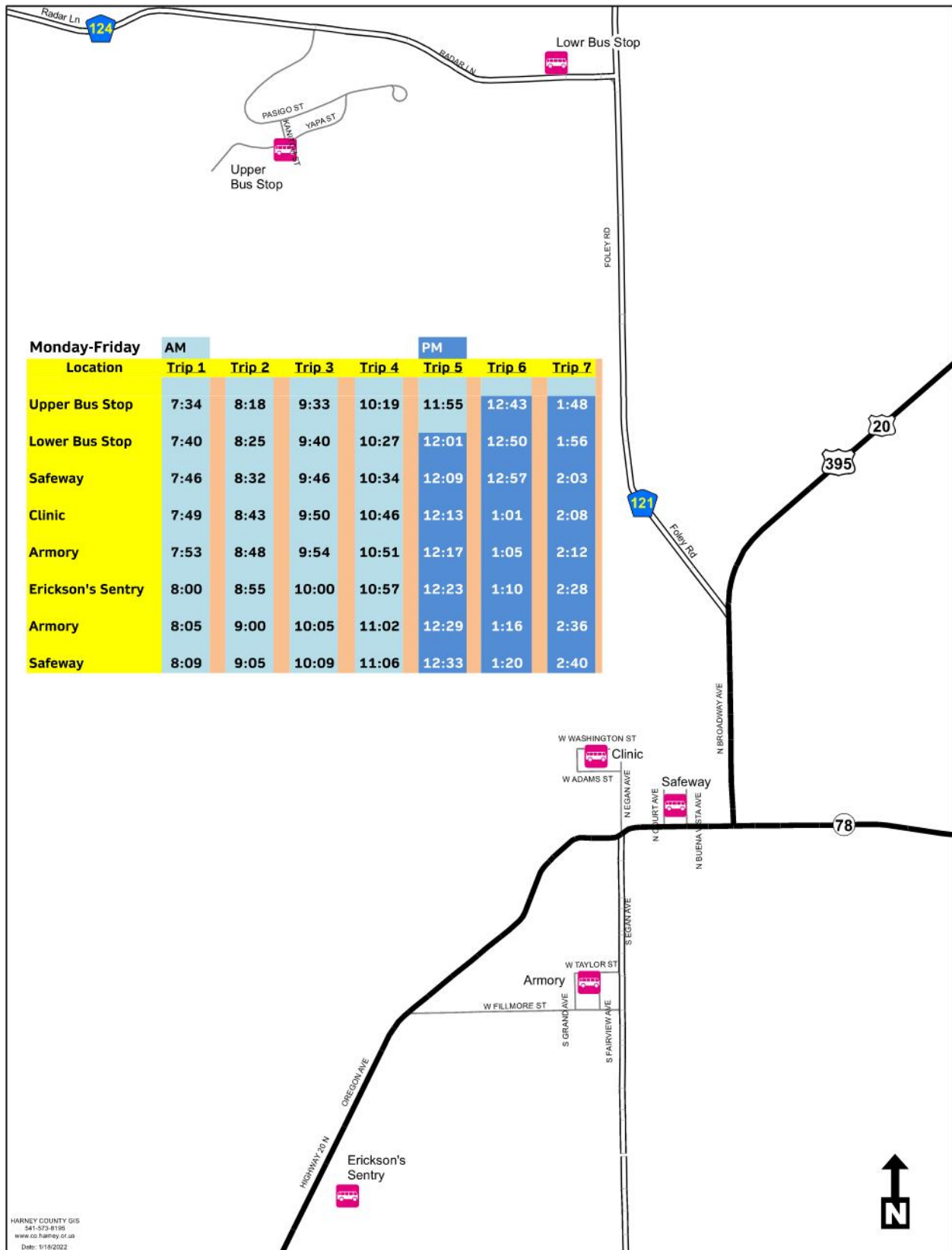


Figure 2: Burns Paiute Tribal Transit Route and Schedule

The fixed-route service is free of charge, funded by State funds, and is available to the community, including non-tribal members, and serves approximately 160 riders each month. This service supports a variety of riders such as those with physical, developmental, and/or cognitive disabilities, older adults/seniors, homeless, persons with low income, veterans, youth (18 and younger)/students, and people in substance abuse recovery. Riders use this service for numerous reasons including banking/grocery shopping, community events (including tribal cultural events), court appointments, education/employment, elder/senior services, medical/dental appointments, recreation, and social service appointments. The three primary challenges for riders using this service are that the service does not operate late enough in the evening, connections to bus stops are not accessible with mobility devices, and the service does not operate on weekends.

Prior to COVID-19, approximately 10 riders a day used the fixed-route service, but that number dropped to below seven riders per day. During the pandemic, the Tribe stopped providing its transportation services, used its vehicle for food distribution, limited trips to essential needs, reduced the number of passengers in each vehicle, and changed the frequency of its service. These precautions are no longer in effect.

Attachment A includes an inventory survey completed by the Burns Paiute Tribe that reflects the information above.

Eastern POINT

The POINT is Oregon's intercity bus service that is funded and managed by ODOT, providing a safe, affordable, and environmentally friendly alternative to long-distance driving within the state. The service's four intercity bus routes are available to the general public and provide important connections between major transportation hubs – Union Station in Portland, Hawthorne Station in Bend, and Front Street Station in Medford – between Amtrak and Greyhound services around the state, between urban and rural communities, and to areas where travel options would otherwise be limited. The service operates year-round on weekdays, but historically operated on weekends, creating a significant transit service gap; among all providers, no weekend transportation service is available for riders needing to reach destinations outside of Harney County (including if someone breaks down on the side of the road).

The Eastern Route provides service between Bend and Ontario along US 20 with stops in 11 communities, as shown in Figure 3. This route currently operates Monday through Friday (including holidays), with one trip per day in each direction. Table 7 shows the scheduled stops on the one round trip. The POINT makes every effort to coordinate with local and intercity services by sharing bus stops and timing schedules to allow easy transfers between services. Connections to other services and parking information is available on the POINT's website.



Figure 3: Eastern POINT Bus Route

Table 7: Eastern POINT Bus Schedule

Stop		Schedule	
		Westbound (8410) ¹	Eastbound (8409) ¹
Ontario	Malheur Council on Aging & Community Services 842 SE 1 st Ave	9:45 AM (MST)	8:25 PM (MST)
Vale	Vale Courthouse 251 B Street West	10:10 AM (MST)	8:00 PM (MST)
Harper	Coleman's Service Store and Gas Station 3490 Hwy 20	10:35 AM (MST)	7:35 PM (MST)
Juntura	Oasis Café 5838 Hwy 20	11:10 AM (MST)	7:00 PM (MST)
Drewsey	Drewsey Park & Ride Hwy 20 / Drewsey Rd	10:30 AM	5:45 PM
Buchanan	Oard's Gallery / Hwy 20 / Crane-Buchanan Rd 42456 Hwy 20 E	10:50 AM	5:25 PM
Burns	Reid's Country Store 230 Hines Blvd	11:15 AM	4:50 PM
Riley	Riley Store/Post Office 105 Hwy 20	11:50 AM	4:15 PM
Hampton	Hampton Station 41700 Hwy 20	12:30 PM	3:40 PM
Brothers	Brothers Stage Stop 34100 Hwy 20	12:55 PM	3:20 PM
Bend	Hawthorne Station (Platform C) NE 4th St / NE Hawthorne Ave	1:40 PM	2:30 PM

¹Eastern POINT is referred to as "Schedule 8409" / "Schedule 8410" and "8409 Thruway Bus" / "8410 Thruway Bus" on Greyhound's and Amtrak's sites.

As a contract-operated bus service managed by ODOT, Amtrak, Greyhound, and local independent ticket agents sell tickets for the Eastern Route to provide passengers with options to connect to the national network of trains and buses. Each route uses a reservation system and tickets must be purchased in advance (up to 30 minutes before the bus departs but buying further in advance is recommended). Bus drivers do not sell tickets. Tickets can be purchased online, over the phone, or in person at select stops and adult fares range from \$17 to \$48.

- **Online:** tickets are not purchased on the POINT's website but can be purchased from the Amtrak and Greyhound websites and mobile applications.
- **Phone:** purchase tickets from Greyhound or Amtrak with the phone numbers listed on the POINT's website.
- **In-Person**
 - Hawthorne Station (Bend)
 - Reid's Country Store (Burns)
 - Malheur Council on Aging and Community Services (Ontario)

The 35-passenger bus has a restroom, free Wi-Fi, USB and power outlets, air conditioning, space for luggage and bikes, and are wheelchair accessible. Service animals are also allowed on the bus.

Grant County People Mover

The Grant County People Mover is a transportation service operating fixed-route and dial-a-ride services throughout Grant County, as well as to other destinations outside the county, including Bend, Burns, Baker City, Ontario, and Walla Walla, Washington. The Grant County People Mover offers a fixed-route service between Prairie City and Burns on the first, third, and fifth Thursday of each month (except for on major holidays). Table 8 summarizes the route stops and schedule. Drivers are permitted to drop off/pick up riders at medical appointments in towns where the People Mover has stops.

Table 8: Grant County People Mover Prairie City to Burns Bus Schedule

Stop		Schedule	
		Southbound	Northbound
Prairie City	Mini Mart 211 Front Street	10:40 AM	-
Mt. Vernon	395 Market 150 Mountain Blvd	11:15 AM	-
John Day	229 NE Dayton St	11:45 AM	7:02 PM
Seneca	Bear Valley Mini Mart Hwy 395	12:20 PM	6:00 PM
Burns	Burns Hospital 557 W Washington St	1:18 PM	5:02 PM
Burns	Reid's Country Store 230 Hines Blvd	1:23 PM	4:47 PM
Hines	Rite Aid Parking Lot 629 N Hwy 20	-	4:43 PM

Buses and vans are ADA compliant, and drivers are trained in handling and securing mobility devices and assisting passengers with special needs. However, drivers are not permitted to assist riders onto/off the bus or into/out of their homes. It is recommended that care attendants ride along (free of charge) for such needs. Service animals are allowed to ride as well.

Fares for riding from Burns to the various cities along this route include:

- Prairie City: \$11 (12 and older) | \$9 (60 and older) | \$8 (11 and younger)
- John Day: \$10 (12 and older) | \$8 (60 and older) | \$6 (11 and younger)
- Mt. Vernon: \$10.50 (12 and older) | \$8.50 (60 and older) | \$6.50 (11 and younger)
- Seneca: \$8 (12 and older) | \$6 (60 and older) | \$4 (11 and younger)

Exact change for fare is required on all buses for all routes and services. Credit cards are now accepted with a \$2.00 convenience fee for each transaction.

People Mover riders are able to connect to other regional services in Baker City, Bend, Pendleton, Burns, Milton-Freewater, and Walla Walla, and Grant County's website provides information for how to make those connections.

Connections Between Public Providers

Figure 4 illustrates the general location of bus routes for Harney Hub Transit, Burns Paiute Tribal Transit, the Eastern POINT, and the Grant County People Mover, as well as their bus stops. This helps demonstrate how these providers interline and how riders can connect between services. As shown in the figure and as identified in Table 9, Harney Hub Transit shares bus stops with these other public transportation providers at Safeway, the hospital, the Thriftway/Rite Aid area, and Reid's Country Store in the Burns/Hines area. Further, the Harney Hub Transit Bend/Redmond Deviated Fixed Route and the Eastern POINT both have a bus stop in Riley.

Table 9: Bus Stops Shared Between 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		✓	✓	✓

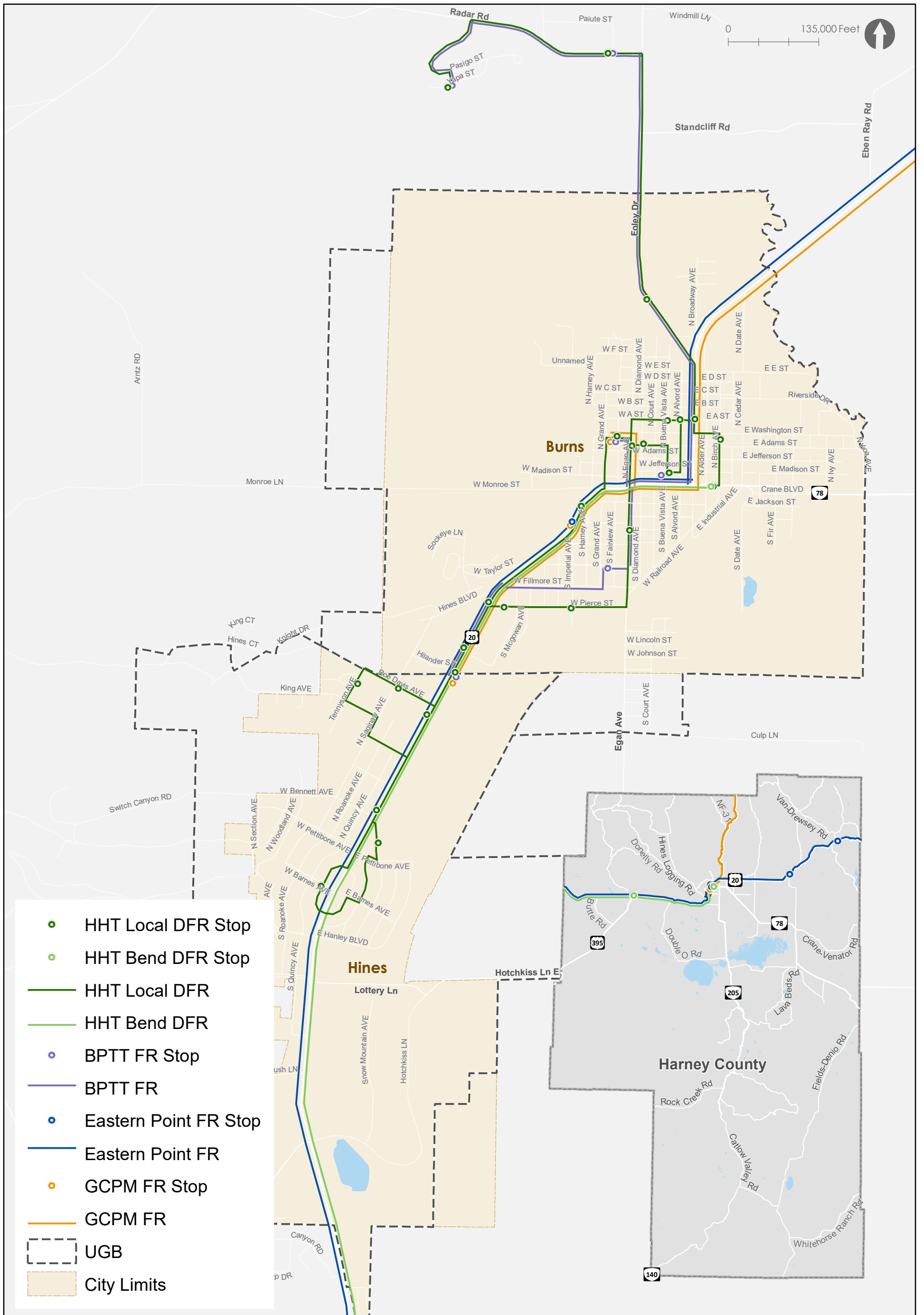


Figure 4

Public Transportation Provider Bus Routes and Stops
Harney County, Oregon

NEMT Providers

In partnership with the Oregon Health Plan (OHP Medicaid), Eastern Oregon Coordinated Care Organization (EOCCO) and Greater Oregon Behavioral Health, Inc. (GOBHI) offer non-emergency medical transportation (NEMT) free of charge for members in Harney County to reach their medical, dental, and behavioral health appointments who have no other way to get to their medical services. These free rides are available 24 hours a day, seven days a week, year-round (except potentially for some holidays).

The transportation service is curb-to-curb, door-to-door, or hand-to-hand, depending on needed level of service. Rides can be requested by the rider by calling the Free Ride Program or on behalf of the rider by a Community Health Worker, parent, foster parent, or adoptive parent, or providers (with permission). Rides can be requested same day – two or more working days before the appointment is encouraged – and up to 90 days in advance. Multiple rides for recurring appointments up to 90 days in advance can also be requested.

Service eligibility of the rider is verified upon reservation. During the reservation, the provider will request various information to determine how to best transport the rider (e.g., wheelchair needs, extra rider/helper, etc.). Transportation service can vary between public providers, private non-profit providers, public shared rides, for-profit providers, or volunteer drivers depending on rider needs. Riders may also drive themselves. Typically, GOBHI coordinates with Harney Hub Transit to provide requested rides within Harney County.

Regardless of service, EOCCO pays for the rides. Riders who need to travel 75 miles or more beyond the Oregon border for services need doctor approval. Additional details about this service are provided on EOCCO's and GOBHI's Free Ride Guide (revised January 2022).

Client-Based Providers

Four client-based providers offer private transportation services within Harney County to specific clients. These providers include The Aspens Living Center, Symmetry Care, the Veterans Clinic, and the Wadatika Health Center. More information on the services they provide is summarized in the following sections.

The Aspens Living Center

The Aspens Living Center is an assisted living community for older adults and adults with disabilities, located in Hines, with its own bus available for transporting residents to community activities and for medical emergencies. The vehicle was provided by the board of trustees and is over 20 years old.

Symmetry Care

Symmetry Care is a non-profit human services agency that provides mental health and addiction services, located in Burns. They operate on weekdays from 8:30 AM to 5:00 PM, but also operate a residential treatment facility every hour of the day, year-round. Although transportation is not their primary function, Symmetry Care provides non-emergency medical transportation, demand-response service, and program transportation services to approximately 175 clients each month (when they are needed). Clients schedule rides with Symmetry Care on an as-needed basis. Symmetry Care provides their service with 10 vehicles that they own and none of them are ADA accessible. They also hire off-duty police officers for facility-to-facility transportation when appropriate and available.

Symmetry Care funds its transportation services with State funds and they pay for rides to and from appointments. They also fund transit tickets/passes, information/trip planning assistance, provide travel training guidance, and subsidize travel aides/escorts.

Symmetry Care's transportation service supports a variety of riders such as those with physical, developmental, and/or cognitive disabilities, older adults/seniors, homeless, persons with low income, veterans, youth (18 and younger)/students, tribal members, and people in substance abuse recovery. Riders use this service for numerous reasons including community events/volunteer activities, drug/alcohol treatment, school/training, social/recreational, groceries/shopping, medical/dental appointments, and social service appointments. The three primary challenges for riders using this service are the lack of resources to pay for transportation services, bus stops are not close enough to residences and/or destinations like work, and difficulty making reservations for demand response services.

Prior to COVID-19, Symmetry Care provided 4,164 weekday rides, 378 Saturday rides, and 276 Sunday rides to its clients in 2018. These numbers have dropped to about half in 2021. During the pandemic, Symmetry Care stopped providing its transportation services, limited trips to essential needs, reduced the number of passengers in each vehicle, changes the type of service provided, and changed the frequency of its service. These precautions are no longer in effect.

Attachment A includes an inventory survey completed by Symmetry Care that reflects the information above.

Veterans Clinic

The Veterans Clinic in Burns is a non-profit transportation provider that serves persons with physical disabilities, older adults/seniors, and veterans. They provide transportation to one rider per month to access elder/senior services and health care at the Boise Veterans Administration Medical Center (clinic's parent facility) that isn't available at the clinic. This service is operated with a van owned by the Veterans Clinic, which is not ADA accessible. Riders in need of transportation must reserve rides with the Veterans Clinic in advance. The Veterans Clinic does not fund or contract transportation services and the primary transportation challenge they face is a lack of volunteer drivers. Volunteer drives must go through a lengthy certification process, particularly due to possibly having to transport items for lab analysis in Boise. Prior to COVID-19, the Veterans Clinic provided one ride per month on a weekday, but that has declined in 2021. During the pandemic, the Veterans Clinic limited trips to essential needs.

Attachment A includes an inventory survey completed by the Veterans Clinic that reflects the information above.

Wadatika Health Center

The Wadatika Health Center is a health care facility located on the Burns Paiute Tribe reservation and available to any Burns Paiute Tribe member. A vehicle is available at the health center for providing transportation to medical appointments in Boise, Bend, and occasionally Portland. The seven-passenger vehicle usually makes about four trips per week and is driven by a paid driver on staff or other health center staff.

DEMOGRAPHIC PROFILE

A primary goal of the Coordinated Plan is to make transportation services available and accessible to populations in Harney County who generally need it most – those who cannot reach their destinations with a personal vehicle and may be considered transportation disadvantaged. These populations typically include:

- Persons with disabilities
- Older adults
- Persons with low income
- Youth/high school students
- Persons without access to a vehicle

Today, approximately 60 percent of Harney Hub Transit riders are older adults or persons with disabilities (35 percent) and children in pre-school, elementary school, and junior high (25 percent). This section describes the demographic profile across Harney County, raising populations in greater need of public transportation to the surface. This demographic profile is compared with the locations of where people employed in Harney County live and work to highlight potentially underserved areas in the region.

Based on data from the 2020 five-year American Community Survey (ACS), Table 10 summarizes where persons who may be considered transportation disadvantaged live within the County's seven census block groups. As shown:

- The highest percentage of **persons under the age of 18** reside in region 2, which is the area covering **southwest Burns and north Hines**, east of Radar Road.
- The highest percentage of **persons over the age of 64** reside in region 6, which is the area covering the **southern portion of the county**, south of US 20 and Steens Highway.
- The highest percentage of **households without a vehicle** reside in region 1, which is the area covering the **northwest portion of the county**, northwest of N Broadway Avenue / E Monroe Street, and includes the **Burns Paiute Tribe Reservation**.
- The highest percentage of **individuals with income below poverty** reside in region 7, which is the area covering the **northeast portion of the county**, east of US 395 and north of Steens Highway.
- The highest percentage of **adults with disabilities** reside in region 3, which is the area covering **southeast Burn and east Hines**, west of Frenchglen Highway.

Further, regions 4 (central/west/southwest Hines) and 5 (northeast Burns) have the highest population densities in the county.

Figure 5 consolidates these census data and illustrates the regions in Harney County that collectively have populations who may be more transportation disadvantaged than other regions, to capture a cross section of demographics and transportation needs. Each region has been assigned a Transportation Disadvantaged Population (TDP) Index, which is calculated based on the densities of each demographic within a region. As shown, region 5 has a collective population that is likely most transportation disadvantaged within the county. The next most disadvantaged area is region 7.

Further, Figure 6 and Figure 7 illustrate where people who are employed in Harney County both live and work, underlaid by the TDP Index of each region. As shown, most employment in Harney County is concentrated around Burns and Hines, with some exceptions including around Crane and possibly agriculture off US 20 near Riley and west of Juntura. While many people who are employed in Harney County also mostly work around the Burns/Hines area, these populations are spread out further than where employees work, including into regions of populations that may be more transportation disadvantaged.

Table 10: Demographic Profile of Harney County (2020 Five-Year ACS Data)

Demographic	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7
	Northwest County (northwest of N Broadway Ave/E Monroe St)	Southwest Burns/ North Hines (east of Radar Rd)	Southeast Burns/ East Hines (west of Frenchglen Hwy)	Central/West/ Southwest Hines (northeast of Hines Logging Rd)	Northeast Burns (west of Fly Rd)	South County (south of US 20 and Steens Hwy)	Northeast County (east of US 395 and north of Steens Hwy)
Population (People / Sq. Mile)	1,483 (1.8)	1,146 (193.6)	829 (57.0)	1,486 (398.4)	481 (207.2)	803 (1.0)	1,082 (1.3)
Persons Younger than Age 18	14.3%	25.0%	23.2%	21.4%	21.0%	19.7%	20.1%
Persons Older than Age 64	20.0%	17.8%	23.4%	20.9%	29.3%	32.9%	31.4%
Households without a Vehicle	6.1%	2.9%	0.4%	0.1%	3.5%	0.0%	0.6%
Individuals with Income Below Poverty	9.4%	10.1%	2.7%	7.3%	10.2%	5.4%	12.7%
Adults with Disabilities	28.0%	16.3%	28.2%	12.9%	12.1%	17.8%	11.6%

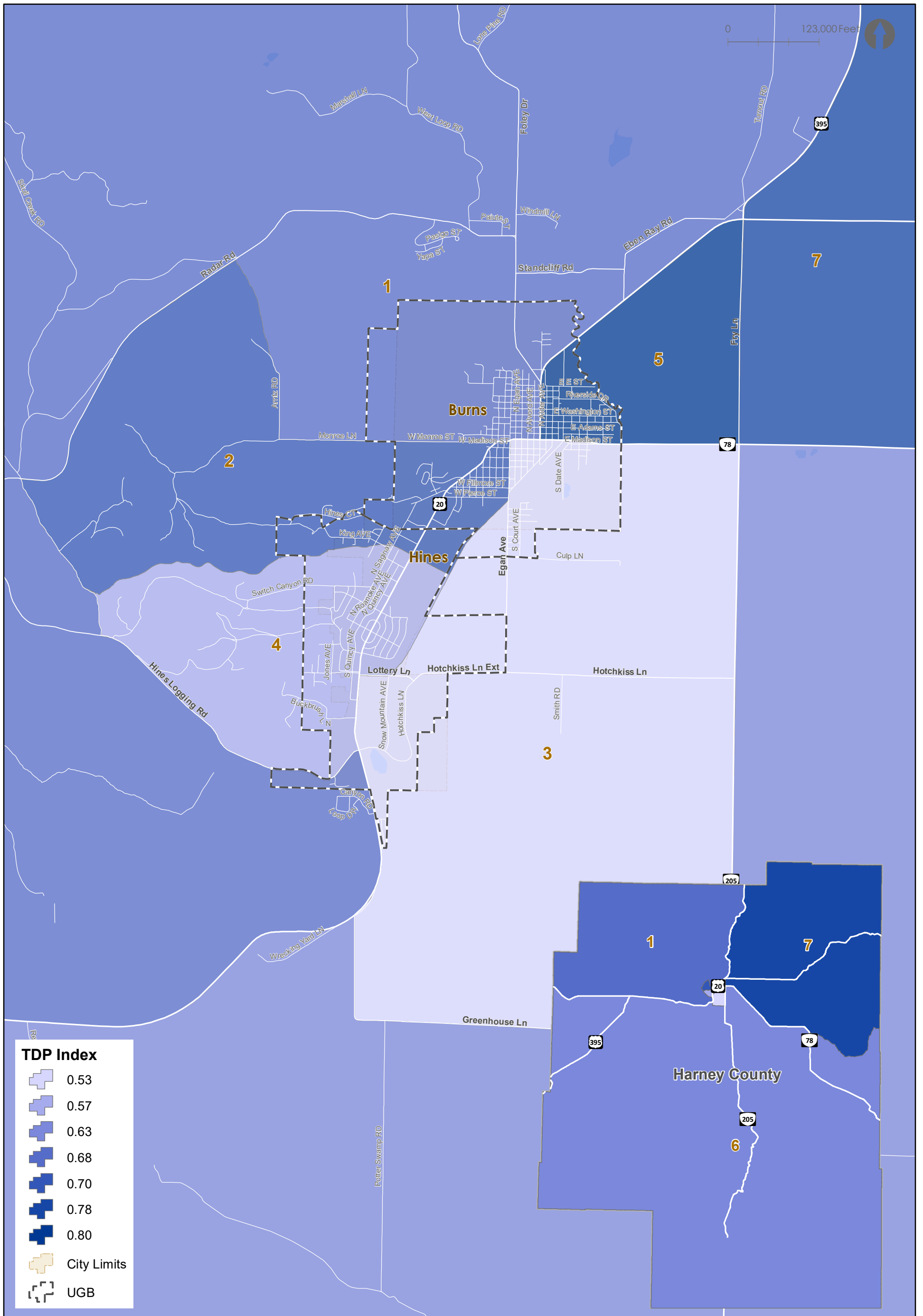


Figure 5



Transportation Disadvantaged Population (TDP) Index by Census Block Group
Harney County, Oregon

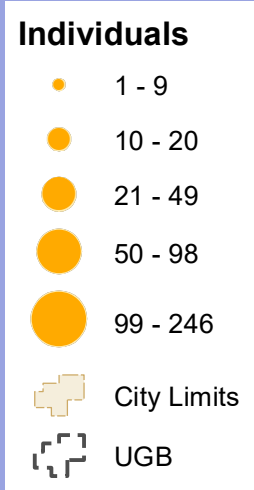
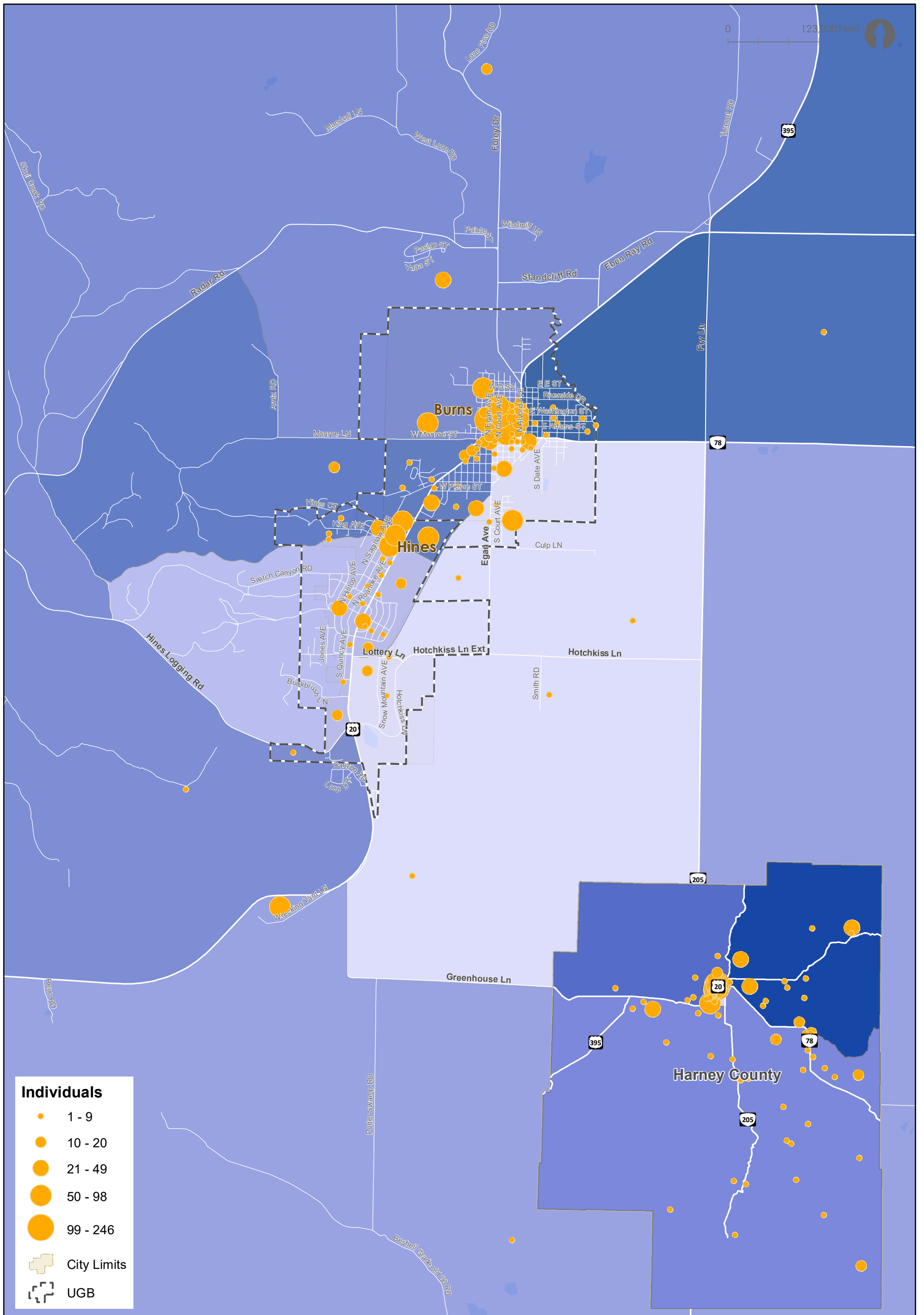


Figure 7

Job Locations of People Employed in Harney County
Harney County, Oregon

Attachment A Transportation Provider Inventory Surveys



Harney County Coordinated Transportation Plan

Survey

Harney County is updating its Coordinated Human Services Public Transportation Plan to identify and prioritize coordination strategies that will improve the efficiency of public transit, paratransit services, and human services transportation programs.

Your participation in this survey will help identify transportation needs, service gaps, and duplicate services in the area. The information provided will be used to identify strategies that encourage more coordination and collaboration between available service providers to bring enhanced mobility to the region's seniors, persons with disabilities, low-income residents, and others.

1. Please tell us about yourself

Name: Manuel Mose
Name of Organization: Burns Paiute Tribe
Address: 100 Pasigo Street, Burns, OR 97720
Email address: manuel.mose@burnspaiute-nsn.gov
Phone number: 541-589-3876

2. Please select the option that best describes your organization. Select all that apply.

- Public transit agency
- Public human services agency
- Private for-profit transportation provider
- Non-profit transportation provider
- Youth transportation provider (e.g., school transportation, Head Start)
- Advocacy organization
- Faith-based organization
- Non-profit human services agency
- Other (specify)
Tribal Transit - Federally Recognized Tribe

3. Tell us a little about your services:

Hours of Operation: 7:30 AM - 3:30 PM

Days of Operation: Monday - Friday

Approximate number of clients that need transportation services per month: 157 Riders

4. What populations do you serve? (Check all that apply)

- Persons with physical disabilities
- Older adults or Seniors
- Persons with developmental or cognitive disabilities
- Homeless
- Persons with low-income
- Veterans
- Persons with limited English proficiency
- Youth (18 or younger)
- Students
- People with chronic medical needs (e.g., kidney dialysis)
- Tribal members
- People in recovery from substance abuse
- General Public
- Other (specify)
Buses are used to transport community members to cultural events

5. Where do your clients have the greatest need for transportation? (Check the top 3 choices)

- Banking
- Childcare
- Community events
- Court appointments
- Drug/Alcohol Treatment

- Education
- Elder/Senior services
- Employment
- Grocery shopping
- Food bank
- Job training
- Medical/dental appointments
- Recreation
- Social service appointments
- Vocational rehabilitation
- Work Source appointments
- Other (please specify):

6. What main transportation challenges do your clients face? (Check the top 3 choices)

- Local routine trips such as appointments, work, and grocery shopping aren't accessible by transit
- Lack of understanding on how to use transit
- Transit trips take longer than a client's capacity for travel
- Difficulty due to lack of a permanent address
- Lack of resources to pay for transportation services
- Public transit service does not operate late enough in the evening
- Need for companion/care giver when traveling
- Path to bus stops or stations is not accessible for those with mobility devices
- Public transit service does not operate on weekends
- An accessible vehicle isn't always available
- Bus stops are not close enough to residences and/or destinations like work

- Customers must meet age, income, or disability requirements to use paratransit and non-profit specialized transportation services
- Eligible trip purposes are limited (e.g., for medical, senior nutrition, day program, or work trips only).
- Difficulty making reservations for demand response services
- Other (please specify):

7. Does your organization directly provide the transportation services?

- Yes, we directly provide transportation rides.
- No, we fund or contract transportation services and other programs.
- No, we do not fund or contract transportation services and other programs.

If your agency or program provides transportation or support for transportation (bus pass, gas voucher, etc.) please complete the following questions. If your agency or program does NOT provide transportation or support for transportation, you have completed this survey. Thank you so much for your time!

8. What type of transportation services do you provide? Check all that apply.

- Fixed-route service
- Non-emergency medical transportation
- Demand-response service
- Program transportation

- Other (please specify):

9. What type of vehicles does your agency/organization offer? Please indicate the number of vehicles your organization owns or leases or leave blank if not applicable.

- Car/Truck (owned by your organization)
- Bus (20 – 30 feet long; directly owned by your organization)
- Bus (40-45 feet long; directly owned by your organization)
- Bus (leased)
- Car/Truck (leased)
- Van (owned by your organization)
- Van (leased)
- Cutaway van/mini-bus (shorter than 40 feet; directly owned by your organization)
- Cutaway van/mini-bus (leased)
- Other (please specify)/Number of vehicles:
1 _____

10. Of the total number of vehicles in your fleet, how many of them are ADA-accessible?

All _____

11. What trip purposes does the transportation services you provide serve? Select all that apply?

- Any trip purpose
- Wellness/nutrition
- Medical/health care/dental
- Religious activities

- Work
- Social/recreational
- School/training
- Shopping/groceries
- Senior center/adult day care
- Volunteer activities
- Not Applicable
- Other (please specify):

12. How do your clients schedule rides with you?

- Fixed-route (Clients board at regularly scheduled times)
- Clients call a dispatcher, and vehicles make pickups shortly thereafter
- Clients must reserve rides in advance
- Other (please specify):
Clients can call if there are special circumstances.

13. Please provide estimated average ridership for each given period.

Prior to COVID 19	2021
Weekday <u>10</u>	Weekday <u>6.8</u>
Saturday <u>N/A</u>	Saturday <u>N/A</u>
Sunday <u>N/A</u>	Sunday <u>N/A</u>

14. What changes have you made because of COVID 19?

- | Service Change | Is this still in effect? |
|--|---|
| <input checked="" type="checkbox"/> Stopped providing transportation services | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <input checked="" type="checkbox"/> Used vehicles for food distribution | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <input checked="" type="checkbox"/> Limited trips to essential needs | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <input checked="" type="checkbox"/> Reduced number of passengers in each vehicle | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <input type="checkbox"/> Changed type of service provided | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input checked="" type="checkbox"/> Changed frequency of service provided | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <input type="checkbox"/> Other (please specify): | <input type="checkbox"/> Yes <input type="checkbox"/> No |
-

15. What type of transportation services does your organization fund? (Check all that apply)

- Transit tickets/passes
 - Ride hail credits (Uber, Lyft, etc.)
 - Taxi vouchers/reimbursement
 - Mileage reimbursement
 - Gas vouchers
 - Information/trip planning assistance
 - Provide travel training guidance
 - Subsidize travel aides/escorts
 - Other (please specify):
-

16. How are your transportation services funded? Select all that apply.

- Federal funds
- State funds
- City funds
- Grants/private donations/fundraising
- County funds
- Charging clients a fare
- Sales tax
- Other (please specify):

17. Please share any additional information that will help inform the plan.

Thank you for your time and involvement! If you would like to schedule a follow-up interview, please feel free to contact us.



Harney County Coordinated Transportation Plan

Survey

Harney County is updating its Coordinated Human Services Public Transportation Plan to identify and prioritize coordination strategies that will improve the efficiency of public transit, paratransit services, and human services transportation programs.

Your participation in this survey will help identify transportation needs, service gaps, and duplicate services in the area. The information provided will be used to identify strategies that encourage more coordination and collaboration between available service providers to bring enhanced mobility to the region's seniors, persons with disabilities, low-income residents, and others.

1. Please tell us about yourself

Name: Martha Corrigan
Name of Organization: Symmetry Care Inc
Address: 348 W. Adams St. Burns OR 97720
Email address: mcorrigan@symmetrycareinc.com
Phone number: (541) 573-8376

2. Please select the option that best describes your organization. Select all that apply.

- Public transit agency
- Public human services agency
- Private for-profit transportation provider
- Non-profit transportation provider
- Youth transportation provider (e.g., school transportation, Head Start)
- Advocacy organization
- Faith-based organization
- Non-profit human services agency
- Other (specify) _____

we also operate a Residential Treatment Facility 24/7/365
3. Tell us a little about your services:

Hours of Operation: 8:30 - 5

Days of Operation: M-F

Approximate number of clients that need transportation services per month: 175

4. What populations do you serve? (Check all that apply)

- Persons with physical disabilities
- Older adults or Seniors
- Persons with developmental or cognitive disabilities
- Homeless
- Persons with low-income
- Veterans
- Persons with limited English proficiency
- Youth (18 or younger)
- Students
- People with chronic medical needs (e.g., kidney dialysis)
- Tribal members
- People in recovery from substance abuse
- General Public
- Other (specify) _____

5. Where do your clients have the greatest need for transportation? (Check the top 3 choices)

- Banking
- Childcare
- Community events
- Court appointments
- Drug/Alcohol Treatment

- Education
- Elder/Senior services
- Employment
- Grocery shopping
- Food bank
- Job training
- Medical/dental appointments
- Recreation
- Social service appointments
- Vocational rehabilitation
- Work Source appointments
- Other (please specify): _____

6. What main transportation challenges do your clients face? (Check the top 3 choices)

- Local routine trips such as appointments, work, and grocery shopping aren't accessible by transit
- Lack of understanding on how to use transit
- Transit trips take longer than a client's capacity for travel
- Difficulty due to lack of a permanent address
- Lack of resources to pay for transportation services
- Public transit service does not operate late enough in the evening
- Need for companion/care giver when traveling
- Path to bus stops or stations is not accessible for those with mobility devices
- Public transit service does not operate on weekends
- An accessible vehicle isn't always available
- Bus stops are not close enough to residences and/or destinations like work

- Customers must meet age, income, or disability requirements to use paratransit and non-profit specialized transportation services
- Eligible trip purposes are limited (e.g., for medical, senior nutrition, day program, or work trips only).
- Difficulty making reservations for demand response services
- Other (please specify):

7. Does your organization directly provide the transportation services?

- Yes, we directly provide transportation rides.
- No, we fund or contract transportation services and other programs.
- No, we do not fund or contract transportation services and other programs.

If your agency or program provides transportation or support for transportation (bus pass, gas voucher, etc.) please complete the following questions. If your agency or program does NOT provide transportation or support for transportation, you have completed this survey. Thank you so much for your time!

8. What type of transportation services do you provide? Check all the apply.

- Fixed-route service
- Non-emergency medical transportation
- Demand-response service
- Program transportation

- Other (please specify):

9. What type of vehicles does your agency/organization offer? Please indicate the number of vehicles your organization owns or leases or leave blank if not applicable.

- Car/Truck (owned by your organization)
- Bus (20 – 30 feet long; directly owned by your organization)
- Bus (40-45 feet long; directly owned by your organization)
- Bus (leased)
- Car/Truck (leased)
- Van (owned by your organization)
- Van (leased)
- Cutaway van/mini-bus (shorter than 40 feet; directly owned by your organization)
- Cutaway van/mini-bus (leased)
- Other (please specify)/Number of vehicles:

10. Of the total number of vehicles in your fleet, how many of them are ADA-accessible?

10 in fleet
0 ADA accessible

11. What trip purposes does the transportation services you provide serve? Select all that apply?

- Any trip purpose
- Wellness/nutrition
- Medical/health care/dental
- Religious activities

- Work
- Social/recreational
- School/training
- Shopping/groceries
- Senior center/adult day care
- Volunteer activities
- Not Applicable
- Other (please specify):

12. How do your clients schedule rides with you?

- Fixed-route (Clients board at regularly scheduled times)
- Clients call a dispatcher, and vehicles make pickups shortly thereafter
- Clients must reserve rides in advance
- Other (please specify):

As needed basis

13. Please provide estimated average ridership for each given period.

Prior to COVID 19	2021
Weekday <u>4,164</u>	Weekday <u>2772</u>
Saturday <u>378</u>	Saturday <u>144</u>
Sunday <u>276</u>	Sunday <u>72</u>
↑ <u>2018</u>	

14. What changes have you made because of COVID 19?

- | Service Change | Is this still in effect? |
|--|---|
| <input checked="" type="checkbox"/> Stopped providing transportation services | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <input type="checkbox"/> Used vehicles for food distribution | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input checked="" type="checkbox"/> Limited trips to essential needs | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <input checked="" type="checkbox"/> Reduced number of passengers in each vehicle | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <input checked="" type="checkbox"/> Changed type of service provided | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <input checked="" type="checkbox"/> Changed frequency of service provided | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <input type="checkbox"/> Other (please specify): | <input type="checkbox"/> Yes <input type="checkbox"/> No |

15. What type of transportation services does your organization fund? (Check all that apply)

- Transit tickets/passes
- Ride hail credits (Uber, Lyft, etc.)
- Taxi vouchers/reimbursement
- Mileage reimbursement
- Gas vouchers
- Information/trip planning assistance
- Provide travel training guidance
- Subsidize travel aides/escorts
- Other (please specify):

16. How are your transportation services funded?
Select all that apply.

- Federal funds
- State funds
- City funds
- Grants/private donations/fundraising
- County funds
- Charging clients a fare
- Sales tax
- Other (please specify):

Cost to & From Appointments are paid by us

17. Please share any additional information that will help inform the plan.

- Transport is not our primary function, but we try to assist our clients when they are in need

- We use Non-Emergent Medical Transportation when appropriate and available

- we hire off duty police officers for facility to facility when appropriate and available

Thank you for your time and involvement! If you would like to schedule a follow-up interview, please feel free to contact us.



Harney County Coordinated Transportation Plan

Survey

Harney County is updating its Coordinated Human Services Public Transportation Plan to identify and prioritize coordination strategies that will improve the efficiency of public transit, paratransit services, and human services transportation programs.

Your participation in this survey will help identify transportation needs, service gaps, and duplicate services in the area. The information provided will be used to identify strategies that encourage more coordination and collaboration between available service providers to bring enhanced mobility to the region's seniors, persons with disabilities, low-income residents, and others.

1. Please tell us about yourself

Name: _____
Name of Organization: VA
Address: Hines 102
Email address: _____
Phone number: 541-573-3339x2

2. Please select the option that best describes your organization. Select all that apply.

- Public transit agency
- Public human services agency
- Private for-profit transportation provider
- Non-profit transportation provider
- Youth transportation provider (e.g., school transportation, Head Start)
- Advocacy organization
- Faith-based organization
- Non-profit human services agency
- Other (specify) _____

3. Tell us a little about your services:

Hours of Operation: PRN

Days of Operation: _____

Approximate number of clients that need transportation services per month: 1

4. What populations do you serve? (Check all that apply)

- Persons with physical disabilities
- Older adults or Seniors
- Persons with developmental or cognitive disabilities
- Homeless
- Persons with low-income
- Veterans
- Persons with limited English proficiency
- Youth (18 or younger)
- Students
- People with chronic medical needs (e.g., kidney dialysis)
- Tribal members
- People in recovery from substance abuse
- General Public
- Other (specify) _____

5. Where do your clients have the greatest need for transportation? (Check the top 3 choices)

- Banking
- Childcare
- Community events
- Court appointments
- Drug/Alcohol Treatment

- Education
- Elder/Senior services
- Employment
- Grocery shopping
- Food bank
- Job training
- Medical/dental appointments
- Recreation
- Social service appointments
- Vocational rehabilitation
- Work Source appointments
- Other (please specify): Health Care

6. What main transportation challenges do your clients face? (Check the top 3 choices)

- Local routine trips such as appointments, work, and grocery shopping aren't accessible by transit
- Lack of understanding on how to use transit
- Transit trips take longer than a client's capacity for travel
- Difficulty due to lack of a permanent address
- Lack of resources to pay for transportation services
- Public transit service does not operate late enough in the evening
- Need for companion/care giver when traveling
- Path to bus stops or stations is not accessible for those with mobility devices
- Public transit service does not operate on weekends
- An accessible vehicle isn't always available
- Bus stops are not close enough to residences and/or destinations like work

- Customers must meet age, income, or disability requirements to use paratransit and non-profit specialized transportation services
- Eligible trip purposes are limited (e.g., for medical, senior nutrition, day program, or work trips only).
- Difficulty making reservations for demand response services

Other (please specify):
Lack of Drivers volunteers

7. Does your organization directly provide the transportation services?

- Yes, we directly provide transportation rides.
- No, we fund or contract transportation services and other programs.
- No, we do not fund or contract transportation services and other programs.

If your agency or program provides transportation or support for transportation (bus pass, gas voucher, etc.) please complete the following questions. If your agency or program does NOT provide transportation or support for transportation, you have completed this survey. Thank you so much for your time!

8. What type of transportation services do you provide? Check all the apply.

- Fixed-route service
- Non-emergency medical transportation
- Demand-response service
- Program transportation

to Base Va Medical Center only

Other (please specify):

9. What type of vehicles does your agency/organization offer? Please indicate the number of vehicles your organization owns or leases or leave blank if not applicable.

- Car/Truck (owned by your organization)
- Bus (20 – 30 feet long; directly owned by your organization)
- Bus (40-45 feet long; directly owned by your organization)
- Bus (leased)
- Car/Truck (leased)
- Van (owned by your organization)
- Van (leased)
- Cutaway van/mini-bus (shorter than 40 feet; directly owned by your organization)
- Cutaway van/mini-bus (leased)
- Other (please specify)/Number of vehicles:

10. Of the total number of vehicles in your fleet, how many of them are ADA-accessible?

0

11. What trip purposes does the transportation services you provide serve? Select all that apply?

- Any trip purpose
- Wellness/nutrition
- Medical/health care/dental
- Religious activities

- Work
- Social/recreational
- School/training
- Shopping/groceries
- Senior center/adult day care
- Volunteer activities
- Not Applicable
- Other (please specify):

12. How do your clients schedule rides with you?

- Fixed-route (Clients board at regularly scheduled times)
- Clients call a dispatcher, and vehicles make pickups shortly thereafter
- Clients must reserve rides in advance
- Other (please specify):

13. Please provide estimated average ridership for each given period.

Prior to COVID 19

2021

Weekday 1

Weekday 0

Saturday 0

Saturday 0

Sunday 0

Sunday 0

maybe monthly

14. What changes have you made because of COVID 19?

Service Change

Is this still in effect?

- Stopped providing transportation services Yes No
 - Used vehicles for food distribution Yes No
 - Limited trips to essential needs Yes No
 - Reduced number of passengers in each vehicle Yes No
 - Changed type of service provided Yes No
 - Changed frequency of service provided Yes No
 - Other (please specify): Yes No
-

15. What type of transportation services does your organization fund? (Check all that apply)

- Transit tickets/passes
 - Ride hail credits (Uber, Lyft, etc.)
 - Taxi vouchers/reimbursement
 - Mileage reimbursement
 - Gas vouchers
 - Information/trip planning assistance
 - Provide travel training guidance
 - Subsidize travel aides/escorts
 - Other (please specify):
-

16. How are your transportation services funded?
Select all that apply.

- Federal funds
 - State funds
 - City funds
 - Grants/private donations/fundraising
 - County funds
 - Charging clients a fare
 - Sales tax
 - Other (please specify):
-

17. Please share any additional information that will help inform the plan.

Thank you for your time and involvement! If you would like to schedule a follow-up interview, please feel free to contact us.

