

Wasco County Public Transportation Advisory Committee

The Dalles Transit Center, 802 Chenoweth Loop Road, The Dalles

In-person at MCEDD OR Via Zoom (see bottom of agenda)

Thursday, July 29th, 2021

9 a.m. to 10:30 a.m.

TOPIC	TIME	ITEM
Call to Order		
Minutes <i>May 20, 2021</i>	5 Minutes	Approve
Transit Development Plan Overview	15 Minutes	Information
TDP Existing Conditions First Impressions/ Discussion	30 Minutes	Information/Discussion
Staff Updates	30 Minutes	Information
<ul style="list-style-type: none">• STIF Projects – New Grant Cycle• Link Report		

Adjourn

Zoom instructions:

MCEDD is inviting you to a scheduled Zoom meeting.

Topic: PTAC Meeting

Time: Jul 29, 2021 09:00 AM Pacific Time (US and Canada)

Join Zoom Meeting

<https://zoom.us/j/98460422097?pwd=TUVZnjg2K0l2OHpGd3VSSEZVSXh4UT09>

Meeting ID: 984 6042 2097

Passcode: 049027

One tap mobile

+12532158782,,98460422097#,,,,*049027# US (Tacoma)

++13462487799,,98460422097#,,,,*049027# US (Houston)

Dial by your location

- + 1 253 215 8782 US (Tacoma)
- + 1 346 248 7799 US (Houston)
- + 1 669 900 6833 US (San Jose)

Meeting ID: 984 6042 2097

Passcode: 049027

Find your local number: <https://zoom.us/j/98460422097>

**WASCO COUNTY PUBLIC TRANSPORTATION ADVISORY COMMITTEE
THURSDAY, Thursday, May 20, 2021
ZOOM TELECONFERENCE**

COMMITTEE MEMBERS: Rita Rathkey (Opportunity Connections), Lee Bryant, Louise Sargent (Chair for meeting) , Jim Holycross via phone.

STAFF: Jessica Metta (Executive Director), Lauren Hernandez (Office Administrator), Kate Drennan (Deputy Director of Transportation), Jesus Mendoza (Transportation Operations Manager), Jill Brandt (Administrative Assistant)

GUESTS: Tyler Stone, Ken Bailey

CALL TO ORDER/INTRODUCTIONS

Louise Sargent called the meeting to order at 9:04 a.m. A quorum was present. A roundtable of introductions took place.

MINUTES

Lee Bryant motioned to approve the minutes of January 28, 2021 as presented. Rita Rathkey seconded the motion. All voted in favor, and the motion carried unanimously.

REVIEW WASCO COUNTY SCORING FRAMEWORK

Kate Drennan introduced this topic and explained the scoring criteria. She gave a short historical overview of the past process wherein the pass-through funding from Wasco came directly to MCEDD to operate the Link. This year, new ODOT rules required that 5310 funds be awarded by competitive solicitation. In observance of these new requirements, Wasco County posted a Request for Proposal to all qualified public transit providers. Proposals were submitted to the Public Transportation Advisory Committee to review and score them according to set criteria, then make their recommendation to the county. MCEDD/ the Link was the sole operator to submit at application, so they were the only proposal sent to PTAC members for review. Today's committee agenda item was a discussion of the proposal, scoring it, and making a recommendation to Wasco County to approve funding. Kate explained that there were 100 possible points across 5 scoring criteria. Kate then opened the discussion. Jesus Mendoza recused himself due to Conflict of Interest - he is an employee of the Link.

Discussion: Louise Sargent asked if the Link has tracked how many times or trips were deviated from the fixed route in the past year. Jesus explained that the Link provides on-demand response, and that deviations are scheduled in advance, but the Link software folds them into the scheduled route if there is time in the schedule. Kate clarified that the procedure that drivers use to log the "deviation" is to assign an individual drop off to the closest stop on the route. Jesus further explained that Ecolane (the driver/dispatch software) automatically assigns a called-in request for pick-up or drop-off to the route of the nearest driver. Jesus explained that the quarter mile reference is a rough guide to define the parameters of service, but that the Link will extend a ride further if needed. Kate explained that when someone calls and requests service that is further than the quarter mile deviation rule, technically it is classified as a dial a ride. But if the service request is within the quarter mile of a regular route, then the nearest driver on the route is assigned to the call.

Lee Bryant questioned if someone is not at stop but waves at the bus to flag a ride. Kate responded that the Link does not normally pick up flagged stops as a standard operation, but our drivers will pick up regular known riders on a route if they “flag” the bus.

Jessica Metta offered Kris Boler’s feedback. Kris Boler is a Committee member who was unable to attend today’s meeting but offered her review score of 97 for input to the committee. Lee Bryant requested further clarification on the scoring, so Kate explained the table at the end of meeting packet which included the 5 evaluation categories as specified by the RFP. The five categories were: 1. Understanding the Requested services; 2. Proposer’s General Qualifications; 3. Commitment to customer service; 4. Commitment to safety; and 5. Value. Each criterion has 20 possible points, for a total score of 100. Kate explained that she tried to make sure the proposal was referenced to the table to make it easy to cross reference.

Lee then asked how many complaints The Link receives in a month, and how are complaints heard and handled. Jesus responded that over the two months of his employment at the Link there have been one to two complaints per month. Jesus further explained the procedure for handling these complaints. Each complaint is documented and then evaluated, the surveillance camera is checked for the time which the complaint references, and the driver is consulted for his/her perspective of the incident. Finally, the client is contacted with the final results of what was discovered and what action The Link will take. Jesus gave one example of a complaint from our contractor Moda care, whose client claimed that the Link did not pick him up on time for his appointment. When the client’s information was looked at, it was discovered that The Link did pick up on time according to our documentation. The dispatch entries for pick-up times matched Ecolane’s driver information that confirmed the times and locations of the pick-up and drop-off. Moda was informed, and they in turn documented the follow up and discovery. Kate detailed another complaint that was received that Jesus investigated. The result of this reported incident was that the driver received a documented complaint on his record. It was further explained to the Committee that if any driver receives a number of written warnings, the ultimate consequence is termination. Jesus added that when a client requests to speak with more management if they are not satisfied with the initial findings, that Jessica will also review the complaint. One client had a lot of requests that could not be met under our operating policies. When the Link informed him that our drivers are required to follow procedure, the client then contacted Moda. Moda was thereby assured that The Link had responded to the client.

Rita Rathkey asked if The Link has added transportation down to the port area and the DHS area. Jesus responded affirmatively, stating that there is a stop on Klindt drive, which is on a fixed route with stops there every hour. This route has been running for a few months now and does not have a lot of ridership at this particular stop. He noted that there are many dial a rides for that area. Jesus also explained that Kate is currently working to add a bus shelter in that area.

Lee commented that The Link needs to work on promoting its services – everyone should understand the fixed route and what services we provide. She offered a score of 18 out of 20 for the “Understanding of Requested Services” category. Jesus agreed that where The Link

has fallen short is in marketing outreach - to make our services known. Louise Sargent asked for further clarification on the Klindt route, is it possible that people are unfamiliar with The Link's fixed route service and so they are calling for dial a ride instead. Jesus responded to this question with an explanation that the Port will not allow The Link to put up a sign there indicating a bus stop. He emphasized that the bus shelter is a crucial visual indicator that there is a regular stop. Lee Bryant added that caseworkers with seniors and disabled services need to know about the routes and stops for their clients. Jesus reassured the Committee that The Link has prioritized working on outreach marketing to these clients for the services we offer and how to use them. Fixed route needs to stay on time, with deviation allowed. Jesus added that our drivers usually go the extra mile to get customers where they need to go. Lee responded that The Link is scoring perfect on all evaluations except in this area. She recognized that the results of the Covid restrictions have played a large role in the lack of ridership and awareness of fixed routes. Lee re-emphasized that The Link needs to get the word out about the fixed route. Lee's total score was 98. Jim Holycross agreed that the largest problem is getting word out. Rita commented that in her field of working with people with disabilities, that caseworkers have not encouraged use of public transit since the beginning of Covid restrictions back in March 2020. Rita commented that the use of masks and all the extra precautions that are involved with long term care, that Covid is not a typical time to figure out if there will be good usage of public transportation. Rita added that DHS and Vocational rehab at the port are both critical for long term care services to access.

Kate welcomed John Andoh to the meeting. He is the assistant executive director at CAT.

Lee then asked if there will be a bus for the farmer's market this year. Kate responded that The Link does offer Saturday service and does go to the farmer's market. The Link is currently looking at expanding hours of operation on Saturdays, considering whether to add additional drivers to provide dial-a-ride or to add a shuttle that includes the farmer's market. Lee asked if the Board for the Farmer's Market know that access is available via public transportation. She asserted that the organizers need to be aware that folks can call for a ride. Kate thanked Lee for the feedback and will reach out to them. Kate then asked for Louise's score – which was offered at 98. Rita offered her score at 98. Jim said that he had no basis to make a score, since he did not receive the agenda and materials in time to evaluate. Kate offered to mail a packet to Jim.

Lee Bryant motioned to accept the proposal from The Link as presented, and to approve The Link as their recommendation to Wasco County for the Transit Contract. Jim Holycross seconded the motion. Motion carried unanimously. Tyler Stone was present on behalf of Wasco County to accept the recommendation.

STIF PROJECT UPDATES

Kate Drennan gave highlights of her report on current STIF projects:

- The Dalles Deviated Fixed-Route has been implemented. The second route opened in October 2020. Ridership has been suppressed due to Covid restrictions, but we are seeing a recent uptick. In the past month, The Link has added two new stops; One at One

Community Health, and a second one at the pallet housing shelter on Bargeway Road. Kate noted that the clients living there are using The Link's park and ride to get to work.

- Five new transit vehicles have been approved and are scheduled to arrive in July.
- Administrative support for Wasco County STIF is ongoing.
- Wasco County Human Services Coordinated Plan Update was completed in December 2020.
- The Mobility Manager worked with the public health authorities to make signups for the Migrant Worker clinics more user-friendly and to make the transportation information more visible. Coordination with the Next Door cultural training for drivers has been delayed due to COVID-19.
- Mobility Manager worked to secure a grant from the Columbia Gorge Health Council to provide passes to low-income residents of both Hood River and Wasco Counties. The Link and MCEDD will conduct outreach to the Wasco County partner organizations to help distribute passes, including the Veterans Service Office, Mid-Columbia Community Action Programs, DHS Action Team, Columbia Gorge Community College, Mid-Columbia Housing Authority, Gorge Grown, and The Next Door, Inc.

LINK REPORT

Kate Drennan and Jesus Mendoza reported to the Committee on The Link **Operations:**

- The MCEDD-LINK lobby is once again open and serving the public at full capacity.
- Personal Protective Equipment (PPE) remains in full compliance with the transit rules issued by Governor Brown, including PPE for staff, passenger spacing, and mask wear. LINK provides masks for riders that do not have one.
- The Link has hired a new part-time driver, Robbyn, who had previously driven for the Link before retiring. The Link is currently hiring for both a Full-Time and Part-Time Driver.
- MCEDD hired a new Deputy Director of Transportation Kate Drennan and Transportation Operations Manager Jesus Mendoza. Kate's position will oversee the regional transportation planning and operations for MCEDD as well as general oversight of the Link. Jesus' position is focused on the daily management operations for The Link, supporting the drivers and dispatchers, operating The Link and continuing marketing outreach to clients noted in the discussion.
- Celilo rides are still available for dial a ride, but the fixed four-hour service every Friday will end with the grant's expiration. The Link is aware of the transportation services need in that community and is planning to continue service for the client with the low-cost option offered by the gorge pass.
- Currently operating Dial-a-Ride services on Saturday which will serve The Dalles farmers market when it reopens in June 2021.
- Service to Smaller Communities in Wasco County – Increased capacity for Maupin and South County residents. A weekly shuttle from Maupin/ Tygh Valley/ Dufur was restarted in January 2021 and continues to bring riders to The Dalles for shopping and appointments.
- High School Transit Training and Free Passes – This quarter, we started promoting students ride free just by showing their student ID rather than relying on school distribution of tickets. More promotion for back-to-school next fall.

Grants

- Wasco County Transportation Development Plan. The TDP contract received notice to proceed in April. Kate has had the initial meetings with the consultants to discuss plan elements and timeline.
- Regional Mobility: In partnership with CAT, The Link was awarded a regional grant focused on outreach, travel training, and supporting a regional transit strategy. The work included a request to add an additional full-time equivalent employee to MCEDD for Mobility Management, including more outreach in Wasco County as supported by the STIF Plan.
- Marketing: MCEDD was also awarded a regional marketing grant focused on regional transit messaging, branding, marketing and PR for the new shared Gorge transit pass – the GORge Pass. There is an RFP to solicit consultant services for this project currently out.

Other Items

General Ride info for Link was presented. The total revenue service mileage for both the Deviated Fixed Routes and the Dial-a-Ride services was since 36,397 in the last fiscal quarter (3-month period). Revenue service hours were 3, 610 over the same period.

Kate clarified that the roll-out of the gorge shared pass is a soft launch that is scheduled to begin this June. The Pass can be purchased for \$30 and will include the ability to ride any Link, CAT, Columbia Gorge express bus. Dial a ride is not included with this pass, it is intended to be used only for fixed route schedules. Louise asked if the Gorge Pass will cover the shopping bus trips. Kate said not, and re-emphasized that this pass will only cover fixed route stops. Kate explained that the soft launch period is for the rest of 2021. She reported that the marketing collaboration with CAT has been productive and both organizations are excited to work this program together. Kate added that proposals are due next week for the official launch in 2022. The cost of the pass may go up slightly for the full launch, but this is an excellent value for transportation.

Kate informed the Committee of the current security issue. The Link has replaced two catalytic converters that have been stolen off our buses in the past two months. Options being considered are increasing the number of security cameras in our yard and installing converter shields onto the buses to make theft more difficult. Kate added that we are looking for other options as well if anyone has suggestions.

Louise made a final request for any further questions or concerns. There were none. Jim added his appreciation and thanked the Link the service that comes to Canyon Rim in Maupin every Tuesday.

ADJOURNMENT

Meeting was adjourned at 9:57 a.m.

Respectfully submitted by Jill Brandt, Administrative Assistant

Wasco County Transit Development Plan

Public Transit Advisory Committee

July 29 | 9:00 – 10:30 AM



Presentation Overview

- Project Overview – Scope and Schedule
- Key Takeaways from Existing Conditions
- Discussion

Project Overview

The Transit Development Plan (TDP) will:



Consider fixed-route, demand-response, and intercommunity services



Consider capital investments, infrastructure, and technologies to support services



Provide a coordinated vision for transit service, especially for transit throughout the Gorge

What's in a plan?

The TDP will include:

- The vision of what transit service in the county can become, with an implementation plan and strategies
- Transit goals, policies, and practices
- Existing conditions analysis and travel patterns
- Prioritized transit service needs
- Discussion of future service opportunities
- Considerations for land use strategies and development code to support transit
- Monitoring program to track performance of the implemented alternatives

Project Tasks and Schedule

	1 - Project Initiation and Existing Conditions	Spring/Summer
	2 – Transit Needs and Transit Supportive Development	Summer
	3 – Evaluation of Future Service Opportunities	Summer/Fall
	4 – Transit Goals, Policies, and Service Design	Winter
	5 – Draft TDP	Winter/Spring
	6 – Adoption	Spring

2021

2022

How can PTAC members engage?



Attend TDP Advisory
Committee
meetings



Review draft
memos alongside
AC members,
without meetings



Attend, share, and
support wider public
comment opportunities
(e.g. – share surveys,
attend open houses, invite
MCEDD to present to
community organizations)

Project Outreach Approach

Project Webpage

Questionnaire (onboard and online surveys)

Direct Stakeholder Outreach Events

Online Open House

Comment Collection (Ongoing)

Advisory Committee

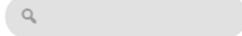
Project Webpage

<https://tinyurl.com/WascoCountyTransitPlan>



Mid-Columbia Economic Development District

English



ABOUT

FINANCING

STRATEGY

INDUSTRY DEVELOPMENT

TRANSPORTATION

CONTACT

[Home](#) :: [Transportation](#) :: Wasco County Transit Development Plan

Wasco County Transit Development Plan

Share Your Thoughts about The Link to be entered to win a prize!

The Link Public Transit wants to hear from you! Tell us about how you use the Link and how we can improve our services. Fill out the survey at the link below and you'll be entered into a raffle to win the new GORge Pass – an annual card that gives you unlimited trips on transit routes throughout the Gorge, to Portland, Vancouver and beyond!

[Take the Survey](#)

The purpose of Wasco County Transit Development Plan (TDP) is to examine how Wasco County can enhance transit service in the community to meet the needs expected from future regional growth and tourism.

What will this Plan Do?

This plan will guide efforts to improve the transit experience and reduce greenhouse gases by providing a strategy for updating, operating, and funding transit in Wasco County for the next 20 years.

Why Now?

With increased state transit funding and more transit options from regional providers (like CAT) connecting into Wasco County, this plan sets a clear direction for the future of transit in Wasco County.

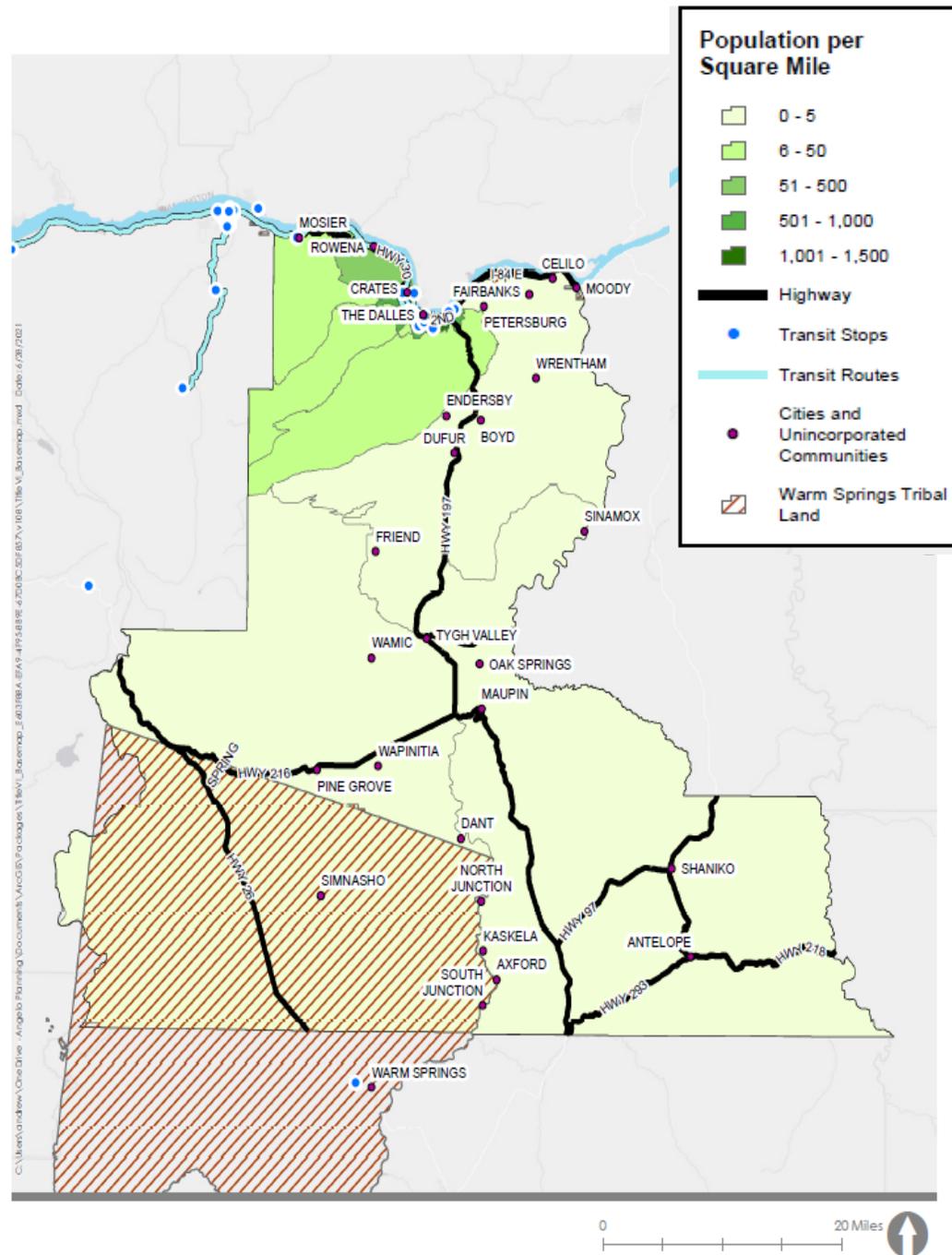
Initial Outreach and Survey Findings

- Purpose: Understand existing transit use and needs
 - 24 Onboard Surveys Collected
 - X Online Surveys completed
- Consultant team has also review previous planning efforts like the Human Coordinated Services Plan, The Dalles Transportation System Plan, County Comprehensive Plan documents

Overview of Existing Conditions

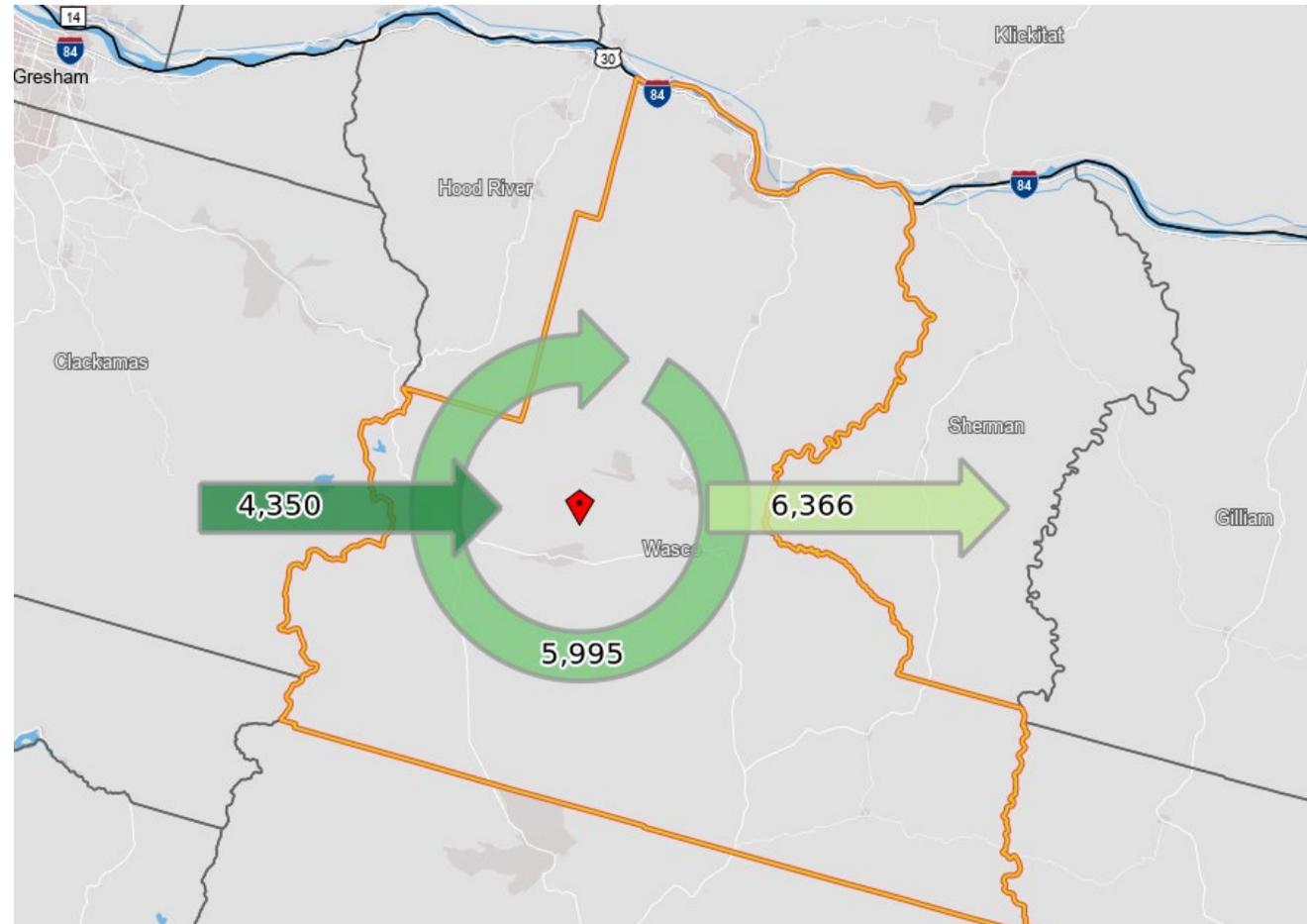
- Introduction
- Key Findings
- Demographic Analysis
- Current Public Transportation Service
- Transit Service Assessment
- Transit Capital Assets Analysis
- Transit Budget and Funding Sources Analysis
- Outreach Findings
- Conclusion & Next Steps

Demographic Analysis



- High proportions of transit-dependent populations live in rural areas
- Many of these rural areas do not have access to fixed route transit
- Rural nature makes these populations hard to efficiently serve

Demographic Analysis



- Low number of commuters between cities, except between The Dalles – Hood River and The Dalles – Portland

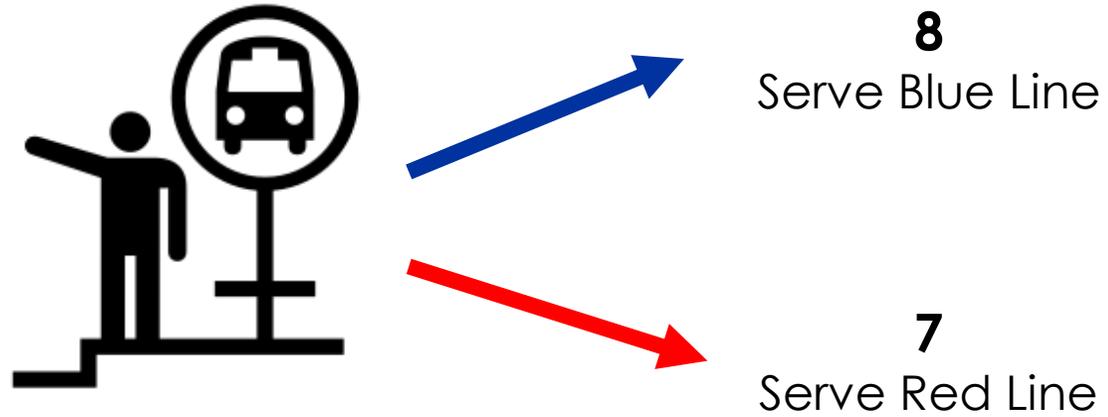
Current Public Transportation Services



The LINK Services: Deviated fixed routes, Dial-a-ride, Shopping Shuttles

Current Public Transportation Services

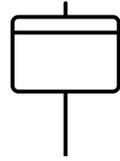
12 Transit Stops*



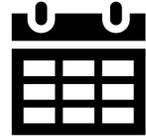
*Informal stop at the DMV

Current Public Transportation Services

12 Transit Stops



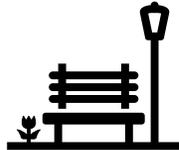
11 with signs (3 permanent signs)



2 with route schedules



3 with bus shelters



6 with benches



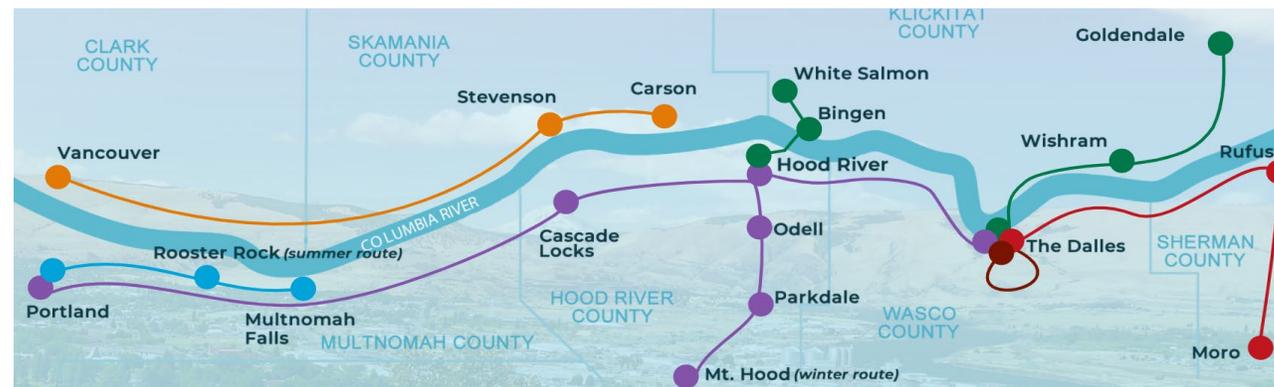
1 with park and ride lot



4 with trash cans

Current Public Transportation Services

- Connections to other regional transit services
 - Gorge TransLink Alliance
 - GORge pass fare program
 - Could provide better regional service by continuing to connect at physical bus stops and coordinate programs



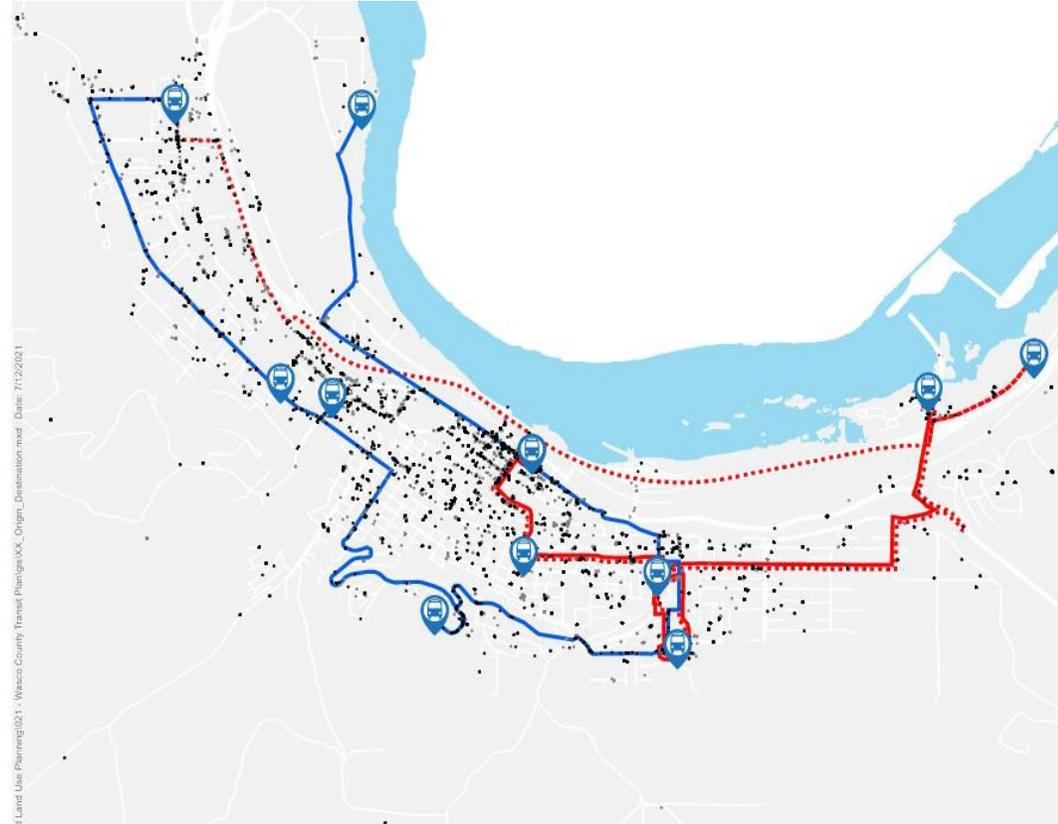
Columbia Area Transit | Skamania County Transit | Mt. Adams Transportation Services
| The LINK | Sherman County Transit | Columbia Area Transit (summer only)

Category	The Dalles	Wasco County	EcoLane Data
Population	15,448	26,130	37,723 trips
Percent under 18 years old	23%	23%	13%
Percent above 65 years old	21%	20%	34%
Percent with disability	21%	18%	20% ²

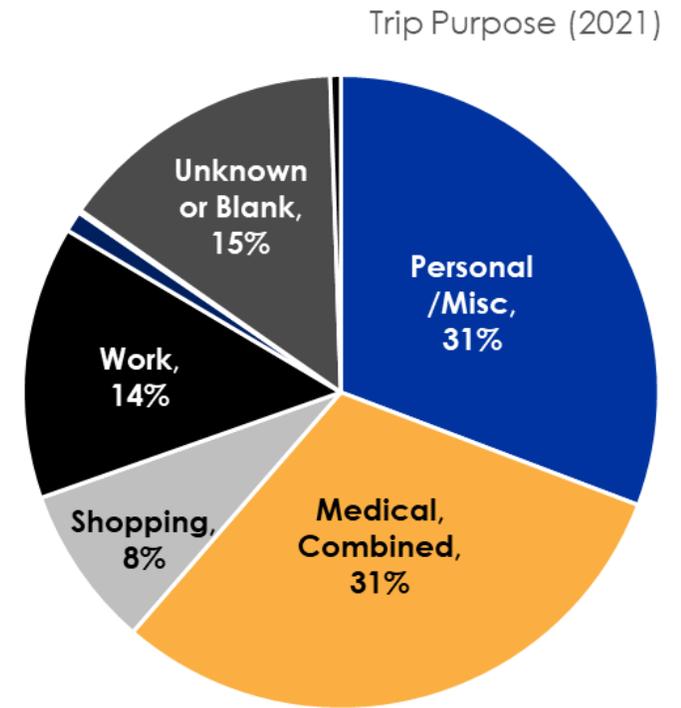
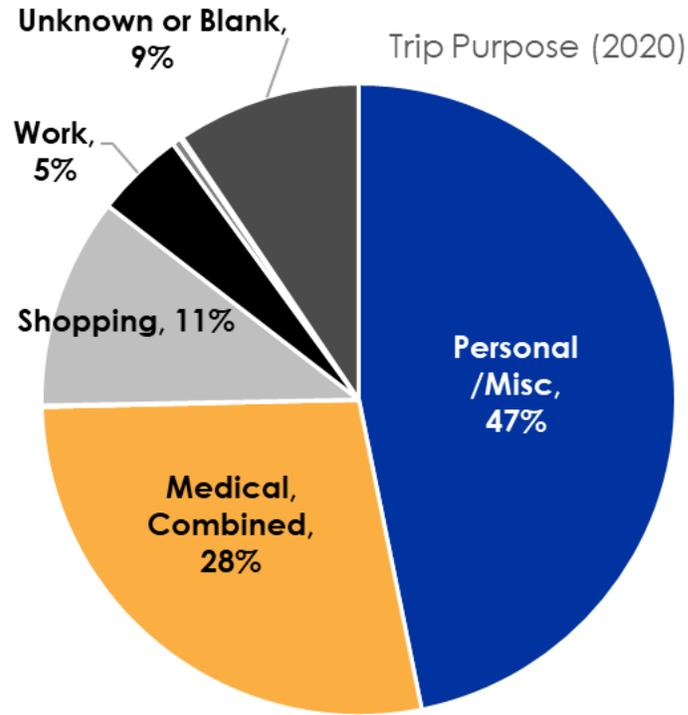
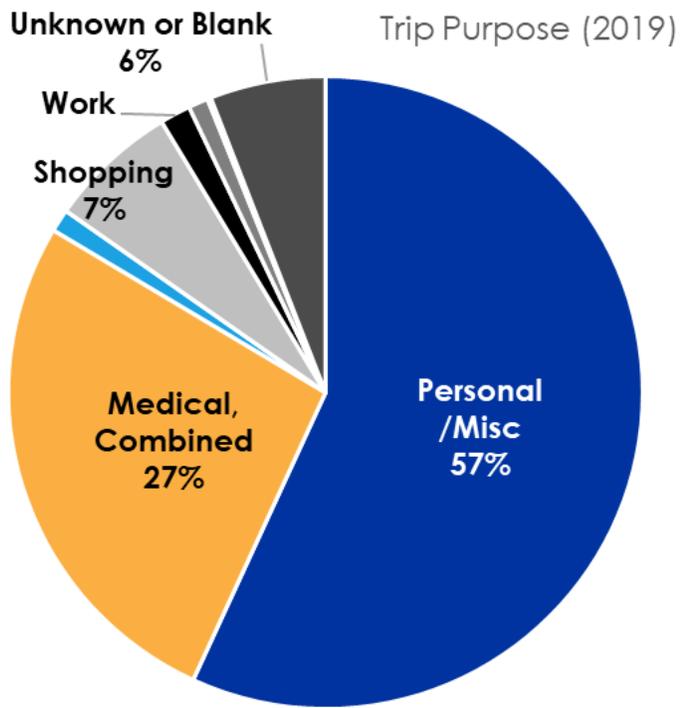
Transit Service Assessment

High use of transit services by elderly individuals (over the age of 65)
 Note EcoLane data reflects multiple trips by potentially the same users

Transit Service Assessment

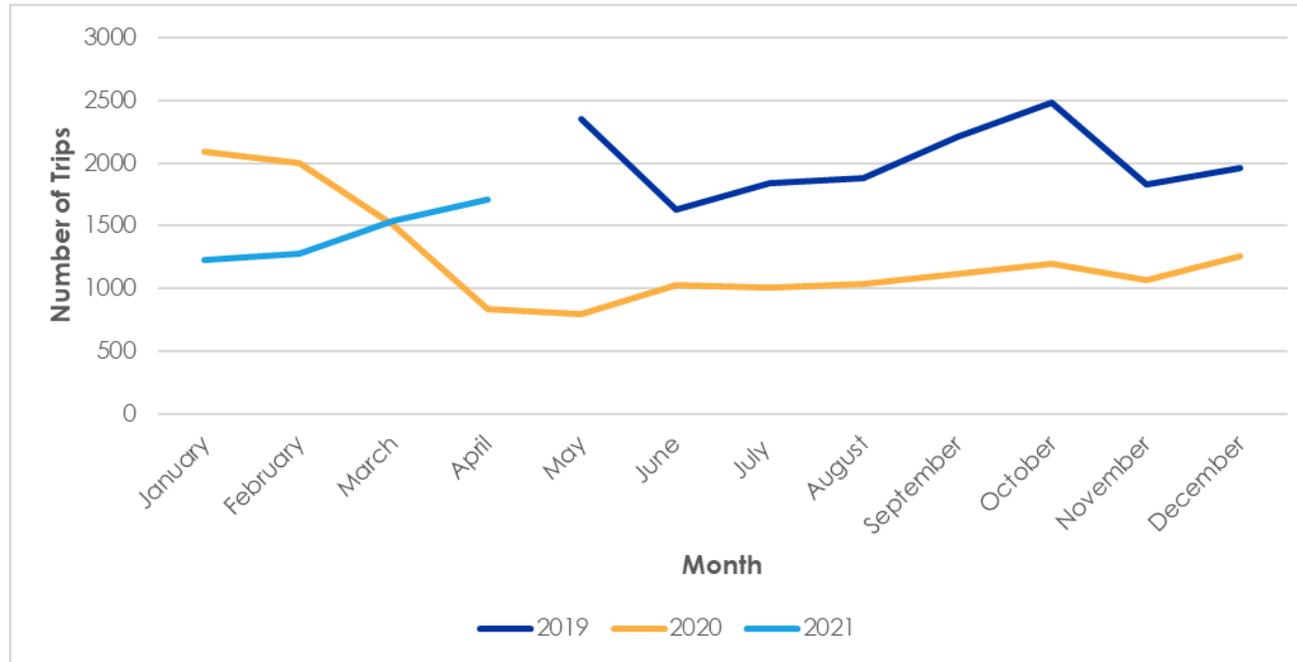


- A majority of transit trips started and ended in The Dalles
- Several trips extend beyond the formal service area
- Low number of trips outside the Dalles where there is less access to transit service and fewer transportation generators



Transit Service Assessment

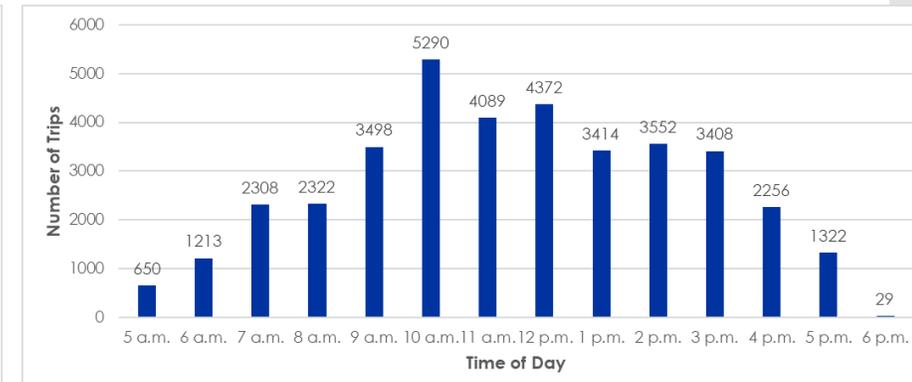
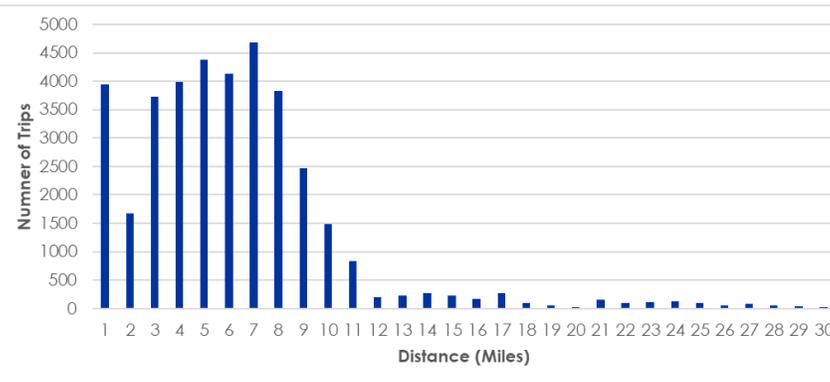
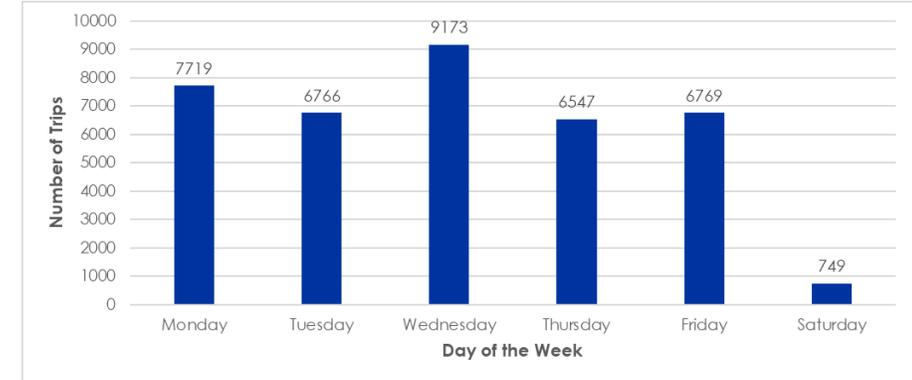
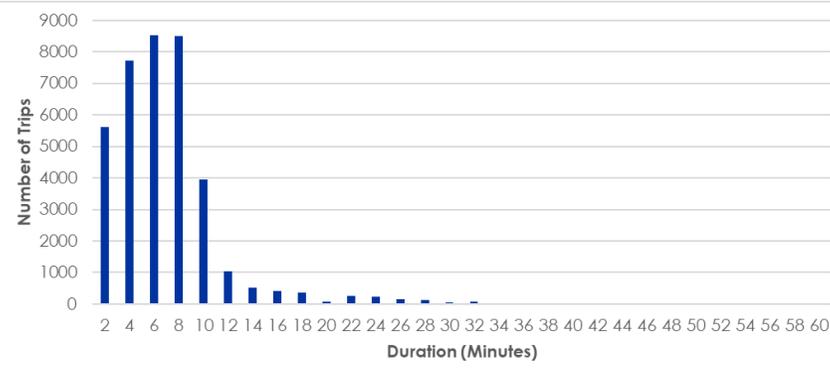
Trip purpose shifted during the COVID-19 pandemic: reduction in percentage of personal/miscellaneous trips



Transit Service Assessment

Monthly ridership dropped by over 50% between February 2020 and April 2020
 Ridership is increasing but has not returned to pre-pandemic levels

Transit Service Assessment



- Most trips are less than 10 minutes and less than 10 miles long
- Weekday trips are spread fairly evenly across days and trips peak mid-day

Transit Service Assessment

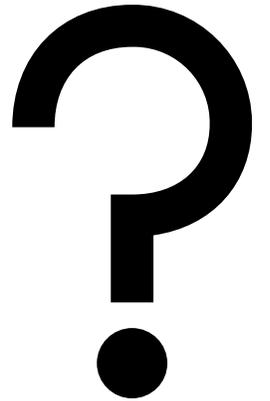
- Rides per hour and rides per mile are near the average of its peers

	City of Cottage Grove, OR	Hood River County Transportation District	City of Lebanon, OR	The LINK	Colusa County, CA	Churchill Area Regional Transit (NV)	Average
Operating Cost per Hour	\$48.64	\$98.45	\$65.02	\$85.70	\$90.62	\$75.18	\$77.27
Rides per Hour	2.19	3.86	4.21	4.01	4.01	4.93	3.87
Rides per Mile	0.18	0.19	0.46	0.26	0.24	0.35	0.28
Local Fixed-Route	X	X	X				-
Regional Fixed-Route		X			X		-
Demand-Response	X	X	X	X	X	X	-

- Represents 2018 numbers, prior to introduction of deviated fixed-routes

Discussion Questions

- What two questions would you like to make sure are asked/ studied through the planning process?
- What is the best way to engage the public to make sure their voices are heard in this process?
- Anything else?



To: MCEDD Transportation Administration Board
From: Kate Drennan, Deputy Director of Transportation
Date: July 29, 2021
Re: Quarterly LINK Operations Report

Operations

- The MCEDD- The Link continues to operate at full capacity, but follows federal guidance which requires that everyone wear a mask and practice COVID-safety cleaning protocols on and in public transportation facilities. This mean our drivers and passengers will continue to wear masks on buses.
- The Link began participating in the GORge Pass, a partnership between The Link, CAT, Mount Adams Transit, and Skamania County with a shared annual pass.
- We have been recruiting for additional full-time and part-time bus drivers. We are the in midst of the interview process and hope to hire 2-3 new drivers by summers end.
- We promoted long-time driver Scott Isaak to our Lead Driver position. As part of his new position, he continues to train drivers and implement safety and vehicle check programs.
- We have begun advertising a new mobility and travel trainer Program Manager to work with low-income and minority populations to spread awareness of public transit services and train community members as 'travel ambassadors'.

Grants

- MCEDD- The Link awarded the 5310 grant by Wasco County to provide public transportation services, including Dial- A-Ride Services.
- July 1 begins the new fiscal year and the FY 21-23 STIF Plan. The awarded Plan will fund the following services: Maintaining the Red and Blue Routes, continuing to serve smaller communities such as South County Shuttle, shopping buses, expanded Dial-A-Ride services hours, vehicle replacement,purchase and install bus shelters (2), marketing, education and outreach including Spanish langauge, serving youth, elderly, and low-income populations.
- Marketing: We have begun marketing efforts for the GORge Pass, and are working with The Columbia Gorge Tourism Alliance on a full marketing and PR strategy to span the next 18 months, and development of an equity fund.
- Through a Gorge Health Council grant, we have begun distributing free day and annual passes to partnering community-based organizations to distribute to low-income clients.

Physical Assets

- Buses - our first of five purchased new buses arrived in Mid-June. Operations manager has been working to get Link logos and branding applied. We are currently waiting on DMV title and paperwork to put the new bus into circulation.
- The remaining buses are scheduled to arrive in early to mid-August. Once all new buses are in circulation, we will pursue the sale of 2 older vehicles.

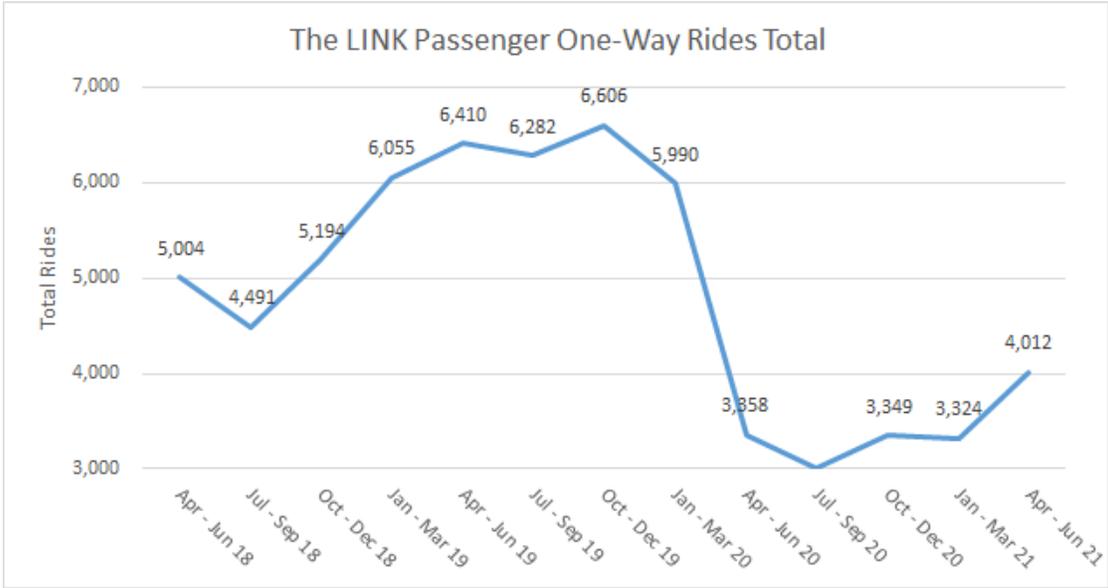
- We continue to lay the groundwork with the City of The Dalles for installation of bus shelters at the Port along Klindt Drive, and adjacent to Next Door, Inc at Kelly Avenue and W. 11th St. We anticipate completion of these 2 shelters this summer or fall. We have re-initiated discussions about installing a shelter at the Mid-Columbia Medical Center and submitted a grant request to the MCMC Health Foundation support a shelter there.

Other Items

- The Link participated in the 4th of July parade, with our operations manager Jesus driving a bus, and Executive Director Jessica Metta handing out our new brochures.
- Wasco County Transportation Development Plan in underway with on-board and online surveys to solicit rider and community feedback.

Ride Information for The Link

ALL DEMAND RESPONSE	Jan-Mar 2021	APR-JUN 2021
Total Passenger One-Way Trips	3,324	4,012
Elderly/Disabled One-Way Trips	2,023	2,168
Revenue Service Hours	2,137	2,412
Revenue Service Miles	22,259	29,431
DEVIATED FIXED ROUTE		
Total Passenger One-Way Trips	908	1,476
Elderly/Disabled One-Way Trips	221	628
Revenue Service Hours	1,363	1,741
Revenue Service Miles	13,118	7,989
TOTAL DAR + DFR		
Total Passenger One-Way Trips	4,232	5,488
Elderly/Disabled One-Way Trips	2,244	2,796
Revenue Service Hours	3,500	4,153
Revenue Service Miles	35,377	37,420



Memorandum

To: Wasco County Public Transportation Advisory Committee

From: Kate Drennan, Deputy Director of Transportation

Date: May 20, 2021

Re: Wasco County FY21 Q3 STIF Plan Project Updates

Project Name	Project Description in Plan	Status
The Dalles Deviated Fixed-Route	Implement a new deviated fixed-route bus service in The Dalles.	We continue to operate both fixed routes, ridership is holding steady from last quarter, rebounding from slowdowns during COVID.
New Vehicles / Capital Reserve	Grant match funds to support the deviated fixed-route with an additional vehicle in FY19 and add another vehicle to the fleet in FY21.	Completed. We received one new vehicle in June.
Administrative Support for Wasco County STIF	Support for LINK administration to maintain existing services and launch new services.	Ongoing.
Wasco County Coordinated Transportation Plan	Necessary for meeting program requirements as plan must be updated by 2020	Completed in December 2020.
The Dalles Transit Center Facility Completion	Supplementing current grant funds to complete repairs to the vehicle gate and construction of a bus barn.	Completed.
High School Transit Training and Free Passes	During the school year, quarterly transit training at The Dalles High School, Dufur High School and Wahtonka Community School. One free ride per month for high school students at the schools mentioned.	Last quarter we started promoting that students could ride free just by showing their student ID and have seen a slow uptick in student rides.
Spanish Language Outreach	Development of additional Spanish marketing and rider materials, adding Spanish to the vehicle exteriors, cultural training for LINK staff.	Operations manager has done work with Next Door to promote services and drivers have undertaken cultural training.
Driver/ Dispatch Wage Increase	Increase in wages to remain competitive.	Completed. Link staff was awarded another step increase in June 2021.
Mobility Management Transit Support	Transit training for The Dalles Middle Schoolers, as well as additional outreach to Latino	Continued weekly meetings with the Gorge Native American Collaborative to address

	populations and Celilo Village and other low-income populations in the LINK service area.	immediate transportation needs and longer-term challenges. Kicked off the 'Transit Connect' program which partners with community based organizations to distribute passes to low-income riders. Feedback at the first check-in meeting with the organizations was very positive.
Mobile Ticketing App	Launching new mobile ticketing app to boost ridership.	Completed.
Expanded LINK Hours for Employment Transportation Needs	Expanding service from 6am to 7pm on weekdays.	Hours currently at 7am-6pm.
Weekly Celilo Shuttle	Weekly shuttle from Celilo Village and Lone Pine to The Dalles.	Service continued for the final quarter. The shuttle ceased at the end of the Fiscal Year due to the cessation of the grant.
Expanded Marketing	Doubling of annual LINK marketing budget to boost ridership.	Increased marketing continues with regular ad placements each month. We also created a facebook video to market transit access to the farmers market, were featured on the radio, and partnered with One Community Health to advertise services.
Free Farmers Market Service	Adding stop on the deviated fixed-route at The Dalles Farmers' Market when the market is open, possibly free passes.	We are currently operation Dial-a-Ride services on Saturday that serves the Dalles farmers market. Our operations manager recorded a marketing video for the market and transit services to get there.
Grant Match Reserve	Build up reserve that could be used for other federal and state grants.	The funds are expended as the vehicle replacement grant as referenced above, and also for TGM grant match for transit masterplan.
Service to Smaller Communities in Wasco County	Increased capacity for Maupin and South County residents with a part-time LINK driver and mini-van stationed in Maupin.	Weekly shuttle from Maupin/ Tygh Valley/ Dufur restarted in January 2021 and continues to bring riders to The Dalles for shopping and appointments.
Saturday Service	Expanding service to include 8am to 5pm on Saturdays.	Dial-a-ride service being provided from 9am to 4pm.

Bus Shelters and Amenities	Grant match for bus shelters and amenities in support of the deviated fixed-route.	Completed.
Youth Summer Service	Adding stop on the deviated fixed-route at The Dalles Aquatic Center when school is out, possibly free passes for youth.	Plans to start in 2020 were canceled due to COVID-19. Summer 2021 planning is underway.
Bus Bike Racks	Adding bike racks to all of the LINK buses.	Completed.

WASCO COUNTY STIF FORMULA PLAN FY21-23

Routes and Connections

Support for bus routes and bus services to communities with a high percentage of Low-Income Households, to include ongoing support of the deviated fixed routes in The Dalles, service to smaller communities in Wasco County, and maintaining dial-a-ride hours on weekends, early mornings and evenings.

- 1) Maintain deviated fixed route service in The Dalles.
- 2) Provide service to smaller communities in Wasco County outside of The Dalles. This could include a mix of shopper shuttles, deviated fixed routes and dial-a-ride operations.
- 3) Maintain dial-a-ride hours that were expanded in the 2019-21 STIF Plan, including weekend service, and weekday service that supports employment transportation early in the morning and in the evenings.

Fleet

This project uses STIF funds to match a grant to replace buses at the end of their lifecycle, and supports vehicle spill protection at the Transit Center.

- 1) Purchase four new buses to maintain service to communities with a high percentage of low-income households, and/or individuals with disabilities. Purchase vehicle spill equipment to improve environmental protection at Transit Center.

Facilities and Bus Shelters

Increase bus shelters available for service on The Link.

- 1) Purchase and install two bus shelters.

Administrative Support

Administrative support for MCEDD-LINK operations to successfully administer the complex STIF Plan. This includes financial tracking and reporting, outcome measure tracking and reporting, development and implementation of STIF projects. This also supports indirect and overhead costs.

Marketing

Actions to boost ridership on The Link, including marketing, fare subsidies, and Spanish-language outreach.

- 1) This task provides resources for additional marketing to expand community outreach, to facilitate community awareness and increase ridership. Marketing materials will highlight The Link services and the GORge Pass, a multi-provider transit pass.
- 2) Develop and implement fare subsidy programs for low-income populations, and for youth traveling to The Dalles Aquatic Center in the summer.
- 3) Increase outreach to Spanish speaking populations in Wasco County, including staff outreach, targeted marketing, and cultural training for staff.
- 4) Develop and implement a program to support free high-school student transport on The Link.

Planning and Mobility Management

Increased outreach in Wasco County to encourage familiarity and ridership on transit, especially to low income populations and minority communities. Outreach will include development of online travel training materials to improve community knowledge of public transit connections and build confidence in using transit.

- 1) Staff outreach in Wasco County to encourage familiarity and ridership on transit. Also, development of online travel training materials to improve community knowledge of public transit connections and build confidence in using transit.