



# BURNS PAIUTE TRIBE COORDINATED HUMAN SERVICES PUBLIC TRANSPORTATION PLAN

Final

June 2016

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## **Acknowledgements**

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**Acronyms**

- ACS – American Community Survey
- DHS – Department of Human Services
- EOCCO – Eastern Oregon Coordinated Care Organization
- FTA – Federal Transportation Administration
- FY – Fiscal Year
- GCTD – Grant County Transportation District
- LEHD – Longitudinal Employer-Household Dynamics
- MCCOG – Mid-Columbia Council of Governments
- NEMT – Non-emergency medical services
- ODOT – Oregon Department of Transportation
- OHP – Oregon Health Plan
- RNA – Regional Regional Network Administrator
- STF – Special Transportation Fund
- TPI – Transit Propensity Index

# 1 INTRODUCTION

The Burns Paiute Tribe and the Oregon Department of Transportation updated the Coordinated Human Services Public Transportation Plan (the Coordinated Plan) to address a combination of regulatory and community goals.

The Federal Transit Administration (FTA) and the Oregon Department of Transportation (ODOT) require recipients of FTA Section 5310 program funds and State Special Transportation Fund (STF) Program funds to engage in a coordinated planning process.<sup>1</sup> The goal is to broaden the dialogue and support coordination between public transportation and human services transportation supporting key target populations: older adults, people with disabilities, and people with low incomes. Projects submitted for FTA and ODOT funding must be included in the Coordinated Plan. This Coordinated Plan must be updated every five years.

The Coordinated Plan is intended to focus regional resources on strategies with the greatest benefit to the target populations and the transportation service providers. Identifying critical needs, available resources, and strategies, are all steps intended to create efficiencies, reduce redundancy and continue to enable high-quality public transportation services. Funds are relatively limited for public transportation in general, particularly for those targeted at older adults and individuals with a disability. Therefore it is always important for public transit providers and their partners to make strategic, targeted investments that address critical needs.

The intent of the Coordinated Plan is to be a “living” document identifying needs and investment priorities. The Burns Paiute Tribe will use the plan to allocate funding, and along with local partners will use the plan to develop and enhance transit services. Since the plan must be updated every five years; it should be written in a way that can incorporate ongoing updates and revisions.

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<sup>1</sup> FTA Section 5310 program funds and State Special Transportation Fund (STF) Program are focused on providing funding for the needs of seniors and persons with disabilities.

## 2 COMMUNITY CONTEXT

An analysis of the demographics and socioeconomic conditions highlights the transportation needs of community members throughout the county. This includes a more in-depth analysis of the needs for older adults, persons with disabilities, and individuals with low-income.

### AREA PROFILE

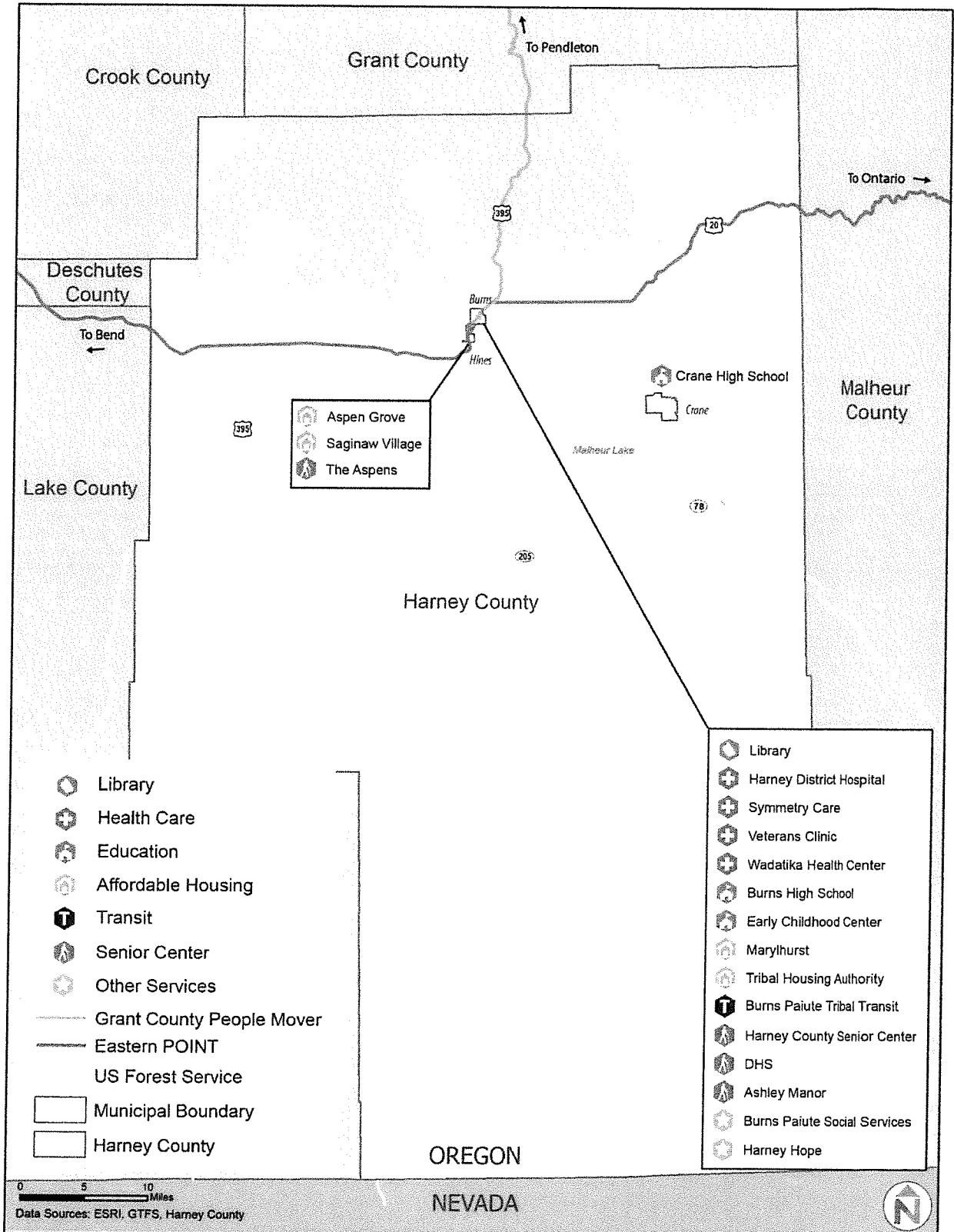
Harney County, located in southeast Oregon, covers 10,133 square miles and has a population of 7,314. The county is bordered by Grant and Cook Counties to the north, Malheur County to the east, Deschutes and Lake Counties to the west, and the State of Nevada to the south. Harney County's major transportation arteries are concentrated to the north of the county with Highway 20, running east to west, and Highway 395, running north to the southwest.

A portion of the county land northwest of Burns is dedicated to the Burns Paiute Tribe. Approximately 175 people live on the Burns Paiute Tribe reservation of 770 acres. The tribe has land in three other neighboring counties: 4,100 acres in Grant County, 5,400 acres in Malheur County, and 200 acres in Lake County.

As the largest county in Oregon with a small population, Harney County's population density is very low with 1.4 people per square mile. Burns, the county seat, lies in the northern part of the county adjacent to the other county population center, the City of Hines. An overview of the Harney County study area, including key destinations, is illustrated in Figure 1. The map highlights available transit service in the County as well as major services and attractions. These will be discussed in subsequent sections of the report.

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**Figure 1 Study Area**



## POPULATION

As shown in Figure 2, Burns and Hines are the two major population centers in the county while the remaining parts of the county are unincorporated. Harney County was one of only three Oregon counties to lose population between 2012 and 2013.<sup>2</sup> Both Burns and Hines experienced population decline since 2000. The county overall also had a decline in the population but smaller than the cities due to a population increase in unincorporated areas. This indicates a negative net migration as more people are moving out of the county than in.<sup>3</sup>

**Figure 2 Population Centers in Harney County**

Place		Population (2000)	Population (2013)	% Change (2000-2013)
Cities	Burns	3,064	2,774	-9%
	Hines	1,623	1,495	-8%
Cities Total		4,687	4,269	-9%
Unincorporated Harney County		2,922	3,045	4%
<b>Harney County</b>		<b>7,609</b>	<b>7,314</b>	<b>-4%</b>

Source: US Census 2000 and American Community Survey 2013 5-year estimates

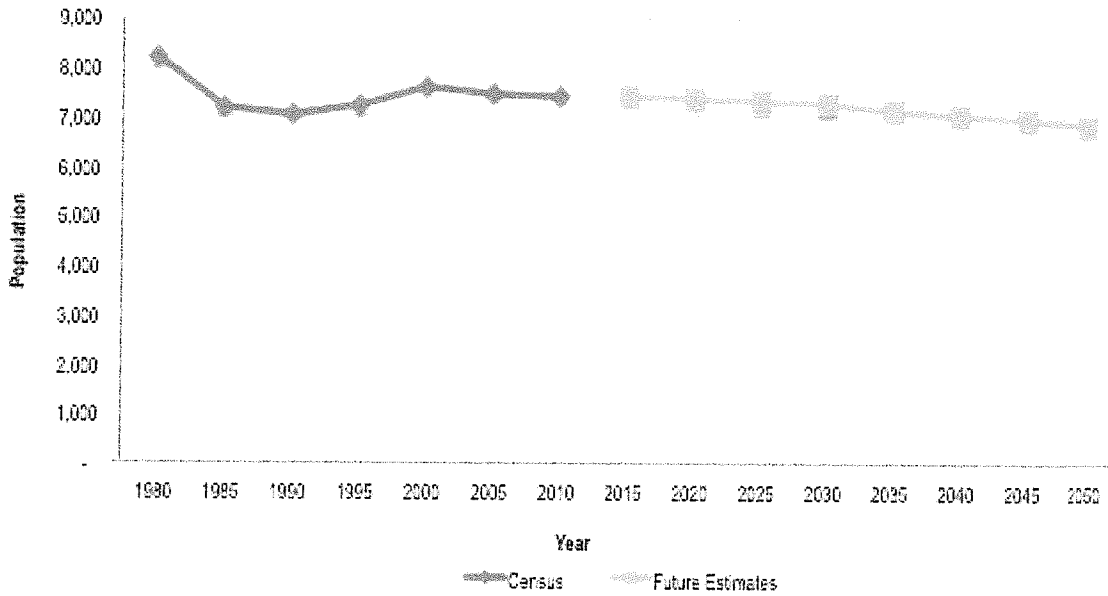
<sup>2</sup> State of Oregon Employment Department. Harney County Economic Profile. January 6, 2014. Retrieved from <https://www.qualityinfo.org/-/harney-county-economic-profile>.

<sup>3</sup> Ibid.



Figure 3 shows the historic and predicted population trends in Harney County. Population change patterns and future projections show that the county population is expected to continue to decline between 2015 and 2050. These projections, produced by the Oregon Office of Economic Analysis, utilize the cohort-component projection model, which “survives” the initial population size and allocates growth based upon predicted births, deaths, and migration.<sup>4</sup> The declining population indicates the migration and death rates are expected to exceed the birth rate through 2050.

**Figure 3** Historic and Predicted Population in Harney County



Source: State of Oregon Office of Economic Analysis, 2013

<sup>4</sup> Office of Economic Analysis. 2013. Retrieved from <http://www.oregon.gov/DAS/OEA/Pages/demographic.aspx>.

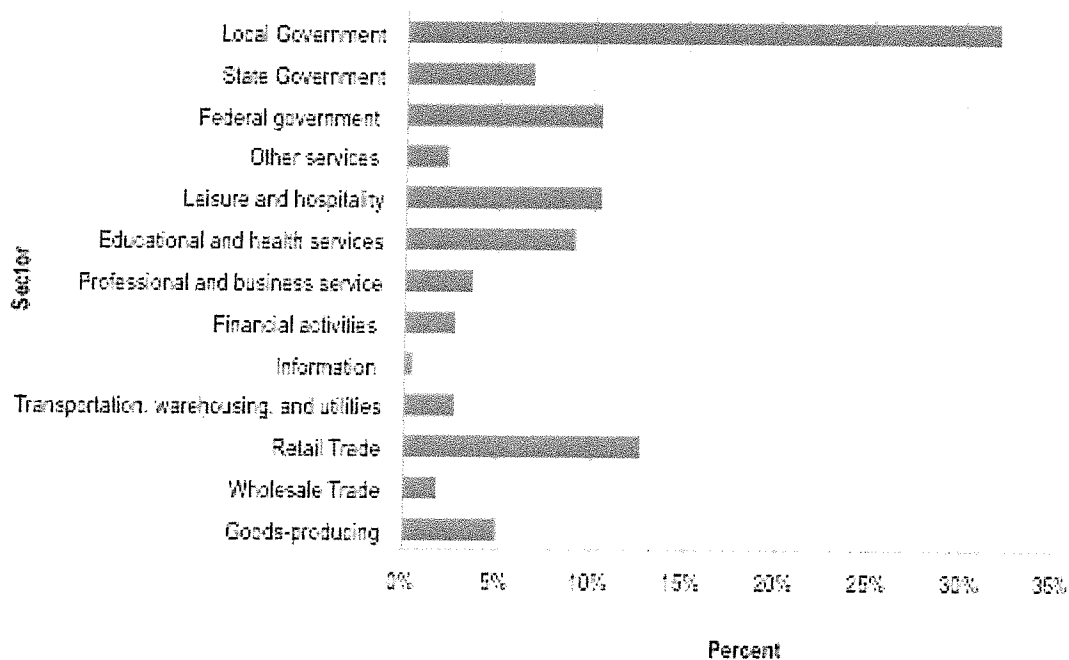
## SOCIOECONOMIC CONDITIONS

Demographic and socioeconomic conditions are strong indicators of the propensity for transit use. Specific population segments are considerably more likely to utilize transit for their transportation needs. Recent data from the U.S. Census Bureau’s American Community Survey (ACS) and Longitudinal Employer-Household Dynamics (LEHD) were collected and analyzed to describe the geographic distributions of population segments with high propensity for transit use. Planning for future human transportation services provisions requires an understanding of the geographic distributions of these population segments. Socioeconomic data regarding job growth by sector also paints a picture of when and where transit service may be needed.

### Employment Patterns

As of December 2015, there were approximately 2,200 non-farm jobs in Harney County. Figure 4 shows the distribution of employment by sector. The largest proportion of Harney County employees works in local government (32%), retail trade (13%), federal government (10%), and leisure and hospitality (10%). In 2012, the nonfarm job count was down to its lowest level since 1984. The county’s primary industry was previously strong in manufacturing, particularly for wood products. However, that employment sector has greatly declined contributing to overall decline in jobs in Harney County.<sup>5</sup>

**Figure 4 Non-Farm Employment by Sector in Harney County, December 2015**



Source: State of Oregon Employment Department

<sup>5</sup> State of Oregon Employment Department. Harney County Economic Profile. January 6, 2014. Retrieved from <https://www.qualityinfo.org/-/harney-county-economic-profile>.

## Transit-Supportive Demographics

Human services transportation focuses on older adults, persons with disabilities, and low-income populations because these are typically segments of the population that have lower rates of automobile access and use. These populations still require transportation to meet their everyday needs but may not have the means or the ability to drive an automobile. Figure 5 summarizes vulnerable populations in the country, Oregon, Harney County, and by city. Harney County houses a higher older adult population compared to the state and nation overall as well as a higher percentage of low-income individuals and a higher percentage of persons with disabilities.

**Figure 5 Summary of Vulnerable Populations in Harney County, 2013**

Place		Total Population	% of County	Older Adult Population	Population with Disabilities	Low-Income Population
Cities	Burns	2,774	38%	23%	24%	21%
	Hines	1,495	20%	18%	25%	39%
Cities Total		4,269	68%	21%	24%	27%
Unincorporated Harney County		3,045	32%	18%	14%	37%
<b>Harney County</b>		<b>7,314</b>	<b>100%</b>	<b>20%</b>	<b>20%</b>	<b>31%</b>
<b>Oregon</b>		<b>3,868,721</b>	<b>-</b>	<b>14%</b>	<b>15%</b>	<b>26%</b>
<b>United States</b>		<b>311,536,594</b>	<b>-</b>	<b>13%</b>	<b>13%</b>	<b>25%</b>

Source: U.S. Census Bureau, 2009-13 American Community Survey 5-year Estimates

The following sections show both a table and map of each of the three populations under examination in this project: older adults, low-income households, and persons with disabilities. Tables illustrate trends over time of these populations while the maps translate demographic numbers into densities per block group to highlight the areas that might be in need of transportation. Efficient public transportation that can serve many passengers in an hour relies upon density. Therefore, the maps display how many people per acre per block group fall into the three population categories. To allow comparison across the population groups, the same category breaks have been used for all three maps. In some cases, while the percentage of a population such as older adults is very high, the density at the block group level is very low. This means that serving those potential customers may require curb-to-curb demand-response style of service, yet the choice of what types of public transportation to provide ultimately rests with the community. Many places throughout the country, for example, run county-wide or regional curb-to-curb service in rural areas because that community values access for everyone who needs it over meeting certain productivity thresholds.

## Older Adults

The proportion of older adults in Harney County is growing at a similar rate to the state but has a larger proportion of older adults than both the state and nation. As of 2013, one-fifth of the county's population was 65 years or older. As illustrated in Figure 7, this growth has been primarily concentrated around the cities of Burns and Hines, which lost overall population during this time, indicating these residents may be aging in place. Older adults in unincorporated communities live in more remote areas and would be more efficiently served by demand-response service rather than fixed-route.

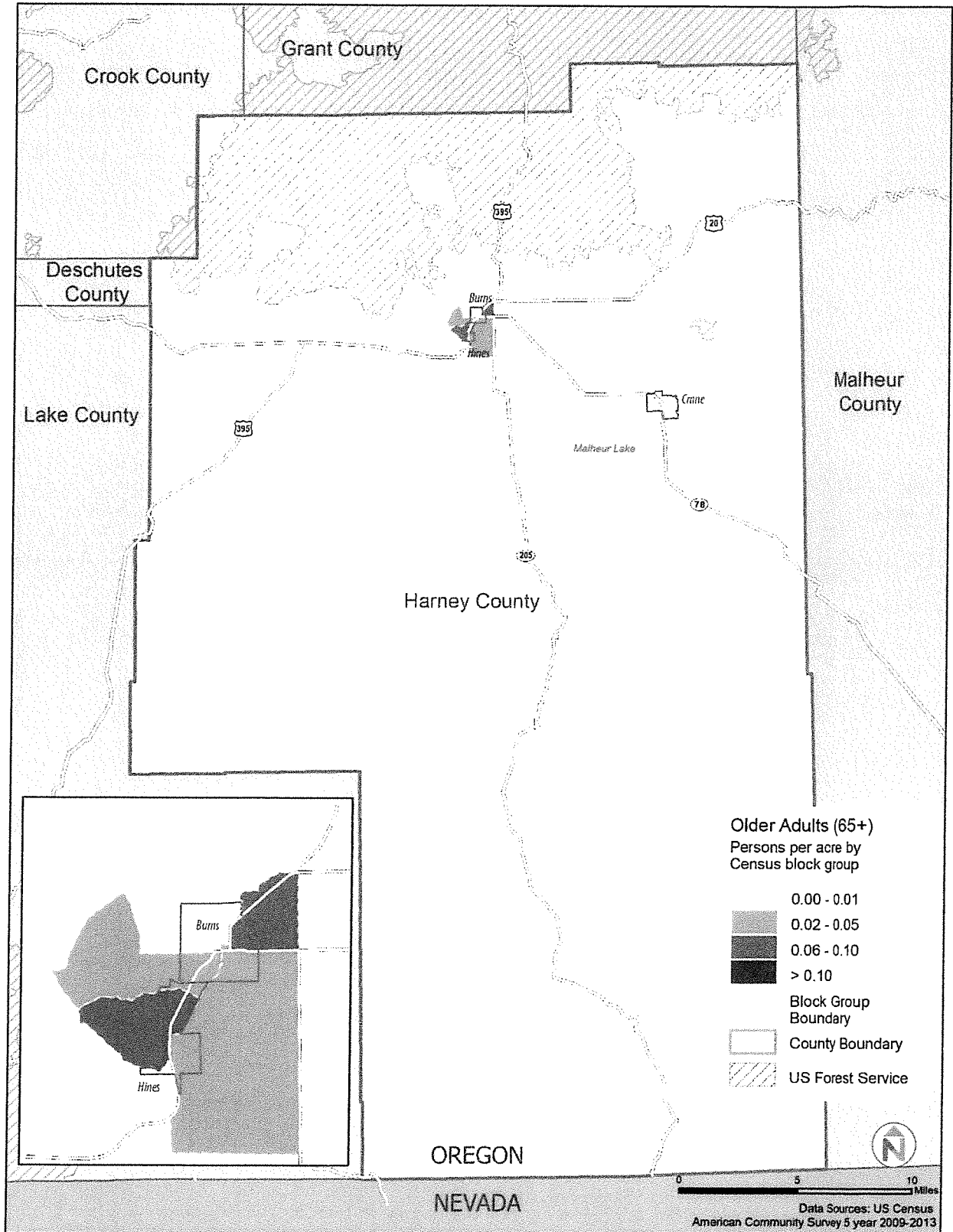
**Figure 6 Older Adult in Harney County by Place**

Place		Population 65 or older (2000)	Population 65 or older (2013)	% Change (2000-2013)	Proportion 65 or older (2013)
Cities	Burns	499	639	28%	23%
	Hines	227	264	16%	18%
Cities Total		726	903	24%	21%
Unincorporated Harney County		415	543	31%	18%
<b>Harney County</b>		<b>1,141</b>	<b>1,446</b>	<b>27%</b>	<b>20%</b>
<b>Oregon</b>		<b>438,177</b>	<b>560,073</b>	<b>28%</b>	<b>14%</b>
<b>United States</b>		<b>34,991,753</b>	<b>41,851,042</b>	<b>20%</b>	<b>13%</b>

Source: US Census 2000 and American Community Survey 2013 5-year estimates



Figure 7 Population Density of Older Adults in Harney County



**Persons with disabilities**

Figure 8 shows the proportions of populations with disabilities in Harney County, which are illustrated in Figure 9. Harney County experienced a small decrease of the persons with disabilities population, falling only 1 percent between 2000 and 2013. Burns and unincorporated areas of Harney County experienced the largest decreases in the population of persons with disabilities. As of 2013, the proportion of persons with disabilities in Harney County exceeds both the nation and the state. The highest densities of persons with disabilities in Harney County are concentrated around the cities of Burns and Hines.

**Figure 8 Persons with Disabilities in Harney County by Place<sup>1</sup>**

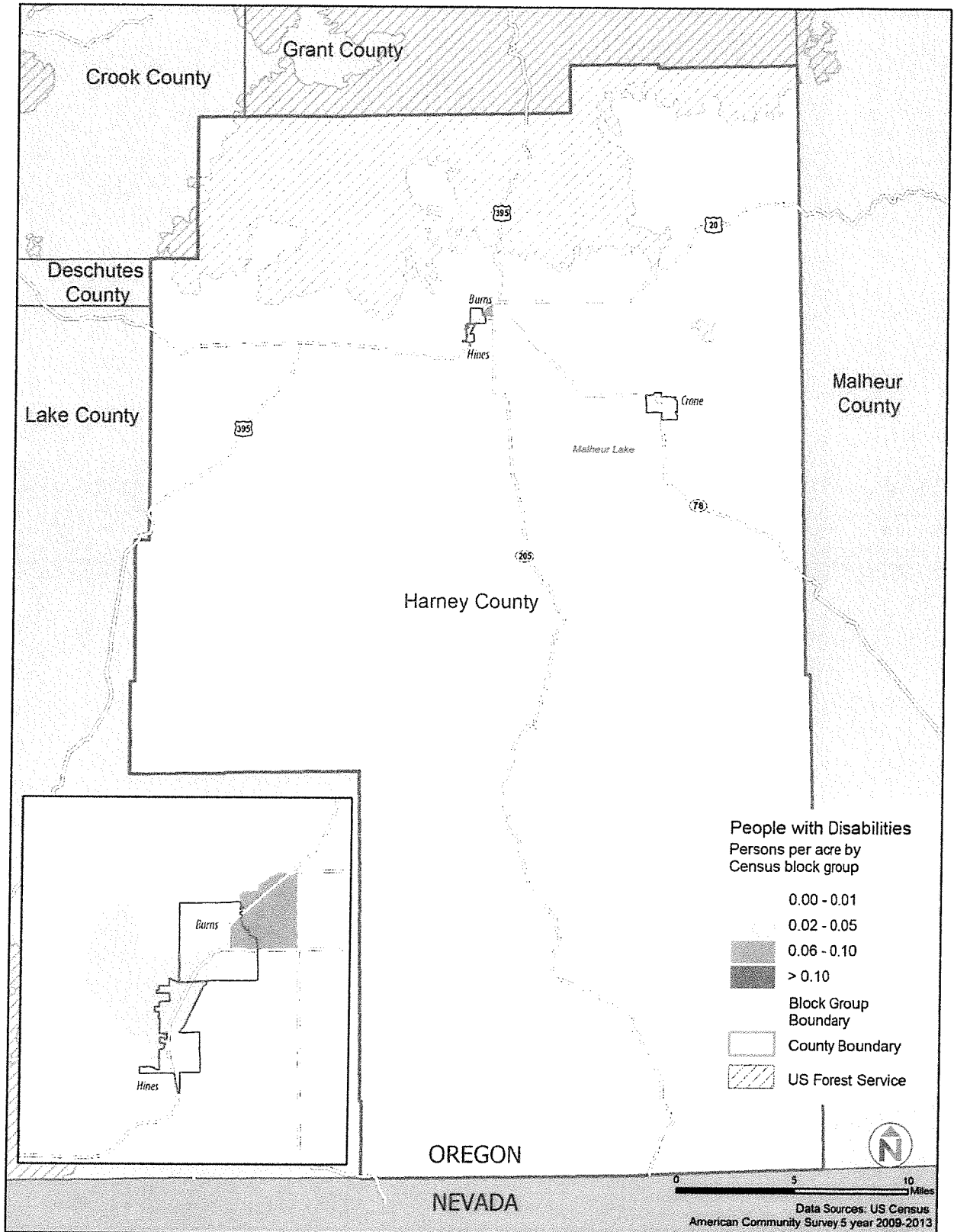
Place		Total with a disability (2000) <sup>2</sup>	Total with a disability (2013)	% Change (2000-2013)	Proportion with a Disability (2013)
Cities	Burns	708	652	-8%	24%
	Hines	260	379	46%	25%
Cities Total		968	1,031	7%	24%
Unincorporated Harney County		501	424	-15%	14%
<b>Harney County</b>		<b>1,469</b>	<b>1,455</b>	<b>-1%</b>	<b>20%</b>
<b>Oregon</b>		<b>593,301</b>	<b>523,827</b>	<b>-12%</b>	<b>15%</b>
<b>United States</b>		<b>49,746,248</b>	<b>37,008,659</b>	<b>-26%</b>	<b>13%</b>

<sup>1</sup> Data for persons with disabilities only reflects the population ages 5 years and older.

<sup>2</sup> The data for 2000 was collected through U.S. Census Summary File 3 (SF3). SF3 data is compiled from a sample of the total population (about 1 in 6 households) that received the Census 2000 long-form questionnaire.

Source: US Census 2000 and American Community Survey 2013 5-year estimates

**Figure 9 Population Density of Persons with Disabilities in Harney County**



**Low-Income**

“Low-income” is defined as a person whose income totals less than 150% of the poverty level. Figure 10 shows trends in the proportion of low-income residents within Harney County, Oregon, and the U.S. Between 2000 and 2013, Harney County’s low-income population grew by 28%, which was less than both the state and the nation. Of all residents in Harney County, 31% have low incomes, concentrated primarily in the City of Hines and in unincorporated areas around the City of Burns. With a large portion of low-income residents living in unincorporated communities, there’s a potential need for affordable transportation options within these areas. Burns had a decrease in the low-income population while the county had an overall increase, indicating a shift of the low-income population from Burns to other communities within the county.

**Figure 10 Low-Income Population in Harney County by Place<sup>1</sup>**

Place		Population with Incomes <150% Poverty Level (2000) <sup>2</sup>	Population with Incomes <150% Poverty Level (2013)	% Change (2000-2013)	Proportion of Population with Incomes <150% Poverty Level (2013)
Cities	Burns	749	580	-23%	21%
	Hines	279	580	108%	39%
Cities Total		1,028	1,160	13%	27%
Unincorporated Harney County		747	1,118	50%	37%
<b>Harney County</b>		<b>1,775</b>	<b>2,278</b>	<b>28%</b>	<b>31%</b>
<b>Oregon</b>		<b>680,596</b>	<b>998,512</b>	<b>47%</b>	<b>26%</b>
<b>United States</b>		<b>57,320,149</b>	<b>75,713,774</b>	<b>32%</b>	<b>25%</b>

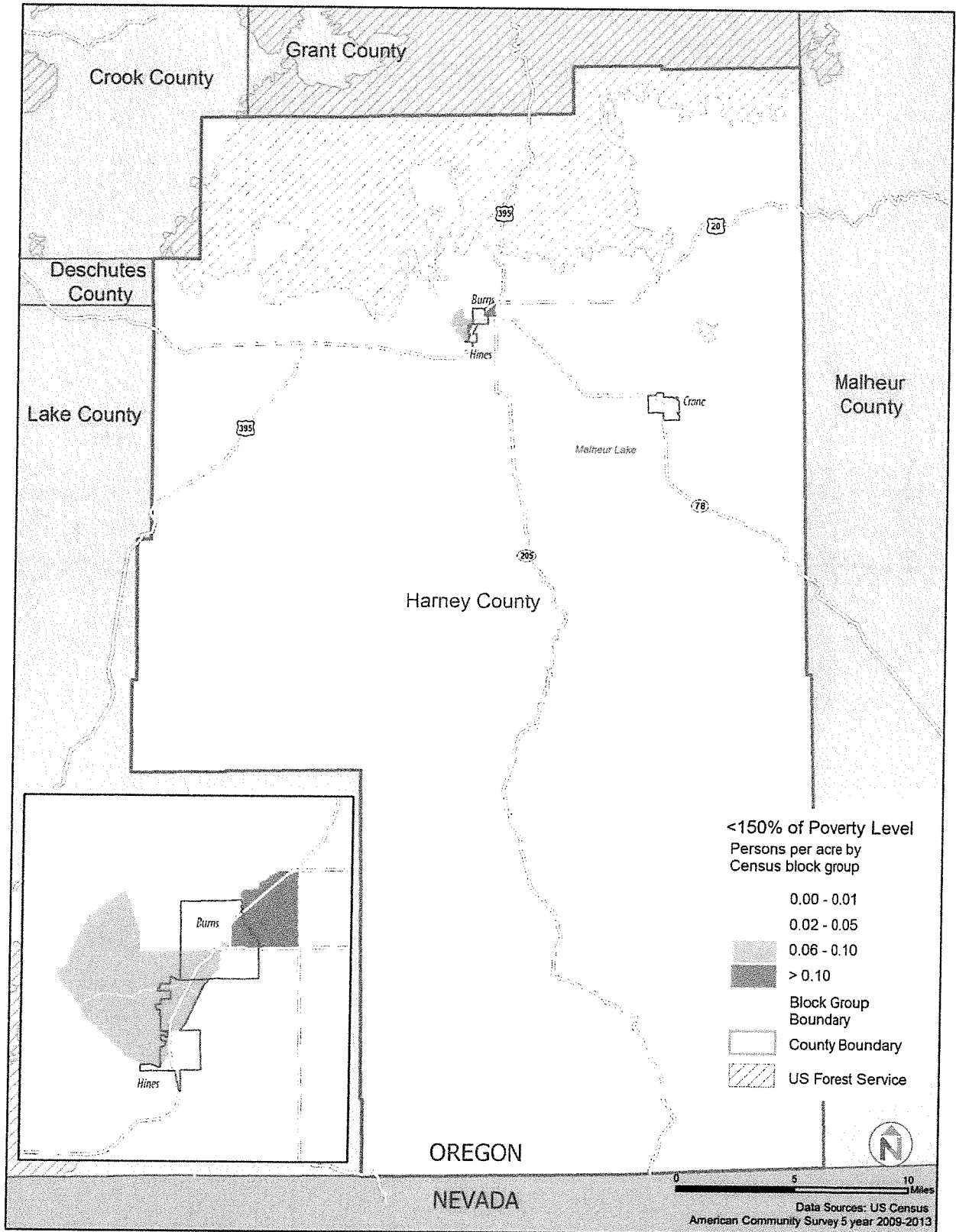
<sup>1</sup> Data for persons of low-income only reflects a portion of the population for which poverty status is determined. The income cannot be determined for children under the age of 15 not related by birth, marriage, or adoption to a reference person within the household, therefore their poverty status cannot be determined.

<sup>2</sup> The data for 2000 was collected through U.S. Census Summary File 3 (SF3). SF3 data is compiled from a sample of the total population (about 1 in 6 households) that received the Census 2000 long-form questionnaire.

Source: US Census 2000 and American Community Survey 2013 5-year estimates



Figure 11 Population Density of Low-Income Residents in Harney County



## Veterans

Veterans tend to have a higher propensity for using transit, relying on public transportation for work, education, healthcare, and other trip purposes. Although a veterans classification is not directly included in the Transit Propensity Index (TPI) discussed at the end of this chapter, veterans often fall into one of the transit-dependent demographic characteristics analyzed in the TPI—over age 65, persons with a disability, or low-income. Figure 12 shows that Harney County is home to approximately 723 veterans, or 12.6% of the county civilian population (18 years and older), relative to 10.8% for the entire state.

**Figure 12 Veterans in Harney County**

Geography	Proportion of Civilian Population that are Veterans
Harney County	12.6%
Oregon	10.8%

American Community Survey 2013 5-year estimates

## Limited English Proficiency

Persons with limited English proficiency (LEP) have a higher propensity for using transit as their primary means of transportation, assuming no language barriers deter ridership. In areas with a high number of people with LEP language, transit providers should offer extra assistance riders in a competent and effective manner to ensure services are safe, reliable, convenient, and accessible to those persons. Similar to veterans, LEP is not directly included in the TPI, but this population often shares one or more characteristics of the three target population analyzed. The term LEP refers to any person age 5 and older who—according to the U.S. Census—reported speaking English less than “very well”. As shown in Figure 13, approximately 1.2% of the Harney County individuals do not speak English “very well” relative to 6.2% for the entire state.

**Figure 13 Limited English Proficiency in Harney County<sup>1</sup>**

Geography	Proportion of Population that have Limited English Proficiency
Harney County	1.2%
Oregon	6.2%

<sup>1</sup> Data for LEP only reflects the population ages 5 years and older.

American Community Survey 2013 5-year estimates

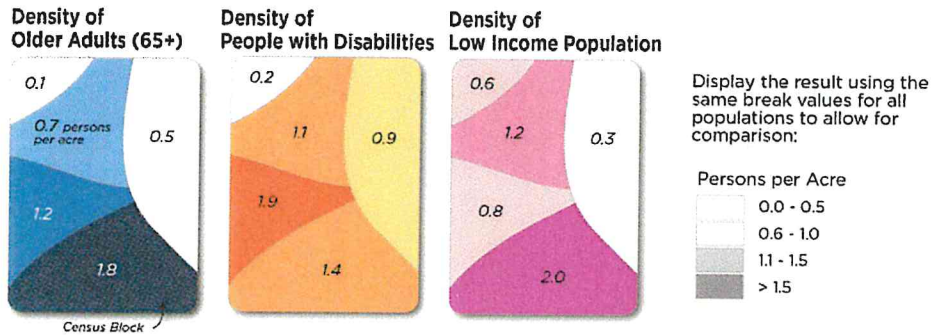
## Transit Propensity Index

The Transit Propensity Index (TPI) is a composite indicator adding the densities of the three target populations within a given geography. Each of the three densities (older adults, low-income households, and persons with disabilities) is equally weighted in the TPI. Figure 14 illustrates how the TPI allows for geographic comparisons that take all three variables into account, allowing for a potentially more holistic assessment of the need for transit (or the likelihood that transit could be useful).

Figure 14 Transit Propensity Index Methodology

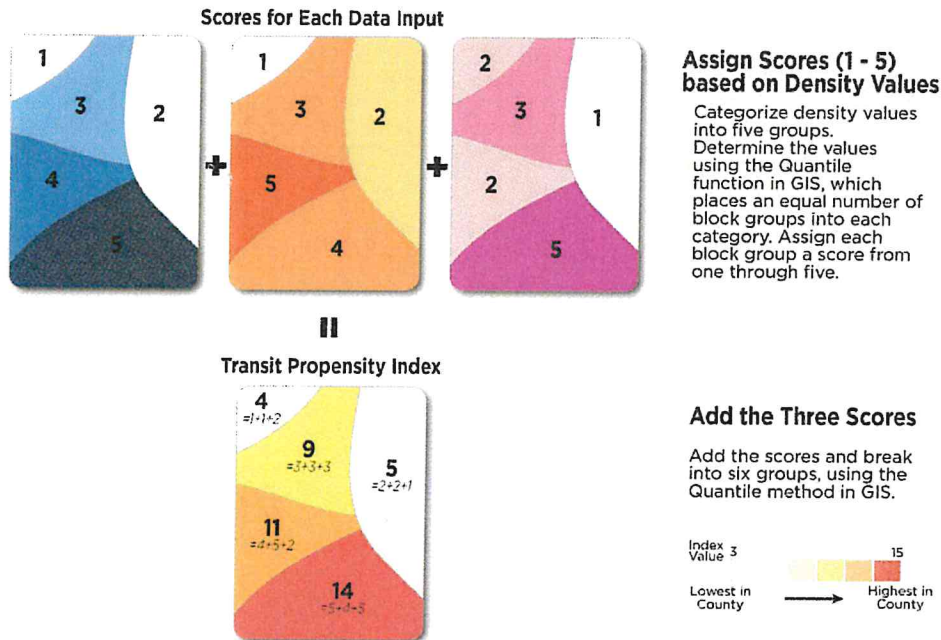
### 1. MAP POPULATION DENSITIES

Purpose: Identify transit supportive population densities



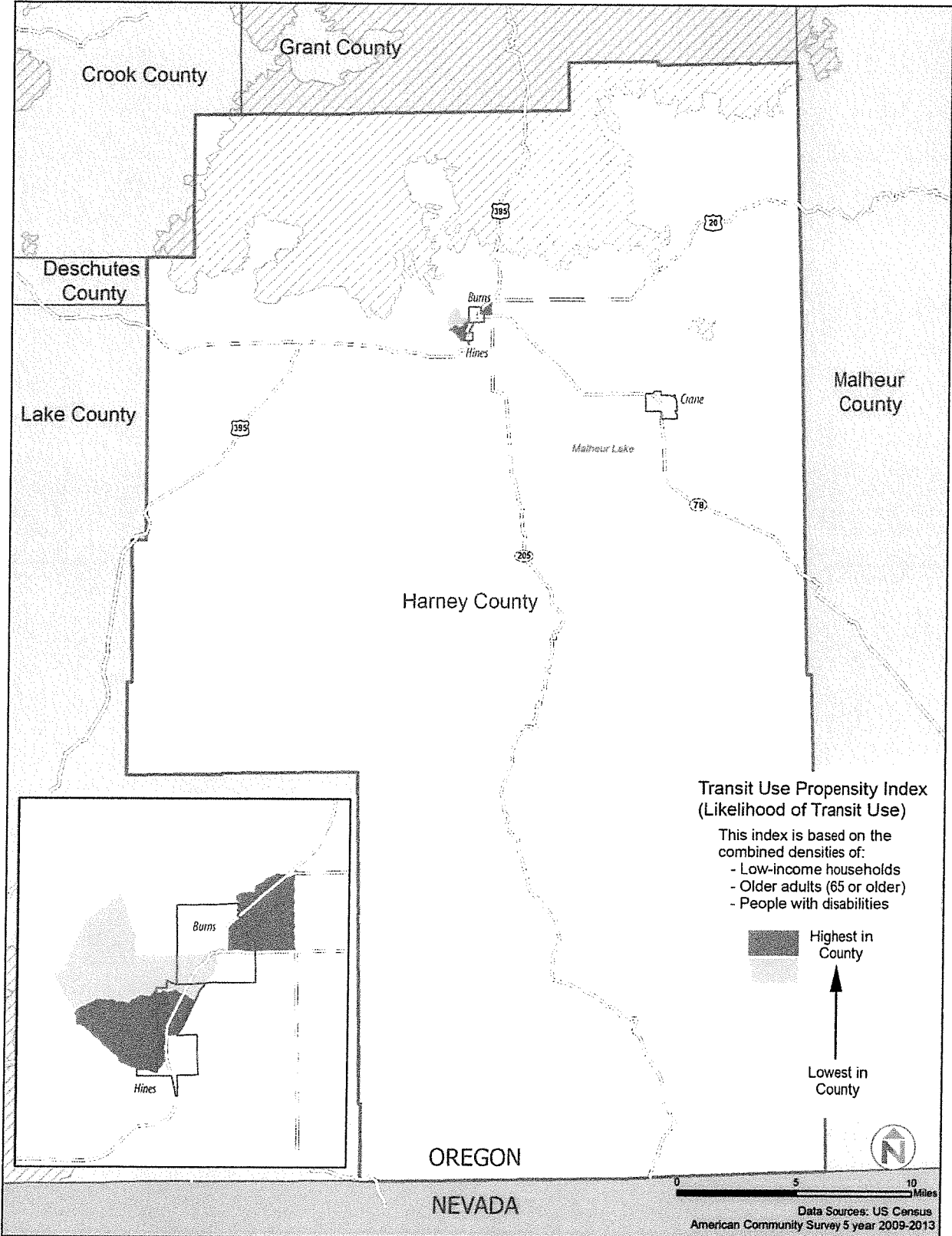
### 2. CALCULATE TRANSIT PROPENSITY INDEX

Purpose: Understand highest need in county by categorizing all block groups



The TPI is illustrated across Census Tracts within the study area in Figure 15. The major population centers of the study areas—Burns and Hines—have the highest relative propensity for transit use. To allow for comparisons of each of the three target populations, the previous maps used the same category thresholds for population density. To understand comparative need, however, Figure 15 divides Harney County’s Census Tracts using quantile analysis, meaning that for each of the three populations the block groups are rated relative to each other (highest density, second highest density, etc.) regardless of how the density compares to that of the other populations.

Figure 15 Transit Propensity Index for Harney County





## Major Attractions and Work Commutes

Approximately 2,191, people were employed within Harney County in 2013, of which 65% also lived in Harney County. As shown in Figure 16, employees travel from surrounding counties to jobs in Harney County, with the highest numbers coming from Jefferson and Klamath Counties.

**Figure 16 Employment Flow of Harney County**

	Number of Employees	Percent of All Employees
People that work and live in Harney County	1,428 <sup>A</sup>	65%
People that work in Harney County and live outside Harney County	763	35%
Baker County	27	1%
Deschutes County	45	2%
Grant County	41	2%
Jefferson County	122	6%
Klamath County	121	6%
Lake County	36	2%
Malheur County	37	2%
Umatilla County	29	1%
Wasco County	52	2%
Other	253	12%
<b>Total People employed in Harney County</b>	<b>2,191<sup>B</sup></b>	<b>100%</b>

Source: LEHD

A: Refer to Figure 17 for home locations of individuals that both live and work in Harney County

B: Refer to Figure 18 for employment locations of all workers within Harney County

The home locations of workers that both live and work in Harney County are illustrated in Figure 17. Home locations are primarily concentrated in Burns and the northern portion of Hines. Concentrations of Harney County employees also reside throughout the more rural areas to the north and east of Burns and Hines and more difficult to serve with transit. Figure 18 shows that work locations for employees living in Harney and surrounding counties are primarily concentrated in Burns and Hines.

Figure 17 Home Locations of Harney County Workers

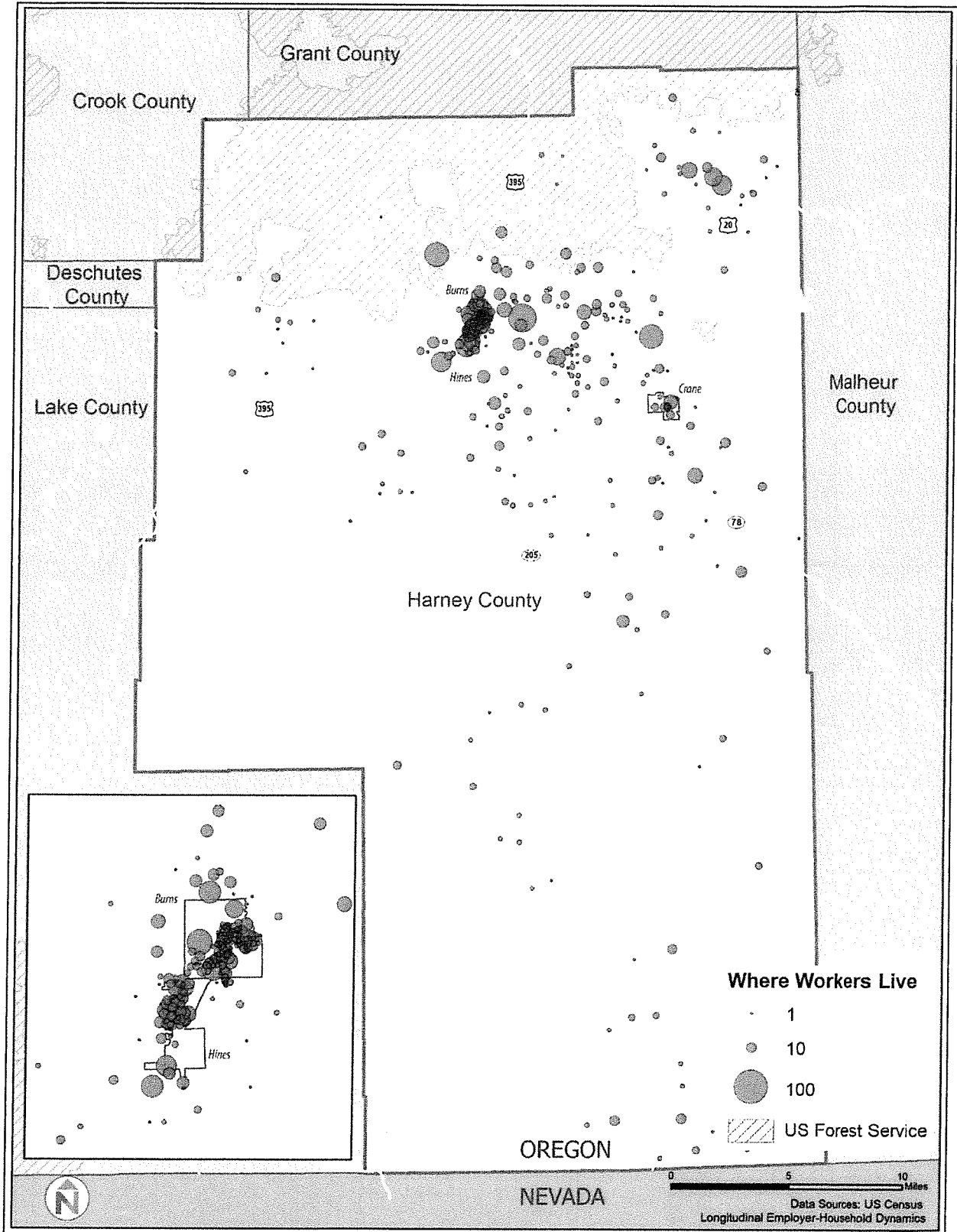
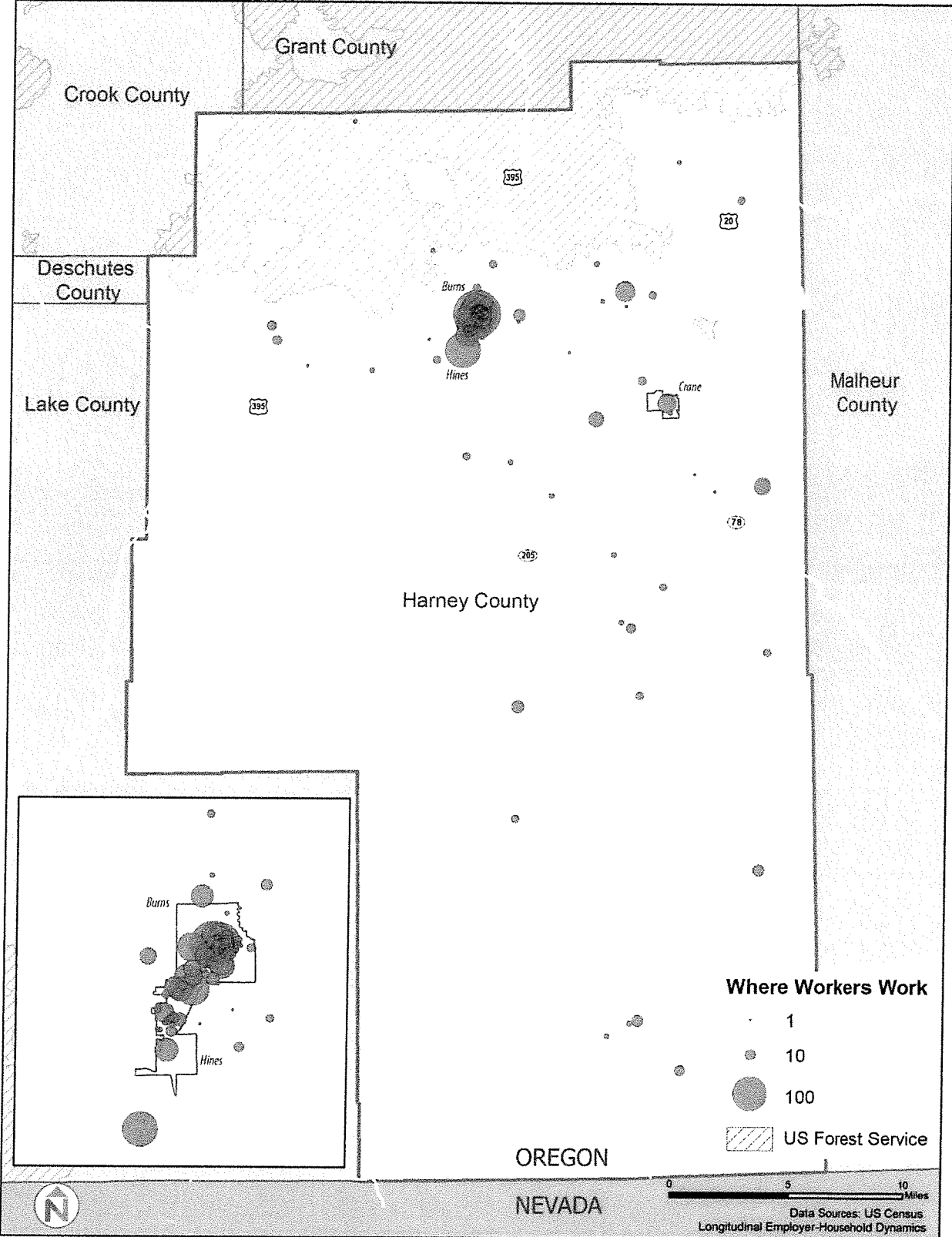


Figure 18 Work Locations of Harney County Workers



### **3 EXISTING SERVICES AND RESOURCES**

Transit service is concentrated in the Burns and Hines, extending out to nearby unincorporated areas within the Harney County and neighboring counties. Harney County operates a demand-response service throughout the entire county as well as a weekly trip from Burns to Bend. The Burns Paiute Tribe operates a fixed-route service between the reservation, located northwest of Burns, and the City of Burns. Regional connections are available to major cities in neighboring counties, such as Bend, Ontario, and John Day. The Transportation Network provides local and regional non-emergency for Harney County residents with Medicare. Additionally, there are some local care facilities that provide transportation for clients.

Figure 19 lists the local and regional transportation services available in Harney County cities and unincorporated areas.

**Figure 19 Harney County Transportation Services by Geography**

<b>Geography</b>	<b>Transportation Services Available</b>
<b>Burns</b>	Burns Paiute Transportation Harney County Dial-A-Ride Eastern POINT Grant County Transportation District People Mover Transportation Network
<b>Hines</b>	Burns Paiute Transportation Harney County Dial-A-Ride Transportation Network
<b>Unincorporated Areas</b>	Burns Paiute Transportation Harney County Dial-A-Ride Eastern POINT Transportation Network

These services are also illustrated in Figure 20. In addition to these services, all transit service available within Harney County includes:

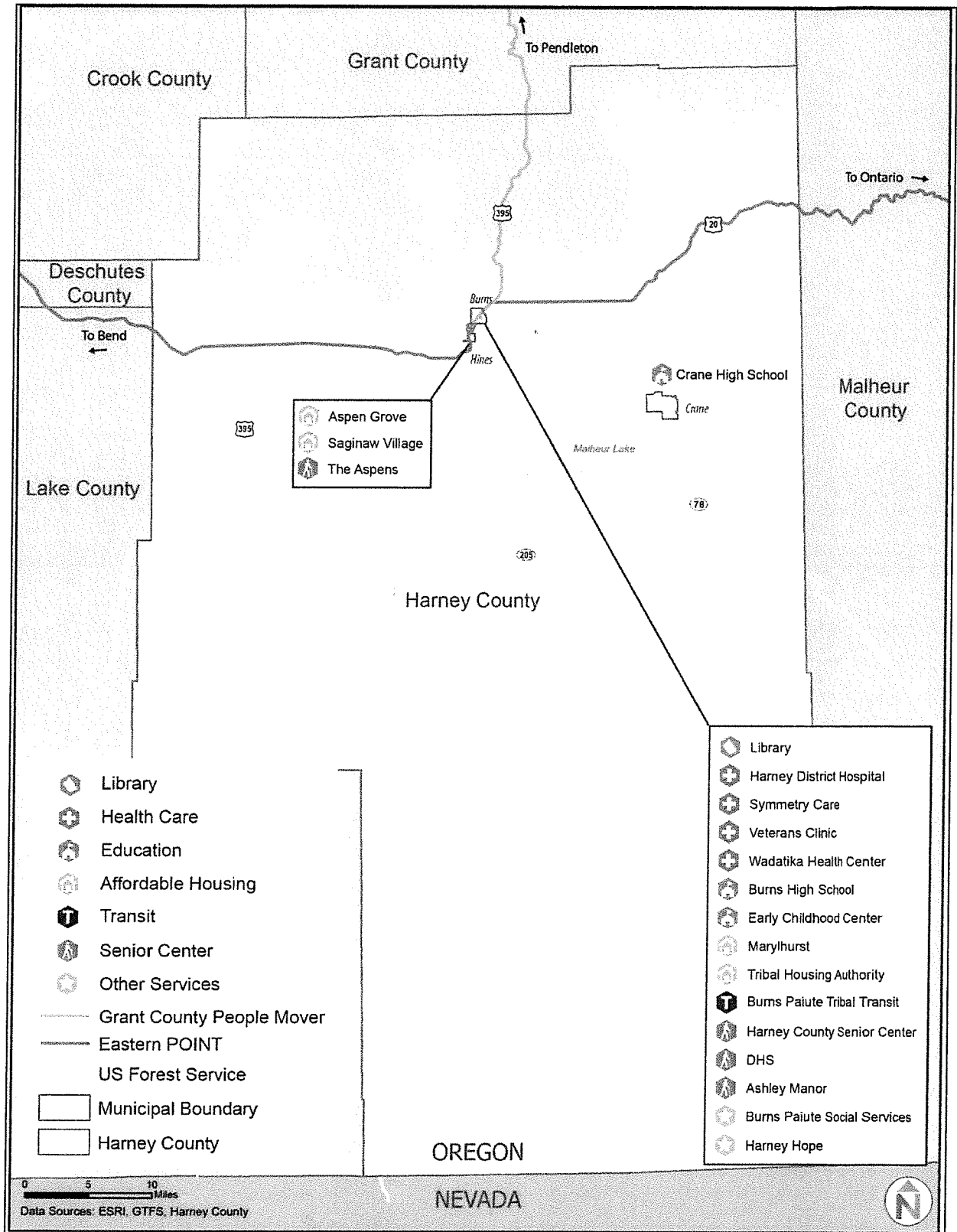
- **Local Public Transportation Service**
  - Harney County Dial-A-Ride
  - Burns Paiute Transportation
- **Regional Transportation Service**
  - Eastern POINT

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- Grant County Transportation District People Mover
- Transportation Network
- **Client-Based Transportation Service**
  - Aspen Living Facility
  - Symmetry Care
  - Veterans Clinic
  - Wadatika Health Center
- **Other Transportation Services**
  - Wright Taxi & Transport

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**Figure 20 Harney County Transit Service**





## **LOCAL PUBLIC TRANSPORTATION SERVICE**

Transportation services provided in Harney County by public entities are summarized below.

### **Harney County Dial-A-Ride**

Service Area Description	Origin-to-destination demand-response service available throughout the county and weekly service to Bend.
Days and Hours of Operation	Monday–Friday 7:00 a.m. to 7:00 p.m., Saturday 8:00 a.m. to 5:00 p.m., Sunday 8:00 a.m. to 3:00 p.m.
Fare	Dial-A-Ride: 0 to 10 miles, \$1.00 per stop; 11 to 20 miles, \$5.00 one-way; 21 to 35 miles, \$10.00 one-way; 36+ miles, \$20.00 plus \$0.50 per each additional mile one-way Bend Route: \$18.00 one-way, \$35.00 round-trip, \$8.00 for an additional errand in Bend
Connections to other services	Burns Paiute Transportation, Cascades East Transit, Eastern POINT, GCTD People Mover

Harney County Dial-A-Ride is an origin-to-destination demand-response service open to the public and available throughout the county. Trips within a 10 mile radius of Burns and Hines are given priority. Additionally, Harney County Dial-A-Ride offers a weekly trip to Bend alternating between Tuesdays or Thursdays.

Service is available every day of the week: 7:00 a.m. to 7:00 p.m. Monday through Friday, 8:00 a.m. to 5:00 p.m. on Saturdays, and 8:00 a.m. to 3:00 p.m. on Sundays. Passengers must call to make a reservation, up to two weeks in advance.

Fares vary based on the distance of the trip costing as low as \$1.00 for a trip between 0 and 10 miles and a high as \$20.00 or more for trips over 36 miles. The Bend route fares range from \$18.00 one-way, \$35.00 round-trip, and an additional \$8.00 for an errand within Bend. Errands in Bend are referred to as the “chore service” is only available on the Bend route if time allows. Upon availability, Harney County Dial-A-Ride will also make special trips to John Day for \$55.36 round-trip and Bend or Ontario for \$115.96 round-trip.

Passengers also have an option to purchase a 20 ride (local trips) ticket card for \$20. Riders can carry the ticket with them or have Harney County Dial-A-Ride keep track of their rides for them.

### **Harney County Dial-A-Ride Ridership**

Figure 21 shows the Harney County Dial-A-Ride ridership trends, which are illustrated in Figure 22. This data includes ridership for the demand-response service and the route to Bend for FY 13/14 to January of FY 15/16. Total ridership decreased by 2% from 42,560 for FY 13/14 to 41,664 for FY 14/15. However, ridership for FY 15/16 is exceeding July to January ridership trends from previous years. As of January 2016, ridership for FY 15/16 totaled to 26,474 compared to 23,651 in January of FY 13/14 and 22,935 in January FY 14/15.

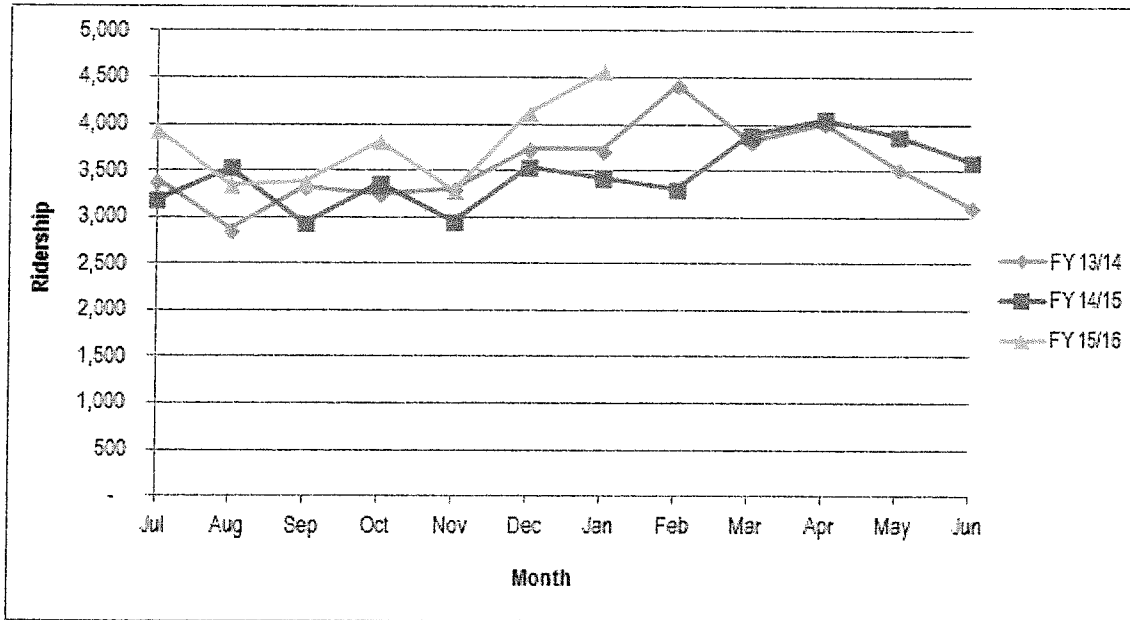
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**Figure 21 Harney County Dial-A-Ride Ridership**

Month	FY 13/14	FY 14/15	FY 15/16
July	3,402	3,181	3,925
August	2,871	3,530	3,351
September	3,331	2,934	3,392
October	3,258	3,361	3,816
November	3,317	2,952	3,290
December	3,741	3,547	4,133
January	3,731	3,430	4,567
February	4,422	3,307	---
March	3,824	3,888	---
April	4,015	4,056	---
May	3,529	3,878	---
June	3,119	3,600	---
<b>Total</b>	<b>42,560</b>	<b>41,664</b>	<b>26,474</b>

Source: Harney County Dial-A-Ride

**Figure 22 Harney County Dial-A-Ride Ridership Trends, FY 13/14-FY 15/16**



Source: Harney County Dial-A-Ride

### **Harney County Dial-A-Ride Vehicle Fleet**

The Harney County Dial-A-Ride fleet currently includes six vehicles. Year, type, mileage, and number of wheelchair securement spaces for each vehicle are included in Figure 23.

Grant applications have been submitted for two replacement vehicles. If these grants are approved, the 2002 and 2006 vehicles will be designated as back-up vehicles.

All vehicles are wheelchair accessible. The Ford buses are equipped with a wheelchair lift and the Dodge vans include a wheelchair ramp.

**Figure 23 Harney County Dial-A-Ride Vehicle Fleet**

Year	Type	Miles	# WC
2002	Ford Bus	256,553	2
2006	Ford Bus	147,341	2
2010	Dodge Van	109,063	1
2013	Dodge Van	54,431	1
2013	Dodge Van	58,742	1
2013	Ford Bus	77,831	2

Source: Harney County Dial-A-Ride

### **Harney County Dial-A-Ride Funding**

Funding for Harney County Dial-A-Ride FY14/15 was provided by FTA grants, the county Special Transportation Fund (STF), and a contract with the Oregon Health Plan. The total income of \$404,000 included \$164,300 of 5311, \$63,100 of 5310, \$105,000 of STF, and \$71,600 from the Oregon Health Plan (see Transportation Network section below). This covered the total service expenses of \$389,600.

### **Harney County Dial-A-Ride Technology**

The software program, Mobilitat is used for scheduling rides and tracking ridership. Customers make reservations with the dispatcher and dispatchers communicate with drivers via cell phone to coordinate rides.

Harney County Dial-A-Ride has recently submitted a grant application to incorporate tablets in vehicles for scheduling rides and facilitating real-time dispatching. Additionally, on-board cameras will be installed on every vehicle by the year 2020.

### **Burns Paiute Tribal Transportation**

Service Area Description	Service between Burns Paiute Reservation and the City of Burns
Days and Hours of Operation	Monday–Friday 8:00 a.m. to 4:00 p.m.
Fare	Fareless
Connections to other services	Harney County Dial-A-Ride, Eastern POINT, GCTD People Mover

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The Burns Paiute Tribe operates a fixed-route service between the reservation and Burns. A total of five stops are included in the route: two on the Burns Paiute reservation and three in the City of Burns. As shown in Figure 24, ten trips are made between the hours of 8:00 a.m. and 4:00 p.m. The full round-trip from the upper bus stop on the Burns Paiute reservation is about 40 minutes. The service is fareless and open to the general public.

In addition to the regular bus schedule, the transit bus has been used to transport Tribal Elders and community members to an Annual Gathering of Native Americans in the Boise Valley; transport Tribal youth to Malheur Wildlife Refuge for educational visits; and to transport Tribal Indian Dancers to a “Pow Wow” held at Central Oregon Community College.

**Figure 24 Burns Paiute Tribal Transportation Route Schedule**

Location	Trip 1	Trip 2	Trip 3	Trip 4	Trip 5
Upper Bus Stop, Burns Paiute Reservation	8:10 a.m.	8:49 a.m.	9:27 a.m.	10:20 a.m.	10:59 a.m.
Lower Bus Stop, Burns Paiute Reservation	8:17 a.m.	8:55 a.m.	9:34 a.m.	10:27 a.m.	11:06 a.m.
Safeway	8:25 a.m.	9:03 a.m.	9:41 a.m.	10:35 a.m.	11:14 a.m.
Erickson's Thriftway	8:32 a.m.	9:10 a.m.	9:48 a.m.	10:42 a.m.	11:21 a.m.
Safeway	8:39 a.m.	8:39 a.m.	9:55 a.m.	10:49 a.m.	11:31 a.m.
Location	Trip 6	Trip 7	Trip 8	Trip 9	Trip 10
Upper Bus Stop, Burns Paiute Reservation	12:08 p.m.	12:49 p.m.	1:28 p.m.	2:08 p.m.	3:08 p.m.
Lower Bus Stop, Burns Paiute Reservation	12:15 p.m.	12:56 p.m.	1:35 p.m.	2:30 p.m.	3:15 p.m.
Safeway	12:23 p.m.	1:04 p.m.	1:43 p.m.	2:38 p.m.	3:23 p.m.
Erickson's Thriftway	12:30 p.m.	1:11 p.m.	1:51 p.m.	2:45 p.m.	3:30 p.m.
Safeway	12:39 p.m.	1:18 p.m.	1:58 p.m.	2:52 p.m.	3:37 p.m.

Note: After the stops at Safeway at 3:37 p.m. it returns to the upper Bus Stop on the Burns Paiute Reservation at 3:47 p.m.

Source: Burns Paiute Tribe Transportation

**Burns Paiute Tribal Transportation Ridership**

Figure 25 shows the Burns Paiute Tribal transportation ridership trends, which are illustrated in Figure 26. This data includes ridership for FY 12/13 to December of FY 15/16. Total ridership increased by 3% from FY 12/13 to FY 13/14 but decreased by 12% from FY 13/14 to FY 14/15. Ridership for FY 15/16 thus far is lower than trends than previous years. As of December 2015, ridership for FY 15/16 totaled to 2,117 compared to 3,726 in December of FY 13/14 and 3,452 in December of FY 14/15. This service is open to the public but the majority of riders are tribe members. Approximately 5% of fiscal year ridership is non-tribe members.

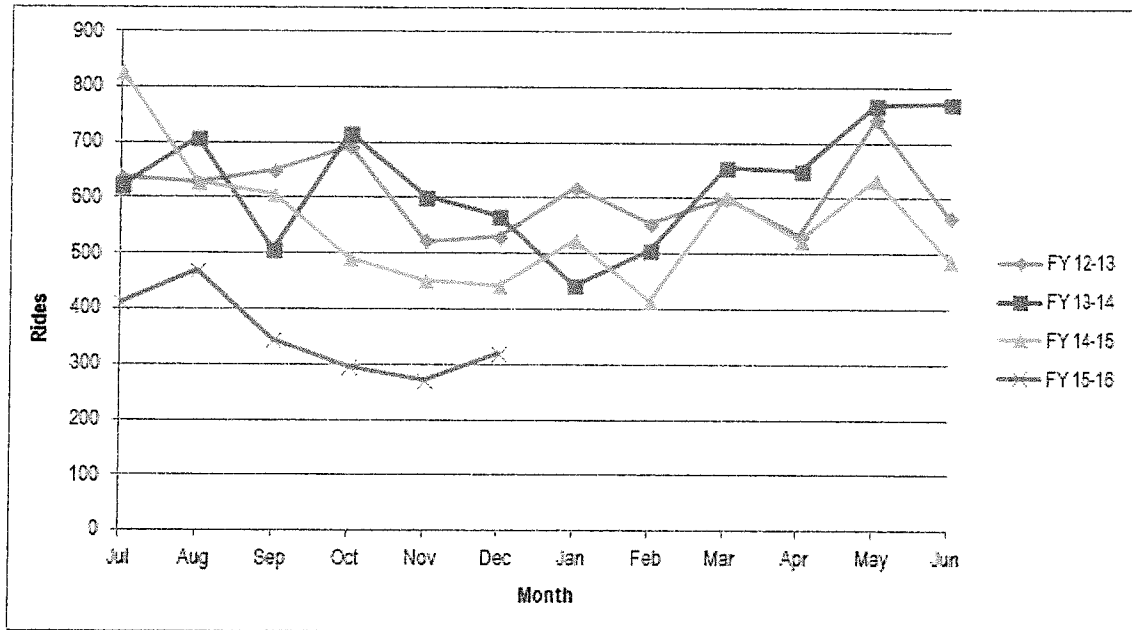
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**Figure 25 Burns Paiute Tribal Transportation Ridership**

Month	FY 12/13	FY 13/14	FY 14/15	FY 15/16
July	638	622	826	413
August	629	709	630	469
September	649	506	609	346
October	693	718	492	297
November	523	603	451	271
December	530	568	444	321
January	619	444	525	N/A
February	555	506	416	N/A
March	600	656	604	N/A
April	533	651	526	N/A
May	742	768	635	N/A
June	565	771	489	N/A
<b>Total</b>	<b>7,276</b>	<b>7,522</b>	<b>6,647</b>	<b>2,117</b>

Source: Burns Paiute Tribal Transportation

**Figure 26 Burns Paiute Tribal Transportation Ridership Trends, FY 12/13-FY 15/16**



Source: Burns Paiute Tribal Transportation

### **Burns Paiute Tribal Transportation Vehicle Fleet**

There is one bus available for this service that is equipped with a wheelchair lift and has two on-board securement spaces. There is no back-up vehicle available which causes issues when vehicle maintenance is needed. The vehicle makes about 2,000 round trips (from the Upper Bus Stop on the Reservation to Burns and back to the reservation) per fiscal year. The current vehicle is seven years old with total mileage of 139,123.

### **Burns Paiute Tribal Transportation Technology**

Basic software programs (i.e. Microsoft Word and Excel) are currently used for dispatch and scheduling. In the future, the Tribal Transit Program hopes to obtain technology for counting ridership as well as on-board security cameras.

## **REGIONAL TRANSPORTATION SERVICE**

Transportation services provided regionally are summarized below.

### **Eastern POINT**

Service Area Description	Service between Bend and Ontario with 11 stops along the way: Brothers, Hampton, Riley, Burns, Buchanan, Drewsey Junction, Juntura, Harper, Vale, Ontario
Days and Hours of Operation	Sunday–Saturday 9:05 a.m. to 7:35 p.m.
Fare	Child: \$8.50 to \$24.00; Adult: \$17.00 to \$48.00; Senior: \$12.75 to \$36.00
Connections to other services	SRT-Malheur Express, Harney County Dial-A-Ride, Cascades East Transit

The Eastern POINT, operated by Pacific Crest Bus Lines, provides transportation between Bend and Ontario, stopping in the city of Burns as well as two Harney County unincorporated communities, Drewsey, Buchanan, and Riley. One trip per day is made in each direction departing Burns at 10:40 a.m., arriving in Bend at 12:55 p.m., departing Bend at 1:40 p.m., and arriving back in Burns at 4:10 p.m. Eastern POINT vehicles accommodate 21 passengers, are wheelchair accessible, and have space on the front bike rack for two bikes.

### **Grant County Transportation District People Mover**

Service Area Description	Wheelchair accessible transportation between major cities within the John Day Valley to destinations in neighboring counties (Crook, Deschutes, Harney, and Umatilla).
Days and Hours of Operation	Prairie City/Burns Route: See Figure 27 for route schedule
Fare	Vary based on origin, destination, and age.
Connections to other services	Cascades East Transit, Central Oregon Breeze, Kayak Public Transit, Greyhound, Harney County Dial-A-Ride, Pacific Crest Bus Lines, The POINT, Milton-Freewater Public Transit, Valley Transit



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Grant County Transportation District (GCTD) People Mover operates six fixed routes, one which runs between Prairie City and Burns. People Mover prefers that all passengers make a reservation for these routes but it is not required for the Prairie City/Burns route. Passengers can call the dispatch center Monday through Friday 8:00 a.m. to 5:00 p.m. or Saturday 9:00 a.m. to 4:00 p.m. to make a reservation.

The Prairie City/Burns route makes one trip from Prairie City to Burns in the morning and one trip from Burns to Prairie City in the evening once a week. Figure 27 shows the schedule for this route.

Fares vary based on origin, destination, and age. The minimum fare for ages 11 and under is \$2.50, \$5.00 for ages 12 to 59, and \$3.00 for ages 60 and over. The maximum fare for the longest distance trip (Prairie City to Burns) is \$8.00 for ages 11 and under, \$11.00 for ages 12 to 59, and \$9.00 for ages 60 and over.

**Figure 27 Grant County People Mover Prairie City/Burns Route Schedule**

Location	Arrives	Departs
<b>To Burns</b>		
Mt. View Mini Mart, Prairie City	N/A	10:40 a.m.
Route 395 Market, Mount Vernon	11:10 a.m.	11:15 a.m.
People Mover Bus Barn, John Day	11:30 a.m.	11:40 a.m.
Bear Valley Mini Mart, Seneca	12:15 p.m.	12:25 p.m.
VA Clinic, Burns	1:30 p.m.	1:40 p.m.
Rite Aid, Burns	1:45 p.m.	1:50 p.m.
Figaro's, Burns	1:55 p.m.	N/A
<b>To Prairie City</b>		
Figaro's, Burns	N/A	4:45 p.m.
Rite Aid, Burns	4:50 p.m.	4:55 p.m.
VA Clinic, Burns	5:05 p.m.	5:15 p.m.
Bear Valley Mini Mart, Seneca	6:10 p.m.	6:20 p.m.
People Mover Bus Barn, John Day	7:00 p.m.	7:02 p.m.
Route 395 Market, Mount Vernon	7:15 p.m.	1:50 p.m.
Mt. View Mini Mart, Prairie City	7:45 p.m.	N/A

Source: Grant County People Mover

## Transportation Network

Service Area Description	Medicaid Transportation Broker for 14 Oregon Counties: Baker, Gilliam, Grant, Harney, Hood River, Lake, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco, and Wheeler
Days and Hours of Operation	Monday–Friday 7:00 a.m. to 5:00 p.m. (office hours)
Fare	Fareless
Connections to other services	May be used to connect to other services; not service design

Transportation Network, the regional broker of non-emergency medical transportation for Medicaid recipients, is an important provider of specialized services. Mid-Columbia Council of Governments (MCCOG) coordinates transportation services for eligible clients of the Eastern Oregon Coordinated Care Organization (EOCCO) and the Oregon Health Plan (OHP) traveling to and from covered non-emergency medical services (NEMT). Transportation is provided free of charge to those eligible clients living in 14 eastern Oregon counties, including Harney, who have no other way to get to their medical services.

As the broker, MCCOG reaches out to local transportation providers within Harney County, such as Harney County Dial-A-Ride, to coordinate Medicaid trips for eligible county residents. MCCOG receives funding from the State of Oregon at an average of \$47 per trip and then transfers funds to providers for trips Medicaid trips. Public transit agencies can charge fully allocated costs to MCCOG for trips while private providers can charge market rates to MCCOG for trips. Medicaid recipients also have the option to drive their own vehicle to a covered service medical appointment with a mileage reimbursement rate of \$ 0.25 per mile.

Transportation Network provided 3,724 rides (approximately 310 rides per month) to Harney County residents in 2015. They contract with the following providers to serve Harney County:

- Harney County Dial-A-Ride–Harney County
- DHS Volunteer Transportation – Morrow, Umatilla, Union, Baker, Grant and Harney Counties
- J&R Secure Transport– Secure transportation anywhere in Eastern Oregon
- Secure Transportation of Oregon- Secure transportation anywhere in Oregon

MCCOG uses the EcoLane software program to enter in provider rates and assigns trips to the lowest cost provider in the area, whether that is public or private.<sup>6</sup>

## CLIENT-BASED TRANSPORTATION SERVICE

Several transportation services in Harney County are privately provided to specific clients.

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<sup>6</sup> Dan Schwanz. Mid-Columbia Council of Governments. Phone interview with Maggie Derk. December 16, 2015.

## **Aspen Living Facility**

Aspen Living Facility is an assisted living community for older and disabled adults 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 about 15 years old.

## **Symmetry Care**

Symmetry care is a non-profit mental health agency that provides mental health and addiction services to approximately 350 people within Harney County. Programs include a Prevention Program, a Dual Diagnosis Program, and an adult foster home.

A bus is available to transport clients to group outings (e.g. going to movies, day trip to hot springs, camping). Cars are also available for one-on-one transport as needed.

## **Veterans Clinic**

A Veterans Outpatient Clinic located in Burns provides medical services to Veterans throughout the region, including Harney County, Grant County, and Malheur County. Disabled American Veterans purchased a vehicle for the clinic for travel to and from the clinic's parent facility, the Boise Veterans Medical Center. This includes transporting patients in need of service unavailable at the clinic as well as materials being sent the Medical Center for lab processing.

The seven passenger van only transports five patients at a time. Drivers are volunteers and must go through a lengthy certification process, particularly due to the possible transport of items for lab analysis. Trips to Boise are made every Thursday and every other Monday.

## **Wadatika Health Center**

The Wadatika Health Center is a health care facility located on the Burns Paiute 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.

## **OTHER TRANSPORTATION SERVICES**

### **Wright Taxi & Transport**

Wright Taxi & Transport is a local cab company operating in the City of Burns.

## **COORDINATION WITH EMERGENCY PREPAREDNESS**

Harney County is vulnerable to a variety of natural hazards, particularly droughts, floods, landslides, wildfires, and winter storms.<sup>7</sup> As stated in the Harney County Emergency Operations Plan, the Road Department is the responsible agency for managing and coordinating

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<sup>7</sup> Oregon Department of Land Conservation and Development's Natural Hazards Program. Natural Hazards Mitigation Plan. September 2015. Retrieved from <http://www.oregon.gov/LCD/HAZ/Pages/nhmp.aspx>

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transportation in the event of an emergency or evacuation.<sup>8</sup> Harney County Dial-A-Ride is currently in the process of enacting a Memorandum of Understanding for including its vehicle fleet in the plan.

The Burns Transportation service is incorporated in the Tribal Emergency Management Plan. In the event of a natural or man-made disaster, the Transit Program is responsible for providing a Transit Bus and driver(s) to transport families with special needs. The Burns Paiute Transit Program also participated in a Mass Casualty Exercise with local fire departments, and law enforcement departments in October 2015, we provided the Transit Bus for a Mass Casualty Exercise with local fire departments, and law enforcement departments.

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<sup>8</sup> Harney County Emergency Operations Plan. April 2012. Retrieved from [http://www.co.harney.or.us/PDF\\_Files/Emergency%20Preparedness/FINAL%20ADOPTED%20-%20HARNEY%20EOP\\_FULL%20PLAN\\_APR%202012.pdf](http://www.co.harney.or.us/PDF_Files/Emergency%20Preparedness/FINAL%20ADOPTED%20-%20HARNEY%20EOP_FULL%20PLAN_APR%202012.pdf)

## 4 STAKEHOLDER INVOLVEMENT

Stakeholder involvement is an essential element for a successful Coordinated Plan. Engaging the appropriate organizations and individuals in this planning efforts is critical to identifying the needs of the target populations, the public transportation resources, and prioritization of strategies.

### STF Advisory Committee

The STF Advisory Committee was composed of the members from tribal community organizations and served as a steering committee for the coordinated plan process. Committee members listed in Figure 28 completed the following during the plan update process:

- Identified stakeholders to inform about the potential needs in the community
- Provided data and information as needed
- Met twice at consultant team-facilitated workshops to discuss major plan elements
- Reviewed two interim technical memorandums
- Reviewed the draft plan
- Prioritized plan strategies
- Provided final recommendations prior to plan adoption

Figure 28 Burns Paiute Tribe STF Advisory Committee

Name	Affiliation(s)
Kenton Dick	Burns Paiute Tribe, Low-income Representative
Phyllis Miller	Burns Paiute Tribe, Elderly Representative
Ruth Lewis	Burns Paiute Tribe, Disabled Representative

### Stakeholder Outreach

The primary means for capturing input on needs and potential gaps included:

- Surveys (see Appendix) distributed to the STF Advisory Committee and Community Stakeholders October 2015
- In person meetings with the STF Advisory Committee in November 2015 and May 2016 (Meeting notes are included in the Appendix)
- Phone interviews with key stakeholders during December 2015 to January 2016

The second project meeting held in May 2016 was also open to the public who were notified through postings on Harney County Dial-A-Ride buses, a posting at the Harney County Senior Center, and an announcement in the Burns Paiute Tribal Newsletter and other tribal media

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outlets. The identified issues and opportunities gathered through this outreach helped shape the priorities for transportation services, projects, and investments for the Burns Paiute Tribe.

Figure 29 lists the stakeholder agencies engaged throughout the coordinated plan process including STF Advisory Committee members, stakeholders interviewed by phone, and stakeholders that provided input through surveys.

**Figure 29 Agencies Engaged in Coordinated Plan Process**

Agency / Organization	Type of Stakeholder	Area Served	Market Served
Ashley Manor	Assisted living facility	Harney County	Persons with Alzheimer/Dementia
Aspens Living Facility	Assisted living facility	Harney County	Older adults and persons with disabilities
Burns Veterans Clinic	Medical	Grant, Harney, and Malheur Counties	Veterans
Burns Paiute Social Services Department	Community agency, Burns Paiute Tribe	Harney County	Burns Paiute Tribe Members and Native Americans
Burns Paiute Tribal Housing Authority	Housing assistance, Burns Paiute Tribe	Harney County	Burns Paiute Tribe Members and Native Americans
Burns Paiute Wadatika Health Center	Medical, Burns Paiute Tribe	Harney County	Burns Paiute Tribe Members and Native Americans
Department of Human Services	State agency	Harney County	Low income, Older adults, Persons with disabilities
Early Childhood Center	Education	Harney County	Low-income families with children
Harney County Dial-A-Ride	Transportation provider	Harney County	General public
Harney County Senior Center	Community agency	Harney County	General public
Harney District Hospital	Medical	Harney County	General public
Harney Hope Shelter	Non-profit community agency	Harney County	Victims of domestic abuse
Mid-Columbia Council of Governments	Non-emergency medical transportation provider	Baker, Gilliam, Grant, Harney, Hood River, Lake, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco, and Wheeler counties	Medicaid recipients
Symmetry Care, Inc.	Medical	Burns Oregon Area	Persons with mental and addiction issues

An initial list of identified stakeholders was compiled by the consultant team before being reviewed and approved by the STF committee during the first workshop held at the Harney County Senior Center in Burns in November 2015. Phone interviews were conducted with



personnel from each of the stakeholder organizations listed below. A list of the interviewees and a list of the discussion questions used to guide each interview are included in the Appendix.

### **Ashley Manor**

Ashley Manor is a residential care facility located in Burns that specializes in caring for persons with Alzheimer's and other dementias.

### **Aspens Living Facility**

Aspens living facility is an assisted living facility located in Hines for seniors and persons with disabilities.

### **Burns Veterans Clinic**

The Burns Veterans Clinic is a small medical facility located in Burns for veterans in the surrounding area. The parent facility for this clinic is the Veterans Medical Center located in Boise, ID.

### **Burns Paiute Social Services Department**

The Burns Paiute Social Services Department is a social service provider located on the Burns Paiute Reservation for tribal members and Native Americans throughout Harney County.

### **Burns Paiute Tribal Housing Authority**

The Burns Paiute Tribal Housing Authority, located on the Burns Paiute Reservation, works to provide housing and facilitate home ownership to qualified residents on the reservation. The Authority regularly works with the U.S. Department of Housing and Urban Development.

### **Burns Paiute Wadatika Health Center**

The Burns Paiute Wadatika Health Center is a health care facility located on the Burns Paiute Reservation for tribal members and Native Americans throughout Harney County.

### **Department of Human Services (DHS)**

The Oregon Department of Human Services (DHS) has a local office located in Burns that provides services for self-sufficiency, children & youth, persons with intellectual and developmental disabilities, seniors, and persons with physical disabilities.

### **Early Childhood Center**

The Early Childhood Center, located in Burns, offers educational programs for children, ages 0 to 5, of low income families. The center is a member of the Harney Education Service District.

### **Harney District Hospital**

Harney District Hospital is a critical access medical facility located in Burns. The hospital offers a variety of clinical care services such as dietary, family care, obstetrics, a pain clinic, and surgical. Emergency ambulatory care and a medical laboratory are also available.

### **Harney Hope Shelter (HHope)**

Harney Hope Shelter (HHope) is a non-profit organization located in Burns that offers support to victims of domestic abuse and sexual assault.

### **Mid-Columbia Council of Governments (MCCOG)**

The Mid-Columbia Council of Governments (MCCOG) is the regional planning organization for Hood River, Wasco, Gilliam, Sherman, and Wheeler Counties. MCCOG provides fixed-route transportation in Wasco and Hood River Counties and dial-a-ride transportation in Wasco County.

MCCOG is also the Medicaid Transportation Broker for the Eastern Oregon Coordinated Care Organization (CCO) and Columbia Gorge CCO, which covers 14 counties total, including Harney County. This non-emergency medical transportation is called the Transportation Network.

### **Symmetry Care, Inc.**

Symmetry Care, Inc. is a non-profit mental health agency located in Burns that provides mental health and addiction services.

## **Stakeholder Feedback**

This section highlights stakeholder views on current transportation services in Harney County. The local transportation services available in Harney County include demand-response service provided by Harney County Dial-A-Ride and fixed-route service provided by the Burns Paiute Tribe. Regional Transportation connections to the Grant County Transportation District People Mover and the Eastern POINT are also available. Non-emergency medical transportation is provided for Medicaid patients by the Transportation Network, which includes Harney County Dial-A-Ride, DHS Volunteer Transportation, J&R Secure Transport, and Secure Transportation of Oregon.

The Burns Veterans Clinic provides medical services to Veterans throughout the region, including Harney County, Grant County, and Malheur County. Since this clinic only provides basic medical services, transportation is available for Veterans from this clinic to the Medical Center in Boise, ID.

Additionally, client-based transportation services are provided by some organizations including Aspens Living Facility, the Burns Paiute Wadatika Health Center, and Symmetry Care. There is also a local taxi, Wright Taxi & Transport, offering additional transportation for Harney County residents in the Burns area.

## Role of Transit in the Community

Harney County stakeholders unanimously stated that transit was an important service for community residents. Stakeholders expressed praise for the existing transit services available which were described as “very accommodating to user needs”, “well trusted since people feel comfortable to have their kids use it”, and “affordable and reliable.” Transit is a critical service for some people, particularly those without access to a car or unable to drive themselves. Overall, transportation for Harney County Residents is viewed as an essential resource due to the rural environment of the county.

Stakeholders expressed praise for the existing transit services available which were described as “very accommodating to user needs”, “well trusted since people feel comfortable to have their kids use it”, and “affordable and reliable.”

## Challenges in Providing Transit

Harney County is the largest county in the State of Oregon which makes it challenging for transportation to be provided throughout the entire county. Major cities within the county are more clustered together while more remote parts of the county are very spread out. This puts a strain on the transit vehicle fleets when there are long-distance trips in opposite directions. Potential opportunities for addressing this challenge might include expanding the vehicle fleet and number of drivers or improved scheduling for more shared rides.

Harney County is the largest county in the State of Oregon which makes it challenging for transit providers to provide transportation throughout the entire county.

## Spatial and Temporal Needs

Transit is in highest demand during the winter months. Countywide demand-response service is available every day of the week in Harney County. A weekly trip to Bend is also available on either Tuesday or Thursday. Additional evening trips, particularly between the Burns Paiute Reservation and Burns would benefit the residents living on the reservation. The most common trips include destinations, such as:

- Veterans clinic
- Hospital
- Senior center
- Employment
- Post office
- Schools
- Grocery stores and pharmacies (i.e. Safeway, Rite Aid)
- Dining (i.e. McDonalds, Apple Peddler)
- Churches

Businesses within the central population centers (Burns and Hines) are typically accessed by personal vehicle, Harney County Dial-A-Ride, or the Tribal Bus but some people within the community also walk or bike their destination. Longer distance trips, particularly to Boise, are

also a need for the community to access to the Veterans Medical Center and Paiute tribe activities and events.

### Transit Markets

Transit services within Harney County are well used by a diverse group of people. The Harney County Dial-A-Ride service is useful for those in need of extra assistance for transportation but the service is also heavily used by children for trips to school. Previously viewed as a transit service only for older adults, Harney County Dial-A-Ride is now viewed a mass transit option. The Burns Paiute Tribe is also well used by group of all ages and provides a link between the tribal reservation and the City of Burns, which is in high demand for residents living on the reservation.

Previously viewed as a transit service only for older adults, Harney County Dial-A-Ride is now viewed a mass transit option.

The current service hours of transit in Harney County typically accommodate community needs but some stakeholders expressed a potential need for a late night service. There have been instances of people who get transported to the hospital via ambulance and are released very late at night or every early in the morning, leaving them stranded at the medical facility if there is no taxi, friend, or family member available to pick them up.

### Future Trends

Fluctuations in the county population may affect the future community transit needs. With an increasing older adult population and increasing population in unincorporated areas, there is a heightened need for demand-response services. This can be particularly challenging to provide this service in more remote areas of the county due to long distances between homes and destinations.

New development on the Burns reservation may also alter travel behaviors in the future. A new wellness center with a gym and swimming pool has been discussed but it not yet under construction. The new facility would be open to the general public.

### System Barriers

Transportation services within Harney County encounter specific barriers that deter residents from using the system. Stakeholders specifically mentioned cost, capacity and reliability, underserved destinations and times of day, transit access, and limited resources as barriers.

For some members of the community, fares are too high. The cost of transit can be a burden for residents with very low incomes, particularly for those traveling longer distances, such as Bend or needing to make more frequent trips.

The cost of transit can be a burden for residents with very low incomes, particularly for those traveling longer distances or needing to make more frequent trips.

Transit capacity and schedule reliability can be problematic at times and cause issues. Harney County Dial-A-Ride is sometimes very busy and is not always able to accommodate the requested pick-up or drop-off times. For the Burns Paiute service, wait times at stops can be long and deter people from using the service.

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Existing transportation service area does not always meet the public needs. Harney County Dial-A-Ride will provide service anywhere within the county which can be difficult for vehicles traveling far distances in opposite directions. Covering this extensive service area poses a challenge in term of providing capacity to address other demands. On the contrary, the Burns Paiute Service is a fixed-route service. Some stakeholders expressed interest in having more flexibility of this service.

Physically accessing transit can be difficult for some people, particularly during the winter months and for people with disabilities. Access to bus stops on the Burns Paiute reservation during winter is challenging due to snow and a lack of roadway maintenance. Infrastructure outside of the reservation, such as ADA curb ramps, is not always accommodating to persons with disabilities, hindering pedestrian access.

Limited resources (i.e. vehicles) are not always able to meet the demand, decreasing the availability of transit and increasing wait times. Both Harney County Dial-A-Ride and the Burns Paiute Tribal Bus have been experiencing maintenance issues with vehicles and are in need to new vehicles to accommodate transit demand. Demand for the Burns Paiute Tribal Bus sometimes exceeds the available capacity, increasing the need for an additional vehicle.

**Both Harney County Dial-A-Ride and the Burns Paiute Tribal Bus have been experiencing maintenance issues with vehicles and are in need to new vehicles to accommodate transit demand.**

## 5 TRANSPORTATION NEEDS

The Coordinated Plan documents transportation needs, opportunities, and challenges for the target populations. Identifying unmet needs typically includes comparing transit markets (described in section 2 and 4) to available transit service (section 3), evaluating stakeholder inputs (section 4), and reviewing priorities from previous plans. The results are opportunities to create or enhance service efficiencies to serve target populations. These opportunities may be related to capital needs (e.g. vehicles and facilities), operations (e.g. expanding service area or modifying hours or days of operation), or administration and coordination between partners.

The transportation needs and opportunities for the Burns Paiute Tribe are listed in Figure 30.

**Figure 30 Transit Needs and Opportunities for the Burns Paiute Tribe**

Need	Opportunity	Included in 2009 Plan
<b>Information and Marketing</b>		
Public awareness	Conduct marketing and outreach to inform community members about the available transit services.	
<b>Geographic</b>		
Underserved communities	An expanded service area could improve access to transit for some communities.	✓
<b>Temporal</b>		
Extend service hours	Extend evening service hours after 4 p.m.	✓
<b>Organization</b>		
Limited funding	Additional funding opportunities could help support capital needs, such as more vehicles and drivers.	
Increase staff	Employ additional staff dedicated to grant writing, and outreach that is also available to assist with trip planning and coordination with other services.	
<b>Technology</b>		
Technology investments	Investments in technology can improve operational and administrative efficiency.	
<b>Operations</b>		
Bus stop access	Improve pedestrian access to bus stops and install additional bus stop amenities.	
Driver pool	Additional transit drivers could help make vehicles more available to provide more brokerage trips.	✓



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Need	Opportunity	Included in 2009 Plan
Facilities	A transit facility would create a central hub for tribal transit services, particularly for vehicle storage during inclement weather.	
Long-distance trips	Combining more long-distance passenger trips could help reduce the strain on the vehicle fleet.	✓
Vehicle fleet	Additional transit vehicles could help make vehicles more available to provide more brokerage trips. Vehicles should be replaced in a timely fashion to ensure fewer vehicle breakdowns.	✓
<b>Underserved Markets</b>		
Attendees of community events	Develop a service for transporting local Harney County residents to community events.	✓
Commuters	Commuter employer programs can reduce single occupancy vehicle travel for employees commuting within and outside of the county. Majority of workforce lives and works within the county.	

## 6 STRATEGIES

The following set of strategies was developed with input from the STF Advisory Committee, community stakeholders, and consultant team to address the transit needs described in the previous section. Strategies are organized by category and include associated action items, responsible party, timeframe, level of effort, and estimated level of cost. Based on input from tribal staff, each strategy is prioritized on a scale of high, medium, or low.

The Burns Paiute Tribe and Harney County Dial-A-Ride have overlapping service areas and community needs. As such, many of these strategies coincide with Harney County Coordinated Plan strategies. When applicable, the Burns Paiute Tribe should communicate and coordinate with Harney County Dial-A-Ride on these strategies to leverage opportunities and resources for improving transit service.

### STRATEGY DESCRIPTIONS

#### Maintain Existing Service and Programs

<b>No. 1 – Maintain Existing Service and Programs</b>			
<b>Strategy</b>		<b>Description</b>	
Preserve existing cost effective services and continue preventative maintenance.		Agencies and providers should maintain existing services, including service operation and vehicle maintenance.	
<b>Benefits</b>		<b>Action Items</b>	
Public transportation for tribe members is in high demand. Maintaining service is the first step to ensure a healthy transit system.		<ol style="list-style-type: none"> <li>1. Review existing services and programs for cost effectiveness</li> <li>2. Continue existing cost effective services and programs</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
Burns Paiute Tribe	Ongoing	Low	\$\$
<b>Priority: High</b>			

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<b>No. 2 – Maintain Existing Service and Programs</b>			
<b>Strategy</b>		<b>Description</b>	
Replace vehicles in a timely fashion.		Follow ODOT's standards for vehicle replacement.	
<b>Benefits</b>		<b>Action Items</b>	
Maintaining the vehicles fleet and efficiently replace vehicles will help ensure limited disruption of transit service due to vehicles being out of service for maintenance or repair.		<ol style="list-style-type: none"> <li>1. Regularly check vehicle replacement needs with ODOT's Asset Condition Measurement checklist</li> <li>2. Replace vehicles, as needed</li> <li>3. Reach out to ODOT Public Transit Division for vehicle replacement funding (e.g. FTA grant programs 5339, 5311)</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
Burns Paiute Tribe, ODOT	Ongoing	Med	\$\$\$
<b>Priority: High</b>			

## Information and Marketing

<b>No. 3 – Information and Marketing</b>			
<b>Strategy</b>		<b>Description</b>	
Conduct targeted outreach and marketing.		Develop an outreach and marketing campaign informs potential and existing transit users about the available transit services.	
<b>Benefits</b>		<b>Action Items</b>	
Outreach and marketing can help increase public awareness about the available transit services.		<ol style="list-style-type: none"> <li>1. Develop outreach materials</li> <li>2. Distribute materials throughout the community and to existing customers</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
Burns Paiute Tribe	Short (0–2 years)	Low	\$
<b>Priority: High</b>			

## Geographic

No. 4 – Geographic			
Strategy		Description	
Increase transit service in underserved areas.		Provide transit service to additional destinations or communities, such as those outside of the Burns/Hines area.	
Benefits		Action Items	
Service to and from additional destinations/communities could enhance transit access.		1. Consider transit options that could serve additional destinations and communities	
Responsible Party	Timeframe	Level of Effort	Cost
Burns Paiute Tribe	Short (0–2 years)	High	\$\$\$
<b>Priority: Low</b>			

## Temporal

No. 5 – Temporal			
Strategy		Description	
Extend transit service hours.		Extend service hours after 4 p.m. for evening trips.	
Benefits		Action Items	
Evening service would benefit community members in need of transportation to evening meetings or events.		<ol style="list-style-type: none"> <li>1. Conduct focused outreach on potential new services to better gauge likelihood of use</li> <li>2. Permanently provide evening transportation service</li> </ol>	
Responsible Party	Timeframe	Level of Effort	Cost
Burns Paiute Tribe	Med (3–5 years)	Med	\$\$
<b>Priority: Medium</b>			

## Organization

<b>No. 6 – Organization</b>			
<b>Strategy</b>		<b>Description</b>	
Pursue additional funding opportunities.		Explore additional funding opportunities to provide more transit service and better meet transit demand.	
<b>Benefits</b>		<b>Action Items</b>	
Additional funding opportunities could help support capital needs, such as more vehicles and drivers.		<ol style="list-style-type: none"> <li>1. Review FTA current programs and work with ODOT to pursue applicable funding opportunities available to states</li> <li>2. Dedicate staff specifically to grant writing</li> <li>3. Pursue public private partnerships for funding</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
Burns Paiute Tribe	Ongoing	Med	\$\$
<b>Priority: High</b>			

<b>No. 7– Organization</b>			
<b>Strategy</b>		<b>Description</b>	
Employ additional staff.		Employ additional staff dedicated to grant writing, and outreach. Also available to assist with trip planning, and coordination with other services.	
<b>Benefits</b>		<b>Action Items</b>	
Increases availability of existing staff to focus on dispatch, scheduling, and management.		<ol style="list-style-type: none"> <li>1. Identify job responsibilities</li> <li>2. Identify funding source</li> <li>3. Advertise for position</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
Burns Paiute Tribe	Short (0–2 years)	Medium	\$\$\$
<b>Priority: Medium</b>			

## Technology

No. 8 – Technology			
Strategy		Description	
Invest in new technologies.		Explore technology/software available that may improve or enhance transit operations.	
Benefits		Action Items	
Investments in technology can improve operational and administrative efficiency.		<ol style="list-style-type: none"> <li>1. Reach out to other transit agencies with software/technology to discuss the functionality of their software</li> <li>2. Purchase new software</li> <li>3. Hold training for all staff who might interact with new technology/software</li> <li>4. Seek funding from ODOT through 5311(b)(3) for technical assistance and training</li> </ol>	
Responsible Party	Timeframe	Level of Effort	Cost
Burns Paiute Tribe, ODOT	Short (0–2 years)	Med	\$\$\$
<b>Priority: Medium</b>			

## Operations

No. 9 – Operations			
Strategy		Description	
Improve pedestrian access and install bus stop amenities.		Improve pedestrian access and install additional bus stop amenities at fixed-route transit stops, such as benches, shelters, and trash receptacles.	
Benefits		Action Items	
Pedestrian improvements will help improve the customer experience and ensure persons with disabilities can safely access bus stops. Amenities at transit stops can enhance the user experience for existing riders—particularly in inclement weather—and call attention to transit services to attract more riders.		<ol style="list-style-type: none"> <li>1. Work with the county and local jurisdictions to highlight problematic areas in need of infrastructure improvements</li> <li>2. Work with the ODOT, City and County to address stops with poor access</li> <li>3. Purchase and install bus stop amenities</li> <li>4. Considering partnering with nearby businesses for purchasing of bus stop amenities</li> </ol>	
Responsible Party	Timeframe	Level of Effort	Cost
ODOT, Harney County, local jurisdictions, Burns Paiute Tribe	Med (3–5 years)	Med	\$\$\$
<b>Priority: Medium</b>			

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<b>No. 10 – Operations</b>			
<b>Strategy</b>		<b>Description</b>	
Increase the available driver pool.		Employ additional transit drivers and seek volunteer drivers. Additional drivers will also be needed if more vehicles are available.	
<b>Benefits</b>		<b>Action Items</b>	
Additional drivers would help increase transit frequency, reduce wait times for riders, reduce trips denials, and make more vehicles available for brokerage trips.		<ol style="list-style-type: none"> <li>1. Conduct hiring for additional drivers</li> <li>2. Secure grant funding to establish and administer a volunteer driver program</li> <li>3. Conduct marketing and outreach to recruit for volunteer driver program</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
Burns Paiute Tribe	Med (3–5 years)	High	\$\$\$
<b>Priority: Medium</b>			

<b>No. 11 – Operations</b>			
<b>Strategy</b>		<b>Description</b>	
Develop a transit facility.		Find a location for and develop a transit facility for transit operations and vehicle storage.	
<b>Benefits</b>		<b>Action Items</b>	
A transit facility would create a central hub for tribal transit services, particularly for vehicle storage during inclement weather.		<ol style="list-style-type: none"> <li>1. Consider locations for this facility (e.g. buildings that could be repurposed or available land)</li> <li>2. Secure funding for the development of the facility, potentially through FTA 5339</li> </ol>	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
Burns Paiute Tribe	Med (3–5 years)	Med	\$\$\$
<b>Priority: High</b>			

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<b>No. 12 – Operations</b>			
<b>Strategy</b>		<b>Description</b>	
Group long-distance trips.		Transport riders traveling the same direction in one vehicle, particularly for long-distance trips.	
<b>Benefits</b>		<b>Action Items</b>	
Combining more long-distance passenger trips could help reduce duplicate trips and make vehicles available for other transit trips.		3. Consider revising scheduling method to better organize group trips for dispatchers 4. Offer an incentive for users willing to group their trip	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
Burns Paiute Tribe	Ongoing	Low	\$
<b>Priority: Low</b>			

<b>No. 13 – Operations</b>			
<b>Strategy</b>		<b>Description</b>	
Increase the available vehicle fleet.		Purchase additional transit vehicles to address capacity constraints and expanding service offerings.	
<b>Benefits</b>		<b>Action Items</b>	
More vehicles would help increase transit frequency, reduce wait times for riders, reduce trips denials, and make more vehicles available for brokerage trips.		1. Purchase additional vehicles to expand vehicle fleet 2. Reach out to ODOT Public Transit Division for vehicle funding (e.g. FTA grant programs 5339, 5311, 5310)	
<b>Responsible Party</b>	<b>Timeframe</b>	<b>Level of Effort</b>	<b>Cost</b>
ODOT, Burns Paiute Tribe	Med (3–5 years)	High	\$\$\$
<b>Priority: High</b>			



## Underserved Markets

No. 14 – Underserved Markets			
Strategy		Description	
Develop special event transportation (local charter or similar) service.		Develop special event transportation (local charter or similar) service for transporting local residents to community events.	
Benefits		Action Items	
This type of service would ensure local tribe members would have access to community events.		<ol style="list-style-type: none"> <li>1. Develop methodology for providing this service (e.g. by request or required level of demand)</li> <li>2. Verify there are no private providers interested in operating services</li> </ol>	
Responsible Party	Timeframe	Level of Effort	Cost
Burns Paiute Tribe	Med (3–5 years)	Med	\$\$
<b>Priority: Medium</b>			

No. 15 – Underserved Markets			
Strategy		Description	
Explore transportation options for commuters.		Consider ride-matching, carpool, or vanpool programs for commuters traveling to the same destination or in the same direction.	
Benefits		Action Items	
Commuter employer programs can reduce single occupancy vehicle travel for employees commuting within and outside of the county.		<ol style="list-style-type: none"> <li>1. Work with ODOT Regional Network Administrator (RNA) to establish ride-matching, carpool, or vanpool programs (Note Burns Paiute Tribe and the STFAC's role may be one of coordination and facilitation, not one of directly administering services)</li> <li>2. Reach out to local employers to promote ride-matching, carpool, or vanpool programs</li> <li>3. Seek public-private partnerships where they can serve as a funding option</li> </ol>	
Responsible Party	Timeframe	Level of Effort	Cost
ODOT, Burns Paiute Tribe, ODOT RNA, employers	Short (0–2 years)	Low	\$
<b>Priority: Low</b>			

Figure 31 provides a summary of the strategies for the Burns Paiute Tribe Coordinated Human Services Public Transportation Plan.  
**Figure 31 Summary of Strategies for the Burns Paiute Tribe**

No.	Topic Area/Category	Need	Strategy	Responsible Party	Timeframe	Level of Effort	Cost	Priority
1	Maintain existing service and programs	Provide transit to existing users	Preserve existing cost effective services and continue preventative maintenance.	Burns Paiute Tribe	Ongoing	Low	\$\$	High
2	Maintain existing service and programs	Maintain vehicle fleet	Replace vehicles in a timely fashion.	Burns Paiute Tribe, ODOT	Ongoing	Med	\$\$\$	High
3	Information and marketing	Public awareness	Conduct targeted outreach and marketing.	Burns Paiute Tribe	Short (0-2 years)	Low	\$	High
4	Geographic	Underserved communities	Increase transit service in underserved areas.	Burns Paiute Tribe	Short (0-2 years)	High	\$\$\$	Low
5	Temporal	Extend service hours	Extend transit service hours.	Burns Paiute Tribe	Med (3-5 years)	Med	\$\$	Medium
6	Organization	Limited funding	Pursue additional funding opportunities.	Burns Paiute Tribe	Ongoing	Med	\$\$	High
7	Organization	Increase staff	Employ additional staff.	Burns Paiute Tribe	Short (0-2 years)	Medium	\$\$\$	Medium
8	Technology	Technology investments	Invest in new technologies.	Burns Paiute Tribe, ODOT	Short (0-2 years)	Med	\$\$\$	Medium
9	Operations	Bus stop access	Improve pedestrian access and install bus stop amenities.	ODOT, Harney County, local jurisdictions, Burns Paiute Tribe	Med (3-5 years)	Med	\$\$\$	Medium
10	Operations	Driver pool	Increase the available driver pool.	Burns Paiute Tribe	Med (3-5 years)	High	\$\$\$	Medium
11	Operations	Facilities	Develop a transit facility.	Burns Paiute Tribe	Med (3-5 years)	Med	\$\$\$	High
12	Operations	Long-distance trips	Group long-distance trips.	Burns Paiute Tribe	Ongoing	Low	\$	Low

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No.	Topic Area/Category	Need	Strategy	Responsible Party	Timeframe	Level of Effort	Cost	Priority
13	Operations	Vehicle fleet	Increase the available vehicle fleet.	ODOT, Burns Paiute Tribe	Med (3-5 years)	High	\$\$\$	High
14	Underserved markets	Attendance at community events	Develop special event transportation (local charter or similar) service.	Burns Paiute Tribe	Med (3-5 years)	Med	\$\$	Medium
15	Underserved markets	Commuters	Explore transportation options for commuters.	ODOT, Burns Paiute Tribe, ODOT RNA, employers	Short (0-2 years)	Low	\$	Low

# APPENDIX

## STFAC MEMBER SURVEY

### Eastern Oregon Coordinated Plan STFAC Member Survey October 23, 2015

#### Service Gaps

1. Where: given the current public transportation service, what destinations cannot be reached using it? Tell us especially about destinations you consider the most important.
2. When: given the current public transportation service, when are passengers NOT able to travel to where they need to go?

#### Barriers and Opportunities

3. Please tell us about any barriers to using existing services. Examples would be fares too high, poor or non-existent sidewalks, lack of shelters or signage, eligibility restrictions, capacity limitations etc.
4. Please tell us about any cultural barriers that need addressing. How have you considered addressing them?
5. What jurisdictional barriers, e.g. federal or state regulations, have hindered providing desired services? How have you considered addressing these?

#### Priorities

6. Based on your understanding of priorities in the existing (2009) Coordinated Plan, how well are priority needs being addressed?
7. Which priorities are in need of funding and/or champions in order to be implemented?

#### Stakeholders

8. Involvement of the human and health services communities is critical to the planning process. Please tell us specific names of human services and health services providers or organizations that we should engage in this Coordinated Plan update.

#### Coordination Opportunities

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9. Please tell us about any inefficiencies in the current public transportation system that would benefit from better coordination (i.e. duplicative services, under-utilized resources, duplicative administrative or operational functions etc)?
  
10. Please give us your best ideas for how to create dialogue and ongoing relationships between the human and health services communities and public transportation providers?

Additional Comments

11. Please provide any additional comments you may have regarding community needs and public transportation as we update the Coordinated Plan

Name: \_\_\_\_\_

STF Agency: : \_\_\_\_\_

## STFAC NOVEMBER MEETING NOTES

The Harney County and Burns Paiute Tribe STF Advisory Committee Meeting took place from 2:30 p.m. to 4:00 p.m. on Thursday, November 12th, 2015 at Senior Center in Burns, OR.

### Introductions

Meeting participants were first introduced; the participants are outlined in Table 1. Packets including the following materials were distributed to each meeting participant:

- Meeting agenda
- Coordinated Plan information sheet
- Coordinated Plan timeline
- Preliminary survey results summary
- Map of area and existing services and destinations
- Identified service providers
- Stakeholder list

**Table 1 Meeting Participants**

Name	Organization	Phone	Email
Angela Lamborn	Harney Co. Director	541.573.6024	<a href="mailto:Angela.lamborn@Co.harney.or.us">Angela.lamborn@Co.harney.or.us</a>
Kathie Oatman	Harney Co. STF	541.413.2066	<a href="mailto:happyhorseranch@yahoo.com">happyhorseranch@yahoo.com</a>
Darlene Wingfield	Harney Co. Senior Center	541.289.1186	N/A
Darlene Needham	Harney Co. Senior Center	541.575.1136	<a href="mailto:dialaride@centurytel.net">dialaride@centurytel.net</a>
Pam Litscher	Harney Co. Senior Center	541.589.4847	N/A
John Barrett	Symmetry Care Inc.	541.413.1148	<a href="mailto:John.barrett@gobhi.net">John.barrett@gobhi.net</a>
Kenton Dick	Burns Paiute Tribe	541.573.5562	<a href="mailto:Kenton.dick@burnspaiute-nsn.gov">Kenton.dick@burnspaiute-nsn.gov</a>
Laura Slater	ODOT	541.963.1362	<a href="mailto:laura.l.slater@odot.state.or.us">laura.l.slater@odot.state.or.us</a>
Scott Chapman	Nelson\Nygaard	503.228.2283	<a href="mailto:schapman@nelsonnygaard.com">schapman@nelsonnygaard.com</a>
Maggie Derk	Nelson\Nygaard	503.488.2238	<a href="mailto:mderk@nelsonnygaard.com">mderk@nelsonnygaard.com</a>

### Coordinated Plans

Scott reviewed the purpose of Coordinated Human Services Transportation Plans and the procedures involved.

- Recommended by MAP-21 but not required. Required by ODOT for state and federal funding distribution.
- Elements of a coordinated plan
  - Inventory
    - Public and private transportation
    - Existing demographics service populations

- Outreach
  - o Stakeholder engagement
- Needs Assessment and Gap Analysis
  - o Connection of gaps with groups, times, places
- Coordination Strategies
  - o Priorities
- Final plan
  - o Adoption by both the County and Tribe

## Scope and Schedule for Plan Preparation

### Timeline:

- Project Advisory Committee and Stakeholder meetings taking place now
  - Collection of information regarding needs/gaps and opportunities for improvement through the plan.
  - Scoped 7-8 phone calls with key stakeholders
  - Potential to distribute online survey to all stakeholders
- Existing conditions memo in January
  - Summarizing results of meetings, online surveys, phone interviews, and research.
- Stakeholder inputs memo to follow in February
- Coordinated plan ready by May 2016

## Roles

- ODOT
  - Oversees project progress distributes funding
- Consultants
  - Coordination of meetings, surveys, phone interviews, and development of memos and plan.
- STFAC
  - Advisory committee and review of deliverables
- Key Stakeholders
  - Inform process on needs
- General Public
  - Participate in process via public engagement if appropriate

## Status of Planning

Most recent plan update, February 2015

- Updating every year with what has been done since there is a lack of direction
- Survey to get an idea about priorities and voted on them and then decide on priorities

What have been the key changes in the community? Demographics? Travel patterns? New major employers?

- Heard that packing plant will be coming, paper signed. Out in Hines, don't know timeframe
- Population is stable
- New restaurant being modernized, Back Bull-still in the process

## Needs Assessment

The preliminary online survey results were presented, conversation about needs and gaps followed.

## General service

- Harney County expanded hours, that has helped. Now from 7 a.m. to 7 p.m. Haven't heard any additional need for expansion.
- 8 p.m. around here is pretty dead, but there's a local taxi
- At times Harney County might need an extra driver
- 8 p.m. would be nice for evening activities, not sure if there was a demand for it
- One gentleman needs 9pm or 10pm so Harney County can't provide him service
- John stated "It's a great service. It makes it so much easier to get around. It's affordable and reliable."
- Harney County does go far out in the County. Riders have to pay the extra fee and time has to be available. Immediate trip requests cannot always be accommodated.
- Fields or French Glen (2 to 3 hours out) and just need plenty of time to accommodate
- Important that riders don't cancel or don't forget to cancel
- Most people are getting better about making last minute requests
- What about evening church activities? One woman who uses Harney County service to evening church activity and gets a ride home
- AA meetings-would that make a difference to have access in the evenings?
- Tribal bus used for transportation to activities, many out of the area
- First come first serve, county wide and special trips as advertised
- Bend once a week-Either Tuesday or Thursday
  - Mostly just wanting to go to St Charles Hospital and other medical trips, some just want to go shopping
  - Bend/Redmond airport pickups- usually scheduled way in advanced
  - Bend is about 2.5 hours one way
  - Try to begin return trip around 3pm so the day isn't super long
  - Eastern Point is about \$30 one way
  - Dial a ride will drive you around Bend rather than a single drop off location (i.e. more attractive than Point service which requires transfer to local bus service in Bend)
- Also transport personal items to/from distant cities (glasses pick up example)
- People are aging in place. The ones needing transportation are fairly close
- Fares – on the website and in the brochure
  - Dial a ride website, county website, senior center, within that is transportation



- Take/schedule reservations up to 6 months out
- Use Mobilitat software for dial a ride scheduling

## Capacity

- Sometimes another person needs to be accommodated, so a different bus is used.
- No need to reschedule or negotiate times. Just have to get a different bus
- Harney County vehicles have broke down a lot lately. Harney County wants to order new buses soon.

## Fleet

- Larger buses there are no issues. They are Fords.
- The vans Harney County uses are Dodge. There is not maintenance for them nearby
- Trying to get those vehicles out of our fleet
- Smaller buses at first but our ridership is now exceeding capacity

## Driver training

- Mid Columbia Council of Government
- Coordinate training and try to do it every 2 years
- New hires have to do pass class within 6 months
- Not much turnover with our drivers because they like it
- Community has positive relationship with drivers
  - “Awesome service and great people doing it. It’s been great to see it expand.”
  - “They’re very accommodating to my needs.”

## Data Gathering

### Destinations

- Safeway, hospitals, , VA clinic, senior center, , Rite Aid, post office, McDonalds, Apple Peddler, truck stop-medical and shopping
- Trips to work as well
- Kids to school-all ages, grades (ECC, high school special education, special education job training for students run by the high school)
- Churches

### Existing Services

Reviewed provider list and discussed removal and additions needed.

- Independent place has own vehicle
- Symmetry Care has own vehicle
- Tribe has their own bus
- Yellow van’s are lacrosse team bus

- Elite is gone, sold out to Wrights Taxi

## Stakeholder Outreach

## Stakeholders

Reviewed stakeholder list and discussed removal and additions needed.

- Symmetry Care (patients use dial a ride, they do a chore/activity and can receive a dial a ride card)
- Hope Shelter (do the same cards listed above)
  - Harney Hope
  - Angela Johnson
- VA clinic
- Non emergency medical for the state (talking to broker for this)
- Kelly Sinhouse from hospital, care coordinator
- DHS give families that need rides, transportation cards. One on one basis
  - Designated for a specific use (e.g. job access)
  - Patti Doral
- Jail release service? Yes, whenever they ask
- DHS non emergency medical ride
- Aspen living facility

## Additional notes

- ADA curb ramps-designed straight into traffic
- Some are old ramps, quite steep
- Southside of sidewalk near high school really terrible

## Next Steps

- Email Angela and Kenton Stakeholder list to confirm contacts
- Email Kenton packet to distribute to other BPT STF members

## STFAC MAY MEETING NOTES

The Harney County and Burns Paiute Tribe STF Advisory Committee Meeting took place from 9:00 a.m. to 11:00 a.m. on Friday, May 13<sup>th</sup>, 2016 at Senior Center in Burns, OR.

### Introductions

Meeting participants, listed in Figure 1, were first introduced. Packets including the following materials were distributed to each meeting participant:

- Meeting agenda
- Coordinated Plan timeline
- Existing Conditions Memo findings
- Map existing services and destinations
- Stakeholder Memo findings
- Needs Summary
- Strategies Summary

**Figure 1 Meeting Participants**

Name	Organization	Phone	Email
Kelly Singhose	Harney District Hospital Family Care	541.573.2074	<a href="mailto:ksinghose@harneydh.com">ksinghose@harneydh.com</a>
Darlene Needham	Harney County Dial-A-Ride	541.573.3030	<a href="mailto:dialaride@centurytel.net">dialaride@centurytel.net</a>
Angela Lamborn	Harney County Dial-A-Ride	541.573.6024	<a href="mailto:Angela.lamborn@Co.harney.or.us">Angela.lamborn@Co.harney.or.us</a>
Kathie Oatman	Harney County Dial-A-Ride	541.413.2066	<a href="mailto:happyhorseranch@yahoo.com">happyhorseranch@yahoo.com</a>
Scott Chapman	Nelson\Nygaard	503.228.2283	<a href="mailto:schapman@nelsonnygaard.com">schapman@nelsonnygaard.com</a>
Maggie Derk	Nelson\Nygaard	503.488.2238	<a href="mailto:mderk@nelsonnygaard.com">mderk@nelsonnygaard.com</a>

### Project Update

Scott kicked off the meeting by describing the purpose this meeting: to review the identified needs and prioritize the recommended strategies. He then reviewed the project timeline, which included the following:

- Initial Special Transportation Fund Advisory Committee (STFAC) meeting took place in November 2015
  - Collected information regarding needs/gaps and opportunities for improvement
- Existing conditions memo completed in March 2015
  - Summarized demographic and socioeconomic analysis and inventory of existing services
- Stakeholder inputs memo completed in March 2015
  - Summarized results of meetings, online surveys, phone interviews, and research.
- Draft Plan completed in May 2016

- STFAC meeting currently being held
- Final plan and adoption/acceptance of the plan in June/July 2016

## Existing Conditions Memo Findings

Maggie reviewed the Existing Conditions Memo findings, which included a summary of the Harney County total population and vulnerable populations—older adults, persons with disabilities, and low-income individuals.

Maggie highlighted the following findings from the demographic and socioeconomic analysis:

- **Increasing population in unincorporated areas.** In the past decade, the population of major cities within the county decreased while unincorporated populations increased. If this trend continues, there is potential for heightened demand on the Harney County demand response service.
- **Aging population.** Although the Harney County population has been declining, the older adult population has increased, indicating residents are aging in place. A large portion of this increase occurred in unincorporated communities, presenting challenges to serve these residents with public transportation due to long distances between homes and destinations.
- **Employment flow within Harney County.** The majority of Harney County's workforce lives and works within the county for employment reducing the demand on the transportation system to bring in out-of-county residents for local jobs and vice versa.

Maggie presented the existing transit services map for Harney County and then highlighted the following findings from the inventory of transportation services:

- **Transit is concentrated in one area of the county.** As the largest county in Oregon, Harney County covers a large land area making it difficult to provide transit to some of smaller communities. Transit is concentrated within the northeast corner of the county where a large portion of the population resides causing unincorporated areas to be underserved by transit.
- **Replacement of vehicle fleet inventory.** Harney County Dial-A-Ride has recently submitted grant applications for replacement vehicles to better support the demand for transit. The Burns Paiute Tribe only has one vehicle that continuously breaks down, disrupting the service and reducing ridership.

Angie highlighted that they are up to eight vehicle after recent procurements. The County also hired three new drivers.

## Stakeholder Memo Findings

Input for the Stakeholder Memo included input from the STFAC committee, the survey distributed in October 2015, and the individual stakeholder interviews. Maggie reviewed the following findings from this memo:

- **Reduced fares.** The cost of transit can be a burden for residents with very low incomes, particularly when trying to travel long distances. Reduced fares or ride vouchers could help support people with very low incomes. Additional opportunities to address this barrier might include subsidies from local organizations or a loyalty discount program.
- **More vehicles and drivers.** Expanding the vehicle supply and increasing the number of drivers could help enhance service reliability with an increase service frequency, a

reduction in wait times, and an increase in the service carrying. Future technological investments for fixed-route services could also improve service reliability for passengers with GPS tracking and real-time bus arrival.

- **Additional destinations and hours.** Some destinations are not as well served by transit. Transit service is also not available every day, which can create a barrier for users that are unable to adjust their schedules. Additional destinations and hours would be useful for community members in need of access to destinations outside of the service area and after-hours transportation.
- **Improved access to transit service.** Access to some bus stops can be particularly challenging during the winter months due to snow and a lack of roadway maintenance. Pedestrian infrastructure, such as ADA curb ramps, is not always accommodating to persons with disabilities, hindering pedestrian access. Regular roadway maintenance, additional stop amenities to shelter passengers from weather, and infrastructure repairs to enhance pedestrian access for persons with disabilities could help improve access to transit service.

## Needs Assessment

Maggie reviewed the transit needs and opportunities for Harney County and the Burns Paiute Tribe, provided in Figure 2.

**Figure 2 Transit Needs and Opportunities for Harney County and the Burns Paiute Tribe**

Need	Opportunity	Included in 2015 Plan
<b>Information and Marketing</b>		
Last minute reservations	Improved messaging focusing on required reservation window and protocols could reduce last minute reservation requests.	
<b>Geographic</b>		
Underserved communities	Smaller cities and unincorporated areas not as well served by transit. A regular service based in these communities could provide connections to major cities in the northeast corner of the county.	
<b>Temporal</b>		
Extend service hours	Extend service hours after 7 p.m. for evening trips.	✓
<b>Organization</b>		
Limited funding	Additional funding opportunities could help support capital needs, such as more vehicles and drivers.	✓
Increase staff	Employ additional staff dedicated to grant writing, and outreach that is also available to assist with trip planning and coordination with other services.	
<b>Operations</b>		
Bus stop access	Improve pedestrian access to bus stops and install additional bus stop amenities.	

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<b>Need</b>	<b>Opportunity</b>	<b>Included in 2015 Plan</b>
Driver pool	Additional transit drivers could help make vehicles more available to provide more brokerage trips.	✓
<b>Long-distance trips</b>	<b>Combining more long-distance passenger trips could help reduce the strain on the vehicle fleet.</b>	
Vehicle fleet	Additional transit vehicles could help make vehicles more available to provide more brokerage trips. Vehicles should be replaced in a timely fashion to ensure fewer vehicle breakdowns.	✓
<b>Underserved Markets</b>		
Attendees of community events	Develop a service for transporting local Harney County residents to community events.	✓
Commuters	Commuter employer programs can reduce single occupancy vehicle travel for employees commuting within and outside of the county. Majority of workforce lives and works within the county.	
<b>Very-low income</b>	<b>Ensuring that very-low income population have access to reduced fares or ride vouchers could be useful to assist those with financial need, particularly when trying to travel long distances.</b>	

Note: Needs in bold only apply to Harney County Dial-A-Ride

## Strategies

Scott introduced the strategies, describing the overall purpose of the strategies and explaining that a voting activity would follow to prioritize the strategies.

## Discussion

Maggie reviewed each strategy in detail with the group. During this review, there was also the opportunity to answer any clarifying questions and further discuss each strategy. Highlights from that discussion included the following:

- Strategy #11: Increase the available vehicle fleet
  - Is there a need for technology improvement going forward?
  - STF funds were recently used to upgrade Mobilitat and purchase tablets through Verizon for drivers
- Strategy #12: Develop local charter (or similar) service
  - Definition of a charter service was discussed.
  - There are potential challenges in providing this type of service.
- Strategy #14: Subsidize very low-income riders
  - Maybe low-income riders could be grouped with Medicaid trips. Low-income rider costs could be partially or fully covered.

## Strategy Prioritization

After reviewing each strategy, a voting exercise took place in order to prioritize the strategies. Each attendee was given four votes, which they could use at their discretion. Prior to voting, the meeting participants unanimously agreed that strategies 1 and 2 would be automatically given high priority. Any final questions were also discussed during the voting process. At the conclusion of the voting exercise, each strategy was categorized by priority. Strategies that received zero votes were categorized as a low priority. Strategies that received four votes were categorized as high priority. Any remaining strategies were categorized a medium priority. Figure 3 details the results from the voting exercise, listing each strategy in order of votes and priority.

**Figure 3 Harney County Strategies Voting Exercise Results**

Strategy #	Description	Votes	Priority
3	Conduct targeted outreach and marketing.	0	Low
4	Increase transit service in underserved areas.	0	Low
6	Pursue additional funding opportunities.	0	Low
7	Employ additional staff.	0	Low
8	Improve pedestrian access and install bus stop amenities.	0	Low
11	Increase the available vehicle fleet.	0	Low
13	Explore transportation options for commuters.	0	Low
12	Develop local charter (or similar) service.	1	Med
9	Increase the available driver pool.	3	Med
5	Extend transit service hours.	4	High
10	Group long-distance trips.	4	High
14	Subsidize very-low income riders.	4	High
1	Preserve existing cost effective services and continue preventative maintenance.	N/A	High
2	Replace vehicles in a timely fashion.	N/A	High

Note: As Burns Paiute Tribe members were not able to attend this meeting, Nelson\Nygaard will work with Tribal staff to prioritize the Burns Paiute Tribe Strategies.

## Next Steps

- As Kenton was not able to attend this meeting, Scott and Maggie will touch base with Kenton, Laura, and Angie about the Tribe-specific strategies and how best to final the Tribe’s plan.
- STFAC members and meeting attendees will provide comments on the Draft Plan to Angie, who will compile the comments and provide to the Nelson\Nygaard team by May 27<sup>th</sup>.
- The Nelson\Nygaard team will develop a Final County plan prior to next STFAC meeting, which has yet to be scheduled but will be in advance of the June County Court meeting.
- Angie would like to take the plan to county court the third week of June, if possible.

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**STAKEHOLDER INTERVIEWEES**

Agency / Organization Name	Name of Interviewee	Interview Title	Interview Date
Ashley Manor	Stacy Tennant	Facility Administrator	01/15/2016
Aspens Living Facility	Laurie Sparks	Nurse	01/12/2016
Burns Veterans Clinic	Marsha Wilson	Clerk	01/6/2016
Burns Paiute Social Services Department	Michelle Bradach	Social Service Director	01/12/2016
	Carla Teeman	Social Service Assistant	01/12/2016
Burns Paiute Tribal Housing Authority	Jody Hill	Director	01/21/2016
Burns Paiute Wadatika Health Center	Twila Teeman	Health Services Director	01/12/2016
Department of Human Services (DHS)	Kathy Rementeria	Community Development Coordinator	01/14/2016
	Kim Needham	Self Sufficiency Supervisor	01/14/2016
	Patty Dorroh	Child Welfare Supervisor	01/14/2016
Early Childhood Center	Jane Parks	Family Service Coordinator	01/19/2016
Harney District Hospital	Kelly Singhose	Care Manager	01/4/2016
Harney Hope (HHope) Shelter	Angela Johnson	Executive Director	01/5/2016
Mid-Columbia Council of Governments (MCCOG)	Dan Schwanz	Transportation Director	12/16/2016
Symmetry Care, Inc.	Cathy Stauffer	Program Manger	01/19/2016



## STAKEHOLDER INTERVIEW GUIDE DISCUSSION QUESTIONS

1. What “services” does your organization provide and do you directly service clients/customers?
2. Do you directly provide any transportation services? If yes,
  - a. Who is eligible for your transportation services?
  - b. What type of vehicles do you use and how many do you have?
  - c. How many rides do you provide on an annual basis?
3. Do you fund transportation services from other providers (i.e. buy tickets or passes, subsidize their operations etc)?
4. How do clients/ customers/ workers typically access your location? At what times / days of week?
5. Do you feel transit is an important component of this community? Why or why not?
6. What markets or demands do existing services cover well today? E.g. seniors? Particular communities, Particular trip types?
7. What markets or demands do existing services NOT cover well today? Are there gaps in
  - a. Destinations served
  - b. Trip types completed
  - c. Time of travel offered
  - d. Other
8. Do you see any future trends that will modify the size or nature of these markets in the future? E.g. major hospitals or service centers re-location to/from the region, major senior residential developments, other growth in senior populations etc.
9. Are there barriers to using existing services (fares too high, eligibility restrictions, capacity limitations etc)?
10. Are there cultural barriers that need to be addressed (language etc)? What opportunities are being considered to address them?
11. What might attract more riders?

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- a. More frequent service?
  - b. Service at different times of day?
  - c. Service on different days of week?
  - d. Service to new destinations/communities?
  - e. Reduced fares?
  - f. Better information on how to ride transit
  - g. Better security?
12. What haven't we covered that's important to you?
13. Any other comments, questions or concerns?