



Sunset Empire Transportation District

BOARD OF COMMISSIONERS

BOARD MEETING AGENDA

THURSDAY AUGUST 27, 2015

9:00 AM

Astoria Transit Center, 900 Marine Drive Astoria, OR

AGENDA:

1. CALL TO ORDER; PLEDGE OF ALLEGIANCE TO THE FLAG
2. ROLL CALL
3. CHANGES TO AGENDA
4. PUBLIC COMMENT (3 Minute limit)
5. APPROVAL OF JULY 2015 MEETING MINUTES
6. REPORTS FROM CHAIR AND COMMISSIONERS
7. FINANCIAL REPORTS
8. OLD BUSINESS
9. NEW BUSINESS
 - a. Generator
 - b. CPCCO Contract Amendment
 - c. Outreach Plan
 - d. Technology Plan
 - e. Title VI
 - f. Best Practices Assessment Schedule
 - g. November/December Board Meeting
10. CORRESPONDENCE
11. EXECUTIVE DIRECTOR REPORT
12. LEADERSHIP TEAM REPORT
13. PUBLIC COMMENT (3 minute limit)
14. OTHER ITEMS



**BOARD OF COMMISSIONERS
MEETING MINUTES
July 23, 2015**

1. CALL TO ORDER- Chair Kathy Kleczek called the meeting to order at 9:00 AM.
2. ROLL CALL:
Present: Chair Kathy Kleczek, Commissioner Kevin Widener, Commissioner Mitch Mitchum, Commissioner Rae Goforth, Commissioner Paul Lewicki and Commissioner Tracy MacDonald.
Commissioner Carol Gearin was excused.

Staff Present: Executive Director, Jeff Hazen, Executive Assistant Mary Parker, HR Officer Tami Carlson,, RideAssist Coordinator Carol Penuel, IS John Layton, RideCare Manager, Jason Jones, Mobility Coordinator Lis Pietila, Transportation Options Shasia Fry and IT Manager Konnor Claborn.
3. CHANGES TO AGENDA- None
4. SWEARING IN OF COMMISSIONERS- Chair Kleczek asked that the 3 newly elected Commissioners to stand and take the oath of office as Sunset Empire Transportation District Commissioners. Rae Goforth Position 5, Mitch Mitchum Position 7 and Tracy MacDonald Position 1, were sworn in and congratulated.
5. ELECTION OF OFFICERS- Chair Kleczek opened the election of 2015-2016 Board Officers
Commissioner Goforth moved to nominate Kathy Kleczek as Board Chair
Commissioner Lewicki seconded the nomination
Kathy Kleczek was elected Board Chair by unanimous aye vote

Chair Kleczek moved to nominate Paul Lewicki as Board Vice Chair
Commissioner Widener seconded nomination
Paul Lewicki was elected Board Vice Chair by unanimous aye vote

Commissioner Widener moved to nominated Carol Gearin as Board Secretary/Treasurer
Commissioner Goforth seconded the nomination
Carol Gearin was elected Secretary Treasure by unanimous aye vote
6. PUBLIC COMMENT- None
7. APPROVAL OF THE JUNE 2015 BOARD MEETING MINUTES-
Commissioner Goforth moved to approve the June 2015 Board Minutes
Commissioner MacDonald seconded the motion
Motion passed- Commissioners Kleczek, Mitchum, MacDonald, Goforth, Widener voting aye.
Commissioner Lewicki abstained
8. REPORTS FROM CHAIR AND COMMISSIONERS:
Commissioner Goforth reported that she had attended the Senior and Disabled Committee meeting where the route changes had been presented and information on the Veterans transportation plan was also presented. Commissioner Goforth also said that they are looking for new members to fill the 2 openings that are currently vacant on the committee and she has received 3 application so hopefully the vacancies will be filled.
Commissioner Lewicki- Thanked the Board for indulging his absences from the Board meeting the last 2 months.

Commissioner Widener- Nothing to report

Commissioner Mitchum- Nothing to report

Commissioner MacDonald- Nothing to report

Chair Kleczek- Reported that she has noticed more riders on the bus and thanked everyone that is involved in outreach. Executive Director Hazen also added that the drivers should also be thanked for their patience during the heavy traffic during the Fourth of July holiday. Chair Kleczek also commented on the that it is really important that we comment to ODOT that slow the slow traffic season is getting slower and slower and our roads are not able to handle the capacity that we are seeing and it there were an accident on one of our roads on a busy holiday it would be very difficult for emergency vehicles to get to where they needed to go.

9. PUBLIC HEARING ON PROPOSED SERVICE CHANGES-

Chair Kleczek opened the Public Hearing for the proposed route changes for Route 10, Route 15, Route 101 and the Columbia Connector. Executive director Hazen explained how the proposed changes stemmed from the SETD Strategic Priorities Plan and recommendations from the Senior and Disabled Advisory Committee. Executive Director Hazen said that the Lower Columbia Connector is a new Intercity Grant that will start August 1st when SETD will begin connecting with the Columbia County Rider bus in Ranier where riders will be able to transfer and travel to Longview/Kelso or to Portland 2 times a day instead of 4 times a day. Executive Director Hazen said he was most excited about the increase in service to the 101 route because since he since he had started at SETD he had continuously heard requests for increased service to the Route 101. Executive Director Hazen explained that Route 101 will have hourly service except between 11 AM and 1 PM and the express routes in the morning and evening have been made into regular routes which expands our Paratransit hours from 6 AM to 8 PM. Executive Director Hazen also said that as part of the Lower Columbia Connector and as part of our Strategic Plan there had been discussion of better service to Warrenton and Hammond so the new Route 15 will be looping through Warrenton, Hammond and the Warrenton shopping areas 6 times a day. Executive Director Hazen said Mary and I have been doing a lot of outreach speaking at meetings and notifying clinics, hospitals, senior center, hotels, restaurants, recreation centers, libraries, the Hispanic council, state and county public services and posting in stores, post offices, on buses and in all bus shelters. Executive Director Hazen said the feedback we have received has been very positive. Chair Kleczek asked if there was going to be the same type of changes made to the Route 21 schedule on the weekend as we have the same type of ridership on the weekends as we do on weekdays. Commissioner Widener noted that the Route 21 is an independent contract that we have with Cannon Beach, so if they choose to expand then we might be able to. Chair Kleczek answered that Cannon Beach does not fund all of it, it is a cooperatively funded route that is based on ridership and she had been looking at ridership. Commissioner Widener said that we are giving them that service on weekends because of the Streetcar Service that is given in Seaside and it is an agreement not a contract. Executive Director Hazen said the Route 21 had not been looked at to increase. Chair Kleczek said this creates confusion for the weekend riders. There was discussion about the history and ridership of both Route 20 and 21 in Cannon Beach. Chair Kleczek said she was bringing this up because if the bus during the weekdays is running until 7:30 and then on the weekends when it is just as busy or busier the bus suddenly runs shorter hours it is going to cause confusion, questions and concern with the riders. Commissioner Widener said it is just a matter of your having to read the schedule as it is and agreed that it causes confusion. Executive Director Hazen said he would look at the Route 20 and do some studies on it. Chair Kleczek said that Commissioner Gearin had sent in her concerns about how tight the Route 101 schedule is and setting ourselves up for not being on schedule. Chair Kleczek said she shared the same concerns about us being off schedule more than being on schedule and that the drivers need time so they can stop and load and unload riders the riders not feeling like they are rushed and the drivers not having to speed to make up the time. Executive Director Hazen said eliminating the express route should help. Commissioner Lewicki said some months ago we established that the first trip south was chronically late

and that he had got the feeling from the Commissioners that they would rather change the schedule and be on time than continually and knowingly be late but to Kathy's point, if we have a busy summer and every day we are 5-10 minutes late the whole length of the route, we would hope the staff would look at changing the schedule rather than run late. Chair Kleczek said the Commissioners have voiced their concerns that we would rather have a schedule that reflects the actual arrival times than have a bus that is behind schedule. There was further discussion from the Commissioners concerning the new 101 schedule and setting up and periodic evaluations and time checks to monitor if the busses are chronically late and to determine what changes may need to be made to the system to be on time.

Commissioner Widener commented that the Columbia Connector cuts off at South County. It is much easier to take the Point Bus. It is too early in the morning for the people in South County to get there and it three hours and 15 minutes and you have to change on the Point it is 2 hours 30 minutes. We do not have a commuter relationship with Columbia County.

Chair Kleczek asked for Public Comment; there was none. Chair Kleczek asked for any comments from the staff. Mary Parker said that everyone she had talked to when doing outreach was very happy about the proposed route changes especially hotel and restaurant management and staff. Executive Director Hazen said Jeaneyse Snow had approved the IGA and made 3 minor changes which were made to the agreement by Columbia County prior to sending to us for signature.

Commissioner Widener moved to approve the Lower Columbia IGA and the proposed bus route changes

Commissioner Goforth seconded the motion

Discussion-None

Motion passed by unanimous aye vote of all Commissioners present

10. FINANCIAL REPORTS: Executive Director Hazen said that Diane was unable to attend today's meeting but was available by phone. Executive Director Hazen congratulated everybody on the years General Fund's actual to budget, after having a budget of negative \$430,000 and coming in with a positive \$147,000 looks very nice and thanked the staff for their work and the Board for their direction. Chair Kleczek asked under the General Fund Debt Service if it was new to have the interest fees combined with the debt service because it had been kept separate. Executive Director Hazen said that he would check and report back. Chair Kleczek asked about the election fees in the Ride Care funds. Executive Director Hazen said that these were the fees for the 2015 elections and there were no fees budgeted for 2015-2016 because there will not be an election. Chair Kleczek asked about the new iPad that had been purchased and wondered if there was a list of how many iPads the district had purchased and who they were for. Konner said that an iPad had broken and there was no way fix it so a new one was ordered and that he is working on tagging and logging the district's assets and is working on tagging the existing iPads.

Commissioner Widener moved to accept the June 2015 Financial Report as presented

Commissioner MacDonald seconded the motion

Motion passed by unanimous aye vote

11. OLD BUSINESS-

- a. Holiday Operational Schedule- Executive Director Hazen said he would like the Board to determine what holidays the district will be operating on. Executive Director Hazen clarified that currently the district does not operate on Thanksgiving, Christmas or New Year's Day however the district during the past year did operate on Memorial Day, Fourth of July and Labor Day with decent ridership from tourists and has been of benefit to those working in the service industry. Executive Director Hazen said that during the budget process Martin Lewis King, Presidents Day and Veterans Day were put in for the employees. Executive Director Hazen said he is proposing that to cut the cost of overtime pay and to allow better use of the holiday that employees would be allowed to take a day off anytime during the 2 weeks before or during the week after the observed

holiday when it would be more useful for them. Executive Director Hazen presented some of the local and regional statistics of other employers. Commissioner Lewicki said he liked the critical thinking that had been applied to this situation and if he considered what had been presented as managements recommendation he would support it. Commissioner Lewicki also said this gives the flexibility that you need for staffing, saves the extra cost and provides a service and if we agree with that it eliminates a lot of discussion every year as to whether we are going to do it and where the money is going to come from. There was discussion about whether there would be extra costs related to the new added employee holidays which Executive Director Hazen clarified that there would not be due to the flexibility of taking time off and the district is operating on these days anyway. Commissioner Lewicki asked if improved will this be added to the personnel policies. Executive Director Hazen said yes.

Commissioner Lewicki moved to approve the holiday operational program as presented and discussed by staff

Commissioner Widener seconded the motion

Motion passed by unanimous aye vote.

12. NEW BUSINESS-

- a. DHS Child Welfare Intergovernmental Agreement-Commissioner Lewicki noted 2 word corrections needing to be made to the document. (Board packet page 45 section 4 second line should say “the goal is” and page 50, section 7, paragraph C, “inability to comply”. Executive Director Hazen clarified that this is an extension of the Child Welfare program we started late last fiscal year which had a slow start but has picked up and that we use volunteer drivers to staff. Chair Kleczek asked about the district’s liability for the volunteer drivers. Executive Director Hazen said that the volunteer drivers are drivers for the state and are screened with background checks by the state and are covered by their personal car insurance first and the state picks up after that.

Commissioner MacDonald moved to approve the DHS Intergovernmental agreement

Commissioner Lewicki seconded the motion

Commissioner MacDonald amended his motion to include giving Executive Director Hazen permission to sign the agreement

Commissioner Lewicki seconded the amended motion

Discussion- None

Motion passed by unanimous aye vote

- b. **2015 Audit Services Approval**-Executive Director Hazen recommended that the district continue with Boldt Carlisle and Smith as auditors this year specifically because of the change in Finance Officers next month. Executive Director Hazen said that the agreement is for \$27, 250 which is a little higher than last year. Chair Kleczek asked if they had given a reason why they were charging more. Executive Director Hazen said that Diane had discussed this with them and that they would not go below what has been offered. Commissioner Lewicki asked if an expenditure of this amount requires going out for a formal procurement. Executive Director Hazen said that Diane had said we do not because it is sole source. Executive Director Hazen contacted Diane Moody by phone and she was asked about justification of the district being able to use sole source for the contract with Boldt Carlisle and Smith. Diane clarified that the state would allow the district to qualify for sole source due to the long term relationship with Boldt, Carlisle and Smith that can be established by previous meeting minutes and all the district had to do is get a quote which has been presented to you. Chair Kleczek asked why the price is going up since the district is requiring less of their time. Diane said that their price package has gone up not their hours.

Commissioner Goforth moved to approve that Boldt Carlisle and Smith do the Audit for fiscal year 2015 for \$27, 250

Chair Kleczek asked that Commissioner Goforth amend her motion to include

Commissioner Goforth amended her motion to clarify that the audit not exceed \$27,250

Commissioner Lewicki seconded the motion

Discussion- None

Motion passed by unanimous aye vote

13. CORRESPONDENCE- Mary Parker reported that she had received 2 emails thanking the Board for donated service awards. One was from Steve Hawks who works for Senior and Disability Services and one was from Elaine Bruce who works for Clatsop Community Action.

14. EXECUTIVE DIRECTOR REPORT- Executive Director Hazen reported a couple of items in addition to his original report; RideCare did not get selected to provide non emergent transportation brokerage services for the Yamill County CCO and Al Hernandez will be starting as the district's finance officer on August 24th. Executive Director Hazen also reported that the district is still looking for assistant mechanic, transit center assistant and the most critical need is for temporary drivers.

15. LEADERSHIP TEAM REPORTS-

16. OTHER ITEMS-

17. Executive Director Hazen reported a couple of items in addition to his original report; RideCare did not get selected to provide non emergent transportation brokerage services for the Yamill County CCO and Al Hernandez will be starting as the district's finance officer on August 24th. Executive Director Hazen also reported that the district is still looking for assistant mechanic, transit center assistant and the most critical need is for temporary drivers.

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Meeting was adjourned at 10:25 AM

Mary Parker, Recording Secretary

Commissioner Carol Gearin, Secretary/Treasurer

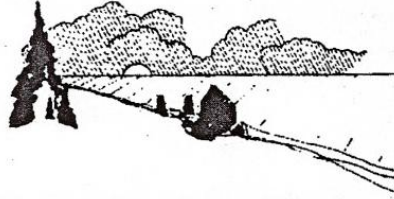
Date_____

Mission Statement

Provide safe, reliable, relevant and sustainable transportation services to Clatsop County with professionalism, integrity and courtesy.

Borland Coastal Electric, Inc.

P.O. BOX 2697 • Gearhart, OR 97138
(503) 738-8391
CCB# 3226



August 4th, 2015

Sunset Empire Transportation
konnar@ridethebus.com
Atten: Conner

Thank you for considering Borland Coastal Electric Inc. for your electrical needs. We are pleased to provide you with the following proposal for the project described below. The job address is 465 NE Skipanon Drive, Warrenton, Oregon 97146.

1. Provide and install (1) 38KW RCL Kohler Power Systems generator. Generator will be liquid cooled, 1800 RPM, with (1) battery, (1) Block Heater and will operate on natural gas. Operating on natural gas, the output of the 38KW generator will be **158Amps**. 1800 RPM driven engines are valuable for their longevity.
2. Provide and install composite pads as the generator foundation.
3. Provide and install (1) Kohler RXT ATS and new load center in data room with the intentions of providing backup power strictly for low voltage equipment.
4. Provide and install (1) Kohler RDT ATS and new load center if necessary for dispatch/shop building. Load tests will have to be taken prior to deciding which circuits may or may not be on the backup system.
5. Provide and install all electrical conduits, wiring, grounding, fittings and devices required from the generators exterior location to both (data room) and dispatch/shop building ATS locations.
6. Provide and install all electrical conduits, wiring, grounding, fittings and devices required from the existing load center in hallway outside of data room to (1) new load center in data room next to server equipment.
7. Re locate existing conduits and wiring for server equipment outlets into (1) new load center in data room.

8. Re locate any existing circuits from existing load center in dispatch/shop building to new load center if necessary and possible with the given amperage output of the new generator.
9. Start up and test generator and ATS systems for proper operation.
10. Provide trenching for electrical conduits and wiring from exterior generator location to each of the (2) buildings to be supplied.
11. Provide gas line connection.

Total cost for material, labor and permits. \$28,119.17

Payment due upon completion

The 38KW generator operating on a natural gas fuel source is rated for 158 Amp output. Borland Coastal Electric will perform a load test on the existing dispatch/shop building and the data room equipment in order to assess the actual amperage loads before performing any work and prior to ordering any equipment. After loads are assessed and approved for the size of generator then work will commence.

Cost to exclude any unforeseen circumstances and will be billed on a time and material basis if additional work is needed.

Borland Coastal Electric will not be responsible for any sheetrock/exterior siding repairs and/or patch work, if any are to incur during the scope of this work.

If you have any questions please feel free to contact us.

Thank you,

Shayne Mesa
Borland Coastal Electric
503-738-8391 off.
estimator@borlandelectric.com

I authorize to proceed with the work described above

Signature: _____ Date _____

Wadsworth Electric
PO Box 746
Astoria, OR 97103

phone 503-325-5501 fax 503-325-2321
 site address: 1715 Exchange Street Astoria, OR

OR CCB#2404

WA EJC#WADSWE*91629



Commercial Proposal to Owner

8/18/2015

Sunset Empire Transportation District
 900 Marine DrIVE
 Astoria, OR 97103

Job site address:

Sunset Empire Transportation District
 900 Marine Drive
 Astoria, OR 97103

Description	Qty	Rate	Total
Provide and install a 36kW 3600 RPM natural gas generator, two auto transfer switches, feeders to building, pad, gas line extension, trench and backfill		45,477.00	45,477.00

A good faith deposit of 50% of project cost is due at time of contract signing, please send with signed contract. Final 50% payment is due upon completion of the project.

•Any changes to the above scope may result in a corresponding change to the cost •You must pay for any changes in scope in advance •This proposal is valid for 30 calendar days after that time, this contract may be re-evaluated based on possible labor and/or material cost increases •Any changes to this contract due to re-evaluation must be made in writing •Service charges of 1-1/2% per month (18% annually) may be added to all past-due amounts. We will use a collection agency to collect our accounts past due and will add fees as allowed by ORS697.115

Should you find these terms agreeable, please sign and return original proposal to the post office box number listed below with payment. By signing, you agree to all terms and conditions as noted.

Total \$45477.00

Cass Liljenwall

Electrician, Estimator

Acceptance of Proposal Signature & Date:



April 16, 2015

Sunset Transportation
900 Marine Drive
Astoria, Or 97103

Attn: Jeff Hazen

Re: Generator Installation

Thank you for calling Clatsop Electric, Inc for your electrical needs. We are pleased to provide you with an electrical estimate as follows:

Installation Options:

30 KW Cummins Generator:

- Water cooled
- 3600 RPM
- Aluminum Enclosure
- 1 - 200 amp ATS for Dispatch
- 1 – 100 amp ATS and load center for Data Room
- Conduit and conductors as necessary
- Delivery and start up
- 36" x 72" concrete pad
- \$1500 allowance for gas line connection
- \$2500 allowance for excavation
- \$250 allowance for State of Oregon electrical permit
-

Total cost for installation as detailed above.....**\$ 29,350.00**

Generator size based on information provided by Pacific Power actual loads will need to be verified prior to installation. Pricing is good for 30 days and based on normal working hours. Installation is also subject to approval from Clatsop County Building Codes. If you have any questions, please don't hesitate to give us a call.

Sincerely,

Doug Kero
Estimator

FIRST AMENDMENT TO
TRANSPORTATION SERVICES AGREEMENT
BY AND BETWEEN
Columbia Pacific CCO, LLC
AND
Sunset Empire Transportation District

This amendment (the "Amendment") is effective as of January 1, 2015 by and between COLUMBIA PACIFIC CCO, LLC an Oregon limited liability company ("Columbia Pacific") and SUNSET EMPIRE TRANSPORTATION DISTRICT ("SETD"),

WHEREAS, Columbia Pacific and SETD have entered into a Transportation Services Agreement (the "Agreement"), effective January 1, 2015 in order to contract with one another such that SETD provides transportation services pursuant to the terms and conditions of the Agreement.

NOW, THEREFORE, in consideration of the mutual covenants and conditions set forth and in exchange for good and valuable consideration, the receipt and sufficiency of which are acknowledged, the Parties agree as follows:

- 1. The following Section 16 is amended with the following ~~struck through~~ language deleted and new language in double underline.**

16. Indemnification.

~~Subject to the limits of the Oregon Tort Claim Act,~~ SETD shall defend, indemnify, and hold harmless CPCCO and ~~its~~ CPCCO's directors, officers, employees, affiliates, and agents against any third-party claim, loss, damage, cost, or expense, ~~or liability~~ arising out of ~~or related to~~ (i) the activities of ~~its~~ SETD's Providers, employees, or agents of any Delegated Functions under this Agreement caused by their willful misconduct or negligence, including recklessness, (ii) any breach or violation of any covenant or other obligation or duty of SETD under applicable law, and (iii) ~~except for those caused by OHA Volunteers,~~ third-party claims arising from or related to automobile accidents and premises liability. SETD's obligations under this paragraph shall be subject to the limits of the Oregon Tort Claim Act or SETD's liability insurance limits, whichever is greater.

CPCCO shall defend, indemnify, and hold harmless SETD and ~~its~~ SETD's directors, officers, employees, affiliates, and agents against any third-party claim, loss, damage, cost, or expense ~~or liability~~ arising out of ~~or related to this Agreement~~ (i) the activities of CPCCO's employees of any CPCCO functions under this Agreement caused by their willful misconduct or negligence, including recklessness, and (ii) any breach or violation of any

covenant or other obligation or duty of CPCCO under applicable law. If third-party claims are subject to the Oregon Tort Claim Act, then CPCCO's obligations under this paragraph are limited to the liability of SETD under the Oregon Tort Claim Act.

~~Subject to the limits of the Oregon Tort Claim Act, SETD shall defend indemnify and hold harmless CPCCO and its directors, officers, employees, affiliates and agents against any claim, loss, damage, cost, expense, or liability arising out of or related to (i) the activities of its Providers, employees or agents of any Delegated Functions under this Agreement caused by willful misconduct or negligence (ii) any breach or violation of any covenant or other obligation or duty of SETD under applicable law, and (iii) except for those caused by OHA Volunteers, third party claims arising from or related to automobile accidents and premises liability.~~

~~CPCCO shall defend, indemnify and hold harmless SETD and its directors, officers, employees, affiliates and agents against any claim, loss, damage, cost, expense or liability arising out of or related to this Agreement.~~

~~Under ORS 409.360, in the performance of Services under this Agreement, OHA Volunteers are agents of the State and not Agents of CPCCO or SETD in the performance of activities on behalf of and under the direction of DHS, and as such shall have the benefit of, and be subject to, the Oregon Tort Claims Act (OTCA).~~

2. The following Section 17 shall be restated and amended in its entirety as follows:

17. Term and Termination.

- 17.1 **Term of Agreement.** This Agreement will become effective on the Effective Date specified on the first page of this Agreement and will continue in effect through December 31, 2015. Compensation shall be subject to periodic adjustment as provided in Exhibit 4 attached hereto
- 17.2 **Mutual Termination.** The Agreement may be terminated immediately upon mutual written consent of the parties or at such time as the parties may agree in the written consent.
- 17.3 **Without Cause Termination.** This Agreement may be terminated at any time by either party by giving the other party 120 days' advance written notice. Reasons for without cause termination may include, but are not limited to, SETD moving to a new location.
- 17.4 **Immediate For Cause Termination.** Either party may immediately terminate this Agreement upon delivery of written notice to the other party or at such later date as may be set forth in the written notice if:

- 17.4.1 Federal or state regulations or guidelines are modified or changed in such a way that Covered Services are no longer allowable or appropriate for purchase under this Agreement, or the CCO Contract is terminated;
 - 17.4.2 Any license, certification, or privilege required by law or regulation to be held by the other party to fulfill obligations under this Agreement is for any reason denied, revoked, restricted, limited, suspended or not renewed;
 - 17.4.3 The other party fails to maintain insurance required by this Agreement;
 - 17.4.4 SETD or CPCCO closes or ceases providing services;
 - 17.4.5 A party becomes insolvent;
 - 17.4.6 If CPCCO or OHP fails to receive funding, appropriations, limitations, allotments or other expenditure authority sufficient to allow CPCCO or OHP in the exercise of its reasonable discretion, to continue to make payment under this Agreement.
 - 17.4.7 If SETD fails to receive funding, appropriations, limitations, allotments or other expenditure authority sufficient to allow SETD in the exercise of its reasonable discretion, to continue to provide services under this Agreement.
 - 17.4.8 If CPCCO reasonably determines that the health, safety and welfare of Members may be jeopardized by continuation of this Agreement.
- 17.5 A party, at its discretion, may give an opportunity to cure in its written notice of immediate termination.

17.6 Termination for Cause.

- 17.6.1 A Party may terminate this Agreement for all material breaches by the other Party, including but not limited to those listed below, by providing the other Party with written notice specifying the nature of the material breach and a minimum 30 day cure period. The following shall constitute termination for cause by CPCCO:
 - a. If SETD knowingly has an employee, subcontractor, director, officer, or partner with an employment consulting or other subcontractor agreement for the provision of items and services that are significant and material to SETD's obligations under this Agreement, concerning whom: (i) any license or certificate required by law or regulation to be held by SETD or subcontractor to provide services required

by this Agreement is for any reason denied, revoked or not renewed; or (ii) is suspended, debarred or otherwise excluded from participating in procurement activities under Federal Acquisition Regulation or from participating in non-procurement activities under regulations issued pursuant to Executive Order No. 12549 or under guidelines implementing such order; or (iii) is suspended or terminated from the Oregon Medical Assistance Program or excluded from participation in the Medicare program; or (iv) is convicted of a felony or misdemeanor related to a crime or violation of Title XVIII, XIX, or XX of the Social Security Act or related laws (or entered a plea of nolo contendere)

- b. Failure to Provide Quality Services. SETD's failure to arrange or provide Non-Emergent Medical Transportation Services that are Covered Services in accordance with the standards set forth in this Agreement and subsequent failure to cure such breach.
- c. Failure to Submit Encounter Data or Other Required Reports. SETD's failure at any time to submit complete Encounter Data required pursuant to Section 8 of this Agreement or other reports required pursuant to this Agreement and subsequent failure to cure such a breach.

17.6.2 All other material breaches not specifically embodied in this Section 17, ~~may be cause for termination may be terminated~~ by a Party by providing the other Party with prior written notice specifying the nature of the material breach and a minimum 30 day cure period.

17.7 Remedies.

Either party may elect any available remedy at law or in equity.

17.7.1. CPCCO Additional Remedy.

- a. For causes described in 17.6 ~~5~~, CPCCO shall provide SETD with (i) written notice (ii) an opportunity to meet and discuss SETD's breach, and (iii) an opportunity for SETD to cure the breach. The cure period shall be no less than 30 calendar days after which CPCCO may immediately terminate the Agreement.
- b. If after 30 days, substantial efforts have been made to cure the breach but the breach is not cured because 30 days was not an adequate time frame in light of the

breach, CPCCO shall give SETD additional time to cure said breach.

- c. If after 30 days, no substantial efforts have been made to cure the breach and the breach is not cured, instead of termination on the 31st day after written notice of a material breach was given, CPCCO may choose to:
 - i. Withhold all Compensation CPCCO determines in good faith would otherwise be due for services SETD was required to perform under this Agreement, but that SETD failed to perform, or performed inadequately or defectively, provided, however such amounts shall be paid to SETD when and to the extent that the breach is cured.
 - ii. Exercise its right of recovery of overpayments under section 15.4 of this Agreement.

17.7.2 SETD Additional Remedy

If CPCCO fails to pay SETD amounts owing here under, SETD may give CPCCO 15 calendar days (or such longer time as SETD may specify) to make payment prior to a notice of termination for cause.

- 17.8 ~~Responsibility for Members at Termination.~~ **Effect of Termination.** Termination of this Agreement shall have no effect upon the rights and obligations of the parties arising under this Agreement prior to the effective date of termination or upon those provisions which are specifically identified as surviving termination.

- 17.9 **Survival.** Any provision of this Agreement, including any Exhibit, that requires or reasonably contemplates the performance or existence of obligations by a Party after expiration or termination of the Agreement shall survive such expiration or termination regardless of the reason for expiration or termination.

[Signature page follows.]

SIGNATURES

IN WITNESS WHEREOF, the parties have caused this Amendment to the Agreement to be executed and do each hereby warrant and represent that their respective signatory whose signature appears below has been and is on the date of this Amendment duly authorized by all necessary and appropriate corporate action to execute this Amendment.

Columbia Pacific CCO, LLC

Date: _____

By: _____

Mimi Haley
CEO

Sunset Empire Transportation District

Date: _____

By: _____

Printed name: _____

Title: _____



**SUNSET EMPIRE
TRANSPORTATION
DISTRICT**

OUTREACH PLAN

FY 2016



Message from the Executive Director:

As a public agency providing services, it is essential that the District engages the communities that it serves in order to heighten the awareness level of the various services that SETD provides. Each department within the District has a role to play in outreach and this document will define the roles in order to provide a roadmap to help guide the District as we continue on improving services provided to the public.

Prior to the budget cycle this year, the Leadership Team developed and presented to the Board of Commissioners the Strategic Priorities developed for the 2015-2017 biennium in order to lay the foundation for writing the budget. That document is included with this plan as a reminder of what the District is trying to achieve. All outreach activities will go to support the Strategic Priorities developed through the planning process.

Much like a private business, it is crucial that we continue to grow our business in order to remain sustainable. We must never lose sight of the future of the District. It's not acceptable to have the attitude of "that's the way we've always done it". The organization has to be willing to embrace change and new ideas. Engaging the public through various forums is critical to increase the relevancy of the District throughout the County and the State.

We will be the best rural transit system in the State of Oregon and everything that we do has to support the reason we are here, to provide safe, reliable, relevant and sustainable transportation to Clatsop County with professionalism, integrity and courtesy.

Jeff Hazen
Executive Director



Transit Center:

The transit center staff will be responsible for interaction with riders and potential riders through face to face opportunities, phone calls and website traffic.

- Providing up to date transit information including route information, trip planning and service updates.
- Monitor driver radio communication for service updates to pass on to the riders and public.
- Provide an opportunity for the public to voice concerns or make suggestions how to improve service.
- Maintain schedules and information for all local and regional transportation services.

Mobility Management:

The Mobility Management staff will help fill the needs of those that need additional services beyond the fixed route.

- Work closely with Operations staff to facilitate the needs of special populations.
- Develop a workgroup dedicated to helping facilitate filling the transportation gaps of veterans.
- Create and implement an outreach program for Older Adults and Persons with Disabilities that includes resources, access & individualized attention.
- Research and plan a comprehensive SETD volunteer program for RIDEPALS, AMBASSADORS and DRIVERS.



- Ensure compliance with and enhance the quality of the public participation outreach process in accordance with Title VI, ADA, LEP, EJ and other applicable federal and state standards.

- Continue outreach to targeted populations with attention to students and LEP individuals.

Transportation Options:

- Promote the Drive Less Save More Campaign and the web tool Drive Less Connect.

- Participate and facilitate activities and events through outreach and education about Drive Less Save More in Columbia, Tillamook and Clatsop County.

- Create mode specific awareness through outreach and education in each county.

- Facilitate a Safe Routes to School program in one school district.

- Actively participate in local events and organizations.

Marketing:

- Create advertising campaigns targeting various population groups such as Millennials.

- Develop and coordinate two rider surveys to get feedback on services.

- Work with CC Rider to develop and implement marketing for the Lower Columbia Connector route.



- Heavily market the Seaside Streetcar route prior to service starting and follow up throughout the summer.
- Coordinate with Mobility Management and Transportation Options for any assistance in their efforts.
- Maintain shelter schedules and communications.
- Actively participate in local events and organizations.

Operations:

- Follow up with all Service Improvement forms within 48 hours, 24 for urgent ones.
- Ensure that all riders are being greeted and thanked each time they get on and off the bus.
- Keep all posted notices on buses current and clean.
- Maintain cleanliness of buses and shelters.
- Develop a shelter placement plan.
- Evaluate route times to ensure accuracy of schedule.
- Actively participate in rider surveys.
- Work closely with Mobility Management on the targeted initiatives.
- Be involved and active in the County Emergency Management planning group.

**Finance:**

- Provide support for all divisions to assist them with budgeting and expenditures.
- Assist in efforts to reach out to LEP populations.

RideCare:

- Insure RideCare can discharge our State and CCO contractual responsibilities in any situation as well as insuring NEMT providers are in compliance by doing spot office audits.
- Create an effective outreach program to our care facilities and our local Hispanic council.
- Monitor and coach call center staff on phone etiquette and customer service.
- Assist CPCCO with development of new programs.



**SUNSET EMPIRE
TRANSPORTATION
DISTRICT**

**TECHNOLOGY
STRATEGIC PLAN
FY 2016**



Message from the Executive Director:

The purpose of this document is to outline the implementation of technology updates for the District. Senior leadership took the step of hiring a qualified Information Technology (IT) Specialist to make sure that the District's systems are compliant and are working to improve efficiencies throughout the District. With great foresight during the second half of FY 15, the Board of Commissioners approved several technology upgrades to the District's systems. Our systems were not meeting cyber-security or HIPAA regulations exposing the district to both liability and the loss of information. The District has the responsibility under our contract with Columbia Pacific Coordinated Care Organization (CPCCO) and the State of Oregon to ensure that our systems are compliant with regulations in place to protect personal information stored on our servers and that our phone system can handle the call volume generated under contracts with both the CPCCO and the State. Through expense and capital outlay control in FY 15, funds were available to expend on the major portions of the upgrades.

In FY 16, we will embark on a website upgrade design plan. Currently, the District's website has limited functionality and is not customer friendly. The District will present to the Board options for improvements for the website. These could include staying with the same vendor or reaching out to other vendors that have a transportation website background. Currently, the vendor we deal with owns the platform and so we have limited access to it. If we go with a new vendor, we would own the platform and have full control of the website.

The District will also be updating its technology policies that will cover things such as computer/network acceptable use and disaster recovery. Procedures will be written based on the approval of the policies.



Planning for future technology upgrades will be a major focus during FY 16. With continued changes in transportation technology, it will be important to develop an implementation plan for the next three years. The District will include upgrades to bus operations such as fare less systems, rider count equipment, recording equipment and tracking equipment. The District will continue to research the market for other emerging technology that will build efficiencies throughout the District.

Jeff Hazen

Executive Director



SUNSET EMPIRE
TRANSPORTATION
DISTRICT

Develop website enhancement plan

- Coordinate with all department heads
- Input from all Commissioners
- Research other agencies

New Telecommunications System

- Installation
- Training

Offsite Backup Plan

- Research vendors for cloud backup

Schedule Redesign

- Develop route maps
- Redesign time tables
- Reduce size of schedule
- Single time table/map printing capability on website

Inventory Management

- Develop tracking and replacement table

Technology Policies

- Develop technology related policies
- Develop a disaster recovery plan

SUNSET EMPIRE TRANSPORTATION DISTRICT



TITLE VI PROGRAM

TABLE OF CONTENTS:

Introduction.....3

Policy Statement.....3

Title VI Complaint Procedures.....3

Record of Title VI Investigations, Complaints or Lawsuits.....3

Limited English Proficiency Outreach Plan.....3

Notifications of Transit Title VI Obligations.....4

Summary of Public Participation Efforts.....4

Public Participation Plan.....4

Identifications of Stakeholders.....5

Construction Projects.....6

Attachments A, B, C, D, E.....7-20

Introduction

Sunset Empire Transportation District (SETD) is committed to the public and ensures that no person shall, on the ground of race, color, national origin, religion, age, marital status, sexual orientation, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by SETD.

Title VI Complaint Procedures

Any person who feels they have been discriminated against on the basis of race, color, or national origin by SETD may file a complaint by submitting the Title IV complaint form. Members of the public may file a signed, written complaint to SETD up to one hundred and eighty (180) days from the date of alleged discrimination. Complaints must at a minimum contain the following information:

- Contact Information; name, mailing address, and how to contact complainant (i.e., telephone number, email address, etc.)
- How, when, where and why complainant alleges s/he was discriminated against. Include the location, names and contact information of any witnesses.
- Other significant information.

The complaint may be filed in writing with SETD at the following address:

Sunset Empire Transportation District
Attention: Executive Director
900 Marine Drive
Astoria Oregon 97103
Email address:
By Phone: (503) 861-5399
By Facsimile: (503) 325-1606

A sample Title VI Complaint Form can be found as *Attachment A*.

Record of Title VI investigations, complaints, or lawsuits

SETD will document, record and report to the United States Department of Transportation (USDOT) and the Oregon Department of Transportation (ODOT) all Title VI complaints and allegations of discrimination. Over the reporting period, SETD had no Title VI complaints, investigations or lawsuits filed against it.

Limited English Proficiency Plan & Outreach (LEP)

A full copy of the Limited English Proficiency Plan is included in **Attachment B**. Key elements of the plan include:

- SETD employment of Spanish speaking staff to translate for communication in person or over the phone.
- All meeting notices will be posted in Spanish and English.
- The entire SETD website can function in English and in Spanish with the Google Translate feature.

- Advertising for new positions will include “Spanish Speaking Preferred”.

Notification of Sunset Empire Transportation Title VI Obligations

SETD publicizes its Title VI program by posting its commitment to providing services without regard to race, color or national origin in all buses, schedules, on the SETD website, in the Transit Center and on other written materials. The public notices, website and route schedules all include the following statements:

Sunset Empire Transportation District operates its programs without regard to race, color, religion, sex, sexual orientation, national origin, marital status, age or disability in accordance with Title VI of The Civil Rights Act, ORS Chapter 659A or other applicable law.

SETD is committed to practicing non-discrimination.

Summary of Public Participation Efforts

In accordance with Oregon public meeting law, all public meetings including transportation planning meetings are open to the general public. Accommodations are available for those with limited English proficiency when requested in advance of the meeting.

Public Participation Plan

Purpose

The purpose of this Public Participation Plan (PPP) is to establish procedures that allow for, encourage and monitor participation of all citizens in the SETD region, including but not limited to low income, minority individuals and those with limited English proficiency. While traditional means of soliciting public involvement may not reach such individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions throughout the planning process to provide opportunities for historically underserved populations to participate.

Goals and Objectives for the Public Participation Plan

Goal: The goal of the Public Participation Plan is to offer real opportunities in person, via the internet or phone and in writing, for the engagement of all citizens of the region to participate in and provide comment on transportation making decisions.

Objectives:

- To determine what cultural barriers exist to public participation within the region.
- To provide notifications of meetings, particularly when public input is sought in a manner that is understandable to all populations in the area.
- To hold meetings in locations which are accessible and reasonably welcoming to all area residents, including, but not limited to, low-income and minority members of the public?

- To provide avenues for the two way flow of information and input from populations which are not likely to attend public meetings.

Identification of Stakeholders

Stakeholders are those who are either directly or indirectly affected by a plan, or the recommendations of that plan. Those who may be adversely affected, or who may be denied benefit of a plan's recommendation(s), are of particular interest in the identification of specific stakeholders. Stakeholders are broken down into several groups: general citizens, minority and low-income persons, public organizations or agencies and private organizations and businesses.

General Public: Some of the techniques that can be used to engage the general population are public notices of meetings in the local newspapers, open house format public information meetings and use of local radio news media.

Minorities: Engaging minority and LEP populations can be challenging. Language and cultural differences may not be compatible with the more traditional means of engaging the public in the planning process. SETD will make reasonable efforts to engage minority populations using techniques such as including notations in public notices in Spanish that will provide a contact where the individual can be informed of the process/project, and will have the opportunity to give input. Advocacy groups can be a good source for contacts and dissemination of information to minority and LEP populations. Such advocacy groups or agencies can have insight into the needs of the under-represented populations, as well as providing valuable contacts or arenas for input. Contacts with local translators and a list of resources should be maintained and used as requested and needed.

Low-Income: While low-income individuals may have access to all of the traditional means of Public Involvement discussed under "General Public", they may be less likely to become involved, or offer input. Some methods of gaining input either directly or indirectly from this portion of the population include focus groups, informal interviews and agency/advocacy group contacts.

Public Agencies: Public agencies can provide valuable input to the planning process, in addition to assisting in gaining participation from traditionally under-represented populations. Pertinent public agencies include those that have clients who fall into under-represented populations, including but not limited to minorities, low-income and LEP households. These agencies have great insight into the transportation needs of their clients and are useful partners in overcoming difficult barriers that may not be understood by professionals dealing more distinctly with the provision of transportation services.

Private Organizations and Businesses: Private organizations and businesses offer a number of perspectives that are valuable to the planning process. Often, transportation for employees is of critical concern to private sector employers. This is particularly true in a tourism area, such as ours, where many jobs are low-income and seasonal. Employees often cannot afford cars, insurance and maintenance so they must rely on our local transit system. For that reason, representation of private business interests will be welcome to participate in any planning process or other meetings that may be held.

Other techniques could also be determined to be useful at any particular stage of the process, and new and different techniques will be utilized as deemed appropriate.

Construction Projects Undertaken:

SETD has not undertaken any construction projects during this reporting period.

Attachment A

**SUNSET EMPIRE TRANSPORTATION DISTRICT
Title VI Complaint Form**

Section I.

Name: _____

Address: _____

Telephone (Home): _____ Telephone (Work): _____

Accessible Format Requirements? Large Print Audio Tape
 TDD Other, please explain: _____

Section II.

Are you filing this complaint on your own behalf? Yes* No
*If you answered "yes" to this question, go to Section III.

If you answered "no", please supply the name and relationship of the person for whom you are complaining: _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party: Yes No

Section III.

I believe the discrimination I experienced was based on (please circle all that apply)
RACE AGE NATIONAL ORIGIN COLOR

Date of alleged discrimination (Month, day, year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you, if known. Include the names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV.

Have you previously filed a Title VI complaint with this agency? Yes No

Section V.

Have you filed this complaint with any Federal, State, or Local Agency? Have you filed with any Federal or State courts?

Yes No

If yes, check all that apply:

Federal Agency: _____ State Agency: _____

Federal Court: _____ Local Agency: _____

State Court: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Section VI.

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint. Signature and date are required below.

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Sunset Empire Transportation District

Attn: Executive Director

900 Marine Drive

Astoria, OR 97103

Attachment B

Discrimination Complaint Procedure

1. Any person who believes that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with the SETD. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to the Executive Director for review and action.
2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
 - a) The date of alleged act of discrimination; or
 - b) Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case, SETD may extend the time for filing or waive the time limit in the interest of justice, as long as SETD specifies in writing the reason for so doing.

3. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of SETD, the person shall be interviewed by the Executive Director. If necessary, Executive Director will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to SETD's Service Improvement and investigative procedures.
4. Within 10 days, the Executive Director will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as the Oregon Department of Transportation (ODOT) and U.S. Department of Transportation (USDOT).
5. The Executive Director will advise ODOT and/or USDOT within 10 days of receipt of the allegations. Generally, the following information will be included in every notification to ODOT and/or USDOT:
 - a) Name, address, and phone number of the complainant.
 - b) Name(s) and address(es) of alleged discriminating official(s).
 - c) Basis of complaint (i.e., race, color, national origin or sex)
 - d) Date of alleged discriminatory act(s).
 - e) Date complaint was received by the recipient.
 - f) A statement of the complaint.
 - g) Other agencies (state, local or Federal) where the complaint has been filed.
 - h) An explanation of the actions SETD has taken or proposed to resolve the issue in the complaint.
6. Within 60 days, the Executive Director will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the District's Board of Directors. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
7. Within 90 days of receipt of the complaint, the Executive Director will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with ODOT, or USDOT, if they are dissatisfied with the final decision rendered by SETD. The

Executive Director will also provide ODOT and/or USDOT with a copy of this decision and summary of findings upon completion of the investigation.

8. Contact information for the state and federal Title VI administrative jurisdiction is as follows:

ODOT Public Transit Division
Sherrin K. Coleman
555 13th St NE
Salem, OR 97301
503-986-4305
503-986-4189 fax
sherrin.k.coleman@odot.state.or.us

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC

Attachment C



PUBLIC PARTICIPATION PLAN

TABLE OF CONTENTS:

Statement of Commitment.....13

Public Involvement Purpose.....13

Public Involvement Principles.....13

Targeted Public Outreach.....14

Public Comment for Fare or Major Service Changes.....14

STATEMENT OF COMMITMENT

Sunset Empire Transportation District is committed to providing an open and transparent decision-making process to which Clatsop County residents has equal access. SETD will actively solicit the involvement of citizens in the public decision-making process, through public notification, media exposure, community public meetings with comment opportunities in person, over the phone and in writing.

In addition efforts will be made to offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. This includes seeking out and considering the viewpoints of minority, low-income, and limited English proficiency (LEP) populations as well as older adults and persons with disabilities. These actions will ensure our compliance with the Federal Transit Administration (FTA) Circular 4702.1B (“Title VI Requirements and Guidelines for Federal Transit Administration Recipients”).

PUBLIC INVOLVEMENT PURPOSE

The Plan shall be designed to:

1. Ensure responsiveness to the level of interest and concern expressed by the public.
2. Ensure visibility, transparency and understanding by the agencies, groups and individuals who may participate in the process.
3. Ensure that public involvement is carefully and systematically included as part of the decision-making process.

PUBLIC INVOLVEMENT PRINCIPLES

The following principles will be used to develop and implement Public Involvement for SETD projects and programs:

1. When a project (e.g., construction activity) may affect a neighborhood, special neighborhood meetings will be scheduled early in the project planning process. Notices will be sent to organized neighborhood groups and any individual who has requested notification.
2. All public meeting notices shall be written in clear, concise and understandable language, and will incorporate graphics when it aids the message. The notices will clearly be identified as a SETD notice including our name and logo. The theme font will be consistent and font size will be no smaller than 14 and be printed in English and Spanish.
3. The Public Involvement Process will reflect SETD’s dedication to provide early and continuous opportunities for the public to be involved in the identification of the impacts of proposed decisions. It will also reflect SETD’s desire to seek out the viewpoints of minority, low-income, and Limited English Proficiency (LEP) populations, as well as

older adults and people with limited mobility, in the course of conducting public outreach and involvement activities, consistent with SETD's Title VI Program, Executive Order 13166 on access for individuals with Limited English Proficiency, and U.S. Department of Transportation (DOT) LEP Guidance.

4. Public meetings will be held in locations that are accessible to transit riders and people with disabilities, and will be scheduled at times that are convenient for members of the public.
5. Public meeting, special meeting and open house notices will be broadly advertised in the community in both English and Spanish (e.g., through posters onboard buses and at major transit stops and facilities, the SETD website, local print media, social media, and email notification to SETD's outreach mailing list) including the availability of onsite language assistance when requested.

TARGETED PUBLIC OUTREACH

During development of the Public Involvement Plan and/or planning for public engagement in general, SETD will incorporate strategies intended to promote involvement of minority and LEP individuals in public participation activities, as appropriate for the plan, project, or service in question, and consistent with federal Title VI regulations, Executive Order 13166 on Limited English Proficiency, and the U.S. Department of Transportation LEP Guidance.

At a minimum SETD staff will consider implementing the following public engagement strategies to complement the appropriate plan, project, or service:

- Use supplemental outreach strategies such as surveys and comment cards regarding SETD projects or proposed service changes.
- Partner and network with community organizations to engage members of the public who are less likely to attend traditional public meetings through means such as surveys and focus groups. SETD maintains a list of current and potential future community partners.
- Attend community events and meetings of neighborhood associations, faith-based organizations, advocacy groups, and other groups to solicit feedback from diverse members of the public.

SETD staff may consult FTA Circular 4703.1 ("Environmental Justice Policy Guidelines for Federal Transit Administration Recipients") for additional strategies that may be incorporated into the Public Involvement Plan.

PUBLIC COMMENT FOR FARE OR MAJOR SERVICE CHANGES

It is the commitment of SETD to solicit public opinion and consider public comment before raising fares or implementing a major service change.

A public hearing is required prior to implementation of a fare increase or a major service change. A **“major” service change is defined as a modification that affects 15% or more of a single route or 15% or more of all routes.** Additional public involvement strategies, such as public meetings, neighborhood meetings, or other outreach to affected individuals will be implemented as appropriate to solicit public comment for consideration in advance of the public meeting. Public comments received will be compiled and considered prior to finalizing SETD’s recommendation to the Board of Commissioners regarding a fare increase or major service change. A summary of the public comments received will be provided as part of the staff report submitted to the SETD Board of Commissioners for the fare increase or major service reduction in question. It will be entered as public comment into the appropriate meeting minutes. Information about scheduled public meetings is available via:

1. Bus Postings- Postings at transfer points and Major Bus Shelters
2. Transit Center Postings
3. SETD website
4. Appropriate venues, such as senior centers, human service organizations and with community partners
5. Email notification, email lists and social media

All comments received are reviewed by SETD staff and the Senior & Disabled Transportation Committee and considered in the final recommendations to the Board of Commissioners. The goal of SETD is to always provide the best possible service to the most current riders or potential riders.

Attachment D

Senior & Disabled Committee Members

Rae Goeforth/ Board Commissioner _____ ***White/Caucasian***

Robert Sharp _____ ***White/Caucasian***

Sylvia Davis _____ ***White/Caucasian***

Patrick Preston _____ ***White/Caucasian***

Larry Miller _____ ***White/Caucasian***

Michael Hinton _____ ***White/Caucasian***

Vacant _____

Attachment: E



LIMITED ENGLISH PROFICIENCY PLAN

Table of Contents

Introduction.....	19
Plan Summary.....	20
LEP Assistance.....	20
Language Assistance.....	21
Staff Training.....	21
Outreach Techniques.....	22
Monitoring and Updating the Plan.....	22
Dissemination of the Plan.....	22

Additional Documents

LEP Survey

Resource List

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address Sunset Empire Transportations Districts (SETD) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1B, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. LEP persons include those individuals whose primary language is not English and who have a limited ability to speak, read, write or understand English. These persons have reported to the U.S. Census that they do not speak English well or do not speak English at all.

CLATSOP COUNTY

Population	
Total Population	37,039
Population by Ethnicity	
Hispanic or Latino	2,838
Non Hispanic or Latino	34,201
Population by Race	
White	33,680
African American	195
Asian	457
American Indian and Alaska Native	362
Native Hawaiian and Pacific Islander	86
Other	1,208
Identified by two or more	1,051
Persons 5 years and Over, Percent Speaking Non English at home	7.1

Plan Summary

Sunset Empire Transportation District operates local transportation services in Clatsop County. These services include fixed route transportation, ADA Paratransit transportation and Non-Emergent Medical transportation. SETD has developed this LEP plan to help identify the reasonable steps that are needed to provide language assistance to the Limited English speaking population of our county who wish to access our services. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. SETD has conducted an analysis which surveyed and considered the following factors.

FOUR FACTOR ANALYSIS:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a SETD program, activity or service. The main language identified that SETD will encounter the most frequently is Spanish.
2. The frequency with which LEP individuals come in contact with the program. As a public transportation provider, it is necessary to recognize this segment of the general population. Through staff feedback and surveys it has been concluded that Spanish-speaking LEP persons have regular contact with the service. SETD will assess the frequency at which staff has or could possibly have contact with LEP persons. This includes examining census data, phone inquiries, requests for translated documents, and staff feedback. As a public transportation provider, it is necessary to recognize this segment of the general population. Phone inquiries and staff feedback also indicate that Spanish-speaking LEP persons have regular contact with the service.
3. The nature and importance of programs, activities or services provided by SETD to the LEP population. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, or education, or access to employment. All of the programs that are operated by SETD will be accessible to the LEP population. Transportation is of the utmost importance.
4. The resources available to SETD and overall cost to provide LEP assistance. This includes identifying bilingual staff, reviewing the cost of using a translation service, determining which documents should be translated, and deciding what level of staff training is needed.

LEP ASSISTANCE

SETD has assessed the available resources that could be used for providing LEP assistance, including determining how much a professional interpreter and translation service would cost on an as needed basis, which of its documents would be the most valuable to be translated if the need should arise, and taking an inventory of available organizations that SETD could partner with for outreach and translation efforts. The amount of staff and vehicle operating training that might be needed was also considered. Documents that are determined to be vital are translated into Spanish. Vital documents are defined as those documents without which a person would be unable to access services. The following are written communications that are to be available in print in Spanish:

- SETD fixed route bus schedules Weekday and Weekend including Connector schedules
- Temporary signs at bus stops and transit centers informing customers of any detours or route changes
- Honored Citizen Application

- Interior bus posters and stickers displaying safety or system information
- Fare information on fare boxes
- ADA Paratransit application and Brochure
- Onboard surveys
- Service Improvement Forms

LANGUAGE ASSISTANCE

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which SETD staff can communicate and respond to LEP persons, whether in person, by telephone or in writing.

1. SETD will network with local human service organizations and the local Community College that provides services to LEP individuals and seek opportunities to provide information on SETD programs and services.
2. SETD will place statements in notices and publications that interpreter services are available for public Board meetings, open house events, committee meetings and budget meetings with seven day advance notice. Route change information will be printed in Spanish.
3. SETD will conduct a survey of bus drivers, front-line staff, dispatchers, ADA Paratransit schedulers, and service development planners on their experience concerning any contacts with LEP persons during the previous year. This will help us track trends and identify how best to make changes to meet the needs of our LEP population.
4. We will provide Language Identification Flashcards at the Transit Center.
5. SETD will post the SETD Title VI Policy and LEP Plan on the agency website www.ridethebus.org
6. SETD will provide group travel training to LEP persons with the assistance of bilingual volunteers.
7. SETD will include language “Spanish a plus” on staff and bus driver recruitment flyers and recruitment posters. Our organization will actively seek out bilingual employees.
8. A list of volunteers will be compiled to refer to when needed for translation. *See Resource List.*

STAFF TRAINING

The following trainings will be provided to SETD staff.

1. Information on the SETD Title VI Procedures, Statements and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Directions on how to use the Language Identification Flashcards.
4. Procedures for documentation of language assistance requests.
5. How to access and use a language line service.
6. How to document and handle a potential Title VI/LEP complaint.

7. How to use the booklet “Basic Spanish for Transit Employees”

OUTREACH TECHNIQUES

When staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population. Interpreters will be available as needed. SETD will keep the LEP community engaged and aware of all types of changes in schedules, fares, programs or services. Open house events will be staffed with Spanish speaking staff.

MONITORING & UPDATING THE LEP PLAN

This plan is designed to be flexible, and should be viewed as a work in progress. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services, and to update the LEP plan when appropriate. At a minimum, SETD will follow the Title VI Program update schedule for the LEP plan. Each update should examine the following:

- How many LEP persons were encountered?
- Is the existing language assistance meeting the needs of LEP persons?
- What is the current LEP population in Clatsop County? Has that changed from the past year?
- Have available resources, such as technology, staff and finances changed?
- Were any complaints received?
- Do staff members understand the LEP plan policies and procedures?

There are several methods that can be used to assist in answering these questions. One method is to review customer comments and complaints in our Service Improvement Program forms to determine if there were any barriers to accessing service. Census data will also be reviewed as it becomes available to determine changes in the LEP population. Surveys of staff will assist in determining if additional measures need to be taken in the updating of the plan. These surveys will be conducted every 2 years.

DISSEMINATION OF THE LEP PLAN

A link to the SETD LEP Plan and the Title VI Procedures is included on the SETD website at www.ridethebus.org. Any person or agency with internet access will be able to view and download the plan from the SETD website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person and will be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which SETD will provide within an appropriate amount of time. Questions or comments regarding the LEP Plan may be submitted to the Executive Director of SETD.

Executive Director Report

8/27/15

Weekly Reports:

8/3/15

We held our second TPAC for the long range transportation plan. They covered survey results along with the route changes we made amongst other things. There was great discussion from the group on everything. I attended a financial training put on by SDAO on Thursday. It was really geared around going out for bonds but also touched on changes made at SDAO with the elimination of the flex lease program. Jason and I met with Sarah from OHA in regards to the volunteer program. As you may know, the volunteer program was developed and is administered by DHS. There have been discussions going on about the future of the volunteer program as it relates to NEMT rides. There seems to be some within DHS that believe it is time for the volunteer program not cross over to the NEMT program any longer. OHA obviously doesn't want to start from scratch on this important program to us. One of the issues that DHS is having is the workload has become too much for their volunteer coordinator. OHA is asking us to take on some of the administrative responsibilities in order to streamline the payment process to volunteers. They of course will reimburse us for the time spent doing this. It's a fairly straight forward process that will be easy to take on. With all of the changes going on within DHS right now, including getting a new local director, we want to be willing partners with them to keep the program going for NEMT rides. They are an important part of our business due to the cost effectiveness of utilizing volunteers. I also attended an ODOT procurement training in Salem for preparation of the purchase of 2 new vehicles. It was interesting learning about the process and all of the details that go into writing specifications for new vehicles. Saturday, I rode along with Lawrence on the new Lower Columbia Connector route. The times that were developed worked great and they did on the CC Rider side as well. Attached is a picture of the 3 buses meeting in Rainier for the first time. I haven't received our numbers on ridership for the weekend but will update you when I get them.

8/10/15

Jason and I met with Mimi from Care Oregon last week and had a great conversation about some initiatives that they would like to roll out in our area. There are 4 different programs that they would like to have that will not only benefit their members but also build our business in RideCare. Jason will share more on the initiatives in his Board report for the August meeting. As you may remember, our contract with the CCO is a 1 year contract so there has always been awareness on our part that it could go away. I asked Jason after our meeting if he felt better about the prospect for contract renewal after our meeting with Mimi. I doubt they would want to add programs that we would help with if they weren't going to renew the contract. I gave a

presentation on the route changes and state of the District to the Warrenton Rotary club on Wednesday morning. I was a small group and they were very impressed with the changes we have made and learning about the different programs we offer. Al Hernandez, our new finance officer stopped by on Wednesday morning. I gave him a tour of the facilities and the opportunity to meet most of the Team. Diane had put together a lot of information for him to start to bring him up to speed on the District. He will be on board officially on August 24th. I spoke with both Mayor LaMear from Astoria and Mayor Kujala from Warrenton last week at the new memory care center grand opening and let them know that I would like to report to their respective councils to share what is going on in the District. They are both excited about what has been going on with the District. My goal is to get before all of the city councils and the county commission by the end of September to give them all an update of how we are doing. I spend a good portion of the week working on the revision of the personnel policies for the District. This is something that Lori had started prior to me coming on board with the District. Lastly, as you know we are saddened that we are losing Lis. We have posted the position internally to offer the opportunity for those that want to expand their career with us. Lis has graciously offered to spend an hour or so with each person interested in the position to give them a better idea of what mobility management is all about. I feel we have some great people in the District that would fit into the position well. The posting ends tomorrow so I will start interviews shortly after that and hope to make a decision by next week.

8/17/15

During our bi-weekly transportation plan call, we talked about doing another ride-check and rider survey since we are in the summer months. We will begin it this week and will have to get all departments to help out to get it accomplished before Labor Day weekend. This includes me as well so I have kept my calendar fairly clear this week. Diane, Jason and I had a good phone conference with the financial team from Care Oregon to do the quarterly financial reviews on RideCare. We didn't do this during the first quarter but waited until the 6 month mark. The meeting went well and they are still gathering some information on their end with their administrative expenses so we will follow up with them. We've agreed that we need to get our risk sharing pool to \$180k. They will have to get Mimi's approval but felt they could make a good case for it. I got a quick lesson in our system at the transit center counter on how to sell tickets and enter them into the computer. I worked the counter and closed the TC on Wednesday. I thoroughly enjoyed being downstairs amongst the public and helping them with their tickets and trip plans. It made for a nice change in routine! I attended Jason's RideCare advisory committee meeting on Thursday and enjoyed the interaction that we had with the stakeholders. The Connector meeting was a phone conference meeting this month and we spent a lot of time talking about the Connector website upgrade. We don't feel comfortable with the proposed M2 redesign and their capabilities to get the Connector a user friendly website. We agreed that it does not make sense to spend money at this point on what we feel will be a less than stellar website (much like what we are doing with ours). We have taken the

lead on the redesign since we have Konnor as an IT person that can be a good point of contact for everyone to channel information through. We are going to work with an ODOT team to work with Trillium to design a template that all transit agencies could use. Our vision is to have ODOT take the lead and set aside funds for the implementation of the template and then we (especially SETD) could access those templates to rebuild our site. Having ODOT work with Trillium and getting them to fund some of this will help all agencies throughout Oregon. It's my feeling that by doing this and having other transit agencies in Oregon use the template, it will make it a lot easier for riders to utilize the websites. They wouldn't have to go to each site and try to navigate around their page figuring out where they need to go. Once they get one figured out, it will be a breeze when they go to another agencies website that is set up similarly. Of course the big thing going on last week was the audit team being here at the transit center all week. In my recap meeting with Shadrin, I feel pretty good about the audit. There were a couple of small things and they gave me some recommendations on some procedures that will be helpful for us. They are still going to be doing some review work back at their office and then the process will continue.

-Attached Quarterly District Review

-Attached Quarterly Executive Director Review

-STIP update

-Mobility Management Position Update

August 27, 2015

To: SETD Board of Commissioners
From: Jeff Hazen
Executive Director

Re: Quarterly District Review

This is the quarterly review of the District for the Board of Commissioners.

- **Operations**
 - Fixed route ridership for the last quarter was up 21% over the last quarter in FY '14. While we had increases all three months, we had a very strong cruise ship month in May.
 - As you may recall, our previous mechanic's assistant didn't work out and we have yet to fill the position due to lack of any applications submitted. We are continuing efforts to get the position filled.
 - We also focused on getting additional drivers hired.

- **RideAssist**
 - Carol has transitioned very well into her position as supervisor. Her prior work in paratransit made for a smooth transition for her. She has a top notch team that provides services at the **very** highest level of customer service. Not only the drivers but Jennifer as well thanks to her background in driving.
 - The total of all RideAssist services showed an increase of 3%.

- **RideCare**
 - RideCare continues to go strong. The transition to the CCO has gone very well and we continue to bring a high standard of operation to them. Thanks to Jason's leadership, we have positioned ourselves as a highly regarded brokerage in the State. We are in a strong financial position in RideCare.

- **Mobility Management**
 - It has been of great benefit to have Mobility Management transition out of also operating the transit center. This has allowed focus on beginning to address and plan the transportation needs of Veteran as prioritized in the strategic priorities plan. Not surprisingly, Lis has done a fantastic job putting together a great stakeholders group to address this initiative.

- **Transportation Options**

- The vast majority of Shasia's time has been spent working with our consultants planning out the Individual Marketing campaign for Astoria. It is a robust campaign that will help people realize that there are options available for transportation and reduce the single occupancy trips in cars.
- Shasia's enthusiasm and drive to succeed is paying off for the program. She does a great job planning and executing the programs she is working on.

- **Marketing**

- The Streetcar marketing has paid off in early numbers and this can be attributed to the efforts that Mary has done to get information out early to the businesses in Seaside and working with the Seaside Downtown Association.

- **HR**

- I am very pleased with how far Tami has come learning the HR position. She has developed great self confidence in her role and will continue to excel. There has been increased speed to get the payroll processing done allowing her to focus of HR issues. She did a great job working with me as we planned our health care package for this year and the transition from Pacific Source to Regence Blue Cross.

- **Finance**

- As reported in the July Board meeting, we performed very well financially in the District. The Leadership Team did a great job controlling expenses during FY '15 reflected in the net income line showing a positive \$148,000 instead of a negative \$430,000. Fare revenue was up 23% over FY '13 showing growing confidence in the District and the services it offers.
- I was pleased with the approach we took developing the budget for FY '16. Diane did a great job pulling all the pieces together from our strategic priorities and individual department's budgets to develop a good budget for this year.

- **Technology**

- Even with the controlling of expenses, we were also able to invest in our desperately needed hardware upgrades. We now have a secure system that is less prone to failure and malicious attacks. Konnor has proven himself to be a valued part of the District with his knowledge base and abilities to get us where we are today in our tech infrastructure.

FY 14-15 Executive Director Goals		Evaluation					
Goal	Due By	Complete	On Time	Quality	Comments		
Develop and present to the Board a short range (FY 15) strategic plan for the District showing elements at each of the departmental levels as well as the District.	By the beginning of the budget preparation	Y	Y	4	I feel that the strategic priorities plan helped guide the budget process immensely this year.		
Develop and present to the Board a detailed outreach plan for FY 15-16. This plan should include all facets of the District with a focus on increasing ridership, quality of the service provided, and improvement of external communications to a diverse customer base. Identify organizations including emergency preparedness to be involved with.	By fiscal year end	Y	N	4	This plan is included with the Board packet for this meeting. We will have a strong focus on outreach this year and have the proof that it works based on the success of the streetcar marketing and the numbers we have seen.		
Develop a strategic plan to implement technology upgrades to include improvements to our website and to our internal systems.	By fiscal year end	Y	Y	3	This Plan is included with the Board packet for this meeting. Due to the strong financial position we were in, the vast majority of tech improvements were completed during FY 15.		
Identify and secure funding via grants and other instruments to support current and new projects which reflect the goals and plans of the District.	Report to status and progress to the Board quarterly	Y	Y	2	I was disappointed with the hold up by the D.O.D. on the registration that prevented us from applying for the TIGER grant recently. The grant would've been challenging to get due to the fact that they received \$9.8 billion in requests for the \$500 million available.		
Develop and present to the Board a list of Executive Director goals for fiscal year 2015-2016.	Prior to first annual performance evaluation	N	N/A	N/A	I will be developing these in September.		
Plan an annual session for the Board and the Leadership Team to develop priorities for the next fiscal year and incorporate them into the budget writing process.	By the beginning of the budget preparation	Y	Y	3	This was completed earlier this year and they have been incorporated into our budget process.		
				5	Outstanding		
				4	Exceeds Goal		
				3	Meets Goal		
				2	Partially Meets Goal		
				1	Does Not Meet Goal		

Information Technology/Security

Admin

- As we close up the end of the fiscal year, I have been verifying all required purchases that were slated for the year have been completed. We also started running fiber to the Astoria location, and it should be completed by the middle of June, this is very exciting! Due to unforeseen and unavoidable circumstances, this project has had a few delays, but now we are back on track. In about a month we should have all the fiber in, and the new phone system on site.

Mobility:

- Nothing New.

Ride Care:

- Closing out the year for Ride Care, both new employees have been equipped with the necessary technology to complete their jobs, as well as been equipped with spare phones we had on site. We are also currently working on a remote system that MEDIX (Our afterhours call service), can use to access the daily dispatches in OBSS, VS. Potentially incorrect paper copies. This will allow for greater future efficiencies.

Maps, Schedules and Website:

- Nothing New.

Conferences and Training:

- Nothing New.

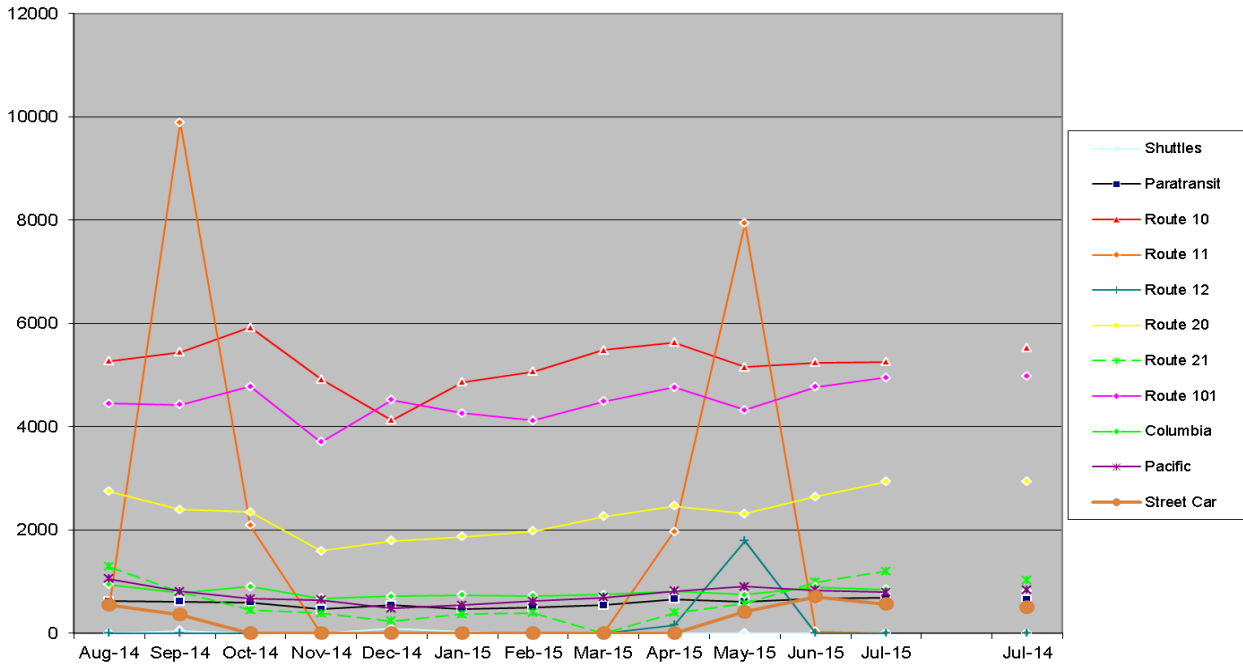
Transportation Options:

- Nothing New

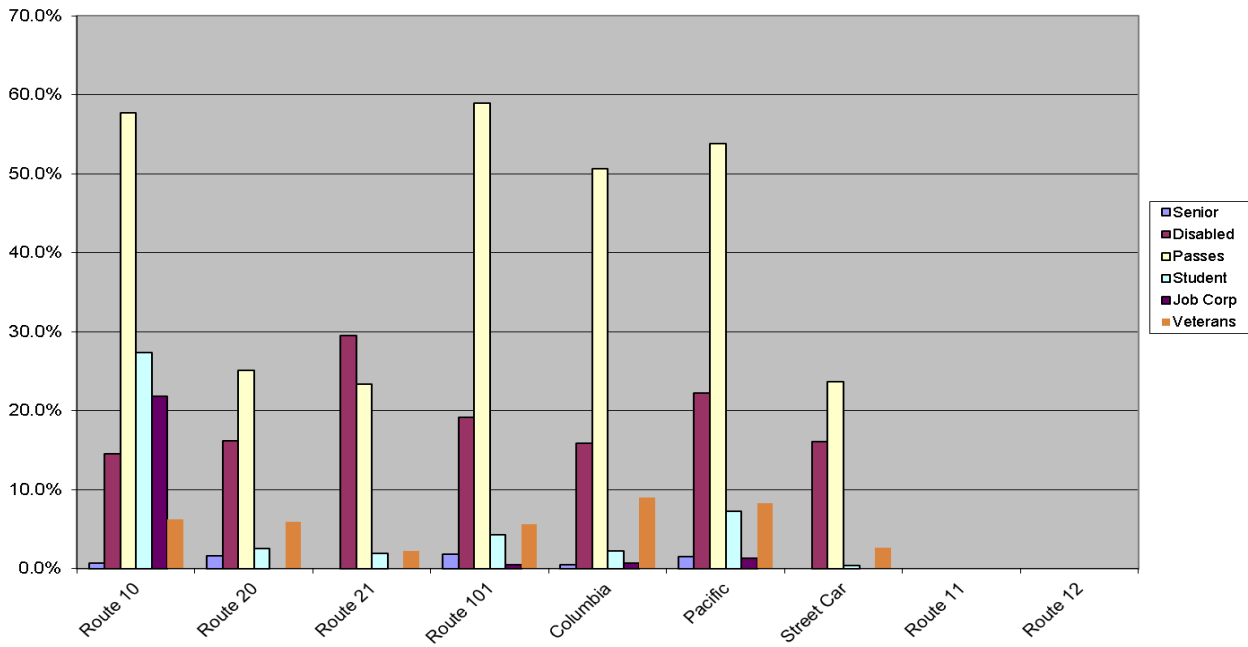
Other Notes:

- We have decided we are going to move forward with a new time system. This system will be more accurate for recording punches, but also offers many configurable options. For one, we will have indefinite support for the system, and it will create significantly more efficiencies for HR/Payroll. I look forward to sharing more as this project develops. Also, the system follows a 21st century model, is easily networkable and configurable, as the district develops new methods and processes.

SETD Rides



Rider Breakdown by Route



July Operations Report

1. Seaside and Warrenton parades went very well.
2. I missed from July 5th through July 27th for knee surgery and re-hab. It is feeling great now and I look forward to a full release on Sept.3 at my post- op Doctors appointment.
3. I have been able to work through the changes and start up of the new routes and everything is going fairly smooth with the exception of the worst traffic I have ever seen in our area. I would like to give a pat on the back to our drivers that are out there on a daily basis dealing with all of the hazards of construction, detours, and delays.
4. We are looking for a couple bus drivers, if you know anyone with a class B CDL please send them our way.

Scott Earls



SUNSET EMPIRE TRANSPORTATION DISTRICT
900 Marine Drive Astoria, Oregon 97103

Rider Report
July 2015

“The Bus” (Fixed Route) Highlights:

- **16,562** people used fixed routes in July for an average of **520.3** riders per day.
- **3.2 % decrease** in average passengers who rode fixed routes per day from last month (537.6 to 520.3)
- **3.1 % decrease** in average passengers who rode fixed routes per day from last July (537.1 to 520.3)
- **12.2 people per hour**, on average, got on any fixed route at any time that “The Bus” runs in July. **0.8 % decrease** (12.3 to 12.2) from last month and a **0.8 % increase** (12.3 to 12.2) from last July.
- **\$5.04 per rider** is the estimate cost per person riding fixed route in July.
- **9.3 % increase** in the ratio of elderly/disabled riders from last month (21.58 % to 23.57 %)
- **60.92 % increase** in the ratio of elderly/disabled riders from last July (14.65 % to 23.57%)

RideAssist Highlights:

- **685** people used RideAssist in July for an average of **28.5** riders per day.
- **6.3 % decrease** in average RideAssist passengers per day from last month (30.5 to 28.5)
- **0.7 % increase** in average RideAssist passengers per day from last July (28.3 to 28.5)
- **\$39.08 per rider** is the estimated cost per person riding RideAssist in July.
- **2.7 % increase** in all ADA Paratransit rides from last month (476 to 489)
- **64.6 % increase** in all ADA Paratransit rides from last July (297 to 489)

System Highlights:

- **16,814** people used Sunset Transportation Services in July for an average of **542.4** riders per day.
- **3.1 % decrease** in all average passengers per day from last month (560 to 542.4).
- **2.8 % decrease** in all average passengers per day from last July (558.1 to 542.4)
- **39 % decrease** in average fuel cost from last July (\$.38 to \$.23).
- **\$6.56 per rider** is the estimated cost per person riding on SETD.

Sunset Empire Transportation District Marketing/Outreach Report

August 2015

Mary Parker

ROUTE CHANGE PROCESS-

I have been very busy for the past 3 weeks assisting in the outreach process of our recent route changes. This was a very exciting and fulfilling time for me because our route changes were such good news to our riders and community and I was able to spend time discussing the changes and improvements we were currently proposing to make and receive individual feedback as well.

There was a lot of effort and preparation in developing the routes which Scott, Jon and Jeff worked very hard on. Once the proposed schedules were finalized the next step was to notify the public of the proposed route changes. A great deal of effort was put into notifying the public as far in advance as possible to allow for public feedback and so they could prepare for how the changes might affect them. The notification process included extensive posting of the route change notifications and proposed routes throughout the county. Jeff also giving several public presentations and we placed an announcement in the newspaper as well. All input and feedback was brought to the Board for the Public Hearing held during the July 23rd Board meeting and the route changes were approved. The public notification process started over again but this time the notifications posted were for the August 1st start of the approved route changes. We also spent a lot of time improving and updating our printed bus schedule. Jon has such patience as he has to keep track of and squeeze all the changes in. We had 3000 schedules printed and I distributed 2000 schedules throughout the county the day before the route changes started which included all of the same targets that had originally received the route change information; hospitals, clinics, DHS, Employment office, Senior and Disabled, Senior centers, Coast Rehab, senior living centers, libraries, chamber of commerce's, urgent care clinics, low income housing, Tongue Point Job Corp., hotels, restaurants, and more with the remaining schedules available on the busses and at the Transit Center and the Seaside Transit Kiosk. I have ordered 3000 more for continued schedule deliveries and outreach.

The new/changed routes started on August 1st and our drivers did a wonderful job of assisting riders and each other with the new route schedules on top of summer traffic, construction and an accident or two. The Transit Center was hopping with questions from riders and phones never stopped ringing and riders had lots of questions about the changes as well.

Roll and Stroll August 11th- I was invited to attend a Roll and Stroll which was coordinated by Drew Herzig and facilitated by Alan DeLaTorre a researcher at the Institute of Aging at Portland State, EIFriesen-Strang from AARP Oregon's Executive Council and Noell Mickelberry Executive Director of Oregon Walks a pedestrian advocacy organization. The purpose of the Roll and Stroll was to walk through a very used section of downtown Astoria and assess every aspect of its walkability, accessibility and safety. This was followed by a lively panel discussion which included the facilitators listed, Scott Tucker, Superintendent Lewis and Clark National Historical Park, Michelle Lewis, Senior and Disabled Services and Brian Mahoney, Clatsop County Health Department Director. The findings of uneven sidewalks, broken pavements, obstacles, slippery surfaces, inconsistent crosswalks, lack of signage,

inadequate seating, lack of ADA compliance and numerous other obstacles that prohibited safe accessibility for walking downtown. In summary the more walkable and accessible we can make communities the more likely that people will be to stay in the place that they live. Sidewalks and streets need to be safe for all ages to use and there are some real challenges here.



SUNSET EMPIRE TRANSPORTATION DISTRICT
900 Marine Drive Astoria, Oregon 97103

Human Resource

Tami Carlson

Monthly Report: July 2015

- Effective July 1st - SETD employees - 1% COLA increase and Regence BlueCross medical benefits.
- In July Marcela Foeste was hired for the TC Customer Service Rep. position. Marcela was the Residential Advisor for TPJC, fluent in Spanish and has a strong background in customer service.
- MacKenzie Jones was named the "Employee of the Quarter" for April-May-June 2015. MacKenzie is an outstanding fixed route driver.
- July 15th at the monthly driver's meeting we celebrated by having our quarterly employee's birthday party.
- July 29th met with Cyndi Luciani from SDIS. Cyndi is our Rep. for HRA and FSA. This was an annual meeting to discuss YTD employee account summary information. Very educational info about our benefit process.
- Due to new upcoming routes in August we are looking to fill temp fixed route driver positions.
- Working with Konnor IT on new HR/Payroll program. Attended webinars, gave input and support. Implementation planned for near future (before end of year).
- Completed Federal & State Quarterly reports and a 2014/15 Worker's Compensation audit.

Sunset Empire Transportation District

900 Marine Drive – Astoria, Oregon 97103
Phone: (503) 861-5385 – Fax: (503) 861-4299
Email: Carol@ridethebus.org

RIDE ASSIST

Carol Penuel
Paratransit Supervisor

Monthly Report: July, 2015

- In July, Paratransit had 685 ADA rides for an average of 28.5 rides per day. That is a 6.3 percent decrease from last month and a .7 increase for all Ride Assist clients. That is also a 64.6 increase in all rides from last June.
- Ridership for Dial-a-ride in July was 11 rides. This is down in number, as sadly we lost a regular rider who passed away last month.
- There were 15 new ADA Paratransit applications received and 34 approval letters were mailed out.
- The Paratransit drivers sold 11 ticket books for a total of \$276.00.
- There were 39 Veteran rides given, which is 2 less than last month.
- Carol took part in the Easter Seals Webinar on July 8th. This covered the new regulations regarding Reasonable Modification, that became effective July 13th. There were also frequently asked ADA questions, and I found these to be very informative.

Paratransit Fares Collected for month - \$ 3155.00

- Para-transit Fares: \$ 1400.00
- Tickets Collected: \$ 535.00
- Medicaid Collected \$1,220.00

Mobility Management Report July/August

Elisabeth Pietila- Mobility Management Coordinator

It has been a pleasure to serve the district as SETD's first Mobility Manager. I feel positive about the things I have accomplished here. I have always tried to maintain true to what Mobility Management really is.

- Learning the discrete needs of special populations and focusing on an individual or group
- Looking at multimodal choices not single mode solutions
- How to leverage current resources?
- Identify gaps and barriers for customers
- Improving delivery of information and information systems?
- Coordinating community wide transportation systems and referral systems
- Challenging traditional transportation thinking and design
- Representing the customer less represented
- Keeping the Public in Public Process
- Keeping the District compliant with ADA regulations

Mobility Management is a crucial part of a successful and efficient transportation family. Mobility Management is truly transportation advocacy and assurance of transportation equality through equity. I have put my heart into this job and will miss the great relationships I have built and the customers I have assisted. I encourage the District to keep moving Mobility Management, Transportation Options and Transportation Advocacy forward in the city, county and region. The only way we have a successful system is through positivity, collaboration and effective communication. Through all the internal turmoil and struggles of the last 5 years at SETD I know I have learned from the experience. Thank you for the opportunity to learn so much about transit, advocate for our public and make positive changes. The Mobility Management perspective has not always been a popular one but it's an important one. I will be spending the next few weeks training the next Mobility Manager to pick up right where I am leaving off. I am handing off updates of important compliance plans to Jeff. I am tidying up all the files and working off a transition plan once the position is filled. All of the Mobility Management projects will be set to continue to move forward as planned. Good luck with the continued growth and success of the District.



RIDECARE

8/15/15

RIDECARE manager's report for July

Jason Jones

Quick Hits:

- Conferenced with Columbia Pacific Clinical Advise. Panel (CPCCO CAP) 7/2
- Successful holiday schedule achieved for the 4th of July. 7/3
- Met with Dick Lang and Liz regarding the Veteran's transportation plan. 7/7
- Attended July CHART meeting. Brought some friends this time. 7/13
- Successful Veterans Transportation Summit. 7/16
- Met with Sarah Weatherson from OHA - new responsibilities requested. 7/24
- Attended a Non-Emergent Medical Transportation (NEMT) Stakeholders meeting. 7/30

1. Jason attended via conference call his 3rd Clinical Advisory Panel discussion held monthly. At this point we are reviewing the quarterly reporting from the CCO to the State and addressing any concerns regarding the metrics provided. There are some pretty cool initiatives that are spoken for during these meetings with one of the items being remote visits with Doctors. I look forward to seeing that initiate mature over time and continue to be the best NEMT resource I can be for the group.
2. We were thankful that the holiday schedule worked out as smooth as it did for the 4th of July. Half our office took off the 29th of June and the other half took off the 3rd of July. Everyone got a 3 day weekend and much needed rest.
3. Liz and I met with Dick Lang regarding the continuing efforts to bring a strong Veteran's transportation program to Clatsop County. We discussed various needs and how we would build processes to meet those needs in a robust and cost effective manner. Dick submitted very detailed needs and suggested processes for Jason and Liz to work on before further action could take place.
4. Jason attended the monthly CHART meeting where he invited Liz and Shaisia to attend. Both ladies were very dialed into the meeting and came away charged up. This group really is a perfect fit for the Transportation Options program and we look forward to seeing Shaisia and Liz continue to attend and represent SETD in the future.
5. Jason participated in the Veteran's Transportation Summit on 7/16. The meeting was well attended with veterans and others interested in advancing this discussion. This group even had a veteran from the Long Beach area where that population has been all but left out of similar transportation programs from Washington State. The group that attended was very passionate and dedicated to helping advance this plan forward and see it through. We want to coordinate mobility access and transportation for the Veterans and creating a fluid system that helps and gives them what they need.
6. NEMT program administrator Sarah Weatherson came to Warrenton to visit with Jeff and Jason to discuss Ride Care taking on some administrative duties for the Volunteer transportation program. The request was for Ride Care to take on the processing of the Volunteer's mileage manifest which result in OHA paying for the mileage to the Volunteer. Ride Care is in position to be able to take this on but will need to look at what impact this will have on our work flow. Jason has initiated a training phase for Julia so she can see first hand what the group in Salem do. OHA has found that they do not have the FTE to continue handling these tasks and essentially look to Ride Care to perhaps "save the program". This is big for Ride Care since volunteers make up 25% of our business and it would hurt us greatly if the



RIDECARE

program were not to exist in the near future. OHA has agreed to pay us through a ride-rate adjustment and to hopefully see the duties be transferred in September.

7. Jason attended the quarterly NEMT Stakeholder's meeting on the 30th of July where many things were discussed. The volunteer program was updated by Sarah Weatherson and Greg Russo where information echoed what Sarah Weatherson asked of Ride Care a week earlier. We were told that the NEMT integration to CCOs control was just about complete with the remaining CCO (Yamhill) coming on line before the winter.

Ride Care continues in its successful progression from OHA to CCO and looks forward to future initiatives that may take place to help some of our clients who fall through the cracks regarding eligibility or non-covered items. Our team is continuing to learn and sharpen their skills as we anticipate a busy winter.



Transportation Options Report July/August

Shasia Fry Transportation Options Specialist

Drive Less Save More Campaign

Our Drive Less Save More Astoria campaign started out with a bang and has continued to grow. We have begun seeing our efforts around town and have had numerous emails and phone calls regarding the success of our campaign. Recently while walking downtown, I ran into Joan, who is one of our participants who received a “Go-Kit”. She attended our Free Bike Repair day and since then has been using her bicycle as her main mode of transportation. She said this about the campaign,

“Thank you guys for helping me see Astoria. I am new to the area and didn’t know much about it. The Bike Repair Day tuned up my bike and made me feel confident enough to ride it around town. Astoria’s pretty awesome and I have met a lot of people because I ride my bike. I just bought some fenders so even this winter; I’ll be able to ride.”

Ashleigh and I have packed and delivered 325 “Go-Kits” and with our 3rd newsletter that contains an order form in it, we expect another large influx of orders.

Our events have been very successful thus far. On July 25th, we hosted a Free Bike Repair and Wash day at the transit center. This event was great. We had 2 local bike technicians from Bikes and beyond repair bikes and we handed out information about the campaign. We serviced 50 bikes and had about 75 attendees. On August 6th we held a Transit Tour. This tour was along the route 10. Along the ride, we educated riders on the rules and edict of the bus. We planned “Bus Bingo” and had a great time. We had 13 people attend and one woman said this of the tour,

“I used to ride when I was younger, all the time. But I stopped when I started driving. I don’t drive anymore. I didn’t know if I could bring my walker aboard, or how to fold it. The bus is great, if I sit up front my walker slides right next to me. I’ll be riding again.”

The week of August 10th, we hosted a Teen Active Art contest. This contest was aimed at showing youth the connection between movement and art. With donations from the bike shop, the teens created sculptures out of recycled material that promoted active art. We had 6 participants and the sculptures were displayed at an open showing at the Barbey Museum. On Sunday the 15th Ashleigh and I set up a Bike Parking Station at the Sunday Market. Although our parking wasn’t widely used, we gave out a lot of information about the program and got a ton of conformation on our efforts. We will be hosting another Bike repair day on August 29th at Tapiola Park.

We have really been utilizing our social media and email to send out information on the campaign. Currently our Facebook has 167 like on it, and on average get 200 views per post. Our email list has 182 subscribers and on average 46% of people actively engage in the emails.

Drive Less Connect Challenge

I recently have been working with Kelly Bantle from Pac-West on our media approach for the Drive Less Connect Challenge this October. We have identified different media avenues and are creating different articles and things to post and print. We are currently working on a 4 page newspaper insert that will be in Hipfish monthly and will be distributed among the 3 counties during the challenge.

Education

Last month I attended a bicycle maintenance course with Outer Rim bicycle in Portland. There I learned the basics of bicycle mechanics and will use that knowledge in future , to identified usable bikes we have donated, help at repair days , and assist program participants in basic mechanic questions.

At the end of this month I will be traveling to Bend for the T.O. quarterly meeting and Transportation Options Group of Oregon meeting.



