

MEETING NOTES

July 11, 2022

Project# 27269.0

Project Name: Harney County Coordinated Plan Update
Meeting: Technical Advisory Committee (TAC) #1
Location: Harney County Senior Center
Time: 1:00 to 3:00 PM

Welcome and Introductions

- Symmetry Care has clients that use transit and are encouraged to. It helps with their independence.
- Later service times would be beneficial.

Draft TM #1 (Existing Services and Demographic Profile) Review

Transit needs identified through discussion (primarily for Harney Hub Transit):

- Bike racks on all vehicles
- Possibly another (or expanded) bus barn (long-term)
- Benches at all stops for Burns/Hines deviated fixed route
- Trips to Bend on the deviated fixed route are mostly medical and some are for shopping
- The closest to vanpool/carpool/ride sharing is the deviated fixed-route service to Bend/Redmond
- More drivers and vehicles (more funding for these) – qualified applicants can be hard to find, and employee costs have risen, so maintaining current service costs more
- Expanded medical services in Burns (kidney dialysis specifically – challenging to serve these riders along with others due to appointments in Bend)
- Marketing and securing subscription services for routine transit rides/riders would help reduce call volume and with scheduling high demand time periods – some riders prefer to call every day (possibly to know the ride is secured)
- A second bus to operate during school times or from 8AM to 5PM for non-school related trips – free services provided for pre-school age kids (e.g., connect between preschool and babysitters); free services also provided for

students aged 13-19 (who are too far from school to walk but too close to get bus service)

- Continued free service to Bend (only free for another year currently) – previously \$35
- Expand and right-size vehicle fleet to keep up with service needs (e.g., some buses are only intended to handle winter weather conditions and should not be operated otherwise – too costly)
- Ongoing integration of technology (e.g., other Easy Rides capabilities)
- Improved coordination with Burns Paiute Tribe and marketing about their service being available to the public (Harney Hub riders might miss a bus and not realize they can get on a Tribal bus and wait for the next Harney Hub bus)
- Eastern POINT only operating on weekdays (historically operated on weekends) – no service to destinations outside of Harney County on weekends (can be particularly challenging if people break down – Harney Hub has helped in these situations in the past); potential opportunity for Harney Hub to fill this gap
- Currently no coordination with Grant County People Mover
- Symmetry Care provides services for mental health related needs – Harney Hub can provide limited services in these situations, but typically leaves it to Symmetry Care as a unique transit need
- Service to low-income areas on the west and east sides of Hines and Burns
- Demand response ridership declined in 2017 due to a private cab service, but this is no longer available – ridership associated with the private cab service was likely by folks most interested in convenience and less concerned with cost

Next Steps

- TAC to provide comments on Draft Tech Memo #1 to Lisa or Angie by Monday, July 18
- Review Draft Tech Memos 2-4 (Public Outreach Summary, Transit Needs, and Transit Strategies) for TAC Meeting #2
- Attend TAC Meeting #2 in mid-September