

Northeast Oregon Public Transit



WALLOWA COUNTY

Annual Operations Plan 2024

Acknowledgments:

The Staff of Northeast Oregon Public Transit wishes to thank and acknowledge the following partners and stakeholders. Their creative input, energy and commitment to the future of local mobility options were essential components in the culmination of this plan.

The Wallowa County Public Transit Advisory Council

Purpose and Goals:

It is the purpose of the Annual Operations Plan to describe the scope of work to be undertaken by Northeast Oregon Public Transit (NEOPT) for the coming fiscal year. NEOPT is comprised of three counties – Union, Wallowa, and Baker, each with its own fleet, management team and service delivery strategies. NEOPT is a program of the larger parent nonprofit, Community Connection of Northeast Oregon, Inc. which administers and ultimately oversees the regional operation.

This document captures the anticipated parameters of service and forecasts opportunities and challenges that can reasonably be anticipated. It is the goal of this publication to guide the on-going conversation about how public transit is planned, deployed, and managed in Wallowa County.

Layout:

This plan is laid out in the following sections:

Section 1 describes anticipated methods of delivery and changes (if any) that are coming in the next fiscal year.

Section 2 describes known project opportunities or challenges and material impacts (if any) that may occur in our method, means, or model of delivery.

Section 3 describes known projects that plan, inform, or may otherwise impact operations in the coming fiscal year (but are not themselves operations processes).

At the end of this plan, a set of appendixes provides examples of published support materials.

Definitions:

While every effort has been made to keep this publication user friendly, it is sometimes necessary to use an industry term to demonstrate compliance with regulations (such as Title VI of the Civil Rights Act or the Americans with Disabilities Act). This subsection is intended to help guide the reader when the following terms appear:

ADA: Americans with Disabilities Act of 1990.

Curb-to-Curb: This term often applies to Demand Response and Route Deviation modes of service. It means that the passenger is responsible for getting him or herself to and from the vehicle.

Demand Response: Sometimes called Dial-a-Ride, Demand Response service is a curb to curb (sometimes door-to-door) service. The passenger makes a trip reservation in advance and the bus comes to him or her.

Deviated Route: Sometimes called Route Deviation, this term refers to a Fixed Route delivery strategy that allows the bus to temporarily leave the route to perform Curb-to-Curb pickups between scheduled stops.

Dial-a-Ride: Please see Demand Response.

Door-to-Door: Door-to-Door indicates that passenger assistance is available from the door of the origin to the first door of the destination. The ADA refers to this level of service as *Origin-to-Destination*.

Flag Stop: Sometimes called a *Flex Stop*, this term refers to a passenger's ability to access a Fixed Route at points between formal stops by waving to the driver to indicate he or she wishes to board.

Fixed Route: A fixed route system is a bus that follows a prescribed path on a published schedule. Passengers can access that bus at formal stops or points along the route.

Intercity: An Intercity service is a bus that runs between two or more communities with the intent of connecting passengers to another service provider. Intercity lines are express services. While they may serve communities between their main hub points, these are considered incidental and kept to a minimum. Intercity lines do not deviate from published routes and schedules.

Paratransit: Sometimes called ADA Paratransit or Complementary Paratransit, this term refers to the obligation of a Fixed Route provider to make equivalent services available to those who are prevented from using the Fixed Route due to a disability.

Holidays and Closures:

The following holidays will be observed by Northeast Oregon Public Transit during Fiscal Year 2024/25. In most cases, services will be closed in all three jurisdictions.

- | | |
|------------------------------|--|
| ➤ Juneteenth | June 19, 2024 |
| ➤ Independence Day | July 4, 2024 |
| ➤ Labor Day | September 2, 2024 |
| ➤ Thanksgiving | November 28, 2024
November 29, 2024 |
| ➤ Christmas | December 25, 2024 |
| ➤ New Year's Day | January 1, 2025 |
| ➤ Martin Luther King Jr. Day | January 20, 2025 |
| ➤ Presidents Day | February 17, 2025 |
| ➤ Memorial Day | May 26, 2025 |

Living Document:

This document is our best forecast for the coming year. It should not be construed as limiting our response to opportunities, or our options to resolve challenges. Moreover, it is intended to inform subsequent annual plans, while creating a historical record for future development.

Section 1:

Existing

Services

Shopping Bus:

The Wallowa/Lostine Shopping bus runs every Tuesday and Thursday between Wallowa and Enterprise, serving the communities of Wallowa and Lostine. Operating on a public Dial-A-Ride basis, the service starts in Wallowa at 9:00 AM. and operates until 4:00 P.M. The Shopping Bus that serves Wallowa County will make adjustments, if scheduling allows, for riders to return earlier in the day. It is requested that rides be reserved at least one day in advance. This accommodates those riders who don't want to spend all day in Enterprise.

With the implementation of Special Transportation Improvement Funds (STIF), this service began Fare Free effective July 1, 2019.

Demand Response:

The Enterprise/Joseph Shopping bus runs Monday through Friday between Enterprise and Joseph. It operates on a public Dial-A-Ride basis. The service is offered from 7:00 am to 4:00 P.M. It is requested that rides be reserved at least one day in advance. This service is provided free of charge. This service is also made possible with the launch of the Special Transportation Improvement Plan effective July 1, 2019.

Intercity Bus (The Link):

The Intercity bus runs from Wallowa County to La Grande with scheduled stops along the way every Monday, Tuesday and Thursday. On Mondays and Tuesdays, the bus starts in Joseph at 8:00 A.M., arrives in La Grande by 10:00 A.M., leaves La Grande at 2:00 P.M., and returns back to Joseph by 4:00 P.M. On Thursdays, it starts in Joseph at 2:30 P.M. and arrives in La Grande at 4:30 P.M., and returns back to Wallowa County by 8:30 P.M. This route is designed to meet Greyhound bus travelers who are coming and going in and out of Wallowa County. The fare for Intercity Bus is \$5.00 each way to La Grande, \$3.50 from Wallowa county to Union County, and \$2.00 each way from town to town within Wallowa County.

Summer Shuttle:

The Summer Shuttle bus begins running June 1st through the end of September. The shuttle makes 6 round trips with 6 predetermined stops from Enterprise to the Wallowa State Park Marina Monday through Saturday every week. This system features route deviation upon request to accommodate hospitality locations, airport pick-up, and special needs. Thanks to the Special Transportation Improvement (STIF) Plan this service is also fare free.

Medicaid Contract:

Delivery of Medicaid/Affordable Care Act service is considered incidental to our existing operation. A Medicaid assignment can be provided any day, at any time, to any authorized destination, from any authorized pickup address. The brokerage pays the fully allocated cost of the trip.

Rides to Wellness:

Wallowa County Public Transit works with Winding Waters Medical Clinic to provide Rides to Wellness trips to clients who qualify through program.

Highly Rural Veterans Transportation:

Highly Rural Veterans Transportation is a grant based program that assists Veterans in rural transit jurisdictions characterized by less than 7 people per square mile access the Veterans Administration (VA) authorized health care facilities. The service can run any day, at any time, to any authorized destination. Highly Rural Veterans Transportation is subject to grant funding. Services may be limited or suspended in the absence of resources or between allocation cycles.

Event driven Projects:

Chief Joseph Days

Last week in July

During Chief Joseph Days, the Summer Shuttle makes a planned deviation from its published route in Joseph to accommodate the parade. Between 8:00 AM and 12:35 PM, the route runs two blocks to the East (see Image 1.7). Regular routes resume in the afternoon when event staff clear the corridor.

Oregon Mountain Cruise Car Show

Last weekend in August

During the Oregon Mountain Cruise, the Summer Shuttle makes a planned deviation from its published route in Joseph to accommodate the event. Between 8:00 AM and 5:35 PM, the route runs two blocks to the East (see Image 1.7).

Main Street Show & Shine

3rd weekend in August

During the Main Street Show & Shine, the Summer Shuttle makes a planned deviation from its published route in Enterprise to accommodate the event. Between 8:00 AM and 5:35 PM, the route runs one block to the West (see Image 1.8).

Hospitality Accommodations Route:

On-Demand

During the summer tourist season, Wallowa County Public Transit will consider a published route deviation to the Summer Shuttle service that incorporates the local hospitality industry. The route currently includes high volume accommodations to providers such as Eagle's View Inn and Suites (typically East of standard routing). An example of an events that may inspire a route expansion include the Oregon Mountain Cruise Car Show and Chief Joseph Days.

Charter and Contract Services:

On-Demand

On a case-by-case basis, Wallowa County Public Transit will consider opportunities to provide charter services. In each instance, we will strictly comply with the provisions of 49 CFR 604.

Emergency Services:

On-Demand

In the event of a declared emergency, our service may be mobilized by County, State, or Federal emergency management officials. We will comply and prioritize such requests in the event that we are called upon.

Public Transit Advisory Council:

The Wallowa County Public Transit Advisory Council created the Wallowa County Title VI Policy (adopted July 2017). It's designed for diversity of age, ethnicity, gender, level of physical ability, socioeconomic status, geography within the county, preferred mode of travel and community stakeholder interest (including Medical Community, Commerce and Industry, etc.).

The Council receives broad delegation under the Major Change Threshold of the Title VI Policy to make decisions about the operations of Public Transit in Wallowa County. It is the intent of the Board and the Council to make decisions that impact transit at the closest possible level to the passenger. At the time of this draft, the Public Transit Advisory Council is comprised of:

Voting Advisory Council Members		
Jeanne Vice, Chairman Medical Community (541) 426-8039	Cheryl Gilliard Bus Rider (541) 432-1317	
Ame Leggett, Vice Chairman Business Community (541) 398-1864	Karolyn Doss Lower Valley Representative (541) 398-0721	
Non Voting Agency Staff Members		
Dimetri Hardesty Assistant Transit Manager 702 NW 1 st Street, Enterprise (541) 426-3840		

Meetings are publicly advertised in the local paper, CCNO’s website, and the CCNO Enterprise foyer. The Council meets quarterly. Meeting schedule for Fiscal Year 2025 is as follows:

Date	Time	Community	Venue
September, 2024	3:00 PM	Enterprise	Community Connection Conference Room
January, 2025	3:00 PM	Enterprise	Community Connection Conference Room

Section 2:

Opportunities and

Challenges

Operations Opportunities:

Wallowa County Public Transit staff will consider a broad range of public mobility factors when deciding which (if any) community event(s) to partner with. These will include (but not be limited to) the availability of public/private partnerships, basic cost-benefit analysis and anticipated volume contributions to overall system efficiency.

Out of County Excursion Annually

Wallowa County Public Transit would like to try and do two out of county excursions annually. This would create an opportunity for Wallowa County residents who can't or don't drive to take a day trip out of the county. Transportation provided will be reliable and affordable.

Wildflower Tour Annually

The Wallowa County Forest Service provides an annual tour for people to go out and explore local wildflowers and the natural beauty of the surrounding area. Wallowa County Public Transit partners with them to provide the transportation service for this tour.

Events and Festivals:

Wallowa County Public Transit will explore opportunities to serve the community to elevate the profile of its local mobility system. It will consider offering expanded hours or service, park-n-ride, ancillary and perhaps deviated route support to and from key event locations during the following annual gatherings: (Dates are subject to change)

Backcountry Bash	6 - 8 August
Oregon Alpenfest	23 & 24th September
Tamkaliks Celebration & Pow Wow	3 rd weekend in July
Charter & Contract Service	Annually

In addition to the annual events listed above, Wallowa County Public Transit may consider opportunities to provide Charter Service on a case-by-case basis (at all times, in strict compliance with 49 CFR 604).

Planning Opportunities:

Asset Management Plan Annually

Wallowa County Public Transit will participate in the regionalization of Union County’s Asset Management Plan – open for amendment annually.

Safety Management Systems (SMS) Annually

With guidance from the FTA for rural systems finally taking shape, Wallowa County Public Transit will participate in the regional development of a Safety and Security Plan (sometimes called Safety Management Systems Plan). Northeast Oregon Public Transit has a certified Safety and Security Officer and is working towards agency accreditation.

Challenges:

Transit ridership recovery due to the worldwide pandemic.

Section 3:

Projects

Mobile App Development

Recognizing the domination of mobile technology in the market (especially during peak tourist season), Wallowa County Public Transit will work towards a mobile application over the next few years. Staff will provide content and updates to the application under development for Northeast Oregon Public Transit in the Union County office.

Lower Valley Medical Access (Implementation of service will begin once staffing level is achieved)

Wallowa County Public Transit staff recognize that the Lower Valley residents, Wallowa and Lostine, need regular access to the cities of Enterprise and Joseph for medical appointments. On the 1st of July 2021 the residents of Wallowa and Lostine will have their own designated shopping bus. The implementation of Tuesday and Thursday shopping bus will also increase medical access for Wallowa County residents. This could include demand response service from Wallowa connecting to demand response service in Enterprise. This is currently being met with 5 days of Demand Response service to include Free Fare.

Bus Shelters

With the increase of public transportation usage, the need for bus shelters is also increasing. Placing shelters strategically throughout the cities of Wallowa, Lostine, Enterprise, and Joseph will protect riders from inclement weather, and act as an ongoing marketing campaign for Public Transportation. Additionally, placing shelters in the income based apartments located in Wallowa, Enterprise, and Joseph increases access to low-income individuals. Staff will explore funding opportunities for shelters, and work with local government officials to ensure placement is compliant to city and county codes.

Appendix A:

The Wallowa Link is a rider oriented service but we are frequently available for incidental freight transports. We accept freight under the same conditions as passenger carry-on items:

- Driver's assistance is limited to getting your items on and off the bus
- Drivers will not assist with handling an item that weighs in excess of 25 pounds (in the driver's estimation)
- Driver will not accept items that cannot be safely stowed (in driver's estimation)
- Carry on items and freight may not interfere with passenger capacity

At a one way bus fare of only \$5, Link is the most cost effective mobility option in Northeast Oregon.

Northeast Oregon Public Transit
Published Rider Guides and Marketing Materials
is a service of Community
Connection of Northeast
Oregon, Inc.

Transit Operations Office
702 NW First Street
Enterprise, OR 97828

Call TTY at 711 or 800-735-2900

Alternative formats are
Available upon request

www.neotransit.org



*Connecting Joseph
through La Grande*

Only \$5 per Boarding

(541) 426-3840

The Wallowa Link runs between Joseph and La Grande on Mondays, Tuesdays and Thursdays with stops in Enterprise, Lostine, Wallowa, Elgin and Imbler en route. Buses may run a few minutes behind to accommodate boardings in our routed communities.

Upon arrival in La Grande our passenger can connect to:

- Baker Intercity Connector
- Greyhound
- Kayak Transit (to Pendleton)
- Public Transit services in La Grande

Link offers curbside delivery to your first destination in La Grande and is often available for local mobility needs during the layover – please call for details.

Link may be served by different buses on different days. Each of our vehicles is accessible to people living with disabilities. If your mobility device is larger than 30” wide or 48” long, please call for an assessment.

Link welcomes your disability service animal. Sorry, we cannot accommodate pets.

Mondays and Tuesdays

	Arrival	Departure
Joseph		8:00
Enterprise	8:15	8:16
Lostine	8:30	8:31
Wallowa	8:45	8:46
Elgin	9:20	9:21
Imbler	9:32	9:33
La Grande	10:00	
Layover in La Grande		
La Grande		2:00
Imbler	2:14	2:15
Elgin	2:28	2:29
Wallowa	3:07	3:08
Lostine	3:22	3:23
Enterprise	3:37	3:38
Joseph		4:00

Thursdays

	Arrival	Departure
Joseph		2:30
Enterprise	2:45	2:46
Lostine	3:00	3:01
Wallowa	3:15	3:16
Elgin	3:50	3:51
Imbler	4:02	4:03
La Grande	4:30	
Layover in La Grande		
La Grande		6:30
Imbler	6:44	6:45
Elgin	6:58	6:59
Wallowa	7:37	7:38
Lostine	7:52	7:53
Enterprise	8:07	8:08
Joseph		8:30

Continued: Map of Route and stop locations



Summer Shuttle



The Summer Shuttle runs on a flexible route, Monday thru Saturday, from 8:00 am to 5:30 pm.

Our system features route deviation. If you have special needs, we can go off route between stops to accommodate curb side pickup or delivery. To arrange a deviation, simply call us in advance.

The scheduled stops represent the time the bus will depart.

All of our buses feature ADA accessibility for your mobility device. If your device is larger than 30" wide or 48" long, please call for an assessment before planning to ride. Our system welcomes your disability service animal. Sorry, we cannot accommodate pets.

The most economical way to explore Enterprise, Joseph and Wallowa Lake.

Funded by the Special Transportation Improvement Fund The Summer Shuttle runs on a flexible route, Monday thru Saturday, from 8:00 am to 5:30 pm.

Our system features route deviation. If you have special needs, we can go off route between stops to accommodate curb side pickup or delivery. To arrange a deviation, simply call us in advance.

The scheduled stops represent the time the bus will depart.

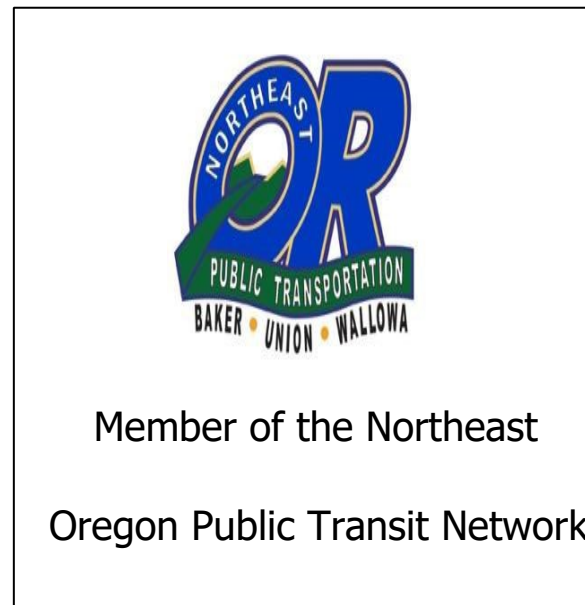
All of our buses feature ADA accessibility for your mobility device. If your device is larger than 30" wide or 48" long, please call for an assessment before planning to ride. Our system welcomes your disability service animal. Sorry, we cannot accommodate pets.

The most economical way to explore Enterprise, Joseph and Wallowa Lake.

Funded by the Special Transportation Improvement Fund

Call TTY at 711 or 800-735-2900

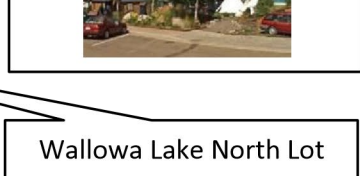
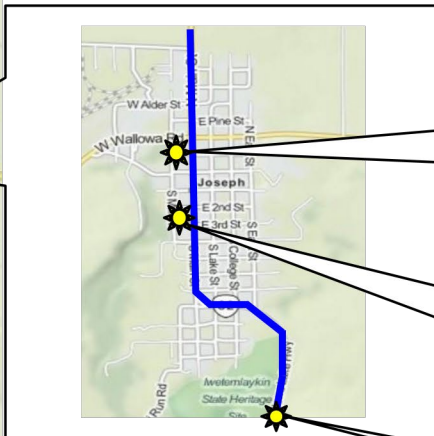
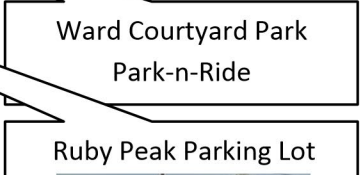
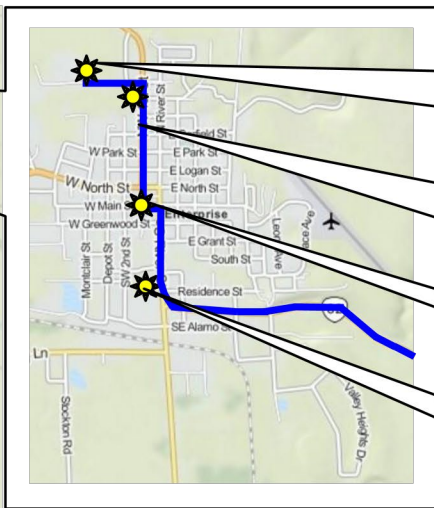
Alternative formats available upon request

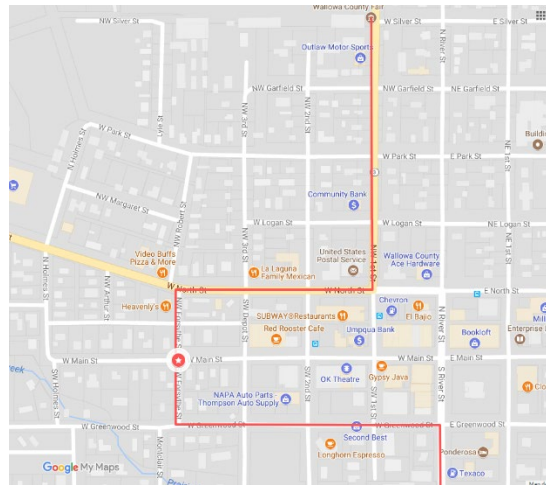


Connecting Enterprise, Joseph and Wallowa Lake

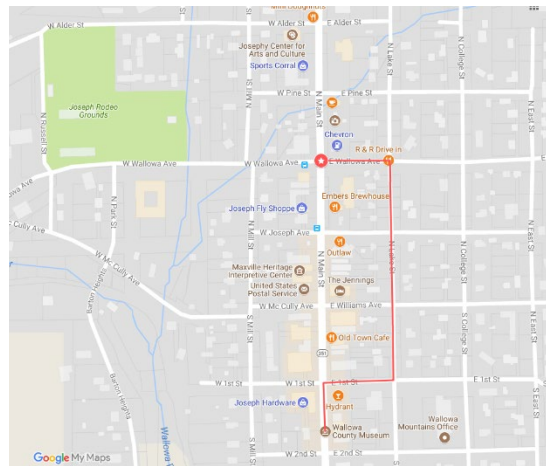
Stop times are approximations. The bus may run a few minutes late in order to accommodate off route deviation requests. The route is designed with recovery time at both ends. It will NEVER run early.

9:30 AM	Leave WW Clinic	8:00 AM	Ward park	8:05 AM	Ruby Peak Parking Lot	8:20 AM	Joseph Visitor's Ctr.	8:25 AM	Indian Lodge Motel	8:30 AM	Wallowa Lake North	8:40 AM	Arrive at Marina	8:45 AM	Leave Marina	8:50 AM	Eagle Cap Chalets	9:00 AM	Indian Lodge Motel	9:05 AM	Joseph Visitor's Ctr.	9:20 AM	Ward Park	9:25 AM	Arrive at WW Clinic
11:10 AM		9:40 AM		9:50 AM		10:05 AM		10:10 AM		10:15 AM		10:25 AM		10:35 AM		10:40 AM		10:50 AM		10:55 AM		11:10 AM			
1:05 PM		11:10 AM		11:15 AM		11:30 AM		11:35 AM		11:40 AM		11:50 AM		12:20 PM		12:25 PM		12:35 PM		12:40 PM		12:55 PM			
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		4:10 PM		4:15 PM		4:30 PM		4:35 PM		4:40 PM		4:50 PM		4:55 PM		5:00 PM		5:10 PM		5:15 PM		5:30 PM			





City of Enterprise Route deviation 1.8



City of Joseph Route deviation 1.7

Scan to
Discover!



Northeast Oregon
Public Transit
Wallowa County

Buses are wheelchair accessible

Accessibility Features

- Buses are wheelchair accessible
- Priority seating is available on all buses for senior citizens and people with disabilities
- Controlled service animals are permitted on buses
- Buses are equipped with bike racks

Holidays

Dial-A-Ride services of Wallowa County do not operate on New Year's Day, Presidents Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, or Christmas.

Where Can I Ride?

Monday, Wednesday, Friday anywhere within the cities of Enterprise and Joseph. On Tuesday and Thursday, service begins in Wallowa to serve the lower valley residents and continues on to Enterprise and Joseph.

Who Can Ride?

Everyone! Dial-A-Ride service is available and **fare free** to everyone.

Title VI Non Discrimination Policy

Community Connection of Wallowa County Public Transit operates equal opportunity programs without regard to race, color, national origin, religion, age, marital status, sexual orientation, or disability in accordance with Title VI of the Civil Rights Act. ORS Chapter 659A or other applicable law. Alternative formats available upon request

Call TTY at 711 or 800-735-2900

Alternative formats are available upon request

Services Provided By
Community Connection of
Wallowa County

**Funded by Statewide
Transportation
Improvement Funds**

Free Public Transit



COMMUNITY CONNECTION OF WALLOWA COUNTY DIAL A RIDE BUS

MONDAY-FRIDAY

(541) 426-3840

Dial-A-Ride

Wallowa County Public Transit

Wallowa County Public Transit offers a Dial-A-Ride service for the general public, people over the age of 60, and people with disabilities. Anyone within the major cities of Wallowa, Lostine, Enterprise, and Joseph is eligible for this service.

Lower Valley

Starting July 1st 2021, Wallowa and Lostine will have a shopping bus of their own on Tuesdays and Thursdays. The route starts at 9:00 A.M. and runs till 4:00 P.M.

Upper Valley

Monday, Wednesday, and Friday the route starts in Enterprise at 7:00 a.m. serving the residents of Enterprise and Joseph.

Cost

Thanks to the Statewide Transportation Improvement Fund, our Dial-A-Ride services are fare free to all riders.

FREE!!!!

Reservations

To serve you best we accept reservations at least **3 days in advance for Monday** trips, and at least 24 hours in advance Tuesday through Friday.

Our office hours are Monday through Friday 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. On weekends and holidays, please leave a voicemail for the transit team.

When making a reservation, please have all trip information available. This includes name, address, phone number, date, and time of appointment.

It is best to pre-schedule return trips with a specific pick-up time. However when this is not possible, the return trip is scheduled as a **“call back”**. When you are ready for your return pick-up, please call Community Connection. Although we will do our best to get to you promptly, during busy times, it may take up to 30 minutes for a “call back” ride.

Trip Planning

Please plan trips with these points in mind:

- Transit may arrive 15 minutes before or after the scheduled pick-up time.
- Transit vehicles are wheelchair accessible. Drivers are trained to assist persons with disabilities in boarding and de-boarding.
- Carry-on items such as groceries must **be limited to what you can carry**. Packages may not block the aisle. No hazardous materials are allowed on the vehicles.

All items found on vehicles will be donated to charity if not claimed within 30 days.

Severe weather may result in a suspension of services.

For more information, please call the office at 541-426-3840.

May 2021

