



February 18, 2026
Regular Meeting of the Board of Directors
of the Hood River County Transportation District

224 Wasco Loop, Board Conference Room
Hood River, OR 97031
4:00pm – 5:30pm

Agenda

The Hood River County Transportation District Board of Director's Meeting can be attended live through Zoom conferencing technology. **Members of the public can attend by calling (253)215-8782, Meeting ID: 838 8911 3516, Password: 554889 or by using the below link:**
<https://us02web.zoom.us/j/83889113516?pwd=bi91Z0diTTRUVW9lbnkwajJFalpVUT09>

- 1) Call Meeting to Order – 4:00pm**
- 2) Roll Call:** Greg Pack - Chair, Megan Ramey – Vice Chair, Tamra Taylor – Secretary/Treasurer, Jim Klaas, Eleazar Reyes, Gisela Ayala – Echeverria, Matt Althoff
- 3) Approval of January 21st, 2026, Monthly Meeting Minutes – Greg Pack- 4:10pm**
- 4) Public Comment**

Public Comment Note: This part of the agenda is reserved for members of the public to address the Board on any issue. Please note the following instructions:

- a. To indicate that you would like to provide testimony, please use the raise your hand button.
 - b. For those attending via phone only, press *9 on your phone to raise your hand.
 - c. When it is your time to speak, your name will be called.
 - i. For those attending via phone only, the last four (4) digits of your phone number will be called.
 - d. Please state your name, city of residence, and whom you are representing for the audio recording.
 - i. Once you have provided testimony, your hand will be lowered. Please do not raise your hand again. Only one opportunity to speak is provided.
 - e. For those unable or not wanting to speak publicly, testimony may be provided via e-mail at Amy.schlappi@catransit.org
 - f. Three (3) minutes per community member.
- 5) Monthly Accounting Report – Tiah Mayhew - 4:15pm**
 - 6) Resolutions & Action Items – 4:25 pm**
 - a. Procurement Policy
 - b. ADA/Paratransit Policy
 - 7) Operations Manager Report – Jeff Acciaioli – 4:45 pm**
 - a. Employee of the Month



- b. Performance Report
- c. Ridership
- d. Gorge-To-Mountain Update
- e. New Bus
- f. Inventory of Vehicles

8) Executive Director's Report – Amy Schlappi – 4:55 pm

- a. Legislative Update
- b. Compliance Review
- c. Upcoming Procurements
 - i. CAT Facility Site Development Program
 - ii. Multnomah Falls Transportation Ambassador Program
 - iii. Accounting Services
 - iv. IT Services

9) Discussion Items

10) Upcoming Events

11) Adjournment – 5:30pm

To request a reasonable accommodation or language interpreter, including alternative formats and translation of printed materials, please contact CAT's Administration Office no later than 48 hours prior to the meeting at 541-386-4202 (voice) or 7-1-1 (TTY through Oregon Relay Service).

Se Habla Español.



**Wednesday, January 21st, 2026
Regular Meeting of the Board of Directors
of the Hood River County Transportation District**

**224 Wasco Loop, Board Conference Room
Hood River, OR 97031
4:00 p.m. – 5:30 p.m.**

Meeting Minutes

1. Call Meeting to Order

Greg Pack called the Board of Directors Meeting to order at 4:06 PM.

2. Roll Call

Tiah took roll call: Greg Pack - Board Chair, Megan Ramey - Board Vice Chair, Tamra Taylor - Board Secretary/Treasurer (arrived at 4:08), Gisela Ayala-Echeverria, Matt Althoff

Absent: Eleazar Reyes, Jim Klaas

Staff: Amy Schlappi, Tiah Mayhew, Jeff Acciaioli, Tim Ravins

Public: Emily Beckett – Merina & Co., Charlie – Uplift Local

3. Approval of December 17th, 2025, Public Hearing & Regular Monthly Meeting Minutes

Greg asked if there were any changes that the Board would like to make to the December meeting minutes. The meeting minutes were included in the Board meeting materials. No changes were requested.

Motion: Matt made a motion to approve the December 17th Meeting Minutes. The motion was seconded by Megan.

Approved by: Greg, Megan, Tamra, Gisela, and Matt

Opposed by: None

4. Public Comment

No public comment.

5. Accounting Report

a. Quarterly Financial Report - Emily Beckett (Merina)

Emily began by presenting the Statement of Financial Position. The cash balance is \$44k less than last year due to capital purchases that have not yet been reimbursed. She then reviewed the fund balance and shared a graph comparing year-over-year data. Overall things are stable with unrestricted funds being the account that fluctuates the most.



The Statement of Activity displays total revenue for the year at just under \$1.7 million, \$57k more than last year. Emily stated that we have seen some fluctuation as federal funds have increased and state funds have decreased but overall, the difference from the prior year is only 3.5% and revenue is relatively consistent between years. Compared to the budget, the district is \$11 million short due to capital projects that are planned but not yet executed. Cost of Goods Sold for FY26 is \$314k which is \$27k less than last year. Vehicle expenses have gone up about \$25k from last year due to an increase in preventative maintenance and vehicle repair. Tiah added that a few factors have increased this. The first impact to the increase in preventative maintenance is that our mechanic now bills travel time separately. Previously the mechanic had included the travel time expense into the repair invoices, separating it allows for more accurate data when tracking vehicle repair expenses. Another reason for the increase is that the mechanic has been on-site 28 times this year compared to the 16 times during the same time last year. We have also needed to have more than one mechanic on-site at times due to the repairs needed, and to avoid service interruptions, which increases the cost of travel time. Tiah added that the increase is mainly attributed to the age and mileage of CAT's fleet. Amy stated that the replacement vehicles are having a hard time keeping up with the number of miles and service we run and that they reach their useful life very quickly. Tamra asked if vehicle repairs are more based on miles of service or time on the road. Amy replied that the useful life of a vehicle is based on miles driven or time in fleet, whichever comes first. Greg also requested to have a look at vehicle mileage tracking spreadsheets at the next board meeting.

Gross profit is about \$85k more than last year due to revenue being slightly higher and operating expenses slightly lower. There were no major changes in building expenses, office expenses were down just a bit. Professional fees are lower than budgeted; this is related to capital projects that are on hold. Personnel expenses are similar to last year with direct service wages and benefits being lower. Greg asked if the decrease was possibly related to the delay in starting the Gorge-To -Mountain Express service or is it just measured by overall hours. Amy responded that the delay is part of it, but we have hired several part-time drivers which lowers the expense. Emily discussed Capital outlay and stated that the district received two new buses, totaling \$326,000. At the end of December, the payment for the buses was issued but had yet to receive reimbursement, leading to a cash decrease compared to the prior year. The reimbursement funds were received in early January and will be reflected in the next financial report. Emily then reviewed the capital projects that are still being worked on.

Accounts receivable and accounts payable summaries were provided. Then the total comparison for budget was given as of Dec. 31st, and actual expenses for administrative and operating expenses were reviewed. Emily closed by stating that the district is in a good place.



b. Vehicle & Liability Insurance Increase – Tiah Mayhew

Tiah explained to the Board that as they were aware, we have been seeing an increase in cost of goods and services. One of the areas where this has been especially noticeable is the district's auto and liability insurance. In 2025, the district's annual premium was \$50,540. In February, we received two new vehicles (471 & 472) that were added to the policy, resulting in an additional charge of \$9,737 bringing the total in 2025 to \$60,274 for 18 vehicles. The renewal for 2026 was \$68,223 for 18 vehicles, which is a 13.2% increase over the total 2025 cost. Matt wanted to confirm that the increase is still for the same number of vehicles and if this is the expected forecast for insurance prices moving forward. Amy and Tiah confirmed both.

6. Resolutions & Action Items – Amy Schlappi

a. Budget Committee Member Application

CAT currently has one opening on the Budget Committee. Cindy Walbridge, whose term ended last year, has expressed interest in serving another term. Budget Committee Bylaws do allow a member to serve two successive terms. Staff are asking the board to discuss and vote to appoint or not appoint Cindy to the Budget Committee. Matt stated that she has been great to work with

Motion: Tamra made a motion to appoint Cindy Walbridge to the budget Committee. The motion was seconded by Matt.

Approved by: Greg, Megan, Tamra, Gisela and Matt

Opposed by: None

7. Operations Manager Report – Jeff Acciaioli

a. Performance Report

December's overall safety score still remains at 99. Fixed route on time performance is still waiting on some software fixes. Dial-A-Ride on time performance was at 98.23%. Fuel costs for the month were down about \$0.05/mile. Vehicle hours were 1,095 hours driven. Jeff gave a brief overview of customer and vehicle incidents. One vehicle incident of note occurred when the Hood River route radioed to say they had a flat tire, pulled over, and discovered all the lugs nuts were missing. There was an investigation that was inconclusive, but staff have continued to work with Les Schwab on preventative solutions. This includes biweekly visits from Les Schwab and adding lug nut markers to vehicles. Greg asked if checking the torque setting of the lug nuts could be done inhouse. Amy and Jeff feel that having a third party is a good idea when possible and gives them more opportunities to check tread on the tires. Bus 197 had the fare box pried out and stolen. It was parked in our storage lot across the street. The bus had been out of service for a while and may have had a small but unknown amount of cash in the fare box. Damage was minimal and nothing required repair.



b. Employee of the Month

Jim Appleton has been named CAT's Employee of the Month.

c. Gorge-To-Mountain Express Update

The weekend service launched in late December and has still seen decent ridership. We recently hired seven new drivers and are on track to launch full Gorge-To-Mountain Express service in February.

d. Ridership

Ridership is up 3% from last month, but down 17% from last year. That is mostly due to the slow start to the snow season, with only three days of mountain service in December. Dial-A-Ride is still up on ridership. Matt asked if the increase in Dial-A-Ride is affecting the Hood River City Route ridership, Amy replied that it shouldn't be and that staff are currently instructed to divert riders to the fixed route when possible.

8. Executive Director Report – Amy Schlappi

a. HB-3991 Update

Amy informed the Board on the most recent information regarding House Bill 3991, which was the transportation funding bill that was passed during the special legislative session this past fall. Since the passing of this bill, petitioners have submitted signatures to refer portions of House Bill 3991 to voters. As a result, most of the new bill's revenue was delayed pending a statewide vote, including the revenue that transit would have received. Additionally, on January 7th, the Governor called for lawmakers to repeal House Bill 3991. The impact to CAT is unknown, but there will be no additional Statewide Transportation Improvement Funds (STIF) that will be received in the short term, staff should know more by the February board meeting.

b. 6 Month Workplan

Currently there is no official work plan, Amy has seen the need to create a list of short and mid-term goals for staff. When creating the work plan, Amy added only tasks and items that could be more categorized as special projects and did not include ongoing operational items or annual tasks such as creating the budget. Some upcoming projects Amy mentioned are the roll-out and promotion of the Spare Rider App, which will allow riders to book their own Dial-A-Rides. The app also has a bus tracking feature that coordinates with our specific routes. The RFP for consultants for the facility site development projects is another upcoming project hoping to be released in the next couple of months. CAT staff has also been finishing implementation of dispatch and vehicle maintenance software and refining the route trainer program. Greg asked how frequent updates on these projects should be given. The group decided every other board meeting would work best.

c. Executive Director Review

Amy's intent was to inform the Board that her review process would begin soon. She is asking that once the board survey is sent out, that they complete it as she depends



on feedback from the Board to improve her skills.

d. Office Updates

Amy's wanted to inform the Board of some small improvements made around the office to reduce the clutter and tripping hazard. Staff would like to purchase some new standing desks and potentially new monitors and organizational furniture as funds allow. The expense is estimated at 6K and is in the budget. The Board generally agreed to this.

9. Discussion Items

Matt asked if anyone would be attending the upcoming SDAO conference, taking place in Seaside from February 4-7. Amy stated that Tiah will be attending and Jim might be in attendance. Tamra asked if there had been any changes with how ODOT is working with CAT in the current economic climate. Amy replied that everyone we work with at ODOT has been amazing and we always feel that they work very hard to give us the data they can based on the information they have. Tamra also mentioned the ODOT road maintenance concerns expressed prior to the funding bill and if those have subsided at all. Amy stated that there is still concern but also hasn't really received a concrete answer. Greg mentioned they've been in contact with local ODOT maintenance yards who seem to have no major staffing concerns currently.

11. Upcoming Events

ODOT compliance review is happening on-site next Tuesday and Wednesday.

12. Adjournment

Motion: Tamra made a motion to adjourn the meeting. The motion was seconded by Matt.

Approved by: Greg, Megan, Tamra, Gisela and Matt

Opposed by: None

The meeting was adjourned at 4:58.

The Hood River County Transportation District Board of Directors meeting minutes are prepared and presented in summary form. Video recordings of the meetings are on file at CAT and are part of the approved minutes. If you would like to watch the recording of the meeting, please contact Tim Ravins tim@catransit.org, or call (541) 386-4202.

Prepared by: Tim Ravins, Administrative Assistant

A handwritten signature in black ink, appearing to read "Tamra Taylor", with a large, sweeping flourish above the name.

Approved by: Tamra Taylor, Secretary-Treasurer



Statement of Activity

Columbia Area Transit

January 1-31, 2026

DISTRIBUTION ACCOUNT	TOTAL
Income	
4100 Fare Revenue	
4110 Fare Collections	6,708.01
4130 GOrge Pass Prg	7,592.00
Total for 4100 Fare Revenue	\$14,300.01
4200 Contract Revenue	\$1,756.00
4500 Federal Funds	\$294,171.00
4700 State Funds	\$160,112.00
4800 Tax Revenue	\$14,853.43
4900 Other Revenue	
4910 Interest Income	\$6,010.30
4990 Misc Revenue	1,169.64
Total for 4900 Other Revenue	\$7,179.94
Total for Income	\$492,372.38
Cost of Goods Sold	
5100 Fuel	11,395.07
5200 Vehicle Expense	\$70,859.94
5300 Operation Expenses	
5310 Merchant Transaction Fees	885.90
5320 Technology & Communication	\$947.62
5350 Shop Supplies & Tools	463.45
5370 Bus Stop Repairs & Maintenance	2.99
Total for 5300 Operation Expenses	\$2,299.96
5500 Driver Expenses	
5520 Driver Training	300.00
5560 Drug & Alcohol Testing	1,076.20
5580 Uniforms	61.46
Total for 5500 Driver Expenses	\$1,437.66
5700 Advertising & Marketing	304.68
5900 Grant/Contract Match Funds	\$2,939.56
Total for Cost of Goods Sold	\$89,236.87
Gross Profit	\$403,135.51

Statement of Activity

Columbia Area Transit

January 1-31, 2026

DISTRIBUTION ACCOUNT	TOTAL
Expenses	
7000 Administrative Expenses	
7100 Building Expenses	
7120 Building Repairs & Maintenance	687.50
7130 Landscape Maintenance	845.00
7150 Building Utilities	2,345.22
7160 Telephone	10.58
7180 Janitorial	1,033.69
Total for 7100 Building Expenses	\$4,921.99
7300 Office Supplies & Expenses	
7310 Office Supplies & Postage	63.81
7320 Printing & Copying	236.29
7340 Dues & Subscriptions	468.00
7360 Computer Software	259.96
7390 Office Equipment	4,744.33
Total for 7300 Office Supplies & Expenses	\$5,772.39
7600 Professional Fees	
7620 Liability Insurance	12,751.00
7630 Legal Counsel	63.00
7640 Audit & Bookkeeping	776.54
7650 Payroll Processing Fees	406.50
7660 IT Support Services	1,051.00
7680 Admin Contracts	203.00
Total for 7600 Professional Fees	\$15,251.04
7900 Other Administrative Expense	
7910 Interest & Bank Charges	155.35
7930 Team Building	17.71
7950 Staff Training	590.00
7960 Travel - Meals & Lodging	-189.75
7980 Board Expense	30.00
Total for 7900 Other Administrative Expense	\$603.31
Total for 7000 Administrative Expenses	\$26,548.73

Statement of Activity

Columbia Area Transit

January 1-31, 2026

DISTRIBUTION ACCOUNT	TOTAL
8000 Personnel Expense	
8100 Administrative Personnel Expense	
8110 Administrative Wages & Salary	
8111 Administrative - Regular Wages	15,605.02
8112 Administrative - Overtime	7.23
8113 Administrative - PTO	1,626.00
8114 Administrative - Holiday	1,919.28
8121 Administrative - Healthcare Stipend	2,356.20
8122 Administrative - Cell Phone Stipend	83.10
Total for 8110 Administrative Wages & Salary	\$21,596.83
8130 Administrative Employer Taxes	
8131 Administrative - FICA	1,187.77
8132 Administrative - Medicare	277.78
8134 Administrative - State. Unemp, SUTA	-20.98
8136 Administrative - Worker's Benefit Fund	3.53
8138 Administrative - Paid Leave Oregon	76.63
Total for 8130 Administrative Employer Taxes	\$1,524.73
8150 Administrative Benefits	
8151 Administrative - Medical, Dental, Life Ins	42.00
8154 Administrative - 403(b) Employer Match	326.04
Total for 8150 Administrative Benefits	\$368.04
Total for 8100 Administrative Personnel Expense	\$23,489.60
8200 Direct Service Personnel Expense	
8210 Direct Service Wages & Salary	
8211 Direct Service - Regular Wages	63,943.43
8212 Direct Service - Overtime	1,567.95
8213 Direct Service - PTO	8,631.90
8214 Direct Service - Holiday	7,901.31
8218 Direct Service - Bonus	50.00
8219 Direct Service - Bilingual Bonus	46.16
8221 Direct Service - Healthcare Stipend	2,356.20
8222 Direct Service - Cell Phone Stipend	138.50
Total for 8210 Direct Service Wages & Salary	\$84,635.45
8230 Direct Service Employer Taxes	
8231 Direct Service - FICA	5,092.70
8232 Direct Service - Medicare	1,191.03
8234 Direct Service - State Unemp, SUTA	-555.48
8236 Direct Service - Worker's Benefit Fund	20.71
8238 Direct Service - Paid Leave Oregon	328.58

Statement of Activity

Columbia Area Transit

January 1-31, 2026

DISTRIBUTION ACCOUNT	TOTAL
Total for 8230 Direct Service Employer Taxes	\$6,077.54
8250 Direct Service Benefits	
8251 Direct Service - Medical, Dental, Life Ins	12,552.00
8254 Direct Service - 403(b) Employer Match	1,812.83
Total for 8250 Direct Service Benefits	\$14,364.83
Total for 8200 Direct Service Personnel Expense	\$105,077.82
Total for 8000 Personnel Expense	\$128,567.42
Total for Expenses	\$155,116.15
Net Operating Income	\$248,019.36
Net Other Income	
Net Income	\$248,019.36

Bill Payment List

Columbia Area Transit

January 1-31, 2026

DATE	NUM	VENDOR	AMOUNT
1000 Columbia Bank - Operating (6906)			
01/13/2026	23276	Les Schwab Tire Center	-155.94
01/14/2026	23277	Amalgamated Transit Union	-129.34
01/14/2026	23278	Hendrix Heavy Wrench	-2,812.50
01/14/2026	23279	Sign Media	-16.00
01/14/2026	23280	Providence OCC Travel Medicine Clinic	-25.00
01/14/2026	23281	Weatherly Printing	-288.68
01/14/2026	23282	Bohn's Printing	-133.40
01/14/2026	23283	O'Reilly Automotive	-22.95
01/14/2026	23284	Butterfield Testing Solutions	-327.10
01/14/2026	23285	Day Wireless Systems	-440.00
01/14/2026	23286	Gorge Interpreting & Translating	-203.00
01/14/2026	23287	Napa Auto Parts	-889.80
01/14/2026	23288	Special Districts Insurance	-12,594.00
01/14/2026	23289	Cascade Health Solutions	-397.00
01/14/2026	23290	Skamania County	-983.52
01/14/2026	23291	MCEDD	-366.00
01/14/2026	23292	Special Districts Insurance	-468.00
01/14/2026	23293	Mount Adams Transportation Service - MATS	-1,041.52
01/14/2026	23294	Special Districts Insurance	-68,223.00
01/30/2026	23295	Merina & Co	-735.00
01/30/2026	23296	Amalgamated Transit Union	-78.90
01/30/2026	23297	Hendrix Heavy Wrench	-6,618.35
01/30/2026	23298	United Cleaning Systems, LLC	-900.00
01/30/2026	23299	Access Tech LLC	-1,051.00
01/30/2026	23300	VanKoten & Cleaveland, LLC	-63.00
01/30/2026	23301	MCEDD	-548.52
01/30/2026	23302	Underriner	-61.81
01/30/2026	23304	Bohn's Printing	-102.89
01/30/2026	23305	Cintas	-367.52
01/30/2026	23306	Butterfield Testing Solutions	-327.10
01/30/2026	23307	Rotary Club of Hood River	-295.00
01/30/2026	23308	Napa Auto Parts	-943.59
01/30/2026	23309	RWC Group	-2,249.74
01/30/2026	23310	Greg Pack	-30.00
01/30/2026	23311	Crystal Greens	-845.00
01/30/2026	23312	Everon	-687.50
01/30/2026		Valic	-2,477.23
01/30/2026		Valic	-2,341.77
Total for 1000 Columbia Bank - Operating (6906)			-\$110,240.67
01/05/2026		RWC Group	0.00
01/30/2026	23303	Everon	0.00
Total for --			\$0.00
TOTAL			-\$110,240.67



Memo

To: HRCTD - BOARD OF DIRECTORS
From: Tiah Mayhew, Office Manager
Date: February 18, 2026
Re: Procurement Policy Approval

Overview

During the compliance review with ODOT in January, there were a couple of advisory recommendations made for the Procurement Policy.

Background

The advisory recommendations made during the ODOT compliance review were:

- Although the OMB threshold for formal procurements has been raised to \$350k, Oregon law is set at \$250k. CAT's threshold is set at \$150k, but may wish considering raising it to match Oregon's \$250k.
- CAT's procurement policy currently includes instruction for invitation for bids under the Architectural and Engineering section. It is recommended it be moved from A&E to the general formal procurements section. A&E procurements use a qualifications-based procurement method, so the IFB process is not applicable. It is recommended that it be added to the general formal procurements section along with the existing section on requests for proposal, as well as adding instruction on when to use an RFP versus an IFB (i.e. utilize an IFB when procuring a product/service that is standard and requires no negotiation such as widgets and utilize an RFP when procuring a product/service with unknowns/will require negotiation).

Staff has made the recommended changes and some additional language clarifications **in red** to the attached draft Procurement Policy.

Action Required

The Board is requested to review the draft Procurement Policy and either approve the document or request specific modifications.

Staff Recommendation

Staff recommend that the Board approve the Procurement Policy.

Attachments: Procurement Policy



**Hood River County
Transportation District
Procurement Policy**

1. GENERAL POLICIES

The purpose of these Hood River County Transportation District (HRCTD) Procurement Policies is to establish a broad framework of policies and guidelines to ensure that HRCTD's purchasing and contracting functions promote administrative flexibility and efficiency, while also maintaining a fair equitable process, ensuring adequate internal controls and meeting the general requirements of applicable state and federal regulations.

1.1 ADOPTION

This policy was adopted by the Hood River County Transportation District Board of Directors at the March 20, 2024 meeting.

1.2 Objectives

Specific objectives include, but are not limited to the following:

- *Fairness and Objectivity*: Providing a fair, objective, and equitable selection and contracting environment for all individuals and firms seeking to do business or contracting with HRCTD.
- *Ensuring Reasonable Costs*: Promoting competition, and negotiating (where applicable), to ensure that HRCTD receives the most favorable prices and terms in its contracts.
- *Efficiency*: Ensuring that supplies and services are obtained efficiently and effectively.
- *Accountability*: Promoting accountability of contracting actions by HRCTD employees and encouraging employees to protect HRCTD's financial and other interests.
- *Value-Added Procurement*: Facilitating a procurement process that provides service and value to HRCTD in obtaining goods and services.
- *Ethical Standards*: Ensuring that HRCTD's procurement activities are implemented with the highest regard for integrity, avoidance of conflicts of interest, and consistent with applicable ethical standards.
- *Focus on Compliance*: Complying with all applicable federal, state, and local statutes and regulations.

1.3 Scope

HRCTD receives funds from federal and state funding sources. HRCTD has developed procurement procedures designed to ensure compliance with applicable laws and regulations without necessarily imposing a higher standard than is necessary to ensure compliance.

Where a requirement in these policies is based only on federal requirements, HRCTD may, on a case-by-case basis for non-federally funded contracts, apply a less stringent standard than outlined in the federal requirements, provided it is otherwise consistent with applicable procurement standards and that all State or other associated contract and legal requirements are met.

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1.4 Policy Administration

The Hood River County Transportation District Board is the governing body of HRCTD. This policy is adopted by the Board to establish the administrative authority of the Executive Director (ED).

The Executive Director is responsible for overall operations of HRCTD including, but not limited to, personnel, finances, facilities, real and personal property, and other assets. The ED shall regularly inform and consult with the Board. At a minimum, this will include consultation on major changes in policies, service levels, staffing levels, budget, customer service issues or other issues that directly impact the HRCTD's mission, values or its accountability to the general public. The ED shall be responsible for the day-to-day direction and conduct of business transactions of HRCTD subject to the policies, limitations, and directives in this Policy.

1.5 Delegation of Authority

The Executive Director is delegated authority by the Board to execute all procurement documents for goods and/or services and public works contracts ~~up to \$150,000~~. The Board will need to approve the purchase and/or contract before the District can enter into a contract.-

In executing the authority, the Executive Director will be responsible for:

- Determining need and providing justification.
- Technical specifications or adequate item description.
- Obtaining price quotes - As appropriate based on cost from different contractors/vendors/companies (documentation of email, fax, or phone call) will be needed to ensure the price is fair and reasonable.
- Conducting price analysis.
- Providing sole-source justifications.
- Purchasing or issuing a purchase order with the appropriate authorized signature, estimated costs, price quotes, and any special terms.
- Accepting the item(s) and forwarding the coded invoice and/or other evidence of receipt and acceptance to Accounts Payable.

1.6 Code of Conduct

1.6.1 Code of Ethics

To avoid any appearance of conflict of interest in purchasing or contract award, HRCTD's employees, officers, board members, or agents may neither solicit nor accept gratuities, favors, or anything of monetary value from present or potential contractors or sub-recipients. Unsolicited gifts of nominal (less than \$50/year) intrinsic value not related to any purchase or contract may be kept.

The District's officers, employees, agents, or Board members shall not use confidential information gained in the course of screening and selecting of a contractor for personal gain.

1.6.2 Conflict of Interest

HRCTD's employees, officers, board members, or agents are prohibited from participating in the selection, award, or administration of a contract if a real or apparent conflict of interest is involved. Such a conflict would arise when any of the parties set forth below has a financial or other interest in the firm or entity selected for award:

- The employee, officer, board member, committee member or agent;

~~3/20/2024~~1/2026

- Any member of his or her immediate family;
- His or her partner;
- An organization that employs, or is about to employ, any of the above.

To ensure each Board Member understands their responsibilities and the associated consequences, each Board Member will be asked to sign a Conflict of Interest form each July (the start of HRCTD's Fiscal Year).

1.6.3 Responsibilities and Consequences

All of those who are covered by this Code of Conduct have an obligation to promptly report any actual or suspected illegal or fraudulent activities or Code violations. All of those covered by this Code should encourage and help those around them to follow the terms of the Code and to act ethically. If there is a concern by an individual covered by the Code of Conduct, they should report such concern to the HRCTD Board Chair, Vice Chair or Executive Director as appropriate. All concerns will be treated with confidentiality and will be investigated fully by the person receiving the complaint or an appropriate designee.

A violation of the Code of Conduct shall result in discipline for each Code violation that fits the nature and facts of the violation.

- An employee violating the Code of Ethics may be subject to discipline up to and including termination.
- A contractor violating any portion of the Code of Conduct may be subject to disbarment from future HRCTD contracts and a violation may be considered a breach of the contractor's contract with HRCTD.
- Board members who violate any portion of the Code of Conduct may be subject to censure and /or such other penalties as provided for by law.

1.7 Responsible Bidders and Proposers

Contract awards may be made only to "responsible" contractors possessing the ability, willingness, and integrity to perform successfully under the terms and conditions of the contract (49 U.S.C. Section 5325). The prospective contractor must meet the criteria set forth in 49U.S.C. Section 5325. ProcurementPRO is a great resource and should be used to ensure all applicable criteria are included in the final contract. ProcurementPRO can be accessed through National RTAP's website <https://www.nationalrtap.org/Technology-Tools/ProcurementPRO>.

1.8 Contract Administration

The HRCTD shall maintain a contract administration system to ensure that it and its third-party contractors comply with the terms, conditions, and specifications of contracts or purchase orders and applicable Federal, State and local requirements. All contracts shall include provisions adequate to form a sound and complete agreement.

1.8.1 Documenting Solicitations

All solicitations shall be input into the Procurement Cover Sheet Form which will document the procurement type chosen as well as the actions taken, and responses received.

1.8.2 Contract Documents

Contract records shall include, at a minimum:

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1. Name of HRCTD Contract Administrator
2. Vendor information
3. Award identification and notification
4. Documents recording compliance with terms, conditions, and specifications of contracts
5. Correspondence

HRCTD must comply with the record retention requirements in accordance with 2 C.F.R. § 200.333.

1.8.3 Contract Administration System

HRCTD staff that are designated as Contract Administrator for a Project are responsible for ensuring the contract:

- Provides quality supplies and services that meet or exceed contract specifications,
- Meets project timeline and budget,
- Closeout is problem free.

To meet these standards, the designated Contract Administrator must:

- Monitor the actual contract and progress;
As appropriate timelines and milestones should be set
- Highlight contract requirements and make sure they are met
Administrator and vendor/contractor should be aware of what is required both throughout the contract and upon completion.
- Maintain regular and open communication with the contractor
Administrator should have regular check ins and should encourage contractor to discuss any issues or concerns upfront.

1.9 Public Records

All procurement information generated and acquired through any of the procurement processes shall be open to public inspection following the Intent to Award.

Each proposal shall be open to public inspection. Only portions of the proposal that were specifically noted within the ITB or RFP as available for confidential cover (and adequately marked) will be withheld in accordance with State and Federal Freedom of Information Act laws.

1.10 Commitment to Bidders/Proposers

HRCTD will strive to ensure the procurement process meets standards for:

1. Competition: As a government agency and stewards of the public's money, HRCTD acknowledges the importance of competition to ensure it receives the best quality of goods and services at the most competitive prices. HRCTD also acknowledges the importance of spreading public contracting opportunities to the larger business community.
2. Efficiency: HRCTD will look for procurement elements (e.g. contract terms, simplified procurement processes, low price bid, etc.) that offer efficiencies which still meet overall procurement requirements but also provide benefits for both the business community and HRCTD.
3. Fairness: In order to ensure fairness and meet the expectations of the business community, the length of any HRCTD contract shall be limited to the time specified in the advertised solicitation.

HRCTD shall generally not extend a contract beyond the advertised period, except for good and sufficient reasons as approved by the Executive Director

1.11 Contract Duration

As part of our commitment to fairness, the following shall govern the length of HRCTD contracts and any contract extensions:

1. Generally, a supply or service contract shall be established for one to three years, with options to extend the contract for up to a total of five years. The decision on the length of a contract shall be determined on a case-by-case basis, provided that the Executive Director approves the contract length.
2. Solicitation documents and contracts shall include language about the anticipated length of a particular procurement.
3. Contracts shall generally include provisions outlining the process or formula to be followed in negotiating the price for an extension of a contract's original term.

1.12 Disadvantaged Business Enterprises (DBE)

HRCTD invites and encourages disadvantaged business enterprises (DBE) to participate in the procurement process for all purchases. DBE's include any emerging, small, minority, veteran and woman-owned businesses. Oregon DBE's may formally register through the Oregon Office of Minority, Women and Emerging Business (OMWEB).

HRCTD will take all necessary affirmative steps to assure that DBE's are contracted with when possible. Affirmative steps shall include:

1. Placing qualified DBE's on the solicitation lists;
2. Ensuring that DBE's are solicited whenever they are potential sources.
3. Dividing total requirements (within the limits of this policy), when economically feasible, into smaller tasks or quantities to permit maximum DBE participation.
4. Establishing delivery schedules, when requirements permit, that encourage DBE participation;
5. Using the services and assistance of the OMWEB, Small Business Administration (SBA) and the Minority Business Development Agency of the Department of Commerce; and
6. Requiring the prime contractor, if subcontracts are to be let, to take the affirmative steps listed in items 1-5 above. In construction contracts, if required by federal grant provisions, the HRCTD may require the prime contractor to attain the minimum percentage of Disadvantaged Business Enterprises subcontractor participation as stated in the bid proposal. The contractor shall submit with each monthly invoice a billing specification which clearly outlines the dollar amount of DBE participation for that billing period.

2. REASONABLE COSTS

One of the key elements in the procurement process is ensuring that HRCTD pays a reasonable cost for goods and services. Prices which are unreasonably low can be detrimental to HRCTD as they can indicate a mistake or misunderstanding regarding the work to be performed. Prices which are unreasonably high means HRCTD is paying more than it needs and can indicate a lack of competition or flexibility in the procurement process.

2.1 Price & Cost Analysis

The ED or designee shall exercise their best professional judgment to evaluate the reasonableness of a proposed expenditure. An independent cost estimate shall be made prior to solicitations, or prior to starting contract negotiations after making a selection based on a Request for Qualifications. The estimate will be used to evaluate reasonableness or unreasonableness of price and/or the estimated costs to perform the contract. HRCTD staff should complete the Independent Cost Estimate Summary Form before the procurement process has started. The completed Independent Cost Estimate Summary Form should be attached to the Procurement Cover Sheet Jotform.

Price Analysis: A written review and evaluation of competitive prices to determine whether the proposed price is reasonable when compared with prices provided by others in the market.

Cost Analysis: A written review and evaluation of the proposed cost elements (labor, materials, overhead) and profit of a contract, purchase order, or change order to ensure the price is reasonable. It is usually used for professional consulting and Architectural & Engineering services contracts. A Cost Analysis is necessary whenever a Price Analysis cannot be performed.

HRCTD must perform a cost or price analysis in connection with every procurement action in excess of the Simplified Acquisition Threshold of ~~\$24~~50,000 including contract modifications.

2.1.1 Extent of Analysis

The requirements for ensuring reasonable costs in contracting apply to most HRCTD procurement activities (goods, supplies, construction, consulting, services, and contract changes). The method and degree of analysis depends upon the facts of a particular procurement situation, including the size, nature, and complexity of the contract or change order. The estimate can range from a simple budgetary estimate to a complex estimate based on inspection of the product itself and review of such items as drawings, specifications, and prior data.

2.1.2 When Not Required

Price Analysis or Cost Analysis is required for all "open-market" procurements. An Independent Cost Estimate Summary Form should be completed before the price or cost analysis is completed.

The Executive Director or designee are expected to exercise prudent and conservative judgment in evaluating the reasonableness of all proposed expenditures. The independent cost analysis will usually be prepared by HRCTD staff, however, an independent party may assist in evaluation of the reasonableness of costs.

2.2 Price Analysis Purpose

The purpose of a Price Analysis is to ensure HRCTD pays a reasonable price, based on market prices.

Accepted forms of Price Analysis techniques are:

- Comparison of catalog or market prices (internet search)
- Comparison to prior purchases
- Comparing vendor quotes
- Adequate price competition (at least 2 offerors respond satisfactorily to solicitation)
- Pricing set by law or regulation (ex: utilities)
- Comparing proposed prices with independently developed cost estimates.
- Value Analysis. This may include consideration of life cycle costs such as productivity gains, services/training provided, or efficiency gains.

2.3 Cost Analysis Purpose

The purpose of the Cost Analysis is to ensure that the proposed price is reasonable. It shall include an analysis of a proposal's separate cost elements and profit compared to what the cost of the contract should be, (assuming reasonable economy and efficiency).

2.3.1. When Required

The following situations require a Cost Analysis:

- Price Analysis will not provide sufficient information to determine the reasonableness of the contract cost
- Sole source, including emergency, selections (unless waived by the Executive Director)
- Single response to a solicitation
- Contracts based on a Request for Qualifications (A&E)
- Change orders or other modifications that change the contract amount.
- Contracts based on Formal (ITB, RFP) or Informal Solicitations where price is one of the evaluation criteria.

2.3.2 Level of Specificity

The ED (or contractor/consultant) with the relevant experience and knowledge should conduct the Cost Analysis. The analysis must have a level of specificity and independence appropriate to the contract or Change Order under review that describes what was analyzed. For any contract or Change Order subject to a Cost Analysis, HRCTD shall require that the Contractor/Consultant submit a cost breakdown of their price for use in evaluating reasonableness of price.

2.4 Contract Cost Considerations

2.4.1 Time and Materials Contracts

A Time and Materials contract may be used **only** after a determination that no other contract payment type is suitable. This is generally when the extent of work is unknown when the work is solicited. If HRCTD chooses a time and materials contract, it must set a firm ceiling price.

2.4.2 Negotiation of Profit

Profit shall be negotiated separately in all cases where there is no price competition. To establish a fair and reasonable profit, consideration will be given to the complexity of the work to be performed, the risk

borne by the contractor, the contractor's investment, the amount of subcontracting, the quality of its record of past performance, and industry profit rates in the surrounding geographical area for similar work.

2.4.3 Percentage of Cost Method Prohibited: "The 'cost plus a percentage of cost' and 'percentage of construction cost' methods of contracting shall not be used" (CFR 48.1.C.102c).

3. METHODS OF PROCUREMENT

This Section deals primarily with the purchase of goods, services, supplies, equipment, materials, and ancillary services (ex: installation, maintenance packages, etc.), and is frequently referred to as "goods and services." Typically, there are three "thresholds for procurement in this area. Those under \$105,000 are called micro-purchases; those from \$150,000-245,000 – which are called small purchases; and those over \$245,000 are formal procurements. The specifics of these procurement types are outlined in detail below.

All HRCTD Purchases (micro; small or formal) must include a procurement cover sheet.

3.1 Micro-Purchases

Micro purchase procurements are for the purchases of goods and services under \$150,000, as defined by the Office of Management and Budget

Employees are expected to use their best professional judgment when making micro purchases and maximize HRCTD dollars for value. Although competition is not required, it is expected that the best possible price be obtained and that no favoritism be shown in selecting suppliers.

Micro-purchases:

- Shall be distributed equitably among qualified suppliers, service providers, consultants, and contractors.
- Shall not be divided or reduced merely to comply with the micro-purchase limit.
- Are exempt from FTA's Buy America requirements.
- Pricing shall be fair and reasonable.

All projects that are subject to Prevailing Wage rules (FTA C4220.1.f) as well as bidding and contract requirements may not be purchased under this section; see Section 11.5.

3.2 Small Purchases

Small purchases are procurements costing over \$150,000 but \$245,000 or less. This means that they are not subject to formal advertising as part of the selection process. While these procurements may be conducted under less formal selection procedures they do require that the process include comparing competitive prices from more than one vendor.

In small purchases the procurement documents should provide

- Clear and accurate description of the technical requirements of the item(s) to be purchased in a way that does not unduly restrict competition. Ideally this should be done without specifying a brand name. If a brand name is the best way to accurately describe the item that is to be purchased– the document should include a note indicating that those products which are comparable to the specified brand will also be considered.

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- Price Analysis performed, generally by comparing prices from vendors.
- Criteria that will guide selection. In most all cases price should be the primary (and in many cases only) evaluation criteria to consider. However, if other factors are to be considered in the assessment, they should be well documented in purchase requisition forms along with the weighting of the criteria.

3.2.1 Informal Solicitation

An informal solicitation may be used for buying goods and supplies that will cost \$150,000 or less. A contract, single or multi-year, based on an informal solicitation shall not exceed \$150,000 (including change orders, transportation, and sales tax).

In an informal solicitation over \$10,000, the process should include the solicitation and price comparison of at least three vendors to ensure adequate and sufficient competition. Under special circumstances and for good and sufficient reasons, the Executive Director may approve the solicitation of just two vendors.

Price quotations may be received orally, by fax, e-mail, internet search, or other means. All quotations should be documented in the Procurement Cover Sheet.

Solicitations and responses for goods that must be manufactured or assembled specifically for HRCTD, or for which installation is a component, should be in writing.

3.2.2 Extending the Contract

Extending the contract of a vendor who was selected through an informal bid is allowed if the total amount of the contract (contract & extension) does not exceed the \$150,000 threshold. If it exceeds \$150,000 a formal selection process should be initiated immediately.

In cases, where a termination would adversely affect HRCTD business operations, the Executive Director may reasonably extend the existing contract. However, the Executive Director should notify the Board and should begin a new procurement process as soon as possible.

3.3 Formal Procurements

Formal procurement MUST be conducted for purchases over \$245,000 or over \$100,000 if the contract is for Architectural or Engineering. There are two primary methods of procurement for large purchases of products and services; the Competitive Proposal Method and the Sealed Bid Method.

3.3.2 ~~Request for Proposal~~ Competitive Proposal Method (Request for Proposal)

The competitive proposal method of procurement is a formal method in which written proposals are publicly solicited and a contract is awarded to the responsible offeror whose proposal, taking into consideration price and other factors, is considered to be the most advantageous to HRCTD or that is considered to be the "best value" to HRCTD. Proposals are solicited through a Request for Proposals (RFP).

A Request for Proposals (RFP) is a formally advertised and competitive selection process used to obtain goods and services for more than \$245,000. However, an RFP can also be used for solicitations that will be under \$245,000 if the evaluation and selection of a vendor cannot be based on price alone but is based on established criteria that include price and other factors. -HRCTD's RFP template should be used.

Multiple criteria make up the evaluation: Price is just one of multiple factors that are used to consider selection. An award must be made to the responsible offeror whose proposal is most advantageous to HRCTD or that represents the "best value" to HRCTD with price and other factors considered.

In an RFP, the procurement documents should include a:

- Detailed, consistent, and clear outline of the scope of work and expected roles.
- Statement indicating what evaluation criteria will be considered and how those criteria will be weighted.
- Inform potential offerors that the award will be made on a “best value” basis and identify what factors will form the basis for the award. (Transit Program Name) must base its determination of which proposal represents the “best value” on an analysis of the tradeoff of qualitative technical factors and price or cost factors.
- List of items to be submitted with the bid.
 - Overview of procurement timeline including any preproposal meetings.
 - Sample Contract including where applicable, contract language required FTA Master Agreement including but not limited to these items:
 - Contract type
 - Cost rates and restrictions
 - Civil rights,
 - Environmental protection,
 - Audit requirements
 - Breach of Contract
 - Termination of Contract
 - Claims and litigation
 - Settlements and Court and Arbitration awards (C4220.1.f VII(5))
 - EEO Requirements: Executive Order 11246, entitled ‘Equal Employment Opportunity,’ as amended by Executive Order 11375, and as supplemented in Department of Labor regulations (41 CFR 60)
 - Copeland “Anti-Kickback” Act: 18 U.S.C. 874 as supplemented in Department of Labor regulations 29 CFR 3. • Davis-Bacon Act: 40 U.C. 276a as supplemented by Department of Labor regulations 29 CFR 5
 - Contract Work Hours and Safety Standards Act (40 USC. 327-330) as supplemented by Department of Labor regulations (29 CFR 5).
 - Restrictions on Lobbying: Contractors who apply or bid for an award of \$100,000 or more shall file the certification required by 49 CFR 20.
 - Debarment and Suspension: Parties listed on GSA’s debarment list are excluded from participation in federal contracts.
 - Third party contracts shall contain provisions extending FTA and State requirements to subcontractors.

In addition, the RFP must:

- Be publicly advertised in the local paper, on the website and in other media as appropriate.
- Be available for review by vendors for a sufficient length of time to prepare and submit bids.
 - At a minimum, we recommend 21 days however staff should take into consideration the work to be performed and the complexity of the project or procurement.

3.3.3 Sealed Bid Method (Invitation For Bid)

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The sealed bid method of procurement is a formal method in which bids are publicly solicited and a firm fixed price contract is awarded to the responsible bidder whose bid, conforming to all the material terms and conditions of the Invitation for Bids (IFB), is lowest in price. The bids are solicited through an IFB. The IFB document contains technical specifications for the product or service to be purchased, a description of the procedures for submitting a bid, and the forms on which bids must be submitted.

(a) When Appropriate – The sealed bid method of procurement is the preferred method for acquiring products and services that, including construction services, cost greater than (Small Purchase Limit). The sealed bid method of procurement may also be used for small purchases if it is determined to be appropriate. The sealed bid method of procurement is appropriate if the following conditions apply:

(1) Precise Specifications – A complete, adequate, precise, and realistic specification or purchase description is available.

(2) Adequate Sources – Two or more responsible bidders are willing and able to compete effectively for the business.

(3) Fixed Price Contract – The procurement generally lends itself to a firm fixed-price contract.

(4) Price Determinative – The successful bidder can be selected on the basis of price and those price-related factors listed in the solicitation including, but not limited to, transportation costs, life cycle costs, and discounts expected to be taken. Apart from responsibility determinations, contractor selection may not be determined on the basis of other factors whose costs cannot be measured at the time of award.

(5) Discussions Unnecessary – Discussions with one or more bidders after bids have been submitted are expected to be unnecessary as the award of the contract will be made based on price and price-related factors alone.

(b) Requirements for Sealed Bids – The following requirements apply to the sealed bid method of procurement:

(1) Publicity – The Invitation for Bids must be publicly advertised.

i. The (Procurement Officer) shall ensure that sufficient time is allowed to prepare bids before the date of bid opening.

ii. Notice of bidding opportunities may be provided in other ways in addition, but not as a substitute, to a published notice. The methods may include, but not necessarily be limited to:

a. Direct notice, based on compiled vendor lists or from pre-qualification lists, sent to prospective offerors; or

b. Use of advertisement by electronic means.

(2) Adequate Sources – Bids must be solicited from an adequate number of known suppliers.

(3) Adequate Specifications – The Invitation for Bids, including any specifications and pertinent attachments, must describe the property or services sought in sufficient detail that a prospective bidder will be able to submit a proper bid.

(4) Sufficient Time – Bidders must be allowed sufficient time to prepare bids before the date of bid opening.

(5) Public Opening – All bids must be publicly opened at the time and place prescribed in the Invitation for Bids.

(6) Fixed Price Contract – A firm fixed price contract must be awarded in writing to the lowest responsive and responsible bidder unless the Invitation for Bids specifically allows for the award of a fixed price incentive contract or the inclusion of an economic price adjustment provision.

(7) Rejection of Bids – Any or all bids may be rejected if there is a sound, documented business reason.

4. SPECIAL PROCUREMENTS

4.1 Architectural and Engineering (A&E) Procurements

Architectural & Engineering (A & E) Procurements are a subset of the formal RFP procurement process. The primary distinction between the two is that HRCTD may not use cost as an evaluation criterion when selecting a firm for performing A & E work.

Consistent with the requirements of ORS 279C and the Brooks Act (40 USC. Sections 1101-1104), the evaluation criteria must be limited to factors that relate to a Consultant's qualifications and competence to perform the desired work. HRCTD must select the most highly qualified A & E Consultant to provide the services.

The following services are included in A & E Procurements:

Professional Services: Program management, construction management, feasibility studies, preliminary engineering, design, architectural, engineering, surveying, mapping and related services (CFR 49 Sec 5325(b)).

Related to Real Property: Professional services of an architectural or engineering nature performed by contract that are associated with research, planning, development, design, construction, alteration, or repair of real property. The nature of the work to be performed and its relationship to construction, not the nature of the prospective contractor, determine whether qualifications-based procurement procedures may be used. (40 U.S.C. 1102).

Typically Performed By: Other professional services of an architectural or engineering nature, or incidental services, which members of the architectural and engineering professionals (and individuals in their employ) may logically or justifiably perform, including studies, investigations, surveying and mapping, tests, evaluations, consultations, comprehensive planning, program management, conceptual design, plans and specifications, value engineering, construction phase services, soils engineering, drawing reviews, preparation of operation and maintenance manuals, and other related services (40 U.S.C. 1102).

4.1.1. Distinguishing Between A & E Work and Non-A & E Work

If State law requires that the work in question be performed by someone licensed or registered in one of the professions cited above, then the work should be considered as A & E work and price can not be used as an evaluation criterion.

4.1.2 How is the Process Different?

While generally the same process as the informal, ~~IFB~~ and RFP processes described above there are five significant differences:

- All solicitations (formal and informal) must be in writing.
- Price or cost may not be used as an evaluation criterion.
- All evaluation criteria and their weight shall be included in the informal solicitation.
- An evaluation panel of three or more appointed by the Executive Director shall evaluate submittals only on established criteria.
- Once the proposals have been ranked based on the evaluation criteria, HRCTD shall negotiate a contract with the top ranked (most qualified) firm for A&E services at a price which HRCTD determines is fair and reasonable. In making its determination, HRCTD shall take into account the estimated value of the services to be rendered (from the detailed price analysis) as well as the scope, complexity, and professional nature of the project. If those negotiations are unsuccessful, HRCTD may negotiate with the next highest ranked firm.

4.2 Design-Bid-Build and Design-Build Options

4.2.1 Design-Bid-Build

The Design Bid- Build is the most traditional process in the U.S. construction industry, where the owner contracts separately with a designer and a contractor. The design firm is hired to deliver 100 percent complete design documents. The owner or agent then solicits fixed price bids from contractors to perform the work. Designers and contractors bear no contractual obligation to one another and the owner bears all risk associated with the completeness of the design documents.

4.2.2 Design-Build

Under the Design build method, an owner typically hires a single entity, the design/builder, to perform both design and construction under a single contract. Portions or all of the design and construction may be performed by the entity or subcontracted to other companies. DB is characterized by high levels of collaboration between the design and construction disciplines, input from multiple trades into the design, and a single entity bearing project risk. Typically, the general contractor is responsible contractually for this delivery method.

It is important to note, that in a Design-Build option the following procurement rules must be considered:

- When construction costs are estimated to be more than A&E costs, qualifications-based procurement procedures may not be used to acquire A&E services, unless the FTA determines otherwise in writing or if required by State law.
- When A&E services are estimated to be more than construction costs, qualifications-based procurement procedures based on the Brooks Act and described above shall be used.

In determining which project delivery method and contractual arrangement to employ, HRCTD should carefully analyze internal staff's:

- Capacity and technical capability to closely manage the process
- Individual project drivers
- Sensitivity to cost and schedule escalations
- Degree of comfort with bearing project risk

4.3 Two-Step Procurement Processes

Two-Step Procurement Procedures (41 U.S.C. Section 253.m) may be used in competitively negotiated procurements, such as rolling stock or technology or professional services provided the opportunity for full and open competition is retained, consistent with State and FTA requirements.

Step 1: Review of Technical Qualifications and Approach

The first step is a review of the prospective offerors' technical approach to HRCTD's request and technical qualifications to carry out that approach. The competitive range may be narrowed to prospective offerors that demonstrate a technically satisfactory approach and have satisfactory qualifications.

Step 2: Review of Bids and Proposals Submitted by Qualified Prospective Contractors

The second step consists of soliciting and reviewing complete proposals, including price, submitted by each prospective offeror determined to be qualified. Proposals should be solicited from at least three qualified prospective offerors, absent exceptional circumstances. Unlike qualifications-based procurement procedures required for A&E services (Section 4.1), and other contracts covered by CFR 49 Section 5325(b) discussed in Section 1.3 (ITBs), proposal prices of all offerors/proposers in the competitive range are to be considered along with evaluation factors relating to qualifications and technical factors.

In the interests of efficiency, HRCTD may elect to obtain submittals of both steps with a single solicitation.

4.4 Contract or Cooperative Purchasing Agreements

When determined by informal inquiry to be in the best interests of HRCTD and, when afforded the opportunity, items may be procured from state, federal or other public agency contract or cooperative purchasing agreements without further competition.

4.4.1 Cooperative Procurements

A form of intergovernmental cooperative purchasing in which an entity will be extended the same pricing and terms of a contract entered into by another entity - thereby gaining economies of scale that they would otherwise not receive if they competed on their own.

While generally encouraged, specific requirements must be in place in order for HRCTD to enter into a Cooperative Procurement agreement with another agency. 1) They must ensure that the original contract with the vendor contains an express assignability clause that provides for the quantities to be ordered by HRCTD 2) that these quantities were included in the original bid and, 3) that these quantities were evaluated as part of the contract award decision. Additional requirements are outlined in the Appendix C: Cooperative Procurement Checklist.

Note that this type of procurement is not permissible when the action would call for an increase in quantities that were not originally bid on and not originally evaluated as part of the contract award. See Tag-ons under Section 5. Prohibited Procurement Practices below.

4.5 Availability from only a single source

In certain instances, and situations, the procurement of goods and services without adequate competition is permissible:

- Sole Source Procurement: The service or item is available only from a single source, based on a documented good faith review of available sources.
- Emergency Procurement: An emergency is not reasonably foreseeable. In an emergency procurement, there must exist a risk of loss or a threat to the public health, welfare, or safety. Generally an emergency procurement situation would endanger property or would otherwise cause serious injury to HRCTD or its customers and would therefore require a contracting action be implemented immediately. This may occur through flood, earthquake, epidemic, fire, riot,

equipment failure, or other event. In this case, the need outweighs the requirement for a competitive bidding process and the Board, once formally declaring an emergency situation may ask the ED to secure a contractor immediately.

- Inadequate Competition: After solicitation from a number of sources, only a single response is received, or competition is determined to be inadequate.

4.5.1 Sole Source Justification

Each sole source procurement is required to be justified. This means documenting the reasons why competitive selection requirements should be waived and documenting that the price is reasonable with a detailed Price or Cost Analysis (Section 2). Sole source justification forms can be found in the Appendix of this document.

4.6 Competitive Exceptions (Direct Payments)

Competitive Exceptions, or Direct Payments, are transactions which, by their nature, are impractical or impossible to competitively bid because of market or other conditions and are thus exempt from competitive bidding requirements. These transactions are not “open market” procurements and thus do not have to be justified as a Sole Source Procurements (Section 4.4) but may be obtained directly by the Executive Director. Depending on the item, there may or may not be a contract or Purchase Order outlining the terms and conditions.

The following is the existing list of Direct Payment Purchases that do not require competitive processes: (Direct Payment List).

- Utility bills (Water, Sewer, Electricity, Gas, other regulated utilities)
- Postage and other purchases from the U.S. Postal Service
- Licenses, permits, and fees from governmental or regulatory entities
- Fees paid to governmental cooperative purchasing organizations.
- Charges for official HRCTD business on personal credit card while on HRCTD travel status.
- Legal services such as arbitration fees, litigation fees, witness fees, court costs, and related expenses (but not the cost of outside counsel, investigations, or related matters), when endorsed by Board of Directors.
- Legal settlements of disputed matters, and judgment claims against HRCTD (for use only with endorsement by Board of Directors).
- Payments for existing annual maintenance, service, or support agreements for computer, telecommunication-related services, and existing software license agreements.
- Travel expenses for HRCTD employees, program participants, volunteers, or the Board Members necessary to conduct HRCTD business.
- Training registration fees and tuition for pre-established, non-HRCTD specific, off-site classes, seminars, workshops, etc. for HRCTD employees, program participants, volunteers, and Board Members
- Testing and travel expenses of employment applicants (including moving expenses for eligible personnel). This includes travel expenses of certain out-of-state job applicants. Travel expenses of job applicants must be approved by the ED or the Board of Directors.
- Conference and convention expenses and fees for HRCTD employees, program participants, volunteers, or members of the Board of Directors conducting HRCTD business.

- Advertisements for employment opportunities, purchasing and contracting solicitations, sale of surplus items, public announcements and outreach, etc. (all media). This exception does not include printing, design, or graphics services.
- Freight bills, express shipping, common carriers, and delivery services.
- Honoraria and stipends.
- Insurance deductible and/or retained losses
- Taxi, public transportation, and toll fares; mileage and incidental parking expenses for employees on agency business.
- Publications, books, and subscriptions.
- Mailing lists.
- Professional association dues, fees, licenses, and certifications.
- Petty cash purchases and reimbursements less than \$200.
- Transactions not subject to these Procurement Policies as noted in Section 1.3: Scope.
- Vehicle tires or parts
- Purchase or sale of real property

4.6.1 Adding to the Direct Payment List

Additional items may be added to the list without seeking approval of the Board of Directors, if the changes are consistent with applicable statutory and regulatory requirements and the current list is made readily available to HRCTD employees and the Board. In the event of ambiguity or uncertainty as to whether an item is or is not subject to competition and whether it should be included on the Direct Payments List, the district's legal counsel shall review the matter and make the final decision.

4.7 Personal Services Contract (only available for local procurements – No federal funds)

Personal Services are those that require specialized skill, knowledge and resources in the application of technical or scientific expertise or in the exercise of professional, artistic or management discretion or judgment. They are distinct from the architectural, engineering and design services outlined above and should not be confused with professional services. ***A personal services contract is only available if no federal funds are to be used.***

- Qualifications and performance history, expertise and creativity, and the ability to exercise sound professional judgment are typically the primary considerations when selecting a personal services contractor, with price being secondary.
- Personal services contracts include, but are not limited to, the following classes of contracts:
 - Contracts for services performed in a professional capacity, including but not limited to, services of an accountant, attorney, auditor, court reporter, information technology consultant, physician or broadcaster;
 - Contracts for professional or expert witnesses or consultants to provide services or testimony relating to existing or potential litigation or legal matters in which the city is or may become interested;
 - Contracts for services as an artist in the performing or fine arts, including any person identified as a photographer, film maker, actor, director, painter, weaver or sculptor;
 - Contracts for services that are specialized, creative or research-oriented; and/or
 - Contracts for services as a consultant.

While in most situations personal services contracts should be conducted through normal procurement procedures if the services meet specific criteria *and no federal funds are being used*, the Executive Director may enter into a direct negotiation contract for the services.

4.7.1 Direct Negotiations

Personal services may be procured through direct negotiations if:

- The contract price does not exceed \$75,000 and the work is within a budgetary appropriation or approved by the Board; or
- The confidential personal services, including special counsel, or professional or expert witnesses or consultants, are necessary to assist with pending or threatened litigation or other legal matters in which the Board may have an interest; or
- The nature of the personal service is not project-driven but requires an ongoing, long-term relationship of knowledge and trust.

4.7.2 Amendments

Personal services contracts procured by direct negotiation pursuant to this section may be amended, provided the amendment is within the scope of the original contract and the cumulative amount of the amendments does not increase the total contract price by more than twenty-five percent (25%) over the original contract price; or the amendment is necessary to complete the work being performed and it would be unreasonable or impracticable to seek another provider within the time frames needed to complete the work.

4.7.3 Public Notice.

No public notice of personal services contracts procured by direct negotiations is required.

4.8 BOARD DESIGNATED SPECIAL PROCUREMENT

In its capacity as contract review board the HRCTD Board for the HRCTD, the Board, upon its own initiative or upon request of the Executive Director, may create special selection, evaluation and award procedures for, or may exempt from competition, the award of a specific contract or class of contracts as provided in this section.

4.8.1 Basis for Approval.

The approval of a special solicitation method or exemption from competition must be based upon a record before the Board that contains the following

- The nature of the contract or class of contracts for which the special solicitation or exemption is requested;
- The estimated contract price or cost of the project, if relevant;
- Findings to support the substantial cost savings, enhancement in quality or performance, or other public benefit anticipated by the proposed selection method or exemption from competitive solicitation;
- Findings to support the reason that approval of the request would be unlikely to encourage favoritism or diminish competition for the public contract or class of public contracts, or would otherwise substantially promote the public interest in a manner that could not practicably be realized by

complying with the solicitation requirements that would otherwise be applicable under these regulations;

- A description of the proposed alternative contracting methods to be employed; and
- The estimated date by which it would be necessary to let the contract(s).
- Whether federal funds would be used to pay the contract (special procurements are not allowed with federal funds)

In making a determination regarding a special selection method, the Board may consider the type, cost, amount of the contract or class of contracts, number of persons available to make offers, and such other factors as it may deem appropriate.

4.8.2. Hearing

The Board shall approve the special solicitation or exemption after a public hearing before the Board.

- At the public hearing, the Board shall offer an opportunity for any interested party to appear and present comment.
- The Board shall consider the findings and may approve the exemption as proposed or as modified by the Board after providing an opportunity for public comment.

5. PROHIBITED PROCUREMENT PRACTICES

Procurement practices that restrict competition are prohibited (49 USC Section 5325(h)). Examples of such practices, include the following:

- **Unreasonable Requirements:** Placing unreasonable requirements on firms in order for them to qualify to do business.
- **Improper Prequalification.** Using prequalification procedures that conflict with prequalification standards described in the FTA Circular 4220.1.f VI-1c.
- **Retainer Contracts.** A noncompetitive award to any person or firm on a retainer contract if that award is not for the property or services specified for delivery under the retainer contract.
- **Experience and Bonding.** Requiring unnecessary experience and excessive bonding.
- **Brand Name Specificity.** Specifying only a brand name product instead of allowing an equal product to be offered and describing the performance of other relevant requirements of the procurement.
- **Tag-Ons.** Tag-ons are not permitted (Tag-ons are defined by FTA as adding quantities on to the contracted quantities (base and option) as originally advertised, competed, and awarded, whether for the use of the buyer or for others and then treating the add-on portion as though it met the requirement of the original competition)
- **Conflict of Interest.** An organizational conflict of interest occurs when any of the following circumstances arise:
 - **Lack of Impartiality or Impaired Objectivity.** When the contractor is unable, or potentially unable, to provide impartial and objective assistance or advice to the recipient due to other activities, relationships, contracts, or circumstances.
 - **Unequal Access to Information.** The contractor has an unfair competitive advantage through obtaining access to nonpublic information during the performance of an earlier contract.
 - **Biased Ground Rules.** During the conduct of an earlier procurement, the contractor has established the ground rules for a future procurement by developing specifications, evaluation factors, or similar documents.

- **Restraint of Trade.** Supporting or acquiescing in noncompetitive pricing practices between firms or between affiliated companies. Questionable practices would include, but not be limited to:
 - submissions of identical bid prices for the same products by the
 - same group of firms, or an unnatural pattern of awards that had
 - the cumulative effect of apportioning work among a fixed group
 - of bidders or proposers.
- **Arbitrary Action.** Any arbitrary action in the procurement process.

6. PROTESTS, APPEALS AND DISPUTES

An interested party may protest the award of a contract, the proposed award of a contract, or a solicitation for supplies, services, professional services, or construction by HRCTD. The protest must be submitted in writing to the Executive Director and include the following information:

- Name, address, email address, and telephone number of the protester;
- Signature of the protester or their representative;
- Identification of the solicitation;
- Detailed statement of the legal and factual grounds of the protest;
- Copies of all relevant documents; and
- The form of relief requested.

The written protest can be mailed or submitted in person to 224 Wasco Loop, Hood River OR 97031. Issues and facts not stated in the protest will not be considered. All communications with involved parties shall be in writing and open for public inspection.

6.1 Time for Filing a Protest.

A protest based on alleged improprieties or ambiguities in a solicitation must be filed at least 7 days before the due date of the bid or proposal. A protest based upon alleged improprieties in an award of a contract or a proposed award of a contract must be filed within 3 days after notification to an unsuccessful proposer or bidder that they were not selected.

6.1.1 Notice of Protest.

HRCTD shall immediately give notice of a protest to the contractor if a contract has been awarded. If no award has been made, notice will be provided to all interested parties.

6.1.2 Stay of Award.

If a protest is filed, the award may be made unless the Executive Director, with legal assistance, determines in writing that a

- Reasonable probability exists that the protest will be sustained; or
- Stay of the award is not contrary to the best interests of HRCTD.

6.2 Review of Protests

The Executive Director, or designee, shall review and investigate properly filed protests and issue a written decision to the protestor within five (5) business days.

6.3 Appeal

A Protestor may appeal the Executive Director, or designee's formal decision to the HRCTD Board of Directors. The written appeal must be received by HRCTD within two business days after receipt of the written decision by the Protestor, or the appeal will not be considered. Properly filed appeals of the decisions of the Executive Director, or designee, shall be reviewed and investigated by the HRCTD Board Chair who shall issue HRCTD's final decision no later than 21 days after receipt.

APPENDICES

Appendix A: Sole Source Justification Sheet

Instructions: Complete this form for all sole source purchases for amounts \$10,000 and over. Maintain documentation for files.

Commodity/Service being purchased:

Proposed Supplier:

Requested by:

Date:

Sole Source Justification prepared by

A Sole Source Purchase must meet one of the following criteria:

- One-of-a-kind - The commodity or service has no competitive product AND IS AVAILABLE FROM ONLY ONE SUPPLIER.
- Compatibility - The commodity or service must match existing brand of equipment for compatibility AND IS AVAILABLE FROM ONLY ONE VENDOR.
- Replacement part - The commodity is a replacement part for a specific brand of existing equipment AND IS AVAILABLE FROM ONLY ONE SUPPLIER. Delivery date - ONLY ONE SUPPLIER can meet necessary delivery requirements.
- Research continuity - The commodity or service is needed to maintain research continuity AND IS AVAILABLE FROM ONLY ONE SUPPLIER.
- District standards - The commodity or service must comply with established District standards AND IS AVAILABLE FROM ONLY ONE SUPPLIER.
- Unique design - The commodity or service must meet physical design or quality requirements AND IS AVAILABLE FROM ONLY ONE SUPPLIER.
- Emergency - URGENT NEED for the item or service does not permit soliciting competitive bids, as in cases of emergencies, disaster, etc. II.

Provide details of this request including explanation of why only one source is reasonably available (attach separate sheet if necessary).

Executive Director, I hereby certify that the above justification is accurate and complete to the best of my knowledge and belief.

Signature

Date

Appendix B: Cooperative Procurement Worksheet Checklist

Definition: Piggybacking is the post-award use of a contractual document/process that allows someone who was not contemplated in the original procurement to purchase the same supplies/equipment through that original document/process. ("FTA Dear Colleague" letter, October 1, 1998).

In order to assist in the performance of your review, to determine if a situation exists where you may be able to participate in the piggybacking (assignment) of an existing agreement, the following considerations are provided. Ensure that your final file includes documentation substantiating your determination.

WORKSHEET	YES	NO
1. Have you obtained a copy of the contract and the solicitation document, including the specifications and any Buy America Pre-award or Post-Delivery audits?		
2. Does the solicitation and contract contain an express "assignability" clause that provides for the assignment of all or part of the specified deliverables?		
3. Did the Contractor submit the "certifications" required by Federal regulations? See BPPM Section 4.3.3.2.		
4. Does the contract contain the clauses required by Federal regulations? See BPPM Appendix A1.		
5. Were the piggybacking quantities included in the original solicitation; i.e., were they in the original bid and were they evaluated as part of the contract award decision?		
6. If this is an indefinite quantity contract, did the original solicitation and resultant contract contain both a minimum and maximum quantity, and did these represent the reasonably foreseeable needs of the parties to the contract?		
7. If this piggybacking action represents the exercise of an option in the contract, is the option provision still valid or has it expired?		
8. Does your State law allow for the procedures used by the original contracting agency: e.g., negotiations vs. sealed bids?		
9. Was a cost or price analysis performed by the original contracting agency documenting the reasonableness of the price? Obtain a copy for your files.		
10. If the contract is for rolling stock or replacement parts, does the contract term comply with the five-year term limit established by FTA? See FTA Circular 4220.1F, Chapter IV, 2 (14) (i).		
11. Was there a proper evaluation of the bids or proposals? Include a copy of the analysis in your files.		

3/20/2024 2/1/2026

WORKSHEET

YES NO

12. If you will require changes to the vehicles (deliverables), are they “within the scope” of the contract or are they “cardinal changes”? See BPPM Section 9.2.1.		
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Note: This worksheet is based upon the policies and guidance expressed in (a) the FTA Administrator's "Dear Colleague" letter of October 1, 1998, (b) the *Best Practices Procurement Manual*, Section 6.3.3—*Joint Procurements of Rolling Stock and “Piggybacking,”* and (c) FTA Circular 4220.1F.

Appendix C: Board Member and Committee Member Code of Conduct Form

HRCTD's Board Members and Committee are prohibited from participating in the selection, award, or administration of a contract if a real or apparent conflict of interest would be involved.

Such a conflict would arise when any of the parties set forth below has a financial or other interest in the firm or entity selected for award:

- The employee, officer, board member, committee member or agent;
- Any member of his or her immediate family;
- His or her partner;
- An organization that employs, or is about to employ, any of the above.

All of those who are covered by this Code of Conduct have an obligation to promptly report any actual or suspected illegal or fraudulent activities or Code violations.

All of those covered by this Code should encourage and help those around them to follow the terms of the Code and to act ethically. If there is a concern by an individual covered by the Code of Conduct, they should report such concern to the HRCTD Board Chair, Vice Chair or Executive Director as appropriate.

All concerns will be treated with confidentiality and will be investigated fully by the person receiving the complaint or an appropriate designee.

Board members or Committee Members who violate any portion of the Code of Conduct may be subject to censure, asked to step down from their position and /or such other penalties as provided for by law.

As an HRCRD Board or Committee Member, I understand my Code of Conduct obligations and agree to faithfully follow my responsibilities.

Signature	Position	Date
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3/20/2024 | 1/2026



Memo

To: HRCTD - BOARD Of DIRECTORS
From: Tiah Mayhew, Office Manager
Date: February 18, 2026
Re: ADA/Paratransit Policy Approval

Overview

During the compliance review with ODOT completed in January, a couple of advisory recommendations for the ADA/ Paratransit Policy were made.

Background

The Advisory Recommendations were:

- Combined Riders Policies references specs for a “common wheelchair” (32”x48” and 600 pounds). Recommend adding a statement that CAT will accommodate any mobility device that can be accommodated.
- The ADA policy and driver manual state that lifts have a spec limit of 600 pounds. The ADA does not require lift specs to be publicly available, but if they are, they cannot be understated. This means that if CAT has any vehicle that has a lift spec above 600 pounds, this would be an understatement of lift capacity. It is recommended that CAT verify if any vehicles have a greater spec, and if so, update the publicized spec or alternatively remove this statement and simply state that CAT will accommodate all mobility devices that its lifts can accommodate.

Staff have since made the recommended updates to the ADA/Paratransit Policy and have included the changes in the attached draft policy.

Action Required

The Board is requested to review the draft ADA/Paratransit Policy and either approve the document or request specific modifications.

Staff Recommendation

Staff recommend that the Board approve the ADA/Paratransit Policy.

Attachments:

ADA/Paratransit Policy



Hood River County Transportation District

ADA and Paratransit Policy

Revision Date: ~~September 17, 2025~~ February 18, 2026

Americans with Disabilities Act (ADA) Information

Hood River County Transportation District is committed to providing equal access to its facilities, programs, and services for persons with disabilities. This material can be made available in an alternate format by emailing ADA Coordinator at info@ridecatbus.org or by calling 541-386-4202. People who are deaf or hard of hearing may make a request by calling the Oregon Relay Service at 800-735-2900.

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Title VI Notice to the Public

In compliance with US Department of Transportation Title VI regulations (49 CFR part 21), CAT operates programs without regard to race, color, and national origin. Contact Hood River County Transportation District at 224 Wasco Loop, Hood River, OR 97031, (541) 386-4202 or email info@ridecatbus.org to request additional information regarding CAT non-discrimination obligations.

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Change log

Date	Section	Description
<u>February 2026</u>		<u>New Policy Document</u>
September 2025		New Policy Document
April 2024		New Policy Document

Acronyms and abbreviations

ADA	Americans with Disabilities Act
WLAD	Washington's Law Against Discrimination

Definitions

The following definitions from 49 CFR 37, the [National RTAP ADA Toolkit Glossary](#), and [FTA ADA Circular 4710.1](#) may be useful while using this policy:

- **Commuter bus service:** Fixed route bus service characterized by service predominantly in one direction during peak periods, limited stops, use of multi-ride tickets, and routes of extended length, usually between the central business district and outlying suburbs. Commuter bus service may also include other service, characterized by a limited route structure, limited stops, and a coordinated relationship to another mode of transportation.
- **Disability:** With respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.
- **Fixed Route Service:** System of transporting individuals which operates along a prescribed route according to a fixed (regular) schedule.
- **Mobility Device or Aid:** A device designed to assist an individual with disabilities with locomotion. Examples include wheelchairs, canes, crutches, and walkers.
- **Deviated Fixed Route Service:** Transit service that operates along established routes that typically have designated stops. Between these stops, vehicles deviate (depart) from an established route to pick up or drop off riders within a defined off-route service area.
- **Securement Area or Station:** On a vehicle, a designated location for riders using wheelchairs, equipped with a securement system.
- **Securement Device, Equipment or System:** On a vehicle, equipment used for securing a wheelchair against uncontrolled movement during transport.
- **Service Animal:** Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.
- **Wheelchair:** A mobility aid belonging to any class of three- or more- wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

ADA policy introduction

Hood River County Transportation District (HRCTD), which does business as Columbia Area Transit - CAT is committed to compliance with Section 504 of the Rehabilitation Act of 1973, as amended; Americans with Disabilities Act (ADA), signed into law on July 26, 1990; and applicable State of Oregon and State of Washington laws.

These civil rights legislations prohibit discrimination based on disability and require transportation service options be provided to persons with disabilities comparable to those available to people without disabilities.

It is the policy of HRCTD that, when viewed in its entirety, services, programs, facilities, and communications provided by HRCTD, directly or by a contracted service provider, are readily accessible to and usable by individuals with disabilities to the maximum extent possible.

New construction and facility alterations completed by HRCTD will be ADA compliant. If full ADA compliance is unfeasible due to structural impracticability, facility alterations will be ADA compliant to the maximum extent feasible. For information on upcoming projects and an opportunity to comment on plans, please visit our website (www.ridecatbus.org) or contact our ADA Coordinator at info@ridecatbus.org.

HRCTD provides ADA related training to staff every two years and as-needed basis to ensure staff are trained to proficiency, as appropriate to their duties, so they operate vehicles and equipment safely and properly assist and treat people with disabilities in a respectful and courteous way.

1. Fares

See HRCTD's website (www.ridecatbus.org/buy-fares/) for current fares.

HRCTD's fixed route and ADA complementary paratransit fare structure as of publication:

- Fixed route:
 - Adult (Local): \$1.00
 - Adult (Columbia Gorge Express): \$10.00
 - Adult (Gorge-to-Mountain Express): \$5.00
 - Reduced fares:
 - Youth (defined as 10 and under): free
 - Annual pass: \$40.00
- ADA complementary paratransit trip:
 - Adult: \$2.00
 - Annual pass: \$80.00

If a passenger cannot physically pay the fare by the established means, HRCTD staff will grant the passenger's request to handle the fare while assisting with payment. HRCTD staff are not required to reach into customer pockets, backpacks, or other personal belongings to extract the fare.

Personal care attendants may travel on HRCTD ADA complementary paratransit services or HRCTD Dial-A-Ride service at no cost when accompanying a person with a disability. Personal care attendants must pay the applicable fare when riding fixed route services. Personal care attendants must board and disembark at the same locations as the ADA complementary paratransit rider.

Companion or guests pay the applicable fare for those individuals on fixed route services and general public demand responsive services. Companion or guests pay the same fare as the paratransit-eligible passenger on ADA complementary paratransit services. Companions or guests are not the same as personal care attendants.

For more information about personal care attendants and companions or guests, see [5. Personal care attendants](#) and [12. ADA complementary paratransit services](#).

2. Approved mobility devices

HRCTD can accommodate mobility devices that meet the following definitions and minimum standards:

- A wheelchair is a mobility aid belonging to any class of three- or more-wheeled devices; that is usable indoors; and is designed or modified for and used by individuals with mobility impairments, whether manually or power operated.
- A mobility device is equipment designed or intended to assist people with mobility disabilities (i.e., walkers, canes, braces, crutches).
 - HRCTD may not be able to accommodate equipment that is not primarily designed for use by people with mobility impairments (i.e., shopping carts, skateboards).
 - Mobility devices must be stored out of the path of travel for other passengers.

HRCTD will transport riders with their mobility devices, unless:

- Doing so is inconsistent with safety requirements in this policy or by the vehicle's manufacturer specifications (e.g., the combined weight of the wheelchair and occupant exceeds that of the vehicle's lift specifications).
- The use of the mobility devices poses a direct threat. For more information, see [11. Denial of service](#).

It should be noted that FTA's definition of a wheelchair does not require specific elements or equipment such as front rigging (i.e., footplates, leg rests); wheel locks or brakes; push handles; or positioning belts or harnesses. Per FTA Circular 4710.1, and HRCTD cannot require wheelchairs to be equipped with specific features in order to be transported or allowing for the denial of service because of the perceived condition of a passenger's mobility device is not permitted under § 37.165(b) and would be a discriminatory policy prohibited by § 37.5(a).

For more information, see 49 CFR 37.3, 37.165, and Appendix D and FTA Circular 4710.1, chapter 2.4.1).

3. Mobility device securement

Operators will do the following when securing mobility devices:

- Use front and rear tie-downs.
- Secure mobility devices at the strongest parts of the device. However, the passenger can indicate the most optimal tie-down spot.
- Secure the mobility device front-facing unless the manufacturer specifications of the securement system requires otherwise or if otherwise requested by the passenger.
- Assist riders with securement systems, ramps, and seatbelts. The adjustable lap/shoulder seatbelt is for convenience and comfort and is optional not mandatory.

HRCTD does not require but recommends that riders apply brakes on their mobility devices when on a lift or in securement areas. For power chairs or scooters, HRCTD recommends riders turn the power switch to the "off" position on lifts or in securement areas. Operators cannot assist riders using power chairs or scooters with the operation of their equipment.

HRCTD requires that passengers in mobility devices ride with their devices secured while in the vehicle. All mobility devices must be secured to the floor of HRCTD vehicles during transportation. Passengers who do not comply with this policy may be denied transportation, as allowed under the ADA 49 CFR Part 38. Section 37.165(c)(3) of the DOT ADA regulations. This policy applies to all mobility devices HRCTD is able to secure. It does not apply to those devices that cannot be secured. If tie-down equipment does not fit or is broken, the passenger will be allowed to ride.

HRCTD operators must verify that all mobility devices are secured while the vehicle is in motion, except as stated earlier. The operator must secure the mobility device or must ensure proper securement if it is performed by the passenger or personal care attendant (PCA).

HRCTD recommends, but does not require, that the mobility device user utilize lap and/or shoulder belts available on all buses. The operator will assist with lap and shoulder seatbelt if desired.

All HRCTD vehicles accommodate wheelchairs, scooters, and similar mobility devices. ~~up to 30 inches wide & 48 inches long~~ HRCTD will accept any mobility device that can be accommodated based on the available space on the vehicle.

The mobility device and passenger together must not exceed the weight limits of the lift ~~specifications or the ramp which is set at 600 pounds~~. Mobility devices exceeding these limits may be denied access if they create any safety, maneuverability or mechanical problems.

For their safety, passengers using three-wheeled scooters are strongly encouraged, but not required, to transfer to a regular bus seat whenever possible, as recommended by most scooter manufacturers. The scooter will then be secured in the wheelchair securement area.

The marking and tether strap program is voluntary, and wheelchairs without markings or straps will be secured to the best of the ability of HRCTD operators.

HRCTD will not refuse to transport someone whose mobility device cannot be satisfactorily restrained as long as the mobility device fits within the definitions in [2. Approved mobility devices](#).

4. Portable oxygen equipment

HRCTD allows riders to travel with respirators and portable oxygen supplies, consistent with applicable U.S. Department of Transportation rules on the transportation of hazardous materials in [49 CFR Subtitle B, Chapter 1, Subchapter C](#). Riders must secure portable oxygen equipment safely and the equipment must not obstruct the aisle.

5. Personal care attendants

A personal care attendant is someone who travels with and assists a rider with their personal needs due to a disability. HRCTD cannot require personal care attendants. However, if used, customers must provide their own personal care attendant.

A personal care attendant differs from a companion or guest. A guest or companion is anyone who accompanies the rider who is not designated as their personal care attendant.

Operators cannot provide attendant services, such as assisting a rider with use of oxygen, medical equipment, administering medication, or other personal needs. Riders who require attendant

services should travel with a personal care attendant.

For information on fares for personal care attendants, guests, and companions, see [1. Fares](#). For information on scheduling ADA complementary paratransit rides with personal care attendants, guests, and companions, see [12. ADA complementary paratransit services](#).

6. Service animals

A service animal is any guide dog, signal dog, miniature horse, or other animal individually trained to work or perform tasks for a person with a disability. HRCTD allows service animals to accompany people with disabilities in all organization vehicles and facilities. Riders may use more than one service animal.

HRCTD does not charge a fare for service animals. If a service animal causes damage to HRCTD vehicles or facilities, the user of the service animal may be charged for those damages.

To ride HRCTD services, service animals:

- Must be on a leash, tether, or harness unless use of such a device would interfere with the task the service animal performs, or the person's disability prevents use of such devices. In these cases, the handler must use voice, signal, or other effective means to maintain control of the service animal.
- Must not be aggressive toward or pose a direct threat to the health or safety of HRCTD staff, other riders, or other animals.
- Must be potty-trained.
- Must remain at the rider's feet or on the rider's lap. The animal may not sit on a vehicle seat.

HRCTD staff will not request written certification that a rider's animal is a service animal or request demonstration of service animal's task(s). However, HRCTD staff may ask users of service animals the following questions:

- Is your animal a service animal?
- Is the service animal required because of a disability?
- What work or task has the animal been trained to perform?

HRCTD may deny a service animal service if the animal is out of control of the handler, posing a direct threat, not potty-trained, or if its handler refuses to answer the questions about the animal noted above.

If HRCTD denies the service animal service, the handler/person with a disability may still use HRCTD services. HRCTD staff will provide the handler/person with a disability information on how to appeal the service animal's service denial and, if applicable, options to remedy the situation so the service animal can be allowed to use HRCTD vehicles and facilities.

HRCTD staff will not take charge of riders' service animals. Riders are welcome to use a personal care attendant or companion to assist with caring for a service animal.

Federal and state law do not consider emotional support animals and service animals-in-training "service animals." Refer to HRCTD's rider's guide for policies about emotional support animals, service animals-in-training, and pets accessing HRCTD vehicles and facilities.

7. Boarding assistance

HRCTD operators will position the vehicle to make boarding and disembarking as easy as possible for everyone, minimize the slope of the ramp, and use the vehicle's kneeling option as needed. Operators will allow riders with disabilities adequate time to board and disembark the vehicle.

Operators will use vehicle accessibility equipment to assist customers (i.e., vehicle annunciators, lifts/ramps). For information on procedures when vehicle accessibility equipment is not functioning, see [8. Maintenance of lifts or ramps](#).

When necessary or upon request, operators will provide riders assistance using lifts, ramps, and securement systems. Upon request by the rider, operators may assist riders using manual wheelchairs up vehicle ramps if doing so does not constitute a direct threat to the health or safety of the operator. For more information, see [11. Denial of service](#).

Riders using wheelchairs may board the vehicle lift separately from their wheelchair. Riders may use the vehicle lift facing toward or away from the vehicle. HRCTD does not require operators to assume the controls of a power wheelchair or assist a passenger in/out of their wheelchair. Riders are welcome to ride with a personal care attendant to accomplish these tasks. For more information, see [5. Personal care attendants](#).

8. Maintenance of lifts or ramps

HRCTD will use and maintain vehicle and facility accessibility features and repair malfunctioning features promptly.

When an operator discovers a vehicle's lift/ramp is out of order, the operator will report it immediately to the on-duty Field Supervisor.

HRCTD will take the following steps for services with malfunctioning features:

- HRCTD will remove fixed route vehicles with inoperable lifts/ramps from service as soon as possible and no later than before the vehicle's next service day. If a fixed route vehicle is operating with an inoperable lift/ramp and a rider requires the lift/ramp and if the next vehicle on the route is not scheduled to arrive at the stop for over 30 minutes, HRCTD will dispatch alternative transportation immediately to transport that rider.
- Demand responsive service vehicles with an inoperable lift/ramp may remain in service for the remainder of the day if HRCTD can assign riders requiring this accessibility equipment to another vehicle.
- All vehicles found to have an inoperable lift/ramp will not be returned to service until the lift/ramp is repaired, with the FTA-permitted exception of the following: if HRCTD does not have a spare vehicle to replace the vehicle with an inoperable lift/ramp, HRCTD may return the vehicle to service temporarily, for a maximum of 3 days while making preparations to repair the lift/ramp.

HRCTD will work with riders who require reasonable modifications due to an accessibility feature being out of order. See the [14. Reasonable modification](#) for information on making these requests.

Riders who notice accessibility features that are not in working order are obstructed should notify the vehicle operator immediately or call HRCTD customer service at 541-386-4202.

9. Priority/reserved seating

All HRCTD fixed route vehicles contain signage designating priority/reserved seating at the front of the vehicle for older adults and people with disabilities and at all wheelchair securement locations. The signage instructs riders to comply with the operator's request to make these seats available to older adults and people with disabilities who prefer to use them.

HRCTD drivers will allow riders using mobility aids to board if securement areas are not otherwise occupied by a mobility device, regardless of the number of riders on the vehicle. Operators will ask other riders sitting in priority and reserved seating areas to move to other available seats or stand. Vehicle operators may ask ambulatory people with a disability to vacate a wheelchair securement site seat. Operators cannot enforce the priority and reserved seating designation beyond making the request.

10. Stop announcements

HRCTD's fixed route services will make on-board announcements at all stops and announce transfer points with other fixed routes and destination points.

11. Denial of service

HRCTD may deny, suspend, or exclude any rider from its facilities and/or services for engaging in conduct that is violent, seriously disruptive, illegal, considered a "direct threat" to others, or for other behaviors/actions as described in HRCTD's Rules of the Road - Rider Code of Conduct policy.

A direct threat is a significant risk to the health or safety of others that cannot be eliminated by a reasonable modification to HRCTD's policies, practices, procedures, or by the provision of auxiliary aides or services, such as traveling with a personal care attendant. A direct threat does not occur when a person's disability results in an appearance or involuntary behavior that may offend, annoy, or inconvenience others.

Riders suspended or excluded from HRCTD's property and/or services may request an appeal of this decision by contacting HRCTD. See [13. Complaint process](#) for HRCTD's contact information.

12. ADA complementary paratransit services

HRCTD offers ADA complementary demand response and comingled demand response. Comingled demand response services are available upon request by ADA complementary paratransit eligible individuals and/or the general public. This section provides details on HRCTD's ADA complementary paratransit services.

HRCTD allows same day requests Monday - Friday if availability allows for ADA complementary paratransit demand response and comingled demand response (Dial-A-Ride) services. Advance notice of at least one day is recommended to ensure availability. Customers must call 541-386-4202 to make a request. [Trip requests can be made up to 14 days in advance.](#)

ADA complementary paratransit services may only be requested by approved HRCTD ADA complementary transit riders or visiting riders who have been approved by their local transit agencies. ADA complementary paratransit services are available for approved riders to origins and destinations within $\frac{3}{4}$ of a mile of local fixed route services during service operating hours. Paratransit trip requests are taken Monday-Friday from 8:00 a.m. to 5:00 p.m. For next-day service on Saturday or Sunday, please call the day before by 5:00 p.m. All requested paratransit trips received after hours can be left on voicemail and the rider will be notified the following morning

whether the ride can be accommodated or negotiated. Trip reservations can be made up to 14 days in advance. At the time of reservation the rider should inform HRCTD if they will be traveling with a mobility device, service animal or personal care attendant.

12.1. Eligibility requirements

People with a disability or disabling health condition that prevents them from independently using HRCTD fixed route buses some or all of the time may access HRCTD paratransit.

Presence of a disability or a disabling health condition by itself does not automatically make a person eligible for paratransit service. The ability to use HRCTD services is the basis for eligibility.

HRCTD will review applications for paratransit eligibility based on the following qualifications. People are eligible for HRCTD’s paratransit service if they:

- Are unable to board, ride, or exit a ramp/lift-equipped bus without assistance.

OR

- Need to use a ramp/lift but it cannot be deployed safely at their bus stop.

OR

- Have a disability that prevents travel to and from their bus stop under certain conditions.

AND

- Are certified to use HRCTD paratransit.

HRCTD will respond to paratransit eligibility applicants in writing. If the applicant does not receive an eligibility answer within 21 days of submitting a completed application, HRCTD will treat the applicant as eligible and provide paratransit services until the organization makes a final eligibility determination.

12.2. Categories of eligibility

HRCTD will classify an applicant's paratransit eligibility as conditional, unconditional, or temporary. The table below shows descriptions of eligibility types and circumstances for eligibility types.

Eligibility Type	Circumstances	Description
Unconditional	A person with a disability who cannot independently ride fixed route transit.	Permitted to make all trips using paratransit.
Conditional	Including, but not limited to, a person prevented from riding fixed route transit by: <ul style="list-style-type: none"> • Disability or combination of disability and architectural/path-of-travel barriers from getting to/from the boarding area. Specific inaccessible routes or stops.	Eligible to use paratransit for some trips, but not all.
Temporary (unconditional or conditional)	A person is prevented from using all or some, fixed routes or stops during a certain amount of time.	Temporary eligibility to use paratransit based on circumstances.

12.3. Eligibility application process

Applicants may obtain a paratransit eligibility application online at www.ridecatbus.org or by calling HRCTD at 541-386-4202 to request that a paper application be mailed or emailed. Any questions regarding the application process should be directed towards the HRCTD ADA coordinator at 541-386-4202 or info@catransit.org.

HRCTD requires that the completed application, signed applicant agreement/release and a Healthcare Professional Verification of Eligibility be submitted by email to info@catransit.org or mailed to:

ADA Coordinator
Columbia Area Transit
224 Wasco Loop
Hood River, OR 97031

Once a completed application is received it will be reviewed and an eligibility decision will be made within 21 days. If a decision has not been made by the 21st day HRCTD will honor ADA paratransit status until a determination can be made.

If the paratransit eligibility application is approved HRCTD requires that the status must be recertified on an annual basis.

Applicants may appeal the denial or conditional decision by submitting a request in writing, sixty (60) days within receipt of the denial letter to:

Executive Director
Columbia Area Transit
224 Wasco Loop
Hood River, OR 97031

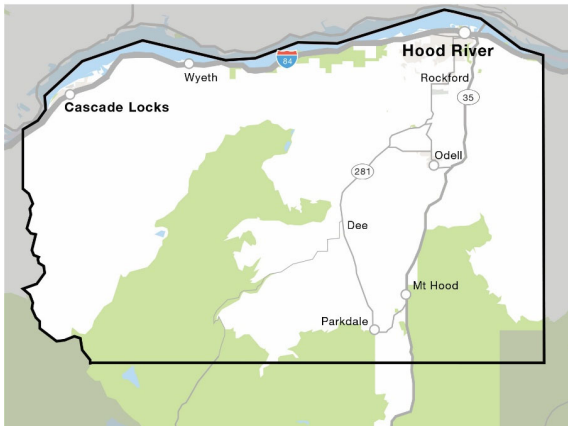
The Executive Director's appeal decision will be sent to the applicant within thirty (30) days of the submittal of the denial.

12.4. Service area

HRCTD provides paratransit within 3/4 miles of local fixed route service. The map below shows the service area for the ADA paratransit program in relation to the Hood River City Route.



HRCTD’s Dial-A-Ride service area is shown in the map below.



HRCTD does not provide ADA complementary paratransit service along commuter routes. “Commuter routes” are defined by the Federal Transit Administration and the Code of Federal Regulations as routes “characterized by service predominantly in one direction during peak periods, limited stops, use of multi-ride tickets, and routes of extended length, usually between the central business district and outlying suburbs.” It may also include routes with a “coordinated relationship to another mode of transportation.” HRCTD’s commuter routes include the Columbia Gorge Express, Upper Valley, Gorge-to-Mountain Express, and the Dog Mountain Shuttle.

12.5. Origin-to-destination service

ADA complementary paratransit trips are a “origin-to-destination” service. They can take one of two forms, described in the table below:

Trip type	Descriptions
Curb to curb	Service takes rider from curb of pickup location to curb of destination.
Door to door	Service takes rider from door of pickup location to door of destination.

HRCTD provides curb-to-curb service. If a rider requires door-to-door service, the rider must request this service at the time of reservation and only eligible for ADA paratransit trips.

HRCTD will review requests on a case-by-case basis.

If a rider makes a curb-to-curb reservation, but at the time of service an otherwise unknown barrier is discovered and the rider requires additional assistance, the rider may request door-to-door assistance from the driver.

HRCTD cannot take actions that would fundamentally alter the nature of its service or create undue burdens.

For more information, [5. Personal care attendants](#), [7. Boarding assistance](#), and [14. Reasonable modification](#).

12.6. Days and hours of operation

HRCTD’s ADA complementary paratransit is available on the same days and hours as HRCTD’s local fixed route services. Holiday operating days and hours for ADA complementary paratransit are the same as fixed route service.

12.7. Trip purpose

HRCTD provides ADA paratransit service for trips of any purpose and does not prioritize or deny specific types of trips.

12.8. Trip scheduling

Riders may request a paratransit trip in-person, by phone, voicemail, or through Paratransit app.

Paratransit trip requests are taken Monday-Friday from 8:00 a.m. to 5:00 p.m. For next day service on Saturday or Sunday, please call the day before by 5:00 p.m. All requested paratransit trips received after hours can be left on voicemail and the rider will be notified the following morning whether the ride can be accommodated or if it needs to be negotiated. Riders should call 541-386-4202 with any questions they may have.

Depending on schedule availability HRCTD may negotiate a trip within 1 hour before or after the ADA paratransit rider desired departure time. HRCTD will pick up the ADA paratransit rider within -15/+15 minutes the negotiated pickup time.

HRCTD ~~will accept~~will accept trip reservations made the day of the trip if availability allows. ~~Tri~~Tri reservations can be made up to 14 days in advance. At the time of ~~reservation~~reservation, the rider should inform HRCTD if they will be traveling with a mobility device, service animal or personal care

attendant.

Any trip denials made by HRCTD will be documented and used to ensure resources are allocated appropriately to reduce amount of trip denials.

12.9. Companions and personal care attendants on ADA complementary paratransit services

When arranging for a trip on ADA complementary paratransit services, riders should notify the HRCTD scheduler if they are traveling with a personal care attendant.

Additionally, HRCTD will accommodate one non-personal care attendant companion in addition to a personal care attendant if the rider notifies the scheduler of the companion when arranging the trip. HRCTD will accommodate additional non-personal care attendant companions on a space-available basis.

See [1. Fares](#) and [5. Personal care attendants](#) for fares and general information for personal care attendants and guests/companions.

12.10. Visitor certification

Visitors are people with disabilities who live outside Hood River County and would like to use HRCTD ADA complementary paratransit. Visitors are eligible for a total of 21 days (does not have to be concurrent) of paratransit service in a 365-day period beginning the first day the visitor uses the service. For additional days of service, visitors must apply for ADA complementary paratransit service with HRCTD.

HRCTD will certify a visitor using the following process:

ADA paratransit rider will send the HRCTD ADA coordinator documentation of ADA paratransit eligibility from another transit agency or proof that they are a visitor and disability if not apparent. Documentation may be sent by email to info@catransit.org or mailed to:

ADA Coordinator
Columbia Area Transit
224 Wasco Loop
Hood River, OR 97031

HRCTD ADA coordinator will send an email or letter (if requested) to rider confirming the eligibility to use HRCTD ADA paratransit services for a total of 21 days within 365 days.

12.11. Trip denials

HRCTD will try to meet all requests for ADA complementary paratransit service.

If HRCTD cannot schedule or negotiate a requested trip within one hour before or after the requested trip, this constitutes a trip denial, even if the rider accepts a trip that is beyond the negotiated window. HRCTD will document trip denials of ADA paratransit riders and will monitor trip denials and missed trips to ensure ADA complementary paratransit service capacity is adequate.

12.12. No-show/late-cancellation policy

HRCTD may suspend riders who “establish a pattern or practice of missing scheduled trips” after providing a rider due process. A “pattern or practice” involves “intentional, repeated or regular actions, not isolated, accidental, or singular incidents.”

HRCTD may count late cancellations as no-shows for trips canceled less than one hour prior to the scheduled pick-up time. No-shows or late cancellations for reasons that are beyond the rider’s

control will not be counted. Within a 30-day period, three (3) or more no-shows/late cancellations that also represent at least 50 percent of scheduled trips will be grounds for temporary suspension of service.

HRCTD cannot impose a mandatory financial penalty, including charging for the fare for the no-show trip.

The duration of the suspension will be for a reasonable period of time but will not be longer than 30 days. Rider will receive a written Notice of Suspension, citing which trips were no-shows and/or late cancellations and the date of proposed suspended service. Additionally, the written notice will inform riders facing suspension that they have the right to appeal the proposed suspension (with an option for an in-person appeal).

HRCTD riders have the right to appeal the notice of no-show or suspension. Appeals must be sent in writing to the ADA Coordinator at 224 Wasco Loop, Hood River, OR 97031 within 14 days of the notice date.

Step 1: Please provide your response in writing, including a copy of the notice submitted to you. The appeal should state the reason you believe the no-show/late cancellation notice or suspension is invalid.

Step 2: Upon receipt of the request for appeal, the ADA Eligibility Coordinator will determine whether the no-show/late cancellation penalty or suspension should be withdrawn. The coordinator's investigation and decision will consider the rider's trends and patterns, medical emergencies, or situations outside the rider's or caregiver's control.

Step 3: If you are not satisfied with the ADA Eligibility Coordinator's investigation or decision, you may request a meeting with CAT's Executive Director or their designee to review your concerns. A suspension will not occur until all appeal remedies that you have requested have been exhausted.

The Executive Director shall report all suspensions to the Board of Directors at the next following Board meeting.

13. Complaint process

HRCTD is committed to providing safe, reliable, and accessible transportation services and welcomes customer feedback. ADA complaints and questions about HRCTD's ADA complaint process may be submitted to HRCTD's ADA Coordinator using the following methods:

- Email: info@catransit.org
- Call: 541-386-4202
- Send mail to: ADA Coordinator, Columbia Area Transit, 224 Wasco Loop, Hood River OR 97031
- Online: A link is provided on this webpage <https://www.ridecatbus.org/civil-rights/#ADA/Accessibility>

HRCTD will respond promptly to all complaints that have valid contact information. Official HRCTD Title VI or ADA complaint paper or online form should be used if submitting an official complaint.

HRCTD will retain copies of complaints, investigation and resolution documentation; and HRCTD's response to the complainant in accordance with the complaint record retention requirements of the ADA, Washington State Archives Office, Washington State Department of Transportation Consolidated Grant Program, and ODOT.

To share information about its ADA complaint process, HRCTD will use the same means it uses to

inform the general public about its policies and procedures. This includes through the organization's website.

14. Reasonable modification

Requests for modifications of HRCTD policies, practices, or procedures to accommodate a person with a disability may be made either in advance or at the time of service. HRCTD is best able to address and accommodate requests when made in advance.

Advance requests for reasonable modifications may be made to HRCTD by emailing info@catransit.org or calling 541-386-4202. The request should contain an explanation of the modification needed.

For requests at the time of service, HRCTD operators will determine if the modification can be provided. Operators may consult with HRCTD management before deciding to grant or deny the request.

HRCTD will only deny requests based on one or more of the following:

- Granting the request would fundamentally alter the nature of HRCTD's services, programs, or activities.
- Granting the request would create a direct threat to the health or safety of others.
- Without the requested modification, the person with a disability can fully use HRCTD's services, programs, or activities for their intended purpose.

When HRCTD denies a request for a reasonable modification, the organization will take other actions to ensure that the person with a disability receives the services provided by HRCTD, to the maximum extent possible.

HRCTD commits to sharing information with the public about its ADA reasonable modification request procedures using the same means used to inform the public about other organization policies and procedures, including on the organization's website.



January 2026 Operations Report

Safety Scores				
Category	January 2026	December 2025	November 2025	October 2025
Overall Safety Score	99	99	99	99
Crashes	0	0	0	1
Harsh Events	0	1	0	1
% Speed -Moderate	%.3	%.1	%.4	%.2
% Speed- Heavy	%.007	%.01	%.006	%.003
% Speed - Severe	%.002	%.001	%.007	%.005

- Safety Score stayed the same with minor speeding, and no crashes.
- The percentage of over speed limit is defined by the percentage of drive time where speeding occurred.
- In January, the fuel costs were down by \$.05 per mile.

Operations Data				
Category	January 2026	December 2025	November 2025	October 2025
Fixed OTP	95.5%	93.4%	94.3%	88.1%
DAR OTP	97.43%	98.23%	96.34%	96.94%
Vehicle Hours Driven	1140	1095	1014	1086
Vehicle Miles Driven	37,505	35,834	33,288	35,013
Fuel Cost	\$11,395.07	\$12,844	\$13,228	\$14,464
Fuel Cost per Mile	\$.30	\$.35	\$.40	\$.41
Category	January 2026	December 2025	November 2025	October 2025
Formal Customer Complaints	2	3	1	2
Vehicle Incidents	1	3	1	1
Customer Incidents	6	9	5	5
Vandalism	0	1	0	1

• **Formal Complaints:**

- A customer from Mosier called to inquire about CAT service to Mosier and expressed dissatisfaction with bike rack sizing and bus route connection frequency. It was later determined that they intended to contact our partner agency.
- A customer called to complain that the CGE bus left early from Gateway. Samsara showed it left on time, no return call was requested.

Vehicle Incidents:

- A driver parked a cutaway in the wash bay and backed into a plastic barrel with no damage. No further action taken.

• **Customer Incidents:**

- Four instances of vaping on the Columbia Gorge Express bus have been reported, despite drivers and supervisors announcing the no smoking rule. A suspect has been notified by supervisors that they may be trespassed if they are caught vaping on the bus. Increase in vaping is being monitored and recorded by staff.
- A report came in from the Police that a driver called from the city bus stating a felon was on board. Upon investigation the call was not made by a driver.

• **Vandalism:**

None

Harsh Events / Distracted Driving:

None

EMPLOYEE OF THE MONTH:

Tim Ravins



In addition to being the project coordinator, Tim has really stepped up to help with the transition to the new supervisor schedule. He is always willing to answer phones or assist with customer service at the window. He has also become our go-to designer, handling everything from office layouts to bus stop signage. Tim is always up for a brainstorm and does a great job managing his tasks.

Ridership													
	JAN. 25	FEB. 25	MAR. 25	APR. 25	MAY. 25	JUN. 25	JUL. 25	AUG. 25	SEP. 25	OCT. 25	NOV. 25	DEC.25	JAN.26
Dial-A-Ride	363	313	370	405	410	457	470	550	569	613	504	482	494
Upper Valley	246	142	220	279	307	243	307	268	232	292	143	128	175
Hood River City	1819	1662	1866	1746	2156	2175	2312	2083	1886	1568	1434	1642	1683
Columbia Gorge Express	2746	2426	3223	3184	3698	4227	5158	5805	3884	3309	2880	2656	2546
Gorge to Mountain	2905	2885	2133	0	0	0	0	0	0	0	0	207	762
Dog Mountain	0	0	0	289	4564	498	0	0	0	0	0	0	0
White Salmon Wknd	0	0	0	0	0	24	93	121	41	0	0	0	0
Total	8079	7428	7812	5903	11135	7624	8340	8827	6612	5782	4961	5115	5660
% Change Compared to Prev Month	24%	31%	6%	-24%	89%	-32%	9%	6%	-25%	-13%	-14%	3%	11%
% Change Compared to Same Month Previous Year	10%	42%	7%	4%	11%	-6%	3%	-3%	-3%	-8%	-1%	-17%	-30%

Revenue Hours													
	JAN. 25	FEB. 25	MAR. 25	APR. 25	MAY. 25	JUN. 25	JUL. 25	AUG. 25	SEPT. 25	OCT.25	NOV.25	DEC.25	JAN.26
Dial-A-Ride	219	171	189	207	264	252	183	193	211	220	172	264	252
Upper Valley	121	92	110	116	116	110	116	110	123	146	114	139	127
Hood River City	339	302	334	327	336	325	336	334	323	334	304	323	317
Columbia Gorge Express	506	438	506	490	506	490	506	506	490	482	451	466	466
Gorge to Mountain	370	308	320	0	0	0	0	0	0	0	0	19	94
Dog Mountain	0	0	0	55	183.3	92	0	0	0	0	0	0	0
White Salmon Wknd	0	0	0	0	0	24	54	60	18	0	0	0	0
Total	1555	1311	1459	1195	1405	1293	1195	1203	1165	1182	1041	1211	1256

Boardings Per Hour													
	JAN. 25	FEB. 25	MAR. 25	APR. 25	MAY. 25	JUN. 25	JUL. 25	AUG. 25	SEPT.25	OCT.25	NOV.25	DEC.25	JAN.26
Dial-A-Ride	1.66	1.83	1.96	1.96	1.55	1.81	2.57	3.01	2.70	2.79	2.93	1.83	1.96
Upper Valley	2.03	1.54	2.00	2.41	2.66	2.21	2.65	2.31	1.89	2.00	1.25	0.92	1.38
Hood River City	5.37	5.50	5.59	5.34	6.41	6.69	6.88	6.20	5.84	4.69	4.72	5.08	5.31
Columbia Gorge Express	5.43	5.54	6.37	6.50	7.31	8.63	10.19	11.47	7.93	6.87	6.39	5.70	5.46
Gorge to Mountain	7.85	9.37	6.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10.89	8.11
Dog Mountain	0.00	0.00	0.00	5.25	24.90	5.41	0.00	0.00	0.00	0.00	0.00	0.00	0.00
White Salmon Wknd	0.00	0.00	0.00	0.00	0.00	1.00	1.72	2.24	2.28	0.00	0.00	0.00	0.00
Total	5.20	5.67	5.35	4.94	7.92	5.90	6.98	7.39	5.68	4.89	4.77	4.22	4.51

Status	Bus Number	Year of mfg.	Minimum Useful Life	Current Mileage	Make	Model	Date placed into service	Purchase Cost	Expected Replacement Date
Active	121	2019	4 yrs/ 100K	77,038	Dodge	Grand Caravan	6/29/2021	\$68,183.00	6/30/2025
Active	123	2013	NA	86,424	Chevrolet	Tahoe	NA	NA	NA
OOS	124	2022	4 yrs/ 100K	29,000	Ford	Electric Van	2/11/2023	\$207,543.00	1/31/2027
Active	197	2016	5yrs/150k	203,574	Ford	E450	1/24/2017	\$70,462.00	1/31/2022
Active	198	2019	5yrs/150k	288,154	Ford	E450	11/11/2019	\$78,828.16	10/31/2024
Active	199	2019	5yrs/150k	235,920	Ford	E450	11/11/2019	\$78,828.16	10/31/2024
Active	204	2023	5yrs/150k	77,470	Ford	E450	2/16/2023	\$150,246.00	12/31/2026
Active	205	2023	5yrs/150k	108,696	Ford	E450	4/8/2023	\$153,585.00	12/31/2026
Active	216	2008	NA	566,359	GILLIG	Low Floor Bus	4/15/2022	\$3,000.00	NA
OOS	217	2010	NA	549,820	GILLIG	Low Floor Bus	4/29/2023	\$3,000.00	NA
Active	218	2010	NA	584,889	GILLIG	Low Floor Bus	4/29/2023	\$3,000.00	NA
Active	469	2019	NA	403,296	IC Bus	IC Bus HC Series	7/20/2021	NA	1/31/2025
Active	470	2019	NA	414,920	IC Bus	IC Bus HC Series	7/20/2021	NA	1/31/2025
Active	471	2024	10yrs/350K	127,544	Freightliner	Champion/Defender	1/31/2025	\$293,290.21	6/30/2027
OOS	472	2024	10yrs/350K	91,736	Freightliner	S2C	1/31/2025	\$286,995.00	12/31/2027
Active	C141	2025	5yrs/150k	4,204	Ford	E450	12/24/2025	\$161,965.00	
Active	C161	2025	5yrs/150k	8,629	Ford	E450	12/24/2025	\$164,205.00	
Active	V81	2025	4yrs/100k	1,357	Ford	350 Wagon/U5XE	2/9/2026	\$142,700.00	