

Accessibility and Accommodation Requests

For questions about accessibility or accommodations for persons with disabilities, or to request a translator, interpreter, or other communication aids, please contact Melissa Bisset at 503-856-3412 or bissetm@keizeror.gov. The City of Keizer is committed to providing equal access to all public meetings and information per the requirements of the ADA and Oregon Revised Statutes (ORS). The Keizer Civic Center is wheelchair accessible.

To provide oral comments via electronic means, please contact the City Recorder's Office no later than 2:00 p.m. on the day of the meeting. Most regular City Council meetings are streamed live through www.KeizerTV.com and cable-cast on Comcast Channel 23 within the Keizer City limits.



KEIZER COMMUNITY DIVERSITY ENGAGEMENT COMMITTEE
AGENDA

Thursday, May 1, 2025, 6:00 PM
Robert L. Simon Council Chambers
930 Chemawa Road NE
Keizer, Oregon

MISSION STATEMENT: 'Exists to foster justice, diversity, equity and inclusion and to strengthen our community through active listening in order to strengthen and encourage civic engagement, understanding and empowerment and to advise the City Council on issues that are critical to connecting our community.'

- 1. CALL TO ORDER**
- 2. INTRODUCTIONS**
- 3. ELECTION OF CHAIR & VICE CHAIR**
- 4. APPROVAL OF MINUTES**
 - a. April 2025**
- 5. APPEARANCE OF INTERESTED PERSONS**
- 6. MEMBER SELECTIONS OF MONTHLY OBSERVANCES & NEIGHBORHOOD ASSOCIATION MEETINGS**
 - a. Selection of Committee Presentation Assignment for Monthly Observances**
 - b. Selection of Neighborhood Associations Meetings to Attend**
- 7. RESOLUTION R2025-3558 - AMENDING COMMUNITY DIVERSITY ENGAGEMENT COMMITTEE**
 - a. Resolution R2025-3558 - Amending Community Diversity Engagement Committee**
- 8. COMMITTEE MEMBER REPORTS**
- 9. ACTION PLAN: LISTENING TO UNDERSTAND - KEIZER WANTS TO LET EVERYONE KNOW WE ARE ALL INCLUDED WHEN WE TALK ABOUT THE KEIZER COMMUNITY AND**

ARE IMPORTANT FOR OUR COMMUNITY TO THRIVE HOLISTICALLY.

10. **ACTION PLAN: USING WHAT IS HEARD TO CREATE RECOMMENDATIONS FOR ACTION PLAN(S) FOR INCREASING COMMUNITY ENGAGEMENT AND COMMUNICATION ON PROGRESS IN CIVIC PROCESSES.**
11. **ACTION PLAN: ACTING ON THE VALUES INCLUDED IN THE RESOLUTION R2020-3135 FOR JUSTICE, EQUITY, DIVERSITY AND INCLUSION.**
12. **ACTION PLAN: TO ASSIST IN DEVELOPING ACTION PLANS TO BE RECOMMENDED FOR COUNCIL APPROVAL FOR COMMUNITY ENGAGEMENT IN CIVIC PROCESSES IN THE FOLLOWING AREAS:**
 - a.
 - a. Collaboration with Council, other city committees, commissions and neighborhood associations to increase active participation and recommend culturally responsive actions.
 - b. Collaboration with other organizations (historical/cultural/arts, business organizations, faith community, community based organizations, education, and additional sectors not usually included).
 - c. Collaborating in community opportunities to have conversation, celebration, relationship building, and community events.
 - d. Recommending additions or subtractions of national observances/commemorative/heritage months.
 - e. Help develop metrics and yearly report on tasks identified and the data needed to better understand culturally responsive provision of services and public participation.
 - f. Assist in identifying leaders and build leadership capacity of underrepresented and underserved communities.
 - g. Create a youth engagement plan for Council consideration.
 - b. CDEC Action Plan Template submitted by Chair Titchenal
 - c. CDEC Youth Engagement Action Plan submitted by Chair Titchenal
 - d. CDEC Implementation Action Plan submitted by Chair Titchenal
 - e. City Event Questionnaire
13. **ACTION PLAN: DEVELOP PROMOTIONAL CONTENT SPECIFIC TO OUTREACH AND ENGAGEMENT FOR COUNCIL CONSIDERATION AND APPROVAL.**
14. **OTHER BUSINESS/STAFF LIAISON REPORT**
 - a. Interpreting Services: Availability of Sign Language Interpreters
 - b. Reconsideration of Appointment Process for the CDEC ~ to use the Volunteer Coordinating Committee Process
15. **ADJOURN**

EQUITY AGREEMENTS: Stay Engaged | Listen to Understand | Speak Truth Responsibly | Expect and Accept Non-closure | Be Willing to do Things Differently and Experience Discomfort | Practice Confidentiality | Be Committed To Hold People In Positive Regard | Recognize Intent vs. Impact.

“Agenda Management Services are being supported, in whole or in part, by federal award number 21.019 awarded to City of Keizer by the U.S. Department of the Treasury.”



MINUTES
KEIZER COMMUNITY DIVERSITY ENGAGEMENT COMMITTEE
Thursday, April 3, 2025
Robert L. Simon Council Chambers
930 Chemawa Road NE
Keizer, Oregon

Call to Order

Chair Jane Titchenal called the meeting to order at 6:05 p.m. Attendance was noted as follows:

Present:

Jane Titchenal, Chair
Carrie Brown, Vice Chair
Benita Picazo
Tammy Kunz
Stephanie Cross
Councilor Marlene Parsons

Absent:

Two Open Positions
Open Position - Youth Liaison

Staff:

Dawn Wilson, Deputy City Recorder
Tim Wood, Assistant City Manager

Annual Volunteer Recognition ~ by Daisy Hickman

Daisy Hickman, member of the Volunteer Coordinating Committee, recognized the Community Diversity Engagement Committee volunteers, read a proclamation, and handed out City of Keizer lapel pins and Certificates of Appreciation.

Approval of Minutes

a. March 2025

Tammy Kunz moved for approval of the March 2025 Minutes. Stephanie Cross seconded. Motion passed as follows: Titchenal, Picazo, Kunz, Brown, and Cross in favor with three open positions.

Appearance of Interested Persons

There were no interested persons.

Committee Member Reports

a. GNEKNA reports - submitted by Tammy Kunz

Tammy Kunz provided an update in the packet and the City Council has given the Greater Northeast Keizer Neighborhood Association the task of tracking information. She provided a list of goals and objectives to track the Community Diversity Engagement Committee's (CDEC's) progress.

Carrie Brown shared that she attended the March Volunteer Coordinating Committee (VCC) meeting and was impressed with how that meeting

functioned. Several members of the community applied to be on various committees, and she liked how they approached the interview questions for each committee. Ms. Brown requested to revisit the conversation on using the VCC nomination process for the CDEC at the next meeting.

Chair Titchenal read the Land Acknowledgment that the CDEC adopted in their 2022 Goals.

**Neighborhood
Association Reports-
Out from Committee
Members**

Tammy Kunz visited Northwest Keizer Neighborhood Association and a Willamette Valley Bank representative gave a presentation on fraud awareness.

Councilor Parsons reported that McNary High School students and other volunteers were helping to remove graffiti by working with Hersch Sangster and the school. She encouraged everyone to take pictures when reporting graffiti to the Code Compliance Officer.

Carrie Brown asked the Committee to be excused from the meeting this evening for a brief period of time so she could attend the Southeast Keizer Neighborhood Association meeting because it was her assignment with the CDEC. There were no objections.

Ms. Brown stepped out at 6:22 p.m.

Other Business

**a. 2025 Keizer
Events ~ Expand
the List**

The 2025 Keizer events list was discussed for additional major events that are City-focussed, such as Public Works Day, Soggy Day in the Park, and Event Center Cleanup, as well as having a table at the KeizerFEST. Discussion ensued on how to engage with the community by showing up and having booths at events to welcome everyone to offer another avenue of information.

The CDEC would like to have brochures to hand out at the events. Upon the CDEC members engaging and receiving feedback, they would report back to the CDEC.

**b. CDEC
Event/Decision
Assessment
Questionnaire -
Continue
Discussion**

The event decision and assessment questionnaire was discussed. It was noted that a comment section was needed and how accomplishments were achieved. It was suggested to hand out this questionnaire at the events for folks to complete real-time and to tailor the questions to the community's use at events. It was suggested to track the number of people reached and the mediums that were used.

Ms. Brown returned to the meeting at 6:49 p.m.

It was suggested that the members send questions to the Deputy City

Recorder and Assistant City Manager to compile for the next meeting. It was noted that the questions would need to be approved by the City Council.

Chair Titchenal provided two action plans that would be discussed at the next meeting.

Tammy Kunz requested to bring back the list of community organizations for the CDEC members to attend meetings to provide an opportunity for the various organizations to give feedback. The feedback would be shared with the CDEC to break down some of the barriers within the community. It was noted that the members could try and attend some of the meetings.

Staff Liaison Report

- a. Resolution R2025-3558 - Amending Community Diversity Engagement Committee; Amending Resolution R2021-3225** Assistant City Manager Tim Wood summarized the amending resolution for the CDEC that was adopted by the City Council. The resolution included some of the CDEC's recommendations. It was noted that the Council didn't accept the CDEC's recommended appointment process by the VCC, but they were open to using the questionnaire, which would not be required. The Council approved the youth liaison to be a voting member.
- Mr. Wood suggested including the action items in Appendix "A" of the resolution as Agenda items, and the members agreed.

Chair Titchenal asked the CDEC members to review the action items and questionnaire and provide feedback to the Deputy City Recorder two weeks before the next meeting.

- b. Recognizing National Observances and Commemorative/Heritage Months Update** Assistant City Manager Tim Wood provided an update on the National Observances and Commemorative/Heritage Observances and explained that some observances would be recognized by Proclamations and others would be acknowledged but not necessarily at a Council meeting. The list would be discussed at the next Council meeting.

Mr. Wood shared that the City wanted the CDEC's feedback on upcoming website updates. He shared that there would be some town hall meetings coming up and there could be some involvement by the CDEC to receive input from the community.

Adjourn ~ Next Meeting: 05/01/2025

Meeting adjourned: 7:19 p.m.

Minutes approved: _____

"Agenda Management Services are being supported, in whole or in part, by federal award number 21.019 awarded to City of Keizer by the U.S. Department of the Treasury."



**COMMUNITY DIVERSITY ENGAGEMENT
COMMITTEE PRESENTATION ASSIGNMENTS**

Pursuant to Resolution R2025-3567

Updated April 25, 2025

| Month/Council Meeting Date | Observance | CDE Committee Member |
|-----------------------------------|--|--|
| February 3 rd | Black History Month | |
| March 3 rd | Women’s History Month | |
| March 17 th | National Disability Employment Awareness Month & National Development Disability Awareness Month | |
| April 7 th | Child Abuse Prevention Month | * Liberty House Children’s Advocacy Center |
| April 21 st | Volunteer Recognition Month | Volunteer Coordinating Committee Chair |
| May 5 th | Jewish American Heritage Month | * Rabbi Perlstein – confirmed by Mayor Clark 04/24/25 |
| May 19 th | Asian American Native Hawaiian Pacific Islander Heritage Month | |
| June 2 nd | Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) Pride Month | |
| June 16 th | Juneteenth Proclamation | |
| Sept 2 nd (Tues) | National Suicide Prevention Month | |
| Sept 15 th | National Hispanic Heritage Month | |
| October 6 th | Indigenous People’s Day | |
| October 20 th | Domestic Violence Awareness Month | * Center for Hope & Safety & DA – Ashley Carson & Paige Clarkson – confirmed by Mayor Clark 04/24/25 |
| November 3 rd | Native American Heritage Month | * Tribal Council Confederated Tribes of Siletz Indians - Chair Delores Pigsley – confirmed by Mayor Clark 04/24/25 |

| | | |
|--------------------------|---|--|
| November 3 rd | National Veterans and Military Families Month | |
| December 1 st | Human Rights Day | |

* Members will present or invite an organization to present on their behalf—and to be sure and check with Mayor Clark to see who she may have already invited to be present.



COMMUNITY DIVERSITY ENGAGEMENT
Neighborhood Association Meetings
Updated April 23, 2025

| Neighborhood Association | When (monthly meetings) & Time | CDE Committee Member to Attend Meeting |
|---|--|---|
| Southeast Keizer Neighborhood Association (SEKNA) Chair: Ken Gierloff kengierloff@hotmail.com , 503-400-0801 | 1st Thursday 6:30 pm <i>(doesn't meet in June/July/Aug/Dec)</i> | |
| | | |
| Greater Gubser Neighborhood Association (GGNA) President: Patti Tischer patische@aol.com 503-949-4129 | 2nd Tuesday 6:30 pm <i>(doesn't meet in June/July/Aug/Dec)</i> | |
| | | |
| West Keizer Neighborhood Association (WKNA) President: Rhonda Rich rhondarich9@aol.com | 2nd Thursday 7:00 pm <i>(doesn't meet in June/July/Aug/Dec)</i> | |
| | | |
| Northwest Keizer Neighborhood Association (NWKNA) Chair: Hersch Sangster info@northwestkeizer.org | 3rd Wednesday 7:00 p.m. | |
| | | |
| Greater Northeast Keizer Neighborhood Association (GNEKNA) President: Tammy Kunz t_kunz@yahoo.com 503-991-1671 | 1st Tuesday 6:30 p.m. <i>Zoom only</i> | |

1 CITY COUNCIL, CITY OF KEIZER, STATE OF OREGON

2
3 Resolution R2025- 3558

4
5
6 AMENDING COMMUNITY DIVERSITY ENGAGEMENT
7 COMMITTEE; **AMENDING RESOLUTION R2021-3225**

8
9 WHEREAS, the City Council adopted Resolution R2020-3135 (Adopting Keizer
10 Statement of Values-Justice, Equity, Diversity and Inclusion) on December 7, 2020;

11 WHEREAS, the Community Diversity Engagement Work Group was formed by
12 the City Council in April 2021 as part of the Goals and Work Plan;

13 WHEREAS, the Community Diversity Engagement Work Group made a
14 recommendation to the City Council to form a Community Diversity Engagement Committee;

15 WHEREAS, the Keizer City Council formed the Community Diversity Engagement
16 Committee by Resolution R2021-3225 on November 1, 2021;

17 WHEREAS, the Council wishes to amend the purpose section, membership section
18 and term of office section to change the appointment process for the members;

19 NOW, THEREFORE,

20 BE IT RESOLVED by the City Council of the City of Keizer that Resolution R2021-
21 3225 (Establishing Community Diversity Engagement Committee) is hereby amended by
22 replacing Appendix "A" with the attached Appendix "A", and by this reference made a part
23 hereof.

24 BE IT FURTHER RESOLVED, upon passage of this Resolution, all current appointed
25 voting member positions shall be vacated and new appointments shall be made to conform
26 with these new terms of office and membership.

1 BE IT FURTHER RESOLVED that this Resolution shall take effect immediately upon
2 the date of its passage.

3 PASSED this 17th day of March, 2025.

4
5 SIGNED this 17th day of March, 2025.

6

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Asthy Alark
Mayor

Melissa Binet
City Recorder

Appendix “A” City Council Committee

Name: Community Diversity Engagement Committee

Purpose: To act in an advisory capacity to the Keizer City Council and to advise on action for community engagement by:

1. Listening to understand. Keizer wants to let everyone know we are all included when we talk about the Keizer community and are important for our community to thrive holistically.
2. Using what is heard to create recommendations for action plan(s) for increasing community engagement and communication on progress in civic processes.
3. Acting on the values included in the Resolution R2020-3135 for Justice, Equity, Diversity and Inclusion.
4. To assist in developing action plans to be recommended for Council approval for community engagement in civic processes in the following areas:
 - a) Collaboration with Council, other city committees, commissions and neighborhood associations to increase active participation and recommend culturally responsive actions.
 - b) Collaboration with other organizations (historical/cultural/arts, business organizations, faith community, community based organizations, education, and additional sectors not usually included).
 - c) Collaborating in community opportunities to have conversation, celebration, relationship building, and community events.
 - d) Recommending additions or subtractions of national observances/commemorative/heritage months.
 - e) Help develop metrics and yearly report on tasks identified and the data needed to better understand culturally responsive provision of services and public participation.
 - f) Assist in identifying leaders and build leadership capacity of underrepresented and underserved communities.
 - g) Create a youth engagement plan for Council consideration.
5. Develop promotional content specific to outreach and engagement for Council consideration and approval.

Membership: The Committee shall consist of seven voting members. Each member shall be appointed by a member of the City Council. The member shall be appointed to a position corresponding with the position of the Council member responsible for their appointment. The Council will appoint a non-voting Council liaison to the Committee. The Council may appoint a voting Youth liaison to the Committee pursuant to the Council Rules of Procedure. The Committee will be staffed by a non-voting staff liaison to be appointed by the City Manager.

Term of Office: Each member of the Committee shall be appointed for a two-year term. The appointments will be announced and the term will begin at the first Council meeting in January of each odd numbered year, following the general election. If an appointed member is unable to serve the term for which the member is appointed or an appointed member resigns prior to the completion of the term, the Council member responsible for this position shall appoint another individual to finish the term. If a Council office is vacant for any reason, the replacement Council member may, at their option, replace the appointed member. There will be no term limits for members of the Committee.

Chair and Vice-Chair: The Committee will elect the Chair and Vice-Chair at the first meeting of each calendar year.

Meetings: Members of the Committee shall establish a regular meeting date and shall meet as deemed necessary by the Chair. All meetings of the Committee shall follow Robert Rules of Order Newly Revised and the Oregon Public Meeting Laws.

There shall be an annual joint work session with Council.

Attendance: It is the duty of each member to attend at least 75% of the meetings each calendar year. When a member is unable to attend a meeting, the member shall notify the Chair. Members of the Committee may be removed by a two-thirds majority vote of the City Council.

City of Keizer Community Diversity Engagement Committee (CDEC)

Action Plan Template

Purpose:

To guide CDEC discussions and recommendations on projects, policies, or programs that support community engagement, increase diversity and representation, and advance equity and inclusion in the City of Keizer. This template is designed to help the committee organize priorities, identify actionable steps, and track impact through achievable and measurable goals.

Action Plan Topic:

[Insert the issue, opportunity, or request being addressed - e.g., "Improving Language Access at Public Meetings"]

Primary Goal (SMART):

S - Specific: What exactly are we trying to accomplish?

M - Measurable: What will success look like?

A - Achievable: Is this realistic for a volunteer group?

R - Relevant: How does this align with CDEC's mission?

T - Time-bound: What is the timeframe?

SMART Goal Statement:

Proposed Actions & Lead Assignments:

1. Identify the issue or opportunity
2. Gather community input or examples
3. Draft 1-2 recommendations
4. Identify potential collaborators (e.g., city staff, schools, nonprofits)
5. Propose a small-scale pilot or outreach activity

Use a table or list format to assign leads and track status.

Suggested City Support or Policy Change:

City of Keizer Community Diversity Engagement Committee (CDEC)

Action Plan Template

Community Engagement Opportunities:

- Host a listening session or town hall
- Partner with local schools, youth groups, or nonprofits
- Share updates via City of Keizer channels (website, social media, newsletter)

Assigned Leads: _____

Equity & Inclusion Considerations:

- Who is impacted by this issue?
- Are any communities currently underrepresented or excluded?
- How can this work promote belonging, accessibility, or cultural visibility?

Lead for Equity Lens Review: _____

Metrics or Indicators of Success:

- Number of community members engaged
- Participation from diverse groups
- Event attendance or feedback collected
- Completion of activities within timeline
- Increase in awareness, visibility, or language access

Lead for Metrics Tracking: _____

Timeline:

Month 1: Define issue, gather input, draft recommendations

Month 2: Identify collaborators and refine strategy

Month 3: Submit memo or update to City Council or staff

Project Coordinator (CDEC member or co-chair): _____

City of Keizer Community Diversity Engagement Committee (CDEC) Simplified Youth Civic Engagement Action Plan (2025)

Prepared for: Keizer City Council Prepared by: Community Diversity Engagement Committee

Purpose: To encourage youth participation in civic life by connecting Keizer students—especially high schoolers—to existing volunteer roles, events, and city opportunities. This action plan is designed to be simple, low-lift, and aligned with the monthly volunteer structure of the CDEC.

Focus: Fill Open Youth Volunteer Roles

CDEC Will:

- Recommend the City promote available youth positions on city committees and advisory boards via:
 - A dedicated and updated youth opportunities section on www.keizer.org/volunteer-information - any improvements needed?
 - Create a brochure for to include how teens can get involved
 - Announcements and newsletters through McNary High School counselors and leadership classes
 - Youth and Law class
 - Could they share in their weekly morning news announcements?

Information to Share with High Schoolers:

- What positions are available
- What the time commitment looks like
- How to apply (step-by-step)
- Who to contact with questions
- Recognition of service hours (for resumes, scholarships, etc.)

Website Advisory Suggestions:

- Add a youth-specific landing page under "Volunteer Opportunities"
 - Include a short video or student testimonial on what it's like to serve
 - Offer a printable flyer for school bulletin boards
-

CDEC Engagement with the City of Keizer

Purpose:

To build an effective advisory relationship with City Council, departments, and staff through consistent communication, feedback, and collaboration.

Engagement Strategies:

- 1. Print out CDEC feedback form at meetings - update current survey on city website**
 - a. Included in meeting notes**

- 2. Designated City Liaison Coordination**

- Meet monthly with the city-designated staff liaison to review **updates, questions, and collaboration opportunities (need specifics)**
 - i. This is done through the city council liaison who attends the CDEC monthly meetings (who is the current liaison). Expect them to bring specific challenges, community concerns, events and city updates pertinent to the CDEC goals.
- Use this connection to ensure recommendations are timely and informed by city priorities.

- 2. Biannual Presentation to City Council**

- Present updates on CDEC activities, community feedback, and policy recommendations twice a year at Keizer city council meetings or work sessions as requested by city council or the CDEC committee.
 - i. to request feedback and align future goals with Council priorities.

- 3. Policy & Project Feedback Loop**

- Offer input when requested by council or community members or if the CDEC recognizes an opportunity to provide valuable feedback on city policies, programs, or events with equity or inclusion impacts.

- Prioritize quick, structured responses using simple tools like one-page summaries or recommendation memos.

4. City Department Check-Ins

- Aim to meet with one city department per quarter (e.g., Planning, Parks, Police) to learn about their work and identify inclusion opportunities.
 - i. Invite city departments to CDEC monthly meeting
 - ii. Invite neighborhood associates to offer feedback, request/share engagement and event information and share how they are improving diverse representation
 - iii. Bring this feedback to the next city council meeting to advise on information gathered

5. Collaboration on Public Events

- Support or co-sponsor at least one city-hosted community event to increase visibility and gather resident feedback.
 - i. Civic Center clean up (date needed)
 - ii. Soggy day in the park (date needed)
 - iii. Public Works (date needed)
 1. Table at KeizerFest (May 15th-18th)
- Help ensure diverse participation and representation in public-facing initiatives through paper and online survey.
 - i. Seeking out minority voices willing to share their experience on relevant topics
 - ii. Recognizing the proclamation that was shared at the Council to make sure the community knows how to support the ongoing efforts to shine light on that individual and/or group at the CDEC meetings; short recap

Metrics for Engagement Success:

- 2 formal presentations to Council per year at Keizer city council meetings or work sessions
 - 1-2 page summary noting the work the CDEC has completed, is currently working on and general updates/feedback
 - Need timeline
 - CDEC member to volunteer
- 4 check-ins with city departments, project leads, neighborhood associations
 - Need timeline
 - Who is in charge of connecting with city departments?

- What information are we looking to receive?
- 1 co-sponsored city event completed
 - Need timeline
 - Does this look like attending the 3 city sponsored events?
 - Would tabling at a non city sponsored event be sufficient?
 - Goal is to connect and get community data through surveys

Community Engagement Survey

Name: _____

Phone Number: _____

Email: _____

1. How did you hear about this event?

- Social media
- Website
- Friend or family
- City sign
- Other: _____

2. Was this event easy for everyone to attend?

(Think about cost, language, location, or physical access)

- Yes
- Somewhat
- No
- Other: _____

3. How can we make this event better?

- More advertising
- More language options
- Easier location to access
- Better access for people with disabilities
- Other: _____

I am a: (check all that apply)

- Keizer community member
- Parent or guardian
- Youth (under 19)
- Other: _____

Do you need interpretation services?

- Yes _____
- No

Will you need seating or wheelchair accessibility?

- Yes
- No

I identify as: (check all that apply)

- Black, Indigenous, or a Person of Color (BIPOC)
- LGBTQ+ (Lesbian, Gay, Bisexual, Transgender, Queer, etc.)
- Under 19 years old
- Between 20–35 years old
- Over 55 years old
- From a low-income household
- A person with a disability
- Prefer not to say
- Other: _____

I have lived in Keizer for

- 0-5 years
- 6-10 years
- 10+years

One thing I would like to see more of in the city of Keizer

Professional Interpreters, Inc

- At least a week's notice is needed for American Sign Language (ASL) interpreters.
 - They book up really fast.
- The cost is \$75 per hour with a 2-hour minimum for ASL interpreters.

Tri-County Sign Language, Inc
2025 Pricing/rate sheet for sign language interpreter service agreement with

| Item No. | Description | Unit | Unit Price |
|-------------------------------------|---|--|-----------------|
| 001 Weekdays Business hrs | <i>More than 24 hours</i> notice M-F, 8AM-5PM | 2 hour minimum & thereafter billed in 15 minute increments | \$100.00 per hr |
| 002 Weekday evenings | <i>More than 24 hours</i> notice M-F, 5-10PM | 2 hour minimum & thereafter billed in 15 minute increments | \$105.00 per hr |
| 003 Weekday overnight | <i>More than 24 hours</i> notice M-F, 10PM-8AM | 2 hour minimum & thereafter billed in 15 minute increments | \$110.00 per hr |
| 004 Weekend days | <i>More than 24 hours</i> notice Sat-Sun, 8AM-5PM | 2 hour minimum & thereafter billed in 15 minute increments | \$105.00 per hr |
| 005 Weekend evening | <i>More than 24 hours</i> notice Sat-Sun, 5-10PM | 2 hour minimum & thereafter billed in 15 minute increments | \$110.00 per hr |
| 006 Weekend overnight | <i>More than 24 hours</i> notice Sat-Sun, 10PM-9AM | 2 hour minimum & thereafter billed in 15 minute increments | \$115.00 per hr |
| 007 ER weekdays | <i>Less than 24 hours</i> notice M-F, 8AM-5PM | 2 hour minimum & thereafter billed in 15 minute increments | \$110.00 per hr |
| 008 ER weekday evenings | <i>Less than 24 hours</i> notice M-F, 5-10PM | 2 hour minimum & thereafter billed in 15 minute increments | \$115.00 per hr |
| 009 ER weekday overnight | <i>Less than 24 hours</i> notice M-F, 10PM-9AM | 2 hour minimum & thereafter billed in 15 minute increments | \$120.00 per hr |
| 010 ER weekend days | <i>Less than 24 hours</i> notice Sat-Sun, 8AM-5PM | 2 hour minimum & thereafter billed in 15 minute increments | \$115.00 per hr |
| 011 ER weekend evening | <i>Less than 24 hours</i> notice Sat-Sun, 5-10PM | 2 hour minimum & thereafter billed in 15 minute increments | \$120.00 per hr |
| 012 ER weekend overnight | <i>Less than 24 hours</i> notice Sat-Sun, 10PM-9AM | 2 hour minimum & thereafter billed in 15 minute increments | \$125.00 per hr |
| 013 | Legal Services -Services are charged at \$10.00 above the normal rate for the time and day. | 2 hour minimum & thereafter billed in 15 minute increments | ***** |
| 014 | <u>Teamed assignments: Due to the physically and cognitively rigorous nature of sign language interpreting, assignments of any duration may require a team of two interpreters. We will discuss this eventuality with the customer prior to confirming coverage.</u> | | |

| | | | |
|-----|---|--------------------------------------|---------------------------------------|
| 015 | <p><u>Travel to jobs, portal to portal</u> *Travel is charged based on time. We do not charge mileage because time is a more accurate reflection of the interpreter's investment in your services. We charge \$90 per hour for time on the road commuting. Commuting times, when necessary, are verified through general map search sites on the Internet and/or ODOT to verify traffic problems but I have found interpreters, in general, to be a pretty honest group of people. We do not charge travel if it requires less than 10 minutes to get to your place of service for the interpreter.</p> | Billed in 1 minute increments | 1.50 cents per minute (\$90 per hour) |
| | <p><i>PER DIEM: Depending on where your event is occurring, and where interpreters are traveling from, it may be necessary to charge the federal per diem rates for lodging and/or meals. This issue is more common for events occurring in areas remote from metropolitan areas and events starting early in the day</i></p> | | |
| 016 | Parking | Billed at cost per fees required | Billed at cost per fees required |
| 017 | Federal & State Holiday Differential | Billed at \$10 above the normal rate | ***** |
| 018 | <p><u>Cancellations:</u></p> <ul style="list-style-type: none"> ● 48 hour notice is required for all assignments to avoid billing for jobs that are 15minutes-7 hours in duration.. ● 72 hours is required for assignments that are over 8 hours. ● For assignments that are longer than 2 full days or 16 hours, then cancellation must be provided 7 days in advance from the start date of the assignment. ● All Cancellations must be provided in writing via email to scheduling@tricountysignlanguage.com ● Assignments will be charged in full for the contracted time, regardless of the reason that the assignment is not occurring. ● Cancellation policies are standard in the interpreting industry. Paying interpreters for the time that they | | |

| | | | |
|-----|--|--|--|
| | <p>have reserved for clients when cancellations are so late that the interpreter does not have the opportunity to replace the work lost, in its entirety, helps to keep a pool of interpreters within the profession to meet community needs.</p> | | |
| 019 | <p><u>Payment is expected 30 days from receipt of an invoice. Parties with invoices over 30 days where payment has not been received are charged 10% per month and \$45.00 per hour for administrative costs associated with rounding up, troubleshooting and communications with parties whose payments are late.</u></p> <p><i>If you receive services from us, you are agreeing to this provision. You can always call or email us if there is a problem with paying an invoice. If you are in need of assistance regarding an invoice you have received please call or message Andrew Davis at (503) 929-4841 and he will be happy to assist you.</i></p> | | |
| 020 | <p>Tri-County has a policy that everyone you come in contact with from this agency will treat you with respect. If for any reason you feel you have been treated unkindly please let us know immediately by messaging Christine@tricountysignlanguage.com or calling 503.931.3465 to discuss the event.</p> | | |

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| 021 | <p>Interpreters sent on assignments are to neither participate in scheduling with your agency <u>nor leave personal contact information, business cards etc. with anyone at your agency; including the deaf client(s) you are working with. If this occurs, please contact our office immediately at the above points of contact.</u></p> <p>This policy is in place because interpreters are acting as representatives of Tri-County Sign Language, Inc. when on assignment and while many have the best of intentions, in the past, errors pertaining to scheduling have occurred when individual interpreters have tried to become involved in that process, resulting in interpreters not being where they were supposed to be or not showing up at all.</p> | | |
| 22 | <p>Credit Card Payments: We do accept major credit cards. Due to the additional expense and labor involved in processing credit card payments, we must charge a 5% convenience fee in addition to the rates posted above.</p> | | |

Corporation Name: Tri-County Sign Language, Inc.

(Please return entire document when sending authorizing signature)

Signature of Authorized Person at your place of business accepting these Rates and Conditions:

 (Signature) (Title)

 (Print Name and Title)

Date:_____