

CITY of CASCADE LOCKS

AGENDA

City Council SPECIAL MEETING 7:00PM
Monday, December 15, 2025, City Hall

1. **Call to Order/Pledge of Allegiance/Roll Call.**
2. **Additions or Amendments to the Agenda.** (The Mayor or Presiding Officer may add items to the agenda after it is printed and distributed only when required by business necessity and only after an explanation has been given. The addition of agenda items after the agenda has been printed is otherwise discouraged).
3. **Appearance of Interested Citizens to Share a Variety of Perspectives on Issues Facing Our Community.** (Comments on matters not on the agenda)
4. **Reports:**
 - a. **Audit Status**
5. **Action Items:**
 - a. **Approve CA Work Plan**
 - b. **Approve Audit Assistance Agreement/Employment**
 - c. **Approve Visitor Center Agreement**
 - d. **Approve Hire of Interim Administrative Support for Tourism**
6. **Executive Session.** ORS 192.660 (2)(a) Employment of specific public officers, employees and agents and under limited circumstances
7. **Adjournment.**

Public access to the meeting is available via [YouTube](#)[YouTube - Cascade Locks - Live Stream](#)

The meeting location is accessible to persons with disabilities. A request for an interpreter for the hearing impaired or for other accommodations for person with disabilities, should be made at least 48 hours in advance of the meeting by contacting the City of Cascade Locks office at 541-374-8484.

CASCADE LOCKS STAFF REPORT

Date Prepared: December 10, 2025

For City Council Meeting on: December 15, 2025

TO: Honorable Mayor and City Council

PREPARED BY: Jordon Bennett, City Administrator

SUBJECT: Approve Audit Assistance Agreement/Employment

CITY STRATEGIC GOALS:

Downtown Revitalization

Public Services

Communication Enhancement

Affordable/Workforce Housing

Code Improvements

BACKGROUND

The City of Cascade Locks is currently addressing outstanding audit requirements and implementing a corrective action plan approved by Council. Timely completion of audits is critical to maintaining compliance and restoring confidence in the City's financial operations. To expedite this process, staff explored the option of engaging a sitting councilor, Marianne Bump, to assist with audit-related tasks. This approach was considered due to the councilor's familiarity with City operations and finance along with her immediate availability.

LEGAL AND ETHICAL CONSIDERATIONS

According to City Attorney Cleaveland Councilor Bump may assist the city in a volunteer Capacity and retain her elected position. The councilor may be reimbursed for any undue hardships or burdens that arise from this work (i.e. mileage reimbursement for travel related to the work). The councilor must declare a conflict of interest and recuse themselves from any selection decisions.

SCOPE OF WORK

Report Directly to Finance Director on assigned tasks:

1. Document Research (physical and digital) for PBC List(s)
2. Limited read only access to the system of record, Caselle (restricted to years being audited)
3. Optional consultation on schedules that may need updating

ACCESS

1. View/Read access only in Caselle
2. City Shared folder(s) (digital) limited only to finance information for the year being audited
3. Physical files that may included relevant information

STAFF RECOMMENDATION

Approve the hire of the councilor as a volunteer employee to assist in completing audits.

COUNCIL OPTIONS

- 1) Approve the hire of Councilor Bump in a volunteer capacity
- 2) Not hire Councilor Bump

RECOMMENDED MOTION: "I move to approve the hire of Councilor Bump to assist city staff in audit completion as a volunteer."

CASCADE LOCKS STAFF REPORT

Date Prepared: December 10, 2025

For City Council Meeting on: December 15, 2025

TO: Honorable Mayor and City Council

PREPARED BY: Jordon Bennett, City Administrator

SUBJECT: Approve Visitor Center Agreement

CITY STRATEGIC GOALS:

Downtown Revitalization

Public Services

Communication Enhancement

Affordable/Workforce Housing

Code Improvements

BACKGROUND

In recent years, the City of Cascade Locks has provided funding to the Cascade Locks Historical Museum as compensation for the Museum’s role as the City’s Visitor Center. The breakdown of support funding is as follows:

Visitor Center Support Funding

- 2018–2020: \$30,000 per year
- 2020–2025: \$20,000 per year
- 2025–2026: \$25,000 per year

Although this funding has been included in the City’s budget, there has never been a formal agreement outlining the funding terms or the scope of work expected in return. The Museum has served as the Visitor Center primarily because it was a logical choice—they are open on weekends and during extended hours when City Hall is closed, making it easier for them to interact with visitors.

The Museum has provided an overview of the services delivered under the current funding, as well as a secondary model for expanded services. A proposed contract is attached, which maintains the current funding levels and scope of work.

CITY COUNCIL OPTIONS

- 1) Approve the agreement as proposed
- 2) Amend the agreement for a counter proposal
- 3) Not approve the agreement

RECOMMENDED MOTION: “I move to approve the agreement with the Cascade Locks Historical Museum to provide visitor center services for the City of Cascade Locks.”



2025 Cascade Locks Visitor Center Review

PRESENTED TO
Cascade Locks City Council
December 15, 2025

PRESENTED BY
Janice Crane
Executive Director

Contents

2	Visitor Center Value Summary	4	Personal Services Contract Draft
3	Visitor Center Operations	8	Scope of Work Draft

Visitor Center Value Summary

An investment worth making

Overnight visitors to rural communities who visit visitor centers

Stay twice as long
6.4 nights vs. 3.3 nights

Spend twice as much per day
\$394 vs. \$204

Visit more locations and attractions

Are more likely to visit again

Visitor center visitors spend 4x more than a typical overnight visitor.

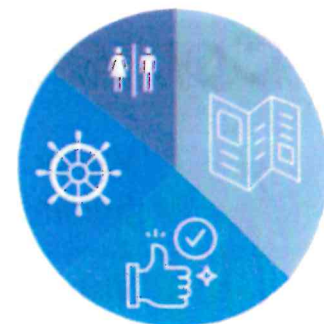
This is how visitor centers generate approximately **\$35** in new tourism spending for every **\$1** of budget.

2025 Cascade Locks Historical Museum Visitation Impact Summary

3,510 visitors served during 2025 season



Cascade Locks Visitor Center Questions 2025



Highlights

- Visitor center usage up 45% from 2024
- City-wide visitor facing staff training streamlines visitor experience & increases efficiency.
- Local people, local recommendations.

Visitor Center Operations

Current service level: 2026 City of Cascade Locks Budget Allocation of \$25,000

Service under current operating calendar and schedule

- March 1-October 31
- 5 days per week, Thursday through Monday
- 7 hours per day, 10am-5pm
- Note: Museum staff respond to phone, email, and mailed inquiries year-round.

Includes

- Staffing allocation for front desk staffing coverage during current operating calendar and schedule.
 - 2026 budget of \$25,000 covers 715 budgeted hours
 - Covers 455 (37%) of seasonal employee hours + 260 (12.5%) executive director hours
- Assumed service responsibilities
 - Operating visitor center for walk-in services; Opening/closing, maintaining clean, inviting space
 - Soliciting and providing visitor resources; responding to walk-in, phone, email, and mailed inquiries.
 - Communicating visitor center services and location, like managing Google Maps and other directory listings, maintaining updated website, communicating with other visitor centers

Note: The city has not met budget support allocation requests of \$30,000 since 2019 nor have we made any adjustments for inflation to our requests since 2019.

Option: expand service level (Suggested rate begins at \$100,000)

Expanded operating calendar and schedule

- Year-round opening
- Seasonal schedule variations
 - 6 days per week during peak season (May-September)
 - 4 days per week during low season (October-April)

Includes

- Staffing allocation for 1.25 FTE visitor center support (2,600 hours)
- Additional service responsibilities
 - Operating visitor center for walk-in services; Opening/closing, maintaining clean, inviting space
 - Providing visitor resources; responding to walk-in, phone, email, and mailed inquiries.
 - Communicating visitor center services and location, like managing Google Maps and other directory listings, maintaining updated website, communicating with other visitor centers
 - Additional paid advertising placements communicating visitor center services.
 - Expanded data analysis and reporting metrics.

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PERSONAL SERVICES AGREEMENT

CITY OF CASCADE LOCKS AND FRIENDS OF THE CASCADE LOCKS HISTORICAL MUSEUM

This Personal Services Agreement (“Contract”) is made between: City of Cascade Locks (“City”); and Friends of the Cascade Locks Historical Museum (“Contractor”), service provider engaged to operate the visitor information center (“Visitor Center”).

1. PURPOSE

The purpose of this Contract is to formalize the provision of operations for the Visitor Center, a service funded by local transient lodging taxes collected under Ordinance 454 and subject to ORS 320.350, for tourism-related facilities and housed at the Cascade Locks Historical Museum at 417 NW Portage Road, Cascade Locks, OR 97014.

2. CONDITIONS PRECEDENT

Under City of Cascade Locks Ordinance 454, thirty percent of the revenue from the Transient Lodging Tax (“TLT”) rate of 7% shall be used for tourism promotion and tourism-related facilities.

Subject to ORS 320.350, Tourism-related facilities include a visitor information center or other improved real property that has a useful life of 10 or more years and has a substantial purpose of supporting tourism or accommodating tourist activities, such as a museum, as defined in Opinion Request OP-2008-3.

3. SCOPE OF WORK

Contractor will provide the following professional services: In Person Visitor Information Services (“Work”), further described in Exhibit A.

The following nonexclusive list of activities may qualify as promotion of tourism or are permissible uses for which TLT Funds may be used in creating the Scope of Work pursuant to section 2: operate and staff a visitor center; maintain, place, and distribute promotional materials on site; provide customer service assistance and collect customer information; engage with training opportunities supporting tourism and visitor center operations; conduct program assessments; maintain affiliations and partnerships; conduct promotions; incur advertising and printing expenses; and create and operate programs designed to achieve the goals and objectives outlined in the Scope of Work.

4. COMPENSATION AND INVOICING

The Contractor shall be paid \$25,000.00 per year for each year of this Contract. The maximum compensation paid under this Contract shall not exceed \$25,000.00 per year. Payments shall be made to the Contractor on a quarterly basis (each 3 months), with \$6,250.00 paid per quarter. The first

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quarter begins on July 1, 2025. Payments shall be made within 15 days of the date of the invoice. Should the Contract be prematurely terminated, payments will be made for work completed and accepted to date of termination.

5. CONTRACT TERM AND TERMINATION

This contract shall be effective as of July 1, 2025 in effect for 2 years, renewable upon mutual agreement.

6. BRAND STEWARDSHIP AND INTELLECTUAL PROPERTY

All documents and other work product including digital assets, written materials, and graphic content created by the Contractor using the established branding "Visit Cascade Locks" pursuant to this Contract shall be the property of City.

7. AMENDMENTS

No amendment to this Contract is effective unless it is in writing signed by the parties.

8. INDEPENDENT CONTRACTOR STATUS

The service(s) to be rendered under this Contract are those of an independent Contractor. Although the City reserves the right to determine (and modify) the delivery schedule for the Work to be performed and to evaluate the quality of the completed performance, City cannot and will not control the means or manner of Contractor's performance.

Contractor is responsible for determining the appropriate means and manner of performing the Work. Contractor is not to be considered an agent or employee of City for any purpose, including, but not limited to:

- (A) The Contractor will be solely responsible for payment of any Federal or State taxes required as a result of this Contract; and
- (B) This Contract is not intended to entitle the Contractor to any benefits generally granted to City employees, including, but not limited to, vacation, holiday and sick leave, other leaves with pay, tenure, medical and dental coverage, life and disability insurance, overtime, Social Security, Workers' Compensation, unemployment compensation, or retirement benefits.

9. INDEMNIFICATION

The Contractor shall be responsible for all damage to property, injury to persons, and loss, expense, inconvenience, and delay which may be caused by, or result from, any act, omission, or neglect of the Contractor, its subcontractor, agents, or employees. The Contractor agrees to indemnify and defend the City, and its officers, elected officials, agents, and employees, from and against all claims, actions, losses, liabilities, including reasonable attorney and accounting fees, and all expenses incidental to the

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investigation and defense thereof, arising out of or based upon Contractor's acts or omissions in performing under this Contract.

10. ASSIGNMENTS AND SUBCONTRACTS

The Contractor shall not assign this Contract or subcontract any portion of the work without the written consent of City. Any attempted assignment or subcontract without written consent of City shall be void. Contractor shall be fully responsible for the acts or omissions of any assigns or subcontractors and of all persons employed by them, and the approval by City of any assignment or subcontract shall not create any Contractual relation between the assignee or subcontractor and City.

11. GOVERNING LAW; VENUE; CONSENT TO JURISDICTION

This Contract shall be governed by and construed in accordance with the laws of the State of Oregon. Any claim, action, suit or proceeding between City and the Contractor that arises from or relates to this Contract shall be brought and conducted solely and exclusively within the Circuit Court of Hood River County for the State of Oregon or, if the claim, action, suit or proceeding must be brought in a federal forum, then it shall be brought and conducted solely and exclusively within the United States District Court for the District of Oregon.

12. MERGER CLAUSE; WAIVER

This Contract and attached exhibits constitute the entire agreement between the parties on the subject matter hereof. There are no understandings, agreements, or representations, oral or written, not specified herein regarding this Contract. No waiver, consent, modification or change of terms of this Contract shall bind all parties unless in writing and signed by both parties and all necessary State approvals have been obtained.

13. ATTORNEY FEES

In the event of any action or proceeding to enforce the terms of this Contract, the prevailing party shall be entitled to recover its reasonable attorney fees, in addition to costs and disbursement, at arbitration, trial, and on appeal.

14. NO THIRD PARTY BENEFICIARIES

The signatories to this Contract are the only parties to this Contract and are the only parties entitled to enforce its terms. Nothing in this Contract gives, or is intended to give, or shall be construed to give or provide any benefit or right, whether directly, indirectly, or otherwise, to third persons unless such persons are individually identified by name herein.

15. COUNTERPARTS

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This Contract may be executed in one or more counterparts, including by signature pages delivered in electronic format, each of which shall be deemed an original, but all of which taken together shall constitute one and the same instrument.

CONTRACT

By their signatures below, the parties to this Contract agree to the terms, conditions, and content expressed herein.

MUSEUM

CITY

By: Janice Crane Date
Executive Director

By: Jordon Bennett Date
City Administrator

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Exhibit A

Scope of Work – Cascade Locks Historical Museum Visitor Center Operations

The Work outlined in Exhibit A overrides Section 3 if there is a conflict.

General

Contractor shall provide on-site and in-person visitor information services to assure that travelers have the resources they need to enjoy their stay in Cascade Locks and maximize their experience.

Materials and Placement

Contractor shall provide a secure, prominent location at their site to display visitor information materials including all brochures provided by Cascade Locks Tourism (Tourism) as well as relevant and appropriate materials from tourism partners within the City of Cascade Locks.

Contractor shall store a supply of Cascade Locks Tourism information materials to restock brochure racks for a minimum of at least three months unless otherwise specified in the agreement.

Contractor shall ensure that empty display racks are refilled in a timely manner and that requests for replacement materials are placed with reasonable lead time to prevent gaps in availability.

Customer Service Assistance

It is expected that visitor services provided by the Contractor and staff be friendly, professional, courteous, proactive and in keeping with the City of Cascade Locks's goal of promoting local attractions and businesses fairly and without bias to any individual community, site, organization, association or business.

Upon arrival, each visitor shall be greeted, asked where they are visiting from, be offered assistance and help in identifying activities or areas of interest.

Visitors desiring information or assistance should be provided with an array of options based on their interests and responses to engaging questions posed by staff. No subjective personal endorsements should be made.

Staff shall proactively offer helpful information relevant to the visitors' inquiries or interests. This includes providing directions, phone numbers, email addresses, websites or printed materials.

When providing options for accommodations, contractor staff should provide up to three (3) similar, proximal lodging options if they exist. If there are not three (3) similar lodging types within a reasonable proximity, other nearby lodging options should be shared with the visitor. All lodging options shall be within the City of Cascade Locks.

Training

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Contractor agrees to have staff who regularly engage with visitors participate in informational and customer services trainings programed and offered by tourism industry partners. This may include going on familiarization (FAM) tours, taking on-line courses or participating in in-person coaching sessions. The minimum time commitment for trainings shall be at least 8 hours per year, per staff member. Contractor agrees to compensate staff for time spent in trainings.

Visitor Data Collection

Contractor shall collect visitor information data in a manner and format approved by the City of Cascade Locks. The City will coordinate with the Contractor in developing a data collection system that is easy to implement, considerate of staff limitations.

Program Assessment

Contractor shall allow the City to conduct visitor information services survey work on location where services are provided. This may take the form of city staff engaging with visitors directly or having Contractor staff distribute survey instruments to visitors and maintain materials until they can be collected. The City of Cascade Locks agrees to program survey work in a manner that is minimally impactful to the Contractors regular business operations.

Contractor acknowledges that the City may employ third parties to conduct on-site visitor information service assessments. If such assessments occur, reports will be shared with the Contractor for purposes of identifying possible programmatic improvements.

Availability of Services

Contractors agree to provide in-person visitor information services at their regular place of business in keeping with the following schedule, unless otherwise approved by the City:

Open 5 days/week, from 10 am to 5 pm, during the months of March, April, May, June, July, August, September, October.

No services need to be provided on holidays observed by the City.

Notice of scheduled closures shall be posted onsite and online for a minimum of the two days prior.

Unscheduled Closures

Extreme weather events, power outages and Acts of God notwithstanding, Contractor shall notify the City of all unscheduled closures in a timely manner so that information can be updated on websites.

Notice of unscheduled closures shall be posted on site along with a date and time for return of services and a phone number visitors can call for information. Alternate contact numbers will be provided by Tourism. Unscheduled closures lasting more than two consecutive days or repeated unscheduled closures may result in compensation adjustment at the discretion of Tourism based on the average daily value of the contract.

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Effective Date and Duration

July 1, 2025, through June 30, 2027. (2 years)

Consideration

Not to exceed total contract value of \$50,000

Travel and Other Expenses

None

Contractor Contact

Friends of the Cascade Locks Historical Museum
Address: P.O. Box 321, Cascade Locks, OR 97014
Contract Administrator: Janice Crane
Phone No.: 541-203-0881
Email: director@cascadelocksmuseum.org

City of Cascade Locks Contact

Jordon Bennett
Phone: 541-374-8484
Email: jbennett@cascade-locks.or.us

CASCADE LOCKS STAFF REPORT

Date Prepared: December 10, 2025

For City Council Meeting on: December 15, 2025

TO: Honorable Mayor and City Council

PREPARED BY: Jordon Bennett, City Administrator

SUBJECT: Approve Hire of Interim Administrative Support for Tourism

CITY STRATEGIC GOALS:

- | | |
|--|---|
| <input type="checkbox"/> Downtown Revitalization | <input checked="" type="checkbox"/> Public Services |
| <input type="checkbox"/> Communication Enhancement | <input type="checkbox"/> Affordable/Workforce Housing |
| <input type="checkbox"/> Code Improvements | |

BACKGROUND

While working on the RFP and selection process for permanent administrative support personnel the Tourism Committee is asking permission from Council to hire an interim to assist until the permanent personnel is in place.

According to City Attorney Cleveland a direct hire of the personnel is allowed as long as the total amount of compensation does not exceed \$25,000. The terms of the direct hire will be the same as the current contract. 20 hours per week at \$25 per hour. The permanent personnel should be in place by March 31. The cost should not exceed \$5,500.

TIMELINE (IF COUNCIL APPROVES)

- 12/15 – Council approves start of hiring process
- 1/5 – Tourism Committee votes on recommendation
- 12/13 – Council reviews and approves or denies hiring recommendation

CITY COUNCIL OPTIONS:

- 1) Approve interim hiring process
- 2) Not approve interim hiring process

RECOMMENDED MOTION: “I move to approve the hire of an interim administrative support personnel for the Tourism Committee.”

