



COIC

CET 2040 Transit Master Plan Public Engagement Summary

FINAL DRAFT

AUGUST 2020



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SUMMARY

Cascades East Transit (CET), operated by Central Oregon Intergovernmental Council (COIC), developed a regional Transit Master Plan (TMP) to identify conceptual transit service over the next 20 years. This Public Engagement Summary provides an overview of the Technical Advisory Committee (TAC) and Project Steering Committee (PSC) functions and outlines robust public outreach and engagement efforts implemented during the 2040 TMP process to ensure a transparent, inclusive, and equitable approach to engaging multiple agencies, jurisdictions, organizations, businesses and members of the public. More than 45 hours were dedicated to meetings in which PSC and TAC members discussed regional and local transit needs, including the planning for mobility hubs and new transit facilities in Bend. The PSC and TACs included representation from people of color, tribal members, people with disabilities, low-income individuals and communities, transit riders, veterans, and older adults.

COIC and CET embarked on an Organizational Equity Assessment with its staff in early 2019 to identify current awareness of and engagement with Diversity, Equity, and Inclusion (DEI) principles and practices. Future COIC and CET planning initiatives will embrace this new framework to be inclusive of all citizens and communities of Central Oregon who deserve fair and equal access to resources and the opportunity to determine and achieve their full potential. DEI initiatives were implemented by staff during the TMP public engagement process to ensure people of color, people with disabilities, older adults, veterans, Limited English Proficiency (LEP), and low-income populations were presented with multiple opportunities to participate. CET staff engaged community members and diverse partner organizations throughout the planning process and invited them to participate on advisory committees and attend meetings; however, future opportunities exist to embrace additional DEI strategies to solicit even greater participation and engagement from traditionally underserved audiences and communities of color.

It is important to note that COIC and CET staff utilized the Statewide Transportation Improvement Fund (STIF) and Special Transportation Fund (STF) public engagement efforts and committee meetings to further engage members of the public regarding upcoming TMP meetings and consultant deliverables. Aligning the TMP with the STIF process allowed for enhanced community awareness during public meetings and visibility for short-term STIF service enhancement projects during open house events.

Outreach and Engagement by the Numbers

- 7 regional Project Steering Committee meetings with diverse community representation
- 2 rounds of local Technical Advisory Committee meetings with diverse community representation across 7 communities; additional meetings focused on Bend transit initiatives
- 2 regional Technical Advisory Committee meetings
- Over 45 hours of meetings with PSC and TAC members to discuss transit needs, including Bend-specific topics such as mobility hubs and transit facilities
- 20,833 total reach through social media engagement
- 1,500 individuals contacted through eight separate emails blasts
- 260 open house attendees across Central Oregon
- 26 total press releases/public notices to ensure public visibility
- 413 completed on-board customer surveys
- 8 staff briefings for county and city staff across the region

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- 26 operator surveys
- 119 total estimated participants in the Virtual Workshop, which includes an additional 39 transit riders that completed paper surveys on-board local Bend and regional bus routes
- Key project materials and communications were available in English and Spanish
- Promotional fliers shared with 72 partner organizations to encourage public input, especially organizations that represent the underserved/LEP-populations, including Latino groups, low-income individuals, those who experience disabilities, older adults, and the tribal community
- 51 outreach events/presentations to local organizations including Let's Talk Diversity, Native Aspirations, Jefferson County Disability Coalition, Council on Aging, Central Oregon Coalition for Access, and KWSO – Warm Springs radio interviews

TECHNICAL ADVISORY AND PROJECT STEERING COMMITTEES

Technical Advisory Committees

Technical Advisory Committee (TAC) members served as the primary technical reviewers for the project. Membership consisted of city and county managers, planners, engineers, public works staff, and public health officials, in addition to persons of color, older adults, tribal members, veterans, and organizations representing people with disabilities and low-income communities. TAC members weighed in on topics such as existing conditions, implementation and funding strategies, trip purpose analysis, origin and destination data, transit-supportive development strategies, mobility hub concepts, first-last mile strategies, and other technical content. Local TACs were formed starting in December of 2018 in seven major areas of Central Oregon:

- Deschutes County (broken out into La Pine and Sisters)
- Crook County
- Jefferson County
- City of Bend
- City of Redmond
- The Confederated Tribes of Warm Springs

The Bend local TAC was expanded to 23 members during the spring of 2019 to complement the technical work for Bend-specific project deliverables, such as mobility hub and high-capacity transit planning initiatives, that coincided with additional funding provided by the Bend Metropolitan Planning Organization (MPO). Participation on the Bend TAC was voluntary and included individuals representing older adults, veterans, neighborhood associations, people of color, low-income communities, and educational institutions, as well as staff from the City of Bend, the Bend MPO, Oregon Department of Transportation (ODOT), Deschutes County, OSU-Cascades, Move Bend, The Environmental Center, Commute Options, Council on Aging of Central Oregon, Central Oregon Land Watch, Hubbell Communications, and members from the City of Bend's Citizen Transportation Advisory Committee (CTAC), CET's Regional Public Transportation Advisory Committee (RPTAC) and the Hawthorne Avenue Neighbors. A member of the Central Oregon Coalition for Access Steering Committee also participated during the Bend local TAC meeting in which Service and Capital Plan Memos were discussed to weigh in on mobility hub concepts and CET facility discussions. Additionally, all CTAC members were invited to participate on the Bend TAC to help ensure a diverse committee makeup and to foster enhanced

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coordination and alignment between the TMP and the City of Bend's TSP. CET outreach and planning staff also encouraged members from various organizations to participate in the Bend local TAC meetings during TMP updates provided to the COCA Steering Committee, CTAC, Council on Aging of Central Oregon, and Deschutes County STIF advisory committee meetings.

Regional TAC meetings included members of all the local TACs and included representation from the following groups, community partners, stakeholders, agencies, and organizations:

- City, county, and tribal transportation planners, engineers, community development, and public works staff
- Public health agencies
- People with disabilities
- People of color
- City managers and council members
- County Commissioners
- Deschutes County
- Bend MPO
- Veteran's groups
- Prineville Chamber of Commerce
- Age-Friendly Sisters
- Bend-La Pine School District
- CTAC members
- RPTAC
- The Environmental Center
- Central Oregon LandWatch
- ODOT
- Hubbell Communications
- Hawthorne Neighbors Group
- Council on Aging of Central Oregon
- Abilitree
- Commute Options
- Advocates for Life Skills and Opportunities
- Transit riders and advocates
- Older adults
- Tribal members
- Veterans
- High Desert Museum
- OSU Cascades
- Move Bend
- Businesses

The first series of local TAC meetings were held prior to each of the open house events in March 2019, which offered TAC members the opportunity to engage with the community to discuss local and regional transit service needs. TAC members were also encouraged to participate in the survey process, provide feedback during the open house events, and disseminate TMP information and memos to members of their respective organizations. Open house event information and project website links and materials were published in press releases and posted on the project website, CET's website and social media platforms, Hawthorne Station, the Redmond Transit Hub, CET's Redmond office, and across various other community locations across the region such as senior centers, libraries, community centers, partner organizations, businesses, and city and county government buildings.

All TMP open house and outreach materials were translated into Spanish and contained links to the project website for community members to receive up-to-date information regarding upcoming TAC and PSC meetings, consultant deliverables, and opportunities to provide public comment. TMP project schedules and timelines were also posted at Hawthorne Station and distributed at numerous partner meetings, including the City of Bend Transportation System Plan (TSP) neighborhood workshops and CTAC meetings, in an effort to promote attendance at future meetings and encourage further public participation in CET's planning process.

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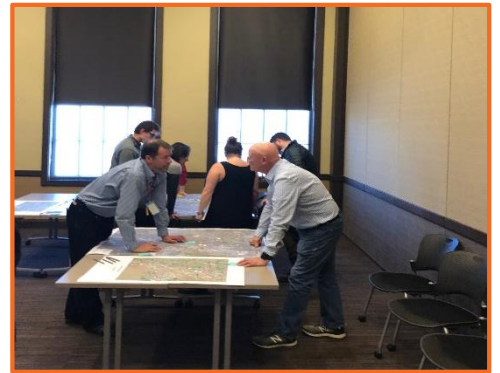
PSC/RPTAC meeting, 9/20/19



Bend Local TAC meeting, 2/4/19



PSC/RPTAC meeting, 4/3/19



PSC/RPTAC meeting, 12/4/19

Project Steering Committee

The PSC served as the regional advisory and oversight committee for the TMP and included representation from various agencies, businesses, and diverse partner organizations throughout Central Oregon. PSC members reviewed the same consultant deliverables that were presented to the TACs; however, discussion topics were focused on more regional aspects of the plan such as demographics, service enhancements within and between cities, transit service and capital plans, implementation strategies, mobility hubs, and funding scenarios. PSC meetings were aligned with RPTAC meetings to provide increased public participation opportunities and to engage RPTAC members during the planning process. Both PSC and RPTAC members were tasked with reviewing and commenting on project deliverables. STIF advisory committee members were also encouraged to participate during TAC and PSC meetings and attend open house events.

PSC meeting schedules and agendas were advertised in press releases, on regional community calendars, and posted on the project website, CET's website, social media, and at transit facilities. The August and September 2019 PSC meetings were held the day following the Bend local TAC and Regional TAC meetings so that information and key outcomes from the TAC meetings could be summarized and presented to the PSC. Additionally, TMP consultant memos and presentations for each of the local TACs were also included in the PSC meeting packets for review and discussion.

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CET staff reached out to numerous partners, stakeholders, agencies, and organizations to participate on local TACs and the PSC. Some of these entities, such as the Latino Community Association, expressed interest in participating but could not commit to attending meetings due to limited staff capacity and other ongoing projects that needed attention. Therefore, CET scheduled separate meetings with high-level staff from Council on Aging, Central Oregon Coalition for Access, Central Oregon Disability Support network, Opportunity Foundation, St. Charles, Mosaic/Bend Memorial Clinic, the High Desert Museum, OSU-Cascades, and Central Oregon Community College (COCC) to summarize key outcomes from TMP memos. These meetings provided an opportunity for organizations who did not have the capacity to participate directly in the process to receive a high-level briefing from CET staff and provide feedback on draft memos and deliverables. Main topics discussed during these meetings included mobility hubs, high capacity transit, improved transit access for people with disabilities and underserved populations, service and capital needs, and funding scenarios.

PSC members were recruited by CET staff and represented the following groups, agencies, partners, stakeholders and organizations:

- City, county, and tribal planners, public works, public health, and community outreach staff
- ODOT
- Bend MPO
- STIF Advisory Committee representatives
- CTAC members
- Move Bend
- Transit users and advocates
- Council on Aging of Central Oregon
- Age-friendly Sisters
- Older adults
- People with disabilities
- People of color
- Low income communities
- Transit disadvantaged groups
- OSU-Cascades
- Confederated Tribes of Warm Springs
- Bicycle and pedestrian advocates
- Commute Options
- Prineville Chamber of Commerce
- Public health departments
- Social service providers
- Abilitree
- Advocates for Life Skills and Opportunities
- Tribal members
- Businesses
- PacificSource

STAKEHOLDER ENGAGEMENT

Stakeholders and interested parties were engaged and presented with opportunity to participate in the TMP process through the following communications and platforms:

- E-newsletters highlighting opportunities to participate in the TMP process, open house events, the online survey, and opportunities to comment on draft documents were distributed to nearly 1,500 CET stakeholders, transit advocates, elected officials, city and county staff, transit riders, and CET newsletter subscribers on January 9, January 28, February 27 and October 4, 2019 and January 24, February 20, April 16, and July 14, 2020.
- A series of boosted social media posts targeted to specific audiences including Latino groups, transit riders, and transit disadvantaged populations.

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- TMP information was distributed by CET outreach staff during the following meetings and events, and also to a wide variety of organizations, agencies, and community partners listed below. Additionally, members of the public had the opportunity to subscribe to receive updates (e.g. meeting notices and materials) via the project website.
 - Crook County Older Adult Meetings
 - Latino Community Association
 - Let's Talk Diversity Coalition
 - St. Charles
 - Mosaic/Bend Memorial Clinic
 - COIC Board of Directors
 - Deschutes, Jefferson, and Crook County Boards of Commissioners
 - Crook County Court
 - Warm Springs Tribal Council
 - Central Oregon Community College
 - ODOT
 - Cities of Bend, Redmond, La Pine, Sisters, Prineville, Madras, Metolius, Culver, and the Confederated Tribes of Warm Springs
 - La Pine and Sunriver stakeholder meeting
 - Central Oregon Area Commission on Transportation (COACT)
 - City of Bend MPO and CTAC meetings
 - OSU-Cascades
 - Oregon Employment Department/Worksource
 - Commute Options work groups
 - City of Madras Public Health
 - Warm Springs Transportation Meetings
 - Employment First
 - Rural Transit Assistance Program (RTAP) Conference
 - Oregon Public Transportation Conference
 - Warm Springs Transportation meetings
 - Native Aspirations Resource meetings (Warm Springs)
 - Abilitree
 - Jefferson County Disability Coalition
 - Peer-to-Peer Meetings (disability group)
 - PacificSource's Community Huddle
 - Bend Central District (BCD) Initiative
 - Housing Works
 - National Night Out Events
 - Southeast Area Plan Advisory Committee (SEAPAC)
 - Central Oregon Coalition on Access (COCA)
 - Council on Aging
 - Senior centers
 - Veterans outreach services
 - Health and human services organizations
 - Chambers of Commerce
 - Transitions Coop
 - Good To Go Oregon
 - Sisters Outlaw for Unified Living (SOUL)
 - Deschutes County Bicycle and Pedestrian Advisory Committee (BPAC)

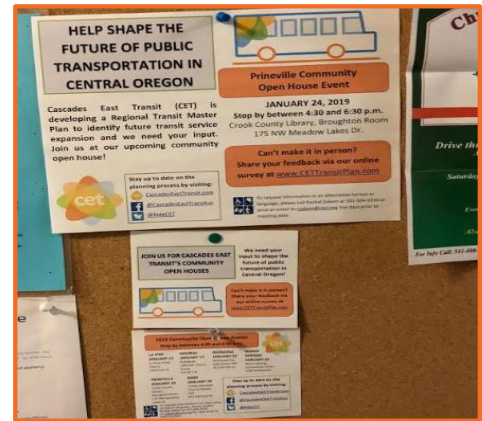
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TMP Brown Bag presentation at City of Bend, 2/8/19



Regional TAC meeting, 1/16/19



Open House event notices on community bulletin boards



Crook County combined STIF and STF meeting, 3/7/19



Engagement with Warm Springs Tribal Members

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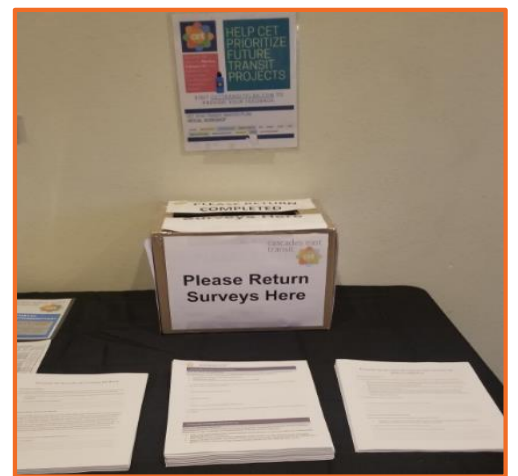
Presentation at Council on Aging of Central Oregon older adult lunch event, 3/6/19



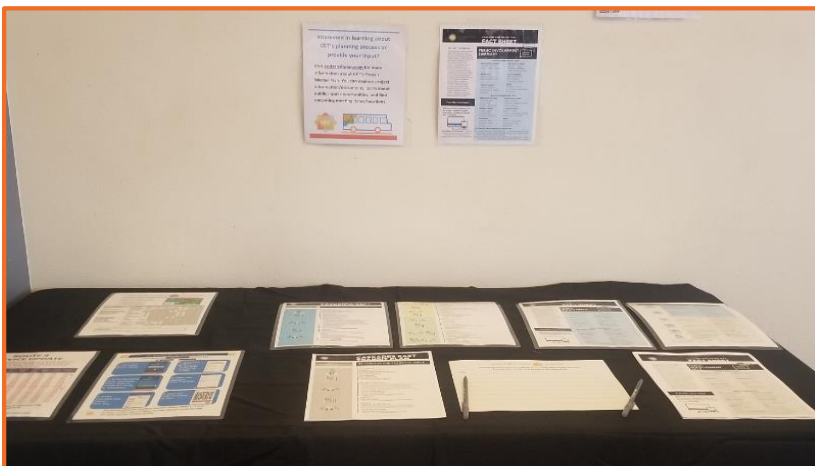
TMP information at Hawthorne Station tabling event



Jefferson County STIF meeting, 4/2/19



TMP surveys in Spanish and English at Hawthorne Station



TMP information and information sign-up sheet at Hawthorne Station

TRÁNSITO EN OREGON CENTRAL

Segunda ronda de puertas abiertas de la comunidad

SISTERS Ma, 12 de marzo 3:30 - 6:30 pm Sisters-Camp Sherman Fire Station 301 South Elm St.	MADRAS Mi, 13 de marzo 3:30 - 6:30 pm Jefferson County Library, Rodriguez Annex 134 SE E St.	WARM SPRINGS Ju, 14 de marzo 5 - 7:30 pm Warm Springs K-8 Academy 50 Chukar Rd.
PRINEVILLE Ma, 19 de marzo 3:30 - 6:30 pm Crook County Fire and Rescue Department 500 NE Belknap St.	REDMOND Mi, 20 de marzo 3:30 - 6:30 pm Redmond Public Library 827 SW Deschutes Ave.	BEND Ju, 21 de marzo 3:30 - 7:00 pm Trinity Episcopal Church, Brooks Hall 469 NW Wall St.

Ayude a Cascades East Transit a priorizar los proyectos de expansión de tránsito

Manténgase actualizado sobre el proceso de planificación visitando:

CETtransitPlan.com
CascadesEastTransit.com
@CascadesEastTransit
@RideCET

Para solicitar información en un formato o idioma alternativo, llame a Rachel Zakem al 541-964-2200 o envíe un correo electrónico a rzakem@ceet.org cinco días antes de la fecha de la reunión.

Open House Event flyer in Spanish

OUTREACH ROUND #1 – JANUARY 2019 OPEN HOUSES

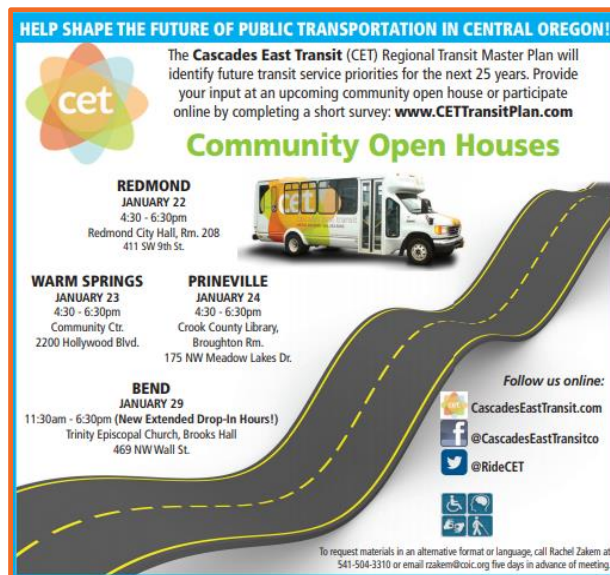
Major objectives for the January public outreach effort included educating residents and community partners about existing transit services and collecting input from community members regarding the vision, goals, and near-term priorities for transit. Outreach initiatives included six community open houses held across the region, updates during 10 partner meetings, and numerous website and social media posts and email communications. The six community open houses were “drop-in” style to allow attendees the flexibility to provide input anytime within a certain time frame. All of the meetings were held between 4:30 and 6:30 pm, except for the Bend location that included extended drop-in hours from 11:30 am to 6:30 pm. Local TAC meetings were held prior to the open house events in each community to encourage TAC members to talk with members of the public about CET’s TMP process and participate in open house activities.

CET’s open houses included various display stations to encourage community members to weigh in on vision statements, goal area priorities, existing conditions, and future expansion services specific to each community. Two stations were added during the Bend open house to solicit feedback on service priorities and rider experiences. The stations provided an interactive platform for staff to discuss current and future service priorities, including the planning and development of mobility hubs.

Posters and flyers were distributed to all relevant Central Oregon cities and jurisdictions and were also placed in community spaces (e.g. meeting rooms, bulletin boards) in advance of key meetings and events public to increase awareness and boost attendance. Marketing materials and surveys were translated into Spanish to encourage Latino community members to attend meetings and complete the survey. Posters were placed in all CET vehicles prior to open house events. Meetings were advertised in the Bend Bulletin, a regional newspaper, and through online community calendars. Social media played a vital role in getting the word out as well, as tweets and Facebook posts linked directly to the survey and encouraging residents to attend. A total of 10,266 people were reached, with 82 social media shares during this outreach period with \$90 invested in boosted Facebook posts to increase visibility. Attendance during the in-person meetings ranged from 11 to 46 people.

An online survey conducted between January 7 and February 3, 2019 provided a convenient platform for feedback, particularly for residents who were unable to attend open house events in-person. Surveys were announced in all outreach publications and posters by referencing the project website at CETTransitPlan.com. Paper versions of the survey in both English and Spanish were made available at Hawthorne Station, CET facilities in Redmond, open house events, and key partner locations. Marketing materials included text stating alternate language or formats for the project and meeting materials were available upon request to ensure inclusivity and access to information, particularly for people who experience disabilities. Staff also rode CET buses to gather feedback directly from riders and also collected physical surveys at Hawthorne Station.

A Spanish-speaking interpreter was available at the Madras, Redmond, and Bend open house events. No requests were made by the public to have an interpreter available and no persons who spoke Spanish as a first language attended any of the six open houses. Additionally, a CET staff member who speaks conversational Spanish was present at all of the meetings to offer translation services. Meeting locations were ADA accessible and staff placed way-finding signage to locate wheelchair accessible entrances for open house attendees. Staff also provided healthy snacks, coffee, hot tea/water and a “kid’s corner” with coloring books to cultivate a welcoming atmosphere.



The Bulletin – January 13 and 20, 2019

January 2019 Open House Numbers

- La Pine Open House: **25** attendees
- Madras Open House: **11** attendees
- Redmond Open House: **20** attendees
- Warm Springs Open House: **11** attendees
- Prineville Open House: **18** attendees
- Bend Open House: **46** attendees
- Total attendees: **131**

Open House Survey Engagement (237 total surveys)

- Online Survey: **186** submissions
- Paper Survey: **51** collected

Outreach Round #1 Committee Meetings

The first Regional TAC meeting was held on January 16, 2019 to review and discuss the first set of deliverables provided by the consultant team. The first PSC meeting was held on February 13, 2019, during which members reviewed consultant deliverables and received an overview of the project’s major goals and milestones. The PSC reviewed public input collected from the first round of community open houses and the online open house survey, received an overview of the technical memorandums, and discussed the project vision, goals and objectives. Pre-outreach activities that involved the dissemination of TMP flyers and meeting schedules in both English and Spanish were held prior to each event to encourage public participation during meetings and open houses.

Photos from January 2019 Community Open Houses



La Pine Open House at the La Pine Public Library,
1/15/19



Madras Open House at the Rodriguez Jefferson Library
Annex, 1/17/19



Redmond Open House at the Redmond City Hall,
1/22/19



Warm Springs Open House at the Warm Springs
Community Center, 1/23/19



Prineville Open House at the Crook County Library,
1/24/19



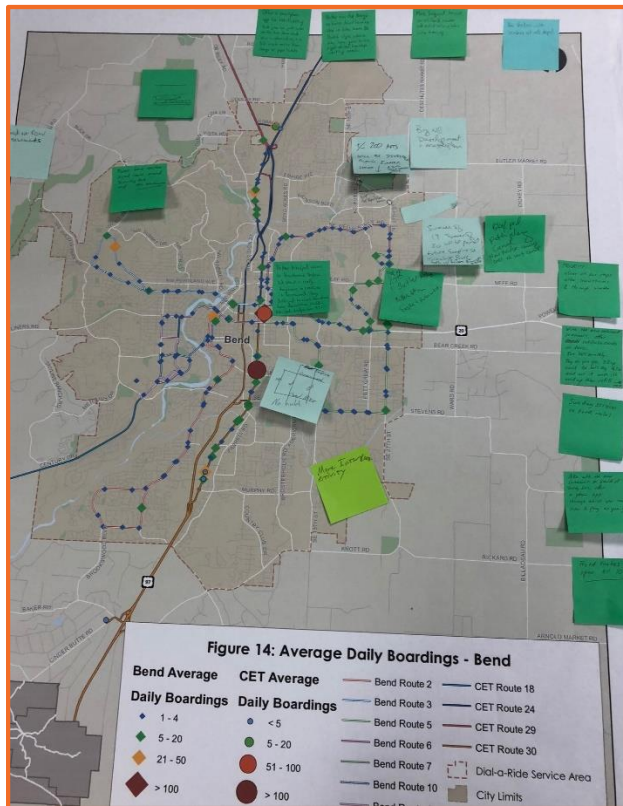
Bend Open House at the Trinity Episcopal Church,
1/29/19



Goal Area Priority dot exercise conducted during Open House events



Dot exercise and information displays at the Redmond Open House Event



Bend Open House comments displayed on a map



Warm Springs Tribal Members providing input, 1/23/19



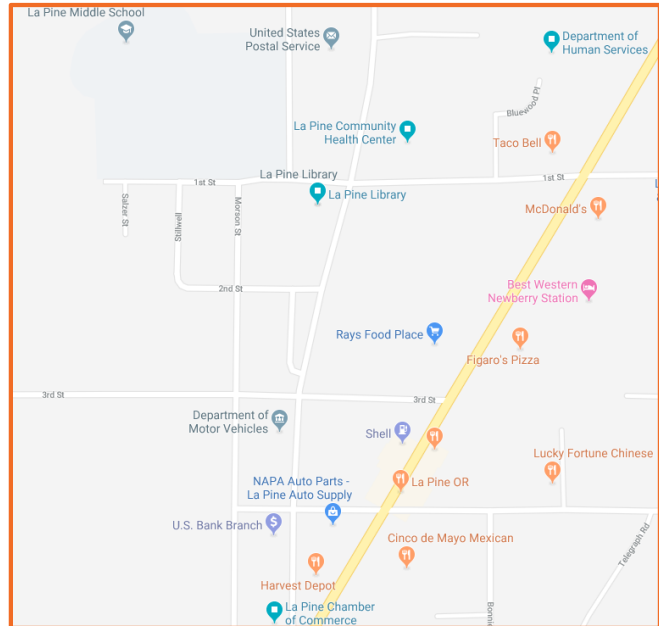
Warm Springs Tribal Members also attended the Jefferson County Open House Event, 1/17/19

Pre-Outreach and Engagement Efforts (December 2018–January 2019)

Pre outreach activities included staff making telephone calls, delivering posters and flyers, and speaking with individuals at specific locations and during partner meetings to disseminate information regarding CET’s TMP process and upcoming meetings and events.

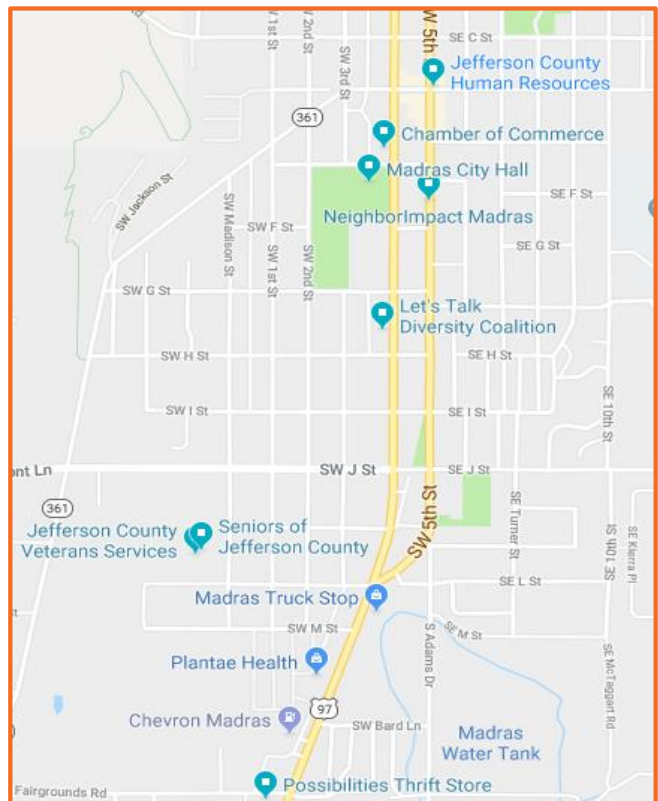
La Pine

- Chamber of Commerce
- Department of Human Services
- La Pine Public Library
- La Pine Community Health Center



Jefferson County

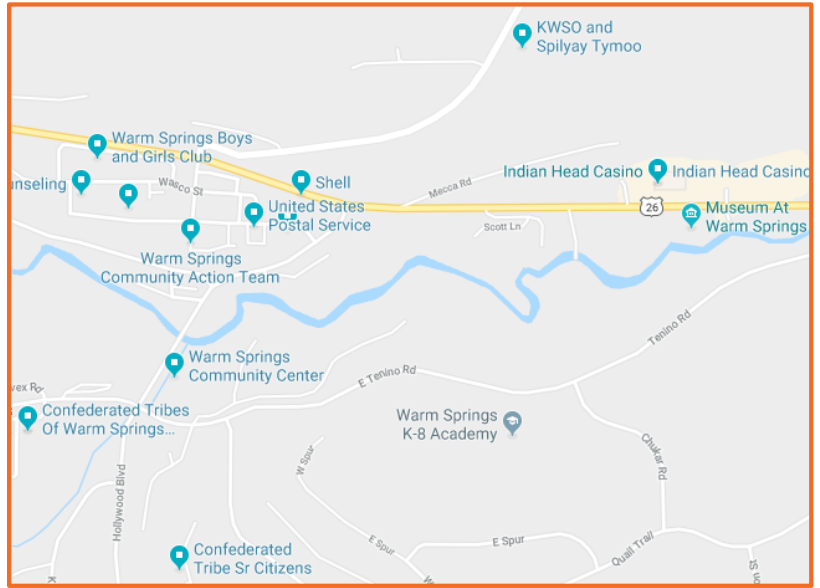
- Madras-Jefferson County Chamber of Commerce
- Let’s Talk Diversity
- Neighbor Impact
- Jefferson County Veterans Services
- Jefferson County Senior Center
- Jefferson County Administrative Office
- Madras City Hall
- WorkSource Oregon - Madras
- Possibilities Thrift Store
- Jefferson County Human Services
- Jefferson County Public Health
- City Hall - Culver
- City Hall - Metolius



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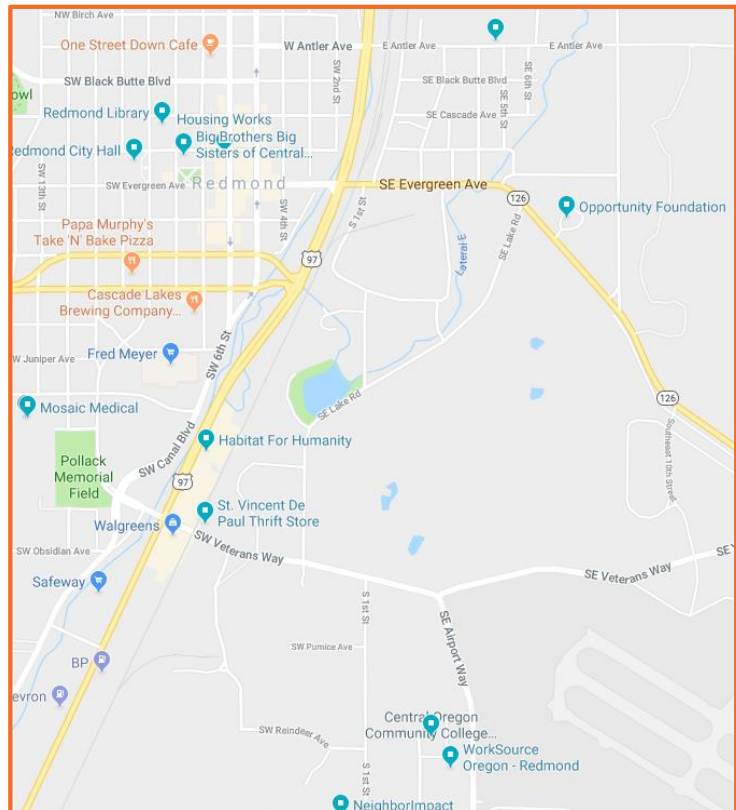
Confederated Tribes of Warm Springs

- Indian Head Casino
- Warm Springs Boys and Girls Club
- Warm Springs Community Counseling
- Warm Springs Family Resource Center and Library
- Warm Springs Shell Gas Station
- CTWS Administrative Office
- Warm Springs Market



Redmond

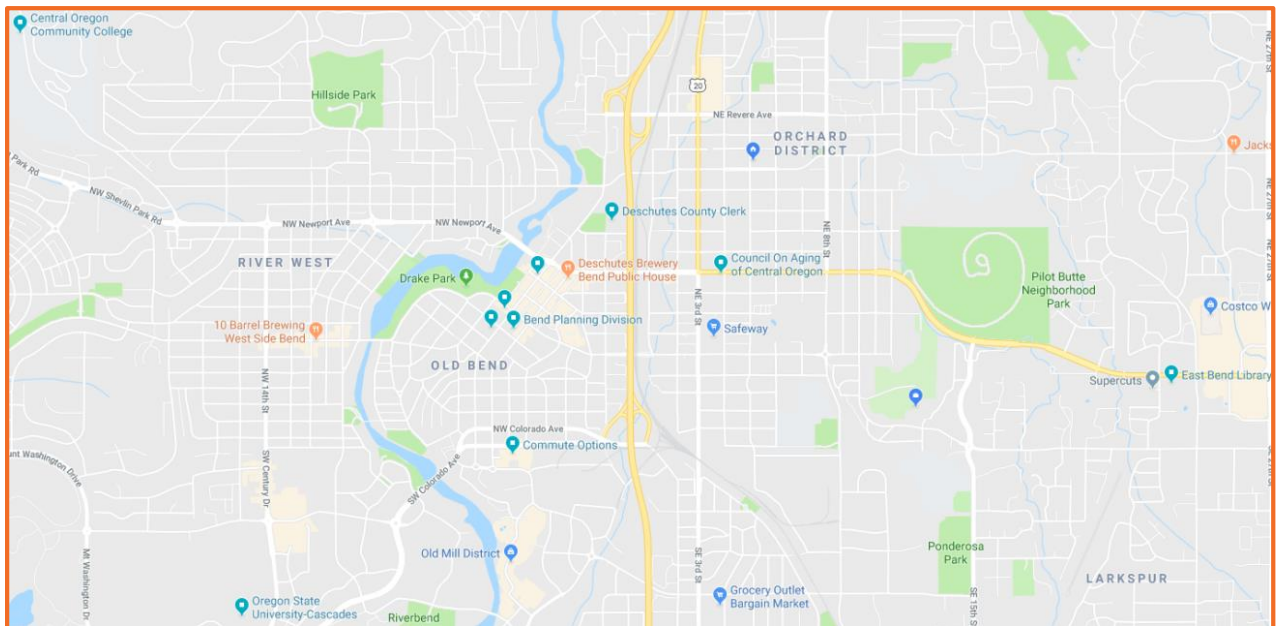
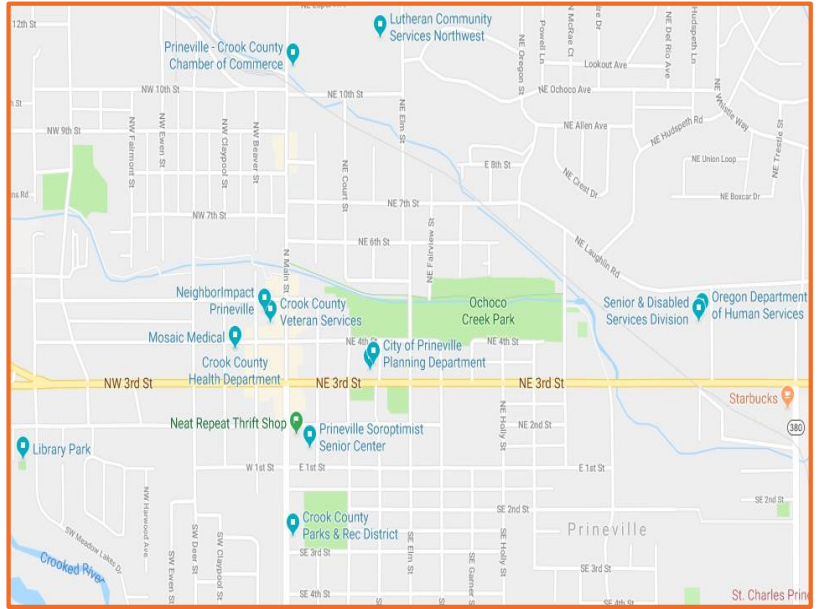
- Redmond City Hall
- Mosaic Medical
- Cook Crossing Apartments/Housing Works
- WorkSource- Redmond
- COCC
- Deschutes Children’s Foundation
- Neighbor Impact
- Latino Community Foundation
- Big Brothers Big Sisters of Central Oregon
- Redmond Chamber of Commerce
- CET Antler Office
- Habitat for Humanity
- St. Vincent De Paul Thrift Store
- Opportunity Foundation



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Crook County

- Prineville Soroptimist Senior Center
- Office of Aging & People With Disabilities
- Chamber of Commerce
- Neighbor Impact
- Crook County Parks and Recreation
- Crook County Library
- Lutheran Family Services Northwest
- Oregon Department of Human Services
- Public Health Department
- Mosaic Health
- Crook County Veteran Services
- Redmond Public Library



Bend

- | | | |
|------------------------------|--|-----------------------------|
| • Deschutes County Libraries | • COCC | • Bend MPO |
| • Chamber of Commerce | • OSU-Cascades | • City of Bend |
| • Deschutes County | • Central Oregon Coalition for Access (COCA) | • CTAC |
| • Move Bend | • Bicycle and Pedestrian Advisory Committee (BPAC) | • RPTAC |
| • Commute Options | • Council on Aging | • Neighborhood Associations |
| • OSU-Cascades | | |

OUTREACH ROUND #2 – MARCH 2019 OPEN HOUSES

The second major public outreach effort for the 2040 TMP occurred in March and April of 2019. A primary objective was collecting public input for both near-term and short-term transit projects. The second round of engagement for the TMP also aligned with the Statewide Transportation Improvement Fund (STIF) process for the development of enhanced public transportation services across the state of Oregon. The public weighed in on CET's proposed local and regional STIF projects via open house events and public meetings. The Qualified Entities (Crook, Deschutes, and Jefferson counties, and the Confederated Tribes of Warm Springs) submitted STIF applications in April, 2019.

The March 2019 public outreach process included six community open houses held across the region, local TAC meetings, a PSC/RPTAC meeting, STIF Advisory Committee Meetings, updates at partner meetings, and numerous social media posts and email communications. Similar to the January open houses, local TAC meetings were held prior to the March open house events in each community to encourage TAC members to talk with members of the public about CET's TMP process and participate in open house activities.

The six community open houses were "drop-in" style to allow attendees the flexibility to provide their input anytime in a certain time frame. All of the meetings were between 3:30 and 6:30 pm, except for the Bend open house from 3:30 to 7:00 pm and the Warm Springs open house from 5:00 to 7:30 pm, which aligned with the a local family night event. CET's open houses included various display stations/tables that asked community members to prioritize near and short-term transit projects. The stations provided an interactive platform for staff to discuss current and future service priorities directly with community members.

Open house posters and flyers were distributed to all relevant Central Oregon cities and jurisdictions and placed in community spaces (e.g. meeting rooms, bulletin boards) in advance of the open houses to increase awareness of the upcoming meetings and boost attendance. Marketing materials were translated into Spanish to encourage Latino community members to attend meetings. Ahead of the open house events, posters were placed in all CET vehicles, including Bend Fixed-Route, Community Connector, and Dial-A-Ride buses. Additionally, flyers and a list of proposed projects were posted at Hawthorne Station and the Redmond Transit Hub.

A press release announcing the open house events was issued on Tuesday, February 26, 2019. The meetings were advertised in the Bend Bulletin, a regional newspaper, and local papers like The Nugget in Sisters and Spilyay Tymoo in Warm Springs. Meetings and events were also posted in online community calendars. Social media played a vital role in encouraging community members to take the survey and attend meetings and open house events. There were 6,613 people reached and 43 shares through social media during this outreach period with \$89 invested to increase visibility. Attendance at the formal meetings ranged from 10 to 31 people. Two local news channels came to the open house in Bend and provided media coverage of the event.

Additionally, staff noted in outreach materials that alternate language or formats for the meeting materials were available upon request to ensure inclusivity and access to information for all residents of Central Oregon. Although no requests were made by the public to have an interpreter available at the open houses, a COIC staff member was present to translate for Spanish-speakers at the Madras

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meeting. Furthermore, a CET staff member who speaks conversational Spanish was present at all of the meetings to ensure accessibility of the planning materials. No persons who spoke Spanish as a first language attended any of the six open houses.

Meeting locations were confirmed as ADA accessible and staff placed way-finding signage to locate wheelchair accessible entrances for open house attendees. Staff also provided healthy snacks and hot tea/water and a “kid’s corner” with coloring books to cultivate a welcoming atmosphere.

March 2019 Open House Numbers

Sisters Open House: **25** attendees

Madras Open House: **10** attendees

Redmond Open House: **20** attendees

Warm Springs Open House: **31** attendees

Prineville Open House: **14** attendees

Bend Open House: **29** attendees

Total attendees: **129**

JOIN CET'S SECOND ROUND OF COMMUNITY OPEN HOUSES!

Help Cascades East Transit (CET) prioritize near-term transit expansion projects in your community.

Drop by one of the following Community Open Houses:

Location	Date	Time	Address
SISTERS	Tuesday, March 12	3:30 - 6:30 pm	Sisters-Camp Sherman Fire Station 301 S Elm St.
MADRAS	Wednesday, March 13	3:30 - 6:30 pm	Jefferson County Library, Rodriguez Annex 134 SE E St.
WARM SPRINGS	Thursday, March 14	5 - 7:30 pm	Warm Springs K-8 Academy 50 Chukar Rd.
PRINEVILLE	Tuesday, March 19	3:30 - 6:30 pm	Crook County Fire and Rescue Dept. 500 NE Balknap St.
REDMOND	Wednesday, March 20	3:30 - 6:30 pm	Redmond Public Library 827 SW Deschutes Ave.
BEND	Thursday, March 21	3:30 - 7:00 pm	Trinity Episcopal Church, Brooks Hall 469 NW Wall St.

Stay up to date on the planning process by visiting:

- CETTransitPlan.com
- CascadesEastTransit.com
- @CascadesEastTransitco
- @RideCET

To request materials in an alternative format or have an interpreter on site, call Rachel Zakem at 541-504-3310 or email rzakem@coic.org in advance of meeting.

The Bulletin- Sunday, March 10, 2019

On-Board and Operator Surveys

Staff conducted on-board surveys on CET Fixed-Route in Bend and the regional Community Connector system between May 8 and June 3, 2019 (Outreach Round #2) to solicit feedback regarding service priorities to inform the TMP process and better understand rider demographics. The following list highlights participation and results of the surveys:

- 413 riders participated in the on-board survey: 277 Fixed-Route and 136 Community Connector participants.
 - Largest number of on-board respondents participated between 2 and 3 p.m.
 - 65% of CET riders reported utilizing multiple routes to complete their trip
 - CET riders most often access the bus on foot
 - One-third of riders paid fares in cash; TouchPass mobile app usage is low (3%) system-wide
 - 30% of riders system-wide would forgo a trip altogether if CET service was not available
 - 80% of CET’s riders are satisfied with the overall service
 - Majority of riders are white. The largest cohort of Bend fixed-route riders are aged 25 to 34; 42% of Community Connector riders are 18 and younger (83% of these riders are students); only approximately 10% of riders are 65 or older.
 - The majority of Bend fixed-route riders are employed and a large percentage of Community Connector are students (37%)
 - Most riders on both Bend fixed-routes (45%) and Community Connector routes (44%) report household earnings of under \$12,000 per year

Additionally, an operator survey was conducted between May 8 and June 3, 2019. Overall, 26 operators participated in the survey: 4 Dial-A-Ride, 9 Fixed-Route, 4 Community Connector, 6 all, 3 other, and 1 did not specify.

Outreach Round #2 Committee Meetings

During second round of outreach for the Regional TMP, staff met with local technical staff to review short-term projects and priorities for near-term implementation in each community.

Local TAC meetings were held in the following locations in March 2019:

- La Pine, March 11 at the La Pine City Hall
- Sisters, March 12 at the Sisters-Camp Sherman Fire District Administrative Office
- Jefferson County, March 13 at the Jefferson County Library in Madras
- Confederated Tribes of Warm Springs, March 14 at the Tribal Administrative Office
- Crook County, March 19 at the Crook County Fire and Rescue Administrative Office in Prineville
- Redmond, March 20 at the Deschutes Public Library
- Bend, March 21 at the Trinity Episcopal Church

The PSC met on April 3, 2019 to discuss TAC and open house feedback, review Short-Term Implementation Strategy Memo, and discuss the development of a Transit Needs Memo.

To ensure sufficient planning was provided for Bend, the largest city in Central Oregon with a growing population, on August 19, 2019, the local Bend TAC met to discuss the current and future transit needs specifically for the City of Bend. This deep-dive analysis focused on existing conditions, as well as the on-board rider and operator surveys. A follow up meeting was scheduled on September 19 to discuss the project schedule, status, and next tasks.

The PSC met on August 20, 2019 to discuss the information presented the Bend Local TAC meeting regarding transit needs in Bend. A follow up meeting was scheduled for September 20 to discuss the project schedule, status, and next tasks.

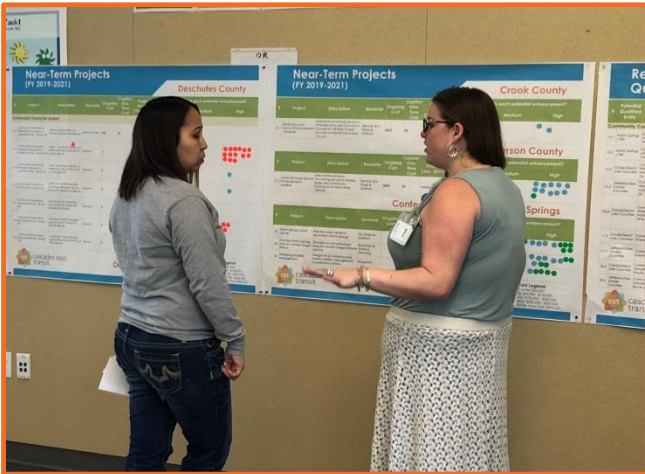
Photos from March Community Open Houses



Sisters Open House at the Sisters-Camp Sherman Fire Station, 3/12/19



Madras Open House at the Rodriguez Jefferson Library Annex, 3/13/19



Warm Springs Open House at the Warm Springs K-8 Academy, 3/14/19



Prineville Open House at the Crook County Fire and Rescue Department, 3/19/19



Redmond Open House at the Redmond Public Library, 3/20/19



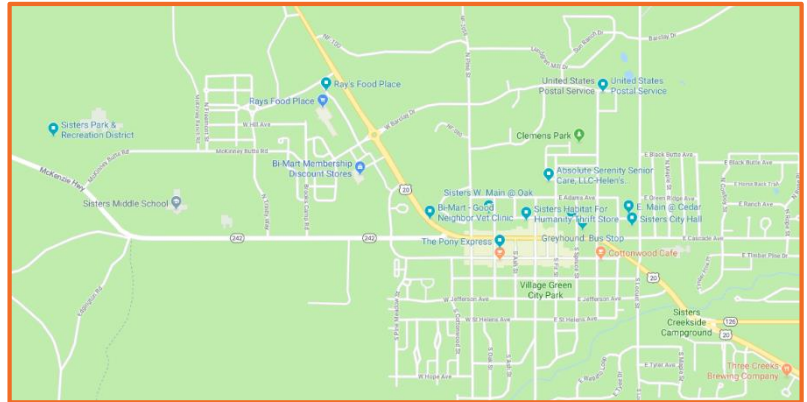
Bend Open House at the Trinity Episcopal Church, 3/21/19

Pre-Outreach and Engagement Efforts (February – March 2019)

CET outreach staff also conducted pre-outreach and engagement efforts prior to the March meetings and open house events to distribute information in the following cities, buildings, meetings, and events.

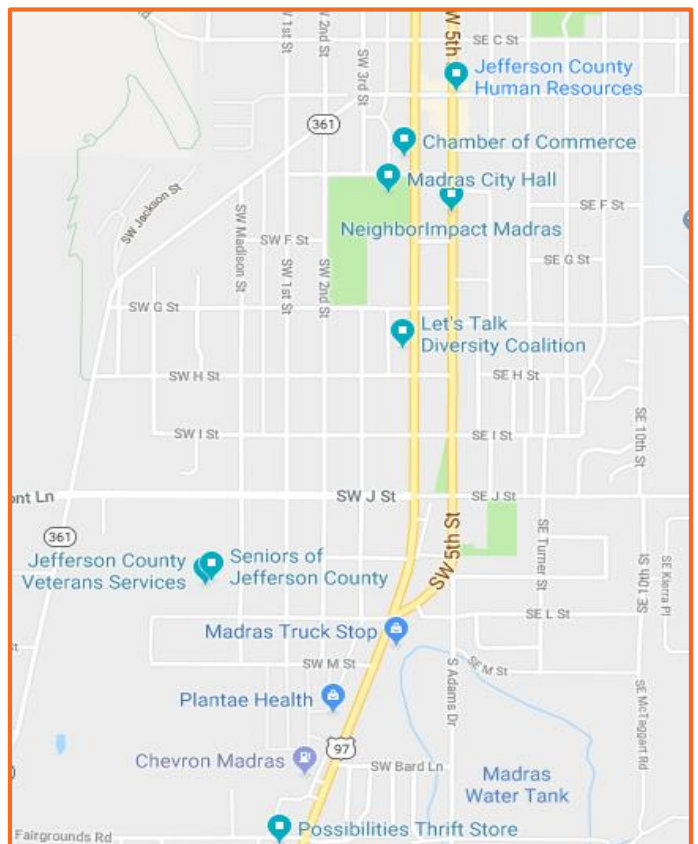
Sisters

- Sisters Area Chamber of Commerce
- Bi-Mart
- Ray's Food Place
- Pony Express
- Sisters Habitat for Humanity
- Sisters City Hall
- Sisters Park & Recreation District
- United States Postal Service



Jefferson County

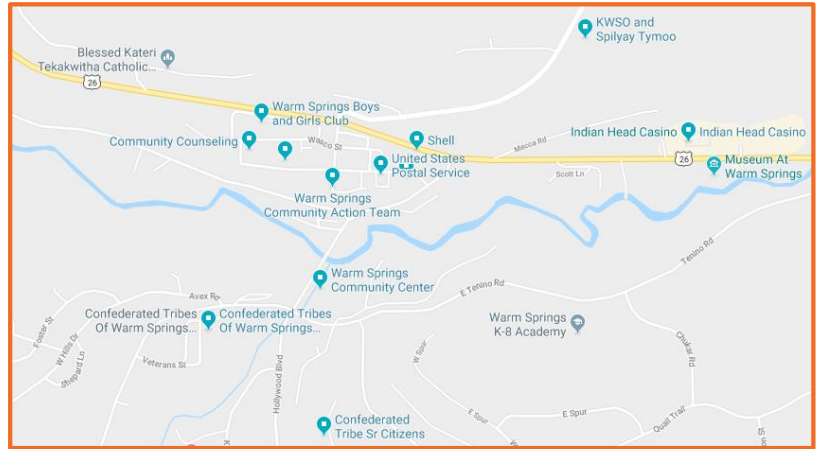
- Madras-Jefferson County Chamber of Commerce
- Let's Talk Diversity
- Neighbor Impact
- Jefferson County Veterans Services
- Jefferson County Senior Center
- Jefferson County Administrative Office
- Madras City Hall
- WorkSource Oregon - Madras
- Possibilities Thrift Store
- Jefferson County Human Services
- Jefferson County Public Health
- City Hall - Culver
- City Hall - Metolius



CET TMP Public Engagement Summary Final Draft

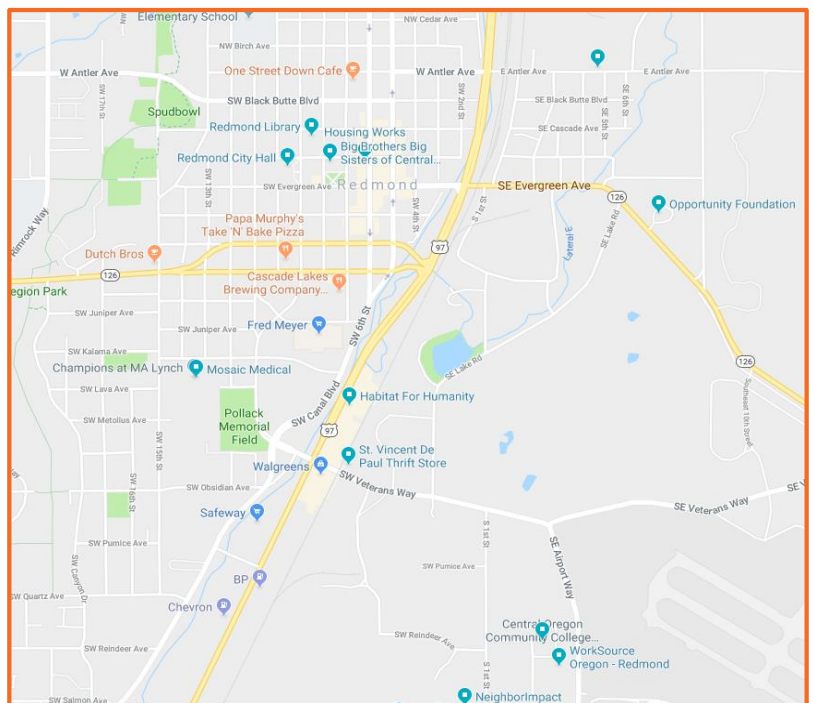
Confederated Tribes of Warm Springs

- Spilyay Tymoo/KWSO
- Warm Springs Community Center
- Indian Head Casino
- Boys and Girls Club
- Community Action Team
- Community Counseling
- Family Resource Center and Library
- Shell Gas Station
- Tribal Administrative Office
- Warm Springs Market



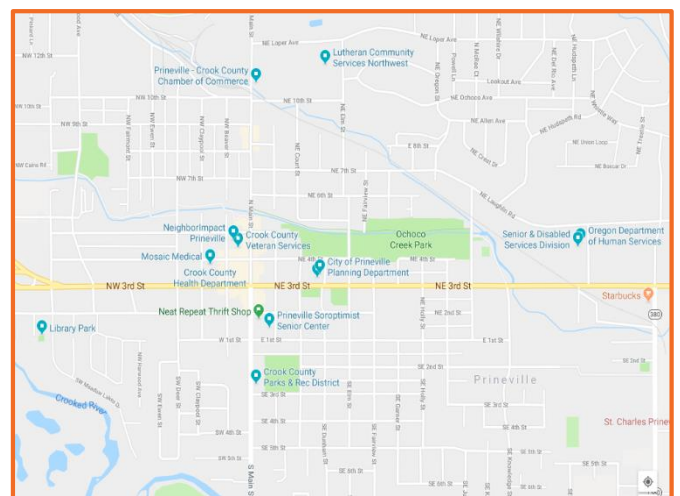
Redmond

- Redmond City Hall
- Mosaic Medical
- Cook Crossing Apartments
- Housing Works
- WorkSource- Redmond
- COCC
- Deschutes Children’s Foundation
- Neighbor Impact
- Latino Community Foundation
- Big Brothers Big Sisters
- Redmond Chamber of Commerce
- CET Antler Office
- Habitat for Humanity
- St. Vincent De Paul Thrift Store
- Opportunity Foundation
- Redmond Public Library



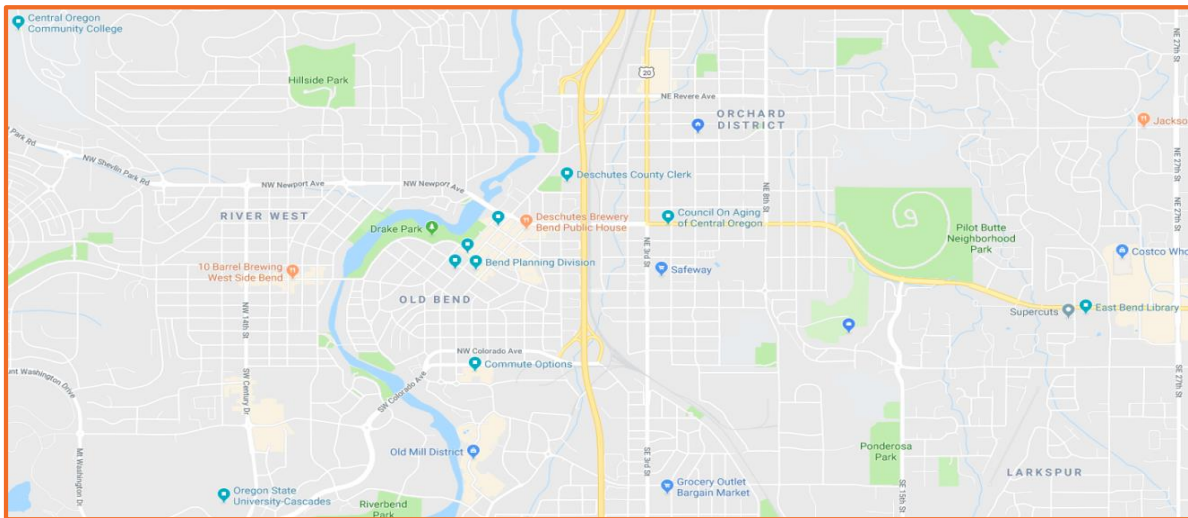
Crook County

- Prineville Soroptimist Senior Center
- Office of Aging & People With Disabilities
- Prineville/Crook Chamber of Commerce
- Neighbor Impact
- Crook County Parks and Recreation
- Crook County Library
- Lutheran Family Services Northwest
- Oregon Department of Human Services
- Public Health Department
- Mosaic Health
- Crook County Veteran Services



Bend

- Deschutes County Libraries
- Chamber of Commerce
- Deschutes County
- Move Bend
- Commute Options
- OSU-Cascades
- Central Oregon Community College
- Central Oregon Coalition for Access (COCA)
- Bicycle and Pedestrian Advisory Committee (BPAC)
- Council on Aging
- Bend MPO
- City of Bend
- City of Bend Citizen Technical Advisory Committee (CTAC)
- Regional Public Transit Advisory Committee (RPTAC)
- Neighborhood Associations



OUTREACH ROUND #3 – REGIONAL TAC MEETING

The Regional TAC met on October 14, 2019 at the Bend Park and Recreation District offices to review and discuss the draft Transit-Supportive Development Strategies Memo and Regional Needs Memo. Attendees of the regional meeting included TAC members from Bend, Redmond, La Pine, Sisters, Jefferson County, Crook County, and Warm Springs.

OUTREACH ROUND #4 – ONLINE VIRTUAL WORKSHOP



From January 29 – March 3, 2020, community members had the opportunity to weigh in on proposed capital and service plans through a Virtual Workshop on the project website at www.CETTransitPlan.com. The survey was available in Spanish and paper surveys were distributed to riders on local Bend and regional routes. To increase community participation, staff conducted radio and television interviews with various local new outlets, and distributed posters to community partners across the region. The estimated number of participants is 70 – 80 for the online survey. Additionally, 39 transit riders completed paper surveys on-board bus routes—totaling an estimated 109 – 119 surveys received.

- For regional service, participants prioritized adding more frequent service and evening trips, adding Saturday service, and improving bus stop amenities.
- For transit service in Bend, between 80 – 90% of participants agreed with the proposed primary transit corridors, mobility hubs, and future fixed-route services.

Outreach Round #4 Committee Meetings

On December 4, 2019, the PSC/RPTAC met at the City Hall in Redmond to discuss draft City of Redmond deviated flex-route scenarios and review the TMP schedule and confirm alignment with the City of Redmond’s planning processes. The next meeting was held on March 11, 2020 at the COIC office to overall to review the Transit Service and Transit Capital plans.

Local TAC meetings were held in the following locations in January/February 2020 to review the Transit Service and Transit Capital plans specific to each community:

- Confederated Tribes of Warm Springs, January 22 at the Tribal Administrative Office
- Jefferson County, January 28 at the Jefferson County Annex Building in Madras
- City of Sisters, January 29 at the Sisters City Hall
- City of Redmond, January 29 at the Redmond City Hall
- Crook County, January 20 at the Crook County Annex Building in Prineville
- City of Bend, February 4 at the Central Oregon Intergovernmental Council office

By KTVZ news sources

February 6, 2020 2:07 pm Published February 6, 2020 2:06 pm

CET launches virtual workshop for transit master plan feedback

BEND, Ore. (KTVZ) -- Cascades East Transit is in the final stages of updating its Regional Transit Master Plan for services throughout Deschutes, Crook and Jefferson Counties and the Confederated Tribes of Warm Springs. This plan provides direction for enhancing Central Oregon’s transit system over the next 20 years.

CET invites community members to prioritize and comment on proposed transit projects through an online Virtual Workshop that can be accessed online at CetTransitplan.com.

Each page in the Virtual Workshop contains information about the different elements of the plan and includes a short survey. The "Community Connector" page lists routes and service enhancements that are planned across multiple communities.

Media coverage to promote the Online Virtual Workshop – 2/6/20

- City of La Pine, February 10 at the La Pine City Hall

OUTREACH ROUND #5 – LOCAL AGENCY BRIEFINGS

From June 30 – July 17, 2020, CET staff met virtually with local jurisdictions to discuss increased routes and frequency for each community, future transit corridors, new bus stops and transit-supportive infrastructure, as well as local code language and adoption. The community-specific pull-out sections provide language that can be applied to local plans, such as Comprehensive Plans and Transportation System Plans, to provide a more efficient and coordinated approach for supporting transit initiatives across Central Oregon. The goal of these local agency briefings was to ensure transit is taken into consideration during future development projects. By working more closely with the regional transit agency, Central Oregon communities can play an important role in expanding transit-supportive infrastructure to make public transportation more accessible, reliable, and convenient.

The virtual briefings were scheduled on the following dates for each jurisdiction:

- Jefferson County, June 30
- Crook County, July 1
- City of La Pine, July 8
- Confederated Tribes of Warm Springs, July 9
- City of Bend, July 13
- Deschutes County, July 14
- City of Sisters, July 16
- City of Redmond, July 17

Outreach Round #5 Committee Meetings

The PSC and RPTAC met on July 15, 2020 to review the draft TMP and Implementation Plan and obtain feedback from the committee and members of the public. The PSC and RPTAC convene on August 19, 2020 during which RPTAC members vote to recommend the adoption of the TMP by the COIC Board. Meeting notices and public comment periods for both meetings were published via a press release, newsletter, and website and social media posts. A notice announcing a public comment period was also posted on the CET and project website and at Hawthorne Station and the Redmond Transit Hub.



cascades east transit
cet

**LAST CHANCE TO WEIGH IN ON
CET'S 2040 TRANSIT MASTER PLAN**

ÚLTIMA OPORTUNIDAD DE EVALUAR EL PLAN MAESTRO DE TRÁNSITO 2040 DE CET

The CET 2040 Transit Master Plan provides an overview of existing and future transit services across our region

El Plan maestro de tránsito CET 2040 brinda una descripción general de los servicios de tránsito existentes y futuros en nuestra región


Deadline to submit comments through CETTransitPlan.com is **July 26**

La fecha límite para enviar comentarios a través de CETTransitPlan.com es **26 de julio**

NEWS & UPDATES

⚠ SERVICE ALERTS


Aug 06



8/19 Regional Public Transportation Advisory Committee Meeting Public Notice

The Regional Public Transportation Advisory Committee (RPTAC) will convene virtually on Wednesday, August 19 from 1:30-3:30 pm. Packet materials will be available to download by... [more](#)


Jul 10



Public comments for CET's 2040 Draft Transit Master Plan are due 7/26

CET is wrapping up its 2040 Transit Master Plan. All Transit Master Plan documents can be accessed at www.CETTransitPlan.com and public comments can be submitted by... [more](#)

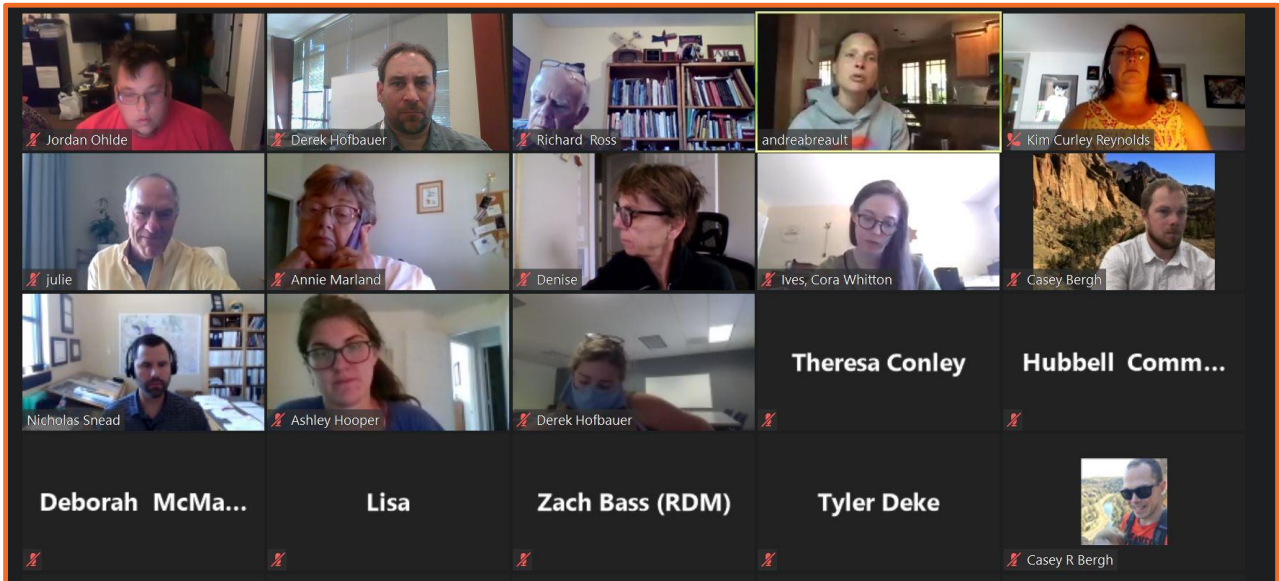
May 28



CET launches employer-focused summer service between La Pine and Sunriver and returns to regular weekday schedules for Bend and Community Connector routes

Starting June 1, CET will launch Route 31—a new employee-focused transit service between La Pine and Sunriver that will help fill existing transportation gaps and... [more](#)

Website post announcing public comments for the TMP and PSC/RPTAC public meetings



PSC/RPTAC virtual meeting, 7/15/20

TITLE VI EFFORTS

Throughout the planning process, staff actively engaged underserved populations and the organizations that represent these groups to ensure the proposed future transit system meets community needs and is compliant with Title VI requirements.

During the two rounds of open houses in January and March 2019, at least two meetings were held in each Central Oregon community served by CET to provide a geographically accessible public process. Each meeting location was ADA accessible to welcome everyone to the open houses, including those who experience mobility disabilities. Public participation was promoted through advertisements in local news outlets, newsletters, website and social media posts, and through local agencies and project stakeholders. The meetings provided an opportunity for community members to give input on priorities for transit and acceptable options to fund current and future service. All Central Oregon residents were encouraged to participate in public meetings and have their voices heard.



CET worked diligently to accommodate the needs of the entire community in order to best represent their interests for a safe, convenient, and reliable public transit system. All relevant project materials were available in English and Spanish. Additionally, information to request meeting materials in alternative formats was also included in these materials. A bilingual (English-Spanish) COIC staff member was present at the Madras, Redmond, and Bend meetings in Round 1 to communicate with any Spanish-speakers. During the Round 2 meetings, no requests for a translator or alternative formats were made before the meeting; however, a COIC staff member was present to translate for Spanish-speakers at the Madras

meeting. Furthermore, a CET staff member who speaks conversational Spanish was present at all of the meetings in both Round 1 and 2 to ensure accessibility.

CET incorporated DEI initiatives to provide effective and timely outreach to LEP populations and other underserved populations by regularly attending meetings with diverse stakeholder groups to provide updates on the Regional TMP process, while also participating in community and partner events throughout the year to provide various opportunities for public comment. TMP materials were available in English and Spanish and were posted on CET buses and at transit hubs, in addition to being distributed to diverse businesses and community organizations throughout Central Oregon.