

# OPEN HOUSE #1 SUMMARY

Date: February 7, 2019 Project #: 22857  
 To: Project Management Team  
 From: Susan Wright, PE; Miranda Barrus, EIT (Kittelson & Associates, Inc.)  
 Subject: Round 1 Open House Summary – Local and Virtual Open Houses

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## INTRODUCTION

This memorandum summarizes the process and results for the first round of virtual and local open houses conducted for the Cascades East Transit (CET) 2040 Transit Master Plan (the Plan). The virtual open house was available online from January 7, 2019 through February 3, 2019, giving the public an opportunity to participate in the open house process if unable to attend in person at the local open houses; the virtual open house served 227 participants. The local open houses were held between January 15 and January 29, 2019 at the locations listed below in order to represent six jurisdictions within CET's service area; the number of attendees at each open house are also included. These local open houses generated 50 completed paper surveys.

- » Deschutes County | La Pine Public Library | 1.15.19 | 25 attendees
- » Jefferson County | Rodriguez Jefferson Library Annex | 1.17.19 | 11 attendees
- » Redmond | Redmond City Hall | 1.22.19 | 20 attendees
- » Warm Springs | Warm Springs Community Center | 1.23.19 | 11 attendees
- » Crook County | Crook County Library | 1.24.19 | 18 attendees
- » Bend | Trinity Episcopal Church | 1.29.19 | 46 attendees

From the results of both the virtual and local open houses, this memorandum compiles the public's feedback on their priorities and needs for CET's current services and discusses key

findings; the section in this memorandum covering results of a map activity is specific to the virtual open house.

## PRIORITIES

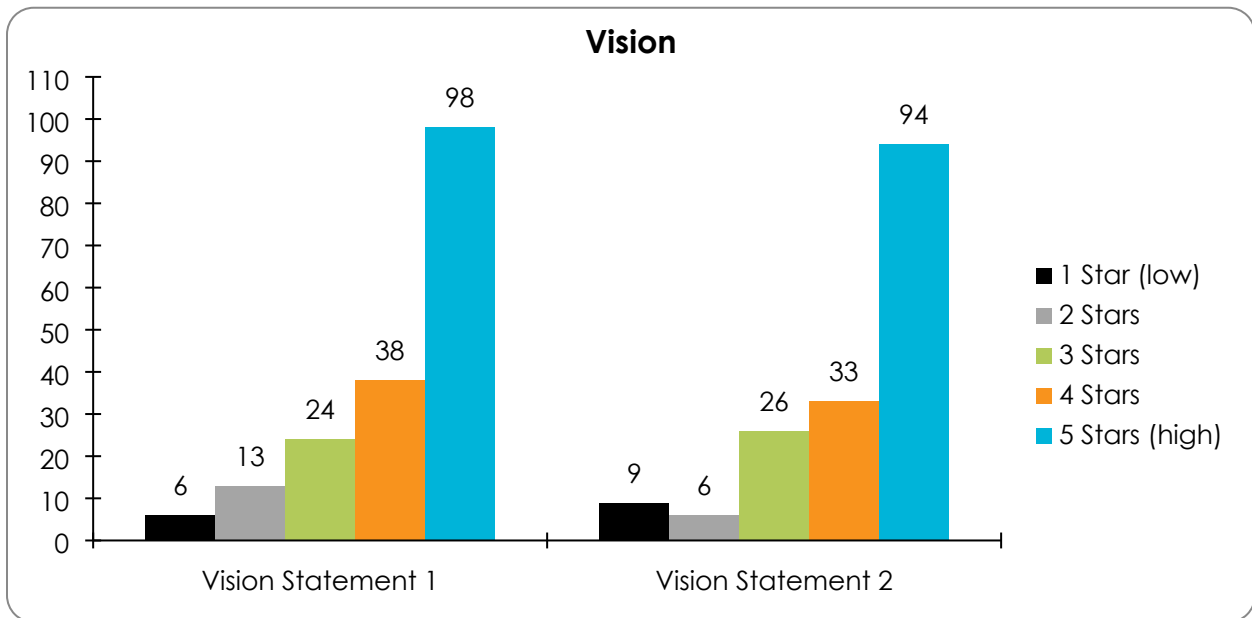
The public's priorities for CET's current services includes feedback from both the virtual and local open houses. Participants were asked to rate with stars – from 1 (lowest) to 5 (highest) – the vision and goal statements for the Plan, CET's existing Bend and Community Connector services, and transit characteristics affecting rider experience. The following sections summarize these options and results.

### Vision Statement

Two vision statements listed below were proposed for the Plan that are similar in message but differ in emphasis. The final vision statement could be one of the two proposed statements or could be a blend of both.

- » **Vision Statement 1:** "Provide transportation choices for all users that are safe, accessible, and efficient to support communities with a balanced transportation network needed for mobility, equity and economic growth."
- » **Vision Statement 2:** "Provide a balanced and efficient transportation network by increasing community mobility, equity, and economic growth through transportation choices that are safe, accessible, and efficient."

**Figure 1** illustrates the responses made by participants. The 1-to-5 ratings are color coded for each statement, where the number of responses is shown above each rating for each statement.



**Figure 1: Vision Statement Preference Results**

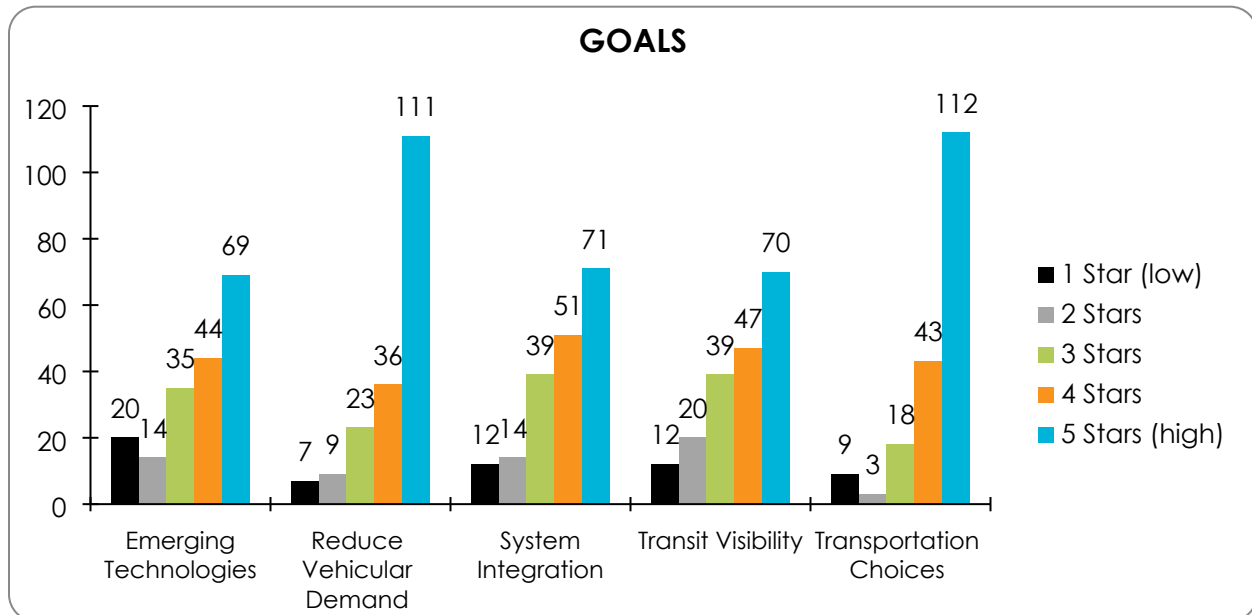
As shown, Vision Statement 1 resulted in slightly higher number of 5-star and 4-star ratings. This differed from the in person open houses which had a preference for Vision Statement 2.

## Goals

Five goals listed below will support the final vision statement where each goal includes a statement that expresses CET's objectives of the Plan.

- » **System Integration:** Develop a transit system that is integrated with local planning documents and partner agencies.
- » **Transportation Choices:** Provide robust choices for users throughout Central Oregon, within and between communities.
- » **Transit Visibility:** Make CET highly visible throughout the region to residents, employees, and visitors.
- » **Reduce Vehicular Demand:** Provide robust transportation options for all users including transportation disadvantage populations.
- » **Emerging Technologies:** Evaluate emerging technologies and how they might be used to support transportation options.

**Figure 2** illustrates the responses made by participants. The 1-to-5 ratings are color coded for each statement, where the number of responses is shown above each rating for each statement. As shown, Transportation Choices and Reduce Vehicular Demand resulted in the highest number of 5-star ratings. This is similar to the results from the in person open houses except that the in person open houses also saw similar high support for Transportation Choices.



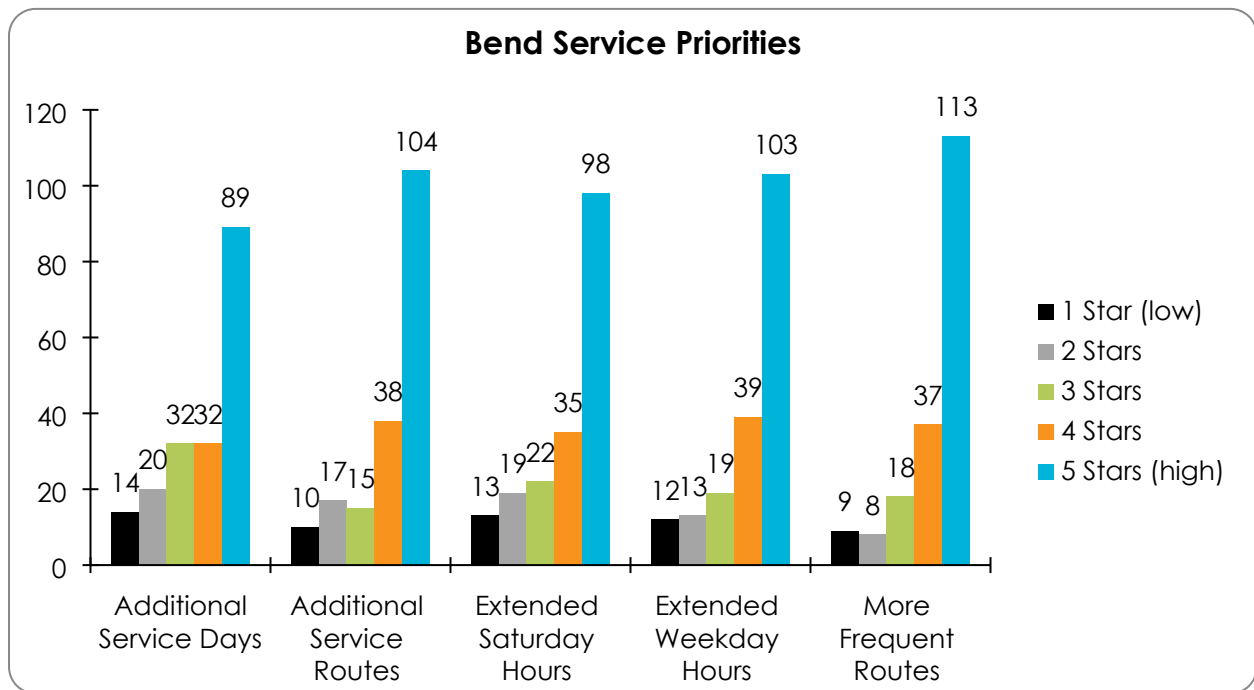
**Figure 2: Goal Priorities Results**

## Bend Service

Five improvements are listed below that could improve CET's existing transit service within Bend.

- » **More Frequent Routes:** Enhance existing service by providing more frequent service to decrease wait times at stops and transfer centers.
- » **Additional Service Routes:** Add transit routes to neighborhoods within Bend that currently are not being served.
- » **Additional Service Days:** Provide service on Sundays.
- » **Extended Weekday Hours:** Extend existing weekday service to earlier mornings and later evenings.
- » **Extended Saturday Hours:** Extend service on Saturdays to earlier mornings and later evenings.

**Figure 3** illustrates the responses made by participants. The 1-to-5 ratings are color coded for each statement, where the number of responses is shown above each rating for each improvement. As shown, More Frequent Routes resulted in the highest number of 5-star ratings, while Additional Service Days resulted in the lowest. This is similar to the results from the Bend open house except that Additional Service Routes was ranked the highest with More Frequent Routes and Extended Weekday Hours ranking nearly as high.



**Figure 3: Bend Service Priorities Results**

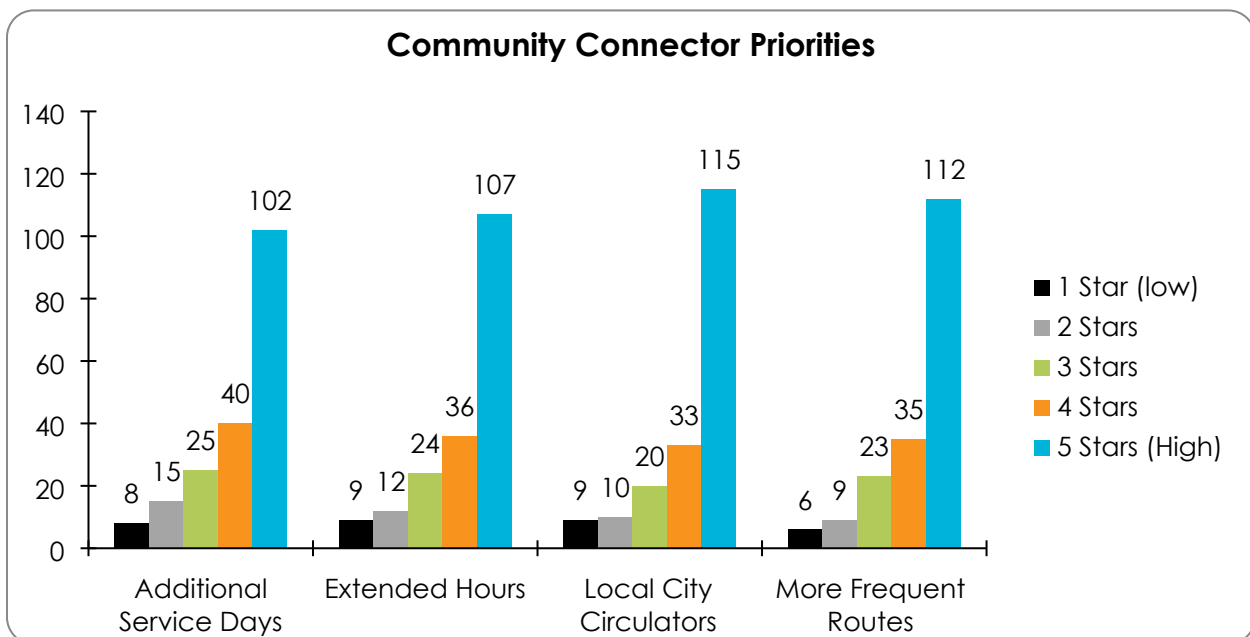
## Community Connector

Four improvements are listed below that could improve CET's existing Community Connector service within Central Oregon.



- » **More Frequent Routes:** Enhance existing service by providing more frequent service to decrease wait times at stops and transfer centers.
- » **Additional Service Routes:** Provide service on Sundays.
- » **Extended Hours:** Extend existing weekday service to earlier mornings and later evenings.
- » **Local City Circulators:** Provide new city circulators or Dial A Ride (such as in Redmond, Sisters, La Pine, Prineville, and Madras) to and from downtown areas, major shopping centers, and visitor destinations.

**Figure 4** illustrates the responses made by participants. The 1-to-5 ratings are color coded for each statement, where the number of responses is shown above each rating for each improvement. As shown, Local City Circulators resulted in the highest number of 5-star ratings, followed by More Frequent Routes.



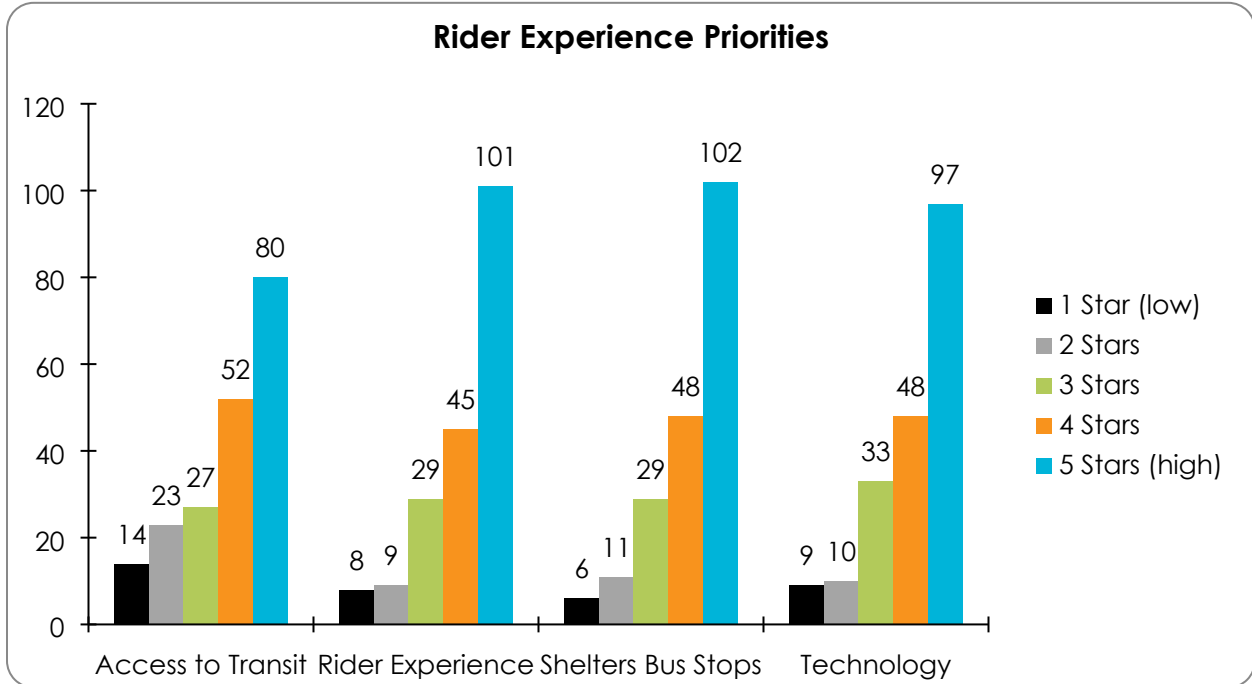
**Figure 4: Community Connector Service Priorities Results**

## Rider Experience

Four categories are listed below that, if improved, could enhance the general rider experience of CET's overall existing transit services.

- » **Access to Transit:** Improve access to transit by partnering with ride hailing companies (i.e. Uber and Lyft) or add a same-day reservation demand responsive service provided by CET.
- » **Shelters & Bus Stops:** Provide enhanced transit stops to increase comfort when waiting for the bus.
- » **Technology:** Enhance CET's current real-time mobile apps, online transit information, automated fare, and adopt technologies to improve connections to other modes.
- » **Rider Experience:** Increase overall confidence in transit system via improved customer service and reliability.

**Figure 5** illustrates the responses made by participants. The 1-to-5 ratings are color coded for each statement, where the number of responses is shown above each rating for each improvement. As shown, Bus Stop Shelters resulted in the highest number of 5-star ratings followed closely by Rider Experience, while Access to Transit resulted in the lowest.



**Figure 5: Rider Experience Priority Results**

## NEEDS SURVEY

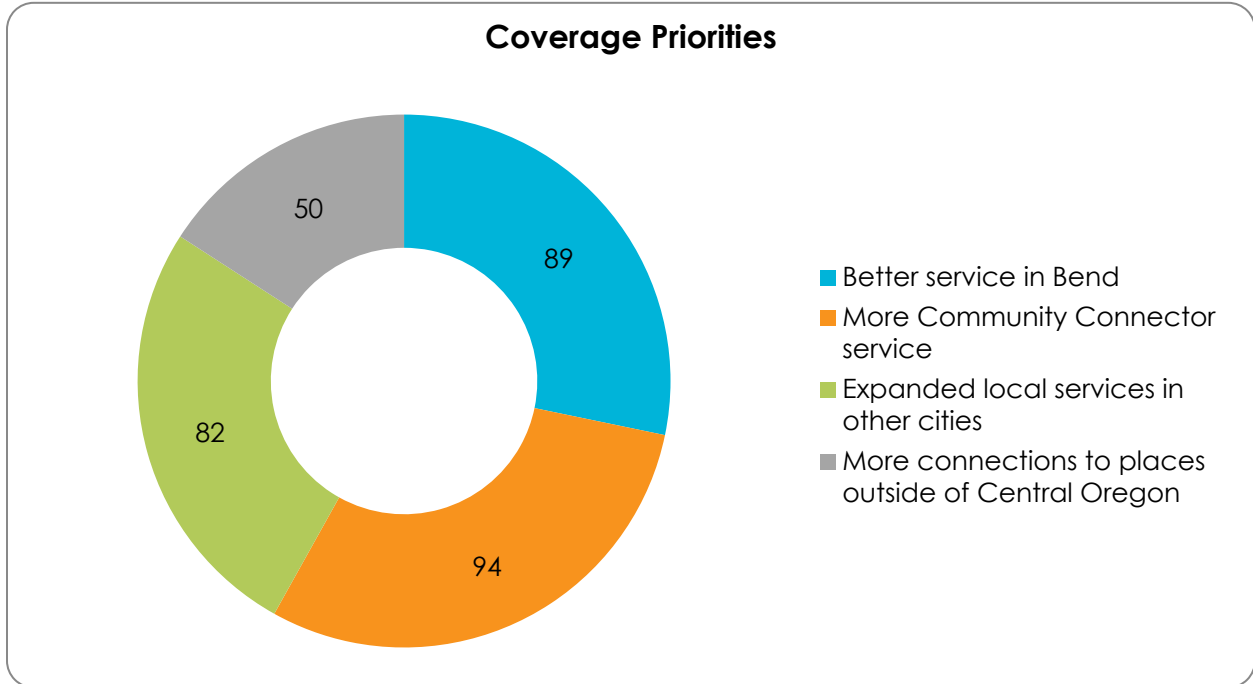
The public's needs for CET's current services includes feedback from both the virtual and local open houses. Participants were asked to indicate what was most important to them regarding general transit service coverage, Bend service, Community Connector service, service local to communities, and information and technology.

### Coverage

Below are the four options presented to participants for choosing what is most important to them; in some cases, participants selected more than one item.

- » Better service in Bend
- » More Community Connector service
- » Expanded local services in other cities
- » More connections to places outside of Central Oregon

**Figure 6** illustrates the responses made by participants. The four options are color coded where the number of responses is shown within each category. As shown, “More Community Connector service” resulted in the highest selection, while “More connections to places outside of Central Oregon” resulted in the lowest.



**Figure 6: Coverage Priorities Results**

## Bend Service

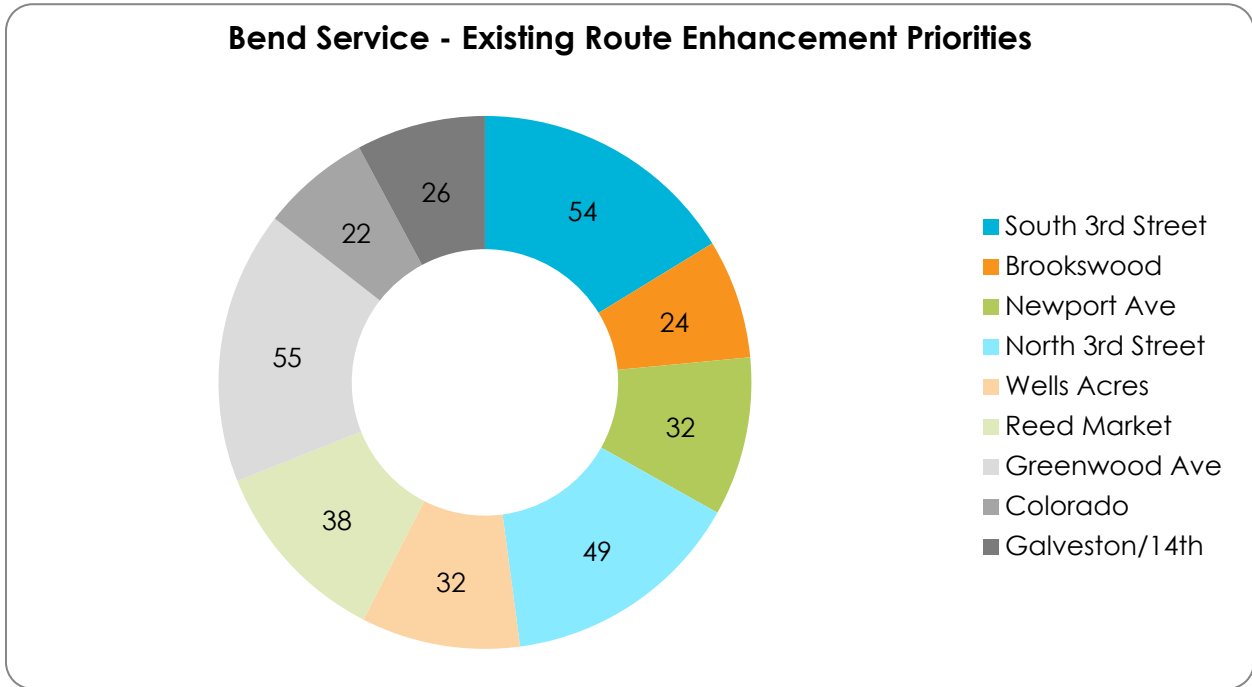
Bend service needs focused participants on two categories: which fixed-routes need more frequent service and which neighborhoods need new service.

### SERVICE ROUTES

Below are CET's nine fixed routes within Bend for choosing which route needs more frequent service; in some cases, participants selected more than one route.

- » 1 – South 3<sup>rd</sup> Street
- » 2 – Brookwood
- » 3 – Newport Ave
- » 4 – North 3<sup>rd</sup> Street
- » 5 – Wells Acres
- » 6 – Reed Market
- » 7 – Greenwood Ave
- » 10 – Colorado
- » 11 – Galveston/14<sup>th</sup>

**Figure 7** illustrates the responses made by participants. The four options are color coded where the number of responses is shown within each category. As shown, Greenwood Ave resulted in the highest selection, while Colorado resulted in the lowest.



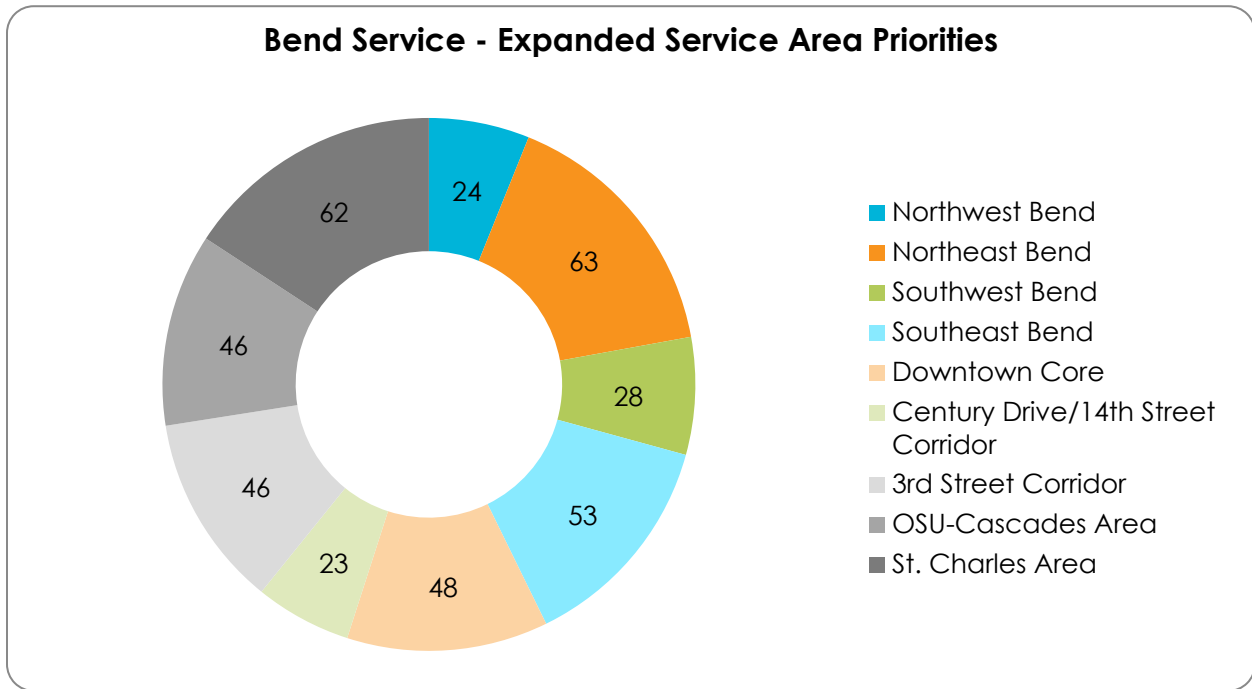
**Figure 7: Bend Service - Existing Route Enhancement Priorities Results**

### NEIGHBORHOOD SERVICE

Below are the neighborhoods in Bend provided for choosing which areas need new service; in some cases, participants selected more than one neighborhood.

- » Northwest Bend
- » Northeast Bend
- » Southwest Bend
- » Southeast Bend
- » Downtown Core
- » Century Drive/14<sup>th</sup> Street Corridor
- » 3<sup>rd</sup> Street Corridor
- » OSU-Cascades Area
- » St. Charles Area

**Figure 8** illustrates the responses made by participants. The four options are color coded where the number of responses is shown within each category. As shown, Northeast Bend resulted in the highest selection, while Century Drive/14<sup>th</sup> Street resulted in the lowest.



**Figure 8: Bend Service – Expanded Service Area Priorities Results**

## Community Connector

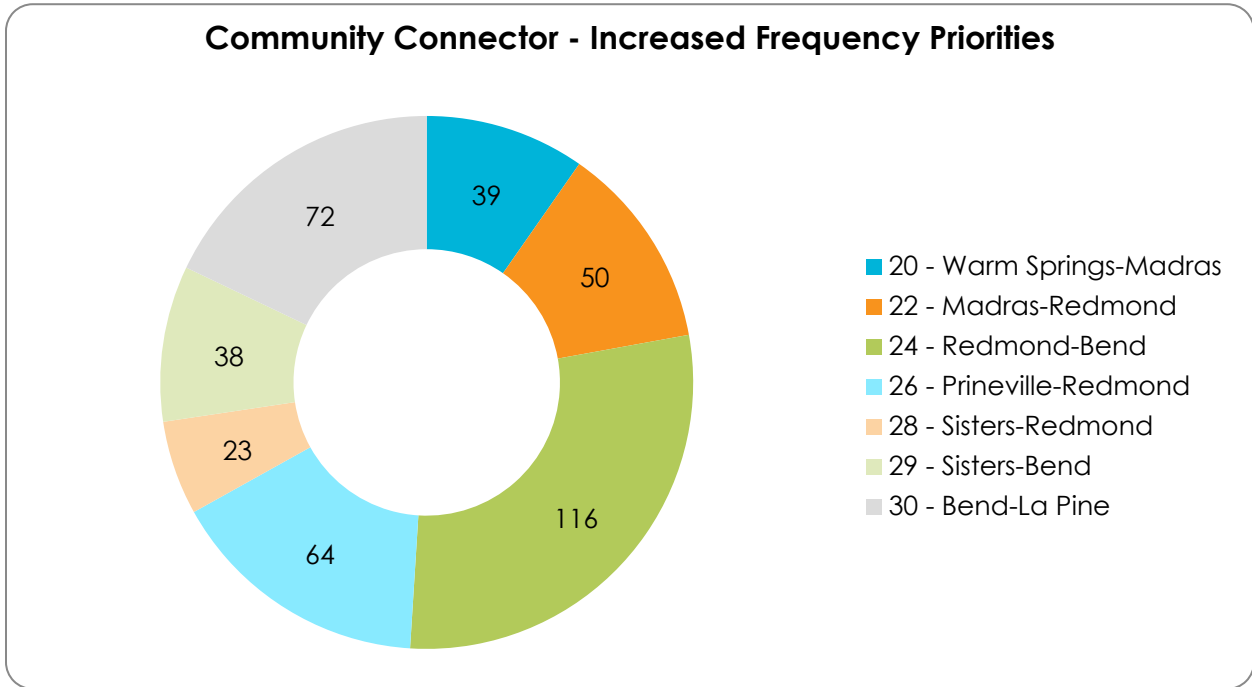
Community Connector service needs focused participants on two categories: which routes need more frequent service and which routes need Saturday service.

### SERVICE FREQUENCY

Below are CET's seven Community Connector routes within Central Oregon for choosing which route needs more frequent service; in some cases, participants selected more than one route.

- » 20 – Warm Springs-Madras
- » 22 – Madras-Redmond
- » 24 – Redmond-Bend
- » 26 – Prineville-Redmond
- » 28 – Sisters-Redmond
- » 29 – Sisters-Bend
- » 30 – Bend-La Pine

**Figure 9** illustrates the responses made by participants. The four options are color coded where the number of responses is shown within each category. As shown, 24 – Redmond-Bend resulted in the highest selection, while 28 – Sisters-Redmond resulted in the lowest.



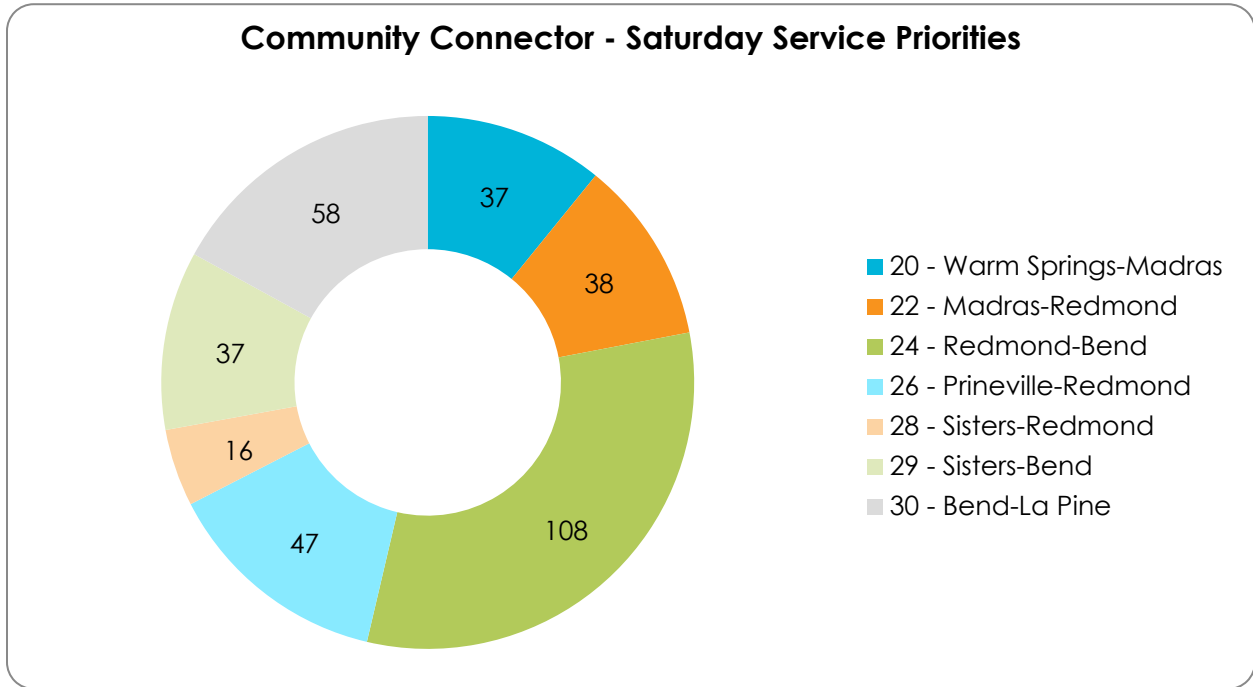
**Figure 9: Community Connector - Increased Frequency Priorities**

### SATURDAY SERVICES

Below are CET's seven Community Connector routes within Central Oregon for choosing which route needs Saturday service; in some cases, participants selected more than one route.

- » 20 – Warm Springs-Madras
- » 22 – Madras-Redmond
- » 24 – Redmond-Bend
- » 26 – Prineville-Redmond
- » 28 – Sisters-Redmond
- » 29 – Sisters-Bend
- » 30 – Bend-La Pine

**Figure 10** illustrates the responses made by participants. The four options are color coded where the number of responses is shown within each category. As shown, 24 – Redmond-Bend resulted in the highest selection, while 28 – Sisters-Redmond resulted in the lowest.



**Figure 10: Community Connector - Saturday Service Priorities Results**

## Local Service

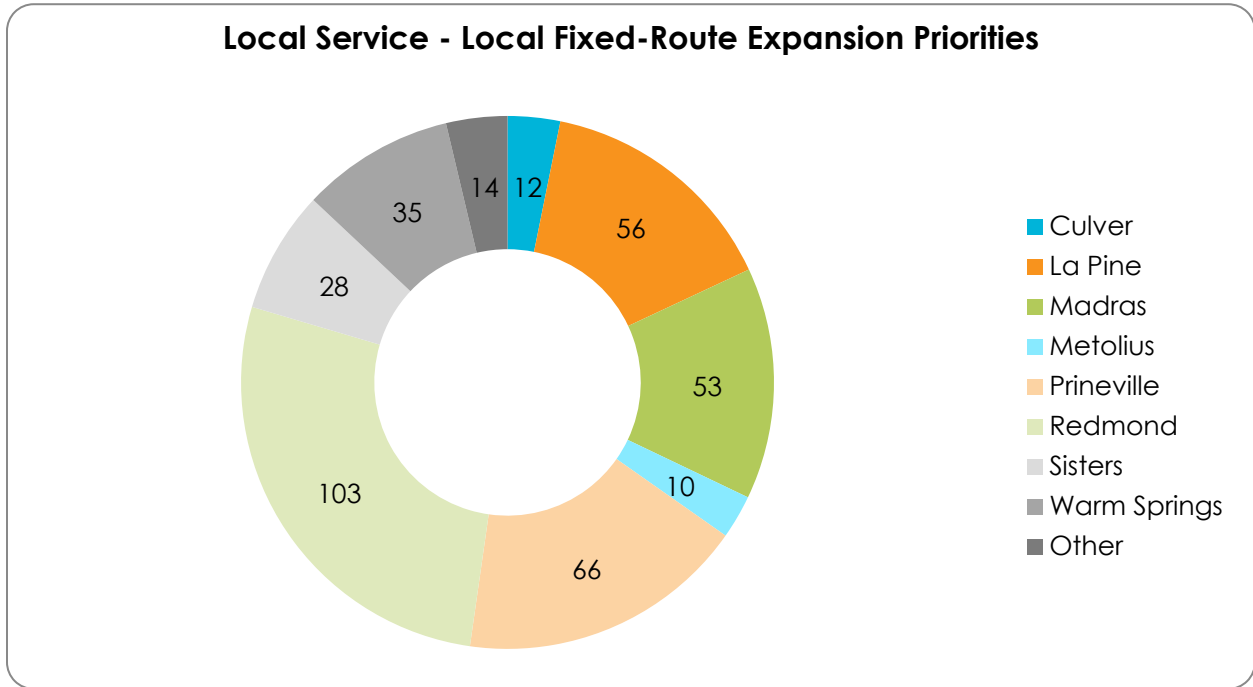
Local service needs focused participants on two categories: which cities/area need local fixed-route or deviated route service and which cities/areas need more dial-a-ride service.

### LOCAL FIXED-ROUTE

Below are the eight cities CET serves for choosing which area needs local fixed-route or deviated route service; in some cases, participants selected more than one city.

- » Culver
- » La Pine
- » Madras
- » Metolius
- » Prineville
- » Redmond
- » Sisters
- » Warm Springs
- » Other

**Figure 11** illustrates the responses made by participants. The four options are color coded where the number of responses is shown within each category. As shown, Redmond resulted in the highest selection, while Metolius resulted in the lowest.



**Figure 11: Local Service - Local Fixed-Route Expansion Priorities Results**

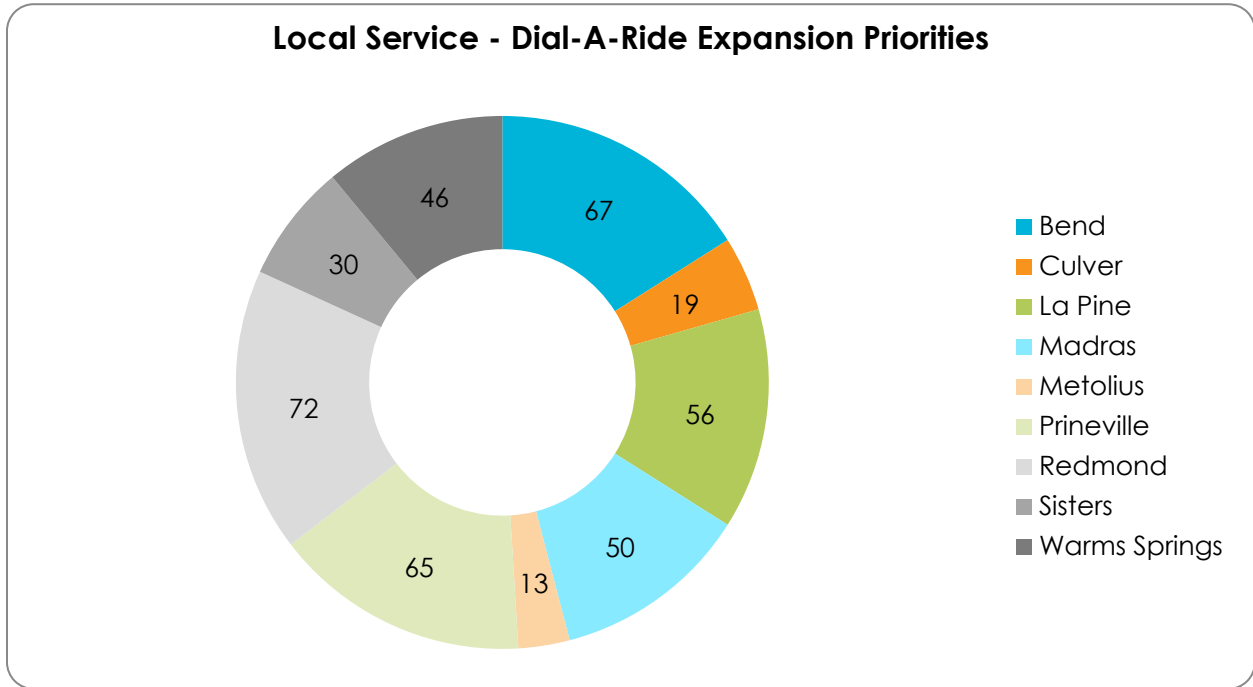
## DIAL-A-RIDE SERVICE

Below are the eight cities CET serves for choosing which area needs new or increased dial-a-ride services; in some cases, participants selected more than one city. Cities listed with an asterisk (\*) do not currently have dial-a-ride service.

- » Bend
- » Culver\*
- » La Pine
- » Madras
- » Metolius\*
- » Prineville
- » Redmond
- » Sisters
- » Warm Springs



**Figure 12** illustrates the responses made by participants. The four options are color coded where the number of responses is shown within each category. As shown, Redmond resulted in the highest selection, while Metolius resulted in the lowest.



**Figure 12: Local Service - Dial-A-Ride Expansion Priorities Results**

## Information & Technology

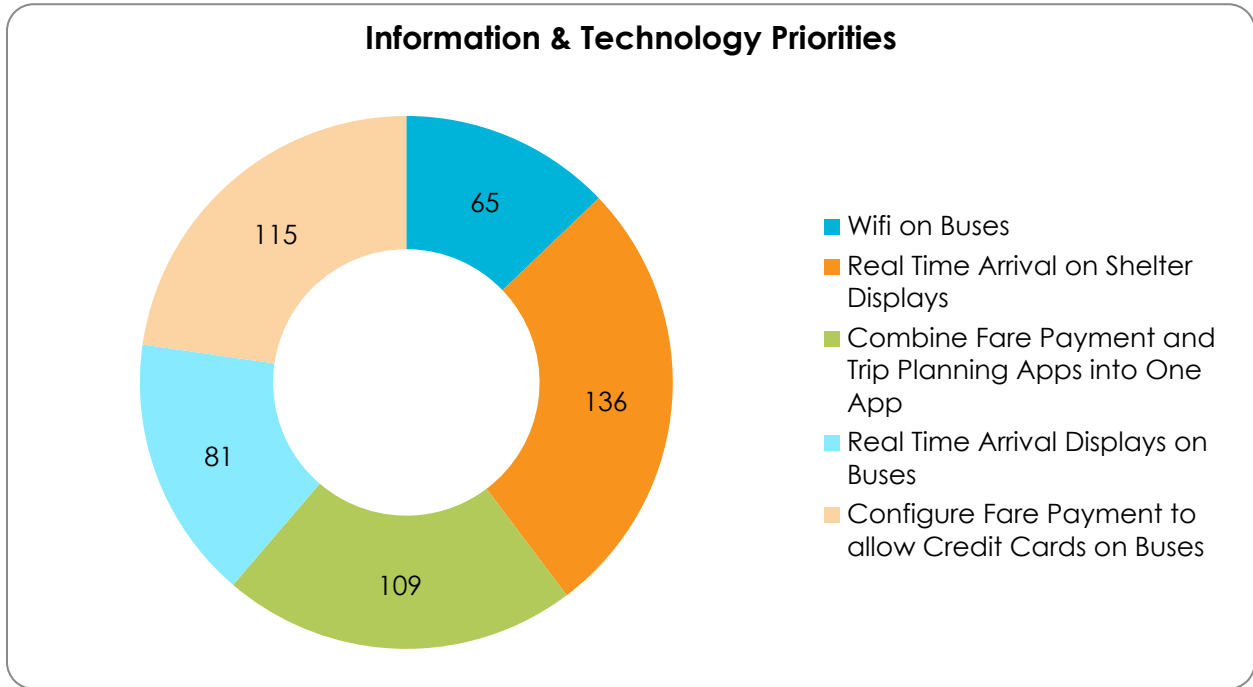
Information and technology needs focused participants on two categories: technological amenities to be adopted by CET and physical amenities needing improvement.

### TECHNOLOGY

Five technological amenities below were presented to participants for choosing which is most important to them; in some cases, participants selected more than one amenity.

- » Wifi on Buses
- » Real Time Arrival Displays on Shelters
- » Combine Fare Payment and Trip Planning Apps into One App
- » Real Time Arrival Displays on Buses
- » Configure Fare Payment to allow Credit Cards on Buses

**Figure 13** illustrates the responses made by participants. The four options are color coded where the number of responses is shown within each category. As shown, “Real Time Arrival on Shelter Displays” resulted in the highest selection, while “Wifi on Buses” resulted in the lowest.



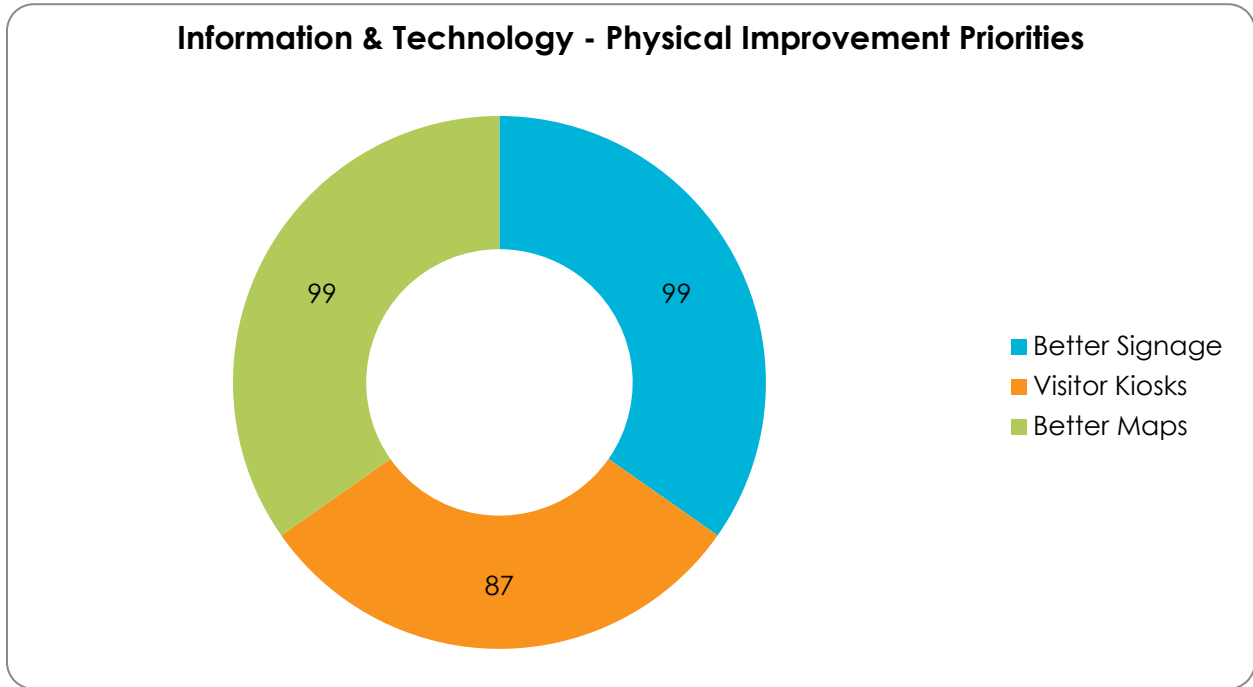
**Figure 13: Information & Technology Priorities Results**

### PHYSICAL IMPROVEMENTS

Three physical amenities below were presented to participants for choosing which is most important to them; in some cases, participants selected more than one amenity.

- » Better Signage
- » Visitor Kiosks
- » Better Maps

**Figure 14** illustrates the responses made by participants. The four options are color coded where the number of responses is shown within each category. As shown, “Better Maps” and “Better Signage” resulted in the highest selection, while “Visitor Kiosks” resulted in the lowest.



**Figure 14: Information & Technology - Physical Improvement Priorities Results**

## MAP COMMENTS

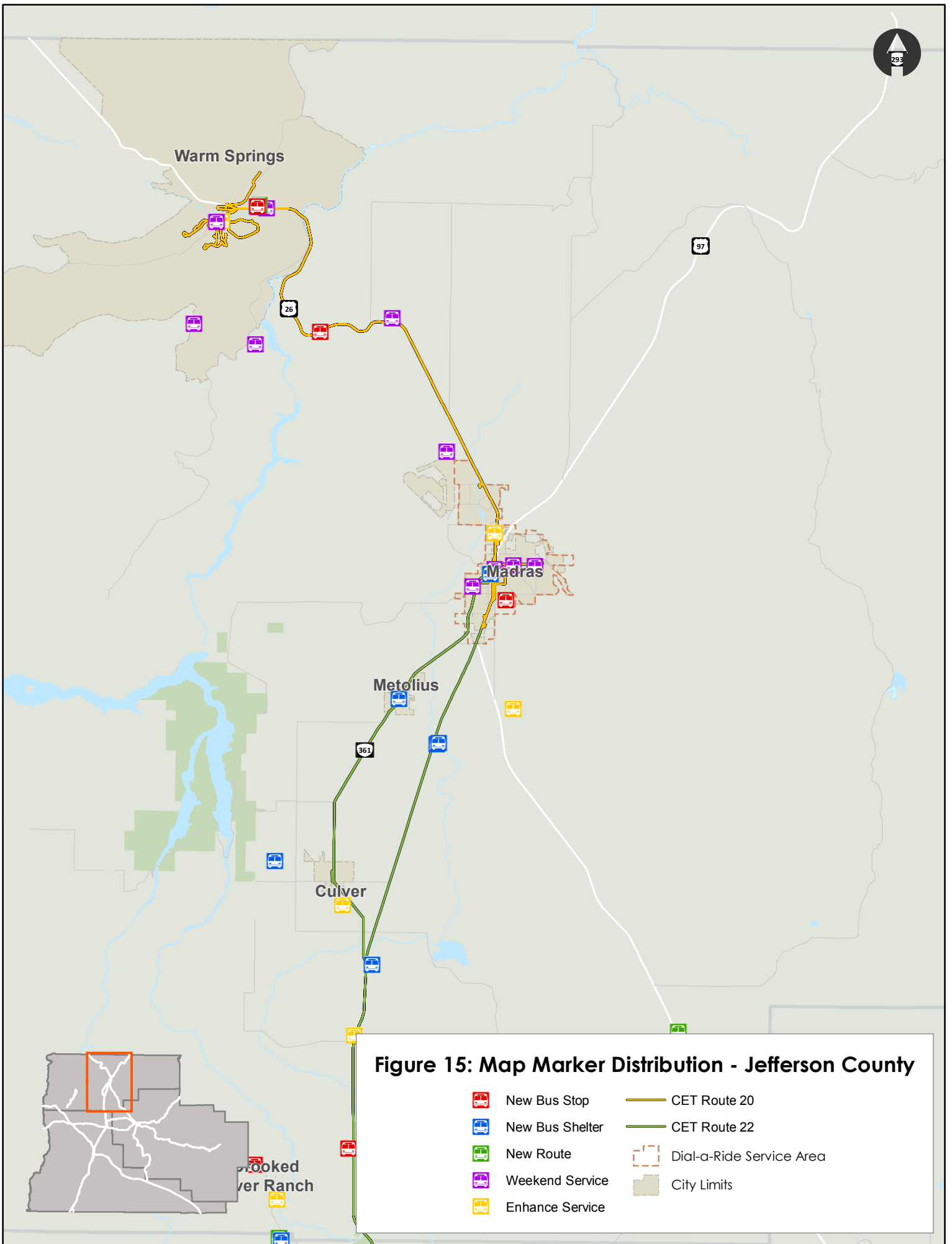
During the virtual open house exclusively, participants provided feedback through an interactive map that showed CET’s current coverage within Central Oregon. Participants had the option to add icons to the map anywhere within the service area that represented weekend service, new bus shelters, enhanced service, new routes, concerns, and new bus stops. **Table 1** shows the collection of icons and notes how many icons included public comments.

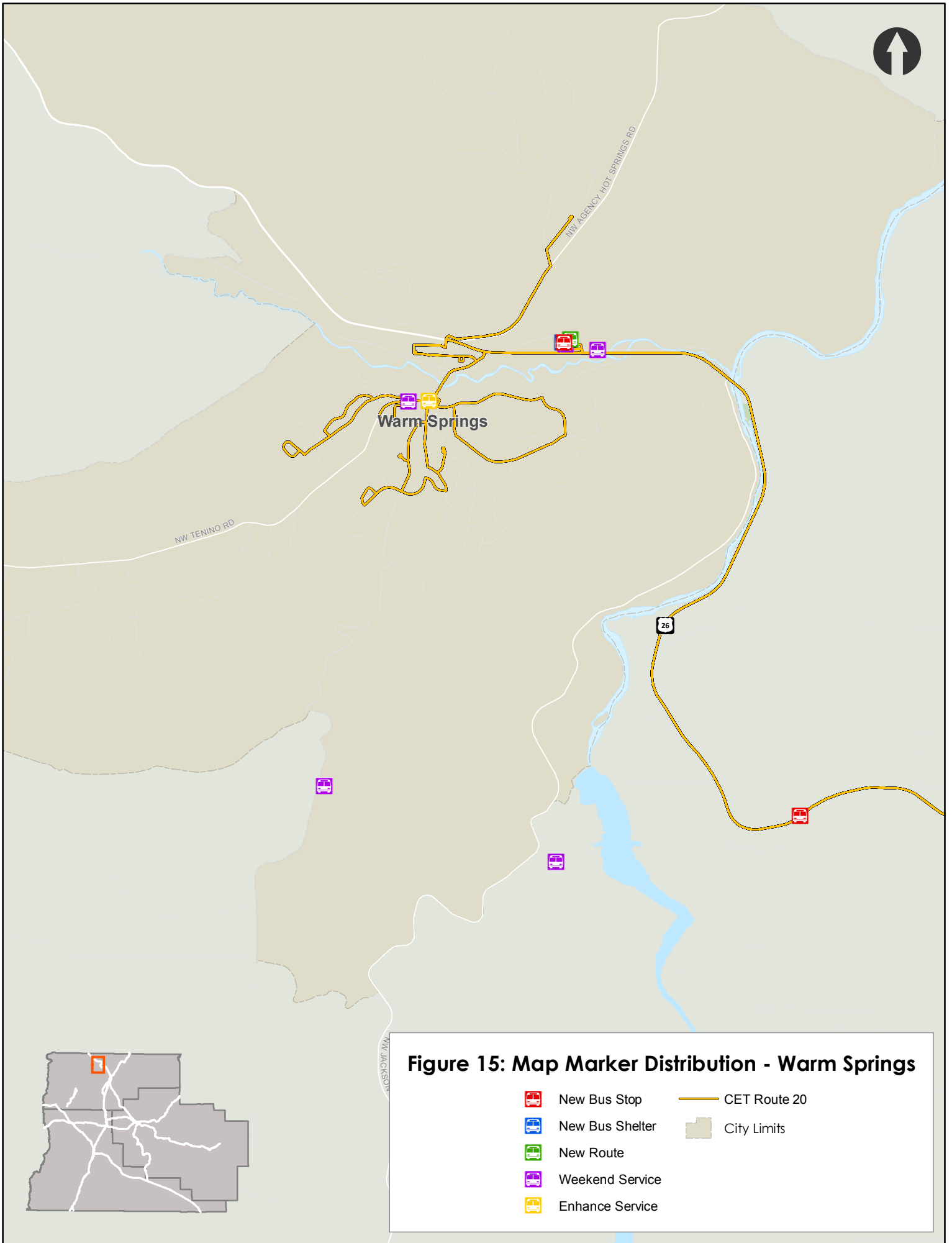
**Table 1: Map Marker Responses**

TABLE HEADER	TOTAL MARKERS	MARKERS WITH COMMENTS
Weekend Service	75	35
New Bus Shelter	43	21
Enhance Service	91	59
New Route	101	70
Concern	21	19
New Bus Stop	64	37
<b>Total</b>	<b>395</b>	<b>241</b>








**Figure 15** illustrates the distribution of markers throughout CET's service area. Key findings from the mapping responses are below:

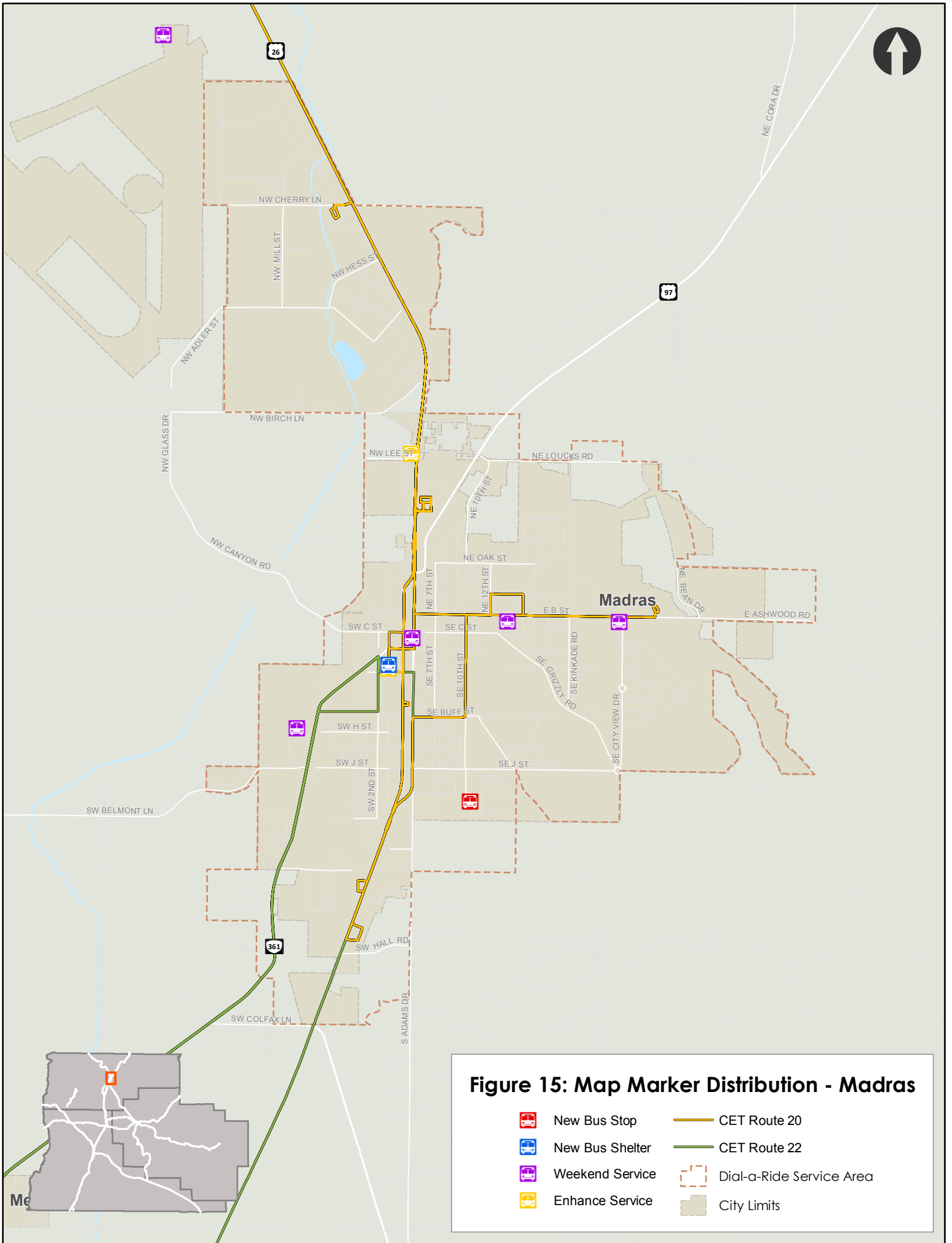
- » All around enhanced services outside of city limits
- » **Warm Springs**
  - ▶ Weekend service in the area
- » **Madras**
  - ▶ Weekend service in town
- » **Metolius**
  - ▶ New shelter in town
- » **Culver**
  - ▶ Enhanced service
- » **Terrebonne**
  - ▶ Weekend service
- » **Sisters**
  - ▶ Enhanced services
- » **Redmond**
  - ▶ New bus stops, routes, and shelters in southeast quadrant (airport and fairgrounds)
  - ▶ New routes and enhanced services near downtown
- » **Bend**
  - ▶ Several new routes and stops on east side
  - ▶ Areas of concern near Hawthorne Station and in southeastern quadrant
  - ▶ Weekend service around Old Mill and downtown
  - ▶ Some new routes and stops and enhanced services on west side
- » **Sunriver/Three Rivers**
  - ▶ New routes and new bus stops
- » **La Pine**
  - ▶ New routes and bus stops and weekend service on west side
  - ▶ Enhanced service in southern quadrant
  - ▶ Area of concern on US 97
- » **Prineville**
  - ▶ Weekend service and enhanced service in the area













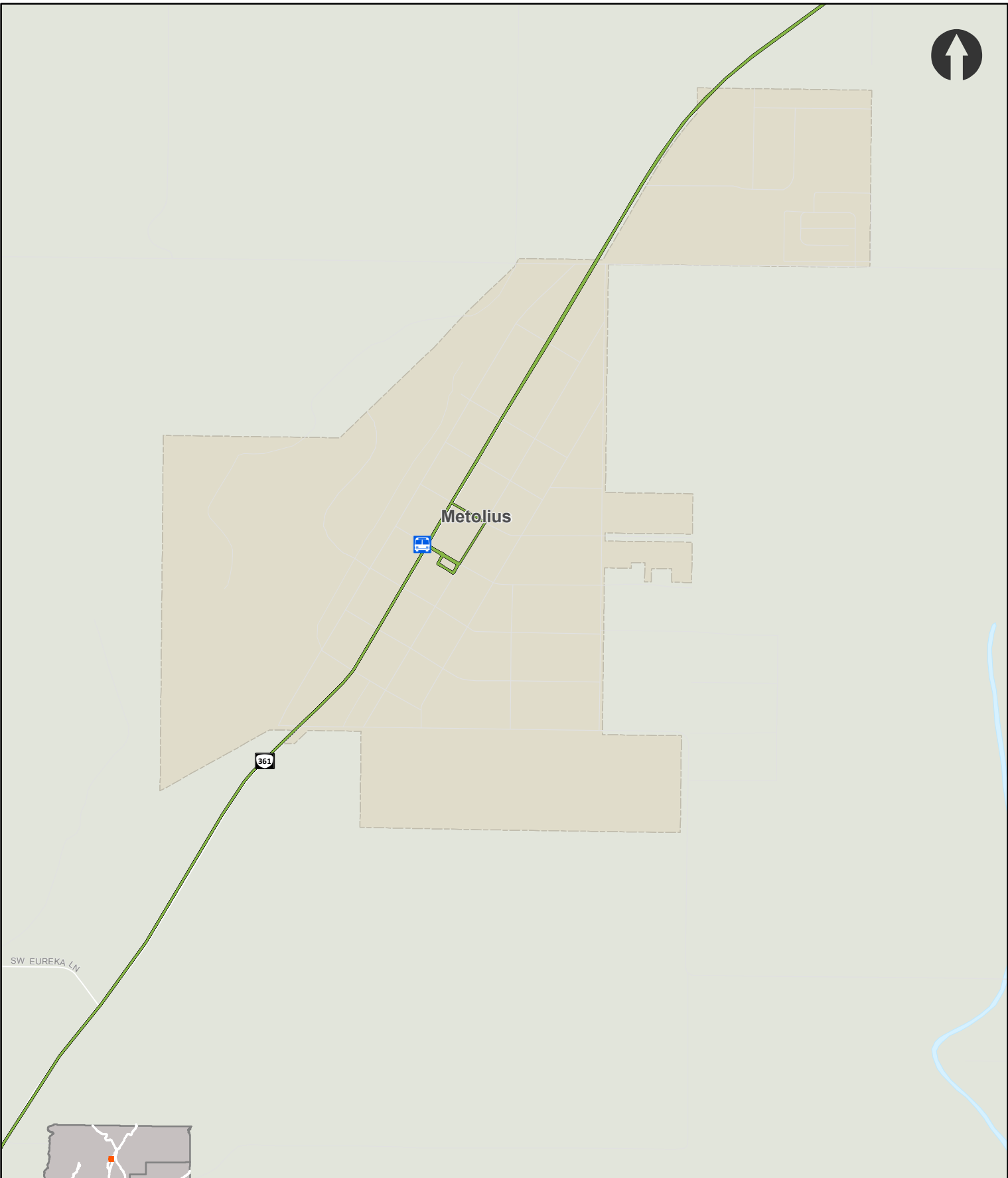
**Figure 15: Map Marker Distribution - Warm Springs**

-  New Bus Stop
-  New Bus Shelter
-  New Route
-  Weekend Service
-  Enhance Service
-  CET Route 20
-  City Limits



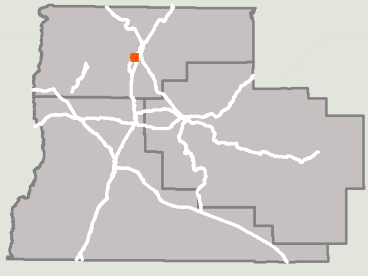
**Figure 15: Map Marker Distribution - Madras**

-  New Bus Stop
-  New Bus Shelter
-  Weekend Service
-  Enhance Service
-  CET Route 20
-  CET Route 22
-  Dial-a-Ride Service Area
-  City Limits

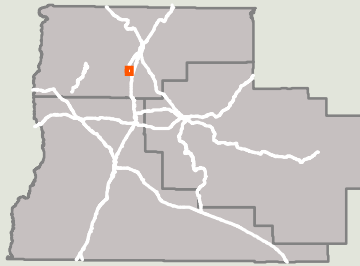
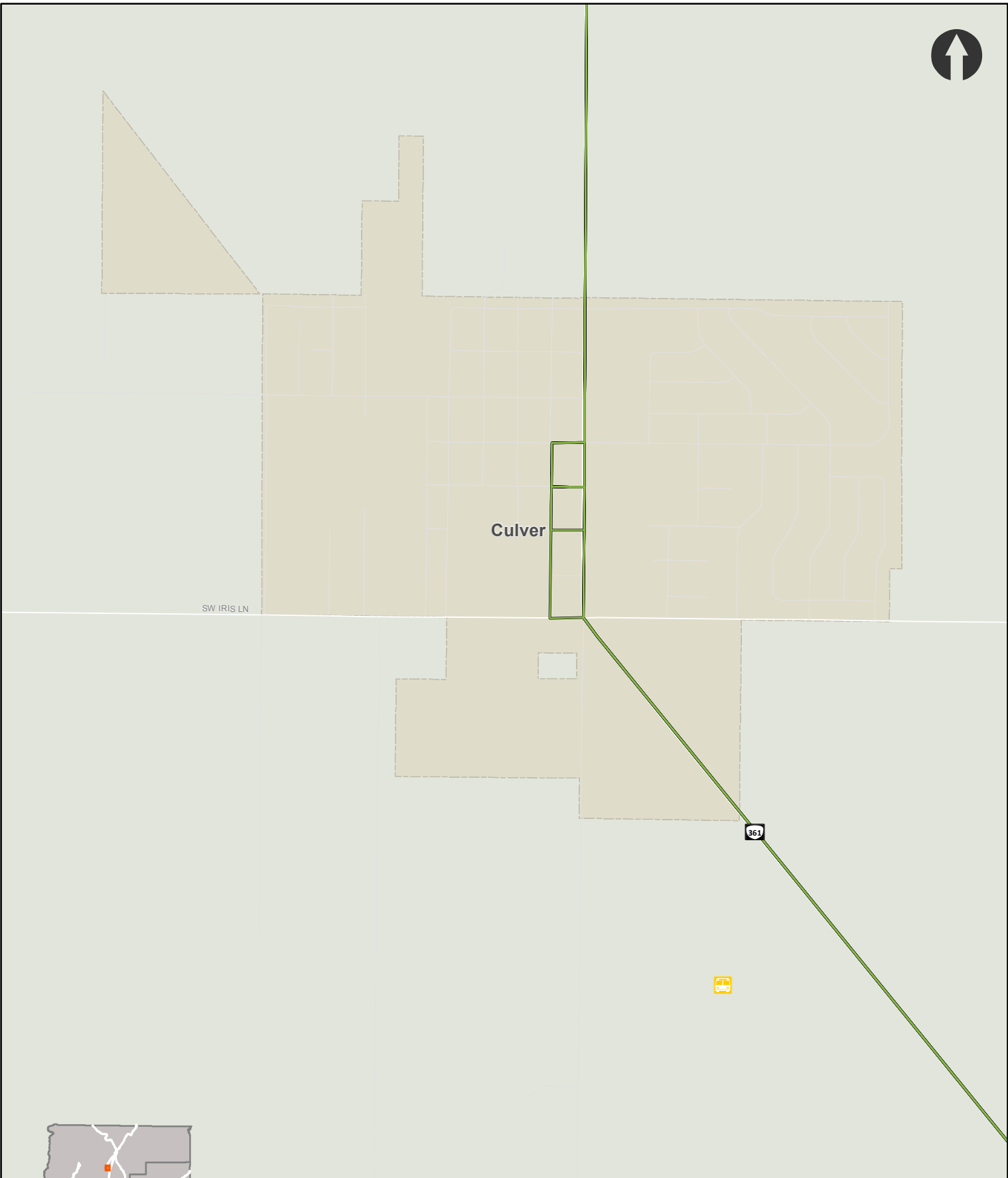


**Figure 15: Map Marker Distribution - Metolius**




-  New Bus Shelter
-  CET Route 22
-  City Limits

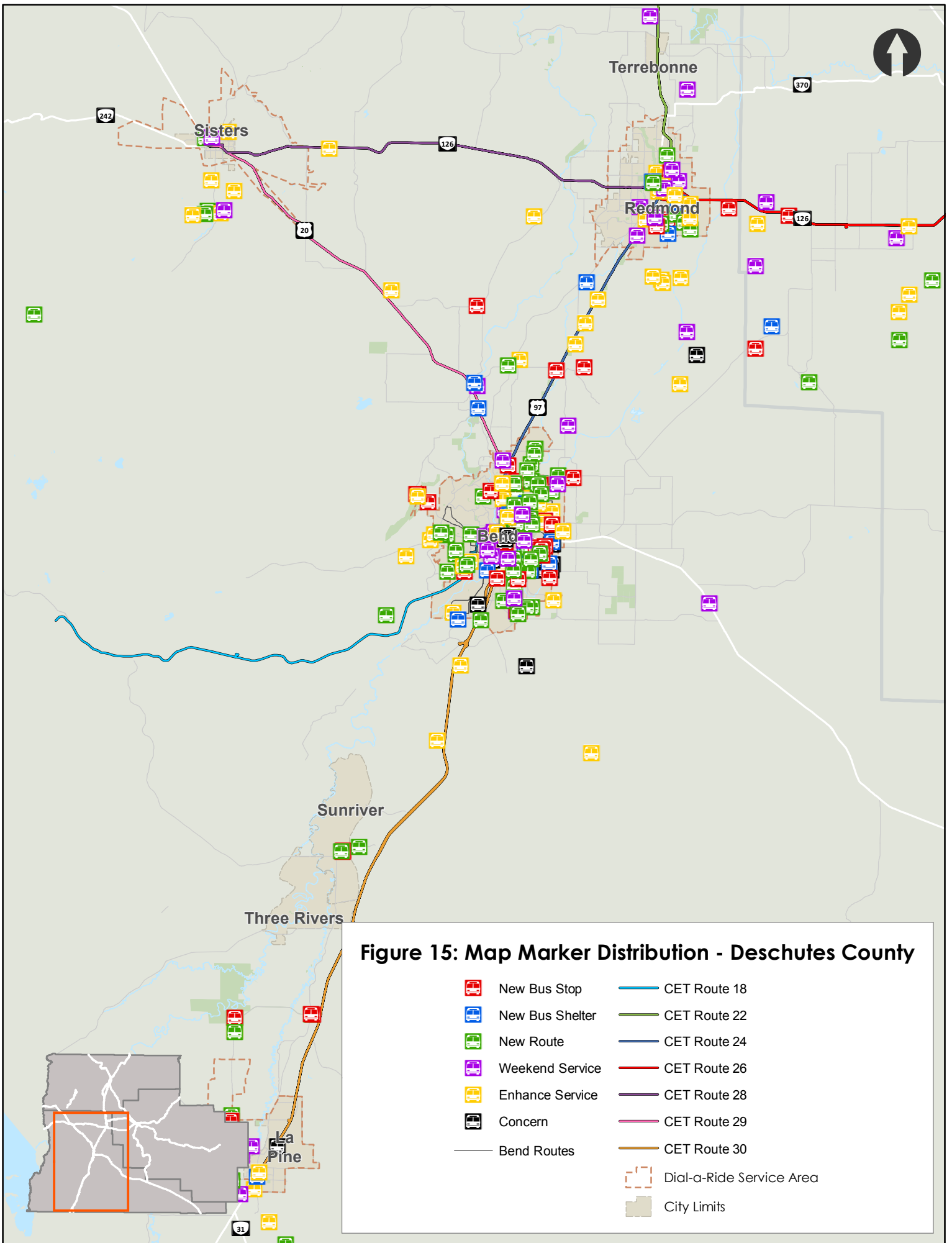


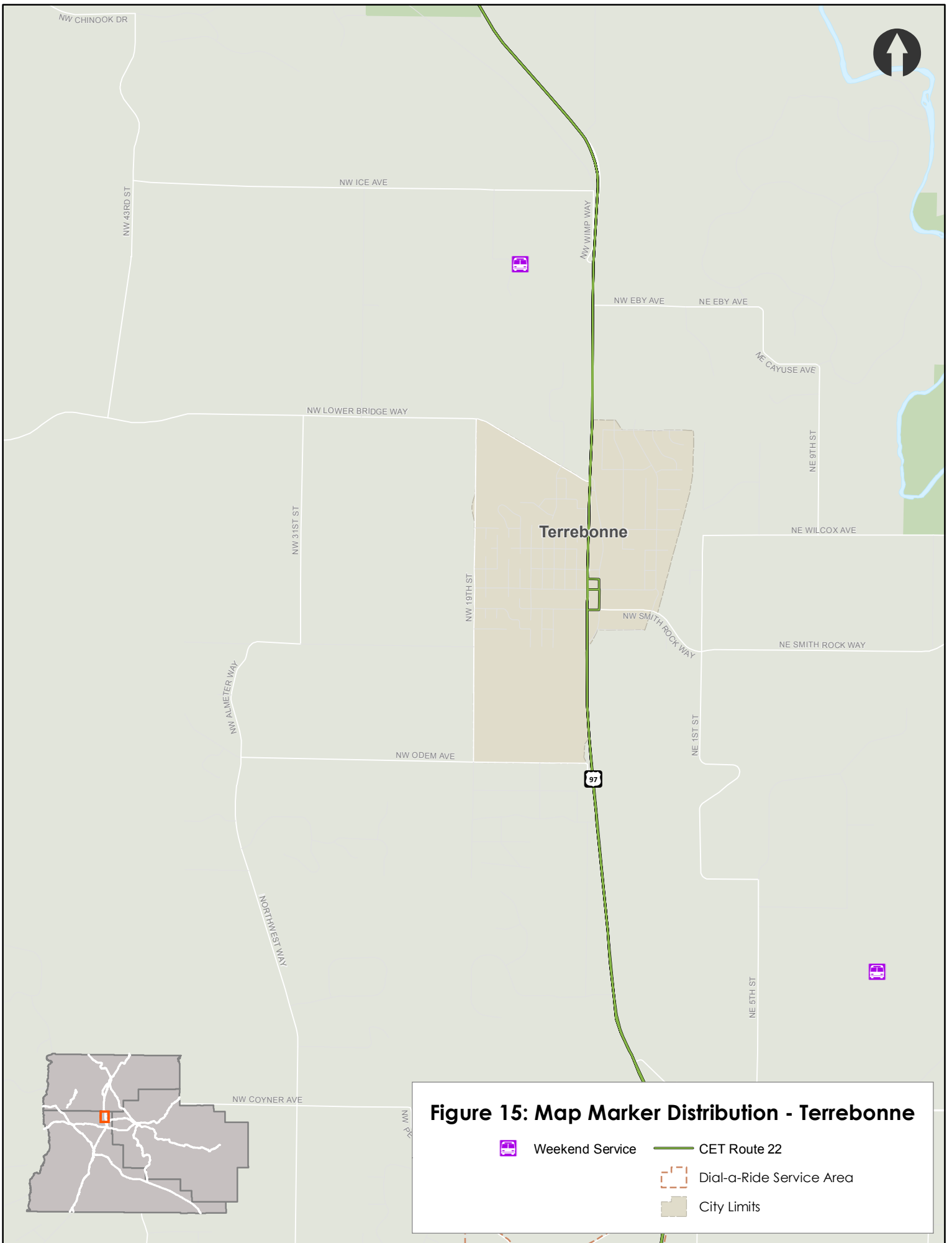


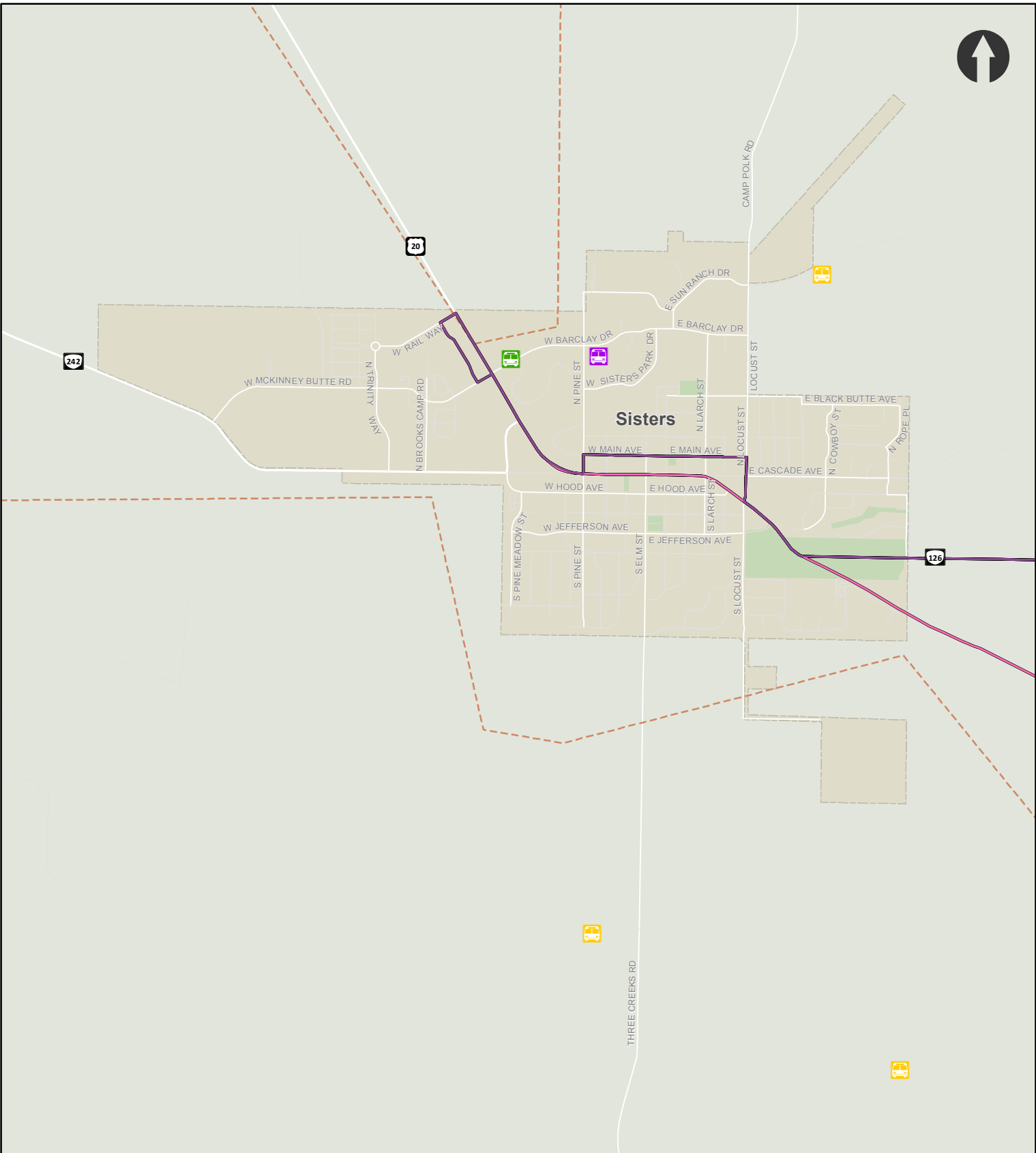


**Figure 15: Map Marker Distribution - Culver**








-  Enhance Service
-  CET Route 22
-  City Limits

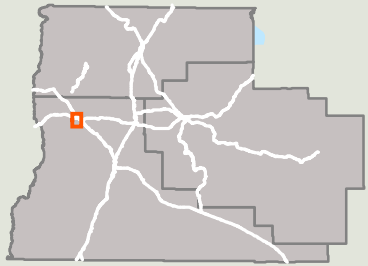


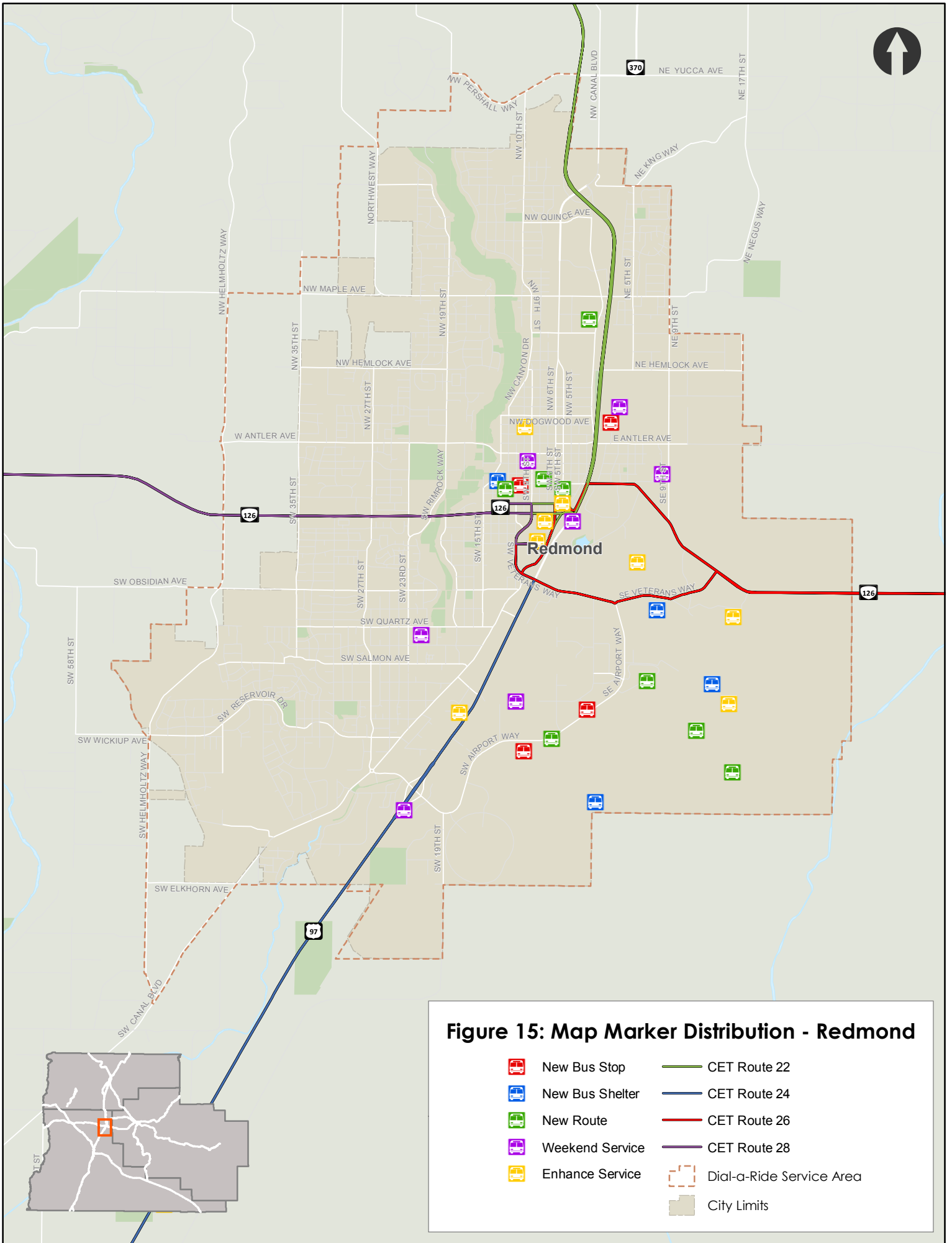


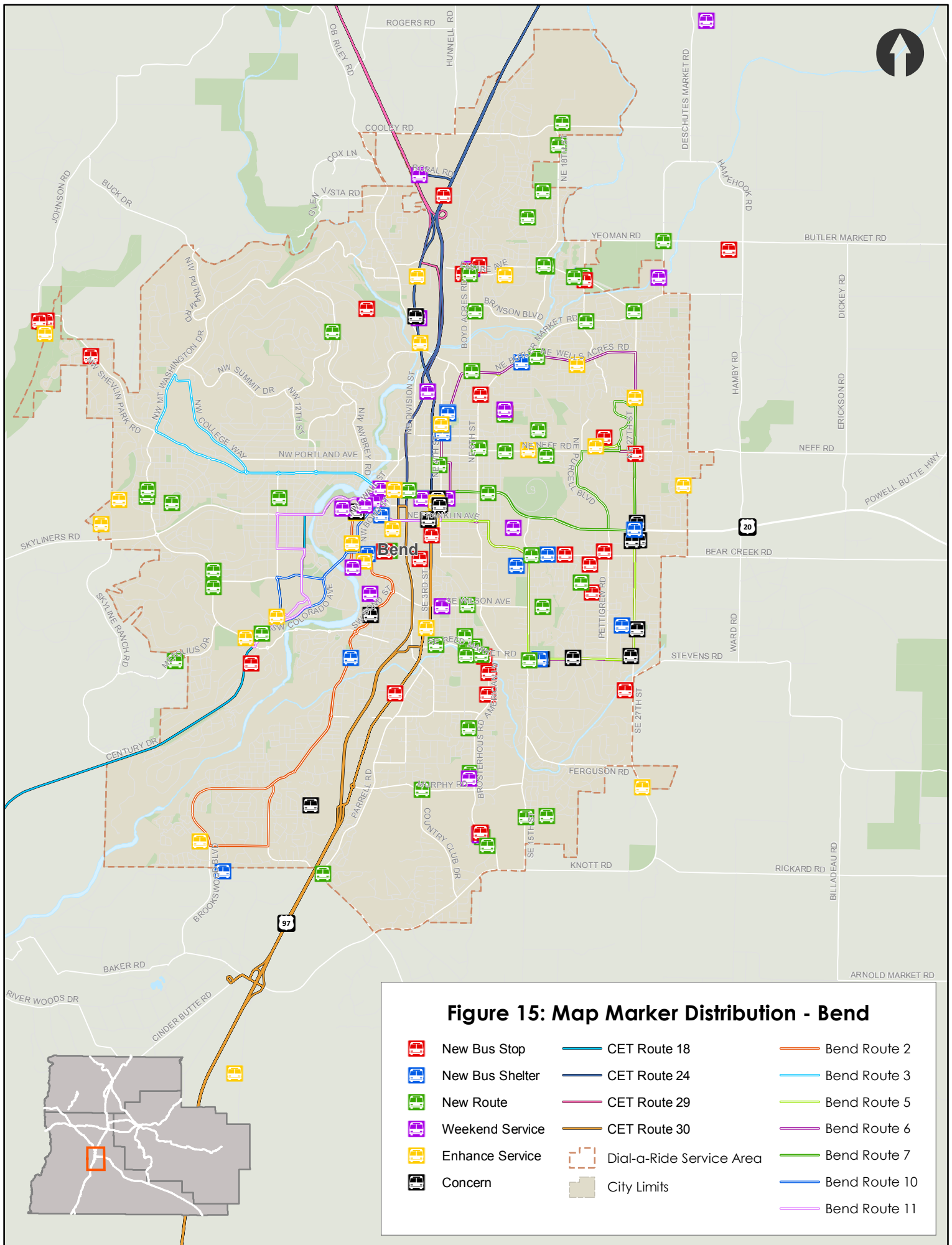


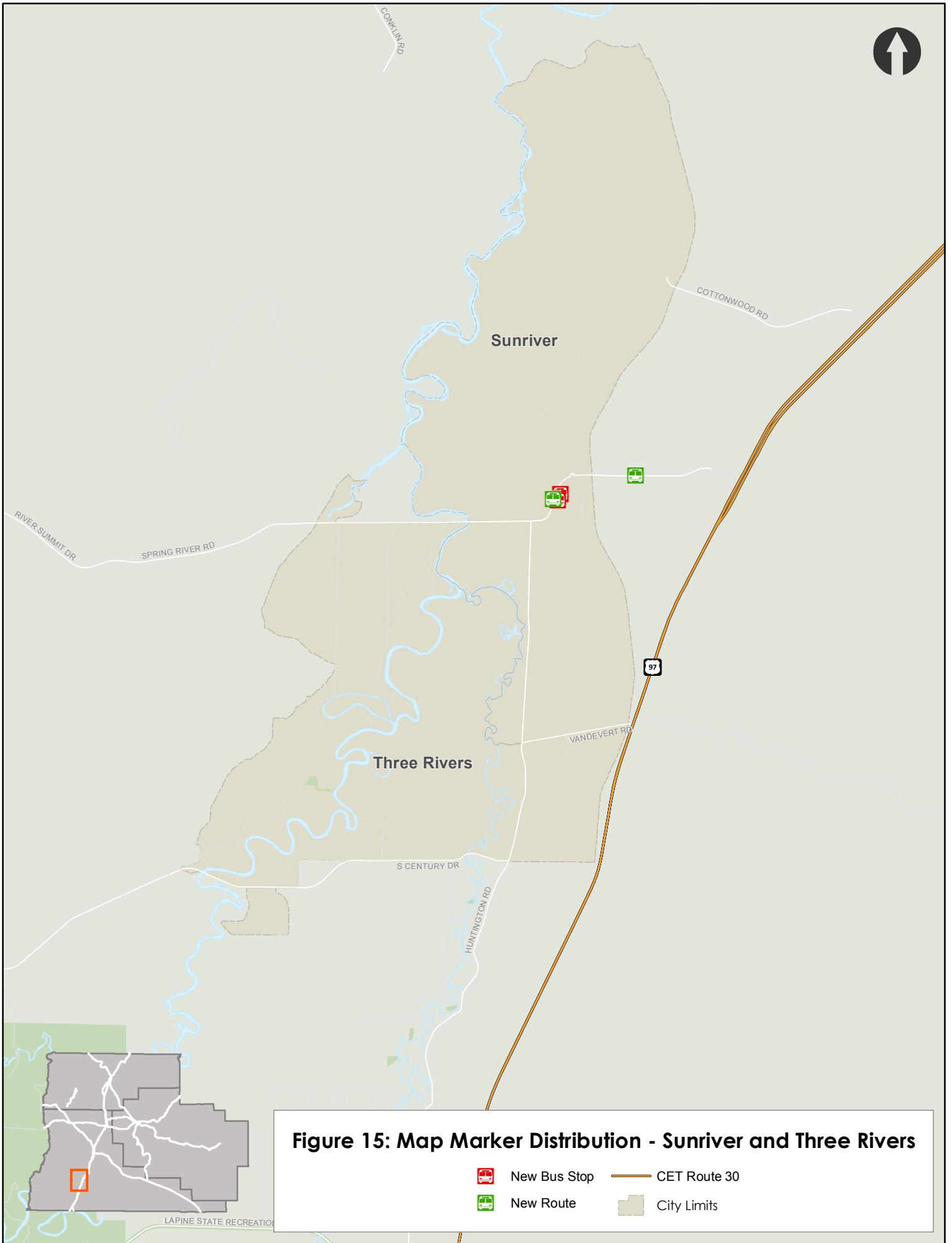
**Figure 15: Map Marker Distribution - Sisters**

-  New Route
-  Weekend Service
-  Enhance Service
-  CET Route 28
-  CET Route 29
-  Dial-a-Ride Service Area
-  City Limits

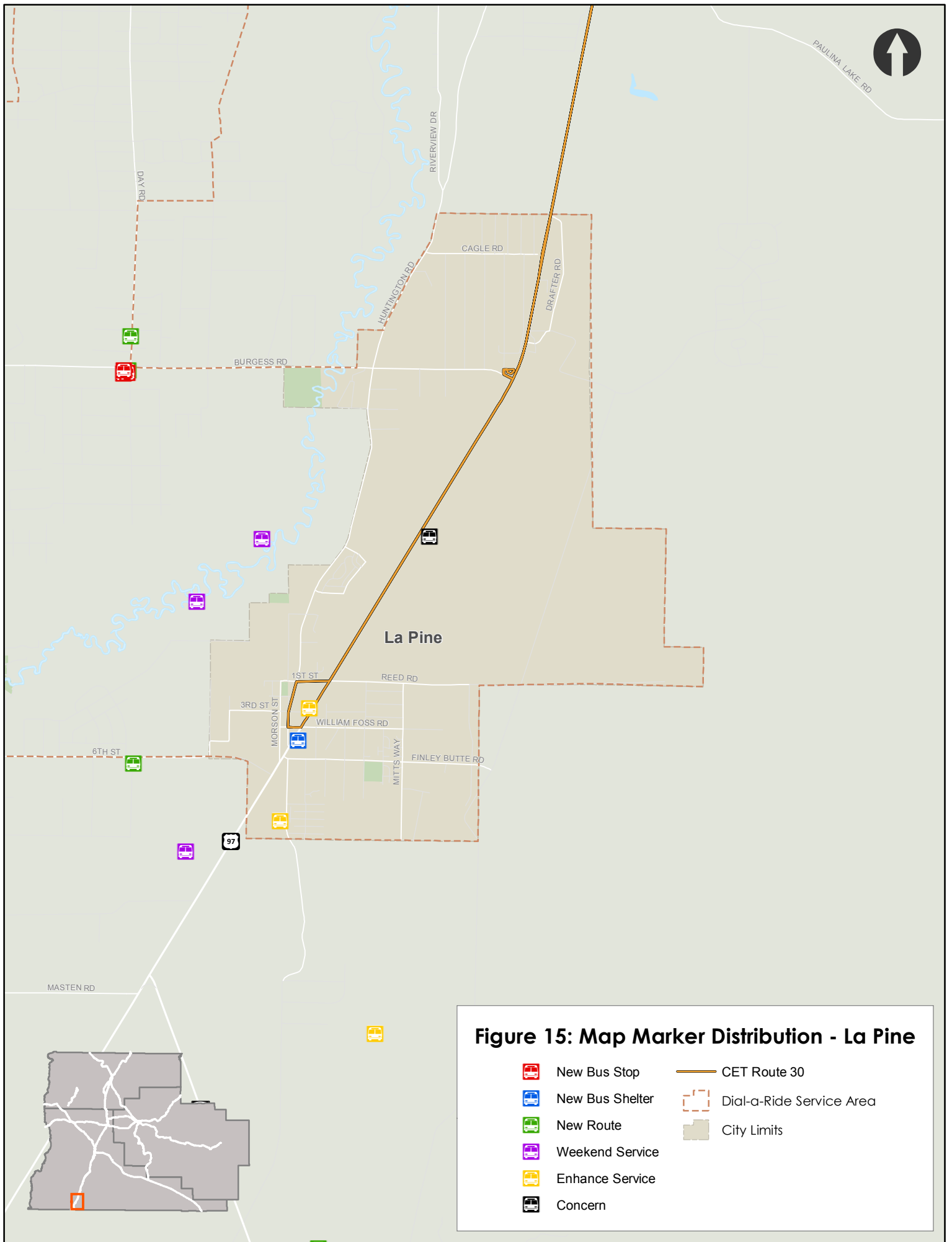

















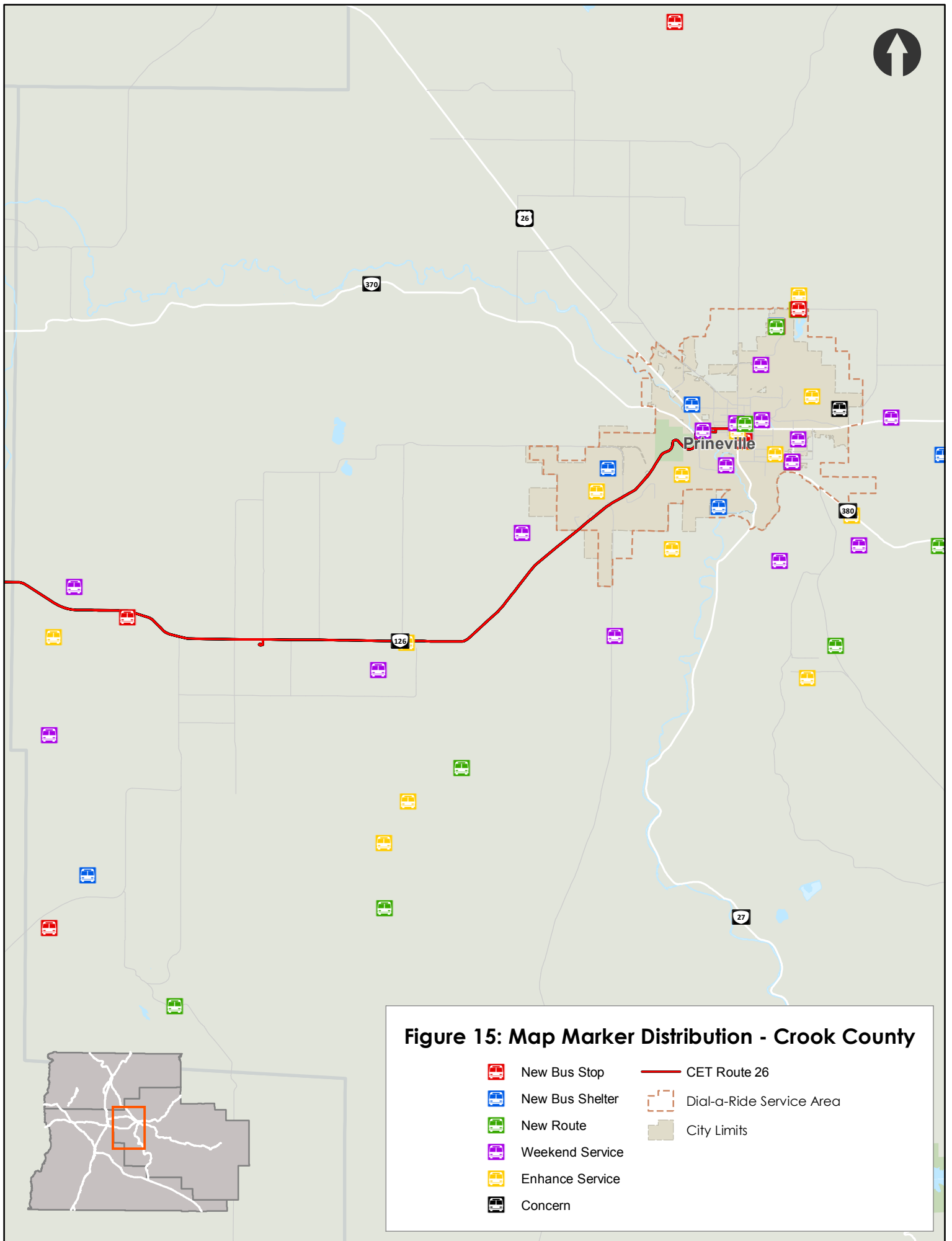
**Figure 15: Map Marker Distribution - Sunriver and Three Rivers**












**Figure 15: Map Marker Distribution - La Pine**

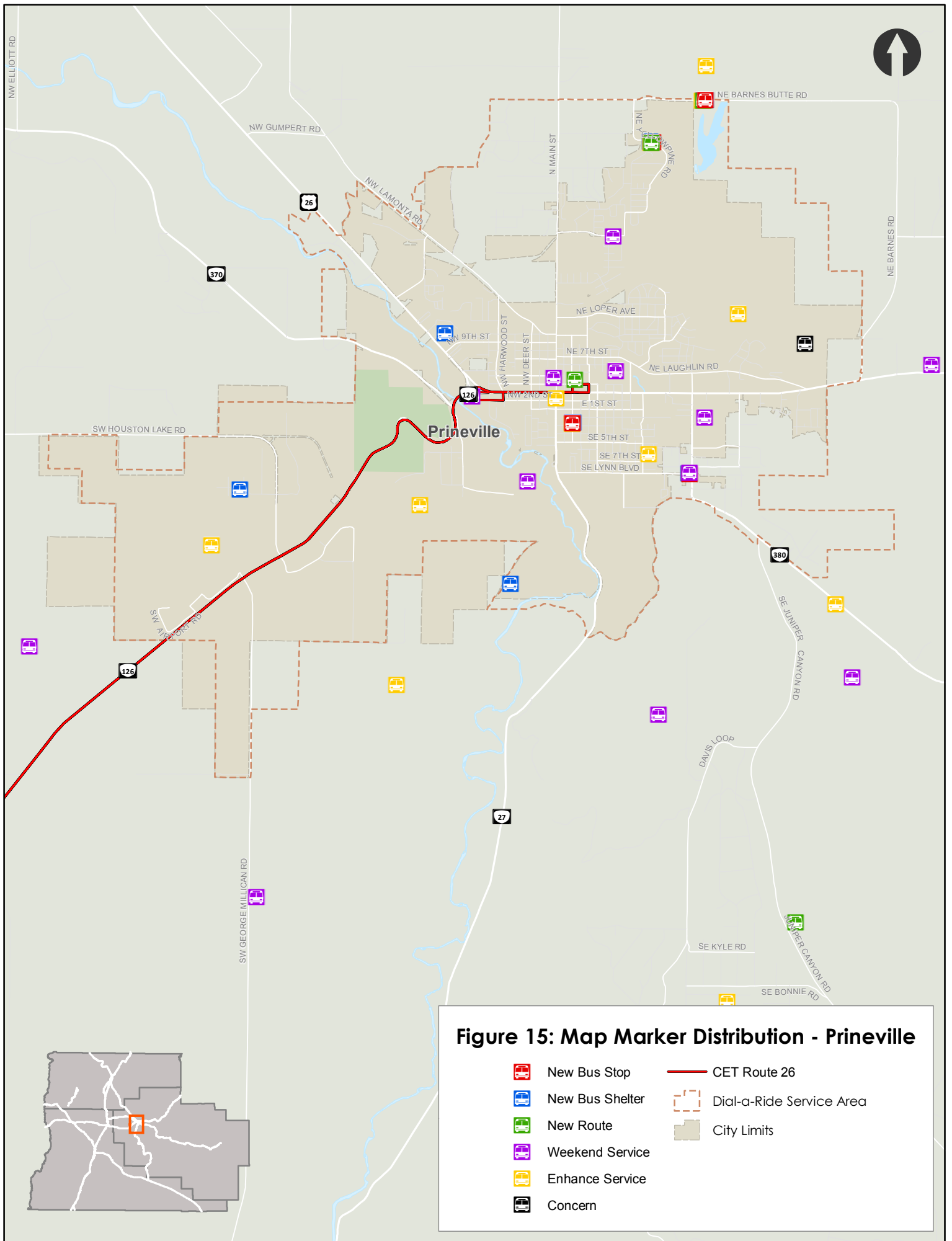
-  New Bus Stop
-  New Bus Shelter
-  New Route
-  Weekend Service
-  Enhance Service
-  Concern
-  CET Route 30
-  Dial-a-Ride Service Area
-  City Limits





**Figure 15: Map Marker Distribution - Crook County**

- |   |                 |   |                          |
|---|-----------------|---|--------------------------|
|  | New Bus Stop    |  | CET Route 26             |
|  | New Bus Shelter |  | Dial-a-Ride Service Area |
|  | New Route       |  | City Limits              |
|  | Weekend Service |   |                          |
|  | Enhance Service |   |                          |
|  | Concern         |   |                          |



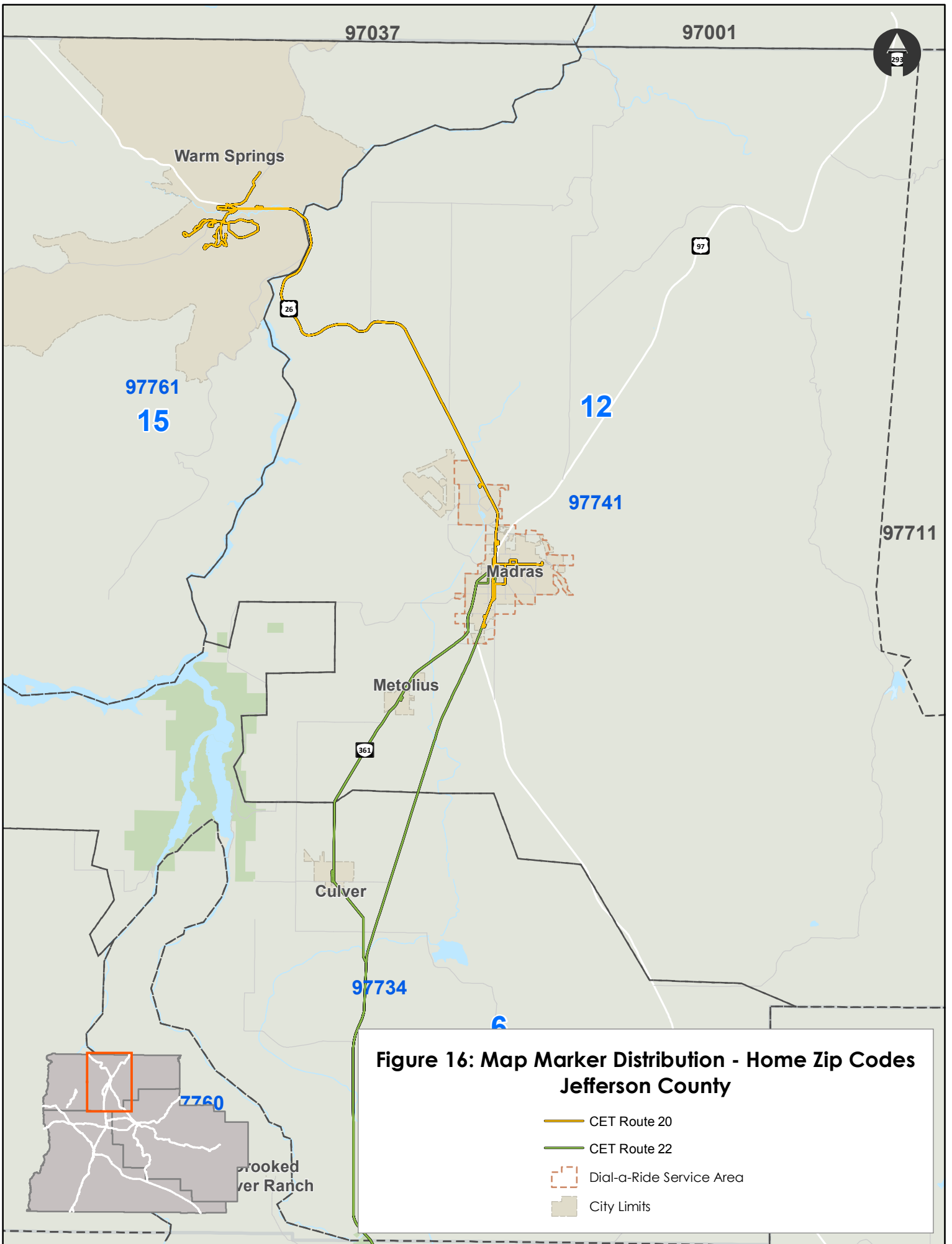
## WRAP-UP

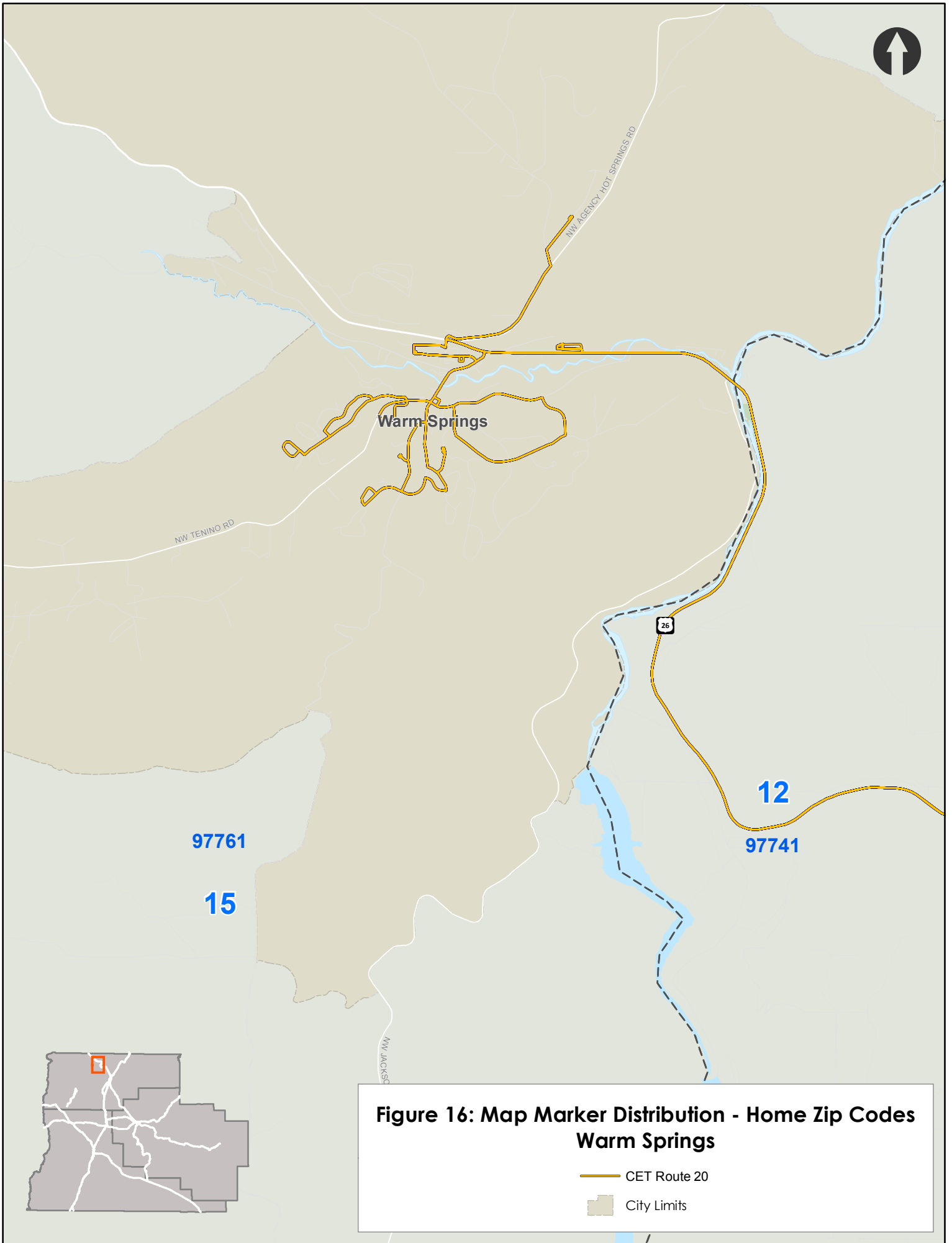
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To finalize the virtual open house and paper survey provided at the local open houses, participants were asked to provide information regarding the general regional of their residences and place of employment or education, race/ethnicity, age, and if/how often they utilize CET transit services. **Table 2** summarizes where participants are located by ZIP code and region, while **Figure 16** illustrates the number of participants by their zip code; **Figure 17** illustrates the number of work or school locations by zip code for those participants.

**Table 2: ZIP Code Descriptions**

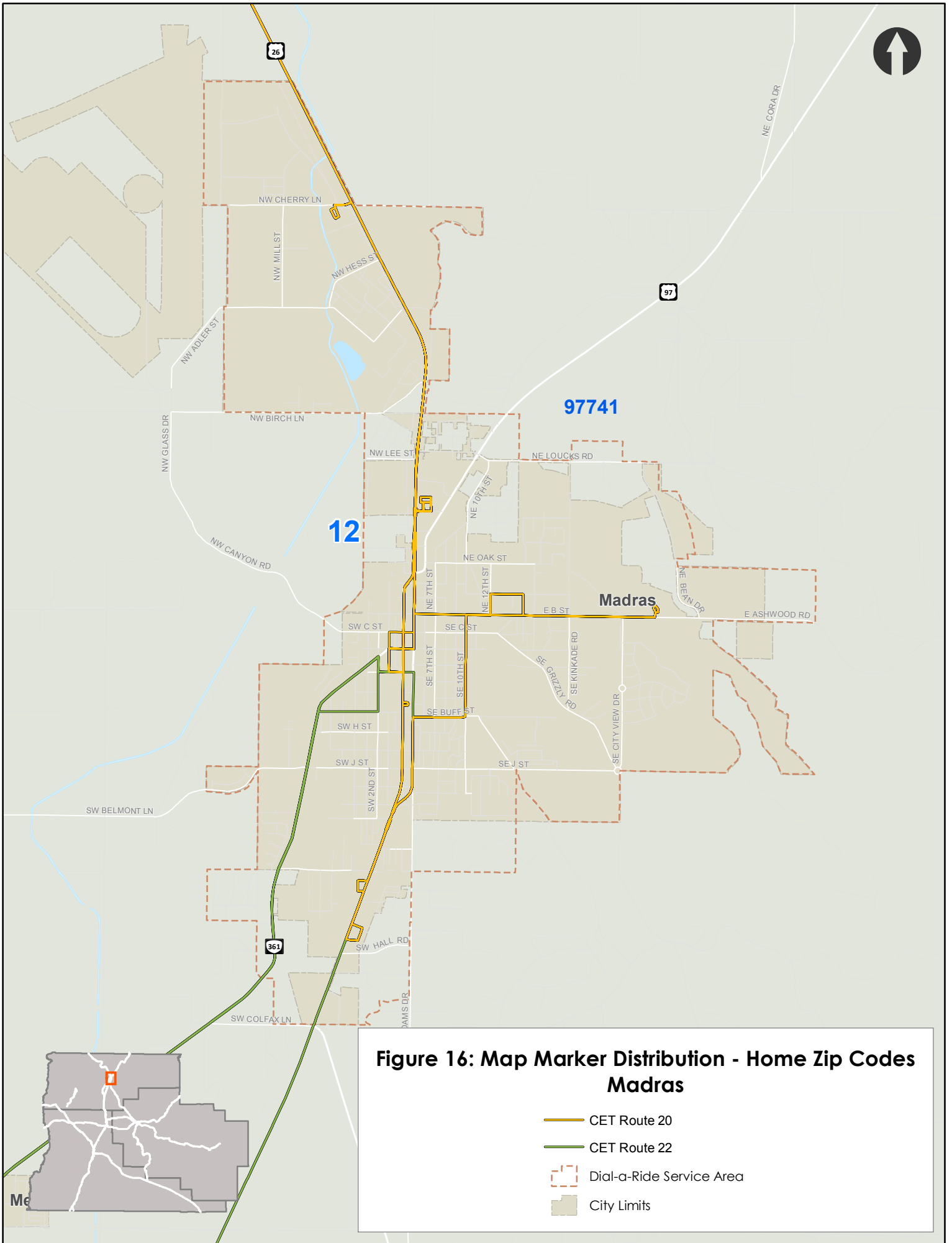
ZIP CODE	REGION
97701	North Bend
97702	South Bend
97703	Tumalo
97734	Culver
97739	La Pine
97741	Madras
97745	-
97753	Powell Butte
97754	Prineville
97756	Redmond
97759	Sisters
97760	Crooked River Ranch
97761	Warm Springs

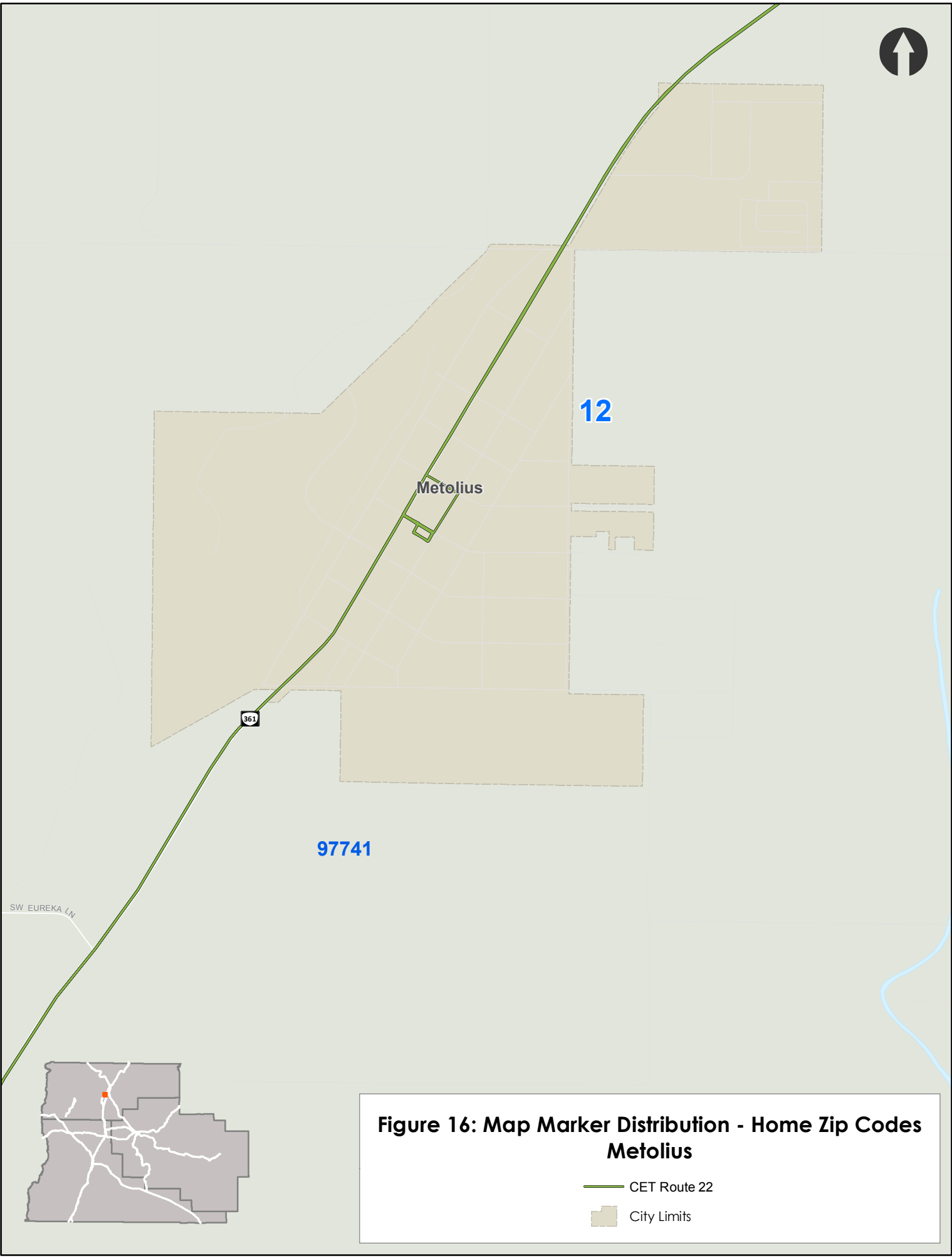




**Figure 16: Map Marker Distribution - Home Zip Codes  
Warm Springs**

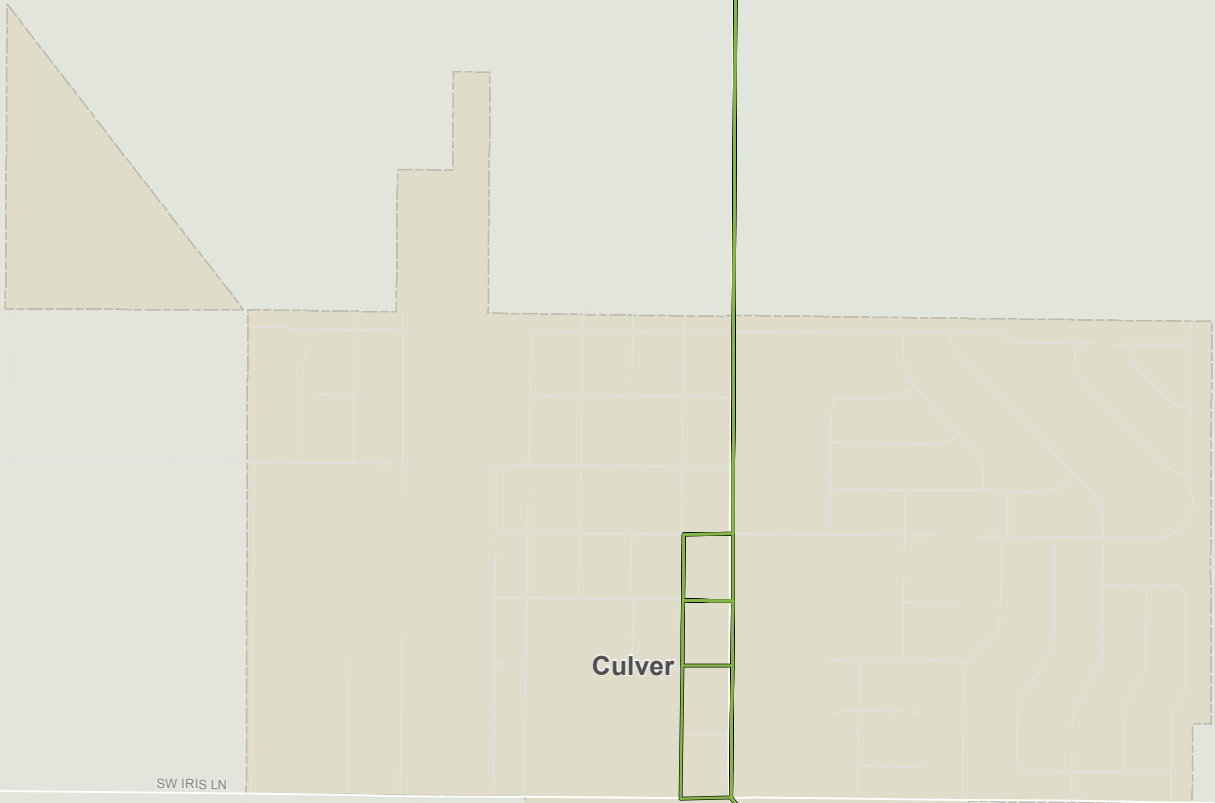
- GET Route 20
- City Limits





**Figure 16: Map Marker Distribution - Home Zip Codes  
Metolius**

-  GET Route 22
-  City Limits

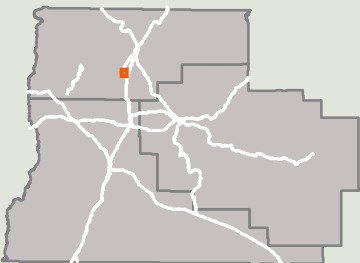


SW IRIS LN

Culver

6

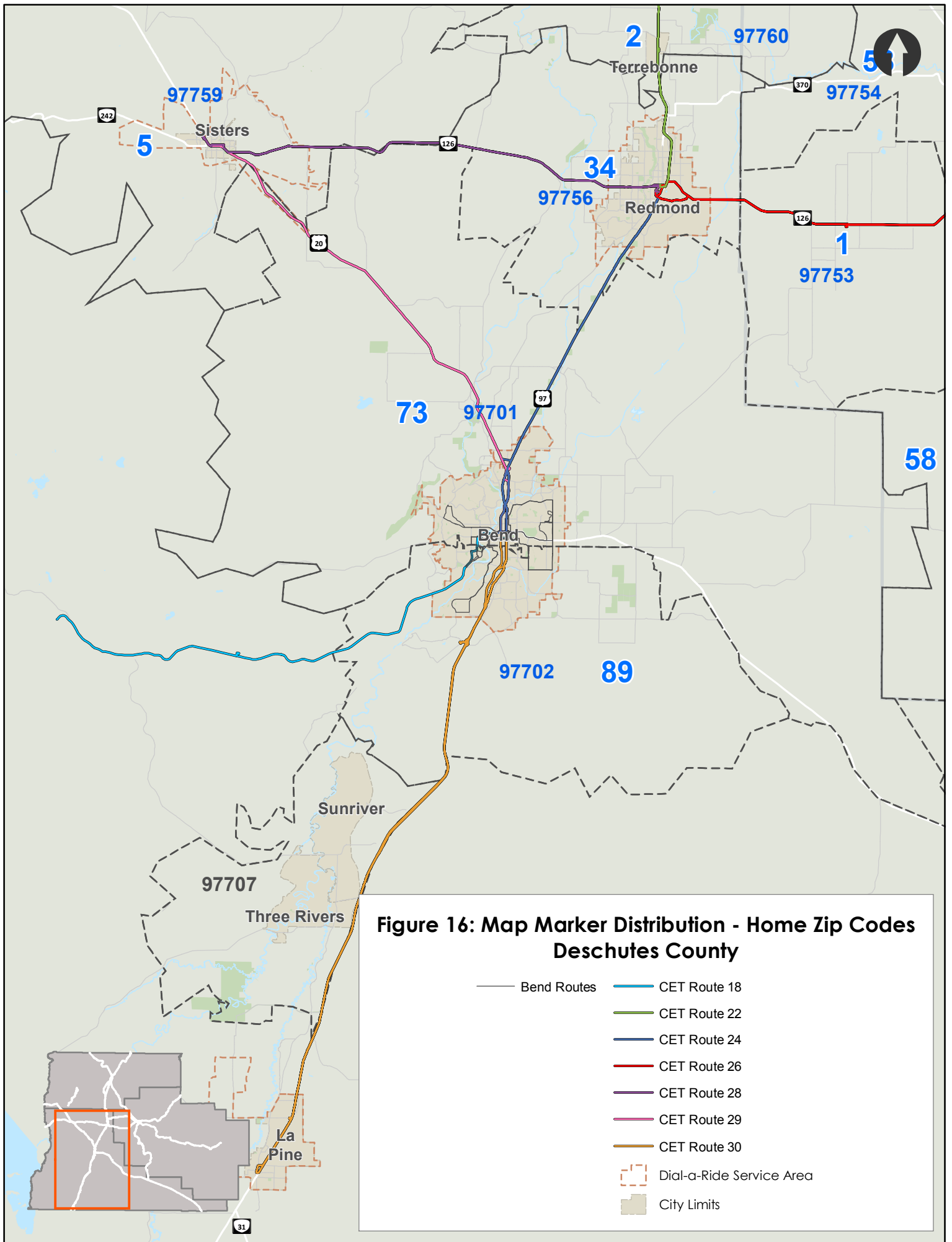
97734

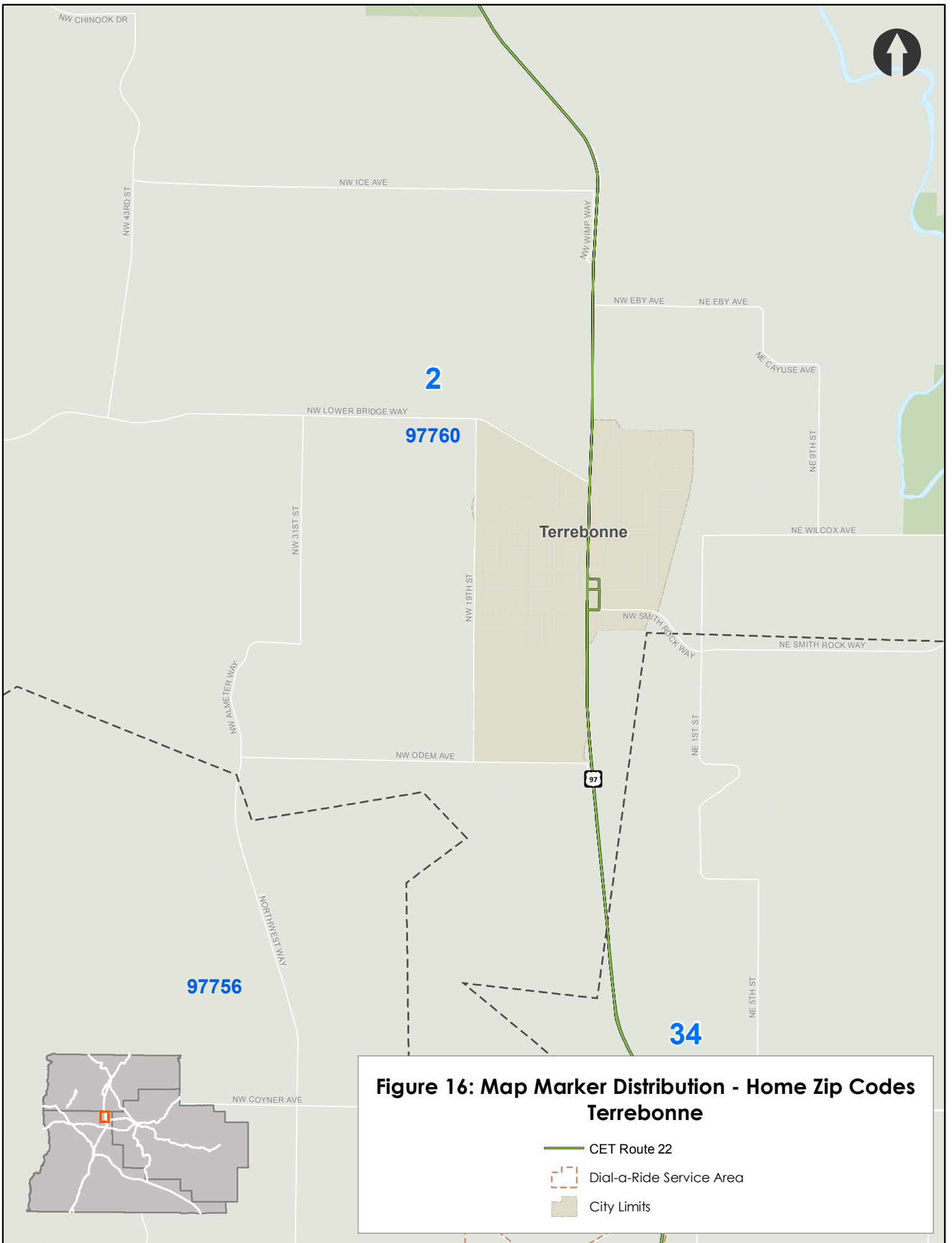


**Figure 16: Map Marker Distribution - Home Zip Codes  
Culver**




- GET Route 22
- City Limits

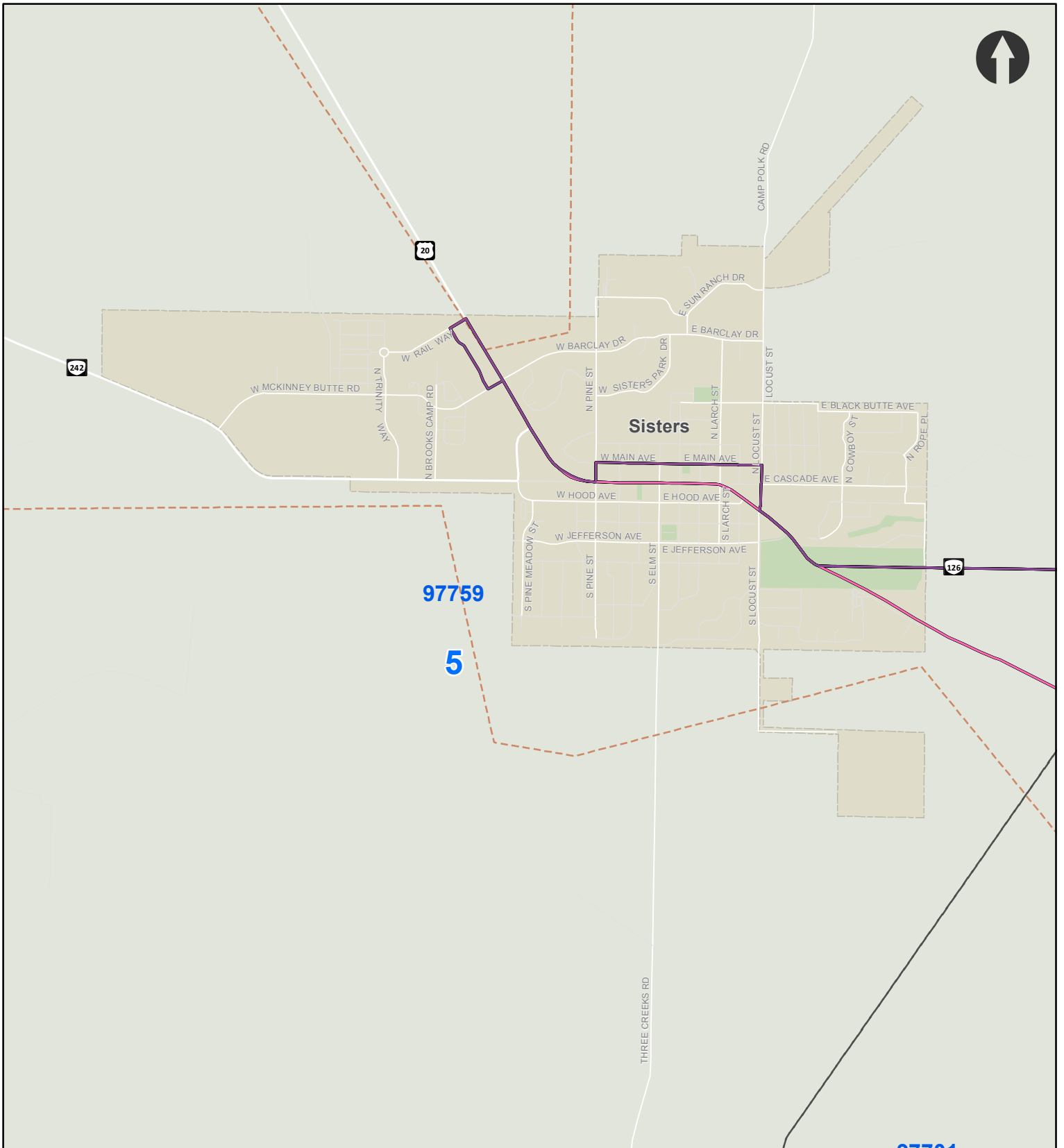










**Figure 16: Map Marker Distribution - Home Zip Codes Terrebonne**

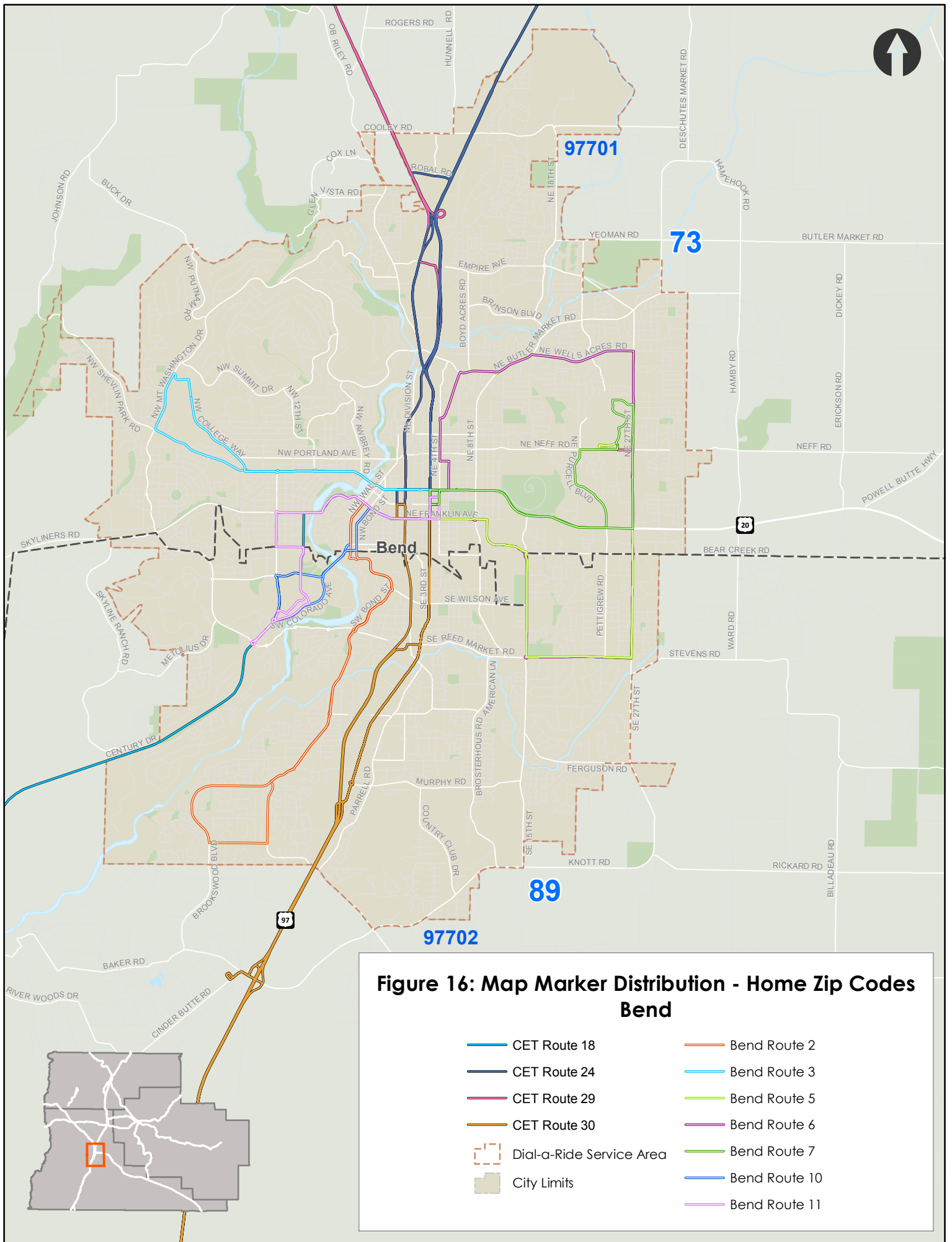
-  CET Route 22
-  Dial-a-Ride Service Area
-  City Limits

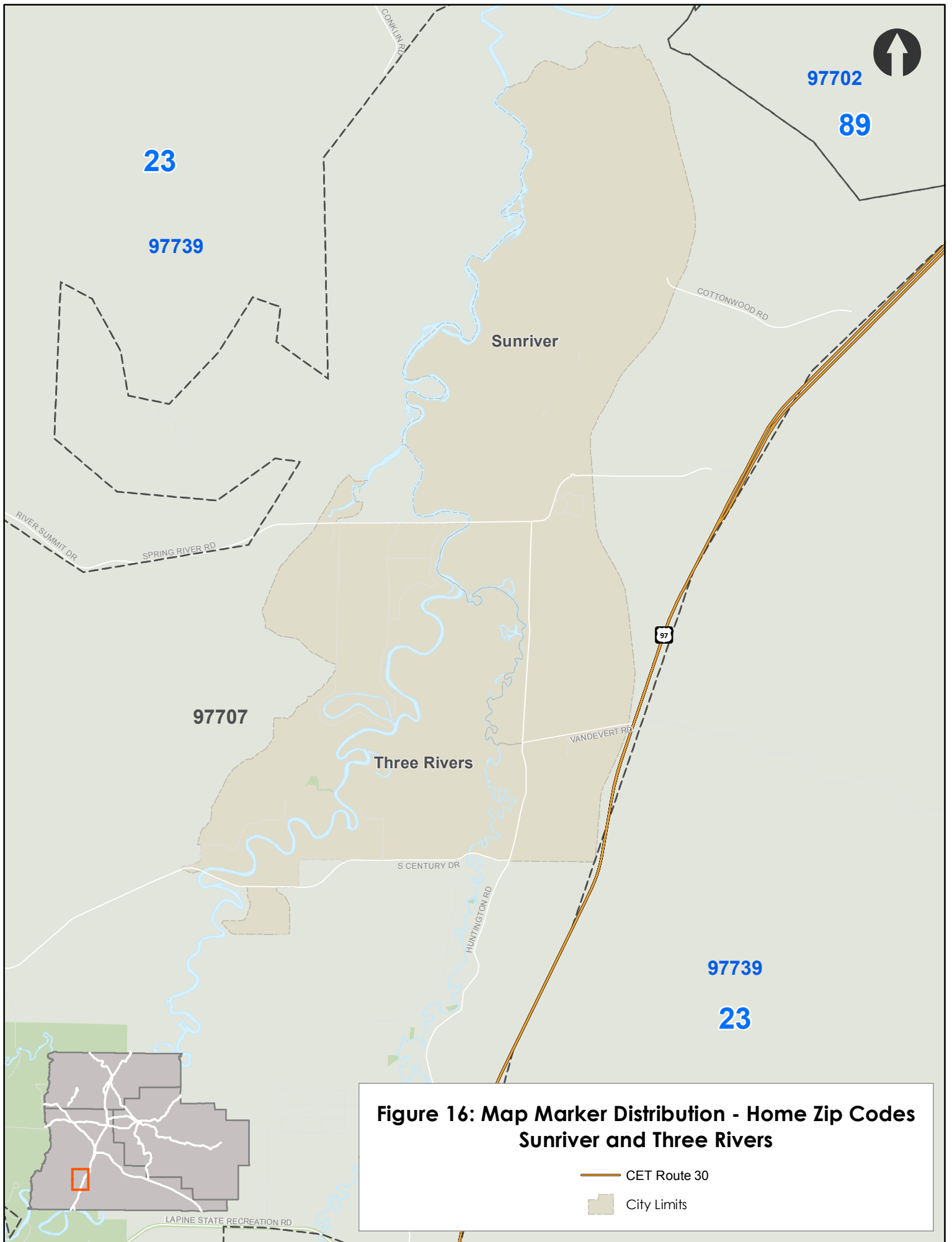


**Figure 16: Map Marker Distribution - Home Zip Codes Sisters**

-  CET Route 28
-  CET Route 29
-  Dial-a-Ride Service Area
-  City Limits

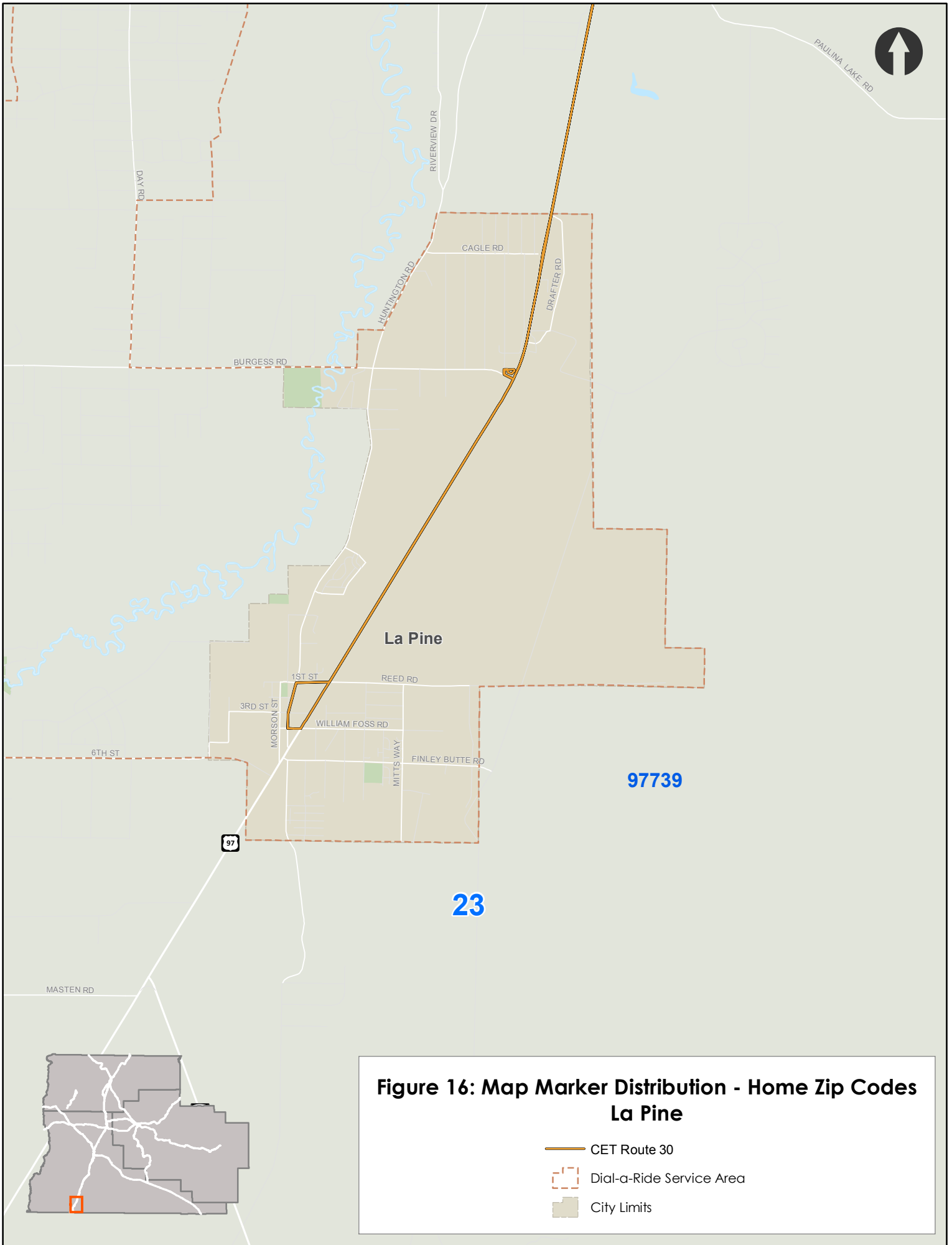









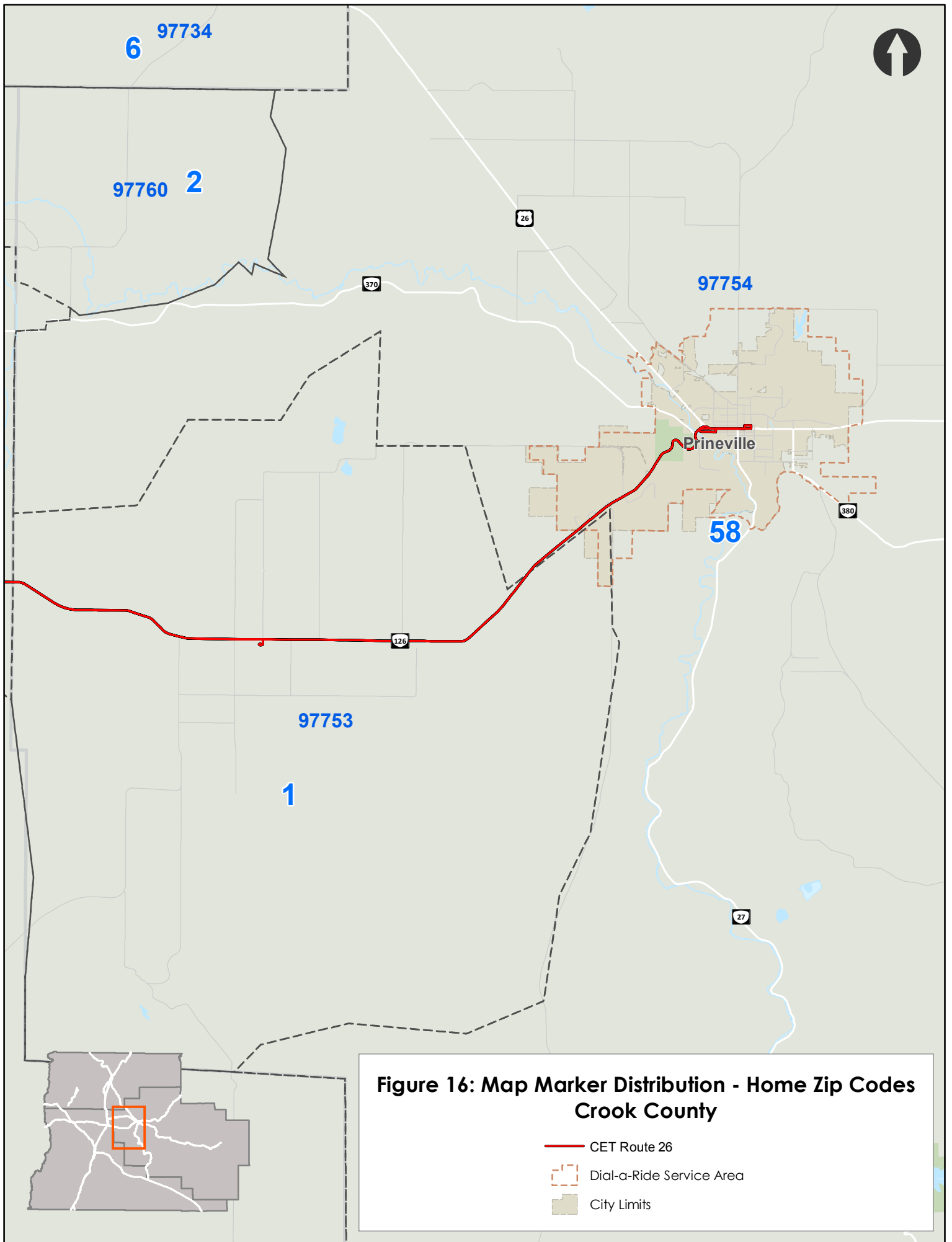
**Figure 16: Map Marker Distribution - Home Zip Codes Sunriver and Three Rivers**

— GET Route 30  
 City Limits



**Figure 16: Map Marker Distribution - Home Zip Codes  
La Pine**

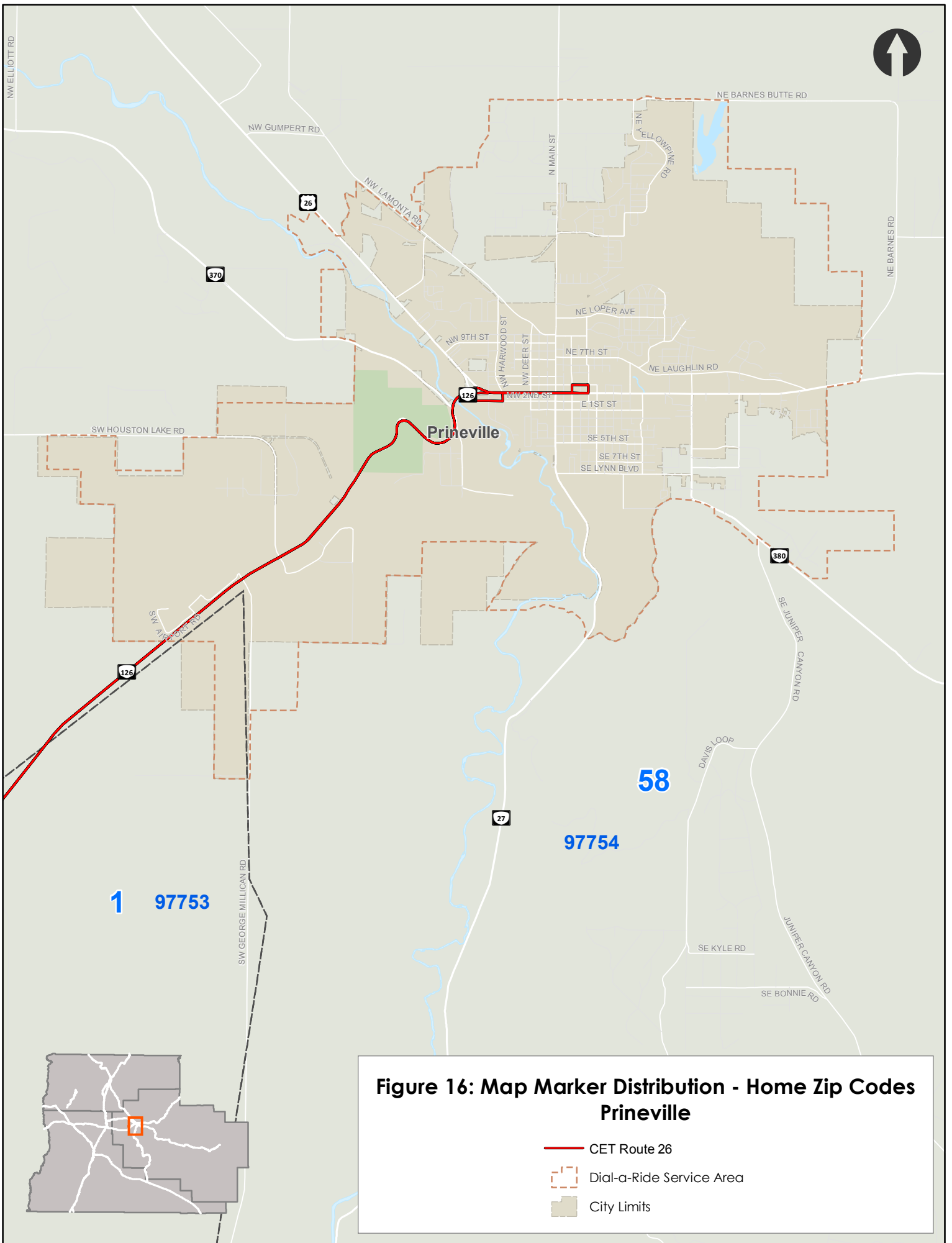
-  CET Route 30
-  Dial-a-Ride Service Area
-  City Limits



**Figure 16: Map Marker Distribution - Home Zip Codes  
Crook County**

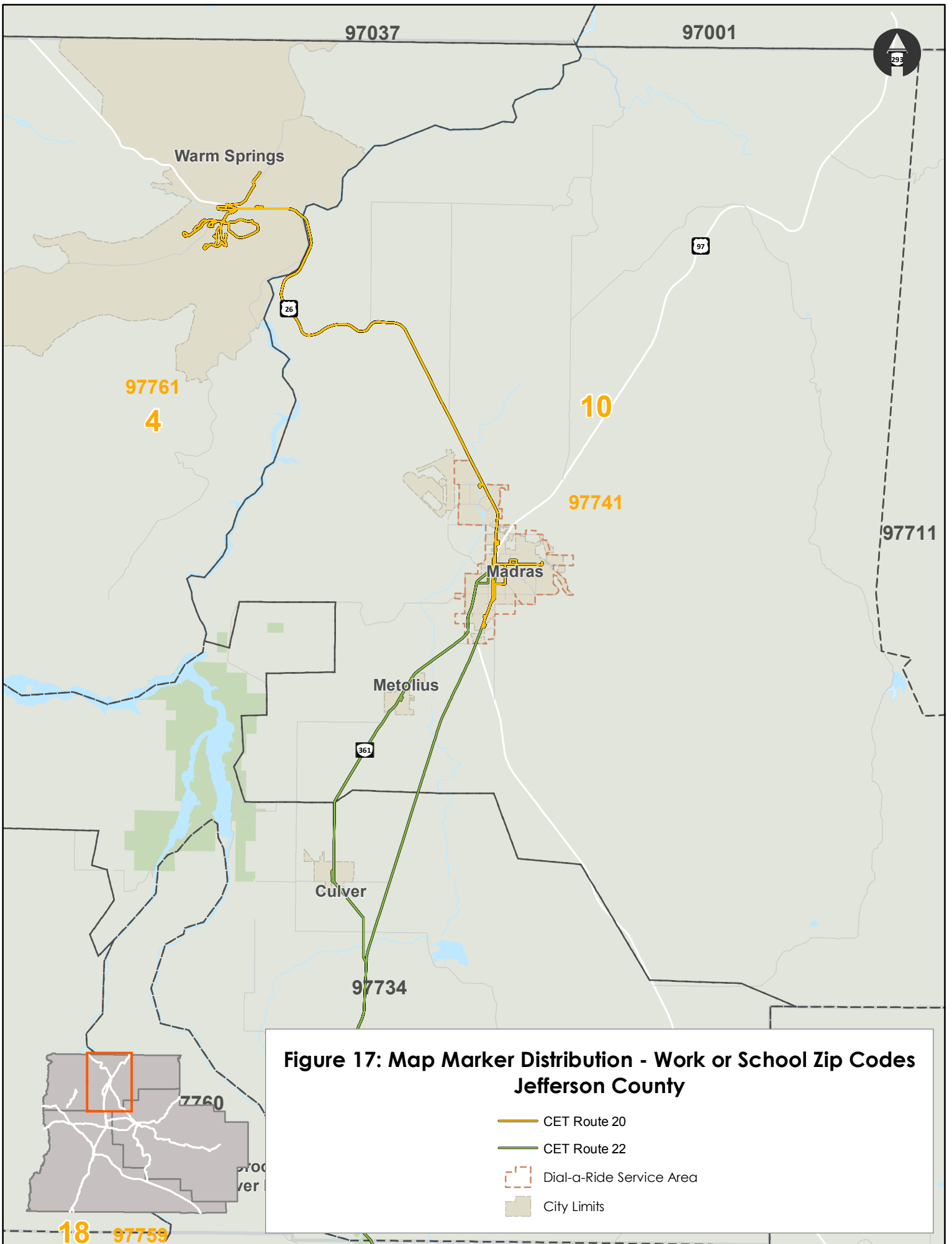
- CET Route 26
- Dial-a-Ride Service Area
- City Limits



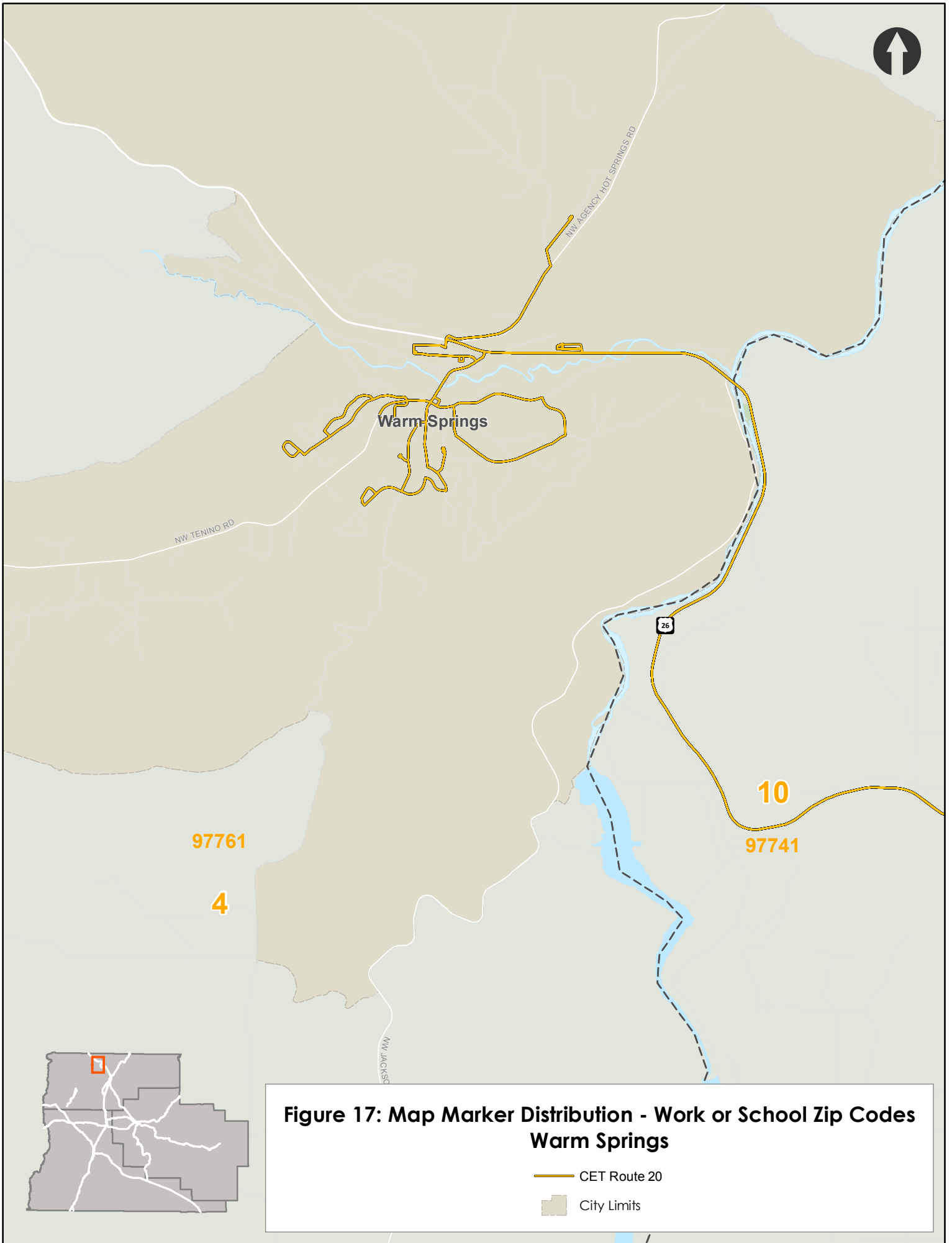


**Figure 16: Map Marker Distribution - Home Zip Codes Prineville**

- CET Route 26
- Dial-a-Ride Service Area
- City Limits

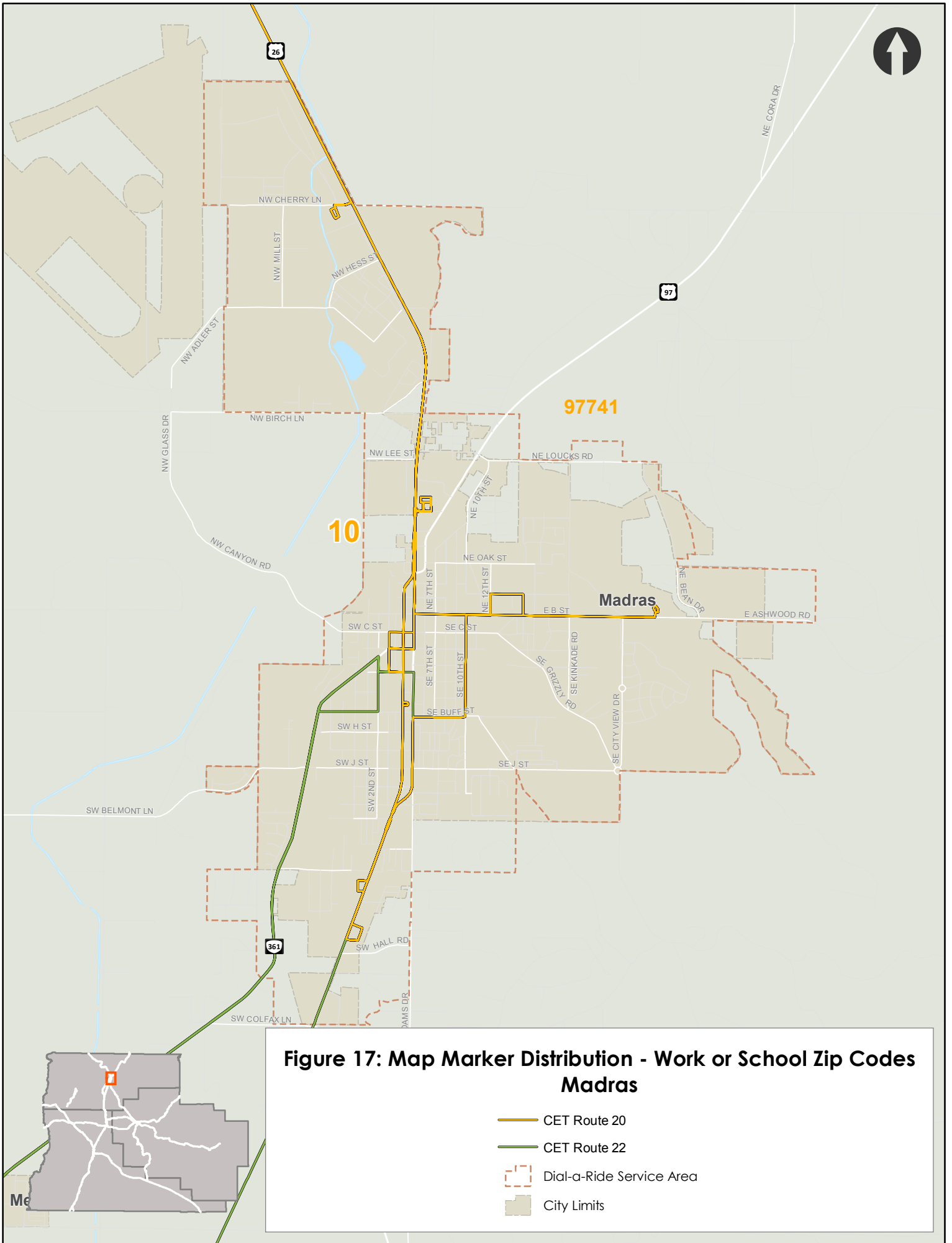


**Figure 17: Map Marker Distribution - Work or School Zip Codes Jefferson County**



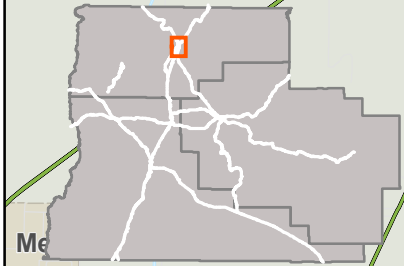
**Figure 17: Map Marker Distribution - Work or School Zip Codes Warm Springs**

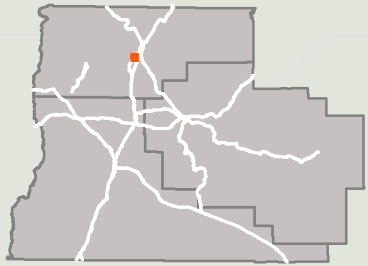
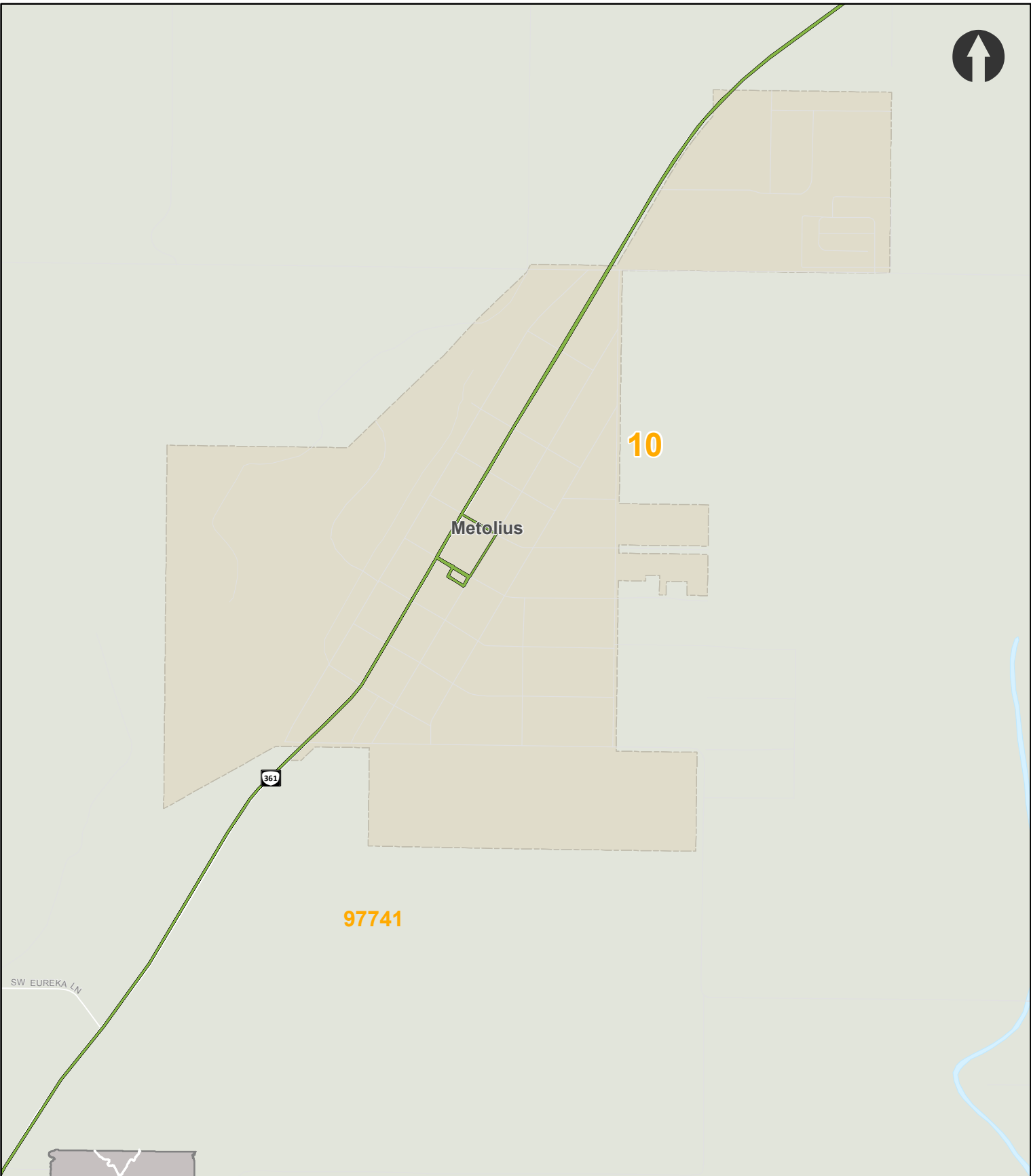
- CET Route 20
- City Limits




**Figure 17: Map Marker Distribution - Work or School Zip Codes Madras**

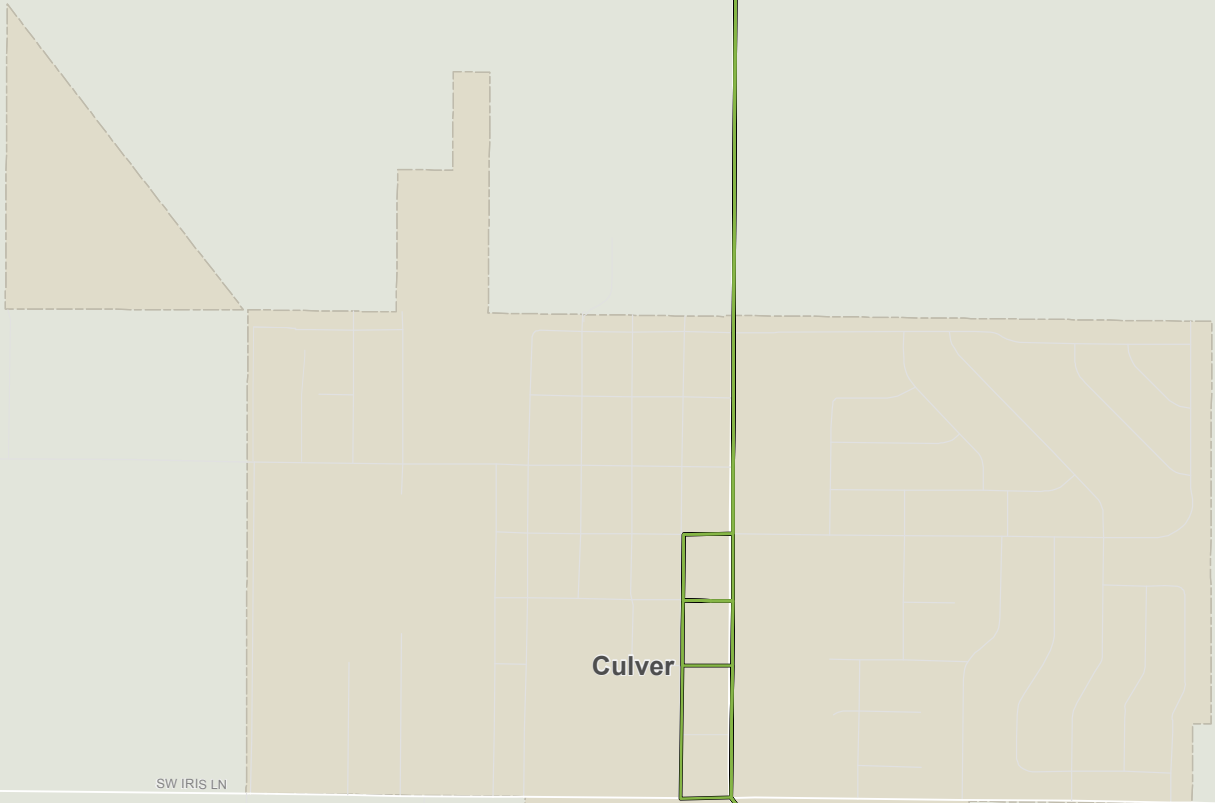
- CET Route 20
- CET Route 22
- - - Dial-a-Ride Service Area
- City Limits






**Figure 17: Map Marker Distribution - Work or School Zip Codes  
Metolius**

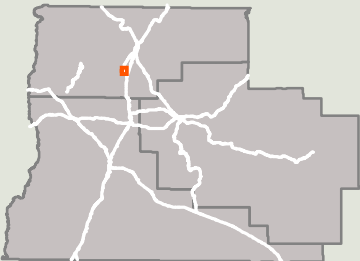
-  CET Route 22
-  City Limits



SW IRIS LN

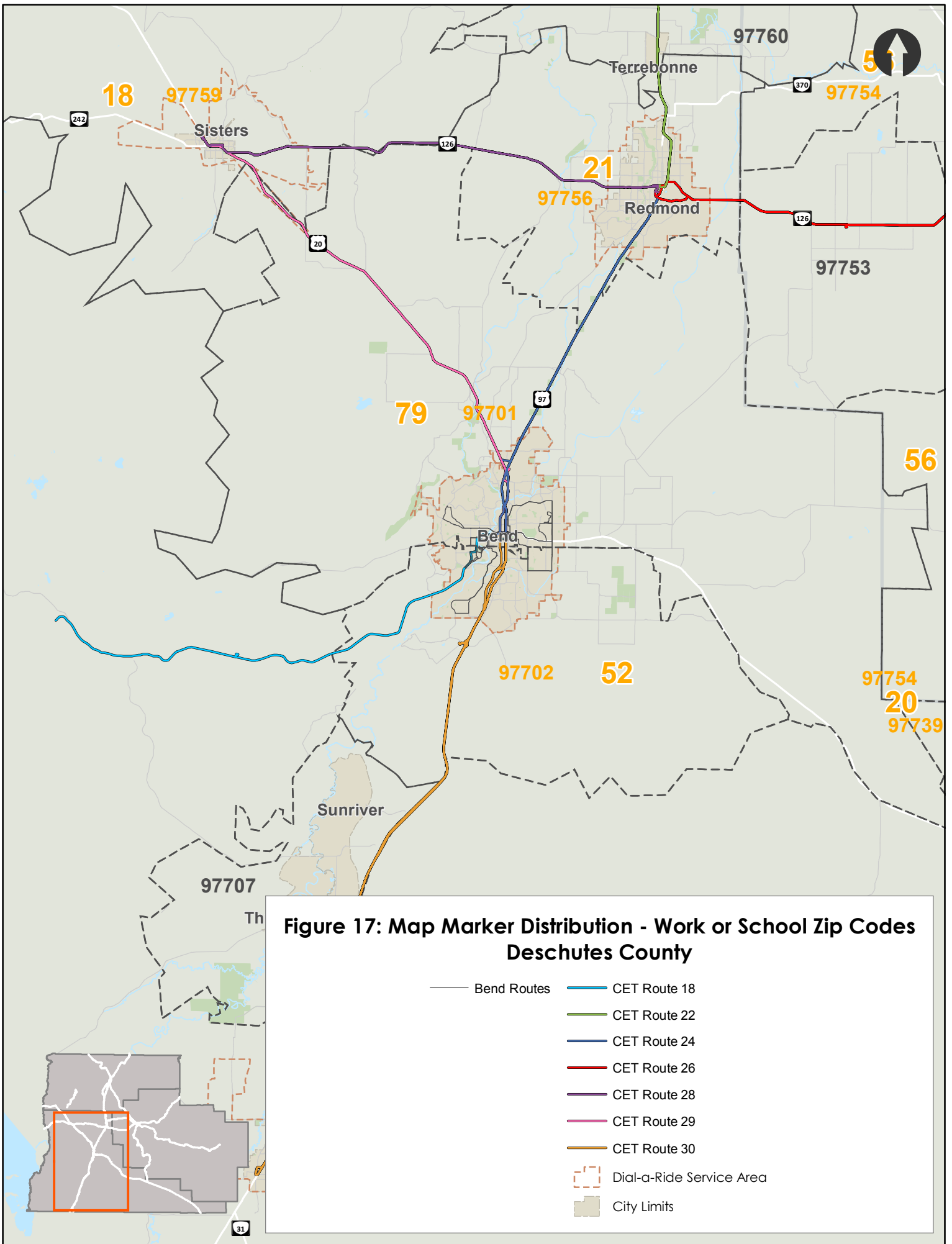
Culver

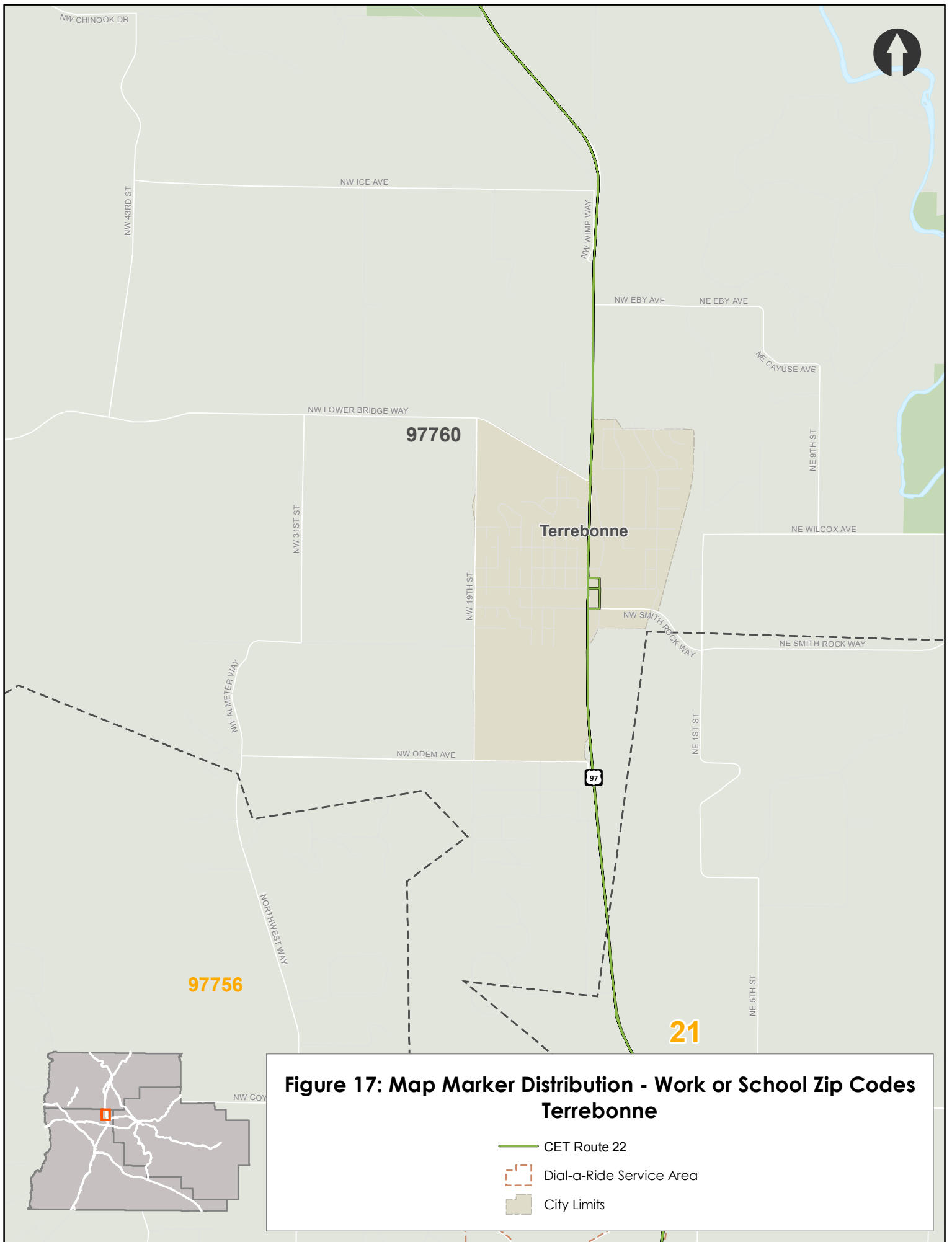
97734 






**Figure 17: Map Marker Distribution - Work or School Zip Codes  
Culver**

-  CET Route 22
-  City Limits

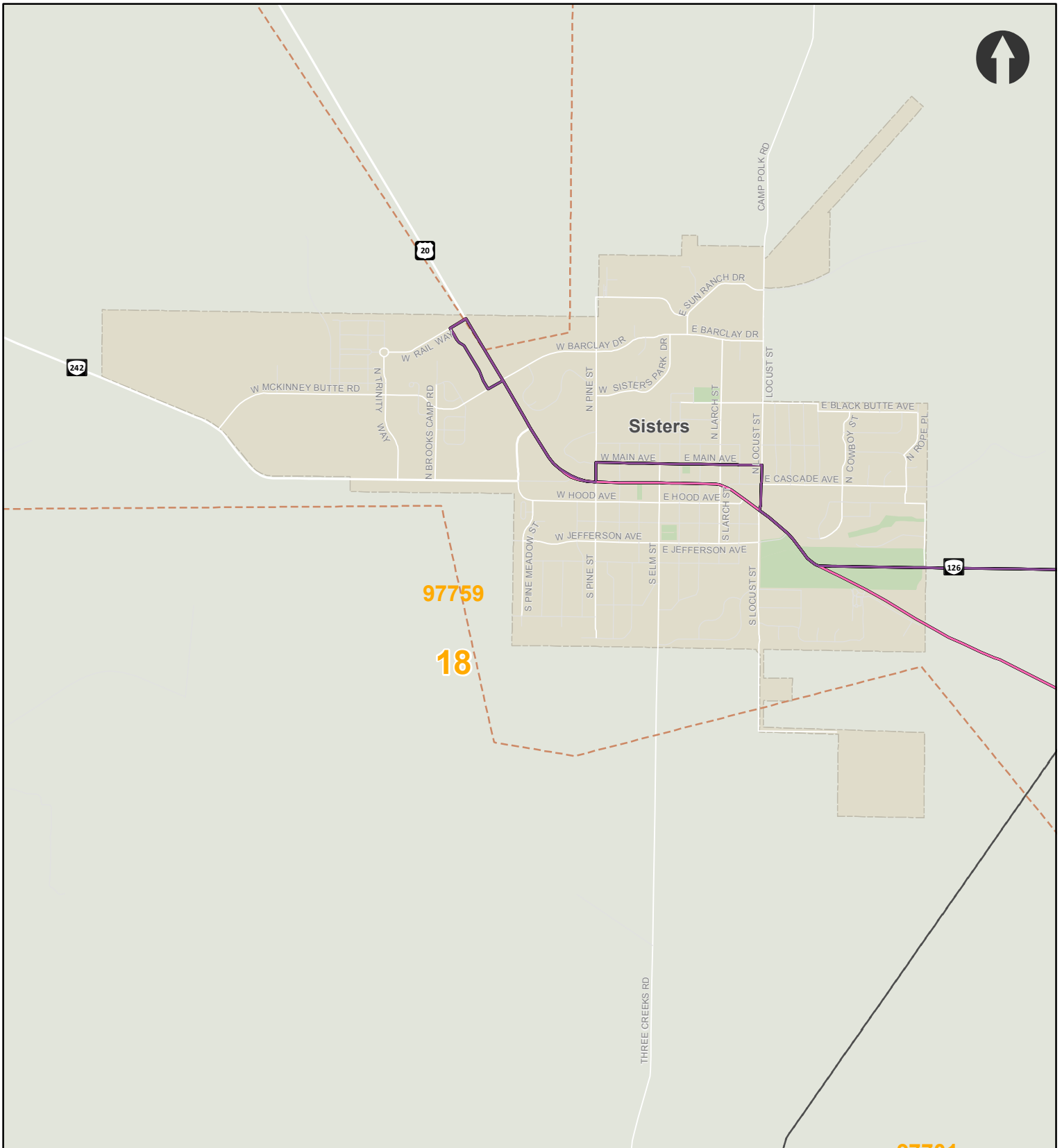








**Figure 17: Map Marker Distribution - Work or School Zip Codes Terrebonne**

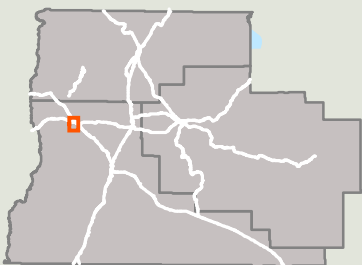
-  CET Route 22
-  Dial-a-Ride Service Area
-  City Limits

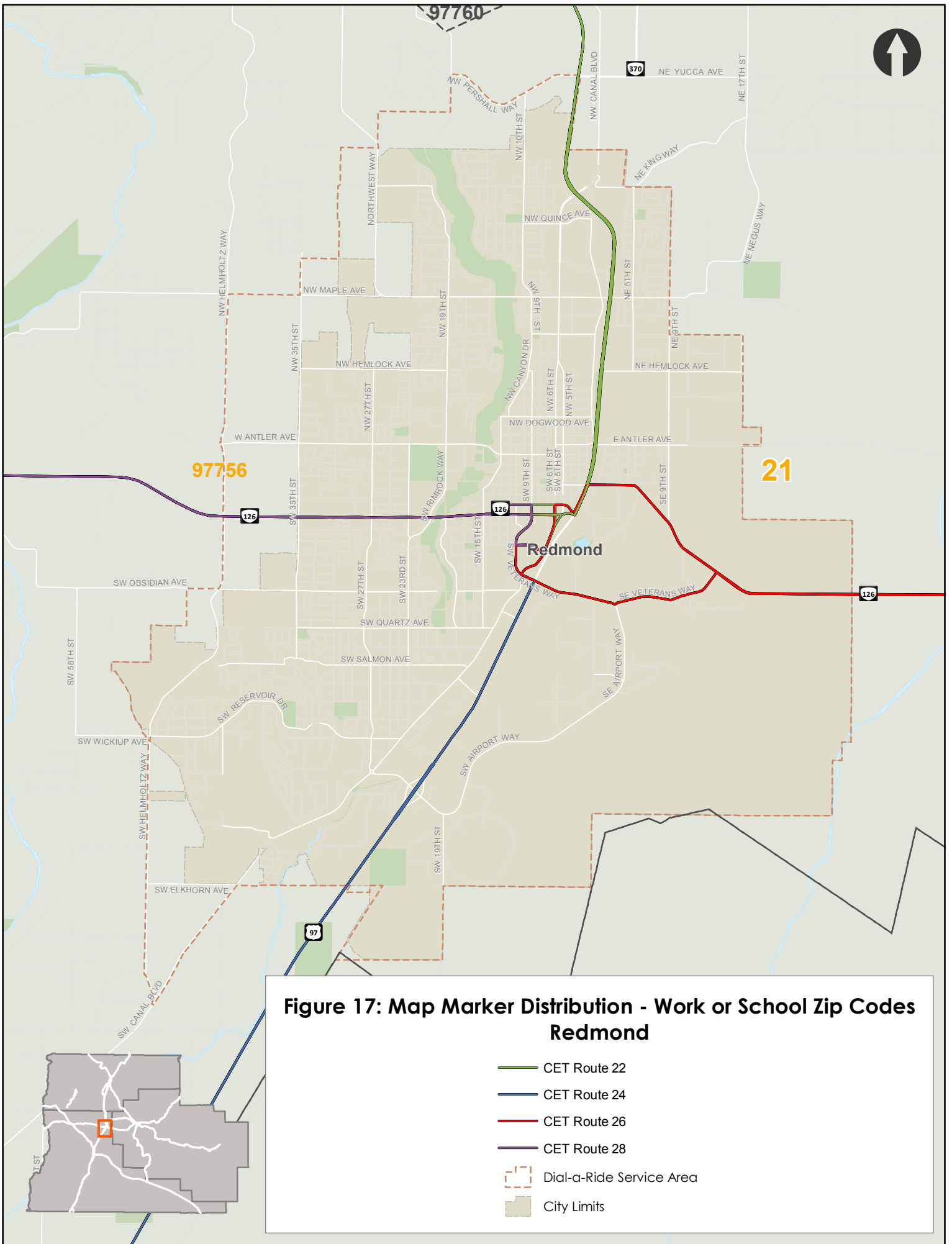




**Figure 17: Map Marker Distribution - Work or School Zip Codes  
Sisters**

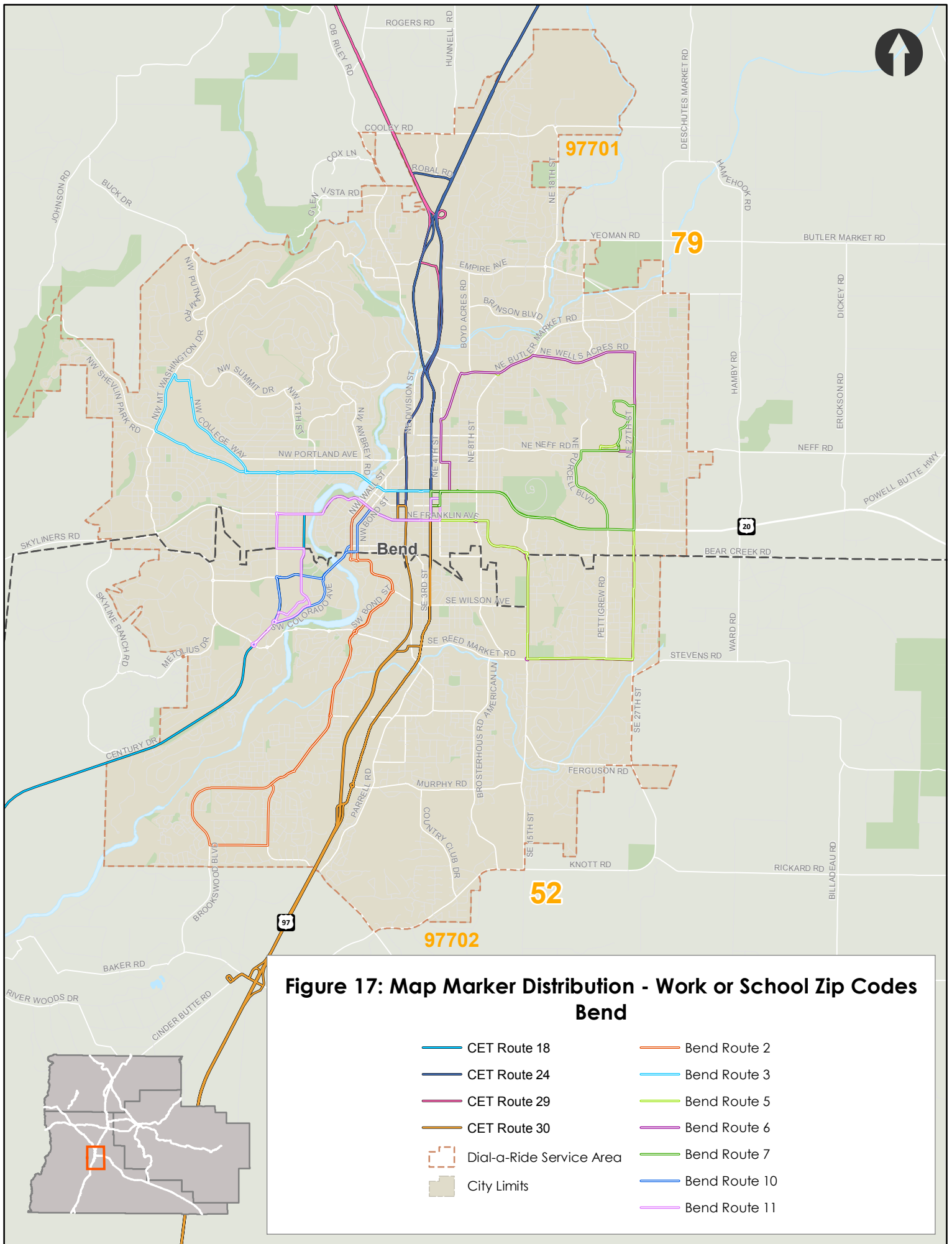
-  CET Route 28
-  CET Route 29
-  Dial-a-Ride Service Area
-  City Limits

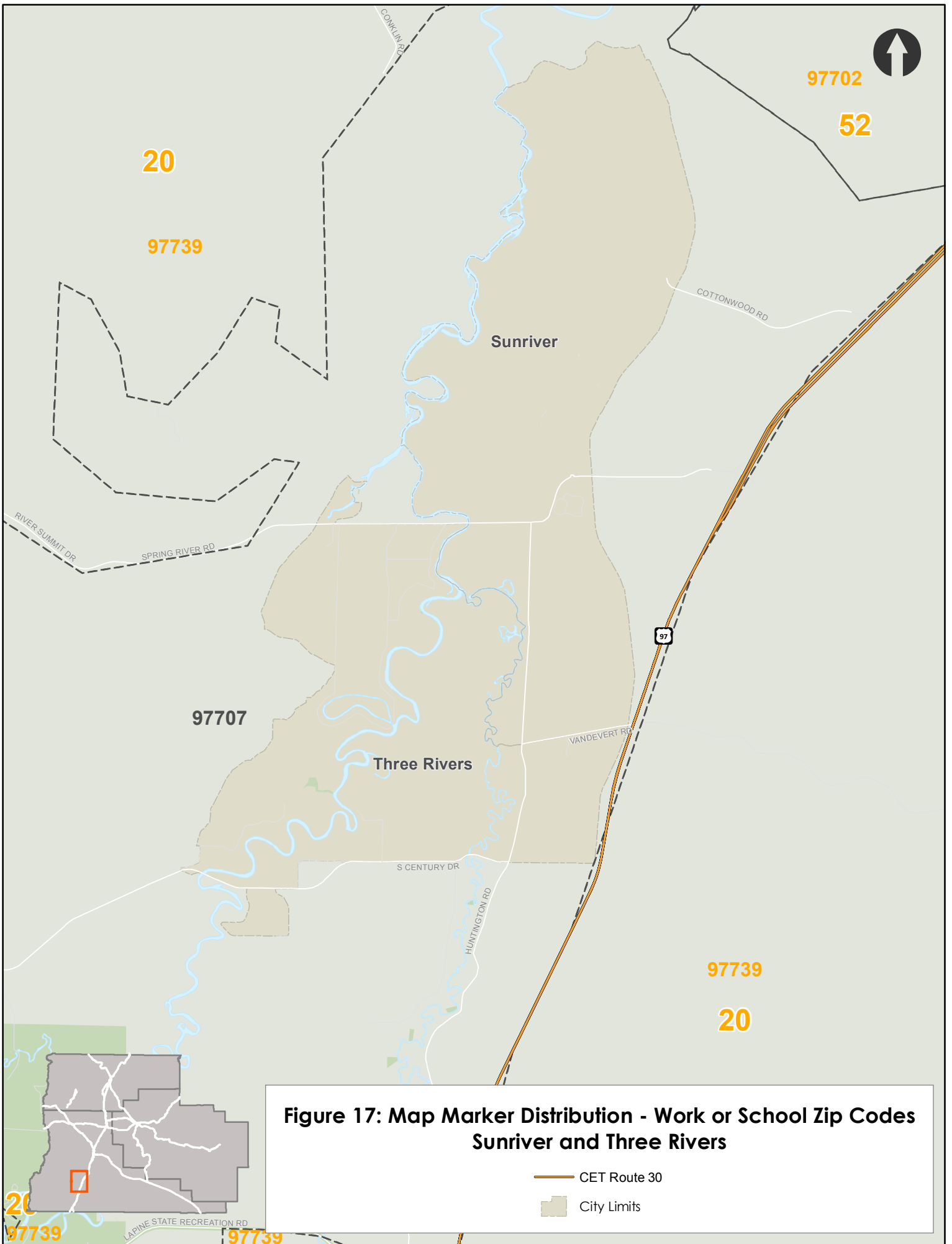




**Figure 17: Map Marker Distribution - Work or School Zip Codes Redmond**

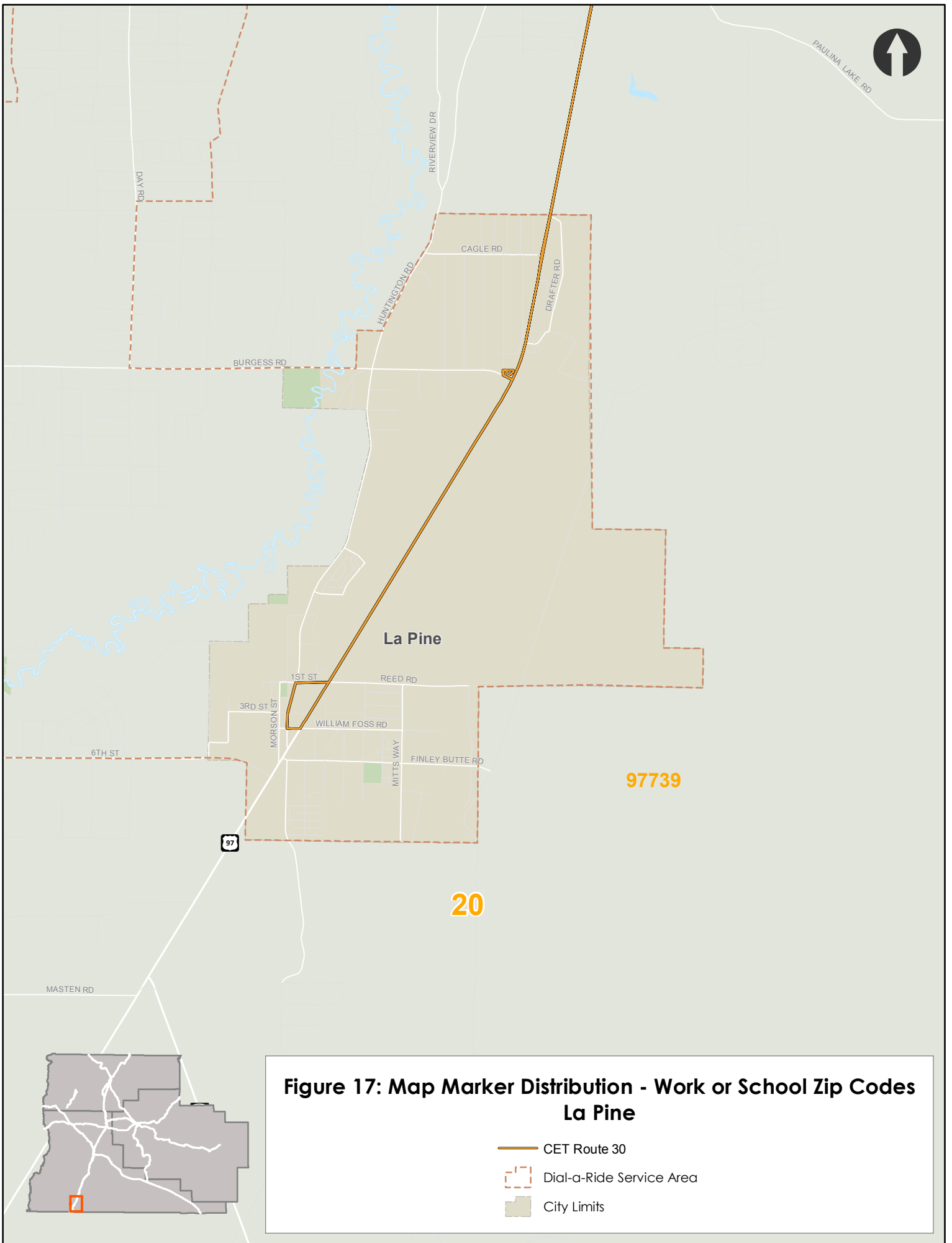
- CET Route 22
- CET Route 24
- CET Route 26
- CET Route 28
- Dial-a-Ride Service Area
- City Limits








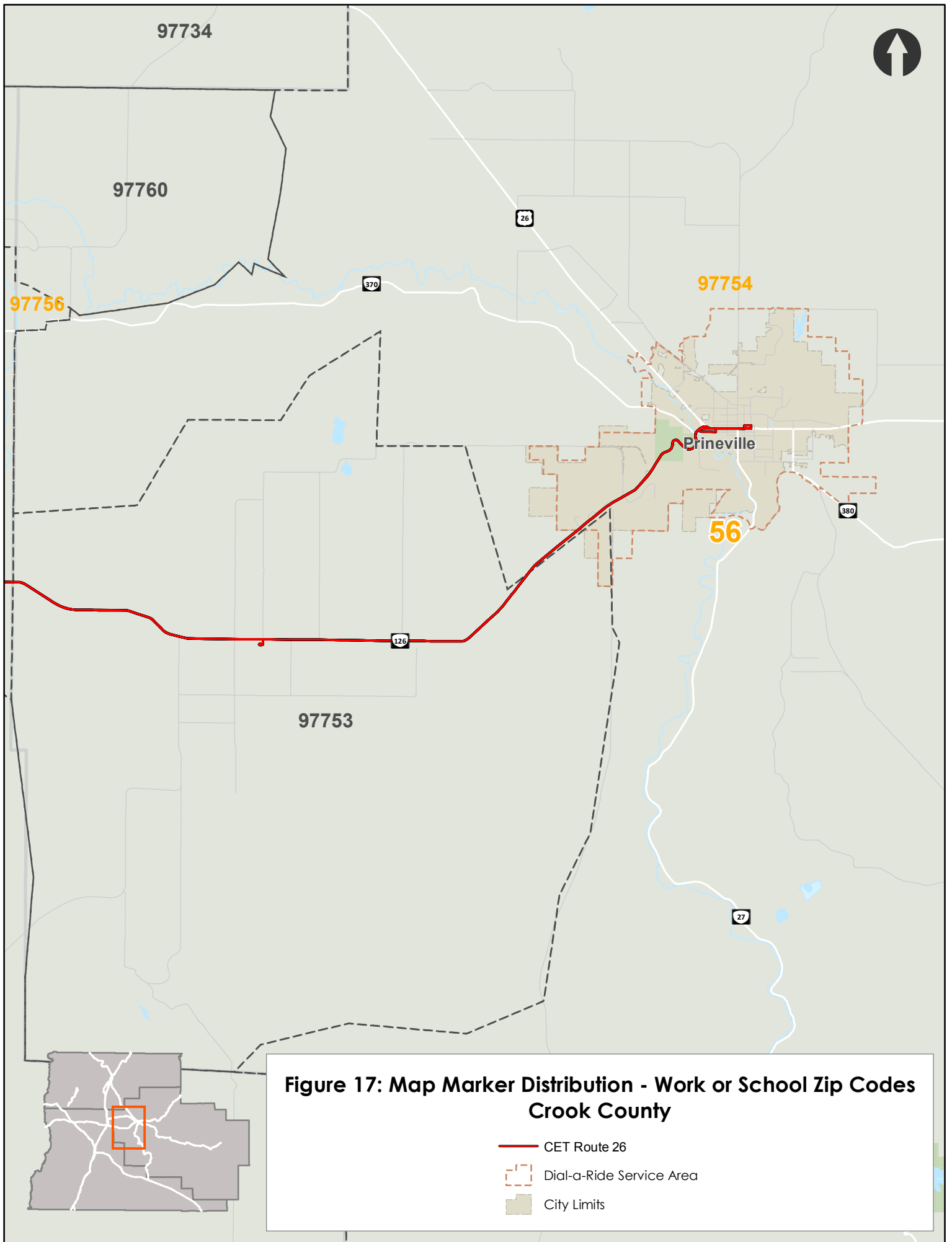
**Figure 17: Map Marker Distribution - Work or School Zip Codes Sunriver and Three Rivers**

-  CET Route 30
-  City Limits



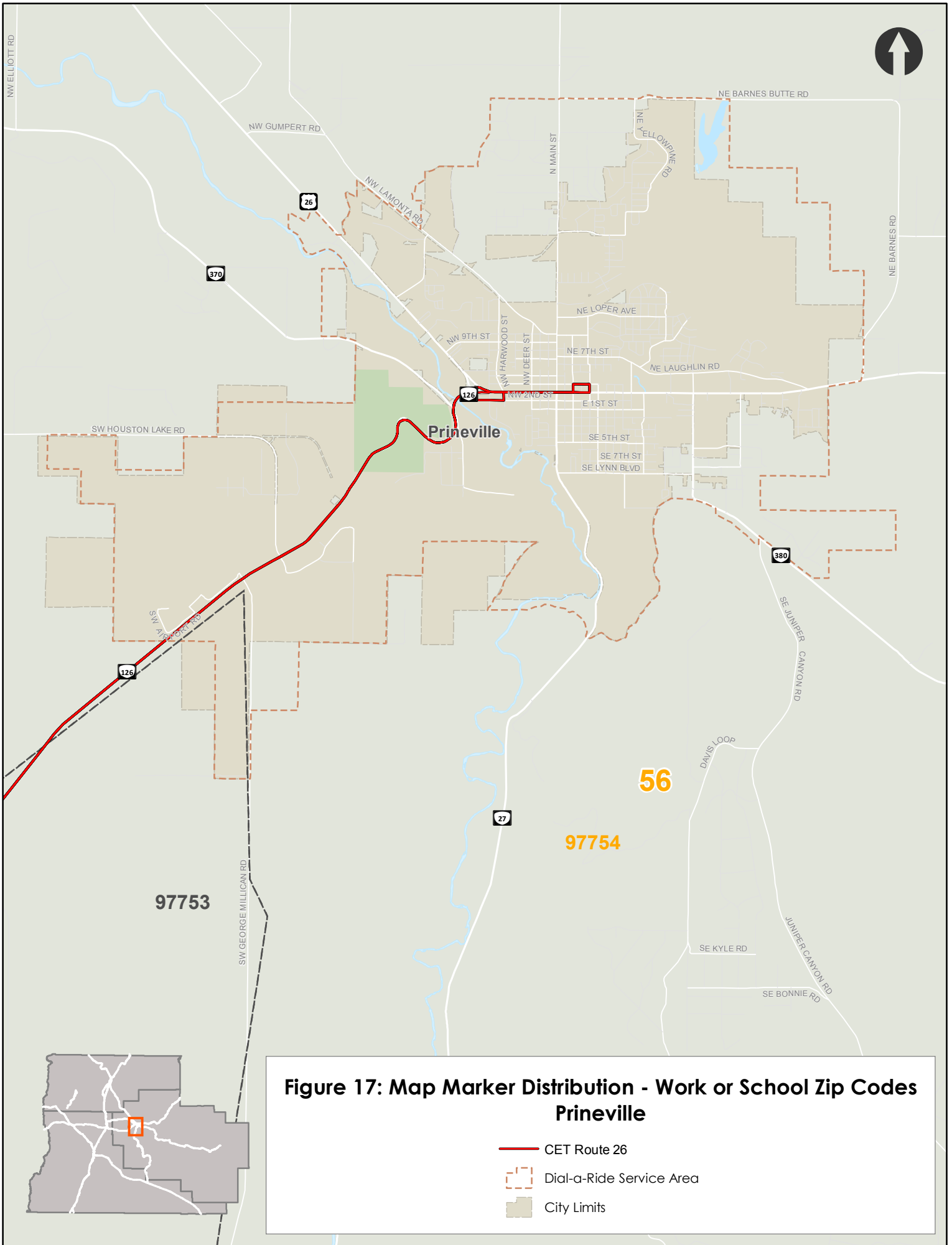
**Figure 17: Map Marker Distribution - Work or School Zip Codes  
La Pine**

-  CET Route 30
-  Dial-a-Ride Service Area
-  City Limits



**Figure 17: Map Marker Distribution - Work or School Zip Codes  
Crook County**

- CET Route 26
- Dial-a-Ride Service Area
- City Limits





## NEXT STEPS

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The information contained in this summary will help inform the alternatives analysis process, including developing service concepts.