

# Cascades East Transit – Regional Public Transit Advisory Committee

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DRAFT Meeting Minutes

November 15, 2017

COIC offices in Bend  
334 NE Hawthorne  
1:30 to 3:30 pm

**Attendees:** Jordan Ohlde, Casey Bergh, Theresa Conley, Elaine Henderson, Richard Ross, Kim Curley

**COIC Staff:** Jackson Lester, Michelle Rhoads, Derek Hofbauer

The meeting was called to order at 1:35 pm.  
A quorum was not present during this meeting.

## **1. Welcome and introductions**

Meeting attendees and staff made introductions at the start of the meeting and were asked by Chair Ross to mention a professional achievement they have accomplished in transportation in the past year.

Ms. Rhoads indicated she was excited to be in Bend undertaking important public transportation work as the COIC/CET Transportation Manager

Mr. Hofbauer mentioned he was honored to be on the Statewide Transportation Investment Fund Rules Advisory Committee representing Transportation Options Group of Oregon, a non-profit advocacy group that promotes balanced and equitable transportation systems.

Mr. Lester talked about his transit planning work and how it has led to a greater understanding of rider values and experiences.

Mr. Ohlde mentioned he has found his voice telling people how to use transit and achieved a better understanding of the needs and barriers for community members who are disabled.

Ms. Conley stated that managing the Albany area MPO resulted in beneficial, regional multimodal conversations and perspective.

Mr. Bergh indicated his interest in engaging students to use transportation options. A few new students have recently started riding the bus to campus from Redmond.

Ms. Curley was proud to change her son's school location so he can now walk and bike.

Ms. Henderson acknowledged she went to City Council to testify on how important bus system is for seniors and riders who are transit dependent. She also works with seniors who like to ride the bus and appreciate the service.

Mr. Ross was excited to participating in new state legislation process and enjoyed seeing that come together and meeting people from the legislative committee.

## **2. Review and approval of minutes from the 10/18/17 meeting in Redmond**

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Meeting minutes were passed around for comment. No changes were acknowledged.

### **3. CET proposed service changes and associated outreach plan**

Mr. Lester discussed the following proposed service changes:

Route 24: Subtle changes are proposed to the existing times during the afternoon, with roughly 10 minutes more waiting time for a transfer. This change will address overcrowding, as Redmond Proficiency Academy students are using the bus service more frequently.

Eliminating Chandler loop on Route 11: Stops 53 and 57 will close. Mr. Ohlde advised putting landmarks on the notice of changes map. Tradeoffs are that the system will run more efficiently due to saving time by not serving these stops, which see very low ridership. Mr. Bergh mentioned that minimizing wide buses traveling down this road is good because that is where snow is piled up during the winter and that most use the main stop #1111 and not the others along the Chandler loop.

Eliminating Community Connector Route 21: This low-ridership route has two-round trips per day that are actually covered by Route 22. It is not efficient to run both routes, Madras Work Source, and high school students would still be served. In Culver, one of the two stops will be eliminated but they are two blocks from each other. Route 21 has very low ridership.

Mr. Hofbauer presented the following public outreach strategies for the proposed service changes:

- Surveys in English and Spanish will be issued to riders on affected Community Connector routes to determine in what ways they might be impacted by this route.
- Physical signage will be placed on buses and at affected bus stops, plus Hawthorne Station and the Redmond Hub. Signage will also be translated in Spanish.
- Notices will be placed on the CET website
- Outreach will be conducted to businesses and community centers within close proximity to the bus stop/route closures

Ms. Curley commented that Commute Options can include the information in their newsletter that goes out at the end of the month. Ms. Conley mentioned the importance of including a copy of Route 22 map in parallel and to have printed copies available on the bus.

Ms. Rhoads discussed these three changes will be presented to the COIC Board for review and consideration. If approved, proposed changes will go into effect on January 2, 2018.

There was consensus among RPTAC for CET to move forward with this process and everyone at the meeting was in favor of the stated approach and timeline.

### **4. CET ADA Rider's Guide review process and next steps**

Ms. Rhoads gave an overview of the process. RTPAC endorsed the ADA updated service plan update document during the last meeting, which was ultimately approved by the COIC Board. The next step is the Riders Guide, which is education to constituents and riders about the policy. Mr. Hofbauer will send out the document by email for RPTAC members to review and comment by 11/27/2017.

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## **5. Inclement weather planning update and text-based information services (Derek, Jackson)**

Mr. Lester discussed technology updates for snow schedule notices, which will allow bus arrival predictions. Riders can text 541-CET9CET or 541-238-9238 to get updates.

CET will get post information to the public about the importance of shoveling bus stops. Dial-a-Ride service will run on normal schedules but those buses travel on neighborhood streets so they may be subject to delays.

Mr. Ross asked a question about rider behavior. TriMet gets additional riders with snow events and maintains certain credibility during snow events. Mr. Hofbauer indicated the goal for CET is to promote transit as a safe option during inclement weather.

Ms. Curley suggested to change the terminology on the phone text message that said something different than 5 minutes down, which was confusing. Five minutes delayed was deemed a better notification terminology.

CET will also insert a banner on the website to articulate “modified schedule because of snow” instead of just “snow schedule.”

Ms. Curley suggested contact the radio and TV stations to get on a list of updates. Mr. Ross asked about Trip Check and if ODOT reports on local travel conditions. Ms. Conley will look into system improvements that include updates on public transit services and report back to the committee.

## **6. E-fare rollout and timeline**

Mr. Lester has been working with OSU-Cascades on the system. CET is working with a vendor to install a system that reads passes electronically. This will help CET get enhanced ridership data to better understanding transit times. This will work well with OSU Cascades to use their student IDs as the pass. CET will conduct a limited roll out in February of 2018 to partners and stakeholders using the existing fare policy. Then CET can do fare capping to low income individuals if deemed appropriate. The roll out will be on fixed route but not yet on Dial-a-Ride. Paying with cash is still an option.

## **7. HB 2017 Rules Advisory Committee update**

Mr. Hofbauer gave an update on the STIF Rules Advisory Committee meeting in Salem on 11/14 and explained legislative intent with respect to some of the laws that are being reviewed by the committee.

## **8. Transportation and Growth Management (TGM) grant update**

CET is working on the Scope of Work with ODOT for the project, which will include 4 rounds of seven levels of outreach, starting with goals and needs and then developing specific strategies. Each phase builds on the other. Transit Advisory Committees will advise the Steering Committees to make decisions. ODOT will have a draft for internal staff to review prior to Thanksgiving. Mr. Ross would like RPTAC to have some involvement and feedback in the process. RPTAC could potentially have a role as the regional steering committee. Ms. Curley mentioned that RPTAC members should also help promote the open houses and help get constituents to the meeting. To promote committee participation, CET will have advertisements in buses and conduct community outreach.

## **9. CET low-floor bus launch event on Thursday, November 30**

Mr. Hofbauer stated that press release and invitations have already gone out for the event, which will celebrate the launch of these new buses onto CET routes.

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## 10. Discuss 2018 RPTAC meeting schedule and locations

The December meeting will be canceled due to Holiday schedules and the next meeting will be held on Wednesday, January 17, 2018 in Bend.

Meeting adjourned at 3:29

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