



Wednesday, October 17
1:30 pm to 3:30 pm
COIC offices in Bend
334 NE Hawthorne Ave.



Meeting Minutes

Meeting Attendees:

Richard Ross – RPTAC Chair
Kim Curley – Commute Options
Jordan Ohlde – RPTAC member
Theresa Conley - ODOT
Sarah Russel – Citizen
Casey Bergh – OSU-Cascades
Molly Taroli – PacificSource

COIC/CET Staff:

Michelle Rhoads
Derek Hofbauer
Ashley Hooper

A quorum was not present at this meeting.

Welcome and Introductions – Richard Ross, RPTAC Chair

Review and approval of August meeting minutes – Richard Ross, RPTAC Chair
August meeting minutes were approved.

Public Comment Period

Mr. Ohlde made a public comment about missing a bus at a stop. He attempted to reach the Cascades East Transit (CET) call center but it was closed because it was on a Saturday. The dispatch team checks the voicemail of the call center to collect reservations for Dial-a-Ride, but staff are not available to answer live calls during the weekends. A question was asked, how does CET address immediate customer service issues during times that we do not have a person to field customer service calls? Ms. Rhoads indicated that funding a call center on weekends would result in a reduction of service levels under current budget constraints. She also indicated a systematic approach that is fair, consistent, and transparent would be important to look at during the upcoming planning process. To address Mr. Ohlde's comment about transfers, she noted CET does not currently have a policy of waiting for transfers and CET's team is working on on-time performance improvements for the agency. CET has never had a policy of waiting a certain amount of time for a transfer because of the cause and effect impacts of timing for connections. CET could also look at the

possibility of a policy change that will address this issue and the topic will be discussed at an upcoming CET Management Team meeting.

Cascades East Transit staffing update and introductions – Michelle Rhoads, COIC/CET

Ashley Hooper joined the CET team as the new Transit Outreach Specialist and Rachel Zakem has joined as the new Transit Planning Specialist. Tammy Baney will become the new Executive Director of COIC/CET when Karen Friend retires. Ms. Baney will come on board January 1, 2019.

OSU-Cascades Mobility Lab update – Casey Bergh, OSU Cascades

Mr. Bergh noted the transportation industry is evolving quickly. Micro-mobility is emerging as a new transit option, which includes bike share and scooters. The Mobility Lab was formed to research these emerging travel options. The mission of the Mobility Lab is to combine data, analytics, and innovation to apply to transit solutions. Mr. Bergh hopes that the university can partner with local government to research and test solutions. The Mobility Lab seeks to develop creative solutions to address local transportation needs, like transit access, downtown parking, and policy changes. A question was asked if the mobility lab will look at Portland's pilot program at the usage of Bird scooters and Lime bike-share. Mr. Bergh indicated these discussions have not started but the Mobility Lab will look into the findings when they are available. Computer Science students at OSU-Cascades will examine data/analytics for Uber and Lyft to analyze origin-destination information of riders and determine potential impacts on congestion. The first project the Mobility Lab will launch is an on-demand rideshare/transit program (includes rideshare like Uber and Lyft, as well as micro-transit options) to fill the gap left in northwest Bend with the elimination of Route 12.

Ms. Rhoads noted that CET could be a potential service provider for a microtransit RFP. It was mentioned that any public transportation provided by a public entity must be ADA compliant regardless of funding source. To be ADA compliant, there must be a call-in number, ADA accessible vehicles for riders, and public transit providers cannot turn down a ride. It was noted that in Portland, the same type of service and treatment must be provided in order to offer services. Mr. Bergh is looking into how many ADA compliant vehicles need to be available. Chair Ross asked if the Mobility Lab will research transportation entities that are doing similar research that could inform this project. The OSU campus in Corvallis offers trainings that focus on transportation services and there are possible partner opportunities between OSU and OSU-Cascades. Funding the project is a combination of private and public sources, but the goal is to meet ADA federal requirements as part of the RFP. Bike share and scooter share options are being examined. Mr. Hofbauer recommended Jennifer Dill as a great resource for transit research in the Pacific Northwest.

Oregon Drive Less Challenge and Oregon Public Transportation Conference Updates – Kim Curley, Commute Options

Ms. Curley told the group that signing up for the Oregon Drive Less Challenge (ODLC) is free and participants have until October 28, 2018 to register their trips. Two free Transit Tuesday events helped promote the challenge and encourage bus use. Commute Options partnered with CET to have these events in Redmond and at Hawthorne Station. The promotional coupon in The Bend Source was used by 40 people. Ms. Curley stated that the Carpool Love Campaign will start in February with prizes that will focus on a Valentine's Day theme. She also mentioned that Sunday, October 28 is the start of the Oregon Public Transportation Conference (OPTC), which will include many interesting

presentations. Mr. Ohlde was awarded the Distinguished Service award at the conference and CET will provide free transit rides to conference attendees. Ms. Curley noted that incentives have proved to be a very effective strategy to get participants involved in ODLC.

For details on the conference schedule visit: https://oregontransit.com/OPTC_Conference

CET service update – Michelle Rhoads, COIC/CET

As part of CET's system update, Route 7 will be modified to include the Courtney Loop once again now that safety and operational on-time performance issues have been addressed, and to also support on-time performance. The City of Bend placed no parking signs in strategic places along Courtney Drive to address those safety concerns. Community outreach efforts will ensure that local partners are aware of this service change.

CET E-Fare update – Derek Hofbauer, COIC/CET

CET is working with partners to promote new e-fare products. The main goals of offering e-fare are to collect better data, reduce boarding times, and make it easier for passengers to purchase and use fare products. OSU-Cascades students will soon be able to utilize their existing student IDs as a transit pass—it takes time to align information protection/privacy practices and solve IT compatibility challenges.

Bend Transportation System Plan's Transit System Concept and Vision – Richard Ross, RPTAC Chair and CTAC member

Chair Ross noted that there was some disappointment that transit was not a strong focus for the City of Bend, but now big concepts and scenarios are being discussed to determine policy changes that can address issues like parking or road widening. The testing of these scenarios will influence which issues will be addressed. The committee has discussed a transportation utility fee (like in Corvallis) to help support transit. In Corvallis, the utility fee funds a fareless system that has helped boost ridership and ultimately allowed the city to apply for additional federal funding. While ridership increased, there were also some issues that arose because people spent a lot of time on the buses to get out of the weather. Another idea that has been discussed is a new funding source like a vehicle registration fee.

CET Master Transit Plan Status and Anticipated Start Up – Michelle Rhoads, COIC/CET

The Regional Transit Master Plan contract is nearly executed. Additionally, \$149,000 in funds was approved by the Bend MPO to do a deeper dive into transit planning specific to Bend.

COIC/CET Statewide Transportation Improvement Fund (STIF) Update on Coordination with Qualified Entities – Michelle Rhoads, COIC/CET

Qualified Entities (QE) are Deschutes, Crook, and Jefferson Counties, and the Confederated Tribes of Warm Springs (CTWS). Deschutes, Crook, and Jefferson counties voted to allow COIC to help with administrative functions of the STIF program. CTWS will vote in the coming weeks. Each QE will have its own STIF advisory committee and bylaws. COIC will actively recruit for the positions, with the goal of having these committees functioning in January. There will be an opportunity for RPTAC to evolve

to become a forum for local QE advisory committee members and other partners to discuss regional transit priorities. Ms. Conley asked if the current member structure will continue for RPTAC. It was noted that the RPTAC bylaws for this group will likely change so that there is formal representation from QE's to ensure regional transit coordination and project prioritization. During the next RPTAC meeting, CET will share information about the QE advisory committee structure, as well as the RPTAC future vision, with the goal of having a more informed discussion about how these advisory committee bodies will work together.

RPTAC Current Roster Review and Next Steps – Michelle Rhoads, Derek Hofbauer, Ashley Hooper, COIC/CET

Mr. Ohlde requested a copy of the roster list and recommended that the RPTAC have more representation for low-income individuals. It was noted that RPTAC needs to evolve to reflect changes in community needs and values, while continuing to bring more regional stakeholders to the table. The big appeal for recruitment is telling people that they can serve on a committee that has actual influence in terms of project prioritization for funding.

Adjourn

The next RPTAC meeting will be December 19th from 1:30-3:30 pm in Bend.