



BEND MOBILITY HUB FEASIBILITY STUDY

PUBLIC ENGAGEMENT PLAN

FINAL DRAFT VERSION TWO

Introduction & Project Overview

This Public Engagement Plan will guide stakeholder and public involvement during the Bend Mobility Hub Feasibility Study and Pilot Project Development, which is a project led by the Bend Metropolitan Planning Organization (MPO), in collaboration with Cascades East Transit (CET), the City of Bend, the Oregon Department of Transportation (ODOT), and Deschutes County. CET, in conjunction with the other agency partners, is planning to introduce mobility hubs into the Bend transportation network to provide better connectivity to travel options, attract more riders onto the transit system, and reduce impacts at Hawthorne Station. This study will focus on the feasibility of implementing mobility hubs, which will allow CET to develop a more multi-centric transit network based on best practices for facility management.

Funds to support this project come from a 2020 Transportation Growth and Management Program (TGM) grant awarded to the Bend MPO by ODOT and the Department of Land Conservation and Development (DLCD). The 2040 CET Transit Master Plan, the 2020 TSP, and the Draft 2040 Metropolitan Transportation Plan all identify mobility hubs as key components of the transportation system, important to improving the efficiency of transit and reducing vehicle miles traveled in the City of Bend.

Project outcomes will include:

- Best practices and lessons learned from peer agencies who have deployed new mobility tools and mobility hub concepts
- Evaluation framework for phasing a mobility hub program in Central Oregon
- Market assessment to identify the current and future demand for services associated with a mobility hub
- Performance measures specific to a pilot project to inform design, implementation, and determining success of future mobility hubs
- Further analysis, as needed, to implement mobility hubs

Public Engagement Purpose

The purpose of public engagement is to allow transportation stakeholders, partners, and then general public meaningful opportunities to provide input into the feasibility study. Outreach for the project will focus on direct communication to stakeholders, partners, developers, choice riders, and individuals who rely or could rely on transit service in Bend, including social service providers, school districts, colleges/universities, large employers, and other transportation service providers.

This Public Engagement Plan defines the community engagement activities, objectives, and strategies for disseminating project information and outcomes. The plan is meant to be a flexible guide for community and stakeholder engagement, and the team may deviate from the plan as needed to improve community engagement and communications. At the core of the public engagement plan is the consideration of environmental justice issues, which is the fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income with respect to the development, implementation, and enforcement of environmental laws, regulations, and policies. Fair treatment means that no group of people, including a racial, ethnic, or a socioeconomic group, should bear a disproportionate share of the negative environmental consequences resulting from industrial, municipal, and commercial operations or the execution of federal, state, local, and tribal programs and policies. These populations will be reached through public meeting notices via press releases, posts on online calendars, CET's website and social media platforms, email notifications to organizations serving or representing such populations, and notices and information about the project in English and Spanish posted at CET's main transportation hubs.

For this project, meaningful involvement means the following:

- Potentially affected communities' residents have an appropriate opportunity to participate in decisions about a proposed activity that may affect them
- The public's contribution can influence the agency's decision
- The concerns of all participants involved will be considered in the decision-making process
- Agency staff will seek out and facilitate the involvement of those potentially affected to lower barriers for participation. This will be accomplished via targeted outreach to different audiences (e.g. Limited English Proficiency, Latino, low income), translating documents into different languages, and providing opportunities to comment for individuals who do not have access to a computer or phone

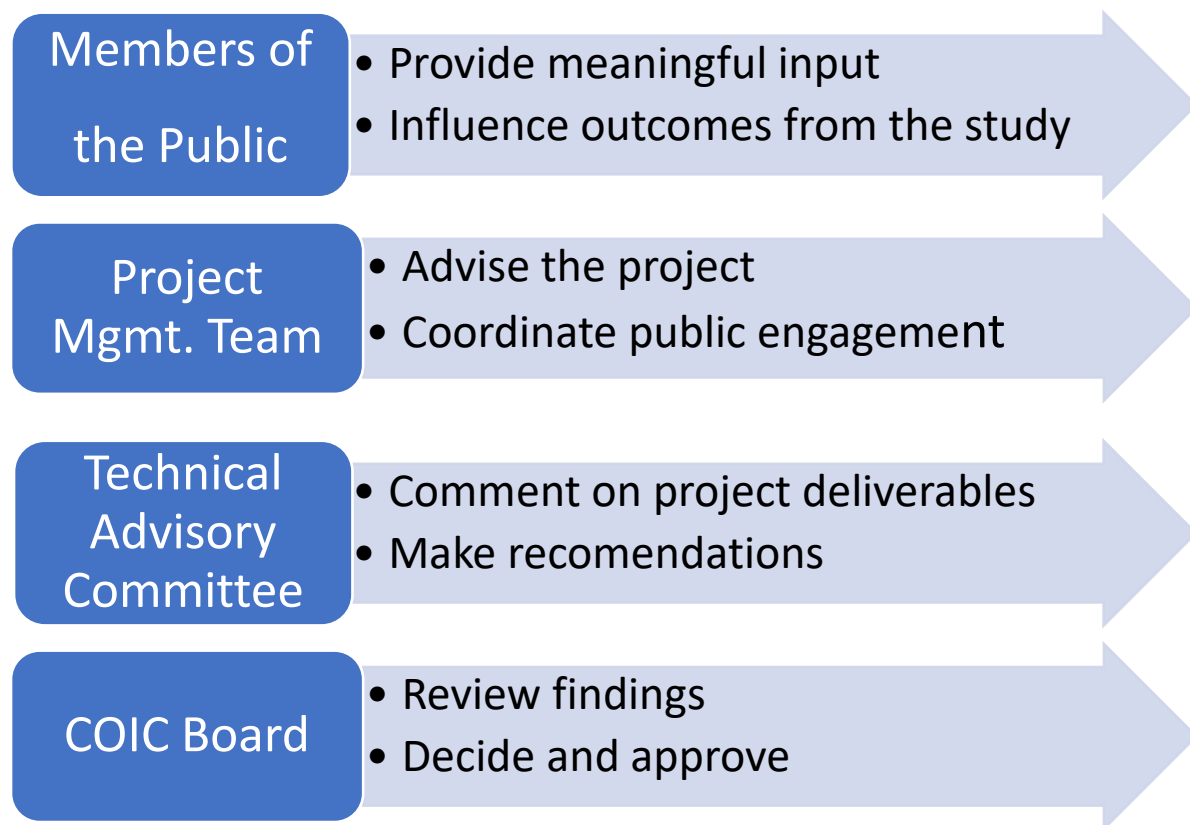
Identifying and Informing Stakeholders and Partners: Who's Involved?

The stakeholder involvement efforts seek participation from key groups, individuals, and entities who will help the project team evaluate the feasibility of introducing mobility hubs to the Bend transportation network. CET staff will maintain an interested parties list and

disseminate relevant project and meeting information to key groups of stakeholders and partners, including transportation disadvantaged populations.

Decision-Making Framework

Public input will help shape the decision making process and overall framework. The graphic below depicts how the public process is instrumental for providing meaningful input and influencing outcomes from the feasibility study. A Final Report will be presented to the COIC Board for review and approval to be amended into CET's 2040 Transit Master Plan as a technical appendix.



Public Engagement Tools

CET will utilize the following communications tools to ensure an equitable and inclusive public engagement process:

- Developing and Maintaining an Interested Parties List for notifying project progress, meetings, presentations, and deliverables
- Participation in CET's existing Regional Public Transportation Advisory Committee (RPTAC) and the COIC Facilities Committee

- Information about the project and meetings posted at Hawthorne Station, on CET’s website, social media platforms, newsletters, and online community calendars
- Printed project information, surveys, comment boxes, and meeting notices at CET’s main transit hub in Bend (Hawthorne Station)
- Key project materials will be translated into Spanish. A Spanish-speaking staff person will be available during meetings to offer translation services, if needed

RPTAC and Facilities Committee Meetings

RPTAC meets every other month throughout the year and these meetings will provide a key outlet for public engagement and discussion regarding project deliverables and recommendations for the Bend Mobility Hub Feasibility Study. RPTAC meetings are open to the public and members represent communities across Central Oregon, making this committee an ideal forum for additional input and discussion. RPTAC public meeting notices and agendas are submitted one week ahead of meetings and contain information for requesting materials in alternative formats and/or different languages. RPTAC meetings are held in venues or in virtual formats that are accessible to accommodate people with disabilities. A CET staff member who is fluent in Spanish is also present during these meetings to assist with translation services.

A subcommittee composed of RPTAC members and other interested community members representing diverse community groups and demographics are convened as a Technical Advisory Committee (TAC) to provide additional input for the study, such as reviewing technical memos and providing recommendations to the larger RPTAC group. RPTAC meetings and subcommittee meetings will align with the schedule of Months 1-6 outlined in the Scope of Work to ensure consultant deliverables are reviewed and discussed in a timely manner and feedback is incorporated into final memos and plans.

The existing COIC Facilities Committee will also be engaged in the Mobility Hub Feasibility Study during its meetings to provide additional input regarding key project deliverables, such as market assessments, design guidance, and technical memos. The COIC Facilities Committee is composed of members representing the following agencies and organizations:

- Staff from COIC/CET, Bend MPO, and ODOT
- Bend City Council
- Deschutes Board of County Commissioners
- Commercial property management firm
- Disability advocates
- Hawthorne Avenue Neighbors and business adjacent to Hawthorne Station
- RPTAC Chair

Community Engagement at Hawthorne Station

The project as a whole will effectively engage and be informed by regional and local stakeholders, including transportation-disadvantaged populations. CET staff will engage transit riders and members of the public via outreach activities at Hawthorne Station that will occur throughout the duration of the project. These activities will allow staff to disseminate relevant information and solicit project input to traditionally underserved audiences such as low-income individuals, people with disabilities, transit disadvantaged groups, limited English Proficiency (LEP) populations, and those with limited or no access to computers or phones. CET will conduct the following activities during the course of the project:

- Social distance tabling events to display fact sheets, promote upcoming virtual meetings, conduct surveys, and provide opportunities for members of the public to comment on relevant aspects of the project. A Spanish-speaking staff member will attend the tabling events to offer translation services, if needed.
- A-frame signs and posters placed inside and at the entrance of Hawthorne Station that include up-to-date project information such as upcoming RPTAC/Mobility Hub TAC meetings, the website URL, and online survey links (if applicable).
- A comment box inside Hawthorne Station for members of the public to provide their input and/or provide written responses to surveys.

Project Materials Accessibility

Key meeting information and materials will be developed in both English and Spanish and will be posted at CET facilities to ensure people who do not have a computer or phone are able to receive information and participate in meaningful ways. Additionally, information on how members of the public can request materials in an alternative format and other languages will be provided prior to meetings and outreach events. High-level project summaries, fact sheets, and meeting notices will be available in Spanish and will include website links to access project information and meeting schedules. A Spanish-speaking staff member will be present during meetings and outreach events to offer translation services, if needed. Relevant project information will be available on CET's website, which is Section 508 Compliant.

Public Participation Summary

CET staff, in partnership with the Bend MPO, will develop a Public Participation Summary that documents public involvement activities throughout the project including events, survey efforts, public comments and input, and suggestions and recommendations to guide future public involvement efforts.

Public Engagement Schedule

Activity	Key Public Engagement Objective	Anticipated Timeframe
Interested Parties List	Engage those interested in receiving project info.	Month 1
Web page and outreach materials development	Provide key project information (e.g. meetings, memos) for public review and input	Month 1
TAC Meeting #1 RPTAC Subcommittee	Agenda, minutes, and public comment period posted on CET's website; meeting notices at Hawthorne Station	Month 1
TAC Meeting #2 Full RPTAC	Agenda, minutes, and public comment period posted on CET's website; meeting notices at Hawthorne Station	Month 2
TAC Meeting #3 RPTAC Subcommittee	Agenda, minutes, and public comment period posted on CET's website; meeting notices at Hawthorne Station	Month 3
TAC Meeting #4 Full RPTAC	Agenda, minutes, and public comment period posted on CET's website; meeting notices at Hawthorne Station	Month 4
COIC Facilities Committee Meeting #1	List Facilities Committee meeting on CET's website and via a meeting notice at Hawthorne Station	Month 4
TAC Meeting #5 RPTAC Subcommittee	Agenda, minutes, and public comment period posted on CET's website; meeting notices at Hawthorne Station	Month 5
Social distanced tabling event and surveys	Promote event through web and social media; provide project info to transit riders and the public; collect input via surveys and comments	Month 5
TAC Meeting #6 Full RPTAC	Agenda, minutes, and public comment period posted on CET's website and at Hawthorne Station	Month 6
COIC Facilities Committee Meeting #2	List Facilities Committee meeting on CET's website and via a meeting notice at Hawthorne Station	Month 7
Social distance tabling event & final project public input	Promote event through web and social media; provide key project outcomes to transit riders and the public; collect final comments	Month 7
Final Public Engagement Summary	Develop a summary of public engagement activities during the course of the project	Month 7