

**REGIONAL PUBLIC TRANSPORTATION ADVISORY COMMITTEE
MEETING MINUTES**

WEDNESDAY, AUGUST 17 FROM 1:30-3:00 PM

Staff

Andrea Breault
Derek Hofbauer
Rachel Zakem

Committee Members

Jordan Ohlde
Bob Bryant
Kim Curley
Annie Marland
Casey Bergh
Denise LaBuda
James Halliday
Richard Ross

Guests

Tobias Marx

Public comment

- Mr. Ohlde asked about driving recruitment efforts and noted the importance of Bend fixed routes returning to regular schedules.

Review and approval of 6/15/22 meeting minutes

- Meeting minutes were unanimously approved by the committee.

CET service and planning updates

- Driver recruitment and hiring
 - CET was successful in hiring drivers for rural services over the summer through a series of radio ads using in-kind sponsorship dollars from bus advertising, as well as boosted social media posts.
 - A driver incentive and referral program that runs through Sept. 23 also helped recruit new drivers.
 - CET will continue working with it's Bend service contractor, MTM-Transit, on hiring and recruitment efforts so the system can return to more frequent schedules. At that point in time, CET will consider bringing back fares.
 - To further support MTM-Transit's bus driver recruitment efforts, the team collaborated to host a job fair at Hawthorne Station on 7/28.
 - CET is also hiring a Vehicle Mechanic position and Systems Maintenance/Vehicle Washers.

- CAD/AVL project
 - The CAD/AVL project was funding the Deschutes County Statewide Transportation Improvement Fund (STIF) and is a multi-year project that is being led by two vendors, Ecolane and Passio, who are experts in this field.
 - The CAD/AVL transition process is taking place this fall that will help improve on-time performance, route efficiencies, reporting, and customer service initiatives. An all-staff training will be held on Saturday, September 24 to review the new platform with drivers, dispatch, call center staff, and managers/supervisors.
 - Once the CAD/AVL system is implemented, CET will have the ability to have wifi on buses and on-demand scheduling for Dial-A-Ride services

- Bend Fixed Route schedule changes
 - Bend Fixed-Route schedules were updated on 8/1 – they were previously operating on Saturday schedules during weekdays
 - More drivers hired translates to returning some routes back to normal service frequencies
 - All 45 minutes routes 2, 4, 5, and 6 returned to 45 minute runs
 - As more drivers are hired, routes 1 and 7 will return to 30 minute routes, followed by routes 3 and 11

- Route 25 Crooked River Ranch Shopper and Medical Shuttle
 - A service need was identified through Transit Master Plan Open Houses, STIF Project identification, & outreach and surveys. Residents in Crooked River Ranch are very excited for the service to begin on September 6
 - An online survey conducted in early 2020 garnered 129 responses and provided CET with important service planning information.
 - The service will begin on 8/6 (Mon-Fri)
 - Enough drivers were hired over the summer to successfully implement the service.
 - Route 25 connects Crooked River Ranch to shopping and medical appointments in Redmond

Funding Updates

- \$20,836,928 in ODOT discretionary awards were allocated statewide across multiple funding sources (Surface Transportation Block Grant & FTA)
- The following STIF Discretionary Project RFPs in progress:
 - Transit Asset Software
 - Hawthorne Station Security

- Travel Training
- New Vehicles
- COIC outreach staff are consolidating advisory committee bylaws and developing committee rosters for the 2023-2025 funding biennium
- A Resource Assistance for Rural Environments (RARE) AmeriCorps Service Member will arrive in early September and work for nine months on various CET transit projects & initiatives focused in rural areas of Central Oregon.

Mobility Hub Feasibility Study public engagement survey results

- CET led all public engagement efforts for the study, which included the following:
 - 435 responses to the online survey
 - 13 events reaching 400 people in 5 priority hub locations
 - 3 events focused on Spanish-speaking communities
 - 5,000 people reached through shared social media posts
 - 7 media outlets provided coverage of the study
 - 9 out of 10 respondents support the development of mobility hubs in Bend
- Preliminary results from the online survey indicate:
 - Downtown hub is the most desired location, followed by Old Mill District, East Bend, North Bend, OSU-Cascades, South Bend, Hawthorne Station & COCC
 - Most common transportation barriers include: 1) the bus system is not convenient 2) safety concerns biking, walking, or rolling 3) driving is too expensive
 - Top motivations for using mobility hubs include 1) having frequent and reliable bus trips 2) saving money 3) a safe and comfortable environment to wait for buses & shuttles 4) on-demand shuttles 5) park and rides
 - Priority amenities include 1) on demand transit shuttles 2) bikeshare 3) coffee shops/food cards 4) scootershare 5) Uber/Lyft drop off areas 6) EV charging stations
- Results from the interactive survey efforts from events indicate:
 - Covered shelters, real-time transit info, secure bike parking, benches, pedestrian improvements, and food trucks/coffee were the most desired mobility hub amenities
 - North Bend, Downtown, the Old Mill District, OSU-Cascades, East Bend, COCC, South Bend, and Hawthorne Station were the ranked in that order as the top preferences for mobility hub locations.
- Key takeaways from public engagement efforts include the following:
 - Translated outreach materials in Spanish were effective at reaching Limited English Proficiency audiences

- Interactive tabling activities and prizes helped engage community members
- Paper surveys were placed at Hawthorne Station to reach transit riders who don't have a computer or smart phone.
- Outreach efforts supported COIC's Diversity, Equity, and Inclusion initiatives

3:10 pm Meeting Adjourned