

Cascades East Transit – Regional Public Transit Advisory Committee

June 16, 2015

COIC Hawthorne Conference Room

334 NE Hawthorne Ave.

9:30 AM – 11:30 AM

Attendees: Elaine Henderson, Jordan Ohlde, Molly Baker Ray, Kim Curley

COIC Staff: Karen Friend, Andrew Spreadborough, Judy Watts, Scott Aycock

Public Attendees: Joni Bramlett (ODOT), Georell Bracelin (GB2), Tenley Sutton (GB2), Whitney Swander (Latino Association), Deena Adams (Crook Co Development Association), Jeff Monson (Commute Options), David Carlson, Cody Standiford (COVO)

Called the meeting to order at 9:35a.

Introductions were made.

1. General Public Comments

RPTAC and public attendees introduced themselves.

2. RPTAC Schedule & Business

• **Meeting minutes from 4/16**

Elaine mentions that her comment from the April meeting minutes was to a pool. Jordan moves to approve minutes with correction. Elaine seconds. Motion passes.

4. No Show Procedure

• **Updates to No Show Process**

(Note: Agenda items 3 and 4 switched order during meeting.)

Karen discusses the need for a No Show Procedure that combines all no show processes into one document. The federal requirements state that we cannot take service away from a person with ADA needs, but we can have a no show process that takes service away from someone who abuses the system. The guidance from the FTA was taken into account while creating the comprehensive No Show Procedure. A no show procedure occurs when a person does not take a ride. In the new procedure, a percentage of rides is a new requirement – 2 and 10%. The first no show receives a phone call and informational letter. When a second no show occurs, information about the sanction is sent. An appeal can be made and a letter may be sent to Karen Friend.

Molly asks if the no show process applies to the volunteer ride program. Karen replies that it does not, but volunteers in the past have denied picking up passengers if they have a history of not showing up for rides.

Jordan asks a question about door to door service, for instance, in situations where a doctor appointment runs late. The rider should notify the ride center and ask for a different pickup.

Kim moves to approve the No Show Process. Jordan seconds. Motion approved.

3. Proposed Bend Transit Expansion

- **Overview**

An overview of the Proposed Bend Transit Expansion was given by Andrew Spreadborough and Karen Friend.

The budget for the expansion evolved through an entrepreneurial, innovative process. COIC was asked to implement an expansion of Bend transit. COIC worked with community partners on a three year funding commitment to expand service in Bend. The proposed expansion involves increased hours of operations, additional routes, and increased bus frequency. COIC brought a group together that met for about 6 months. The expansion was rooted in the Bend MPO long-term transit plan, and nearly everything in the proposal came from that plan. The partners reiterated that the identified goals in the MPO long-term transit plan are still valid. While we have been focused on Bend expansion, increased service in Bend will help the entire regional system operate better.

The COIC board adopted a long-term funding strategy in 2014 that stated we need to show our system can expand and better meet community needs. Currently CET does not meet community needs. We hope to reach voter success, and partners will show voters an example of better transit service.

The price tag for the Proposed Bend Transit Expansion is 1.1M per year. We have managed to build more in COIC's budget to meet the budget. The primary partners are St. Charles and OSU Cascades. St. Charles will have an employee group bus pass program. We are working with St. Charles on providing fares for patients for returning appointments. Jordan asks if every patient will receive a bus pass. Karen comments that service will be improved to St. Charles but not every patient will receive a bus pass. Dave asks about funding cycle. Andrew explains that our fare revenue estimate is conservative. OSU Cascades committed because they see the value of providing transit to staff and students. COCC is continuing their employee group bus program. The state of Oregon provided COIC a grant that Joni Bramlett helped us acquire. City of Bend built in a \$300,000 increase above their contribution per year. Deschutes County is signing up for an employee group bus pass program. The partnership is very innovative.

Karen explains the new proposed routes. On the eastside, the 15th/Reed Market area will receive additional service with bi-directional service. Riders will not have to ride a bus in the opposite direction. Route 7 is a new route; it's a 30 minute route that provides direct connection to St. Charles. It will stop directly in front of St. Charles. Operationally, we are still working on the details to run 5 and 6 independently or together. Jordan asks about routes 5 and 6. Jeff asks if routes go into the hospital. Karen says the stop will be on Medical Center Drive on the sidewalk that accesses the hospital. Kim asks about stop facilities on Greenwood. Karen says that it will require stop facilities on Greenwood. A loss of service will occur on Bear Creek under the proposed expansion, but those stops will be a tenth of a mile, up to three-tenths of a mile away from new stops on Route 7, and Routes 5 and 6. Joni asks if the park and ride plan identifies any park and rides near the hospital. The only park and rides identified were in north Bend for longer distance commutes.

Route 4 will operate on a 30 minute cycle time. REALMS will continue to be served at a specific time; a morning run and an afternoon run for students. Route 1 will stay the same; however it will operate on 30 minute cycle time.

On the west side – Route 3 has been modified to run on a 30 minute cycle time. Route 12 will serve people trying to travel between COCC and OSU campuses on a 30 minute cycle time. That is the only route that does not return to Hawthorne station but riders may transfer to another route. Jordan asks what street is being served by Route 12 and 11. Transfers could occur near 14th street where the proposed OSU campus is located. The transfer time should be short. Jordan asks if staff is going to meet with proposed OSU campus and if there will be any RPTAC representation from OSU or COCC. Route 10 will go out on Franklin; it serves Colorado, Simpson, and Bond. Jordan asks about the status of new rider guides.

The last pickup Monday – Friday is around 7 PM. The end of service (last dropoff) is between 7:30 and 8 PM. No change to Saturday service will occur except Route 11 will begin operating on Saturdays. A future phase will involve expanding Saturday service. Sunday service will remain in effect for Dial-A-Ride, and Dial-A-Ride will be open later on weekdays as a result of the expansion.

Karen reports staff is looking at service start points and end points. As the system evolves and traffic and development evolves, our time points may not work and will need to be changed. COIC staff is testing all of our critical time points. For example, staff recognized that timing on Route 3 was being met but it did not work with the COCC shuttle transfer. Kim asks about real-time information. Karen says COIC has a grant for real-time information, and staff is working on it. The launch date for the Proposed Bend Transit Expansion is September 21.

- **Questions**

Jeff Monson asked if the group bus pass program could be added to expected revenue. Andrew says yes that business buy-in is important and should be reflected somewhere in the message. Jordan asks about the press conference announcing the partnership of the Proposed Bend

Transit Expansion. Karen reminds RPTAC that this is a key formal element in the process of reaching expanded service. The partnership is exciting, but all of the work to identify how to expand transit service happened in the public process that occurred earlier in the Bend MPO long-range transit plans. We will get some final public comment, but RPTAC has a very formal role.

Cody asks what happens after the three-year partnership concludes. Andrew explains COIC Board has adopted a long-term funding strategy and at some point COIC must pursue dedicated funding. There are questions about the geography and the actual tool itself that will be pursued. The COIC funding strategy also noted to work with partners. COIC will shift to the longer-term strategy. Karen says it was critical to get big partners involved. Cody is concerned that taxes are a tough sale, but partnerships are good. Andrew mentions the partnership discussion will continue after the Bend Transit Expansion.

Elaine motions RPTAC recommends the approval of the Proposed Bend Transit Expansion to the COIC Board. Jordan seconds. Motion passes.

5. CET Transit Vision

- **Transit Vision Draft**

Georell Bracelin and Tenley Sutton of GB2 present a draft of the Transit Vision powerpoint. As GB2 goes through the presentation, comments are taken by RPTAC members and guests to refine the transit vision.

- Concern about negative messaging i.e. “But I don’t ride the bus” slide
- Change negative statements into questions
- Add “active” and “healthy” phrasing to walking and biking bullet
- Discussion about the term “senior”
- Discussion about how to rephrase “for the disadvantaged”
- Emphasize human component in ridership, i.e. walkers, bikers, people who ride the bus
- Add CET logo to the What’s on the Horizon slide
- Use consistent phrasing in all the slides
- Suggestion on including a map of future routes

6. CET Updates

- Transportation Report

Karen recaps the Lava Butte Shuttle and Ride the River shuttles. Lava Butte was off to a good start. Ride the River did not have a smooth start as the brake lights were not running on the trailer. There was an electrical issue but it has been fixed.

Staff is working on Warm Springs – Madras deviated fixed route graphics for a flyer.

Jordan asked about rider referrals and cancellations. Exclusions are not noted on this report. Jordan asked if we should note how many exclusions occur in the report. Whitney asked if we could have a training about the monthly management report. RPTAC members also requested a binder that has any pertinent background information related to the committee.

Meeting adjourned at 11:32 AM.