

# CET 2040 TRANSIT MASTER PLAN

## PUBLIC ENGAGEMENT SUMMARY

### FINAL DRAFT, AUGUST 2020



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## SUMMARY

Cascades East Transit (CET), operated by Central Oregon Intergovernmental Council (COIC), developed a regional Transit Master Plan (TMP) to identify conceptual transit service over the next 20 years. This Public Engagement Summary provides an overview of the Technical Advisory Committee (TAC) and Project Steering Committee (PSC) functions and outlines robust public outreach and engagement efforts implemented during the 2040 TMP process to ensure a transparent, inclusive, and equitable approach to engaging agencies, jurisdictions, organizations, businesses, and members of the public. More than 45 hours were dedicated to meetings in which PSC and TAC members discussed regional and local transit needs, including the planning for capital investments across the region such as mobility hubs and facilities. The PSC and TACs included representation from people of color, people with disabilities, tribal members, low-income individuals and communities, transit riders and advocates, veterans, older adults, businesses, educational institutions, and public health agencies, as well as cities, counties, and partner organizations.

COIC and CET embarked on an Organizational Equity Assessment with its staff in early 2019 to identify current awareness of and engagement with Diversity, Equity, and Inclusion (DEI) principles and practices. DEI strategies include efforts to be inclusive of all citizens and communities of Central Oregon who deserve fair and equal access to resources and the opportunity to determine and achieve their full potential. DEI initiatives were implemented by staff during the TMP public engagement process to ensure people of color, people with disabilities, older adults, veterans, Limited English Proficiency (LEP), low-income communities, and other underrepresented groups were presented with multiple opportunities to participate. CET staff engaged community members and diverse partner organizations throughout the planning process by inviting them participate on advisory committees and attend meetings. Future opportunities exist to embrace new DEI strategies to solicit even greater participation and engagement from underserved and underrepresented populations.

COIC and CET staff utilized the Statewide Transportation Improvement Fund (STIF) and Special Transportation Fund (STF) public engagement efforts and advisory committee meetings to further engage community members regarding upcoming TMP meetings and project documents. Aligning the TMP with the STIF process allowed for enhanced community input during public meetings and increased opportunities to solicit feedback for transit expansion projects during open house events and throughout the planning process.

### **Outreach and Engagement by the Numbers**

- ▶ 7 regional PSC meetings with diverse community representation
- ▶ 2 rounds of local TAC meetings with diverse community representation across 7 communities; 3 additional meetings focused on Bend transit initiatives
- ▶ 2 regional TAC meetings

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- ▶ 68 committee members (26 women)
- ▶ Over 45 hours of meetings with PSC and TAC members to discuss transit needs, including Bend-specific topics such as mobility hubs and transit facilities
- ▶ 24,267 total reach through social media engagement
- ▶ 1,500 individuals contacted through nine separate emails blasts
- ▶ 260 open house attendees across Central Oregon
- ▶ 237 completed surveys for feedback on goals, vision statements, and transit needs
- ▶ 26 total press releases/public notices to ensure public visibility
- ▶ 413 completed on-board customer surveys
- ▶ 8 local agency briefings for county and city staff across the region
- ▶ 26 operator surveys
- ▶ 119 total estimated participants in the Virtual Workshop, which includes an additional 39 transit riders that completed paper surveys on-board local Bend and regional bus routes
- ▶ Key outreach materials and communications were available in Spanish
- ▶ Promotional fliers shared with 72 partner organizations to encourage public input, with focused outreach to organizations representing underserved and Limited LEP populations
- ▶ 51 events/presentations to organizations including Let's Talk Diversity, Native Aspirations, Jefferson County Disability Coalition, Council on Aging, Central Oregon Coalition for Access, and KWSO – Warm Springs radio interviews

## TECHNICAL ADVISORY AND PROJECT STEERING COMMITTEES

### Technical Advisory Committees

Technical Advisory Committee (TAC) members served as the primary technical reviewers for the project. Membership consisted of city and county managers, planners, engineers, public works staff, and public health officials, in addition to persons of color, older adults, tribal members, veterans, businesses, and organizations representing people with disabilities and low-income communities. TAC members weighed in on topics such as existing conditions, implementation and funding strategies, trip purpose analysis, origin and destination data, transit-supportive development strategies, mobility hub concepts, first-last mile strategies, and other technical content. Local TACs were formed starting in December of 2018 in seven major areas of Central Oregon:

- ▶ Deschutes County (broken out into La Pine and Sisters)
- ▶ Crook County
- ▶ Jefferson County
- ▶ City of Bend
- ▶ City of Redmond
- ▶ The Confederated Tribes of Warm Springs

The Bend Local TAC was expanded to 23 members during the summer of 2019 to complement the technical work for Bend-specific project deliverables, such as mobility hubs and high-capacity transit planning initiatives that coincided with additional funding provided by the Bend Metropolitan Planning Organization (MPO). Participation on the Bend Local TAC was voluntary and included individuals representing older adults, veterans, neighborhood associations, people of color, low-income communities, businesses, and educational institutions, as well as staff and representatives from the City of Bend, the Bend MPO, Oregon Department of Transportation (ODOT), Deschutes County, OSU-Cascades, Move Bend, The Environmental Center, Commute Options, Council on Aging of Central Oregon, Central Oregon LandWatch, Hubbell Communications, and members from the City of Bend's Citywide Transportation Advisory Committee (CTAC), CET's Regional Public Transportation Advisory Committee (RPTAC) and the Hawthorne Avenue Neighbors. A member of the Central Oregon Coalition for Access Steering Committee participated during the Bend Local TAC meeting in which Service and Capital Plan Memos were discussed regarding mobility hub concepts and CET facilities.

All CTAC members were invited to participate on the Bend TAC to achieve a more diverse committee makeup and foster enhanced coordination and alignment between the TMP and the City of Bend's TSP. CET outreach and planning staff also encouraged members from various organizations to participate in the

**PUBLIC ENGAGEMENT BY THE NUMBERS**  
CET 2040 Transit Master Plan

**COMMITTEE MEETINGS**

- 7 Regional Project Steering Committee
- 14 Local Technical Advisory Committee
- 2 Regional Technical Advisory Committee
- 8 Local Agency Briefings
- 3 Additional Bend Focused
- 45 Hours of Meetings
- 68 Committee Members (26 Women)
- Diverse Community Representation

**COMPLETED SURVEYS**

- 237 Goals, Vision & Needs
- 119 Virtual Workshop
- 413 Riders
- 26 Operators
- Spanish Translations
- Paper Copies Distributed

**OUTREACH**

- 24,267 Social Media Reach
- 9 Newsletters, 1,500 individuals Each
- 26 Press Releases/Public Notices
- 72 Partners Receiving Flyers
- 51 Partner Presentations
- Key Materials in Spanish

**OPEN HOUSES**

- 12 Community Events
- 260 Attendees
- Extended Bend Hours Round 1 (11:30 am-6:30 pm)
- ADA-Accessible Locations
- Spanish Speaking Interpreters
- Flyers in Spanish
- Kid's Corner

**COMMITTEE REPRESENTATION**

People of color, people with disabilities, older adults, low-income individuals, low-income communities, veterans, tribal members, transit disadvantaged groups, bike/ped advocates

**COIC**

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Bend Local TAC meetings during TMP updates provided to the COCA Steering Committee, CTAC, Council on Aging of Central Oregon, and Deschutes County STIF Advisory Committee meetings.

Regional TAC meetings included members of all the Local TACs and included representation from the following groups, community partners, stakeholders, agencies, and organizations:

- ▶ People with disabilities
- ▶ People of color
- ▶ Transit riders and advocates
- ▶ Older adults
- ▶ Tribal members
- ▶ Veterans
- ▶ Businesses
- ▶ Neighborhood Associations
- ▶ Low-income individuals and communities
- ▶ Educational institutions
- ▶ Commuter groups
- ▶ Bicycle and pedestrian advocates
- ▶ Health and human services agencies
- ▶ City, county, and tribal transportation planners, engineers, community development, and public works staff
- ▶ City managers and council members
- ▶ County Commissioners
- ▶ Deschutes County
- ▶ Bend MPO
- ▶ ODOT
- ▶ Bend-La Pine School District
- ▶ Confederated Tribes of Warm Springs
- ▶ Hubbell Communications
- ▶ Hawthorne Avenue Neighbors
- ▶ Council on Aging of Central Oregon
- ▶ Abilitree
- ▶ Commute Options
- ▶ Advocates for Life Skills and Opportunities
- ▶ Chambers of Commerce
- ▶ Age-Friendly Sisters
- ▶ High Desert Museum
- ▶ OSU Cascades
- ▶ Move Bend
- ▶ The Environmental Center
- ▶ Central Oregon LandWatch
- ▶ CTAC members
- ▶ RPTAC members

The first series of Local TAC meetings were held prior to each of the open house events in January and March 2019, which offered TAC members the opportunity to engage with community members to discuss local and regional transit service needs. TAC members were also encouraged to participate in the survey process, provide feedback during the open house events, and disseminate TMP information and memos to members of their respective organizations. Open house event information and project website links to access materials were published in press releases and the Bend Bulletin and posted on the project website, CET's website and social media platforms, Hawthorne Station, the Redmond Transit Hub, CET's Redmond office, and across various other community locations across the region such as senior centers, libraries, community centers, partner organizations, businesses, and city and county government buildings.

All TMP open house flyers and outreach materials were translated into Spanish and contained links to the project website for community members to receive up-to-date information regarding upcoming TAC and PSC meetings, project materials, and

## CET TMP Public Engagement Summary Final Draft

opportunities to provide public comment. TMP project schedules and timelines were also posted at transit facilities and distributed at numerous partner meetings—including the City of Bend Transportation System Plan (TSP) neighborhood workshops and CTAC meetings—in an effort to promote attendance at future meetings and encourage further public participation in CET's planning process.



**PSC/RPTAC meeting, 9/20/19**



**Bend Local TAC meeting, 2/4/20**



**PSC/RPTAC meeting, 4/3/19**



**PSC/RPTAC meeting, 12/4/19**

## Project Steering Committee

The PSC served as the regional advisory and oversight committee for the TMP and included representation from people of color, people with disabilities, older adults, tribal members, businesses, bicycle and pedestrian advocates, and low-income individuals and communities, as well as local agencies, jurisdictions, and diverse partner organizations throughout Central Oregon. PSC members reviewed the same consultant memos and plans that were presented to the Local TACs; however, discussion topics were focused on more regional aspects of the plan such as demographics, service enhancements within and between cities, transit service and capital plans, implementation strategies, mobility hubs, high capacity transit, and funding scenarios. PSC meetings were aligned with RPTAC meetings to provide increased public participation opportunities and engage RPTAC members during the planning process.

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Both PSC and RPTAC members were tasked with reviewing and commenting on project deliverables, as well as providing recommendations to the Project Management Team (PMT). STIF Advisory Committee members were also encouraged to participate during TAC and PSC meetings and attend open house events.

PSC meeting schedules and agendas were advertised in press releases, on regional community calendars, at transit facilities, and posted on social media platforms and the CET, COIC, and project websites. The August and September 2019 PSC meetings were held the day following the Bend Local TAC and Regional TAC meetings so that key TAC meeting outcomes could be summarized and presented to the PSC. TMP consultant memos and presentations for each of the Local TACs were also included in the PSC meeting packets to review and discuss content and make recommendations.

CET staff reached out to numerous partners, stakeholders, agencies, and organizations to participate on Local TACs and the PSC. Some of these entities expressed interest in participating but could not commit to attending meetings due to limited staff capacity and other ongoing projects. CET scheduled separate meetings with staff from Council on Aging, Central Oregon Coalition for Access, Central Oregon Disability Support network, Opportunity Foundation, St. Charles, Mosaic/Bend Memorial Clinic, the High Desert Museum, OSU-Cascades, and Central Oregon Community College (COCC) to summarize key outcomes from TMP memos. These meetings provided an opportunity for organizations to receive a high-level briefing from CET staff, provide feedback on draft memos and deliverables, and become further engaged in the process. Main topics discussed during these meetings included mobility hubs, enhanced transit corridors, improved transit access for people with disabilities and underserved populations, service and capital needs, and funding scenarios.

PSC members were recruited by CET staff and represented the following groups, agencies, partners, stakeholders and organizations:

- ▶ People with disabilities
- ▶ People of color
- ▶ Low income communities
- ▶ Low-income individuals
- ▶ Transit disadvantaged groups
- ▶ Transit riders and advocates
- ▶ Tribal members
- ▶ Older adults
- ▶ Educational institutions
- ▶ Bicycle and pedestrian advocates
- ▶ Health and human services
- ▶ Businesses
- ▶ City, county, and tribal planners, public works, public health, and community outreach staff
- ▶ ODOT
- ▶ Bend MPO
- ▶ STIF Advisory Committee members
- ▶ RPTAC members
- ▶ CTAC members
- ▶ Age-friendly Sisters
- ▶ Central Oregon Council on Aging
- ▶ Central Oregon Coalition for Access
- ▶ OSU-Cascades

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- ▶ Confederated Tribes of Warm Springs
- ▶ Commute Options
- ▶ Chambers of Commerce
- ▶ Abilitree
- ▶ PacificSource

## STAKEHOLDER ENGAGEMENT

Stakeholders and interested parties were engaged and presented with multiple opportunities to participate in the TMP process through the following communications and platforms:

- ▶ E-newsletters highlighting opportunities to participate in the TMP process by attending open house events, completing surveys, and commenting on draft documents. E-newsletters were delivered to nearly 1,500 CET stakeholders, transit advocates, elected officials, city and county staff, transit riders, and subscribers on January 9, January 28, February 27 and October 4, 2019 and January 24, February 20, April 16, July 14, and August 14, 2020.
- ▶ A series of boosted social media posts targeted to specific audiences including Latino groups and transit riders.
- ▶ Members of the public were encouraged to subscribe to the project website to receive updates for meetings, surveys, project memos, and upcoming meetings.
- ▶ TMP information was distributed by CET outreach staff during the following meetings and events, and also to a wide variety of organizations, agencies, jurisdictions, and community partners listed below.

- ▶ Crook County Older Adult Meetings
- ▶ Latino Community Association
- ▶ Let's Talk Diversity Coalition
- ▶ St. Charles
- ▶ Mosaic/Bend Memorial Clinic
- ▶ COIC Board of Directors
- ▶ Deschutes, Jefferson, and Crook County Boards of Commissioners
- ▶ Crook County Court
- ▶ Warm Springs Tribal Council
- ▶ Central Oregon Community College
- ▶ ODOT
- ▶ Cities of Bend, Redmond, La Pine, Sisters, Prineville, Madras, Metolius, Culver, and the Confederated Tribes of Warm Springs
- ▶ La Pine and Sunriver stakeholder meeting
- ▶ Central Oregon Area Commission on Transportation (COACT)
- ▶ City of Bend MPO and CTAC meetings
- ▶ OSU-Cascades
- ▶ Oregon Employment Department/Worksource
- ▶ Commute Options work groups
- ▶ City of Madras Public Health
- ▶ Warm Springs Transportation Meetings
- ▶ Employment First
- ▶ Rural Transit Assistance Program (RTAP) Conference
- ▶ Oregon Public Transportation Conference
- ▶ Warm Springs Transportation meetings

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- ▶ Native Aspirations Resource meetings (Warm Springs)
- ▶ Abilitree
- ▶ Jefferson County Disability Coalition
- ▶ Peer-to-Peer Meetings (disability group)
- ▶ PacificSource's Community Huddle
- ▶ Bend Central District (BCD) Initiative
- ▶ Housing Works
- ▶ National Night Out Events
- ▶ Southeast Area Plan Advisory Committee (SEAPAC)
- ▶ Central Oregon Coalition on Access (COCA)
- ▶ Council on Aging
- ▶ Senior centers
- ▶ Veterans outreach services
- ▶ Health and human services organizations
- ▶ Chambers of Commerce
- ▶ Transitions Coop
- ▶ Good To Go Oregon
- ▶ Sisters Outlaw for Unified Living (SOUL)
- ▶ Deschutes County Bicycle and Pedestrian Advisory Committee (BPAC)

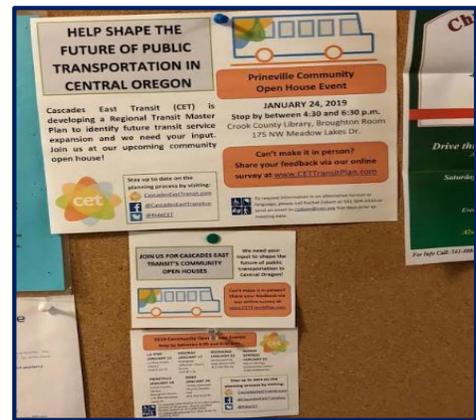
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**TMP Brown Bag presentation at City of Bend, 2/8/19**



**Regional TAC meeting, 1/16/19**



**Open House event notices on community bulletin boards**



**Crook County combined STIF and STF meeting, 3/7/19**



**Engagement with Warm Springs Tribal Members**

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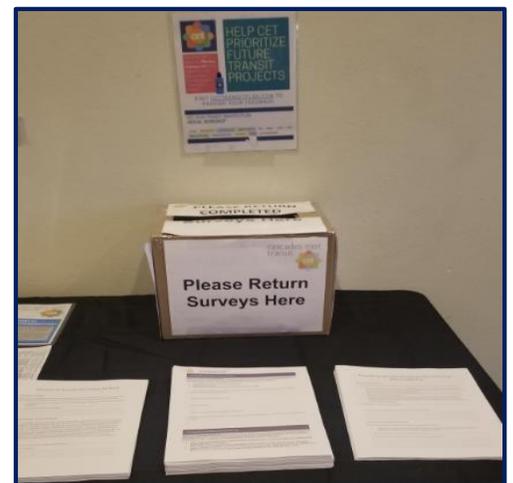
**Presentation at Council on Aging of Central Oregon older adult lunch event, 3/6/19**



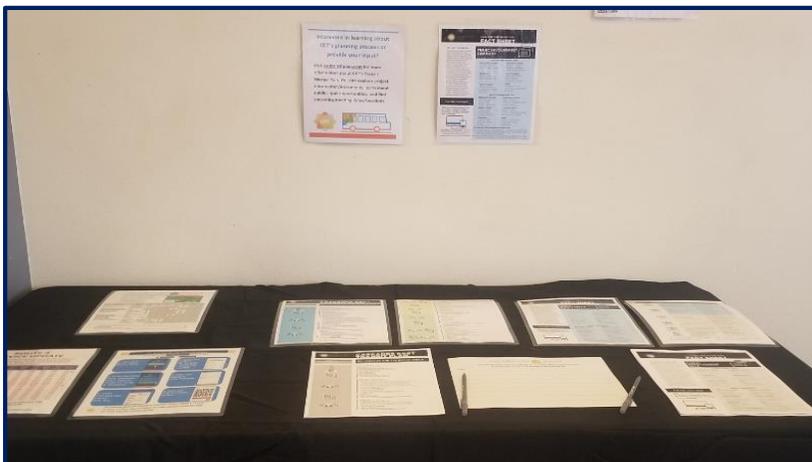
**TMP information at Hawthorne Station tabling event**



**Jefferson County STIF meeting, 4/2/19**



**TMP surveys in Spanish and English at Hawthorne Station**



**TMP information and information sign-up sheet at Hawthorne Station**

**TRÁNSITO EN OREGON CENTRAL**

**Segunda ronda de puertas abiertas de la comunidad**

<p><b>SISTERS</b> Ma, 12 de marzo 3:30 – 6:30 pm Sisters-Camp Sherman Fire Station 301 South Elm St.</p> <p><b>PRINEVILLE</b> Ma, 19 de marzo 3:30 – 6:30 pm Crook County Fire and Rescue Department 500 NE Belknap St.</p>	<p><b>MADRAS</b> Mi, 13 de marzo 3:30 – 6:30 pm Jefferson County Library, Rodriguez Annex 134 SE E St.</p> <p><b>REDMOND</b> Mi, 20 de marzo 3:30 – 6:30 pm Redmond Public Library 827 SW Deschutes Ave.</p>	<p><b>WARM SPRINGS</b> Ju, 14 de marzo 5 – 7:30 pm Warm Springs K-8 Academy 50 Chukar Rd.</p> <p><b>BEND</b> Ju, 21 de marzo 3:30 – 7:00 pm Trinity Episcopal Church, Brooks Hall 469 NW Wall St.</p>
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Ayude a Cascades East Transit a priorizar los proyectos de expansión de tránsito

Manténgase actualizado sobre el proceso de planificación visitando:

CETtransitPlan.com  
@CascadesEastTransit  
@RideCET

Para solicitar información en un formato o idioma alternativo, llame a Rachel Zalom al 541.964.2219 o envíe un correo electrónico a [traskem@vccog.org](mailto:traskem@vccog.org) cinco días antes de la fecha de la reunión.

**Open House Event flyer in Spanish**

## OUTREACH ROUND #1 – JANUARY 2019 OPEN HOUSES

Major objectives for the January public outreach efforts included educating residents and community partners about existing transit services and collecting input from community members regarding the vision, goals, and near-term priorities for transit. Outreach initiatives included six community open houses held across the region, updates during 10 partner meetings, and numerous website and social media posts and email communications. The six community open houses were “drop-in” style to allow attendees the flexibility to provide input anytime within a certain time frame. All of the meetings were held between 4:30 and 6:30 pm, except for the Bend location that included extended drop-in hours from 11:30 am to 6:30 pm. Local TAC meetings were held prior to the open house events in each community to encourage TAC members to talk with members of the public about CET’s TMP process and participate in open house activities.

CET’s open houses included various display stations to encourage community members to weigh in on vision statements, goal area priorities, existing conditions, and future expansion services specific to each community. Two stations were added during the Bend open house to solicit feedback on service priorities and rider experiences. The stations provided an interactive platform for staff to discuss current and future service priorities, including the planning and development of mobility hubs.

Posters and flyers were distributed across relevant Central Oregon cities and were also placed in community spaces (e.g. meeting rooms, bulletin boards) in advance of key public meetings and events to increase awareness and boost attendance. Marketing materials and surveys were printed and translated into Spanish to encourage Latino community members to attend meetings and complete surveys. Posters were placed in all CET vehicles and at transit facilities prior to open house events. Meetings were advertised in the Bend Bulletin, a regional newspaper, and through online community calendars. Social media played an important role in disseminating information, as tweets and Facebook posts were linked directly to the project website and online surveys. A total of 10,266 people were reached via Facebook, with 82 shares during this outreach period. \$90 was invested for boosted Facebook posts to increase visibility to key audiences. Attendance during the in-person meetings ranged from 11 to 46 people.

An online survey conducted between January 7 and February 3, 2019 provided a convenient platform for feedback, particularly for residents who were unable to attend open house events in-person. Surveys were announced in all outreach publications and flyers by referencing the project website at [CETTransitPlan.com](http://CETTransitPlan.com). Paper versions of the survey were provided in both English and Spanish and made available at Hawthorne Station, CET facilities in Redmond, open house events, and key partner locations. Marketing materials included text indicating alternative formats (e.g. braille, large font documents) and different languages for memos, surveys, and meeting materials were available upon request to ensure inclusivity and access to information for LEP populations and/or those who experience disabilities. Staff also rode CET buses to

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gather feedback directly from riders and also collected written surveys that were displayed inside of Hawthorne Station to make it easier for CET riders to provide input.

A Spanish-speaking interpreter was available at the Madras, Redmond, and Bend open house events. No requests were made by the public to have an interpreter available and no persons who spoke Spanish as a first language attended any of the six open houses. Additionally, a CET staff member who speaks conversational Spanish was present at all of the meetings to offer translation services. Meeting locations were ADA accessible and staff placed way-finding signage for wheelchair accessible entrances for open house attendees. CET provided healthy snacks, coffee, hot tea, coffee, and a “kid’s corner” with coloring books to cultivate a welcoming atmosphere.

**HELP SHAPE THE FUTURE OF PUBLIC TRANSPORTATION IN CENTRAL OREGON!**

The Cascades East Transit (CET) Regional Transit Master Plan will identify future transit service priorities for the next 25 years. Provide your input at an upcoming community open house or complete a short survey: [www.CETTransitPlan.com](http://www.CETTransitPlan.com)

### Community Open Houses

<b>LA PINE</b> JANUARY 15 4:30 - 6:30pm La Pine Public Library 16425 1st St.	<b>REDMOND</b> JANUARY 22 4:30 - 6:30pm Redmond City Hall, Rm. 208 411 SW 9th St.	<b>WARM SPRINGS</b> JANUARY 23 4:30 - 6:30pm Community Ctr. 2200 Hollywood Blvd.	<b>PRINEVILLE</b> JANUARY 24 4:30 - 6:30pm Cook County Library Broughton Rm. 175 NW Meadow Lakes Dr.
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**MADRAS**  
JANUARY 17  
4:30 - 6:30pm  
Rodriguez Jefferson  
Library Annex  
134 SE E St. **BEND** JANUARY 29 4:30 - 6:30pm Trinity Episcopal Church, Brooks Hall 469 NW Wall St. |

Follow us online:  
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@CascadesEastTransitco  
@RideCET

To request an alternative format or language, call Rachel Zalem at 541-504-2310 or email [rzalem@coic.org](mailto:rzalem@coic.org) five days in advance of meeting.

**HELP SHAPE THE FUTURE OF PUBLIC TRANSPORTATION IN CENTRAL OREGON!**

The Cascades East Transit (CET) Regional Transit Master Plan will identify future transit service priorities for the next 25 years. Provide your input at an upcoming community open house or participate online by completing a short survey: [www.CETTransitPlan.com](http://www.CETTransitPlan.com)

### Community Open Houses

<b>REDMOND</b> JANUARY 22 4:30 - 6:30pm Redmond City Hall, Rm. 208 411 SW 9th St.	<b>WARM SPRINGS</b> JANUARY 23 4:30 - 6:30pm Community Ctr. 2200 Hollywood Blvd.	<b>PRINEVILLE</b> JANUARY 24 4:30 - 6:30pm Cook County Library, Broughton Rm. 175 NW Meadow Lakes Dr.	<b>BEND</b> JANUARY 29 11:30am - 6:30pm (New Extended Drop-In Hours!) Trinity Episcopal Church, Brooks Hall 469 NW Wall St.
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Follow us online:  
CascadesEastTransit.com  
@CascadesEastTransitco  
@RideCET

To request materials in an alternative format or language, call Rachel Zalem at 541-504-2310 or email [rzalem@coic.org](mailto:rzalem@coic.org) five days in advance of meeting.

The Bulletin – January 13 and 20, 2019

## January 2019 Open House Numbers (131 Total Attendees)

La Pine Open House: **25** attendees  
Madras Open House: **11** attendees  
Redmond Open House: **20** attendees  
Warm Springs Open House: **11** attendees  
Prineville Open House: **18** attendees  
Bend Open House: **46** attendees

## Open House Survey Engagement (237 total surveys)

Online Survey: **186** submissions; **51** paper surveys collected

## Outreach Round #1 Committee Meetings

The first Regional TAC meeting was held on January 16, 2019 to review and discuss the first set of memos provided by the consultant team. The first PSC meeting was held on February 13, 2019, during which members reviewed the same consultant memos and received an overview of the project's major goals and milestones. The PSC reviewed public input collected from the first round of community open houses and the online

## CET TMP Public Engagement Summary Final Draft

open house survey, received an overview of the technical memorandums, and discussed the project vision, goals and objectives. Pre-outreach activities involved the dissemination of TMP flyers and meeting schedules in both English and Spanish prior to each event to encourage public participation during meetings and open houses.



**La Pine Open House at the La Pine Public Library, 1/15/19**



**Madras Open House at the Rodriguez Jefferson Library Annex, 1/17/19**



**Redmond Open House at the Redmond City Hall, 1/22/19**



**Warm Springs Open House at the Warm Springs Community Center, 1/23/19**

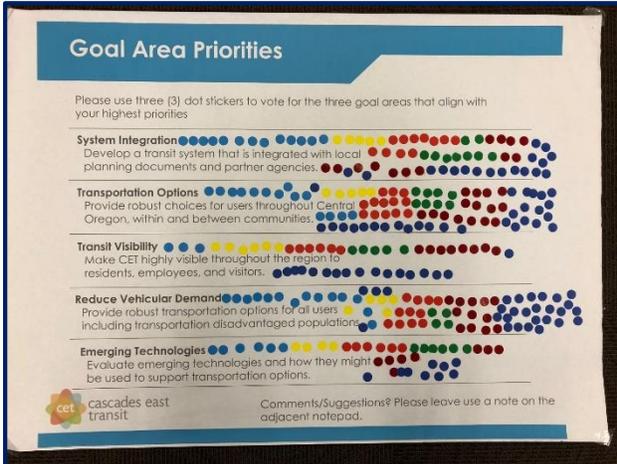


**Prineville Open House at the Crook County Library, 1/24/19**



**Bend Open House at the Trinity Episcopal Church, 1/29/19**

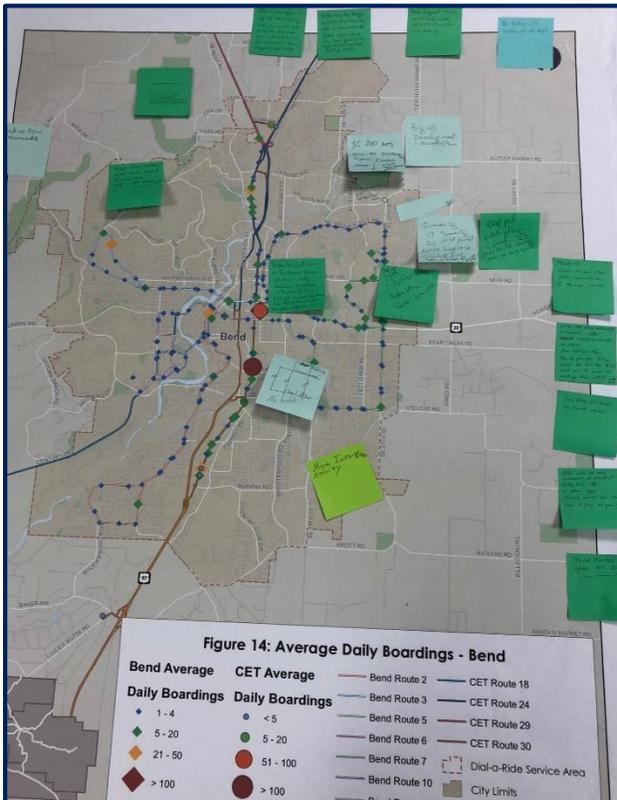
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**Goal Area Priority dot exercise conducted during Open House events**



**Dot exercise and information displays at the Redmond Open House Event**



**Bend Open House comments displayed on a map**



**Warm Springs Tribal Members providing input, 1/23/19**



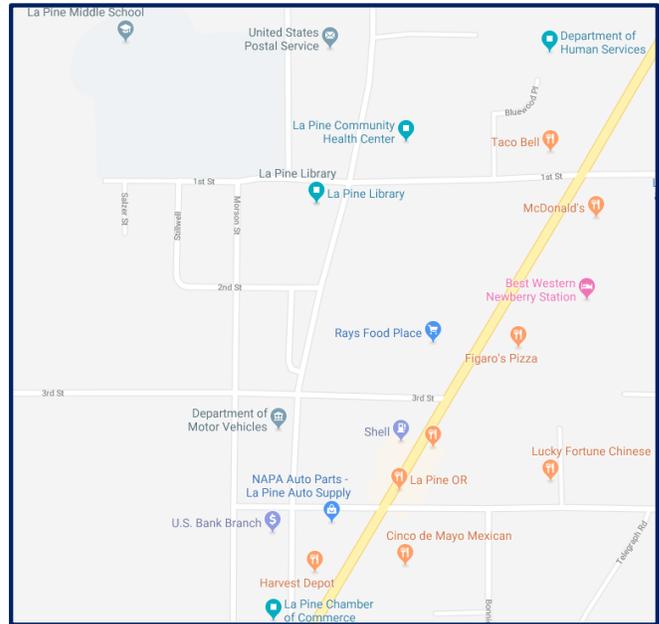
**Warm Springs Tribal Members also attended the Jefferson County Open House Event, 1/17/19**

## Pre-Outreach and Engagement Efforts (December 2018–January 2019)

Pre outreach activities included staff making telephone calls, delivering posters and flyers, and speaking with individuals at specific locations and during partner meetings to disseminate information regarding CET's TMP process and upcoming meetings and events. TMP information was posted at various public locations and also provided during meetings with local organizations and agencies in each community.

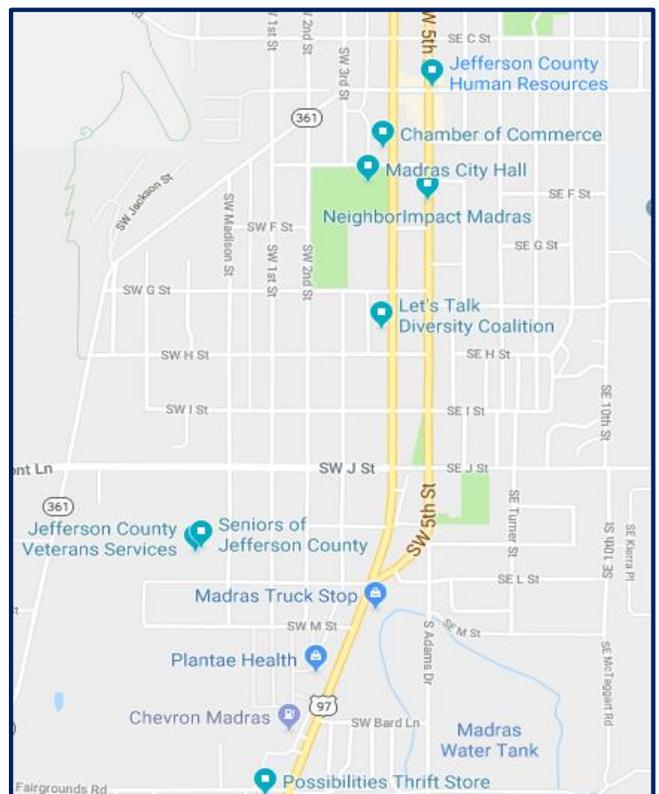
### La Pine

- ▶ Chamber of Commerce
- ▶ Department of Human Services
- ▶ La Pine Public Library
- ▶ La Pine Community Health Center



### Jefferson County

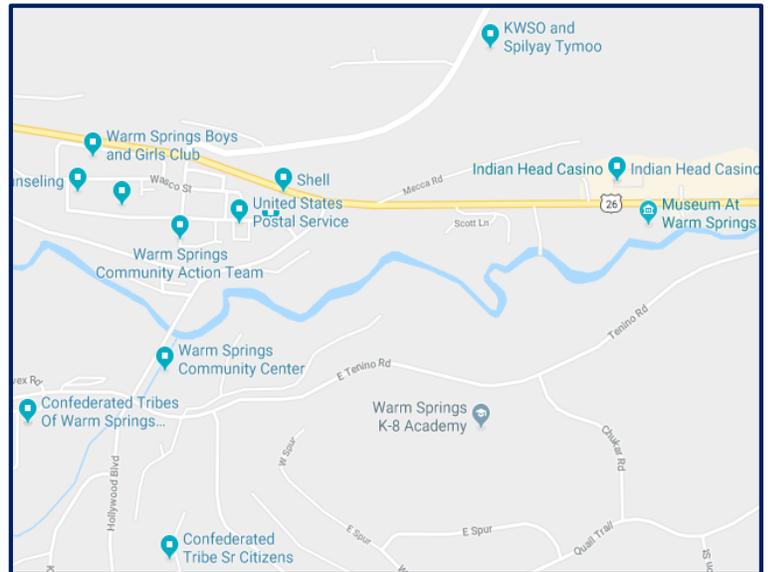
- ▶ Madras-Jefferson County
- ▶ Chamber of Commerce
- ▶ Let's Talk Diversity
- ▶ Neighbor Impact
- ▶ Jefferson County Veterans Services
- ▶ Jefferson County Senior Center
- ▶ Jefferson County Administrative Office
- ▶ Madras City Hall
- ▶ WorkSource Oregon - Madras
- ▶ Possibilities Thrift Store
- ▶ Jefferson County Human Services
- ▶ Jefferson County Public Health
- ▶ City Hall - Culver
- ▶ City Hall - Metolius



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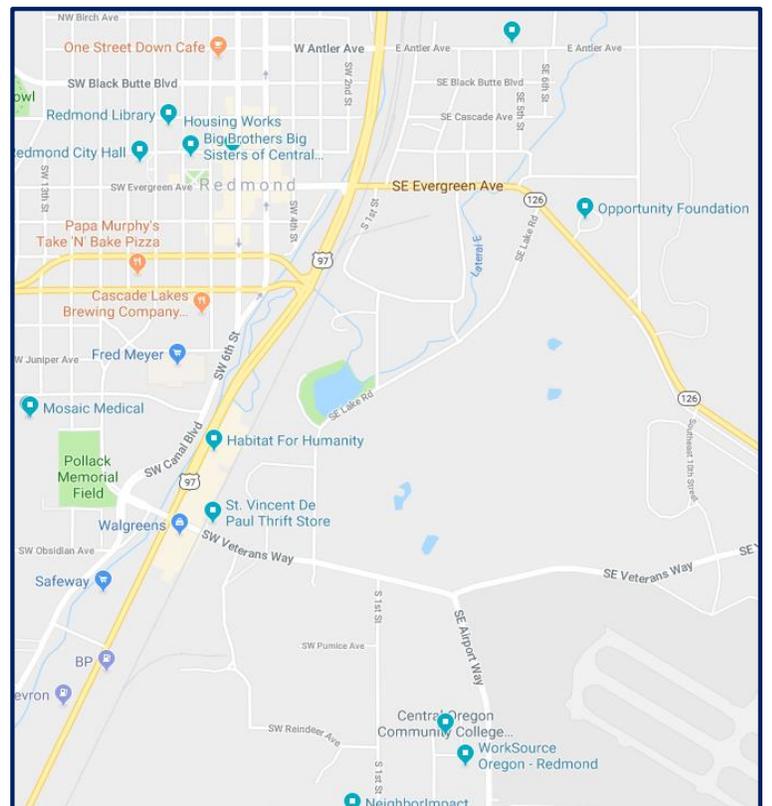
### Confederated Tribes of Warm Springs

- ▶ Indian Head Casino
- ▶ Warm Springs Boys and Girls Club
- ▶ Warm Springs Community Counseling
- ▶ Warm Springs Family Resource Center and Library
- ▶ Warm Springs Shell Gas Station
- ▶ CTWS Administrative Office
- ▶ Warm Springs Market



### Redmond

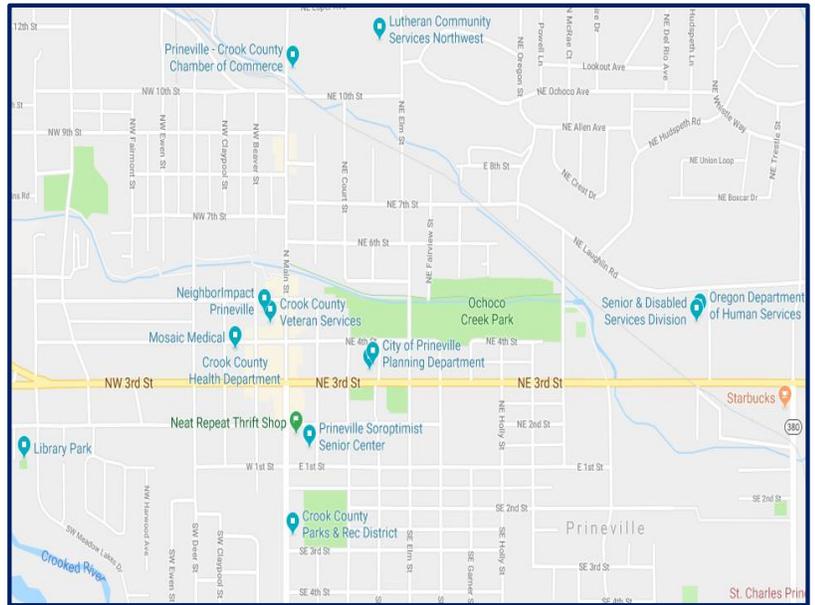
- ▶ Redmond City Hall
- ▶ Mosaic Medical
- ▶ Cook Crossing Apartments/Housing Works
- ▶ WorkSource- Redmond
- ▶ COCC
- ▶ Deschutes Children's Foundation
- ▶ Neighbor Impact
- ▶ Latino Community Foundation
- ▶ Big Brothers Big Sisters of Central Oregon
- ▶ Redmond Chamber of Commerce
- ▶ CET Antler Office
- ▶ Habitat for Humanity
- ▶ St. Vincent De Paul Thrift Store
- ▶ Opportunity Foundation



## CET TMP Public Engagement Summary Final Draft

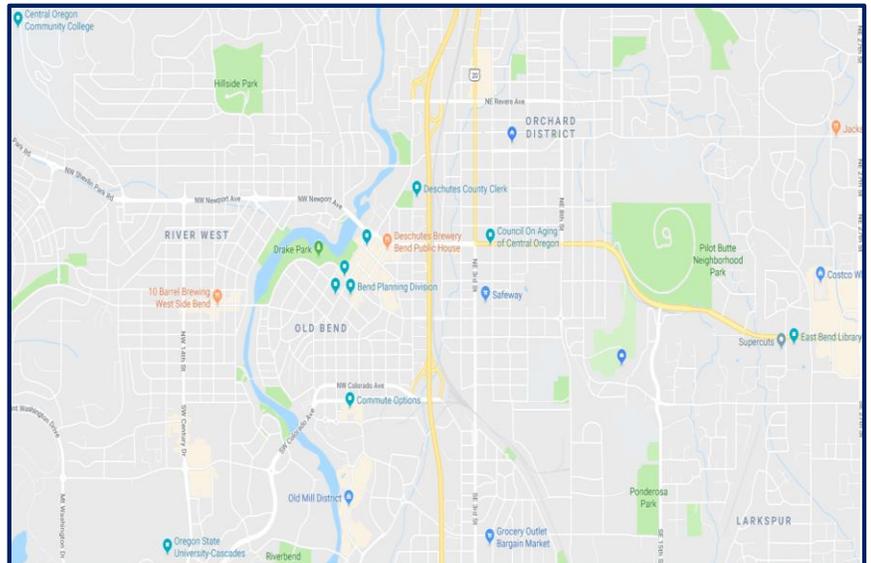
### Crook County

- ▶ Prineville Soroptimist Senior Center
- ▶ Office of Aging & People With Disabilities
- ▶ Chamber of Commerce
- ▶ Neighbor Impact
- ▶ Crook County Parks and Recreation
- ▶ Crook County Library
- ▶ Lutheran Family Services Northwest
- ▶ Oregon Department of Human Services
- ▶ Public Health Department
- ▶ Mosaic Health
- ▶ Crook County Veteran Services
- ▶ Redmond Public Library



### Bend

- ▶ Deschutes County Libraries
- ▶ Chamber of Commerce
- ▶ Deschutes County
- ▶ Move Bend
- ▶ Commute Options
- ▶ Bend MPO
- ▶ City of Bend
- ▶ CTAC
- ▶ RPTAC
- ▶ Neighborhood Associations
- ▶ Council on Aging
- ▶ COCC
- ▶ OSU-Cascades
- ▶ Central Oregon Coalition for Access (COCA)
- ▶ Deschutes County Bicycle and Pedestrian Advisory Committee



## OUTREACH ROUND #2 – MARCH 2019 OPEN HOUSES

The second major public outreach effort for the 2040 TMP occurred in March and April of 2019. The primary objective involved collecting public input for both near-term and short-term transit projects. The second round of engagement for the TMP also aligned with the STIF process for the development of enhanced public transportation services across the region. Members of the public weighed in on CET's proposed local and regional STIF projects via open house events and public meetings. The Qualified Entities (Crook, Deschutes, and Jefferson counties, and the Confederated Tribes of Warm Springs) submitted STIF applications in April, 2019.

The March 2019 public outreach process included six community open houses held across the region, Local TAC meetings, one PSC/RPTAC meeting, STIF and STF Advisory Committee Meetings, updates at partner meetings, and numerous social media posts and email communications. Similar to the January open houses, Local TAC meetings were held right before open house events took place in each community to encourage TAC members to talk with members of the public about CET's TMP process and participate in open house activities once the TAC meetings ended.

The six community open houses were "drop-in" style to allow attendees the flexibility to provide their input anytime during the event. All of the meetings were between 3:30 and 6:30 pm, except for the Bend open house from 3:30 to 7:00 pm and the Warm Springs open house from 5:00 to 7:30 pm, which aligned with a local family night event. CET's open houses included various display stations/tables for which community members were encouraged to prioritize near and short-term transit projects. The stations provided an interactive platform for staff to discuss current and future service priorities directly with residents and community partners.

Open house posters and flyers were distributed across major Central Oregon cities and jurisdictions and placed in community spaces (e.g. meeting rooms, bulletin boards) in advance of the open houses to increase awareness of the upcoming meetings and increase attendance. Outreach materials were translated into Spanish to encourage Latino community members to attend meetings. Posters were placed in all CET vehicles and at transit facilities prior to the March open house events.

The open house events were advertised in a press release, the Bend Bulletin, and local papers like The Nugget in Sisters and Spilyay Tymoos in Warm Springs. Meetings and events were also posted in online community calendars. Social media was utilized to encourage community members to take the online survey and attend meetings and open house events. A total of 6,613 people were reached via Facebook, with 43 shares during this outreach period and \$89 invested in boosted posts to targeted audiences. Attendance at the open houses ranged from 10 to 31 people. Two local news channels came to the open house in Bend and provided media coverage of the event.

Outreach materials and meeting notices included text stating that meeting materials were available in different languages and alternate formats upon request to ensure

## CET TMP Public Engagement Summary Final Draft

access to information. Although no requests were made by the public to have an interpreter available at the open houses, a COIC bilingual staff member was present offer Spanish translation services at the Madras meeting. Furthermore, a CET staff member who speaks conversational Spanish attended all of the open house events to offer translation services. No persons who spoke Spanish as a first language attended any of the six open houses held in March.

Meeting locations were ADA accessible and staff placed way-finding signage to locate wheelchair accessible entrances for open house attendees. Similar to the design of the January open houses, staff provided healthy snacks, tea, coffee, and a “kid’s corner” to encourage parents to bring their children to the open houses.

### March 2019 Open House Numbers

Sisters Open House: **25** attendees

Madras Open House: **10** attendees

Redmond Open House: **20** attendees

Warm Springs Open House: **31** attendees

Prineville Open House: **14** attendees

Bend Open House: **29** attendees

Total attendees: **129**

**JOIN CET'S SECOND ROUND OF COMMUNITY OPEN HOUSES!**

Help Cascades East Transit (CET) prioritize near-term transit expansion projects in your community.

**Drop by one of the following Community Open Houses:**

Location	Date	Time	Address
SISTERS	Tuesday, March 12	3:30 - 6:30 pm	Sisters-Camp Sherman Fire Station 301 S Elm St.
MADRAS	Wednesday, March 13	3:30 - 6:30 pm	Jefferson County Library, Rodriguez Annex 134 SE E St.
WARM SPRINGS	Thursday, March 14	5 - 7:30 pm	Warm Springs K-8 Academy 50 Chukar Rd.
PRINEVILLE	Tuesday, March 19	3:30 - 6:30 pm	Crook County Fire and Rescue Dept. 500 NE Belknap St.
REDMOND	Wednesday, March 20	3:30 - 6:30 pm	Redmond Public Library 827 SW Deschutes Ave.
BEND	Thursday, March 21	3:30 - 7:00 pm	Trinity Episcopal Church, Brooks Hall 469 NW Wall St.

Stay up to date on the planning process by visiting:  
CETTransitPlan.com  
CascadesEastTransit.com  
@RideCET

To request materials in an alternative format or have an interpreter on site, call Rachel Zakem at 541-504-3310 or email rzakem@coic.org in advance of meeting.

The Bulletin - Sunday, March 10,

### On-Board and Operator Surveys

Staff conducted on-board surveys on CET Fixed-Routes in Bend and the regional Community Connector system between May 8 and June 3, 2019 (Outreach Round #2) to solicit feedback regarding service priorities and collect rider demographic and customer satisfaction information. The following list highlights survey participation and key findings:

- ▶ 413 riders participated in the on-board survey: 277 Fixed-Route and 136 Community Connector participants.
  - ▶ Largest number of on-board respondents participated between 2 and 3 p.m.
  - ▶ 65% of CET riders reported utilizing multiple routes to complete their trip
  - ▶ CET riders most often access the bus by walking or using a mobility device
  - ▶ One-third of riders paid fares in cash; TouchPass mobile app usage is low (3%) system-wide
  - ▶ 30% of riders system-wide would forgo a trip altogether if CET service was not available
  - ▶ 80% of CET's riders are satisfied with the overall service

## CET TMP Public Engagement Summary Final Draft

- ▶ The largest cohort of Bend fixed-route riders are ages 25 to 34; 42% of Community Connector riders are 18 and younger (83% of these riders are students); roughly 10% of riders are 65 or older
- ▶ The majority of Bend fixed-route riders are employed and a large percentage of Community Connector riders are students (37%)
- ▶ Nearly one half of riders on Bend fixed-routes (45%) and Community Connector routes (44%) report household earnings of under \$12,000 per year

Additionally, an operator survey was conducted between May 8 and June 3, 2019. Overall, 26 operators participated in the survey per the following CET services: 4 Dial-A-Ride, 9 Fixed-Route, 4 Community Connector, 6 all services, 3 other, and 1 did not specify.

## Outreach Round #2 Committee Meetings

During second round of outreach for the Regional TMP, staff met with Local TACs to review short-term projects and priorities for near-term implementation in each community.

Local TAC meetings were held in the following locations in March 2019:

- ▶ La Pine, March 11 at the La Pine City Hall
- ▶ Sisters, March 12 at the Sisters-Camp Sherman Fire District Administrative Office
- ▶ Jefferson County, March 13 at the Jefferson County Library in Madras
- ▶ Confederated Tribes of Warm Springs, March 14 at the Tribal Administrative Office
- ▶ Crook County, March 19 at the Crook County Fire and Rescue Administrative Office in Prineville
- ▶ Redmond, March 20 at the Deschutes Public Library
- ▶ Bend, March 21 at the Trinity Episcopal Church

The PSC met on April 3, 2019 to discuss TAC and open house feedback, review the Short-Term Implementation Strategy Memo, and discuss the development of a Transit Needs Memo.

The Local Bend TAC met on August 13, 2019 to discuss the current and future transit needs. This deep-dive analysis focused on existing conditions, as well as data collected from the on-board rider and operator surveys. Follow up meetings were scheduled on September 13 and 19 to review technical memos and discuss coordination and alignment between the TMP and the City of Bend's TSP process.

The PSC met on August 20, 2019 to discuss the information presented during the Bend Local TAC meeting and provide comments and recommendations. A follow up meeting was scheduled for September 20 to discuss the project schedule, status, and consultant memos.

## Photos from March Community Open Houses



**Sisters Open House at the Sisters-Camp Sherman Fire Station, 3/12/19**



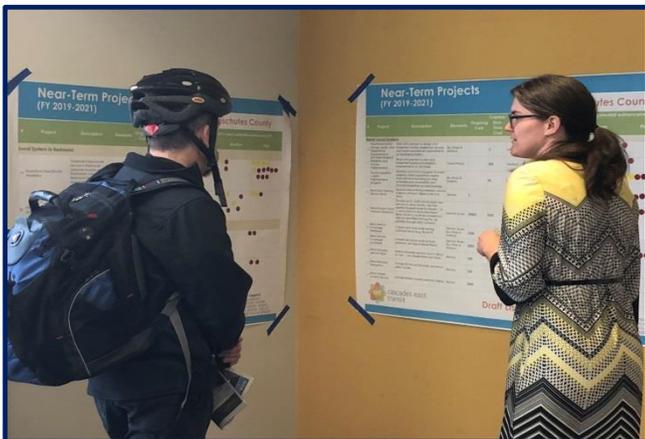
**Madras Open House at the Rodriguez Jefferson Library Annex, 3/13/19**



**Warm Springs Open House at the Warm Springs K-8 Academy, 3/14/19**



**Prineville Open House at the Crook County Fire and Rescue Department, 3/19/19**



**Redmond Open House at the Redmond Public Library, 3/20/19**



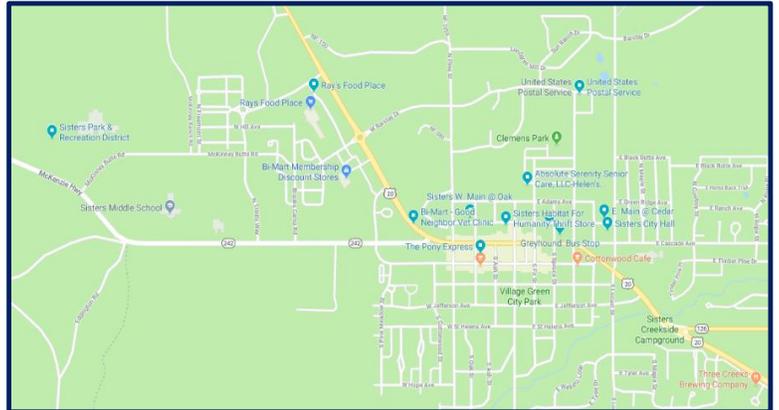
**Bend Open House at the Trinity Episcopal Church, 3/21/19**

## Pre-Outreach and Engagement Efforts (February – March 2019)

CET outreach staff conducted pre-outreach and engagement efforts prior to the March meetings and open house events to distribute information in the following cities, buildings, meetings, and events.

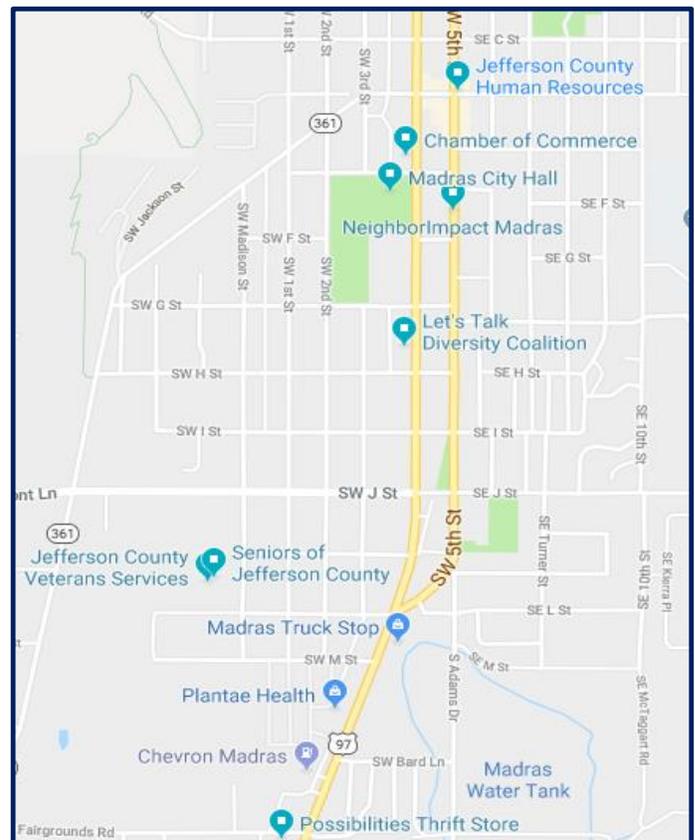
### Sisters

- ▶ Sisters Area Chamber of Commerce
- ▶ Bi-Mart
- ▶ Ray's Food Place
- ▶ Pony Express
- ▶ Sisters Habitat for Humanity
- ▶ Sisters City Hall
- ▶ Sisters Park & Recreation District
- ▶ United States Postal Service



### Jefferson County

- ▶ Madras-Jefferson County
- ▶ Chamber of Commerce
- ▶ Let's Talk Diversity
- ▶ Neighbor Impact
- ▶ Jefferson County Veterans Services
- ▶ Jefferson County Senior Center
- ▶ Jefferson County Administrative Office
- ▶ Madras City Hall
- ▶ WorkSource Oregon - Madras
- ▶ Possibilities Thrift Store
- ▶ Jefferson County Human Services
- ▶ Jefferson County Public Health
- ▶ City Hall - Culver
- ▶ City Hall - Metolius



## CET TMP Public Engagement Summary Final Draft

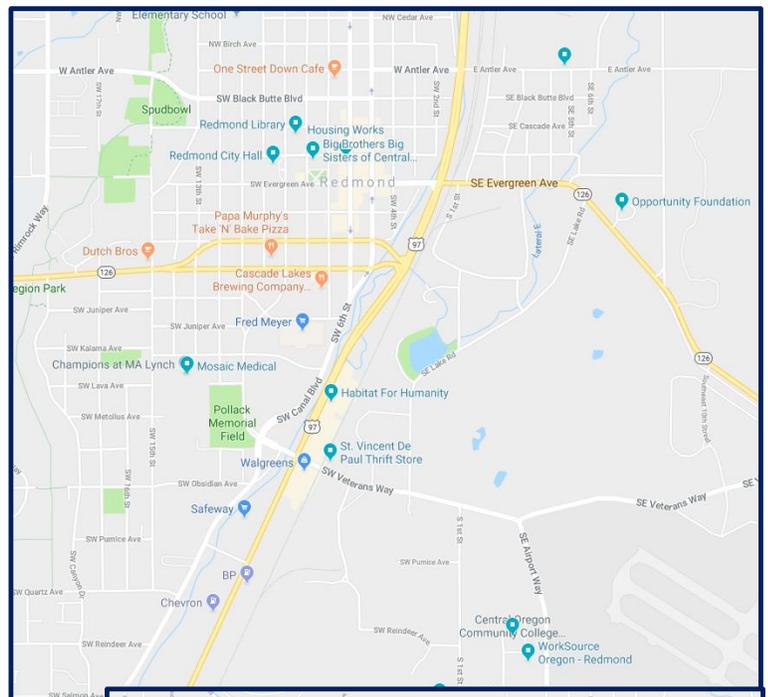
### Confederated Tribes of Warm Springs

- ▶ Spilyay Tymoo/KWSO
- ▶ Warm Springs Community Center
- ▶ Indian Head Casino
- ▶ Boys and Girls Club
- ▶ Community Action Team
- ▶ Community Counseling
- ▶ Family Resource Center and Library
- ▶ Shell Gas Station
- ▶ Tribal Administrative Office
- ▶ Warm Springs Market



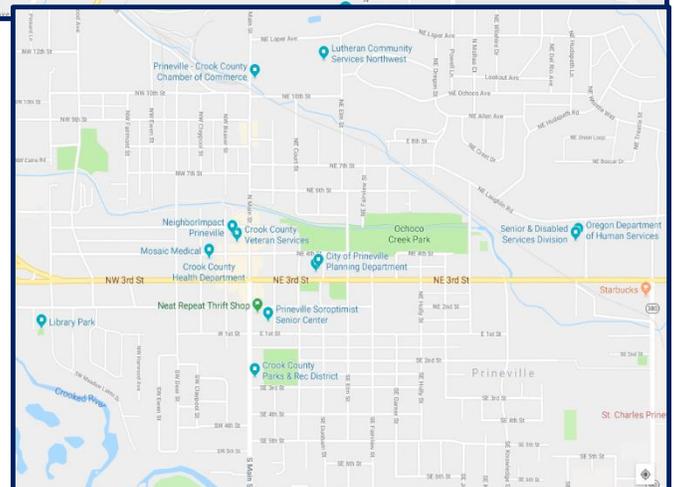
### Redmond

- ▶ Redmond City Hall
- ▶ Mosaic Medical
- ▶ Cook Crossing Apartments
- ▶ Housing Works
- ▶ WorkSource- Redmond
- ▶ COCC
- ▶ Deschutes Children's Foundation
- ▶ Neighbor Impact
- ▶ Latino Community Foundation
- ▶ Big Brothers Big Sisters
- ▶ Redmond Chamber of Commerce
- ▶ CET Antler Office
- ▶ Habitat for Humanity
- ▶ St. Vincent De Paul Thrift Store
- ▶ Opportunity Foundation
- ▶ Redmond Public Library



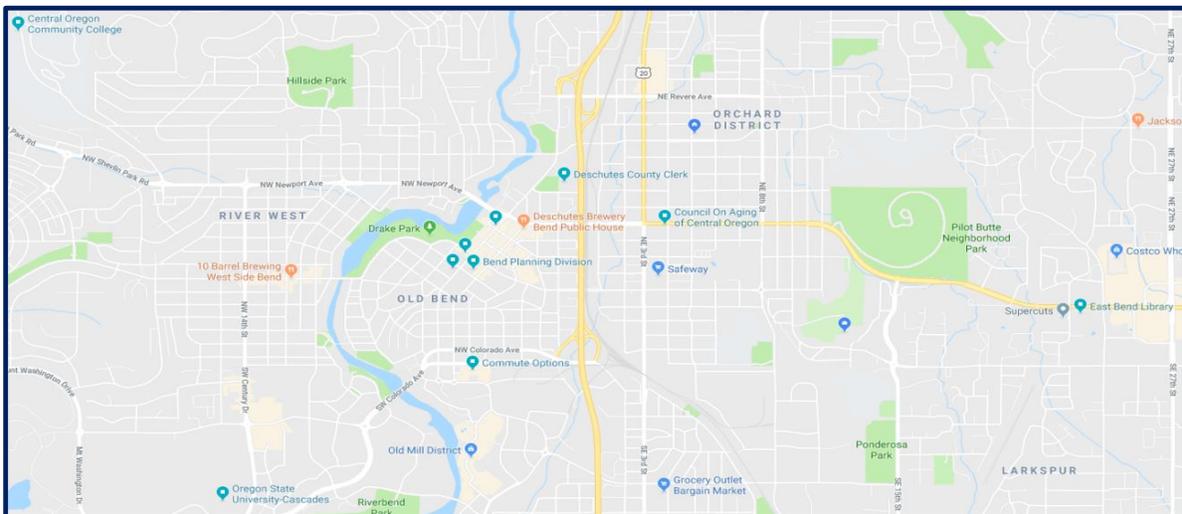
### Crook County

- ▶ Prineville Soroptimist Senior Center
- ▶ Office of Aging & People With Disabilities
- ▶ Prineville/Crook Chamber of Commerce
- ▶ Neighbor Impact
- ▶ Crook County Parks and Recreation
- ▶ Crook County Library
- ▶ Lutheran Family Services Northwest
- ▶ Oregon Department of Human Services
- ▶ Public Health Department
- ▶ Mosaic Health
- ▶ Crook County Veteran Services



## Bend

- ▶ Deschutes County Libraries
- ▶ Chamber of Commerce
- ▶ Deschutes County
- ▶ Move Bend
- ▶ Commute Options
- ▶ OSU-Cascades
- ▶ COCC
- ▶ Central Oregon Coalition for Access (COCA)
- ▶ Deschutes County Bicycle and Pedestrian Advisory Committee (BPAC)
- ▶ Council on Aging
- ▶ Bend MPO
- ▶ City of Bend
- ▶ CTAC
- ▶ RPTAC
- ▶ Neighborhood Associations



## OUTREACH ROUND #3 – REGIONAL TAC MEETING

The Regional TAC met on October 14, 2019 at the Bend Park and Recreation District offices to review and discuss the draft Transit-Supportive Development Strategies Memo and Regional Needs Memo. Attendees of the regional meeting included TAC members from Bend, Redmond, La Pine, Sisters, Jefferson County, Crook County, and Warm Springs.

## OUTREACH ROUND #4 – ONLINE VIRTUAL WORKSHOP



From January 29 – March 3, 2020, community members were presented with an opportunity to weigh in on proposed capital and service plans through a Virtual Workshop on the project website at [www.CETTransitPlan.com](http://www.CETTransitPlan.com). The survey was available in English and Spanish via paper surveys that were placed at transit facilities and distributed to riders on Bend and regional routes. To increase community participation, staff conducted radio and television interviews with various local news outlets and distributed posters to community partners across the region. Approximately 80 people completed the online survey and an additional 39 transit riders

completed paper surveys on-board bus routes—totaling an estimated 119 completed surveys. A summary of key findings is listed below:

- ▶ For regional service, participants prioritized adding more frequent service and evening trips, adding Saturday service, and improving bus stop amenities.
- ▶ For transit service in Bend, between 80 – 90% of participants agreed with the proposed primary transit corridors, mobility hubs, and future fixed-route services.

## Outreach Round #4 Committee Meetings

On December 4, 2019, the PSC and RPTAC met at Redmond City Hall to discuss draft City of Redmond deviated flex-route scenarios, review the TMP schedule, and confirm alignment with the City of Redmond's current and upcoming planning processes. The next PSC/RPTAC meeting was held on March 11, 2020 at COIC offices to review the Transit Service and Transit Capital plans.

Local TAC meetings were held in the following locations in January/February 2020 to review the Transit Service and Transit Capital plans specific to each community:

- ▶ Confederated Tribes of Warm Springs, January 22 at the Tribal Administrative Office
- ▶ Jefferson County, January 28 at the Jefferson County Annex Building in Madras



### Media coverage to promote the Online Virtual Workshop

## CET TMP Public Engagement Summary Final Draft

- ▶ City of Sisters, January 29 at the Sisters City Hall
- ▶ City of Redmond, January 29 at the Redmond City Hall
- ▶ Crook County, January 20 at the Crook County Annex Building in Prineville
- ▶ City of Bend, February 4 at the Central Oregon Intergovernmental Council office
- ▶ City of La Pine, February 10 at the La Pine City Hall

## OUTREACH ROUND #5 – LOCAL AGENCY BRIEFINGS

From June 30 – July 17, 2020, CET staff met virtually with local jurisdictions to discuss increased routes and frequency for each community, future transit corridors, new bus stops and transit-supportive infrastructure, as well as local code language and adoption. The community-specific pull-out sections in the TMP provided template language that could be applied to future agency plans. Developing “adoption ready” code language and transit definitions for local agencies fosters a more efficient and coordinated approach for supporting consistent and comprehensive transit development initiatives across Central Oregon. Another goal of the local agency briefings was to ensure transit is taken into consideration during future development projects. By working more closely with CET, local jurisdictions can make public transportation more accessible, equitable, reliable, and convenient.

The virtual briefings were scheduled on the following dates for each jurisdiction:

- ▶ Jefferson County, June 30
- ▶ Crook County, July 1
- ▶ City of La Pine, July 8
- ▶ Confederated Tribes of Warm Springs, July 9
- ▶ City of Bend, July 13
- ▶ Deschutes County, July 14
- ▶ City of Sisters, July 16
- ▶ City of Redmond, July 17

## Outreach Round #5 Committee Meetings

The PSC and RPTAC met on July 15, 2020 to review and comment on the Draft TMP and Implementation Plan. The PSC and RPTAC reconvened on August 19, 2020 to review the Draft Public Engagement Summary and Draft TMP Adoption Plan, which included revisions based on public comments received by CET. RPTAC members voted unanimously during the 8/19/20 meeting to recommend the plan’s adoption by the COIC Board. Meeting notices and public comment periods for both meetings were published via a press release and posted in newsletters, at Hawthorne Station and the Redmond Transit Hub, and on the CET, COIC, and project websites. A series of boosted posts targeted to Latino audiences and other key demographics were also pushed out via CET’s social media platforms.

cascades east transit  
cet

**LAST CHANCE TO WEIGH IN ON  
CET'S 2040 TRANSIT MASTER PLAN**

ÚLTIMA OPORTUNIDAD DE EVALUAR EL PLAN MAESTRO DE TRÁNSITO 2040 DE CET

The CET 2040 Transit Master Plan provides an overview of existing and future transit services across our region

El Plan maestro de tránsito CET 2040 brinda una descripción general de los servicios de tránsito existentes y futuros en nuestra región

Deadline to submit comments through [CETTransitPlan.com](https://CETTransitPlan.com) is **July 26**

La fecha límite para enviar comentarios a través de [CETTransitPlan.com](https://CETTransitPlan.com) es **26 de julio**

## CET TMP Public Engagement Summary Final Draft

CET staff hosted a “social-distance tabling event” at Hawthorne Station and the Redmond Transit Hub on 8/18 to display information about the TMP and provide an opportunity for riders to give feedback on the plan by filling out a public comment form. This effort was made to ensure riders who did not have access to a smart phone or computer were able to comment directly on the plan and the process. A total of 10 public comments were received during the event and included as part of the public record for the 8/19 PSC/RPTAC meeting.

The event was also promoted in a newsletter that was sent to transit riders, subscribers, and partners on 8/14/20, as well as boosted Facebook posts targeted to Latino audiences and other key demographics. The newsletter also provided a summary of the TMP content and included information for members of the public to participate during the 8/19 virtual PSC/RPTAC meeting and submit public comment by email prior to the meeting.

### Social media, website and newsletter announcing public comments for the TMP and PSC/RPTAC

**Cascades East Transit**  
Published by Hootsuite [?] · 22h

Join CET for a social distance outdoor tabling event on Tuesday, 8/18 (11 am-1 pm) at Hawthorne Station. Grab a free bottle of hand sanitizer, LED safety light & face mask to help keep you safe and visible. Also learn about cool projects in CET's Transit Plan like mobility hubs!

**JOIN CET'S SOCIAL DISTANCE EVENT AT HAWTHORNE STATION ON TUESDAY, 8/18 (11 AM-1 PM)**

Stop by and grab a free bottle of hand sanitizer, LED safety light, face mask & Transit Plan info from our table!

Learn more about CET's 2040 Transit Master Plan projects such as mobility hubs and enhanced transit corridors!

ÚNASE AL EVENTO SOCIALMENTE DISTANCIADO DE CET EN HAWTHORNE STATION EL MARTES 18 DE AGOSTO DE 11 A.M. A 1 P.M.

¡Pase por aquí y tome botellas gratis de desinfectante de manos, luces de seguridad LED, máscaras faciales Y información del Plan de Tránsito de nuestra mesa!

764 People Reached      75 Engagements      [Boost Again](#)

Like Tweet Forward      [View this newsletter online](#)

**cascades east transit**      **NEED A RIDE?**  
541-385-8680

**What is a Mobility Hub?**  
A place where people can connect to multiple modes of transportation to make their trip as safe, convenient and reliable as possible.

**Mobility Hubs...The future of transportation In Central Oregon!**

Mobility hubs are places where many different transportation options (think buses, bikeshare, Uber/Lyft, park and rides, vanpools, and scooters merge together in one location) to create convenient transportation choices to help people get to work, school, doctor's appointments, or run errands without needing to drive a car.

### NEWS & UPDATES

### ⚠ SERVICE ALERTS



**Aug 06**  
**8/19 Regional Public Transportation Advisory Committee Meeting Public Notice**

The Regional Public Transportation Advisory Committee (RPTAC) will convene virtually on Wednesday, August 19 from 1:30-3:30 pm. Packet materials will be available to download by... [more](#)



**Jul 10**  
**Public comments for CET's 2040 Draft Transit Master Plan are due 7/26**

CET is wrapping up its 2040 Transit Master Plan. All Transit Master Plan documents can be accessed at [www.CETTransitPlan.com](#) and public comments can be submitted by... [more](#)



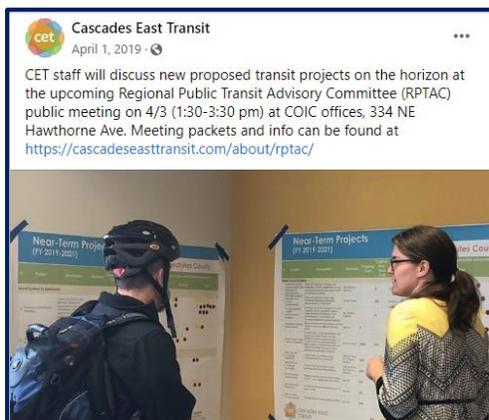
**May 28**  
**CET launches employer-focused summer service between La Pine and Sunriver and returns to regular weekday schedules for Bend and Community Connector routes**

Starting June 1, CET will launch Route 31—a new employee-focused transit service between La Pine and Sunriver that will help fill existing transportation gaps and... [more](#)

## TITLE VI EFFORTS

Throughout the planning process, staff actively engaged underserved populations and organizations representing these groups to solicit feedback and ensure CET services and outreach were compliant with Title VI requirements.

During the two rounds of open houses in January and March 2019, at least two meetings were held in each Central Oregon community served by CET to provide a geographically accessible public process. Each meeting location was ADA accessible to welcome everyone to the open houses, including those who experience mobility limitations and/or LEP populations. Public participation was promoted through advertisements in news outlets, newsletters, websites, and social media posts, as well as through local agencies, project partners, and stakeholders. The meetings provided an opportunity for community members to give input on transit priorities and funding options for current and future transit services. All Central Oregon residents were encouraged to participate during the planning process and have their voices heard.



CET worked diligently to accommodate the needs of the entire community in order to best represent their interests for a safe, equitable, accessible, convenient, and reliable public transit system. Key outreach materials were available in Spanish and information to request meeting materials in alternative formats and different languages was included on flyers and public meeting notices. A bilingual (English-Spanish) COIC staff member was present at the Madras, Redmond, and Bend open house events in Round 1 to communicate with any Spanish-speaking members of the community.

During the Round 2 meetings, no requests for a translator or materials in alternative formats or languages were made before the meeting; however, a COIC staff member was present for translation services at the Madras open house event. Furthermore, a CET staff member who speaks conversational Spanish was present at all of the open houses in both Round #1 and #2 to ensure translation services were available.

CET incorporated DEI initiatives to provide effective and timely outreach to LEP populations and other underserved populations by regularly attending meetings with diverse stakeholder groups to provide updates on the Regional TMP process, while also participating in community and partner events throughout the year to provide various opportunities for public comment and participation. TMP outreach materials were available in Spanish and posted on CET buses and at transit facilities. TMP information and schedules were also distributed to agencies, community partners and diverse organizations throughout Central Oregon to increase public participation for the TMP process.