

REPORT ON

ATTITUDES AND SUPPORT

FOR PUBLIC TRANSIT

IN OREGON

PREPARED FOR:

PUBLIC TRANSIT DIVISION
OREGON DEPARTMENT OF TRANSPORTATION

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Background

The Public Transit Division (PTD) of the Oregon Department of Transportation (ODOT) wishes to better understand transit needs and support for public transportation in urban and rural areas of Oregon. PTD retained Cogan Owens Cogan, LLC (COC) to conduct interviews with transit providers, key stakeholders, and citizens in eight diverse communities around the state. These communities are:

- Astoria
- Baker City
- Coos Bay
- Corvallis
- Hillsboro
- La Grande
- Medford
- Redmond

To expand the geographical base, interviews were also conducted with several other transit providers in communities around the state. In these communities, stakeholder and citizen interviews were not conducted. They include:

- Basin Transit Service Transportation District (Klamath Falls)
- Bend Area Transit
- Lane Transit District (Eugene/Springfield)
- Cascades East Transit (Redmond)
- Salem Area Mass Transit District (Salem/Keizer)
- South Metro Area Rapid Transit (Wilsonville)
- Yamhill County Transit Area (Newberg/McMinnville)

Process

Transit providers and stakeholders were identified through existing professional networks, internet searches, guidance from PTD and referrals from city staff and community stakeholders. A complete list of interviewees and their affiliations is included in Appendix 1.

Approximately 80% of the interviews were conducted in person. The remaining interviews were conducted by telephone. *A total of 147 interviews were conducted.* Thirteen (13) transit provider, 39 stakeholder and 95 citizen (on-the-street or telephone) interviews were completed in November and December 2008. An assessment of interview results follows.

The intent of these interviews is to augment existing assessments of attitudes and support for public transit and not to duplicate assessments already conducted by transit districts, such as TriMet, Lane County Transit District and the Salem Area Mass Transit District. Similar reports issued by those agencies can be found at:

- TriMet, *TriMet Attitude and Awareness Survey 2007*:
http://www.trimet.org/pdfs/publications/customer_profile.pdf
- Lane County Transit, *Business and Opinion Leader Survey Results, 2005; Origin/Destination Study Research Report, 2007; Lane Transit District Tax Measure Survey, 2008*

- Salem Area Mass Transit District, *Public Attitudes and Perceptions toward Salem/Keizer Transit, 2008*

General Themes and Observations

1. All stakeholders and almost all of those persons interviewed on the street consider public transit to be very important for their communities, especially for accessing employment, health care services and educational institutions.
2. Certain populations such as students and low-income workers are not well served by public transit, in large part because transit schedules do not match school or work hours. This is particularly true for those with non-traditional schedules, such as swing shifts or evening classes. Other users who rely on paratransit services to access medical care, basic shopping needs or other services are often not well-served because services are limited, e.g. once-daily round-trip service.
3. Transit needs differ significantly in urban versus rural areas. In larger cities, the greatest demands expressed for public transit are within the city, including more frequent service and better connections to places of employment, educational institutions and other key locations. In non-metropolitan areas, inter-community transit (transportation between neighboring cities) is viewed as the greatest need. Inter-community transit provides residents access to employment, health care, educational institutions, shopping and basic social and professional services. This need is acute in more remote areas, especially for low-income residents.
4. Gas price increases in the summer and fall of 2008 led to increased ridership for each community in which we conducted research. In some communities, as gas prices have declined, so has ridership, but levels typically remain higher than a year ago. In other communities, transit ridership continues to increase irrespective of gas prices. This can be attributed to both ongoing economic concerns and to increased awareness of and familiarity and comfort with using transit. Transit providers report that once people start using transit, they tend to continue to do so.
5. Transit use is most limited by issues of convenience or unfamiliarity; cost is not identified as a barrier at this time. Many residents interviewed on the street indicate that they would consider using transit if it served additional areas with convenient and timely service.
6. There is a growing shift in awareness of and attitudes towards transit. Community members are beginning to see transit as a public service, not simply a social service for populations with special needs. New riders tend to use transit to save money or to contribute to environmental efforts. A number of stakeholders suggest that transit needs should be considered an essential element of both economic development (access to employment) and human services (access to health care and services for older adults and people with disabilities).
7. The general public needs more outreach and education about transit. Many community residents are not aware transit services exist or associate them only with older adults and people with disabilities. Some transit providers and stakeholders feel there is a need to educate both users and local decision-makers about the true cost of transit so that it is clear that transit does not pay for itself without public funding. Public support for transit service does not necessarily translate into support for local transit funding. While public transportation is acknowledged as very important, with budget shortfalls and the economic downturn other basic services are a higher priority.

8. Local service providers are collaborative, committed and innovative. There are many examples of excellent service and effective use of available resources to meet local needs. Service providers have a high level of familiarity with local needs and challenges related to public transportation.
9. Stable funding is a major challenge for transit providers. Transit agencies rely on a variety of local funding structures, including transit districts, payroll taxes, grants, city/county general funds and partnerships with service providers. These local funding bases vary from year to year, while demand for services and transportation costs are increasing.
10. Transit providers see a role for ODOT and the State to provide both capital funds and support for ongoing operations. Some transit providers perceive that transit funding from the state is regionally inequitable. Their concern is that the criteria used to allocate funding based on population unfairly penalizes small or rural communities and smaller, efficiently managed systems. Funding decisions should be transparent, equitable and carefully explained to transit providers and local staff.
11. PTD services and staff are highly valued. Transit providers feel that PTD provides the right set of services and praise the staff's professionalism, responsiveness, openness to new ideas and understanding of regional needs. The only negative comments are that PTD's reporting requirements create some burdens for transit providers.

Community Assessments

The following section is a summary of stakeholder and transit provider interviews for each community. Communities are separated into large, small and non-urban areas. Large urban areas include Hillsboro and the service areas for South Metro Area Rapid Transit (Wilsonville), Lane County Transit and Salem Area Mass Transit. Small urban areas include Corvallis, Medford and the service area for Bend Area Transit. The remaining communities and transit providers are classified as non-urban areas.

Large Urban Areas

In this category, stakeholder and on-the-street citizen interviews were conducted in Hillsboro only. Information on public transit attitudes and support in the Wilsonville, Eugene/Springfield and Salem/Keizer areas was obtained through interviews with the transit providers in those areas.

Hillsboro

The City of Hillsboro is served by TriMet's MAX blue line and several fixed bus routes including #46, #47, #48 and #57. TriMet also provides Dial-a-Ride services for older adults and people with disabilities. These services work well when traveling to Portland for work, shopping or other events. However, transit service is not convenient for people traveling within Hillsboro. TriMet can get riders to Hillsboro, but a lack of bus service within the city, especially north-south connections, limits the usefulness of this service. Additional services are provided by the West Side Transportation Alliance, an association of businesses and public agencies that offers workplace services and programs that help employees commute to work by transit, carpool, vanpool, walking and biking. Interviews indicate that most people drive to get where they need to go. Students usually get rides to school from their parents or carpools.

Interviewees appreciate the service that TriMet provides, but cite a major need for increased transit options within Hillsboro. The public transit system was designed to move people from the suburbs

to employment centers in Portland and does so very well. However, Hillsboro has become its own employment center and the current system is inadequate. People who work in Hillsboro but live elsewhere can use TriMet to get to Hillsboro, but there are limited connections from the MAX line to local employers. Many of these employees will drive rather than use public transit that is not convenient for them. Intel currently provides shuttle services for employees from MAX to their campuses at Intel's expense, but many other companies cannot afford to provide such a service. These employers feel that they are not getting their money's worth in terms of the services they receive in comparison to the payroll taxes they contribute. The Chamber of Commerce, City of Hillsboro and local businesses all agree that north-south connectivity is the greatest need in Hillsboro and are motivated to work with ODOT and TriMet to develop new approaches to serving the city.

South Metro Area Rapid Transit (Wilsonville)

South Metro Area Rapid Transit (SMART) is a city-run transit system that offers fixed route services (seven routes) within Wilsonville with connecting service to Canby, Salem and the south end of Portland. Vehicles range from small vans to 40-foot transit coaches. SMART also operates a Dial-a-Ride service within Wilsonville and medical transport services to Portland and other nearby cities for adults and people with disabilities. Additionally, the SMART Options program promotes alternatives such as carpooling, vanpooling, walking, bicycling and telecommuting.

SMART services are free within Wilsonville, but a fee is charged for intercity services. Services are funded primarily through a payroll tax. SMART was recently successful in increasing the payroll tax from 0.033% to 0.05% due to its commitment to commuter rail. Gas price increases in 2008 resulted in 12% system-wide growth. Most of these trips are people commuting from Wilsonville to Salem and Portland or from east to west across Wilsonville. SMART recently added a new east-west route to meet service demands during rush hour. Ridership has not decreased since gas prices returned to previous levels. It seems that once people try public transit, they stay with it. A marketing campaign may be needed to further increase ridership. However, convenience is the most effective incentive for people to use public transit.

The greatest challenge facing SMART is to provide better service to Salem and Portland, especially to MAX in downtown Portland. Adding service to downtown Portland would cost approximately \$400,000 per year. This service also would allow people who work in Wilsonville's significant employment center to get there from Portland and Salem. Trips to Salem and Portland currently have 30 minute headways, but SMART management would like to provide 15 to 20-minute headways. A new service to downtown Portland would eliminate a transfer and reduce the commute time by 30 minutes. SMART would like to see more support from ODOT for intercity service. Providing service from Wilsonville to other communities comes at a significant expense. SMART appreciates the work ODOT does in securing federal grants, but would like to see ODOT explain the methodology and rationale that drives funding allocation.

Another challenge is providing service to Villebois, an expanding residential area in Wilsonville that will eventually have 3,000 homes. SMART does not have the resources to serve Villebois at this time. Additional service to new employment areas is not a challenge since funding comes from the payroll tax, but serving new residential areas is difficult.

Lane Transit District (Eugene/Springfield)

Lane Transit District (LTD) provides bus service to Eugene and Springfield with links to nearby communities such as Veneta, Santa Clara, Coburg, Cottage Grove and Junction City. It also serves communities to the east on Highway 126 up to the community of McKenzie Bridge. The system is

primarily a “hub and spoke” configuration with the main transit station located in Central Eugene. Strong corridor service is their greatest commitment. The system includes an innovative bus rapid transit (BRT) line that runs between Eugene and Springfield. Weekday service is provided on most routes from 5:00 a.m. to 11:00 p.m. Service on Saturday is provided 7:00 a.m. to 11:00 p.m. and on Sunday 8:00 a.m. to 8:00 p.m.

Bus ridership has increased 40% in the last three years, with an increase of 17% in 2007. For 2008, the increase is estimated at about 11%. The system is at capacity. Paratransit demand has also increased.

A 2007 research report indicates that system riders gave LTD high ratings for service. Two changes that riders want are longer service hours and more comfortable bus stops. LTD also gets recognition for offering modal choices for those who cannot drive.

LTD offers the EZ Access program to assist older adults and persons with disabilities with transportation. It also has a RideSource program of on-demand transportation for non-emergency medical transportation. LTD also supports a carpool and vanpool matching program.

Through a public/private partnership with US Bank, the LTD bus system currently offers free rides to students enrolled in grades 6-12 at public and private schools. It also contributes to student transportation for the University of Oregon and Lane Community College. Riders over the age of 65 can receive free transportation. One-way adult trips cost \$1.50.

Bus operational costs were unexpectedly high this last year; for example, fixed route transit saw a rapid escalation of fuel costs. Payroll tax revenues are decreasing because of the economy. Because of these factors, LTD is having budget problems. LTD is making a 14.5% service cut that will affect 25 to 30 positions. Paratransit services need more revenue. Also, service is needed to new housing and employment areas. LTD needs a more consistent revenue stream that reduces its reliance on payroll taxes.

LTD indicates that it needs financial assistance with operational costs and capital improvement funding for BRT projects so that annual operating budgets can accommodate system expansion. LTD desires to restore much of its former service and increase bus frequency.

Salem Area Mass Transit District (Salem/Keizer)

Salem Area Mass Transit District (SAMTD) provides fixed-route, ride-share and vanpool programs within the Salem and Keizer urban growth boundaries (UGBs). It also provides a rural service into and out of Salem to surrounding cities. Ridership has consistently increased in recent years, especially with gas price increases in the summer of 2008. While levels have declined as gas prices have decreased, some of the newly-captured riders continue to use the bus. The district has improved service to major employers and commuters, but most riders are transit-dependent and do not have other options.

The primary challenge for SAMTD is stable, sustainable funding. It is primarily funded by property taxes. Funding to adequately meet all community needs is not available, especially for a growing population of people with disabilities. The community continues to see transit as a social service for certain populations but does not provide widespread support for it. System changes are sometimes opposed by adjacent residents and businesses. The greatest need for transit is regional. The UGB is an arbitrary service boundary that does not address regional needs including connections between outlying communities.

The District would like to see ODOT give equal weight to transit as it does to roadways, freight and other travel modes. Overall, PTD is seen to be doing a good job and is responsive to SAMTD's needs, but District staff has been frustrated with inconsistencies. While the services provided by PTD are appreciated, requirements can create an administrative burden. This is especially true with ODOT's strict reporting requirements. There also are challenges with the funding cycle in which discretionary fund applications precede other funds allocated by formula, which is difficult to reconcile with SAMTD's funding process.

Small Urban Areas

In this category, stakeholder and on-the-street citizen interviews were conducted in Corvallis and Medford. This was supplemented with information on public transit attitudes and support in the Bend area obtained through interviews with the local transit provider.

Corvallis

The public transit provider in Corvallis is Corvallis Transit System (CTS). The City contracts operations and maintenance of the transit system. Most routes originate at a downtown transit center. City property taxes have traditionally funded approximately 65 to 70 percent of the transit operation. Other funding sources are state and federal grants, fares, an Oregon State University (OSU) group pass program, and miscellaneous revenues such as interest earnings and donations for a Holiday Trolley and Benton County Fair Shuttle.

Other transit services in the Corvallis-Benton County area include:

- Albany Transit System, operated by the City of Albany
- Linn-Benton Loop Bus
- Free campus shuttle bus provided by OSU
- Beaver Bus, a late-night bus service provided through partnership of CTS, Associated Students of OSU, and local businesses
- The Philomath Connection serving Philomath, Corvallis, and OSU
- Coast-to-Valley Express and Dial-Bus service between Corvallis and Newport provided by the County; established for older adults and persons with disabilities, the general public is welcome to reserve space

Working cooperatively with Cascade West Council of Governments (CWCOG), the Corvallis MPO Transportation Demand Management (TMD) Program focuses on the following:

- Carpool and Vanpool promotion and facilitation through the CWCOG using Valley VanPool and Cascade West Rideshare programs
- Promotion and transit pass agreements through local businesses, governments and Oregon State University
- Bicycle and pedestrian safety and education programs
- Emergency Ride Home program
- Safe Routes to School
- Transportation fairs and other events

Interview results show that public transit is very important and strongly supported in the Corvallis area. The community has supported transit levies and there is an active transit commission. The City Council has recently increased transit funding in order to provide later service hours and service to historically underserved areas. A fareless fixed route bus system is being considered as a way to foster more ridership.

Most citizens are aware of the range of public transit services offered. CTS ridership is at record levels even after the recent return of gas prices to previous levels. Cascades West Rideshare has experienced a significant increase in participation in the carpool and vanpool matching services. The increase is attributed to high 2008 fuel costs in the region as well as the increased public awareness of vanpool and carpool options. Older adults and people with disabilities appear to be knowledgeable of the services available, so much so that there seems to be an over-reliance on Dial-a-Ride services.

Transit use is limited primarily by convenience factors. The greatest demand among users is for more frequent service and for service to outlying (urbanizing) areas. Inter-city connectivity is the single greatest need cited by transit providers. To respond to the demand for additional service in the community, CTS calculates that it would need to double its current annual budget of about \$2.5 million to approximately \$5 million. A major impediment would be securing local matching funds under the existing matching requirements.

Providers perceive that there is little public understanding of how public transit is funded, especially the cost of services for older adults/people with disabilities. The concern is that it is necessary to get the public to understand the true costs in order for it to be willing to fund those costs. Greater financial participation by the health care sector and by major employers is desired by providers.

ODOT Public Transit Division is seen to be doing a commendable job with the resources it has to work with. Respondents feel that the Public Transit Division role should be to be an advocate for additional operational dollars and for obtaining additional federal funding. Ensuring local flexibility in the use of state funding is critical to all providers, as is continuing the Business Energy Tax Credit (BETC) program. There are strong concerns about the recent change in the Division's funding allocation formula.

Medford

The transit provider in Medford and surrounding communities is Rogue Valley Transit District (RVTD). Bus routes connect to central locations from Ashland to the south, Central Point and White City to the North, and Jacksonville to the east. They also provide service for the people with disabilities (Valley Lift) and trips for medical purposes (Translink). The Valley Lift program has a service area within 3/4-mile of the fixed routes. RVTD also supports carpool and vanpool programs.

All of those interviewed identify transit with RVTD's bus service. Awareness of the other programs provided by RVTD -- and opinions about them -- is much less evident.

Most respondents say funding for operation of transit service needs support and feel that RVTD is doing a good job with the funding they have. Many discussed the need for a payroll tax to help support RVTD. Almost all interviewed say transit program decisions should be made locally and financial support is needed by both local and State governments. Some showed concern that Medford does not get its share of state tax dollars. One stakeholder notes that it is expensive to meet ADA requirements.

Most Rogue Valley residents strongly support fixed route buses. They see the strongest transit need for students, older adults, and persons with low incomes. Some, including a few that declined to participate in the interview, claim they would never use the bus system. Almost all of those

interviewed say the lack of convenience is a major obstacle for their use of the bus. Many of those interviewed wish that the bus system had longer service hours and reached additional destinations.

Adequate provision of bus service from home to work is a primary concern for a majority of interviewees. Many service industry employees are not able to ride the bus both to and from work because of limited service hours. Major employers such as the Rogue Valley Manor and medical facilities including the hospital have no route to serve them since the east-west route along East Barnett Road was cancelled a couple of years ago. Workers in the some industrial areas north of Medford (e.g., Amy's Kitchen) also lack direct bus service.

Service to educational institutions is relatively good. The downtown campus of Rogue Community College is near the downtown transit mall. Southern Oregon University is also served. Several of those interviewed point out that the Table Rock Campus of Rogue Community College has no bus access.

Those residents familiar with the Valley Lift feel that the service is good. Very few interviewed are familiar with carpool and vanpool options. These programs seem to be in early stages of development in the Rogue Valley area. Their use is being promoted by some of the major employers such as Harry and David and Asante Health Services.

While most riders of the bus in the Rogue Valley are truly dependent on it because they don't have a car or a driver's license, the community's views towards transit are shifting. New riders include those that choose to ride the bus in an effort to be "green."

Bend Area Transit

Bend Area Transit (BAT) serves the City of Bend and coordinates with transit providers in neighboring cities as there is no regional transit district. In addition to Dial-a-Ride service, BAT operates seven fixed routes Monday through Friday from 6:15am to 6:15pm. These routes cover most of the city, including all major commercial, medical and residential areas, as well as all three high schools and Central Oregon Community College. There are ten hours of service on Saturdays with more than double the headways; from 40 minutes to 90 minutes. BAT offers various programs for discounted passes.

BAT ridership has increased to 360,000 trips per year and attributes a 28% increase in ridership to the maturing of the system. BAT also has worked with the City on a five-year plan to make transit more accessible through curb cuts for Americans with Disabilities Act (ADA) customers. Perceptions toward public transit in Bend are deemed "essential." Bend residents appreciate the established fixed route system and are using it more than ever; especially with the financial crunch due to gas prices and a downturn in the economy.

The biggest need facing BAT is for increased funding to meet demand. Recent attempts to establish a regional transit district narrowly failed. BAT does not have a stable funding source. Without regional funding, BAT is not seeking to add service, but is looking for ways to improve coordination between transit systems. BAT received a Connect Oregon grant to develop a regional transit center, but is lacking a lead agency to facilitate the grant. BAT sees ODOT playing a key role in providing funding for operations and supporting transit-oriented development. The greatest need in terms of service is increased hours of service to meet the needs of second and third shift employees.

Non-Urban Areas

Stakeholder and citizen interviews were conducted in five non-urban areas: Astoria, Baker City, Coos Bay, La Grande and Redmond. Information on public transit attitudes and support in the Klamath Falls and Newberg/McMinnville areas was obtained through interviews with local transit providers.

Astoria

Sunset Empire Transportation District (SETD) provides the City of Astoria with inter- and intra-city service. There are seven fixed, year-round bus routes within the city and an eighth is added in the summer. An eighth route runs between the trailhead at Ft. Clatsop and Lewis and Clark National Park. This route is a partnership with state and federal park services. SETD serves the Clatsop County communities of Warrenton, Hammond, Gearhart, Seaside and Cannon Beach in addition to Astoria. The District also partners with transit services in Tillamook and Columbia counties and Pacific Transit in Washington. SETD provides complementary paratransit service within $\frac{3}{4}$ mile of fixed routes, Dial-a-Ride service for all residents of Clatsop County and manages the Northwest Ride Center, which brokers Medicaid ride services for Clatsop, Columbia and Tillamook Counties.

SETD has coordinated agreements with Clatsop Community College, the Tongue Point Youth Job Corps and other organizations whereby they pay a discounted fee per student/employee in exchange for unlimited free rides for those students and employees. SETD is working on similar agreements with other local employers. The District is conducting outreach to a number of targeted populations including youth, older adults, people with disabilities and low-income workers. District employees are teaching classes on how to ride transit in schools and helping older adults understand that fixed route bus service is often a better mobility option than Dial-a-Ride. Rising gas prices were hard on the low-income worker population. Hits on the SETD Web site increased from 600/day to more than 2,000/day during high gas prices. Perceptions of public transit have changed quite a bit as ridership averages have risen from 3,200 rides/week to 5,000/week between October 2007 and October 2008 (25% increase). SETD ridership has doubled since service was revamped based on the results of user surveys. Increases can be attributed to rising gas costs, increased familiarity with available services and a growing “green” consciousness.

Sunset Empire has 29 buses, 17 of which are on the road on any given day. Ten of the buses have exceeded maximum mileage and there is no money to replace them. Backup vehicles have an average of 300,000-450,000 miles. SETD has access to operational funding, but capital funding is largely unavailable. There is plenty of capital and operational funding available for service to older adults and people with disabilities, but general public transportation funding is limited. Sunset is funded through property taxes, which have not increased since 1995. Paratransit and Dial-a-Ride services must be subsidized more than general fixed routes, imposing limits on general service.

Key stakeholders are very pleased with the services provided by SETD and, while there is always room for improvement, their needs are largely met. Service has improved greatly since a grant allowed Sunset Empire to extend service to rural areas. According to interview results, Astoria’s greatest need in regards to transit is for more frequent service between communities. Many of the people interviewed live in neighboring communities and work or attend school in Astoria. SETD serves their communities, but bus times often do not coincide with their schedules. This is especially true for employees who work second or third shifts and students with night classes. Employees of hotels, gift shops, hospitals, restaurants and canneries need extended hours and more frequent service. SETD would need increased general transit funding to provide these services.

SETD is appreciative of the resources ODOT provides and encourages ODOT to support local control of transit dollars by avoiding unfunded mandates and placing excessive restrictions on funds.

Baker City

Transit services in and around Baker City are provided by Community Connections of Baker County. Community Connections provides and coordinates a variety of social services to County residents and in cooperation with other northeastern Oregon counties. Transportation services include Dial-a-Ride services in Baker City. This service is available to the general public and requires a reservation at least two hours in advance. A bus runs twice per week between Halfway and Richland and once a week there between Halfway and Baker City. Rides from Huntington, Haines, and Sumpter to Baker City are available on an on-call basis with three days notice. Community Connections is developing a regular route between Baker City and Sumpter. In 2009, Community Connections will transition to a fixed-route service within Baker City supplemented by paratransit services.

Rides for medical appointments throughout the state are provided through the Department of Human Services (DHS) and/or with volunteer drivers. A special shuttle is also available for mobility-impaired persons unable to use other transportation in the evenings and on weekends. There is some informal carpooling to Eastern Oregon University in La Grande, but Baker City does not have large enough employers to support shuttle or organized vanpool services.

The primary transportation needs for Baker County include transportation to and from small, remote communities for basic services and providing transportation to regional medical centers for patients requiring special treatment. Inclement winter weather and the distance between towns create additional challenges. This need will likely increase in years to come as Baker City is undertaking a major economic development project to develop a system of trails linking smaller towns in the Blue Mountains. The City expects that significant shuttle service will be needed to bring people from these smaller towns back to Baker City.

Most residents value the bus service for older adults, but view it as a social service for certain populations rather than a public service for all residents. Marketing could help change this perception and grow ridership. Baker County Community Connections is following the model used by that agency in La Grande/Union County, which has seen significant growth in ridership.

Baker City is an auto-oriented community. Residents are aware of the Community Connections bus but most continue to rely on their cars. Community members interviewed on the street had never used the bus and indicated they might do so if their vehicle broke down and it was convenient. The on-demand nature of the bus service limits its use. Community Connections staff see convenience and scheduling as barriers to use, and believe a fixed route service will address these challenges. One mother indicated that her 12-year old son regularly uses the Community Connections bus to get around Baker City. Other options include the local taxi service, borrowing cars from friends or family and walking or biking in summer months.

Coos Bay

Coos County Area Transit (CCAT) serves Coos County. It offers a fixed route loop throughout Coos Bay/North Bend, with service from 7:15 am – 5:30 pm Monday through Friday. Dial-a-Ride services are available in Coquille, Bandon, Myrtle Point and Coos Bay/North Bend. Each community has one Dial-a-Ride vehicle. A weekly shopping service travels from nearby unincorporated communities into Coos Bay/North Bend. Buses in Myrtle Point operate as a fixed-route service during morning and evening rush hours and as a Dial-a-Ride service between rush hours. Currently, demand for

transit far exceeds the services available. Individuals without cars have few options. There is a taxi service and weather limits walking and bicycling for a large part of the year.

Adequate funding is identified as the major challenge to provided needed services. Demand is increasing, especially as the population of older adults grows, but funds are not available to expand service. Most of the public is unaware of and does not use transit services, although awareness is growing. The greatest need is transportation within the Coos Bay/North Bend area for everyday needs including commuting and shopping.

The demand for increased services is likely to continue with the recession and changes in gas prices. Those without cars depend mostly on the local taxi companies. Stakeholders think CCAT is doing a good job with the resources available but feel there are service gaps that could be addressed, including trips within town and connections to outlying areas. Many area residents do not use transit due to limited availability and awareness of services and also because of car-dependent attitudes.

The interviews show support for ongoing partnerships with the state and local communities. Public-private partnerships could involve the larger employers in the region, although it is unclear if they are large enough to support a service of any significant scale. Community stakeholders see a major need for transportation options and encourage ODOT and local jurisdictions to continue and expand transit service.

Community members generally support transit for older adults and low-income households but do not view it as a mainstream transportation option.

La Grande

The City of La Grande is served by Community Connections of Union County. Community Connections provides one fixed route within La Grande, as well as Dial-a-Ride services for older adults and people with disabilities. It also provides bus service to and from Pendleton in Umatilla County and Elgin in Union County. In addition, there is twice-a-week bus service to and from Wallowa County. A number of private shuttle companies and Greyhound provide transit to other communities in Wallowa and Baker counties. Community Connections recently opened a new public transit hub in La Grande, funded in part through an ODOT Connect Oregon grant. The hub will serve as a “one-stop-shop” for regional mobility services.

While increased frequency on the local fixed route is desirable, interviewees cite service between La Grande and neighboring communities as the greatest need. People who live in La Grande are satisfied with the current fixed route service and also use bicycles to get around if they do not have a car. Friends and neighbors often use informal carpools as well. Bus service from La Grande to other communities is used most often by people from other communities who come to La Grande to shop. This inter-community service is not convenient for many workers, but is used by many students at Eastern Oregon University. Community Connections has seen a definite increase in ridership over the past year which they attribute to higher gas prices.

Stakeholders identify inclement winter weather and distances from outlying communities as challenges to transit. They note an independent spirit means most people rely on their own vehicles, but carpooling and other behaviors did change when gas prices were at their highest. High unemployment and poor economic conditions create a greater need for public transportation, but other needs compete for funding.

Community Connections is facing a number of financial challenges and is therefore focused on preserving existing services. Changes in the way transit funding is allocated will likely mean a reduction in operational funds available. An allocation based on merit (per capita ridership) is more favorable to Community Connections than a population-based allocation. A second priority is working with outlying communities to take ownership of local transit. Community Connections has provided vehicles to these communities for use on an as-needed basis with volunteer operations. There are a number of public-private partnership opportunities that Community Connections intends to pursue with Blue Mountain Community College and major employers such as Grand Ronde Hospital. They also encourage local governments to contribute funding for transit service. The most important role that the State can play is providing funding and technical assistance.

Redmond

The Central Oregon Intergovernmental Council (COIC) operates the regional transit program Cascades East Transit (CET) which serves several central Oregon communities. CET provides curb-to-curb public transportation in the cities and inter-city connections on a fixed route and fixed schedule basis. All buses require reservations. The service is at about 50% capacity since launching in April 2008 and the beginning of marketing in July of 2008.

COIC staff has seen a shift in emphasis from older adults and people with disabilities to more general public use. They are still in the process of re-branding and marketing CET. The service is being increasingly used to access jobs and community colleges. Most riders use CET because they lack other options.

The greatest challenge for CET is sustained funding from jurisdictions and non-profit partners. Rural areas present a challenge as trips are longer and to more remote locations. Staff also notes that the general public has not yet embraced transit as a public service and the culture is still quite car-dependent. The system also needs capital investments including buses and improved stops. CET staff sees room for improvement serving low-income populations, small businesses and service-sector employees. They are very supportive of the PTD staff and their assistance to date and appreciate that they understand regional transportation needs. However, they feel that ODOT needs to ensure that funding opportunities address differences between transit needs in rural and urban communities as well as between regions.

Stakeholders also note that land use planning is supportive of transit. This includes planning for transit-oriented land use patterns and cooperation among state and local agencies. Multiple stakeholders and several residents note that central Oregon residents are very car-dependent and that a shift in thinking will be needed before many residents become open to regular transit use. They support local education efforts to increase the awareness of available services and the benefits of using transit.

Basin Transit Service Transportation District (Klamath Falls)

Basin Transit Service Transportation District (BTS) provides transit service to Klamath Falls and the surrounding suburban county neighborhoods. BTS operates seven fixed routes and Dial-a-Ride services. Ridership has increased across the board over the last year, but there has been a marked increase among college students. BTS has had discounted bus pass programs with the Oregon Institute of Technology and Klamath Community College for a number of years, but past use was limited. Prior to increases in fuel prices, people perceived transit as “a nice thing to have for someone else to use.” Today, more people perceive public transit as a viable option for everyone.

The biggest challenge facing BTS is financing for both operational and capital costs. BTS receives its funding from property taxes which are not sufficient to meet the demand for service. The cost of operating has increased faster than revenues, due in part to rising fuel prices. Obstacles to increasing revenues include a state regulation that prevents transit districts from recovering the cost of service to people with disabilities and seniors.

Yamhill County Transit Area (Newberg/McMinnville)

Yamhill County Transit Area (YCTA) has a fixed-route commuter service as well as paratransit, Dial-a-Ride and volunteer medical transportation service into the Portland metro area. YCTA serves all of Yamhill County and provides commuter routes to other counties. Newberg and McMinnville have fixed route services while several other lines bring commuters to Salem and Grand Ronde. The transit district was recently formed and they are branding and marketing services to the general population, not just the people with disabilities or older adults. Awareness of bus services has increased dramatically in the last few years.

The biggest challenge for YCTA is capital costs, particularly the cost of replacing buses. Vehicles are currently operating at capacity but aging and it is difficult to find funding to maintain and replace vehicles. The greatest needs for additional service are within the McMinnville fixed route area and on the commuter routes into Salem. With the spike in fuel prices, demand increased significantly for transit service. YCTA is the only option for many people, including low-income households in the west valley.

On the Street Interviews

In addition to interviews with public transit providers and key stakeholders, COC conducted 83 on-the-street interviews in seven communities around the state – Astoria, Baker City, Corvallis, Hillsboro, La Grande, Medford and Redmond. Due to inclement weather in December 2008, an additional 11 interviews with Coos Bay residents were conducted via telephone.

Most parties interviewed feel that having public transit is important to their community even if they don't use it. People give the importance of public transit a 3.92 average rating on a scale of 1 to 5 with 1 being "not important" and 5 being "very important." Interviewees believe that transit is most important for older adults, people with disabilities and economically disadvantaged people.

People are generally aware of the public transit services available in their communities and often know someone who uses transit. However, they usually don't know much about the service and do not distinguish between public transit and private services such as Greyhound and taxis.

A number of people indicated they occasionally use transit when they do not have access to a car or during bad weather. Other factors that would entice interviewees to use public transit include more frequent and convenient service and expensive gas prices. Most people who do not have cars walk or ride bicycles to get where they need to go. Many people also use public transit and taxis or get a ride from relatives or friends. Formal carpooling is limited.

Parties interviewed are generally satisfied with transit service in their community, giving it a 3.56 average rating on a scale of 1 to 5 with 1 being "not satisfied" and 5 being "very satisfied." Interviewees cite service between communities and more frequent service, including evenings and weekends, as the greatest public transit needs. Hillsboro was the only community where service within the community was identified as more important than service between communities.

Considering things such as increases in gas prices, global warming, and the current economic downturn, interviewees overwhelmingly believe that the demand for public transit will increase. Most people do not have an opinion about the roles that local communities and the state should play in providing public transit versus what role the state should play. Those who did have an opinion believe that the two parties should work together with the state providing funds and local communities deciding how to use those funds.

Appendices

1. List of stakeholder and transit provider interviewees
2. Compilation of all interview responses
3. Spreadsheet of all interview responses (electronic file, not attached)

Appendix 1: List of Stakeholder and Transit Provider Interviewees

Transit Providers

- Mary Jo Carpenter, Community Connections of Baker County
- Ernest Palmer, Basin Transit Service Transportation District (BTS)
- Heather Ornelas, Bend Area Transit (BAT)
- Tim Bates, Jim Mitchell and Lisa Namba, Corvallis Transit System (CTS)
- Andy Vobora, Lane Transit District (LTD)
- Scott Aycock and Karen Friend, Cascades East Transit (CET)
- Julie Brown, Rogue Valley Transit District (RVTD)
- Allen Pollack, Salem Area Mass Transit District (SAMTD)
- Steve Allen, South Metro Area Rapid Transit (SMART)
- Cindy Howe, Sunset Empire Transportation District (SETD)
- Tanya Saunders, Yamhill County Transit Area (YCTA)

Key Stakeholders

Astoria

- Steve Buckelew, Columbia Memorial Hospital
- Skip Hauke, Astoria Chamber of Commerce
- Sherri Williams, City of Astoria
- Roger Friesen, Clatsop Community College
- Tory Sutherland, Clatsop County Health and Human Services

Baker City

- Don Chance, City of Baker City
- Dennis Elder and Everett Vaser, Marvin Wood Products

Coos Bay

- Ronald Opitz, Executive Director, South Coast Development Council Inc
- Timm Slater, Executive Director, Bay Area Chamber of Commerce
- Jim Hossley, Public Works Director, City of Coos Bay
- Councilor John Eck, Coos Bay City Council
- Bruce Bennett, Coos County Area Transit District

Corvallis

- Sharon Fipps, Corvallis-Benton County Special Transportation Coordinator
- Jon Nelson, City Manager, City of Corvallis
- Mark Volmer, Transportation Planner, Cascade West Council of Governments
- Bruce Cementson, Dean of Student Services, Linn-Benton Community College
- Teresa Stephens, Environmental Compliance Manager, Hewlett-Packard

Hillsboro

- Jonathon Williams, Intel
- Deanna Palm, Hillsboro Chamber of Commerce
- Carlos Perez, Deputy Superintendent, Hillsboro School District
- Don Odermott, City of Hillsboro

La Grande

- Frank Thomas, Community Connections of Union County
- Kirk Creech, Facilities Director, Eastern Oregon University
- Larry Glaze, La Grande School District
- Michael Boquist, City of La Grande
- Mardi Ford, Community Relations Manager, Grand Ronde Hospital
- Steve McClure, Commissioner, Union County

Medford

- Jim Hayek, SVP Employee Relations, Harry & David
- Matthew Vorderstrasse, Student Body President, Rogue Community College
- Marie Chandler, Director of Administration, Sacred Heart Catholic Church
- Bern Case, Director, Rogue Valley International - Medford Airport
- Justin Hurley (Director of Real Estate and Sustainability Planning, Asante Health), Medford Chamber of Commerce
- David McFadden, Chair, Medford Planning Commission
- Dan Moore, Principal Planner, RVCOG

Redmond

- John Stark, Economic Development for Central Oregon
- Cathy Miller, Redmond School Board
- Nick Lelack, Community Development Director, City of Redmond
- Eric Sande, Redmond Chamber of Commerce

Appendix 2: Compilation of All Interview Responses

Transit Providers

Mary Jo Carpenter

Community Connections of Baker County

1. What types of public transit do you provide/are provided in your community?
Dial-a-Ride for the general public. At capacity. New regional connector currently marketing for commuters between Bend and La Grande. Small inter-city connector - still seen as a senior bus but gaining more general public ridership. Grant proposal for trolley/city bus. Baker City will have a new fixed route and paratransit service in 2009 and Dial-a-Ride outside the city service areas. There is informal carpooling, e.g. to college in La Grande.
2. What are current transit trends in your community?
When gas prices were higher, got inquiries from Halfway and Richland about bus service. Probably won't support communities less than 500 people. Agency may create a carpool registry similar to ODOT trip check. Carpooling fits the culture of small towns where people communicate and take care of one another. There aren't a lot of large employers. There is some informal carpooling in Baker City and potential for carpool hook up to La Grande. The local hospital is fundraising to help transport cancer patient to Ontario or Boise. They are currently relying on volunteer drivers or pay some drivers.
3. What are the needs and challenges related to providing public transit service in your community?
It is harder to find drivers in winters. Distances are a challenge. There are small communities in all directions that aren't very close to each other. High elderly population. The overall challenge is to provide service that will suffice and is affordable for users.
4. What are the community's perceptions toward public transit?
The local attitude is that you can walk anywhere. They do value the senior bus, and see transportation as a social service. The public does not yet see transit as a valued public service. There is a lot of marketing that can be done with the general public. Moving to a fixed route will help with public perception. The City doesn't provide a lot of funding for services and is very protective of the private taxi company in town. Outlying areas value service by the "senior bus" but may assume CC can continue funding it without their help.
5. What role should the state play in public transit?
Seem to be doing what they need to be doing. Oversight and monitor the use of funds. Offer suggestions and offer to help. Work together. The transit staff is great. They are open to new ideas and make funding go as far as possible. They help small agencies with compliance and serve as a buffer between the agency and the federal government. Provide low and no-cost training which benefits small providers.
6. Where is the greatest need for public transit?
Transportation to medical facilities beyond basic care. People need to travel to Boise or La Grande. Need funding overall.
7. What factors are strongest in influencing community members to use public transit?
Convenience. Timeliness. Fares. Would like to do more technology (e.g., fare cards), but it's too expensive.

8. Is there anything else you would like to say to ODOT regarding public transit?
The staff is good. PTD does a good job and responds quickly. Also on the PTAC/OTA.

Ernest Palmer

Basin Transit Service Transportation District (BTS)

1. What types of public transit do you provide/are provided in your community?
BTS operates seven fixed routes and Dial-a-Ride services.
2. What are current transit trends in your community?
Ridership has increased across the board, but we have seen a marked increase in the use of services by students that attend the Oregon Institute of Technology and Klamath Community College. BTS has had discounted bus pass programs with those institutions for a number of years, but the response has been tepid until this year.
3. What are the needs and challenges related to providing public transit service in your community?
Financing. BTS funding is based on property taxes. Even in the best times, the funding does not meet the demand for service. Recently, the cost of providing service has increased due to fuel prices. The cost of operating has increased faster than revenue. Operational and capital needs go hand-in-hand, so both are needed. BTS has a few old buses for emergencies, but they would need additional funds to use these buses to expand service. The state prevents transit districts from recovering the cost of service by legislating half fares for people with disabilities and seniors. These populations make up 25 % of our total customer base.
4. What are the community's perceptions toward public transit?
Before gas prices went up, people perceived transit as "a nice thing to have for the other guy to use, because I've got my car/truck and I won't need it." Rising gas prices had more people perceiving public transit as viable option for everyone.
5. What role should the state play in public transit?
Funding. The state needs to decide what role it wants to play in providing quality of life services for its citizens and provide funding to meet that role. Transit is a quality of life service just like schools and libraries and parks and is more essential than most services. The state should decide if it believes everyone should receive a certain level of transit service and fund that minimum level of service so transit districts can count on it.
6. Where is the greatest need for public transit?
Operating and capital funding. We haven't even caught up with funding a need for replacement buses, much less being able to expand services.
7. What factors are strongest in influencing community members to use public transit?
The price of alternatives versus the price of transit service.
8. Is there anything else you would like to say to ODOT regarding public transit?
Nothing that I haven't already told ODOT.

Heather Ornelas
Bend Area Transit (BAT)

1. What types of public transit do you provide/are provided in your community?
Bend Area Transit (BAT) serves the City of Bend and works to coordinate with transit providers in neighboring cities as there is no regional transit district. In addition to Dial-a-Ride service, BAT operates seven fixed routes Monday through Friday from 6:15am to 6:15pm. These routes cover most of the city, including all major commercial, medical and residential areas, as well as all three high schools and Central Oregon Community College. There is ten hours of service on Saturdays with double the headways; from 40 minutes to 90 minutes. BAT offers various programs for discounted passes.
2. What are current transit trends in your community?
Prior to the creation of BAT, Bend was the largest city in the U.S. without a transit system. In its first year, BAT provided 104,000 rides. BAT has built its ridership to 360,000 trips per year using less money over time. BAT attributes a 28% increase in ridership to the maturing of the system.
3. What are the needs and challenges related to providing public transit service in your community?
The biggest need is for increased funding to meet demand. Recent attempts to establish a regional transit district narrowly failed. BAT does not have a stable funding source. Without regional funding, BAT is not seeking to add service, but is looking for ways to improve coordination between transit systems. BAT received a ConnectOregon grant to develop a regional transit center, but the City of Bend does not want to act as the primary agent. The transit center would serve as a central location for various transit systems to pick-up and drop-off riders. The center also would provide transit information and sell bus passes. BAT is seeking another local partner to serve as lead agency for the project. BAT has worked with the city on a five-year plan to make transit more accessible through curb cuts for ADA customers.
4. What are the community's perceptions toward public transit?
Perceptions toward public transit have changed from "nice" to "essential." Bend residents appreciate the established fixed route system and are using it more than ever; especially with the financial crunch due to gas prices and a downturn in the economy.
5. What role should the state play in public transit?
The state plays a huge role in supporting transit through funding for operations and land use programs such as transit-oriented development.
6. Where is the greatest need for public transit?
The greatest need is to build transit systems up to a level that induces travel change. This means increasing hours of service to meet the needs of people who work second and third shifts. Other critical needs include general funding for operations and meeting an increased need for paratransit services.
7. What factors are strongest in influencing community members to use public transit?
The strongest factors are convenience, a desire to reduce commuting costs and a growing concern among residents about their carbon footprints.
8. Is there anything else you would like to say to ODOT regarding public transit?
Thanks to ODOT for being a champion of public transit and providing funding and other assistance to local providers. It is nice to be asked our opinion on these issues.

Tim Bates, Jim Mitchell and Lisa Namba
Corvallis Transit System (CTS); Corvallis Public Works Department

1. What types of public transit do you provide/are provided in your community?

Through Corvallis Transit Service (CTS), the City contracts operations and maintenance of the transit system. Fixed routes plus commuter routes; most routes originate at a Downtown Transit Center. 40% of ridership is students. City property taxes have traditionally funded approximately 65 to 70 percent of the transit operation. Other funding sources are State operating grants, fares, an Oregon State University group pass program, and miscellaneous revenues such as interest earnings and donations for a Holiday Trolley and Benton County Fair Shuttle. Other transit services include:

- Linn-Benton Loop Bus
- Free campus shuttle bus provided by Oregon State University.
- Beaver Bus, a late-night bus service provided through partnership of CTS, Associated Students of Oregon State University, and local businesses
- The Philomath Connection serving Philomath, Corvallis, and Oregon State University
- Coast-to-Valley Express and Dial-Bus service between Corvallis and Newport. Established for seniors and persons with disabilities, the general public is welcome to reserve space

Local funding increased by 10% last year to provide expanded bus service targeted to areas needing additional services.

2. What are current transit trends in your community?

- Records level of ridership even after decline in gas prices. "Once we get people on the bus, we keep them."
- Demand for more frequent service and for service to outlying areas.
- Over-reliance upon Dial-a-Ride by seniors. People who could be using fixed routes to get around are using Dial-a-Ride because they are uncomfortable or unfamiliar with fixed-route service.

3. What are the needs and challenges related to providing public transit service in your community?

- Effects of both economic downturn and increasing ridership on operational costs
- Need for greater financial contributions by health care community, major employers
- Providing off-peak services
- Providing a fareless system so that pricing is not an issue.

4. What are the community's perceptions toward public transit?

- Community has historically been and continues to be very supportive; always willing to fund transit services. City Council provided an additional \$180,000 to CTS at a time other districts have to cut service.
- A question is whether transit will be viewed as a luxury service if the economic downturn continues.

5. What role should the state play in public transit?

- Advocating for additional operational dollars
- Funding for infrastructure
- Allowing for local flexibility in the use of funding
- Assistance in obtaining additional federal funding

6. Where is the greatest need for public transit?

- Intercity connections, especially with Albany, Salem and Portland.

- Connecting students and workers to schools, major employers and health care institutions.
7. What factors are strongest in influencing community members to use public transit?
 - Convenience – frequency in service, access to desired locations
 - “Green” community
 - People love their cars; just simply haven’t tried using the bus
 - Ride home guarantee in emergencies is important to City and County employees
 8. Is there anything else you would like to say to ODOT regarding public transit?
 - ODOT Public Transit division does a great job with the resources they have
 - BETC is a valuable program and needs to be continued

Andy Vobora

Lane Transit District (LTD)

1. What types of public transit do you provide/are provided in your community?
Fixed route; paratransit (Dial-a-Ride); carpool/vanpool.
2. What are current transit trends in your community?
Ridership; increased up 40% in the last 3 years; last year the increase was 17%; YTD it is up 11%. The system is at capacity. Paratransit demand is also up. Budget: Bus operational costs are up, for example, fixed route transit saw a rapid escalation of fuel this year; payroll tax revenues are turning down because of the economy with a predicted rapid loss in operating budget. LTD is making a 14.5% service cut that will affect 25 to 30 positions. Paratransit needs more revenue. New needs: expanded demand at urban fringe where new housing and employment are being created.
3. What are the needs and challenges related to providing public transit service in your community?
Revenue: when the economy is weak, LTD's budget shrinks. We need a more consistent revenue stream and can't rely so much on payroll taxes. Coordination of land use and transportation planning: city decisions can conflict with enhancing transit. Getting local consensus around transit in the region is difficult, slowing progress.
4. What are the community’s perceptions toward public transit?
Generally positive; LTD gets recognition for offering "modal choices" and is viewed as a social service; LTD had a survey done in spring 08 (this has been forwarded to ODOT Transit Division).
5. What role should the state play in public transit?
State needs a bigger funding role. With paratransit the State is now a positive help, but we need more funding. The Connect Oregon program has been helpful. High Capacity Transit Funding: LTD needs capital improvement funding for BRT projects so operating budgets are not hit by system expansion.
6. Where is the greatest need for public transit?
Locations: LTD needs to restore much of its former service; strong corridor service is our greatest commitment; we would like to serve some of the newer neighborhoods. LTD could add service to Pleasant City, Lowell, and Oak Ridge (it will lose some service this winter). Frequency: we would like 15-minute service on corridors; we need to cut some, but will try to maintain peak hour service.

7. What factors are strongest in influencing community members to use public transit?
Availability of service and convenience are very important to encouraging use. Parking restrictions (lack and/or cost) aid transit; free parking hurts transit.
8. Is there anything else you would like to say to ODOT regarding public transit?
No.

***Scott Aycock and Karen Friend
Cascades East Transit (CET)***

1. What types of public transit do you provide/are provided in your community?
CET provides public transportation in the cities and inter-city connections on fixed route and fixed schedule basis. All buses are on a reservation basis. There is also a demand response bus. The service is at about 50% capacity since launching in April 2008 and beginning marketing in July of 2008. COIC is a regional coordinator of human services planning and staffs the Regional Transportation Committee. There are also a medical ride broker for central and eastern OR and provide technical assistance for STF committees. The agency's role in operations is a new one. Paratransit services are not required because of the fixed-route service. All buses are ADA compliant.
2. What are current transit trends in your community?
There has been a shift in service from seniors and the disabled towns more general transit. CET is still rebranding and marketing. People are using the service more for employment, where it used to be more for shopping and employment. Students also use CET to access colleges, creating new opportunities.
3. What are the needs and challenges related to providing public transit service in your community?
Challenge: sustaining funding. Not all jurisdictions served provide funding. Social service agency partners tend to decrease or stop funding CET when they have funding shortfalls. It is also hard to fund rural needs where the trips are longer and more remote. The public hasn't embraced transit yet. They are vehicle dependent. There is still an evolution to take place for the public to see transit as a public service.
4. What are the community's perceptions toward public transit?
The public doesn't yet acknowledge or see transit as widespread. The inter-community connections were long talked about and have people most excited.
5. What role should the state play in public transit?
Maintain funding. Services are good right now.
6. Where is the greatest need for public transit?
Infrastructure - buses and stops. Funding. More commuter runs at more frequency. Could do a better job serving low-income, service sector and small businesses. Businesses don't see the need. Other challenges are getting people to the bus stops, out of their SOV and onto the bus.
7. What factors are strongest in influencing community members to use public transit?
Don't have other options. Disability, income. It's a service that improves basic quality of life. Have to balance between funders and expectations of service. The fares are a bigger chunk of funding for inter-community service.

8. Is there anything else you would like to say to ODOT regarding public transit?

ODOT PDT nurtures and assists in addition to providing funding. They are supportive of regional approaches and understand the regional nature of transit. There is a need to address the differences between rural and urban environments. They are not comparable and it is difficult to compete with urban areas also the services are just as valuable in rural areas. The LU planning system also plays a role. Would like to see the purchase service and operations service match be more equitable. It is beneficial to have one entity per region apply for centralized funding.

Julie Brown

Rogue Valley Transit District (RVTD)

1. What types of public transit do you provide/are provided in your community?

1) Fixed route; 2) transportation options - carpool, vanpool, group pass; 3) RVTD serves a multi-county area of Southern Oregon for ADA services including Valley Lift; 4) RVTD has a medical assistance program (Translink) and is the medical brokerage contractor for Dept of Human Services with 45 contractors using vans and sedans.

2. What are current transit trends in your community?

Funding is at top of list. RVTD is requesting a payroll tax and plans to put it on ballot in the spring. Ridership 16% increase over last year. Multimodal/biking/transit - RVTD is looking at these together; for example, many people are using bikes to get to the buses. The community has no strong interest in park-n-rides yet; the peak commute lasts only about 1 1/2 hours and congestion not that inconvenient.

3. What are the needs and challenges related to providing public transit service in your community?

More funding is needed to serve elderly and disabled persons. The community needs to have sidewalks to all transit stops. The Medford area ranks 5th nationally for retirement. People want to go to events like the Britt concerts and the Shakespeare Festival but cannot do so on transit. There is an expectation to provide buses, 7 days/week. Funding isn't there for basics. Expectation of student service to the college campuses. Demographics that really need to be served: students, retired, and shift workers.

4. What are the community's perceptions toward public transit?

RVTD has historically had some tough times in terms of public perception. For example, 2 years ago RVTD cancelled a route on Barnett that served medical offices and the hospital and this upset many people. But currently relationships are improved; users are generally happy with RVTD service except they need more. The community at large has not embraced public transit, but this is changing; more people are accepting transit as a way to make a difference for the environment.

5. What role should the state play in public transit?

We need State operating dollars for fixed-route transit. Example - sales tax revenue in California goes to transit. Fixed-route improvements could help a lot with the cost of ADA and medical transit needs. What about state employees using transit? We need to connect the entire state with good intercity transit.

6. Where is the greatest need for public transit?

Locations: East Medford including the hospital and major medical services; White City and Table Rock campus of RCC. We already have good service between the communities. Frequency: presently we have 1/2 hour on main routes; community requests 15-min frequency. We also need an increase in hours of service - early and late during the week for employers and Saturday service.

7. What factors are strongest in influencing community members to use public transit?
Frequency of service is preventing more use; use is increasing because of the elderly population and environmental ethics.
8. Is there anything else you would like to say to ODOT regarding public transit?
ODOT Transit Division is doing a great job with what funding they have. They provide out of the box thinking. If they had more financial support they would be even more effective.

Allen Pollack
Salem Area Mass Transit District (SAMTD)

1. What types of public transit do you provide/are provided in your community?
Fixed route, ADA paratransit, rideshare and vanpool. ADA paratransit if meet qualifications based on disability. Salem-Keizer UGBs.
2. What are current transit trends in your community?
Ridership increase on fixed route, paratransit, annual growth of 9% per year. Started with gas price increase in spring. Kept some of those people.
3. What are the needs and challenges related to providing public transit service in your community?
Adequate funding to provide appropriate service levels. Funding source primarily from property tax, state in lieu of and bus fares. Within UGB serving biz community better, disabled population growing.
4. What are the community's perceptions toward public transit?
Perceives public transit as social service. For disadvantaged.
5. What role should the state play in public transit?
View public transit as an important mode as freight, air, marine, etc. Focus on how operationally they can assist us rather than just through capital means.
6. Where is the greatest need for public transit?
Big thing not be addressed is regional service. UGB is artificial boundary. Also administer a rural service. More and more people living in rural areas/small town into Salem and in and around own cities. Could do better job of that. Would like to merge two services so SAMTD also served outside UGB.
7. What factors are strongest in influencing community members to use public transit?
Potential rider: economics/cost. Convenience. Perhaps also a way to help environmental conditions/carbon footprint. But we don't provide a level of service to really achieve that. Current riders: transit-dependent. Shift their lives to meet our schedule.
8. Is there anything else you would like to say to ODOT regarding public transit?
PTD overall pretty responsive. Some frustrations from staff regarding consistency between agencies or from past practice. Reporting criteria on federal money from PTD is stricter than federal. Adds administrative work. Good job on services, but do add some unnecessary burden, over-reporting. Funding - grant application process is slow - doesn't match SAMTD's budget process. Seems backwards - discretionary grant money now when other funds haven't been allocated per formula.

Steve Allen
South Metro Area Rapid Transit (SMART)

1. What types of public transit do you provide/are provided in your community?

South Metro Area Rapid Transit (SMART) is a city-run public transit system, not a transit district. They will be making changes to their services in February due to commuter rail. SMART operates seven fixed routes and the Dial-a-Ride program. Vehicles range from small vans to 40-foot transit coaches. Provide service for Wilsonville, Salem, Canby and SW Portland.

2. What are current transit trends in your community?

The rise in gas prices resulted in 12% system-wide growth. Most trips are people commuting from Wilsonville to Salem and Portland or on the Wilsonville cross-town route from east to west. Recently had to add another round trip during commute times.

3. What are the needs and challenges related to providing public transit service in your community?

SMART was recently successful in increasing the payroll tax rate (their main source of revenue) from .033% to .05%. This was possible because of SMART's commitment to connections for commuter rail. They have a "10-minute plan" where people getting off commuter rail can get anywhere in Wilsonville within 10 minutes.

One challenge is providing service to downtown Portland and MAX. It is the most requested change in service and would reduce a transfer for customers. It would add expenses of approximately \$400,000 per year.

Another challenge is providing service to Villebois, a brand new residential area in Wilsonville that will eventually have 3,000 homes. SMART does not have the resources to serve Villebois at this time. Additional service to residential areas is the challenge. Additional service to new employment areas is not a challenge since funding comes from a payroll tax.

4. What are the community's perceptions toward public transit?

Ridership has not decreased since gas prices went down. Once people try public transit, they stay with it. People used to ride transit to save money, but this is no longer the case. Many people still don't know much about SMART, so a marketing campaign may be needed to become more visible. Many people have a fear factor of not knowing how to take transit.

5. What role should the state play in public transit?

Would like to see more support of inter-city service. There is a significant expense for service from Wilsonville to Canby, Portland and Salem and no state support. SMART carries a large number of state workers to Salem. The state encourages ridership by through discounted passes, but does not provide direct assistance to the provider.

6. Where is the greatest need for public transit?

The greatest need is between communities. Wilsonville is covered with current service. Need more funds for people to get to Wilsonville as it's a major employment center. More frequent service from other areas is needed. Service to Salem and Portland is only 30 minutes and Canby is one hour. Would like to provide 15-20 minute service.

7. What factors are strongest in influencing community members to use public transit?

Gas prices were a factor when they were high. Now, convenience is the most important factor for people using transit. People will not ride the bus for an hour when it's cold and driving takes less

time. Service to downtown Portland would eliminate a transfer and reduce the commute time by 30 minutes.

8. Is there anything else you would like to say to ODOT regarding public transit?

Keep searching for federal grants and pass them along. Periodically review formulas for funding distribution. May seem unfair to smaller areas compared to larger areas. Explain rationale behind how money is distributed.

Cindy Howe

Sunset Empire Transportation District (SETD)

1. What types of public transit do you provide/are provided in your community?

Sunset Empire provides inter and intra-city service. Public transit for incorporated cities in Clatsop County – Astoria, Warrenton, Seaside Gearhart and Cannon Beach; commuter services in Seaside and Astoria and regional services between Clatsop and Columbia Counties; connect to Pacific Transit services in Washington State.

Seven fixed-routes year-round and an additional route in the summer. Summer route between Lewis and Clark National Park and trailhead at Ft. Clatsop. This is a partnership with state and federal park services.

Dial-a-Ride throughout county, curb to curb, predominantly for senior disabled and priority to medical appointments, but open to anyone. Complimentary paratransit service with fixed routes. System is small enough to allow deviations from fixed routes for ADA eligible customers. Received a New Freedom grant to provide service to ADA eligible customers beyond a ¾ mile radius of fixed route service. Also manage the NW Ride Center for Medicaid brokerage. Dispatch rides to other transportation providers for people who are on OR Health Plan Plus and Medicaid for medical appointments.

2. What are current transit trends in your community?

Conducting outreach to low-income/minimum-wage workers without means of transportation. Rising gas prices were hard on this population. Hits on the Sunset Empire Web site increased from 600/day to more than 2,000/day to find out about bus service. Astoria is a tourism-based community, so people live in one city and work in another. Sunset is able to provide service to work in Astoria for many people, but not service home. Service runs 14 hours per day, six days a week.

Conducting travel training for senior and disabled populations. People who could be using fixed routes to get around are using Dial-a-Ride because they are uncomfortable or unfamiliar with fixed-route service. Mobility management = bring the service to the customer rather than customer coming to you.

Sunset Empire has 29 buses, ten of which have exceeded maximum mileage. Sunset has money to replace them. There are seventeen buses on the road per day. Backup equipment has an average of 300,000-450,000 miles. Capital funding is not available. There is plenty of capital and operational funding available for service to senior and disabled populations. General public transportation dollars do not exist. Sunset is funded with property tax money, which has not increased since 1995. Paratransit and Dial-a-Ride must be subsidized more than general fixed routes, imposing limits on general service.

3. What are the needs and challenges related to providing public transit service in your community?
Funding for general public transportation. The state is beginning to view transportation to work for low-income populations as a higher priority, but funding stream isn't there yet.
4. What are the community's perceptions toward public transit?
Perceptions have changed quite a bit. Transit always had good support, but ridership averages have gone from 3,200 rides/week to 5,000/week between October 2007 and October 2008 (25% increase).

Sunset recently revamped its fixed routes after conducting 100 community surveys. Ridership usually drops for 3-6 months after a change in services before rising to previous levels. Ridership for Sunset dropped for one month and then doubled. Also have reached out to form new partnerships.
 1. Clatsop Community College
 2. Tongue Point Job Corps Center
 3. Conducting presentations in high schools
 4. Starting a program where employers provide incentives in exchange for certain number of passes (two employers signed on)
5. What role should the state play in public transit?
Need is for funding. Keep local control and do not impose unfunded mandates. Do not put too many conditions/restrictions on funding.
6. Where is the greatest need for public transit?
The greatest need is between communities for workers and college students. Employees of hotels, gift shops, hospitals, restaurants and canneries need extended hours and more frequent service. Also for ridership from Napa.
7. What factors are strongest in influencing community members to use public transit?
 1. Gas prices
 2. Traffic
 3. "Green" community – People concerned about the environment who want to keep cars off the road.
 4. Cost
8. Is there anything else you would like to say to ODOT regarding public transit?
ODOT Public Transit division does a great job with the resources they have. The staff is professional and the leadership Michael has brought to the organization is really appreciated.

Tanya Saunders
Yamhill County

1. What types of public transit do you provide/are provided in your community?
Fixed route commuter route, paratransit and Dial-a-Ride. Volunteer medical transportation svc into Portland metro area. All of Yamhill co and commuter routes to other counties. Fixed route: three routes within McMinnville every 30 minutes. Newberg fixed route less frequent, 90 minutes. Commuter routes to Salem, five trips/day; Hillsboro, four trips a day. Continuously to Grand Ronde from 5 am till 8:30 pm.

2. What are current transit trends in your community?
Ridership up, especially with spike in fuel costs. Were experiencing large increases in last few years. Just formed transit district. Changed perception, marketing, etc, available to public, not just seniors/disabled.
3. What are the needs and challenges related to providing public transit service in your community?
Vehicles at capacity. Keep up with growth. Vehicle replacements - funding for new vehicles.
4. What are the community's perceptions toward public transit?
In Yamhill County, has changed dramatically in the last few years. Didn't know bus systems existed for a long time. Now, awareness is up. Big Change.
5. What role should the state play in public transit?
Role they currently play is most appropriate. Oversight, funding, training. Wouldn't change anything.
6. Where is the greatest need for public transit?
Commuter service has expanded. McMinnville fixed routes are heavily used. Probably the two greatest needs.
7. What factors are strongest in influencing community members to use public transit?
Fuel price spike drove people to transit. Nature of county - very rural - lots of ridership - only option beyond taxi - one company in county with a few vehicles. Most of west valley users are low income. The only option for a lot of people. Only service provider in town.
8. Is there anything else you would like to say to ODOT regarding public transit?
No.

Key Stakeholders

ASTORIA

Steve Buckelew
Columbia Memorial Hospital

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5, especially for the elderly and disabled.
2. If a car is not available, how do people get around in your community?
People without cars get around by walking or using skateboards and bikes. There also may be some informal neighbor to neighbor carpooling. The hospital has a small passenger help patients get to medical appointments.
3. What types of public transit services are available in your community?
There is a local bus service within Astoria. Private bus companies provide service to St. Helens and Portland. Dial-a-Ride service is available for the elderly and disabled.
4. How well is public transit serving your community?
Public transit service is very important, but service is somewhat limited.

5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Changes in the economy affect people's budgets. I would think that more people use transit when gas prices increase and economic times are difficult.
6. Where is the greatest need for more or a different kind of public transit?
The greatest need is for people traveling from neighboring communities to Astoria.
7. Why don't more people use transit in your community?
People would use more t\public transit if the service was more convenient.
8. What role should the local community play in public transit? What role should the state play?
The state should work through local jurisdictions.
9. What kind of public-private partnerships make sense for public transit?
Unaware of opportunities for public private partnerships.
10. Is there anything else you would like to say to ODOT regarding public transit?
No.

Skip Hauke
Astoria Chamber of Commerce

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5 – public transit is very important for our community.
2. If a car is not available, how do people get around in your community?
People get around by walking or riding their bikes.
3. What types of public transit services are available in your community?
 - Sunset Empire Transportation serves Astoria and neighboring communities and coordinates with other transit providers in Tillamook and Columbia Counties and Pacific Transit in Washington. Sunset has a program for discounted passes with Clatsop Community College and the Youth Job Corps. Ridership is up 10% in the last year at 5,000 riders a week. They also provide Dial-a-Ride service.
 - The trolley runs in Astoria, but serves mostly tourists.
 - There is a private taxi service.
 - A private company runs shuttles to the airport.
 - There used to be rail service from Portland to Astoria, but that service no longer exists.
 - Officials are securing airline service from Newport and Astoria to Portland three times per day.
4. How well is public transit serving your community?
Astoria is served pretty well overall. The bus system in Astoria is excellent.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Doesn't really affect people in Astoria.

6. Where is the greatest need for more or a different kind of public transit?
The greatest need is from Astoria to other communities. There is some service now, but it is not convenient for workers.
7. Why don't more people use transit in your community?
People need to become more aware of existing services. Sunset is working to educate students and employers on how to ride the bus.
8. What role should the local community play in public transit? What role should the state play?
ODOT should support local efforts.
9. What kind of public-private partnerships make sense for public transit?
Programs like Sunset has with Clatsop Community College and the Youth Job Corps for discounted passes.
10. Is there anything else you would like to say to ODOT regarding public transit?
Astoria is in great need of a bypass for Hwy 30 around Astoria for freight traffic.

Sherri Williams
City of Astoria

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
3 – The coverage is good, but people in Astoria usually drive.
2. If a car is not available, how do people get around in your community?
People walk a lot and ride bikes. Others often get rides from friends and neighbors to get to work or appointments.
3. What types of public transit services are available in your community?
Sunset Empire provides bus service and Dial-a-Ride. People also use the trolley and taxis to get around town.
4. How well is public transit serving your community?
The bus service does a good job serving the community.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Gas prices may encourage some to use transit, but those with cars will continue to use them. These factors are more important for people who work in Astoria but live in other communities and visa-versa.
6. Where is the greatest need for more or a different kind of public transit?
The greatest need is from Astoria to other communities. There is some service now between communities, but it is not always convenient for workers.

7. Why don't more people use transit in your community?
People within Astoria do not want to wait for a bus and will most likely drive. People in other communities need more frequent service to encourage them to use transit.
8. What role should the local community play in public transit? What role should the state play?
The state should provide funding. Local communities should provide the service.
9. What kind of public-private partnerships make sense for public transit?
Unsure.
10. Is there anything else you would like to say to ODOT regarding public transit?
Bike lanes on the Hwy 101 are too narrow.

Roger Friesen
Clatsop Community College

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5 – Transit service is very important. The college is in a renovation period and will lose approximately 40% of their parking spaces. So getting students on buses is important.
2. If a car is not available, how do people get around in your community?
Students who do not use transit drive.
3. What types of public transit services are available in your community?
Sunset Empire Transportation District provides transit service to the college. Under a new agreement, the college pays a fee per student and students ride free. The service runs from approximately 6:30am until 6:30pm. Several major routes come through campus. There is one shuttle at night. The service is mostly used by students from outside Astoria.
4. How well is public transit serving your community?
Sunset does a good job and meets the needs of the college, but it is increasingly difficult to pay for. The college can afford the current program until the end of June, but its status after that time is uncertain. Doing very well and meeting needs currently. May have to start charging students at that time.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Unsure of how these factors affect students. The current agreement with Sunset went into place on December 1st. The lack of parking most likely will increase ridership. Ridership already has picked up since the agreement was put in place.
6. Where is the greatest need for more or a different kind of public transit?
Despite the good service, it will always be limited and have difficulty serving people off the routes. The local transportation district has gone out of its way to help the college. More coverage is always needed but it is covering the bulk of population centers. The transportation district serves the county and connects to the east, Westport in Columbia County and south to Cannon Beach.

7. Why don't more people use transit in your community?
There is plenty of parking, so many people see no need to use transit.
8. What role should the local community play in public transit? What role should the state play?
Unsure.
9. What kind of public-private partnerships make sense for public transit?
Partnerships like the college's current partnership with Sunset.
10. Is there anything else you would like to say to ODOT regarding public transit?
No. They have made huge strides in the last few months and its going well all things considered.

Tory Sutherland
Clatsop County Health and Human Services

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5
2. If a car is not available, how do people get around in your community?
There is a lot of ridesharing. People on the Oregon Health Plan use Dial-a-Ride to get to medical appointments. The bus is an option for others, but can be cumbersome when transporting multiple children. Others walk.
3. What types of public transit services are available in your community?
Bus.
4. How well is public transit serving your community?
The service has improved greatly since Sunset Empire received a grant to serve rural areas. The service today is adequate.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
More people are using transit without a doubt.
6. Where is the greatest need for more or a different kind of public transit?
There are no large gaps. Most of the most glaring needs in rural areas were met due to the grant money.
7. Why don't more people use transit in your community?
When gas prices went up, there were many new riders on the bus. Since prices have come back down, they are still riding the bus. Habits were formed. Finding away to expose people to transit will result in more users.
8. What role should the local community play in public transit? What role should the state play?
The federal money that was filtered down to Sunset Empire was very important because trips to rural areas aren't supported by fees, but are still very important to people in those areas.

9. What kind of public-private partnerships make sense for public transit?
Oregon Health Plan pays for medical appointments, but the Women, Infants and Children (WIC) program is not considered a medical appointment. A partnership to provide WIC users with free or discounted rides would be nice.
10. Is there anything else you would like to say to ODOT regarding public transit?
Thank you for the grant, it made a big difference. Keep it coming.

BAKER CITY

Don Chance City of Baker City

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5; transit service is very important for city residents.
2. If a car is not available, how do people get around in your community?
Baker City is a very bike-friendly city, so many people ride their bikes. Other people use transit or walk as is convenient. Baker City is very walkable as well.
3. What types of public transit services are available in your community?
Community Connection provides the local bus service and service to other cities, such as La Grande. Many people use the service to La Grande to go grocery shopping. They also operate a Dial-a-Ride service. Amtrak used to stop in Baker City, but doesn't anymore. The closest airports are in Boise and Pendleton. There also are shuttle services operated by local group homes and retirement facilities.
4. How well is public transit serving your community?
Transit is serving the community fairly well, but there is a lot of room for improvement.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Gas prices have a huge effect on how many people use transit. Baker City is a poor community. Many people overcome this factor by riding bicycles, but additional transit service is always welcome.
6. Where is the greatest need for more or a different kind of public transit?
The greatest need currently is for more service to and from neighboring communities for employment and shopping purposes. In the future, there will be a great need to better connect Baker City to other communities. Baker City is planning a major economic development project to develop a trails loop through the Blue Mountains. People would be able to hike from one community to the next. Shuttle service will be needed to get people from smaller communities back to Baker City. Private services may cover this need temporarily, but eventually, transit service will be needed.
7. Why don't more people use transit in your community?
For the reasons stated earlier. People drive and ride their bikes. Those who don't use Community Connection. The current service is not really convenient for people to commute to other communities or for shopping purposes.

8. What role should the local community play in public transit? What role should the state play?
We need state funding to subsidize local efforts to provide transit.
9. What kind of public-private partnerships make sense for public transit?
There may be opportunities for private shuttles to work with the state to provide transit service between these smaller communities.
10. Is there anything else you would like to say to ODOT regarding public transit?
Baker City is very walkable, but additional funding is needed to maintain sidewalks.

***Dennis Elder and Everett Vaser
Marvin Wood Products***

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5; this is a very important issue for us. Baker City has a limited population and local businesses have used up the existing pool of employees. We need to be able to get workers to Baker City from other communities. As gas prices increase, that becomes too expensive. We have explored operating a shuttle bus, but the cost is too high. This is our biggest hurdle as a business.
2. If a car is not available, how do people get around in your community?
People walk and bike. There is some carpooling for people coming to Baker City from the east. Others use the services Community Connections provides.
3. What types of public transit services are available in your community?
Community Connection has a route in Baker City and to other communities. Greyhound connects Baker City to more distant cities. Baker City used to have train service, but Amtrak no longer stops here. There is no commercial air service. The closest airports are in Boise and Pendleton. Some churches and senior homes have their own buses.
4. How well is public transit serving your community?
We appreciate the existing service, but additional service is needed.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
High gas prices really hurt Baker City as it is a poor community. Many people in Baker City live on fixed incomes and wages are lower than in other parts of the state.
6. Where is the greatest need for more or a different kind of public transit?
The greatest need is between Baker City and other communities. We need a larger employment base that other communities would offer.
7. Why don't more people use transit in your community?
I think people do use transit if it works for them. The limited route in town helps some people, but we need more buses going more places.
8. What role should the local community play in public transit? What role should the state play?
The state should provide funding and oversight to ensure safety and reliability.

9. What kind of public-private partnerships make sense for public transit?
There may be opportunities to partner to create park and ride facilities. Also, the medical community may be able to work with Community Connections.
10. Is there anything else you would like to say to ODOT regarding public transit?
As taxpayers, we appreciate ODOT asking our opinion.

COOS BAY

***Ronald Opitz, Executive Director
South Coast Development Council Inc.***

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
4; pretty good small transit city. Coos Bay North Bend out to smaller cities. Lots of economic problems on south coast, high unemployment. Many people can't afford to own cars. High concentration of retirees. Difficult to drive in weather. Cost prohibitive. Important for economy.
2. If a car is not available, how do people get around in your community?
Bus system or taxi. CARE – paratransit; general public
3. What types of public transit services are available in your community?
Paratransit - CARE - school buses. Special buses.
4. How well is public transit serving your community?
Pretty good job for the size of community. Funding will continue to be an issue. Transit district always looking for funding. Ongoing struggle. Service that needs better funding. Service could be expanded.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Gas prices had an effect when they were high. Operating costs were challenged by those prices. Global warming not an issue right now with transit. Such a small part of what we do. Number of vehicles driven is bigger factor.
6. Where is the greatest need for more or a different kind of public transit?
Coos Bay/North Bend area. Most county residents in this area. On edges of the City.
7. Why don't more people use transit in your community?
30 years ago, the City was #1 lumber exporter in world. Blue collar workers are not interested in transit. Attitude. Most users are younger, can't afford cars, students, retirees. Education process. Not a familiar option.
8. What role should the local community play in public transit? What role should the state play?
State should not pay all costs. Transit district needs tax support. Small transportation operators need equal shot/proportional shot from state.
9. What kind of public-private partnerships make sense for public transit?
Don't have large enough employers to subsidize transit costs. Biggest employer is hospital – 1,000 employees. Next largest are 400 to 600 employee operations. Wouldn't add a lot in this context.

10. Is there anything else you would like to say to ODOT regarding public transit?

Transportation is listed as an option for potential employers in region. Listed as benefits in community. Transit is very important. Huge service for whole segments of the population. Continue to subsidize, especially given economic/environmental concerns in economically challenged community.

***Timm Slate, Executive Director
Coos Bay Chamber of Commerce***

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?

4; economically challenged since 1980. Many unemployed don't have transportation to get around.

2. If a car is not available, how do people get around in your community?

Most consistently - Yellow cab. \$7 area trips. CCAT - South Coast Business Employment Corporation - goes through on regular schedule. Dial-a-Ride. Other cabs.

3. What types of public transit services are available in your community?

See #2.

4. How well is public transit serving your community?

Medium. Yellow cab does a good job. People from Eugene or other metro areas with better transit access, Coos Bay still has holes in the system compared to larger systems.

5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?

Until the economy improves and jobs improve, financing will still be limited and transit service will remain stable. Demand will increase. Late 70s, publicly financed transit district approved, but taxes were voted down. Dissolved in late 1980s. Support if money came from somewhere else. Timber industry problems/challenges/changes have impacted the job market since 1980. Until that significantly improves, won't find support for tax base. Public would like service.

6. Where is the greatest need for more or a different kind of public transit?

1) Consistently around town, Coos Bay. North Bend, Charleston, other small urbanized areas outside town. People live outside town and work in center of town. 2) One a day trips to Coquille/County seat. 3) to Bandon

7. Why don't more people use transit in your community?

Availability and consistently

8. What role should the local community play in public transit? What role should the state play?

State - set minimal level of service standards - and finance in part. Locally - to get consistent service coverage, need to get public commitment to fund. Private base - cab companies - covering that need. \$7 a trip anywhere within the City - Coos Bay and North Bend. Seems to work for a lot of people. Only consistent option.

9. What kind of public-private partnerships make sense for public transit?

If public was doing initial investment for equipment, private could contract to operate. Start-up costs problem most difficult for private.

10. Is there anything else you would like to say to ODOT regarding public transit?

True need in the area. Dispatching Greyhound, lack of consistent service getting to Eugene, etc. VA has van to Roseburg. Getting out of the area on public or private system is much more difficult.

Jim Hossley, Public Works Director
City of Coos Bay

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?

3; depends on how economy is going. Not a very strong service – need more. Not a lot of public discourse on adding more.

2. If a car is not available, how do people get around in your community?

Transit, but most use taxis.

3. What types of public transit services are available in your community?

Non-profit organization – county-wide system with mini-buses. Fixed route. May be some senior service that may not be fixed. Not sure on senior service.

4. How well is public transit serving your community?

Fair. Don't think it goes to all the locations in community that need it. Probably some disconnects between pick-up locations and drop-off locations. Problem getting people to work centers.

5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?

When gas prices were up above \$4, system was strained. If prices go above \$4 and stay up, will likely hear a lot more community discussion about expanding systems.

6. Where is the greatest need for more or a different kind of public transit?

North of Coos Bay is not well served; could use connections to Coos Bay for shopping, work, etc.

7. Why don't more people use transit in your community?

Guess is that it's not flexible enough. Also may not get them to work on time.

8. What role should the local community play in public transit? What role should the state play?

Experience: Other community paid for some of ONM was on the hook for pass-through dollars. Other was 0.5% sales tax. Depends on your community and ability to tax.

9. What kind of public-private partnerships make sense for public transit?

Don't know. Don't have a lot of large employers. Probably hospital and casino. Potential partnerships there. Business with help from the state could buy van. Large employers could pay for/subsidize a route. Not sure if it would work in Coos Bay.

10. Is there anything else you would like to say to ODOT regarding public transit?

Only been in Oregon three years, not sure what role ODOT currently plays. Transit system doesn't levy funds. ODOT could assist with purchasing vehicles.

Councilor John Eck
Coos Bay City Council

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
4; demographics of area. Lots of older people who need that type of service. Limited system now. Room for improvement.
2. If a car is not available, how do people get around in your community?
Several cabs. South Coast Area Transportation is the transit district.
3. What types of public transit services are available in your community?
Don't know if Dial-a-Ride is still around now that SCAT is here.
4. How well is public transit serving your community?
Minimal. Could use more service. Money is tight, could do more.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Gas prices certainly will. Especially for seniors.
6. Where is the greatest need for more or a different kind of public transit?
Transit system we have now is workable, needs improvement. Larger fleet, more routes. Once an hour or so now. Could be greater frequency and more coverage. Local transit connects with Curry County connections.
7. Why don't more people use transit in your community?
Small town attitude. Don't view it as necessary in small town. Can drive anywhere in five minutes in a car.
8. What role should the local community play in public transit? What role should the state play?
City and County, private sector currently help SCAT. Do about all we can afford to do. Would need state funds to improve the system.
9. What kind of public-private partnerships make sense for public transit?
Seniors, medical clinics, hospitals could partner if not already. Retail merchants could partner to enhance their business. Some private employers may already contribute - hospital and casino.
10. Is there anything else you would like to say to ODOT regarding public transit?
No. Not as informed; don't use transit.

Bruce Bennett
Coos County Area Transit District (CCAT)

1. What types of public transit do you provide/are provided in your community?
1) Fixed route in CB/North Bend - loop bus M-F. 7:15am circuits of 30 stops until 5:30 - bus 2) Dial-a-Ride Coos Bay/North Bend, Coquille, Myrtle Point, Bandon. One vehicle/ community 3) Shopping service - smaller communities e.g. Lakeside, unincorporated Charleston and Powers, bus that comes into town once a week for shopping to Bay Area

Note: Dial -a- ride in Myrtle Point becomes deviated fixed route service from MP to Bay area with stops in between to work, college, etc - quasi-commuter service, then back to Dial-a-Ride rest of day. Coquille bus is dial - a ride in mornings until 2:15, then other end of commuter service.

2. What are current transit trends in your community?
Demand far surpasses supply. Gas spike made this more apparent. Ridership went up with gas prices. Without cars: some taxi, little biking. DHS has volunteer program in Curry County and Coos County - medical rides.
3. What are the needs and challenges related to providing public transit service in your community?
1) Finances. Being not dependent on voters to approve budget is a strength and a weakness. Limited on ability to grow. Can only provide service that budget allows. 2) Capacity and meeting demand.
4. What are the community's perceptions toward public transit?
Don't know what perception is except for those who use it. Population of seniors is growing and increasing demand by the year. Disabled pop is stable. Only about 5% of the population uses/is aware of transit. Awareness is growing.
5. What role should the state play in public transit?
Playing good role right now. "Would be nowhere" without them. State gets FTA funding, do all that can be expected. Would like to see "bigger lever" with state funding; getting funding out of the legislature.
6. Where is the greatest need for public transit?
1991 - Coos and Curry County transit t feasibility survey. Greatest need then: inter-community transportation. Probably not realistic today. With absence of Greyhound, may be some of an issue but business was bad for them. Biggest issue is everyday transportation, especially commuting.
7. What factors are strongest in influencing community members to use public transit?
Gas prices. Judicial system. Those who cannot drive legally or cannot afford it. Physical limitations.
8. Is there anything else you would like to say to ODOT regarding public transit?
"Keep coming up to the plate and keep swinging." Very aware of their role and our needs. Want us to push the envelope and so they do. No one else is going to.

CORVALLIS

Sharon Fipps
Corvallis-Benton County Special Transportation Coordinator

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5, especially for the elderly and disabled.
2. If a car is not available, how do people get around in your community?
Bus where service is convenient; student shuttles; walking, biking; various services for elderly and disabled

3. What types of public transit services are available in your community?
See notes above for public bus services. Demand responsive special transportation services:
 - 3 day/week service between Corvallis and Albany
 - Corvallis to Newport through coordination with Lincoln County Transit
 - Dial-a-bus service is available for the elderly and disabled
4. How well is public transit serving your community?
Critically important, but service needs to be expanded
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Greater demand
6. Where is the greatest need for more or a different kind of public transit?
From nearby communities to Corvallis. Would like to provide more service to outlying communities, e.g. Monroe, so that they can access groceries, health care and entertainment in Corvallis.
7. Why don't more people use transit in your community?
Lack of awareness; not convenient
8. What role should the local community play in public transit? What role should the state play?
The state should work through local jurisdictions. ADA mandates should be fully compensated for. Provide more funding for vehicles.
9. What kind of public-private partnerships make sense for public transit?
Major private-sector employers (public sector employers are already partners) and health care providers. Inadequate staff resources to solicit private sector contributions.
10. Is there anything else you would like to say to ODOT regarding public transit?
Concerned about significant cuts in funding due to change in allocation formula. Discovered that having a well-run program does not help in obtaining state funding. A population-based funding formula hamstrings the ability to provide needed services. "Seniors and disabled citizens deserve as good a transportation system as other citizens."

***Jon Nelson, City Manager
City of Corvallis***

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5; public transit is very important for our community. Community has always supported transit levies; active transit commission.
2. If a car is not available, how do people get around in your community?
Very bike friendly community
3. What types of public transit services are available in your community?
See Transit Provider interviews

4. How well is public transit serving your community?
Best, most efficient local transit system in state.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Demand will continue to increase.
6. Where is the greatest need for more or a different kind of public transit?
Connections to other communities, including Portland and Eugene. Improvements in service: later, more frequency on weekends, regional service.
7. Why don't more people use transit in your community?
People need to become more aware of existing services. More marketing is needed.
8. What role should the local community play in public transit? What role should the state play?
ODOT should support local efforts. Capital is not the hard part; operational funding is the greater need. State should continue to use its bully pulpit to emphasize alternative transportation. Encourage local transit utilities.
9. What kind of public-private partnerships make sense for public transit?
For the most part, major employers have been responsive to group pass program. School District, for example, contributes \$6,000/year.
10. Is there anything else you would like to say to ODOT regarding public transit?
Don't disinvest in what we have; retain BETC. Transit is a growth industry.

***Mark Volmer, Transportation Planner
Cascade West Council of Governments***

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5; Corvallis has a very strong commitment to transit and runs one of the best small city programs.
2. If a car is not available, how do people get around in your community?
Bicycles, walking, ride sharing, shuttles.
3. What types of public transit services are available in your community?
COG operates the area's Transportation Demand Management (TDM) Program, including:
 - Rideshare Program that provides free carpool matching
 - Valley VanPool, a commuter vanpool matching and organizing service
 - Cascades West Ride Line, which coordinates non-emergency medical rides primarily for Medicaid clients. The brokerage is coordinating an average of 5,000 rides per month to over 800 individuals requiring a variety of services levels including sedans, wheelchair vans and stretcher trips.
4. How well is public transit serving your community?
CTS does a good job serving the community. Outside of Corvallis and Albany, there is no public transportation except for senior and disabled services.

5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Unfunded services (seniors and disabled) increasing. The public transit picture is not well understood.
6. Where is the greatest need for more or a different kind of public transit?
Better connectivity between communities. Vanpools/carpools, as an alternative to fixed route systems, could be a tool to link rural communities to employment centers.
7. Why don't more people use transit in your community?
There is a difference between interest in public transit and using it; also a difference with the interest in funding it.
8. What role should the local community play in public transit? What role should the state play?
Little public understanding of how public transit is funded, especially cost of services for seniors/disabled. Challenge is how to get the public to understand its true costs and be willing to fund those costs. New funding sources are needed. More marketing dollars.
9. What kind of public-private partnerships make sense for public transit?
These will predominantly be public/non-profit partnerships. Employers will typically contribute indirectly, e.g. pass programs.
10. Is there anything else you would like to say to ODOT regarding public transit?
Public transit is the orphan of the transportation system. Need to educate Legislators on the connection between transportation and human services. Also emphasize the employment element – the role of public transit in providing access to employment. Not clear from the Governor's Office what is the level of support for public transit. Disappointed with lack of efforts to explain the transportation package. Need to get information to stakeholders in order to obtain assistance in influencing Legislature.

***Bruce Cementson, Dean of Student Services
Linn-Benton Community College (LCC)***

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5; Transportation is a cost students have to incur in order to access education; convenient access to educational facilities is critical. Adequate parking is a limitation on campus expansion, thus an increasing reliance on public transportation.
2. If a car is not available, how do people get around in your community?
Students who do not use transit drive.
3. What types of public transit services are available in your community?
LCC contributes financially to student transportation through Linn County Shuttle Service, Benton County, Linn-Benton Loop Bus, pass programs
4. How well is public transit serving your community?
Fairly well considering the nature of the system. The available services are widely used.

5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
During spike in gas prices, record ridership. Ridership grows consistently every year.
6. Where is the greatest need for more or a different kind of public transit?
More frequency in service. Connections to rural communities.
7. Why don't more people use transit in your community?
Convenience. Lack of connections between school and jobs.
8. What role should the local community play in public transit? What role should the state play?
Continue to subsidize passes for students.
9. What kind of public-private partnerships make sense for public transit?
Students are partners through the portion of student fees that helps fund transit. Linn-Benton Loop Bus is a partnership involving both the private sector and service providers.
10. Is there anything else you would like to say to ODOT regarding public transit?
Need to look 20 years out.

***Teresa Stephens, Environmental Compliance Manager
Hewlett-Packard***

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5; especially with Corvallis being a university community
2. If a car is not available, how do people get around in your community?
Lot of bicycling; some carpooling.
3. What types of public transit services are available in your community?
Corvallis Transit Service; Albany Transit service; various shuttle programs; Dial-a-Ride services for senior and disabled.
4. How well is public transit serving your community?
Well; available services are widely used. Limited by frequency of services, service areas.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
It will become increasingly important.
6. Where is the greatest need for more or a different kind of public transit?
More frequency in service. Inter-city and rural area connections.
7. Why don't more people use transit in your community?
Convenience.
8. What role should the local community play in public transit? What role should the state play?
Increase funding to local districts. Help promote transit use through marketing.

9. What kind of public-private partnerships make sense for public transit?

A limited number of employers contribute financially to local services. Additional employers need to be enlisted. Financial contributions to subsidize group passes, other discounts.

10. Is there anything else you would like to say to ODOT regarding public transit?

Get kids using transit at an early age.

HILLSBORO

Jonathon Williams

Intel

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?

5; very important to employers in Hillsboro.

2. If a car is not available, how do people get around in your community?

Most of our employees drive. There are some who use carpools and vanpools or ride their bikes. Those who can, walk.

3. What types of public transit services are available in your community?

Intel has a thorough commute-reduction program. Intel has won a national award among Fortune 500 companies for the program which includes discount passes, a shuttle service from MAX stops, shower facilities, bicycle facilities and vanpools and carpools.

4. How well is public transit serving your community?

For some people, TriMet service is great. However, even with Intel's shuttle service, transit use among Intel employees is only 3-4%.

5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?

Higher gas prices made a small difference in the number of people using transit. The average salary at Intel is very good, so gas prices are not a big factor.

6. Where is the greatest need for more or a different kind of public transit?

Within the City of Hillsboro and Washington County. 60-65% of Intel employees live in Washington County.

7. Why don't more people use transit in your community?

Light rail doesn't run close to Intel campuses other than Hawthorne Farms. There is no adequate light rail or bus service in areas with the biggest concentration of Intel employees. Transit service on the west side was designed to feed into Portland. Hillsboro is now its own employment center and has receives traffic from the east. Bus routes have not evolved to meet changing needs. Fixed light rail cannot adequately serve the city. TriMet needs to serve west side employment centers in order to increase transit use. Convenience is the key factor. People are going to drive if the alternative is an hour or more on transit. The need is for north-south connectivity within Washington County.

8. What role should the local community play in public transit? What role should the state play?
Transit should be addressed by local communities. Hillsboro has the employment base and population so support transit and is well-equipped to be a role model in that respect. We expect some degree of public transit service and are not getting it.
9. What kind of public-private partnerships make sense for public transit?
Intel already is providing commuter reduction program and shuttles. We need new way of thinking about transit. This may be a public-private shuttle service for major employers. The City, Washington County and TriMet need to look at small shuttle bus type routes.
10. Is there anything else you would like to say to ODOT regarding public transit?
We need new ideas. I know that TriMet may be pushing for payroll tax increase. TriMet has a big service territory and provides good service. However, at some point some of big contributors, major employers in Hillsboro, want to see value for their money. Intel is receptive to working with others to find solutions. If ODOT can play a role in helping make this happen, that would be great. Hillsboro no longer a bedroom community for Portland. It is its own employment core and needs more attention.

Deanna Palm
Hillsboro Chamber of Commerce

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
10; not having adequate transit is a competitive disadvantage for Hillsboro.
2. If a car is not available, how do people get around in your community?
People without cars use transit when they can, but also walk and ride bikes.
3. What types of public transit services are available in your community?
Light rail, bus and Dial-a-Ride. I understand the Dial-a-Ride service is inconvenient.
4. How well is public transit serving your community?
Light rail serves the community well for east-west connections. However, service to Hillsboro's employment center to the north is not convenient. Trips from Gresham to Hillsboro take at least one hour and waiting for privately funded shuttles can make the trip one and a half to two hours. The Chamber has been meeting with TriMet to discuss providing shuttle service from the light rail to employers. The lack of adequate north-south service is a competitive disadvantage for Hillsboro.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Higher gas prices and a slowing economy do entice more people to use transit. Also, an overall "green" thematic is a motivation for people to use transit.
6. Where is the greatest need for more or a different kind of public transit?
The greatest need is for north-south connections from light rail to employment centers.
7. Why don't more people use transit in your community?
The City has been removing barriers to transit through infrastructure planning. Also, some people in Hillsboro don't like having buses run through their communities, so that is a challenge. The West Side Transportation Alliance provides discounted transit passes and incentives for carpooling.

8. What role should the local community play in public transit? What role should the state play?
The City and local employers cannot afford to fund the shuttle service. The state could provide grants for local communities to fund transit solutions.
9. What kind of public-private partnerships make sense for public transit?
A partnership between the State, Metro, local employers and TriMet to fund shuttles within Hillsboro.
10. Is there anything else you would like to say to ODOT regarding public transit?
A balance is needed in how transportation dollars are spent. Transit is important, but funds are needed to construct and maintain local roads too.

***Carlos Perez, Deputy Superintendent
Hillsboro School District***

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5; it's very important for many families.
2. If a car is not available, how do people get around in your community?
Some students walk or ride their bikes or get rides from parents.
3. What types of public transit services are available in your community?
Bus and light rail are available.
4. How well is public transit serving your community?
A few schools are served by TriMet, but many are not on any transit route or there is not enough of a population base to warrant service. The school district provides bus service within one to one and a half miles for many students. Some students, especially high school students, prefer to use mass transit. Two of Hillsboro's high schools are served by TriMet. Transit is not convenient for students involved in extracurricular activities. Overall, the amount of service does not meet school district needs because many schools are not on collector streets.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
I don't know how these factors affect transit use off-hand. The district did see a dip in car ridership when gas prices were high. Also, an overall green-friendly mentality has led to more people using transit.
6. Where is the greatest need for more or a different kind of public transit?
Better school-to-home service with Hillsboro.
7. Why don't more people use transit in your community?
The service does not adequately serve many schools in Hillsboro.
8. What role should the local community play in public transit? What role should the state play?
Don't know.

9. What kind of public-private partnerships make sense for public transit?
The school district is a willing partner in information campaigns and willing to explore other opportunities, such as providing discounted passes and using transit availability as a criterion in school siting decisions.
10. Is there anything else you would like to say to ODOT regarding public transit?
What can the school district do to help support efforts to increase transit use?

Don Odermott
City of Hillsboro

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5; we need a balanced approach to transportation.
2. If a car is not available, how do people get around in your community?
The majority of people are riding TriMet, particularly the light rail and route 57 on TV Hwy. Others get around by foot.
3. What types of public transit services are available in your community?
Hillsboro is located within TriMet's service district, including light rail and some bus service, though it is inadequate. Dial-a-Ride is available, but I'm not familiar with that service. I think it is provided by TriMet. There is some overlap with smaller transit service for the elderly and disabled in western Washington County. Major employers run privately funded shuttles to and from light rail and their campuses.
4. How well is public transit serving your community?
TriMet does a good job for trips to Portland and Beaverton. The deficiency is a lack of routes within Hillsboro to employers along the Sunset Hwy corridor. There is no system that creates a link between housing and employers in Hillsboro and areas to the east.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
I know that TriMet numbers went up when gas prices were higher based on their data. One challenge is that light rail has been running at capacity. There is standing room only before the trains reach Beaverton. TriMet has added more trains, but capacity problems remain. There has been an up tick in mass transit use and bicycle mode choice locally.
6. Where is the greatest need for more or a different kind of public transit?
The greatest need is within Hillsboro. The City is working with the chamber to coordinate privately funded shuttle services for local employers. The real need is more efficient delivery of service in the "last mile" from light rail to employers. This is the need that corporate shuttles are trying to meet currently. The City and Chamber are trying to create economies of scale and eventually integrate the shuttles into TriMet. Currently, millions of private dollars are being spent on these shuttles. Employers want to see a return on the payroll taxes they pay.
7. Why don't more people use transit in your community?
The biggest challenge is that current transit options are insufficient. TriMet says that free parking is another challenge is that hurts transit. Growth has been denser in Hillsboro since 1990, which should

encourage transit use. Hillsboro's diverse geography presents an engineering challenge linking transit to a spread-out employee base.

8. What role should the local community play in public transit? What role should the state play?
Transit is a local issue. A role the state can play is to work with the legislature to create a more reliable operating revenue. Hillsboro would not support measures that do not equitably distribute the funds geographically.
9. What kind of public-private partnerships make sense for public transit?
Described partnership with local employers and TriMet earlier (#5).
10. Is there anything else you would like to say to ODOT regarding public transit?
Hillsboro is supportive of a balanced transportation funding approach and of transit. Transit is important, but there is still need for new roads in the western suburbs that would support cars as well as new transit routes.

LA GRANDE

Frank Thomas

Community Connections of Union County

1. What types of public transit do you provide/are provided in your community?
The City of La Grande is served by Community Connections of Union County. Community Connections provides one fixed route within La Grande as well as Dial-a-Ride services for the elderly and disabled. It also provides bus service to and from Pendleton in Umatilla County and Elgin in Union County. In addition, there is twice-a-week bus service to and from Wallowa County. A number of private shuttle companies, including Greyhound, provide transit to other communities in Wallowa and Baker Counties. Community Connections recently opened a new public transit hub in La Grande, funded in part through a ConnectOregon grant. The hub will serve as a "one-stop-shop" for regional mobility services.
2. What are current transit trends in your community?
1) Investing in Safe Routes to School. The infrastructure in La Grande is in poor condition and there is no bicycle/pedestrian coordination. 2) With funding cuts looming, we are focused on preserving our existing services and working with partner agencies to improve what we have. Would like to work with school bus provider to provide bus shelters and share in maintenance and driver training costs. 3) We are working with outlying communities to provide some transit services, even if it's on an as needed basis and run by volunteers. We have donated old vehicles to these communities to use for transit.
3. What are the needs and challenges related to providing public transit service in your community?
1) Coordinating emergency response services is a challenge. There is virtually no planned coordination in response to potential disasters. 2) Need to find ways to maintain service with reduced funds. We need both capital and operational funds. 3) Working with outlying communities to take responsibility for providing their own transit services with local resources and social capital. 4) We provide transit service to and from outlying communities, but the service is not convenient for workers. We need to find funding to extend hours of service to cater to these potential riders.

4. What are the community's perceptions toward public transit?
Community perceptions are changing rapidly. Ridership increased significantly when gas prices rose. We're hoping that ridership does not revert to previous levels now that gas prices have gone down. In Union County, the perception is good because the fixed route service serves the community. IN Wallowa County, many people feel that the bus is good, but "not for them." A new commuter route may help change those perceptions.
5. What role should the state play in public transit?
The biggest role the state can play is providing technical assistance. The help I've received from Jean and Michael has been critical. I appreciate the work they do. The state should evaluate how it allocates funds, because it should be allocated based on merit rather than population. The funds should be competitive. The change in allocations will cost us up to 50% of our budget. Results should matter.
6. Where is the greatest need for public transit?
The greatest need is between La Grande and neighboring communities.
7. What factors are strongest in influencing community members to use public transit?
An established network, convenience and gas prices.
8. Is there anything else you would like to say to ODOT regarding public transit?
Revisit the methodology for allocating funds.

Larry Glaze

La Grande School District

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
3; it's especially important for seniors and students.
2. If a car is not available, how do people get around in your community?
Students get rides from their parents or walk. Others in the community use the Dial-a-Ride shuttle, taxi or get rides from friends.
3. What types of public transit services are available in your community?
Community Connections operates a fixed route which some students use. There is a taxi service and Greyhound buses. There used to be rail service, but not anymore. The closest air service is in Pendleton or Boise. Mid-Columbia Transit serves the school district.
4. How well is public transit serving your community?
I don't know.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
I don't think gas prices are a big factor. The economy could result in out-of-work families.
6. Where is the greatest need for more or a different kind of public transit?
The greatest need is to and from La Grande and neighboring communities like Union, Cove and Elgin. Parents would like door-to-door service.

7. Why don't more people use transit in your community?
Most people in La Grande don't need transit because they can drive or walk.
8. What role should the local community play in public transit? What role should the state play?
Not sure. ODOT could help connect La Grande residents with shuttles to medical facilities and to develop more routes.
9. What kind of public-private partnerships make sense for public transit?
I don't know.
10. Is there anything else you would like to say to ODOT regarding public transit?
No.

Michael Boquist
City of La Grande

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
4
2. If a car is not available, how do people get around in your community?
You walk and bike mostly. There is some carpooling. Residents are fairly mobile and self-sufficient.
3. What types of public transit services are available in your community?
The local bus service and two taxi services. Group homes and retirement facilities also have vans to help elderly and disabled get to medical appointments. Moffit Brothers is a private bus company. There also is a Greyhound station.
4. How well is public transit serving your community?
Transit meets local needs fairly well. Cost may be an issue.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Gas prices result in an increase in ridership.
6. Where is the greatest need for more or a different kind of public transit?
There probably isn't too much of a need. Maybe getting workers from outside La Grande into the city.
7. Why don't more people use transit in your community?
I don't know how many users there are currently. It probably works best for people who work from 8am to 5pm, but not for people on other shifts or with night meetings.
8. What role should the local community play in public transit? What role should the state play?
Other than funding, the state doesn't have a role. Transit is a local issue.
9. What kind of public-private partnerships make sense for public transit?
Maybe paying for signage or discount bus passes. People who purchase goods in downtown stores could receive a free bus pass.

10. Is there anything else you would like to say to ODOT regarding public transit?

No.

**Mardi Ford, Community Relations Manager
Grand Ronde Hospital**

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?

It depends. People in La Grande are more open to transit. In the poorer communities, it might be a 5 because of greater need. This is a very independent part of the world. There could be some sort of transit to the poorer communities.

2. If a car is not available, how do people get around in your community?

Bike, borrow a car or carpool (best guesses). The shuttle is very successful. The Dial-a-Ride serves the elderly and those needing medical assistance.

3. What types of public transit services are available in your community?

There may be a bus once a week to Elgin and North Patten. They could be better served. The hospital does not provide transit. Community Connections has Dial-a-Ride.

4. How well is public transit serving your community?

They are doing a wonderful job and working to expand. It's a wonderful blessing. Work with what's in place. Frank understands the needs.

5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?

When gas prices were high, there was more carpooling, but this has gone down since gas prices dropped again. If transit were available and cost-effective, people would use it. But most have a very independent attitude and will continue to drive. They may cut down on trips or drive more efficient vehicles. Greyhound coming back is great.

6. Where is the greatest need for more or a different kind of public transit?

Seniors, students and low-income households. Unemployment is up in the County to 8 or 9%. The use of the shuttle is up as well.

7. Why don't more people use transit in your community?

If transit were available and cost-effective, people would use it.

8. What role should the local community play in public transit? What role should the state play?

The local community has a huge role in planning for transit. There is a huge divide in Oregon between the east and the west. We need to employ local experts at the city, county level - like Frank- look at local needs. People are disenfranchised by the Governor's plans; he is not popular on the east side. They are open to direction more from the county commission than from the state. We could use state funds if they have it, but don't increase taxes in the current economy. Need private sector jobs, now, not in the long term.

9. What kind of public-private partnerships make sense for public transit?

Partnerships are a great idea. Don't know who has any money in the current economy.

10. Is there anything else you would like to say to ODOT regarding public transit?

We have been talking about public transit and the need for it for 10-15 years. We don't know how to pay for it. There is definitely a need for better transit on the east side, but it is not at the top of the list of needs, especially in this economy. Might talk to the Commission on Children and Families for more information or Vicky at Union County or the Northeast Oregon Network.

***Kirk Creech, Facilities Director
Eastern Oregon University***

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?

It's very important in winter when walking is not possible and driving is very dangerous. Pedestrian infrastructure is lacking and walking around town is challenging because of the hills.

2. If a car is not available, how do people get around in your community?

Don't know. Can walk or bike in summer. There is a public blue bus - Community Connections - but it doesn't serve the University. Personal vehicles are the only option for most people.

3. What types of public transit services are available in your community?

There is an ADA van/Dial-a-Ride. Community Connection "blue bus". Some retirement homes have their own vans.

4. How well is public transit serving your community?

Don't really know. Not sure what ODOT has done for transit.

5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?

There was not that big a difference with the gas price increase. A lot of people bike in summer. Those who can carpool already do so.

6. Where is the greatest need for more or a different kind of public transit?

People could use more in-town options. Waiting for a bus is inconvenient, especially in winter. There are no shelters at stops. If feasible, transit to the County would be interesting. Perhaps there could be a bus that follows the snowplow in winter. Inter-district students could really benefit from transit. Right now they rely on their parents but there could be educational benefits if other options existed.

7. Why don't more people use transit in your community?

There is not a regularly scheduled route. Waits are about 30 minutes and the schedule isn't published.

8. What role should the local community play in public transit? What role should the state play?

The City should provide service in La Grande and to Island City for shopping, etc. ODOT should provide infrastructure, including right-of-way, shelters, etc. City could work as a broker and encourage ODOT.

9. What kind of public-private partnerships make sense for public transit?

The larger employers could play a role. The hospital, Boise Cascade. There are lots of commuters coming to town to work at the VA clinic, DHS and Forest Service. EOU could partner with the hospital, others if services came near campus.

10. Is there anything else you would like to say to ODOT regarding public transit?

Would like to see expanded bike and pedestrian paths with snowmelt systems on the main corridors so they could be used year-round.

**Steve McClure, Commissioner
Union County**

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?

4; very important, but not the most important. Lots of seniors, like many rural communities. Developmental delayed homes in La Grande.

2. If a car is not available, how do people get around in your community?

Fixed route service now. Have contract with university. Have yearly pass.

3. What types of public transit services are available in your community?

Community Connections. Taxi service in LG. Outlying communities connected via CC. Greyhound also comes through. Would love to get Amtrak back.

4. How well is public transit serving your community?

Good job for rural committee. Better than most in the state.

5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?

Transit use will increase due to energy prices alone. All will enhance use of transit. Have broken cycle about individual vehicle-new attitude. VMT still down.

6. Where is the greatest need for more or a different kind of public transit?

Inter-community connections. Wallowa county BC and LG - communities inside each county. Pushing further into each community.

7. Why don't more people use transit in your community?

Cultural thing. Eastern OR - have cars and used to using them. Having fixed route is shifting that mentality. Things to do to enhance. E.g., benches, shelter, improved stop.

8. What role should the local community play in public transit? What role should the state play?

We have non-profit agency providing supported by both city and county. Sponsor grants and programs. Lead agency model working well. Other 3 counties have stepped up. Not sure it would work well. State has a role to help in funding, education. Used expertise from State in planning current fixed route led to successful program after failed attempt.

9. What kind of public-private partnerships make sense for public transit?

Did have one doing non-traditional hours with cab company. Sold discounted coupons for cab company. Worked for a while. Cab company pulled out. Community Connections took over. Working with Greyhound. Buses coming into town now. Will continue to use them.

10. Is there anything else you would like to say to ODOT regarding public transit?

What's happened with CC in Baker-Union-Wallowa has been great really successful model could be replicated elsewhere. Truly impressed with outcome.

MEDFORD

Jim Hayek, SVP Employee Relations

Harry & David

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5
2. If a car is not available, how do people get around in your community?
Walking; bus is very limited; they offer no weekend service. A few people ride bikes.
Carpools/vanpools: we currently have 100+ employees showing interest; we just started so it is not effective yet. We don't know who is really doing it.
3. What types of public transit services are available in your community?
Bus; Valley Lift; Carpools
4. How well is public transit serving your community?
For fixed route buses, service is not good: 2 out of 5. We have 2nd and 3rd shift workers that need rides. Paratransit - Valley Lift - is putting a financial strain on fixed route transit.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
The momentum is there. People work on Saturday but the current bus service is not working for them. Jim has met with the City Council and the Mayor to push the agenda. We should run a program that provides free bus passes for those that really need the help; 700-800 people are now in the bus pass program for Harry and David. The environmental needs for buses coupled with the economic needs are creating more interest.
6. Where is the greatest need for more or a different kind of public transit?
Extended service to include weekends and later into the evenings. More locations need to be served, such as to the Veteran's Affairs Domiciliary in White City and to the hospital on Barnett.
7. Why don't more people use transit in your community?
Availability of buses; Carpools/vanpools would work better but there seems to be a cultural issue, it is hard to get Harry & David employees to want to share rides with adjacent companies.
8. What role should the local community play in public transit? What role should the state play?
There needs to be a shared state/local responsibility for bus and paratransit. Local taxi services should pair up with Rogue Valley Transit District (RVTD) to help in emergencies.
9. What kind of public-private partnerships make sense for public transit?
Harry and David offers a ticket pass program. More could be done to coordinate with other businesses in the corridor and deal with transit needs from a more macro level. Chamber of Commerce could help. Business start times need coordination with fixed bus scheduling.

10. Is there anything else you would like to say to ODOT regarding public transit?

We need more bike paths and improved bike access and safety. Medford doesn't have a bike path map.

**Matthew Vorderstrasse, Student Body President
Rogue Community College (RCC)**

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?

5

2. If a car is not available, how do people get around in your community?

Young people if they are downtown they use the bus. If they are off-route, then they get rides from friends. Older adults share rides, bike, and ask family members for rides. Low-income persons heavily rely on transit and this limits their mobility.

3. What types of public transit services are available in your community?

RVTD

4. How well is public transit serving your community?

Buses: we are not well served because of limited routes. Paratransit - very well serviced.

Carpool/vanpool - not sure.

5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?

We are already seeing increased transit use, especially among college students and those with a fixed income. Here it is more of an economic issue; global warming not issue yet in Medford. We've had cuts in routes, like the Barnett Road line and this excludes folks from getting to doctor or getting medical tests; for example, Rogue Valley Medical Center provides radiology treatments.

6. Where is the greatest need for more or a different kind of public transit?

Satellite communities need better service from home to work and to schools. Rural populations with low income have the greatest issues. They can't afford to drive into town. Intercity transit is needed; for example, RCC needs better connections between Medford and the Grants Pass Redwood Campus and Table Rock Campus. Classes required between campuses and there is no way to get back/forth. Buses need to have longer hours or otherwise solve problem. Student card used to be free ride, now it's not. Recommend more organized carpools or shuttles. White City service: recommend extending the route, it should go by Table Rock Campus (600 students) which is not serviced. Also, we need to serve industrial neighborhoods.

7. Why don't more people use transit in your community?

Inconvenience - waiting for the bus, making transfers. City bus stops are not well marked; they are not well known and are underutilized.

8. What role should the local community play in public transit? What role should the state play?

Ultimately the responsibility should be local, but we need prodding from state. The state needs to serve as an initiator.

9. What kind of public-private partnerships make sense for public transit?

No response.

10. Is there anything else you would like to say to ODOT regarding public transit?
Don't forget about southern/eastern Oregon. Rail would be nice between cities.

Marie Chandler, Director of Administration
Sacred Heart Catholic Church

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5
2. If a car is not available, how do people get around in your community?
Young people - walk or bike. Disabled - rely on friends; some retirement facilities have transit; or use the bus. Low-income - walk, bike, bus.
3. What types of public transit services are available in your community?
RVTD
4. How well is public transit serving your community?
Buses - doesn't run on weekends, so people can't go to church Saturday or Sunday. Hours of service are limited. The bus service does not adequately serve White City jobs. Amy's Kitchen in White City: bus service doesn't run late enough. Would love to see bus for commuters from Grants Pass to Medford. Carpools/vanpools - haven't heard about it, public education needed.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Change will probably come; the recent gas crisis led to increased use of bus system.
6. Where is the greatest need for more or a different kind of public transit?
Eastern side of city harder to get transit; downtown service is good. Weekend service needed.
7. Why don't more people use transit in your community?
People aren't used to riding the bus. They don't really know about the bus service unless they really need it. They don't have information about how to use the bus. The bus system needs to be more convenient to use. Would like local community to have website for carpool/vanpool opportunities. We need a database.
8. What role should the local community play in public transit? What role should the state play?
This community doesn't support more taxes and yet RVTD can't charge higher fares. Locals need to be stakeholders; we need to bring together the service agencies, major employers, and community leaders. We need ownership vs. the State saying we have need. State should serve a role as an information source and resource center; that is, how to set up programs. Can road tax dollars be earmarked for transit? Even a fraction of the amount of the gas tax would help. Bring together service agencies, major employers, community workers.
9. What kind of public-private partnerships make sense for public transit?
Can a private company do the transit? The private sector is good for commuter routes such as to Ashland and Grants Pass.

10. Is there anything else you would like to say to ODOT regarding public transit?

No.

***Bern Case, Director
Rogue Valley International - Medford Airport***

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?

5

2. If a car is not available, how do people get around in your community?

RVTD

3. What types of public transit services are available in your community?

Primarily buses and Rogue Valley Lift (paratransit). Airport is providing carpool/vanpool parking for employees.

4. How well is public transit serving your community?

Some areas better than others.

5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?

Yes, over time transit will grow. It got a boost from higher gas prices.

6. Where is the greatest need for more or a different kind of public transit?

Need more regular transit to industrial areas and also bedroom communities surrounding Medford. Higher frequency (e.g., 1/2 - hour service) would make it more appealing.

7. Why don't more people use transit in your community?

Inconvenience; long waits, limited routes.

8. What role should the local community play in public transit? What role should the state play?

Local: Communicate about services that area available. State: Help with matching funds, leverage federal dollars, support inter-modal funding.

9. What kind of public-private partnerships make sense for public transit?

A successful example would be Harry & David providing bus passes from seasonal employees.

10. Is there anything else you would like to say to ODOT regarding public transit?

Bern is on the Chamber of Commerce Transportation Action Committee. ODOT has been very proactive and a good partner; they are supportive of "going greener."

***Justin Hurley (Director of Real Estate and Sustainability Planning, Asante Health)
Medford Chamber of Commerce***

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?

5 self, 4 probably community at large

2. If a car is not available, how do people get around in your community?
Rides from friends; bus system can't handle all community / employee needs; 3rd: cabs
3. What types of public transit services are available in your community?
RVTD; Rogue Valley Lift; airport taxi; RVTD has a carpool website Asante is now using.
4. How well is public transit serving your community?
Buses: 2 out of 5, community perception probably lower; primary because of limited schedule, limited routes. Don't have the funding for more. Rogue Valley Lift: works well if you are in area; carpool system is working: 125+ out of 4200 employees.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Only if we can get there financially. If we have routes and better frequency, it will happen.
6. Where is the greatest need for more or a different kind of public transit?
1) Reestablish route to east side of town (Barnett); 2) expand hours in town and between Medford/Ashland/White City; 3) Medford - Twin Creeks neighborhood in Central Point.
7. Why don't more people use transit in your community?
#1 is accessibility to transit. Also, we are in a conservative community. People are used to their cars. Some PR could change that.
8. What role should the local community play in public transit? What role should the state play?
Local: Employment tax could help fund transit locally. State: More people on transit will reduce ODOT costs; funding issues will not get solved at State level.
9. What kind of public-private partnerships make sense for public transit?
Open to idea; private vans for medical appointments have emerged since bus service stopped on Barnett.
10. Is there anything else you would like to say to ODOT regarding public transit?
Glad they are doing research into this.

***David McFadden, Chair
Medford Planning Commission***

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5
2. If a car is not available, how do people get around in your community?
Young: friends and parents. Some older adults (like his father) find they must rely on buses and then quickly learn how to use the system. Medford has a growing system for pedestrians and bikes.
3. What types of public transit services are available in your community?
Buses, paratransit. Carpools/vanpools: not much going on, don't hear about it much.

4. How well is public transit serving your community?
Medford needs less transit service than metropolitan areas. We have good service considering financial limitations. RVTB appears to be spending its dollars well. Buses can be counted on as dependable travel. The new Greyhound terminal at the downtown transit center is a great addition. A route along Barnett was cancelled; this was controversial. There is a need for paratransit outside the current service area. Need longer hours of bus service, extending to evenings and weekends. Transit could serve evening events/activities in Jacksonville, Ashland, and Medford.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Increased ridership will happen.
6. Where is the greatest need for more or a different kind of public transit?
Improved efficiency. One way is proper land use control (e.g., compact urban development pattern) to ensure transit can efficiently operate.
7. Why don't more people use transit in your community?
1) Availability: timing, schedule, routes. 2) Education about what is available.
8. What role should the local community play in public transit? What role should the state play?
Local: Ashland has been proactive to find additional funding for RVTB; Medford is not as compact and harder to serve. Communities need to step forward at the ballot box and give RVTB sustained support. RVTB needs to aggressively pursue grants. We need to be planning years in advance for transit needs.
9. What kind of public-private partnerships make sense for public transit?
Taxi companies might be contracting out for some of the paratransit work. Greyhound co-locating at the transit center is a good example of public/private partnership.
10. Is there anything else you would like to say to ODOT regarding public transit?
David supports passenger and freight rail service for intercity trips in the Rogue Valley and beyond. Medford has had a history of having very good representatives from ODOT.

***Dan Moore, Principal Planner
Rogue Valley Council of Governments (RVCOG)***

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5
2. If a car is not available, how do people get around in your community?
RVTB, cab, paratransit, RVTB trans-link provides medical rides separate from paratransit.
3. What types of public transit services are available in your community?
4. How well is public transit serving your community?
Bus: bare minimum because of lack of funding. Paratransit: adequate within the service area which now does not include Barnett and the medical facilities there. Carpools/vanpools: inadequate, not much participation. Not a lot of takes for the service.

5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Already has increased as a result of gas prices, has not been dropping off. Loss of jobs could reduce some trips.
6. Where is the greatest need for more or a different kind of public transit?
Need express bus Ashland to Central Point on 99, including service to Twin Creeks, which is designed to be a transit-oriented development. Serving Barnett to the east and foothills; White City/Table Rock including the RCC campus, Amy's Kitchen (lots of jobs, not good transit); Eagle Point; and more frequent, extend hours.
7. Why don't more people use transit in your community?
Not frequent enough, need more routes, needs to link to jobs and schools.
8. What role should the local community play in public transit? What role should the state play?
Local: If we had payroll tax we could improve, extend hours, etc. Support a payroll tax or some other adequate level of funding. State: Help fund transit with vehicle registration fees.
9. What kind of public-private partnerships make sense for public transit?
Working with major employers: bus pass, encourage carpools, vanpools; RVTD can buy the vans. Encourage transit; payroll tax.
10. Is there anything else you would like to say to ODOT regarding public transit?
Model in our region would be a mass transit district funded by a payroll tax as one of the funding options. Encourage regional diversity of Board of Directors of this district (e.g., Ashland, Medford, Central Point). RVTD might need to cut more service if they don't get more funding.

REDMOND

John Stark ***Economic Development for Central Oregon***

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
A 5 over the last five years. It's less important today than it was due to gas prices coming back down.
2. If a car is not available, how do people get around in your community?
People do use public transit, but there aren't enough routes. People also bike, walk and share rides with others.
3. What types of public transit services are available in your community?
Just the bus and service for seniors.
4. How well is public transit serving your community?
Pretty well, but there could be more coverage. We need better infrastructure for bus stops within the city.

5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
Gas prices are a factor. Many people in Redmond have large and older cars that use a lot of gas.
6. Where is the greatest need for more or a different kind of public transit?
We need more service between Bend and Redmond. We will need more service to other communities such as Prineville and Madras once the economy recovers.
7. Why don't more people use transit in your community?
There is a lack of connections between communities.
8. What role should the local community play in public transit? What role should the state play?
The state should fund transit and help local communities plan for transit.
9. What kind of public-private partnerships make sense for public transit?
They could market a "commute options week" with free bus passes so people get familiar with how to ride the bus. Maybe there could be discounted passes for frequent users or other promotions. Outreach should be door-to-door near transit stops. Maybe major employers should be involved in some dialogue with the transit provider.
10. Is there anything else you would like to say to ODOT regarding public transit?
A lack of ADA sidewalks is a roadblock to transit use.

Cathy Miller
Redmond School Board

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5
2. If a car is not available, how do people get around in your community?
People usually take the bus or get rides with other people. Sometimes there are opportunities to walk or bike.
3. What types of public transit services are available in your community?
Cascades East provides the bus service.
4. How well is public transit serving your community?
It does a fair job serving the city, but does not serve the schools very well.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
People in Redmond drive large vehicles, so increasing gas prices are hard on the community.
6. Where is the greatest need for more or a different kind of public transit?
We need more service to neighboring communities and extended hours to serve students that participate in extracurricular activities.

7. Why don't more people use transit in your community?
I think that if it works for people, they use it. Unfortunately, it doesn't work for everyone.
8. What role should the local community play in public transit? What role should the state play?
It would be great to see the state fund transit, but allow for decisions to be made by local communities.
9. What kind of public-private partnerships make sense for public transit?
There may be opportunities for the schools or businesses to work with Cascades East Transit to provide more or better service.
10. Is there anything else you would like to say to ODOT regarding public transit?
No. Thanks for asking.

***Nick Lelack, Community Development Director
City of Redmond***

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
5
2. If a car is not available, how do people get around in your community?
Shuttle service, but are people are largely immobilized. There are not enough sidewalks, and although there is some bike infrastructure, there are connections lacking. There are several good plans that have not yet been implemented, including the 2008 TSP, transit plan and new Framework plan.
3. What types of public transit services are available in your community?
No fixed route service.
4. How well is public transit serving your community?
Services are in their infancy. Current services are inadequate and inconsistent.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
The demand is only going to increase. The population is aging. The cost of all transportation is going up, not just gas prices. We need a mental shift that there are options other than single-occupancy-vehicles.
6. Where is the greatest need for more or a different kind of public transit?
Between cities and resorts in the region, because of the large number of service sector jobs. There should be potential for stops in unincorporated cities. Black Butte has a shuttle. Need fixed route transit with stops unincorporated areas.
7. Why don't more people use transit in your community?
They are not aware of its existence. The service is not flexible enough. The frequency and schedule does not meet most peoples' needs. Communities are not designed for transit-oriented land use. Park and rides could be good, at shopping centers. ODOT requires building roads and has mobility standards. There is a conflict between the TPR and congestion, jobs. DLCDC directs growth to cities,

ODOT has mobility standards. We should agree to higher congestion, smaller roads and more transit. There should be more flexibility in addressing the TPR.

8. What role should the local community play in public transit? What role should the state play?
Partnership. Local plan should address transit-oriented design and land use patterns that accommodate transit. The state and federal levels should provide initial funding so that the public can see the benefit of transit; local communities could absorb more of the funding burden over time.
9. What kind of public-private partnerships make sense for public transit?
Private groups are likely to provide for their employees. Transportation demand management is not the same as providing, encouraging transit. Link employers with TPR standards to address capacity. The Oregon Transportation Council (OTC) is moving towards other things besides roads.
10. Is there anything else you would like to say to ODOT regarding public transit?
ODOT should figure out mobility standards that accommodate and encourage transit. ODOT should get together with DLCD and cities.

Eric Sande
Redmond Chamber of Commerce

1. How important is having public transit service in your community, on a scale of 1 to 5 with 1 being not important and 5 being very important?
4; Central OR is very independent and there is a strong SOV mindset. This may be changing due to recent energy crisis. There is a growing concern around this, especially commutes between Bend, Redmond and Madras. Not sure how big a community needs to be to support transit. The community will be more receptive. People are getting used to carpooling.
2. If a car is not available, how do people get around in your community?
Bike, walking, relying on friends. Think there are carpool programs. Dial-a-Ride for seniors.
3. What types of public transit services are available in your community?
Not sure. COIC bus maybe.
4. How well is public transit serving your community?
Hear a lot of complaints in general as a function of this position, but not a lot of comments on transit. If people needed transit, they would probably not move here.
5. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
We already had \$4 gas, a lot of people used or bought smaller, economy cars for commuting. There is a shifting mindset. People still needs cars, and need big cars for some functions. The whole US mindset and economy is changing. In Europe, mass transit is the norm. There is no Amtrak stop, no service to Central Oregon.
6. Where is the greatest need for more or a different kind of public transit?
Commuters.
7. Why don't more people use transit in your community?
Convenience, don't have the time. Lack of education. Central OR mindset supports flexibility and avoids routine/too much structure.

8. What role should the local community play in public transit? What role should the state play?
The City should provide education about options. Could look at what other communities this size are doing. Advocate. Residents not ready to pay for transit district, especially in a poor economy. Educate the voter. Recognize that Redmond has some of the highest taxes in the state. The State should also have a role in education as well as growth management, transit planning, funding and phasing.
9. What kind of public-private partnerships make sense for public transit?
Absolutely support but don't know what the best practices are. Generally, government rules increase costs while public private partnerships lower costs. The school district could be a good partner.
10. Is there anything else you would like to say to ODOT regarding public transit?
Improve education. Keep stakeholders informed. The Chamber has newsletters they could have space, can link from Chamber website.

“On-the-Street”

Astoria

1. How important is having public transit service in your community to you, on a scale of 1 to 5 with 1 being not important and 5 being very important?
 - 1.1 3; I don't use it, but would if I didn't have a car.
 - 1.2 3; it's important to have in the community, but I don't use it. I live in Naselle and work in Astoria. It doesn't ever seem crowded. Could serve the city better.
 - 1.3 2; I live in Napa and drive to work in Astoria.
 - 1.4 5; I use the bus to get around.
 - 1.5 4; it does a good job of serving the campus. Students use it.
 - 1.6 5; it's important for people without cars. It is important for youths.
 - 1.7 3; I don't use it.
 - 1.8 It takes people and tourists around town.
 - 1.9 4; I don't use the service very often, but I know people who do.
 - 1.10 2; I don't use it.
 - 1.11 3; I'm glad the service is there.
 - 1.12 5; I use the bus to get where I need to go when I don't walk.
2. If a car is not available, how do people get around in your community?
 - 2.1 People bike, walk, skateboard and get rides from others.
 - 2.2 Many people in Naselle carpool to Astoria. People also will take the bus one way and get a ride home. This doesn't work for appointments of shopping, but it does for teenagers who spend the day in Astoria and sometimes for workers.
 - 2.3 Most people drive, especially people from Napa.
 - 2.4 I walk or ride my bike. Some people ride skateboards.
 - 2.5 People take the bus and walk and bike. Dial-a-Ride.
 - 2.6 When I can't use the bus, a ride my bike.
 - 2.7 I walk. Some people ride bikes.

- 2.8 People ride their bikes and walk. Some people get rides from their neighbors. Elderly have the Dial-a-Ride.
 - 2.9 The mostly walk or ride their bikes.
 - 2.10 People get rides from their friends or walk.
 - 2.11 Walk.
 - 2.12 Walking and riding their bikes.
3. What types of public transit services are available in your community?
- 3.1 Bus system; trolley; taxi
 - 3.2 A bus runs between Naselle and Astoria two times per day. There also is the Dial-a-Ride service for seniors. I know people who use it.
 - 3.3 People drive cars and ride bikes.
 - 3.4 The bus service is all I know about. The trolley too.
 - 3.5 Buses and taxis and the Dial-a-Ride. My grandmother uses the Dial-a-Ride.
 - 3.6 The bus.
 - 3.7 Bus in Astoria and to nearby communities. Taxis.
 - 3.8 The bus and the trolley and Dial-a-Ride.
 - 3.9 The bus and the trolley.
 - 3.10 The bus. I think there also are shuttles to Portland.
 - 3.11 The bus. Taxis.
 - 3.12 The bus runs in Astoria and to other communities.
4. Do you use public transit?
- 4.1 Have a car and do not use public transit.
 - 4.2 I don't use public transit. The service from Naselle to Astoria is not convenient for me.
 - 4.3 I don't use public transit, I drive. The buses from Napa to Astoria don't work for my schedule.
 - 4.4 Yes. I use it more than once a week.
 - 4.5 No. I have a child, so I drive. It's more convenient to drive with kids.
 - 4.6 Yes. I use it more than once a week.
 - 4.7 Not really. I've used it a few times. Not even once a month.
 - 4.8 I've never used the bus.
 - 4.9 I've used it a few times. I have a car, so I don't really use transit. I might use it if the buses made more frequent trips.
 - 4.10 No. I only would use it if I didn't have a car.
 - 4.11 I use it every once in a while. Probably a few times a month.
 - 4.12 Yes. I use it several times per week.
5. How satisfied are you with transit service in your community on a scale of 1 to 5 with 1 being not important and 5 being very important?
- 5.1 3; don't use service, but seems to do a pretty good job.
 - 5.2 Cannot answer because I don't use it.
 - 5.3 2; I know it works for some people, but it doesn't work for me. Some of my friends use it.
 - 5.4 5. It gets me where I need to go (school and work).
 - 5.5 4; I don't use it but buses go through campus all day long.

- 5.6 5; I use the bus a lot.
 - 5.7 3
 - 5.8 4; I don't use it but many people do.
 - 5.9 4; it's important for the community to have it.
 - 5.10 I can't answer because I don't ride the bus.
 - 5.11 4; I might use transit more if the buses ran more often.
 - 5.12 5
6. Where is the greatest need for public transit?
- 6.1 More frequent service between in Astoria and between communities.
 - 6.2 A bus from Astoria to Portland would be nice.
 - 6.3 The greatest need is connecting outside communities to Astoria.
 - 6.4 I don't know. I think it works well.
 - 6.5 There is a need for more service within Astoria and from other communities.
 - 6.6 The bus meets my needs, but buses coming more often would be nice.
 - 6.7 I don't know. There could be more buses along Hwy 30.
 - 6.8 I don't know.
 - 6.9 I think more frequent buses.
 - 6.10 I don't know.
 - 6.11 More frequent service.
 - 6.12 It works well for me, but the buses could run more often.
7. What factors would influence you to use public transit?
- 7.1 More frequent service between in Astoria and between communities.
 - 7.2 I would use public transit if it was more convenient. If there were more buses at more times.
 - 7.3 I would use public transit if the bus times were in sync with my work schedule.
 - 7.4 (Already uses public transit)
 - 7.5 Nothing would really make me use transit. I drive where I need to go and it's not far.
 - 7.6 (Already uses public transit)
 - 7.7 I can walk to work, so I probably wouldn't use it.
 - 7.8 If a bus ran by my house I would use it in bad weather.
 - 7.9 If there were more frequent buses or if I didn't have my car.
 - 7.10 I might use it if I didn't have my car.
 - 7.11 If I didn't have to wait so long for the bus.
 - 7.12 (Already uses public transit)
8. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
- 8.1 More people probably use transit when gas prices increase or people are out of work.
 - 8.2 I think more people will use public transit. I would make more of an effort to use it.
 - 8.3 Gas prices do cause more people to ride the bus.
 - 8.4 More people will probably use transit.
 - 8.5 I don't think it matters too much.
 - 8.6 More people rode the bus when gas prices were high.

- 8.7 For people who need to travel farther and don't have a car.
- 8.8 I would think that more people would ride the bus, but I don't know.
- 8.9 I think gas prices affect some people. Especially people who live in other communities.
- 8.10 Gas prices might cause more people to use the bus, but it doesn't really make a difference to me.
- 8.11 The buses seemed to be fuller when gas prices were high.
- 8.12 More people rode the bus when gas prices were high.

9. What role should the local community play in public transit? The state?

- 9.1 Don't know.
- 9.2 No answer.
- 9.3 Don't know.
- 9.4 I don't know.
- 9.5 Community is doing a good job of providing service, so the state should support that.
- 9.6 I don't know.
- 9.7 The state should let local communities do what is needed.
- 9.8 I don't know.
- 9.9 I don't know.
- 9.10 I don't know.
- 9.11 Not sure.
- 9.12 I don't know.

10. Is there anything else you would like to say regarding public transit?

- 10.1 Don't know.
- 10.2 No.
- 10.3 Not really.
- 10.4 No.
- 10.5 It's pretty sufficient as it is today.
- 10.6 No.
- 10.7 No.
- 10.8 It is a good thing for the community and should continue.
- 10.9 No.
- 10.10 No.
- 10.11 No.
- 10.12 It's a great service!

Baker City

- 1. How important is having public transit service in your community to you, on a scale of 1 to 5 with 1 being not important and 5 being very important?
 - 1.1 4.
 - 1.2 2.
 - 1.3 5; it's very important
 - 1.4 5.

- 1.5 3.
 - 1.6 4.
 - 1.7 3; depends on gas prices
 - 1.8 5.
 - 1.9 4; we're not a big city.
 - 1.10 3; small town, don't use bus.
 - 1.11 2.
 - 1.12 5; important public service, especially for elderly and poor.
2. If a car is not available, how do people get around in your community?
- 2.1 Walk or bike.
 - 2.2 People take the bus or walk or bike.
 - 2.3 People walk or get rides from other people.
 - 2.4 The bus or walking.
 - 2.5 People carpool quite a bit or walk.
 - 2.6 Other than the bus, people walk and bike and get rides from their neighbors to go shopping.
 - 2.7 Bus, taxi, settler's home bus
 - 2.8 Friends, community connection bus, bus between Baker and La Grande
 - 2.9 Friends/family, walk, bike
 - 2.10 Taxi, friends,
 - 2.11 Friends, family, bus cab
 - 2.12 Mostly the taxi company
3. What types of public transit services are available in your community?
- 3.1 Community Connections in Baker City and La Grande. There is a taxi service. Some people carpool from John Day.
 - 3.2 Community Connections.
 - 3.3 Community Connections is the local bus service.
 - 3.4 The bus is all I'm aware of.
 - 3.5 The bus is all there is. There is a taxi too.
 - 3.6 Community Connections.
 - 3.7 Friends, taxi, bus bike, walking
 - 3.8 Friends, community connection bus, bus between Baker and La Grande
 - 3.9 Community connection bus, taxi
 - 3.10 Taxi, Dial-a-Ride
 - 3.11 Community Connection bus, think that is all
 - 3.12 Bus
4. Do you use public transit?
- 4.1 I don't use it. I would use it if there was more frequent service between John Day and Baker City.
 - 4.2 I don't. I have a car and drive most of the time.
 - 4.3 I do use it for various reasons. Probably five or ten times each week.
 - 4.4 No, but I know people who do. I usually walk or drive.

- 4.5 No. I drive.
 - 4.6 Every once in a while when I don't want to drive.
 - 4.7 No, live outside of town and drive in.
 - 4.8 No, have a car and Amtrak is gone.
 - 4.9 No, have a car and Amtrak is gone.
 - 4.10 No, have a car.
 - 4.11 No, don't know that it goes where I need to go.
 - 4.12 No, have a car.
5. How satisfied are you with transit service in your community on a scale of 1 to 5 with 1 being not important and 5 being very important?
- 5.1 I guess a 4.
 - 5.2 3.
 - 5.3 3; I use it, but would use it more if the buses ran more often.
 - 5.4 4; I don't use it, but it is a very important service for others.
 - 5.5 2; I don't know many people who use it or need it. Maybe it's good for seniors.
 - 5.6 3; it is important to have, but we could use more of it.
 - 5.7 No opinion
 - 5.8 Don't know.
 - 5.9 Seems to work for elderly.
 - 5.10 Don't know.
 - 5.11 Don't see too many of them so not sure.
 - 5.12 Don't know because I don't use it.
6. Where is the greatest need for public transit?
- 6.1 Definitely between communities. Not just for workers, but for people to shop in La Grande.
 - 6.2 Probably from Baker City to La Grande. People can get around Baker City pretty well.
 - 6.3 I wish I could take the bus to go shopping in La Grande, but the buses don't run often enough.
 - 6.4 Probably between Baker City and other towns.
 - 6.5 I don't know.
 - 6.6 From Baker City to La Grande and for people from other towns like Halfway to get to Baker City.
 - 6.7 Elderly
 - 6.8 Getting to other towns, for shopping, etc.
 - 6.9 To other cities for work, shopping.
 - 6.10 People who can't afford a car
 - 6.11 Getting out of town, to La Grande
 - 6.12 People with no cars or can't drive. People who live outside the city.
7. What factors would influence you to use public transit?
- 7.1 More frequent service between John Day and Baker City.
 - 7.2 It would have to be very convenient for me to not use my car.
 - 7.3 More frequent service.
 - 7.4 If I didn't have a car I would use it.

- 7.5 None.
 - 7.6 More frequent service.
 - 7.7 Couldn't afford gas, weather too bad to bike/walk.
 - 7.8 If it went where I wanted to go and was reasonably priced. If Amtrak came back.
 - 7.9 If car broke down.
 - 7.10 If I didn't have a car.
 - 7.11 Would use it to go to La Grande for the day or something like that.
 - 7.12 If my car broke down.
8. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
- 8.1 I'm sure these factors make travel harder for some people.
 - 8.2 I don't know. It doesn't matter much to me, but some people might use the bus more often.
 - 8.3 I don't have a car. The buses seemed to have more people on them when gas prices were high.
 - 8.4 Those factors probably cause more people to use transit. I considered trying to use the bus when gas prices were high.
 - 8.5 I don't know.
 - 8.6 I think more people are using transit than ever before.
 - 8.7 Maybe. More people are using motorcycles or bikes/being more efficient.
 - 8.8 Cites should start planning for gas prices to go back up.
 - 8.9 People driving less but don't see a lot of buses. Not sure.
 - 8.10 More people will probably use the bus if it's convenient. Otherwise they will still need to drive.
 - 8.11 If bus is convenient and cheaper than driving, I think more people would use it.
 - 8.12 Will be more demand for buses.
9. What role should the local community play in public transit? The state?
- 9.1 I don't know.
 - 9.2 Unsure.
 - 9.3 Community Connections should keep up the good work and the state should support them.
 - 9.4 I think transit should be planned locally. The state should try to get funding to expand it.
 - 9.5 I don't know.
 - 9.6 Hopefully they work together to get more buses.
 - 9.7 I don't know. There is already too much government.
 - 9.8 Leadership, advertising and promotion, work with Chamber.
 - 9.9 Help people learn about what is available. Pay for programs for the needy.
 - 9.10 Advertise the bus. Educate about what's available
 - 9.11 Don't know.
 - 9.12 They both should be responsible for funding transit.
10. Is there anything else you would like to say regarding public transit?
- 10.1 No.
 - 10.2 No.
 - 10.3 It is a very important service.
 - 10.4 I don't think so.

- 10.5 No.
- 10.6 No.
- 10.7 Pray to the Lord for solutions.
- 10.8 Never used transit even in cities.
- 10.9 No.
- 10.10 No.
- 10.11
- 10.12 Think it's important to have an option, especially in tough economic times.

Coos Bay

1. How important is having public transit service in your community to you, on a scale of 1 to 5 with 1 being not important and 5 being very important?
 - 1.1 5.
 - 1.2 3.
 - 1.3 5.
 - 1.4 5.
 - 1.5 5.
 - 1.6 3; lot of people that are older and have no way to get around
 - 1.7 1; not much use for use for it around here
 - 1.8 4; lot of economically disadvantaged people. Can't afford a car, or upkeep, insurance on car.
 - 1.9 3; don't know how many people need it
 - 1.10 4; good idea but most people have cars
 - 1.11 3, Everyone drives

2. If a car is not available, how do people get around in your community?
 - 2.1 Dial-a-Ride; CCAT shuttle service
 - 2.2 Low income – friends help. Elderly: Ocean crest and residential care centers have buses. We used to have public transportation, but haven't had it for years. Back in the 60's had better public transportation, but nobody seemed to support it. Used taxi cabs when I got hurt and couldn't drive. Had to get a car when I started working. Never seen a schedule for the bus service.
 - 2.3 Buses or taxis; that's the choice
 - 2.4 Friends, relatives and very good taxi. Bikes, walking.
 - 2.5 Dial-a-Ride program; Taxis; nursing homes have shuttles, but not everyone can afford them.
 - 2.6 Shuttles
 - 2.7 Couple of little buses. Hitchhike.
 - 2.8 No idea
 - 2.9 Think there is one bus service
 - 2.10 Borrow a car or ride with friends, family. Can walk/bike in summer but not when it rains.
 - 2.11 Taxis

3. What types of public transit services are available in your community?
 - 3.1 Bus and Dial-a-Ride. Carpools -- don't know. Disabled services help older folks with doctor appointments. Taxis are reasonable in Coos Bay, you can go almost anywhere for \$7.00. They take older folks to the grocery store.
 - 3.2 Limited buses
 - 3.3 Not aware of carpooling

- 3.4 Taxi, buses, Dial-a-Ride
 - 3.5 Carpools, no, don't know of anybody is doing it or if there is a network.
 - 3.6 Casino shuttle service. Guests to hotels, Bandon Dunes. CCAT loop around town.
 - 3.7 Not really a bus--CCAT. Taxis.
 - 3.8 Limited a public transportation - So Coast Area Transit (?) - Dial-a-Ride. Don't know if they have any regular routes.
 - 3.9. Bus service.
 - 3.10 I have seen buses around by don't really know.
 - 3.11 CCAT bus.
4. Do you use public transit?
- 4.1 No. Don't need to.
 - 4.2 No, don't know anything about it and don't yet need it.
 - 4.3 No, husband has and still does because disabled; he has used South Coast Business Employment CCATS. Don't need it so don't use it. Live within 4 miles of office.
 - 4.4 Yes, in Portland. Would only need it in an emergency.
 - 4.5 I've looked into Dial-a-Ride for my mother-in-law who is 85. I have a car and don't need it yet.
 - 4.6 No, have a car
 - 4.7 No, have a car
 - 4.8 No, not aware that there is any that goes from home to work. Use transit when in Portland all the time.
 - 4.9 No, have a car
 - 4.10 No, have a car
 - 4.11 No, have a car and don't know where it goes.
5. How satisfied are you with transit service in your community on a scale of 1 to 5 with 1 being not satisfied and 5 being very satisfied?
- 5.1 3-4 range
 - 5.2 Taxi service is pretty good; carpools ... not that I know of.
 - 5.3 Bus 3; Dial-a-Ride 5
 - 5.4 Bus 3 – it has gone up and down with funding. Dial-a-Ride no idea.
 - 5.5 2, Not satisfied because not adequate bus service
 - 5.6 Don't know
 - 5.7 Don't know
 - 5.8 Neutral – don't use it.
 - 5.9 No idea
 - 5.10 Don't know, don't use it.
 - 5.11 Don't know
6. Where is the greatest need for public transit?
- 6.1 They do a good job. There is always room for improvement. It is difficult to match up the time slots with workers.
 - 6.2 School and work.
 - 6.3 Serving low income persons. We need more service. It takes too much time to get where you want to go.
 - 6.4 Greatest need: between our communities, including Coos Bay, North Bend, Coquille and Bandon. Rail to Eugene too. Coquille Court house.
 - 6.5 Service to the airport. Greatest need is between communities. Greyhound Left; it is harder to get inter-city service, like to Eugene.
 - 6.6 Senior, kids, casino, school buses
 - 6.7 Seniors.

- 6.8 Coos Bay North Bend is the focal point for medical care, professional services, shopping. Limited transportation between south coast communities to CB/NB.
 - 6.9 People without cars who need to get to work or get to CB/NB for shopping.
 - 6.10 People who work here but can't afford to live here - could bus them in to work.
 - 6.11 Older people or others who can't drive.
7. What factors would influence you to use public transit?
- 7.1 If my car broke down.
 - 7.2 As I get older, I will probably depend on it.
 - 7.3 If car broke down.
 - 7.4 Convenience; schedule. Wife would use it to get to work.
 - 7.5 Availability, times, destinations, and convenience of return trips.
 - 7.6 Yes, if car broke down.
 - 7.7 If price of gas gets too high.
 - 7.8 Rising fuel costs.
 - 7.9 If car broke down.
 - 7.10 If it got too expensive to drive – gas, etc.
 - 7.11 Probably only if car broke down.
8. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
- 8.1 Don't know.
 - 8.2 People down in Coos Bay are not that well educated, so global warming might not matter. The community is not that forward thinking, e.g., thinking about the green economy. Population of Coos County has been stable for 25 years, but now we have more older people. We don't have that many young workers.
 - 8.3 Don't know. Sales are going up on small motorcycles.
 - 8.4 Hope so.
 - 8.5 It changes how much people are driving. We stopped lots of our trips like to the beach and to Florence, etc.
 - 8.6 Yes. More people end up using public transport.
 - 8.7 More people will probably use if gas prices go back up, recession gets bad - if it's available.
 - 8.8 Don't think it will. So many other financial needs at city, county. Transit too far down the list without major subsidy.
 - 8.9 Probably more use if driving gets more expensive.
 - 8.10 Some people will stop driving but most people are still into their cars.
 - 8.11 Seems like more people might take the bus if they knew about it and it was convenient.
9. What role should the local community play in public transit? The state?
- 9.1 Don't know
 - 9.2 It's going to have to be the State. Nobody has money, and they are very conservative thinkers.
 - 9.3 State should help all communities that want mass transit, not just in the Portland area.
 - 9.4 Equal roles for State and local plus federal. Public benefit would be for the whole nation, but it is also our responsibility not to screw up our own backyard.
 - 9.5 Don't know.
 - 9.6 Help people who need it get on CCAT, other services.
 - 9.7 Communities and state in combination.
 - 9.8 Not sure. Can talk about benefit of transit. In reality, don't have the finances to do more than talk about it. Cutbacks in all city staff, etc. Can't see them adding transit funds.
 - 9.9 Can educate people about bus systems.
 - 9.10 Don't know.
 - 9.11 Not sure but it seems like they could educate people about the bus, pay for more bus trips.

10. Is there anything else you would like to say regarding public transit?
 - 10.1 I'm glad transit is here for people who don't drive.
 - 10.2 Bring the buses back. It would help the "green economy." I'm sure the people in this area would be ecstatic about better public transportation. It would help a lot of students. Help with rail to connect Coos Bay to Eugene. Rail used to be very important in Coos Bay. Rail is very efficient.
 - 10.3 We could use more of it.
 - 10.4 We need to get all our communities in Oregon to improve public transit; we need a multitude of transportation opportunities.
 - 10.5 People are still independent with cars. I would like to see us do something with alternative fuels. Train service would be popular here.
 - 10.6 No.
 - 10.7 No thanks.
 - 10.8 Issue of public transit comes up on freight advisory committee, etc. driven by advocates from higher density, urban areas. Have infrastructure and opportunity in those areas. Rural regions don't have density. Distances are greater. Transit advocates have more clout in Connect Oregon. Need separate focus on transit. Don't know how to deal with rural and urban differences. ODOT's obligation is for infrastructure that everything travels on, at least roadways. Would be surprised if Oregon was to champion rail or regional systems.
 - 10.9 No.
 - 10.10 No thanks.
 - 10.11 Not really but would like to know more about CCAT and where it goes.

Corvallis

1. How important is having public transit service in your community to you, on a scale of 1 to 5 with 1 being not important and 5 being very important?
 - 1.1 5
 - 1.2 5
 - 1.3 5
 - 1.4 4
 - 1.5 4
 - 1.6 5
 - 1.7 5
 - 1.8 5
 - 1.9 3; didn't know we had a bus system.
 - 1.10 4
 - 1.11 5
 - 1.12 3; don't use transit.
2. If a car is not available, how do people get around in your community?
 - 2.1 Bicycling, walking, rides with friends.
 - 2.2 Friends, bikes, walking.
 - 2.3 Bicycling, walking, Dial-a-Ride for seniors/disabled.
 - 2.4 Bikes, friends.
 - 2.5 Parents, walk.
 - 2.6 Friends mostly.

- 2.7 Paratransit.
 - 2.8 Dial-a-Ride, shuttle, Loop bus.
 - 2.9 Bicycling, walking, rides with friends.
 - 2.10 Walking, bus.
 - 2.11 Transit system, Linn-Benton Loop Bus, campus shuttle at OSU.
 - 2.12 Parents, friends, bikes.
3. What types of public transit services are available in your community?
- 3.1 Buses, university shuttles.
 - 3.2 Buses, carpools/vanpools, Dial-a-Ride.
 - 3.3 All of the above.
 - 3.4 Buses, Dial-a-Ride.
 - 3.5 All of the above.
 - 3.6 All of the above.
 - 3.7 Dial-a-Ride, transit
 - 3.8 All of the above.
 - 3.9 Don't know.
 - 3.10 Buses, carpools, dial-a-ride.
 - 3.11 Buses, loop bus, OSU shuttle, Beaver Bus on weekends, dial-a-ride.
 - 3.12 Buses.
4. Do you use public transit?
- 4.1 2-3 times per week.
 - 4.2 Daily.
 - 4.3 1 time per week.
 - 4.4 No, inconvenient
 - 4.5 1 time per week.
 - 4.6 2-3 times per week.
 - 4.7 Rely on car.
 - 4.8 1 time per week.
 - 4.9 No; didn't know we had it.
 - 4.10 1 time per week.
 - 4.11 3-4 times per week.
 - 4.12 No.
5. How satisfied are you with transit service in your community on a scale of 1 to 5 with 1 being not important and 5 being very important?
- 5.1 5; buses
 - 5.2 Cannot answer because I don't use it.
 - 5.3 5, buses; 4, carpools/vanpools; 5, paratransit.
 - 5.4 5; Dial-a-Ride.
 - 5.5 4, buses; 4, carpools/vanpools.
 - 5.6 4, buses; 4, carpools/vanpools.
 - 5.7 4, Dial-a-Ride.

- 5.8 5, buses; 4, paratransit.
 - 5.9 No response.
 - 5.10 4; buses
 - 5.11 5; all aspects of the system.
 - 5.12 Don't use it.
6. Where is the greatest need for public transit?
- 6.1 Inter-city connections; access to work.
 - 6.2 Work, health services, within the community.
 - 6.3 Nearby communities, school.
 - 6.4 Work.
 - 6.5 Salem, Eugene, Portland; University.
 - 6.6 Inter-city connections.
 - 6.7 Health care.
 - 6.8 Work, school, shopping.
 - 6.9 Connections to employment.
 - 6.10 Nearby communities, especially Philomath.
 - 6.11 All areas need good transit.
 - 6.12 Salem and Portland.
7. What factors would influence you to use public transit?
- 7.1 Convenience, access to work.
 - 7.2 Convenience, access to work and school.
 - 7.3 Access to school.
 - 7.4 Convenience, free service.
 - 7.5 Dial-a-Ride.
 - 7.6 Dial-a-Ride.
 - 7.7 Rely on car.
 - 7.8 Free service.
 - 7.9 Convenience, access to employment
 - 7.10 Convenience.
 - 7.11 More frequent service; access to recreation areas.
 - 7.12 Rely on car.
8. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
- 8.1 Development will need to be concentrated in order to access transit service.
 - 8.2 More demand.
 - 8.3 Increased demand.
 - 8.4 Not sure, maybe more convenient service = more demand.
 - 8.5 No change.
 - 8.6 More demand.
 - 8.7 Unsure.
 - 8.8 Increased demand for all types of public transit services.

- 8.9 Probably won't.
- 8.10 Increased demand.
- 8.11 More reliance upon transit for access to services and employment.
- 8.12 Increased demand by elderly.

9. What role should the local community play in public transit? The state?

- 9.1 Provide funding.
- 9.2 Funding.
- 9.3 Help market available services.
- 9.4 Buy buses.
- 9.5 Funding, buy buses, shelters.
- 9.6 No answer.
- 9.7 Funding, marketing.
- 9.8 Funding.
- 9.9 Funding.
- 9.10 Funding and marketing.
- 9.11 Funding for both capital improvements and operations.
- 9.12 Help market.

10. Is there anything else you would like to say regarding public transit?

- 10.1 No.
- 10.2 Thanks for providing transit services.
- 10.3 Why isn't more information provided on services other than buses, e.g. Linn-Benton Loop Bus?
- 10.4 Should be free.
- 10.5 Provide more frequent service.
- 10.6 No.
- 10.7 No.
- 10.8 Thankful for services provided.
- 10.9 Why isn't there more publicity about available services?
- 10.10 How feasible is free service?
- 10.11 Curious to know how well served are the elderly and disabled?
- 10.12 No.

Hillsboro

1. How important is having public transit service in your community to you, on a scale of 1 to 5 with 1 being not important and 5 being very important?

- 1.1 5
- 1.2 5 this week.
- 1.3 4; I ride on TriMet most days.
- 1.4 5; it's very important for a lot of people.
- 1.5 3
- 1.6 5; good transit is critical

- 1.7 3; it seems like a lot of people use it.
 - 1.8 3
 - 1.9 5; it is important for every community.
 - 1.10 4
 - 1.11 3; I don't use it, but it's good to have.
 - 1.12 5; it is very important.
2. If a car is not available, how do people get around in your community?
- 2.1 TriMet bus and MAX.
 - 2.2 When it's not snowing, people use TriMet or walk or bike.
 - 2.3 People use the bus or bike or walk when the weather is nice.
 - 2.4 TriMet or walking.
 - 2.5 Besides TriMet, I walk to work and many people ride their bikes.
 - 2.6 A small amount of people walk or bike to work. Slightly more use TriMet. Most people drive.
 - 2.7 TriMet.
 - 2.8 Bus; MAX; biking; walking.
 - 2.9 TriMet or walking or bikes.
 - 2.10 People share rides or bike or walk.
 - 2.11 Bus or walking.
 - 2.12 People use TriMet or walk or ride their bikes.
3. What types of public transit services are available in your community?
- 3.1 TriMet bus and MAX. There also are carpooling programs and private shuttles from MAX.
 - 3.2 TriMet MAX and buses.
 - 3.3 The MAX and buses.
 - 3.4 TriMet bus and MAX.
 - 3.5 Bus and light rail. My company offers shuttles from light rail to our campus.
 - 3.6 Buses and light rail. Also carpools. It's not public, but there are a number of private shuttles.
 - 3.7 TriMet bus and MAX.
 - 3.8 Buses and light rail are all I know of.
 - 3.9 TriMet MAX and buses. Also carpooling.
 - 3.10 Max and bus.
 - 3.11 Bus and the light rail to Portland.
 - 3.12 TriMet bus and light rail.
4. Do you use public transit?
- 4.1 Yes. I use it to get to work every day.
 - 4.2 Occasionally. I use it every once in a while, but have been using it every day this week.
 - 4.3 Yes; about ten times each week.
 - 4.4 I use it from time to time. A few times a week.
 - 4.5 No. I walk to work. I only use it when going to Portland to on weekends.
 - 4.6 I don't, but many co-workers do. I use my car for work, so I can't really use transit.
 - 4.7 No. I drive.

- 4.8 No. I have a car.
- 4.9 Not often. I drive to work, but use MAX to get to Blazers games sometimes.
- 4.10 Yes. At least ten times per week.
- 4.11 No. I drive where I need to go.
- 4.12 Yes. More than once per week.
5. How satisfied are you with transit service in your community on a scale of 1 to 5 with 1 being not important and 5 being very important?
- 5.1 3; it gets me to Hillsboro, but not from the MAX line to work.
- 5.2 4; I don't use it all the time because it takes too long, but I use it when I don't want to drive.
- 5.3 4; it works pretty well for me, but sometimes I have to wait for a connection.
- 5.4 3; it would be better if I didn't have to walk so far.
- 5.5 3; it works great to get to Portland, but bus service in Hillsboro isn't very good.
- 5.6 3; transit gets people to and from Portland, but doesn't move people in Hillsboro.
- 5.7 I don't use it, so I don't know.
- 5.8 I can't really answer that.
- 5.9 4; it gets me to Portland.
- 5.10 4; I drive to the MAX and take MAX into Portland every day.
- 5.11 I don't use it.
- 5.12 4; it takes me most of the places I need to go.
6. Where is the greatest need for public transit?
- 6.1 In the City of Hillsboro from the MAX line.
- 6.2 From the MAX line to where I work to the north.
- 6.3 MAX gets pretty crowded, so there could be more trains more often.
- 6.4 In Hillsboro so I don't have to walk as far.
- 6.5 In Hillsboro.
- 6.6 We need better service/more routes in Hillsboro.
- 6.7 I don't know.
- 6.8 It seems that it works pretty well.
- 6.9 Maybe more trains between Portland and Hillsboro.
- 6.10 I would like a bus in Hillsboro so I wouldn't have to drive to the MAX.
- 6.11 I don't know.
- 6.12 More buses in Hillsboro would be nice.
7. What factors would influence you to use public transit?
- 7.1 I already use it.
- 7.2 If it took less time, I would use it more often.
- 7.3 I already use it, but would use it even more if buses ran more often.
- 7.4 If I didn't have to walk as far, I would use it more often. I have to walk almost one mile.
- 7.5 Nothing would really cause me to use it more than I already do.
- 7.6 Nothing would cause me to use transit, but having more bus routes in Hillsboro would entice a lot of people to use transit.
- 7.7 If I didn't have a car.

- 7.8 If there was a bus that took me from my house to work.
- 7.9 I wouldn't use it other than going to Portland.
- 7.10 I already do.
- 7.11 It would have to be very convenient and pick me up at my front door and take me to work.
- 7.12 I might use it more if there were more frequent buses.
8. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
- 8.1 I was already taking MAX, but traffic congestion is a much bigger enticement than gas prices or the economy. I care about the environment, but the main issue is traffic.
- 8.2 The weather is the biggest factor for me.
- 8.3 I use TriMet for many reasons, including saving money and using less fossil fuels.
- 8.4 I'm sure more people used TriMet when gas prices were high.
- 8.5 I hope there will be more bus routes in Hillsboro.
- 8.6 Many people in the region care about the environment and want to take transit. Also to save money. The demand for transit will only increase.
- 8.7 I suppose more people will use TriMet.
- 8.8 I hope there will be more of it.
- 8.9 Communities need to spend more money on transit so more people can use it.
- 8.10 I don't know.
- 8.11 I think more and more people are using public transit for all of those reasons.
- 8.12 More people rode the bus when gas prices were high and they haven't left since gas prices came back down.
9. What role should the local community play in public transit? The state?
- 9.1 The state should help local communities fund transit.
- 9.2 I think the state should support local transit systems with funding.
- 9.3 I don't know.
- 9.4 I don't have an opinion on that.
- 9.5 I don't know.
- 9.6 The state and Metro should work to help provide more transit in Hillsboro and all the western suburbs.
- 9.7 I don't know.
- 9.8 I don't know.
- 9.9 I'm not sure who should be responsible for what, but more transit is needed.
- 9.10 I don't know.
- 9.11 I don't know.
- 9.12 I don't know.
10. Is there anything else you would like to say regarding public transit?
- 10.1 It is very important to people who work in Hillsboro.
- 10.2 I'm glad it's running this week.
- 10.3 No.
- 10.4 More MAX trains during rush hour.

- 10.5 No.
- 10.6 Please provide money for transit and for roads. It's important to have a balance.
- 10.7 No.
- 10.8 No.
- 10.9 Even though I don't use it very often, I think it's very important.
- 10.10 No.
- 10.11 I'm glad it's here.
- 10.12 No.

La Grande

1. How important is having public transit service in your community to you, on a scale of 1 to 5 with 1 being not important and 5 being very important?
 - 1.1 5; very important.
 - 1.2 3; I've used it a few times.
 - 1.3 2; not really needed in La Grande because most people drive.
 - 1.4 4; it's an important service.
 - 1.5 5; I think it's important for la Grande.
 - 1.6 3.
 - 1.7 4.
 - 1.8 5.
 - 1.9 2; everyone drives.
 - 1.10 4.
 - 1.11 3
 - 1.12 2

2. If a car is not available, how do people get around in your community?
 - 2.1 People often walk or ride their bicycles.
 - 2.2 They walk or bike. There also are taxis.
 - 2.3 I guess they walk or get rides from others.
 - 2.4 Walk or bike or carpool.
 - 2.5 A lot of people ride their bikes.
 - 2.6 People walk and ride bikes.
 - 2.7 Walk, bike, bus, cab.
 - 2.8 Get a ride from friends/family. Walk or bike in summer.
 - 2.9 Carpool or cab.
 - 2.10 Walk, bike, share rides.
 - 2.11 Taxi or bus.
 - 2.12 Friends/family, cab, bus.

3. What types of public transit services are available in your community?
 - 3.1 I have not used it, but there is a fixed route bus service. There also is Dial-a-Ride service.
 - 3.2 There is the bus service and some services going to other communities.
 - 3.3 I know there is a bus, but I don't know where it goes.

- 3.4 There is one bus route and then bus service to nearby communities.
 - 3.5 I know there are buses that run in the city and to other places.
 - 3.6 I know there is bus service, but I don't know much about it.
 - 3.7 Community Connections bus.
 - 3.8 Community Connections bus, taxi.
 - 3.9 Cab company.
 - 3.10 Community Connections has a bus.
 - 3.11 Bus and Dial-a-Ride (not sure).
 - 3.12 There is Dial-a-Ride and a bus around town now.
4. Do you use public transit?
- 4.1 No. I might use it if there were more local routes.
 - 4.2 Not very often, but every once in a while.
 - 4.3 No. I use my car.
 - 4.4 Yes. I use it to get to and from work nearly every day.
 - 4.5 No. I get around by walking and driving. But I still think it's important for the community to have good transit.
 - 4.6 No. I drive.
 - 4.7 No, I have a car.
 - 4.8 No, I have a car.
 - 4.9 No, I don't need it.
 - 4.10 No, I have a car.
 - 4.11 No, Always had a car. Live outside of town and drive in for work.
 - 4.12 No, Don't need to. I have my own car.
5. How satisfied are you with transit service in your community on a scale of 1 to 5 with 1 being not important and 5 being very important?
- 5.1 4; I think it is a good service, but I'm not speaking from personal experience.
 - 5.2 3; I think it does a good job, but there could be more buses.
 - 5.3 I don't use it.
 - 5.4 4; It's a great service, but the times are not always convenient.
 - 5.5 3; I know people who use it and they say it works pretty well.
 - 5.6 I don't use it, but am glad it's there.
 - 5.7 Don't know.
 - 5.8 4 - Bus system has gotten a lot better in the past few years.
 - 5.9 Don't know.
 - 5.10 Maybe a 3. People seem to be using the bus but I don't.
 - 5.11 No idea.
 - 5.12 Don't know, don't use it.
6. Where is the greatest need for public transit?
- 6.1 The greatest need for more public transit would be to other communities in Wallowa County. Also other communities, such as Baker, North Powder, Elgin, Pendleton, etc.
 - 6.2 I don't know. I guess just more frequent buses.

- 6.3 I guess for people trying to get to La Grande from other places.
 - 6.4 Probably more frequent service.
 - 6.5 I think we need better connections to other communities.
 - 6.6 I don't know.
 - 6.7 People without cars. Poor, elderly.
 - 6.8 More trips between La Grande and Baker, other small towns.
 - 6.9 Don't know.
 - 6.10 To the small towns outside the City like Cove.
 - 6.11 People who need to get to work and don't have a car. Seniors who can't drive.
 - 6.12 Sick and elderly people who need to get to the hospital or doctor, or do grocery shopping.
7. What factors would influence you to use public transit?
- 7.1 More routes and more frequent service.
 - 7.2 More frequent buses.
 - 7.3 I wouldn't use it.
 - 7.4 I already do.
 - 7.5 If there was better service to other cities, I might use it every once in a while.
 - 7.6 If I didn't have my car I might use it.
 - 7.7 If I didn't have a car.
 - 7.8 If it went where I needed to go when I needed to be there.
 - 7.9 I wouldn't.
 - 7.10 If my car broke down maybe.
 - 7.11 I might commute into the city if it was convenient and cheap.
 - 7.12 Probably nothing.
8. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
- 8.1 I don't know.
 - 8.2 I think more people take the bus when gas prices go up. The economy probably has the same effect.
 - 8.3 I don't think it makes a big difference. People who have cars will drive.
 - 8.4 I think more people will use transit.
 - 8.5 I'm sure it has an effect on low-income families.
 - 8.6 I think more people need to use the bus due to those factors.
 - 8.7 More people might take the bus if driving gets too expensive.
 - 8.8 I think it will become more important to have good bus service.
 - 8.9 People will take the bus only if they have to. Can't drive, don't have a car, etc.
 - 8.10 Probably more people will use it over time if the buses don't get too crowded.
 - 8.11 Don't know. Most people still like to drive.
 - 8.12 Maybe. People who live around here are really independent and like to drive their own cars.
9. What role should the local community play in public transit? The state?
- 9.1 I don't know.
 - 9.2 I don't know.

- 9.3 Local communities should make decisions.
- 9.4 I don't know.
- 9.5 I hope that the state can help fund our local services.
- 9.6 I don't know.
- 9.7 Seems like they should work together.
- 9.8 I don't know. Seems like they should both fund it but people don't want more taxes.
- 9.9 Don't know.
- 9.10 Have no idea what they do now.
- 9.11 Educate people about what options are available. They should both pay for it.
- 9.12 Don't know but don't increase my taxes.

10. Is there anything else you would like to say regarding public transit?

- 10.1 No.
- 10.2 No.
- 10.3 No.
- 10.4 Keep supporting local transit!
- 10.5 I can't think of anything.
- 10.6 No.
- 10.7
- 10.8
- 10.9 There are more important things to use tax dollars on.
- 10.10
- 10.11
- 10.12

Medford

1. How important is having public transit service in your community to you, on a scale of 1 to 5 with 1 being not important and 5 being very important?

- 1.1 5
- 1.2 2
- 1.3 4
- 1.4 5
- 1.5 4
- 1.6 5
- 1.7 2 personally; 5 others
- 1.8 5
- 1.9 5
- 1.10 5
- 1.11 5
- 1.12 3

2. If a car is not available, how do people get around in your community?

- 2.1 Rides from relatives; retirement community shuttle; bus

- 2.2 Relatives
 - 2.3 Church bus shuttles seniors from Shady Cove to Medford
 - 2.4 Rides from friends
 - 2.5 Disabled use paratransit; buses
 - 2.6 Rides from others
 - 2.7 Bikes, walk
 - 2.8 Taxis, buses
 - 2.9 Taxis, bikes, walk
 - 2.10 Catch rides
 - 2.11 RVTB Bus; Valley Lift; in-house shuttles; taxis; bikes; walk
 - 2.12 At hospital, there is a van service for people that need rides
3. What types of public transit services are available in your community?
- 3.1
 - 3.2 Buses
 - 3.3 Hasn't heard of carpools/vanpools in Shady Cove
 - 3.4
 - 3.5
 - 3.6
 - 3.7
 - 3.8 Buses; don't know about others
 - 3.9
 - 3.10
 - 3.11 RVTB Bus; Valley Lift
 - 3.12 Buses
4. Do you use public transit?
- 4.1 No.
 - 4.2 No. Don't need it.
 - 4.3 No.
 - 4.4 Yes. Use bus more than 1X per day.
 - 4.5 No. Need more handicap space on buses, and make sure equipment is working right.
 - 4.6 No. Would if lived in town.
 - 4.7 No. Used to ride bike to bus, but live too far away now.
 - 4.8 No. Live too far out of town.
 - 4.9 Yes. Every day for work.
 - 4.10 Yes.
 - 4.11 No. Not locally; live close to work, gas affordable, convenience; if I lived in Portland, I would do it.
 - 4.12 No, I've never needed to use the bus.

5. How satisfied are you with transit service in your community on a scale of 1 to 5 with 1 being not satisfied and 5 being very satisfied?
 - 5.1 4 for buses; no opinion on others
 - 5.2
 - 5.3
 - 5.4 2; not satisfied with buses, they don't run on weekends; Don't know much about paratransit/vanpools/carpools
 - 5.5 3; could improve
 - 5.6 5; good management
 - 5.7
 - 5.8 5 for buses; don't know about others
 - 5.9 1.
 - 5.10 3.
 - 5.11 Hard question to answer; buses, 3, unsatisfactory because of funding, not a fault of the agency; Valley Lift, 3 because some service discontinued; no experience with carpools/ vanpools.
 - 5.12 3

6. Where is the greatest need for public transit?
 - 6.1 No opinion.
 - 6.2 No needs.
 - 6.3 For elderly to medical services since most medical services are not provided in Shady Cove.
 - 6.4 Within community; need more extended hours of operation.
 - 6.5 All: home, school, work.
 - 6.6 More frequency, more destinations; 75% of bus riders don't have a drivers license.
 - 6.7 To hospital, Central Point, Table Rock Campus of RVCC.
 - 6.8 More scheduled runs between cities up and down I-5 (Greyhound).
 - 6.9 More scheduled runs between cities up and down I-5 (Greyhound)
 - 6.10 Need extended hours; service to Eagle Point.
 - 6.11 Better connecting to outside communities such as Ashland, Eagle Point, Central Point, Talent, Phoenix. This would better serve lower income people.
 - 6.12 I personally don't know about the needs.

7. What factors would influence you to use public transit?
 - 7.1 If car broke down.
 - 7.2 Would not; would never need it.
 - 7.3 Not likely to use transit.
 - 7.4 Weekend service; want to take transit to church.
 - 7.5 Not having a car.
 - 7.6 If I lived close to transit, would take it.
 - 7.7 If I lived close to transit, would take it.
 - 7.8 Would use transit if it was convenient
 - 7.9
 - 7.10
 - 7.11 More convenient.

- 7.12 Not having a car.
8. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
- 8.1 Economic downturn has already increased the need for transit this past year; there is a proven need to provide more capacity.
 - 8.2 Don't know.
 - 8.3 It wouldn't be cost effective to extend services to new locations
 - 8.4 Probably will change.
 - 8.5 Maybe.
 - 8.6 Buses are full; 50% increase in passengers?
 - 8.7 Hope so.
 - 8.8 No opinion.
 - 8.9 If there was more demand, that might change the number of buses
 - 8.10 Don't know.
 - 8.11 It will get more popular, more attractive, more necessary.
 - 8.12 It's possible that more buses will be needed because of fuel price increases.
9. What role should the local community play in public transit? The state?
- 9.1 Local is better.
 - 9.2 Don't know.
 - 9.3 Impetus for funding should come from the local government.
 - 9.4 Don't know.
 - 9.5 State needs to deal with it.
 - 9.6 Need more support from both local and state; can't raise fares, they are already high.
 - 9.7 Need more support from both local and state; can't raise property tax; a payroll tax would be good
 - 9.8 Tired of tax increases (local and state).
 - 9.9
 - 9.10 Need both local and state support.
 - 9.11 Local: 100% local/county control. State: 0% state except for funding.
 - 9.12 I think that the current roles should continue.
10. Is there anything else you would like to say regarding public transit?
- 10.1 No.
 - 10.2 No.
 - 10.3 Has noticed an increased bus ridership.
 - 10.4 No.
 - 10.5 No.
 - 10.6 More money needed from State.
 - 10.7 Make sure Medford gets its share of State funding.
 - 10.8 Don't raise taxes for new services; ODOT should not pay for buses that compete with the private sector. Promote existing private transit services. Locating Greyhound at the downtown transit station is a good example of public/private partnership.

- 10.9 Bus should cost less for children.
- 10.10 Transfers should allow for more than 2 hours because of the infrequent service.
- 10.11 No.
- 10.12 No, I don't really know much about transit.

Redmond

1. How important is having public transit service in your community to you, on a scale of 1 to 5 with 1 being not important and 5 being very important?
 - 1.1 2; not extremely important.
 - 1.2 3.
 - 1.3 3; it's good to have available.
 - 1.4 3.
 - 1.5 5; it's very important to have in any community.
 - 1.6 3.
 - 1.7 4; lots of people don't have cars.
 - 1.8 5; lots of people don't have cars, especially the elderly.
 - 1.9 5.
 - 1.10 5; it would help a lot.
 - 1.11 4.
 - 1.12 3; It's a good service to have but not sure how much need there is. Most people have cars.

2. If a car is not available, how do people get around in your community?
 - 2.1 Walk or carpool.
 - 2.2 People ride bikes or walk or borrow someone's car.
 - 2.3 People do ride the bus and walk.
 - 2.4 Use the bus or walk or bike.
 - 2.5 Some people ride the bus. Other walk. Others carpool.
 - 2.6 Walk or bike.
 - 2.7 Walk, bike.
 - 2.8 Walk, taxi.
 - 2.9 Carpool, bike, walk.
 - 2.10 Friends/family, school bus.
 - 2.11 Friends/family, walk, bike
 - 2.12 Walk, bike , cab.

3. What types of public transit services are available in your community?
 - 3.1 Cascades East Transit. Dial-a-Ride. Breeze to Portland.
 - 3.2 Cascades East and Dial-a-Ride.
 - 3.3 The bus and Dial-a-Ride for elderly and disabled.
 - 3.4 Cascades East provides the only transit service.
 - 3.5 Cascades East Transit.
 - 3.6 The bus and the Dial-a-Ride service for seniors.
 - 3.7 Cabs, airport shuttle, shuttle to Bend

- 3.8 Transit company in Bend
 - 3.9 Transit company in Bend
 - 3.10 Don't know
 - 3.11 I have seen a new bus but don't know where it goes.
 - 3.12 There is a bus out of Bend that comes to Redmond. Not sure about others.
4. Do you use public transit?
- 4.1 No. I have my own car.
 - 4.2 I would use it, but it's too expensive. It costs more than \$6 to get to Bend.
 - 4.3 No. I would use it if I needed to go to Bend every day.
 - 4.4 Yes. I occasionally use it around town or to get to Bend.
 - 4.5 I do use it. Probably less than 10 times per week.
 - 4.6 No. I have a car.
 - 4.7 No. I have a car.
 - 4.8 No. I have a car.
 - 4.9 No. I have a car.
 - 4.10 No, not sure what's available.
 - 4.11 No, I have a car.
 - 4.12 No, I have a car and don't know what options are.
5. How satisfied are you with transit service in your community on a scale of 1 to 5 with 1 being not satisfied and 5 being very satisfied?
- 5.1 I don't know.
 - 5.2 1.
 - 5.3 1; I don't use it.
 - 5.4 3; the buses aren't frequent enough.
 - 5.5 3; we need more of it.
 - 5.6 I don't use it so I can't answer.
 - 5.7 No idea.
 - 5.8 Don't know.
 - 5.9 Don't know.
 - 5.10 Don't know.
 - 5.11 2; guess it's not doing that good if most people don't know where it goes
 - 5.12 No answer.
6. Where is the greatest need for public transit?
- 6.1 Greatest need is from Redmond to Bend.
 - 6.2 Need more buses, more stops and better coverage.
 - 6.3 Greatest need is for people who commute to other cities.
 - 6.4 For people who live in one community, but live in another.
 - 6.5 We need more buses from Redmond to Bend.
 - 6.6 I don't know.
 - 6.7 Commuter routes - Bend, Prineville
 - 6.8 Getting around the City for elderly, disabled, students.

- 6.9 Disabled, elderly.
 - 6.10 Students, elderly.
 - 6.11 For people who work in Redmond and live outside of town.
 - 6.12 People without cars or who can't drive. Elderly, disabled. People who need to get to work.
7. What factors would influence you to use public transit?
- 7.1 I currently carpool. I'm not sure what would make me use transit. Maybe more routes/better coverage?
 - 7.2 I would use it if it was more affordable and the system was better.
 - 7.3 Only if I had to commute to Bend.
 - 7.4 I do use it, but I would use it more often if there were more buses.
 - 7.5 I already use it, but would use it more often if there were more frequent buses.
 - 7.6 I probably wouldn't unless I didn't have a car.
 - 7.7 If I didn't have a car. If weather was really bad and had long commute.
 - 7.8 If I didn't have a car.
 - 7.9 If it was cheaper than driving. Good for environment.
 - 7.10 If I didn't have a car.
 - 7.11 If it was easier to get around, but that doesn't seem likely.
 - 7.12 If it was convenient and as easy or easier than driving.
8. Considering things such as increases in gas prices, global warming, and the current economic downturn, how do you think transit will change in your community?
- 8.1 High gas prices might entice me to ride the bus.
 - 8.2 It's already too expensive to ride the bus. Gas isn't that expensive.
 - 8.3 I'm sure it causes more people to use the bus.
 - 8.4 Gas prices especially affect people between 25 and 45.
 - 8.5 Expensive gas prices and the economy should result in more people using transit.
 - 8.6 I don't know.
 - 8.7 Demand will increase.
 - 8.8 Will increase the need for transit. Transit companies will also be in trouble as gas prices increase. Government subsidies are needed to keep transit affordable.
 - 8.9 In certain areas but probably not Redmond. There are lots of trucks and SUVs.
 - 8.10 Too inconvenient.
 - 8.11 More people will want or need to use it.
 - 8.12 Some people will have a harder time but I think most of them will keep driving. Part of the culture here.
9. What role should the local community play in public transit? The state?
- 9.1 I don't have an opinion.
 - 9.2 I don't know.
 - 9.3 The state could help Cascades East expand its service.
 - 9.4 I don't know, but they should work together to provide more and better service.
 - 9.5 Transit should be provided locally, because they know what is best. The state should support the local communities.

- 9.6 I don't know.
- 9.7 Don't know.
- 9.8 City and County should both apply for grants to subsidize systems.
- 9.9 Anything it can.
- 9.10 Fundraising, education.
- 9.11 Should work together to fund and plan transit.
- 9.12 Don't know.

10. Is there anything else you would like to say regarding public transit?

- 10.1 No.
- 10.2 No.
- 10.3 No.
- 10.4 Thanks for asking.
- 10.5 Nope. Thanks.
- 10.6 No.
- 10.7 No.
- 10.8 Glad we have transit and hope we can maintain it.
- 10.9 No.
- 10.10 No.
- 10.11 No answer.
- 10.12 No answer.