October 1, 2017

Outreach Summary

2017 Stakeholder Meetings and Online Open House

During the summer of 2017, the Oregon Department of Transportation (ODOT) and its consultant team conducted outreach to hear feedback on the Oregon Public Transportation Plan's (OPTP) draft policies and strategies. The outreach goals were to hear feedback from the public and stakeholders across the state on the policies and strategies to determine if important ideas are missing or need revision, and hear thoughts on how the policies could be implemented. Outreach activities included stakeholder presentations and meetings as well as an online open house.

Stakeholder Meetings

ODOT gave presentations on the OPTP plan and draft policies and strategies to 30 meetings of different groups. The purpose of these presentations was to explain the OPTP purpose and share themes contained in the policies and strategies, answer questions, and direct participants to the online open house for written feedback.

Groups receiving presentations included Area Commissions on Transportation (ACTs), other transportation stakeholder groups, affected state commissions, and ODOT staff teams. There are twelve ACTs around the state whose members consist of a variety of local officials, affected agencies and tribes, and private interests; most of these received full presentations and the remaining ones received a short update and project handouts from local ODOT staff. Other transportation stakeholder groups receiving presentations included the Association of Oregon Rail and Transit Advocates, the Metropolitan Planning Organization (MPO)-Transit District group, and the Oregon MPO Consortium. Affected state commissions included the Oregon Transportation Safety Commission, Oregon Disability Commission, Independent Living Council, and the Governor's Commission on Senior Services. All together about 400 people received a presentation from ODOT staff.

In the questions and discussion at the presentations, the following topics were frequent themes:
- Improving communication and coordination
- Making comprehensive public transportation information available statewide
- Providing safe stops and safe access to stops
- Enabling creative first/last mile solutions
- Improving regional and intercity connectivity
- Enabling seamless connections / transfers
- Inclusion of diverse groups in planning process
- Improving fare affordability
- Consider relationships and partnerships with emerging transportation services

In addition, multiple groups and individuals were emailed invitations to participate in the online open house. Notice of the online open house's availability was published on ODOT's website, via

press releases and social media, and sent through several stakeholder groups' newsletters including the Association of Oregon Counties, League of Oregon Cities, and Oregon Transit Association.

Online Open House

The project team developed an online open house to receive feedback on the draft OPTP policies and strategies. The online open house was available from July 7 through September 5, 2017. There were a total of 193 respondents to the online survey. **Figure 1** summarizes the number of participants by zip code and county. **Attachment A** contains the full text of all comments received.

Figure 1: Online Open House Responses by County and Zip Code
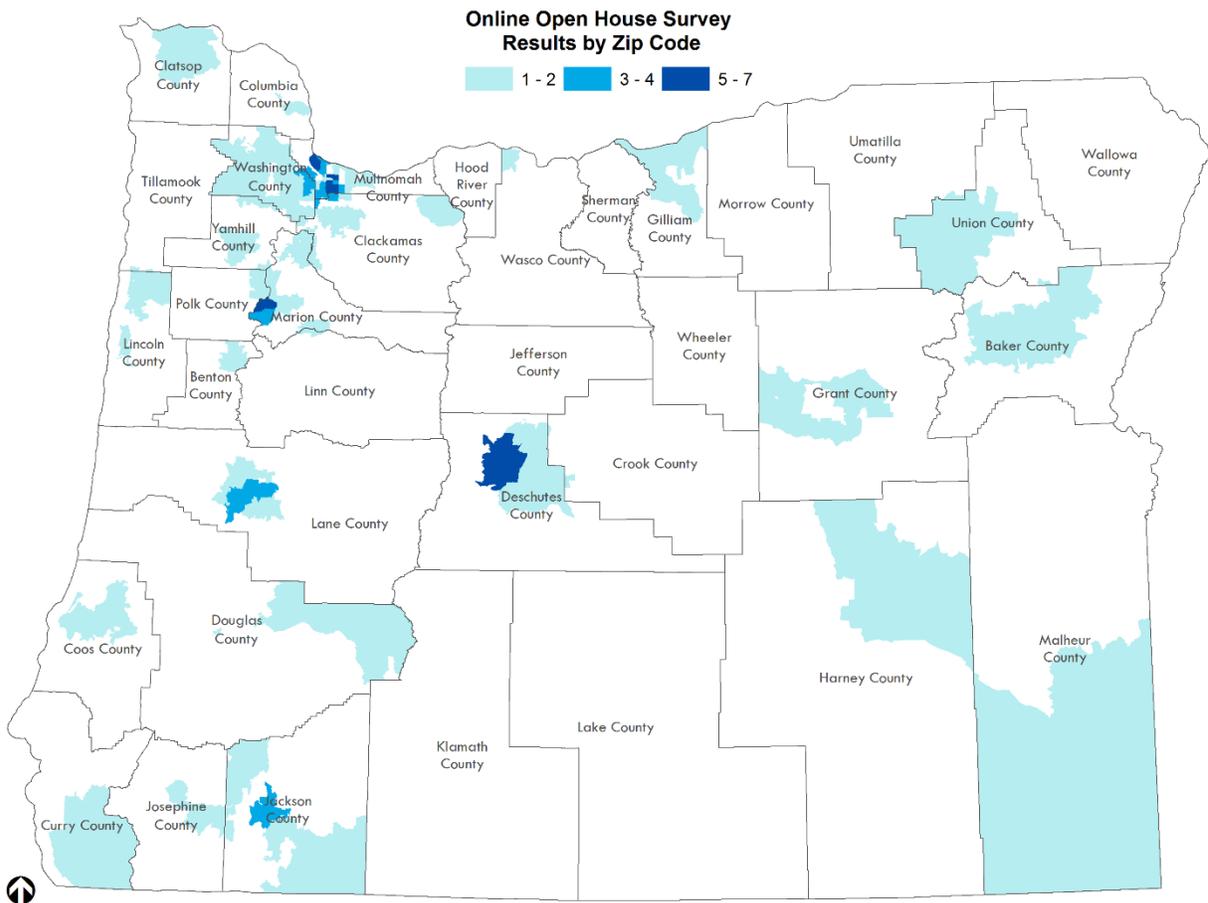
Format

The online survey was presented with a self-directed online slideshow and survey at www.optpfeedback.org. The slideshow introduced the OPTP with an overview of the project, the

project schedule, and policy and project development to date. The survey was formatted as a self-guided tour of the OPTP's 10 goals and their respective policies and strategies. Respondents could choose from the following options when reviewing the policies and strategies:

- *Looks good to me*
- *I have some suggested changes*
- *Something big is missing*
- *Not interested*

When users clicked on "I have some suggested changes" or "something big is missing," they were presented with an open-ended comment box for feedback. If they clicked "looks good to me" or "not interested," there was no opportunity to leave further feedback for that group of policies and strategies. Respondents could choose from any or all of the goals and policies to review and leave feedback.

The final open-ended question at the end of each goal area's policies and strategies was "What would you like to see done to begin implementing this goal's policies and strategies?"

Survey responses by goal area

The following section reviews comments by OPTP goal area. The summary of comments and suggestions below does not include minor comments regarding wording, grammar, or other minor changes to the policies and strategies mentioned by respondents. In some instances, respondents made comments or suggestions that may apply to multiple goals areas.

Goal 1: Mobility

102 respondents reviewed this goal area's policies and strategies. Comments included:

- Emphasize convenience (all aspects – from fare payment to stop location) and affordability
- Ensure public transportation is affordable, integrate fare payment systems with bike share, parking, etc.
- Invest in passenger rail
- Consider fareless transit
- Ensure consideration of rural locales in the plan
- Work with businesses and colleges to incentivize and promote public transportation options
- Emphasize the important role and benefits of rail
- Integrate fare payment systems with bike share, parking payment, etc.
- Add policy about engaging Transportation Management Associations (TMAs) more directly
- Focus on transit travel times/reliability as opposed to reducing auto congestion
- Be clear that universal efare will not "leave some behind" (e.g., those without smart phones or bank accounts)
- Prioritize transit at congested choke points in urban areas

- Devote transportation resources to highway investments

- Reduce fares for riders

When asked, "What would you like to see done to begin implementing this goal's policies and strategies?" respondents had the following comments:

- Foster engagement and provide educational materials

- Invest in passenger rail

- Strategically coordinate and support partnerships between transit agencies and jurisdictions

- Focus on transit priority corridors and transit-only lanes

- Funding for low- and no-emission vehicles

- Focus on programs or strategies that address fare affordability

- Develop statewide dedicated funding source for capital improvements

- Work to increase service frequency and reduce travel times

- Increase coordination between agencies on schedules, routes, and other issues

- Consider emerging transportation options, like TNCs, that could provide some public transportation services

Goal 2: Accessibility

40 respondents reviewed this goal area's policies and strategies. Comments included:

- Ensure all Oregonians have access to a statewide public transportation system

- Need to enhance incentives

- Clarify how and where regional connections will be provided

- Governance issues related to coordination/collaboration, regional connections, etc.

- Seamless transfers

When asked, "What would you like to see done to begin implementing this goal's policies and strategies?" respondents had the following comments:

- Increase service coverage and frequency from urban to rural areas

- Encourage employers to offer public transit passes and alternative/flexible work schedules

- Address first and last mile barriers and access issues

- Prioritize safe pedestrian and bicycle access to public transportation

- Work to increase funding for public transportation

- Prioritize freeway investments

- Consider river transport

Goal 3: Community Livability and Economic Vitality

32 respondents reviewed this goal area's policies and strategies. Comments included:

- Emphasize passenger rail services

- Support land use development in transit-served areas

- Provide sidewalks and waiting spaces at transit

- Need for improvement in communication, collaboration, and coordination among local jurisdictions, transit providers, other affected agencies

When asked, "What would you like to see done to begin implementing this goal's policies and strategies?" respondents had the following comments:

- Invest in rail

- Collaborate and coordinate with jurisdictions, transit providers, and other agencies

- Provide dedicated transit-only lanes

- Partner with employers and organizations to develop incentives and other transit-supportive programs

Goal 4: Equity

30 respondents reviewed this goal area's policies and strategies. Comments included:

- Ensure clear definitions of "transportation disadvantaged", "LEP", etc.

- Enhance service to grocery stores, health care, and education

- Clarify horizontal and vertical equity

- Consider new ADA standards being developed by the United States Access Board

- Define Limited English Proficiency (LEP); ensure consideration of LEP populations

- Consider disadvantaged communities first in all service expansion decisions

- Emphasize service to transportation disadvantaged populations and rural populations when considering service expansion

When asked, "What would you like to see done to begin implementing this goal's policies and strategies?" respondents had the following comments:

- Identify transportation disadvantaged areas, particularly in smaller communities

- Gather feedback and additional public input as the plan progresses

- Provide resources and materials to educate communities on public transit and new systems

Goal 5: Health

27 respondents reviewed this goal area's policies and strategies. Comments included:

- Enhance services to health care facilities

- Promote active and healthy lifestyles with walking and biking

- Need for clarification on how health care considerations will be integrated into public transportation planning

When asked, "What would you like to see done to begin implementing this goal's policies and strategies?" respondents had the following comments:

- Increase capacity to deliver services to healthcare providers

- Identify barriers to public transportation use by elderly, disabled, and transportation disadvantaged citizens

- Increase capacity to deliver services to healthcare providers

Goal 6: Safety and Security

25 respondents reviewed this goal area's policies and strategies. Comments included:

- Include emergency response systems on transit vehicles

- Provide adequate staff and security so that transit is safe

- Promote public education and outreach materials on public transportation safety

- Need for safe access and waiting spaces

- Carefully consider the issues of fare enforcement

- Consider ability to exclude those who commit crimes on transit from using the system

When asked, "What would you like to see done to begin implementing this goal's policies and strategies?" respondents had the following comments:

- Prioritize safety on public transit via education, and additional staff/security on buses

- Prioritize safe pedestrian and bicycle access to public transportation

- Need for emergency response systems on all transit vehicles

- Prioritize safe access to transit and safety while on public transit via sidewalk improvements and education

Goal 7: Environmental Sustainability

27 respondents reviewed this goal area's policies and strategies. Comments included:

- Focus efforts on using low- or no- emission vehicles

- Need to reduce idling public transportation vehicle emissions

- Mention use of alternative energy sources to power transit facilities and stations

- Tie greenhouse gas (GHG) emissions reductions to public health

When asked, "What would you like to see done to begin implementing this goal's policies and strategies?" respondents had the following comments:

- Identify funding for electric and/or hybrid buses

- Emphasize the use of new technologies

Goal 8: Land Use

25 respondents reviewed this goal area's policies and strategies. Comments included:

- Use stronger language such as "require" instead of "encourage" or "incentivize"
- Provide transit-only lanes and promote passenger rail
- Consider people's combined housing and transportation costs
- Allow for more land use density near corridors

When asked, "What would you like to see done to begin implementing this goal's policies and strategies?" respondents had the following comments:

- Identify locations for future park and rides and transit centers
- Invest in rail
- Coordination with local jurisdictions and transit agencies to collect data
- Partner with employers and organizations to develop incentives and other transit-supportive programs
- Allow for more land use density

Goal 9: Funding and Strategic Investment

19 respondents reviewed this goal area's policies and strategies. Comments included:

- Develop minimum level of service requirements
- Balance investment between the road network and better public transportation
- Develop a statewide funding source for capital improvements

When asked, "What would you like to see done to begin implementing this goal's policies and strategies?" respondents had the following comments:

- Continue seeking further funding
- Invest in rail

Goal 10: Communication, Collaboration, Coordination

19 respondents reviewed this goal area's policies and strategies. Comments included:

- Coordinate and strategize data collection with agencies and jurisdictions
- Provide resources and materials to educate communities on public transit and new systems
- Improve communication, collaboration, and coordination among local jurisdictions, transit providers, and other affected agencies

When asked, "What would you like to see done to begin implementing this goal's policies and strategies?" respondents had the following comments:

- Invest in data collection systems
- Emphasize statewide policies that make public transportation the preferred mode of travel

- Increase coordination between agencies and jurisdictions on coverage, schedules, and other issues

Demographics

The online open house survey requested basic demographic information. Of the 191 respondents who answered what their race/ethnicity was, 161 classified themselves as Caucasian. Of the 192 respondents who answered about how they primarily commute to work, 46 said they take transit. The number of male and female respondents was evenly split, with 95 respondents to this question being male, and 93 respondents being female. Finally, of the 189 respondents who answered, 60 were 55 years or older. The second largest age group was 35 to 44 year old, with 47 respondents.