

November 21, 2016



Final Draft Outreach Summary

2016 Listening Meetings and Online Open House

Oregon Public Transportation Plan

Outreach Summary

The project team conducted outreach during fall 2016 to solicit feedback that will inform the development of policies and strategies for the Oregon Public Transportation Plan (OPTP). The project team participated in six Listening Meetings throughout the state and solicited feedback via an online open house and comment form. More than 140 people attended the in-person Listening Meetings and 254 people responded to the online open house. **Appendix A** contains the full set of flip chart notes taken at each Listening Meeting as well as the responses received to the online open house.

Listening Meetings

ODOT invited the public to review the plan's draft vision and goals and discuss the challenges and opportunities for public transportation around the state. In September, October and November, ODOT hosted six public meetings. Meetings were held at the following locations:

Meeting 1: La Grande

September 14, 10 a.m. to Noon
ODOT Region 5 Headquarters
3012 Island Avenue
La Grande, OR 97850

Meeting 4: Portland

October 13, 10 a.m. to Noon
ODOT Region 1 Headquarters
123 NW Flanders Street
Portland, OR 97209

Meeting 2: Bend

September 21, 10 a.m. to Noon
ODOT Region 4 Headquarters
63055 N. Highway 97
Bend, OR 97701

Meeting 5: Salem

October 18, 1 p.m. to 3 p.m.
Chemeketa Center for Business and Industry
626 High Street, NE
Salem, OR 97301

Meeting 3: White City

September 27, 10 a.m. to Noon
ODOT Rogue Valley Area Office
100 Antelope Road
White City, OR 97503

Meeting 6: Eugene

November 3, 2 p.m. to 3:30 p.m.
Eugene Public Library
100 W. 10th Avenue
Eugene, OR 97401

Format

The Listening Meetings were structured as small group discussions, with a presentation at the beginning and a large group report out at the end. Participants were given a number of handouts regarding the project (all handouts can be found in **Appendix B**), including:

- Fact sheet about the project
- OPTP public involvement summary
- Draft vision and goals
- Draft opportunities and challenges table
- Listening Meeting comment form

ODOT staff began each meeting by introducing the meeting format and agenda and providing a quick overview of the project. The presentation reviewed the vision and goals of the Oregon Public Transportation Plan, as well as opportunities and trends influencing public transportation throughout the state. The majority of the meeting centered on small group discussions. Participants were divided into groups of five and were given around 45 minutes to discuss three main questions. The questions were:

1. *What are the key barriers people face in using public transportation in these areas?*
 - *Mobility*
 - *Accessibility and Connectivity*
 - *Equity*
 - *Safety and Security*
2. *What are opportunities you see to address those barriers?*
3. *Of your group's ideas today, what do you think are the three most important to consider in the OPTP?*

The purpose of these questions was to elicit specific feedback that may assist with developing policies and strategies for the OPTP. All comments offered will be considered, but all may not be included in the plan and other ideas from other sources and plan development activities will be considered too.

Participants

The Listening Meeting participants were asked to sign-in at each meeting. While demographic information was not collected for the over 140 participants at the listening Meetings, organizational affiliation was asked. A total of 60 participants at the meetings were part of a government agency or government appointed committee or commission. Over 30 participants were public transportation providers throughout the state. Nearly 25 participants were involved in a non-profit organization representing people with disabilities, older adults, or underserved

communities. Of the remaining participants, 9 were interested citizen and transit riders, 2 participants were representing confederated tribes, and 9 participants represented a private company or consulting firm.

General Themes

Participants mentioned common barriers or challenges to those using public transportation. The following challenges (in bold) were discussed at several of the listening meetings. Below each challenge are some of the most common opportunities to address the challenge offered by participants at the five Listening Meetings.

- **Challenge: Need for additional agency collaboration/coordination and mobility management strategies**

Opportunities:

- Coordinate human service transportation, such as non-emergency medical transportation, and transportation brokerages working with Coordinated Care Organizations (CCOs)
- Identify programs for hiring and training drivers, with special emphasis on safety and customer service
- Frequent and consistent coordination between agencies at state, regional, and local level on planning and regional/intercity connectivity

- **Challenge: Lack of transportation services and funding for areas with dispersed populations in rural communities and outer urban and suburban neighborhoods**

Opportunities:

- Consider resources for low population and rural counties
- Improve connections to existing services (which may be far away from stops and stations)
- Create and fund smaller public transportation services that link to large transportation systems
- Identify creative and effective ways to serve older adults and people with disabilities to meet community medical ride needs
- Consider siting of new public facilities (like schools), affordable housing, and medical facilities and the availability of public transportation service.

- **Challenge: Perceptions of safety on public transportation and lack of “culture of transit”**

Opportunities:

- Incentives to create new riders
- Improve residents understanding of how to use transit and the importance of the system

- Create public information and marketing to specific rider groups (e.g., older adults and youth)
- Ensure the system is accessible for those with limited English proficiency (LEP)
- Work with law enforcement agencies to establish a presence at stations and shelters to increase rider comfort and safety (especially at night)
- Work to ensure all riders feel safe using public transportation and adults feel safe letting youth ride
- **Challenge: Lack of infrastructure safely connecting people to public transportation services**

Opportunities:

- Infrastructure (e.g., sidewalks, biking facilities) bridging the “last mile”
 - Provide safety/accessibility improvements, such as sidewalks connecting to bus stops, and weather protection at stops – shelters, lights, etc.
 - Greater coordination between land use planning and public transportation would result in more closely coordinated infrastructure investments
 - **Challenge: Limited and inconsistent funding is a barrier**
- Opportunities:**
- Increased funding desired – stability is key
 - Identify ways to reduce “siloeing” of funding, which can result in service inefficiencies – many agencies (with different mandates), different funding programs and sources typically with specific eligibility rules

Listening Meeting by region

Each listening meeting brought differing perspectives to the role of public transportation for each ODOT region. Below are some of the key points discussed at each meeting for the four goal areas discussed in a small group.

La Grande Listening Meeting

A total of 14 people participated in the small group discussions during the La Grande Listening Meeting. The key points discussed included:

Mobility

- **Challenges**
 - Lack of regional interconnectedness
 - Lack of public transportation options in rural areas
 - Lack of predictability and stability of funding
 - Demand is increasing for medical trips and veterans’ services
 - Need for broader service hours to accommodate non-traditional work schedules

- Public knowledge lacking about public transportation services and how to use the system
 - Need for improved walkability to public transportation, especially to rural stops
 - Lack of coordination between hours of service for public transportation and human services
 - Transferring between services can be cumbersome – more direct routes needed or more coordinated transfers
- **Opportunities**
 - Create a one-stop information and referral location for information on public transportation
 - Create better connections to social services during the times that services are available
 - Increase coordination between land use planning and public transportation
 - Encourage collaboration and partnerships between cities, counties, and non-profits
 - Develop strategies for broadening service hours to accommodate non-traditional work schedules

Accessibility and Connectivity

- **Challenges**
 - “Last mile” connections needed; improve access to public transportation stops generally
 - Need better ways to provide technical assistance and resources to small providers
 - Dispersed rural population makes connections difficult
 - Public transportation may not appear inviting and can be seen as a social service – need to “change the culture”
 - Perception that public transportation is only serving riders’ needs, not their “wants”
- **Opportunities**
 - Great opportunity for mobility management which can provide public education about the availability and use of public transportation
 - Education and marketing to improve attitudes toward public transportation – “change the culture”
 - Coordination to match up with current demand, especially for medical service providers
 - Increase convenience and comfort through amenities at stops like wifi, and shelters for people who have long wait times
 - Improve timing for connections and increase service frequencies

Equity

- **Challenges**
 - Spanish and Limited English Proficiency (LEP) populations are growing – resources limited for marketing/producing materials in other languages
 - It is difficult to serve rural residents on outskirts of the area with limited resources
 - Transit is needed to support “aging in place” and connect older adults to services
- **Opportunities**
 - More funding and resources to help with marketing transit in different languages
 - Develop policies to help improve public transportation services specifically for older adults
 - Provide education on public transportation’s role in economic prosperity in communities to foster community support for public transportation

Safety and Security

- **Challenges**
 - Public transportation can be perceived as unsafe due to experiences with crime
 - Need for skilled vehicle mechanics that are local
 - Regular and affordable driver training is difficult to access
 - On long distance/rural routes, assistance is often far away if an incident occurs
 - Rural bus stops lack amenities like shelters
- **Opportunities**
 - Increase driver training for safety, maintenance issues, rider needs, and weather
 - More security infrastructure, like in-vehicle cameras or at bus stops, to improve rider perceptions of personal safety
 - Potential state role in ensuring mechanics/trained maintenance personnel are available in all areas of the state

Bend Listening Meeting

A total of 20 people participated in the small group discussions during the Bend Listening Meeting. The key points discussed included:

Mobility

- **Challenges**
 - Dispatch system (for disabled/older adults) is difficult to use, especially in rural area
 - Lack of sidewalks is a barrier to reaching public transportation stops (condition, maintenance, accessibility)
 - Limited community knowledge about how to use the system
 - Lack of staff capacity, difficult to hire qualified drivers

- Existing service is not convenient with regard to timing, connections, routes, and destinations
- **Opportunities**
 - Improve materials so they are easy to read, in different languages, and in large font
 - Educate and inform users about intermodal connections by creating a central public transportation information hub
 - Prioritize infrastructure improvements (e.g., sidewalks) that support public transportation
 - Mobility management as a solution for providing cost-effective transportation, improving coordination
 - Helping local communities support public transportation

Accessibility and Connectivity

- **Challenges**
 - Need to match public transportation service hours with user needs - frequency of service is limited
 - Demand response public transportation is not easy to use and is expensive to fund
 - Current funding system does not meet all public transportation needs
 - Regional accessibility – health care is centralized, meaning dispersed populations have difficulty accessing health care (and are expensive for providers to serve)
 - “Siloing” is a barrier – for example, human service and other agencies have specific missions, lack funds to address issues outside that mission, and can miss coordination opportunities
- **Opportunities**
 - Encourage stakeholders to “buy into” regional public transportation by demonstrating its value
 - Leverage services like vanpools, TNCs to fill empty seats and increase usage
 - Use land use policies to encourage infill near public transportation and increase density
 - Tie funding to infrastructure improvements at transit stops – leverage funding
 - Stronger communication and coordination between transit providers and human service agencies

Equity

- **Challenges**
 - Older adults and people with disabilities spend a disproportionate amount of income on public transportation
 - Some perceive a social stigma around using public transportation

- Barriers around readability of materials (language, text font, colors, etc.) on schedules
 - Users are getting removed from buses due to their disability/mental/physical health
 - Need for vehicles that can transport individuals regardless of disability
 - Lack of night and weekend service hurts low-income communities who rely on the bus most
- **Opportunities**
 - Social media as an education and marketing tool – can help change perceptions
 - Collaborate with community partners on cultural sensitivity training
 - Support for environmental causes (like reducing greenhouse gas emissions) can be leveraged to support public transportation
 - User friendly technology can encourage ridership
 - Encourage private investment in technology solutions
 - Provide group passes for employees, low-income fares, student fares

Safety and Security

- **Challenges**
 - Perception of some riders that public transportation is unsafe
 - Riders are exposed to the elements while waiting for buses
 - Drivers feel unsafe driving in some weather conditions
 - Difficult to find resources for driver recruiting and training
 - Speed, number of cars, and traffic crashes affect public transportation operations
 - Dispersed land use means people travel long distances to access basic services/shopping
 - Current traffic conditions makes it difficult for wildlife to safely cross roadways
- **Opportunities**
 - Find grants that help fund shelters for weather protection and safety
 - Increased use of public transportation (which is very safe compared to driving) is an opportunity to increase overall transportation system safety
 - State safety policy/programs must recognize the operational cost of on-going security
 - Improve public transportation vehicle driver training and training for car drivers on how to interact with buses on the road

While City Listening Meeting

A total of 18 people participated in the small group discussion during the White City Listening Meeting. The key points discussed included:

Mobility

- **Challenges**

- Lack of bike/pedestrian infrastructure connecting to public transportation – for example, crossings on busy roadways
- Funding is often dependent on the will of voters, making it unstable
- Service of available public transportation are limited
- Driving a car is very convenient – how do agencies incent use of public transportation?

- **Opportunities**

- Need for stable funding
- Coordination with human service agencies
- Incentives for development near existing and future public transportation routes
- “Mobility training” (travel training) and education
- Foster transportation demand management programs like vanpooling and bike share to complement public transportation

Accessibility and Connectivity

- **Challenges**

- Lack of connections to smaller communities
- Lack of safe “last mile” connections
- Access to jobs/housing is limited on public transportation
- Intermodal connections between buses and bikes are needed

- **Opportunities**

- Opportunity for better connections within and between communities
- Partnerships with other agencies and organizations to improve service
- Coordinate non-medical services with other services such as Non-emergency medical transportation (NEMT)/call centers
- Better signage would make public transportation easier to use

Equity

- **Challenges**

- Need better service in low-income communities
- Urban/rural tensions in provision of service – needs are different and sometimes competing
- Need to ensure the system is easy/intuitive for LEP communities – for example, signage for Spanish speakers
- Technologies, like mobile phone apps, can be a barrier for older adults

- High fares and restrictive fare transfer policies can mean that some riders effectively pay twice for one-way trips
- **Opportunities**
 - Opportunity to prioritize funding to serve low-income areas
 - Create programs in communities to lower fares, like fare subsidies
 - Demand response public transportation can serve some areas more efficiently than traditional fixed route service
 - Collaboration with local governments, state on funding assistance

Safety and Security

- **Challenges**
 - Perception of safety, especially during the evening, is a deterrent to “choice” riders
 - Need better “last mile” connections and information once off the bus
 - Staff/employees cannot access or get to jobs via public transportation (location, hours of service)
 - Aging population is dispersed and often not located near existing public transportation routes
 - Bus stops need to be placed in convenient locations and provide better lighting
- **Opportunities**
 - Create fun public events, free rides and buddy rides – to improve familiarity with the system and promote culture of public transportation use
 - Create a statewide public relations campaign: public transportation is safe
 - Apps for public transportation information, next bus arrival
 - Partnerships between public transportation and community organizations
 - Prioritize funding for “last mile” connectivity

Portland Listening Meeting

A total of 31 people participated in the small group discussion during the Portland Listening Meeting. The key points discussed included:

Mobility

- **Challenges**
 - Congestion impacts public transportation reliability and operations
 - Lack of fare reciprocity among providers (rural and urban) makes connections difficult between communities
 - Intercity connections are lacking
 - Hours of service – late night service is limited. Creates difficulties for those working non-traditional schedules, such as service workers

- **Opportunities**
 - Provide amenities to make public transportation more attractive (e.g., comfortable seats, quieter vehicles, wifi)
 - Streamline connections among and between different services so they can be marketed as one system
 - Create a mechanism to encourage regional connectivity (beyond service boundaries)

Accessibility and Connectivity

- **Challenges**
 - Safe crossings, sidewalks, and curb ramps to bus stops are lacking
 - “Hub and spoke” system doesn’t serve people efficiently (requires transfers for those not heading downtown or vice-versa)
 - Make sure rural public transportation districts can connect to urban systems
 - Lack of easily accessible info about public transportation options
 - Difficulty transferring between different providers
- **Opportunities**
 - Regional pedestrian corridors should also be focus of public transportation
 - Improve cross-town routes for trips not centered on downtown
 - Improve collaboration between urban and rural services
 - “Outside the box” thinking on funding for tourism services – look to examples like the Mt. Hood Express/Columbia Gorge services
 - Encourage more density around public transportation and transit centers
 - Flexibility around ODOT grant criteria can assist in funding infrastructure and pilot programs

Equity

- **Challenges**
 - Resources limited for marketing/producing materials in other languages
 - Fares can be unaffordable for certain populations – older adults, homeless people, etc.
 - Lack of public transportation service coverage in transit-dependent communities in outer neighborhoods
 - Need more driver training on cultural sensitivity
- **Opportunities**
 - Community-based education targeted at users and that is culturally appropriate
 - Develop more, high-quality language translations of materials

- Create a statewide youth pass program and increase service to target students/schools
- Develop one seamless statewide fare system, including bike and car share, etc.
- Provide incentives to coordinate private sector services, especially in Transportation Management Areas (TMA) areas
- Create an older adult rider program to help bring riders to social services (meal sites, for example)

Safety and Security

- **Challenges**

- Conflicts between public transportation and bikes
- Not enough outreach on available services and how the system is accessible for people with disabilities
- Lack of bus shelters in rural areas and along highways
- Shortage of bus drivers and mechanisms to hire qualified drivers
- Perception among some that public transportation is for “undesirable” people
- Lack of data/analysis to help agencies choose the best public transportation options for different communities – i.e. urban vs. suburban

- **Opportunities**

- Invest in next generation transit signal priority and other intelligent transportation system (ITS) technologies
- Increase the commuter rail service in highly congested corridors
- Develop policy that instructs the state to improve public transportation infrastructure on state owned highways
- Create a statewide one-stop hub with 24-hour call center for travel info
- Add children to the priority seating area population

Salem Listening Meeting

A total of 33 people participated in the small group discussion during the Salem Listening Meeting. The key points discussed included:

Mobility

- **Challenges**

- Bus stops are missing infrastructure and have poor pedestrian access
- Need better policies related to the intersection of housing, transit, development, and land use
- Meet broader needs with more frequent service and expanded days/hours of service
- Lack of interconnectedness throughout the region/state

- **Opportunities**
 - Identify ways to partner with the private sector for investment in the public transportation system
 - Prioritize infrastructure at and around stops and connections to transit stops
 - Develop standards for ticketing coordination across different ticket fare systems

Accessibility and Connectivity

- **Challenges**
 - Costly to cover areas on the fringe of the urban region that have dispersed populations
 - Stops are not located next to services and shopping
 - Inconsistent user interfaces (maps, apps, icons) makes system hard to use

- **Opportunities**
 - Focus on developing better downtowns, with walkable streets and built density
 - Develop policies to incentivize development of services in existing pedestrian locations
 - Communication between public transportation and state funding entities, schools and city planning to improve location of public transportation service
 - Provide consistent format/interface of public transportation materials

Equity

- **Challenges**
 - Lack of public transportation service on weekends makes it difficult for community members to get and retain jobs, including service oriented jobs
 - Need a better understanding of who uses public transportation and who needs public transportation
 - Remote neighborhoods/communities need more and better service

- **Opportunities**
 - Coordination between public transportation agencies and refugee resettlement organizations
 - Use market studies to inform public transportation planning and service decisions
 - Seek to leverage funds creatively

Safety and Security

- **Challenges**
 - Need critical mass to increase popularity of bus – potential riders want to know others are using it as well
 - Many do not feel safe waiting at stops or stations

- Station and stop infrastructure is needed and important (lighting, shelters, sidewalks)
- Kids need to ride the bus to create future riders – helps with changing rider perception
- Adults need to feel that kids will be safe riding transit
- **Opportunities**
 - Driver training to foster culture/perception of safety on bus
 - Develop regional transit hubs to increase ridership
 - School programs on bus safety can show that the bus is part of the community

Eugene Listening Meeting

A total of 26 people participated in the small group discussion during the Eugene Listening Meeting. The key points discussed included:

Mobility

- **Challenges**
 - Lack of available and accessible public transportation in rural areas
 - Need for more consistent, reliable, and frequent service
 - Lack of intercity connections
- **Opportunities**
 - Identify ways to partner with the private sector for on-demand service
 - Develop technology that is accessible to all transportation users
 - Coordinate schedules, fares, and passes among different providers

Accessibility and Connectivity

- **Challenges**
 - Barrier to understanding how the system functions
 - Bus stops are missing infrastructure and have poor pedestrian access
 - Need to improve accessibility for people with disabilities
 - Need for more safe connections to schools
- **Opportunities**
 - Education and awareness of the system will increase ridership
 - Provide passes for students – involve kids with transit early to create new riders
 - Increase funding for pedestrian and bicycle facilities

Equity

- **Challenges**
 - Lack of public transportation service on weekends

- Mismatch between new housing and public transportation routes
- Limited funding for discounted/free passes to serve low or no income people
- Need more wheelchair bays on vehicle fleets, sometimes there are conflicts between wheelchairs, strollers, bikes on vehicles
- **Opportunities**
 - Develop policies that require development codes for infrastructure related to transit access
 - Coordination between public transportation agencies and refugee resettlement organizations to provide transit passes

Safety and Security

- **Challenges**
 - Lack of lighting makes transit stops feel unsafe
 - Concern for personal safety on transit
 - Pedestrian conflicts with cars, bikes, and other hazards
- **Opportunities**
 - Driver training to foster culture/perception of safety on bus
 - Security coordination with police can improve safety at stops

Online Open House

The Online Open House was available online from September 6, 2016 to November 4, 2016. During that time, 254 responses were collected. Of those who filled out the Online Open House comment form:

- 191 identified as interested citizens;
- 19 identified as being a part of a non-profit organization;
- 38 identified as either a local government agency representative, state government agency representative, private transportation provider, or public transportation provider.

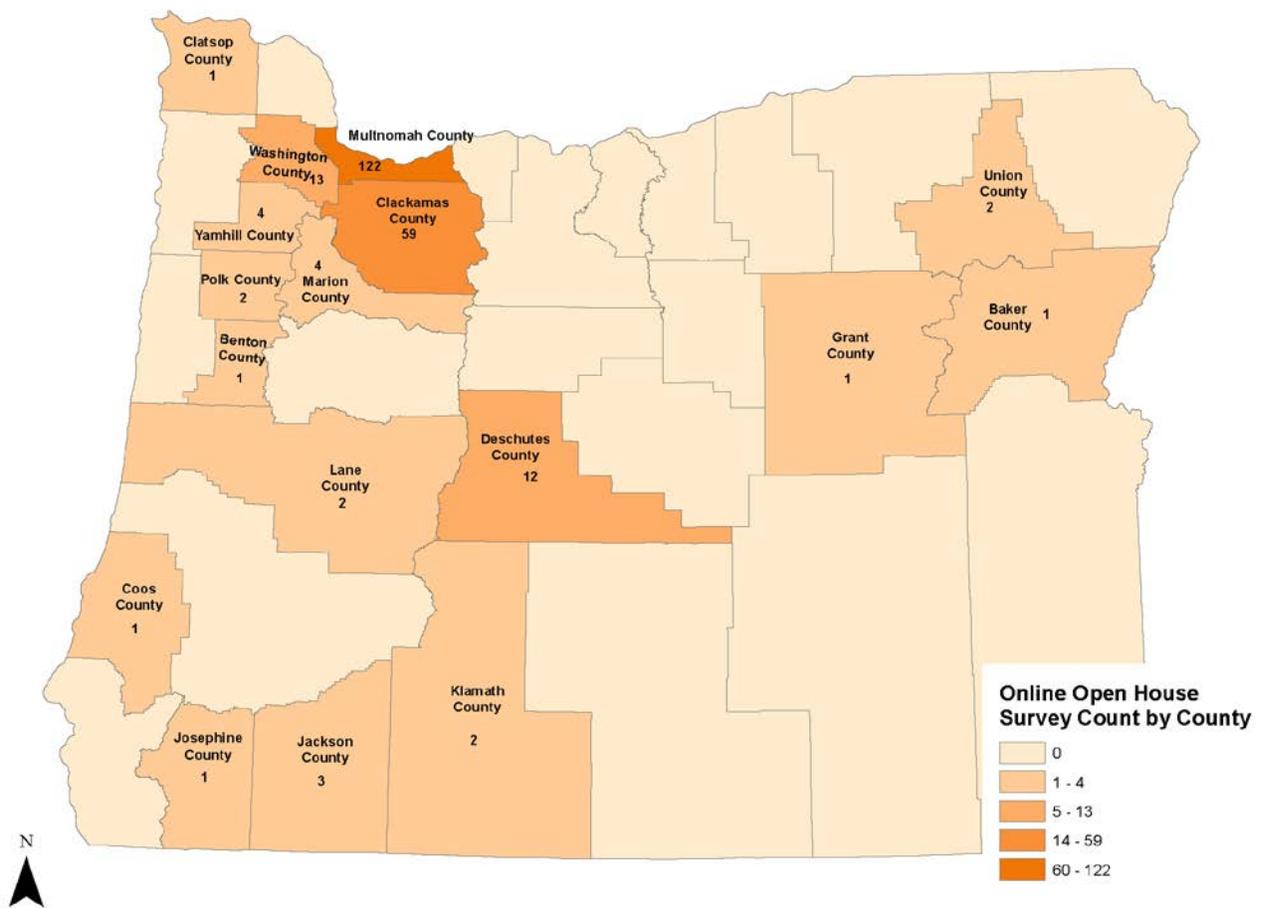


Figure 1: Online Open House Responses by County

Respondents were also asked to provide the zip code where they lived. Based on the 231 respondents who provided zip codes, 122 live in Multnomah County. Another 59 live in Clackamas County. While most of the respondents came from urban areas, many suburban and rural county respondents took part in the Online Open House (Figure 1).

Format

The Online Open House website consisted of a PowerPoint presentation that mirrored the Listening Meeting presentation. After the public reviewed the information in the presentation, they were invited to provide feedback on an online comment form. The online comment form also mirrored the small group discussions at the in-person Listening Meetings. The online comment form centered around three questions. The questions were:

1. *Based on the selected goals below, what are some of the top challenges and opportunities for people using public transportation?*
 - *Mobility*
 - *Accessibility and Connectivity*
 - *Equity*
 - *Safety and Security*
2. *Would you like to share any challenges or opportunities for the other goal areas listed in the presentation above?*
3. *Is there anything else you would like to share with us?*

Survey responses by goal areas

Mobility

Of the comments collected regarding mobility, about 35 comments related to the reliability of service, over 20 comments related to the interconnectivity between regions, cities, and services, and nearly 20 comments related to the accessibility of transit and last mile issues.

More specific comments mentioned by more than one respondent include:

- **Challenges**
 - Transit reliability is a challenge with increased traffic congestion
 - Vehicles are not supplied with sufficient easy-to-board aids (like ramps) for people who have physical disabilities
 - Intercity public transportation is inadequate
 - Infrastructure, like trails, sidewalks, and shelters are paramount
 - Linking public transit with airport travel is extremely helpful
- **Opportunities**
 - State should encourage and support development of transit-only lanes
 - Bus drivers should be trained to accommodate older adults and persons with disabilities; for example, waiting for people to be seated for leaving bus stops
 - More information on routes and services is needed to increase ridership

Accessibility and connectivity

Of the comments collected regarding accessibility and connectivity, over 50 comments related to the reliability of service, about 40 comments related to the need for interconnectivity between regions, cities, and services, and nearly 30 comments related to the lack of infrastructure to transit stops.

More specific comments mentioned by more than one respondent include:

- **Challenges**
 - Lack of connectivity between multiple transit providers
 - Need for more multi-modal/multi-agency online route planning tools
 - Public transportation is limited or nonexistent outside of major metropolitan areas
 - Lack of timely, frequent connections between rural cities
 - Need for more park and ride options in outlying hub cities
 - Providing adequate transportation options during low usage times
- **Opportunities**
 - Provide funding for transit agencies to co-develop and operate transit routes that connect key destinations
 - Costs for drivers/staff on routes can be cut when transit goes semi-autonomous
 - Coordinate transportation schedules to reduce wait times
 - Support infill in suburban areas to make public transportation feasible there

Equity

Of the comments collected regarding accessibility and connectivity, more than 20 comments related to equitable provision of service, almost 20 comments related to the infrequency and reliability of service for non-traditional workers, and about 15 comments related to last mile accessibility issues.

More specific comments mentioned by more than one respondent include:

- **Challenges**
 - Rural communities should have intercity options similar to urban areas
 - Many low income residents do not work 9-5 and need later-running busses
 - The cost of transit to users is a challenge, especially with the rising cost of housing
 - Housing communities are built in areas without access to public transportation
- **Opportunities**
 - Partner with area organizations to offer services and passes for public transit
 - Subsidize public transportation for those with lower incomes
 - Provide fare reciprocity as passengers move between transit systems

- Make consideration of transportation options a requirement of new development

Safety and Security

Of the comments collected regarding accessibility and connectivity, more than 25 comments related to the safety concerns around the lack of infrastructure accessing transit stops, about 20 comments related to the perceived safety on vehicles, and approximately 17 comments related to perceived safety at transit stops.

More specific comments mentioned by more than one respondent include:

- **Challenges**
 - Lack of infrastructure to/from stops is a safety concern
 - Need for safer crossings for pedestrians
 - Need for better lighting in bus stop shelters
 - Public transit stops do not feel safe
 - Concerns about a major earthquake crippling transportation service
 - Violence towards bus riders is an issue in some places
 - "Clean" needs to be added to goal – when stations are dirty, they feel unsafe
- **Opportunities**
 - State should provide funding for safe facilities to transit stops
 - Continue to enhance partnerships with local law enforcement
 - Create 'transit service staff' to ride vehicles, assisting passengers, providing information, checking tickets, and contacting police when needed
 - Resilient network of multi-modal transit options will support disaster response

General comments

The following general comments describe other feedback received from the online open house (each of these ideas were expressed by several respondents):

- Jurisdictions need to coordinate better to provide amenities
- Improving rural transit is part of overcoming economic barriers in Oregon
- Educate people about the economic, time, and safety benefits of autonomous transportation
- Develop policies to promote more privately operated transit services to improve intercity and regional options
- Promote more regular and affordable options for people who would prefer to use public transportation for longer trips
- Need more specific policies on urban-to-rural and rural-to-rural connections
- Promote public transportation to tourists and let them know it is easy to use

- Help reduce social stigma toward riding the bus, especially among older, suburban, and rural individuals
- Need for more commuter options in the Willamette Valley

Demographics

The online open house survey requested basic demographic information. Of the 231 respondents who answered what their race/ethnicity was, 200 classified themselves as Caucasian. Of the 234 respondents who answer about how they primarily commute to work, 83 said they take transit. The number of male and female respondents was quite evenly split, with 117 respondents being male, and 115 respondents being female. Finally, of the 238 respondents who answered, 115 were 55 years or older. The second largest age group was 25 to 34 year olds, with 44 respondents.