

# Public and Stakeholder Engagement: Milestone #1 Summary

July 20, 2018

## Overview

This memorandum summarizes findings from the public and stakeholder engagement activities carried out between June 11 and July 6, 2018 in support of Bend's Transportation Plan. A graphic summary of the feedback received through the outreach period is provided in Figure 1.



**Figure 1. Snapshot of public participation**

This outreach was conducted as part of the Plan's first public engagement milestone, which focused on sharing and obtaining feedback regarding draft goals for the plan and Citywide and regional transportation needs, issues, and opportunities. These decisions about regional and citywide facilities will enable future discussions of neighborhood-level projects.

The engagement strategies implemented as part of this process were designed in alignment with the City of Bend's overall goals for public and stakeholder engagement, and followed an inclusive, collaborative process to develop a community-supported approach to improving and managing the transportation system.

Feedback from the open house and online open house represents self-selected participants. The data provided below should not be interpreted as a scientific or statistically valid survey. The team did take steps to remove duplicate responses from the online responses by reviewing comments and scrubbing identical comments. Since multiple people could access the survey from the same IP address, multiple responses from the same IP address were allowed.

### Promotional Activities

The City advertised and promoted the engagement milestone using multiple methods, summarized in Table 1.

**Table 1. Promotional Activities Summary**

Activity	Format	Released
<b>News Release</b>	Online/Email/Social Media	May 29, 2018
<b>Project Flyer</b>	Print	May 29, 2018
<b>Email Blasts</b>	Email	May 18, 2018 June 28, 2018
<b>Website Notice</b>	Online	May 29, 2018
<b>Citywide Newsletter</b>	Email	June 21, 2018
<b>Nextdoor.com</b>	Online	June 28, 2018
<b>Facebook</b>	Online	June 21, 2018
<b>Twitter</b>	Online	June 11, 28, 2018

### In-Person Open House

The City of Bend hosted an in-person open house on Monday, June 11, 2018 in the Bend Parks & Recreation District River Bend Community Room. The purpose of the open house was to share and solicit feedback on draft transportation plan goals, transportation needs, and transportation funding. The open house also aimed to gather input to inform citywide framework for identifying and diagnosing neighborhood-level needs and project opportunities.

Participants were invited to review display boards, provide comments on maps about transportation issues and complete a comment form. Participants were also invited to indicate the three transportation goals that were most important to them using sticky dots. 48 people submitted comment forms.



**Figure 2. Photo of Open House Attendees**

### Orientation Activities

Open house attendees were invited to indicate where they work, where they live, and other important destinations on a map by using color-coded sticky dots. The purpose of this exercise was to provide participants with a chance to orient themselves. The exercise was also useful in assessing the level of representation for different residential and employment areas at the open house. Participants placed over 200 stickers on the map. A photo of the actual map is shown in Figure 3. The location of all stickers is shown in Figure 4.



**Figure 3. Participants placed stars on maps to indicate where they like and travel to**

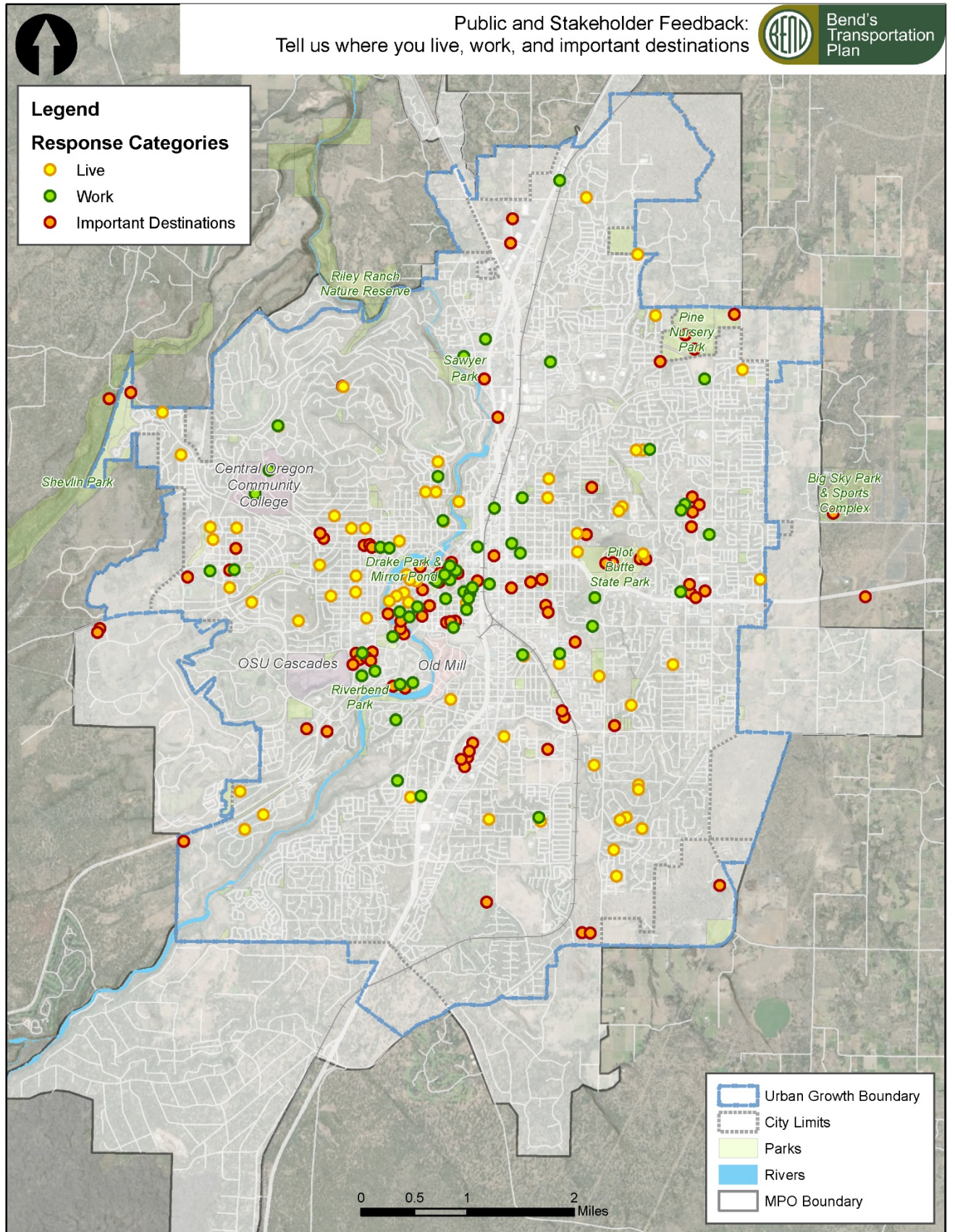
Open house attendees were also asked to complete a questionnaire about the trip they take most often. The questionnaire asked respondents to describe the destination and the mode(s) they currently use to make the trip. It then asked what modes they would rather use, what would allow them to travel by these modes (if applicable), and what other things could improve this trip. Forty-seven questionnaires were submitted. More than half of responses focused on work commutes. Many people said they would prefer to walk or bike over driving. Most people who would prefer to use another mode said that safety or connectivity prevented them from walking or biking.

### Online Open House

An online and mobile open house was held between June 11 and July 6, 2018 and was hosted on the Bend Transportation Plan website, with links on the CTAC and MPO websites as well. The online open house information closely matched the information provided at the in-person open house including online and mobile comment forms and an interactive comment map for capturing feedback about transportation needs. On the map, participants were able to pinpoint a specific location, categorize it as a pedestrian, bicycle, motor vehicle or transit need and provide a text comment describing the need. Participants provided over 1,000 online and mobile comment form responses and more than 1,100 online map comments.



Figure 4. Responses to Orientation Map (in person only)



## Feedback

Feedback collected is summarized below. The feedback reflects both input collected at the in-person and online open houses.

### Goals

**Figure 5. Goals Most Important to Respondents**



Participants were asked to provide input on the relative importance of the draft goals for Bend's Transportation Plan by placing sticky dots on the three goals they thought were most important. Figure 3 summarizes the results. The top three goals among participants were to (1) Ensure safety of all users; (2) Increase system capacity, quality, and connectivity, (3) Protect livability and ensure equity and access. A summary of responses is provided in Figure 5.

### Transportation Needs

Public input about transportation needs was collected in-person through the transportation needs exercise at the open house and online through the mapping tool. The project team grouped the comments into four categories: Access, Capacity, Connectivity, and Safety. Comments could be grouped into multiple categories. Comments received by mode are shown in Figure 6. Comments by category are provided in Figures 7-10; note that the total number of comments for each category varies widely.

#### Access

Access relates to the ability to use transportation services and/or facilities to access essential destinations, especially for people biking, walking and taking transit. Comments were often requests for additional bridges or crossings, sidewalk improvements, bus stops, or expansion of transit services. Some comments related to the ability of people to access business or residential areas by car/truck.

Over 300 comments relate to access. As shown in Figure 7, these were heavily concentrated downtown, with additional clusters along SE 15th Street, NE Butler Market Road, Empire Boulevard, and the Highway 97 corridor south of downtown. Many respondents would like faster transit service with better coverage and services to parks and recreation areas. Some comments requested better service for specific neighborhoods and employers.

#### Capacity

Capacity is a measure of the number of travelers the transportation system can accommodate.



These comments were largely automobile-focused and referenced heavy traffic, congestion, travel times, or requests for additional travel lanes.

More than 200 comments relate to capacity. As shown in Figure 8, capacity comments were distributed throughout the City but were focused on the downtown, along the Highway 97 corridor, NW Shevlin Park Road/Newport Avenue (particularly near NW 14th Street), NE Butler Market Road, and NE Neff Road near St. Charles Medical Center.

Comments focused on the region's growth and increasing levels of automobile congestion. Some responses focused on widening specific roads, other focused on investing in alternative modes to reduce automobile congestion. Some suggested modifying land use to allow mixed uses and shorter trips. Many comments focused on roundabouts, mostly favorably. There were requests for roundabouts intersections and requests to better inform visitors how to properly navigate them.

### *Connectivity*

Connectivity focuses on the number of choices a person has about how to get from point A to point B. Comments in this category included all modes but most often referenced bicycle and pedestrian needs. Comments included requests for sidewalks, crosswalks, bike facilities, and bridges.

Nearly 700 comments related to connectivity. As shown in Figure 9, the highest densities of comments were near downtown, with many comments along the railroad/Highway 97 corridor and in the River West neighborhood.

Many comments requested a more complete bicycle network, with an emphasis on off-street bike ways. Comments also requested a more complete pedestrian network, with more sidewalks — on both sides of the street — and marked crosswalks. Pedestrian bridges or tunnels at high traffic intersections were also mentioned. Many comments emphasized the need east-west connections for all modes.

### *Safety*

Comments related to safety included dangerous roadway conditions, corridors where people drive at excessive speeds, or unsafe crossings at intersections.

Nearly 700 comments related to safety. As shown in Figure 10, many safety comments were concentrated in and near downtown with additional concentrations near Central Oregon Community College, the Drake Park and Mirror Pond area west of downtown, in the vicinity of the Highway 97 corridor near Sawyer Park, NE Neff Road between 12th and 27th Streets, NE Butler Market Road, and NE 15th Street south of Pilot Butte State Park.

Many comments described feeling unsafe biking due to heavy, fast-moving automobile traffic. Many requested safer facilities, particularly protected bike ways and off-street paths. Some comments focused on the condition and maintenance of bike lanes. Comments requested a more cohesive network of sidewalks — on both sides of the street — and marked crosswalks. High speed automobile was another common theme, with some comments noting that people are traveling faster than the posted speed limits. A few comments mentioned that moving through roundabouts on foot or on bike can feel unsafe.

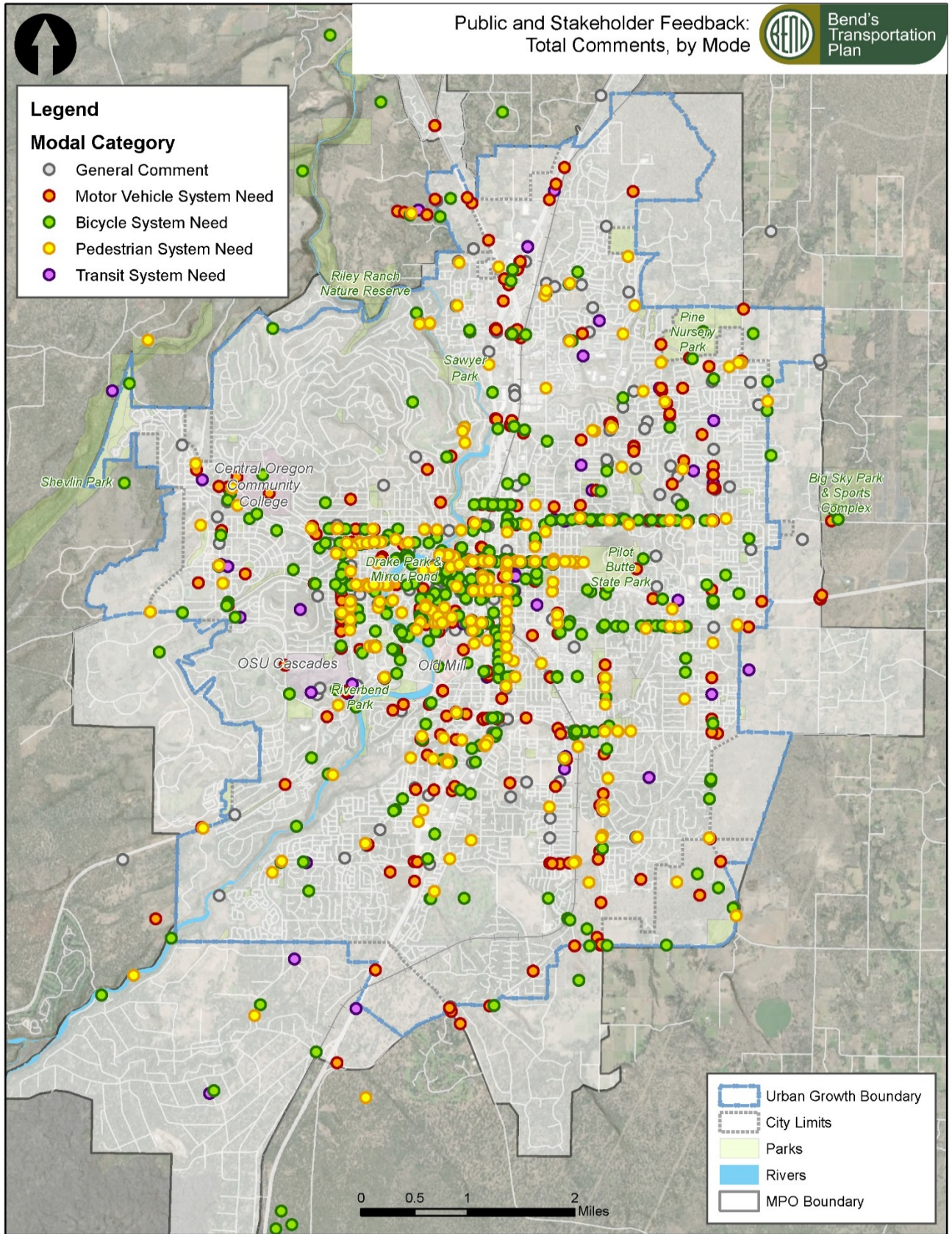
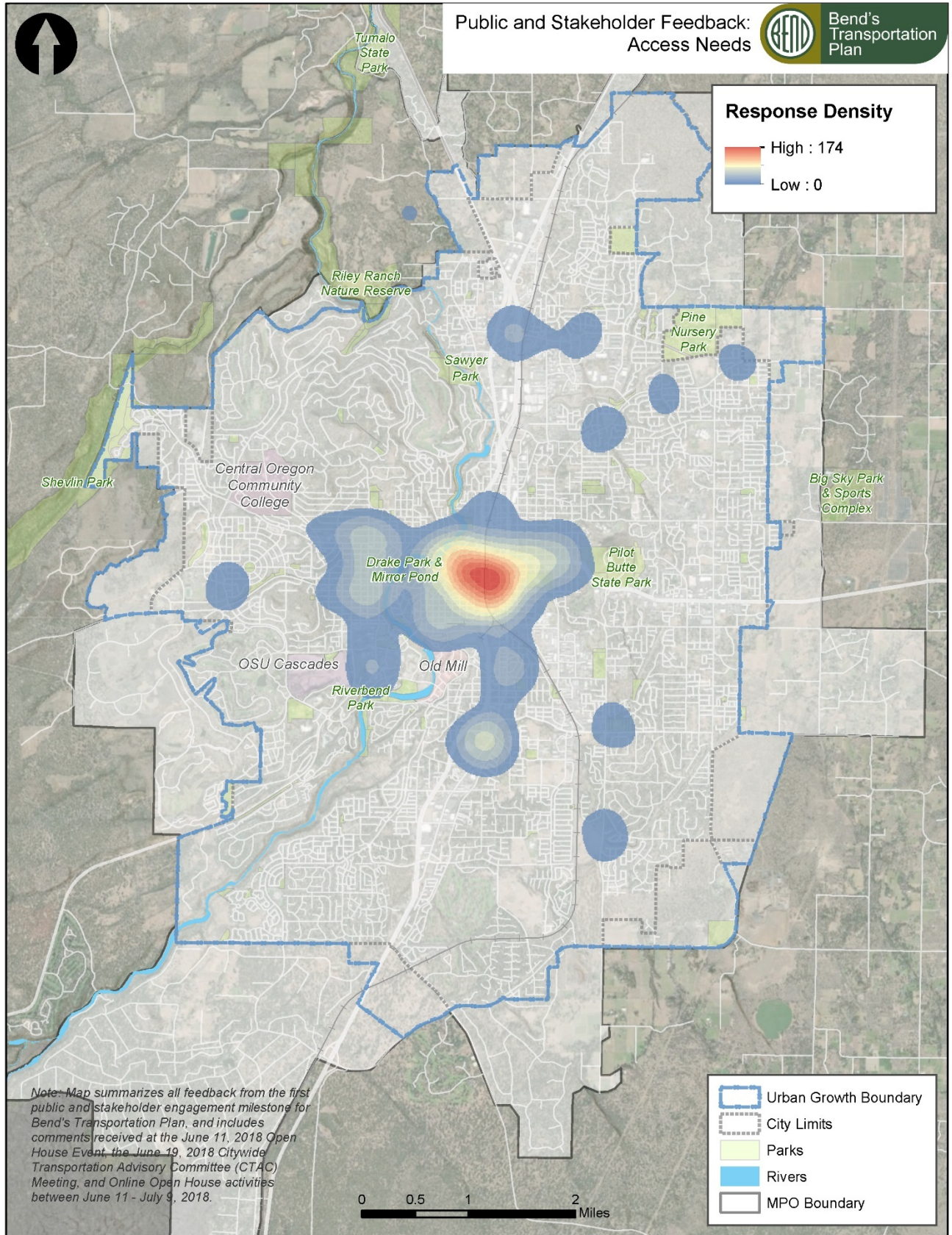


Figure 6. Transportation Needs Comments by Mode





**Figure 7. Access Needs**



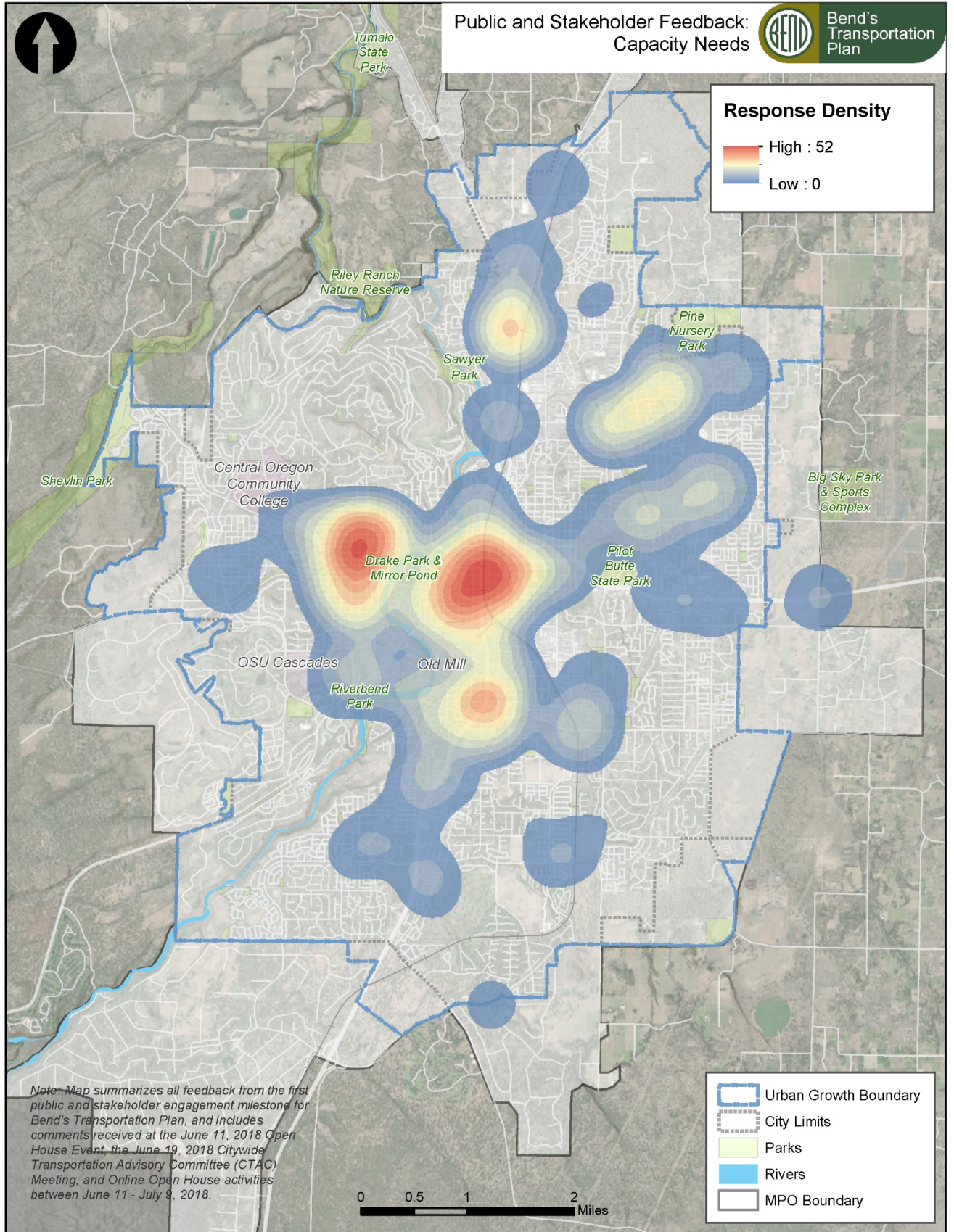
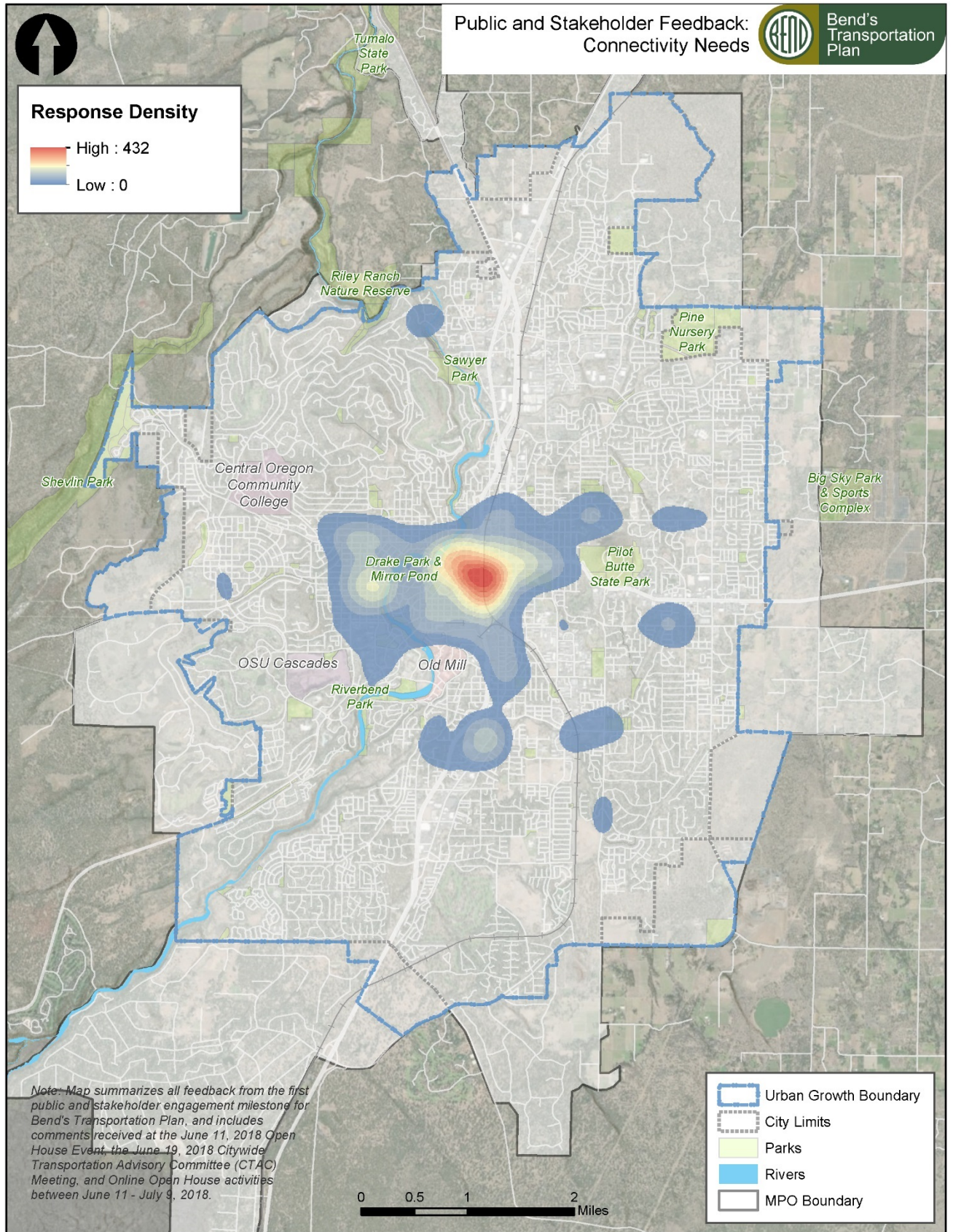


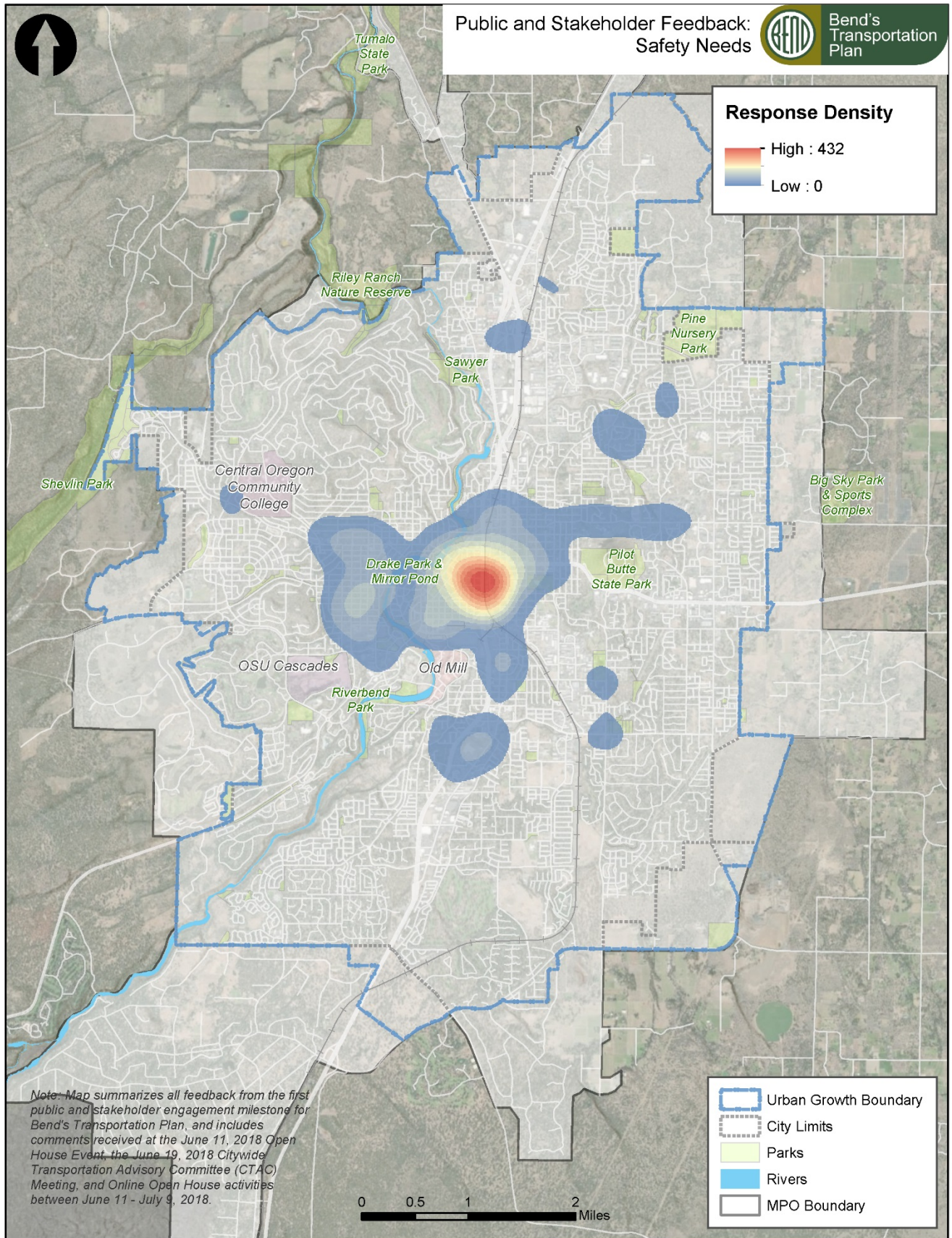
Figure 8. Capacity Needs





**Figure 9. Connectivity Needs**



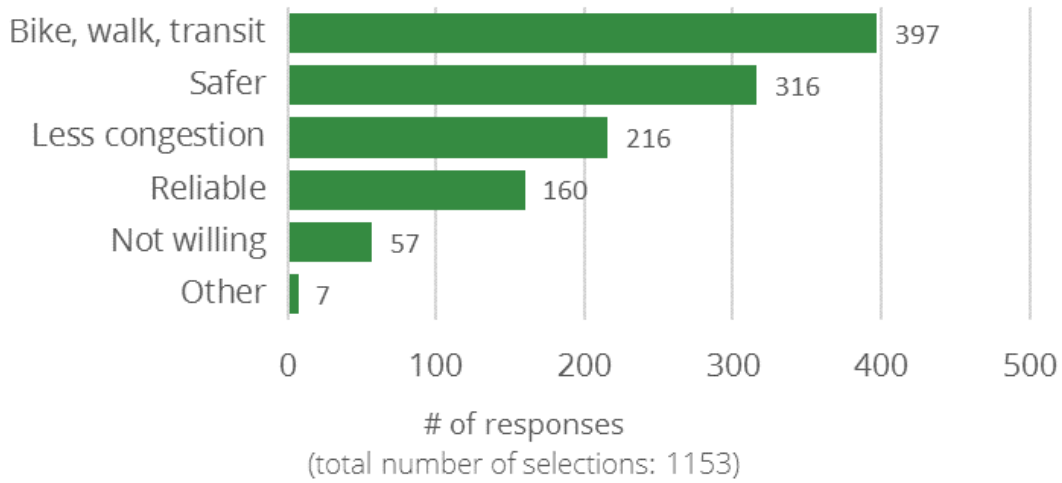


**Figure 10. Safety Needs**

### Funding

Public input about transportation funding needs was collected via the in-person and online comment forms. After reviewing information about the City's current sources of transportation revenues, expenditures, and funding needs, participants were asked to indicate the types of system-level benefits for which they would be *willing to pay* (respondents could select multiple benefits). Responses are summarized in Figure 11 below.

**Figure 11. Willingness to Pay for Transportation Benefits**

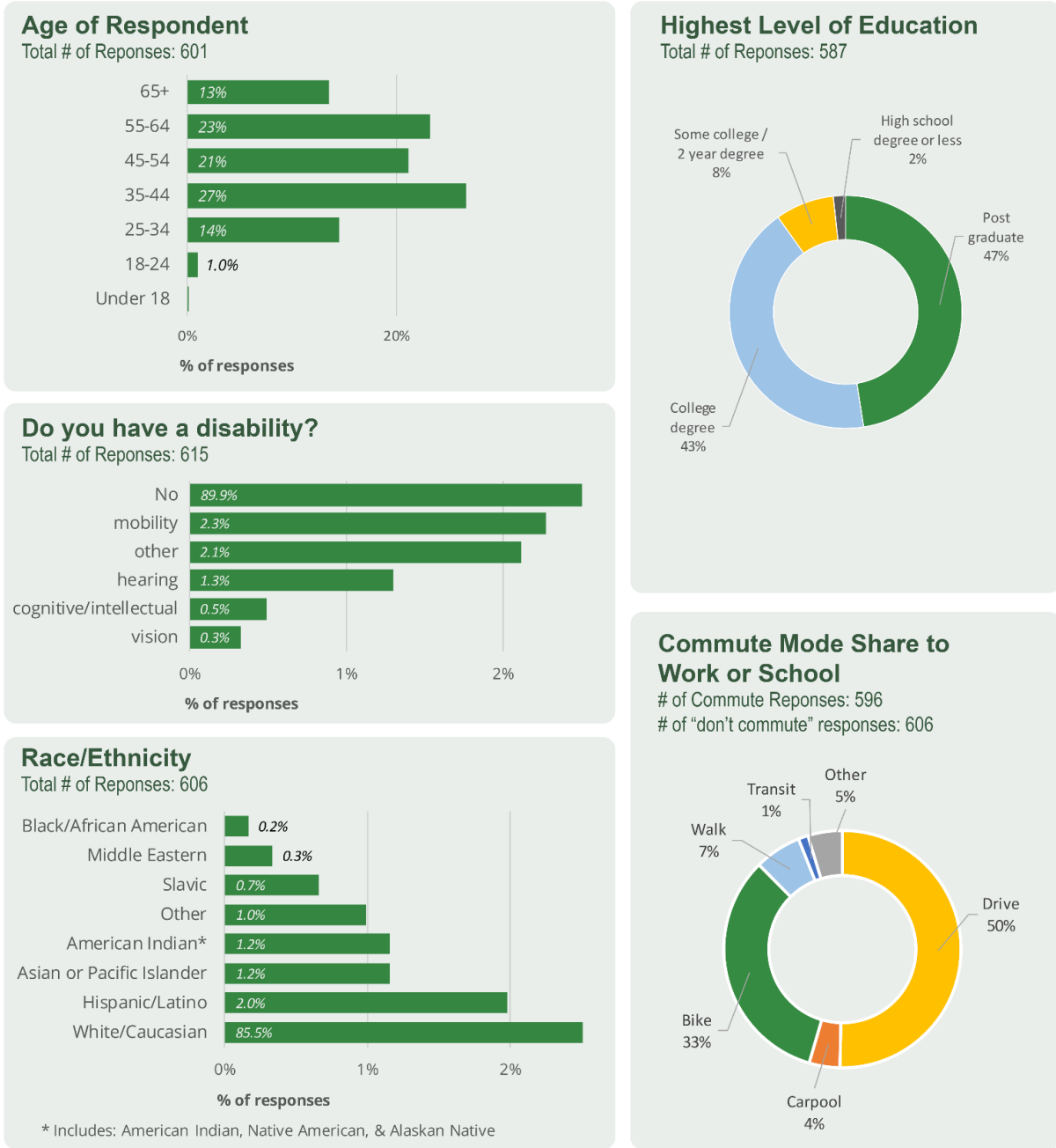




## Demographic Summary

Demographic questions were included in the in-person and online questionnaires to understand the reach of public engagement and help the team refine approaches. A graphic demographic summary is provided in Figure 12.

**Figure 12. Demographic Summary of Respondents**



Updated July 20, 2018