

**From:** Scott and Maryellen Nunns [<mailto:mreagle@bendbroadband.com>]  
**Sent:** Sunday, June 30, 2019 9:27 AM  
**To:** Karen Swirsky <[kswirsky@bendoregon.gov](mailto:kswirsky@bendoregon.gov)>  
**Subject:** Re: Bend's Transportation Plan -- Upcoming meetings

Hi Karen,

Thanks for hosting the Cascades East Transit Plan meeting 6/28. I had to run and apologize for not adequately saying goodbye as I left.

I thought it was a good meeting and very good back and forth with the audience. I'm glad that interest is strong on part of the Cascades East System crowd to be integrated with the Bend TP. A little surprised that more of the CE Transit problems and goals have not been integrated with the Big Bend Study. There are conflicting goals and physical problems. The lacking of interest to emphasize the goal of getting cars off the streets is surprising. Is that an error? Wouldn't some of these goals/desires improve outcomes in both plans?

If the city, ODOT and the regional transit district don't get their act(s) together, someone else will make the decisions for them. 40K tourists sure add to the congestion on the streets. Angry auto commuters/shoppers will vote with a ballot and it will be for better, more, and bigger roads. Walkers and bikers aren't going to get the congestion to go away.

The transit district needs recognize that they have two distinct sets of customers. Maybe three. 1) committed commuters, 2) unscheduled shoppers, students, and unemployed, and 3) the special needs customers. Each group really needs to be addressed separately. That's the only economically and efficient way to do it. I didn't realize the anger and agitation of the special needs customers is such a negative effect on driver morale. I know that many of them are mad at the world, themselves, and cost+inconvenience. Very difficult situation. Almost need social workers as riders.

Respectfully, Scott