

M E M O R A N D U M

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TO: **MAYOR AND CITY COUNCIL**
FROM: **ERIC KING**
SUBJECT: **WEEKLY REPORT**
DATE: **NOVEMBER 22, 2019**



CITY OF BEND

Upcoming City Council meetings and other events

- November 26, Council Stewardship Subcommittee at 3:00 p.m. at City Hall in the Council Chambers
- November 28 and 29, Thanksgiving Holiday, City Offices will be closed
- December 2, Transportation Bond Subgroup, 1:00 p.m. at City Hall in the Board Room
- December 3, Transportation Bond Subgroup, 11:30 a.m. at City Hall in the Council Chambers
- December 4, work session at 5:00 p.m., regular meeting at 7:00 p.m. at City Hall in the Council Chambers
- December 16, Community Building Subcommittee at 3:00 p.m. at City Hall in the Council Chambers
- December 18, work session at 5:00 p.m., regular meeting at 7:00 p.m. at City Hall in the Council Chambers
- January 8, work session at 5:00 p.m., special regular meeting at 7:00 p.m. at City Hall in the Council Chambers
- January 15, work session at 3:00 p.m., regular meeting at 7:00 p.m. at City Hall in the Council Chambers

HUD Summary

Housing and Urban Development (HUD) recently sent the attached letter with feedback items. Also attached is an internal memo from Affordable Housing Director Lynne McConnell giving a summary of HUD's report. As you read the letter from HUD you will see the tone is positive and supportive of the work the City has done. The suggestions mentioned complement the recommendations in the Analysis of Impediments to Fair Housing report.

Winter Streets Operations

The City's Winter Streets Operations Communications Plan is attached. This will be helpful information if you ever find yourselves answering questions about how the City manages snow on the streets.

Murphy Bridge

You are invited to attend a meeting with the Murphy project team and the property owners immediately adjacent to the Murphy Extension and future Murphy bridge. This small group will meet on Thursday, December 5, from 6:00 p.m. to 7:30 p.m. at the Solid Rock Community Church.



Micro Transit/Ride Bend Update

Please find attached an update from Casey Burgh, OSU Mobility Lab, about the Micro-Transit Pilot Study (Ride Bend) the City provided \$50,000 towards. The attached status update includes a comparison of on-demand services in the 2019 summer months, the summer service conclusions, and a brief background. The final report and conclusion of the pilot study will occur December 13, 2019. The final report for the City will be January 2020.

BEDAB Upcoming Meetings

Communicating about the Corporate Activity Tax

We've covered Oregon's upcoming [Corporate Activity Tax \(CAT\)](#) briefly at a number of BEDAB meetings and discussed the need to let local businesses know what's going on so they can prepare for new costs and requirements in 2020. With the tax now looming, I spotlighted some of the key things to know in this week's Business Registration newsletter ([you can read it here](#)). There's obviously plenty of interest, this was our most read newsletter ever with more than 3,600 opens from the 6,600 newsletter recipients.

The rulemaking for the CAT is underway and won't be finalized until spring. Wes Price will be on hand at the BEDAB meeting on December 2 to cover where things stand and where uncertainty still lies. We'll have Wes up from 1:30-2 p.m. in Council Chambers, if you're not a BEDAB member but would like to hear what he has to say. Wes has been an invaluable resource in figuring out what key points businesses should be hearing about regarding the tax.

Council on Wednesday

The agenda was light at Wednesday's City Council meeting. During the work session, Councilors discussed the potential transportation bond that will be up for consideration next year. A council subgroup is meeting regularly to scope out the bond's potential scope and total cost. BEDAB members can expect to hear an update on the bond at your January meeting.

The only business item up for a first reading at the meeting was a continuation of the progressive design-build project along Murphy road from Business 97 to 15th Street. That project is moving fast and should provide a much needed east-west connector once complete and paired with the under-construction Empire-27th Street connection in the north end. If you'd like to read more about the Murphy Corridor Improvements, [you can find updates here](#).

Talking Opportunity Zones with a Peer City

Yesterday, representatives from the Missoula Economic Partnership stopped by briefly to meet with City Economic Development staff on [Opportunity Zones](#) and to discuss how they may spur development. Much like Bend, Missoula has an Opportunity Zone near its urban core and they're making an effort to leverage the incentive for dense development. Also like Bend, Missoula is getting interest in Opportunity Zone projects but has yet to see any move forward despite a pressing need for housing.

We took their staff around the Central District to talk about how urban renewal may interact with Opportunity Zones, although the highlight was stopping by [the pumice mine project at OSU-Cascades](#). You can read a little more about the [Missoula Economic Partnership in their Annual Report here](#).

BEDAB Advocacy Next Monday

A quick reminder that the BEDAB Advocacy Subcommittee will meet on Monday at noon in the Council Boardroom to discuss proposed changes to the language around the home energy score. Staff has made some changes to the proposed language that doesn't outright require a mandatory home energy score, instead the plan would direct staff to scope out a program for consideration by Council at a future date. This would allow for a process in which the BEDAB and business community could again participate with more detail and answers to the questions you've all raised during this process. [You can find the agenda here](#).

Attachments

- Council Schedule
- HUD Review
- Winter Streets Communications Plan 2019-20
- Micro Transit Update



Date	City Council / BURA Schedule	Agenda Material Due Dates (Legal/Finance) Final
November 26	Council Stewardship Subcommittee, 3-5 p.m. <ul style="list-style-type: none"> • Shared Governance • Bend 2030 Vision Refresh • CCAP Follow-up 	
December 4	Work Session <ul style="list-style-type: none"> • Executive Session (Real Property - Boyd) • Scheduling requests: <ul style="list-style-type: none"> ○ Prioritization of Bike/Ped Resources (Councilor Moseley) ○ Trail connection from Juniper Elementary (Councilor Campbell) • Transportation Funding: project list and amount (2 hours) Regular Meeting <ul style="list-style-type: none"> • Readopt investment policy • Adoption of Community Climate Action Plan • Citywide Safety Improvements – 3rd & Canal Safety Crossing • Wreaths Across America Proclamation (Councilor Piper) • First reading, Building Code Updates • First reading, 2019 Oregon Fire Code • Code update for reimbursement district • GMA modifications • Annexation application PZ 19-0556 (NW Shevlin Park Road) • Major Master Plan PZ 19-0373 for Rio Lobo Investments • Resolution requesting FCC update studies on 5G • City Manager contract amendment 	(November 20) November 26
December 16	Council Community Building Subcommittee	
December 18	Work Session <ul style="list-style-type: none"> • Transportation Funding - Share summary phone survey results, discussion of next steps, project list and amount based on survey (30 min.) • Petrosa master plan and annexation - NE Expansion (1 hour) Regular Meeting	(December 4) December 10

	<ul style="list-style-type: none"> • Newport Corridor Improvements – Owners Rep • First reading, Sewer Code Updates • First reading, 4.7 Changes • Second reading, Building Code Updates • First reading, 2019 Oregon Fire Code • Sewer revenue bonds • Full faith and credit bonds • Second reading, annexation application PZ 19-0556 • Second reading , major Master Plan PZ 19-0373 for Rio Lobo Investments • Neighborhood Extension Projects Design Contract • North Interceptor Resolution to approve the acquisition of right of way and temporary easement by condemnation if necessary 	
January 8	<p>Work Session</p> <ul style="list-style-type: none"> • Transportation Funding: phone survey results, direction on election date (1 ½ hours) <p>Regular Meeting</p> <ul style="list-style-type: none"> • Mid-year budget adjustments • Second reading, Sewer Code Updates • Second reading, 4.7 Changes 	
January 15	<p>Work Session, 3 p.m.</p> <ul style="list-style-type: none"> • Quarterly goal update • Transportation Funding (1 ½ hours) <p>Regular Meeting</p> <ul style="list-style-type: none"> • Creative Laureate Report 	

<p>Work Session future topics to be scheduled</p> <ul style="list-style-type: none"> • Quarterly Council- Board/Commission check-ins (2nd meeting January, April, July, October) • Town Gown Committee Discussion (Jon) • Opportunity Zones • Airport Master Plan kick off (2019) • Phase 2 Ameresco contract • TID and Tumalo Creek Update • ODOT IGA for 3rd Street (Empire to Greenwood) • Restaurant parking requirements (as part of Code update) • Lines for Life (Chief Porter) • Update/check-in presentation on the Southeast Area Plan • Bend Parkway Plan and Right –in Right Out entrances (August or Sept. Nick Arnis) • Council direction on City-owned property at East Lake Drive (Nov./Dec.) • Even-Year Statistical Surveys
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- Wildlife feeding ban
- Transportation Funding (February 5 and 20)
- Juniper Ridge Policies

Regular Agenda future topics to be scheduled

- Public hearing on vacation of Glenwood & Alden
- Pump Station Decommissioning
- Citywide Safety Improvements – Approval of construction contract for 3rd & Hawthorne and Franklin
- Sale of the Roanoke property (Nov.)
- Franchise Code Update
- Vacation of a right-of-way for an alley west of 4th Street to the Parkway
- Loan for the Newport Drainage Improvements project

Council Stewardship Subcommittee, 3-5 p.m. last Tuesday of every other month

- Stabilization Center
- DEI

Council Community Building Subcommittee, 3-5 p.m. third Monday of every other month

- Tiny homes
- Code Updates



INTERNAL MEMO

CITY OF BEND

TO: ERIC KING

FROM: LYNNE MCCONNELL

DATE: NOVEMBER 20, 2019

RE: HUD'S REVIEW OF CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT

Each year, City staff prepare and submit a CAPER (Consolidated Annual Performance and Evaluation Report) to HUD, summarizing the work and outcomes provided by the CDBG (Community Development Block Grant) program over the past year. We thought Council might be interested both in the approval sent by HUD as well as the recommendations HUD provided.

The acceptance letter was very positive. CDBG funds provide tremendous benefit to Bend residents. In 2018, the City received \$523,046 in CDBG funds, which, along with our Affordable Housing Fund, leveraged over \$17,000,000 in private and public resources.

- CDBG funds helped our partners serve 2,926 people throughout Bend and the development of 56 homes!

While HUD's Community Planning and Development office (our primary contact) was pleased with our accomplishments, the Seattle office of Fair Housing and Equal Opportunity (FHEO—another branch of HUD) also provides feedback on the equity elements of our work, and their comments support the work Council and staff are undertaking.

1) FHEO encourages Bend to take in to account the location of land acquisitions we fund, in an effort to ensure that affordable housing is available throughout the community and is not concentrated. You'll likely remember that this is one of the top principles our Analysis of Impediments to Fair Housing report discusses, and this recommendation is in line with the AI report's recommendations. Providing such



opportunity is the current law and staff will continue to provide Council with what we feel are the best options to comply with the law in recommendations for funding, surplus property, and other housing decisions.

2) FHEO was very interested in the code barrier removal work we've done, and encouraged us to provide even more information about this work in future years—well done!

3) FHEO wants to ensure that the City provides targeted outreach to persons with limited English proficiency and those with disabilities. They specifically ask us to ensure that all public notices are available in formats accessible to these two groups, and that in subsequent years we report on those actions.

Racheal and I believe these recommendations are both in line with much of the work this Council is undertaking, and that they provide some concrete suggestions for improvement in the future. We encourage Council to keep these suggestions in mind as we develop plans and strategies, both housing related and otherwise, over the coming year.





**U.S. Department of Housing and
Urban Development**

Region X Portland Field Office
Community Planning & Development Division

1220 SW 3rd Ave, Suite 400
Portland, OR 97204
(971) 222-2600
FAX (971) 222-0357

October 30, 2019

Lynne McConnell, Affordable Housing Manager
City of Bend
710 NW Wall Street
Bend, OR 97701

Dear Ms. McConnell:

SUBJECT: Review of Consolidated Annual Performance and Evaluation Report (CAPER) and
2018 Program Year Review Letter

Thank you for submitting the 2018 CAPER on time on September 27, 2019. Program Year 2018 was the city's final year of accomplishments under its Five-Year Consolidated Plan. HUD's Community Planning and Development (CPD) Division annually reviews the performance of grantees in managing their entitlement programs. The CAPER includes performance reporting on each of the formula grant programs: Community Development Block Grant (CDBG).

The Community Planning and Development (CPD) division and the office of Fair Housing and Equal Opportunity reviewed the performance report. During the review process it was found that no corrections were needed and therefore, the CAPER is found to be substantially complete.

Overall, the city continues to perform well in the use of these resources. Our review of the CAPER and other available information confirms that the city: (1) carried out its program substantially as described in its consolidated plan submission and (2) has the continuing capacity to carry out the approved program in a timely manner.

The city's administration of the CDBG program is sincerely appreciated, and your accomplishments have resulted in many benefits to low- and moderate-income residents. If you have any questions about the enclosed comments or need technical assistance, please do not hesitate to contact Toni Strutz at 971-222-2618 or via email at Toni.N.Strutz@hud.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read "Doug Carlson", with a long horizontal flourish extending to the right.

Doug Carlson, Director
Community Planning and Development

REVIEW OF CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT

2018 PROGRAM YEAR (July 1, 2018- June 30, 2019)

BEND, OREGON

This review summarizes HUD's review of the city's 2018 Consolidated Annual Performance and Evaluation Report. Two HUD offices reviewed the plan: Community Planning and Development and Fair Housing & Equal Opportunity.

Comments by Office of Community Planning and Development, Portland, OR

The CAPER for the 2018 Program Year (PY) was received by HUD on September 27, 2019. We would like to take the opportunity to compliment city staff for their hard work in preparing this report.

The city is the direct recipient of Community Development Block Grant (CDBG) program funds. In Program Year 2018, the city was awarded \$491,281 in CDBG funds.

The purpose of the Consolidated Annual Performance and Evaluation Report (CAPER) is to provide clear and complete information so HUD can meet its statutory requirement to assess each grantee's ability to carry out its programs in compliance with the program's rules and regulations. The report also provides information for HUD's Annual Report to Congress. City officials and the public should be able to use the report to evaluate the city's overall progress in meeting the goals and objectives in its five-year Consolidated Plan.

The review of the report is based on the requirements in the consolidated plan regulations for performance reports at 24 CFR 91.520 and IDIS reports. The CAPER is found to be substantially complete.

Comments by the Office of Fair Housing & Equal Opportunity, Seattle, WA

We have reviewed the 2018 CAPER for the City of Bend, OR to determine the progress made in carrying out its strategic plan and action plan. Specifically, we have reviewed the CAPER for descriptions of the geographic distribution and location of investments, the families and persons assisted (including the racial and ethnic status of persons assisted), and the actions taken to affirmatively further fair housing. FHEO requests CPD communicate our notes below to the grantee. FHEO is available to answer questions to assist the Grantee in developing strategies to further fair housing and to provide technical assistance.

- The Grantee stated that it expended CDBG funds to acquire land that will provide affordable housing units. FHEO encourages the Grantee to consider the location of land acquisitions so affordable housing can be constructed in integrated areas and areas of opportunity as a means to overcome patterns of segregation and promote fair housing choice.

- The Grantee stated that it took actions to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing. FHEO encourages the Grantee to provide further discussion in future submissions on the actions it took to lessen or remove public policies that led to barriers identified in its Analysis of Impediments. For example, if the Grantee actions reduced barriers for the construction of duplexes and triplexes in areas zoned for single-family housing, the Grantee should elaborate on the number of duplexes or triplexes that developers committed to construct after the barrier was removed.
- FHEO notes that the CAPER did not discuss affirmative steps to solicit participation in the CAPER process from persons with disabilities or persons with Limited English Proficiency. Under its AFFH certification and Section 504 of the Rehabilitation Act of 1973, the grantee is obligated to ensure that persons with disabilities and persons with Limited English Proficiency can effectively participate in CPD-funded programs and in community-participation meetings. The option for notices in alternative formats should be stated, published, and made available to persons with disabilities in all citizen participation processes. FHEO recommends the grantee provide detail information in future CAPERS pertaining to the affirmative steps taken to include persons with disabilities.

If you have any questions concerning this review, feel free to contact Rudolph Ellis, Equal Opportunity Specialist, by phone at (206) 220-5314, or e-mail at rudolph.ellis@hud.gov.

COMMUNICATIONS PLAN
Winter Streets Operations 2019-20
November, 2019



CITY OF BEND

OVERVIEW

This document is a continual work-in-progress. The plan should cover a number of tactics to communicate what the City is doing regarding its winter street operations in 2019-20. This is an outreach plan for messaging around the City's winter streets operations.

The plan will identify partners, audiences, key messages, messengers and tools to share our messages. Then the plan includes a schedule and a collection of communications materials messages and assets to ensure consistent and comprehensive communications.

TARGET AUDIENCES

- Media
- City Council
- New residents with little understanding of our streets operations system
- Residents who have experienced big winters
- Neighborhood Associations who can help spread the word
- Neighbors of emergency snow parking zones (downtown businesses)

KEY MESSAGES

1. EVERYONE HAS A RESPONSIBILITY TO PREPARE FOR WINTER!

WE'RE IN THIS TOGETHER. HELP US HELP YOU. BE PART OF THE SOLUTION.

- The City of Bend Streets and Operations Department is getting ready for the season and we're asking you to do your part to prepare for winter too. Learn what to expect. www.bendoregon.gov/winter
- When it snows, you can help the Streets Department plow curb-to-curb by trying to keep streets clear of obstacles such as parked vehicles or garbage cans.
- The City is also trying a pilot program to designate targeted Snow Emergency Zone parking restrictions during snow emergencies.
- For more information on winter street maintenance, go to www.bendoregon.gov/snow

2. EMERGENCY SNOW ZONES

- What is it? During heavy snow fall, we have identified problematic streets where on-street parking contributed to increasingly narrow and sometimes impassable roads. During declared snow emergencies, we're going to ask that those streets be cleared of parked cars, to help us plow from curb to curb, so there are no unmanageable berms in the travel lanes. We're starting with known trouble areas this year (*provide maps*).
 - Wall Street (Portland Avenue to Colorado Avenue)
 - Bond Street (Wall Street to Colorado Avenue)
 - Chandler Avenue (Mt. Washington Drive to Century Drive)
 - NE Courtney Drive (27th Street to Conners Avenue)
 - NE Conners Avenue (27th Street to Courtney Drive)
 - NW Broadway Street (Franklin Avenue / Riverside Boulevard to Colorado Avenue)
 - NW Tumalo Avenue (Riverside Boulevard to Broadway Street)
 - 17th Street & Troon Avenue (Galveston Avenue to Mt. Washington Drive)
- When will it happen? During a big snow storm, City officials will consider many factors, including weather forecasts and time of day, in the decision to declare a "snow emergency," which means parking will not be allowed on these streets for a period of 12 hours or until the street has been cleared curb to curb. Once the street has been completely plowed from curb to curb, cars can return to the zone. The City will plow within 12 hours of declaring the emergency. Work will most likely be done at night in the downtown area.
- How will I know if an emergency is declared? Sign up to receive emergency snow notifications via email at www.bendoregon.gov/enews, check the banner on the front of www.bendoregon.gov or call Streets and Operations: 541-323-5980
- Enforcement? As this is still a pilot program, we don't intend to tow cars, but if we have to tow to facilitate safe streets, it will be at no cost to the driver and relocation areas will be identified. If your car is not where you parked it during a snow emergency, call Consolidated Towing 541-389-8080 to find out where your car is.
- Do your neighbors a favor! Don't get plowed around – it will leave a berm that is difficult to remove.
- This is still a pilot project that will likely evolve.

3. PRIORITY PLOWING AND SANDING ZONES. HOW WE DO IT.

- a. **We prioritize plowing and sanding on the highest-use streets that accommodate the most drivers, major employment areas, schools and transit routes.** This map (*maps provided*) helps you understand how we prioritize which routes to plow first.
- b. During a big snow storm, City officials will consider whether to call contractors to help the City crews, based on a variety of variables including the weather forecast. Contractors are typically used to help us clear local, residential roads.
- c. Bend has microclimates, or different weather patterns depending on geographic locations, and storms can impact parts of town differently.

LIST OF COMMUNICATIONS TOOLS

Media releases
 Social media plus Nextdoor
 Website
 eNewsletter
 Neighborhood Association outreach, targeted and general newsletter
 Letters to emergency snow zone neighborhoods – targeted

TIMELINE & TACTICS

DATE	COMMUNICATIONS TOOLS/TACTICS	TARGET AUDIENCE	STAFF RESPONSIBILITY	MESSAGE
Oct. 19	Newsletter	eNews subscribers	Anne	Get ready for winter Key message #1
Ongoing – updated as of Nov. 13	Winter website www.bendoregon.gov/winter	Community all	Jacob	What to expect, FAQs, contacts, and more.
Ongoing – needs update as of Nov. 13	Winter streets operations website	Community	CJ	FAQ content: snow removal policy, priority zones, emergency snow zone parking plan, driveways policy, magnesium chloride use, regular updates and information of the day. Add maps and video

November 21	Emergency Snow Zone info - press release eNewsletter social media	Distribute to Media, social media, Nextdoor, Targeted neighborhoods, distribute ahead of every storm	Anne	Key messages #2 above Emergency snow zone map and street list
November 22-27	Mailers/letters to each emergency snow zone area	Immediate neighbors/ users of that street	Anne providing letters/ Jacob providing maps Streets staff to print and mail	You're on a snow zone. Here's what you need to know about parking. Map and message #2. Content below.
Nov. 22-ish	Emergency snow zone Ben Hemson outreach	Business community, Downtown	Ben Hemson	Downtown is an emergency snow zone. Here's what you need to know about parking. Here's how to sign up for alerts. Map and message #2. Content below
December newsletter and when there's snow in the forecast	Priority Routes Map and press release	Media, social media, website update include in December newsletter	Anne/Comm team CJ - web	How we prioritize which routes to plow first. Key Message #3
WHEN EMERGENC IES DECLARED	ENOTIFICATION TO EMERGENCY SNOW ZONE SUBSCRIBERS AND eNEWS subscribers on web EMERGENCY BANNER ON WEBSITE Media – News Outlets release (INTERNAL Protocol outlined below)	Subscribers to emergency snow zone notifications, news outlets, website banner, Streets dedicated phones	CMO/David declares – Anne/Jacob/Jo shua (whoever is available first)	Time to move your cars! Key Message #2 Refer to maps Emergency Snow Zones are: Wall Street (Portland Avenue to Colorado Avenue)

COMMUNICATIONS ASSETS AND PUBLISHED INFORMATION

WINTER OPERATIONS VIDEO, 2019-20: <https://youtu.be/g0B4ULfNWsM>

BEND CURRENT ENEWSLETTER OCT 2019 and social media Oct. 2019:

ARE YOU READY? Bend is a 3,623-foot-elevation town known for great downhill and Nordic skiing. That means we get snow! Average snowfall is more than 20 inches of snow in a winter. Storms vary from a couple of inches to more than a foot. The severity of snow and road conditions also can vary depending on which part of town you live in.

It takes some effort to maintain your lifestyle when winter hits, so it is very important to be prepared. Get the resources and supplies you need on hand before you're snowed in. It's never too soon to make some phone lists, find your snow tires and buy snow shovels and roof rakes.

Did you know it was a property owners responsibility to shovel sidewalks that border your property? Many of our neighbors rely on a clear sidewalk to get to and from work, school or bus stops. To help keep our sidewalks safe and passable for your neighbors during winter snow storms, [read these guidelines about snow removal from sidewalks.](#)

Are you an experienced snow driver? Deschutes County offers a great [winter driving training](#) for those lacking winter experience. And be sure to peek at the Oregon Department of Transportation's helpful [winter driving guide.](#)

More tips for preparing and protecting your home can be found at [www.bendoregon.gov/winter.](http://www.bendoregon.gov/winter)

THE CITY HAS A PLAN: During winter operations, we prioritize the highest-use streets that accommodate the most drivers and access major employment areas, schools and transit routes. Priority routes receive de-icing, sanding, and plowing first. [More plowing info and maps here.](#) Lower-use streets, the local residential streets, are a lower priority.

We are set up for the average winter, but the occasional extreme storms can be challenging. We maintain 850 lane miles with two daily work shifts, 18 snow plow operators per shift and 25 pieces of equipment, from light-duty pickups to medium-duty dump trucks to heavy-duty (two motor graders) with snow plows.

After snow accumulates we evaluate calling in contractors to help, typically on the local residential roads. Our Streets crews will support and collaborate with Police and Fire to provide access for emergency services as needed.

In ongoing heavy snowfall, multiple passes of the high-priority routes can be necessary before moving to lower priority routes, to try to keep the street network system open for emergency services.

We understand that plowing snow berms across driveways can be frustrating for some residents. The City does not have the equipment or staffing to clear berms from the 30,000-plus driveways in Bend. However, this year we have purchased one snow gate for one grader as a pilot project to see how it works in an urban setting, without negatively impacting plowing productivity.

Hydraulic snow gates at the end of the grader's plow can be lowered when plowing across a driveway or side street. The snow gate holds snow at the plow blade and then the gate is raised to release the snow at the end of the driveway or cross street. In rural settings with considerable distance between driveways, snow gates get some positive reviews. We will try one this year and see how effective it is in an urban environment, primarily on the priority routes.

TO: NICK ARNIS, CITY OF BEND

FROM: CASEY BERGH, THE MOBILITY LAB AT OSU-CASCADES

SUBJECT: SUMMER MICRO-TRANSIT PILOT STUDY UPDATE

This update is provided while the pilot study is in progress. A full report of the study findings will be provided at the conclusion of the study.

Comparing on-demand services in summer 2019 to fixed-route service in 2018:

- A premium transit service (on-demand, door-to-door) offered free rides in a larger area at a lower total operational cost than fixed route service. (More than \$20,000 saved)
- Ridership decreased from summer 2018 to summer 2019, likely due to the new service model and technology barriers that did not exist with fixed route services.
- Ridership and costs per revenue hour kept pace with similar micro-transit offered in other US cities.
- Customer satisfaction for the on-demand service was exceptional (4.97 out of 5 stars).
- The service attracted many riders that would have taken a personal vehicle otherwise (80% of riders)
- The service encouraged shared rides (average occupancy of 2.1 passengers per trip) and helped reduce congestion and parking demands (704 trips ended downtown and 247 ended in the Old Mill District in 8 weeks)
- Reduced consumption of fossil fuels and reduced Vehicle Miles Travelled (3,000 fewer miles were driven in summer 2019¹)

Summer Service Conclusions:

- Provides a premium transit service that entices vehicle owners to share rides to key destinations.
- Although ridership declined, the service is right-sized for Bend, meeting demand while minimizing tailpipe emissions.
- Ongoing advertisement is essential to encourage more visitors to share rides on Ride Bend.
- Future services should include educational outreach to remove technology barriers for all riders.
- Technology-enabled transit creates efficiencies that must be integrated into the transit system in order to compete with the single-occupancy vehicle.

¹ Accounts for reduction in rides from 2018 to 2019; 7,400 fewer miles were driven in 2019 compared to 2018.

SUMMER MICRO-TRANSIT PILOT STUDY UPDATE

Background: Free fixed-route transit service was offered to the public for the past two summers (coinciding with peak annual traffic volumes) within Bend's downtown and central west side. After two seasons, Ride Bend stakeholders were considering ways to improve efficiency of the service.

Downtowner, LLC offered app-based, on-demand transit services in the same service area from July 1 to September 2, 2019 under contract with The Mobility Lab at OSU-Cascades. The effectiveness of on-demand, app-based transit service was studied by offering free on-demand rides in 12-passenger vans. The service was available to the public and advertised to visitors and residents.

The Mobility Lab staff coordinated with the City of Bend and the Bend Metropolitan Planning Organization to review service updates and monitor performance measures. Technology enabled changes to the service hours and service area in response to rider feedback, including:

- Expansion of the service area boundaries, extending the northern boundary from Galveston Avenue to Portland Avenue.
- Extended service by one hour, to 9 p.m. on Thursday, Friday, and Saturday evenings. Reduced number of vehicles in service on Sunday afternoons, when demand was lowest, maintaining the budget.

After Labor Day, the service area expanded to serve areas west of 14th Street, including OSU-Cascades and Central Oregon Community College (COCC). The fall service is offered weekdays from 7 a.m. to 6 p.m. until December 13. More rides have been taken per day in the fall than in the summer, with one less vehicle in service.

Final recommendations coming in January 2020, after completion of the study.



Fall 2019 (9/23 - 11/6)

Hours: 7am - 6pm, Monday - Friday

Average Wait: 8:29

Average Experience Rating: 4.96 out of 5

Average Occupancy: 1.54 passengers

Rides to/from OSU: 589 (25%)

Rides to/from a campus: 1,838 (77%)

Passengers: 3,072

New App Accounts: 627

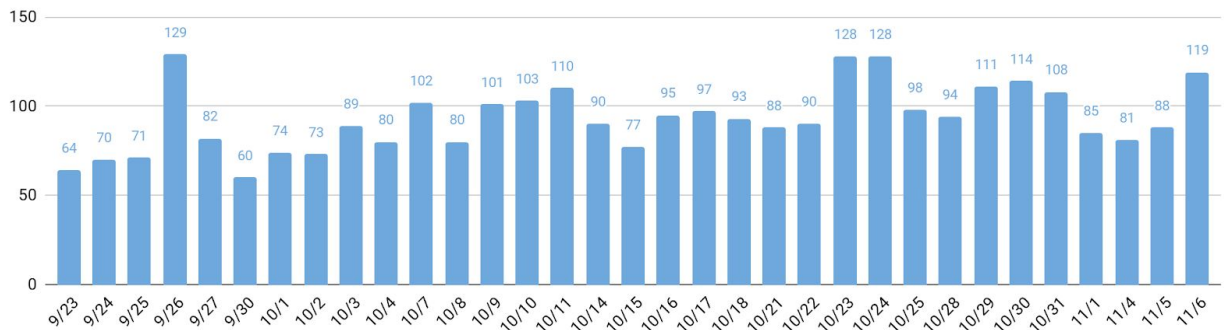
Average Ride Distance: 1.75 miles

Average Daily Passengers: 93

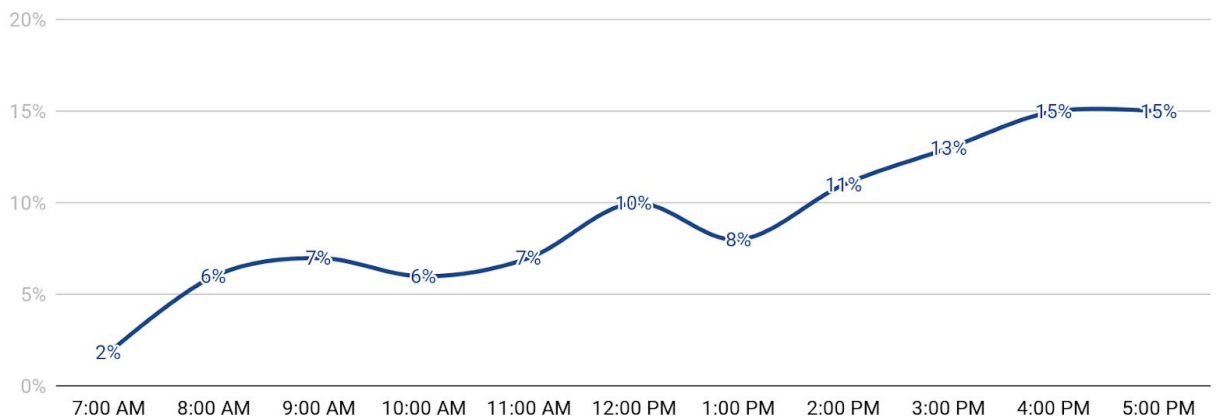
Rides to/from COCC: 1,249 (52%)

Wheelchair Rides: 0

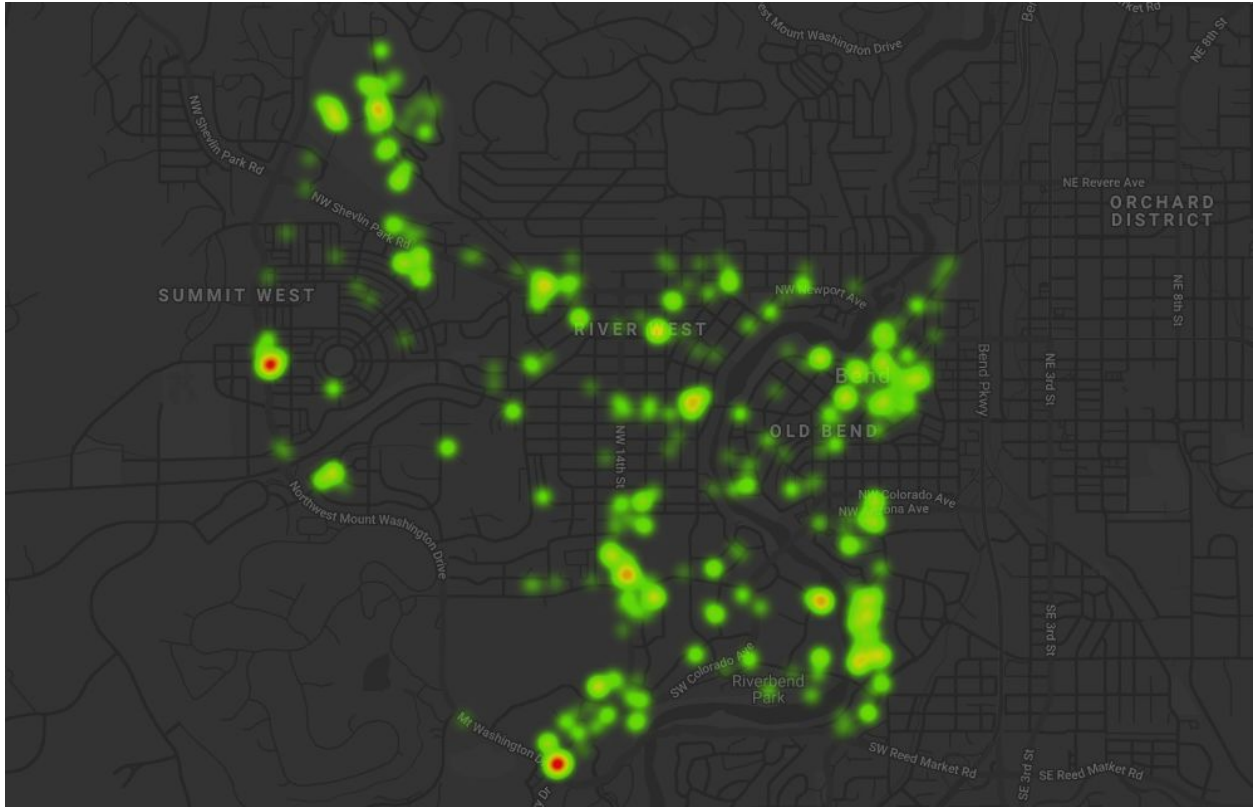
Passengers



Volume By Hour



Pickup Locations



Dropoff Locations

