

# Cascades East Transit



## GEOGRAPHY AND SERVICES

Cascades East Transit (CET), operated by Central Oregon Intergovernmental Council (COIC), is the largest transit agency in Oregon that is not a transit district. CET's transit system spans 80 miles across the high desert, connecting the communities of Warm Springs, Madras, Redmond, Bend, Sisters, Prineville, and La Pine. Since the pandemic, CET's fixed route, community connector, veteran's healthcare, and Dial-A-Ride services have remained fareless, providing over one million rides to community members who need to access employment, education, healthcare, and basic goods and services. CET also builds community resilience by providing free transit services to wildfire evacuees and homeless individuals seeking relief from smoke and extreme weather conditions. Central Oregon is growing rapidly, and CET continues to meet growing transportation demands by providing reliable and convenient transit options that connect communities and help families save time and money.

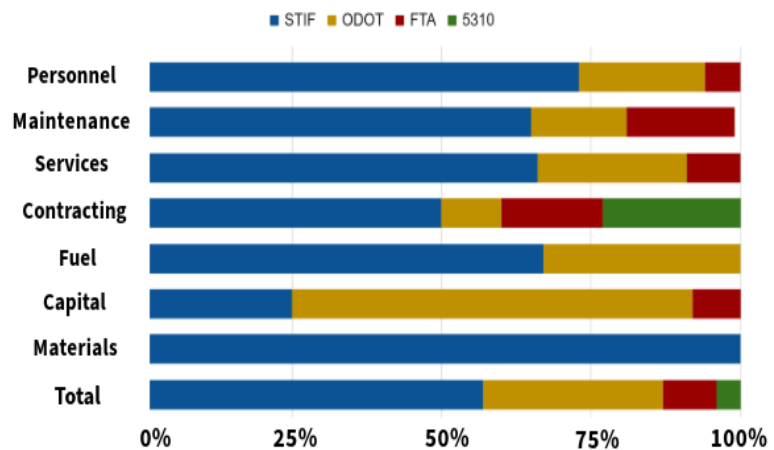
## IMPORTANCE OF STIF FUNDING

COIC administers the STIF Program in coordination with Deschutes, Jefferson, and Crook Counties, and the Confederated Tribes of Warm Springs to ensure equitable distribution of funds. CET relies on Statewide Transportation Improvement Funds (STIF) to maintain existing services, as well as provide service expansions within and between growing communities. STIF supports intercity bus service providers, a successful vanpool program, a new mobility hub in Sisters, medical trips for rural veterans, and non-profit organizations that provide transportation to underserved communities and people with disabilities. Increased costs for operations, maintenance, and vehicles since the pandemic pose challenges for CET to maintain and expand services to meet community needs. Any increases in STIF funding will directly benefit Central Oregon communities by improving quality of life.

The following projects and services were initiated or expanded using STIF funds:

- **Two City of Redmond Flex Routes** that access the airport, community college, hospital, senior center, grocery stores, and downtown.
- **A medical and shopper service between Crooked River Ranch and Redmond** to provide rural residents access to groceries, pharmacies, and healthcare.
- **A Sisters Shopper Shuttle** that travels to Bend every Thursday afternoon for shopping trips.
- **Increased frequency** on Community Connector routes to provide better connections for residents, employees, and students living in rural areas of Central Oregon.
- **60 vanpools** to help rural residents, shift workers, and Warm Springs tribal members access employment and education.

### STIF is now the primary funding source for CET.



- Additional routes and vehicles for **Central Oregon Breeze** and **Pacific Crest Bus Lines** to provide better connections to Klamath Falls, Salem, Eugene, and Portland.
- Support for the non-profit **Opportunity Foundation** to provide transportation services for people with disabilities.
- Hawthorne Station parking lot renovations to **improve safety, accessibility, and wayfinding** at CET’s main transit hub.
- Development of **mobility hubs** throughout Bend to provide more seamless connections to transit, ridesharing, and micromobility options.
- **Enhanced security at transit hubs and facilities** to ensure safety for passengers and drivers.
- **Technology investments** that provide free Wi-Fi on buses, real-time signage, trip planning tools, upgraded security cameras, and more efficient dispatch software.

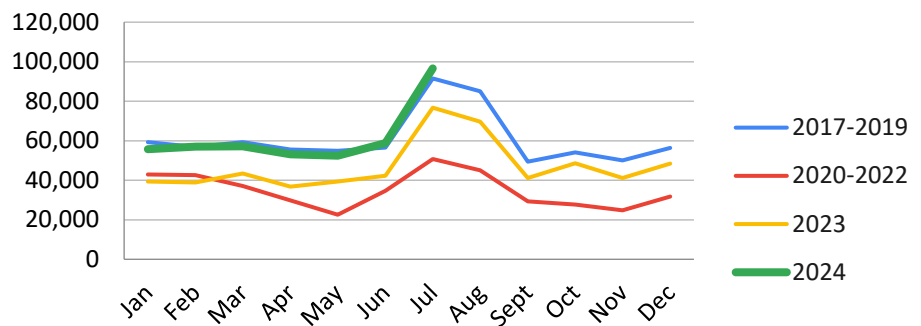


## RIDERSHIP AT A GLANCE

CET’s ridership has rebounded to pre-pandemic levels thanks to STIF funding! Since the pandemic, CET has utilized STIF funds to create new routes and recreation services, expand Dial-A-Ride boundaries, and increase service frequency within Bend and Redmond and between communities. These expansions allow CET to better serve low-income and underserved populations, thus creating demand for new riders.

CET ridership by service type since 2017	
Bend Fixed Routes =	870,650
Community Connectors =	380,920
Deviated Routes =	102,360
Dial-A-Ride =	230,360
Rural Veteran’s Healthcare =	14,030
Recreation services =	509,260
Vanpools (2023-2024) =	63,580
<b>Total Ridership =</b>	<b>2,171,160</b>

Total CET Ridership



## RIDER TESTIMONIALS

*“I want to give a big shout-out to customer service, dispatch, and the drivers for getting me to the laundromat today – I am so grateful for this service!” – Julie*

*“DeeDee is such a nice driver - she is always pleasant and makes my Dial-A-Ride trip enjoyable. All the CET employees are so nice and make my life much easier – thank you!!” - Carol*

*“We came into town from Santa Cruz to mountain bike and rode the Transit to Trails Shuttle multiple times. Please keep providing this service and thank you, Bend Transit – well done!” - Jeff*