Dial-A-Ride Steering Committee

MEETING MINUTES
MONDAY, AUGUST 26, 2019
1:30 – 3:00 PM
Transit Training Room, SMART Administration Building

Committee Members Present: Marie Alaniz; Rose Case; Tom Cole; Linda Howland; Kate Johnson, Chair; Mike Malchow-Hay; Chelsea Tschida; Sadie Wallenberg; Rob Wiesenthal

Committee Members Excused: Cindy Foster; Josh Golston, Vice Chair; Priscilla Johnson

Staff Present: Nicole Hendrix, Transit Management Analyst; Eric Loomis, Operations Manager; Becky Vogt, Dispatcher; Michelle Marston, Program Coordinator; Tim Viets, Supervisor

Discussion Items:
A. The Committee introduced themselves and gave outreach feedback if they missed last meeting.
   a. Linda created a DAR handout and distributed to all Brookdale residents. Anyone is welcome to use the handout.
   b. Rob has an opportunity to speak at a Charbonneau forum.
   c. Chelsea is in touch with SMART staff about a resident interested in travel training.
   d. Mike mentioned how having the survey done in the context of a tabling event was positive and helped people walk through the survey.
   e. Some questions on the survey were difficult for people who aren’t familiar with SMART to answer.
      1. Michelle mentioned how Cherriots and TriMet have branded buses specifically for the Lift (demand response) service. SMART doesn’t differentiate that way, maybe it’s something to consider to make it easier to see the difference.
2. Eric said SMART “interlines” our vehicles meaning, one vehicle could be used on a Dial-a-Ride then immediately be used for fixed route, so branding specific buses would limit our ability to interline. As SMART grows, this may be more feasible.

B. Meeting minutes from July unanimously approved.
   a. Rob made a motion to approve.
   b. Motion seconded by Linda.

C. Survey Results Review
   a. A total of 153 responses were collected. Only one of those was online.
   b. The Committee went through and shared their reaction to the results of each question in the survey.
      1. ‘Wait times’ question was hard to understand.
      2. ‘Willing to pay’ question varied as some people only answer for the service they were interested in. It also did not clarify if it was round trip or one way.
      3. Travel training question was somewhat misleading because people thought it was for DAR not fixed route.
      4. Use of the DAR acronym in the survey was sometimes confusing.
      5. The ranking question often was not completed or simply checked rather than ranked.

D. Coordination of existing shuttles: Nicole reached out to the various senior living facilities to see what transportation services they provide. This will allow SMART to augment those services.

E. Eric announced that SMART was awarded a competitive statewide grant to provide a deviated fixed route shuttle service that leaves from the Community Center and goes to Meridian Park Hospital in Tualatin with minimal door to door pick up. Coming in spring 2020.

F. Timeline
   September: City council work session September 16, develop recommendation
   October: Finalize recommendation/present to Council
   November: Final meeting

G. Meeting adjourned 2:45PM

Committee Actions Items:
• Review prompts and bring recommendations to the next meeting
• Share DAR updates with constituents, friends, etc.
If at any time you have or receive comments you would like to include for the record, please send those to Nicole.

**Staff Action Items:**
- Send prompts for discussion on recommendation (Nicole)
- Schedule City Council work session prep with Kate and Rob for September (Nicole/Eric)
- Update and maintain DAR webpage (Ongoing - Michelle and Nicole)

**Next Meeting:**
Monday, September 23, 2019
1:30 – 3:00 PM
SMART Administration Building
Dial-A-Ride Steering Committee Meeting
28879 SW Boberg Road, Wilsonville
August 26, 2019
1:30 – 3:00 PM

Agenda

1:30 – 1:40 Introductions/Updates (All)
1:40 – 1:45 Meeting Minutes (Hendrix)
1:45 – 2:15 Review Survey Results (All)
2:15 – 2:45 Recommendation Discussion (All)
2:45 – 3:00 Timeline/Next Steps (Hendrix)