Dial-A-Ride Steering Committee

MEETING MINUTES
MONDAY, DECEMBER 3, 2018
1:30 – 3:00 PM
Transit Training Room, SMART Administration Building

Committee Members Present: Rose Case; Tom Cole; Josh Golston, Vice Chair; Linda Howland; Kate Johnson, Chair; Priscilla Johnson; Mike Malchow-Hay, Sadie Wallenberg

Committee Members Excused: Marie Alaniz; Cindy Foster; Chelsea Tschida; Rob Wiesenthal

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

Discussion Items:
A. The Committee introduced themselves, backgrounds, and interests they represent.
B. Meeting minutes from November unanimously approved.
   a. No changes to the draft minutes suggested
   b. Josh made a motion to approve
   c. Motion seconded by Tom
C. Transit Management Analyst, Nicole Hendrix, asked the Committee to review and provide edits on the “Member Description/Contact” sheet. She will send that out to the Committee for internal use.
   a. Operating Costs
      i. Out of a $5 million dollar total budget, SMART spends $1,044,308 on DAR service.

Minutes approved 1/28/2019
ii. Cost of service is determined by a percentage of mileage and hours of DAR compared to fixed route service. This is because SMART “interlines” or uses the same bus changing from fixed routes and DAR.

iii. Out-of-town service is the most expensive DAR service and is only for medical trips.

iv. General public DAR service has highest ridership
   1. Josh questioned how to become more efficient and which program has the most room for change.

b. There are four major sources of DAR funding:
   1. 83% from Wilsonville Employer Payroll Tax
      a. The new employee payroll tax (House Bill 2017) won’t be available until April 2019 at the earliest
   2. 9% from the Special Transportation Fund (State/only for out-of-town medical service)
   3. 7% from Clackamas County (only for Villebois area)
   4. 1% from fares for service out of town

E. Transit Supervisor, Tim Viets, mentioned the current Charbonneau shuttle, which can reduce the demand on DAR if more people knew about and used the service.
   a. Kate suggested increased and consistent advertisement in places such as the Boones Ferry Messenger
      i. SMART Outreach Coordinator, Michelle Marston, can do a continuous “Did you Know” write up.
      ii. Sadie and Priscilla have not heard about the shuttle from the Community Center or Wilsonville Seniors.
   b. The group expressed a demand for Sunday service in Charbonneau and other neighborhoods for activities like Church or shopping after church.
   c. Mike mentioned the importance of weekend service for access to employment in Wilsonville. Rose adds that residents of Old Town have the same issue.
   d. Eric said if SMART provides weekend service to Charbonneau on the shuttle than we are also required to provide ADA \( \frac{3}{4} \) of a mile from the route.
   e. Mike and Linda mentioned charging a fare for weekend service. Eric said there is a high risk of losing ridership when fares are increased, but the Committee should consider it when discussing funding.
opportunities. Transit Director, Dwight Brashear, believes that the most equitable action would be to eliminate fares.

F. Other Discussion Items:
   a. Kate asked about how long a pilot shuttle for popular DAR destinations would run.
      i. Eric said a pilot would last a minimum of one year.
   b. Linda brought up the importance of knowing and using current data to make service change decisions. For example, Census data is from 2010 but 10,000 baby boomers are retiring every day. SMART needs to anticipate the influx of seniors. SMART conducts a demographic survey of its fixed-route riders.
   c. Sadie talked about exploring supplemental volunteer-based or other programs to help provide rides.
   d. Linda asked about wheelchair capacity on the shuttles. Current vehicles hold up to two wheelchairs but vehicles could be purchased that have up to four spaces. Kate mentioned that some dislike riding with a group of people.

G. Goal Setting
   a. Topics for discussion that will be covered in future meetings:
      i. DAR operating inefficiencies (i.e. Scheduling/Shuttles/etc.)
      ii. Explore supplemental services (Volunteer/Lyft/etc.)
      iii. Funding Opportunities
      iv. Communications and Awareness
   b. Equality – ensure service prioritizes serving those that most need it

H. Timeline
   a. City Council Work Session in January, all can attend to watch a brief presentation about the role of this Committee. Chair and/or Vice Chair will co-present with staff.
   b. Winter: Committee continues information gathering
   c. Spring: Develop suggestions and create public involvement campaign
   d. Summer: Public involvement phase
   e. Fall: Final recommendation to Council

I. Meeting adjourned 3:05 PM

Committee Actions Items:
- Review December meeting minutes and send any edits to Nicole
- Review financial information (PowerPoint) from meeting
- Save the date to attend City Council Work Session on January 24, 2019
• Brainstorm and share with the Committee if there are goals you think the group should have
• Share DAR updates with constituents, friends, etc.
  o 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:
• Reach out to Chair and Vice Chair to prepare for City Council work session presentation (Eric) and the agenda for the next meeting (Nicole)
• Send out bios and contact information to the Committee (Nicole)
• Reach out to Linda to create posters (Michelle)
• Update and maintain DAR webpage (Ongoing//Michelle and Nicole)
• Share results from SMART on-board demographic survey (Nicole)
• Create map of DAR popular destinations based on frequency (Eric)

City Council Work Session:
Thursday, January 24, 2019
5:30 – 6:30 PM (15 minutes within this time range)
Wilsonville City Hall, Willamette River Room (second floor)

Next Meeting:
Monday, January 28, 2019
1:30 – 3:00 PM
SMART Administration Building
Dial-A-Ride Steering Committee Meeting
28879 SW Boberg Road, Wilsonville
December 3, 2018
1:30 – 3:00 PM

Agenda
1:30 – 1:40 Introductions/Updates (All)
1:40 – 1:45 Meeting Minutes/Member Descriptions (Hendrix)
1:45 – 2:10 DAR Finance Overview (Loomis)
2:10 – 2:20 Goal Setting (Loomis)
2:20 – 2:30 Timeline/Next Steps (Loomis)
Finance Overview

Dial-a-Ride Steering Committee

December 3, 2018
Total Operating Cost

Fiscal Year 2017-2018

- Fixed-Route Cost: $3,778,754
- Dial-a-Ride Cost: $1,044,308
Dial-a-Ride Resources Summary

- Payroll Tax, $865,553
- Fare, $7,755
- County, $72,000
- State Special Transportation Fund, $99,000
Dial-a-Ride Cost Per Passenger Trip

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<th>Year</th>
<th>Dial-a-Ride Cost Per Passenger Trip</th>
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<tbody>
<tr>
<td>2013-14</td>
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<td>2018-19</td>
<td>$34.55</td>
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<td>Measure</td>
<td>ADA Paratransit</td>
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<td><strong>Fiscal Year 2015-16</strong></td>
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<td><strong>Fiscal Year 2016-2017</strong></td>
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<td>Cost/passenger trip</td>
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<td>Passenger trips</td>
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<td>Percentage of Cost</td>
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<td>Percentage of Cost</td>
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Cost per Passenger Trip by Program

ADA Paratransit: $49.13
General Public: $18.84
Seniors (60+): $59.45
Out-of-Town: $142.79
Senior Trips: $22.79
Villebois Shopper Shuttle: $4.56
Total: $40.47

FY 15-16, FY 16-17, FY 17-18
Goal Setting

SMART

- Specific
- Achievable
- Measurable
- Realistic
- Timely
Timeline & Next Steps
About Dial-a-Ride Steering Committee Members

For public

Committee

Marie Alaniz, Resident Services Coordinator of Northwest Housing Alternatives.

Rosanne Case, retired resident of Old Town neighborhood in Wilsonville. Previously served as a member on the Old Town Neighborhood Planning Task Force.

Thomas Cole, a retired resident of Wilsonville and customer of the Dial-a-Ride system. During his career he was employed by several shipyards, marine design firms and vessel operating companies.

Cindy Foster, Program Director for SpringRidge at Charbonneau.

Joshua Golston; Vice Chair, Financial Advisor for Edward Jones in Wilsonville and previously served as city council person and Mayor in Granite Falls, Washington.

Linda Howland, a retired resident of Wilsonville and President of Brookdale Retirement Community Residents Council.

Kate Johnson; Chair, currently serving on the Parks and Recreation Advisory Board and Wilsonville Town Center Task Force.

Priscilla Johnson, retired resident of Wilsonville and board member of the Wilsonville Community Seniors Inc.

Michael Malchow-Hay, employed as a Personal Care Assistant with knowledge and experience with Dial-a-Ride dating back to 2011.
Chelsea Tschida, Resident Services Coordinator for SpringRide in Charbonneau.

Rob Wiesenthal, A DAR customer since 2009, advocating for people residing in Charbonneau and who have a disability.

Sadie Wallenberg, Information and Referral Specialist for the City of Wilsonville, representing interests of seniors and those she works with at the Community Center.

Support Staff

Nicole Hendrix, Transit Management Analyst

Eric Loomis, Transit Operations Manager

Michelle Marston, Transit Program Coordinator

Tim Viets, Transit Supervisor

Becky Vogt, SMART Dispatcher