Dial-A-Ride Steering Committee

MEETING MINUTES
MONDAY, JANUARY 28, 2019
1:30 – 3:00 PM
Transit Training Room, SMART Administration Building

Committee Members Present: Cindy Foster; Josh Golston, Vice Chair; Linda Howland; Kate Johnson, Chair; Priscilla Johnson; Mike Malchow-Hay, Chelsea Tschida; Rob Wiesental

Committee Members Excused: Marie Alaniz; Rose Case; Tom Cole; Sadie Wallenberg

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 and provided updates.
   a. Michelle to set up meeting with Linda for marketing materials.
   b. Kate asked for consistent information in Boones Ferry Messenger (BFM) about Dial-A-Ride (DAR).
   c. Rob mentioned a new resident to the Wilsonville area noticing the lack of Saturday service in Charbonneau and lack of would-like bus service on Sundays.
      i. Also mentioned the importance of having information translated in Spanish.

B. Meeting minutes from December unanimously approved.
   a. No changes to the draft minutes suggested
   b. Rob made a motion to approve
   c. Motion seconded by Priscilla

Minutes approved 2/19/19
C. Eric, Kate, and Josh gave a recap of the DAR city council work session on Jan 24. Council was supportive of the Committee’s effort and looks forward to updates.
   a. Kate asked members to support by attending the next council meeting, likely to be in July 2019.
   b. Online recording has not been posted on City website yet, but Nicole will send to Committee when available.
D. Eric presented on the operating logistics of DAR. See “Operation Logistics” PowerPoint.
   a. Reservations and Pick-Up Windows
      i. Becky explained how reservations are taken differently for each program: Medical appointments are scheduled an hour before the appt., the return ride isn’t scheduled until customer wants to return.
      ii. Currently, SMART picks up customers within 5 minutes of the scheduled pick up time. This practice is inefficient for SMART because it does not allow for grouping rides or ordering trips in a way that reduces the amount of miles traveled with maximum number of people served.
         1. Industry standard has larger windows; for example, TriMet LIFT gives a 30-minute window time for pick up.
         2. Eric gave the example of the doctor/patient scheduling structure. The patient (DAR customer) comes at a specific scheduled time but then waits for the doctor (SMART bus) in the waiting room; this maximizes the amount of people the doctor can care for, but can be less convenient for the customer.
      iii. Everyone agreed that if a shift to a larger window pick up time were to occur, training and education both internally and externally would be key to an easy transition.
         1. Linda mentioned the customer needs to know if the bus arrives early.
         2. Mike mentioned the importance of training for dispatch since they work directly with scheduling.
         3. Cindy added that waiting outside with a longer window could be uncomfortable for customers.
            a. Eric explained that the majority of pick up spots are visible from inside waiting areas.
   b. Ride Grouping (How many people on a bus per trip)
i. Eric showed the average amount of passengers served per single DAR trip on a vehicle. He would like to see the current average of 1.4 people served per trip increased.
   1. Josh inquired about industry standards. Dwight said he has seen anywhere from 2-4 passengers average.

ii. Eric showed different maps of each program to see what pick up and drop off locations were most popular. For example, many medical trips go to Tualatin Legacy Park Hospital.
   1. Josh asked how hospitals could work with transit agencies to improve these services
      a. Funding opportunities were discussed.

iii. Becky asked about the possibility of going to certain destinations on specific days to group rides.

iv. Kate said having Saturday or Sunday service specifically for church would be useful for those potential customers.

v. Josh asked if we could direct more out-of-town trips to TriMet LIFTyft.
   1. Eric said that is an option but some policy differences would need to be solved first.

   c. Josh asked if General Public service is required like the ADA service is. Eric said no. Josh said that because people need access to medical services maybe we could see if General Public DAR customers could use fixed route service instead, freeing up funding to serve those most in need.
      i. Mike asked about the amount of funding currently invested in General Public DAR. Eric said $125,000 annually.

E. Other Discussion Items:
   a. Charbonneau shuttle
      i. Kate emphasized the importance of knowing about/how to use the Charbonneau shuttle.
      ii. An organized coffee trip was on Jan 29 to educate people on the route.
      iii. Cindy mentioned more stops would be easier for customers.

   b. Kate asked about consistent advertisement in the BFM
      i. Michelle and Eric said that sharing information now, which then might change after this process, may confuse the audience. There will be a separate meeting to further discuss.

F. Timeline
   a. February: Funding opportunities/Grant review
b. March: Develop preferences or areas of focus for public involvement
c. April: Public outreach brainstorm and preparation
d. May: Survey development
e. June: Conduct public outreach
f. July: City Council work session update
g. August: Review outreach findings/blend with recommendations
h. September/October: Final recommendation to Council

G. Meeting adjourned 3:00 PM

Committee Actions Items:
- Review and send any suggestions of the DAR program brochure (distributed at end of meeting) to Michelle
- Review operation logistic information (PowerPoint) from 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:
- Reach out to Linda to create posters (Michelle)
- Update and maintain DAR webpage (Ongoing//Michelle and Nicole)

Next Meeting:
Tuesday, February 19, 2019
8:30 – 10:00 AM
SMART Administration Building
Dial-A-Ride Steering Committee Meeting
28879 SW Boberg Road, Wilsonville
January 28, 2019
1:30 – 3:00 PM

Agenda

1:30 – 1:40 Introductions/Updates (All)
1:40 – 1:45 Meeting Minutes (Hendrix)
1:45 – 1:55 City Council Work Session Recap (Loomis/Johnson)
1:55 – 2:30 DAR Operation Logistics (Loomis)
   a. Pick up times - windows
   b. Ride grouping
   c. Scheduled shuttles
   d. Resources by program
2:30 – 2:35 Timeline/Next Steps (Loomis)
Dial-a-Ride Steering Committee

January 28, 2019
Agenda

• Introductions & Updates
• Meeting Minutes
• City Council Work Session Recap
• DAR Operation Logistics
• Timeline & Next Steps
Introductions

• **Introductions & Updates**
• Meeting Minutes
• City Council Work Session Recap
• DAR Operation Logistics
• Timeline & Next Steps
Meeting Minutes

- Introductions & Updates
- **Meeting Minutes**
- City Council Work Session Recap
- DAR Operation Logistics
- Timeline & Next Steps

Approve Last meeting’s Meeting Minutes
City Council Work Session Recap

- Presentation to City Council
- Council feedback
- Keeping City Council informed

- Introductions & Updates
- Meeting Minutes
- City Council Work Session Recap
- DAR Operation Logistics
- Timeline & Next Steps
Dial-a-Ride Operation Logistics

- Introductions & Updates
- Meeting Minutes
- City Council Work Session Recap
- DAR Operation Logistics
- Timeline & Next Steps

- Reservations & Pick up Windows
  - Current Policy
  - Pros & Cons
Dial-a-Ride Operation Logistics

- Introductions & Updates
- Meeting Minutes
- City Council Work Session Recap
- **DAR Operation Logistics**
- Timeline & Next Steps

- **Current Pick up/Drop off locations**
  (1/28/18 - 1/28/19)
Dial-a-Ride Operation Logistics

• Introductions & Updates
• Meeting Minutes
• City Council Work Session Recap
• DAR Operation Logistics
• Timeline & Next Steps

• Ride grouping
• Current Challenges

<table>
<thead>
<tr>
<th>Measure</th>
<th>ADA Paratransit</th>
<th>General Public</th>
<th>Seniors(60+)</th>
<th>Out-of-Town</th>
<th>SeniorTrips</th>
<th>Total</th>
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<tr>
<td>Passengers</td>
<td>4,849</td>
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Dial-a-Ride Operation Logistics

- Introductions & Updates
- Meeting Minutes
- City Council Work Session Recap
- **DAR Operation Logistics**
- Timeline & Next Steps

- **Scheduled Shuttles**
# Resources by Program

<table>
<thead>
<tr>
<th>Measure</th>
<th>ADA Paratransit</th>
<th>General Public</th>
<th>Seniors (60+)</th>
<th>Out-of-Town</th>
<th>Senior Trips</th>
<th>Villebois Shopper Shuttle</th>
<th>Total</th>
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<tbody>
<tr>
<td>Fiscal Year 2015-16</td>
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<td>Cost/passenger trip</td>
<td>$38.89</td>
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<td>6,319</td>
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<td>$175,916</td>
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<td>19.91%</td>
<td>30.62%</td>
<td>19.62%</td>
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<td>25.38%</td>
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<td>36.67%</td>
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Timeline & Next Steps

- Introductions & Updates
- Meeting Minutes
- City Council Work Session Recap
- DAR Operation
  Logistics
- **Timeline & Next Steps**
See you next time!
Dial-a-Ride Resources Summary

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

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<th>Cost Per Trip</th>
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<td>Actual 2014-15</td>
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<td>Actual 2016-17</td>
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<td>Forecast 2018-19</td>
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Cost per Passenger Trip by Program

- ADA Paratransit
- General Public
- Seniors (60+)
- Out-of-Town
- Senior Trips
- Villebois Shopper Shuttle
- Total

FY 15-16
FY 16-17
FY 17-18

<table>
<thead>
<tr>
<th>Program</th>
<th>FY 15-16</th>
<th>FY 16-17</th>
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Goal Setting

Specific
Achievable
Timely
Measurable
Realistic
Timeline & Next Steps