Dial-A-Ride Steering Committee

MEETING MINUTES
MONDAY, JUNE 24, 2019
1:30 – 3:00 PM
Transit Training Room, SMART Administration Building

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

Committee Members Excused: Rose Case; Cindy Foster

Staff Present: Nicole Hendrix, Transit Management Analyst; Michelle Marston, Program Coordinator; Becky Vogt, Dispatcher

Discussion Items:
A. The Committee introduced themselves and provided updates.
   a. SMART has their 30-year celebration and electric bus reveal this Wednesday; all are welcome.
   b. Chelsea shared that surveys have been distributed at SpringRidge.
   c. Tom’s DAR application was not in the system, which resulted in no access to his commitments on Saturday. In addition, the operator would not go in the SMART lot without permission.
      i. Nicole to follow up with Eric to resolve these issues.
B. Meeting minutes from May unanimously approved with edits from Michelle and Rob.
   a. Josh made a motion to approve.
   b. Motion seconded by Rob.
C. Everyone reviewed and made several edits to finalize the survey.
   a. A question about the future of the DAR general public program should be addressed in the future and depends on survey results.
   b. The final version of the survey was printed and distributed at the meeting.
i. Nicole will follow up with an email with the final survey as an attachment.

D. Nicole walked the Committee through all the items in their outreach bag and confirmed dates.
   a. Each Committee member took home an outreach bag.

E. Timeline
   July: Conduct outreach
   August: Summarize findings/council work session
   September: Discuss options and develop recommendation
   October: Present to Council
   November: Finalize recommendation/final meeting

F. Meeting adjourned 2:48PM

Committee Actions Items:
- Distribute and collect surveys.
- Confirm a table for your outreach event.
- If you don’t have your outreach bag, pick up from Nicole at SMART.
- Review meeting minutes and send edits to Nicole.
- 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:
- Nicole to follow up with Eric about Tom’s points.
- Nicole/SMART staff will drop by at events to check in and take pictures.
- Update and maintain DAR webpage (Ongoing - Michelle and Nicole)

Next Meeting:
Monday, July 29, 2019
1:30 – 3:00 PM
SMART Administration Building
Dial-A-Ride Steering Committee Meeting
28879 SW Boberg Road, Wilsonville
June 24, 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 Survey Review (All)
2:15 – 2:45 Outreach Review (All)
2:45 – 3:00 Timeline/Next Steps (Hendrix)
Dial-A-Ride Outreach Events and Checklist

<table>
<thead>
<tr>
<th>Point Person</th>
<th>Location</th>
<th>Date</th>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>Sadie &amp; Priscilla</td>
<td>Wilsonville Community Center</td>
<td>Friday, July 12</td>
<td>11:00 AM – 1:30 PM</td>
</tr>
<tr>
<td>Rob &amp; Mike</td>
<td>Charbonneau</td>
<td>Friday, July 12</td>
<td>4:30 PM – 6:00 PM</td>
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<tr>
<td>John &amp; Interns</td>
<td>Music at Montague (Villebois)</td>
<td>Tuesday, July 16</td>
<td>6:00PM – 8:00PM</td>
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<tr>
<td>Cindy &amp; Chelsea</td>
<td>SpringRidge</td>
<td>Wednesday, July 17</td>
<td>11:00AM – 12:00PM</td>
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<tr>
<td>Marie</td>
<td>Creekside Woods</td>
<td>Wednesday, July 17</td>
<td>3:00PM – 5:30PM</td>
</tr>
<tr>
<td>Tom &amp; Josh</td>
<td>Portera at The Grove</td>
<td>Wednesday, July 17</td>
<td>5:30PM – 7:00PM</td>
</tr>
<tr>
<td>Linda</td>
<td>Brookdale</td>
<td>Thursday, July 18</td>
<td>11:00AM – 2:00PM</td>
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<tr>
<td>Interns</td>
<td>Wilsonville Farmers Market</td>
<td>Thursday, July 18</td>
<td>4:00PM – 8:00PM</td>
</tr>
<tr>
<td>Sadie &amp; Priscilla</td>
<td>Wilsonville Community Center</td>
<td>Friday, July 19</td>
<td>11:00AM – 1:30PM</td>
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<tr>
<td>Staff &amp; Kate</td>
<td>Wilsonville Wellness Fair</td>
<td>Saturday, July 20</td>
<td>9:00AM – 1:00PM</td>
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<td>Autumn Park Apartments</td>
<td>Monday, July 22</td>
<td>11:00AM – 1:00PM</td>
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<tr>
<td>Rose &amp; Kate</td>
<td>Wilsonville Library</td>
<td>Wednesday, July 24</td>
<td>11:00AM – 2:00PM</td>
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- Ensure you have a table for your event
- Green bag includes: DAR Brochure, SMART schedule, Travel Training, Pens, Clipboard, Surveys, About DAR Committee, Enter to Win, Questions to Ask, SMART phone number business cards
DAR Outreach Questions

1. Ask how they are doing today.
2. Tell them who you are and what role you serve (share the About DAR Committee sheet).
3. Have they heard of Dial-A-Ride?
   a. Yes: Ask if they could take a quick survey.
   b. No: Explain the program/offer brochure. Ask if they could take a survey.
4. Have you taken SMART before?
   a. Yes: Have you heard of Dial-A-Ride?
   b. No: Provide a brochure, ask if they want to take a survey.
5. If they want more information, please direct them to SMART’s mainline (503)682-7790.

When you ask them to take the survey, mention a chance to win a $50 Fred Meyer gift card.
Dial-A-Ride (DAR) Survey

Dial-A-Ride (DAR) is a transit service provided by SMART that picks up and drops off customers at specific destinations upon request.

1. What SMART services have you used? Check all that apply.
   - In-town Dial-a-Ride
   - Out-of-town Dial-a-Ride
   - Free in-town bus service
   - Out-of-town bus service
   - Travel training
   - I have not used SMART services before

2. In the future, what activities are important for DAR to provide access to? Please rank below (1 being most important).
   ___ Shopping
   ___ Medical Services
   ___ Social Services
   ___ Work
   ___ Recreation – friends, movies, etc.
   ___ Other: ___________________________________

3. What time of day are you likely to use DAR?
   - Early Morning (5:00AM - 9:00AM)
   - Mid-Morning (9:00AM - 12:00PM)
   - Afternoon (12:00PM - 3:00PM)
   - Mid-Afternoon (3:00PM - 5:30PM)
   - Other: ____________________

4. What day of the week would you like to use DAR? Check all that apply.
   - Monday
   - Tuesday
   - Wednesday
   - Thursday
   - Friday
   - Saturday

Please turn over for additional questions.
5. What are you willing to pay for Dial-a-Ride trips? (Choose 1 per column)

<table>
<thead>
<tr>
<th>In Town</th>
<th>Out of Town</th>
</tr>
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<tbody>
<tr>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>$1-3</td>
<td>$1-3</td>
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<tr>
<td>$4-6</td>
<td>$4-6</td>
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<tr>
<td>$7+</td>
<td>$7+</td>
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6. Longer wait windows would allow SMART to schedule more rides and improve efficiency for DAR. How long would you be willing to wait if it meant more opportunities to schedule a ride?

- No more than 10 minutes
- No more than 20 minutes
- No more than 30 minutes
- No more than 40 minutes

7. Would you be interested in one-on-one training to learn how to ride the bus?

- Yes
- No

8. What is your age?

- Under 18
- 18-29
- 30-65
- Over 65

9. Check box if you live in:

- Charbonneau
- Villebois

10. Do you use a mobility device? (i.e. cane, walker, etc.)

- Yes, I use a ________________________________
- No

Enter to win a $50 gift card to Fred Meyer:

Phone or email: ________________________________

Thank you for your time and input!