Dial-A-Ride Steering Committee

MEETING MINUTES
MONDAY, MARCH 25, 2019
1:30 – 3:00 PM
Transit Training Room, SMART Administration Building

Committee Members Present: Marie Alaniz; Rose Case; Tom Cole; Josh Golston, Vice Chair; Linda Howland; Priscilla Johnson; Mike Malchow-Hay; Rob Wiesenthal

Committee Members Excused: Cindy Foster; Kate Johnson, Chair; Chelsea Tschida; Sadie Wallenberg

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

Discussion Items:
A. The Committee introduced themselves and provided updates.
   a. Dwight – The Joint Ways and Means Committee has STF back in the State budget but Dwight will still go to Transit Day at the Capitol with our letter as nothing is set in stone. SMART’s 30th birthday and electric bus celebration is June 26 and everyone is invited.
   b. Michelle – Charbonneau shuttle flyers went on every door in Charbonneau including SpringRidge to advertise the shuttle service.
   c. Becky – Dispatch is now scheduling DAR customers on the Charbonneau shuttle when customers request trips that are similar to the fixed shuttle route. This increases DAR efficiency and ridership on the shuttle.
      i. Nicole will provide shuttle ridership at the next meeting.
   d. Rose - Went to an AARP Age-Friendly Transportation Round Table at Ride Connection with Eric. The discussion relates to the work this Committee is doing. Rose shared notes for the group to read.

Minutes approved 4/29/19
e. Rob - Noticed a longer wait time for DAR because of the changes dispatch made to put riders on the Charbonneau shuttle. He is supportive of the changes because it improves efficiency.
   i. Would benefit others to get notice of longer pick up wait times.

f. Nicole - Please provide any edits to DAR brochure you may have from the January meeting. SMART’s new Mobility Specialist (Travel Trainer) will start next month and will sit in on meetings.

B. Meeting minutes from February unanimously approved with edits proposed by Tom.
   a. Rob made a motion to approve
   b. Motion seconded by Rose

C. The Committee took time to review Sadie’s STF letter and thought having the individual example was a great addition.
   a. Michelle mentioned the DAR service start date listed in both letters needs to be changed.

D. Nicole facilitated a conversation on topics to bring to the public for the upcoming outreach phase.
   a. The survey may address current satisfaction, program prioritization, and desired destinations.
      i. Rob is concerned about pitting programs against one another or talking about limited resources.
         1. Nicole responded that it is important surveyors have realistic expectations and know resources are limited.
         2. A deeper discussion of what will be covered in the survey will be in May.
   b. Target audience for outreach: Current DAR users, Charbonneau residents, medical centers, senior homes, businesses.
   c. Josh recommended partnering with businesses that SMART brings DAR customers to.
      i. Grocery stores, Costco, Goodwill, Target, Fred Meyer, Safeway, Hair Salon, etc.
   d. The Committee members bring different strengths in terms of outreach. For example, Josh can approach businesses, Priscilla at the community center, Senior home representatives can table at their prospective businesses, etc.
   e. Rose proposed a DAR Road Show to educate residents of senior homes on where the bus picks up, using wheelchair equipment, etc.
      i. Tom mentioned signage in senior homes to get to the bus pick up zone needs to be improved.
E. Other Discussion Items:
   a. Rose mentioned confusion around allowing pets on the bus for vet visits. Michelle will follow up article in the May BFM to educate.
   b. Michelle has been placing “Did you Know?” sections in the BFM specifically about Dial-a-Ride.
   c. Senior Day at the Capitol is still in the works. Eric/Nicole will reach out when date is finalized to see if people would like to take a shuttle down together.
   d. Rob would like to see Charbonneau shuttle service on Saturday and Sunday.
   e. Service to Woodburn is in the Transit Master Plan. Marie mentioned importance of access to Salud Medical Clinic for Spanish speakers. Nicole said SMART service would connect to Woodburn local service at the Woodburn Transit Center next to the freeway.

F. Timeline
   April: Public outreach techniques and preparation
   May: Survey development
   June: Conduct public outreach
   July: City Council work session update
   August: Review outreach findings/blend with recommendations
   September/October: Final recommendation to Council/last meeting

G. Meeting adjourned 2:50PM

Committee Actions Items:
   • Review meetings 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:
   • Get remaining signatures for STF letter (Nicole)
   • Send Committee additional information on Senior Day at the Capitol (ten. May) (Elli)
   • Update and maintain DAR webpage (Ongoing - Michelle and Nicole)

Next Meeting:
Monday, April 29, 2019
1:30 – 3:00 PM
SMART Administration Building
Dial-A-Ride Steering Committee Meeting
28879 SW Boberg Road, Wilsonville
March 25, 2019
1:30 – 3:00 PM

Agenda

1:30 – 1:40 Introductions/Updates (All)
1:40 – 1:45 Meeting Minutes (Hendrix)
1:45 – 1:50 STF Review
1:50 – 2:45 Public Outreach Phase (Hendrix)
2:45 – 3:00 Timeline/Next Steps (Loomis)