Dial-A-Ride Steering Committee

MEETING MINUTES
MONDAY, MAY 20, 2019
1:30 – 3:00 PM
Transit Training Room, SMART Administration Building

Committee Members Present: Tom Cole; Linda Howland; Kate Johnson, Chair; Mike Malchow-Hay; Rob Wiesenthal

Committee Members Excused: Marie Alaniz; Rose Case; Cindy Foster; Josh Golston, Vice Chair; Priscilla Johnson; Chelsea Tschida; Sadie Wallenberg

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

Discussion Items:
A. The Committee introduced themselves and provided updates.
   a. Eric provided information on the Aging and Disability Resource Center.
      i. Linda proposed these brochures be included at our DAR outreach events in July.
      ii. Eric will follow up to see if 211 offers this information.
B. Meeting minutes from April unanimously approved with no edits.
   a. Rob made a motion to approve
   b. Motion seconded by Kate
C. The group reviewed the compiled list of DAR outreach events in July (see attached).
   a. All outreach dates/locations/times will need to be finalized by June 4.
   b. It was suggested that rather than having a bus come to all events as previously planned, we should have an available sign-up sheet to have a bus come at another scheduled time.
   c. Staff will bring bags with outreach materials for events at the next DAR Steering Committee meeting.

Minutes approved 6/24/19
d. Staff will check in at events but will rely on the Committee to table for the full event time. Check in with your event coordinator to see if you need a table.

e. The Committee added the following outreach locations to potentially table. Nicole will send this list out to see if people can sign up for additional shifts. It is likely that we do not have enough people to cover all events.
   i. The Springs
   ii. Wilsonville Walkers
   iii. Rotary Concerts
      1. Michelle concerned that majority of attendees aren’t Wilsonville residents
         a. Mike noticed more PCAs at these events so this could potentially reach more people who have a disability
   iv. Weidemann Park Apartments
   v. Does the SpringRidge event include SpringRidge Court residents? Nicole to inquire.
   vi. City Health and Wellness Fair
      1. Have a bus there
   vii. Farmers Market
   viii. Target
   ix. Wilsonville Colleges
   x. Fred Meyer break room
   xi. Senior trips – Approach seniors waiting in line to sign up

D. Survey Development
   a. Format
      i. One page
      ii. Primarily paper
         1. Rob suggested larger font and different languages be available.
   b. Background
      i. Ask what current SMART services people use.
         1. Define what the different programs are for clarity
         2. Separate out in vs. out of town Dial-A-Ride
      ii. Ask how much the different programs are valued
      iii. Ask about age, not gender
      iv. Ask if they use a mobility device
   c. Program Prioritization
i. There was concern from Rob about pitting programs against one another together and multiple answers are fine. Staff explained that they would rather have people choose than end up with vague answers that ultimately will not help staff make a decision.

ii. Eric said that whatever the public prioritizes is what will guide staff decision.

d. Desired Destination
   i. Ask what destinations people would like to go to. Becky mentioned to include a “fill in” option.
   ii. Ask what day of the week people are most likely to ride.

e. Gauge Satisfaction
   i. Time windows
      1. Propose a pick up window of “X” minutes, ask if they feel this is reasonable?
      2. Focus on appointment time versus pick up window
      3. Rob asked about FTA standards with the longest amount of time a person would wait for DAR. Eric responded that it depends on the fixed route service. Rob stated that he is willing to wait.
   ii. Define travel training
   iii. Ask, “What would you be willing to pay for these services?”
      1. What seems like a reasonable fare per trip?
         a. In vs out of town

f. Next steps – Nicole will develop a draft survey with the feedback from today. She will send out for the Committee to review and have it finalized by the June meeting.

E. Other Discussion Items:
   a. Raffle – Due to the limitations on how SMART can use buses, the group decided that raffling off a gift card for a local grocery store to entice people to take the survey.
   b. Rob would like to see a voucher program for occasional weekend trips to Charbonneau in addition to fixed route service.
      i. This could be in partnership with a taxi program but not preferred.
   c. Kate asked about advertisement on buses. Eric said the return on investment for pursuing that would not be high but ultimately the decision is up to City Council.
F. Timeline
   June: Finalize outreach dates and survey
   July: Conduct outreach
   August: Summarize findings/council work session
   September: Discuss options and develop recommendation
   October: Present to Council
   November: Finalize recommendation/final meeting

G. Meeting adjourned 3:00PM

Committee Actions Items:
   • Provide final outreach dates/times/locations to Nicole for BFM by June 4.
     ○ Confirm with your outreach contact if they will provide a table for you.
   • Review meeting minutes and send edits to Nicole
   • Provide survey feedback to Nicole by June 17
   • 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 updated Outreach Schedule, including the places added to the list (Nicole)
   • Send draft survey to Committee by May 29 (Nicole)
   • See if 211 has the ADRC information (Eric)
   • Update and maintain DAR webpage (Ongoing - Michelle and Nicole)

Next Meeting:
Monday, June 24, 2019
1:30 – 3:00 PM
SMART Administration Building
Dial-A-Ride Steering Committee Meeting
28879 SW Boberg Road, Wilsonville
May 20, 2019
1:30 – 3:00 PM

Agenda
1:30 – 1:40 Introductions/Updates (All)
1:40 – 1:45 Meeting Minutes (Hendrix)
1:45 – 2:45 Outreach and Survey Development (All)
2:45 – 3:00 Timeline/Next Steps (Hendrix/Loomis)
# DAR Outreach Schedule

**May 21, 2019**

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Day of Week</th>
<th>Time of Day</th>
<th>Type of Outreach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cindy/Chelsea</td>
<td>SpringRidge</td>
<td>Wednesday, July 17, 2019</td>
<td>10:45AM set up 11:00AM event</td>
<td>Town Hall</td>
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<td></td>
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<td></td>
<td>3:45PM set up 4:00PM event</td>
<td>Potluck event</td>
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<tr>
<td>Tom/Josh</td>
<td>Porterra</td>
<td>Wednesday, July 17, 2019</td>
<td></td>
<td>Wine event</td>
</tr>
<tr>
<td>Sadie/Priscilla</td>
<td>Community Center</td>
<td>Friday, July 12, 2019</td>
<td>11:00AM – 1:30PM</td>
<td>Table</td>
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<tr>
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<td></td>
<td>Friday, July 19, 2019</td>
<td></td>
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<tr>
<td>Rose/Kate</td>
<td>Library</td>
<td></td>
<td></td>
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<tr>
<td>Rob/Mike</td>
<td>Charbonneau Club House</td>
<td>M,T,W</td>
<td></td>
<td>Table</td>
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<tr>
<td>John/SMART</td>
<td>Villebois – Music at Montague</td>
<td>Tuesday, July 9, 2019</td>
<td>6:00PM-8:00PM</td>
<td>Table</td>
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<td></td>
<td>Tuesday, July 16, 2019</td>
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<tr>
<td>Linda</td>
<td>Brookdale</td>
<td></td>
<td></td>
<td>Town Hall</td>
</tr>
</tbody>
</table>

1. Are there any places we are missing from this list?

2. Confirm which sites would need a bus.

3. Finalize dates and places then confirm with those places.

4. SMART will provide outreach bags at the July meeting.
Outreach and Survey Development

DAR Steering Committee
May 2019
Review

Outreach Goal: Educate and obtain feedback on DAR program prioritization, desired destinations, and satisfaction.

INFORM. CONSULT.
- Table
- Survey
- Public Comment
- Fact Sheets

Audience: Current DAR customers, older adults, people who have a disability, family/caregivers of DAR customers, businesses that DAR provides trips to, where trips begin.
DAR Outreach Schedule

See handout.

1. Are there places/audiences missing from this list?

2. Which sites would be helpful to have a bus for demonstration?


4. SMART will provide outreach bags at the June or July meeting.

5. Staff will check in at events. Ensure you have a table for your event.
Survey

Structure and Format
• Keep it short, one page
• Primarily paper with an electronic option
• Phone calls
• Raffle

Topics
1. Background
2. Program Prioritization
3. Desired Destinations
4. Gauge Satisfaction
Background (Survey)

- What SMART services do you currently use?
  - Dial-A-Ride
  - In-town service
  - Out of town bus service
  - I do not use SMART

- Other demographic information?
  - Age
  - Gender
1. Program Prioritization

If resources were limited (or expanded) which DAR programs should be priority?

- General Public
- 60+
- Senior Trips
- Out of Town Medical Trips
- ADA (federal requirement)

Time of day would you use this service?

- Morning (5:00AM - 9:00AM)
- Mid-Morning (9:00AM - 12:00PM)
- Afternoon (12:00PM - 3:00PM)
- Mid-Afternoon (3:00PM - 5:00PM)
- Evening (5:00PM - 9:15PM)

Day of Week?
2. Desired Destinations

What activities would you like to use a Dial-a-Ride For?

- Shopping
- Work
- Medical Trip

Out of the places below, which destination would you go to the most?

- Tualatin Medical Center
- OHSU
3. Gauge Satisfaction

- To allow for more efficiency and help more people, SMART is considering adding longer wait windows for DAR. Keeping this in mind, how long would you be willing to wait?

- Have you or would you be interested in a free service that teaches how to ride the bus?
Timeline

May-June: Finalize outreach dates and survey
July: Conduct outreach
August: Summarize findings/council work session
September: Discuss options and develop recommendation
October: Present to Council
November: Finalize recommendation/final meeting