Dial-A-Ride Steering Committee

MEETING MINUTES
THURSDAY, NOVEMBER 15, 2018
2:00 – 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; Sadie Wallenberg; Rob Wiesenthal

Committee Members Excused: Marie Alaniz; Cindy Foster; Mike Malchow-Hay; Chelsea Tschida

Staff Present: Eric Loomis, Transit Operations Manager; Nicole Hendrix, Transit Management Analyst; Tim Viets, Transit Supervisor; Becky Vogt, Dispatcher

Discussion Items:
A. The Committee introduced themselves, their various backgrounds, and interest in serving on the Committee.
B. Identified discussion points regarding DAR service to address further in the planning process:
   a. Additional service on Saturdays
   b. Service on Sundays
   c. Increased service in the Charbonneau neighborhood
   d. Equipment upgrades – lift slope
   e. More service to Legacy Hospital
   f. Reduce cost to the rider for service
   g. Difficulty scheduling appointments far in advance with medical appointments
   h. Shuttle loop hourly service - open service to the public, not call-in
C. SMART Operations Manager, Eric Loomis, presented the five different DAR programs: ADA Paratransit, General Public, Seniors, Out-of-Town, and Seniors Trips.

Minutes approved 12/03/2018
a. SMART Dispatcher, Becky Vogt, noted that out-of-town medical trips are most popular and typically full. The busiest hours of use are between 10:00 AM – 2:00PM
b. The DAR service is at maximum capacity with two full-time bus operators and vehicles
c. Staff was asked to provide information on where popular DAR destinations are
d. Possible grouped service from the Community Center to popular destinations

D. Josh Golston mentioned the importance of program funding resources and costs. This funding topic (source of funding, funding costs, etc.) will be addressed at the December committee meeting.
   a. Kate Johnson asked about advertising on buses for revenue. Loomis noted there has been some controversy and discussion about this in the past. It has been questioned whether the advertisements would generate an effective amount revenue.
   b. Potential tax to subsidize cost of ride for seniors/medical trips

E. Guidelines and Timeline
   a. Staff shared the Committee Guidelines document and explained the roles of the Committee and staff
   b. Staff anticipates the need for ten to twelve meetings total
   c. Committee would meet monthly or based on need
   d. Goal for final recommendation and Council presentation to be in Fall 2019
      i. It was noted that whatever the final recommendation was, the City is ever-changing and the service must adapt to meet the needs of residents now and in the future

F. Election of Committee Chair and Vice Chair
   a. Josh Golston nominated himself for Vice Chair
   b. Kate Johnson nominated herself for Chair
   c. Both were approved

G. Meeting Schedule
   a. The Committee felt that an hour and half should be scheduled for future meetings just in case the meeting runs over, however the agenda should follow an hour timeline
   b. Mondays before 3:00PM work best for the majority
   c. Staff asked if the SMART admin building worked for members or if the meeting location should rotate. The Committee agreed the meetings should be held at SMART admin building.
Committee Actions Items:
  - Review the Steering Committee Guidelines distributed at meeting and provide suggestions to Nicole via email
    - Guidelines will be finalized at the next meeting
  - Review these meeting minutes and send any edits to Nicole
  - Share updates with constituents, friends, etc.
    - At any time, if you have comments 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 agenda for the next meeting
  - Create map of DAR popular destinations based on frequency
  - Send out bios and contact information to the Committee

Next Meeting:
Monday, December 3, 2018
1:30 – 3:00 PM
SMART Administration Building
Dial-A-Ride Steering Committee Kick-Off
28879 SW Boberg Road, Wilsonville
November 15, 2018
2:00 – 3:00 PM

Agenda
2:00 – 2:10 Introductions (All)
2:10 – 2:30 About Dial-a-Ride // Project Guidelines (Loomis)
2:30 – 2:40 Appointments (Committee)
2:40 – 2:50 Goal Setting Overview (Loomis)
2:50 – 3:00 Next Steps (Loomis)

Associated materials: DAR Programs Table, Committee Guidelines Outline
**SMART DIAL-A-RIDE PROGRAMS**

<table>
<thead>
<tr>
<th>Required Application</th>
<th>ADA Paratransit*</th>
<th>General Public</th>
<th>Seniors (60+)</th>
<th>Out-of-Town</th>
<th>Senior Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ADA Paratransit Application</strong></td>
<td><strong>General DAR Application</strong></td>
<td><strong>General DAR Application</strong></td>
<td><strong>General DAR Application</strong></td>
<td><strong>General DAR Application or ADA Paratransit</strong></td>
<td><strong>Not Applicable</strong></td>
</tr>
<tr>
<td>Who is Eligible</td>
<td>Customers approved by ADA guidelines</td>
<td>Anyone</td>
<td>Anyone 60+</td>
<td>Wilsonville Residents 60+ and ADA Paratransit</td>
<td>Residents who sign up through WCSI</td>
</tr>
<tr>
<td>Hours of Operation</td>
<td>M-F 5:00AM-9:15PM Saturday 8:30AM-5:30PM</td>
<td>M-F 8:00AM-5:00PM</td>
<td>M-F 8:00AM-3:00PM</td>
<td>M-F 8:00AM-5:00PM</td>
<td>Twice monthly</td>
</tr>
<tr>
<td>Appointment Reservation Period</td>
<td>Two weeks before - one day before appointment</td>
<td>One days before appointment</td>
<td>Two days before appointment</td>
<td>Two weeks before appointment - one day before</td>
<td>Reservations through WCSI</td>
</tr>
<tr>
<td>Hours for Phone Reservations</td>
<td>M-F 7:00AM-6:00PM</td>
<td>M-F 7:00AM-6:00PM</td>
<td>M-F 7:00AM-6:00PM</td>
<td>M-F 7:00AM-6:00PM</td>
<td>Reservations through WCSI</td>
</tr>
<tr>
<td>Guaranteed Ride (within 2 hours of requested time)</td>
<td>✔</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Subscription Reservation</td>
<td>✔</td>
<td>✗</td>
<td>✗</td>
<td>✔</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>ADA Accessible</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>2018 Quarter 1 Cost per ride</td>
<td>$37.52</td>
<td>$32.62</td>
<td>$43.15</td>
<td>$99.01</td>
<td>$29.23</td>
</tr>
</tbody>
</table>

*Americans with Disabilities Act (ADA) applications are based on approval as determined by SMART's eligibility committee*
SMART Current Routes

1x
2x
3X
4
5
6
7
C
V

DAR Service Area
- General Public / Seniors
- ADA Dial-a-Ride
- Out-of-Town Medical

Map by Sarah Dewees 2018 GIS intern
Dial-a-Ride Steering Committee Guidelines

November 14, 2018

SMART staff will:

- Explain DAR service – highlight limitations and obstacles
- Share relevant DAR service data
- Support Committee on development of possible solutions
- Record meeting information
- Send out meeting minutes

Committee leadership (Chair and Vice Chair) will:

- Work closely with Staff and Committee to develop meeting agendas
- Facilitate Committee meetings
- Provide necessary updates to the Committee via email

Committee products:

- Define service obstacles
- Survey public on DAR potential service changes
- Draft possible solutions in a brief plan
- Identify pros and cons to the solutions/alternatives
- Present to Wilsonville City Council

Timeline:

- Roughly ten meetings in total, unless the Committee identifies a need for additional meetings
- Winter 2018: City Council work session in January to explain the Committee purpose and project
- Spring 2019: Identify issues, possible solutions, develop draft strategy for public involvement
- Summer 2019: Public involvement and plan development
- Winter 2019: Final recommendation and presentation to City Council