

TRANSIT ADVISORY COMMITTEE
May 23, 2019

Presiding: Chair Todd Aune

Committee Present: Walt Daniels, Arlene Dana, Carol Luce, and Matt Olsen

Committee Absent: Elizabeth Burrows Chapin and Don Smeback

Staff Present: Julie Wehling and David Thorndike

Others Present: None

CALL TO ORDER: Chair Aune called the meeting to order at 6:02 p.m. in the City of Canby Council Chambers.

CONSENT AGENDA:

The minutes from the March 28, 2019 meeting were reviewed.

Committee Member Olsen made a motion to approve the minutes as written. Motion seconded by Committee Member Luce and passed 5-0.

OLD BUSINESS:

- A. Operations Report: David Thorndike, MV General Manager, said they had given 1,509 rides in March and 1,767 rides in April. The average rides per hour in March was 2.49, but without the cancellations and no-shows they would have been at 3.04. In April the average rides per hour was 2.66; without cancellations and no shows the average would have been 3.27 rides per hour. Committee Member Luce asked why same day rides were down. Mr. Thorndike said it was because rides were not available.

Committee Member Carol Luce noted that there were more people riding the fixed route to Oregon City in the morning. Ms. Wehling said the fixed route had been up 14.8% since April.

Julie Wehling, Transit Director, discussed changes that were proposed to the Dial-A-Ride manual. CAT operates with a ten minute window on each side of the scheduled pick-up time and the five minute countdown began at the scheduled pick up time. Most other systems started the five minute countdown when the bus arrives but no sooner than the designated pick-up window. Ms Wehling was proposing to change the policy to reflect what other systems practice. The new policy would be implemented in July.

There was discussion regarding scenarios where the drivers were coming earlier than the pickup time and the five minute countdown was being done earlier than it should. There was further discussion regarding what clock was being used for the time and the reasons for this change.

Committee Member Dana had witnessed a passenger on the shopper shuttle who was not able to change their destination. Ms. Wehling stated the passenger needed to call Dispatch; not talk to the driver.

Committee Member Dana also witnessed a passenger who forgot to call in for the shopper shuttle and was turned away even though the bus was not full. Ms. Wehling said drivers were not supposed to take passengers who were not on their manifest. Dispatch could have allowed it, and she agreed that there were times concessions could be made.

There was discussion regarding how Dispatch and drivers were trained to deal with these situations and CAT's no show policy. Ms. Wehling said no one had ever been suspended for no shows, although letters had been written to those who were consistently no shows. She also said they did not deny ADA trips, but sometimes they could not drop off or pick up at the times people wanted but it could be an hour earlier or later.

It was suggested that Ms. Wehling make a Frequently Asked Questions for Dial-A-Ride to have at the Adult Center and Hope Village.

- B. Bi Monthly Report: Ms. Wehling said the Rider of the Month for March and April was Judy Riedel and the one for May had not been identified. She discussed the new Route 99 schedule. The transfer tokens had been eliminated due to the confusion and she explained how they were now accommodating transfers. The Council had approved a contract modification to the MV contract that would add service hours and costs for the new Saturday service as well as Dial-A-Ride hours. The next fiscal year was the last year of the MV contract and then they would have to negotiate an extension. They could not increase the amount of the contract by more than 25% without going out to bid and with the new service the contract was increased by 22%. She suggested extending the contract for one more year to see what the STIF revenue would be and the Transit Master Plan update would be done. They could then write an RFP that included all of the new service so they wouldn't be in this position again. The Saturday Service public meeting had been scheduled for August 1 at 7 p.m. She asked if the Committee wanted to

meet at the scheduled time, which would be a week before that meeting or come earlier to the public meeting and have an abbreviated Committee meeting. There was consensus to have the Committee meeting and public meeting on the same night, August 1st.

Ms. Wehling was working on a tentative schedule of the new service and was working to match up with Salem's service. They now had a system for the text lists so people could sign up to receive CAT messages. The texts would be in English and Spanish. She planned to go to the Bridging Cultures lunch in July to invite people to come to the public meeting.

- C. Budget: Ms. Wehling said on May 9th the Transit Budget was presented to the Budget Committee and there were only a few questions. She printed a copy of the budget for the Committee. The increase in personnel was one of the largest increases. This was due to succession planning for both Ms. Wehling and Nancy Muller, who would both be retiring during the upcoming fiscal year. Another large item was \$400,000 to purchase the lot adjoining the bus yard for a future office building for CAT. She explained the transfers to the General Fund for City department charges and internal charges for fleet and facilities.

There was discussion regarding the reasons for these charges and the need to update the Transit Master Plan for future STIF funding.

CITIZEN INPUT: None

NEW BUSINESS: None

DISCUSSION ITEMS: Committee Member Luce asked if there would be a shuttle bus to the fair. Ms. Wehling said no, but she would coordinate with the fair if people were stranded. Dial-A-Ride would be available and people could walk from the bus stop near the Fairgrounds. There would be a Senior Day for bus rides as well.

Chair Aune asked if they had large print schedules. Ms. Wehling said if a person requested them, they could be provided. It was the same if someone requested a schedule in a language other than English or Spanish.

ADJOURN:

Meeting adjourned at 7:20 p.m.

Assisted with Preparation of Minutes – Susan Wood, Nancy Muller