

TRANSIT ADVISORY COMMITTEE
September 26, 2019

Presiding: Chair Don Smeback

Committee Present: Walt Daniels, Elizabeth Burrows Chapin, Arlene Dana, and Matt Olsen

Committee Absent: Carol Luce

Staff Present: Julie Wehling, David Thorndike, and Nancy Muller

Others Present: Matt Toupin, Spencer Chapin, Julie Rushton, Tom Rushton

CALL TO ORDER: Chair Daniels called the meeting to order at 6:01 p.m. in the City of Canby Council Chambers.

CONSENT AGENDA:

The minutes from the August 1, 2019 meeting were reviewed.

Committee Member Chapin made a motion to approve the minutes as written. Motion seconded by Committee Member Olsen and passed 6-0.

OLD BUSINESS:

- A. Operations Report: David Thorndike, MV General Manager, said ridership on Route 99X was up 16.13% from the same period in 2018 (July and August). The fixed route rides per hour was 16.48% above the same period last year. Complementary Paratransit Service (CPS) saw an increase of 8.28% year to date over last year (Jul-Aug). General Public Dial-A-Ride saw a decrease of 11.39% over last year at this time. Same day trips increased 12.96%; Shopping Shuttle trips decreased 19.23%. Overall ridership showed a 13.54% increase. He gave the statistics for the number of rides given on the new Saturday service.

There was discussion regarding the increase of same day ride cancellations.

- B. Bi Monthly Report: Ms. Wehling did not have the names of the August or September Rider of the Month. She would soon be publishing an RFP for a consultant to update the Transit Master Plan. The new STIF money could only be used for new service and had to be vetted in a public plan. What was currently in the Transit Master Plan was to add back a local circulator and to start Saturday service. By the end of 2022, they would have done both. This will be an

opportunity to dream about what they would like to do in the future. They would not spend as much time on existing conditions this time. She would like a Transit Advisory Committee member to be on the bid selection committee. Next fall Tri-Met would start the process for the projects for the STIF funding. The outreach plan would also involve the Transit Advisory Committee once it was created.

Chair Smeback volunteered to be on the selection committee.

Ms. Wehling said there was an open seat on the Committee. The selection was made by the Chair and Council liaison and the name was forwarded to the Council for approval. They had one applicant, but she would like to leave it open for someone who had connections to the Hispanic community or a fixed route rider or a young person. She was working on the date for the next holiday light tour.

C. Saturday Service Update: Ms. Wehling said prior to the Saturday service kick off, several meetings had been held and information was distributed on the buses and at the transit centers. There was also information on the website and Facebook and there were press releases and newspaper articles. They had given 262 Saturday rides in the first three weeks of September.

D. Oregon Public Transit Conference: Ms. Wehling said the conference was going to be held in Seaside on October 27-30. She asked if a Committee member wanted to go. Committee Member Luce was willing to go if no one else wanted to go.

Committee Member Chapin volunteered to go to the conference.

E. Amendment to Resolution 1255: Ms. Wehling stated that they could leave the resolution as it was currently, however it was silent on what to do if the Chair resigned in the middle of their term. The amendment to the resolution would include language that stated the Vice Chair would finish out the term. Committee Member Olsen pointed out that the Council liaison had not been attending the Committee meetings. The Committee would like the Mayor to know that fact. Ms. Wehling would talk to the City Administrator about talking to the Mayor. There was discussion regarding whether or not to add language to the resolution. There was consensus to leave it as it was.

CITIZEN INPUT: None

NEW BUSINESS: Committee Member Dana gave examples of the issues she was having with knowing when the dispatcher would call back to confirm her rides. There needed to be more professionalism in the process.

Mr. Thorndike explained it was a new process that they called people back in order to schedule rides in groups and creating more efficiency. The ADA rides were being scheduled from 2 to 5 p.m., and the General Public rides were being scheduled after 5 p.m.

Committee Member Dana thought that information needed to be given out to the public.

Committee Member Olsen suggested the dispatchers give callers a time when they would call customers back.

Ms. Wehling said it was impossible to schedule with a person on the phone. She had gotten approval for adding GIS to the system to locate addresses and tell how long it would take to get to the locations. They would also have an automatic call back system. The new process was a way to better group rides, and it was difficult to make that change when dispatchers used to scheduling rides while callers were on the phone. They did need to work on the script so callers knew when the dispatchers would call them back.

The next Transit Advisory Committee meeting would be held on November 21.

DISCUSSION ITEMS: None

ADJOURN:

Meeting adjourned at 7:04 p.m.

Assisted with Preparation of Minutes – Susan Wood