



MINUTES

Transit Advisory Board Meeting

5:30 PM - Wednesday, December 19, 2018

City Hall- Council Chambers, 39250 Pioneer Blvd., Sandy, Oregon 97055

The Transit Advisory Board of the City of Sandy was called to order on Wednesday, December 19, 2018, at 5:30 PM, in the City Hall- Council Chambers, 39250 Pioneer Blvd., Sandy, Oregon 97055, with the following members present:

PRESENT: Board Member Heather Michet , Board Member Joseph Lowe, Board Member Caren Topliff, Board Member Roxy Tolva, and Board Member Bernice Tynan

EXCUSED:

1. ROLL CALL

- 1.1. Light Refreshments
- 1.2. Welcome Berenice Tynan, Newest Board Member

2. APPROVAL OF MINUTES

- 2.1. Meeting Minutes*

Due to time constraints, the topics with asterisks * were tabled.

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3. PUBLIC COMMENT

- 3.1. Guide Dogs for the Blind

Request for service presented by Jake Koch, Outreach Alumni Representative, and Susan Armstrong, Vice President of Training Operations, Oregon from Guide Dogs for the Blind, 32901 SE Kelso Rd., Boring, Oregon. Also present was CEO & President of Guide Dogs for the Blind, Christine Benninger.

Guide Dogs for the Blind trains guide dogs to aid blind and visually impaired clients. Due to the nature of the agency, a high volume of transit-dependent individuals frequent this location, including clients, volunteers, staff, visitors, and of course, dogs in training.

Currently, Boring is not included in the Sandy or TriMet transit boundaries

but is located directly between them. Guide Dogs for the Blind has had a long-standing desire to be included on our transit routes. Jake, along with many other individuals, utilize carpools, Uber, and Radio Cab to bridge the gap between Gresham or Sandy and the Boring facility. Jake explained that our buses would be an ideal alternative to this break in transit availability because of the low floor design, space for the guide dogs to travel under the seats, and audible announcements of each stop. This proposal has been brought before Sandy Transit in the past, but a solution was not previously feasible due to funding, jurisdiction, and federal regulations. However, the proposal of a possible route through Boring is included in the Transit Master Plan which has been submitted to consultants for consideration. Clackamas County is simultaneously working on a county-wide transit development plan for connectivity between transit systems and will also be including Boring in their project.

4. NEW BUSINESS

4.1. Hop-Thru, Stephen Coyner

Hop-Thru is a mobile ticketing company based in San Francisco, California. They currently work with 15 agencies including Columbia Area Transit in Hood River, Oregon and Mt. Adams Transportation in Washington. The purpose of their application is to provide a way for riders to purchase fares from multiple transit agencies through one app, thus eliminating the need to download individual apps for each agency, or purchase tangible passes separately (i.e. Tri-Met, SAM, MHX). Hop-Thru does not require any hardware installation because they are entirely cloud-based. There are no up-front costs or monthly fees. Hop-Thru derives revenue from a percentage of each ticket sale. Fares are stored on the user's phone in a pass wallet that is accessible offline, making it available in rural areas with poor reception, or when the user cannot use cellular data. Drivers would visually validate by looking at the tickets on the rider's mobile device. To prevent fraud, safety features such as a clock that continuously updates the current time and an animated screen that changes color when tapped. The application also has a swipe feature to view passes for multiple riders using a shared device. Each agency can customize fare increments and colors, as well as a time limit for each type of pass; count-down to expiration begins automatically when the pass is first used. Hop-Thru also handles customer support which includes FAQs and live chat help. Agency administration can set up ticket offerings, view transactions, and access ridership and other information via a cloud-based portal. Hop-Thru currently offers a Spanish version of their app and will offer other languages in the future. For added convenience, organizations can buy a large quantity of passes and submit a .csv file of recipients' email

addresses to Hop-Thru, who will then manage and distribute the fare accordingly. This feature would be especially useful to agencies like Guide Dogs for the Blind, who provide fare to staff, clients, and volunteers. Rollout time ranges from one day (to activate the app and passes) to about 4 weeks (for the training and marketing process). Hop-Thru provides a rollout package that includes digital content for websites or social media, as well as physical content such as stickers, posters, farebox and window decals, and custom artwork based on the need of the agency.

4.2. Council goals for the biennium.

Transit staff presented a list of possible goals for the next biennium, to be discussed at the upcoming City Council retreat. These proposed goals were unanimously approved by TAB members;

- Maintain vehicles in a state of good repair and ensure vehicles, amenities, and facilities are accessible to all
- Plan for present and future transit needs i.e. updated master plan
- Update tax collection software with STIF funding
- Promote connectivity and play a role in regional transit coordination planning
- Construct a training room and break facility for drivers
- Develop a maintenance and fuel plan for operations building
- Work on technological advances for transit including tablets, fares, automatic passenger counts and work with ODOT on infrastructure for signals
- County level goal; continue to participate in C4; regional level goal; Vision Around the Mountain; state level goals; keep our presence at OTA, continue to advocate for Transit Day, continue to attend conferences

Improve solar lighting and alert lights at shelters

4.3. New Routes and Route Changes*

4.4. Bus Procurement*

4.5. Conference*

4.6. B.O.T.L. New Training for Drivers*

4.7. Trolley at the Tree Lighting*

4.8. STAR Tickets for Food Boxes*

5. OLD BUSINESS

5.1. STF Update*

5.2. ITS Update*

6. NEIGHBOR UPDATES*

7. ADJOURN

7.1. Next Meeting

Wednesday, March 20, 2019

5:30 pm -7:00 pm

City Hall Council Chambers, 39250 Pioneer Blvd., Sandy, OR 97055



Chair, Heather Michet



Chair, Joseph Lowe



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PRESENT: Board Member Heather Michet , Board Member Joseph Lowe, Board Member Caren Topliff, Board Member Roxy Tolva, and Board Member Bernice Tynan

EXCUSED:

1. ROLL CALL

1.1. Introductions and check-ins

Transit staff announced that Scott Horsfall is the new City Council liaison for Transit, and the TAB Chair gave a brief history of his involvement with the City as a resident, business owner, and participant in local government.

2. APPROVAL OF MINUTES AND AGENDA

2.1. The September 2018 Agenda and July 2018 minutes were unanimously approved.

3. NEW BUSINESS

3.1. TAB Board Member Approval

Berenice Tynan was formally introduced by Transit Staff to the Board, and she will go before City Council on October 1, 2018, for their approval.

3.2. Contingency/Supplemental Budget

At the end of the 2015-2017 biennium there was \$1.4 million in the Transit Department contingency fund. The contingency fund is used as a safety net as well as a payment source for bus shelters and other capital projects. It was projected that at the end of the 2017-2019 biennium there would be \$2.1 million based on current revenue. September 4, 2018, City Council approved interdepartmental loans from Transit to both the Police and the IT departments. The loans to the police and IT departments were approved at a matching bank interest rate. With the adjustments

to the contingency fund, the addition of a third transit employee, an intergovernmental agreement with Clackamas County to perform services, and grant funding received for improvements, a supplemental budget was prepared. Improvements to the wash bay could not begin until the grant was included in the budget, so now that project can officially move forward. Once the Transportation Bill package is put forth and accepted by Tri-Met, another supplemental budget will be created to reflect the corresponding revenue and expenses.

3.3. New Marketing Materials

To promote awareness of Transit and line up with the City's new branding strategy we have created and updated several marketing tools. A coloring book that includes SAM logos and schedules, as well as a new center page featuring the trolley was created for the schoolchildren. Business cards, apparel, and advertising materials now reflect the new logo. The City of Sandy recreation guide features an updated advertisement about Sandy Transit. The Sandy Transit web pages are being improved and updated weekly, and the partnership with DoubleMap has been an exciting transition for the department. A smart TV has been installed at the Transit Operations building reception area with real time bus locations via the DoubleMap website. A new banner announcing SAM is fareless is being displayed at the Sandy High School football field in hopes of getting the word out to students and their families about all Sandy Transit has to offer. The option to purchase two more banners at the baseball/softball field and in the gymnasium was presented. The Board discussed featuring other SAM services such as the STAR and Shopper Shuttle routes, so that all services will get exposure. Points of consideration were to clarify which services are free and which require a fare and promoting the DoubleMap application to students to help them become familiar with the routes and schedules. This will be important with the addition of a Shopper Shuttle stop in front of the school on weekday afternoons beginning in January 2019.

4. OLD BUSINESS

4.1. Funding

No new funding - the Board reviewed transportation funding projects which have been discussed over the last year; administrative and infrastructure improvements, dispatch software updates, new computer equipment, bus stop/shelter improvements, bus improvements including wi-fi, route additions, capacity planning for a breakroom, training equipment, and administrative space for RoJoy operations.

4.2. Planning Grant/Transit Master Plan

The planning grant was approved; the IGA was received on September 18, 2018. Consultants have been chosen and, after some negotiation, have agreed to oversee and conduct the onboard surveys. This will be a much more efficient and thorough way to gather the information needed. ODOT generously added to the grant award to allow for this addition to the agreement. This team of consultants will be working with another consulting firm who has expertise in outreach to populations that are difficult to survey or access. This portion of the project is included in the consultation package

as well.

4.3. New STIF (House Bill 2017)

No additional comments.

4.4. ITS Update

The DoubleMap application has been successful alerting users to bus location but there have been issues with the tablets. Fortunately, even when the tablet screen goes blank, the GPS continues to work and track the buses. Drivers are still keeping a written tally. DoubleMap is working to create a “subtract rider” button until this issue can be resolved, to help correct data gathering discrepancies. Also, the stop announcements are not working on the freightliners (MHX), but this is an issue in multiple transit systems using DoubleMap, not specific to ours. Transit staff meets with DoubleMap weekly by phone and they have attempted to fix some issues remotely. However, the problems have transcended that method. Transit staff has requested that DoubleMap send an installer to work with us in person, as we are not able to utilize the full functionality of the program, as outlined in the contract. Columbia Gorge Express contracted DoubleMap around the same time that we did and are having similar issues with on-time performance data being way off.

5. NEIGHBOR UPDATES

5.1. Clackamas County applied for and was awarded a TGM planning grant. This was a major step toward a county-wide transit development plan to expand to areas without public transit, which make up 35% of the county. Currently, MHX provides transit between Sandy and Timberline, making that the only unincorporated area with a transit plan in place. ODOT is enthusiastic about and involved with expansion plans. The purpose of the new plans will not be to pre-empt the planning that is already in place, but to enhance it and connect more communities.

Clackamas County has also applied for several different projects with the regional coordination funds that Tri-Met provided from their STIF funding. The intention of these projects is to provide last mile shuttles as well as better connections for communities coming into the Tri-Met service district. Wilsonville and Forest Grove have had success with similar projects and there is now a route connecting Clackamas Community College in Oregon City with their Harmony campus and Clackamas Town Center. There is also a desire for last mile shuttles in the industrial area of Oregon City and a commuter shuttle service between Oregon City, West Linn, and Tualatin. Milwaukie is interested in providing last mile shuttles as well.

The RFQ is almost complete which will allow for the purchase of new buses for MHX. Additional buses will be acquired as STIF funds come in; this is currently the greatest need as preventive maintenance is a major expense.

Board members inquired about an MHX route between Sandy and Brightwood; staff explained that the Villages Shuttle does loop through Brightwood, can deviate up to ¼ of a mile, as well as flag stops. Part of the new funding will be used to add an evening run to that route.

6. PUBLIC COMMENT

6.1. No public comment.

7. ADJOURN

7.1. Meeting adjourned at approximately 6:26 pm.

7.2. Next Meeting - scheduled for December 19, 2018, at 5:30 pm.

Chair, Heather Michet

Co-Chair, Joseph Lowe

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