



AGENDA

Transit Advisory Board Meeting

5:30 PM - Wednesday, December 19, 2018
City Hall- Council Chambers, 39250 Pioneer Blvd.,
Sandy, Oregon 97055

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1. ROLL CALL	
1.1. Light Refreshments	
1.2. Welcome Berenice Tynan, Newest Board Member	
2. APPROVAL OF MINUTES	
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Transit Narrative August 2018.doc	
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Transit Narrative June 2018	
3. PUBLIC COMMENT	
3.1. Guide Dogs for the Blind	
4. NEW BUSINESS	
4.1. Hop-Thru, Stephen Coyner	
4.2. Council goals for the biennium.	
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



MINUTES

Transit Advisory Board Meeting

5:30 PM - Wednesday, September 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, September 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. 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

Transit Director, Andi Howell

Draft

Transit Narrative

August 2018

Overall ridership remained consistent with August 2017 with no significant increase or decrease.

Most notable changes for August 2018 is the high demand for the SAM Shopper and STAR dial-a-ride. STAR increased by 19% over last August. The shopper shuttle once again showed significant increases at 69%. Last August, the shopper provided 373 rides in just 3 hours Monday - Friday. This August the shopper provided 626 rides in 3 hours Monday - Friday (just over 9 rides an hour).

In August, the Clackamas County Service Enhancement Plan for HB2017 funding was passed by Clackamas County and TriMet advisory committees. Sandy will receive funding for infrastructure updates and improvements, extended hours of service and capacity planning and construction for 2019, 2020.

In September, Sandy Transit intends to release RFQs for 2 new medium size buses and an RFP to rebuild the bus wash bay at the Sandy Operations Center. All 3 procurements are supported by funds recently awarded through State and Federal grants.

Transit Narrative

July 2018

A quick overview of the past fiscal year at Sandy Transit. For the FY17 to FY19 biennium, state funding for Elderly and Disabled service (STF) experienced a 16% reduction. Federal formula funding for transportation remained the same, with no increase or decrease.

Sandy Transit implemented many changes in service in November and December of 2016 and sought additional funding sources. These changes were aimed at increased ridership, especially on the SAM Gresham route, an expanded coverage model to better serve the fast paced growth of development occurring in Sandy, a business friendly fare structure and a business friendly shopper shuttle including a family friendly trolley experience.

Through grant writing and diligent planning, the Transit Department has been able to primarily maintain service, add an in-town route and trolley, increase ridership, significantly increase our contingency fund, procure funding for: 2 new medium buses, 2 new heavy duty buses and a rebuild of the wash bay at the Operations Center.

These are Sandy Transit fiscal year highlights after route and fare structure changes (comparing FY17 to FY18):

Overall ridership increased by 6.9%

SAM Gresham route, the route hit hardest by the fare implemented in 2013, rebounded at 15% growth. SAM Gresham continues to charge a \$1.00 fare for service to/from Gresham while providing free service in the commercial corridor of town. This route will experience expansion in January 2019 with new transportation funding provided by the Transportation Bill 2017 "Keep Oregon Moving".

SAM Estacada, underwent a slight decrease in runs, but expanded days and route changes in late 2016. This route also experienced a fare structure change. The route charges \$1.00 to/from Estacada, while providing free in-town service. This route rebounded this fiscal year with a 4% increase. It will also experience expansion in January 2019 with new transportation funding provided by the Transportation Bill 2017 "Keep Oregon Moving".

SAM Shopper was introduced in December 2016. To compare a similar context of time, January to July of 2017 was compared to January to July of 2018. The SAM Shopper increased by 87%. This route continues in popularity and has been increased from a 30 minute loop to 45 minutes to accommodate the number of boardings taking place in a 3 hour window of time.

STAR dial-a-ride service experienced a slight decrease in service (3.6%). This was the expected outcome with the introduction of the SAM Shopper. Due to high demand of the STAR dial-a-ride and difficulty meeting the schedule needs, the SAM Shopper was designed to augment the dial-a-ride service and provide a fixed route for target populations (apartment complexes and retirement homes) to their shopping destinations. The route was designed using STAR ridership patterns.

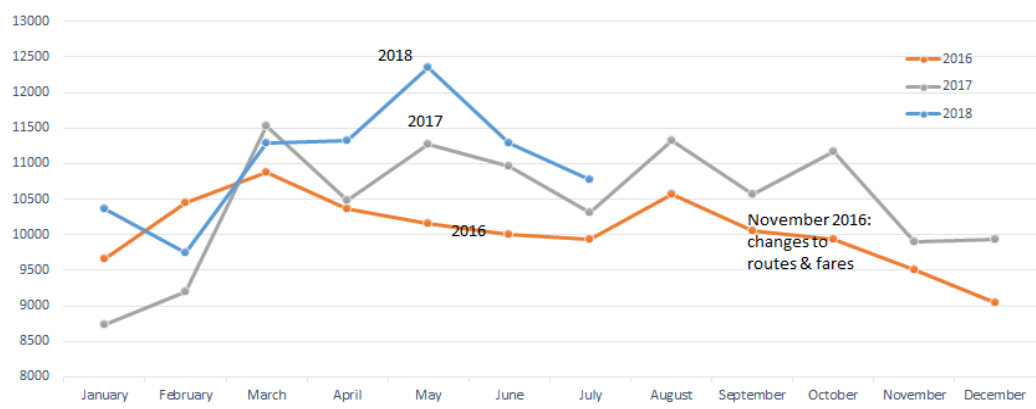
ED, Sandy Transit's non-emergency medical ride program, provides medical rides for out-of-town services that are not available in Sandy. ED experienced a 10% reduction in rides this fiscal year compared to FY17. This reduction is due, in part, to the Sandy dialysis clinic accommodating more local patients. The ED program has seen increased demand for several years however. In FY16 for example, ED provided 510 rides, compared to 1,013 in FY18. With the aging population this service will continue to increase in demand. Currently, Sandy Transit provides medical rides for Transit customers (Sandy residents) as well as Sandy Community Center customers (Oregon Trail School District and Boring residents). Due to a lack of capacity (drivers) Sandy Transit can not meet the current demand. We are exploring options to increase the availability of this service for our most vulnerable populations (frail elderly and disabled).

Other happenings in Sandy Transit:

SAM ridership continues to increase. SAM provided 10,874 rides in July 2018 compared to 10,032 rides in July 2017, an overall increase of 5.5%.

The DoubleMap app is up and running. We are currently working on technical issues on some of the tablets but overall we are pleased with the application.

- ★ 11 tablets equipped with GPS were mounted in SAM and MHX buses.
- ★ 11 interior LED signs were also included for visual stop announcements.
- ★ Exterior and interior automated voice stop announcements were installed.
- ★ Customers can look up bus real time arrival estimates, watch their bus in motion on the app and on-line, look up bus stop amenities, such as lighting and shelter descriptions and get push notifications to their device when a bus is delayed or re-routed.
- ★ For in-house administration, many reporting features are included, bus and driver information (such as speeds; on time performance) are available as well as the ability to communicate to passengers through the push notifications in real time.



SAM Ridership Trends 2016-2018

Transit Narrative

May 2018

SAM ridership continues to increase. SAM provided 11,291 rides in June 2018 compared to 10,956 rides in June 2017, an overall increase of 6.3%.

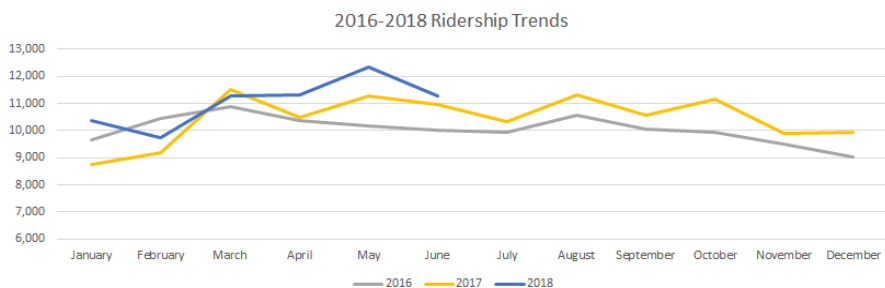
The SAM Gresham route had a slight decrease of 1.8% ridership as compared to June 2017. This may be an indication that the increases in ridership due to changes made in late 2016 have leveled off. Estacada continues to do well with a ridership increase of 18.1% over the previous year.

The Shopper Shuttle, a discretionary STF project, increased 130% from 243 rides in June 2017 to 559 rides in 2018. Even with the success of the Shopper Shuttle, which was implemented to relieve demand of the dial-a-ride, STAR saw a 12.5% increase in ridership this month.

The elderly and disabled program, which gives non-emergency medical rides to the greater Metro region, saw a 69% decrease from 100 rides in 2017 to 61 rides in June 2018. The new Sandy dialysis clinic and a general lack of availability on behalf of Sandy Transit have contributed to this decrease. Due to a reduced number of drivers, Sandy Transit is currently only sending one driver and one vehicle while providing rides on behalf of Sandy Transit clients and Sandy Community Center clients. We are actively recruiting drivers.

The ITS application is up and running on SAM and MHX vehicles. The very first day it was available, it was used to notify riders of a crash on Hwy 26 that caused a detour. It will also be used to announce stop changes during the Sandy Mountain Festival in July. Please download the DoubleMap app to your phone for direct access to SAM and MHX real-time features.

Staff continues to work on the new Statewide Transportation Improvement Fund project list. This requires multiple monthly meetings with Clackamas providers, the county and TriMet. The project list is expected to be finalized and presented to TriMet by the end of July. This very tight timeline has proven difficult due to the extensive rules adoption timeline and public process required.



STF/5310

Program/Funding Information

STAR (local dial-a-ride) 36% funded by STF funds. Measurables:

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