

Director's Report

from

Dwight Brashear

Transit Director

Takin' Care of SMART's Business (TCSB)

In 1973, Bachman-Turner Overdrive (BTO) released their hit song Takin' Care of Business. This working person's anthem spoke about "takin' care of business every day; takin' care of business every way." I must admit that I selfishly used BTO's gritty proclamation as inspiration for my October report.

The month of October began with the Oregon Public Transportation Annual Conference. This year's conference was held in Pendleton. Representing SMART at the conference were Transit Management Analyst, Nicole Hendrix; Field Supervisor, Tim Viets; and myself. In addition to attending the conference, I was honored to represent SMART and the City of Wilsonville as a Keynote Speaker. It is estimated that some 300 transportation professionals attended the conference.

A few other highlights for the month included an in studio interview I did with KATU News regarding our Low-No grant award. I participated in a Clackamas County transit providers meeting. We discussed how HB 2017 funding could affect our county. I represented SMART during a tour of City Hall by approximately 120 second graders. I was selected and participated in a telephone interview conducted by Enviroissues, a consulting company hired by ODOT to facilitate the HB 2017 rule making process. I later attended the first in a series of gatherings billed as the Statewide Transportation Improvement Fund Rules Advisory Committee meeting. SMART, led by Operations Manager Eric Loomis, has undertaken the important task of updating its Policies and Procedures

Manual. Finally, I served as one of the judges during the Halloween Costume Contest held at the Wilsonville Senior Center.

That is all I have for now, but I encourage you to read on so that you can discover just how the rest of your team has been takin' care of SMART's business.



October Operations Report

by Eric Loomis

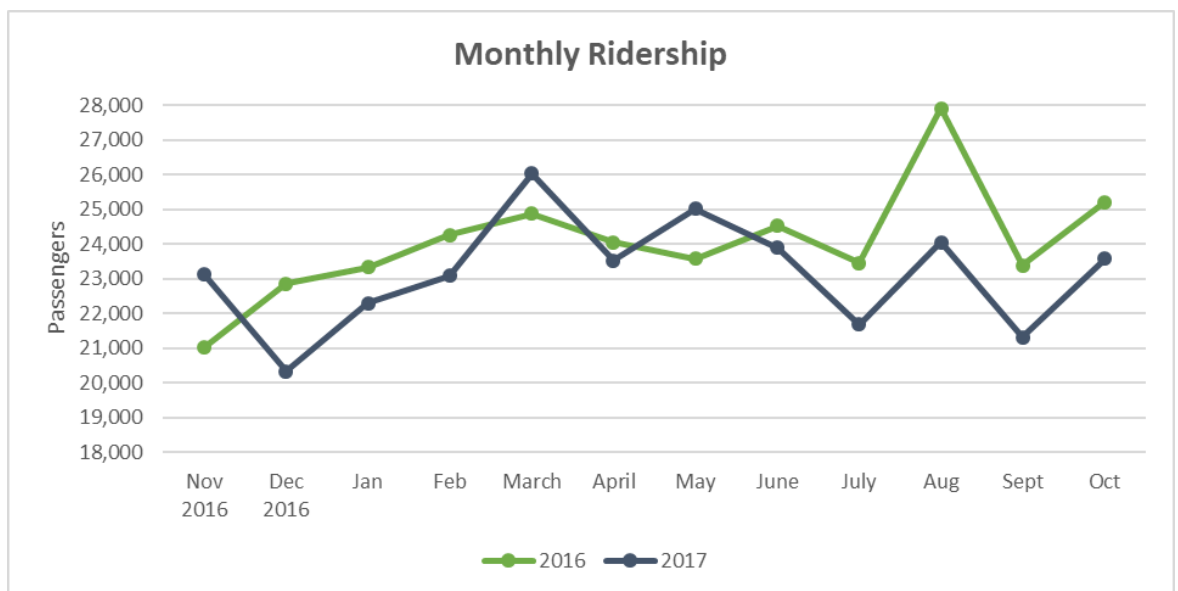
SMART held a biannual All Staff meeting in October. It can be challenging to gather all employees together while buses have to be on the road providing service to our customers. Each year SMART sets aside a couple of Saturdays to go over the future of SMART with employees and give updates on City business. It is also a time to introduce best practices and offer training to all employees. This year, our focus was the implementation of an updated policy and procedure manual. Revisions were made to increase safety and security for employees and customers while also enriching our culture of integrity, professionalism, and ethical conduct.

Ridership

SMART saw a decrease in ridership in October relative to the previous year but within the same trend.

The Villebois Shuttle is significantly higher in ridership than the previous year; however, it

has not seen significant increases within recent months. All other fixed routes have decreased at similar percentages as compared to 2016. We attribute this to lower gasoline prices.



Dial-a-Ride

Each month our ADA eligibility committee reviews applications in determining who qualifies for ADA paratransit, which is one of our robust Dial-a-Ride programs. In many ways, it reminds our staff how critical these service offerings are to our citizens and visitors of Wilsonville. I wanted to share a particular application from a customer in need of our transportation service. This customer, a senior with a disability, was unable to fill out the home address section because they do not have a home. The next section in the application process asks for a contact person. The section was incomplete with only an explanation that the applicant had no one for us to contact in an emergency situation.

As we look at ways to improve our programs, this application reminds us of why we are here and how critically important the services we offer are to our residents. Without Dial-a-Ride and a medical shuttle, some passengers simply would not have access to these facilities.

October Grant Report

by Elli Work

Federal Award(s): SMART is coordinating with ODOT, METRO, and the FTA to properly begin the long and carefully orchestrated procurement process for the two Proterra electric buses. The buses are anticipated to be placed into service in September 2019. SMART is already planning a grand citywide celebration. *These two buses will bring SMART's fleet up to nearly 40% alternative fuel.*

Federal Grants Pending: Bus and Bus Facilities 5339(b) for five vehicles (two vans, two cutaways, and one trolley) for \$361,600 in federal funds and a local match of \$90,400 for a total of \$452,000. We anticipate the award notifications to come in November.

FTA Grants in Pre-Award Review:

5339 Funds from FY15-17 were combined to create an application for one replacement, ADA accessible, 26' Cutaway CNG bus for \$112,371 in federal funds and a local match of \$22,474 for a total project cost of \$134,845.

5307 Funds for a 30' Bus Replacement for \$381,353 in federal funds and a local match of \$43,648 for a total of \$425,001.

Current Projects Funded Through 2016 Apportionment: An informational presentation to the city council on October 16 covered bus shelters, amenities, digital displays, and signs. Diesel buses for \$333,448 from this grant are no longer needed because of the award of two electric buses and the funds may be reallocated to other projects.

Pending Apportionment Through Tri-Met:

August to December 2017 is for approximately \$200,000.

January to December 2018 is for approximately \$479,238

Special Transportation Fund (STF) from July 2017 – June 2019 is for \$196,256. These funds are used exclusively for the Dial-A-Ride Program.

Metro:

Regional Travel Options (RTO) is for \$76,599 annually and supports the SMART Options Program. Metro also has approximately \$218,020 in unobligated TDM/RTO funding for SMART. Once obligated, those funds can be used for special projects such as outreach to low-income residents, Spanish-speaking commuters, and school-aged youth. SMART and METRO are working with ODOT and the FTA to obligate the funds. SMART also hopes to add a FTE Outreach Assistant for a limited-duration, grant funded position focusing on promoting bicycle and pedestrian transportation to reduce congestion and pollution.



*Every time I see an adult on a bicycle,
I no longer despair for the future of the human race.*

-H.G. Wells

October Fleet Report

by Scott Simonton

The focus of the Fleet crew changes with the seasons. In October, our focus turned to items such as leaf removal equipment. From leaf vacuums to backpack blowers, we must ensure that these tools and equipment are ready for use by the Public Works and Parks workers. In addition, some equipment items such as mowers, which are rarely utilized in the fall and winter months, are prepared for storage.



Fleet Mechanic Scott Wright repairs wiring on a leaf vacuum unit

As we enter the rainy season, interior water leaks in buses become a more common occurrence, caused largely by the flexing and vibration the bus body goes through in its daily use. For passenger safety and comfort, water leaks become a high priority for our mechanics.



Fleet mechanic Kalen Garrison adjusts thermostat settings on a SMART bus

Another item requiring our attention is the climate control systems in SMART's bus fleet. Because of the limited temperature range, these systems must have the thermostats manually adjusted at the beginning and end of summer each year.



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October Outreach & Marketing Report

by *Michelle Marston*

SMART concluded its Walk Wednesday series on the first Wednesday of October. Wilsonville Chamber of Commerce was our final partner of the year, providing information about the Chamber and various swag from chamber members were given as handouts. Looking forward to next walk season!

Other events included Mentor Graphics Health Fair and Coherent Health Fair. Health fairs are an excellent opportunity to respond to questions about SMART service and provide trip planning assistance. Typically, our table is cohosted by a TriMet rep to get the full picture of the transit trip. Options other than bus service are discussed such as carpooling and biking trips.

Wilsonville Community Bike Walk Map has arrived and will be distributed to outlets. This information will also be in the Boones Ferry Messenger letting folks know they're available for pick up.

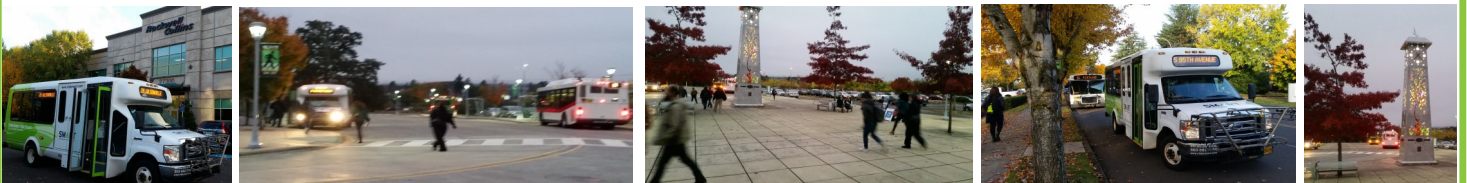
Updated SMART schedules will be distributed along with the Bike Walk maps. Timing is everything! These schedules included the updates to the route 4 to match up with Meridian School opening this fall. Having both these publications be ready to distribute at the same time will save on staff hours as it takes almost a full day to get our materials to all our outlets.

Cherriots has hired a Social Media Specialist which will aid in the efforts of shared communication. We will work closely to send similar messages and tag team the outreach of messaging.

ECO surveys for DEQ are still in the works for Sysco. Under the DEQ ECO program, employers with more than 100 employees must provide commute options to employees designed to reduce the number of cars driven to work in Portland and surrounding areas. SMART provides survey processing at no cost to employers affected by the ECO rules who are working to develop and/or maintain transportation plans. This is funded through the annual Metro Regional Travel Options Grant.

Emergency Ride Home program continues to grow, with two additional Wilsonville businesses signing up to participate. The Emergency Ride Home Program or ERH provides part- or full-time employees of ERH-registered businesses and ride SMART service, vanpool, carpool, bike or walk to work with four (4) free emergency rides home a year in the event of an unexpected emergency or unscheduled overtime.

SMART Halloween Trolley was once again seen providing rides to goblins and ghouls from Safeway to Fall Festival at Stein Barn, October 28 for four hours. This has been a long time tradition for SMART.



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