Oregon Department of Transportation



STIF Discretionary and Statewide Transit Network Application: FY 2023-25

Applicant Information

Agency Legal Name City of Sandy

Project Title Technology Program Implementation

Agency Legal Address 16610 Champion Way, Sandy, Oregon 97055

Application Contact Name Andi Howell

Application Contact Email Address ahowell@ci.sandy.or.us

Name of Person Signing Agreement Jordan Wheeler

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Application Contact Title Transit Director

Application Contact Phone Number (503) 235-6780

Title of Person Signing Agreement City Manager

Phone Number of Person Signing Agreement 503-668-5767

Agency Information

1. Transit Agency Type City **1.A Does the agency have any existing grant agreements with ODOT?** Yes

2. What is the main type of service that will be supported by this award? Fixed Route

3. Would this award support ongoing operations of an existing service? No

Risk Assessment Information

4. Did your agency have any turnover of management or financial staff in the last two years? No

5. Does your agency have an accounting system that allows you to completely and accurately track the receipt and disbursement of funds related to the award? Yes

6. What type of accounting system does your agency use? Combined

7. Does your agency have a system in place that will account for 100 percent of each employee's time?

Yes

8. Did your staff members attend required training and meetings during the previous biennium? Yes

9. Was your agency audited by the federal government in the past two years? No

10. Did your agency stay on budget in the past two years? Yes

Agency Qualifications

11. Describe how your agency has the legal, managerial and operational capacity to perform and report on project progress within the scope, schedule and budget of the anticipated grant agreement. (Description of operational capacity should apply specifically for the workload of projects in this application.)

Sandy Area Metro (SAM) is owned and operated by the City of Sandy. As a department of the City of Sandy, the City provides legal, managerial and administrative support of the transit program. Sandy contracts with MV Transportation for the operational capacity of the department, including a general manager, road supervisor, dispatch, maintenance coordinator, utility worker and vehicle operators. The Transit Department maintains 2.8 FTE City employees as managerial staff, responsible for the management and compliance of many State and Federal grants. Sandy has applied for and successfully completed many grant funded projects for over twenty years. This project, if funded, will aide City staff in oversight of several other grant funded projects that require specialized knowledge, saving City staff time.

12. Certification of Compliance

By checking this box, the applicant certifies that if they are awarded funding, they will meet and

ensure compliance for the term of the agreement with applicable federal, state and local laws and regulations including, and not limited to, those pertaining to passenger transportation, civil rights, labor, insurance, safety and health.

Yes

13. Do you plan to use a Sub-Recipient or contractor to implement the grant supported activity? No

14. If you seek the 10 percent match reduction, does the project meet one or more of the four factors identified in OAR 732-044-0005(4)(a)? Select each factor that you believe is exemplified by the proposed project.

Predominantly serves or provides access to and from rural communities

Serves an area outside of the applicant's geographic jurisdiction

Provides statewide benefits to multiple Public Transportation Service Providers outside of the area where the proposed project will be located

15. Will federal funds be used to complete this project? No

Project Information

16.A Project Title Technology Program Implementation

16.B Describe the project to be funded. Clearly describe what the requested fund award would be used to accomplish, detailing the specific tasks and deliverables. Where relevant, identify the origin and destination of the proposed service as well as each municipality visited along the route. Please see page 7 of the application instructions for additional guidance on writing a project description.

This project will fund a specialized project management team to assist Sandy and other collaborating agencies in the implementation of technology applications. A Technology Assessment for Sandy Transit prepared by Full Path Transit Technology and Trillium Solutions in October 2020 concluded "as a small provider and early adopter of technology, Sandy Transit is positioned to lead the way in developing the best methods to maintain systems at the smaller scale. Budgeting, maintenance and training are areas where many if not most small transit agencies struggle and where no readily replicable solutions have been established in the industry. If Sandy Transit is able to arrive at a solution that may also serve other small agencies in Oregon or elsewhere, we encourage the agency to document the approaches and share it with ODOT and present them at conferences or other knowledge-sharing venues." These funds would be used to contract a technology team that will assess the technology being used at Sandy Area Metro (SAM), identify areas of redundancies/efficiencies, maximize the value of the technology in use, develop a technology maintenance plan, evaluate, update and maintain current technology and procure/implement a mobile payment option. As agencies across the State utilize new grant funding for on board technology and emerging vehicle technology, such as electric buses, these maintenance plans can be shared to enhance the technological understanding of other smaller agencies, saving valuable and often unavailable staff time. Clackamas County partners understand the value of using shared data standards for more effective dissemination of information to riders and universal applications. Clackamas partners recently collaborated on a Request for Proposals (RFP) to select one common vendor for vehicle GPS, automated announcements, interior LEDs and new demand response software, allowing for shared knowledge and resources. Additionally, a STIF Discretionary funded analysis has been conducted to identify the needs of each service provider in the identification of a flash pass mobile ticketing solution to be used by all providers to collect fare payments and data. Currently, partners are engaged in the development of an integrated web site that will include all provider services, representing the providers as collaborators under a shared brand and vision and provide the passenger with easy trip planning capabilities. This funding

would enhance and support these projects. Task 1: mobile ticketing/fare collection. Deliverables: Request for Proposal, Selection of Vendor, mobile app technology plan. Task 2: Technology assessment for Sandy/collaborating partners. Deliverables: Assessment report of technology being used. A technology plan that outlines description of technology used, recommended training of staff, staff members responsible, future training needs, future technology implementation, thorough written documentation of procedures/best practices. Task 3: Technology assistance in updating, maintenance and integration of technology used by agency and collaborating partners and written procedures for ongoing maintenance. updates and shared data as part of the technology plan. Task 4: Analysis of emerging charging management software. Deliverables: List of available charging software and attributes. Applicability of use for collaborating partners (currently Wilsonville/Sandy, Proterra Electric Vehicle). Agencies involved in the original Integrated Fares Feasibility study were SAM, Canby Area Transit (CAT), Clackamas County, South Clackamas Transit District (SCTD) and South Metro Area Transit (SMART). The Vision Around the Mountain visioning process also identified the advantages of a shared fare payment system for the ease of the customer throughout the region and in the gains of efficiency/knowledge of a shared resource and Hood River joined the collaborative efforts. These providers operate throughout Clackamas, Hood River, Multnomah and Washington Counties. SAM originates in Sandy with destinations in Gresham and Estacada. Sandy, Eagle Creek, Estacada and Gresham are visited. CAT originates in Canby with destinations in Oregon City and Woodburn. Clackamas County's Mt Hood Express/Village Shuttle services originate in Sandy with Timberline Lodge on Mt Hood as the destination. Mt Hood communities such as Rhododendron, Welches, Government Camp and Brightwood are visited. Clackamas County also operates 2 shuttles. One originates at Oregon City Shopping Center and one at Clackamas Town Center. The Oregon City Shopper's destination is the Clackamas Community College (CCC) Oregon City Campus. The Clackamas Town Center shuttle runs a loop through the Clackamas Industrial Area. SCTD originates in the City of Molalla with connections at CCC and Canby. SCTD visits Liberal, Mulino, and Carus. SMART originates in Wilsonville with destinations in Canby, Salem, Tualatin and south end Portland.

17. What is the minimum project cost that will still allow your project to proceed? \$275,000.00

18. Select the fund source(s) for which you would like to compete and that you believe your project is eligible to receive. Check all that apply.

STIF Discretionary STIF Intercommunity Discretionary

19. Why is this an important project? What are the consequences of this project not receiving funding?

As noted in the Transit Technology Assessment Process Prepared by Full Path Transit Technology and Trillium Solutions (February 27, 2020) problem statement "technology offers immense benefits: increasing efficiency of operations, providing data for analysis, and improving the rider experience. But choosing the right tools, and implementing them successfully, can be challenging...small transit agencies often encounter particular challenges in technology due to their size and types of services they provide." Clackamas providers have worked together to procure on board ITS equipment, including MDTs. automated announcements, interior LED signs and dispatch software that will be utilized by all agencies. This creates the ability to share implementation strategies, best practices, policies, procedures and more across a region of providers. This project has the collaboration of agencies spanning 4 Counties in ODOT's Region 1. The inclusion of all of the small and rural public transit agencies in Region 1 makes this an important project by the number of agencies and passengers that stand to benefit. It provides the passengers with familiar equipment and the ability to use one app for all agencies. Without this funding, agencies will continue to work toward a collaborative and interactive website application which will provide trip planning tools but agencies will continue to be restricted by staff time and remain dependent on the vendors to meet their needs. This funding gives that valuable staff time back to the agencies, creating truly effective Information Systems that save future staff time, implements new integrated fare payment systems, ensure cross communication of the technologies being used, increases the reliability of the data

collected and plans for proper future maintenance and training, independent of the vendor. Due to the budget and staff sizes of these rural (and one small urban) agencies, specifically trained IT staff devoted 100% to transit equipment is just not currently feasible. This erodes the functionality of the technology systems and diminishes the worth and quality of the data collected, the applications purpose and the agency's confidence in the data collected. Without this funding, agencies will continue to procure and implement new technologies, however, at a much slower rate of implementation and without the the greater solution of best practices of integration, maintenance and training. As noted in the Fare Integration Feasibility Study Final Report (conducted by the agencies pg 13) the project plan recommends "Costs can be allocated for a project manager that will manage the implementation of the project, whether that is an internal or contracted resource." Also on pg 13, in Project Resources, Team Structure and Governance, "A project management and governance structure can be established to ensure the project proceeds effectively. A steering committee consisting of a representative from each agency can be established to provide project oversight and act as the decision-making entity." This project creates that project management team for the fare integration process as well as other on board technology equipment. These are obviously important aspects to proper implementation that will not exist without this funding due to constrained budgets and staff time. Without the creation of assessments and maintenance plans, agencies have no ability to make informed adjustments for better technology integration. Empirical data on use, uptime and performance empowers each agency to have more constructive conversations with manufacturers and suppliers. It should not be underestimated the time, effort and systems it takes to keep records updated and keep systems maintained.

20. Will this project involve breaking ground or any other activity that might require environmental review per federal requirements? No

Oregon Transportation Commission Investment Priorities

Equity and Public Transportation Service to Low-Income Households

21. Describe how this project would support and improve access for vulnerable populations and/or historically marginalized communities.

SAM on board surveys demonstrate year after year that the majority of passengers on SAM's public transportation system are transit dependent individuals. 56% earn less than \$20,000 a year while 83% earn less than \$30,000. Nationally, 20 percent of household at or below the federal poverty line lack access to a car, with percentages of low-income African American and Latino households without a care even higher. Sandy passengers (16%) self report a Latino/Hispanic background at a higher percentage rate than the general Hispanic population in Sandy. 85% of Sandy passengers self reported not owning a vehicle. 42% reported that without the SAM service, they would not have been able to make the trip that day, with another 35% reporting they would have had to rely on a friend. 53% report they ride almost daily, with another 23% reporting they ride 3-4 times a week. Public transportation is often the only way these families can meet their basic daily needs such as getting to work, goods and services. With the widespread adoption of mobile devices, combined with transit applications, such as SAM's newly procured Passio and CTS systems as well as the intention to launch a mobile fare payment system, technology can facilitate the matching of drivers with riders. SAM partnered with all the Clackamas providers (excluding Wilsonville as they had just procured a new system) to launch a new vehicle locating service that includes a mobile app, on board automated announcements (for those with sight challenges), LED reader boards (for those with hearing challenges) and will include the equipment on the demand response service as well as new software. The new demand response software offers persons with disabilities the opportunity to increase autonomy thereby creating a more equitable form of transportation. Today, in an email from CTAA,

"Paratransit riders have the right to access appropriate transportation. But legacy systems that require advanced manual trip planning make spontaneous rides near-impossible and create additional workloads and limitations for transit providers. Tech-enabled software empowers agencies to automate their paratransit operations, reduce costs and offer on-demand services that drive efficiency and provide a superior rider experience". This technology program implementation will support the proper set up, implementation and maintenance of the types of tech-enabled software and equipment that improves services for vulnerable populations.

Coordination of Public Transportation Services

22. Describe how this project would improve the passenger experience, benefit multiple transit providers, or involve consolidation, coordination, or resource sharing between agencies, including use of transportation data and technology.

This project includes collaboration of six transit agencies, across four Counties. City of Sandy will be the lead organization. Sandy (SAM), Canby Area Transit (CAT), South Clackamas Transit District, Clackamas County (MHX and Clackamas Shuttles), Hood River Transit District (Columbia Area Transit) and South Metro Area Transit (SMART) will collaborate on this project in an effort to share resources and create systems of data and information sharing. This project will implement and improve several technology projects, all of which are designed to improve the passenger experience, promote coordination, and encourage resource sharing. As stated recently in Mass Transit magazine, "transit agencies across the country are attempting to improve consumer adoption of U.S. public transportation using a mix of modernization and expansion. Agencies need to enhance networks, solve for first-mile and last -mile gaps, improve bus stops and safety and create seamless passenger systems that allow for easy transportation planning and use of systems". The technology team procured with these grant funds will be tasked with following up on an earlier STIF Discretionary funded study that identified the best Fast Pass solutions to meet all of the (5) Clackamas regional agency's needs, creating a passenger-facing technology that will improve the passenger experience and allow passenger data collection. The Fare Integration final report (pg 13) recommended a project management and governance structure to ensure the project proceeds effectively, this project creates that project management team. Attached to this application are four support letters from partnering agencies. As agency's technology projects and staff resources are at varying levels, the format of this project structure, with Sandy as the lead agency, allows agencies to participate and collaborate at varying levels of commitment. For example, Hood River Transit District already utilizes a mobile ticketing app (Token Transit). However, they will be included and participate in the RFP process as we all strive to choose a system that can be utilized by all agencies. Beyond these regional partners, many of the deliverables outlined, such as technology plans that include usage of standardize data for transit collection and planning, shared mobile ticketing systems, shared websites, on board technology advancements and maintenance standards and more can be shared throughout the state as best practice models.

Environmental and Public Health

23. Describe how this project would go beyond providing an alternative to personal car use to reduce greenhouse gas emissions, reduce pollution, and/or support positive health outcomes. How does this project support applicant's climate planning efforts?

Technology projects are being launched to increase passenger satisfaction and encourage the use of public transit systems. Regaining passengers will take more than increased capacity. Using public transit will have to be easy, time efficient and enjoyable. This project will assist in the implementation of new MDTs, automated announcements, LED reader signs (already procured but not installed), create a shared fare payment method across agencies, identify efficient uses of on board cameras and WIFI. All of these technology projects increase the ease of transit use and improve the customer experience. These types of improvements also increase passenger safety. By improving access, ease of payment, ease of trip planning and more efficient route planning through the use of standardized data and vehicle location apps, the choice of public transportation in place of single occupant vehicle becomes a higher probability. An

analysis of current and emerging vehicle charging management systems are also included in a deliverable to assist Sandy and Wilsonville. While Wilsonville already operates Proterra electric vehicles, Sandy is currently in the beginning stages of electrification with 3 Proterra electric vehicles to be ordered in the near future.

Safety, Security, and Community Livability

24. Describe how the project would increase use and participation in active transportation, and support connections between transit and other travel modes like biking and walking. In alignment with the Oregon Transportation Commission's priority to build, maintain and operate a modern, multimodal transportation system this grant application seeks to invest in and integrate technologies to improve transportation services and operations. This project will improve passenger amenities such as vehicle location services, automated announcements, integrated fare systems, security cameras, WIFI on vehicles and other technological amenities. Improvements in the function of these amenities, planning for future training of added technology, implementation of fares, all of these projects are transit investments that encourage the discretionary user to choose transit and/or multimodal transportation over vehicles. When a passenger has the ability to easily plan a trip, verify amenities provided such as bus stops and bike racks, easily pay a fare when necessary, especially when travelling between cities and counties, they are much more likely to choose transit or a multimodal style of travel than when none of those options are available. As stated in Mass Transit magazine (Aug 23, 2022), "improving consumer adoption of U.S. public transportation isn't simply a case of offering services ... spurring public transportation usage involves a complex mix of modernizing and extending the networks that exist... This process includes providing capacity in the right places, solving for the first-mile and lastmile gaps ... ensuring stops are truly safe and accessible by all ... Further, transportation agencies need to make it easier for consumers to use these services. Consumers want to easily plan their journey, use multiple forms of transportation to reach their destinations and pay for everything in one place". Supporting these rural agencies through funded project management of these technological improvements gives small, rural agencies that do not have the same staffing capabilities of larger, urban agencies, the ability to utilize the technological improvements that attract passengers, improve community livability and improve the agency's ability to collect and analyze data.

25. Describe how the project would support and improve safety of passengers in transit vehicles and safety of other roadway users.

As stated prior, this project will improve, enhance and implement several on board technology systems. While Sandy, and Sandy's partners, currently have onboard safety equipment such as cameras and communications, a deliverable task of this project is to improve those capabilities, assist in the installation, best practices and training of the new equipment to be installed and create interagency communication and best practices. For example, Sandy has recently had intermittent problems with one of our camera systems on several buses. With our small staff, it can sometimes take months to problem solve on site, communicate with the vendor, involve the City IT who have to familiar themselves with the equipment and more before this very important safety measure is repaired. The lack an infrastructure and process assessment turns a minimally risky or easy to solve problem into a downtime scenario that can last hours. days and sadly sometimes months. This project aims to identify and troubleshoot such problems with trained, transit technology contractors, develop a plan for the future that is a more efficient method of problem solving and set up appropriate training schedules of key staff members. As part of the Technology Plan deliverable, I would expect to see recommendations from the technology team regarding vendor responsibility, warranties and record checklist that help standardize technology solutions. This team of consultants will also outline future investments in training, assist in proper installations of new equipment that is currently being purchased.

Statewide Transit Network Connections

26. Describe how this project would support and improve the utility and connectivity of the

Statewide Transit Network and/or create a foundation for future Statewide Transit Network improvements.

This project supports technological equipment used by six public transit agencies across four counties. Sandy is a rural transit agency that connects eastern Clackamas County and the greater Portland Metro region. Additionally, Sandy operates a service between two rural destinations in an underserved portion of Clackamas County - Sandy and Estacada through the community of Eagle Creek. At the Sandy Transit Center, SAM connects passengers to the MHX which takes passengers as far east as Timberline Lodge. This service (MHX) provides public transit to all of the government communities, providing access for employment and recreation. The addition of the Clackamas shuttles, CAT in Canby, CAT in Hood River, SCTD and SMART improve the connectivity and ability to implement a shared fare system in Clackamas, Multnomah, Hood River and Washington Counties. Most importantly, this project has an underlying goal of supporting several transit agencies, furthering the collaboration of data and resource sharing for transit network improvement and demonstrating that agencies can find ways to work together across jurisdictional and funding boundaries.

Funding and Strategic Investment

27. Describe why investment in this project makes sense from both the perspective of current need and long term Oregon transit needs.

The current need has been identified by a group of small, rural providers who are all at varying stages of technology implementation on our public transit services. Sandy was one of the first small, rural agencies to secure grant funding for tablets, automated announcements and interior LED signs that were installed and used on both the SAM transit system and the MHX. While these amenities have been a wonderful addition for passengers to know where their bus is located and have on board amenities that help with various disabilities (hearing and seeing stop announcements) the data collection expected by the agency, such as ridership trends never materialized as expected. Additionally, when first launched, the geofencing for stop announcements was not properly set and many tablets had some fatal flaws and had to be replaced after a lot of troubleshooting. This experience, and the technological assessment conducted at the agency in 2020, really highlighted the need for technological support and the importance of standardized, reliable data that can be shared across agencies. Therefore, the current need is to first have an inventory and analysis of what on vehicle technology is currently being used, what it promises to do, and how to support it. Using this funding to contract with an IT company or contracting team that can provide remote and onsite project management and support for the maintenance, cross agency connections and implementation of new on vehicle technologies help meet a current need. Contracting with a team of professionals who can build run books, standard operating procedures and written service level agreements that meet all of our partner needs meets other current needs as identified in the deliverables in 16b. The long term Oregon Transit needs that are being met are the standardization of technology equipment, best practices materials and an example of interagency coordination for shared resources. The agencies committed to this project all bring their own jurisdictional backing and equipment that they have already procured and are either currently using or will be installed in the future. These funds ensure that the investments that each of these agencies have made to improve their services are supported now and with a plan for the future.

28. If this project will last beyond the 2023-25 biennium, describe the plan for ongoing funding including match. If not applicable, type N/A. $N\!/\!A$

29. Does this project depend on other funding sources including other discretionary grants whose outcomes are uncertain? If yes, please list those fund sources. If not applicable, type N/A. $N\!/\!A$

30. Capital Asset Purchases

Describe proposed capital purchases. If no capital assets are included in your application, type N/A. N/A

Project Details

Task Category Project Administration

Project Administration

Give a brief (1-3 sentences) description of this project cost.

Due to the required expertise in the project management team and the time needed for data collection and aggregation between multiple transit agencies and multiple projects, the total project cost is estimated at \$450,000. Although no equipment is expected to be purchased, \$5,000 per agency was originally included in this budget scenario as the Integrated Fares study stated that upfront fees may be involved in the Fast Pass procurement and implementation. For scalability, equipment purchase has been removed from the application. In the event this grant application is scaled down further all of the tasks and deliverables may not be achievable. The implementation of the fare payment system and technology assessments, particularly assessments on the shared resources (ITS equipment and demand response software) are the most important aspects of this grant application. These would still require technology assessments, resulting in a technology plan but perhaps not include all of the technology currently used. The shared fares project would still require an RFP process, installation and implementation. In the event this grant application and implementation. In the event this grant application and implementation. In the event this grant application and implementation.

Total Task Cost (Grant Amount + Match Amount) \$450,000.00

Project Task and Match Amounts

20% Match Rate Calculations

Grant Amount - STIF Discretionary/STIF Intercommunity/5311f (80% State/Fed Share) \$360,000.00 Match Amount - STIF Discretionary/STIF Intercommunity/5311f (20% Local Share) \$90,000.00

10% Match Rate Calculations (For Qualified Applicants)

Grant Amount - STIF Discretionary/STIF Intercommunity (90% State Share) \$405,000.00 Match Amount - STIF Discretionary/STIF Intercommunity (10% Local Share) \$45,000.00

Application Totals

Match Sources

Match Sources

Amount

Local

Are matching funds of at least 20% of project costs available if the project is awarded? Yes

What percent of funds will be used for demand response transportation? 28%

Percent of funds used for fixed route transportation 72%

Note on Application Totals: If applying for 5311(f) Operating, a 50% match rate is applied to identified Operating costs. However, the application form automatically applies a 20% match rate to the full Project Cost, including Operating costs. Therefore, Section 5311(f) applicants should ensure the accuracy of the Total Task Cost for each Task Category, as the 20% match rate will only apply to non-Operating costs in a 5311(f) grant award. The form is unable to calculate an accurate application total using two different match rates.

Application Totals Summary By Task - 20% Match Rate

Task Category	Task Project Cost	Task Grant Amount	Task Match Amount
Vehicle Expansion	\$0.00	\$0.00	\$0.00
Vehicle Replacement	\$0.00	\$0.00	\$0.00
Equipment Purchase	\$0.00	\$0.00	\$0.00
Facility Purchase	\$0.00	\$0.00	\$0.00
Signs/Shelters	\$0.00	\$0.00	\$0.00
Planning	\$0.00	\$0.00	\$0.00
Project Administration	\$450,000.00	\$360,000.00	\$90,000.00
Operating	\$0.00	\$0.00	\$0.00
Preventive Maintenance	\$0.00	\$0.00	\$0.00
Mobility Management	\$0.00	\$0.00	\$0.00
	Total Project Cost: \$450,000.00	Total Grant Amount: \$360,000.00	Total Match Amount: \$90,000.00

Application Totals Summary By Task - 10% Match Rate (For Qualified Applicants)

Task Category	Task Project Cost	Task Grant Amount	Task Match Amount
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	Total Project Cost: \$450,000.00	Total Grant Amount: \$405,000.00	Total Match Amount: \$45,000.00
Mobility Management	\$0.00	\$0.00	\$0.00
Preventive Maintenance	\$0.00	\$0.00	\$0.00
Operating	\$0.00	\$0.00	\$0.00
Project Administration	\$450,000.00	\$405,000.00	\$45,000.00
Planning	\$0.00	\$0.00	\$0.00
Signs/Shelters	\$0.00	\$0.00	\$0.00
Facility Purchase	\$0.00	\$0.00	\$0.00
Equipment Purchase	\$0.00	\$0.00	\$0.00
Vehicle Replacement	\$0.00	\$0.00	\$0.00
Vehicle Expansion	\$0.00	\$0.00	\$0.00

Document Upload (Optional)

CAT - Hood River Letter of Support.pdf

SMART Letter of Support.pdf

CAT - Canby Letter of Support.pdf

SCTD Letter of Support.pdf

SAM Full Map & Schedule.pdf

Sandy Transit Master Plan - 20200414 print quality.pdf