



SMART

SOUTH METRO AREA  REGIONAL TRANSIT

August 2022 Report

I, like many of my colleagues, owe the transit industry a debt I can never repay. Some three decades ago, I literally wandered onto a transit property and I never left. Public transit is something that seeps into your bloodstream, engulfs your heart, and takes up residence in the limbic system of the brain. Public transit is a great teacher. It has taught me that respect and kindness are not always tied to familiarity. Public transit has proven to me, time and time again, that many of life's greatest human interactions await me at the next bus stop.

Dwight Brashear
Transit Director



Fleet Services – Scott Simonton Fleet Services Manager

We recently took delivery of a new Vactor combination cleaning/vacuum truck to be operated by Stormwater and Utilities crews. This new equipment is smaller in size as compared to our existing cleaning truck, allowing crews the flexibility to maneuver into tighter spaces within the city.

The main role of this vehicle is the ongoing cleaning and maintenance of catch basins, storm lines, and sanitary lines.

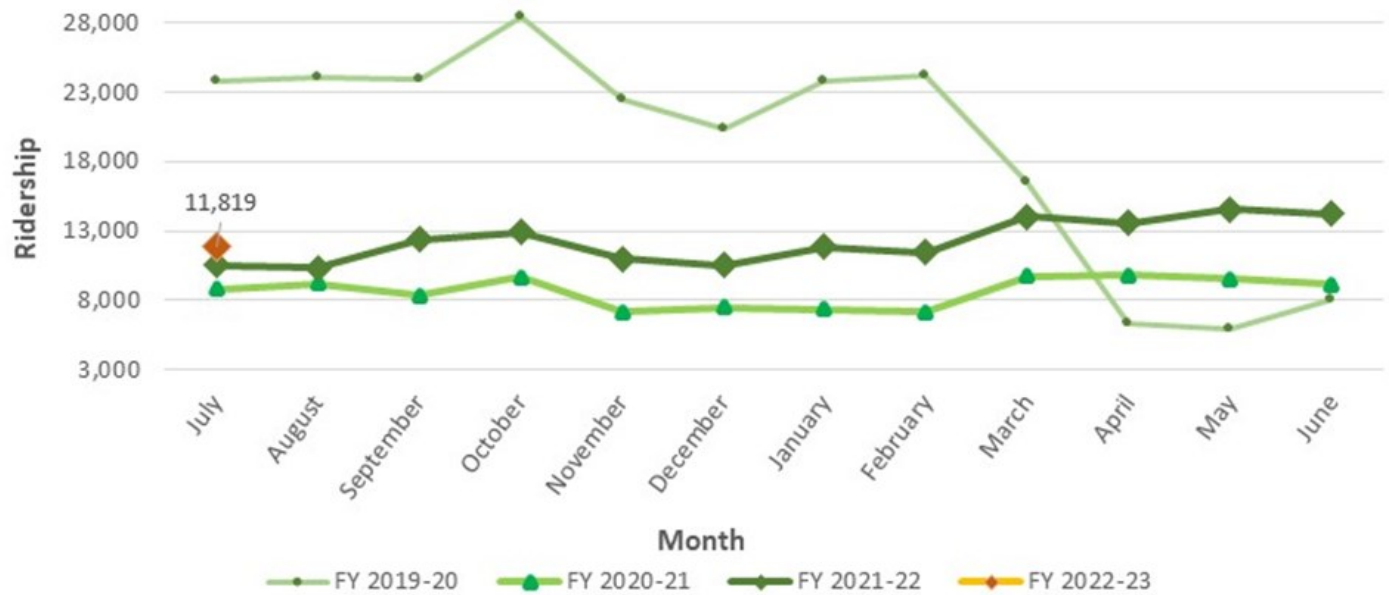
This equipment was originally funded in the FY 21 budget, but due to supply chain and labor interruptions, the wait times for new equipment is much longer. As the truck could not be delivered within last fiscal year, a budget amendment was required, moving the purchase into the current fiscal year. The total cost of this equipment was \$335,516 and it has an anticipated lifespan of 15 years.



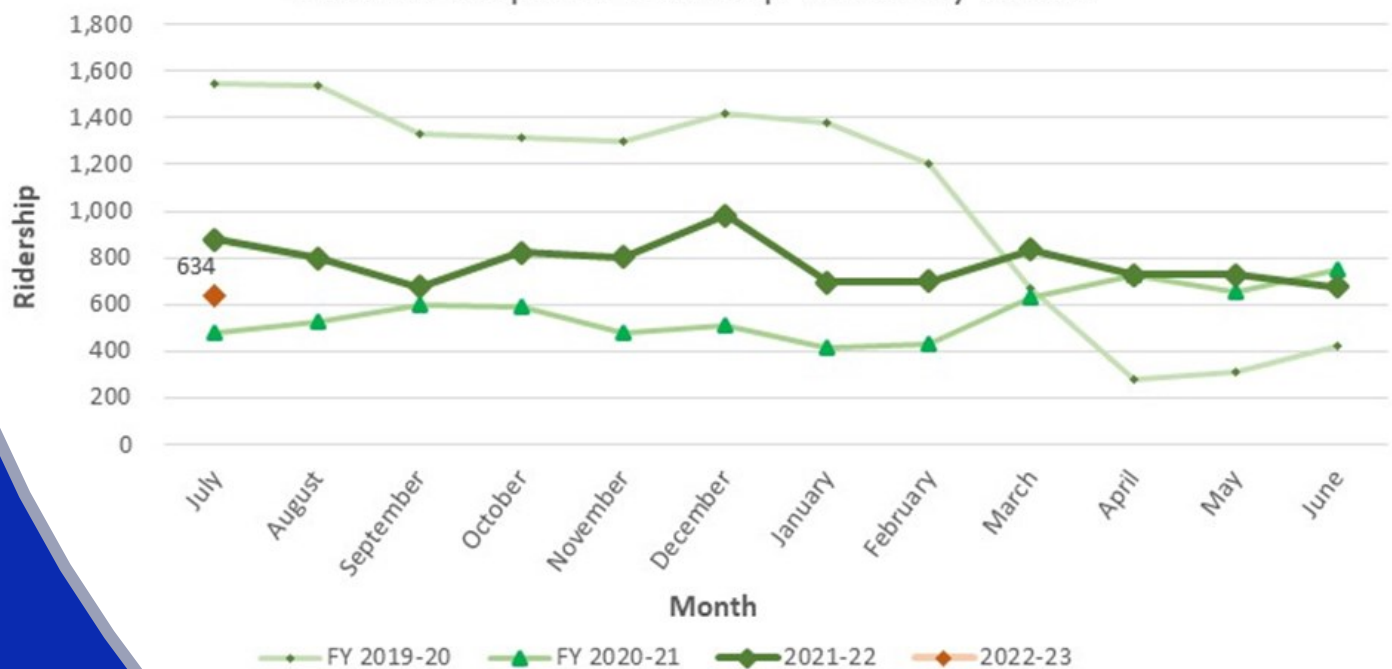
City of Wilsonville's newest Vactor truck

Operations - Eric Loomis Operations Manager

Fixed Route Ridership Trends by Month



Demand Response Ridership Trends by Month



Operations - Eric Loomis Operations Manager



Customer Service and Beyond!

SMART's mission is to provide convenient, safe, and reliable transportation services. However, almost equally important is that we do it with a smile. SMART has a customer service philosophy called "SMART CARES." The CARES acronym goes into detail about communication, accountability, responsiveness, empathy, and solutions. New employees learn the philosophy before picking up their first passenger and veteran employees are regularly reminded of the SMART CARES motto at semi-annual trainings. SMART employees receive comments and commendations regularly from passengers.

Here a few just from the past couple months that we have received from our customers.

- "Bill has such a friendly, caring attitude and excellent customer service" – Charlotte
- "Thank you to Karen and Scott for helping me get to the Cherriot's 1X stop at the transit center" – a stranded passenger
- "Thank you all for your kindness and helpful attitudes!" – Passenger Tammy and her dog Hope
- "Thank you everyone who works in dispatch on your excellent customer service!" – Joyce
- "Melody is awesome and is the best driver yet!" - SMART customer



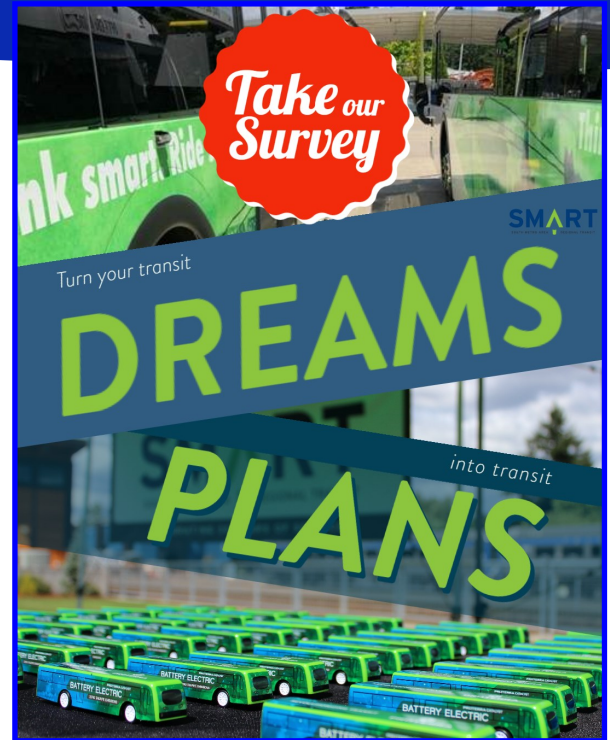
SMART training room poster

Grants & Program Manager - Kelsey Lewis

In August, staff started community outreach for the Transit Master Plan update in earnest. We introduced the project to the Planning Commission on August 10 and asked for feedback at many community events.

The survey about transit needs opened on August 11 with plans to close in mid-September. Staff is preparing for a workshop to get more in-depth community engagement with transit stakeholders in late September.

All of this outreach will help SMART better understand the community's transit needs and how we can provide outstanding service regionally. Our survey can be found at RideSMART.com/TMP2022.



Transportation Options - Michelle Marston Program Coordinator



SMART staff assisted Siemens with their Employee Commute Options (ECO) survey recently. This survey is required every two years by employers of more than 100 employees in the State of Oregon. Siemens survey showed an amazing amount of telecommute trips, with over 2,500 being completed in a week. This worksite has remained primarily work from home and expects to continue into the future.

SMART conducted outreach at a Bridging Cultures event on August 27 in Canby. This was a good opportunity to inform folks who may not know about the free 3X service between Canby and Wilsonville.

West Linn-Wilsonville
School District's (WWSD)

Open House and Grace Chapel's Gear up for School events were SMART's most successful outreach to students this year. Between the two events we reached over 1,500 families with bus information, and learning opportunities for bicycling and pedestrian safety.

Our Books on the Bus was featured at the Community Block Party. This was its final event for the year, while the pilot project is reviewed for its future use.



Outreach Block Party staff, with Mayor Fitzgerald

Transportation Options - Patty Tiburcio Mobility Technician

SMART hosted two bike rodeos this summer: the first on August 16 at Inza Wood Middle School and the second on August 19 at Meridian Creek Middle School.

SMART's Program Coordinator, Mobility Technician, interns, WLWV School District Community Services Coordinator, and Wilsonville High School National Honor Society student volunteers staffed both locations.

The bike rodeos transpired over a two-hour period at each location. At both events, staff provided helmet adjustments, treats, and medals. Helmets were provided free of charge for those in need. Attendees with no bicycle were welcome to use any of the 11 bicycles borrowed from the City of Tigard. SMART hosted a bike repair mechanic to provide minor bike repairs free to participants (i.e., air in tires, oil on chain, minor brake adjustments).

The agility course was an opportunity for attendees to test their bicycle skills/knowledge as they encountered slow weaves, avoidance weaves, loops, stopping and walking a bike across a crosswalk, and showing left turn, right turn, and stop hand signals.

At Inza Wood Middle School, 26 adults and children attended, 19 helmets were given away,



Bike rodeo participants at Wood Middle School

and 20 bicycles received minor bike repairs. At Meridian Creek Middle School, 20 adults and children attended, 6 helmets were given away, and 15 bicycles received minor bike repairs.

At the end of August work has begun to encourage schools to participate in International Walk+Roll to School Day scheduled for October 11 for primary schools and October 12 for middle schools.



Wilsonville Police joined bike rodeo participants