



SMART

SOUTH METRO AREA  REGIONAL TRANSIT

July 2022 Report

Who among us has read the classic literary work - War and Peace? This 1869 gem, chronicles the French invasion on Russia, and the Napoleonic era impact on the Russian autocracy. Anyhow, if you have time to engross yourself in this 1,225 page tome, you won't be disappointed. I said all that to say, War and Peace houses one of my favorite quotes - *"The two most powerful warriors are patience and time."* - Leo Tolstoy. I find it most ironic - we have total control over our patience, but time, on the other hand, has total control over us.

Dwight Brashear
Transit Director



Fleet Services – Scott Simonton Fleet Services Manager

Startup of the new Compressed Natural Gas (CNG) fueling station at SMART occurred on July 20. After the correction of a few very minor issues, the system is now operational, and is performing well. Nine of SMART's buses are now fueling automatically overnight.

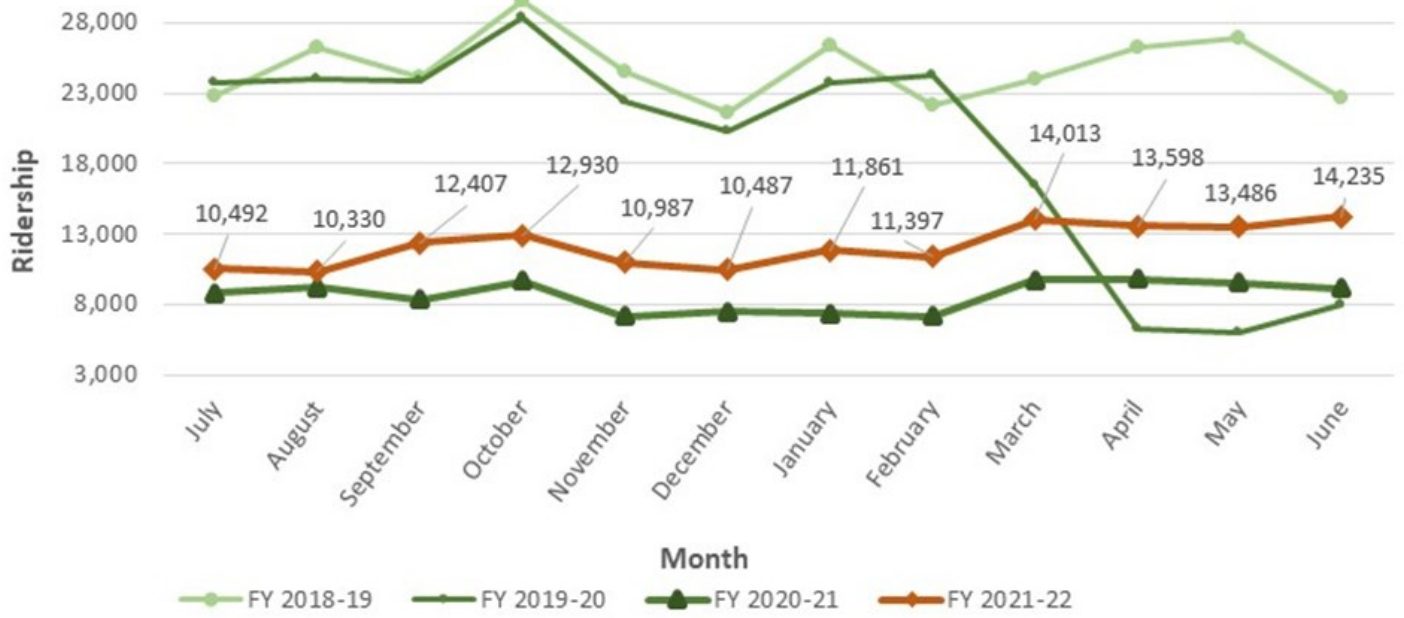
The compressor chosen for this project is fueling at a faster rate than expected, which bodes well for future load increases via additional vehicles.

Next steps include fine tuning various compressor settings, and preparing to move to Renewable Natural Gas (RNG).

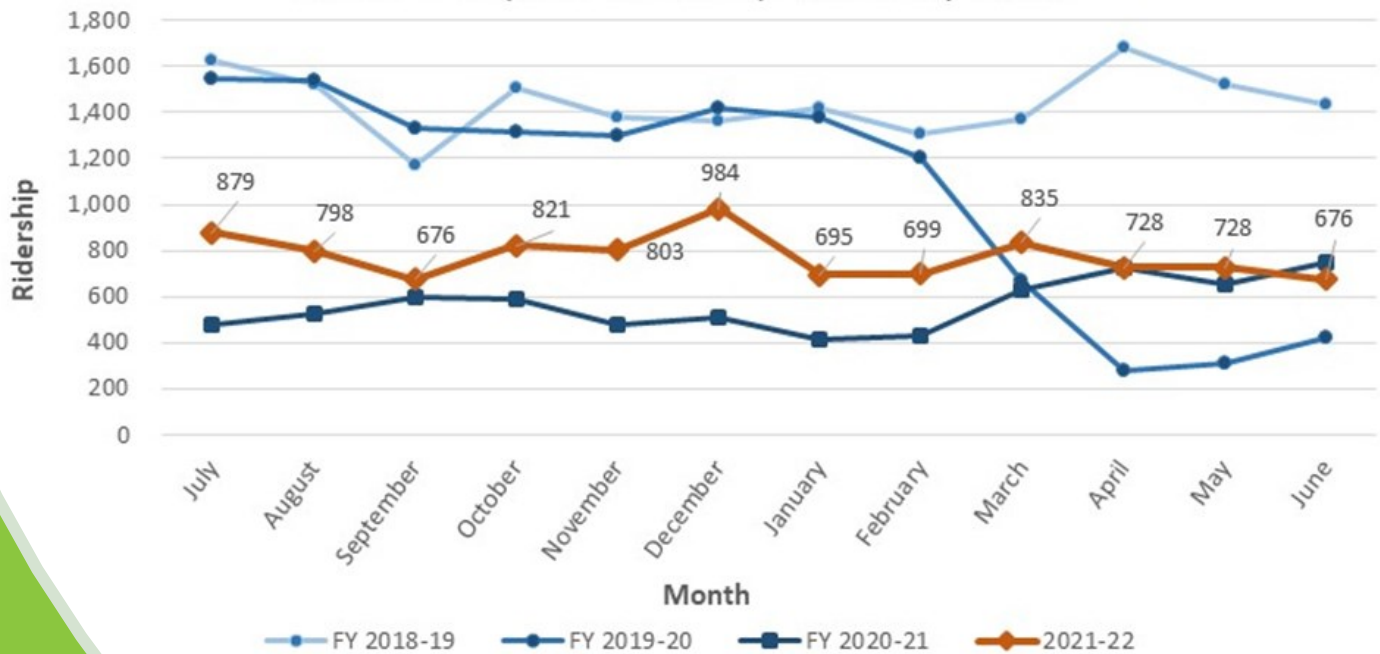


Operations - Eric Loomis Operations Manager

Fixed Route Ridership Trends by Month



Demand Response Ridership Trends by Month



Operations - Eric Loomis Operations Manager

SMART SERVICE CHANGES

As employee shortages across all industries continue, transit agencies around the country have been feeling the impacts for several months. In many instances, the driver shortages have impacted services provided by transit agencies. SMART was able to avert the impact of driver shortages for some time, but as we continually work to hire new employees, the high turnover ratio, due primarily to retirements, has put a strain on our current drivers.

To alleviate the pressures of driver fatigue and stress and with safety being of the utmost importance, SMART has made the difficult decision to temporarily reduce service on certain routes. We have been working diligently identifying areas and routes where the reduction would be least impactful on our customers. Using ridership data we looked to spread the reductions across several routes rather than targeting one specific area of town.

The reduction in services will impact Routes 2X, 4, 5, and 6. With many commuters still working from home or utilizing a hybrid schedule, ridership on Route 5 and 6 has not seen significant recoveries since the beginning of the COVID-19 pandemic.

Removing certain trips will help us operate the two routes in a more efficient manner while still working to serve the needs for



our customers. All of the changes in service can be found on our website at ridesmart.com. With the anticipation of hiring additional drivers over the next several weeks, it is our hope that this reduction in service will only last 2-4 months while we work diligently to hire and train new employees.



Grants & Program Manager - Kelsey Lewis

In July we began summer community outreach activities at the Farmer's Market and Rotary concerts. We are enjoying being back out in the community and offering programs. Staff is also preparing to come to the Planning Commission and City Council to talk about the existing conditions in our transit system as identified by our Transit Master Plan consultant, and to discuss the outreach plan for the master plan update.



Transportation Options - Michelle Marston Program Coordinator



Walk at Lunch was in full swing during July with four scheduled sponsored walks. Our interns even scouted and led one of the group walks. Each walk is about 1.5 miles in length and takes about 30 minutes to complete.

Employee Commute Options (ECO) surveys are required every two years by employers of more than 100 employees in the state of Oregon. Surveys for Vision Plastics (158 FTE) and Siemens (916 FTE) were underway and expected to be completed in August.

One of our newer outreach locations was scheduled in Canby at the Bridging Cultures event. Due to the extreme heat it has been postponed to August. We plan to promote the free 3X Express to Wilsonville.

Much planning is going into August events for bike rodeos, Community Bike Ride, West Linn-Wilsonville Open House, and Grace Chapel's Gear up for School event. SMART staff will be in full swing during August. All this is in addition to weekly Farmer's Markets and Rotary Concerts.

