

# AGENDA

## CANBY AREA TRANSIT ADVISORY COMMITTEE MEETING

July 28<sup>th</sup>, 2022 - 6:00 PM

Canby City Council Chambers, 1<sup>st</sup> Floor

222 NE 2<sup>nd</sup> Ave

Canby, OR 97013

### Zoom for Public View:

<https://us06web.zoom.us/j/81044322826?pwd=dVBzeldNbUpCRGVtd0pqSHJyWmVUZz09>

Meeting ID: 810 4432 2826

Passcode: 908336

### 1. CALL TO ORDER

- a. Introductions

Carol Luce

### 2. CONSENT AGENDA

- a. Approval of Minutes from 06-02-2022

Carol Luce

### 3. PUBLIC INPUT

Open for Public Comment or Input

### 4. OLD BUSINESS

- a. Operations report
- b. Service Ridership Stats
- c. STIF Update
- d. Shelter Project Update
- e. Open Transit Advisory Committee Positions

Scott Hess  
Heidi Muller  
Todd Wood  
Todd Wood  
Todd Wood

### 5. NEW BUSINESS

- a. State Audit Results
- b. New Transit Technology
- c. New Buses (40 & 41)

Todd Wood  
Heidi Muller  
Todd Wood

### 6. DISCUSSION ITEMS

Open for New Discussion Items

### 7. ADJOURN

\*The meeting location is accessible to persons with disabilities. A request for an interpreter for the hearing impaired or for other accommodations for persons with disabilities should be made at least 48 hours before the meeting. Contact Todd Wood at 503.266.0751 or [woodt@canbyoregon.gov](mailto:woodt@canbyoregon.gov). A copy of this Agenda can be found on CAT's web page at [www.canbyareatransit.org](http://www.canbyareatransit.org).

# TRANSIT ADVISORY COMMITTEE

June 2, 2022

**Presiding:** Chair Carol Luce

**Committee Present:** Carol Luce, Nancy Muller, Brian Peterson and Warren Holzem.

**Staff Present:** Todd Wood, Transit Director; Heidi Muller, Transit Coordinator; and Scott Hess, General Manager

**Others Present:** None

**CALL TO ORDER:** Chair Carol Luce called the meeting to order at 6:01 p.m. Introductions of all members and staff followed.

**CONSENT AGENDA:** Committee Member Peterson moved to approve the March 24<sup>th</sup>, 2022 minutes as presented, Member Holzem seconded the motion and it passed 4-0.

**PUBLIC INPUT:** None.

## **OLD BUSINESS:**

### A. Operations Report: Scott Hess

Mr. Hess reported the new driver schedule bid implemented in May has helped with the uptick in Dial-A-Ride requests but challenges remain for service during peak times. He noted no turnover since the CAT contract began, but starting next month bus driver job postings will be posted on [www.indeed.com](http://www.indeed.com) and [www.workatfirst.com](http://www.workatfirst.com).

### B. Canby Loop Service Updates: Heidi Muller

Ms. Muller reviewed reports provided in the packet for passenger counts and route time changes. Since approved in May, statistics confirm the evening and late morning runs are popular. An increase in ridership since the change has been noted with Transit Center, Fred Meyer, Township and Canby High School as the most frequent stops. Mr. Wood noted a shift from the high school to general ridership improving.

### C. STIF update: Todd Wood

Mr. Wood reported the 2024-2025 STIF projects need to be presented to Clackamas County in the next few weeks. He noted per previous committee consensus, project requests will remain the same. Preliminary estimates for CAT's STIF funding show an increase however fuel and maintenance cost increases may offset the amount. Mr. Wood asked for possible project ideas if funding materializes. Adding a Sunday Dial-A-Ride service 9-6pm or 12-6 or Saturday Canby Loop service were discussed. Mr. Wood anticipating City Council approval for the bus stop shelter project by end of June.

Project timing depends on ODOT intersection work. Nine shelters and one stop with a light are in the project. The target for completion is in the summer of 2023.

**D. Committee Openings: Todd Wood**

Paul Waterman resigned to take a position with the City of Canby creating another TAC vacancy. Mr. Wood noted filling committee vacancies city-wide has been a challenge. Ms. Muller will be at the Clackamas County Fair booth and spread the word there.

**NEW BUSINESS:**

**A. Dial-A-Ride Service 20 Minute Window: Todd Wood**

Mr. Wood reported that an increase in the ridership has caused scheduling and service problems. To address the problem, a mailer will go out soon advising that reminder calls to clients will begin after 5:30 pm through 7pm. Clients pickup will be within a 20 minute block of time. It was noted transit services around us schedule this way also.

**B. 99X Service Updates: Heidi Muller**

Ms. Muller reported that in looking at GPS data, driver idle time was found. A potential schedule option to increase service based on the extra time is in the works. The goal is to keep drivers moving, increase frequency and therefore increase ridership. The current schedule has been in place for more than 10 years. Route changes are coordinated with bus driver shift bids therefore changes will be proposed in August or December.

**C. 2022 Fourth of July Parade:** Ms. Muller invited the committee to join the CAT float for the event. Names will be needed ahead of time.

**D. 99X Service Expansion: Todd Wood**

Mr. Wood reported Salem and Clackamas County transit systems have approached CAT regarding route increases to benefit out of area connections. Destinations discussed are Chemeketa Community College and Clackamas Town Center. Mr. Wood noted Park Street on McLoughlin, and cities of Barlow and Gervais have also been suggested. These ideas represent potential growth opportunities and potential funding has from the other agencies seems likely. He noted the CAT master plan prioritizes service outside of our borders to connect cities as more valuable than within the city loop.

**DISCUSSION ITEMS:**

Chair Luce brought up the safety issue discussed in the last meeting as ongoing. Mr. Wood will address it with the contractor again. Member Muller noted a lack of CAT update reports in City Council meetings and liaison representation at TAC meetings. Mr. Wood noted this is up to individual councilors and CAT continues to provide information and dates to any City liaisons.

**ADJOURN:** Member Muller moved to adjourn, Member Peterson seconded the motion, and the motion passed 4-0. Chair Luce adjourned the meeting at 7:09 p.m.

Assisted with Preparation of Minutes – Melody Thompson

## Weekday Ridership by Route or Service

**June 2022**

	03-2021	03-2022	04-2021	04-2022	05-2021	05-2022	06-2021	06-2022	Year to Date 2020-2021	Year to Date 2021-2022	Percentage of Change
<b>Fixed-Route</b>											
Route 99X	4,498	4,519	4,575	4,310	4,370	4,209	4,726	4,317	18,169	17,355	-4.48%
99X Route Complaints	1	-	4	-	-	-	-	1	5	1	-80.00%
99X Route Preventable Accidents	1	1	-	-	-	-	-	1	1	2	100.00%
99X Route rides per hour	5.23	5.20	5.62	5.43	5.86	5.25	5.09	5.13	5.45	3.94	-27.71%
99X Route rides per mile	4.12	4.11	3.85	3.93	3.69	4.01	3.73	4.08	3.85	4.03	4.81%
City Circulator Route	-	706	-	765	-	958	-	827	-	3,256	#DIV/0!
Circulator Route Complaints	-	-	-	-	-	1	-	1	-	2	#DIV/0!
Circulator Route Preventable Accidents	-	-	-	-	-	-	-	-	-	-	#DIV/0!
Circulator Route rides per hour	-	2.53	-	2.99	-	3.64	-	3.01	-	3.04	#DIV/0!
Circulator Route rides per mile	-	5.29	-	4.42	-	3.93	-	4.65	-	4.57	#DIV/0!
<b>Demand Response</b>											
Dial-A-Ride (ADA)	613	806	525	749	543	859	635	819	2,316	3,233	39.59%
Dial-A-Ride (General Public)	170	194	143	176	111	145	137	142	561	657	17.11%
Same Day Rides	53	29	57	42	52	28	46	14	208	113	-45.67%
Shopping Shuttles	109	118	99	118	102	133	114	133	424	502	18.40%
Same Day Cancelations	68	53	70	71	80	73	71	79	289	276	-4.50%
No Shows	25	30	25	27	22	31	22	22	94	110	17.02%
DAR Complaints	-	-	-	-	-	-	-	-	-	-	#DIV/0!
DAR Preventable Accidents	-	-	-	-	-	-	-	-	-	-	#DIV/0!
DAR rides per hour	1.77	2.04	1.66	2.05	1.81	1.96	2.12	1.89	1.84	1.99	7.88%
DAR rides per mile	0.18	0.22	0.17	0.22	0.19	0.20	0.22	0.21	0.19	0.21	11.84%
<b>Totals</b>											
Total 99X-Route	4,498	4,519	4,575	4,310	4,370	4,209	4,726	4,317	18,169	17,355	-4.48%
Total City Circulator Route	-	706	-	765	-	958	-	827	-	3,256	#DIV/0!
Total Demand Response	783	1,000	668	925	654	1,004	772	961	2,877	3,890	35.21%
Total - All Rides	5,281	6,225	5,243	6,000	5,024	6,171	5,498	6,105	21,046	24,501	16.42%

## Weekend Ridership by Route or Service

**June 2022**

	03-2021	03-2022	04-2021	04-2022	05-2021	05-2022	06-2021	06-2022	Year to Date 2020-2021	Year to Date 2021-2022	Percentage of Change
<b>Fixed-Route</b>											
Route 99X	272	291	343	447	404	308	333	307	1,352	1,353	0.07%
99X Route Complaints	-	-	-	-	-	-	-	-	-	-	#DIV/0!
99X Route Preventable Accidents	-	-	-	-	-	-	-	-	-	-	#DIV/0!
99X Route rides per hour	4.36	4.86	5.57	5.93	5.23	5.07	4.83	4.97	5.00	5.21	4.20%
99X Route rides per mile	4.78	4.45	3.77	3.63	3.74	4.19	3.92	4.21	4.05	4.12	1.67%
City Circulator Route	-	-	-	-	-	-	-	-	-	-	#DIV/0!
Circulator Route Complaints	-	-	-	-	-	-	-	-	-	-	#DIV/0!
Circulator Route Preventable Accidents	-	-	-	-	-	-	-	-	-	-	#DIV/0!
Circulator Route rides per hour	-	-	-	-	-	-	-	-	-	-	#DIV/0!
Circulator Route rides per mile	-	-	-	-	-	-	-	-	-	-	#DIV/0!
<b>Demand Response</b>											
Dial-A-Ride (ADA)	48	40	66	65	61	64	48	64	223	233	4.48%
Dial-A-Ride (General Public)	4	9	10	4	20	-	8	2	42	15	-64.29%
Same Day Rides	5	1	5	1	4	-	4	1	18	3	-83.33%
Shopping Shuttles	-	-	-	-	-	-	-	-	-	-	#DIV/0!
Same Day Cancelations	11	8	2	3	9	8	11	12	33	31	-6.06%
No Shows	5	3	3	3	2	-	2	2	12	8	-33.33%
DAR Complaints	-	-	-	-	-	-	-	-	-	-	#DIV/0!
DAR Accidents	-	-	1	-	-	-	-	-	1	-	-100.00%
DAR rides per hour	1.57	1.24	1.62	1.65	1.85	1.78	2.33	1.78	1.84	1.61	-12.48%
DAR rides per mile	0.13	0.24	0.18	0.22	0.33	0.24	0.38	0.20	0.26	0.23	-11.76%
<b>Totals</b>											
Total 99X-Route	272	291	343	447	404	308	333	307	1,352	1,353	0.07%
Total City Circulator Route	-	-	-	-	-	-	-	-	-	-	#DIV/0!
Total Demand Response	52	49	76	69	81	64	56	66	265	248	-6.42%
Total - All Rides	324	340	419	516	485	372	389	373	1,617	1,601	-0.99%

Overall Ridership by Route or Service										June 2022	
	02-2021	02-2022	03-2021	03-2022	04-2021	04-2022	06-2021	06-2022	Year to Date 2020-2021	Year to Date 2021-2022	Percentage of Change
<b>Fixed-Route</b>											
Route 99X	4,770	4,810	4,918	4,757	4,774	4,517	5,059	4,624	19,521	18,708	-4.16%
Fixed Route Complaints	1	-	4	-	-	-	-	1	5	1	-80.00%
Fixed Route Accidents	1	1	-	-	-	-	-	1	1	2	100.00%
Fixed-Route rides per hour	10	10	11	11	11	5	10	10	10.45	9.15	-12.44%
Fixed-Route rides per mile	9	9	8	8	7	8	8	8	7.90	8.15	3.20%
City Circulator Route	-	706	-	765	-	958	-	827	-	3,256	#DIV/0!
Circulator Route Complaints	-	-	-	-	-	1	-	1	-	2	#DIV/0!
Circulator Route Preventable Accidents	-	-	-	-	-	-	-	-	-	-	#DIV/0!
Circulator Route rides per hour	-	3	-	3	-	4	-	3	-	3.04	#DIV/0!
Circulator Route rides per mile	-	5	-	4	-	4	-	5	-	4.57	#DIV/0!
<b>Demand Response</b>											
Dial-A-Ride (ADA)	661	846	591	814	604	923	683	883	2,539	3,466	36.51%
Dial-A-Ride (General Public)	174	203	153	180	131	145	145	144	603	672	11.44%
Same Day Rides	58	30	62	43	56	28	50	15	226	116	-48.67%
Shopping Shuttles	109	118	99	118	102	133	114	133	424	502	18.40%
Same Day Cancelations	79	61	72	74	89	81	82	91	322	307	-4.66%
No Shows	30	33	28	30	24	31	24	24	106	118	11.32%
DAR Complaints	-	-	-	-	-	-	-	-	-	-	100.00%
DAR Accidents	-	-	1	-	-	-	-	-	1	-	-100.00%
DAR rides per hour	3	3	3	4	4	4	4	4	3.68	3.60	-2.31%
DAR rides per mile	0	0	0	0	1	0	1	0	0.45	0.44	-1.69%
<b>Totals</b>											
Total 99X-Route	4,770	4,810	4,918	4,757	4,774	4,517	5,059	4,624	19,521	18,708	-4.16%
Total City Circulator Route	-	706	-	765	-	958	-	827	-	3,256	#DIV/0!
Total Demand Response	835	1,049	744	994	735	1,068	828	1,027	3,142	4,138	31.70%
Total - All Rides	5,605	6,565	5,662	6,516	5,509	6,543	5,887	6,478	22,663	26,102	15.17%



# Canby Area Transit

**Ridership Stats by Service  
January 2022 to June 2022**



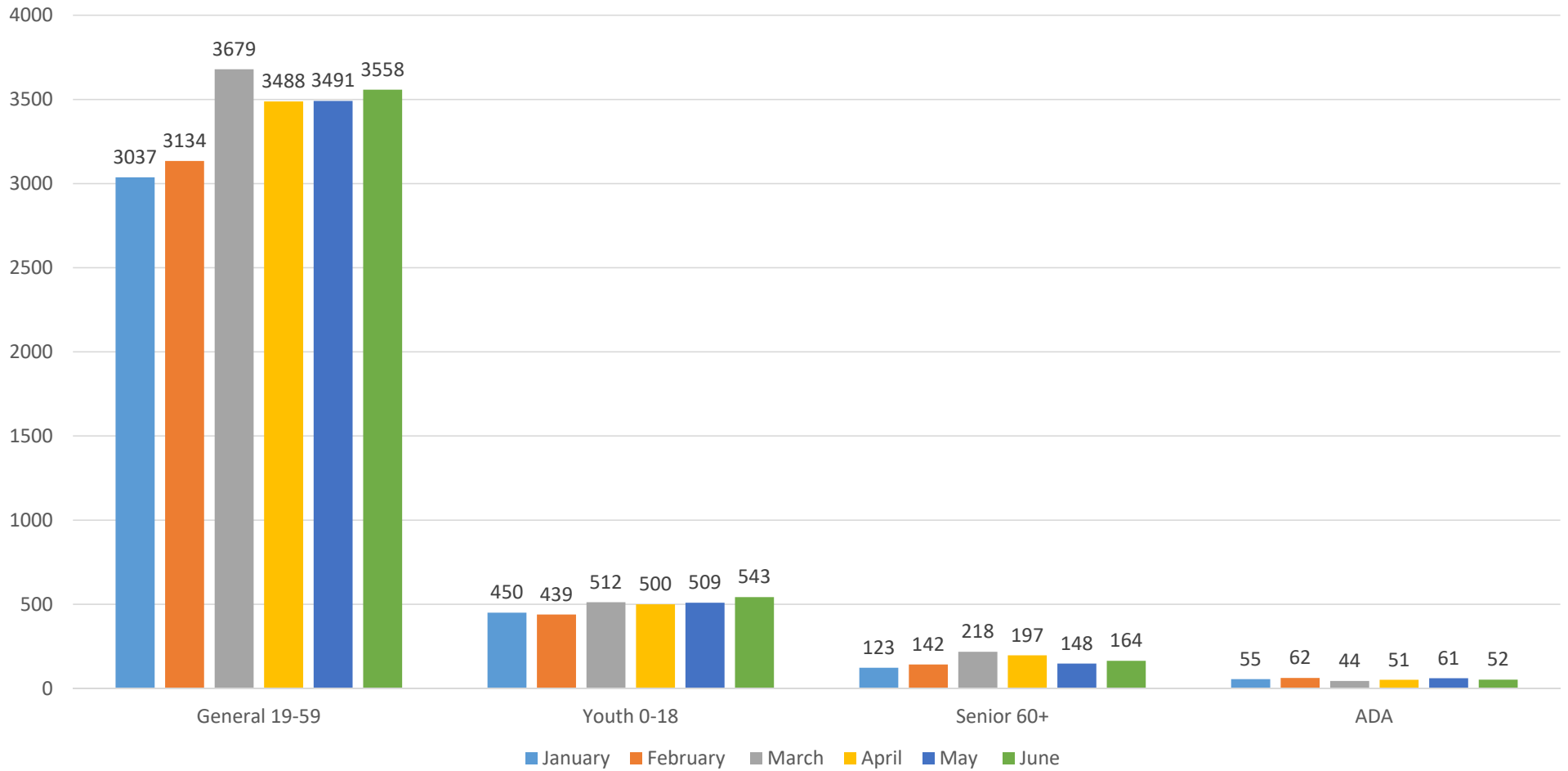


99x Ridership January through June

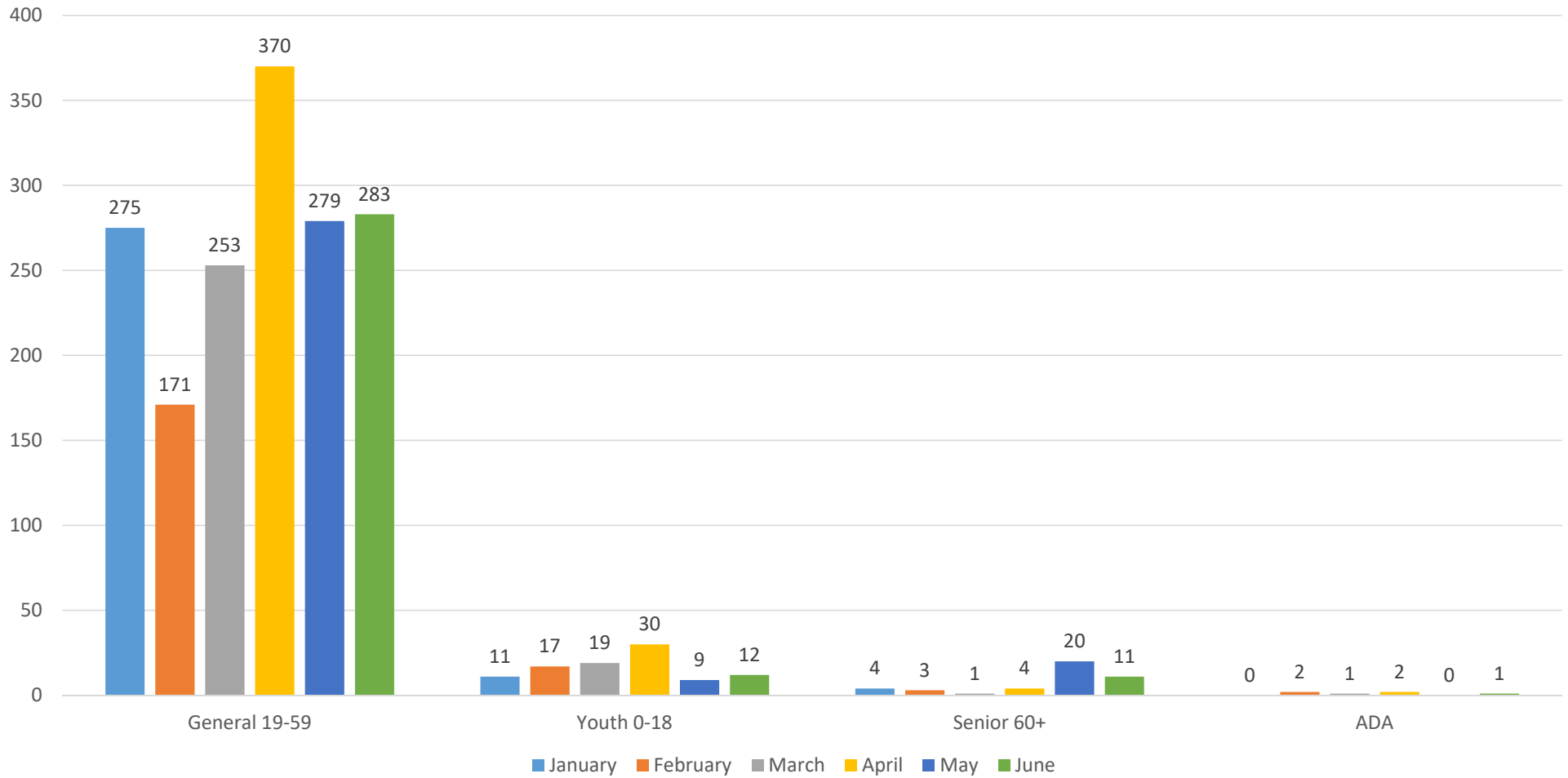


■ Fixed Route Total

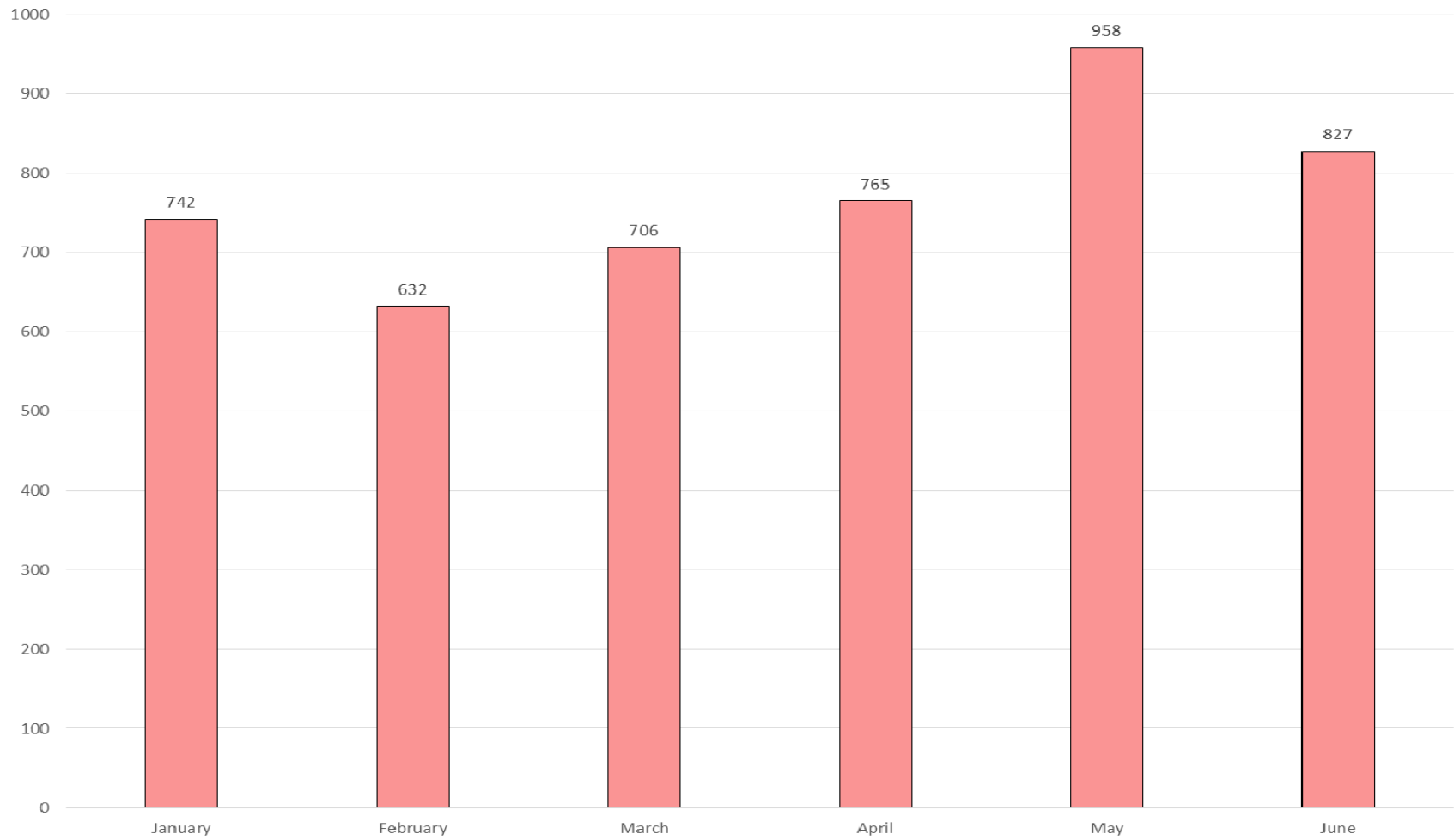
## Weekday 99X Fixed Route Riders by Age



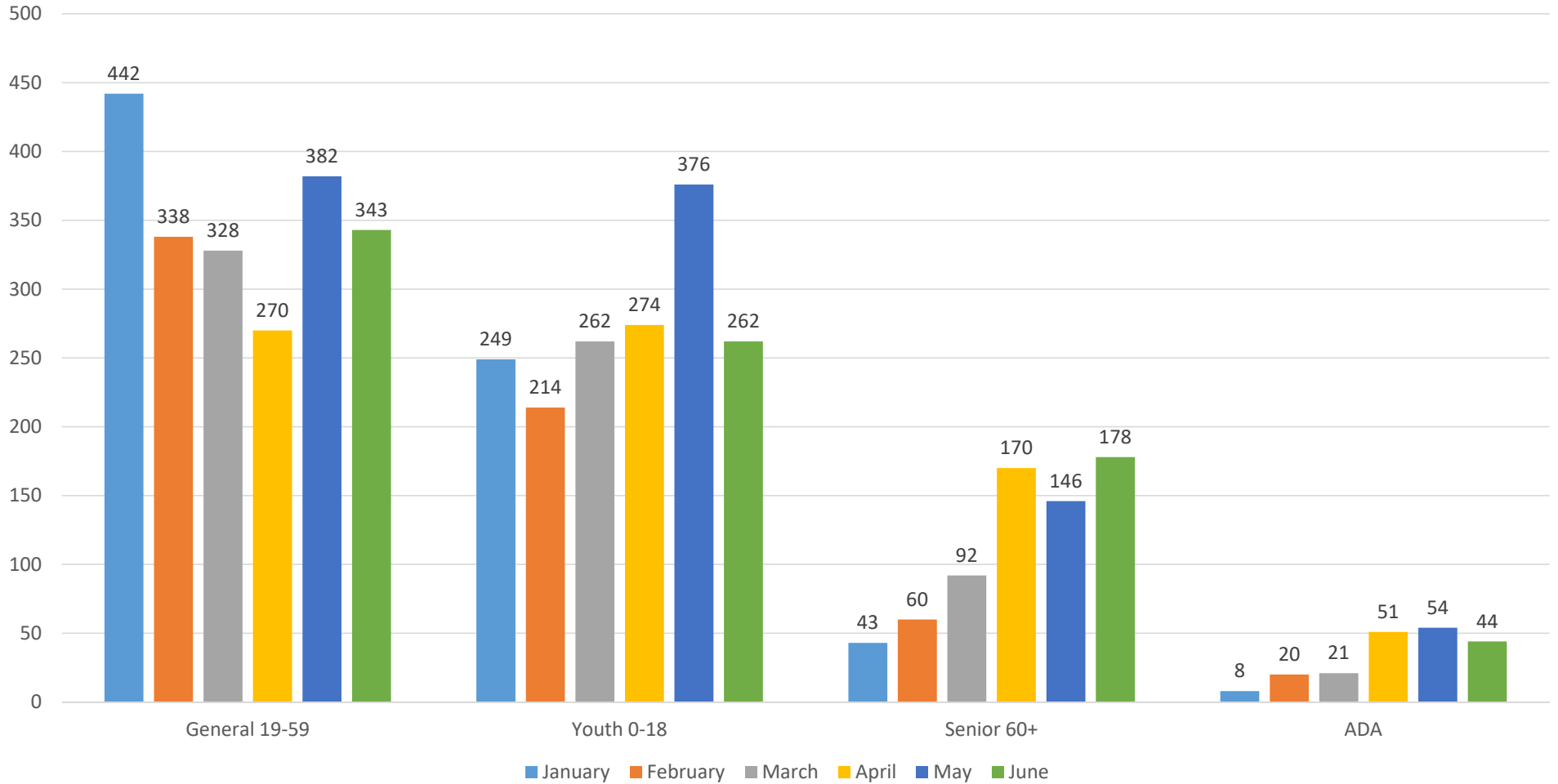
### Weekend 99X Fixed Route Riders by Age



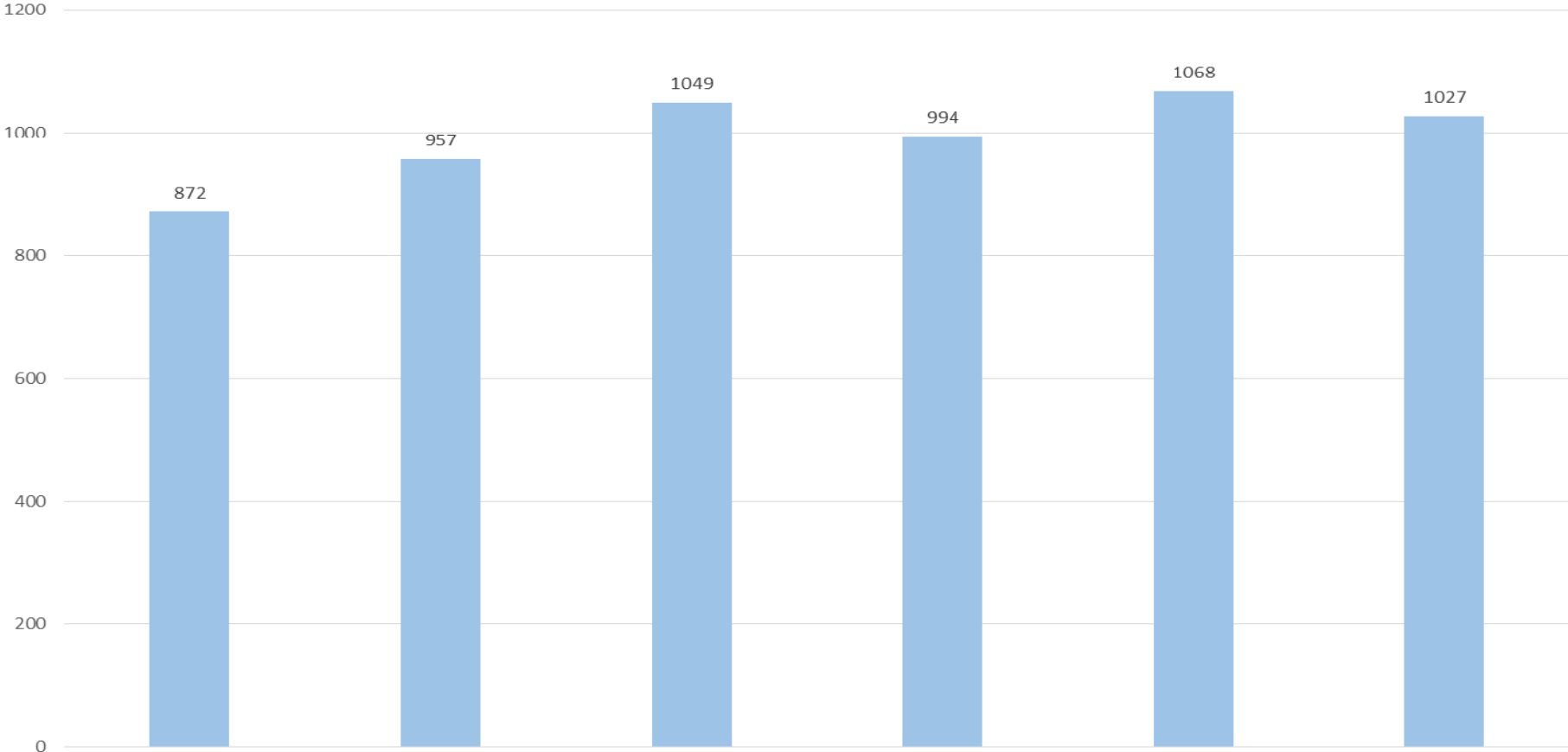
Canby Loop January through June



### Weekday Canby Loop Route Riders by Age

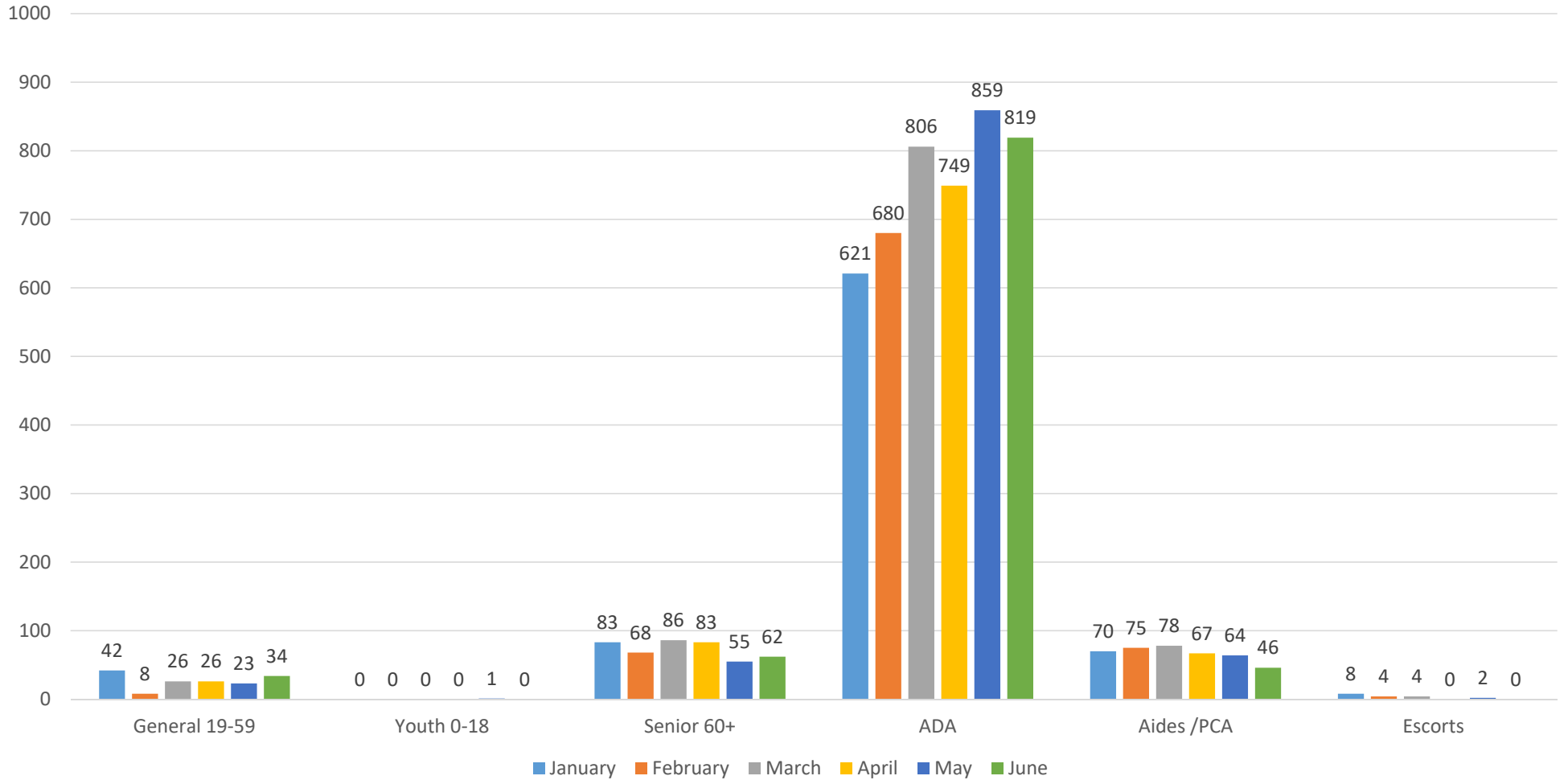


Dial-A-Ride Ridership January through June

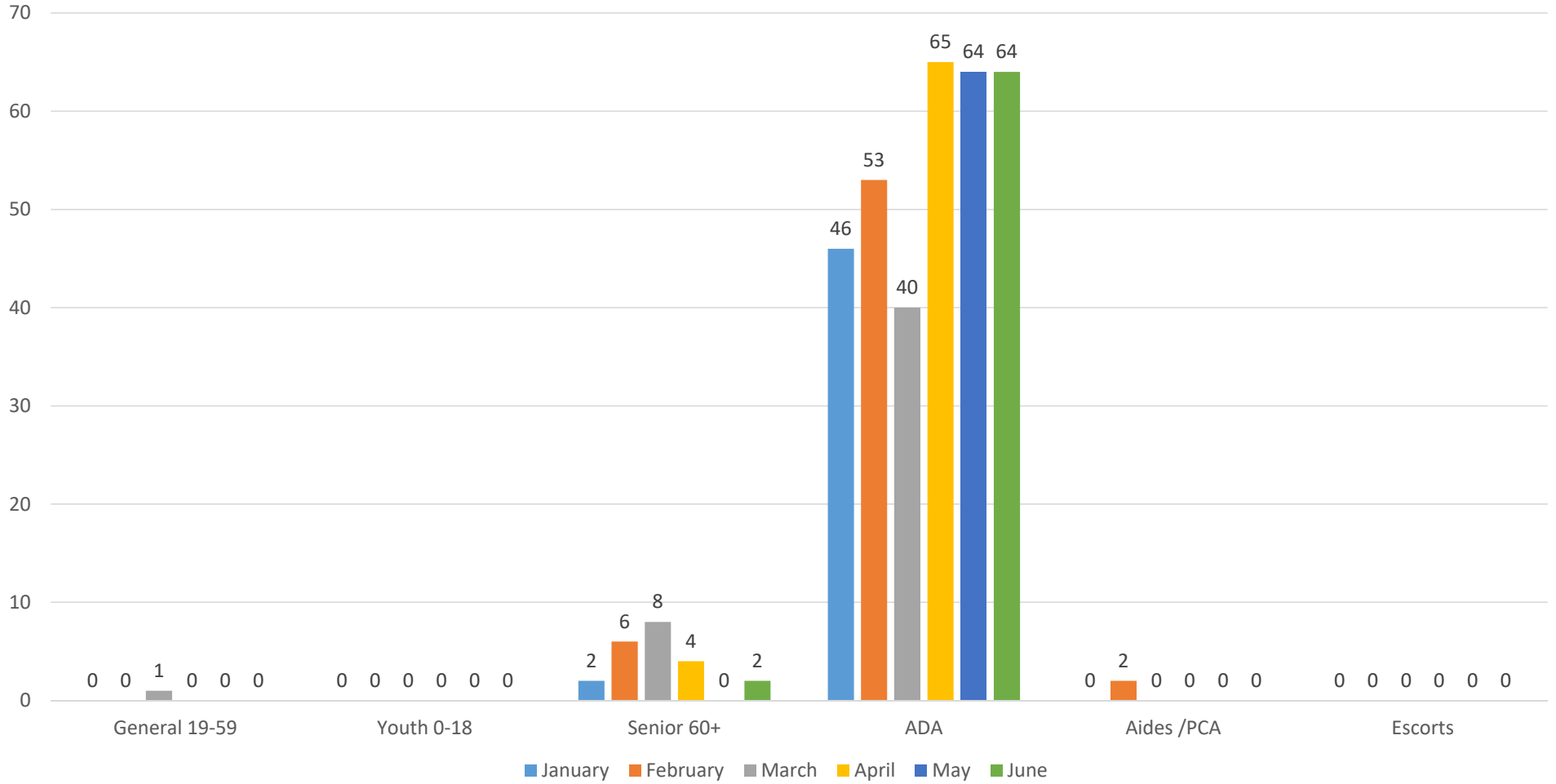


■ Dial-A-Ride Total

### Weekday Dial-A-Ride Riders by Age



### Weekend Dial-A-Ride Riders by Age





Quote Number: [REDACTED]  
 Quote Date: September 29, 2020  
 Quote Expiration: 30 Days from Quote Date  
 Return to: [lsween@brasco.com](mailto:lsween@brasco.com)

*Quoted for:*  
 Todd Wood  
 Canby Area Transit  
[woodt@canbyoregon.gov](mailto:woodt@canbyoregon.gov)  
 (503) 2660751

PREPARED BY	PROJECT NAME	PAYMENT TERMS (WITH APPROVED CREDIT)	LEAD TIME
Lauren Sweeney	Slimline Series Shelter	Net 30 Days	±16-18 Weeks from Approvals



BRONZE



Slate Grey  
RAL 7015

- 4' x 8' Slimline Series Aluminum Structure
- Three Sided; Full Side Walls with Open Front
- Clear or Dark Bronze Anodized Aluminum Finish
- 1/4" Clear Tempered Safety Glass Wall Panels
- Arched Roof with Clear, White, or Bronze Structured Polycarbonate Glazing



32400 Industrial Dr. Madison Heights, MI 48071 • P: (313) 393-0393 F: (313) 393-0499



# CANBY AREA TRANSIT

TECHNOLOGY UPGRADES WITH PASSIO  
TECHNOLOGIES AND CTS SOFTWARE (TRIPMASTER)



# TECHNOLOGY BACKGROUND AND FUTURE

- CAT was established in January 2002 and is supported by Canby Area Businesses and State funding.
- CAT currently uses EasyRides software by GMV Syncromatics for scheduling (Paratransit services only), printing driver schedules and tracking vehicle mileage.
- AngelTrax Mototrax system is used for vehicle GPS services.
- Technology upgrades have been a top-priority for CAT staff to create:
  - Efficiency in operations
  - Improve our service to clients and the public
  - Better technology will provide increased accuracy in:
    - numbers
    - data for audits
    - reviews
    - grant reporting.
- 2022-2023 budget CAT has reserved \$130,000 to upgrade the systems.

# CURRENT TECHNOLOGY PROVIDERS:

- Dispatch schedule software provided by GMV Syncromatics (Easy Rides)
  - System handles all of the following:
    - Dial-A-Ride client information
    - Vehicle Mileage
    - Dial-A-Ride scheduling
    - Auto-Scheduling Software
- GPS Monitoring software provided by AngelTrax (MotoTrax)
  - Web-based program that tracks GPS on all vehicles equipped with AngelTrax CCTV systems, currently one bus is not able to be tracked.
  - Unable to share GPS information for public use

# RFP FOR TECHNOLOGY

## **Joined Sandy, Clackamas County and South Clackamas Transportation Agencies on a RFP for technology in 2022:**

- Received three (3) Bids for technology.
  - None of our current providers turned in a bid
- After review and interviews Passio Technology and CTS Software were chosen.
  - Passio Technology provides service for Mobile Data Terminals (MDT's), Fixed Route Software, Application Software for mobile devices (for riders) and Automated Stop Announcements
  - CTS Software (TripMaster) provides service for Paratransit (Dial-A-Ride) software that is web-based

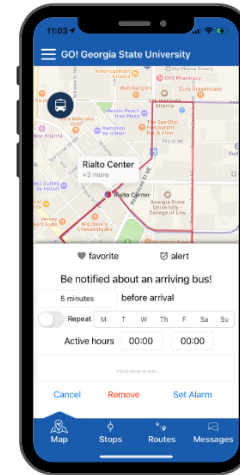
# PASSIO TECHNOLOGY

- Purchase of 15 Mobile Data Terminals for Buses and Transit Van
- Purchase of 2 Spare Units
- Purchase of Automated Stop Announcement Systems for all Buses
  - In Compliance with ADA Standards
- Purchase of GPS Tracking Software
  - GPS/AVL Tracking is GTFS (General Transit Feed Specification) compatible with current Transit Applications and the Passio GO application available on mobile devices.
  - Web-based public web-site with bus information and real-time locations of vehicles, stops and routes.

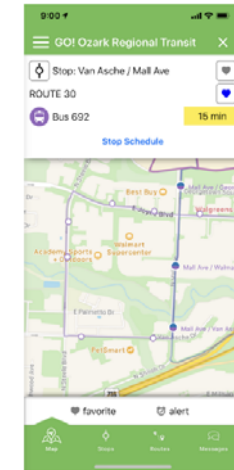
# PASSIO GO

The following features of the Passio Go Application:

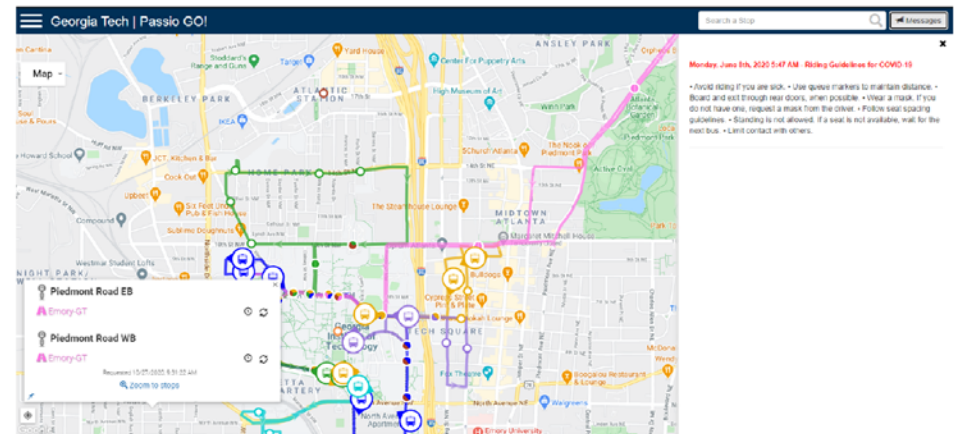
- Geo-location button on the home screen allows GPS enabled smartphones to orient the user's location to map view.
- Users have the option to select all, some, or one route. Only active routes are enabled within the application.
- Select individual stops directly from the home screen.
- Application algorithm processes real time vehicle location information for smooth and steady graphical representation.
- Customizable bus icons and easy access to view saved routes and stops.



Passio Go App



App Stop Alert

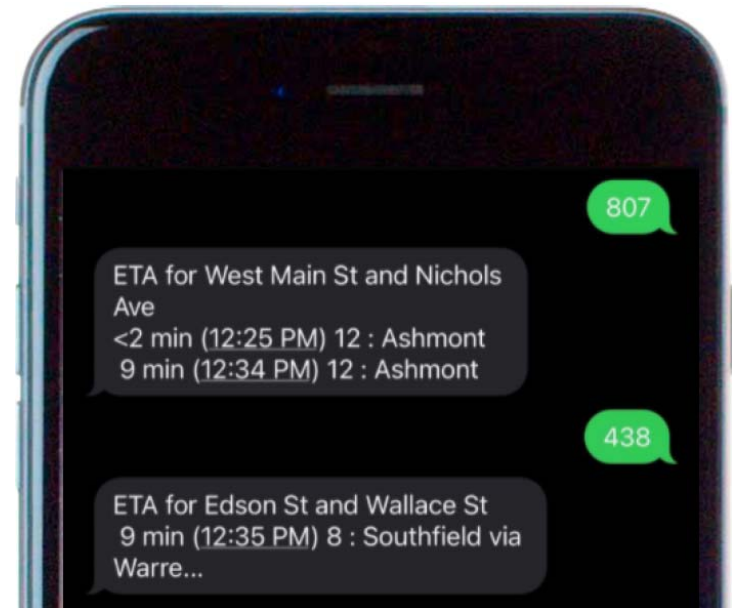


Web-based Application (Public Viewer)

## PASSIO GO SMS

For customers who don't own a smartphone there is a Passio Text-ETA feature:

- Customers can text a stop code to (555) 555-5555
- They will receive an automated text containing the ETA of the next bus (or buses) that they are on.
- All Stop Codes will be the assigned stop number on each bus stop



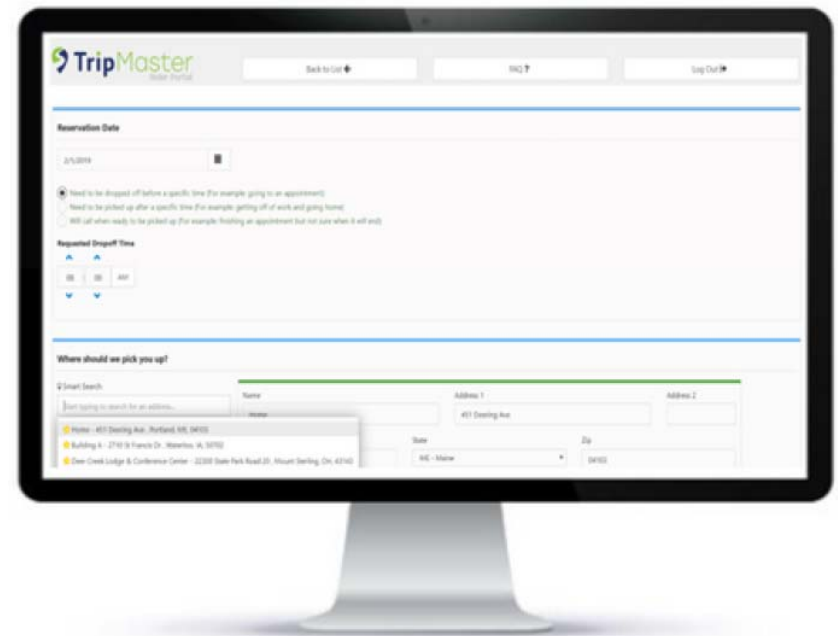


# CTS SOFTWARE (TRIPMASTER)

- Web-based scheduling software system for CAT staff/scheduling
  - Tools include:
    - Generated Messages to Drivers from Dispatch/Office Staff
    - Automated Scheduling with time adjustments with actual time of travel
- Trip Portal for Mobile App/Online Rider Trip Management
  - Allows clients to submit trip requests
- Automated passenger reminder/on-the-way calls
- MDT access for trips including a call ahead service
- MDT tablet interface with Pre/Post trip vehicle inspection reports
- Automated reports
- Integrated Mapping Software
- “Where’s My Ride” text and website feature for clients

# TRIPMASTER: TRIP PORTAL

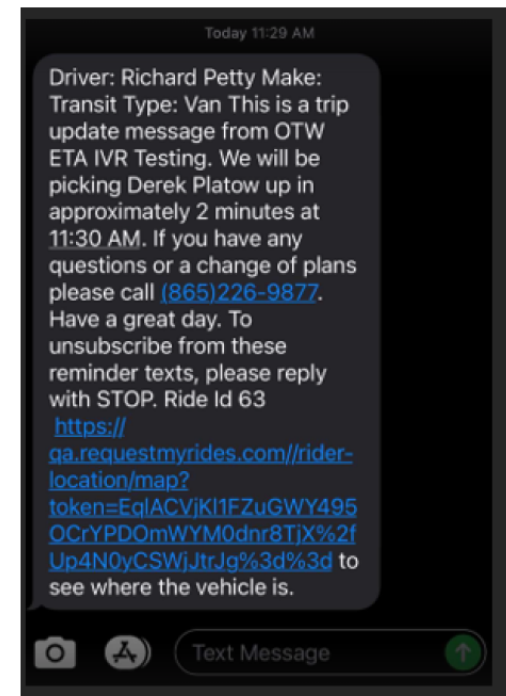
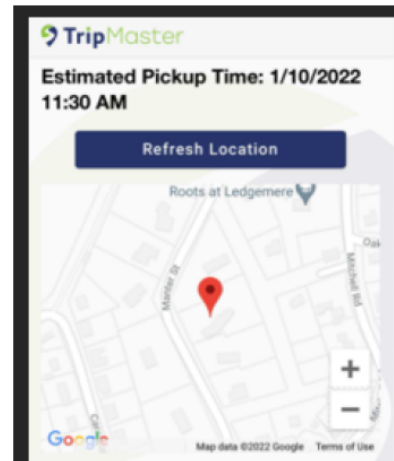
- Interagency communication
- Allows online passenger booking of trips
- All trips will be reviewed and either approved or denied by scheduling staff
  - If denied they can specify the reason why the trip was denied



# TRIPMASTER: “WHERE’S MY RIDE”

When the driver clicks the On The Way button on their MDT that will trigger a text message to that rider with a hyperlink they can click on.

That hyperlink pulls up a snapshot of where the vehicle is on a map, visually, and also provides the rider with a real-time ETA.



## FISCAL IMPACT:

### Current Services:

Our Current Annual costs for the EasyRides Software is: **\$10,662.00**

Our Current Annual Costs for the GPS (Mototrax) software is: **\$6,164.40**

Grand Total Current Annual Costs: **\$16,826.40**

### New Services:

#### Passio Technologies:

One-Time Start-up Costs: **\$69,289.60**

Annual Cost: **\$12,927.75**

#### CTS Software:

One-Time Start-up Costs: **\$36,190.00**

Annual Cost: **\$10,380.00**

### New Service Grand Total Costs:

One-Time Costs: **\$105,479.60**

Annual Cost: **\$23,307.75**

**\*\*\$6,481.35 additional cost annually added to current provider costs\*\***