



SMART

SOUTH METRO AREA  REGIONAL TRANSIT

July 2021 Report

None of us is perfect. My flaws are too many to enumerate. Perhaps I could fill a weighty tome with all of my iterative solecisms. Like so many of us, I have a bad habit of trusting someone before I really get to know him or her. I have discovered that blind trust can lead to ineluctable disillusionment. I guess Abraham Lincoln was on to something in 1858 when delivering a speech in Clinton, Illinois; he uttered words that would indeed stand the test of time, and are as true today as they were back then. President Lincoln spoke these words into existence - "Judge Douglas cannot fool the people: you may fool people for a time; you can fool a part of the people all the time; but you can't fool all the people all the time." Search as I might, I can find no other phrase dripping with more or even equal profundity.

Dwight Brashear
Transit Director



Fleet Services– **Scott Simonton** Fleet Services Manager



For the past three weeks, a crew from GMV/Synchromatics have been on site installing equipment and validating their systems. The package they are installing includes Wi-Fi, automatic passenger counters, vehicle locating via GPS, and automated stop announcements. Most buses are now completed, and they

will begin testing the systems to ensure accuracy and proper operation.



Operations - **Eric Loomis** Operations Manager

Upcoming Dial-a-Ride Changes

SMART Dial-a-Ride customers will start seeing changes in September. During the month of July, Dispatchers and staff have been training on new software that is part of the Intelligent Transportation System project upgrade. The changes are to provide greater efficiencies for SMART and more flexibility and opportunity for customers.

The most notable difference for customers will be moving from an exact pick-up time to a 20-minute window. Although this change might be met with some apprehension from customers, it provides many benefits and our staff are ready to help citizens understand the new process. A 20-minute window allows dispatch the flexibility to schedule more customers on fewer vehicles. This gives SMART a larger capacity to carry more people. This will also bring the operating cost per customer down.

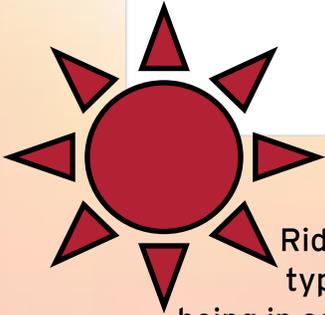
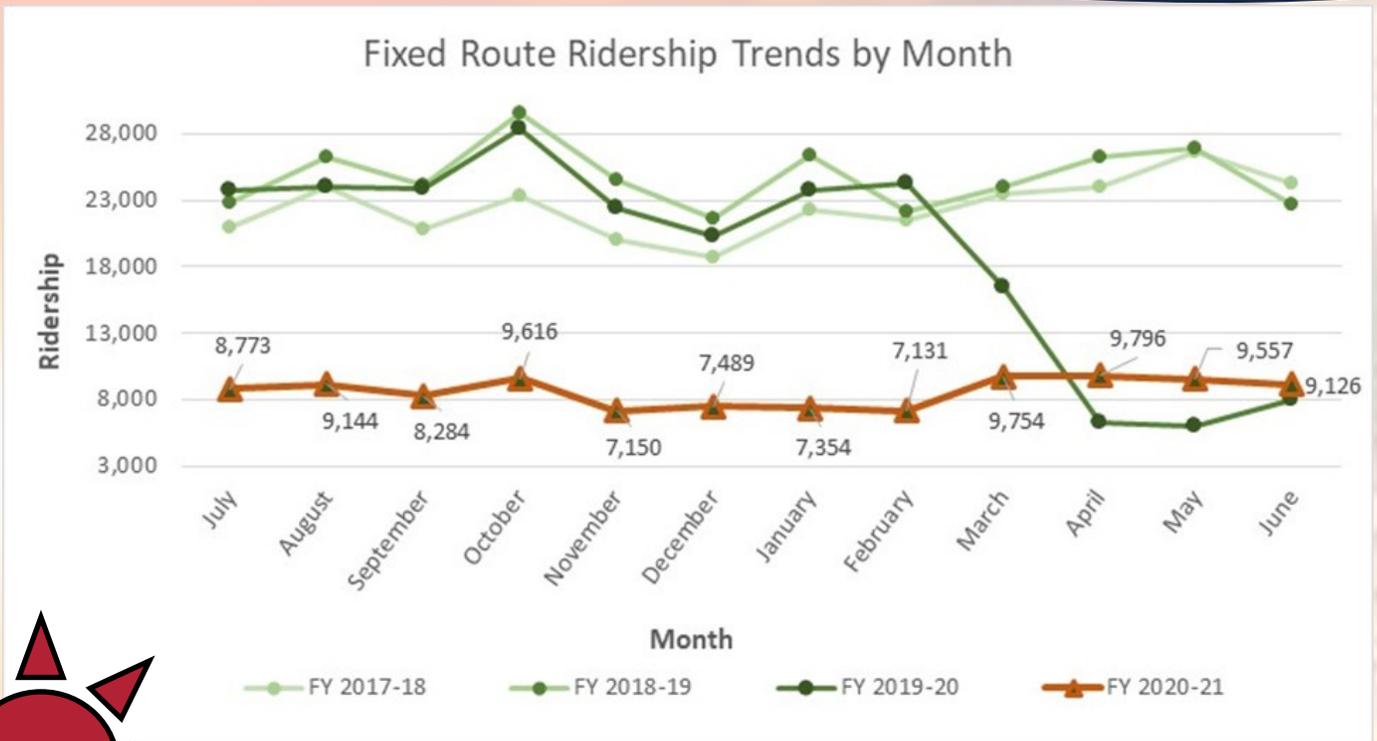
Moving to a 20-minute window will allow SMART to expand Saturday Dial-a-Ride (DAR) to serve the whole community. The service area will be expanded from 3/4 mile from a fixed route to serve everyone within Wilsonville's city limits.

Saturday DAR will be able to serve more programs, including 60+ and the general public. Current Saturday service only allows for customers in the ADA program.

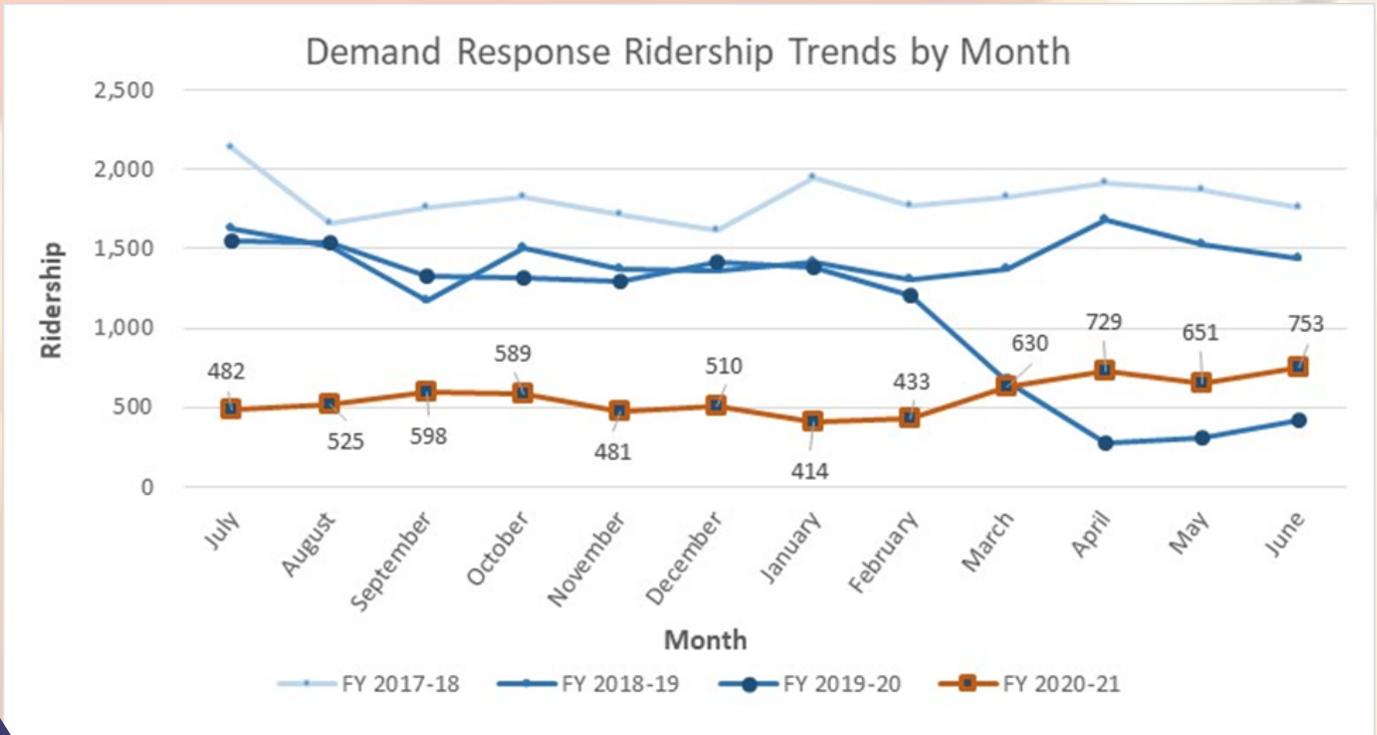
A letter will be sent out to all current customers in the coming days to further explain the changes and staff is ready to answer any questions and concerns. We are confident that the level of exemplary services SMART offers to the public will only improve through these changes.



Operations - **Eric Loomis** Operations Manager



Ridership continues to follow a leveled trend during June. Summer months typically see a decrease, most notably in the youth ridership, due to schools not being in session. This June did not see that drop as most schools were not in-person this spring. Dial-a-Ride continues to see an upward trend and is at nearly 50% of pre-COVID-19 ridership.



Transportation Options - Michelle Marston Program Coordinator



During the month of July Smart Options resumed its Walk at Lunch program. Each week SMART hosts a group walk at a different location around town, most of which are sponsored by local businesses.

For the July 2021 Walks SMART partnered with TriMet, Next Level Chiropractic, Goosehead Insurance and Nichols Family Agency-Allstate.

Walkers are notified via email when and where we walk each week. Those that are not members of the walking group can find information on Social Media sites as well as information posted in the monthly Boones Ferry Messenger.

Participation is slow to resume as we aim to return to normal habits post Covid.



Recently Smart Options began tracking the boarding's of bikes on SMART buses. This information is helpful learning how folks travel for the first and last mile of their transit trips.

