Meeting Minutes

Date

18 October 2019
Kick Off Meeting

Minutes added in italic text are from follow up conversations held after the original meeting with those that were not in attendance.

Attendance

Present	Name	Representing
Project Advisory Committee		
X	Barry Hoffman	Albany Transit/Linn Benton Loop
X	Ted Frazier	Albany Paratransit
	Brad Dillingham	Benton County Transit
	Lisa Scherf	Corvallis Transit
	Tim Bates	Corvallis Transit
X	Ken Bronstein	Linn Shuttle
X	Cynda Bruce	Lincoln County Transit
	Kindra Oliver	LINX (Lebanon)
	Mark Volmert	Linn County
X	Mark Bernard	Oregon Department of Transportation
X	Phil Warnock	Oregon Cascades West COG—Program Manager
X	Nick Meltzer	Oregon Cascades West COG—Project Manager
X	Katie Trebes	Oregon Cascades West COG—Project Staff
Guests/Other		

I.   Overview and Transit Technology Presentation

The meeting started with an overview presentation of the project, timeline, and goals for the day. The COG is leading the project, however we plan to use participatory decision making at each step to insure we're meeting the needs of our stakeholders.

A second presentation on transit technology followed, outlining the many options for each sub-topic of the Seamless Transit project. This included automatic vehicle location (AVL) information, mobile ticketing, centralized trip planning, driver and travel training, and paratransit eligibility. The meeting attendees then discussed each topic, what challenges or barriers they see for implementation, and what is important to them and their agency for each topic. A summary of this conversation is captured below.

Both presentations can be found attached.

II.   Paratransit Eligibility

- Incorporate with mobility training (i.e. if an individual is not eligible for para—direct them to mobility training). This would be easier if it were all integrated.

- Current Practice: If eligible for one system (from other region or other state) eligible for all systems (Albany Transit at least)
- Could a regional form be used? With central processing?
  - Who has access to these forms? Privacy and HIPPA are major concerns
- *Corvallis/Benton County*
  - *Corvallis currently offers and is not interested*
- *LINX*
  - *Does not have fixed route so this is not an issue*

III. Driver/Travel Training

- Regular (monthly) notices would help providers remember what's available
- It would be great to use some TO money to "flag" the rural stops with reflective material. This would be a big help to drivers and has been done previously.
- A training on ADA reasonable accommodations would be useful
- Title VI Awareness (Programmatic and driver) training would be useful
- It would be good to target older populations for travel training
  - Incorporate into literature from transit agencies
  - Advertise
- Engage with younger riders
- 5307 money requires active travel training
  - Solidify regionally
  - Written agreement
  - Capturing ADA referrals
- Dealing with difficult passengers for drivers would be another good training
  - De-escalation
  - Trauma informed care
- *Corvallis/Benton County:*
  - *Benton County does not currently offer any training and welcomes any offerings*
  - *Corvallis Transit is less interested in travel training as they currently provide that service*
  - *Additional suggestions for training including human trafficking, mandatory reporting, mental health first aid and/or training to interact with folks that have intellectual/developmental delays*
- *LINX*
  - *Supports mental health first aid training*
  - *ADA/Title VI training currently happens at ODOT conferences*
  - *Dispatcher training on customer services and dealing with stress would be nice*
  - *Dispatcher "technology" training. For using Excel, etc.*
- *Linn County*
  - *Suggested bringing bus to events to show people how to board, pay fare, load bikes, etc. In person is key as it's less of a barrier*
  - *Could also offer a certain number of free tickets to incentivize initial ridership*

IV. Automatic Vehicle Location

- How does route information change when buses switch between routes

- o Cynda mentioned she already has Swiftly, and it switches automatically
        - o On time performance records are also useful for Lincoln County and there is interest for that in Linn County
- GTFS data should be pushed to multiple apps so it can integrate across systems
- Privacy for agency to see demand based routes while public cannot
- Anything we do now should be set up for future evolutions in technology
- Thinking about ongoing cost or replacement schedule for hardware is important
- *LINN County*
    - o *Important to integrate with what others are using if there's existing technology*
    - o *Operators should be allowed to upgrade their GPS units if desired*
    - o *Make sure integrates with GTFS flexride for future adaptability*

V. Ticketing Options

- Reader/scanner to track rider start points
- Identification of senior/disabled use, as well as other group passes
- Maintaining equity for fare use
- Ability to share fare revenue across agencies
- One trip planning interface for the region
    - o IT Involvement would be required
- Insuring equity though still taking paper tickets is necessary
- *Benton County*
    - o *Want to be able to store tickets in a "wallet."*
    - o *Passenger counts would be nice*

VI. Centralized Information Portal

- This was not discussed in much detail and will be addressed at the next meeting
- The issue of co-branding came up and whether if it would be similar to the Northwest Connector
- *Linn County*
    - o *A regional brochure would be great*
    - o *Offering to update operator websites would also be useful through technical assistance*

VII. What Does Success Look Like?

- From ODOT, seamlessness across the state
- Smart people with good intentions naturally leads to success and that's what we have here (note someone said that I'm not adding it in secretly)
- Discuss this at our next meeting, what ongoing success looks like
- This could be adaptive across projects and tasks
- Co-branding/marketing capabilities

VIII. Next Steps/Action Items

- Katie will look into reflectors for transit stops

Cascades West COG Seamless Transit Project

- OCWCOG will begin sending the existing training schedule out monthly, at the beginning of the month
- Nick and Katie will follow up with those that couldn't attend
- The next meeting will be scheduled for January/February

Table of Interests

Cascades West COG Seamless Transit Project

Table of Interests

The table below illustrates the feedback we received from stakeholders on their level of interest for each of the tasks of the overall project.

Stakeholder	Phase 1			Phase 2			Phase 3
	Task 1 (Driver Training)	Task 2 (Travel Training)	Task 3 (Paratransit Mgmt)	Task 4 (Centralized Information Portal)	Task 5A (Real Time)	Task 6 (Mobile Ticketing)	Task 5B (One Click, One Call)
Albany Transit/Linn Benton Loop	Yes		Maybe	Yes	Yes	Yes	
Benton County Transit	Yes		Maybe	Yes	Yes	Yes	
Corvallis Transit	Yes		No	Yes	Has some capability	Fareless System	
Linn Shuttle	Yes			Yes	Yes	Yes	
Lincoln County Transit				Yes	Already has Swifty	Yes	
LINX (Lebanon)	Yes		Not applicable	Yes	Yes	Yes	
Oregon State University	Yes	N/A	N/A	Yes	Maybe	N/A	
NWOTA							