

PUBLIC MEETING SUMMARY

September 28, 2026

Project# 32728

To: Gary Stockhoff, PE; Maya O'Neal; Anne Thwaites, Rick Crager

From: Amy Griffiths, PE, RSP₁; Nick Meltzer, PE

RE: Benton Area Transit Program Analysis

Subject: BAT September 15 Public Meeting Summary

Introduction

A second public meeting was conducted on September 15 from 5PM-7PM at the Benton County Fairgrounds. Excluding staff, there were approximately 29 people who attended in-person, and approximately 4 people who attended virtually. The purpose of this meeting was to:

- Create a feedback loop by sharing what the project team heard at the previous meeting on August 12.
- Answer questions the public asked at the previous meeting on August 12, such as understanding the Federal and State Requirements for transit operations.
- Provide an overview of similarities and differences in service delivery models and discuss the criteria for decision making by the Commissioners.
- Encourage discussion among neighbors about transit services and understand key challenges and questions the public has for service delivery.

Meeting slides from the presentation are included in Appendix A. An overview of feedback received is included below.



Figure 1. Benton County held a Public Meeting on September 15.

Feedback Received

The feedback received from the public during this meeting is summarized below. Copies of the response forms are included in Appendix B.

Overall, responses emphasized that rider needs, service quality, and accessibility should be the primary considerations in evaluating future service delivery options. Participants stressed the importance of maintaining reliable, compassionate, and flexible transportation for older adults and people with disabilities, while also considering fiscal sustainability, fair cost comparisons, volunteer contributions, workforce capacity, and meaningful community input.

It is important to note that based on the responses, meeting attendees were primarily existing demand response riders. BAT also provides fixed route services, paratransit and DD53 services, and users of those services appear to be under represented in responses.

WHAT DO RESPONDENTS SEE AS THE MOST IMPORTANT FACTORS FOR COMMISSIONERS TO CONSIDER?

Respondents felt the most important factors for commissioners to consider include:

- **Maintaining or improving service quality.** Respondents provided concerns about any loss of service and thought focusing on the ability to maintain existing services and expand service should be a primary decision-making criteria. Multiple respondents specifically emphasized the importance of the criterion evaluating "Customer Focused and Context Appropriate Service."
- **Fiscal sustainability matters, but not at the cost of service.** Many participants recognized funding constraints and long-term sustainability concerns. However, comments frequently paired financial concerns with a desire to maintain or expand service levels.
- **Fair comparison of costs.** A common request was for an "apples-to-apples" comparison of self-performance versus contracting. Respondents wanted all administrative, transition, staffing, and volunteer contributions included in the analysis.
- **Value of relationships with drivers and dispatchers** was highlighted, with respondents calling out that they feel the existing volunteers, drivers, and dispatchers have institutional knowledge and have been well trained to handle existing equipment and to accommodate the needs of people with disabilities.
- **Ensure service quality and reliability**, including flexibility for medical trips, customer service, accessibility, wait times, ability to schedule rides in shorter timeframes, and increased geographic coverage for rural residents.

WHAT CHALLENGES DO RESPONDENTS SEE FOR EACH OF THE SCENARIOS?

Respondents highlighted the following challenges of each of the service delivery models:

- Funding and cost uncertainty is the most common concern. As discussed above, respondents desired a fair comparison of costs across the scenarios.
- Implementation challenges associated with recruiting and retaining staff under the self-perform service model. This includes specific emphasis on ensuring drivers are trained to support people with disabilities.
- Potential for service disruptions through changes in operations and subsequent impacts to riders, especially those that need to attend medical appointments.

WHAT ADDITIONAL THOUGHTS OR CONCERNS DID RESPONDENTS HAVE ABOUT THE SERVICES BENTON AREA TRANSIT PROVIDES?

Similar to the feedback received at the August 12 meeting, respondents continued to emphasize the need to increase service capacity, service hours, and expand geographic coverage. This included service to medical facilities in Albany, more weekend service, and more types of vehicles that can navigate smaller roads. They also continued to highlight challenges in getting a trip scheduled in a timely fashion, with typical wait times of a week or longer between requesting a trip and getting it scheduled.

Respondents also mentioned a lack of trust in Benton Area Transit staff, in part due to turnover, and in part feeling left out of the decision making process for the program analysis.

WHAT DO RESPONDENTS WANT ADDITIONAL CLARIFICATION ON OR THINK NEEDS TO BE EXPLAINED BETTER?

Respondents mentioned similar themes to topics discussed in the prior questions, with an overarching message of the desire to be involved in decision making, ensuring alternatives are compared equally, and focusing on the needs of the rider.

Next Steps

This information, in addition to input received at the August 12 meeting and information from the Program Analysis will be used by the Benton County Board of Commissioners to inform their decision on a path forward.

APPENDICES:

Appendix A: Meeting Presentation

Appendix B: Comment Forms with Personal Information Redacted

Appendix A. Public Meeting Presentation

Benton Area Transit Public Engagement Meeting

September 15, 2026



At your service, *every day.*

Why Are We Here

1

Recap what we heard at the previous meeting on August 12

2

Review Federal and State Requirements for transit operations

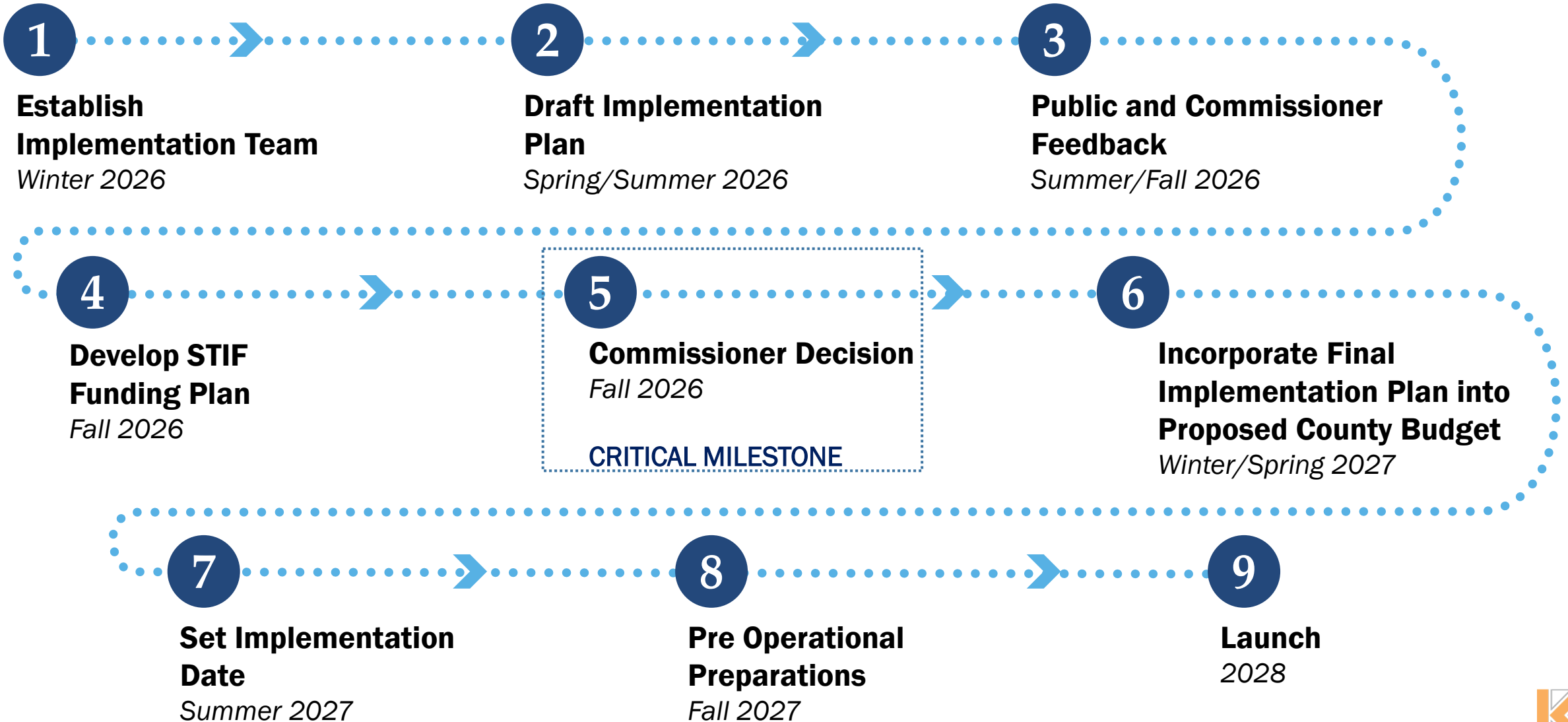
3

Provide an overview of similarities and differences in service delivery models

4

Discuss the criteria for decision making by Commissioners

Elements of Implementation



Shared Terminology

Self Perform

When a public agency chooses to operate transit as opposed to hiring a contractor

Contractor

A private business or organization that provides transit service to public agencies

Enhanced Contract

Operations contract that includes additional provisions for reporting and accountability to meet current and proposed Federal/State regulations

Compliance

Safety requirements for transit operations as well as required minimum reporting and drug/alcohol testing

Requests for Proposals

A process mandated by the State of Oregon used to select contractors for public services
The request for proposals must meet and include the requirements from the Federal Transit Administration



Recap of August 12 Meeting

1

- **BAT is an essential lifeline service.**
Participants rely on BAT for medical appointments, grocery shopping, employment, regional travel, and social activities. The service supports their independence, health, and ability to remain connected to the community
- **Customers highly value the people and service quality behind BAT.**
Feedback consistently praised drivers, dispatchers, office staff, and volunteers for providing reliable, professional, and caring service that riders trust and depend on.



Recap of August 12 Meeting

1

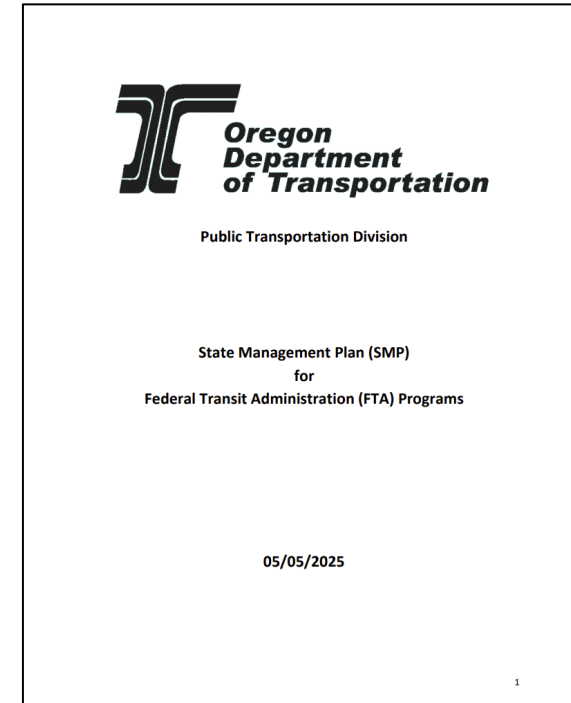
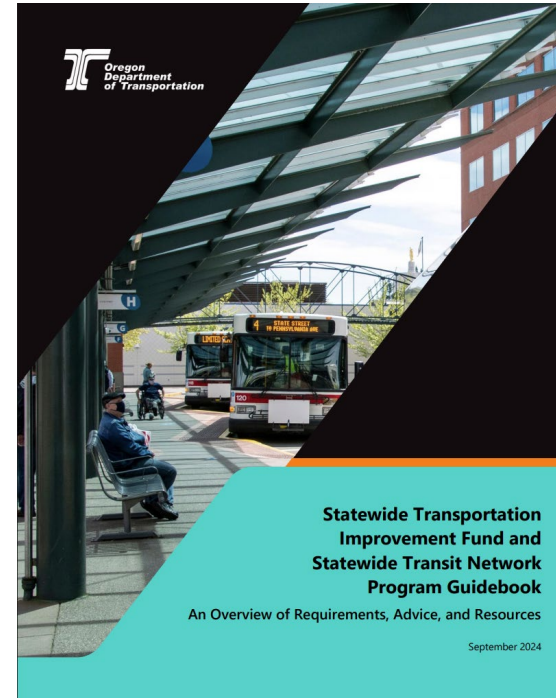
- **Demand is exceeding current capacity.**
The most common improvement requests focused on increasing service availability, expanding evening and weekend service, and improving access for riders outside city limits and to regional destinations.
- **Riders prefer enhancing existing services over replacing them.**
Participants are concerned changes could reduce affordability, staffing continuity, or service quality, and generally favored building on the strengths of the current system while addressing scheduling, accessibility, and coverage challenges.



State/Federal Regulations

2

- **Federal Transit Administration (FTA) Programs**
- Influx of state funding started in 2019. As the program has matured so have requirements,
- **Oregon Department of Transportation (ODOT)** administers \$250 million in transit funding across the state
- Federal requirements can change with administrations. Changes expected 12/11/26.



Trump's Transportation Department Launches New Dashboard to Make Public Transit Safety and Performance More Transparent for Commuters

Thursday, July 23, 2026



State/Federal Regulations

2

- Areas for program improvement according to previous state and federal review:
 - Ridership reporting
 - Drug/alcohol testing compliance
 - Minimum number of drivers
 - Cost tracking
- Adherence to operations protocols, including:
 - Driver announcing each stop as the bus arrives
 - Correct uniform worn by all drivers
 - Reporting on services delivered received prior to issue of payment for services



Oregon Procurement Law

2

Oregon counties must follow Oregon Revised Statutes (ORS) Chapter 279B – Public Contracting: Public Procurements

This chapter sets the general policy, applicability, and procedures for public procurement, including:

- Fair, open and competitive process
- Applies to goods, services, and construction
- Methods of source selection: competitive bidding, sealed proposals, small/intermediate procurements, sole-source, emergency, special procurements
- Outlines payment conditions

Aspects of Transit Service

3



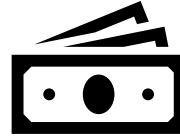
Operations

- Scheduling drivers, dispatching rides and drivers, incident response
- Safety training and drug/alcohol testing
- Software and office needs



Fleet/Facilities

- Number of spare vehicles, safe storage of vehicles
- Scheduling preventative maintenance, performing maintenance, mechanic training



Service/Capital Planning

- Service and resource planning
- Long range planning and implementation
- Project budgets
- Service expansion
- Fleet replacement



Administration

- Reporting (external and internal)
- Grant tracking/reimbursement
- Agency compliance
- Operating budget/funding
- Contract/procurement



Coordination

- Management/elected official reports
- Regional agency meetings, jurisdictions where service is provided
- Customer engagement

Potential Variation in Aspects of Transit Service

High Variation



Operations

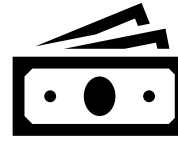
- Scheduling drivers, dispatching rides and drivers, incident response
- Safety training and drug/alcohol testing
- Software and office needs

Limited Variation



Fleet/Facilities

- Number of spare vehicles, safe storage of vehicles
- Scheduling preventative maintenance, performing maintenance, mechanic training



Service/Capital Planning

- Service and resource planning
- Long range planning and implementation
- Project budgets
- Service expansion
- Fleet replacement



Administration

- Reporting (external and internal)
- Grant tracking/reimbursement
- Agency compliance
- Operating budget/funding
- Contract/procurement



Coordination

- Management/elected official reports
- Regional agency meetings, jurisdictions where service is provided
- Customer engagement



Variations in Proposed Scenarios

3

Aspect	Enhanced Contract Changes	Self Perform Changes
Administration	Two full-time Benton County staff	Two full-time Benton County staff, plus a manager
Coordination		
Service/Capital Planning		
Fleet/Facilities	No change; Benton County already owns and maintains vehicles	No change; Benton County already owns and maintains vehicles
Operations	Services provided by a contractor with revised contract requirements	Services provided by Benton County staff
Operations: Technology Improvements	Contract will specify requirements and the contractor will provide	Benton County will select a software vendor that meets BAT needs



Components of Self-Perform Plan

Includes NEW WORK only, not fleet maintenance, administration, etc. currently being performed.

County Department	Task
Public Works - Facilities	• Set up and furnish office space in Sunset Building
Finance - Procurement	• Acquire furniture and hardware for office space • Contract for software acquisition
Information Technology	• Install phones in new office space • Set up and configure computers in new office space • Acquire, install and configure ride management software • Ongoing technical support for phones, computers and all software
Human Resources	• Create new positions: Admin Assistant, Shift Supervisor(s), Dispatcher(s), CDL Drivers, Non-CDL Drivers – number of hires depends on whether we keep Corvallis paratransit contract • Recruit and onboard all new hires • Background checks and fingerprinting



Components of Self-Perform Plan (continued)

County Department	Task
Public Works - Transit	• Coordinate periodic driver drug & alcohol testing • Coordinate periodic driver background checks • Coordinate safety training • Schedule drivers and rides • Data collection, analysis and reporting as required by federal guidelines
Finance - Payroll	• Payroll and benefits responsibilities for transit employees
Developmental Diversity	• Create and deliver training on serving people with disabilities for all Transit staff • Ongoing consultation as questions arise
Behavioral Health	• Create and deliver training on serving people with behavioral health concerns for all Transit staff • Ongoing consultation as questions arise

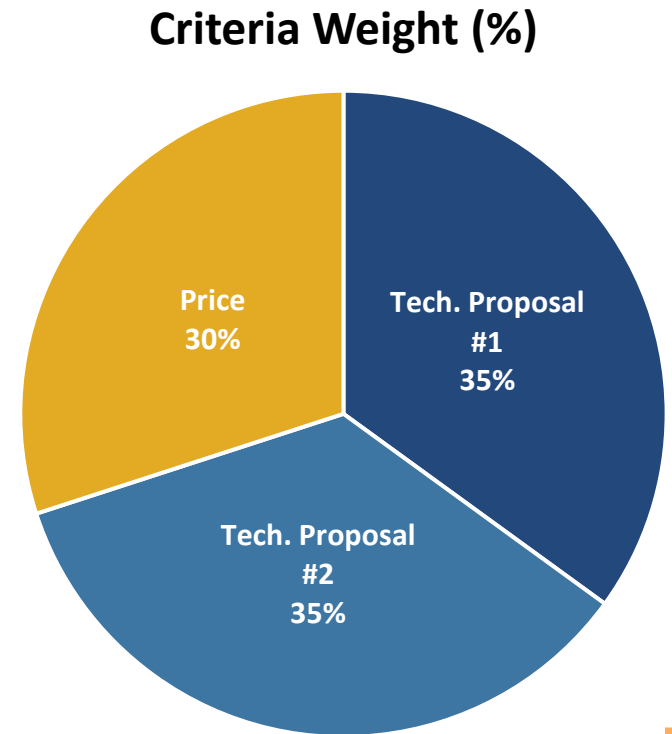


“Enhanced” Contract - RFP Evaluation Criteria

An Evaluation Committee will review, evaluate, score and rank the proposals that are determined to be in substantial compliance with RFP procedures and requirements. The following criteria and scoring will be the basis for the review and evaluation:

- | | |
|--|-----------|
| 1. Title Page/Table of Contents | Pass/Fail |
| 2. Technical Proposal 1 - Qualifications | 35 points |
| 3. Technical Proposal 2 – Work Plan | 35 points |
| 4. Price Proposal/Cost | 30 points |
| 5. Certification of Non-Discrimination | Pass/Fail |
| 6. Insurance Requirements | Pass/Fail |
| 7. Certification regarding Lobbying | Pass/Fail |

Total: 100 points



“Enhanced” Contract Changes

3

Technical Proposal Section 1: Qualifications

- Introduction
- Qualifications of the contractor
- References (minimum 3)
- Qualifications of staff



“Enhanced” Contract Changes

3 Technical Proposal Section 2: Work Plan

- Project overview
- Staffing
- Compensation system
- Recruitment and hiring system
- Training programs
- Program supervision
- Customer service
- Management
- Transition plan
- Flexibility and capacity
- Training programs
- Compliance with FTA requirements

Sample Procurement Schedule

3

From the 2023 Request for Proposals (RFP)

Jan. 4	Issue RFP (81 pages)
Jan. 25	Optional Pre-Proposal Meeting at 2:00 pm
Jan. 31	Questions/Requests for Clarification due
Feb. 7	Answers to Questions/Clarification Issued
Feb. 15	Proposals Due at 3:00 pm
Feb. 22	Evaluation Committee Review
Feb. 28	Contractor Interviews (if necessary)
March 7	Notice of Intent to Award
March 14	Intent to Award
May 5	Contract Negotiations Completed
July 1	Begin Service



Anticipated Operating Costs

3

Enhanced Contract

Cost per service hour	\$133-173/hour
Annual Cost	\$2.15 – \$2.8 million
Annual Trips (estimated)	36,000+

Enhanced contract assumes market value of contractor rates, \$120 - \$160/hour, plus administrative staff

Self Perform

Cost per service hour	\$145/hour
Annual Cost	\$2.34 million
Annual Trips (estimated)	36,000+

Cost Assumptions

3

Enhanced Contract

- Contractor responses and their associated costs per hour are uncertain
- Recently submitted bids for private transit contractors were \$150/hour
- Costs could drastically increase upon contract renewal every 3-5 years
- Assumes contractor maintains enough paid drivers to operate service

Self-Perform

- Estimated costs using Benton County employee salary and benefit information
- Biennial budget cycle

Self Perform Costs Compared with Peer Agencies

3

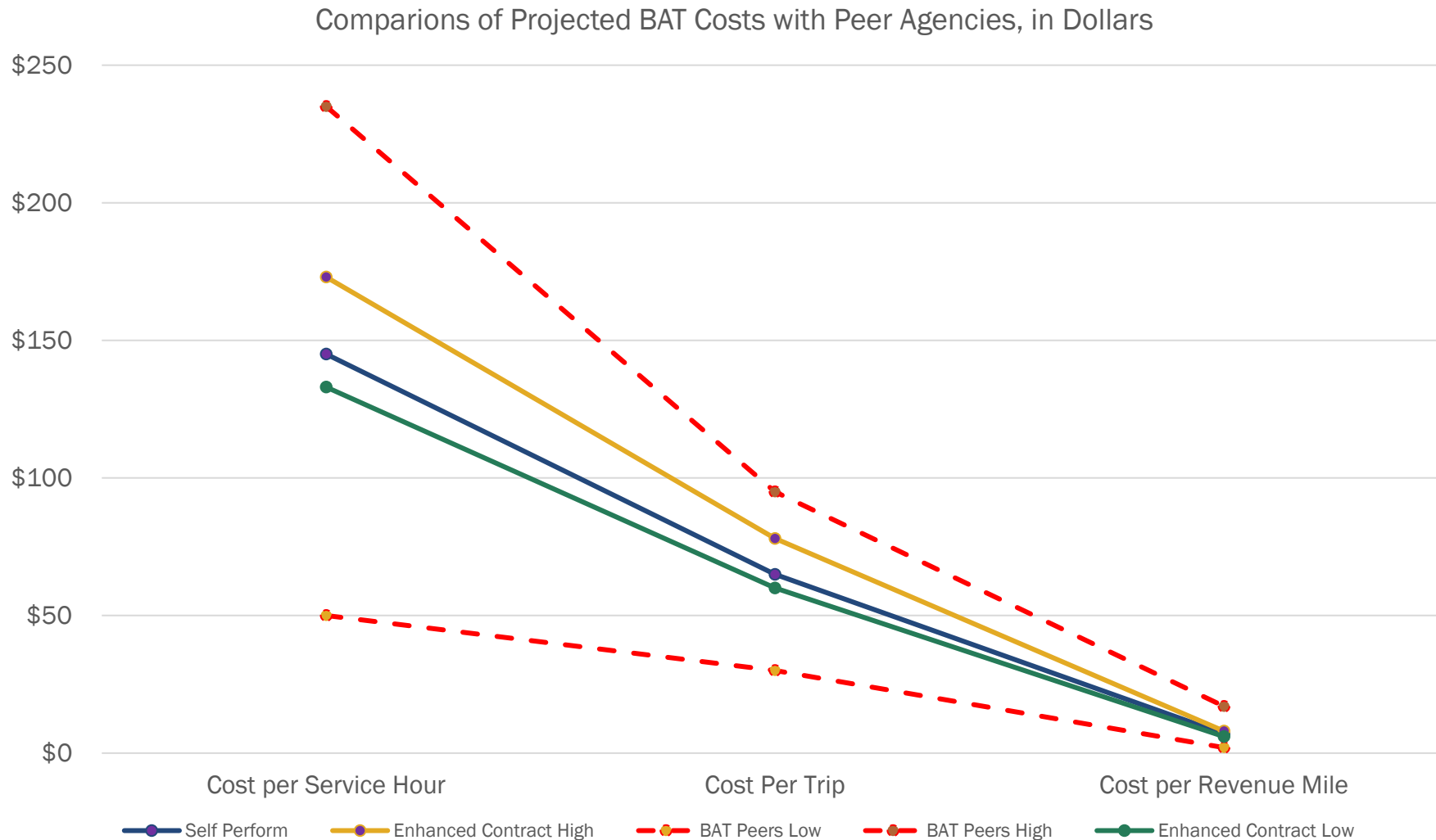
Scenario	Cost per Service Hour	Cost Per Trip	Cost per Revenue Mile
BAT Peers High	\$235	\$95	\$17
Self Perform	\$145	\$65	\$7
Enhanced Contract	\$133 - \$173	\$60 - \$78	\$6 - \$8
BAT Peers Low	\$50	\$15	\$2

BAT Peers are 11 similar agencies across Oregon and the Western United States, sorted as most similar according to service area, service types, revenue miles/hours, etc. Agencies are a mix of self performing and contracting out



Self Perform Costs Compared with Peer Agencies

3



Cost Comparison Summary

3

- The two proposed delivery models provide identical services
- Costs between two scenarios are similar
- Self perform is more predictable in terms of cost
- Peer interviews mentioned contract volatility as a challenge
- BAT anticipates increases in revenues to cover the increase in costs

What Criteria Will Help Inform a Decision?

4

Goal/Metric	Operations Model	
	Self Perform	Enhanced Contract
Fiscal Sustainability—Short Term		
Fiscal Sustainability—Long Term		
Efficient Operations		
Context Appropriate Service		
State/Federal Compliance		
Public Concerns		

Goals and Objectives



Fiscally Sustainable

- Costs comparable to peer agencies
- Efficient use of state/federal funds
- Provide living wages
- Low annual cost variability
- Low financial risks
- Better understanding of cost for providing service



Customer Focused and Context Appropriate

- Align with BAT vision
- Balance productivity and coverage
- Integrate emerging service delivery options
- Easy to use
- Professional
- Scalable options aligned with long-range planning/ funding



Efficient and Effective Operations

- Adequate administrative capacity for compliance, reporting, funding, and contracts
- Sufficient planning capacity for long-term service and fleet needs
- Strong coordination with regional agencies
- Timely and effective vehicle maintenance



State and Federal Compliance

- Deliver federally required services to maintain funding
- Proactively understand and resolve FTA noncompliance findings

BAT Vision and Goals

VISION STATEMENT

Provide public transit in Benton County that supports county goals of vibrant, livable communities for all, and creates transportation options for seniors and people with disabilities.

SERVICE GOALS

1. Fiscally sustainable
2. Customer and context appropriate
3. Operates effectively and efficiently
4. Maintains state and federal compliance



Community Conversations



Small group
discussions
with fellow
neighbors



Three
questions, one
person taking
notes at each
table



Facilitators
walking around
the room during
discussion to help
answer questions
and listen to
themes



Report out at
end of
discussion

Community Conversations

1

What do you see as the most important factors for Commissioners to consider?

2

What challenges do you see for each of the scenarios?

3

Do you have any other thoughts or concerns about services Benton Area Transit provides?



Thank You



Additional Information



Software Capabilities

Capability	Description
Scheduling Drivers and Vehicles	Staff and vehicle scheduling across services.
Scheduling Rides	This includes scheduling and dispatching BAT Lift, Paratransit and DD53 trips.
Eligibility Integration	Maintain accounts for riders eligible for paratransit, BAT Lift and DD53 services to facilitate demand-response trip booking. Potential need to integrate with other eligibility tracking software.
Reporting	Data collection on trips to support accurate reporting to FTA and to support long-range transportation planning.
Optimizing Ride Efficiency	Identifying opportunities to combine trips to promote efficiency using the software routing algorithms.
Third Party Integration	Integrate with trip planning apps (like Google Maps and Apple Maps) so riders can plan trips.
Vehicle Status Integration	Track mileage, vehicle issues and preventative maintenance via electronic device
Passenger Accounts and Notifications	Allow for passengers to request rides in a manner other than calling and talking to a person. Provide automatic reminders for scheduled trips.
Vehicle Tracking	Provide real-time trip information to dispatch and passengers for fixed-route and demand-response services, providing updates on vehicle locations and arrival times.



Appendix B. Comment Forms

Benton Area Transit Program Analysis

COMMUNITY CONVERSATIONS

Table Number

4

1. What do you see as the most important factors for Commissioners to consider?

I beleive that the County Commissioners need to
To Compare Services / \$, the County cannot provide
the Same Volume of Services ~~to~~ Using Government wage
employees as a Volunteer non profit organizations. One
option is to Use the County Estimated \$1 to Compare to
the current Contract costs as part of the rubric, One other
Consideration is the increase in pay that will be required for the
Current county staff as they assume more responsibilities.

2. What challenges do you see for each of the scenarios?

If Dial-a-bus is removed as a provider, this
will cause/Lead to a large negative Perception of
County Government as it applies to the ~~the~~ Transportation
Needs of the current rider pool,

COMMUNITY CONVERSATIONS

3. Do you have any other thoughts or concerns about the services Benton Area Transit provides?

BAT needs to expand not compress the number of services it provides.

4. What still requires additional clarification or still needs to be explained better?

Darrell Oakes

COMMUNITY CONVERSATIONS

3. Do you have any other thoughts or concerns about the services Benton Area Transit provides?

With ~~that~~ there were services available on week-ends i.e. church services.

4. What still requires additional clarification or still needs to be explained better?

Benton Area Transit Program Analysis

COMMUNITY CONVERSATIONS

Table Number _____

1. What do you see as the most important factors for Commissioners to consider?

Level of service with all the special
needs, safety concerns, funding
issues etc. Using volunteers is
important, etc.
See our letter

2. What challenges do you see for each of the scenarios?

Funding

COMMUNITY CONVERSATIONS

3. Do you have any other thoughts or concerns about the services Benton Area Transit provides?

This is a complicated issue!
Balancing service + funding
concerns

4. What still requires additional clarification or still needs to be explained better?

Why are we hearing so much
about funding when service is
our main concern?

Benton Area Transit Program Analysis

COMMUNITY CONVERSATIONS

Table Number

9

1. What do you see as the most important factors for Commissioners to consider?

The users! We are residents with a multi-
Hude of issues that depend on the
DAB service to address.

What caused greater demand in 2019?
no population growth studies by DOT?
why not prepared?

BRT ends
2025

2. What challenges do you see for each of the scenarios?

1. Who are they? Routes? for how.
2. Training of personnel, to deliver service to users.
3. Vehicles, drivers qualified/
trained to handle equipment.
- 4.

COMMUNITY CONVERSATIONS

3. Do you have any other thoughts or concerns about the services Benton Area Transit provides?

not @ this time except I am very pleased with the service.

4. What still requires additional clarification or still needs to be explained better?

Cost for ea option

Benton Area Transit Program Analysis

COMMUNITY CONVERSATIONS

Table Number

3

1. What do you see as the most important factors for Commissioners to consider?

Apples to apples cost and service comparison: compare the same level & quality of service under both models, including all county and contractor costs. Account for the possibility of non-profit volunteer based model for the enhanced contract option.

Consider disability - responsive service quality & human capital. This historically is more extensive than that provided by basic ADA training.

Volunteer capacity: specifically account for this in enhanced contract evaluation. Also consider how experienced drivers, dispatchers & institutional knowledge would be retained under both models.

2. What challenges do you see for each of the scenarios?

Self-perform: recruiting and retaining an experienced work force, preserving disability-specific operational knowledge.

Possible loss of the established volunteer driver program which also improves awareness of the para transit program. Startup / transition risks.

Enhanced contract / RFP: Uncertainty about future bidders & market prices, ensuring bidders are sufficiently supported to meet detailed data accounting and FTA reqs.

Ensuring RFP adequately rewards disability-specific experience, service quality and adaptability.

COMMUNITY CONVERSATIONS

3. Do you have any other thoughts or concerns about the services Benton Area Transit provides?

Accessibility is more than providing an ADA-accessible vehicle. When I was much more severely disabled, BAT drivers and dispatchers adapted rides to my medical limitations. The culture of compassion fostered at Dial A Bus led to drivers and dispatchers considering my overhauser even if this required taking larger but smoother and lower traffic routes home from infusions at the hospital.

4. What still requires additional clarification or still needs to be explained better?

How will the final cost comparison account for volunteer-provided services?

What is the true apples to apples current BAT cost per service hour?

What specifically happens to the volunteer program under self-performance

Benton Area Transit Program Analysis

COMMUNITY CONVERSATIONS

Table Number

9

1. What do you see as the most important factors for Commissioners to consider?

★ Efficient + Effective Operations

★ Context Appropriate Services

for BAT Lift + Paratransit Service.

Consider that when frail + disabled riders go to medical appointments, they should not be abandoned. If the medical appt. goes over the scheduled time, we need the rides to be flexible. We still need a ride home if the Doctor

2. What challenges do you see for each of the scenarios? IS running Late.

A computer program cannot replace the way Eileen Milligan keeps tabs on all the riders, making sure we all return home quickly after our appointments. We never have to worry about being stuck somewhere without a ride.

Benton Area Transit Program Analysis

COMMUNITY CONVERSATIONS

Table Number

5

Should be used ~~to~~ in judgment/criteria

1. What do you see as the most important factors for Commissioners to consider?

Considerations of what riders need

Not enough rides available, especially for people who live in the "far reaches of the county"

Time of services (length of ride or wait time)

Riders Must be central to decisions.

2. What challenges do you see for each of the scenarios?

Benton Area Transit Program Analysis

COMMUNITY CONVERSATIONS

Table Number

12

1. What do you see as the most important factors for Commissioners to consider?

- ① current status = ask current DAB riders
- ② Keep enhanced contract.
- ③ Benton Co. ineptness at trying to operate transit
 - > cannot keep staff.
 - > loss of respect by citizens of Benton Co.

2. What challenges do you see for each of the scenarios?

Benton Area Transit Program Analysis

COMMUNITY CONVERSATIONS

Table Number

12

1. What do you see as the most important factors for Commissioners to consider?

The enhanced contract process discussed includes significant bias, and proposal review should be done by expert panel that does not include Benton Co. Staff.

2. What challenges do you see for each of the scenarios?

Self Perform

- > Benton Co. has demonstrated that it is not qualified to run any type of transit service.
- > added costs for admin, new staff + office set up can not be justified.
- > Benton Co could not meet current or future requirements for any contractor.

Enhanced Contract

- > RFP presentation includes a lot of bias.

Benton Area Transit Program Analysis

COMMUNITY CONVERSATIONS

Table Number _____

1. What do you see as the most important factors for Commissioners to consider?

There is only one factor for Commissioners to consider. That factor is the opinion of clients; the people with lived experience who overwhelmingly support Dial-A-Ride. Benton County violated statute by failing to engage with clients for 15 months while the self-perform analysis was completed. This ~~cannot~~ is not in any way acceptable.

2. What challenges do you see for each of the scenarios?

Clients and members of the public have made themselves abundantly clear. The ~~the~~ self-perform model cannot be considered.

Benton Area Transit Program Analysis

COMMUNITY CONVERSATIONS

Table Number

8

1. What do you see as the most important factors for Commissioners to consider?

- A. fiscal sustainability, particularly short-term
- B. public trust in county's implementation of rider support program

2. What challenges do you see for each of the scenarios?

- A. local governments are short of revenue (is rider support the most important public need?)
- ★ B. active involvement of general public and riders in program management.

Benton Area Transit Program Analysis

COMMUNITY CONVERSATIONS

Table Number

4

1. What do you see as the most important factors for Commissioners to consider?

~~How~~ ^{What} ~~are~~ determines what is "community" input.
I am new to this area. I just happened to learn @ Dial a Bus
It's not widely "advertised"
These 2 ENGAGEMENT meetings
don't reflect community "needs"
Education of true community

2. What challenges do you see for each of the scenarios?

Peer contractors - who are they
11 groups for which cost figures were shown
→ were mentioned
Quality of service

COMMUNITY CONVERSATIONS

3. Do you have any other thoughts or concerns about the services Benton Area Transit provides?

~~Does~~ → Is this the Dial a Bus service

I must call a week in advance.

If I have unexpected need for service,
is there anyway that can be handled.

4. What still requires additional clarification or still needs to be explained better?

Quality of services not just cost efficiency

Benton Area Transit Program Analysis

COMMUNITY CONVERSATIONS

Table Number

2

1. What do you see as the most important factors for Commissioners to consider?

fiscal sustainability - by term
public concern - public needs
and appropriate service
→ with emphasis on
customer needs &
wishes

2. What challenges do you see for each of the scenarios?

Self-perform - cost of start-up + typical glitches
of new system implementation
- historical lack of consultation
opportunities for public input
(i.e. many months w/o advisory
council)
- possible lack of community support
if loss of current vendor w/ long
history
- lack of flexibility

COMMUNITY CONVERSATIONS

3. Do you have any other thoughts or concerns about the services Benton Area Transit provides?

- inequities in system - geographic - people outside of ATA area frequently bumped.
- lack of customer service re equipment purchases - 10-12 person buses can't serve areas in Vineyard, for example
- some medical services have moved to Albany - how do people needing soas get rides to W. Albany?

4. What still requires additional clarification or still needs to be explained better?

- Cost of start-up / transition to self-perform system
- Time-line for such a transition
- What provisions for continuing, meaningful opportunities for client input a feedback will be established & implemented.
- Compliance w OARS?

Benton Area Transit Program Analysis

COMMUNITY CONVERSATIONS

Table Number _____

1. What do you see as the most important factors for Commissioners to consider?

CONSISTENCY IN RENEWING ~~for~~ WITHIN 5 YR.
WHO IS PROVIDING THE FULLEST SERVICE WITH BEST
COST.

2. What challenges do you see for each of the scenarios?

ISSUES AND SOMETIMES CONTRADICTORY REQUIREMENTS
FROM DIFFERENT REGULATORY AGENCIES.
TRICKLE-DOWN EXPENSES

COMMUNITY CONVERSATIONS

3. Do you have any other thoughts or concerns about the services Benton Area Transit provides?

HOW WELL EVERYONE'S CONCERNED IS DOING. DIAL-A-BUS IS A WONDERFUL SERVICE.

THE COMMISSIONERS HAVE A LOT OF UNNECESSARY BARRIERS.

4. What still requires additional clarification or still needs to be explained better?

LIFE!