

CITY OF SILVERTON
RESOLUTION
20-22

A RESOLUTION OF THE SILVERTON CITY COUNCIL UPDATING THE SILVER TROLLEY POLICIES

WHEREAS, the City of Silverton recently was reviewed for compliance with the Federal Grant Program that funds the Silver Trolley; and


WHEREAS, the review identified a number of items that need to be addressed or updated to meet current ODOT and FTA requirements.

NOW THEREFORE, BE IT RESOLVED BY THE CITY OF SILVERTON, AS FOLLOWS:

Section 1: The Silver Trolley Policies are incorporated by reference, and adopted.


Section 2: That this resolution is and shall be effective after its passage by the City Council.

Resolution adopted by the City Council of the City of Silverton, this 6th day of July, 2020.



Mayor, City of Silverton
Kyle Palmer

ATTEST



City Manager/Recorder, City of Silverton
Christy S. Wurster

City of Silverton



Silver Trolley Policies



Revised 2020

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Mission Statement

It is the mission of the Silver Trolley to provide convenient and cost effective demand responsive community transportation services to the Silverton Community.

Introduction

The Silver Trolley is operated by the City of Silverton's Community Development Department and provides demand responsive (dial-a-ride) curb-to-curb service for the senior, disabled, special needs, youth, economically disadvantaged, and the general public. The Trolley strives to maximize use convenience for the greatest number of riders. To ensure the service is available to all, the vehicles have been provided with entrance lifts and other upgrades in order to meet the standards of the Americans with Disabilities Act (ADA). The Community Development Director manages the transit program and grants on behalf of the City.

Service Area

The Silver Trolley operates in the City of Silverton's city limits and associated urban growth boundary with a few exceptions on a case by case basis. The Silver Trolley also provides connecting service to the CARTS (The Chemeketa Area Regional Transportation System) that links Silverton with the communities of Salem, Woodburn, Mt. Angel, Stayton, Turner, Dallas, Independence, and other communities in between. The Trolley can take passengers to CARTS pick up locations at the Silverton Safeway, Silverton Roths IGA, and the sheltered stop at the intersection of Jersey Street and Water Street.

Service Hours

The Silver Trolley operates Monday through Friday from 9:00 AM to 5:00 PM on Mondays through Fridays and 9:00 AM to 3:30 PM on Saturdays. No rides will be scheduled between 12:00 PM and 1:00 PM during the driver's lunch hour. Dispatch is available for ride scheduling Monday through Friday from 8:00 AM to 5:00 PM (Dispatchers will not be available to answer phones on Saturdays so all trips need to be made by Friday). There is 24 hour voicemail service available for after hour calls or if the line is busy. The Silver Trolley runs for special events by pre-arranged appointments. Special events and local festivals such as the Silverton Arts Festival, Silverton Wine and Jazz Festival, Homer Davenport Days, and the Oktoberfest are also served by the Silver Trolley.

The Silver Trolley needs to operate during its publicly advertised service hours. It is the responsibility of the drivers to make sure that coverage is available for vacations, illness, or other personal leave or allow enough time to publicly announce a temporary change in service. In case of sever weather conditions (snow, ice, etc.) Silver Trolley staff will determine if conditions will affect service and contact riders of the change immediately.

Holiday Service

The Silver Trolley hours will be limited or not operational on the following holidays dependent on the availability of drivers:

- ▶ New Years Day
- ▶ Martin Luther King Day
- ▶ Memorial Day
- ▶ Independence Day
- ▶ Labor Day
- ▶ Presidents Day
- ▶ Veterans Day
- ▶ Thanksgiving Day
- ▶ Friday after Thanksgiving
- ▶ Christmas Day

Reservations

The following information shall be provided to dispatch when riders call to schedule reservations:

- The rider's name.
- The exact street address (where the rider will be waiting).
- If applicable, names of complexes or subdivisions, as well as building, apartment, or suite numbers.
- Easily identified pick-up points should be communicated, where applicable, such as hospital, shopping center, or doctor's office exiting locations.
- The time of appointment or the proposed pick-up time.
- The proposed (estimated length of appointment) and return trip information (time and location).

Dispatchers shall route and schedule each trip request at the time the reservation is made. Ride confirmation and "ready times" will be given to the rider. When at capacity, alternative times and/or days can be arranged, or the trip may be denied. Riders should expect the Trolley vehicle within 30 minutes of the arranged time (15 minutes before and 15 minutes after the scheduled time). Riders must board the vehicle upon its arrival. Riders that are not ready or unwilling to depart before the scheduled time may forfeit their ride.

The Silver Trolley provides curb-to-curb service; therefore the driver should wait for an individual at the curb of a public street, in front or close to the rider's house, building, or other designated pick-up location as possible. For passenger drop offs, the driver should drop the rider off at the sidewalk, or another safe waiting area next to the curb of a public street, in front or as close to the designated drop off location as possible. Riders must be waiting at the sidewalk or at another safe waiting area in front of or as close to the entrance of the pick up location as possible.

The driver cannot enter a building to assist riders. If a rider needs assistance at a pick-up or disembarking location, dispatchers and the rider need to make sure a companion or care attendants is available to assist the passenger at time of pick up and return.

Riders can reserve trips up to 30 days in advance. There is no limit as to the number of trips a rider can schedule at one time provided the schedule can accommodate the trips. Every effort will be made by dispatch to accommodate the requested trip(s), however, riders should be aware that at times, a requested time slot may not be available. In those instances where demand goes beyond the available service, the Silver Trolley dispatchers will attempt to provide the rider with an alternative time as close to the original requested time as possible. Dispatch will also provide information to contact an alternative transit systems (Silverton Hospital Caravan or CARTS) if no time slots are available. Availability is based upon a first come, first served basis. Dispatchers will not give certain rider priority or show favoritism when scheduling rides.

Dispatchers shall try to schedule rides 15-30 minutes in advance of scheduled appointments to ensure appointment arrival. A return trip should be scheduled based on the estimated time the appointment will last. If an appointment is completed before the scheduled return trip, staff should not call dispatch for an earlier return trip pick up time for their patient/client. Only call dispatch when the rider will be later than the scheduled return trip. Riders should not request medical, salon, or other personnel to call dispatch for any reason other than they will not be ready for their assigned pick up time.

At the end of each month Silver Trolley staff will file and calculate: total ridership, number of seniors, special needs, youth, and general population rides given during that month. All cancellations, turn downs, no shows, and complaints shall also be tallied.

Standing Reservations

Standing reservations are offered to Silver Trolley passengers who have recurring travel patterns to and from known destinations, at known days and hours, on recurring basis. Standing reservation service is offered Monday through Saturday. When a passenger is scheduled for a standing reservation he or she does not need to call in to make any further reservation calls except to cancel any trip they do not plan to take or schedule additional stops. It is the passenger's responsibility to notify dispatch of when the standing reservation needs to end (i.e. the end of a school year or physical therapy appointments). Availability for standing trips are based upon a first come, first served basis.

Cancellations, Lateness and No Shows

Riders must cancel unwanted trips at least two hours in advance of their scheduled trip (Except on Saturdays all changed need to be made by Friday). A documented pattern of untimely cancellation notice, "no shows", or lateness for reasons within the client's control may result in service denial.

Shared Rides

The Silver Trolley is a "shared-ride" service. This means that other riders with different destinations may be picked up and dropped off along the way, thus riders should be mindful of allowing additional time to get to their destinations.

Companions/Personal Care Attendants

A companion is a friend, relative, or other person traveling with a rider, but their presence is not for the purpose of caretaking. When a companion joins a rider, the dispatchers shall be informed when making the reservation that there will be a companion. Companions, like riders are encouraged to donate the same fare as the rider to travel.

The ADA defines a personal care attendant (PCA) as someone designated or employed specifically to help the eligible individual meet his or her personal daily living needs. When a PCA joins a rider, the dispatchers shall be informed when making the reservation that there will be a PCA. PCAs riding are not expected to make a donation.

Children

Children 10 years of age or older may ride the Silver Trolley unsupervised. All other children below the age of 10 will need adult supervision.

Donations/Funding

The suggested donation is \$1.00 per ride or \$2.00 per day. Donations may be paid in cash or check upon boarding the Trolley. Donations may be sent directly to the Community Development Department at City Hall, 306 N Water Street. No rider will be turned away due to lack of payment.

The Silver Trolley is funded by state grants, federal grants, local funds from the City of Silverton's general fund, and donations received from passengers.

Donations will be placed in a locked fare box and will only be unlocked with the presence of a City ***Finance Department*** employee to ***count and*** verify the amount of cash in the box. ***The Trolley vehicles are located in a locked, secure lot; if the service hours extend beyond regular business hours the fare box shall be obscured from view and unlocked per the above the next business morning prior to service. Donations shall be placed in the safe until time for deposit.***

Donation revenue cannot be used as local match. To reach a net operating expense, which is the basis for applying for grant operating assistance, the following equation must be followed. Total operating expenses (minus) fares = Net Operating Expenses. Net operating expenses are expenses that remain after operating revenues are subtracted from eligible operating expenses. At a minimum, operating revenues must include donation revenues.

All City employees that are charging a portion of their time to a Federal grant must maintain documentation that meets the requirements of 2 CFR part 200.430(i)(1)(vii) that reflects an actual, after-the-fact distribution of the activities of the impacted employees.

Accidents

Accidents should be reported immediately to the driver and dispatch depending on the severity of the accident the police may also be notified. When there is no injury, an incident report shall be filed by the driver through the Finance Director. When there is injury damage or other conditions resulting in loss an accident report shall be filed with the Silverton Police Department.

Animals and Pets

Service or guide animals necessary for travel by passengers with disabilities are allowed on the Silver Trolley.

Small pets and non-service or guide animals are allowed only if owners comply with the following rules:

- Small animals such as birds and cats must be secured in a commercially made pet carrier or cage that can be safely placed on the passenger's lap, under the seat, or on the next seat nearby, but does not interfere with the travel of other passengers and the driver.
- Glass, breakable or homemade carriers are not permitted.
- The animal must be completely enclosed within the pet carrier or cage at all times.
- The pet carrier or cage must completely prevent the animal from escaping or physically contacting another passenger or of escape.
- The pet carrier or cage must be constructed so that no bedding material or pet waste can exit the containers.
- The animal must not interfere with, disrupt or disturb any service or guide animal on the vehicle.
- ~~A passenger can travel with~~

Transporting Bags/Packages

Each rider is expected to manage their own luggage, packages and bags. Generally this is defined as the equivalent of three packages or 25 pounds (luggage, plastic grocery or shopping bags). Riders should make other arrangements for bags/packages/luggage that exceeds their ability to handle on more than three parcels. Excessive luggage and large boxes cannot be accommodated. Riders may be required to secure their packages at their seats, as storage spaces on the vehicles are limited. All packages must be located away from the center walking isle. Drivers are not required to carry packages to/from the vehicle, but may take bags to the door if there is time in the driver's schedule. The Silver Trolley encourages clients to use a safe and efficient means of transporting bags and packages, such as a basket wagon or portable wheeled shopping cart. For safety reasons, clients may not transport more bags or packages than they can manage themselves.

The Trolley drivers will not go to the Post Office to pick up packages that are waiting for citizens and then deliver the packages to their homes. The individual needs to ride on the Trolley, go into the Post Office and pick up their own packages.

Vehicle Maintenance

The Trolleys should be routinely inspected before each scheduled shift and receive routine maintenance from our Public Works personnel. Dial-A-Ride vehicles occasionally experience mechanical problems. If the bus breaks down the driver should notify dispatch of the situation and call the city shops to inform them of the situation and make arrangements to get the problem fixed. Depending upon the situation, arrangements will be made to pick up any riders and deliver each individual to their destinations.

An annual safety inspection shall be conducted on all vehicles.

Cleaning

It is the responsibility of the Silver Trolley driver, or other city employee borrowing the bus is maintained litter free at all times. During down times or before and after each shift they should straighten up, wash windows, sweep, mop, etc.

Cell Phone Use

The Silver Trolley cell phone is provided for the sole purpose of ongoing dispatch and emergency communication. The driver may use the cell phone for Trolley use only. Under no circumstances is the cell phone number to be given out to anyone. For safety reasons, the drivers should minimize cell phone usage for communication with dispatch and to address emergency situations. Where applicable, the driver should safely pull over so they can safely write down additions or cancellations.

Lost and Found

The driver should let dispatch know if they have found items on the bus, incase riders call in wondering if we have found their belongings. If the driver knows who the item belongs to they can make arrangements to deliver the items to the rider when they have ideal time.

Drug and Alcohol Testing

Drivers and dispatchers are required to undergo routine drug and/or alcohol tests as required by our federal and state grant funding. In the event of a failed test for drugs and/or alcohol use while on the job; the driver will be immediately suspended without pay while an investigation takes place. Any employee with a positive test result will be evaluated on a case-by-case basis. In the event of an accident, drivers may be tested for the presence of drugs and/or alcohol.

Allowable Cost

Principles for Determining Allowable Costs

The criteria that govern the eligibility of costs to implement the Silver Trolley are listed below. To be allowable under a federal assistance program, costs must meet the following general criteria:

- (1) Be necessary and reasonable for proper and efficient administration of the Silver Trolley program, be allowable under the principles contained in the OMB common rules and circulars and except as specifically provided in FTA C 5010.1E, not be general expenses required to carry out the overall responsibilities of state or local governments.*
- (2) Be authorized or not prohibited under state or local laws or regulations.*
- (3) Be able to conform to any limitation or exclusions set forth in the principles, federal laws, or other governing limitations as to types or amounts of cost items.*
- (4) Be consistent with policies, regulations, and procedures that apply uniformly to both federally assisted and other activities of the unit of government of which recipient is a part.*
- (5) Be treated consistently. A cost may not be assigned to its Award as a direct cost if any other cost incurred for the same purpose in like circumstances has been allocated to the Award as an indirect cost.*
- (6) Be determined in accordance with generally accepted accounting principles (GAAP) appropriate to the circumstances.*
- (7) Not be allocable to or included as a cost of any other federally assisted program in either current or prior periods.*
- (8) Be net of all applicable credits.*
- (9) Be adequately documented.*

Petty Cash

In the case where products cannot be obtained by a vendor that has an established credit account with the City, small-dollar purchases may be made using petty cash. The Finance Department maintains a petty cash fund and upon department head approval shall allow it to be used for minor purchases of up to \$25.00 when buying from uncommon sources or vendors unwilling to establish a credit account with the City. Receipts and change shall be provided to the Finance Department as soon as practical after purchase. The Finance

Department will periodically replenish the funds and post the charges to the appropriate accounts.

Miscellaneous Policies

Credit Card

The Policy for City-Issued Credit Cards (effective 12/05/2016 or most current) applies to credit card use.

Smoking

The Silver Trolley is a smoke free vehicle. Smoking is not permitted on the bus by drivers or riders.

Food and Beverages

There should be no food or beverages allowed on the bus. However, at the drivers discretion closed containers may be permitted on the bus.

Safety

Seatbelts and child seats are required to be used where provided while the vehicle is moving.

No passenger or driver may tamper with any equipment while on board the vehicle. This rule includes operating the hydraulic lift, attempting to remove wheelchair “tie downs” or any other tampering with the equipment.

Behavior

Any rude, disrupting, or unsafe behavior will not be tolerated on the Silver Trolley. Drivers should pull over and stop the bus if a passenger’s behavior is determined to be dangerous to themselves or other passengers. A rider may be asked to leave the Trolley if they persist in unsafe behaviors. If the behavior persists than the driver should call the Silverton Police Department to help with the situation.

Clothing

Shirts and shoes are required at all times when riding or driving the Trolley.

Gratuities

Drivers may not accept tips or gratuities.