

NEWSLETTER
Winter 2009
ISS. 1 VOL. 13



It is a funny thing to sit down with a blank sheet of paper in front of you and contemplate the many ways in which to start conversations, especially when the topic is so very important.

We serve all of Benton County and have enhanced services and transportation options with other agencies expanding to a tri-county service area. Our partners include: Corvallis Transit System, Philomath Connection, Ride Line and Lincoln County Transit. This also has allowed us to give clients access to other transportation systems including: Albany Transit System, Linn-Benton Loop Transit System, Albany Call-A-Ride, Lebanon Dial-A-Bus, Linn Shuttle and Sweet Home Dial-A-Bus.

In the next year we will also begin a pilot project connecting on both the North and South ends of the county. With this project you our valued clients will be able to have increased mobility options within a four county area.

Our program has always been innovative and ahead of the curve in the paratransit industry. For example, we were offering our services to the community prior to coordination with City, County, State and Federal governments. In keeping with our promise to offer the best service possible to the local community, we have partnered with the Oregon State University Engineering Department to study the effects of g-force on wheel chairs while in transit and in different vehicles. The intention of these studies is to aid the paratransit industry in improving the safety and comfort of the passengers, recommend modifications to large 14-plus passenger vehicle manufacturers and raising the standard to which all paratransit services should strive.

Today we are embarking on the biggest project ever since I began with Dial-A-Bus twelve years ago.

We, the Board of Directors and management staff believe it is time and in fact have been asked to move away from Chintimini Park and find adequate property for an actual building with sufficient parking by the summer of 2013. We anticipate needing about forty spaces on our property.

A two to three acre piece of property is going for around \$350,000.00. The first phase of the project will be the purchase of the property and hiring an architect. The second phase will be hiring a contractor and beginning work on the structure. Please see below our estimation on this projects cost.

Dial-A-Bus Cost Estimate

1. Land 1 1/3 ACRE	\$ 500,000
2. Building 1500 sq ft	225,000
3. Parking 40 spaces	160,000
4. SDC charges	170,000
5. Building Permits	28,000
6. Engineering/Architect fees	50,000
7. Contingency	150,000
8. Electronics/Communications	150,000
9. Built in furniture	50,000
10. Furnishings	20,000
11. Moving Costs	60,000
Total	\$1,563,000

Please consider supporting this project that will give the program the stability necessary for the success of the service into the future. We would even entertain the donation of a large piece of property and **REMEMBER**, all donations large or small are tax deductible as we are a non-profit 501 (c) 3 program.

Happy Holidays!

Until our next issue take good care,
Linda E. Elder, Executive Director



Driver at Large

by Gary Tiedeman

It has been a long, painful, depressing, downright unpleasant summer. It began on May 23. My wife and I were enjoying a dog show in Spokane when something called an Abdominal Aortic Aneurysm, deep inside of me, had the audacity to rupture! Most people, it turns out, don't even survive such an event. And I barely did. An amazing team of doctors in Spokane put me back together (with considerable "remodeling" included), and we returned to Corvallis two weeks later. Signs of return to normalcy had barely begun when what commenced was a frustrating series of unanticipated complications; there were four more hospitalizations, three more surgeries, and about three months living in a rehab center. As I write this, a large surgical wound requires daily treatment, walking is slow and painful, and I can't yet envision maneuvering a Dial-A-Bus vehicle around town to transport some of my favorite people. Perhaps needless to say, I have had just about enough.

Here are some of the things I have learned over the past several months, mostly spent in hospital beds.

- 1) We are blessed with an abundance of good nurses, doctors, and aides. A good nurse can achieve wonders; a bad one can make your life miserable.
- 2) Some visitors don't seem to know when to leave.
- 3) Life is ever so much more enjoyable when you're not constipated.
- 4) The human body is the greatest, most complex miracle of all. It is also terribly precarious.
- 5) One should be alert at all times while playing a game of Bingo with a group of centenarians in wheelchairs. Believe me, they are world-class competitors.
- 6) As a place to achieve restful sleep, the typical hospital ranks right behind the median strip on I-5.
- 7) Every health care facility should include at least one dog and a couple of cats.
- 8) Never wait until you actually need something to press your "call button," or you'll be sorry.
- 9) There is nothing more important to cure from illness than a loving, patient, courageous life partner. Mine has been at my side for fifty years, and I definitely wouldn't be here now without her constant support and encouragement.
- 10) I really miss "normal" life, and that certainly includes all of my friends and activities at Dial-A-Bus.

I'll be back soon. Now, fasten your seatbelts, and have a safe ride.

Help Dial-A-Bus Get New Computers

Do you know any current Hewlett Packard employees who would like to sponsor Dial-A-Bus in their Product Giving Campaign? If you do please contact Celeste at (541)757-2514.

Quilt Raffle

Every year Dial-A-Bus has only one fundraiser. This event is used to raise money for our Subsidy Fund. This year we raised over \$2200.00!

Dial-A-Bus would like to thank the following for their generous contributions: Lynne Grube; who supplied the grand prize of a hand made quilt, Browsers Books, Cirellos Pizza, Country Vitamins, Creative Crafts, First Alternative Natural Foods, Fitness over 50, Francesco's, Garland Nursery, Highland Bowl, Jamba Juice, Leading Floral Co., Les Schwab, Phagan's Beauty College, Richey's Market, Sibling Revelry, Splish Splash, Stockers Vitaworld, Togo's, University Hero, Zia Southwest Cuisine, Sea Star Enterprises, Second Glance, Papa's Pizza, Golden Crane and the Whiteside Theatre Foundation for advertising the raffle on their marquee.

Also a big thanks needs to be extended to our volunteers, Magic Mirror and the Lions Club in Corvallis.

Subsidy Fund

Dial-A-Bus realizes that many of our clients are on limited budgets, but still need the ability to use our services to accomplish the tasks that they need to do to remain independent and successful in their personal lives.

Many years ago we established a Subsidy Fund to provide monthly support to those customers who need some financial assistance to pay for their fares. The Subsidy Fund is replenished yearly by the Quilt Raffle.

The subsidy can pay for a portion of a qualifying client's quarterly balance. To be eligible a customer must have an annual income of less than \$16,000 and be at least 60 years or age and/or ADA certified by the Corvallis Transit System. Subsidies will be available only to current Dial-A-Bus clients who reside in Benton County.

Making Reservations

We receive hundreds of calls per day. To help us help you the following information is what we need when making a reservation or leaving a message.

Reservations:

Name
Date of Reservation
Time of Reservation
Pick Up Location Address
Drop Off Location Address

Messages

Name
Phone Number
Date of Reservation
Time of Reservation
Pick Up Location Address
Drop Off Location Address

Write-Offs

The fee that Dial-A-Bus charges for transportation is a nominal fee that covers only a fraction of the actual cost of the trip. Our program relies on the fares paid by our clients to maintain operations. Even though the revenue brought in by those fares may only be a small percentage of the budget, we are a non-profit and every penny counts.

This past October, we had to write-off over \$2400.00! Due to those write-offs we will now have a new policy regarding payments.

Bills are sent out quarterly in October, January, April and July. Any customer with a balance forward from a past billing cycle when the new billing comes out will need to pay their balance to renew service.

For instance you receive your bill in January, but do not pay it, in April your service will be suspended until the balance for the January bill is paid. Rides will not be scheduled until the unpaid balance has been remitted. Dial-A-Bus provides a vital service to our community and we need your help in keeping the program viable for all.



DONORS FOR FISCAL

Aas, Vera
Ackerman, Patricia
Albright, Maxine
Aleman, Henry
Andresen, Madeline
Andrews, Ann
Armstrong, Kay
Armstrong, Theresa
Arnsberger, Helen
Bailey, Janelle
Bakalinsky, Irene
Ball, Crosby
Ballard, Ben
Barnett, Cecil
Barry-Pastega, Loretta
Bazzano, Nancy
Becker, Helen
Beddingfield, Betsy
Bede, Red & Ruth
Bentley, Charles
Beuter, J.
Bhatt, Chandra
Block, Alice
Bond, Lenora
Boss, Alice
Bostwick, Evelyn
Bradshaw, Jeff
Breaux, Barbara

Brett, Florence
Briggs, Charles
Broadley, Martin
Brookey, Mildred
Brown, Margaret
Brown, Trudy
Brumley, Bernice
Burke, Janice
Burmeister, Doris
Cameron, Gloria
Carr, Virginia
Cerna, Juana
Cheney, Betty
Chipman, Georgia
Christensen, Marion
Claypool, Donald
Cleaver, June
Close, Rosemarie
Connolly, Doris
Cook, Jack

Cooper, Betty
Crawford, Joyce
Crowson, Elizabeth:
In Memory of Lucille Loving
Crowson, Rebecca
Custer, Bob/Gerry
Cutler, Arlene
D'Ambrosio, L.
Daubenspeck, Marjory
Davis, Irene
Deadrick, Irene
DeGarmo, Thomas
DeKuyper, Janet
Delosky, Bernard
Delson, Estelle
Deneve, Christine
Desilva, Swarna
Dillon, Sharon
Dinan, Angie
Dishong, Donald
Domagala, Helen
Doudoroff, Eve-Mary
Douglas, Pat
Drahn, Shirley
Drost, Leona
Durham, Marvin
Engle, Robert & Veneta
Fergus, Andrew

Ferrell, William
Fessenden, Bob
Field, Elinor
First Cong.Church
Fisk, Kurt
Fisk, Sarah
Flegel, Ethel Mae
Ford, Elinor
Foster, Ethel
Fowler, Art
Franzosa, Dorothea
Friedman, Lori
Fritz, Hettie
Funk, Rachel
Futrell, Ernestine
Gammage, Erica
Garrison, Louise
Gates, Ruth
Gaventa, Shirley
Gibbs, Gordon

Gihl, Janet
Giving Circle
Golden, Harriet
Grant, Marjorie
Greenawalt, Harold
Greene, Teri
Guillen, Maria
Gunn, Janet
Hampton, Adeline
Hanson, Ladine
Hargraves, Ruth
Hayes, Barbara
Hayes, Pat
Haynes, Denise
Heart of the Valley-Samaritan
Hedrick, Irene
Henderson, Barbara
Herron, Mary
Hewitt, Marylou
Hill, Connie
Hinckley, Nora
Hindawi, Lily
Hoffman, Joan
Hollos, Maria
Howland, Ruth
Hubert, Sarah
Hunter, Beverly
In Memory of :
Elizabeth Thomas & Margaret
Smith
Isensee, Sheri:
In Memory of Evelyn Isensee
Itami, Merry
Janssen, Betty
Jeffries, Margarita
Johnson, Ileana
Kenney, Pat
Kent, Clifford
Kiwanis Club of Corvallis
Klein, Evelyn
Lane, Jeanne
Lavender, Denis
Lavrakas, Leftieris
Lawrence, Muriel
Leach, Jeanette
Lee, Jong
Lemon, Berlan
Lillig, Jean
Littlejohn, Solvig

YEAR 2008 TO 2009



Lockwood, Aileen
Long, Beverly
Long, David
Lopp, Violet
Luebbert, Edwin
Lynch, Elizabeth

Macpherson, Katharine & Hector
Maltbie, Beverly
Mark, Jean
Marsh, James
Marshal, Juanita
Martin, Betty
Marys Peak Sierra Club
Massey, Marlene
May, Norma S.
May, Virginia
Meehan, Margaret
Mendioal, Jose & Rosa
Menino, Gertrude
Meskimen, Betsy
Millemann, Eva
Minnick, Miriam
Moe, Estora
Moore, Duane
Mt. View Extension
Muska, Gladys
Nadalinski, Alexander
Natsoulas, Popi
Nelson, Ronald
Neville, Stephen and Lynne
Niemi, Mercy & Alfred
Nilles, Sally
Nunery, Mary
Olleman, Ruth
Patterson, Marian
Phelps, Cathy
Phelps, Stan
Phillips, Vera
Powelson, Mary
Primrose, Evalyn
Rachele, Lillian
Radovsky, Judy
Ramage, (Helen) Lea
Reese, Sharon
Reporter, Minocher & Cleo

Ries, Shelley
Rivera, Sheila
Roberts, William
Robinson, Bonnie
Robison, Phil
Ron & Linda Hathaway:

In memory Shirley Drahn
Roner, Tommy Jean
Ross, Lucille
Rosser, Tom
Runnion, Regina
Russell, Jerry
Rutland, Louise
Sansregret, Jane
Saul, Lili
Schuytema, Phyllis
Schwarzler, Judy
Scott, Mary
Semon, MaryLou
Shermer, Patricia
Shirley, Ann
Shoemaker, Clara
Shoemaker, Clara
Sippos, George
Smith, Anson
Smith, Ella
Smith, Eva
Smith, Inez
Smith, Joyce
Smith, Joyce
Smith, Patricia
Smith, Pete
Somppi, Bill & Louise
Southers, Laura
Sprick, George
Stanton, Edith
Steinmann, Steven
Stephan, Elona
Strawn, Barbara
Strawn, Zelma
Stuber, William
Stufflebeam, Eva
Stumm, Hans
Swanson, Marion
Sweet, Frances

Temple, Paula
Thingvold, Martin
Thomas, Mary:
In Memory of Joe Thomas
Thompson, Beverly
Thompson, Lila

Thornton, Betty
Thorson, Alene
Tilrum, Harold
Trosper, Paul
Van Gent, Freida
Vance, Janet
VanGent, Frieda
Varella, Marina
Varvel, Peg
Vesely, Lois
Vincent, Suzy
Waggle, Myrtle
Wakeling, Rita
Wald, Bonnie
Walden, Darlene
Wales, Brenda
Ward, Jerry
Watson, Freda
Webster, Eunice
Wegelt, Gloria
Well, Marian
White, Catherine
Williams, Dave
Williams, John C & Dorothy
Wishon, Sandra
Wong, Elise
Woods, Margaret
Woodward, Jane
Yantz, Helen
Zuschlag, Kenneth & Jean

**Thank you for
your generous
contributions.**

Common Misconceptions

Over the years we have heard a number interesting facts about the program that misrepresent the true mission and services provided by Dial-A-Bus. The following items are myths followed by the truth.

Myth: Dial-A-Bus is a government program.

Truth: We are a non-profit organization under the Federal Tax Code 501(c)3. Our program receives money from state and federal grants that subsidize the fares we charge to our customers. This money is allocated to Dial-A-Bus through the Special Transportation Committee and the money funnels through Benton County. The funds are not guaranteed to be given to us. Every five years we need to submit a formal request for proposal to compete for the funding and the committee decides if we receive them.

Myth: Dial-A-Bus is a program of Benton County.

Truth: Again as stated above we are a non-profit that provides service to Benton County through a contract, but we are not a county entity.

Myth: Dial-A-Bus generates a lot of income from fares.

Truth: We strive to maintain the lowest fare schedule possible. The actual cost of a ride is \$15.00, which is much lower than the national average of \$22.00. The fares that are paid by our customers are part of the operating budget and are an integral factor in keeping the vehicles on the road.

Myth: Dial-A-Bus has a lot of money to spend; they use a Cadillac to transport people.

Truth: Yes we do have a Cadillac, but it was donated to us by one of our riders over a year ago. The car had very low mileage, well below the average of the fleet. We also have a Nissan Maxima that was donated to the program. All of our other sedans were purchased with grant money from the Oregon Department of Transportation. Our Strategic Plan calls for the replacement of our current fleet over the next few years with hybrid vehicles that are more environmentally and economically friendly.

Myth: Dial-A-Bus has a brand new facility, they don't need any help.

Truth: The building we are in is a rented modular located on City of Corvallis property. Prior to being in this building we were located in the Senior Center with only 300 square feet of office space! The City of Corvallis is allowing our program to keep the facility here until the spring of 2013. After that time we need to find a new home for Dial-A-Bus. We have looked around Corvallis and come to the conclusion that we need to purchase property and build our own building. To accomplish this we need everyone's help to raise the funds needed.

Myth: Dial-A-Bus takes all the parking at the Senior Center.

Truth: Six of the buses are parked at the Senior Center in a special area designated for bus parking on the south side of the building with two other buses located at St. Mary's Catholic Church through an agreement we have with them. We have one spot available for a vehicle in the north side parking lot at the Senior Center. All other vehicles associated with the program are parked on the street, including staff and volunteer vehicles.

Thanksgiving Call-In Changes

Dial-A-Bus will be closed on November 26 and 27th for the Thanksgiving Holiday. To alleviate the congestion of incoming calls for scheduling the Monday following the holiday we have decided to alter the call in schedule for the days preceding Thanksgiving.

Normally we are able to schedule from one(1) to seven(7) days in advance. Beginning on Friday November 20th we will allow customers to schedule up to 9 days in advance and this will continue until Wednesday November 25th, after November 25th we will resume the normal one (1) to seven (7) days in advance. See the schedule below for the holiday call in change:



CALL IN DATE	DATES YOU CAN SCHEDULE
Friday November 20	Saturday Nov. 21 st to Sunday Nov. 29 th
Saturday November 21	Tuesday Nov. 24 th to Monday Nov. 30 th
Sunday November 22	Tuesday Nov. 24 th to Tuesday Dec. 1 st
Monday November 23	Tuesday Nov. 24 th to Wednesday Dec. 2 nd
Tuesday November 24	Wednesday Nov. 25 th to Thursday Dec. 3 rd
Wednesday November 25	Tuesday Dec. 1 st to Friday Dec. 4 th

Dial-A-Bus Closures

Services End at 4 PM on Thursday December 24th

No Service Friday December 25th

Services End at 4 PM on Thursday December 31st

No Service Friday January 1st



CAPITAL CAMPAIGN CONTRIBUTION	
Please accept my contribution of \$ _____ as a donation to the Capital Campaign Fund for Dial-A-Bus.	
Funds from the Capital Campaign will provide a permanent facility for Dial-A-Bus.	
Name:	_____
Address:	_____
Phone:	_____

Do you have Email? Would you like to help Dial-A-Bus save paper? We can send you our newsletter via email! Just call Celeste at 757-2514 to be added to the email list.

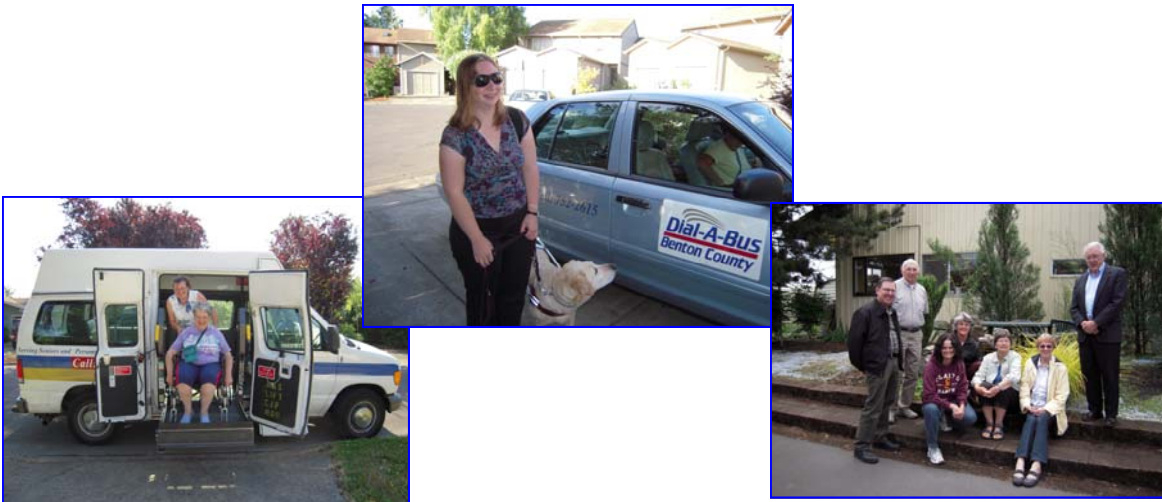


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dialabus@freeshell.org

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Mission Statement

Providing for the special transportation needs of seniors and persons with disabilities in Benton County