

Salem Area Mass Transit District
BOARD OF DIRECTORS MEETING

Thursday, February 23, 2023 at 6:30 PM

This meeting is open to the public, please see page 2 for available formats.

AGENDA

I. CALL TO ORDER	
A. Note the Attendance for a Quorum	
B. Pledge of Allegiance	
C. Safety Moment	
II. ANNOUNCEMENTS AND CHANGES TO AGENDA	
III. PRESENTATION(S)	
A. Customer Satisfaction and Community Value Surveys Presentation	4
B. TransDASH FY2023 Q2 Presentation	12
IV. PUBLIC COMMENT *	
V. CONSENT CALENDAR **	
A. Approval of Minutes	17
1. January 26, 2023 Board of Directors Executive Session	
2. January 26, 2023 Board of Directors Work Session	
3. January 26, 2023 Board of Directors Meeting	
B. Routine Business Items	24
1. Appoint new member to Statewide Transportation Improvement Fund Advisory Committee (STIFAC)	
VI. ITEMS DEFERRED FROM THE CONSENT CALENDAR	
VII. ACTION ITEMS	30
A. Authorize contract with Creative Bus Sales Inc. for purchase of category D vehicles	
VIII. INFORMATIONAL REPORTS	
A. Performance FY2023 Q2 Report.....	32
B. Strategic Plan FY2023 Q2 Report	71
C. Financial FY2023 Q2 Report	78
IX. GENERAL MANAGER'S REPORT	

X. BOARD OF DIRECTOR REPORT ***

XI. ADJOURNMENT

Next Regular Board Meeting Date: Thursday, March 23, 2023

Available meeting formats:

- In Person: Senator Hearing Room at Courthouse Square, 555 Court Street NE, Salem, Oregon 97301
- Zoom Gov.: Meeting ID: 161 750 1876 | Passcode: 581378
Go to: <https://cherriots-org.zoomgov.com/j/1617501876?pwd=MW1obXdqdkhVa3FMZlczYzIzdExuZz09>
- Comcast Channel 21
- Live Stream: <https://www.capitalcommunitymedia.org/all>
- One Tap Mobile: + 16692545252,,1617501876#,,,,*581378# US
- Landline Phone: +1 669 254 5252 US

***Public Comment:** Designated time for community members to testify before the board on any items of Board business, being limited to three minutes. Public Comments are accepted in writing, by email, in person, or by ZoomGov (Written testimony will be submitted and entered in to the record if it is received by 5:00 P.M. on the day of the meeting).

Email: Board@cherriots.org

Mail: Attn: Cherriots Board, 555 Court St. NE, Suite 5230, Salem, OR 97301

****Consent Calendar:** Items are considered routine and are adopted as a group by a single motion, unless a Board member requests to withdraw an item. Action on items pulled for discussion will be deferred until after adoption of the Consent Calendar.

***** Board of Director Report:** Time for Board members to report on transit-related issues through committee and meeting participation, citizen communications, or special projects they are participating in as representatives of the District.

Virtual Meetings: The Board of Directors meeting is a public meeting; in a place that is ADA- accessible. Board meetings will also be available via *ZoomGov*. The meeting I.D. and passcode are below the agenda.

Closed Captioning (CC): *ZoomGov*'s live streaming platform includes Closed Captioning (CC). It is a good tool for aiding viewer participation in the meeting. However, CC does not always translate accurately.

Alternate Formats: This is a public meeting in a place that is ADA accessible. With 48 hours of notice, auxiliary hearing aids and services, and alternate formats for individuals with limited English proficiency are available. Requests can be made to the Clerk of the Board by phone at 503-588-2424 or with the assistance of TTY: Oregon Relay Services at 1-800-735-2900 (or 711). Cherriots administration office hours are Monday-Friday from 8:00 AM to 5:00 PM.

Electronic Copies of the Board's meeting agenda packet are distributed by email 6-7 days prior to the meeting. The agenda packet is also included on the Cherriots website under Public Meetings and Notices at: <https://www.cherriots.org/meetings/>.

Email Distribution List: To add your email address to the Board's meeting distribution list, please send your email address to the Clerk of the Board at publictestimony@cherriots.org.

Reuniones Virtuales: La reunión de la Junta Directiva es una reunión pública; normalmente en un lugar accesible según la ADA. Las reuniones de la junta también estarán disponibles a través de ZoomGov. La reunión I.D. y el código de acceso están en la parte superior de la agenda

Subtítulos ocultos (CC): la plataforma de transmisión en vivo de ZoomGov incluye subtítulos ocultos (CC). Es una buena herramienta para ayudar a los espectadores a participar en la reunión. Sin embargo, CC no siempre se traduce con precisión.

Formatos alternativos Esta es una reunión pública en un lugar accesible a la ADA. Con 48 horas de anticipación, se encuentran disponibles audífonos y servicios auxiliares, y formatos alternativos para personas con dominio limitado del inglés. Las solicitudes se pueden hacer al Secretario de la Junta por teléfono al 503-588-2424 o con la ayuda de TTY: Oregon Relay Services al 1-800-735-2900 (o 711). El horario de oficina de la administración de Cherriots es de lunes a viernes de 8:00 A.M. 5:00 P.M.

Se distribuyen copias electrónicas del paquete de la agenda de la reunión de la Junta por correo electrónico 6-7 días antes de la reunión. El paquete de la agenda también se incluye en el sitio web de Cherriots en Reuniones públicas y avisos en: <https://www.cherriots.org/meetings/>.

Lista de distribución de correo electrónico: para agregar su dirección de correo electrónico a la lista de distribución de reuniones de la Junta, envíe su dirección de correo electrónico al Secretario de la Junta a publictestimony@cherriots.org.



BOARD MEETING MEMO

Agenda Item III.A

To: Board of Directors
From: Patricia Feeny, Chief Communications Officer
Thru: Allan Pollock, General Manager
Date: February 23, 2023
Subject: Customer and Community Survey Results

ISSUE

Shall the Board receive the results of the Customer Satisfaction Survey and the Community Value Survey?

BACKGROUND AND FINDINGS

With a new, refined vision and mission, along with additional values, the District is in an ideal position to engage the community and serve its riders.

In the fall of 2022, the District's TransPRO partners conducted two surveys. The results of which, allows the District to gauge if the agency is successfully meeting the needs and expectations of customers and community members and where improvements can be made.

The Customer Satisfaction Survey launched in November with 419 fixed-route customers surveyed over the course of five days. In early December, 335 paratransit customer surveys were completed over 18 days.

The purpose of this survey is to support the District's efforts to establish a baseline Net Promoter Score for local, regional and paratransit services and include an assessment of various elements such as satisfaction with existing transit facilities, the impression of safety, and other aspects of agency operations.

The Community Value Survey was conducted December 10th – 22nd, by a third-party call center, who collected 391 surveys in Salem and Keizer.

This survey establishes a baseline for the community value success outcome, which is the percent of the community that sees value in the agency. It also included an assessment of the community's perception of safety, transit facility amenities and functions, and other aspects of agency operations.

Both surveys serve as the foundation for the successful execution and completion of components of the SAMTD Strategic Plan. TransPRO will conduct another Customer Satisfaction Survey and Customer Value Survey later this year.

TransPro's James Rubin is here this evening to present the survey results.

FINANCIAL IMPACT

None. Information only.

RECOMMENDATION

Staff recommends that the Board receive and file the results of the Customer Satisfaction Survey and the Community Value Survey.

PROPOSED MOTION

None.
















Customer Experience Survey
Fixed Route and Paratransit, Wave 1

CHERRIOTS Salem Area Mass Transit District
Board of Directors Meeting
February 23, 2023

TransPro
Driving Excellence

Agenda

-  **Customer Experience Survey**
-  **Fixed Route Bus**
 -  Methodology
 -  Results Overview
 -  Survey Results
-  **Paratransit**
 -  Methodology
 -  Results Overview
 -  Survey Results
-  **Community Value Survey**
 -  Methodology
 -  Results Overview
 -  Survey Results

TransPro
Driving Excellence

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Fixed Route Bus




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Results Overview




95% of customers are satisfied with the bus service.

96% of Fixed Route customers believe Cherrriots provides value to the community.

Customers are MOST satisfied with...

-  ▶ Timeliness of getting to their destination (94%)
-  ▶ Feeling safe on the bus (93%)
-  ▶ Buses operating on the days needed (92%)

Customers are LEAST satisfied with...

-  ▶ Bus cleanliness (63%)
-  ▶ Feeling safe waiting for the bus (80%)
-  ▶ Buses operating at the times needed (82%)


Top 3 Most Important Elements of Service to Customers








1. On-Time Performance
2. Travel time
3. Hours of operation

TransPro
Driving Excellence

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Methodology



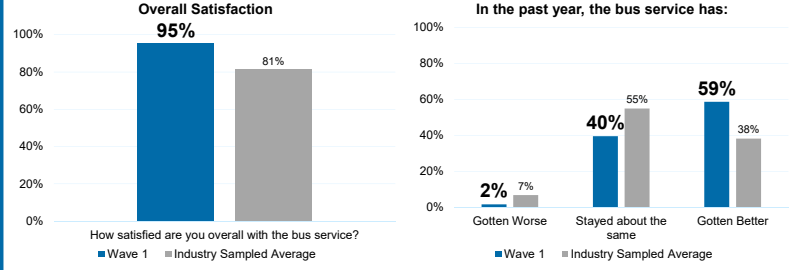
-  **419** customers surveyed
-  5 days in the field
November 11 - 15, 2022
-  Administered by trained, local surveyors using Android tablets.
-  Customers were given one all-day pass as an incentive for completing the survey.
-  Targeted customers riding or waiting for the bus throughout the day to obtain a representative sample based on latest Cherris ridership data.
-  Surveyed every 4th customer to ensure random sampling.
-  Results are accurate at 95% confidence with a margin of error of $\pm 4.8\%$.

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Overall Satisfaction



- 95% of customers are satisfied with service.
- 59% say service has gotten better in the past year – only 2% say it has gotten worse.



Overall Satisfaction

Category	Wave 1	Industry Sampled Average
How satisfied are you overall with the bus service?	95%	81%


In the past year, the bus service has:

Category	Wave 1	Industry Sampled Average
Gotten Worse	2%	7%
Stayed about the same	40%	55%
Gotten Better	59%	38%

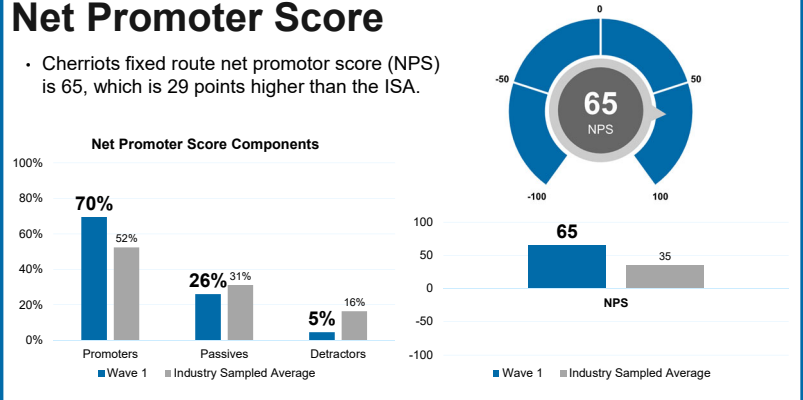
Cherris Customer Experience Surveys – Fixed Route Bus, Wave 1 | November 2022

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Net Promoter Score



- Cherris fixed route net promotor score (NPS) is 65, which is 29 points higher than the ISA.



Net Promoter Score Components

Category	Wave 1	Industry Sampled Average
Promoters	70%	52%
Passives	26%	31%
Detractors	5%	16%


NPS Score

Category	Score
Wave 1	65
Industry Sampled Average	35

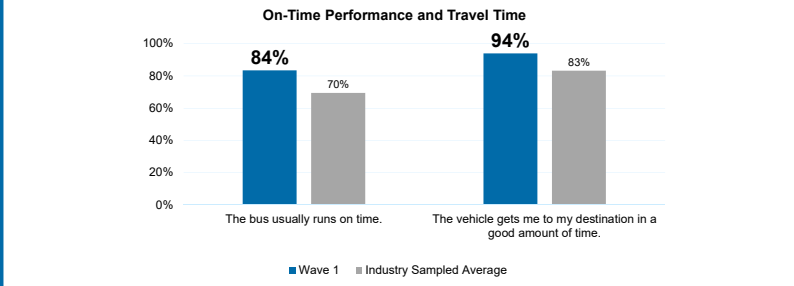
Cherris Customer Experience Surveys – Fixed Route Bus, Wave 1 | November 2022

7

On-Time Performance and Travel Time



- Satisfaction with on-time performance (84%) is 14 points higher than the ISA (70%).
- 94% of customers are satisfied with travel time.



On-Time Performance and Travel Time

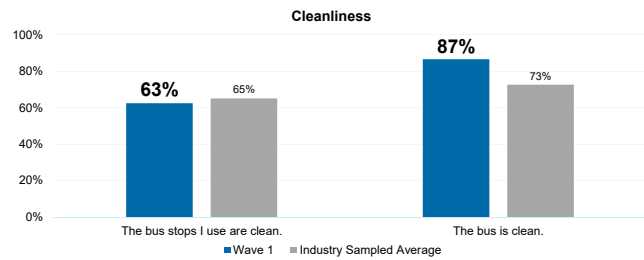
Category	Wave 1	Industry Sampled Average
The bus usually runs on time.	84%	70%
The vehicle gets me to my destination in a good amount of time.	94%	83%

Cherris Customer Experience Surveys – Fixed Route Bus, Wave 1 | November 2022

8

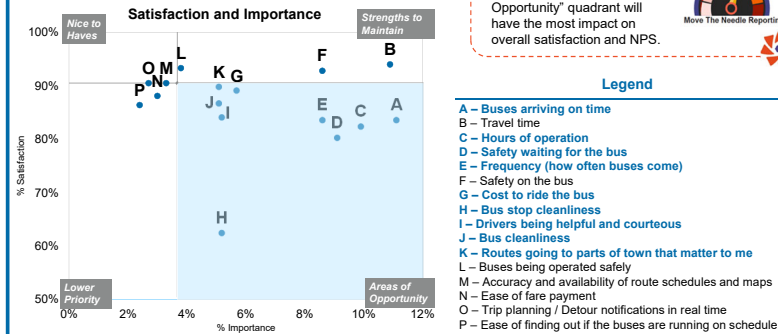
Cleanliness

- Bus stop cleanliness is the attribute with which customers are least satisfied (63%).
- Customers are substantially more satisfied with bus cleanliness (87%), which is also substantially higher than the ISA of 73%.



Key Driver Analysis

TransPro Insight
Improvements in satisfaction with attributes in the "Areas of Opportunity" quadrant will have the most impact on overall satisfaction and NPS.



Paratransit

Results Overview

95% of customers are satisfied with the paratransit service.

Customers are **MOST** satisfied with...



- ▶ Safety on vehicles (97%)
- ▶ Vehicles being operated safely (97%)

Customers are **LEAST** satisfied with...



- ▶ Vehicles arriving on time (96%)
- ▶ Drivers being friendly and helpful (96%)
- ▶ Fare price (93%)

Top 3 Most Important Elements of Service to Customers

1. On-time performance
2. Friendly and helpful drivers
3. Easy and convenient trip planning

Methodology



Telephone calls to customers who have taken at least one trip in the previous 6 months through random sampling.



335
completed surveys



18 days
December 2 - 14, 2022



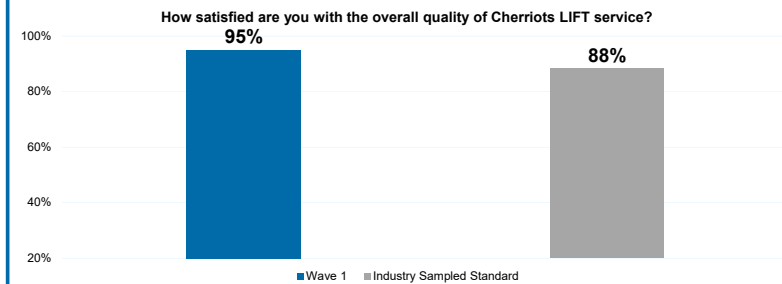
95% confidence level
+/- 5.4% margin of error



Administered by trained surveyors

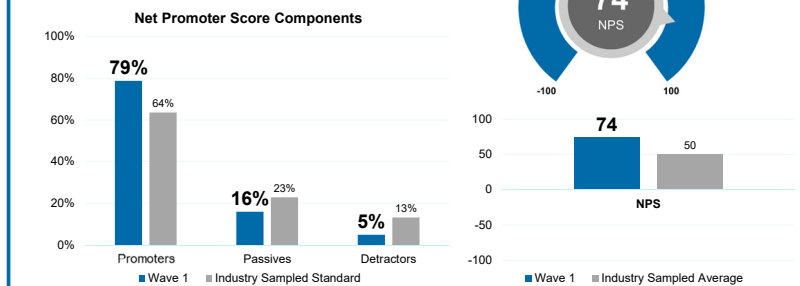
Overall Customer Satisfaction

- 95% of customers are satisfied with Cherriot's Paratransit Service.



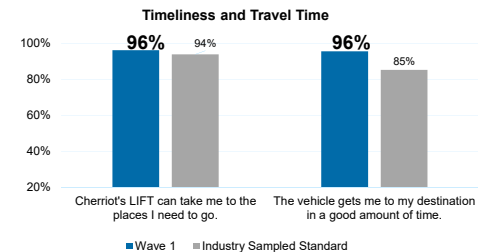
Net Promoter Score

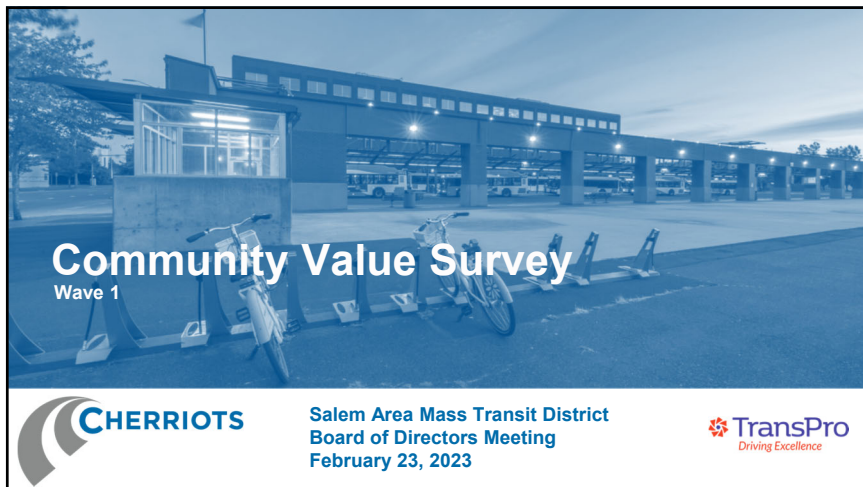
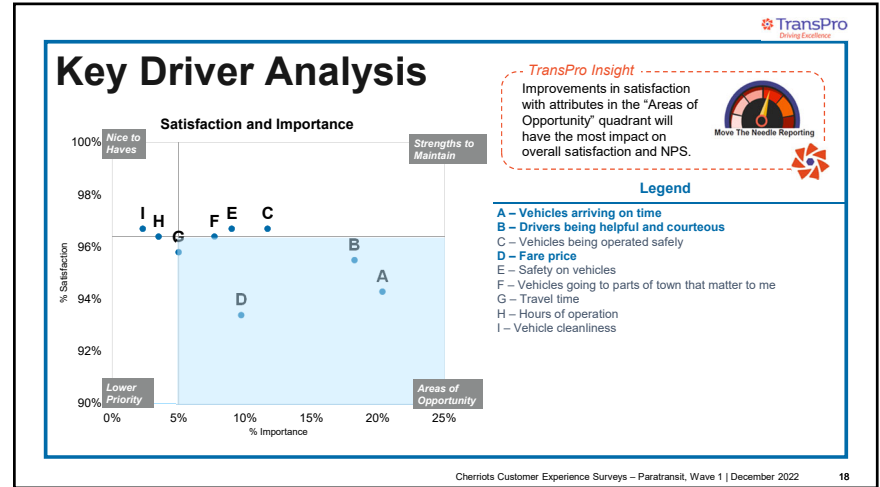
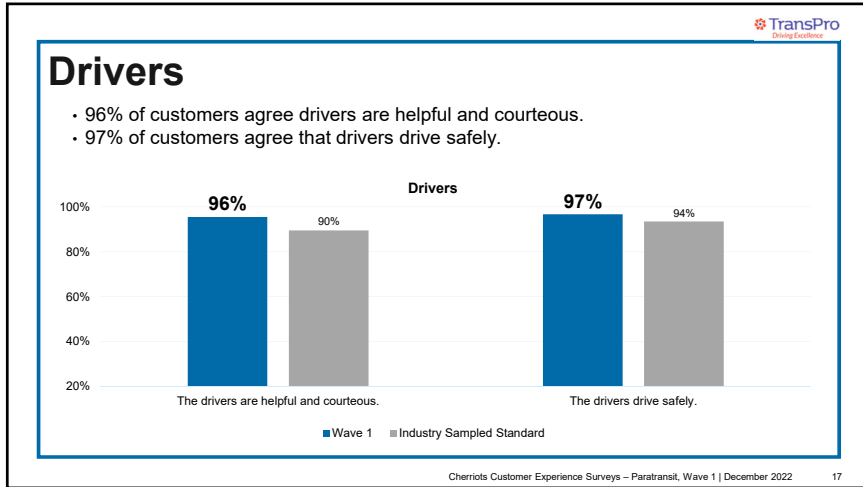
- Cherriot's Paratransit NPS is 74, which is 24 points above the ISA.



On-Time Performance and Travel Time

- 96% of customers agree LIFT can take them where they need to go.
- 96% of customers agree LIFT gets them to their destination in a good amount of time.





Methodology
Execution and Analysis

- 391 surveys were collected in Salem and Keizer by a third-party call center from December 10 – 22, 2022.
- Results are weighted to ensure the data collected resembles the community Cherriots serves. Responses are grouped by their gender and age range and weighted based on the survey count in each category compared to demographics in the Salem and Keizer communities.
- Results are statistically valid at the 95% confidence level with margin of error +/- 4.85%.
- Select questions are compared to TransPro's industry database containing community survey data from other transit agencies, including CATS Charlotte, MATA Memphis, RTD Denver, RTA Cleveland and VIA San Antonio. Industry Sampled Averages (ISA) are calculated using a 2-year rolling average.

Cherriots Community Value Survey | Wave 1 20

Results Overview

8 out of 10 community members feel Cherriots is valuable to the community.

Community Members believe Cherriots brings the **MOST** value with...



- ▶ Providing access to jobs (88%)
- ▶ Providing transportation options to people with special mobility needs (88%)

Community Members believe Cherriots brings the **LEAST** value with...

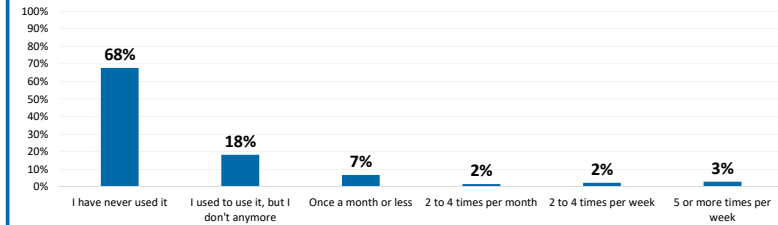


- ▶ Providing opportunities for locating affordable housing (40%)
- ▶ Managing financial resources well (31%)

Cherriots Usage and Trip Frequency

- **18%** of respondents **used to use Cherriots**, but don't anymore. **68%** have **never used Cherriots**.
- Of the 14% of respondents who currently use Cherriots, **22%** use it **5 or more times per week**. **17%** use is **2-4 times a month**. **50%** use Cherriots **once a month or less**.

On average, how often do you ride Cherriots, which could include Cherriots buses and LIFT?



Community Value and Awareness

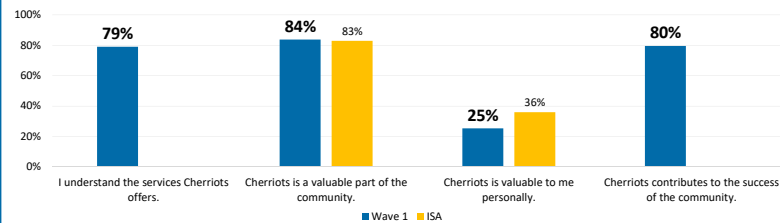
- **79%** of respondents **understand the services Cherriots offers**.
- **84%** of community members feel Cherriots is a **valuable part of the community**, and **25%** of respondents feel Cherriots is **personally valuable**, compared to the Industry Sampled Average (ISA) of 36%.

TransPro Insight

Even though only 14% of respondents regularly use the service, 84% of respondents say Cherriots is a valuable part of the community.



Awareness and Value





BOARD MEETING MEMO

Agenda Item III.B

To: Board of Directors
From: Bobbi Kidd, Strategic Initiatives Administrator
Thru: Allan Pollock, General Manager
Date: February 23, 2023
Subject: TransDASH FY2023 Q2 Report

ISSUE

Shall the Board receive the second quarter report of the FY2023 Cherriots TransDASH dashboard?

BACKGROUND AND FINDINGS

The District is partnering with TransDASH in order to clearly communicate the value Cherriots brings to our community. TransDASH allows users to view transit agency performance in each of the national outcomes and associated metrics, including peer comparisons and trends over time. All metrics are presented in an interactive dashboard that allows users to filter and create unique views.

In the second quarter the Cherriots' selected value metrics, aligned with the District's Strategic Plan, were able to be reported in our new TransDASH dashboard.

FINANCIAL IMPACT

The FY2023 budget includes funds for year one of implementation of the Strategic Plan.

RECOMMENDATION

None. For informational purposes only.

PROPOSED MOTION

None. For informational purposes only.


CHERRIOTS October to December 2022



TransDASH
Value Over Volume

February 23, 2023

CHERRIOTS October to December 2022



Today's Agenda

- Congratulations
- TransDASH Agencies and National Dashboard
- Transit's Value Over Volume Outcomes
- Vision, Mission, and Values
- Success Outcomes, Goals, and Indicators
- Introducing the Cherriot's TransDASH Dashboard
- Dashboard Summary
- Next Steps
- Future Important Dates

TransDASH 2

CHERRIOTS October to December 2022












Congratulations on completing your first quarter as a TransDASH transit industry innovator!

- Measuring what matters
- Monitoring meaningful outcomes
- Clarity of success with quantifiable goals
- Quarterly updates
- Easy and accurate reporting
- Informed stakeholders
- Benchmarking with peers and the nation
- Telling Cherriot's community value story

3 TransDASH

CHERRIOTS October to December 2022



 Long Beach Transit (LBT) Long Beach, CA	 Salem Area Mass Transit District (CHERRIOTS) Salem, OR	 Regional Transportation District (RTD) Denver, CO	 Charlotte Area Transit System (CATS) Charlotte, NC
 Capital District Transportation Authority (CDTA) Albany, NY	 VIA Metropolitan Transit (VIA) San Antonio, TX	 Interurban Transit Partnership (RAPID) Grand Rapids, MI	 Lane Transit District (LTD) Eugene, OR

TransDASH Round 1 Participating Agencies

TransDASH National Performance Dashboard

4 TransDASH

CHERRIOTS October to December 2022

Measuring public transportation's value to all stakeholders: customers, communities, and taxpayers

- Ridership
- Satisfaction
- Connectivity
- Climate
- Health
- Congestion
- Community Relevance
- Equity
- Productivity
- Economic Impact

TransDASH ⁵

CHERRIOTS October to December 2022

Vision
We Deliver Valued Mobility Options that Inspire Community Pride.

Mission
Creating Community Connections.

TransDASH ⁶

CHERRIOTS October to December 2022

Values

- COMMUNICATION**
I promote an open, respectful dialogue with our customers, community partners, and my teammates.
- HUMILITY**
I will serve others with compassion and empathy.
- EXCELLENCE**
I will deliver world-class customer experience.
- RESPECT**
I will honor my team and community with my words, actions, and behaviors.
- RESOURCEFUL**
I will adapt to find efficient and innovative ways to overcome challenges and be willing to take initiative to achieve success.
- INCLUSIVE**
I recognize and honor diversity and will act with integrity, promoting decisions and actions that are equitable and align with being an inclusive agency.
- OWNERSHIP**
I am empowered to take actions that contribute to good stewardship and community trust.
- TRANSPARENCY**
I invite trust by fostering honesty and credibility in the eyes of others.
- SAFETY**
I own my role in ensuring Cherriot provides a safe, clean, and secure experience.

TransDASH ⁷

CHERRIOTS October to December 2022

Success Outcome: Community Value

Performance Indicators


- Community Relevance
- Connectivity Index
- Net Greenhouse Gas Emission Benefit
- Connectivity Disparity Index
- Perceived Access
- Perceived Financial Stewardship
- Community Awareness

Goal: Establish baseline
Community Relevance is computed from community surveys, as the percentage who agree that Cherriot provides value to the community.

8 TransDASH

CHERRIOTS October to December 2022

Success Outcome: Customer Satisfaction



Performance Indicators

- Customer Net Promoter Score (cNPS)
- Customer Satisfaction
- On-Time Performance
- Customer Prioritized Metric 1 TBD
- Customer Prioritized Metric 2 TBD

Goal: Establish baseline
cNPS is an index computed from customer surveys as a response to the question, "how likely are you to recommend Cherrlots to friends and family" on a 0 (least likely) to 10 (most likely) scale. The percentage who select 0 to 6 (detractors) is subtracted from the percentage who select 9 or 10 (promoters). The result, ranging from -100 to +100, is the *cNPS*.

9 **TransDASH**

CHERRIOTS October to December 2022

Success Outcome: Culture of Ownership



Performance Indicators

- Employee Engagement
- Employee Satisfaction
- Employees – Mission and Vision
- Employees – Internal Communication

Goal: Increase Employee Engagement score by 5
Employee Engagement is an index computed from employee surveys, with 25% weight given to the percentage who agree "they understand success," "have skills, resources, and tools needed," "feel supervisors provide feedback," and "believe work is a safe environment."

10 **TransDASH**

CHERRIOTS October to December 2022

Success Outcome: Financial Stability



Performance Indicators

- Expenditures to Outcomes
- Budget Adherence
- Customers per Revenue Hour
- Economic Output per Transit O&M Cost

Goal: Expenditure / Revenue Reporting
 Based on agency evaluation.

11 **TransDASH**



CHERRIOTS October to December 2022

Dashboard Summary

<p>Success Outcome: Community Value Goal: Establish baseline Result: Baseline established at 84%</p>	
<p>Success Outcome: Customer Satisfaction Goal: Establish baseline Result: Baseline established at 66</p>	
<p>Success Outcome: Culture of Ownership Goal: Increase Employee Engagement score by 5 Result: Baseline established at 59%</p>	
<p>Success Outcome: Financial Stability Goal: Expenditure / Revenue Reporting Result: On track according to agency</p>	

TransDASH 13

CHERRIOTS October to December 2022

Next Steps

- Finalize dashboard with leadership and board
- Integrate dashboard into agency website
- Go public with dashboard and promote
- Analyze results and update strategic plan
- Use peer benchmarking to identify best practices
- Think about metrics to add or subtract for next quarter
- Plan for current quarter data collection

TransDASH 14

CHERRIOTS October to December 2022

Calendar

Quarter Begins	Quarter Ends	Metrics Due	Agency Presentation	National Presentation
Oct 1	Dec 31	Jan 17	Jan 23 to Feb 3	Feb 8
Jan 1	Mar 31	Apr 17	Apr 24 to May 5	May 10
Apr 1	Jun 30	Jul 17	Jul 24 to Aug 4	Aug 9
Jul 1	Sep 30	Oct 16	Oct 23 to Nov 3	Nov 8
Oct 1	Dec 31	Jan 16	Jan 22 to Feb 2	Feb 7

TransDASH 15



Salem Area Mass Transit District

Board of Directors Executive Session Minutes

Senator Hearing Room: 555 Court St. NE, Salem, Oregon 97301

January 26, 2023

Attendees:

Board: President Ian Davidson, Directors Ramiro Navarro Jr., Sadie Carney, Maria Hinojos Pressey (Virtual), Sara Duncan (Virtual), and Bill Holmstrom

Staff: General Manager, Allan Pollock – **1.A. Only** and Deputy General Manager, David Trimble – **1.A. Only.**

Guest: Legal Counsel, Sara Sayles (Virtual) and Ron Downs (Virtual) – **1.A. Only**

I. CALL TO ORDER

President Ian Davidson called the executive session to order at 5:05 P.M.
Attendance was noted and a quorum was present.

A. UNDER THE AUTHORITY OF:

ORS 192.660(2)(h) To consult with legal counsel concerning the legal rights and duties of the District with regard to current litigation or litigation likely to be filed

DISCUSSION: The Board received a briefing from legal counsel as it relates to current litigation.

B. UNDER THE AUTHORITY OF:

ORS 192.660(2)(b) To consider the dismissal or disciplining or to hear complaints or charges brought against, a public officer, employee, staff member or individual agent who does not request an open hearing

DISCUSSION: The Board was briefed on the results of an Oregon Government Ethics Commissions complaint filed against General Manager Pollock.

Please note General Manager Allan Pollock, Deputy General Manager David Trimble, and Ron Downs were not present for this portion of the discussion.

II. ADJOURN

President Davidson adjourned the meeting at 5:36 P.M.



Salem Area Mass Transit District
Board of Directors Work Session Minutes

Senator Hearing Room: 555 Court St. NE, Salem, Oregon 97301

January 26, 2023

Attendees:

Board: President Ian Davidson, Directors Ramiro Navarro Jr., Sadie Carney, Sara Duncan (Virtual), and Bill Holmstrom. Absent: Director Maria Hinojos Pressey

Staff: General Manager, Allan Pollock; Deputy General Manager, David Trimble; CHRO, Christina Conner; CFO, Denise LaRue; CCO, Patricia Feeny; COO, Tom Dietz; Service Planning Manager, Chris French; Systems Administrator, Ross Aguilar; Transit Planner II, Ted Stonecliffe; Executive Assistant, Kirra Pressey

Guest: Legal Counsel, Sara Sayles (Virtual)

I. CALL TO ORDER

President Ian Davidson called the work session to order at 5:39 P.M.
Attendance was noted and a quorum was present.

II. PRESENTATION / DISCUSSION

- A. Presentation on Board Stipend was presented by Legal Counsel, Sara Sayles.
- B. Service Planning Manager, Chris French discussed current passenger amenities.

III. GENERAL MANAGER COMMENTS

- A. No discussion on upcoming Board Agenda Items.
- B. No discussion on the Board Calendar.

IV. WORK SESSION ADJOURNED

President Ian Davidson Adjourned the work session at 6:25 P.M.



Salem Area Mass Transit District
Board of Directors Meeting
January 26, 2023

Index of Board Actions

<u>Action</u>	<u>Page</u>
Move that no additional action is warranted regarding matter pursuant to ORS 192.660(2)(b) to consider the dismissal or disciplining or to hear complaints or charges brought against, a public officer, employee, staff member or individual agent who does not request an open hearing	2
Move to adopt Ordinance No. 2023-01 to repeal and replace Ordinance No. 2019-01 to establish SAMTD Fare Categories and Rates; and Establishing an Effective Date	3
Move to approve the Consent Calendar.....	3
1. <u>Approve Minutes</u>	
a. December 15, 2022 Board of Directors Meeting	
b. December 15, 2022 Board of Directors Work Session	
c. December 29, 2022 Special Meeting	
2. <u>Routine Business</u>	
a. Adopt Resolution No. 2023-01	
b. Adopt Resolution No. 2023-02	
Move to Elect Director Sara Duncan as Board Secretary	4
Move to adopt the 2023 federal and state legislative agenda with the addition to the state agenda of HB 2662 at priority level 3	4
Move to authorize the General Manager to execute a three-year contract with four one-year renewal options with Brown & Brown Northwest to provide business insurance brokerage services for a total cost not-to-exceed \$213,240	4

Salem Area Mass Transit District
Board of Directors Meeting Minutes

Senator Hearing Room: 555 Court St. NE, Salem, Oregon 97301

January 26, 2023

Full Video of Board Meeting can be accessed at: https://www.youtube.com/playlist?list=PLSUQ1gg6M78XRjv71iYD_YiUu7ABEx92

Attendees:

Board: President Ian Davidson, Directors Ramiro Navarro Jr., Sadie Carney, Sara Duncan (Virtual), and Bill Holmstrom. Absent: Director Maria Hinojos Pressey

Staff: General Manager, Allan Pollock; Deputy General Manager, David Trimble; CHRO, Christina Conner; CFO, Denise LaRue; CCO, Patricia Feeny; COO, Tom Dietz; Service Planning Manager, Chris French; Contract/Procurement Manager, Dan Knauss; Risk Administrator, Deb Grant; Systems Administrator, Ross Aguilar; Transit Planner II, Ted Stonecliffe; Executive Assistant, Kirra Pressey

Guest: Legal Counsel, Sara Sayles (Virtual); Dale Penn, Kirby Garrett (Virtual), and Waylon Buchan (Virtual)

I. CALL TO ORDER

- A. President Ian Davidson called the meeting to order at 6:30 P.M. Attendance was noted and a quorum was present.

- B. For the Safety Moment, GM Pollock called attention to January being National Blood Donor Month, noting the need for blood donors is ever-present.

II. ANNOUNCEMENTS AND CHANGES TO THE AGENDA

- A. President Davidson announced that prior to the work session, the Board met in an executive session to consider two matters.
 - 1. The first matter pursuant to ORS 192.660(2)(h) to consult with legal counsel concerning the legal rights and duties of the district with regard to current litigation or litigation likely to be filed, in which the Board received a briefing from legal counsel.
 - 2. The second matter pursuant to ORS 192.660(2)(b) to consider the dismissal or disciplining or to hear complaints or charges brought against, a public officer, employee, staff member or individual agent who does not request an open hearing, in which the Board was briefed on the results of an Oregon Government Ethics Commissions complaint filed against General Manager Pollock.

Motion: **No additional action is warranted.**

Motion By: **Director Ramiro Navarro Jr.**

Second: **Director Sadie Carney**

Vote: **Motion Passed Unanimously**

III. SECOND READING OF ORDINANCE No. 2023-01 / CLOSE PUBLIC HEARING

Presenter: Transit Planner II, Ted Stonecliffe

Staff Report: Pg. 5-28

Public comment from Frank Watters regarding Ordinance No. 2023-01 has been considered and recorded.

Motion: **Adopt Ordinance No. 2023-01 to repeal and replace Ordinance No. 2019-01 to establish SAMTD Fare Categories and Rates; and Establishing an Effective Date**
Motion By: **Director Sadie Carney**
Second: **Director Ramiro Navarro Jr.**
Vote: **Motion Passed Unanimously**

IV. PUBLIC COMMENTS

The Board received one written comment from Betzi Spain for their review and consideration. Comment is located in the Board Packet, Item E.

V. CONSENT CALENDAR

Presenter: President Davidson

Staff Report: Pg. 31-126

3. Approve Minutes
 - a. December 15, 2022 Board of Directors Meeting
 - b. December 15, 2022 Board of Directors Work Session
 - c. December 29, 2022 Special Meeting
4. Adopt Resolution No. 2023-01
5. Adopt Resolution No. 2023-02

Motion: **Approve the Consent Calendar**
Motion By: **Director Sadie Carney**
Second: **Director Sara Duncan**
Vote: **Motion Passed Unanimously**

VI. ITEMS DEFERRED FROM THE CONSENT CALENDAR - None

VII. ACTION ITEMS

- A. Shall the Board elect a member to fill the vacant Board Secretary Officer position?

Presenter: President Davidson

Staff Report: Pg. 127-129

President Davidson called upon the board for nominations, at which time Director Ramiro Navarro Jr. nominated Director Sara Duncan as Board Secretary. No further nominations were noted.

Motion: **Elect Director Sara Duncan as Board Secretary**
Motion By: **Director Ramiro Navarro Jr.**
Second: **Director Sadie Carney**
Vote: **President Ian Davidson, Directors Ramiro Navarro Jr., Sadie Carney, and Director Bill Holmstrom**
Abstained: Director Sara Duncan

- B. Shall the Board adopt the proposed 2023 federal and state legislative agenda?

Presenter(s): Dale Penn, Kirby Garrett (Virtual), and Waylon Buchan (Virtual)

Staff Report: Pg. 130-133

Motion: **Adopt the 2023 federal and state legislative agenda with the addition to the state agenda of HB 2662 at priority level 3.**
Motion By: **President Ian Davidson**
Second: **Director Ramiro Navarro Jr.**
Vote: **Motion Passed Unanimously**

- C. Shall the Board authorize the General Manager to execute a three-year contract with four one-year renewal options with Brown & Brown Northwest to provide business insurance brokerage services for a total cost not-to-exceed \$213,240?

Presenter: Risk Administrator, Deborah Grant

Staff Report: Pg. 134-136

Motion: **Authorize the General Manager to execute a three-year contract with four one-year renewal options with Brown & Brown Northwest to provide business insurance brokerage services for a total cost not-to-exceed \$213,240**
Motion By: **Director Sadie Carney**
Second: **Director Ramiro Navarro Jr.**
Vote: **Motion Passed Unanimously**

VIII. INFORMATIONAL REPORTS – None

IX. GENERAL MANAGER'S REPORT

General Manager, Allan Pollock provided the General Manager's report.

X. BOARD REPORT

President Ian Davidson, and Directors provided reports on committees and activities in which they represent SAMTD.

XI. ADJOURN

President Davidson adjourned the meeting at 8:07 P.M.

Respectfully Submitted

Ian Davidson, President



BOARD MEETING MEMO

Agenda Item V.B.1

To: Board of Directors
From: David Trimble, Deputy General Manager
Thru: Allan Pollock, General Manager
Date: February 23, 2023
Subject: Appointment of Fred Evander to the Statewide Transportation Improvement Fund Advisory Committee

ISSUE

Shall the Board appoint Fred Evander, as identified in **Attachment A**, to the term indicated, to serve on the Statewide Transportation Improvement Fund Advisory Committee (STIFAC)?

BACKGROUND AND FINDINGS

During the April 28, 2022 meeting, the Board adopted Resolution No. 2022-02 to amend the Bylaws governing procedures and conduct of the STIFAC. The amendment was needed to address the changes caused by the merger of the STIF and Special Transportation Fund (STF) programs. The resulting changes included a need to appoint a new advisory committee under the direction of Oregon Administrative Rule (OAR) 732-040-0030 and 732-040-0035.

At that meeting the Board appointed eight members to the STIFAC. Six current members of the STFAC and STIFAC were appointed. In addition one former member expressed and one new member were appointed bringing the total membership to eight. The minimum number required under the STIFAC Bylaws is seven (7).

The current roster with the proposed ninth member and the initial term of service is included in Attachment A. The application from this member has been included in Attachment B, with home address and phone number redacted from the public record.

FINANCIAL IMPACT

None

RECOMMENDATION

Staff recommends the Board appoint Fred Evander, as identified in Attachment A, to the term indicated, to serve on the Statewide Transportation Improvement Fund Advisory Committee.

PROPOSED MOTION

I move that the Board appoint Fred Evander to the Statewide Transportation Improvement Fund Advisory Committee for a term beginning February 23, 2023 until December 31, 2024.

Statewide Transportation Improvement Fund

Advisory Committee Roster

As of February 23, 2023

Name	Term Start	Term End	Representing
Emily Broussard	* June 1, 2022	December 31, 2023	Salem, Marion County; People with Disabilities, Low Income Individuals, Black/ Indigenous/ People of Color, Transit User, 65 or older
John Hammill	* June 1, 2022	December 31, 2023	Salem, Marion County; People with Disabilities, Transit Users, 65 or older
Ron Harding *Chair	* June 1, 2022	December 31, 2023	Salem, Marion County; Local Governments
Jim Row	* June 1, 2022	December 31, 2023	Woodburn, Marion County; Local Governments, Public Transportation Service Provider, Employers
M. Bryant Baird	* June 1, 2022	December 31, 2024	Salem, Marion County; Environmental Advocates, Bicycle and Pedestrian Advocates, Transit Users, 65 or older, Major Destination for Users of Public Transit
Marja Byers *Vice-Chair	* June 1, 2022	December 31, 2024	Salem, Marion County; People with Disabilities, Transit Users
Jeremy Gordon	* June 1, 2022	December 31, 2024	Falls City, Polk County; Local Governments, Low-Income Individuals, Individuals 65 or older, Employers
Kyle Miller	* June 1, 2022	December 31, 2024	Salem, Marion County; People with Disabilities, Low Income Individuals, People with Limited English Proficiency, Public Health/Social and Human Service Provider, Transit Users, Education Institutions
Fred Evander	February 23, 2023	December 31, 2024	Dallas, Polk County; Local Governments, Bicycle and Pedestrian Advocates, Transit Users, Public Transportation Service Providers
Position 10	Vacant		
Position 11	Vacant		

*Formation date of the new STIFAC committee; merged STF and STIF advisory committees.

B.O.D. Mtg. Agenda Pkt. 26



Statewide Transportation Improvement Fund Advisory Committee (STIFAC)

APPLICATION

FULL NAME: Fred Evander

ADDRESS: [Redacted]

EMAIL ADDRESS: fevander@ci.independence.or.us

TELEPHONE: [Redacted] (Evening)

Pursuant to Oregon Administrative Rule ("OAR") 732-040-0035, the Salem Area Mass Transit District ("SAMTD") Board of Directors shall create a Statewide Transportation Improvement Fund Advisory Committee ("STIFAC") for the purpose of advising and assisting the District in carrying out the purposes of the Statewide Transportation Improvement Fund ("STIF") and prioritizing Projects to be funded by STIF moneys received by the District. The advisory committee may also advise the District regarding the opportunities to coordinate STIF funded Projects with other local or regional transportation programs and services to improve transportation service delivery and reduce gaps in service.

To be eligible to serve, members must be knowledgeable about the public transportation needs of residents or employees located within or traveling to or from SAMTD's service area or Marion or Polk Counties; and be a person who is a member of or represents one or more of the following. Please identify the category you believe you represent with an checkmark. You may select more than one category.

- | | |
|--|---|
| <input checked="" type="checkbox"/> Local governments, including land use planners | <input type="checkbox"/> Individuals Age 65 and Older |
| <input type="checkbox"/> People with disabilities | <input type="checkbox"/> Educational institutions |
| <input type="checkbox"/> Veterans | <input checked="" type="checkbox"/> Public Transportation Service Providers |
| <input type="checkbox"/> Low-income individuals | <input type="checkbox"/> Neighboring Public Transportation Service Providers |
| <input type="checkbox"/> Environmental Advocates | <input type="checkbox"/> Employers |
| <input type="checkbox"/> Black, Indigenous, and People of Color | <input type="checkbox"/> Major Destinations for Users of Public Transit |
| <input checked="" type="checkbox"/> Bicycle and pedestrian advocates | <input type="checkbox"/> Non-Profit Entities which provide Public Transportation Services |
| <input type="checkbox"/> People with Limited English Proficiency | |
| <input type="checkbox"/> Public Health, Social and Human Service Providers | |
| <input checked="" type="checkbox"/> Transit Users who Depend on Transit for Accomplishing Daily Activities | |

PLEASE RETURN YOUR APPLICATION TO:

Cherriots STIFAC
 Attn: Technology & Program Management Office
 555 Court St NE, Suite 5230
 Salem OR 97301

Signed Applications may be returned via email

Email: ann.korrrell@cherriots.org
Phone: (503) 361-7521
Website: Cherriots.org

Why do you want to serve on the STIFAC? Please provide a response of your personal and/or professional background as it applies to the position(s) you wish to be considered for on the Committee.

Throughout my career, I have been an advocate for public transportation. Having been a frequent rider since 1999 (I currently ride the 40X), I wholeheartedly understand the need for great service that meets the needs of riders.

In my current role as Planning Manager at the City of Independence, I strive to ensure that the public transportation system effectively serves the diverse members and needs of our community. In my role, I recently led a feasibility study for the Monmouth-Independence Trolley Project, which included extensive public input in both English and Spanish, and was subsequently funded through the state legislature. The cities of Monmouth and Independence anticipate the trolley to begin service sometime in early 2023 and look forward to operating a service that addresses the needs of our diverse communities.

During my time at Independence, I also have served on the Cherriots' Long-Range Transit Plan Technical Advisory Committee, and collaborated with Cherriots' staff on new stop locations in the city.

Furthermore, I have been involved with a variety of other transit efforts during my career. While I worked at Thurston Regional Planning Council, I completely redesigned the routes and scheduling for Rural Transit and helped lead a rebranding of the service. I also contributed to numerous urban corridor plans which sought to better link land use policies with the frequent service provided by Intercity Transit.

I believe my skills and experience working with diverse populations in both urban and rural contexts, as well as my personal love for public transit, would make me a valuable member of the Committee.

Date: 11/07/2022

Signature: _____



Completion of this section is **VOLUNTARY**. The information you provide will be used for Title VI purposes only. Salem Area Mass Transit District (aka "Cherriots") operates its programs without regard to race, color, religion, sex, sexual orientation, national origin, marital status, age, disability, or income status in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A or other applicable law.

RACE/ETHNIC STATUS

- WHITE**
(Not Hispanic or Latino): A person having origins in any of the original peoples of Europe, North Africa or the Middle East.
- BLACK OR AFRICAN AMERICAN**
(Not Hispanic or Latino): A person having origins in any of the black racial groups of Africa.
- HISPANIC OR LATINO**
A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.
- ASIAN**
(Not Hispanic or Latino): A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam.
- NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER**
(Not Hispanic or Latino): A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- AMERICAN INDIAN OR ALASKAN NATIVE**
(Not Hispanic or Latino): A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community recognition.
- TWO OR MORE RACES**
(Not Hispanic or Latino): A person who identifies with two or more race/ethnic categories named above.

Date: 11/07/2022

Signature: 



BOARD MEETING MEMO

Agenda Item VII.A

To: Board of Directors
From: Gregg Thompson, Maintenance Manager
Tom Dietz, Chief Operations Officer
Thru: Allan Pollock, General Manager
Date: February 23, 2023
Subject: Acquisition of four (4) category D vehicles for use in the local fixed route service for an amount not to exceed \$729,464

ISSUE

Shall the Board authorize the General Manager to execute a contract with Creative Bus Sales Inc. for the purchase of four (4) category D vehicles for use in the local fixed route service for an amount not to exceed \$729,464?

BACKGROUND AND FINDINGS

At the February 24, 2022 Board Meeting, approval was granted for the General Manager to execute a contract with Creative Bus Sales Inc. for the purchase of four (4) category D vehicles for use in the local fixed route service for an amount not to exceed \$662,352.

As a result of supply chain issues and increasing costs, Creative Bus Sales notified the District of an additional price increase in November 2022. At that time, through conversations with Creative Bus Sales, there were no indications that prices would not increase again as the vehicle build dates grew closer. The District was recently notified that the pricing given today is the final price. Bus price increases and production delays are an issue being experienced at transit agencies throughout the country.

These four smaller buses will be used to 'right-fit' the fleet and serve routes having ridership that does not justify the use of larger buses.

District staff performed research prior to beginning this procurement to ensure the smoothest transition to this fleet size. Considerations when selecting a vehicle were seating capacity, the ability to kneel and a mobility ramp approach angle that mirrors that of the current fixed-route fleet. There were no category D alternative fueled vehicles available with these specifications.

The overall project includes the purchase of 4 category D vehicles, the purchase of equipment to include fareboxes, APC, Cad/AVL and radios. The total project costs are outlined below. Approval tonight is for the purchase of the 4 category buses only. The vehicle equipment will be purchased at a later time through various vendors using ODOT STIF Formula funds.

FINANCIAL IMPACT

CATEGORY	PRICE	QUANTITY	TOTAL
Category D Bus	\$182,366	4	\$729,464
Vehicle Equipment	\$ 52,525	4	\$210,100
Buy America Audits	\$ 550	2	\$ 1,100
Contract Legal Review	\$ 800	1	\$ 800
PROJECT TOTAL:			\$941,464

Funding for the total project is listed below:

TABLE 3

FUND SOURCE	GRANT PERCENTAGE	MATCH PERCENTAGE	GRANT AMOUNT	MATCH AMOUNT	TOTAL
ODOT STIF Discretionary	80%	20%	\$524,765	\$ 131,191	\$655,956
ODOT STIF Formula	100%				\$285,508
				Total	\$941,464

RECOMMENDATION

Staff recommends that the Board authorize the General Manager to execute a contract with Creative Bus Sales Inc. for the purchase of four (4) category D vehicles for use in the local fixed route service for an amount not to exceed \$729,464.

PROPOSED MOTION

I move the Board authorize the General Manager to execute a contract with Creative Bus Sales Inc. for the purchase of four (4) category D vehicles for use in the local fixed route service for an amount not to exceed \$729,464 (Seven-hundred and twenty-nine thousand, four-hundred and sixty-four dollars).



BOARD MEETING MEMO

Agenda Item No. VIII.A

To: Board of Directors

From: Chris French, Service Planning Manager
David Trimble, Deputy General Manager/Chief Operating Officer

Thru: Allan Pollock, General Manager

Date: February 23, 2023

Subject: Performance Report – FY23 Q2

ISSUE

Shall the Board receive the quarterly information briefing on Cherriots services for the second quarter of FY23?

BACKGROUND AND FINDINGS

The second quarter of Fiscal Year 2023 (FY23 Q2) began October 1, 2022 and ended December 31, 2022. Performance measures (total, year-to-date, and daily average revenue hours, revenue miles, and rides) for FY23 Q2 are included in Attachment A. The data for these measures are derived from adjusted Trapeze schedules, vehicle fare boxes, rider counting systems, and reservation software (Route Match).

All weekday, Saturday, and Sunday total and daily average data in Attachment A and this memo are compared to the same time period of the previous fiscal year, FY22 Q2. Year-to-date data comparisons between FY22 and FY23 are also included for weekday and Saturday data. However, because Cherriots implemented Sunday service in September 2021, Sunday year-to-date comparisons are not available. Cherriots Regional, Cherriots Regional Deviated-Fixed Route, and Cherriots Shop and Ride services do not operate on Sundays.

Data for this quarter reflects the changes to weekday service made in response to the COVID-19 pandemic during FY22 Q2 and FY23 Q2. The weekday service level operating during FY22 Q2 was 80% of the pre-pandemic level while the weekday service level operating during FY23 Q2 was 93% of the pre-pandemic level. Saturday service levels

have been maintained at 100% of the pre-pandemic level since July 2020. Sunday service has operated at 100% of the planned service level since its implementation in September 2021.

On November 11, 2021, Cherriots began operating a level of service on all holidays except Thanksgiving Day, Christmas Day, and New Year's Day. In FY23 Q2, Cherriots operated at the Sunday service level on Veteran's Day (Friday, November 11). Total rides on holidays this quarter are also included in this memo.

Revenue Hours, Revenue Miles, Rides, and Fares

Cherriots Local

Includes local bus service and local commuter express service.

- *Revenue Hours* –
 - Weekday - Increased by 79.8 hours on average per day, (+14.3%).
 - Saturday – Decreased by 24.2 hours on average per day, (-7.2%).
 - Sunday – There was no change in hours on average per day.

- *Revenue Miles* –
 - Weekday - Increased by 917.4 miles on average per day, (+13.3%).
 - Saturday – Decreased by 313.0 miles on average per day, (-7.6%).
 - Sunday – Decreased by 10.9 miles on average per day, (-0.5%).

- *Rides* –
 - Weekday - Increased by 2,481 rides per day, (+38.6%).
 - Saturday – Increased by 1,105 rides per day, (+33.5%).
 - Sunday – Increased by 1,049 rides per day, (+68.7%).
 - Total rides for all service days was 662,945.

- *Fares* –
 - Weekday -
 - Full fare category usage - Increased by 28, 600 uses, (+20.2%).
 - Reduced fare category usage – Increased by 21,171 uses, (+15.0%).
 - Youth Zero Pass usage – Increased by 64,769 uses over FY22 Q2 youth fare category usage (+72.8%).
 - Free fare category usage – Increased by 7,424 uses, (+46.3%).
 - Saturday –
 - Full fare category usage - Increased by 5,193 uses, (+32.3%).

- Reduced fare category usage - Increased by 3,784 uses, (+25.9%).
- Youth Zero Pass usage - Increased by 8,102 uses over FY22 Q2 youth fare category usage, (+117.2%).
- Free fare category usage - Increased by 143 uses, (+8.6%).
- Sunday -
 - Full fare category usage - Increased by 2,501 uses, (+35.9%).
 - Reduced fare category usage - Increased by 1,534 uses, (+23.0%).
 - Youth Zero Pass usage - Increased by 4,642 uses over FY22 Q2 youth fare category usage, (+133.7%).
 - Free fare category usage - Increased by 91 uses, (+10.8%).

Cherriots Regional Express

Includes regional commuter express routes.

- *Revenue Hours* -
 - Weekday - Increased by 11 hours on average per day, (+16.5%).
 - Saturday - Decreased by 3.4 hours on average per day, (-9.0%).
- *Revenue Miles* -
 - Weekday - Increased by 262.7 miles on average per day, (+18.3%).
 - Saturday - Decreased by 82.3 miles on average per day, (-9.7%).
- *Rides* -
 - Weekday - Increased by 74 rides on average per day, (+37.1%).
 - Saturday - Increased by 24 rides on average per day, (+27.3%).
 - Total rides for all service days was 18,937.
- *Fares* -
 - Weekday -
 - Full fare category usage - Increased by 1,217 uses, (+15.1%).
 - Reduced fare category usage - Increased by 1,008 uses, (+28.5%).
 - Youth Zero Pass usage - Increased by 2,143 uses over FY22 Q2 youth fare category usage, (+100.7%).
 - Free fare category usage - Increased by 99 uses, (+50.0%).
 - Saturday -
 - Full fare category usage - Increased by 117 uses, (+18.4%).
 - Reduced fare category usage - Increased by 178 uses, (+80.2%).
 - Youth Zero Pass usage - Increased by 212 uses over FY22 Q2 youth fare category usage, (+144.2%).

- Free fare category usage – Decreased by 3 uses, (-8.8%).

Cherriots Regional Deviated-Fixed Route

Includes Route 45 – Central Polk County (operates weekdays only; began operation on January 4, 2021)

- *Revenue Hours* –
 - Weekday – Decreased by 0.1 hours on average per day, (-0.4%).
- *Revenue Miles* –
 - Weekday – Increased by 10.1 miles on average per day, (+7.0%).
- *Rides* –
 - Weekday – Decreased by 1 ride on average per day, (-4.1%).
 - Total ridership was 991.
- *Fares* – Fares collected for Route 45 are included in the Regional weekday fare category usage numbers.

Cherriots Shop and Ride

Includes dial-a-ride and shopper shuttle. Shop and Ride operates Monday – Friday only.

- *Rides* –
 - Shopper Shuttle did not operate during Q2.
 - Dial-a-ride – Decreased by 1 ride on average per day (-1.9%).

Cherriots LIFT

Paratransit

- *Rides* –
 - Weekday – Increased by 27 rides per day on average, (+12.2%).
 - Saturday – Increased by 6 rides per day on average, (+6.0%).
 - Sunday – Increased by 25 rides per day, (+54.7%).
 - Total rides for both services and all service days was 19,721.

Holiday ridership

Cherriots holiday service

Includes local bus service only.

- *Rides* –
 - Veteran's Day – 4,010 total rides, (+37%).

FINANCIAL IMPACT

Information item only.

RECOMMENDATION

Information item only.

PROPOSED MOTION

Information item only.

ATTACHMENT A

FY23 Q2 Performance Measures

October - December 2022*

Table 1. Total Revenue Hours

Table 2. Average Revenue Hours / Day

Table 3. Total Revenue Miles

Table 4. Average Revenue Miles / Day

Table 5. Total Boardings

Table 6. Average Boardings / Day

Table 7. Average Boardings / Revenue Hour

Table 8. Year-to-Date Total Revenue Hours, Revenue Miles, and Boardings

Table 9. Fare Type and Category Usage

Table 10. Saturday Total Revenue Hours

Table 11. Saturday Average Revenue Hours / Day

Table 12. Saturday Total Revenue Miles

Table 13. Saturday Average Revenue Miles / Day

Table 14. Saturday Total Boardings

Table 15. Saturday Average Boardings / Day

Table 16. Saturday Average Boardings / Revenue Hour

Table 17. Saturday Year-To-Date Total Revenue Hours, Revenue Miles, and Boardings

Table 18. Saturday Fare Type and Category Usage

Table 19. Sunday Total Revenue Hours

Table 20. Sunday Average Revenue Hours / Day

Table 21. Sunday Total Revenue Miles

Table 22. Sunday Average Revenue Miles / Day

Table 23. Sunday Total Boardings

Table 24. Sunday Average Boardings / Day

Table 25. Sunday Average Boardings / Revenue Hour

Table 26. Sunday Year-To-Date Total Revenue Hours, Revenue Miles, and Boardings

Table 27. Sunday Fare Type and Category Usage

Table 28. Rides / Revenue Hour Comparison

*Data reflects COVID-19 related service reductions

Table 1. Total Revenue Hours

Route (Service Days)	FY22 Q2				FY23 Q2			
	Oct 2021 21	Nov 2021 21	Dec 2021 23	Total 65	Oct 2022 21	Nov 2022 21	Dec 2022 22	Total 64
LOCAL BUS SERVICE								
2 - Market / Brown	992	958	1,087	3,037	1,168	1,126	1,169	3,463
3 - Portland Road	315	313	345	973	575	561	575	1,711
4 - State Street	323	321	353	997	589	574	589	1,752
5 - Center Street	952	920	1,042	2,914	1,113	1,074	1,115	3,302
6 - Fairview Industrial	470	448	516	1,434	471	448	471	1,390
7 - Mission Street	472	462	517	1,451	472	462	471	1,405
8 - 12th / Liberty	464	455	506	1,425	464	455	463	1,382
9 - Cherry / River Road	647	629	707	1,983	643	627	644	1,914
11 - Lancaster / Verda	2,144	2,093	2,347	6,584	2,146	2,094	2,147	6,387
12 - Hayesville Drive	310	296	340	946	310	296	309	915
13 - Silverton Road	311	310	341	962	565	551	565	1,681
14 - Windsor Island Road	320	305	350	975	320	305	321	946
16 - Wallace Road	200	190	219	609	200	190	197	587
17 - Edgewater Street	650	630	711	1,991	1,036	998	1,035	3,069
18 - 12th / Liberty	471	449	516	1,436	470	449	472	1,391
19 - Broadway / River Road	1,016	980	1,113	3,109	1,197	1,154	1,197	3,548
21 - South Commercial	946	914	1,037	2,897	1,103	1,064	1,100	3,267
23 - Lansing / Hawthorne	313	298	343	954	313	298	313	924
26 - Glen Creek / Orchard Heights	164	156	179	499	164	155	162	481
27 - Glen Creek / Eola	176	167	192	535	176	167	174	517
<i>Total</i>	<i>11,656</i>	<i>11,294</i>	<i>12,761</i>	<i>35,711</i>	<i>13,495</i>	<i>13,048</i>	<i>13,489</i>	<i>40,032</i>
LOCAL COMMUTER EXPRESS ROUTES								
1X - Wilsonville / Salem Express	167	159	183	509	250	238	250	738
<i>Cherriots Local Totals</i>	<i>11,823</i>	<i>11,453</i>	<i>12,944</i>	<i>36,220</i>	<i>13,745</i>	<i>13,286</i>	<i>13,739</i>	<i>40,770</i>
REGIONAL EXPRESS ROUTES								
10X - Woodburn / Salem Express	365	348	398	1,111	362	345	363	1,070
20X - N. Marion Co. / Salem Express	295	282	323	900	292	278	292	862
30X - Santiam / Salem Express	257	241	278	776	259	245	257	761
40X - Polk County / Salem Express	393	374	429	1,196	518	487	514	1,519
50X - Dallas / Salem Express	120	114	132	366	120	114	123	357
80X - Keizer / Wilsonville Express*				0	143	139	144	426
<i>Cherriots Regional Express Totals</i>	<i>1,430</i>	<i>1,359</i>	<i>1,560</i>	<i>4,349</i>	<i>1,694</i>	<i>1,608</i>	<i>1,693</i>	<i>4,995</i>
REGIONAL DEVIATED FIXED ROUTE								
45 - Central Polk County	202	192	221	615	204	195	204	603
<i>Cherriots Regional Totals</i>	<i>1,632</i>	<i>1,551</i>	<i>1,781</i>	<i>4,964</i>	<i>1,898</i>	<i>1,803</i>	<i>1,897</i>	<i>5,598</i>
SHOP AND RIDE								
Dial-a-Ride	266	233	259	758	251	244	232	727
Shopper Shuttle	0	0	0	0	0	0	0	0
<i>Cherriots Shop and Ride Totals</i>	<i>266</i>	<i>233</i>	<i>259</i>	<i>758</i>	<i>251</i>	<i>244</i>	<i>232</i>	<i>727</i>
LIFT								
ADA	2,101	2,065	2,205	6,371	1,785	1,827	1,727	5,339
DD53	590	531	585	1,706	818	830	751	2,399
<i>Cherriots LIFT Totals</i>	<i>2,691</i>	<i>2,596</i>	<i>2,790</i>	<i>8,077</i>	<i>2,603</i>	<i>2,657</i>	<i>2,478</i>	<i>7,738</i>

*Route 80X was implemented on September 6, 2022

Table 2. Average Revenue Hours / Day

Route (Service Days)	FY22 Q2				FY23 Q2				Percent Change
	Oct 2021 21	Nov 2021 21	Dec 2021 23	Total 65	Oct 2022 21	Nov 2022 21	Dec 2022 22	Total 64	
LOCAL BUS SERVICE									
2 - Market / Brown	47.2	45.6	47.3	46.7	55.6	53.6	53.1	54.1	15.8%
3 - Portland Road	15.0	14.9	15.0	15.0	27.4	26.7	26.1	26.7	78.6%
4 - State Street	15.4	15.3	15.3	15.3	28.0	27.3	26.8	27.4	78.5%
5 - Center Street	45.3	43.8	45.3	44.8	53.0	51.1	50.7	51.6	15.1%
6 - Fairview Industrial	22.4	21.3	22.4	22.1	22.4	21.3	21.4	21.7	-1.6%
7 - Mission Street	22.5	22.0	22.5	22.3	22.5	22.0	21.4	22.0	-1.7%
8 - 12th / Liberty	22.1	21.7	22.0	21.9	22.1	21.7	21.0	21.6	-1.5%
9 - Cherry / River Road	30.8	30.0	30.7	30.5	30.6	29.9	29.3	29.9	-2.0%
11 - Lancaster / Verda	102.1	99.7	102.0	101.3	102.2	99.7	97.6	99.8	-1.5%
12 - Hayesville Drive	14.8	14.1	14.8	14.6	14.8	14.1	14.0	14.3	-1.8%
13 - Silverton Road	14.8	14.8	14.8	14.8	26.9	26.2	25.7	26.3	77.5%
14 - Windsor Island Road	15.2	14.5	15.2	15.0	15.2	14.5	14.6	14.8	-1.5%
16 - Wallace Road	9.5	9.0	9.5	9.4	9.5	9.0	9.0	9.2	-2.1%
17 - Edgewater Street	31.0	30.0	30.9	30.6	49.3	47.5	47.0	48.0	56.6%
18 - 12th / Liberty	22.4	21.4	22.4	22.1	22.4	21.4	21.5	21.7	-1.6%
19 - Broadway / River Road	48.4	46.7	48.4	47.8	57.0	55.0	54.4	55.4	15.9%
21 - South Commercial	45.0	43.5	45.1	44.6	52.5	50.7	50.0	51.0	14.5%
23 - Lansing / Hawthorne	14.9	14.2	14.9	14.7	14.9	14.2	14.2	14.4	-1.6%
26 - Glen Creek / Orchard Heights	7.8	7.4	7.8	7.7	7.8	7.4	7.4	7.5	-2.1%
27 - Glen Creek / Eola	8.4	8.0	8.3	8.2	8.4	8.0	7.9	8.1	-1.9%
<i>Total</i>	<i>555.0</i>	<i>537.8</i>	<i>554.8</i>	<i>549.4</i>	<i>642.6</i>	<i>621.3</i>	<i>613.1</i>	<i>625.5</i>	<i>13.9%</i>
LOCAL COMMUTER EXPRESS ROUTES									
1X - Wilsonville / Salem Express	8.0	7.6	8.0	7.8	11.9	11.3	11.4	11.5	47.3%
<i>Cherriots Local Totals</i>	<i>563.0</i>	<i>545.4</i>	<i>562.8</i>	<i>557.2</i>	<i>654.5</i>	<i>632.7</i>	<i>624.5</i>	<i>637.0</i>	<i>14.3%</i>
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	17.4	16.6	17.3	17.1	17.2	16.4	16.5	16.7	-2.2%
20X - N. Marion Co. / Salem Express	14.0	13.4	14.0	13.8	13.9	13.2	13.3	13.5	-2.7%
30X - Santiam / Salem Express	12.2	11.5	12.1	11.9	12.3	11.7	11.7	11.9	-0.4%
40X - Polk County / Salem Express	18.7	17.8	18.7	18.4	24.7	23.2	23.4	23.7	29.0%
50X - Dallas / Salem Express	5.7	5.4	5.7	5.6	5.7	5.4	5.6	5.6	-0.9%
80X - Keizer / Wilsonville Express*	0.0	0.0	0.0	0.0	6.8	6.6	6.5	6.5	N/A
<i>Cherriots Regional Express Totals</i>	<i>68.1</i>	<i>64.7</i>	<i>67.8</i>	<i>66.9</i>	<i>80.7</i>	<i>76.6</i>	<i>77.0</i>	<i>77.9</i>	<i>16.5%</i>
REGIONAL DEVIATED FIXED ROUTE									
45 - Central Polk County	9.6	9.1	9.6	9.5	9.7	9.3	9.3	9.4	-0.4%
<i>Cherriots Regional Totals</i>	<i>77.7</i>	<i>73.9</i>	<i>77.4</i>	<i>76.4</i>	<i>90.4</i>	<i>85.9</i>	<i>86.2</i>	<i>87.5</i>	<i>14.5%</i>
SHOP AND RIDE									
Dial-a-Ride	12.7	11.1	11.3	11.7	12.0	11.6	10.5	11.4	-2.6%
Shopper Shuttle	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	N/A
<i>Cherriots Shop and Ride Totals</i>	<i>12.7</i>	<i>11.1</i>	<i>11.3</i>	<i>11.7</i>	<i>12.0</i>	<i>11.6</i>	<i>10.5</i>	<i>11.4</i>	<i>-2.6%</i>
LIFT									
ADA	100.0	98.3	95.9	98.0	85.0	87.0	78.5	83.4	-14.9%
DD53	28.1	25.3	25.4	26.2	39.0	39.5	34.1	37.5	42.8%
<i>Cherriots LIFT Totals</i>	<i>128.1</i>	<i>123.6</i>	<i>121.3</i>	<i>124.3</i>	<i>124.0</i>	<i>126.5</i>	<i>112.6</i>	<i>120.9</i>	<i>-2.7%</i>

*Route 80X was implemented on September 6, 2022

Table 3. Total Revenue Miles

Route (Service Days)	FY22 Q2				FY23 Q2			
	Oct 2021 21	Nov 2021 21	Dec 2021 23	Total 65	Oct 2022 21	Nov 2022 21	Dec 2022 22	Total 64
LOCAL BUS SERVICE								
2 - Market / Brown	11,733	11,337	12,846	35,916	13,641	13,164	13,653	40,458
3 - Portland Road	3,677	3,654	4,028	11,359	6,735	6,566	6,735	20,036
4 - State Street	3,167	3,147	3,461	9,775	5,772	5,628	5,771	17,171
5 - Center Street	10,843	10,479	11,872	33,194	12,626	12,182	12,635	37,443
6 - Fairview Industrial	7,057	6,729	7,738	21,524	7,128	6,788	7,128	21,044
7 - Mission Street	4,224	4,182	4,626	13,032	4,237	4,193	4,224	12,654
8 - 12th / Liberty	6,247	6,116	6,814	19,177	6,192	6,073	6,194	18,459
9 - Cherry / River Road	9,515	9,260	10,404	29,179	9,477	9,234	9,489	28,200
11 - Lancaster / Verda	28,231	27,529	30,880	86,640	28,140	27,419	28,154	83,713
12 - Hayesville Drive	4,133	3,936	4,526	12,595	4,141	3,944	4,128	12,213
13 - Silverton Road	2,868	2,846	3,138	8,852	5,248	5,116	5,248	15,612
14 - Windsor Island Road	4,753	4,533	5,206	14,492	4,820	4,591	4,821	14,232
16 - Wallace Road	2,583	2,460	2,829	7,872	2,574	2,445	2,550	7,569
17 - Edgewater Street	5,007	4,857	5,478	15,342	9,307	8,955	9,303	27,565
18 - 12th / Liberty	6,349	6,046	6,953	19,348	6,277	5,987	6,287	18,551
19 - Broadway / River Road	11,112	10,749	12,171	34,032	13,138	12,686	13,144	38,968
21 - South Commercial	11,757	11,358	12,883	35,998	13,404	12,934	13,392	39,730
23 - Lansing / Hawthorne	4,025	3,834	4,409	12,268	4,046	3,853	4,046	11,945
26 - Glen Creek / Orchard Heights	1,611	1,534	1,765	4,910	1,595	1,514	1,571	4,680
27 - Glen Creek / Eola	2,390	2,276	2,618	7,284	2,370	2,257	2,337	6,964
<i>Total</i>	<i>141,282</i>	<i>136,862</i>	<i>154,645</i>	<i>432,789</i>	<i>160,868</i>	<i>155,529</i>	<i>160,810</i>	<i>477,207</i>
LOCAL COMMUTER EXPRESS ROUTES								
1X - Wilsonville / Salem Express	5,363	5,108	5,874	16,345	8,040	7,657	8,039	23,736
<i>Cherriots Local Totals</i>	<i>146,645</i>	<i>141,970</i>	<i>160,519</i>	<i>449,134</i>	<i>168,908</i>	<i>163,186</i>	<i>168,849</i>	<i>500,943</i>
REGIONAL EXPRESS ROUTES								
10X - Woodburn / Salem Express	7,254	6,844	7,969	22,067	7,437	6,989	7,330	21,756
20X - N. Marion Co. / Salem Express	6,630	6,331	7,248	20,209	6,241	5,946	6,149	18,336
30X - Santiam / Salem Express	5,301	4,957	5,512	15,770	5,346	4,913	5,369	15,628
40X - Polk County / Salem Express	8,716	8,313	9,555	26,584	10,799	10,154	10,726	31,679
50X - Dallas / Salem Express	2,845	2,808	3,076	8,729	2,826	2,763	2,800	8,389
80X - Keizer / Wilsonville Express*				0	4,446	4,078	4,426	12,950
<i>Cherriots Regional Express Totals</i>	<i>30,746</i>	<i>29,253</i>	<i>33,360</i>	<i>93,359</i>	<i>37,095</i>	<i>34,843</i>	<i>36,800</i>	<i>108,738</i>
REGIONAL DEVIATED FIXED ROUTE								
45 - Central Polk County	3,043	2,906	3,418	9,367	3,357	3,179	3,335	9,871
<i>Cherriots Regional Totals</i>	<i>33,789</i>	<i>32,159</i>	<i>36,778</i>	<i>102,726</i>	<i>40,452</i>	<i>38,022</i>	<i>40,135</i>	<i>118,609</i>
SHOP AND RIDE								
Dial-a-Ride	2,737	2,664	2,554	7,955	2,813	2,755	2,426	7,994
Shopper Shuttle	0	0	0	0	0	0	0	0
<i>Cherriots Shop and Ride Totals</i>	<i>2,737</i>	<i>2,664</i>	<i>2,554</i>	<i>7,955</i>	<i>2,813</i>	<i>2,755</i>	<i>2,426</i>	<i>7,994</i>
LIFT								
ADA	24,540	24,590	25,795	74,925	22,377	22,729	21,366	66,472
DD53	8,564	7,803	8,249	24,616	12,172	12,411	10,850	35,433
<i>Cherriots LIFT Totals</i>	<i>33,104</i>	<i>32,393</i>	<i>34,044</i>	<i>99,541</i>	<i>34,549</i>	<i>35,140</i>	<i>32,216</i>	<i>101,905</i>

*Route 80X was implemented on September 6, 2022

Table 4. Average Revenue Miles / Day

Route (Service Days)	FY22 Q2				FY23 Q2				Percent Change
	Oct 2021 21	Nov 2021 21	Dec 2021 23	Total 65	Oct 2022 21	Nov 2022 21	Dec 2022 22	Total 64	
LOCAL BUS SERVICE									
2 - Market / Brown	558.7	539.9	558.5	552.6	649.6	626.9	620.6	632.2	14.4%
3 - Portland Road	175.1	174.0	175.1	174.8	320.7	312.7	306.1	313.1	79.1%
4 - State Street	150.8	149.9	150.5	150.4	274.9	268.0	262.3	268.3	78.4%
5 - Center Street	516.3	499.0	516.2	510.7	601.2	580.1	574.3	585.0	14.6%
6 - Fairview Industrial	336.0	320.4	336.4	331.1	339.4	323.2	324.0	328.8	-0.7%
7 - Mission Street	201.1	199.1	201.1	200.5	201.8	199.7	192.0	197.7	-1.4%
8 - 12th / Liberty	297.5	291.2	296.3	295.0	294.9	289.2	281.5	288.4	-2.2%
9 - Cherry / River Road	453.1	441.0	452.3	448.9	451.3	439.7	431.3	440.6	-1.8%
11 - Lancaster / Verda	1,344.3	1,310.9	1,342.6	1,332.9	1,340.0	1,305.7	1,279.7	1,308.0	-1.9%
12 - Hayesville Drive	196.8	187.4	196.8	193.8	197.2	187.8	187.6	190.8	-1.5%
13 - Silverton Road	136.6	135.5	136.4	136.2	249.9	243.6	238.5	243.9	79.1%
14 - Windsor Island Road	226.3	215.9	226.3	223.0	229.5	218.6	219.1	222.4	-0.3%
16 - Wallace Road	123.0	117.1	123.0	121.1	122.6	116.4	115.9	118.3	-2.3%
17 - Edgewater Street	238.4	231.3	238.2	236.0	443.2	426.4	422.9	430.7	82.5%
18 - 12th / Liberty	302.3	287.9	302.3	297.7	298.9	285.1	285.8	289.9	-2.6%
19 - Broadway / River Road	529.1	511.9	529.2	523.6	625.6	604.1	597.5	608.9	16.3%
21 - South Commercial	559.9	540.9	560.1	553.8	638.3	615.9	608.7	620.8	12.1%
23 - Lansing / Hawthorne	191.7	182.6	191.7	188.7	192.7	183.5	183.9	186.6	-1.1%
26 - Glen Creek / Orchard Heights	76.7	73.0	76.7	75.5	76.0	72.1	71.4	73.1	-3.2%
27 - Glen Creek / Eola	113.8	108.4	113.8	112.1	112.9	107.5	106.2	108.8	-2.9%
<i>Total</i>	<i>6,727.7</i>	<i>6,517.2</i>	<i>6,723.7</i>	<i>6,658.3</i>	<i>7,660.4</i>	<i>7,406.1</i>	<i>7,309.5</i>	<i>7,456.4</i>	<i>12.0%</i>
LOCAL COMMUTER EXPRESS ROUTES									
1X - Wilsonville / Salem Express	255.4	243.2	255.4	251.5	382.9	364.6	365.4	370.9	47.5%
<i>Cherriots Local Totals</i>	<i>6,983.1</i>	<i>6,760.5</i>	<i>6,979.1</i>	<i>6,909.8</i>	<i>8,043.2</i>	<i>7,770.8</i>	<i>7,675.0</i>	<i>7,827.2</i>	<i>13.3%</i>
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	345.4	325.9	346.5	339.5	354.1	332.8	333.2	339.9	0.1%
20X - N. Marion Co. / Salem Express	315.7	301.5	315.1	310.9	297.2	283.1	279.5	286.5	-7.9%
30X - Santiam / Salem Express	252.4	236.0	239.7	242.6	254.6	234.0	244.0	244.2	0.6%
40X - Polk County / Salem Express	415.0	395.9	415.4	409.0	514.2	483.5	487.5	495.0	21.0%
50X - Dallas / Salem Express	135.5	133.7	133.7	134.3	134.6	131.6	127.3	131.1	-2.4%
80X - Keizer / Wilsonville Express*	0.0	0.0	0.0	0.0	211.7	194.2	201.2	202.3	N/A
<i>Cherriots Regional Express Totals</i>	<i>1,464.1</i>	<i>1,393.0</i>	<i>1,450.4</i>	<i>1,436.3</i>	<i>1,766.4</i>	<i>1,659.2</i>	<i>1,672.7</i>	<i>1,699.0</i>	<i>18.3%</i>
REGIONAL DEVIATED FIXED ROUTE									
45 - Central Polk County	144.9	138.4	148.6	144.1	159.9	151.4	151.6	154.2	7.0%
<i>Cherriots Regional Totals</i>	<i>1,609.0</i>	<i>1,531.4</i>	<i>1,599.0</i>	<i>1,580.4</i>	<i>1,926.3</i>	<i>1,810.6</i>	<i>1,824.3</i>	<i>1,853.3</i>	<i>17.3%</i>
SHOP AND RIDE									
Dial-a-Ride	130.3	126.9	111.0	122.4	134.0	131.2	110.3	124.9	2.1%
Shopper Shuttle	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	N/A
<i>Cherriots Shop and Ride Totals</i>	<i>130.3</i>	<i>126.9</i>	<i>111.0</i>	<i>122.4</i>	<i>134.0</i>	<i>131.2</i>	<i>110.3</i>	<i>124.9</i>	<i>2.1%</i>
LIFT									
ADA	1,168.6	1,171.0	1,121.5	1,152.7	1,065.6	1,082.3	971.2	1,038.6	-9.9%
DD53	407.8	371.6	358.7	378.7	579.6	591.0	493.2	553.6	46.2%
<i>Cherriots LIFT Totals</i>	<i>1,576.4</i>	<i>1,542.5</i>	<i>1,480.2</i>	<i>1,531.4</i>	<i>1,645.2</i>	<i>1,673.3</i>	<i>1,464.4</i>	<i>1,592.3</i>	<i>4.0%</i>

*Route 80X was implemented on September 6, 2022

Table 5. Total Boardings

Route (Service Days)	FY22 Q2				FY23 Q2			
	Oct 2021 21	Nov 2021 21	Dec 2021 23	Total 65	Oct 2022 21	Nov 2022 21	Dec 2022 22	Total 64
LOCAL BUS SERVICE								
2 - Market / Brown	15,342	14,134	13,917	43,393	21,739	20,314	16,804	58,857
3 - Portland Road	6,357	5,927	5,785	18,069	12,401	11,629	9,077	33,107
4 - State Street	5,898	5,753	5,535	17,186	10,549	9,519	9,374	29,442
5 - Center Street	13,177	13,008	13,052	39,237	18,346	17,423	15,929	51,698
6 - Fairview Industrial	2,795	2,461	2,403	7,659	3,301	2,967	2,770	9,038
7 - Mission Street	3,088	3,073	3,435	9,596	4,237	3,792	3,501	11,530
8 - 12th / Liberty	5,178	5,290	5,103	15,571	7,562	6,616	6,409	20,587
9 - Cherry / River Road	6,334	6,151	6,275	18,760	7,440	7,713	7,197	22,350
11 - Lancaster / Verda	28,450	26,787	26,575	81,812	40,570	36,119	30,760	107,449
12 - Hayesville Drive	1,209	1,154	1,045	3,408	1,641	1,259	1,004	3,904
13 - Silverton Road	5,166	5,128	4,481	14,775	9,305	8,632	7,132	25,069
14 - Windsor Island Road	1,552	1,450	1,355	4,357	2,695	2,673	2,065	7,433
16 - Wallace Road	2,204	2,182	2,004	6,390	3,011	2,796	2,422	8,229
17 - Edgewater Street	6,779	6,505	6,262	19,546	9,244	8,786	8,213	26,243
18 - 12th / Liberty	4,564	4,374	4,576	13,514	6,717	5,674	5,374	17,765
19 - Broadway / River Road	15,389	14,546	15,300	45,235	20,416	19,798	18,206	58,420
21 - South Commercial	16,269	15,385	15,912	47,566	23,289	22,197	20,736	66,222
23 - Lansing / Hawthorne	2,652	2,632	2,521	7,805	2,676	2,666	2,331	7,673
26 - Glen Creek / Orchard Heights	441	473	492	1,406	555	543	390	1,488
27 - Glen Creek / Eola	632	562	505	1,699	701	631	604	1,936
<i>Total</i>	<i>143,476</i>	<i>136,975</i>	<i>136,533</i>	<i>416,984</i>	<i>206,395</i>	<i>191,747</i>	<i>170,298</i>	<i>568,440</i>
LOCAL COMMUTER EXPRESS ROUTES								
1X - Wilsonville / Salem Express	362	374	357	1,093	744	653	580	1,977
<i>Cherriots Local Totals</i>	<i>143,838</i>	<i>137,349</i>	<i>136,890</i>	<i>418,077</i>	<i>207,139</i>	<i>192,400</i>	<i>170,878</i>	<i>570,417</i>
REGIONAL EXPRESS ROUTES								
10X - Woodburn / Salem Express	1,140	932	965	3,037	1,240	1,176	1,014	3,430
20X - N. Marion Co. / Salem Express	599	519	514	1,632	728	649	512	1,889
30X - Santiam / Salem Express	617	571	514	1,702	817	705	667	2,189
40X - Polk County / Salem Express	2,191	2,039	1,875	6,105	3,215	2,803	2,751	8,769
50X - Dallas / Salem Express	129	155	121	405	345	275	231	851
80X - Keizer / Wilsonville Express*				0	81	85	99	265
<i>Cherriots Regional Express Totals</i>	<i>4,676</i>	<i>4,216</i>	<i>3,989</i>	<i>12,881</i>	<i>6,426</i>	<i>5,693</i>	<i>5,274</i>	<i>17,393</i>
REGIONAL DEVIATED FIXED ROUTE								
45 - Central Polk County	348	366	336	1,050	377	329	285	991
<i>Cherriots Regional Totals</i>	<i>5,024</i>	<i>4,582</i>	<i>4,325</i>	<i>13,931</i>	<i>6,803</i>	<i>6,022</i>	<i>5,559</i>	<i>18,384</i>
SHOP AND RIDE								
Dial-a-Ride	388	389	414	1,191	398	400	352	1,150
Shopper Shuttle	0	0		0	0	0	0	0
<i>Cherriots Shop and Ride Totals</i>	<i>388</i>	<i>389</i>	<i>414</i>	<i>1,191</i>	<i>398</i>	<i>400</i>	<i>352</i>	<i>1,150</i>
LIFT								
ADA	3,868	3,866	3,988	11,722	3,949	4,058	3,726	11,733
DD53	953	934	1,040	2,927	1,484	1,531	1,434	4,449
<i>Cherriots LIFT Totals</i>	<i>4,821</i>	<i>4,800</i>	<i>5,028</i>	<i>14,649</i>	<i>5,433</i>	<i>5,589</i>	<i>5,160</i>	<i>16,182</i>

*Route 80X was implemented on September 6, 2022

Table 6. Average Boardings / Day

Route (Service Days)	FY22 Q2				FY23 Q2				Percent Change
	Oct 2021	Nov 2021	Dec 2021	Total	Oct 2022	Nov 2022	Dec 2022	Total	
	21	21	23	65	21	21	22	64	
LOCAL BUS SERVICE									
2 - Market / Brown	730.6	673.0	605.1	667.6	1,035.2	967.3	763.8	919.6	37.8%
3 - Portland Road	302.7	282.2	251.5	278.0	590.5	553.8	412.6	517.3	86.1%
4 - State Street	280.9	274.0	240.7	264.4	502.3	453.3	426.1	460.0	74.0%
5 - Center Street	627.5	619.4	567.5	603.6	873.6	829.7	724.0	807.8	33.8%
6 - Fairview Industrial	133.1	117.2	104.5	117.8	157.2	141.3	125.9	141.2	19.8%
7 - Mission Street	147.0	146.3	149.3	147.6	201.8	180.6	159.1	180.2	22.0%
8 - 12th / Liberty	246.6	251.9	221.9	239.6	360.1	315.0	291.3	321.7	34.3%
9 - Cherry / River Road	301.6	292.9	272.8	288.6	354.3	367.3	327.1	349.2	21.0%
11 - Lancaster / Verda	1,354.8	1,275.6	1,155.4	1,258.6	1,931.9	1,720.0	1,398.2	1,678.9	33.4%
12 - Hayesville Drive	57.6	55.0	45.4	52.4	78.1	60.0	45.6	61.0	16.3%
13 - Silverton Road	246.0	244.2	194.8	227.3	443.1	411.0	324.2	391.7	72.3%
14 - Windsor Island Road	73.9	69.0	58.9	67.0	128.3	127.3	93.9	116.1	73.3%
16 - Wallace Road	105.0	103.9	87.1	98.3	143.4	133.1	110.1	128.6	30.8%
17 - Edgewater Street	322.8	309.8	272.3	300.7	440.2	418.4	373.3	410.0	36.4%
18 - 12th / Liberty	217.3	208.3	199.0	207.9	319.9	270.2	244.3	277.6	33.5%
19 - Broadway / River Road	732.8	692.7	665.2	695.9	972.2	942.8	827.5	912.8	31.2%
21 - South Commercial	774.7	732.6	691.8	731.8	1,109.0	1,057.0	942.5	1,034.7	41.4%
23 - Lansing / Hawthorne	126.3	125.3	109.6	120.1	127.4	127.0	106.0	119.9	-0.2%
26 - Glen Creek / Orchard Heights	21.0	22.5	21.4	21.6	26.4	25.9	17.7	23.3	7.5%
27 - Glen Creek / Eola	30.1	26.8	22.0	26.1	33.4	30.0	27.5	30.3	15.7%
<i>Total</i>	6,832.2	6,522.6	5,936.2	6,415.1	9,828.3	9,130.8	7,740.8	8,881.9	38.5%
LOCAL COMMUTER EXPRESS ROUTES									
1X - Wilsonville / Salem Express	17.2	17.8	15.5	16.8	35.4	31.1	26.4	30.9	83.7%
<i>Cherriots Local Totals</i>	6,849.4	6,540.4	5,951.7	6,432.0	9,863.8	9,161.9	7,767.2	8,912.8	38.6%
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	54.3	44.4	42.0	46.7	59.0	56.0	46.1	53.6	14.7%
20X - N. Marion Co. / Salem Express	28.5	24.7	22.3	25.1	34.7	30.9	23.3	29.5	17.6%
30X - Santiam / Salem Express	29.4	27.2	22.3	26.2	38.9	33.6	30.3	34.2	30.6%
40X - Polk County / Salem Express	104.3	97.1	81.5	93.9	153.1	133.5	125.0	137.0	45.9%
50X - Dallas / Salem Express	6.1	7.4	5.3	6.2	16.4	13.1	10.5	13.3	113.4%
80X - Keizer / Wilsonville Express*	0.0	0.0	0.0	0.0	3.9	4.0	4.5	4.5	N/A
<i>Cherriots Regional Express Totals</i>	222.7	200.8	173.4	198.2	306.0	271.1	239.7	271.8	37.1%
REGIONAL DEVIATED FIXED ROUTE									
45 - Central Polk County	16.6	17.4	14.6	16.2	18.0	15.7	13.0	15.5	-4.1%
<i>Cherriots Regional Totals</i>	239.2	218.2	188.0	214.3	324.0	286.8	252.7	287.3	34.0%
SHOP AND RIDE									
Dial-a-Ride	18.5	18.5	18.0	18.3	19.0	19.0	16.0	18.0	-1.9%
Shopper Shuttle	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	N/A
<i>Cherriots Shop and Ride Totals</i>	18.5	18.5	18.0	18.3	19.0	19.0	16.0	18.0	-1.9%
LIFT									
ADA	184.2	184.1	173.4	180.3	188.0	193.2	169.4	183.3	1.7%
DD53	45.4	44.5	45.2	45.0	70.7	72.9	65.2	69.5	54.4%
<i>Cherriots LIFT Totals</i>	229.6	228.6	218.6	225.4	258.7	266.1	234.5	252.8	12.2%

*Route 80X was implemented on September 6, 2022

Table 7. Average Boardings / Revenue Hour

Route (Service Days)	FY22 Q2				FY23 Q2				Percent Change
	Oct 2021 21	Nov 2021 21	Dec 2021 23	Total 65	Oct 2022 21	Nov 2022 21	Dec 2022 22	Total 64	
LOCAL BUS SERVICE									
2 - Market / Brown	15.5	14.8	12.8	14.3	18.6	18.0	14.4	17.0	19.0%
3 - Portland Road	20.2	18.9	16.8	18.6	21.6	20.7	15.8	19.3	4.2%
4 - State Street	18.3	17.9	15.7	17.2	17.9	16.6	15.9	16.8	-2.5%
5 - Center Street	13.8	14.1	12.5	13.5	16.5	16.2	14.3	15.7	16.3%
6 - Fairview Industrial	0.0	5.5	4.7	5.3	7.0	6.6	5.9	6.5	21.7%
7 - Mission Street	6.5	6.7	6.6	6.6	9.0	8.2	7.4	8.2	24.1%
8 - 12th / Liberty	11.2	11.5	9.9	10.9	16.3	14.5	13.8	14.9	36.3%
9 - Cherry / River Road	9.8	9.8	8.9	9.5	11.6	12.3	11.2	11.7	23.4%
11 - Lancaster / Verda	13.3	12.8	11.3	12.4	18.9	17.2	14.3	16.8	35.4%
12 - Hayesville Drive	0.0	3.9	3.1	3.6	5.3	4.3	3.2	4.3	18.4%
13 - Silverton Road	16.6	16.5	13.1	15.4	16.5	15.7	12.6	14.9	-2.9%
14 - Windsor Island Road	0.0	4.8	3.9	4.5	8.4	8.8	6.4	7.9	75.8%
16 - Wallace Road	0.0	11.5	9.2	10.5	15.1	14.7	12.3	14.0	33.6%
17 - Edgewater Street	10.4	10.3	8.8	9.8	8.9	8.8	7.9	8.6	-12.9%
18 - 12th / Liberty	0.0	9.7	8.9	9.4	14.3	12.6	11.4	12.8	35.7%
19 - Broadway / River Road	15.1	14.8	13.7	14.5	17.1	17.2	15.2	16.5	13.2%
21 - South Commercial	17.2	16.8	15.3	16.4	21.1	20.9	18.9	20.3	23.5%
23 - Lansing / Hawthorne	0.0	8.8	7.3	10.4	8.5	8.9	7.4	8.3	-20.2%
26 - Glen Creek / Orchard Heights	0.0	3.0	2.7	2.8	3.4	3.5	2.4	3.1	9.8%
27 - Glen Creek / Eola	0.0	3.4	2.6	3.2	4.0	3.8	3.5	3.7	17.9%
<i>Total</i>	12.3	12.1	10.7	11.7	15.3	14.7	12.6	14.2	21.6%
LOCAL COMMUTER EXPRESS ROUTES									
1X - Wilsonville / Salem Express	2.2	2.4	2.0	2.1	3.0	2.7	2.3	2.7	24.8%
<i>Cherriots Local Totals</i>	12.2	12.0	10.6	11.5	15.1	14.5	12.4	14.0	21.2%
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	3.1	2.7	2.4	2.7	3.4	3.4	2.8	3.2	17.3%
20X - N. Marion Co. / Salem Express	2.0	1.8	1.6	1.8	2.5	2.3	1.8	2.2	20.9%
30X - Santiam / Salem Express	2.4	2.4	1.8	2.2	3.2	2.9	2.6	2.9	31.1%
40X - Polk County / Salem Express	5.6	5.5	4.4	5.1	6.2	5.8	5.4	5.8	13.1%
50X - Dallas / Salem Express	1.1	1.4	0.9	1.1	2.9	2.4	1.9	2.4	115.4%
80X - Keizer / Wilsonville Express*	0.0	0.0	0.0	0.0	0.6	0.6	0.7	0.6	N/A
<i>Cherriots Regional Express Totals</i>	3.3	3.1	2.6	3.0	3.8	3.5	3.1	3.5	17.6%
REGIONAL DEVIATED FIXED ROUTE									
45 - Central Polk County	1.7	1.9	1.5	1.7	1.8	1.7	1.4	1.6	-3.7%
<i>Cherriots Regional Totals</i>	3.1	3.0	2.4	2.8	3.6	3.3	2.9	3.3	17.0%
SHOP AND RIDE									
Dial-a-Ride	1.5	1.7	1.6	1.6	1.6	1.6	1.5	1.6	0.7%
Shopper Shuttle	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	N/A
<i>Cherriots Shop and Ride Totals</i>	1.5	1.7	1.6	1.6	1.6	1.6	1.5	1.6	0.7%
LIFT									
ADA	1.8	1.9	1.8	1.8	2.2	2.2	2.2	2.2	19.4%
DD53	1.6	1.8	1.8	1.7	1.8	1.8	1.9	1.9	8.1%
<i>Cherriots LIFT Totals</i>	1.8	1.8	1.8	1.8	2.1	2.1	2.1	2.1	15.3%

*Route 80X was implemented on September 6, 2022

Table 8. Year-To-Date Total Revenue Hours, Revenue Miles, and Boardings

	Revenue Hours			Percent Change	Revenue Miles			Percent Change	Boardings		Percent Change
	FY22	FY23			FY22	FY23			FY22	FY23	
LOCAL BUS SERVICE											
2 - Market / Brown	6,569	7,050	7.3%	79,212	82,378	4.0%	85,336	110,358	29.3%		
3 - Portland Road	2,630	3,490	32.7%	30,703	40,866	33.1%	39,472	62,442	58.2%		
4 - State Street	2,694	3,573	32.6%	26,402	35,023	32.7%	38,680	57,266	48.1%		
5 - Center Street	6,345	6,725	6.0%	72,245	76,242	5.5%	78,502	96,855	23.4%		
6 - Fairview Industrial	2,875	2,825	-1.7%	43,056	42,767	-0.7%	14,771	18,148	22.9%		
7 - Mission Street	2,970	2,869	-3.4%	26,939	25,888	-3.9%	20,156	23,006	14.1%		
8 - 12th / Liberty	2,989	2,814	-5.9%	40,206	37,614	-6.4%	30,898	39,946	29.3%		
9 - Cherry / River Road	3,949	3,906	-1.1%	58,177	57,461	-1.2%	36,931	43,861	18.8%		
11 - Lancaster / Verda	13,397	13,027	-2.8%	177,070	170,698	-3.6%	161,847	208,526	28.8%		
12 - Hayesville Drive	1,891	1,861	-1.6%	25,436	24,833	-2.4%	6,655	8,127	22.1%		
13 - Silverton Road	2,621	3,429	30.8%	24,304	31,842	31.0%	30,765	47,726	55.1%		
14 - Windsor Island Road	1,951	1,922	-1.5%	28,998	28,923	-0.3%	8,443	13,506	60.0%		
16 - Wallace Road	1,238	1,196	-3.4%	16,064	15,413	-4.1%	11,757	15,617	32.8%		
17 - Edgewater Street	4,807	5,424	12.8%	39,749	46,841	17.8%	42,464	50,633	19.2%		
18 - 12th / Liberty	2,995	2,825	-5.7%	40,349	37,675	-6.6%	26,996	35,109	30.1%		
19 - Broadway / River Road	6,729	7,223	7.3%	73,667	79,362	7.7%	92,570	115,530	24.8%		
21 - South Commercial	6,305	6,653	5.5%	78,422	80,919	3.2%	95,116	126,249	32.7%		
23 - Lansing / Hawthorne	1,907	1,878	-1.5%	24,522	24,275	-1.0%	13,293	15,270	14.9%		
26 - Glen Creek / Orchard Heights	998	980	-1.8%	9,816	9,541	-2.8%	2,726	2,806	2.9%		
27 - Glen Creek / Eola	1,071	1,052	-1.8%	14,568	14,187	-2.6%	3,832	3,832	0.0%		
<i>Total</i>	<i>76,931</i>	<i>80,722</i>	<i>4.9%</i>	<i>929,905</i>	<i>962,748</i>	<i>3.5%</i>	<i>841,210</i>	<i>1,094,813</i>	<i>30.1%</i>		
LOCAL COMMUTER EXPRESS ROUTES											
1X - Wilsonville / Salem Express	1,180	1,500	27.1%	37,926	48,238	27.2%	2,651	4,135	56.0%		
<i>Cherriots Local Y-T-D Total</i>	<i>78,111</i>	<i>82,222</i>	<i>5.3%</i>	<i>967,831</i>	<i>1,010,986</i>	<i>4.5%</i>	<i>843,861</i>	<i>1,098,948</i>	<i>30.2%</i>		
REGIONAL EXPRESS ROUTES											
10X - Woodburn / Salem Express	2,231	2,113	-5.3%	44,836	42,784	-4.6%	5,744	6,653	15.8%		
20X - N. Marion Co. / Salem Express	1,745	1,751	0.3%	39,283	37,158	-5.4%	2,987	3,902	30.6%		
30X - Santiam / Salem Express	1,560	1,549	-0.7%	32,004	32,045	0.1%	3,737	4,417	18.2%		
40X - Polk County / Salem Express	2,392	3,031	26.7%	52,618	63,025	19.8%	12,148	17,076	40.6%		
50X - Dallas / Salem Express	737	719	-2.4%	17,384	16,811	-3.3%	887	1,733	95.4%		
80X - Keizer / Wilsonville Express*	0	556	N/A	0	16,782	N/A	0	384	N/A		
<i>Cherriots Regional Express Y-T-D Total</i>	<i>8,665</i>	<i>9,719</i>	<i>12.2%</i>	<i>186,125</i>	<i>208,605</i>	<i>12.1%</i>	<i>25,503</i>	<i>34,165</i>	<i>34.0%</i>		
REGIONAL DEVIATED FIXED ROUTE											
45 - Central Polk County	1,230	1,208	-1.8%	18,888	19,323	2.3%	1,958	2,007	2.5%		
<i>Cherriots Regional Y-T-D Total</i>	<i>9,895</i>	<i>10,927</i>	<i>10.4%</i>	<i>205,013</i>	<i>227,928</i>	<i>11.2%</i>	<i>27,461</i>	<i>36,172</i>	<i>31.7%</i>		
SHOP AND RIDE											
Dial-a-Ride	1,492	1,495	0.2%	15,171	15,831	4.4%	2,197	2,299	4.6%		
Shopper Shuttle	0	0	N/A	0	0	N/A	0	0	N/A		
<i>Cherriots Shop and Ride Y-T-D Total</i>	<i>1,492</i>	<i>1,495</i>	<i>0.2%</i>	<i>15,171</i>	<i>15,831</i>	<i>4.4%</i>	<i>2,197</i>	<i>2,299</i>	<i>4.6%</i>		
LIFT											
ADA	12,635	11,410	-9.7%	145,460	146,311	0.6%	22,595	23,638	4.6%		
DD53	3,549	4,627	30.4%	51,322	70,430	37.2%	5,683	8,422	48.2%		
<i>Cherriots LIFT Y-T-D Total</i>	<i>16,184</i>	<i>16,037</i>	<i>-0.9%</i>	<i>196,782</i>	<i>216,741</i>	<i>10.1%</i>	<i>28,278</i>	<i>32,060</i>	<i>13.4%</i>		

*Route 80X was implemented on September 6, 2022

Table 9. Fare Type and Category Usage

Cherriots Local															
Fare Types	Fare Categories									Fare Categories					
	Full Fare			Reduced Fare			Youth Fare			Youth Zero Pass*			Free		
	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change
30 Day Pass	63,506	83,632	31.7%	80,772	96,948	20.0%	25,305	-	N/A	-	-	-	-	-	-
Day Pass	62,316	69,876	12.1%	56,936	61,300	7.7%	56,424	-	N/A	-	-	-	-	-	-
Cash	15,645	16,559	5.8%	3,763	4,394	16.8%	7,256	-	N/A	-	-	-	-	-	-
Free	-	-	-	-	-	-	-	-	-	88,985	153,754	N/A	16,045	23,469	46.3%
Total	141,467	170,067	20.2%	141,471	162,642	15.0%	88,985	-	N/A	88,985	153,754	72.8%	16,045	23,469	46.3%
Cherriots Regional															
Fare Types	Fare Categories									Fare Categories					
	Full Fare			Reduced Fare			Youth Fare*			Youth Zero Pass			Free		
	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change
Monthly Pass	589	1,379	134.1%	411	690	67.9%	113	-	N/A	-	-	-	-	-	-
Day Pass	3,348	2,239	-33.1%	2,056	1,292	-37.2%	778	-	N/A	-	-	-	-	-	-
Universal Pass	-	1,607	N/A	-	1,147	N/A	-	-	N/A	-	-	-	-	-	-
Cash	4,120	4,049	-1.7%	1,066	1,412	32.5%	1,238	-	N/A	-	-	-	-	-	-
Free	-	-	-	-	-	-	-	-	-	2,129	4,272	N/A	198	297	50.0%
Total	8,057	9,274	15.1%	3,533	4,541	28.5%	2,129	-	N/A	2,129	4,272	100.7%	198	297	50.0%

*Q2 2022 Youth Zero Pass numbers are the total of all Youth Fares collected that quarter. Youth Fare categories were collected prior to the implementation of the Youth Zero Pass program on Sep 4, 2022.

Table 10. Saturday Total Revenue Hours

Route (Service Days)	FY22 Q2				FY23 Q2			
	Oct 2021 5	Nov 2021 4	Dec 2021 3	Total 12	Oct 2022 5	Nov 2022 4	Dec 2022 5	Total 14
LOCAL BUS SERVICE								
2 - Market / Brown	136	109	82	327	136	109	109	354
3 - Portland Road	75	60	45	180	75	60	60	195
4 - State Street	77	61	46	184	77	61	62	200
5 - Center Street	138	110	82	330	137	109	110	356
6 - Mission / Fairview Industrial	105	84	63	252	106	85	85	276
7 - Mission / Hawthorne	73	58	43	174	73	58	57	188
8 - 12th / Liberty via Red Leaf	109	87	66	262	110	88	88	286
9 - Cherry / River Road	77	62	46	185	77	62	62	201
11 - Lancaster / Verda	277	221	166	664	277	222	222	721
13 - Silverton Road	68	54	41	163	68	54	54	176
16 - Wallace Road	43	35	26	104	43	35	34	112
17 - Edgewater / Gerth	135	108	81	324	134	107	107	348
18 - 12th / Liberty via Lone Oak	109	87	65	261	109	87	87	283
19 - Broadway / River Road	133	107	80	320	133	107	106	346
21 - South Commercial	134	108	81	323	134	107	107	348
<i>Cherriots Local Totals</i>	<i>1,689</i>	<i>1,351</i>	<i>1,013</i>	<i>4,053</i>	<i>1,689</i>	<i>1,351</i>	<i>1,350</i>	<i>4,390</i>
REGIONAL EXPRESS ROUTES								
10X - Woodburn / Salem Express	36	29	22	87	36	29	29	94
20X - N. Marion Co. / Salem Express	46	36	27	109	44	35	35	114
30X - Santiam / Salem Express	35	28	21	84	35	28	28	91
40X - Polk County / Salem Express	71	58	43	172	67	57	57	181
<i>Cherriots Regional Express Totals</i>	<i>188</i>	<i>151</i>	<i>113</i>	<i>452</i>	<i>182</i>	<i>149</i>	<i>149</i>	<i>480</i>
LIFT								
ADA	285	225	170	680	268	201	222	691
DD53	20	21	13	54	26	18	16	60
<i>Cherriots LIFT Totals</i>	<i>305</i>	<i>246</i>	<i>183</i>	<i>734</i>	<i>294</i>	<i>219</i>	<i>238</i>	<i>751</i>

Table 11. Saturday Average Revenue Hours / Day

Route	FY22 Q2				FY23 Q2				Percent Change
	Oct 2021	Nov 2021	Dec 2021	Total	Oct 2022	Nov 2022	Dec 2022	Total	
(Service Days)	5	4	3	12	5	4	5	14	
LOCAL BUS SERVICE									
2 - Market / Brown	27.2	27.3	27.3	27.3	27.2	27.3	21.8	25.3	-7.2%
3 - Portland Road	15.0	15.0	15.0	15.0	15.0	15.0	12.0	13.9	-7.1%
4 - State Street	15.4	15.3	15.3	15.3	15.4	15.3	12.4	14.3	-6.8%
5 - Center Street	27.6	27.5	27.3	27.5	27.4	27.3	22.0	25.4	-7.5%
6 - Mission / Fairview Industrial	21.0	21.0	21.0	21.0	21.2	21.3	17.0	19.7	-6.1%
7 - Mission / Hawthorne	14.6	14.5	14.3	14.5	14.6	14.5	11.4	13.4	-7.4%
8 - 12th / Liberty via Red Leaf	21.8	21.8	22.0	21.8	22.0	22.0	17.6	20.4	-6.4%
9 - Cherry / River Road	15.4	15.5	15.3	15.4	15.4	15.5	12.4	14.4	-6.9%
11 - Lancaster / Verda	55.4	55.3	55.3	55.3	55.4	55.5	44.4	51.5	-6.9%
13 - Silverton Road	13.6	13.5	13.7	13.6	13.6	13.5	10.8	12.6	-7.4%
16 - Wallace Road	8.6	8.8	8.7	8.7	8.6	8.8	6.8	8.0	-7.7%
17 - Edgewater / Gerth	27.0	27.0	27.0	27.0	26.8	26.8	21.4	24.9	-7.9%
18 - 12th / Liberty via Lone Oak	21.8	21.8	21.7	21.8	21.8	21.8	17.4	20.2	-7.1%
19 - Broadway / River Road	26.6	26.8	26.7	26.7	26.6	26.8	21.2	24.7	-7.3%
21 - South Commercial	26.8	27.0	27.0	26.9	26.8	26.8	21.4	24.9	-7.7%
<i>Cherriots Local Totals</i>	337.8	337.8	337.7	337.8	337.8	337.8	270.0	313.6	-7.2%
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	7.2	7.3	7.3	7.3	7.2	7.3	5.8	6.7	-7.4%
20X - N. Marion Co. / Salem Express	9.2	9.0	9.0	9.1	8.8	8.8	7.0	8.1	-10.4%
30X - Santiam / Salem Express	7.0	7.0	7.0	7.0	7.0	7.0	5.6	6.5	-7.1%
40X - Polk County / Salem Express	14.2	14.5	14.3	14.3	13.4	14.3	11.4	12.9	-9.8%
<i>Cherriots Regional Express Totals</i>	37.6	37.8	37.7	37.7	36.4	37.3	29.8	34.3	-9.0%
LIFT									
ADA	57.0	56.3	56.7	56.7	53.6	50.3	44.4	49.4	-12.9%
DD53	4.0	5.3	4.3	4.5	5.2	4.5	3.2	4.3	-4.8%
<i>Cherriots LIFT Totals</i>	61.0	61.5	61.0	61.2	58.8	54.8	47.6	53.6	-12.3%

Table 12. Saturday Total Revenue Miles

Route	FY22 Q2				FY23 Q2			
	Oct 2021	Nov 2021	Dec 2021	Total	Oct 2022	Nov 2022	Dec 2022	Total
(Service Days)	5	4	3	12	5	4	5	14
LOCAL BUS SERVICE								
2 - Market / Brown	1,726	1,381	1,036	4,143	1,703	1,362	1,362	4,427
3 - Portland Road	876	700	525	2,101	875	700	700	2,275
4 - State Street	754	603	452	1,809	752	602	602	1,956
5 - Center Street	1,560	1,248	936	3,744	1,561	1,249	1,249	4,059
6 - Mission / Fairview Industrial	1,578	1,263	947	3,788	1,592	1,274	1,274	4,140
7 - Mission / Hawthorne	926	741	556	2,223	929	743	743	2,415
8 - 12th / Liberty via Red Leaf	1,482	1,185	889	3,556	1,471	1,177	1,178	3,826
9 - Cherry / River Road	1,133	906	680	2,719	1,130	904	904	2,938
11 - Lancaster / Verda	3,517	2,814	2,110	8,441	3,504	2,803	2,803	9,110
13 - Silvertown Road	647	517	388	1,552	636	509	509	1,654
16 - Wallace Road	576	461	346	1,383	574	459	459	1,492
17 - Edgewater / Gerth	1,038	831	623	2,492	1,031	825	825	2,681
18 - 12th / Liberty via Lone Oak	1,461	1,169	877	3,507	1,447	1,157	1,158	3,762
19 - Broadway / River Road	1,727	1,382	1,036	4,145	1,735	1,388	1,388	4,511
21 - South Commercial	1,663	1,330	997	3,990	1,627	1,302	1,302	4,231
<i>Cherriots Local Totals</i>	<i>20,664</i>	<i>16,531</i>	<i>12,398</i>	<i>49,593</i>	<i>20,567</i>	<i>16,454</i>	<i>16,456</i>	<i>53,477</i>
REGIONAL EXPRESS ROUTES								
10X - Woodburn / Salem Express	760	556	458	1,774	768	613	612	1,993
20X - N. Marion Co. / Salem Express	1,103	890	661	2,654	1,035	832	827	2,694
30X - Santiam / Salem Express	852	673	509	2,034	859	695	675	2,229
40X - Polk County / Salem Express	1,559	1,243	929	3,731	1,419	1,206	1,199	3,824
<i>Cherriots Regional Express Totals</i>	<i>4,274</i>	<i>3,362</i>	<i>2,557</i>	<i>10,193</i>	<i>4,081</i>	<i>3,346</i>	<i>3,313</i>	<i>10,740</i>
LIFT								
ADA	3,312	2,610	1,940	7,862	3,307	2,426	2,676	8,409
DD53	304	317	199	820	426	264	239	929
<i>Cherriots LIFT Totals</i>	<i>3,616</i>	<i>2,927</i>	<i>2,139</i>	<i>8,682</i>	<i>3,733</i>	<i>2,690</i>	<i>2,915</i>	<i>9,338</i>

Table 13. Saturday Average Revenue Miles / Day

Route	FY22 Q2				FY23 Q2				Percent Change
	Oct 2021	Nov 2021	Dec 2021	Total	Oct 2022	Nov 2022	Dec 2022	Total	
(Service Days)	5	4	3	12	5	4	5	14	
LOCAL BUS SERVICE									
2 - Market / Brown	345.2	345.3	345.3	345.3	340.6	340.5	272.4	316.2	-8.4%
3 - Portland Road	175.2	175.0	175.0	175.1	175.0	175.0	140.0	162.5	-7.2%
4 - State Street	150.8	150.8	150.7	150.8	150.4	150.5	120.4	139.7	-7.3%
5 - Center Street	312.0	312.0	312.0	312.0	312.2	312.3	249.8	289.9	-7.1%
6 - Mission / Fairview Industrial	315.6	315.8	315.7	315.7	318.4	318.5	254.8	295.7	-6.3%
7 - Mission / Hawthorne	185.2	185.3	185.3	185.3	185.8	185.8	148.6	172.5	-6.9%
8 - 12th / Liberty via Red Leaf	296.4	296.3	296.3	296.3	294.2	294.3	235.6	273.3	-7.8%
9 - Cherry / River Road	226.6	226.5	226.7	226.6	226.0	226.0	180.8	209.9	-7.4%
11 - Lancaster / Verda	703.4	703.5	703.3	703.4	700.8	700.8	560.6	650.7	-7.5%
13 - Silverton Road	129.4	129.3	129.3	129.3	127.2	127.3	101.8	118.1	-8.7%
16 - Wallace Road	115.2	115.3	115.3	115.3	114.8	114.8	91.8	106.6	-7.5%
17 - Edgewater / Gerth	207.6	207.8	207.7	207.7	206.2	206.3	165.0	191.5	-7.8%
18 - 12th / Liberty via Lone Oak	292.2	292.3	292.3	292.3	289.4	289.3	231.6	268.7	-8.1%
19 - Broadway / River Road	345.4	345.5	345.3	345.4	347.0	347.0	277.6	322.2	-6.7%
21 - South Commercial	332.6	332.5	332.3	332.5	325.4	325.5	260.4	302.2	-9.1%
<i>Cherriots Local Totals</i>	<i>4,132.8</i>	<i>4,132.8</i>	<i>4,132.7</i>	<i>4,132.8</i>	<i>4,113.4</i>	<i>4,113.5</i>	<i>3,291.2</i>	<i>3,819.8</i>	<i>-7.6%</i>
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	152.0	139.0	152.7	147.8	153.6	153.3	122.4	142.4	-3.7%
20X - N. Marion Co. / Salem Express	220.6	222.5	220.3	221.2	207.0	208.0	165.4	192.4	-13.0%
30X - Santiam / Salem Express	170.4	168.3	169.7	169.5	171.8	173.8	135.0	159.2	-6.1%
40X - Polk County / Salem Express	311.8	310.8	309.7	310.9	283.8	301.5	239.8	273.1	-12.1%
<i>Cherriots Regional Express Totals</i>	<i>854.8</i>	<i>840.5</i>	<i>852.3</i>	<i>849.4</i>	<i>816.2</i>	<i>836.5</i>	<i>662.6</i>	<i>767.1</i>	<i>-9.7%</i>
LIFT									
ADA	662.4	652.5	646.7	655.2	661.4	606.5	535.2	600.6	-8.3%
DD53	60.8	79.3	66.3	68.3	85.2	66.0	47.8	66.4	-2.9%
<i>Cherriots LIFT Totals</i>	<i>723.2</i>	<i>731.8</i>	<i>713.0</i>	<i>723.5</i>	<i>746.6</i>	<i>672.5</i>	<i>583.0</i>	<i>667.0</i>	<i>-7.8%</i>

Table 14. Saturday Total Boardings

Route	FY22 Q2				FY23 Q2			
	Oct 2021	Nov 2021	Dec 2021	Total	Oct 2022	Nov 2022	Dec 2022	Total
(Service Days)	5	4	3	12	5	4	5	14
LOCAL BUS SERVICE								
2 - Market / Brown	1,684	1,224	844	3,752	2,590	1,743	1,677	6,010
3 - Portland Road	714	559	422	1,695	1,432	1,002	982	3,416
4 - State Street	772	634	370	1,776	1,160	862	854	2,876
5 - Center Street	1,748	1,358	894	4,000	2,406	1,634	1,613	5,653
6 - Mission / Fairview Industrial	304	210	162	676	463	349	262	1,074
7 - Mission / Hawthorne	457	340	239	1,036	580	431	428	1,439
8 - 12th / Liberty via Red Leaf	828	591	466	1,885	1,323	816	856	2,995
9 - Cherry / River Road	659	542	349	1,550	920	714	632	2,266
11 - Lancaster / Verda	3,402	2,658	1,839	7,899	5,039	3,434	3,292	11,765
13 - Silverton Road	608	457	351	1,416	964	776	863	2,603
16 - Wallace Road	405	317	195	917	458	367	277	1,102
17 - Edgewater / Gerth	895	601	439	1,935	1,203	905	738	2,846
18 - 12th / Liberty via Lone Oak	685	542	368	1,595	1,025	689	728	2,442
19 - Broadway / River Road	2,119	1,559	1,004	4,682	2,861	2,269	2,056	7,186
21 - South Commercial	2,052	1,569	1,108	4,729	3,242	2,475	2,214	7,931
<i>Cherriots Local Totals</i>	<i>17,332</i>	<i>13,161</i>	<i>9,050</i>	<i>39,543</i>	<i>25,666</i>	<i>18,466</i>	<i>17,472</i>	<i>61,604</i>
REGIONAL EXPRESS ROUTES								
10X - Woodburn / Salem Express	98	81	53	232	102	60	82	244
20X - N. Marion Co. / Salem Express	35	48	36	119	71	47	53	171
30X - Santiam / Salem Express	52	44	28	124	58	33	26	117
40X - Polk County / Salem Express	249	179	137	565	406	301	305	1,012
<i>Cherriots Regional Express Totals</i>	<i>434</i>	<i>352</i>	<i>254</i>	<i>1,040</i>	<i>637</i>	<i>441</i>	<i>466</i>	<i>1,544</i>
LIFT								
ADA	492	366	309	1,167	561	408	468	1,437
DD53	27	27	20	74	45	29	24	98
<i>Cherriots LIFT Totals</i>	<i>519</i>	<i>393</i>	<i>329</i>	<i>1,241</i>	<i>606</i>	<i>437</i>	<i>492</i>	<i>1,535</i>

Table 15. Saturday Average Boardings / Day

Route	FY22 Q2				FY23 Q2				Percent Change
	Oct 2021	Nov 2021	Dec 2021	Total	Oct 2022	Nov 2022	Dec 2022	Total	
(Service Days)	5	4	3	12	5	4	5	14	
LOCAL BUS SERVICE									
2 - Market / Brown	336.8	306.0	281.3	312.7	518.0	435.8	335.4	429.3	37.3%
3 - Portland Road	142.8	139.8	140.7	141.3	286.4	250.5	196.4	244.0	72.7%
4 - State Street	154.4	158.5	123.3	148.0	232.0	215.5	170.8	205.4	38.8%
5 - Center Street	349.6	339.5	298.0	333.3	481.2	408.5	322.6	403.8	21.1%
6 - Mission / Fairview Industrial	60.8	52.5	54.0	56.3	92.6	87.3	52.4	76.7	36.2%
7 - Mission / Hawthorne	91.4	85.0	79.7	86.3	116.0	107.8	85.6	102.8	19.1%
8 - 12th / Liberty via Red Leaf	165.6	147.8	155.3	157.1	264.6	204.0	171.2	213.9	36.2%
9 - Cherry / River Road	131.8	135.5	116.3	129.2	184.0	178.5	126.4	161.9	25.3%
11 - Lancaster / Verda	680.4	664.5	613.0	658.3	1,007.8	858.5	658.4	840.4	27.7%
13 - Silverton Road	121.6	114.3	117.0	118.0	192.8	194.0	172.6	185.9	57.6%
16 - Wallace Road	81.0	79.3	65.0	76.4	91.6	91.8	55.4	78.7	3.0%
17 - Edgewater / Gerth	179.0	150.3	146.3	161.3	240.6	226.3	147.6	203.3	26.1%
18 - 12th / Liberty via Lone Oak	137.0	135.5	122.7	132.9	205.0	172.3	145.6	174.4	31.2%
19 - Broadway / River Road	423.8	389.8	334.7	390.2	572.2	567.3	411.2	513.3	31.6%
21 - South Commercial	410.4	392.3	369.3	394.1	648.4	618.8	442.8	566.5	43.8%
<i>Cherriots Local Totals</i>	<i>3,466.4</i>	<i>3,290.3</i>	<i>3,016.7</i>	<i>3,295.3</i>	<i>5,133.2</i>	<i>4,616.5</i>	<i>3,494.4</i>	<i>4,400.3</i>	<i>33.5%</i>
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	19.6	20.3	17.7	19.3	20.4	15.0	16.4	17.4	-9.9%
20X - N. Marion Co. / Salem Express	7.0	12.0	12.0	9.9	14.2	11.8	10.6	12.2	23.2%
30X - Santiam / Salem Express	10.4	11.0	9.3	10.3	11.6	8.3	5.2	8.4	-19.1%
40X - Polk County / Salem Express	49.8	44.8	45.7	47.1	81.2	75.3	61.0	72.3	53.5%
<i>Cherriots Regional Express Totals</i>	<i>86.8</i>	<i>88.0</i>	<i>84.7</i>	<i>86.7</i>	<i>127.4</i>	<i>110.3</i>	<i>93.2</i>	<i>110.3</i>	<i>27.3%</i>
LIFT									
ADA	98.4	91.5	103.0	97.3	112.2	102.0	93.6	102.6	5.5%
DD53	5.4	6.8	6.7	6.2	9.0	7.3	4.8	7.0	13.5%
<i>Cherriots LIFT Totals</i>	<i>103.8</i>	<i>98.3</i>	<i>109.7</i>	<i>103.4</i>	<i>121.2</i>	<i>109.3</i>	<i>98.4</i>	<i>109.6</i>	<i>6.0%</i>

Table 16. Saturday Average Boardings / Revenue Hour

Route	FY22 Q2				FY23 Q2				Percent Change
	Oct 2021	Nov 2021	Dec 2021	Total	Oct 2022	Nov 2022	Dec 2022	Total	
(Service Days)	5	4	3	12	5	4	5	14	
LOCAL BUS SERVICE									
2 - Market / Brown	12.4	11.2	10.3	11.5	19.0	16.0	15.4	17.0	48.0%
3 - Portland Road	9.5	9.3	9.4	9.4	19.1	16.7	16.4	17.5	86.0%
4 - State Street	10.0	10.4	8.0	9.7	15.1	14.1	13.8	14.4	49.0%
5 - Center Street	12.7	12.3	10.9	12.1	17.6	15.0	14.7	15.9	31.0%
6 - Mission / Fairview Industrial	0.0	2.5	2.6	2.7	4.4	4.1	3.1	3.9	45.1%
7 - Mission / Hawthorne	6.3	5.9	5.6	6.0	7.9	7.4	7.5	7.7	28.6%
8 - 12th / Liberty via Red Leaf	7.6	10.2	10.8	7.2	12.0	9.3	9.7	10.5	45.6%
9 - Cherry / River Road	8.6	8.7	7.6	8.4	11.9	11.5	10.2	11.3	34.6%
11 - Lancaster / Verda	12.3	12.0	11.1	11.9	18.2	15.5	14.8	16.3	37.2%
13 - Silverton Road	8.9	8.5	8.6	8.7	14.2	14.4	16.0	14.8	70.2%
16 - Wallace Road	0.0	9.1	7.5	8.8	10.7	10.5	8.1	9.8	11.6%
17 - Edgewater / Gerth	6.6	5.6	5.4	6.0	9.0	8.5	6.9	8.2	36.9%
18 - 12th / Liberty via Lone Oak	6.3	6.2	5.7	6.1	9.4	7.9	8.4	8.6	41.2%
19 - Broadway / River Road	15.9	14.6	12.6	14.6	21.5	21.2	19.4	20.8	41.9%
21 - South Commercial	15.3	14.5	13.7	14.6	24.2	23.1	20.7	22.8	55.7%
<i>Cherriots Local Totals</i>	10.3	9.7	8.9	9.8	15.2	13.7	12.9	14.0	43.8%
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	2.7	2.8	2.4	2.7	2.8	2.1	2.8	2.6	-2.7%
20X - N. Marion Co. / Salem Express	0.8	1.3	1.3	1.1	1.6	1.3	1.5	1.5	37.4%
30X - Santiam / Salem Express	1.5	1.6	1.3	1.5	1.7	1.2	0.9	1.3	-12.9%
40X - Polk County / Salem Express	3.5	3.1	3.2	3.3	6.1	5.3	5.4	5.6	70.2%
<i>Cherriots Regional Express Totals</i>	2.3	2.3	2.2	2.3	3.5	3.0	3.1	3.2	39.8%
LIFT									
ADA	1.7	1.6	1.8	1.7	2.1	2.0	2.1	2.1	21.2%
DD53	1.4	1.3	1.5	1.4	1.7	1.6	1.5	1.6	19.2%
<i>Cherriots LIFT Totals</i>	1.7	1.6	1.8	1.7	2.1	2.0	2.1	2.0	20.9%

Table 17. Saturday Year-To-Date Total Revenue Hours, Revenue Miles, and Boardings

Route	Revenue Hours		Percent Change	Revenue Miles		Percent Change	Boardings		Percent Change
	FY22	FY23		FY22	FY23		FY22	FY23	
LOCAL BUS SERVICE									
2 - Market / Brown	681	708	4.0%	8,779	8,854	0.9%	8,364	11,529	37.8%
3 - Portland Road	375	390	4.0%	4,377	4,550	4.0%	3,888	6,554	68.6%
4 - State Street	383	399	4.2%	3,769	3,912	3.8%	3,986	5,611	40.8%
5 - Center Street	688	714	3.8%	7,800	8,118	4.1%	8,383	10,584	26.3%
6 - Mission / Fairview Industrial	525	549	4.6%	7,892	8,280	4.9%	1,456	1,983	36.2%
7 - Mission / Hawthorne	363	377	3.9%	4,631	4,830	4.3%	2,255	2,835	25.7%
8 - 12th / Liberty via Red Leaf	545	569	4.4%	7,408	7,652	3.3%	3,944	5,683	44.1%
9 - Cherry / River Road	386	402	4.1%	5,664	5,876	3.7%	3,168	4,325	36.5%
11 - Lancaster / Verda	1,385	1,442	4.1%	17,585	18,220	3.6%	16,353	22,899	40.0%
13 - Silverton Road	339	352	3.8%	3,233	3,308	2.3%	3,190	5,325	66.9%
16 - Wallace Road	217	225	3.7%	2,881	2,984	3.6%	1,780	2,016	13.3%
17 - Edgewater / Gerth	675	699	3.6%	5,192	5,362	3.3%	4,110	5,698	38.6%
18 - 12th / Liberty via Lone Oak	544	566	4.0%	7,306	7,523	3.0%	3,410	4,766	39.8%
19 - Broadway / River Road	667	693	3.9%	8,636	9,022	4.5%	10,162	13,654	34.4%
21 - South Commercial	671	696	3.7%	8,313	8,462	1.8%	9,998	15,122	51.3%
<i>Cherriots Local Y-T-D Total</i>	<i>8,444</i>	<i>8,781</i>	<i>4.0%</i>	<i>103,466</i>	<i>106,953</i>	<i>3.4%</i>	<i>84,447</i>	<i>118,584</i>	<i>40.4%</i>
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	181	188	3.9%	3,797	3,977	4.7%	426	510	19.7%
20X - N. Marion Co. / Salem Express	222	229	3.2%	5,446	5,369	-1.4%	257	383	49.0%
30X - Santiam / Salem Express	175	182	4.0%	4,183	4,432	6.0%	219	299	36.5%
40X - Polk County / Salem Express	307	368	19.9%	6,693	7,759	15.9%	1,082	2,034	88.0%
<i>Cherriots Regional Express Y-T-D Total</i>	<i>885</i>	<i>967</i>	<i>9.3%</i>	<i>20,119</i>	<i>21,537</i>	<i>7.0%</i>	<i>1,984</i>	<i>3,226</i>	<i>62.6%</i>
LIFT									
ADA	1,387	1,419	2.3%	15,563	16,735	7.5%	2,363	2,829	19.7%
DD53	120	129	7.5%	1,869	2,017	7.9%	169	221	30.8%
<i>Cherriots LIFT Y-T-D Total</i>	<i>1,507</i>	<i>1,548</i>	<i>2.7%</i>	<i>17,432</i>	<i>18,752</i>	<i>7.6%</i>	<i>2,532</i>	<i>3,050</i>	<i>20.5%</i>

Table 18. Saturday Fare Type and Category Usage

Cherriots Local															
Fare Types	Full Fare			Reduced Fare			Youth Fare			Youth Zero Pass*			Free		
	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change
30 Day Pass	7,665	11,099	44.8%	8,620	10,534	22.2%	1,602	N/A	N/A	-	-	-	-	-	-
Day Pass	6,588	7,927	20.3%	5,590	7,328	31.1%	4,827	N/A	N/A	-	-	-	-	-	-
Cash	1,810	2,230	23.2%	420	552	31.4%	485	N/A	N/A	-	-	-	-	-	-
Free	-	-	-	-	-	-	-	-	-	6,914	15,016	117.2%	1,662	1,805	8.6%
Totals	16,063	21,256	32.3%	14,630	18,414	25.9%	6,914	N/A	N/A	6,914	15,016	117.2%	1,662	1,805	8.6%
Cherriots Regional															
Fare Types	Full Fare			Reduced Fare			Youth Fare*			Youth Zero Pass			Free		
	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change
Monthly Pass	71	93	31.0%	41	64	56.1%	8	N/A	N/A	-	-	-	-	-	-
Day Pass	203	162	-20.2%	108	94	-13.0%	25	N/A	N/A	-	-	-	-	-	-
Universal Pass	-	106	N/A	-	45	N/A	-	N/A	N/A	-	-	-	-	-	-
Cash	363	393	8.3%	73	197	169.9%	114	N/A	N/A	-	-	-	-	-	-
Free	-	-	-	-	-	-	-	-	-	147	359	N/A	34	31	-8.8%
Totals	637	754	18.4%	222	400	80.2%	147	N/A	N/A	147	359	144.2%	34	31	-8.8%

*Q2 2022 Youth Zero Pass numbers are the total of all Youth Fares collected that quarter. Youth Fare categories were collected prior to the implementation of the Youth Zero Pass program on Sep 4, 2022.

Table 19. Sunday Total Revenue Hours

Route	FY22 Q2				FY23 Q2			
	Oct 2021	Nov 2021	Dec 2021	Total	Oct 2022	Nov 2022	Dec 2022	Total
(Service Days)	5	4	4	13	5	4	3	12
LOCAL BUS SERVICE								
2 - Market / Brown	65	52	52	169	65	52	39	156
3 - Portland Road	65	52	52	169	65	52	39	156
4 - State Street	67	54	54	175	67	52	40	159
5 - Center Street	65	52	52	169	65	52	39	156
7 - Mission / Hawthorne	63	50	50	163	63	50	38	151
8 - 12th / Liberty via Red Leaf	65	52	52	169	65	52	39	156
9 - Cherry / River Road	67	54	54	175	67	54	40	161
11 - Lancaster / Verda	250	200	200	650	250	200	150	600
13 - Silverton Road	64	51	51	166	64	51	38	153
17 - Edgewater / Gerth	65	52	52	169	65	52	39	156
19 - Broadway / River Road	64	52	51	167	64	52	39	155
21 - South Commercial	64	52	51	167	64	52	39	155
<i>Cherriots Local Totals</i>	964	773	771	2,508	964	771	579	2,314
LIFT								
ADA	135	134	114	383	182	146	99	427
DD53	0	0	4	4	7	9	8	24
<i>Cherriots LIFT Totals</i>	135	134	118	387	189	155	107	451

Table 20. Sunday Average Revenue Hours / Day

Route (Service Days)	FY22 Q2				FY23 Q2				Percent Change
	Oct 2021	Nov 2021	Dec 2021	Total	Oct 2022	Nov 2022	Dec 2022	Total	
	5	4	4	13	5	4	3	12	
LOCAL BUS SERVICE									
2 - Market / Brown	13.0	13.0	13.0	13.0	13.0	13.0	13.0	13.0	0.0%
3 - Portland Road	13.0	13.0	13.0	13.0	13.0	13.0	13.0	13.0	0.0%
4 - State Street	13.4	13.5	13.5	13.5	13.4	13.0	13.3	13.3	-1.6%
5 - Center Street	13.0	13.0	13.0	13.0	13.0	13.0	13.0	13.0	0.0%
7 - Mission / Hawthorne	12.6	12.5	12.5	12.5	12.6	12.5	12.7	12.6	0.4%
8 - 12th / Liberty via Red Leaf	13.0	13.0	13.0	13.0	13.0	13.0	13.0	13.0	0.0%
9 - Cherry / River Road	13.4	13.5	13.5	13.5	13.4	13.5	13.3	13.4	-0.3%
11 - Lancaster / Verda	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	0.0%
13 - Silverton Road	12.8	12.8	12.8	12.8	12.8	12.8	12.7	12.8	-0.2%
17 - Edgewater / Gerth	13.0	13.0	13.0	13.0	13.0	13.0	13.0	13.0	0.0%
19 - Broadway / River Road	12.8	13.0	12.8	12.8	12.8	13.0	13.0	12.9	0.5%
21 - South Commercial	12.8	13.0	12.8	12.8	12.8	13.0	13.0	12.9	0.5%
<i>Cherriots Local Totals</i>	<i>192.8</i>	<i>193.3</i>	<i>192.8</i>	<i>192.9</i>	<i>192.8</i>	<i>192.8</i>	<i>193.0</i>	<i>192.8</i>	<i>0.0%</i>
LIFT									
ADA	27.0	33.5	28.5	29.5	36.4	36.5	33.0	35.6	20.8%
DD53	0.0	0.0	1.0	0.3	1.4	2.3	2.7	2.0	550.0%
<i>Cherriots LIFT Totals</i>	<i>27.0</i>	<i>33.5</i>	<i>29.5</i>	<i>29.8</i>	<i>37.8</i>	<i>38.8</i>	<i>35.7</i>	<i>37.6</i>	<i>26.2%</i>

Table 21. Sunday Total Revenue Miles

Route	FY22 Q2				FY23 Q2			
	Oct 2021	Nov 2021	Dec 2021	Total	Oct 2022	Nov 2022	Dec 2022	Total
(Service Days)	5	4	4	13	5	4	3	12
LOCAL BUS SERVICE								
2 - Market / Brown	816	653	653	2,122	805	644	483	1,932
3 - Portland Road	759	607	607	1,973	758	606	455	1,819
4 - State Street	657	526	526	1,709	656	525	393	1,574
5 - Center Street	739	591	591	1,921	739	592	444	1,775
7 - Mission / Hawthorne	798	638	639	2,075	801	641	481	1,923
8 - 12th / Liberty via Red Leaf	831	665	665	2,161	826	661	496	1,983
9 - Cherry / River Road	988	790	790	2,568	985	788	591	2,364
11 - Lancaster / Verda	3,097	2,478	2,478	8,053	3,086	2,469	1,852	7,407
13 - Silverton Road	600	480	480	1,560	591	473	354	1,418
17 - Edgewater / Gerth	500	400	400	1,300	497	397	298	1,192
19 - Broadway / River Road	832	666	665	2,163	835	668	501	2,004
21 - South Commercial	801	641	640	2,082	784	627	470	1,881
<i>Cherriots Local Totals</i>	<i>11,418</i>	<i>9,135</i>	<i>9,134</i>	<i>29,687</i>	<i>11,363</i>	<i>9,091</i>	<i>6,818</i>	<i>27,272</i>
LIFT								
ADA	1,386	1,572	1,157	2,729	2,161	1,717	1,090	4,968
DD53	0	0	59	59	119	132	118	369
<i>Cherriots LIFT Totals</i>	<i>1,386</i>	<i>1,572</i>	<i>1,216</i>	<i>4,174</i>	<i>2,280</i>	<i>1,849</i>	<i>1,208</i>	<i>5,337</i>

Table 22. Sunday Average Revenue Miles / Day

Route (Service Days)	FY22 Q2				FY23 Q2				Percent Change
	Oct 2021	Nov 2021	Dec 2021	Total	Oct 2022	Nov 2022	Dec 2022	Total	
	5	4	4	13	5	4	3	12	
LOCAL BUS SERVICE									
2 - Market / Brown	163.2	163.3	163.3	163.2	161.0	161.0	161.0	161.0	-1.4%
3 - Portland Road	151.8	151.8	151.8	151.8	151.6	151.5	151.7	151.6	-0.1%
4 - State Street	131.4	131.5	131.5	131.5	131.2	131.3	131.0	131.2	-0.2%
5 - Center Street	147.8	147.8	147.8	147.8	147.8	148.0	148.0	147.9	0.1%
7 - Mission / Hawthorne	159.6	159.5	159.8	159.6	160.2	160.3	160.3	160.3	0.4%
8 - 12th / Liberty via Red Leaf	166.2	166.3	166.3	166.2	165.2	165.3	165.3	165.3	-0.6%
9 - Cherry / River Road	197.6	197.5	197.5	197.5	197.0	197.0	197.0	197.0	-0.3%
11 - Lancaster / Verda	619.4	619.5	619.5	619.5	617.2	617.3	617.3	617.3	-0.4%
13 - Silverton Road	120.0	120.0	120.0	120.0	118.2	118.3	118.0	118.2	-1.5%
17 - Edgewater / Gerth	100.0	100.0	100.0	100.0	99.4	99.3	99.3	99.3	-0.7%
19 - Broadway / River Road	166.4	166.5	166.3	166.4	167.0	167.0	167.0	167.0	0.4%
21 - South Commercial	160.2	160.3	160.0	160.2	156.8	156.8	156.7	156.8	-2.1%
<i>Cherriots Local Totals</i>	<i>2,283.6</i>	<i>2,283.8</i>	<i>2,283.5</i>	<i>2,283.6</i>	<i>2,272.6</i>	<i>2,272.8</i>	<i>2,272.7</i>	<i>2,272.7</i>	<i>-0.5%</i>
LIFT									
ADA	277.2	393.0	289.3	209.9	432.2	429.3	363.3	414.0	97.2%
DD53	0.0	0.0	14.8	4.5	23.8	33.0	39.3	30.8	577.5%
<i>Cherriots LIFT Totals</i>	<i>277.2</i>	<i>393.0</i>	<i>304.0</i>	<i>321.1</i>	<i>456.0</i>	<i>462.3</i>	<i>402.7</i>	<i>444.8</i>	<i>38.5%</i>

Table 23. Sunday Total Boardings

Route	FY22 Q2				FY23 Q2			
	Oct 2021	Nov 2021	Dec 2021	Total	Oct 2022	Nov 2022	Dec 2022	Total
(Service Days)	5	4	4	13	5	4	3	12
LOCAL BUS SERVICE								
2 - Market / Brown	705	564	517	1,786	1,463	892	597	2,952
3 - Portland Road	412	330	332	1,074	797	582	364	1,743
4 - State Street	482	371	358	1,211	838	607	440	1,885
5 - Center Street	715	603	579	1,897	1,230	899	594	2,723
7 - Mission / Hawthorne	233	179	217	629	406	313	259	978
8 - 12th / Liberty via Red Leaf	484	366	400	1,250	894	600	447	1,941
9 - Cherry / River Road	521	358	387	1,266	846	681	442	1,969
11 - Lancaster / Verda	1,709	1,695	1,301	4,705	3,341	2,034	1,514	6,889
13 - Silverton Road	322	307	313	942	776	533	380	1,689
17 - Edgewater / Gerth	382	373	267	1,022	596	424	322	1,342
19 - Broadway / River Road	810	608	530	1,948	1,414	970	854	3,238
21 - South Commercial	825	631	673	2,129	1,542	1,157	876	3,575
<i>Cherriots Local Totals</i>	<i>7,600</i>	<i>6,385</i>	<i>5,874</i>	<i>19,859</i>	<i>14,143</i>	<i>9,692</i>	<i>7,089</i>	<i>30,924</i>
LIFT								
ADA	200	227	166	593	368	273	182	823
DD53	0	0	5	5	11	12	8	31
<i>Cherriots LIFT Totals</i>	<i>200</i>	<i>227</i>	<i>171</i>	<i>598</i>	<i>379</i>	<i>285</i>	<i>190</i>	<i>854</i>

Table 24. Sunday Average Boardings / Day

Route	FY22 Q2				FY23 Q2				Percent Change
	Oct 2021	Nov 2021	Dec 2021	Total	Oct 2022	Nov 2022	Dec 2022	Total	
(Service Days)	5	4	4	13	5	4	3	12	
LOCAL BUS SERVICE									
2 - Market / Brown	141.0	141.0	129.3	137.4	292.6	223.0	199.0	246.0	79.1%
3 - Portland Road	82.4	82.5	83.0	82.6	159.4	145.5	121.3	145.3	75.8%
4 - State Street	96.4	92.8	89.5	93.2	167.6	151.8	146.7	157.1	68.6%
5 - Center Street	143.0	150.8	144.8	145.9	246.0	224.8	198.0	226.9	55.5%
7 - Mission / Hawthorne	46.6	44.8	54.3	48.4	81.2	78.3	86.3	81.5	68.4%
8 - 12th / Liberty via Red Leaf	96.8	91.5	100.0	96.2	178.8	150.0	149.0	161.8	68.2%
9 - Cherry / River Road	104.2	89.5	96.8	97.4	169.2	170.3	147.3	164.1	68.5%
11 - Lancaster / Verda	341.8	423.8	325.3	361.9	668.2	508.5	504.7	574.1	58.6%
13 - Silverton Road	64.4	76.8	78.3	72.5	155.2	133.3	126.7	140.8	94.2%
17 - Edgewater / Gerth	76.4	93.3	66.8	78.6	119.2	106.0	107.3	111.8	42.3%
19 - Broadway / River Road	162.0	152.0	132.5	149.8	282.8	242.5	284.7	269.8	80.1%
21 - South Commercial	165.0	157.8	168.3	163.8	308.4	289.3	292.0	297.9	81.9%
<i>Cherriots Local Totals</i>	<i>1,520.0</i>	<i>1,596.3</i>	<i>1,468.5</i>	<i>1,527.6</i>	<i>2,828.6</i>	<i>2,423.0</i>	<i>2,363.0</i>	<i>2,577.0</i>	<i>68.7%</i>
LIFT									
ADA	40.0	56.8	41.5	45.6	73.6	68.3	60.7	68.6	50.4%
DD53	0.0	0.0	1.3	0.4	2.2	3.0	2.7	2.6	571.7%
<i>Cherriots LIFT Totals</i>	<i>40.0</i>	<i>56.8</i>	<i>42.8</i>	<i>46.0</i>	<i>75.8</i>	<i>71.3</i>	<i>63.3</i>	<i>71.2</i>	<i>54.7%</i>

Table 25. Sunday Average Boardings / Revenue Hour

Route	FY22 Q2				FY23 Q2				Percent Change
	Oct 2021	Nov 2021	Dec 2021	Total	Oct 2022	Nov 2022	Dec 2022	Total	
(Service Days)	5	4	4	13	5	4	3	12	
LOCAL BUS SERVICE									
2 - Market / Brown	10.8	10.8	9.9	10.6	22.5	17.2	15.3	18.9	79.1%
3 - Portland Road	6.3	6.3	6.4	6.4	12.3	11.2	9.3	11.2	75.8%
4 - State Street	7.2	6.9	6.6	6.9	12.5	11.7	11.0	11.9	71.3%
5 - Center Street	11.0	11.6	11.1	11.2	18.9	17.3	15.2	17.5	55.5%
7 - Mission / Hawthorne	3.7	3.6	4.3	3.9	6.4	6.3	6.8	6.5	67.8%
8 - 12th / Liberty via Red Leaf	7.4	7.0	7.7	7.4	13.8	11.5	11.5	12.4	68.2%
9 - Cherry / River Road	7.8	6.6	7.2	7.2	12.6	12.6	11.1	12.2	69.1%
11 - Lancaster / Verda	6.8	8.5	6.5	7.2	13.4	10.2	10.1	11.5	58.6%
13 - Silverton Road	5.0	6.0	6.1	5.7	12.1	10.5	10.0	11.0	94.5%
17 - Edgewater / Gerth	5.9	7.2	5.1	6.0	9.2	8.2	8.3	8.6	42.3%
19 - Broadway / River Road	12.7	11.7	10.4	11.7	22.1	18.7	21.9	20.9	79.1%
21 - South Commercial	12.9	12.1	13.2	12.7	24.1	22.3	22.5	23.1	80.9%
<i>Cherriots Local Totals</i>	<i>N/A</i>	<i>N/A</i>	7.6	7.9	14.7	12.6	12.2	13.4	68.8%
LIFT									
ADA	1.5	1.7	1.5	1.5	2.0	1.9	1.8	1.9	24.5%
DD53	0.0	0.0	1.3	1.3	1.6	1.3	1.0	1.3	3.3%
<i>Cherriots LIFT Totals</i>	1.5	1.7	1.4	1.5	2.0	1.8	1.8	1.9	22.5%

Table 26. Sunday Year-To-Date Total Revenue Hours, Revenue Miles, and Boardings*

Route	Revenue Hours	Revenue Miles	Boardings
	FY23	FY23	FY23
LOCAL BUS SERVICE			
2 - Market / Brown	325	4,025	5,821
3 - Portland Road	325	3,789	3,737
4 - State Street	334	3,280	4,013
5 - Center Street	325	3,696	5,285
7 - Mission / Hawthorne	314	4,006	1,876
8 - 12th / Liberty via Red Leaf	325	4,131	4,037
9 - Cherry / River Road	336	4,925	3,717
11 - Lancaster / Verda	1,250	15,431	14,756
13 - Silverton Road	319	2,955	3,544
17 - Edgewater / Gerth	325	2,483	2,859
19 - Broadway / River Road	321	4,175	6,342
21 - South Commercial	321	3,919	7,496
<i>Cherriots Local Y-T-D Total</i>	<i>4,820</i>	<i>56,815</i>	<i>63,483</i>
LIFT			
ADA	880	10,326	1,613
DD53	42	628	49
<i>Cherriots LIFT Y-T-D Total</i>	<i>922</i>	<i>10,954</i>	<i>1,662</i>
*Sunday service began September 5, 2021, therefore, Y-T-D comparisons are not available.			

Table 27. Sunday Fare Type and Category Usage

Cherriots Local	Fare Categories														
	Full Fare			Reduced Fare			Youth Fare			Youth Zero Pass*			Free		
Fare Types	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change	Q2 2022	Q2 2023	% Change
30 Day Pass	3,139	4,536	44.5%	3,806	5,077	33.4%	632	N/A	N/A	-	-	-	-	-	-
Day Pass	2,834	3,617	27.6%	2,665	2,869	7.7%	2,561	N/A	N/A	-	-	-	-	-	-
Cash	986	1,307	32.6%	202	261	29.2%	279	N/A	N/A	-	-	-	-	-	-
Free	-	-	-	-	-	-	-	-	-	3,472	8,114	133.7%	842	933	10.8%
Total	6,959	9,460	35.9%	6,673	8,207	23.0%	3,472	N/A	N/A	3,472	8,114	133.7%	842	933	10.8%

*Q2 2022 Youth Zero Pass numbers are the total of all Youth Fares collected that quarter. Youth Fare categories were collected prior to the implementation of the Youth Zero Pass program on Sep 4, 2022.

Table 28. Rides / Revenue Hour Comparison

LOCAL WEEKDAY				REGIONAL/LOCAL EXPRESS WEEKDAY			DEMAND-RESPONSE WEEKDAY			
	Route	FY22 Q2	FY23 Q2		FY22 Q2	FY23 Q2		FY22 Q2	FY23 Q2	
1	Corridor Routes	Route 21	16.4	20.3	Route 40X	5.1	5.8	LIFT ADA	1.8	2.2
1	Corridor Routes	Route 3	18.6	19.3	Route 10X	2.7	3.2	LIFT DD53	1.7	1.9
1	Corridor Routes	Route 2	14.3	17	Route 30X	2.2	2.9	Shop and Ride Dial-a-Ride	1.6	1.6
1	Corridor Routes	Route 11	12.4	16.8	Route 1X	2.1	2.7	Shop and Ride Shopper Shuttle	0	0
1	Corridor Routes	Route 4	17.2	16.8	Route 50X	1.1	2.4			
1	Corridor Routes	Route 19	14.5	16.5	Route 20X	1.8	2.2			
1	Corridor Routes	Route 5	13.5	15.7	Route 80X	0.0	0.6			
1	Corridor Routes	Route 13	15.4	14.9	REGIONAL DEVIATED-FIXED ROUTE	FY22 Q1	FY23 Q1			
1	Corridor Routes	Route 8	10.9	14.9	Route 45	1.6	1.6			
1	Corridor Routes	Route 18	9.4	12.8						
1	Corridor Routes	Route 9	9.5	11.7						
1	Corridor Routes	Route 17	9.8	8.6						
2	Coverage Routes	Route 16	10.5	14						
2	Coverage Routes	Route 23	10.4	8.3						
2	Coverage Routes	Route 7	6.6	8.2						
2	Coverage Routes	Route 14	4.5	7.9						
2	Coverage Routes	Route 6	5.3	6.5						
2	Coverage Routes	Route 12	3.6	4.3						
2	Coverage Routes	Route 27	3.2	3.7						
2	Coverage Routes	Route 26	2.8	3.1						

LOCAL SATURDAY				
	Route	FY22 Q2	FY23 Q2	
1	Corridor Routes	Route 21	14.6	22.8
1	Corridor Routes	Route 19	14.6	20.8
1	Corridor Routes	Route 3	9.4	17.5
1	Corridor Routes	Route 2	11.5	17
1	Corridor Routes	Route 11	11.9	16.3
1	Corridor Routes	Route 5	12.1	15.9
1	Corridor Routes	Route 13	8.7	14.8
1	Corridor Routes	Route 4	9.7	14.4
1	Corridor Routes	Route 9	8.4	11.3
1	Corridor Routes	Route 8	7.2	10.5
1	Corridor Routes	Route 18	6.1	8.6
1	Corridor Routes	Route 17	6.0	8.2
2	Coverage Routes	Route 16	8.8	9.8
2	Coverage Routes	Route 7	6.0	7.7
2	Coverage Routes	Route 6	2.7	3.9

REGIONAL EXPRESS SATURDAY		
	FY22 Q2	FY23 Q2
Route 40X	3.3	5.6
Route 10X	2.7	2.6
Route 20X	1.1	1.5
Route 30X	1.5	1.3

DEMAND-RESPONSE SATURDAY		
	FY22 Q2	FY23 Q2
LIFT ADA	1.7	2.1
LIFT DD53	1.4	1.6

LOCAL SUNDAY				
	Route	FY22 Q2	FY23 Q2	
1	Corridor Routes	Route 21	11.7	23.1
1	Corridor Routes	Route 19	6.0	20.9
1	Corridor Routes	Route 2	10.6	18.9
1	Corridor Routes	Route 5	9.6	17.5
1	Corridor Routes	Route 8	5.6	12.4
1	Corridor Routes	Route 9	4.3	12.2
1	Corridor Routes	Route 4	5.3	11.9
1	Corridor Routes	Route 11	3.7	11.5
1	Corridor Routes	Route 3	6.9	11.2
1	Corridor Routes	Route 13	3.6	11
1	Corridor Routes	Route 17	5.1	8.6
2	Coverage Routes	Route 7	3.2	6.5

DEMAND-RESPONSE SUNDAY		
	FY22 Q2	FY23 Q2
LIFT ADA	1.5	1.9
LIFT DD53	1.3	1.3

FY23 Q2 Performance Report

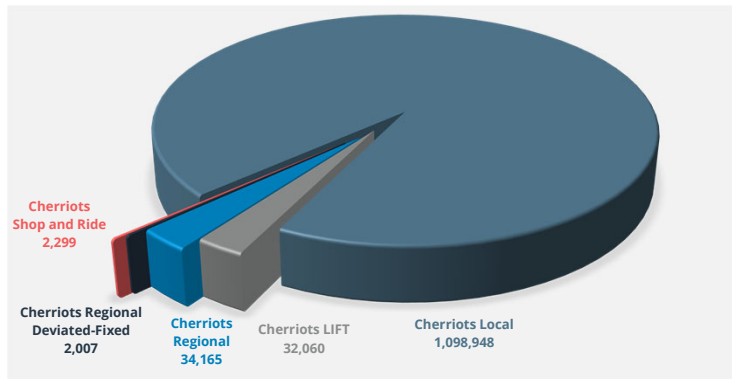
October – December 2022



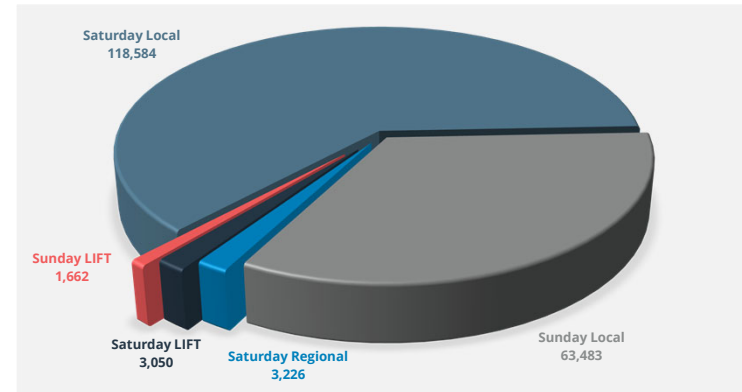
Ridership Totals FY23 Q2

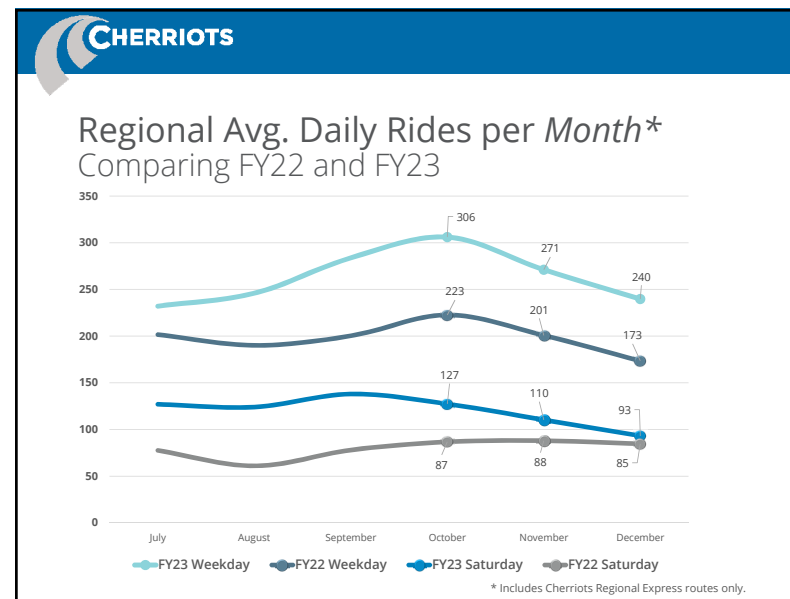
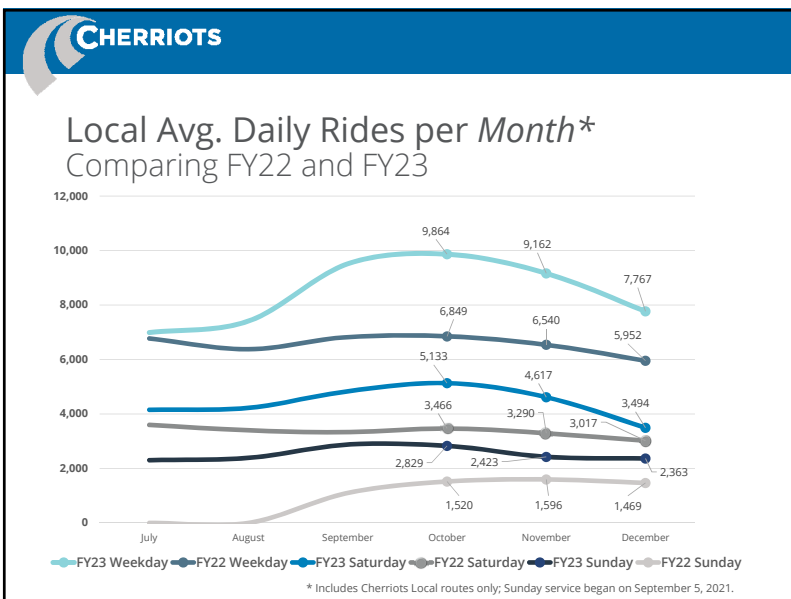
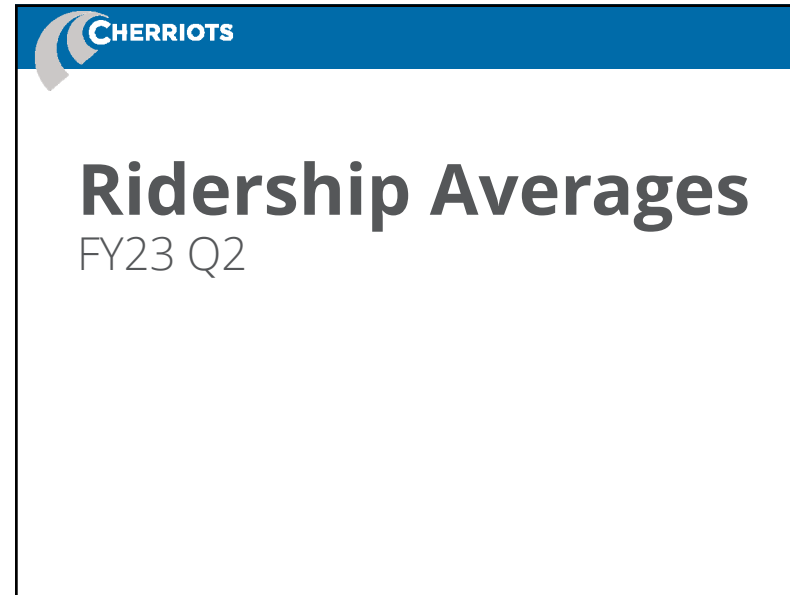
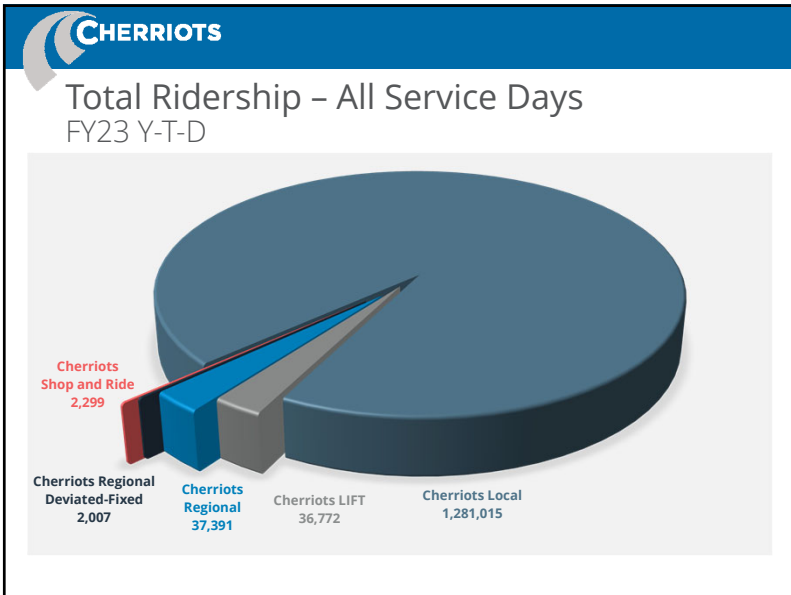


Weekday Total Ridership FY23 Y-T-D



Weekend Total Ridership FY23 Y-T-D





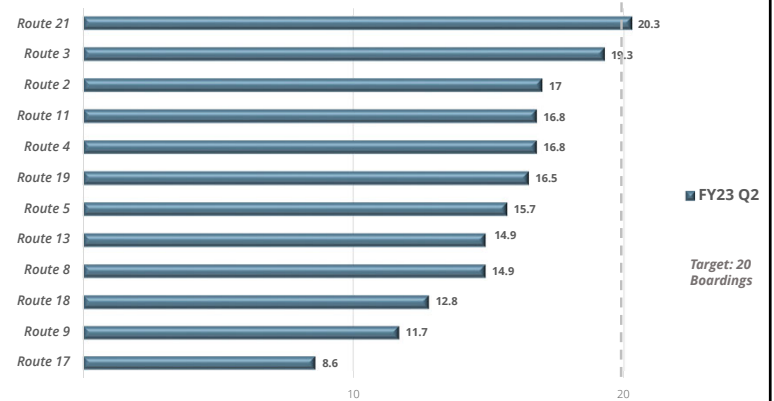


Weekday Averages by Route

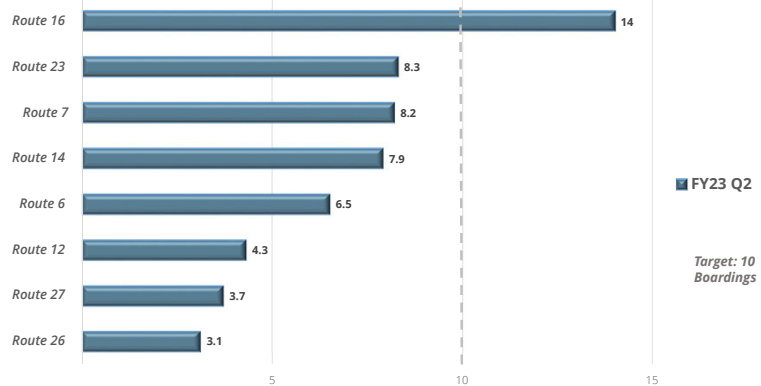
FY23 Q2



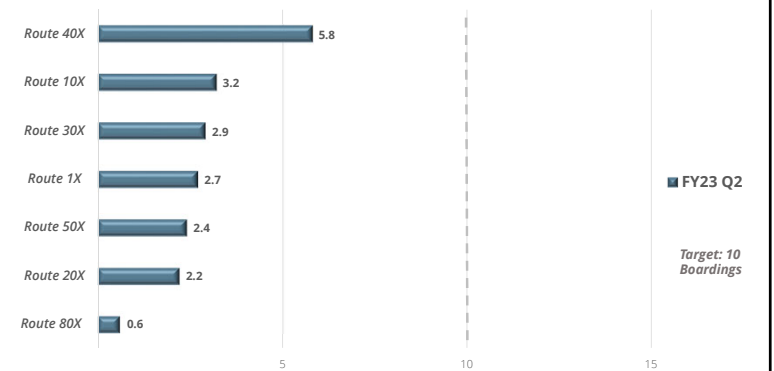
Weekday Rides *per Revenue Hour* Local Bus Service – Corridor Routes



Weekday Rides *per Revenue Hour* Local Bus Routes – Coverage Routes



Weekday Rides *per Revenue Hour* Regional and Local Commuter Express Routes



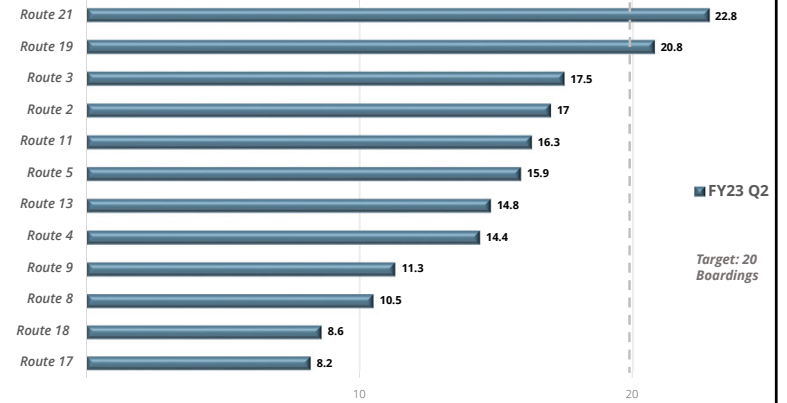


Saturday Averages by Route

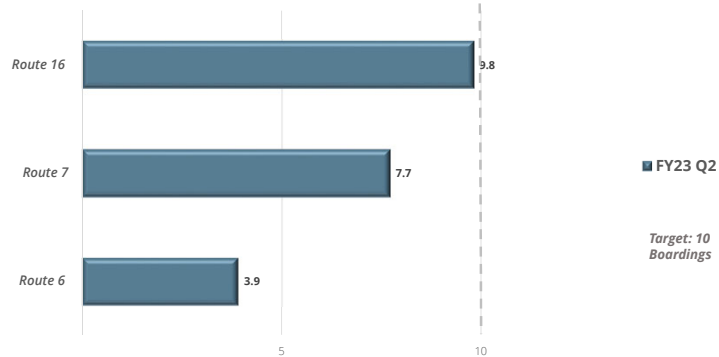
FY23 Q2



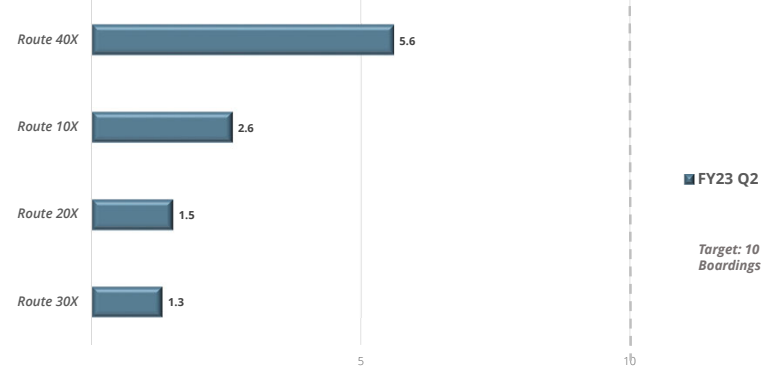
Saturday Rides *per Revenue Hour* Local Bus Service – Corridor Routes



Saturday Rides *per Revenue Hour* Local Bus Routes – Coverage Routes



Saturday Rides *per Revenue Hour* Regional Express Routes



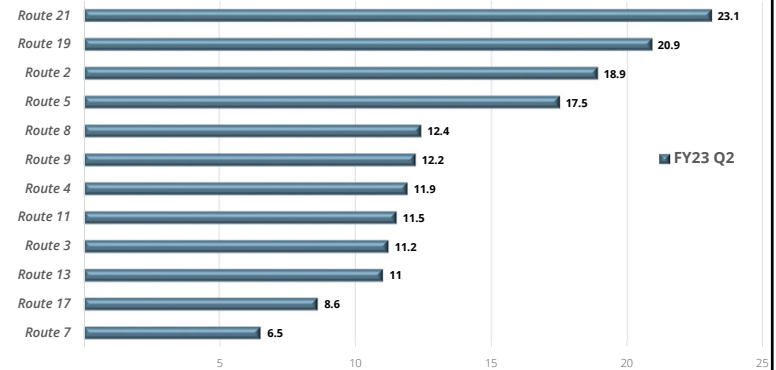


Sunday Averages by Route

FY23 Q2



Sunday Rides *per Revenue Hour* Local Bus Service – All Routes

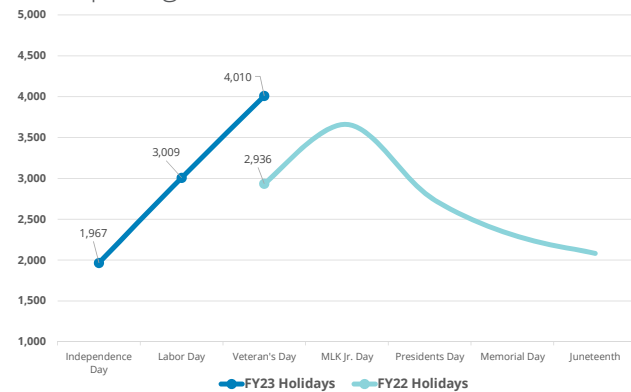


Holiday Ridership

FY23 Q2



Total Holiday Ridership* Comparing FY22 and FY23



* Includes Cherriotics Local routes only.



BOARD MEETING MEMO

Agenda Item VIII.B

To: Board of Directors
From: Bobbi Kidd, Strategic Initiatives Administrator
Thru: Allan Pollock, General Manager
Date: February 23, 2023
Subject: Strategic Plan – FY2023 - Q2 Report

ISSUE

Shall the Board receive the second quarter report of the FY 2023 Organizational Strategic Plan?

BACKGROUND AND FINDINGS

The District, with the support of TransPro Consulting, began efforts in creating an updated Strategic Plan in early January 2022. In August 2022, the Board of Directors adopted the new Organizational Strategic Plan. The strategic plan details the District's aspirations and specific steps for attaining goals set forth. It provides clarity around the vision for achieving excellence, supporting employee engagement and professional growth, increasing our value within the community, and achieving financial health.

This report summarizes progress achieved on Organizational Tactics identified in the work plan over the course of FY2023 Q2. This is in alignment with the commitment from Executive Leadership Team and staff to monitor and report quarterly on Strategic Plan progress. All of the efforts are aligned with the District's four Success Outcomes:

1. Community Value
2. Customer Satisfaction
3. Culture of Ownership
4. Financial Sustainability

FINANCIAL IMPACT

The FY2023 budget includes funds for year one implementation of the Strategic Plan.

RECOMMENDATION

None. For informational purposes only.

PROPOSED MOTION

None. For informational purposes only.

Strategic Plan FY 23 Q2 Report

February 23rd, 2023



FISCAL YEAR 2023

CHERRIOTS
SALEM AREA MASS TRANSIT DISTRICT
Strategic Plan



Guiding Principles



VISION
We Deliver Valued
Mobility Options
that Inspire
Community
Pride.






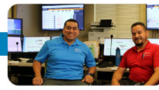


MISSION
Creating Community
Connections

VALUES
Communication
Humility
Excellence • Respect
Resourceful
Inclusive • Ownership
Transparency
Safety




CHERRIOTS Success Outcomes

CHERRIOTS CORE
AREA OF SERVICE /
OPERATIONS

	COMMUNITY VALUE Establish a baseline for the % of community that see value in the agency.	
	CUSTOMER SATISFACTION Establish a baseline Customer Net Promoter Score (NPS).	
	CULTURE OF OWNERSHIP Increase baseline Employee Engagement Score (59%) by 5 points.	
	FINANCIAL SUSTAINABILITY Year 1: Expenditure/Revenue Reporting Year 2: 3-Year Rolling Budget Forecast Year 3: Delivery of Full Capital Program Budget	




Organizational Tactics



Quarter 2 Overview

Agency Tactic Milestones: Quarterly Overview				
Status	Q1 Status	Q2 Status	Q3 Status	Q4 Status
Not Defined or At Risk	0	0	0	0
At Risk	0	1	0	0
In Progress	23	22	0	0
Complete	0	0	0	0
Revised and On Track	0	0	0	0
Total Milestones	23	23	23	23




At Risk Tactic

-Project Management and Vendor/Contract Management Technical Capacity

Status	Q2 Status
Not Defined or At Risk	0
At Risk	1
In Progress	22
Complete	0
Revised and On Track	0
Total Milestones	23

Organizational Tactic Highlights

FY 23 Strategic Plan Rollout


FY23 Strategic Plan Rollout

Develop a plan to roll out the Strategic Plan elements after adoption of the plan. Mission, vision, values, success outcomes, tactical work plans and performance scorecards will be introduced and incorporated into all aspects of the organization. Establish an annual cadence of reviewing the tactical work plan, scorecard metrics, and updating success outcomes.

Owners: Allan Pollock
Team Members: Bobbi Kidd, Communication Division, Executive Leadership Team

Q1 MILESTONES	Q2 MILESTONES	Q3 MILESTONES	Q4 MILESTONES
<ul style="list-style-type: none"> Develop versions of internal and external presentations. Develop rollout plan to ensure all employees receive the presentation. Develop list of external audiences for presentations. Develop and train speakers' bureau. Begin both internal and external rollouts. 	<ul style="list-style-type: none"> Continue rollout of strategic plan presentations. Incorporate a Strategic Plan orientation as part of the Onboarding process. Build a plan to incorporate tactics, metrics, and outcomes into the annual budget process. 	<ul style="list-style-type: none"> Implement and assess the new budget process. 	<ul style="list-style-type: none"> Implement annual update presentation in conjunction with the budget process.

CHERRIOTS


 **Conduct Community Value Surveys**

Conduct a community value survey to establish a baseline for the community value success outcome, which is the percent of the community that sees value in the agency. The survey will also include an assessment of the community's perception of safety, transit facility amenities and functions, and other aspects of agency operations. Collaborate with all division heads to ensure the appropriate questions are asked. Develop a plan to improve the baseline community value score based on recommendations from the initial survey.

Owner: Patricia Feeny
Team Members: Melissa Kidd, Lisa Carignan

Q1 MILESTONES	Q2 MILESTONES	Q3 MILESTONES	Q4 MILESTONES
<ul style="list-style-type: none"> ✓ Begin procurement process. ✓ Execute contract. 	<ul style="list-style-type: none"> ✓ Execute survey. ✓ Establish baseline data. 	<ul style="list-style-type: none"> ✓ Report recommendations. ✓ Establish goals from baseline data. 	<ul style="list-style-type: none"> ✓ Execute second survey. ✓ Analyze and compare to baseline data. ✓ Report.

CHERRIOTS


 **Launch Customer Satisfaction Survey**

Support efforts to establish a baseline Net Promoter Score for local, regional and paratransit services, including an assessment of various elements such as satisfaction with existing transit facilities, the impression of safety, and other aspects of agency operations. Collaborate with all division heads to ensure the appropriate questions are asked. Engage frontline employees to learn more about their experiences and the overall customer experience. Develop a plan to improve the baseline customer impression metrics based on recommendations from the survey.

Owners: Patricia Feeny
Team Members: Melissa Kidd

Q1 MILESTONES	Q2 MILESTONES	Q3 MILESTONES	Q4 MILESTONES
<ul style="list-style-type: none"> ✓ Begin procurement process. ✓ Execute contract. 	<ul style="list-style-type: none"> ✓ Execute survey. ✓ Establish baseline data. 	<ul style="list-style-type: none"> ✓ Report recommendations. ✓ Establish goals from baseline data. 	<ul style="list-style-type: none"> ✓ Execute second survey. ✓ Analyze and compare to baseline data. ✓ Report.

CHERRIOTS


 **Long Range Transit Plan**

Develop a framework that establishes goals, policies, and strategies to meet the long-term (20-year) transit service needs of the community. Provide specific strategies to improve access to jobs in existing and growing economic sectors, improve connections to Chemeketa Community College and local school districts, and close gaps in access to health care services across the region.

Owner: Chris French
Team Members: Planning Department, Communication Division, Transportation Department

Q1 MILESTONES	Q2 MILESTONES	Q3 MILESTONES	Q4 MILESTONES
<ul style="list-style-type: none"> ✓ Engage with staff, community and the Cherris Board to provide feedback on what transit should look like in the Cherris service area over the next 20 years. ✓ Complete the Strategies Engagement Report. 	<ul style="list-style-type: none"> ✓ Complete the Long Range Transit Plan. ✓ Present to the Cherris Board of Directors for adoption. 	<ul style="list-style-type: none"> ✓ Update current policies to reflect the goals of the Long-Range Transit Plan through the filter of the Cherris Strategic Plan. ✓ Develop an implementation plan to move Cherris toward Long Range Transit Plan goals. 	<ul style="list-style-type: none"> ✓ Future milestones will be determined by the work completed in Q2 and Q4.


CHERRIOTS

 **Launch DEI Plan**

Studies have shown that organizations that focus on DEI (Diversity, Equity and Inclusion) report higher employee engagement, lower turnover, and higher performance, resulting in increased profitability. With the help of third-party consultant, Keene Independent Research, we will launch a Board-approved DEI strategy with the goal of weaving these concepts into the fabric of the organization. Focusing on DEI with respect to hiring and employee retention will aid in our efforts to build a culture of ownership. Employees will feel more and more like they belong, are respected for their individual voice, and that they have a fair opportunity to attain their career aspirations. Our primary goal is to build a culture of ownership, where employees feel respected and have opportunities for career development. By building a culture of ownership, we also hope to increase employee engagement and performance, and reduce employee turnover.

Owners: Christina Conner
Team Members: Executive Leadership Team

Q1 MILESTONES	Q2 MILESTONES	Q3 MILESTONES	Q4 MILESTONES
<ul style="list-style-type: none"> ✓ Launch a survey to help assess the organization's current state of equity. ✓ Share the survey results with the ELT, Board of Directors and SLT, and solicit feedback. 	<ul style="list-style-type: none"> ✓ Partner with Keene to develop a training plan and materials which will help employees better understand DEI, and dispel any myths. ✓ Present DEI training and materials to ELT and SLT, and solicit feedback. 	<ul style="list-style-type: none"> ✓ Conduct a series of training/information sessions to help employees better understand DEI. ✓ Share our vision for the future state of Cherris DEI Plan. HR and leadership to promote an open-door policy wherein employees are encouraged to ask questions about DEI without fear of judgment. 	<ul style="list-style-type: none"> ✓ HR revisits the topic of DEI on an annual basis as a part of In-Service Training. ✓ HR presents the DEI Plan during New Hire Onboarding.



Model Your Cherriots Values


Launch a "Model Your Cherriots Values" internal campaign. This initiative will introduce our new values and describe how and why they were each selected. Understanding our values and how they impact the community and relate to us on a personal level will help create a culture of ownership at Cherriots.

Owners: Christina Conner
Team Members: HR Division



Q1 MILESTONES	Q2 MILESTONES	Q3 MILESTONES	Q4 MILESTONES
<ul style="list-style-type: none"> Present campaign concept to ELT, followed by SLT. Partner with Marketing to create a high-energy, organization-wide campaign. Solicit feedback from positive influencers within each department on what these values mean to them personally and how they will impact Cherriots standing within the community. 	<ul style="list-style-type: none"> Revisit discussions of the new values on an ongoing basis through GM Roundtables, the Pulse Newsletter, New Employee Onboarding, etc. Consider employee engagement survey with this factor in mind. 	<ul style="list-style-type: none"> Revisit discussions of the new values on an ongoing basis through GM Roundtables, the Pulse Newsletter, New Employee Onboarding, etc. 	<ul style="list-style-type: none"> Consider employee engagement survey with this factor in mind.

CHERRIOTS VALUES

- C Communication**
I promote an open, respectful dialogue with our customers, community partners, and my teammates.
- H Humility**
I will serve others with compassion and empathy.
- E Excellence**
I will deliver a world class customer experience.
- R Respect**
I will honor my team and community with my words, actions, and behaviors.
- R Resourceful**
I will adapt to find efficient and innovative ways to overcome challenges and be willing to take initiative to achieve success.
- I Inclusive**
I recognize and honor diversity and will act with integrity, promoting decisions and actions that are equitable and align with being an inclusive agency.
- O Ownership**
I am empowered to take actions that contribute to good stewardship and community trust.
- T Transparency**
I invite trust by fostering honesty and credibility in the eyes of others.
- S Safety**
I own my role in ensuring Cherriots provides a safe, clean, and secure experience.



TransDASH

TransDASH

- End of Quarter 2 data submission
- National Quarterly Results Presentation was on February 8th
- TransDASH presentation to the board on February 23rd

General Updates

- Update in Reporting Process- Board report will be the second month following every quarter
- Plan to begin rolling out the Cherriots Strategic Plan to the Community
- 25 Division Tactics underway as well



Plans for Q3

- Continue achieving progress on Organizational and Division Tactics
- Q3 data uploaded to TransDASH in April
- FY24 Strategic Planning underway





BOARD MEETING MEMO

Agenda Item VIII.C

To: Board of Directors
From: Denise LaRue, Chief Financial Officer
Thru: Allan Pollock, General Manager
Date: February 23, 2023
Subject: FY2023 Second Quarter Year to Date Finance Report

ISSUE

Shall the Board receive the Second Quarter Year to Date Financial Report for FY2022-23?

BACKGROUND AND FINDINGS

On an annual basis, the Board adopts a Budget for the District, a plan that contains District resources and requirements.

The quarterly Financial Report provides information about how that plan is being implemented and includes statements for the General, Transportation Programs, and Capital Project Funds. The Finance Report also contains a statement of budget to actual on a non-GAAP basis, which shows by fund the legal appropriations by category with actual amounts and variances.

General Fund Revenues:

Passenger Fares are currently at 45% of the annual budget.

Federal Funding is currently at 24% of the annual budget. We receive and record funding when we request reimbursement of funds via drawdowns. The second quarter drawdowns were due to the FTA and processed in the last week of January, 2023. That drawdown request was \$4.8m.

The *Advertising Revenue* of \$68,209 will be the final advertising revenue that we receive.

We have received 97% of the annual budgeted *Property Tax Revenues*. This is normal for the District based on the tax payment deadline of November 15. We will still receive small amounts in the remainder of the fiscal year.

Interest on Investments is over budget for the first quarter, being at 152% of the annual budget.

In total *Revenues* are at the 56% of budget.

General Fund Expenditures:

The *Total Operating Expenditures* of the General Fund are slightly under budget at 46% of the total annual budget. All divisions in the General Fund are slightly above or below the anticipated 50% of total budget, ranging from 38% to 52% of annual budget expended. We will closely monitor the General Manager division for a potential budget amendment, due to additional strategic plan costs.

Transportation Program Fund Revenues:

Passenger Fares are at 55% of annual budget, showing consistent growth as we emerge from the pandemic years.

Federal Funds were not yet reimbursed due to the timing of the drawdown as previously discussed. We will see this revenue in January.

State Funds are slightly below the budget for the second quarter, with a drawdown processed at the end of February.

Transportation Fund Expenditures:

The *Total Transportation Programs Fund* expenditures are at 29% of annual budget. All programs are in line with the spending budget.

Capital Project Fund Revenues:

Total Capital Revenues in the Capital Project Fund are \$1,666,254 at the end of the second quarter, with the drawdowns for second quarter being processed at the end of January.

Capital Project Fund Expenditures:

Overall the *Capital Project Fund* expenditures are 8% of the annual approved budget.

The Finance Division expenses are for the Tyler Munis software implementation. The Technology and Program Management Division expenses are mainly for bus stops, shelters and the South Salem Transit Center. The Operations Division expenses are mainly for the Compressed Natural Gas Station Replacement.

FINANCIAL IMPACT

None. For informational purposes only.

RECOMMENDATION

None. For informational purposes only.

PROPOSED MOTION

None. For informational purposes only.

**Salem Area Mass Transit District
Fiscal Year 2022-23 Financial Report**

**General Fund Revenues/Resources and
Expenses/Requirements Summary**

	Actual Through 2nd Quarter	Budget Through 2nd Quarter	FY2022-23 Adopted and Amended Budget	% of Budget	
1	<u>Operating Revenues/Resources</u>				1
2	\$ 787,906	\$ 874,331	\$ 1,748,658	45%	2
3	4,658,084	9,667,775	19,335,549	24%	3
4	3,123,060	2,756,920	5,513,835	57%	4
6	68,209	-	-		6
7	338,782	225,078	450,157	75%	7
8	13,694,953	7,090,825	14,181,650	97%	8
9	4,465,389	4,000,410	8,000,820	56%	9
10	428,550	141,277	282,554	152%	10
11	133,886	108,000	216,000	62%	11
12	\$ 27,698,819	\$ 24,864,616	\$ 49,729,223	56%	12
13	<u>Operating Expenses/Requirements</u>				13
14	\$ 714,256	\$ 683,400	\$ 1,366,781	52%	14
15	528,347	594,756	1,189,487	44%	15
16	821,827	877,320	1,754,571	47%	16
17	1,014,856	1,241,058	2,482,037	41%	17
18	12,777,893	13,626,066	27,252,024	47%	18
19	1,289,622	1,696,974	3,393,942	38%	19
20	861,930	940,194	1,880,392	46%	20
21	547,783	625,422	1,250,856	44%	21
22	\$ 18,556,514	\$ 20,285,190	\$ 40,570,090	46%	22

**Salem Area Mass Transit District
Fiscal Year 2022-23 Financial Report**

Transportation Programs Fund Revenues/Resources and Expenses/Requirements Summary	Actual Through 2nd Quarter	Budget Through 2nd Quarter	FY2022-23 Adopted and Amended		
			Budget	% of Budget	
1 <u>Transportation Fund Revenues/Resources</u>					1
2 Passenger Fares	\$ 150,148	\$ 136,530	\$ 273,069	55%	2
3 Federal Funds	311,280	1,449,270	2,898,533	11%	3
4 State Funds	1,971,783	2,343,678	4,687,361	42%	4
5 Interest on Investments	14,613	2,934	5,871	249%	5
6 Transportation Fund Revenues/Resources Total	\$ 2,447,824	\$ 3,932,412	\$ 7,864,834	31%	6
7 <u>Transportation Fund Expenses/Requirements</u>					7
8 Communication	\$ 116,051	\$ 283,972	\$ 567,900	20%	8
9 Operations	3,334,005	5,237,084	10,474,047	32%	9
10 Technology and Program Management	196,719	663,726	1,327,449	15%	10
11 Transportation Fund Expenses/Requirements Total	\$ 3,646,775	\$ 6,184,782	\$ 12,369,396	29%	11

**Salem Area Mass Transit District
Fiscal Year 2022-23 Financial Report**

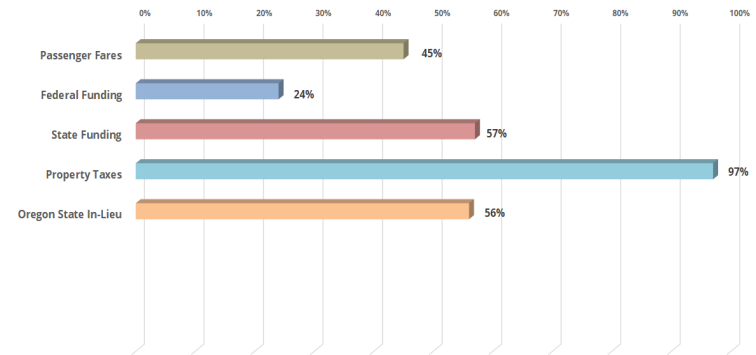
Capital Project Fund Revenues/Resources and Expenses/Requirements Summary	Actual Through 2nd Quarter	Budget Through 2nd Quarter	FY2022-23 Adopted and Amended		
			Budget	% of Budget	
1 <u>Capital Revenues/Resources</u>					1
2 Federal Funding	917,249	9,911,871	20,071,693	5%	2
3 State Funding	749,005	632,961	1,017,941	74%	3
4 Capital Revenues/Resources Total	\$ 1,666,254	\$ 10,544,832	\$ 21,089,634	8%	4
5 <u>Capital Expenses/Requirements Summary by Division</u>					5
6 Finance	\$ 188,015	\$ 245,395	\$ 490,791	38%	6
7 Technology & Program Management	237,640	\$ 2,911,335	\$ 5,822,670	4%	7
8 Operations	1,763,428	\$ 10,052,096	\$ 20,104,192	9%	8
9 Capital Expenses/Requirements Total	\$ 2,189,083	\$ 13,208,826	\$ 26,417,653	8%	9

Second Quarter Financial Report

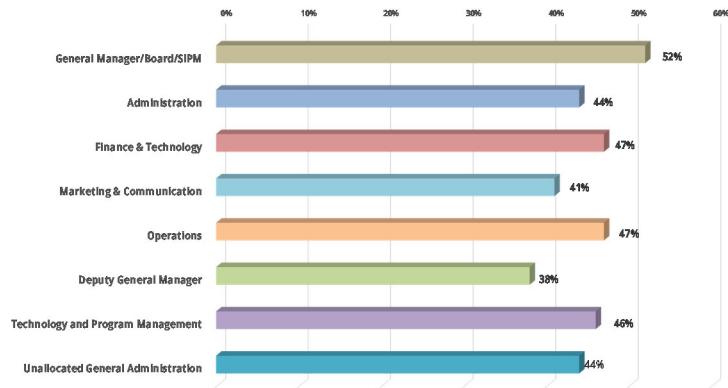
July 1, 2022 – December 31, 2022



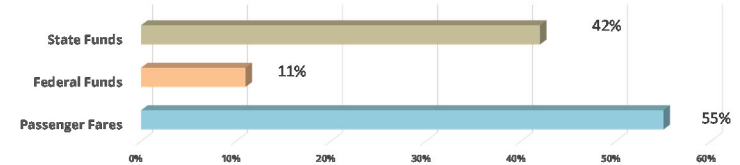
General Fund Resources/Revenues



General Fund Requirements/Expenses

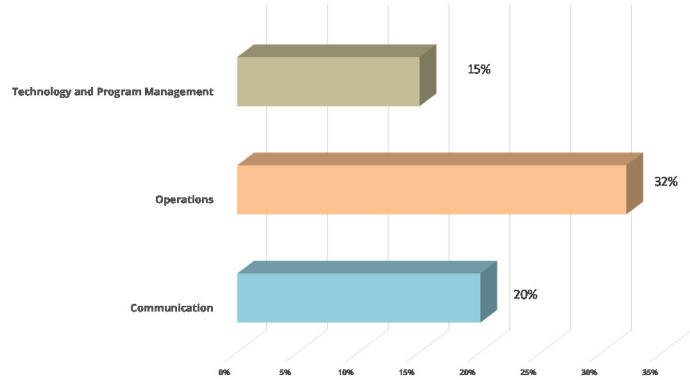


Transportation Programs Fund Resources/Revenues

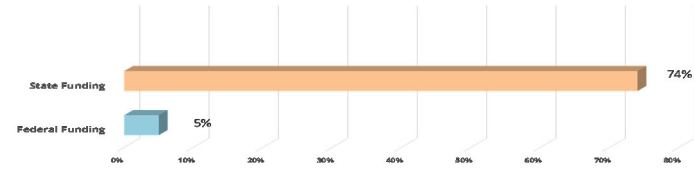




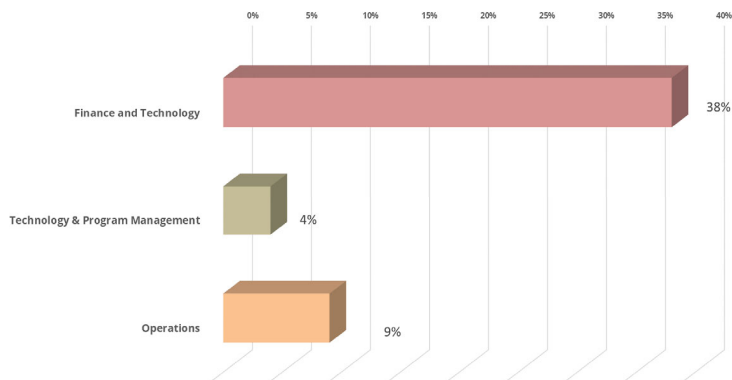
Transportation Programs Fund Requirements/Expenses



Capital Projects Fund Resources/Revenues



Capital Projects Fund Requirements/Expenses



• May I answer any questions?