

Salem Area Mass Transit District  
BOARD OF DIRECTORS~ **WORK SESSION** ~

September 09, 2019

Courthouse Square - Senator Hearing Room  
555 Court Street NE, Salem, Oregon 97301**MINUTES**

**Present:** President Ian Davidson; Directors Robert Krebs, Sadie Carney, Chi Nguyen (via telephone, arrived at 5:50 p.m.), Colleen Busch, and Charles Richards (arrived at 6:00 p.m.) **ABSENT:** Doug Rodgers

**Staff:** Allan Pollock, General Manager; David Trimble, Chief Operating Officer; Al McCoy, Director of Finance/CFO; Patricia Feeny, Director of Communication; Paula Dixon, Director of Administration; Steve Dickey, Director of Strategic Initiatives and Program Management; Chip Colby, Information Technology Manager; Susie Primmer, Technology Services Support Analyst; Jolene White, Executive Assistant

**Guests:** No Guests

**1. CALL TO ORDER****5:35 PM**

President Davidson called the meeting to order.

**2. SAFETY MOMENT**Mr. Pollock shared the *Safety Moment* for the month of September about cold and flu awareness. Symptoms include high fever, headache, fatigue, dry cough, stuffy nose, muscle aches and nausea or vomiting. Prevention tips include flu vaccine, washing your

hands frequently with soap and water for at least 20 seconds, and refrain from touching your face during the cold and flu season.

### 3. **PRESENTATION- None**

### 4. **DISCUSSION**

#### **a. Service Enhancement Discussion – September 7<sup>th</sup> After Action Review**

**Staff Report:** Pages 3-8 of the Agenda

**Presenter:** Patricia Feeny, Director of Communication

Ms. Feeny explained to the Board that the purpose of an after-action review is to generate a candid discussion of an event, focused on performance expectations, that enables the group how to sustain strengths and improve weaknesses. This enables the District to take the results of the after-action review and apply them to future activities. On Saturday, September 7<sup>th</sup>, the District held the Saturday Service Event. All members agreed that the event was a success, with over 300 attendees. The event showed excellent attention to detail. Suggestions for improvements are as follows: The food trucks that were invited to attend, may have been too high-end and costly for the average attendees. Some suggestions to the costly food are: giving out food vouchers or food prizes for spinning the wheel and inviting food trucks that have more affordable menu items. The prize wheel, at times, was monopolized by some attendees, thus not giving others an opportunity to spin. One suggestion is to have a sign at future events that only allow 1-2 spins per person. The parklet was a success, but attendees suggest that the next time it is substantially larger in order to create more gathering places for attendees. Other suggestions for future events are getting the Board members together in one area and activities for younger aged children, such as a pop-up park or bouncy house. Ms. Feeny requested that any other suggestions be emailed to her.

#### **Follow-up:**

#### **b. Proposed FY2021 Budget Calendar**

**Staff Report:** Pages 9-10 of the Agenda

**Presenter:** Al McCoy, Chief Financial Officer

Mr. McCoy discussed the FY 2020-21 Budget Calendar. Pursuant to Oregon Budget law, the FY 2020-21 budget must be adopted by the Board no later than June 30, 2020 in order for the District to continue to operate. The Budget Committee will present the approved budget to the Board at the June 25, 2020 Board meeting, and the Board will hold a Budget Hearing. The Budget Committee is scheduled to meet three Thursday evenings in May. President Davidson requested the Board receive a draft copy of the Budget to review in advance of the Budget Committee. Board supported the proposed Budget Calendar dates.

## Follow-up:

**Staff Report:** Pages 11-31 of the Agenda

**Presenter:** David Trimble, Chief Operating Officer

Mr. Trimble discussed the Supplemental Services Pilot for Cherriots LIFT service. As the Cherriots LIFT program adds enhanced service, there is an immediate need for a service plan that fits with existing and expanding service and supports the following values: World class customer service, cost effectiveness, regulatory compliance and equity for all Cherriots LIFT customers.

The Cherriots LIFT program provides legally mandated, complementary paratransit service to individuals unable to independently use regular bus service because of a disability. The Americans with Disabilities act of 1991 (ADA) requires complementary paratransit service for all public transit agencies that provide fixed-route service. Paratransit is an “origin-to-destination” service, provided with vans, minibuses, taxis, or a combination of vehicles.

Cherriots provides the LIFT service with 43 vehicles. The fleet consists mostly of ADA cutaway style and Mobility Venture-1 (MV-1) vehicles. These vehicles are designed specifically for paratransit services.

Federal regulations require that complementary paratransit service be “comparable” (not more, not less, but the same) with fixed-route transit service in terms of the basic level and quality of service. Cherriots LIFT paratransit service meets or exceeds all legal requirements of the ADA. Transit agencies must comply with six major requirements for complementary paratransit service: The service area must be at least ¾ mile beyond fixed routes; fares cannot be more than twice the undiscounted fixed-route fare; hours and days of service must be at least the same as fixed route; next day service must be available; trips cannot be denied based on purpose or destination; and there must be no capacity constraints including untimely pickups, trip denials, excessively long trips, untimely drop offs or excessive phone hold times. Cherriots LIFT has received high marks in all these areas at the last Federal review.

Eligibility for Cherriots LIFT requires a person to have a disability or disabling condition that prevents them from using the fixed-route service independently. The different types of eligibility are unconditional, conditional, temporary and visitor status can be granted 21 days per year. Individual’s eligibility is determined by a third-party administrator.

Cherriots provides LIFT service through partnerships with private sector contractors. Cherriots provides vehicles, office space and program management. Service providers have full administrative responsibility for dispatch, reservations, scheduling, customer service and transportation. The primary reasons for private partnerships are cost,

flexibility and expertise. Currently the District has three separate contracts with Medical Transportation Management (MTM) and MV Transportation. MTM is responsible for reservations, scheduling, customer service, trip planning and eligibility assessments. MV Transportation provides all employees for Contracted Transportation Services. Earlier in FY19, staff reviewed nationwide service models to determine the optimal role for Cherriots service in order to improve on existing service, maintain integrity and be cost effective. There are five basic service options that were considered at the outset. Classic taxi contract using non-dedicated vehicles; separate provider contract with Cherriots vehicles, social service agency or community partnership, Transportation Network Company (TNC); and Mobility Management Brokered Operation. Out of these options, the staff feel that the classic taxi contract using non-dedicated vehicles is the best option. This contract would enable flexible capacity during low demand times, short notice service for recovery of late routes, direct service, alleviate peak service demand without purchasing additional vehicles and cost effective service due to no overhead or deadhead costs.

**Follow-up:** Feedback from the Board and Citizens Advisory Committee. Engage internal work group and contractor partners and outreach activities. Contract will be brought before the Board, tentatively in January 2020.

#### **d. History and Background on Service Reductions Staff**

**Report:** Pages 32-35 of the Agenda

**Presenter:** Allan Pollock, General Manager

Mr. Pollock educated the Board on the history and background of the service reductions that led to the loss of services. Service reductions began in 2005-2006 after several failed ballot measures to increase District funding. The reduced services included Saturday service, reduced midday and evening frequencies, several low production routes were eliminated, reduced hours to 6:00 a.m. to 9:00 p.m. and several popular shuttle services were discontinued.

**Follow-up:**

#### **e. Board Retreat Briefing**

**Staff Report:** Pages 36 of the Agenda

**Presenter:** Allan Pollock, General Manager

The Board Retreat is scheduled for September 21, 2019 and will focus on Board Governance issues. The executive committee met prior to the work session and established a draft agenda. Board members will be briefed on the Oregon Transportation Plan, ORS 267 Mass Transit Districts, Resolution 2015-04 Rules governing proceedings and conduct of the Board, Board Code of Conduct, the 2018 Strategic Plan, present organization and divisional overviews and Board Governance discussions. Mr. Pollock asked that the Board refer to the Board Governance book they received, to give some thoughts and ideas to how their Governance should operate.

**Follow-up:**

**4. GENERAL MANAGER COMMENTS**

**Staff Report:** Pages 37-40 of the Agenda

**Presenter:** Allan Pollock, General Manager

Board members reviewed a draft agenda for the September 26, 2019 board meeting, the Board's calendar of scheduled meetings and events and upcoming agenda items for Board review or action.

**Follow-up:** The Board requested information on how to speak to constituents regarding bus stop requests, information on 5310 Grants and Earthquake/Emergency Management for Courthouse Square.

**5. WORK SESSION ADJOURNED**

**6:58 PM**

Submitted by:  
Jolene White,  
Executive Assistant