

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

Thursday, February 23, 2023 at 5:30 P.M.

*This meeting is open to the public, please see page 2 for available formats.***AGENDA****I. CALL TO ORDER**

- Announcements

II. PRESENTATION | DISCUSSION

- A.** Customer and Community Survey Presentation

III. GENERAL MANAGER COMMENTS

- A.** Upcoming Board Agenda Items
- B.** Board Calendar Review

IV. ADJOURNMENT**Vision**

We Deliver Valued Mobility Options that Inspire Community Pride

Mission

Creating Community Connections

B.O.D. Work Session Pkt. 1

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=MW1obXdqdkhVa3FMZlczYzldExuZz09>
- One Tap Mobile: + 16692545252,,1617501876#,,,,*581378# US
- Landline Phone: +1 669 254 5252 US

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; típicamente en un lugar que sea accesible según la ADA. Sin embargo, esta reunión de la Junta se llevará a cabo virtualmente a través de ZoomGov siguiendo las directivas del Gobernador Brown para mantener a las personas seguras y saludables durante la pandemia de Covid-19.

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. A 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.



WORK SESSION MEMO

Agenda Item WS.II.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 Presentation

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



To: SAMTD Board of Directors
From: Allan Pollock, General Manager
Date: February 23, 2023
Subject: Upcoming Work Session and Board Meeting Agenda Items

March 23, 2023

Work Session

- Board Travel Policy (AP/DL)
- Paratransit Boundary Guidelines (TD)

Board Meeting

Action Items:

- Award of Contract for Project Management Services (DT)
- Award of Contract for Security Services (DT)
- Award of Contract for Transit Signal Priority Project (AP)
- Adoption of Resolution No. 2023-XX - Board Travel Policy (AP)

Information Items:

- Youth Zero Fare Program Update (DT)
- Service Change Briefing for May 2023 (DT)

April 27, 2023

Work Session

Presentation on District recruitment/staffing (CC)

Board Meeting

Action Items:

-

Information Items:

-

May 25, 2023

Work Session

-

Board Meeting

Action Items:

- CC: Adopt FY2024 Board Meeting Schedule (AP)

Information Items:

- Q3 Reports: Strategic, Performance, Finance (AP, DT, DL)



To: SAMTD Board of Directors
From: Allan Pollock, General Manager
Date: February 23, 2023
Subject: Calendar of Scheduled Meetings

March-23

1	Wed.		Ordinance 2023-01 Fare Structure goes into effect
8	Wed.	12:00-1:30 PM	Marion County State of the County • Keizer Community Center
12	Sun.		<i>Spring Forward Time Change - Set Clocks Ahead One Hour</i>
12, 13, 14	Sun., Mon., Tue.		APTA Legislative Conference - Washington DC
23	Thu.	5:30 PM	SAMTD Board Work Session
		6:30 PM	SAMTD Board of Directors Meeting

April-23

15	Fri.	8:00 AM	Due Date: Board to file SEI Report through OGEC
18	Tue.	5:30 PM	Citizens Advisory Committee Meeting
27	Thu.	5:30 PM	SAMTD Board Work Session
		6:30 PM	SAMTD Board of Directors Meeting

May-23

2	Tue.	6:00 PM	SAMTD Budget Committee Meeting 1
3	Wed.	6:00 PM	SAMTD Budget Committee Meeting 2 <i>If necessary</i>
4	Thu.	6:00 PM	SAMTD Budget Committee Meeting 3 <i>If necessary</i>
16	Tue.		County/Special District Election Day
25	Thu.	5:30 PM	SAMTD Board Work Session
		6:30 PM	SAMTD Board of Directors Meeting
29	Mon.	HOLIDAY	Memorial Day Cherriots Administrative Offices Closed Customer Service Open Sunday Level Bus Service

- For more information regarding meetings go to: [Cherriots.org/meetings/](https://cherriots.org/meetings/)
- All meetings above are scheduled in the Senator Hearing Room at Courthouse Square *unless otherwise noted.*
- For more information regarding the advisory committees to the Board go to: [Cherriots.org/gettinginvolved](https://cherriots.org/gettinginvolved)