



Salem Area Mass Transit District
CITIZENS ADVISORY COMMITTEE

Tuesday, November 19, 2019, 5:30 PM

Senator Hearing Room at Courthouse Square
555 Court Street NE, Salem, Oregon 97301

MINUTES

PRESENT: Rick Hartwig, Chair; and Members - Davis Dyer, Laurie Dougherty, Mark
Members Knecht, John Hammill, and Mary Sarabia

ABSENT: Roberto Coto, Vice-Chair and Patrick Schwab, Member
Members

Board Colleen Bush, Liaison

Staff David Trimble, Chief Operating Officer; Karen Garcia, Security and Emergency Management Manager; Mark Poulson, Transportation Manager; SueAnn Coffin, Contracted Services Manager; Melissa Kidd, Operations Programs Administrator, Gregg Thompson, Maintenance Manager; Chris French, Senior Planner; Steve Dickey, Dir. Of Strategic Initiatives and Program Management; Kathy Martens, Administrative Assistant

Guests No guests

1. CALL TO ORDER AND ROLL CALL

5:30 PM

Chair Rick Hartwig called the meeting to order. A quorum was present.

a. Safety Moment

Safety Moment presented by Mr. David Trimble. This month's theme is winter preparedness. He mentioned to prepare for winter storms by having plenty of items in case of power loss, i.e., batteries, generators, firewood and heating fuel. Be sure to have cold weather gear available, blankets and update your emergency contacts. Make sure you have extra water in case your well doesn't work, food, even medications.

2. ANNOUNCEMENTS:

Mr. Trimble has a few announcements/additions to the agenda. There will be an additional action item to the agenda. A vote is needed to nominate your Chair and Vice-Chair for the upcoming term. These two voted on positions are one-year terms.

You'll notice Cherriots has given you each a gift. This month Cherriots celebrated its 40th anniversary on November 6, and we have gifted you a Cherriots mug and some Cherriots branded coffee roasted especially for this anniversary.

Chairman Hartwig mentioned there will be other items to be voted upon and the action item to vote on the Chair and Vice-Chair will be addressed during that time.

This concludes announcements and additions to the agenda.

3. **PUBLIC COMMENT** – Member Mary Sarabia commented on a metal panel in the sidewalk outside is very loose with what appears to be many missing screws. This could be a potential hazard. Mr. Trimble said he will see this will be addressed by our facility personnel.

4. APPROVAL OF MINUTES

a. Minutes of September 17, 2019

Motion: Moved to approve the meeting minutes of September 17, 2019.

Motion by: Member John Hammill

Second: Member Davis Dyer

Discussion: None

Vote: Motion passed with six votes in favor; Absent: Roberto Coto, Patrick Schwab

5. PRESENTATIONS

a. Service Update

Presenter: Chris French, Senior Transit Planner

Mr. Chris French, Senior Planner addressed the committee on September ridership and upcoming May services. Cherriots weekday ridership for September 2019 is up 7.5% from this time last year. We had 12,977 rides per day. Our year-to-date numbers are up 6.6% from the previous year. This is prior to implementation of later evening service. The top three routes for Saturday rides in September were route 11 – Lancaster/Verda with 4,832 rides; route 19 – Broadway/River Road with 4,028 rides and route 21 – South Commercial with

3,198 rides for a total of 27,174 rides. Saturday rides in September were free and we are pleased to see that ridership numbers did not drop off significantly once those free Saturdays were over.

Next, Mr. French went over Regional Ridership, which includes the 10X – Woodburn, 20X – N. Marion Co., 30X – Santiam and the 40X – Polk County. Our weekday rides were up 4.1% from this time last year. And our year-to-date numbers are up 8.8%. Regional has seen an increase for weekdays and that is welcomed news. Saturdays for ridership was 729 total rides. Even though we are providing less service on Saturdays, the ridership is strong. The 40X, which covers Polk County, is averaging 70 rides per route on Saturday.

Our May 2020 service will include Sunday and holiday service and the same for Cherriots Lift. At this time there will not be any Sunday or holiday service for Cherriots Regional. We are looking at making changes to the Polk County Flex routes as well. This is currently a demand service where you need to call 24-hours in advance to schedule a ride and we are looking at doing regular fixed routes throughout the community. As we get closer to May there will be more detailed information.

Member Mary Sarabia asked what Cherriots Regional is. Mr. French explained that regional serves areas outside the Urban Growth Boundary. We have a Salem Express that serves Salem, Woodburn, Brooks and Gervais; one that serves Salem, Silverton, Mt. Angel and Woodburn; one that serves Salem, Monmouth, Independence and Dallas; and one that serves up the canyon, which includes Salem, Turner, Aumsville, Lyons, Mill City and Gates. These have fewer route times available, but we do serve these outlying areas.

b. City of Salem Coordination Update

Presenter: Steve Dickey, Director of Strategic Initiative and Program Management.

Earlier this last summer, Julie Warncke Transportation Planning Manager for the City of Salem met with Mr. Dickey about having regular meetings to discuss not just ongoing transit planning, but also issues raised by the Transit Task Force and the Congestion Relief Task Force. These have started with another one scheduled for tomorrow, November 20, 2019.

The above mentioned task force/committee are to focus on the importance of coordination between the City and Cherriots. In 2009, there was a MOU between

the City and Cherriots to hold monthly meetings. This happened for a while, but did not continue. Recently these have started again, but more as advisory committees based on projects. Last month Cherriots staff explained our service guidelines that were approved by the Board and what Cherriots looks at to determine where to put a route, benchmarks, how to measure the success of that route, etc. This next meeting will be focused on action items from the Salem Congestion Relief Task Force and the Public Transit Committee. Mr. Dickey went over the list and here are a few of the items that he mentioned: Planning projects for both the City and Cherriots – Status and opportunities for input, for example, Our Salem, the South Salem Transit Center, Albany to Salem Transit Feasibility Study and the Long-Range Transit Master Plan, which was dependent on funding. That funding did not come through, so we will be looking at this again after the first of the year. In the meantime, there is a significant amount of work we can be doing to get ready for this effort. It would be feasible to go over the development process for both agencies and standards. Standards are very essential to Cherriots, i.e., how do we guarantee there is no parking in front of stops? When a large developer is doing a development, how can we get a development standard to include a bus stop? Developers are doing the improvements to the street, sidewalk, etc., let's include the bus stop. Sharing of data needs and operational needs will be helpful. There are some operational issues that can affect transit routing, so how can we identify opportunities around these that follow service guidelines? When our CAD/AVL is implemented, data gathered will give us more detailed information about our ridership and where added services may be needed.

These joint meetings are about an hour in length and the goal is to hold them monthly. Other staff will be included depending on the topic/project. These meetings are staff-to-staff meetings, not open to the public. Mr. Dickey gave the names of those individuals that are involved from the City: Sheri Wahrgren – Downtown Revitalization Manager; Annie Gorski – Economic Development Manager; Lisa Anderson-Olgilvie – Urban Planning Administrator; Eunice Kim – Planner III; Kevin Hottmann – Traffic Engineer; Anthony Gamallo – Senior Transportation Manager; Julie Warncke – Transportation Planning Manager and Austin Ross, Planner I. Salem is growing so quickly it's good to know these conversations are taking place.

c. Winter Operations Update

Presenter: Karen Garcia, Security and Emergency Management Manager

Mr. Trimble said he thought it was important to update the committee about what we do to prepare for inclement weather and what we do when it hits.

Ms. Garcia explained how Cherriots works when there is stormy weather, what we do to prepare and how our employees come together with the goal to deliver safe and reliable service during inclement weather. Our employees do not get a “snow” day like others might. Instead we start at 4:00 a.m. manning our Emergency Operations Center (EOC) so we can run our routes to the best of our ability. In the Fall, we review our Winter Operations Plan, a plan that has been implemented for years, and make sure it is up-to-date and new employees have been trained on the plan. We use an Incident Command System, which allows for a group of people to come together to follow the flow of information and best use the resources available. Weather forecasts are closely watched especially if a storm is coming. If snow is forecast to be on the ground in the morning, the night before we notify those that man the EOC so they can plan to be there at 4a the following morning. Mr. Trimble is the Policy Chief. He looks at things from an agency/policy perspective. We have incident commanders that look at the routes, which ones may be worse than others, and which ones we can run safely. There are many others involved as well. There is someone in charge of communication to our internal employees and our external customers. This also includes what we put on our website so outside customers know if certain routes are running. There is a security person that helps communicate with other partners like SPD, Marion County, etc. We have an individual from contracted services, MV and MTM, who is in charge of our Cherriots Lift, Shop and Ride and our Regional services. The conditions in Gates, for example, are different than here in Salem and contracted services lets us know what those conditions are so we can let customers know if we cannot have a route that way. We have someone from maintenance, which includes our building maintenance. If we are going to chain up our buses, that call needs to be made early so mechanics are here to get buses ready before routes begin. We are also notified as to which locations may need snow removal. We have someone that is responsible for bus movement, i.e., if a bus gets stuck and needs help, or a bus cannot continue with a route due to dangerous conditions, that person figures out how to get those customers rerouted. We have someone from IT in the EOC because during a weather incident we rely heavily on our IT infrastructure and there is a recorder, who basically records all that happens during the day. That allows us to go back and review what took place, what worked, or may what need to be done differently next time.

There are also a lot of field workers relaying information to us as well. This includes location captains at each of the transit centers, plus Del Webb where our operations/maintenance is located. This information helps us know what those locations’ needs may be, i.e., clear sidewalks, etc. We have a large number of operations supervisors and they are to drive the routes to determine which are drivable. Customer Service and safety are two key areas we gather information. Customer Service is key to getting information out to customers.

The EOC will stay open past midnight if needed. If snow stops and the roads clear, we will shut down the center at that time. We also train our employees about how to prepare for inclement weather so they are able to come to work, when most others may not be able to, so we can continue to offer safe service to our community.

Our regular staff are here past midnight, including maintenance, even if no inclement weather because our last route is after 11:00p, but if our command center is still running, staff will be available if needed. We work very closely with other outside agencies during a time like this, i.e., the City of Salem and Marion County. They know our routes and what information we need to determine if roads are drivable.

d. Courthouse Square Block Stakeholders Meeting Update

Presenter: Karen Garcia

You may have noticed that our block has become the “congregating” block, especially on High Street and Court Street. Mainly young individuals that are here, but not necessarily to do business. We do have codes of conduct rules, but these apply to different areas of the property. Cherriots can only enforce rules, which are set by Cherriots board of directors, on the area of the property we own, which is the customer service area and where the buses/bus bays are located. The plaza and north block are joint-owned by Cherriots and Marion County, which has a set of rules set by the board of the Condo Association. Then, there is the sidewalk, which is city property. Cherriots and the Condo Association have no jurisdiction at all on the sidewalks. The youth know where we can and can’t enforce, so they congregate where all we can do is call the police if needed. This does make it challenging for us. Cherriots decided to get a number of stakeholders together and we did that on November 8, to discuss solutions that that can help mitigate risk and promote safety on this block.

We invited representatives from Marion County located at this building, Marion County Sheriff’s Office, Marion County Juvenile Department, Salem Police Department, Allied Universal Security, Salem Center Mall – Allied Universal Security and Barbara Roberts School. This was a very productive and collaborative meeting. There wasn’t any “this isn’t our problem.” More of this is an overall issue for all of us to solve. We are seeing an increase in incidents and criminal activity including: alcohol and marijuana use, the presence and involvement of weapons, physical aggression, foul language, smoking, more dogs, and trespassing. This is concerning and we want to make sure people coming to do business, or take the bus, feel safe. This is a livability concern. Even our employees that work at this location need to feel safe. Cherriots contracts with the Salem Police Department

and officers that respond to an incident call are also not feeling safe because if they try to make an arrest, the crowd takes on a mob mentality and that can be an unsafe situation for them.

Ms. Garcia said our first meeting was to discuss what options are out there, potential solutions and who else could be brought in to help with resources needed. There were many solutions that did come out of this first meeting, i.e., better ongoing communication between entities. The more we can communicate with each other, the better we can help mitigate some of the problems and show we are in unison. Sharing exclusion lists from each agency that has them, and especially sharing with the school, will help them be aware of the student(s) excluded and discussions with that student, even letting the parents know will be beneficial. Barbara Roberts School was open to having Cherriots provide training to students on what expectations we need from students in following different codes of conduct. We will have Juvenile Parole Officers make random rounds at the downtown transit center and make contact with some of the youth who are under supervision. The City of Salem has an ordinance where you can make smoking on a particular sidewalk unlawful, so we might look into that and there is another ordinance bill on the city docket regarding lying on the sidewalk during the business day, Sit/Lie ordinance. The Salem Center mall security director suggested Cherriots, the Condo Association and the City of Salem, get together to come up with a shared code of conduct to present to their boards. This would help with enforcing behavior expectations equally on the block. The County may look at contracting with our security agency, Allied Universal Security, to help support their security services, which may help bring in more security staff. It will take more than just Cherriots to secure a safe environment. All the agencies at the table were willing to do their part. We wanted to approach this as a community issue as it does affect everyone. Part of the crowds are weather dependent, so in the warmer months we could see gatherings begin as early as 9a. The students are now in school and with the weather changing, it's not as desirable to hang out on the sidewalks so there has been a reprieve of late.

6. DISCUSSION ITEMS

a. Staggered Terms: As you recall, this committee made a recommendation towards staggered terms in our November 2018 meeting and we will be taking a recommendation to the board at our December 12, 2019 meeting. The recommendation is needed because everyone's term technically ends December 31, 2019. It was decided to have everyone serve a two-year term then have some serve a one-year term and the rest start with another 2-year term. The odd numbered district representatives, Rick Hartwig, Laurie Dougherty, Mary Sarabia, Roberto Coto and the at large member #1, Mark Knecht would serve one more

year. The even district members, Davis Dyer, John Hammill, Patrick Schwab and at large member #2 (open spot) would serve an additional 2-year term. The bylaws also state that no member may serve more than two 2-year terms, but that was waived in order to get these staggered terms in place. This is based on the condition that everyone still wants to continue on the committee. Please let David know if you would rather not serve any further and he will take the appropriate actions. As of January 1, 2020, Mr. Hartwig, Ms. Dougherty, Ms. Sarabia, Mr. Coto and Mr. Hammill would all have one more year to serve.

- b. Updates to the CAC Bylaws:** Mr. Trimble, Chair Hartwig and Vice-Chair Coto, have had discussions about forming an executive committee to the CAC. It's time to start looking at different services and opportunities for Cherriots. The development of this focus will require feedback and that feedback needs to come from this sub-committee, the executive committee. This would require monthly meetings with Cherriots staff. These meetings would be to discuss new services with related focus you'd like to see from Cherriots. ADA services and new services for our new properties, etc. This executive committee would then make recommendations to the CAC regarding what would be the new items for development. The members of this committee will be appointed by the Chair. It would include the Chair, Vice-chair and one or two more members. Chair Hartwig expressed his frustrations the CAC meets only 4 time a year and because there is so much to focus on, how much advice do we offer? Our meetings end up being more of an information meeting and not a meeting where we offer needed advice. Meeting on a monthly basis would allow this committee to be more effective.
- c. New Member Applications:** Mr. Trimble then went over applications from interested community members for the open spot on the CAC. What's good news is there are more individuals interested than there are openings. There are 4 qualified individuals to review. Mr. Trimble said it would be in the committee's best interest to recommend a change to the bylaws going from a 9-member committee to an 11-member committee. The first question on the table is do you want to grow this committee to an 11-member committee? Chair Hartwig mentioned the diverse backgrounds from which these applicants represent. This would be a recommendation to the Cherriots board. Mr. Trimble went over each of the applicants: Mark Kavanaugh is an account manager with ASM America and he uses Cherriots local and regional service. His top three transportation concerns are accessibility, customer experience and good service coverage with fast and frequent service. Mitchell Juul is a student at North Salem High School, he uses Cherriots local and regional service. His top three transportation concerns are lack of coverage, lack of frequency and pedestrian safety. Erin Ross is a homemaker and is visually impaired. Her top three transportation concerns are communication and travel efficiency, space on the bus for mobility devices and strollers and travel time. Maria Pressey works in patient accounts at Oregon

Medical Centers. Her top three transportation concerns are transportation access for minorities, transportation access for college students and assistance with transportation for domestic violence victims.

Chair Hartwig then called for a 10 minute break. When reconvened the committee will vote on members. All four individuals are qualified and they all have interests that should be considered. Some of the diversity represented duplicates already covered diversity on this committee. Chairman Hartwig said that he recommends Mitchell Juul for the fact we do not have a youth member, or student representative. One individual represents ADA, one represents Hispanic community members and the last represents the experienced working members of our community.

7. ACTION ITEMS

Motion: Moved to recommend Mitchell Juul to fill the current open position on the Citizen Advisory Committee.
Motion by: Chair Rick Hartwig
Second: Member John Hammill
Discussion: None
Vote: Motion passed with six votes in favor; Absent: Roberto Coto, and Patrick Schwab

Motion: Moved to change the CAC bylaws from a 9 member committee to an 11 member committee.
Motion by: Member John Hammill
Second: Member Mary Sarabia
Discussion: None
Vote: Motion passed with six votes in favor; Absent: Roberto Coto, and Patrick Schwab

Motion: Moved to recommend Erin Ross and Maria Pressey as the two new CAC members.
Motion by: Member John Hammill
Second: Member Mary Sarabia
Discussion: Ensued regarding Erin/Mark or Erin/Maria.
Vote: Motion passed with five votes in favor; one opposed, Davis Dyer, Absent: Roberto Coto, and Patrick Schwab

Mr. Trimble will draft these recommendation to the board and will get them out to the CAC members before the December 12, 2019 board meeting.

The next action item is to re-elect the Chair and Vice-Chair, which each serve a one-year term and can be re-elected to another consecutive one-year term. This will also be a recommendation to the board.

Motion: Moved to re-elect Mr. Rick Hartwig as Chair of the CAC.
Motion by: Member John Hammill
Second: Member Laurie Dougherty
Discussion: None
Vote: Motion passed with six votes in favor; Absent: Roberto Coto, and Patrick Schwab

Motion: Moved to re-elect Roberto Coto as Vice-Chair of the CAC
Motion by: Member Rick Hartwig
Second: Member Mary Sarabia
Discussion: None
Vote: Motion passed with six votes in favor; Absent: Roberto Coto, and Patrick Schwab

8. CONCERNS

Chair Hartwig opened up the discussion for committee members to discuss service concerns that they have either encountered, or heard through community stakeholders; that have been addressed, or will be addressed by staff:

a. Committee Concerns/Discussion: Mr. Hamill expressed his gratefulness for the marketing team and how they came through with marketing materials and giveaways for the American Council of the Blind State's conference held here in October. They came through with bags and it was appreciated.

9. FUTURE AGENDA ITEMS

Chair Hartwig asked the committee if they had ideas for future presentations. They responded with the following ideas: Performance reports, which are in the process of being reformatted, and to have Cherriots GM, Allan Pollock update the committee on legislative issues, and provide updates at every meeting regarding the city coordination meetings.

9. ADJOURNMENT

7:25 PM

Motion: Moved to adjourn the meeting.
Motion by: Member John Hammill
Second: Member Davis Dyer
Discussion: None

Vote: Motion passed with six votes in favor; Absent: Roberto Coto, and Patrick Schwab