



**MINUTES OF THE  
June 20, 2023  
COMMUNITY ADVISORY COMMITTEE MEETING – HYBRID  
5:30 PM – 7:30 PM**

**Present Members:** John Hammill, Chair; Sue Coffin, Vice-Chair; Laurie Dougherty, Member; Davis Dyer, Member; Lucy Edwards, Member; Rick Hartwig, Member; Erin Ross, Member (Virtual); Joe Tilman, Member; Marja Byers, Member; Judi Richards, Member

**Absent Members:**

**Board:** RJ Navarro, Cherrlots Board of Directors (Virtual)

**Staff:** Tom Dietz, Director of Operations; Ben Sawyer, Contracted Services Manager; Gregg Thompson, Maintenance Manager; Bobbi Kid, Strategic Initiatives Administrator; Ben Sawyer, Contracted Services Manager; Don Clifford, Transportation Manager; Crisandra Williams, Executive Assistant

**Guests:** Ben and Christina – Interpreting Services (Virtual)

**1. CALL TO ORDER AND ROLL CALL**

Chair John Hammill called the meeting to order at 5:35 p.m. A quorum was present and introductions were made.

**a. Safety Moment**

Tom Dietz, Director of Operations, gave us a safety message regarding cycle awareness. If you are a cyclist remember to keep vigilant. Ride like you are invisible. Scan your horizons and clear the intersections before going through. Bicycles are quiet which makes it worse. Share the road, be alert, and be safe. If you are in an automobile, look twice. Look for people in wheelchairs and don't expect bicyclists to obey the rules of the road. Motorcycles are now able to go in-between the cars and lanes.

**b. Additions/Changes to the Agenda**

Public comment was taken out of the Discussion Items.

**2. ANNOUNCEMENTS**

No announcements.

### 3. PUBLIC COMMENT

John Hammill emailed a public comment regarding his struggles with paratransit. Problems started in April and acute in May when VIA went into effect. There has been a problem with offering timely service. John has had several instances when he has had to cancel his rides due to it being late. Marja has found that she is making decision on transit based on convenience not safety. Ben Sawyer explained that paratransit is running 90% on time and there are a lot of moving parts which have caused some problems. There has been a large learning curve regarding the software and then changing it to work better for Cherriots. We have enough drivers based on the routes created at the start of this. The routes don't adequately match the service levels we have. The old contractor created their own routes based on when drivers wanted to work. Now that we have a big spike in ridership. We need to readjust what the routes are to put the right number of buses at the right times of day which takes time to make an improvement. We will have two months of full data in the system and at the end of month three the schedules will change. This will solve a lot of the problems between dispatch and the software. We have 10 more drivers with MTM. John is encouraged by Ben's explanation and what the future looks like.

### 4. APPROVAL OF MINUTES - Minutes of April 18, 2023

<b>Motion:</b>	<b>Motion to approve the meeting minutes of April 18 2023.</b>
<b>Motion by:</b>	<b>Member Rick Hartwig</b>
<b>Second:</b>	<b>Member Marja Byers</b>
<b>Vote:</b>	<b>Motion passed by those in attendance.</b>
<b>Discussion:</b>	<b>None</b>

### 5. PRESENTATIONS

- a. **Strategic Plan Update & Survey(s) Briefing:** Bobbi Kid, Strategic Initiatives Administrator, gave a briefing on Cherriots Strategic Plan. Bobbi is the project manager for the strategic plan. The strategic plan was kicked off in January 2022. The Board, community stakeholders, riders, and employees were engaged to share input through workshops and surveys. We updated our guiding principles and definition of success. The strategic plan was implemented in the fall of 2022 and we are about to wrap up the first full year of the strategic plan. TransPro conducted Wave 2 of three surveys – customer satisfaction, community value, and employee engagement. Bobbi gave a brief overview of the results, but suggested everyone watch the presentation at this week's board meeting which will have more details. Cherriots is working on FY24 Strategic Plan which will be kicked off June 21, 2023. Cherriots refreshes its vision and mission every 8-10 years. Cherriots Leadership is working on showing the community our financial story as most of those surveyed didn't understand how we finances services. 75% of the Community Values Survey participants do not use public transportation at all, but still saw value in the services.

### 6. DISCUSSION ITEMS

- a. **Sub-Committee Chairs:** We need to have sub-committee chairs to have a point person for drafting agendas and scheduling a Google Meets. Members went through the subcommittee members and volunteers stepped forward to chair. Staff members cannot chair the sub-committees.

- b. Work Plan – Cadence & Content:** Staff will connect with sub-committee chairs to put the agendas together. Sub-committees will meet the third week of the months CAC does not meet. Crisandra will send out a list of members and staff email addresses. CAC members who want to opt out of sharing their email addresses will let Crisandra know by June 23<sup>rd</sup>.
- c. Umo Test Group Update:** CAC members received a letter and information sheet explaining the program. There was an issue with the active date on the cards to work right. Members may have to go to customer service to pick up cards and activate them. The public launch is in August. Tom suggest everyone to register their card in case they lose it so they do not lose their funds. Installation continues on all buses. Cherriots Lift will be using a tablet instead of a fixed scanner. The mobile app will not be available for the soft launch. It will be only on the card. John would like someone to come to the Life Skills group at the Senior Center on July 13<sup>th</sup> to demonstrate the system.

**7. ACTION ITEMS**

**a. Sub-Committee Chairs -**

<b>Committee</b>	<b>Chair</b>
One – Local Services	Davis Dyer
Two – Capital Projects & Facilities	Joe Tilman
Three – Cherriots LIFT Program	Sue Coffin
Four – Services and Financial Plans	Laurie Dougherty
Five – Regional Service	John Hammill

**8. FUTURE AGENDA ITEMS**

- a. Introduction of new executives
- b. South Salem Transit Center and Mobility Hub Updates
- c. Annual Reports (Performance, Financial)
- d. Capital Projects Briefing
- e. Transportation Options

**9. ADJOURNMENT**

<b>Motion:</b>	<b>Motion to adjourn the meeting at 6:51 p.m.</b>
<b>Motion by:</b>	<b>Chair John Hamill</b>
<b>Second:</b>	<b>Member Sue Coffin</b>
<b>Vote:</b>	<b>Motion passed by those in attendance.</b>

**Next Meeting: August 15, 2023**