

**Citizens Advisory Committee
Via ZoomGov December 13,
2022
5:30 PM – 7:30 PM**

ZoomGov ID:

<https://cherriots-org.zoomgov.com/j/1616100374?pwd=czFNb05BcVhmZkNkcDFVVGtIMXRMQT09>

**Phone Number: (669) 254-5252
Meeting ID: 161 610 0374
Passcode: 352655**

CAC AGENDA

1. CALL TO ORDER AND ROLL CALL

- a. Safety Moment
- b. Additions/Changes to Agenda

2. ANNOUNCEMENTS

- a. New CAC Member – Judy Richards

3. PUBLIC COMMENT

(Citizens who wish to provide comment will be given three (3) minutes to comment on any transit-related matters regardless of whether it is an agenda item or not. To offer comment, please email your comments to: cac@cherriots.org by 5:00 p.m. 24 hours prior to the meeting date/start time; or mail them to Attn: Citizens Advisory Committee, Cherriots Administration Office, 555 Court Street NE, Ste. 5230, Salem, OR 97301.)

4. APPROVAL OF MINUTES

- a. Minutes of Meeting: October 18, 2022

5. PRESENTATIONS

- a. Finance Update

6. DISCUSSION ITEMS

- a. New Member Application – Marja Byers
- b. Nominate New Chair and Vice-Chair
- c. New Terms for All Members
- d. Meeting Dates for 2023
- e. Hiring Update

7. ACTION ITEMS

- a. Committee Work Plan Action Items

Committees:

Committee	Members
One – Local Services	Erin Ross, Joe Tilman
Two – Capital Projects & Facilities	Joe Tilman, Sue Coffin
Three – Cherriots LIFT Program	Ben Sawyer, Sue Coffin
Four – Services and Financial Plans	Erin Ross, Laurie Dougherty
Five – Regional Service	Joe Tilman, John Hammill, Sue Coffin

8. FUTURE AGENDA ITEMS

- a. South Salem Transit Center - February

9. ADJORNMENT

*· Turn all conversation devices to noiseless · Save all questions until the end of presentations
· When asking for the Chair's recognition, raise hand*

SPECIAL ACCOMMODATIONS

In order to ensure the broadest range of services to individuals with disabilities, we may need lead time to make the necessary arrangements. Persons requiring a sign language interpreter, assistive listening device, large print material, or other accommodations, please call or contact us at least two working days (48 hours) in advance at 503-588-2424.



**MINUTES OF THE
October 18, 2022
CITIZENS ADVISORY COMMITTEE MEETING
5:30 PM – 7:30 PM**

Present Members: Patrick Schwab, Chair; John Hammill, Vice-Chair; Sue Coffin, Member; Laurie Dougherty, Member (virtual); Davis Dyer, Member; Lucy Edwards, Member (Virtual); Rick Hartwig, Member; Erin Ross, Member; Joe Tilman, Member (Virtual)

Absent Members: Mark Knecht, Member
Maria Hinojos-Pressey, Cherriotics Board of Directors Liaison

Board:

Staff: Tom Dietz, Director of Operations; Ben Sawyer, Contracted Services Manager; Chris French, Service Planning Manager; Don Clifford, Transportation Manager; Gregg Thompson, Maintenance Manager; Karen Garcia Safety/Emergency Management Manager; Randy Navalinski, Emergency Management Coordinator; Steve Dickey, Director of Technology/Project Management; Ted Stonecliffe, Transit Planner II; Kathy Martens, Executive Assistant

Guests: Ben Cavaletto and Cindy Moore – Interpreting Services

1. CALL TO ORDER AND ROLL CALL

Chair Patrick Schwab called the meeting to order at 5:07 p.m. A quorum was present.

a. Safety Moment

Mr. Tom Dietz, Director of Operations, gave us a safety message regarding fire prevention. When you are cooking at home, make sure you don't leave a pot unattended especially if there are young children at home. Don't leave the pot handle out over the edge of your stove and if your stove is gas, never leave it unattended. Another leading cause of home fires is your heating. If you use a space heater keep it away from laundry and curtains that may hang down too far. Always have an escape plan. If you have a multi-storied home, invest in a portable collapsible ladder. Go over your plan with visitors. Make sure you have smoke detectors in your home and change the batteries often. Even those that are hardwired should have a backup battery. Be aware of your surroundings at home.

b. Additions/Changes to the Agenda

One addition: Ben Sawyer, Contracted Services Manager will update the committee on changes coming to Cherriots contracted services, which are Regional and Cherriots Lift.

2. ANNOUNCEMENTS

New committee member, Sue Coffin was introduced to the committee. Sue has been retired from Cherriots for over 1.5 years. She is enjoying traveling, became a great-grandma and she married off a granddaughter this past summer. Sue has lived in Stayton for many years and will bring a wealth of knowledge regarding our regional services.

Committee member Erin Ross announced that she has a new job with the state as a Deaf/Blind Specialist within the Oregon Department of Human Services. If you need any information, or need to be connected to deaf/blind services in the state, feel free to contact Erin. She wanted to thank the committee because being on the Citizens Advisory Committee gave her the confidence to get out of her house, participate with others and this gave her the needed confidence to apply for this position. Congratulations, Erin!

3. PUBLIC COMMENT

None at this time.

4. APPROVAL OF MINUTES - Minutes of August 16, 2022

Motion:	Motion to approve the meeting minutes of August 16, 2022.
Motion by:	Member Rick Hartwig
Second:	Member Davis Dyer
Discussion:	None
Vote:	Motion passed with nine votes in favor. Member Mark Knecht excused.

5. PRESENTATIONS

- a. Long Range Transit Plan:** Ted Stonecliffe, Transit Planner II, gave an update on the Long Range Transit Plan. The draft document has been received from the consulting firm Jacobs. The more comments we can get from our Citizens Advisory Committee, the better. This document will be sent out to the committee members before the end of October and comments need to be back before November 18. Comments will be reviewed and the final document will be presented to the board in their December 15 meeting. Mr. Stonecliffe went through the various chapters of the document. In chapter one, you will see an increase in frequency was preferred over geographic coverage increases. Other public engagement themes included affordability of fares, the importance of technology, same-day service, as well as bus stop accessibility. Chapter two will go over who we serve, population and employment demographics and in chapter three, future services, which are categorized into six areas. These categories are: Transit network, bus stops and transit centers, customer information and fares, flexible mobility, transportation options, and

vehicles. Chapter four discusses the implementation of improvements laid out in chapter three.

During the creation of this document, while working with the consultants, the city's climate action plan was taken into consideration. Although that plan is not yet finalized, please note the LRTP is a living document that will be changing and updated as needed.

- b. Performance Reports – Ridership Update:** Chris French, Services Planning Manager gave an update on the annual report, which will be shared at the upcoming board meeting. Mr. French reviewed FY22. July '21 – LRTP contract was awarded to Jacobs Engineering Group, Sept '21 – Beginning of Sunday service, Oct '21 – 2021 Rider Survey Project began, Nov '21 – Holiday service implemented on Veteran's Day operating on a Sunday level, Dec '21 – Snapshot report delivered by Jacobs and start of public/stakeholder outreach on the LRTP, Feb '22 – 2021 Rider Survey finalized, this information will be used to inform the LRTP as well as the 2022 Needs Assessment, April '22 – The LRTP moved into scenario modeling, June '22 – The 2022 Needs Assessment report was finalized, this report will be used as a guide for the FY23-25 STIF application for the District. Ridership has increased month-over-month. We are not yet back to 100% pre-pandemic service, but are getting very close. The District recognized Juneteenth for the first time on June 19, 2022. State workers are not totally back in the office and that affects ridership, but we are seeing more riders. We started the free youth fare service and are seeing significantly more riders. We do expect this to continue for youth boardings. Weekends are when we see the highest level of youth riders.
- c. Disaster Recovery Plan:** Randy Navalinski, Emergency Coordinator, gave a presentation on the Oregon Resilience Plan and the role transit and Cherriots would play in an emergency. The Oregon Resilience Plan was put in place in 2013, in July 2021, transit was included. When the Cascadia hits our area, it is expected for the Salem area could be without highways for up to 6-12 months and at least 1-3 months for electricity restoration. There would be a lot of professionals coming in to help our state get back functioning and all of these professionals will need a way to get moved around. Because McNary Field airport is one to be used to get professionals here, there is a need to get roads back to usable condition. The Oregon Resilience Plan names three transit agencies in the state; Tri-Met, Lane Transit District and Salem Area Mass Transit District. We may be moving injured to our airport, where they would fly onto Redmond, then out to Boise or Salt Lake City. This plan recognizes public transit service will depend on three primary factors. 1) the condition and accessibility of repaired roadways and bridges, 2) the ability of agency drivers, mechanics, dispatchers and other key staff to respond and will respond IF they know their families are safe, and, 3) the status and availability of fuel supplies. These would all be top priorities. Cherriots is now updating their continuity of operations plan (COOP). Cherriots is also prepared to help when called upon if able, based on operator availability, for smaller scale emergencies within Salem. Cherriots does also participate in the "Great Shake-out" that takes place each year and all our facilities participate.

6. DISCUSSION ITEMS

- a. **Member Terms:** Mr Dietz discussed the special extension of terms and the individuals whose regular term expires. If they all were to term out, we'd only have about three members. How would the committee like to address this issue? Normal tenure is two two-year terms. Those that are at the end of their fifth year could extend one more year. Continuity for one additional year would be best. There is a motion on the table and once this motion is passed, members will be contacted individually and asked if they would consider staying for one more year.

Motion: Motion to approve the extension in a member’s term by one more year for members at the end of five years.
Motion by: Vice-Chair John Hammill
Second: Member Sue Coffin
Vote: Motion passed with nine votes in favor. Member Mark Knecht excused.

- b. **Contracted Services:** Mr. Ben Sawyer, Contracted Services Manager, discussed the changes coming to Cherriots contracted services, which handles Regional and Cherriots Lift. Since this is contracted to an outside provider, the contract was to expire on December 31, 2022. Cherriots went out to a full bid for these services. We had several proposers and the contract was awarded to MTM. Our current provider is MV and they will be transitioning out of their contract. Current employees, operators, supervisors, etc., will be offered positions with MTM. This is a common occurrence in the transit industry. Unfortunately, MV had not done the level of recruiting needed in order to have the appropriate operators to cover the needed routes and they have no intentions of hiring. MV has brought in drivers from a Seattle contract to help cover routes. Our pickups have a 98% on-time pickup. MV has done a wonderful job of this, but now that MV doesn't have enough drivers, there is a concern about on-time pickups. We have had discussions with MV and they are aware we expect them to continue at the current level of on-time pickups. The vehicles belong to Cherriots and Cherriots is going to change the look of the uniforms so they are more in line with current local route Cherriots operators’ uniforms.

7. ACTION ITEMS

- a. **Committee Work Plan Action Items:**

Committee	Members
One – Local Services	Erin Ross, Joe Tilman
Two – Capital Projects & Facilities	Joe Tilman, Sue Coffin
Three – Cherriots LIFT Program	Ben Sawyer, Sue Coffin, Lucy Edwards
Four – Services and Financial Plans	Erin Ross, Laurie Dougherty
Five – Regional Service	Joe Tilman, John Hammill, Sue Coffin

As you can see from the table, committee members have let us know what area of the work plan they are interested in. As we recruit new members, they will be added as well. We will not get into the action plan items at this meeting, but will discuss in further detail at our December meeting.

8. FUTURE AGENDA ITEMS

- a. Financial Status Update
- b. South Salem Transit Center
- c. Changes to the Bylaws: a discussion ensued regarding the age limit for the youth leader member we are trying to recruit. Our current bylaws do not mention any age for this demographic. The committee would like to add an age group of 16 to 24 years of age for the youth leader member.

Motion:	Motion to amend the Citizens Advisory Committee Bylaws to include the age range of 16 to 24 years of age for the youth leader member position.
Motion by:	Member Rick Hartwig
Second:	Vice-Chair John Hammill
Vote:	Motion passed with nine votes in favor. Member Mark Knecht excused.

9. ADJOURNMENT

Motion:	Motion to adjourn the meeting at 6:50 p.m.
Motion by:	Chair Patrick Schwab
Second:	Member Rick Hartwig
Vote:	Motion passed with nine votes in favor.

CITIZENS ADVISORY COMMITTEE 2022 APPLICATION

Name:	<i>Marja Byers</i>
Home Address:	<i>[Faded]</i>
City:	<i>[Faded]</i>
Zip:	<i>[Faded]</i>
Personal Phone:	<i>[Faded]</i>
Personal Email:	<i>marja.byers@gmail.com</i>

Do you live, work, volunteer, or attend school in the Cherriots service area? Yes No

Occupation (former if retired):	<i>Sight loss Instructor</i>
Employer (if applicable):	<i>Hull Foundation & Learning Center</i>
Work Telephone:	<i>971-388-2523</i>
Work/Student Email:	<i>N/A</i>
School (if student):	
Area of Study (if student):	

In what languages are you fluent? *English*

Indicate the areas of interest or group perspectives you bring to CAC (check all that apply):

	Seniors/Elders	Persons with Disabilities	Medical Community	Social Service Agency	Various associations	Students	Service user of the following:
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Cherriots Trip Choice
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Cherriots Service
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Cherriots Regional
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Cherriots LIFT
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cherriots Shop and Ride

	Rural Community		
✓	Minority populations		
	Business and Economic Development		
	Unincorporated areas		
	Sustainability/Environment		
	Bicycle Organizations		

Can you regularly attend quarterly CAC meetings on the third Tuesday of the months of February, April, June, August, October, and December, at 5:30 p.m.? Yes No

Please answer the following in the space provided:

- Describe the top three public transportation issues of concern and importance to you and the role of a CAC in addressing those issues.

Continued weekend and later service hours.
 Safety concerns at the downtown transit center and bus stops.
 Improving connectivity in the Willamette Valley.
 The CAC improves the connection of transit administrations, riders, businesses and service providers.

- List the interest groups with whom you are affiliated and explain how your membership on the CAC would improve communication and add value to these groups.

American Council of the Blind - Willamette Chapter
 Birdskills
 Hall Foundation
 Disabilities Connection Team - Morningside UMC
 All of these groups are working to improve the accessibility & safety for people with disabilities.

3. Please explain how your background or experience qualifies you for membership on the CAC. You may attach a brief bio or resume. Links to personal web pages or blogs you want considered are also welcomed.

I have used transit in Salem since childhood used regional busse to commute to work in Silverton and Portland. Currently I use fixed route & lift service. I gave very effective testimony re: HB 2017, STIF. And now my hand hurts!

Applicant's Signature *Margaret J. Byers* Date: *12/5/2022*

Please mail or email this application in PDF format to:
Cherriots
ATTN: Kathy Martens
Citizens Advisory Committee
555 Court Street NE, Suite 5230, Salem, OR 97301
cac@cherriots.org

Or bring in person to:
Cherriots
555 Court Street NE, Suite 5230
Salem, Oregon 97301
(503) 588-2424



**Salem Area Mass Transit District
CITIZENS ADVISORY COMMITTEE**

January 2023

Position	Member Position	Member Name	Term^{*1}
1	Committee Member	Rick Hartwig ^{*1}	1/01/23 – 12/31/23
2	Committee Member	Davis Dyer ^{*1}	1/01/23 – 12/31/23
3	Committee Member	Laurie Dougherty ^{*1}	1/01/23 – 12/31/23
4	Committee Member	John Hammill ^{*1}	1/01/23 – 12/31/23
5	Committee Member	Joe Tilman	1/01/22 – 12/31/23
6	Committee Member	Youth Member - OPEN	1/01/23 – 12/31/23
7	Committee Member	Sue A. Coffin	1/01/23 – 12/31/24
8	At-Large Member	Judith (Judy) Richards	1/01/23 – 12/31/24
9	At-Large Member	Patrick Schwab ^{*1}	1/01/23 – 12/31/23
10	At-Large Member	Erin Ross	1/01/23 – 12/31/24
11	At-Large Member	Lucinda Edwards	1/01/22 – 12/31/23

Staff Liaison: Tom Dietz, Director of Operations

Recorder: Kathy Martens, Executive Assistant to the Deputy General Manager

Board Liaison: Director Maria Hinojos Pressey (Subdistrict 4)

Notes: ^{*1} End of Second Term plus One year to allow for scattered terms

**Salem Area Mass Transit District
CITIZENS ADVISORY COMMITTEE
Meeting Dates 2023**

Approved:

DATE	TIME	LOCATION
February 21, 2023	5:30 p.m. – 7:30 p.m.	In-person; Senator Hearing Room, 555 Court St. NE, Salem, OR
April 18, 2023	5:30 p.m. – 7:30 p.m.	In-person; Senator Hearing Room, 555 Court St. NE, Salem, OR
June 20, 2023	5:30 p.m. – 7:30 p.m.	In-person; Senator Hearing Room, 555 Court St. NE, Salem, OR
August 15, 2023	5:30 p.m. – 7:30 p.m.	In-person; Senator Hearing Room, 555 Court St. NE, Salem, OR
October 17, 2023	5:30 p.m. – 7:30 p.m.	In-person; Senator Hearing Room, 555 Court St. NE, Salem, OR
December 12, 2023	5:30 p.m. – 7:30 p.m.	In-person; Senator Hearing Room, 555 Court St. NE, Salem, OR

Citizens Advisory Committee

2020-21 Work Plan

Draft

**Citizens Advisory Committee
FY20-21 Work Plan**

Introduction

Cherriots staff works with the CAC through the CAC Executive Committee to develop annual Work Plan for the Committee's program year (January through December). The Plan includes priority issues and program areas identified by Cherriots Deputy General Manager/COO, with CAC and staff input. The Work Plan sets priorities and guides agendas and the overall work of the staff and CAC through the year.

Work Plan Content

The Work Plan is organized in five sections. Each section covers a program area and includes topics and objectives listed below.

Section 1- Local Services

- Awareness and sensitivity to customer needs
- Securement
- Safety & security
- Signage
- Local route bus design
- Other policies and practices related to accessibility
- CAD/AVL

Section 2 - Capital Projects & Facilities

- Cherriots expanded services
- ADA Supplemental Service
- Access & safety issues
- Site Selection

Section 3 – Cherriots LIFT Program

- Monitor Cherriots LIFT service quality
- Find ways to better use existing resources and improve performance
- Educate Cherriots LIFT customers
- Support customers' informed choice of travel options and encourage choice of local when it can work
- Use the Cherriots LIFT eligibility process to better match travel

CAC FY20 Work Plan

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needs and services

- LIFT Vehicle Design

Section 4 - Services and Financial Plans

- Annual Service Plan
- E-fare Implementation options

Section 5- Regional Services

- Awareness and sensitivity to customer needs
- Homeless Awareness and transportation
- Safety & security
- Signage
- Regional route design
- Other policies and practices related to accessibility and capacity

Pending issues to be addressed by the CAC are tracked by staff and reviewed at each Executive Committee meeting. The list is included in the Executive Committee meeting minutes.

The objectives, content and scope, CAC's role, and subcommittee role for each Section of the Work Plan are presented, following.

Section 1.0 – Local Services	
Objectives	Work with Operations departments to address accessibility issues related to local service in the areas of performance, equipment, and procedures. Improve programs and performance in serving elderly and/or customers with disabilities.
Content and Scope	<p>Identify needs and address improvements in specific areas of bus services and performance:</p> <ul style="list-style-type: none"> • Awareness and sensitivity to E&D customer needs • Securement • Safety & security • Signage (including Braille, tactile maps, printed schedules) CAD/AVL • Local bus design • Other policies and practices related to accessibility <p>Identify pending issues for resolution in 2020-21.</p>
CAC’s Role	Work with staff to develop effective programs and services that address customer needs and use resources effectively.
Subcommittee Involvement	Business Meeting
Expected Timeframe	Ongoing through the year

Section 2.0 – Capital Projects & Facilities	
Objectives	Work with projects staff to address plans and features related to the accessibility of services, facilities, and equipment.
Content and Scope	Projects for consideration would include: <ul style="list-style-type: none"> • Access & safety issues <ul style="list-style-type: none"> -- Expanded Service -- Supplemental Service -- Access and Safety issues
	Identify CAC’s issues, questions. Review, comment, and make recommendations.
Committee Involvement	To be determined based on the project and issues. Business Meeting
Expected Timeframe	Timing to be determined by the process and flow of activity for each respective project.

Section 3.0 – Cherriots LIFT Program	
Objectives	Monitor performance on Cherriots LIFT service standards in alignment with service goals and support effective use of resources within the transit system. Inform and support Cherriots LIFT customers in the best use of Cherriots LIFT service and choices for accessible mobility.
Content and Scope	<p>Staff will work with the CAC to monitor performance based on Cherriots LIFT service standards and practices.</p> <ul style="list-style-type: none"> • Monitor Cherriots LIFT service quality • Identify ways to better utilize existing resources and improve service performance • Educate Cherriots LIFT customers • Support customers’ informed choice of travel options and encourage choice of local service when it can work • Use the Cherriots LIFT eligibility process to better match travel needs and services • Vehicle Design
CAC’s Role	CAC will monitor performance through staff reports and provide feedback and input on programs and practices from customer’s perspective.
Committee Involvement	Business Meeting
Expected Timeframe	Ongoing throughout the year, specific reports and projects will be considered as the work goes forward.

Section 4.0 – Services and Financial Plans	
Objectives	Provide input to Cherriots executive staff on needs and priorities in relation to services and system accessibility, and use of resources.
Content and Scope	Includes accessibility-related aspects of service and financial plans, including: <ul style="list-style-type: none"> • Service Plans • Electronic Fares Implementation
CAC's Role	Identify CAC's priority areas, review and comment.
Committee Involvement	Executive Committee and/or Business Meeting
Expected Timeframe	

Section 5.0 – Regional Service Services	
Objectives	Provide input to Cherriots staff on needs and priorities related to Regional transit services.
Content and Scope	<p>Includes accessibility-related aspects of service and financial plans, including:</p> <ul style="list-style-type: none"> • Awareness and sensitivity to customer needs • Homeless Awareness and transportation • Safety & security • Signage • Regional route design • Other policies and practices related to accessibility and capacity
CAC’s Role	Identify CAC’s priority areas, review and comment.
Committee Involvement	Executive Committee and/or Business Meeting
Expected Timeframe	