

**Citizens Advisory Committee
In Person and Via ZoomGov
February 21, 2023
5:30 PM – 7:30 PM**

ZoomGov ID:

<https://cherriots-org.zoomgov.com/j/1615966194?pwd=THkyczJJS1hmanJUaW5sRWpieHNLQT09>

**Phone Number: (669) 254.5252
Meeting ID: 161 596 6194
Passcode: 933140**

CAC AGENDA

1. CALL TO ORDER AND ROLL CALL

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

2. ANNOUNCEMENTS

- a. Staff Retirement – T. Dietz

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: December 13, 2022

5. PRESENTATIONS

- a. Ridership Update – Chris French, Service Planning Manager

6. DISCUSSION ITEMS

- a. Work Plan

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 Update

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
December 13, 2022
CITIZENS ADVISORY COMMITTEE MEETING – VIRTUAL
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:	Maria Hinojos-Pressey, Cherrlots Board of Directors Liaison
Board:	RJ Navarro, Cherrlots Board of Directors (Filling in for Ms. Pressey)
Staff:	Tom Dietz, Director of Operations; Ben Sawyer, Contracted Services Manager; Gregg Thompson, Maintenance Manager; Karen Garcia Safety/Emergency Management Manager; Denise LaRue, CFO, Ted Stonecliffe, Transit Planner II; Kathy Martens, Executive Assistant
Guests:	Judy Richardson, Marja Byers, Ben Cavaletto and Cindy Moore – Interpreting Services; Public members Kim Bosee and Josh Bowen

1. CALL TO ORDER AND ROLL CALL

Chair Patrick Schwab called the meeting to order at 5:25 p.m. A quorum was present and introductions were made.

a. Safety Moment

Mr. Tom Dietz, Director of Operations, gave us a safety message regarding holiday safety tips. Here are a few of those tips:

- Make sure your smoke detectors are in working order
- Don't overload your electrical circuits
- Make sure your chimney is swept and clean before you use it for the season
- Use battery operated candles and never use real candles, especially on or around a tree that is not watered
- Check your decorations for certification labels
- Never leave the source of fire or heat unattended
- Water your live trees daily
- Turn off and unplug all holiday decorations while leaving the house or going to sleep.

- Stay in your kitchen while cooking
- Close your bedroom door when sleeping
- Do not drink and drive.

b. Additions/Changes to the Agenda

None at this time.

2. ANNOUNCEMENTS

The committee would like to discuss the new member application that was reviewed via email for Judith (Judy) Richards.

Motion: Motion to approve Judy Richards as a member of the Citizens Advisory Committee for a 2-year term.
Motion by: Vice Chair John Hammill
Second: Member Erin Ross
Vote: Motion passed by those in attendance.
Discussion: None

3. PUBLIC COMMENT

Two members of the public, Kim Bosee and Josh Bowen, both blind community members joined the meeting to discuss concern around an electric bus making no noise and how members of the blind community rely on noise to help keep them safe. How is Cherriots going to deal with this? Most will still sound like a vehicle when you are around them, but the noise will not be coming from the engine. The buses will still have airbrakes when coming to a stop, which is a sound the blind community also relies on.

4. APPROVAL OF MINUTES - Minutes of October 18, 2022

Motion: Motion to approve the meeting minutes of October 18, 2022.
Motion by: Member Sue Coffin
Second: Member Rick Hartwig
Vote: Motion passed by those in attendance.
Discussion: None

5. PRESENTATIONS

- a. Finance Update:** Denise LaRue, CFO, gave a financial update for the committee. Ms. LaRue shared a presentation regarding where the District is financially and some of the financial governing rules the District must follow. The presentation also showed the COVID Relief funds that were received by the District. The majority of these funds were for Personal Protective Equipment (PPE), bus sanitizing solutions and the labor for the extra sanitizing that was done during the day and at the end of every day. How much does Cherriots usually collect from bus fares? For FY23, we are predicting a little over \$2M.

There was a question regarding grants and if we have any coming up for this year. There are always grants in the process that the District applies for. It was also asked if this committee gets to review grants as Cherriots is applying for them. Not usually, but if there are specifics this committee would like to know more about, or a question, that information can be shared with this committee.

6. DISCUSSION ITEMS

- a. **New Member Application; Marja Byers:** Ms. Byers has been on other Cherriots committees and has participated in various legislative activities. It was voiced she would be a good asset to this committee.

Motion: Motion to approve the application of Marja Byers to be a member on the Citizens Advisory Committee for a two-year term.
Motion by: Vice Chair John Hammill
Second: Member Rick Hartwig
Vote: Motion passed by those in attendance.
Discussion: None

- b. **Nominate New Chair and Vice Chair:**

The Chair and Vice Chair serve a one-year term. It is time to nominate for each position. Sue Coffin nominated John Hammill to serve as the Chair and Rick Hartwig nominated Sue Coffin to serve as the Vice Chair of the Citizens Advisory Committee.

Motion: Motion to nominate John Hammill as the Chair for the Citizens Advisory Committee for a term of 12 months.
Motion by: Member Sue Coffin
Second: Chair Patrick Schwab
Vote: Motion passed by those in attendance.
Discussion: None

Motion: Motion to nominate Sue Coffin as the Vice Chair for the Citizens Advisory Committee for a term of 12 month.
Motion by: Member Rick Hartwig
Second: Vice Chair John Hammill
Vote: Motion passed by those in attendance.
Discussion: None

Vice Chair John Hammill mentioned that the two public members that have been on this call, Kim Bosee and Josh Bowen, are both interested in being members on this committee. It is best if they fill out an application that can be kept on file for when there is an opening. Kathy Martens has each of their email addresses and will send them an application.

- c. **New Terms for All Members:**

Once Cherriots Board of Directors consent to these nominations of new members Judy Richards and Marja Byers, according to the term list provided in your packet, this will help

the committee have staggering terms. Current Chair Patrick Schwab will be terming off as well as committee member Mark Knecht.

d. Meeting Dates for 2023:

The committee will maintain meeting the third Tuesday of every other month with the meeting in December held on the second Tuesday. The 2023 meeting dates have been provided in the agenda packet. The February meeting will be held on Tuesday, February 21, 2023. These meetings will be held in person unless otherwise stated.

e. Hiring Update:

Like many transit agencies across the nation, we are struggling to hire operators and maintenance technicians. Cherriots maintenance staff is fully staff right now. On the transportation side, we have 128 operators and are running at a 93% service level and in May of 2023 we will be going back to a 100% service level. This will add back the last and latest pulse in the evening. We will need 134 operators in order to maintain the 100% service level. A new operator class will start on January 9 with four operators ready to be in that class. It was asked if we have operators to cover staff that is out. We do have an extra board and that means we have operators that “hang out” in case another operator calls out sick, etc. Operators are on report for five hours and if nothing comes up, they are done, but if they do get a route, they could then go drive a nine-hour shift. They do get paid for the time they are waiting for an opportunity to pick up a route.

7. ACTION ITEMS

a. Committee Work Plan Action Items:

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

Now that it is known who will be on the Citizens Advisory Committee for the upcoming 2023 year, remaining members can sign up to join a subcommittee to participate in the CAC work plan. Please contact Tom Dietz or Kathy Martens to let them know what committee you would be interested in joining. We will start discussions regarding these subcommittees and when they should meet, what needs to be discussed and determine the best way to meet whether in person or virtually. This will be a discussion item on the agenda for the February meeting.

8. FUTURE AGENDA ITEMS

a. South Salem Transit Center – Director Steve Dickey

9. ADJOURNMENT

Motion:	Motion to adjourn the meeting at 6:22 p.m.
Motion by:	Chair Patrick Schwab
Second:	Member Rick Hartwig
Vote:	Motion passed by those in attendance.

Next Meeting: February 21, 2023

DRAFT



CITIZENS ADVISORY COMMITTEE

WORK PLAN COMMITTEES

<p>One – Local Services</p> <ul style="list-style-type: none"> • Awareness & sensitivity to customer needs • Securement • Safety & security • Signage • Local route bus design • Other policies & practices related to accessibility • CAD/AVL 	<p>Erin Ross, Joe Tilman, Rick Hartwig</p>
<p>Two – Capital Projects & Facilities</p> <ul style="list-style-type: none"> • Cherriots expanded services • ADA supplemental service • Access & safety issues • Site selection 	<p>Joe Tilman, Sue Coffin, Rick Hartwig</p>
<p>Three – Cherriots LIFT Program</p> <ul style="list-style-type: none"> • Monitor Cherriots LIFT service quality • Find ways to better use existing resources & 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 needs and services • LIFT vehicle design 	<p>Ben Sawyer, Sue Coffin, Lucy Edwards</p>
<p>Four – Services and Financial Plans</p> <ul style="list-style-type: none"> • Annual service plan • E-fare implementation options 	<p>Erin Ross, Laurie Dougherty, Lucy Edwards</p>
<p>Five – Regional Service</p> <ul style="list-style-type: none"> • Awareness & sensitivity to customer needs • Homeless awareness and transportation • Safety & security • Signage • Regional route design • Other policies and practices related to accessibility and capacity 	<p>Joe Tilman, John Hammill, Sue Coffin</p>

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	<p>Projects for consideration would include:</p> <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	