



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

**Tuesday, September 18, 2018, 5:30 PM**

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

**MINUTES**

<b>PRESENT: Members</b>	John Hammill, Chair; Roberto Coto; Laurie Dougherty; Davis Dyer; Tealah Meyer; Mary Sarabia; Patrick Schwab
<b>ABSENT: Members</b>	Rick Hartwig, Vice-Chair; Mark Knecht
<b>Board</b>	Robert Krebs, BOD President (Steve Evans, Liaison – absent)
<b>Staff</b>	David Trimble, Chief Operating Officer; Steve Dickey, Director of Transportation Development; Don Clifford, Acting Transportation Manager; Gregg Thompson, Maintenance Manager; SueAnn Coffin, Contracted Services Manager; Karen Garcia, Security and Emergency Management Manager; Melissa Kidd, Operations Programs Administrator; Jonah Hanson, Marketing Coordinator; Chris French, Senior Planner; Theresa Williams, Administrative Assistant/Recorder
<b>Guests</b>	None

**1. CALL TO ORDER AND ROLL CALL 5:34 PM**

Chair John Hammill called the meeting to order; roll call established a quorum was present.

**a. Safety Moment**

David Trimble explained that at Cherrlots it is important to always keep safety at the top of mind, so we start all of our meetings with a safety moment – a friendly reminder of something topical.

Cold and flu season is starting. For our own health and the health of those around us, it is important to take care of ourselves by remembering to wash hands frequently and get the flu shot, if appropriate.

**b. Additions/Changes to Agenda**

None

**2. ANNOUNCEMENTS** **5:42 PM**

**a. New Buses**

Directly after this meeting, one of the new Cherriots local buses will be available outside for viewing. As the new buses have not been put into service yet, this group will be amongst the first riders to be able to get on and see the new design and interior. Interested in hearing Committee member comments about the Cherriots new vehicles that will be hitting the road in the next few weeks.

**3. PUBLIC COMMENT** **5:43 PM**

**a. Tashi Weinstein-Polson** (contact information on file)

Ms. Weinstein-Polson, Cherriots customer and Chemeketa Community College student, voiced her frustration with unreliable local service and the lack of bus stop amenities at several locations, and the lack of coordination between regional service and area partners for efficient and reliable commuting.

**b. Leslie Polson** (contact information on file)

Ms. Polson, Cherriots customer, reiterated the need for improved coordination between regional service and area partners for efficient and reliable commuting, and her frustration with the service frequency of the routes she travels.

Staff member, Don Clifford, to obtain specific information from commenters for follow-up of issues.

**4. APPROVAL OF MINUTES** **5:52 PM**

**a. Minutes of June 19, 2018**

**Motion: Moved to approve the meeting minutes of June 19, 2018.**

**Motion by: Member Mary Sarabia**

**Second: Member Patrick Schwab**

**Discussion: None**

**Vote: Motion passed with seven votes in favor; Absent: Vice-Chair Rick Hartwig and Member Mark Knecht.**

**5. PRESENTATIONS** **5:54 PM**

David Trimble stressed the importance of all Committee members having a better understanding of Cherriots performance and assisting with efforts in making performance better. One of the ways to accomplish this objective is providing performance reports on a quarterly basis.

**a. Service Performance Report**

Senior Planner Chris French provided a handout and reported on the FY18-Q4 Service Performance Report, which covers the months of April – June 2018.

**b. Security Annual Report**

Security and Emergency Management Manager Karen Garcia provided a handout and reported on the FY18 Security Annual Report.

**6. DISCUSSION ITEMS**

**6:36 PM**

**a. December 2018 Meeting**

As per the Committee Bylaws, the Chair and Vice-Chair appointments for 2019 must be made by the Board of Directors before the end of the calendar year. David Trimble asked the Committee to consider cancelling the December meeting and rescheduling to November so that Chair and Vice-Chair recommendations can be submitted to, and action taken by, the Board of Directors at their last meeting of the year on December 13, 2018.

Decision made to cancel December meeting. Available Tuesdays in November to be determined and submitted to members for their availability and preference to meet.

**b. Committee Concerns/Discussion**

Chair John Hammill encouraged Committee members to bring up any concerns or discussion items at this time. He reiterated that members can also send an email before a meeting if they have an item and want it included on the agenda.

Questions and comments by Committee Members, addressed by staff:

- Concerned for safety when operators do not wait for passengers to sit down before moving the bus.
- There are bus stops that are difficult to navigate to the bus ramp with a mobility device, as bus Operators pull up too close to the mound at these bus stops.
- Frustrated that the public is parking too close to some bus stops, so access by mobility device is a problem.
- Appreciates the changes made at Chemeketa Community College to enhance bus transfers. When waiting for a bus, there is no shelter from the weather or lighting in the evening at this location.
- What is the feasibility of modification to the path of Route 9? It seems we are missing a number of people that could use the bus, as a significant

number of people going to the blood center and the Salvation Army Center, if the route was shifted from High/Broadway over to Liberty and Commercial between downtown and Pine Street. If there are any on-time issues, they could possibly be addressed with a route shift.

- What is the status of the shelters not replaced after the Market/Lancaster redesign work by the City of Salem?

## 7. ACTION ITEMS

6:56 PM

### a. Recommendation for Approval of the Customer Education Campaign

Marketing Coordinator Jonah Hansen provided a handout and presented the Customer Education Campaign to the Committee for recommendation to the Board of Directors.

**Motion: Moved to endorse and recommend the Customer Education Campaign to the Board of Directors.**

**Motion by: Member Patrick Schwab**

**Second: Member Davis Dyer**

**Discussion: Discussion on how success of the Campaign will be measured.**

**Vote: Motion passed with seven votes in favor; Absent: Vice-Chair Rick Hartwig and Member Mark Knecht.**

## 8. FUTURE AGENDA ITEMS

7:30 PM

Chief Operating Officer David Trimble talked briefly about the future agenda items that will be brought forward in the coming meetings:

### a. Board Performance Reports

Will continue to present performance reports, so the Committee can continue to provide input on how to make our performance better.

### b. Technical Tour

The technical tour was delayed due to waiting for the new buses to arrive. Now that they have arrived, the tour of the Del Webb Operations Headquarters is being rescheduled.

## 9. ADJOURNMENT

7:32 PM