



**MINUTES OF THE
April 18, 2023
CITIZENS 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 (Virtual); Judi Richards, Member (Virtual)

Absent Members:

Board: Bill Holmstrom, Cherrlots Board of Directors (Virtual)

Staff: Tom Dietz, Director of Operations; Ben Sawyer, Contracted Services Manager; Gregg Thompson, Maintenance Manager; Seth Hamlin, Assistant Transportation Manager; Ben Sawyer, Contracted Services Manager; Crisandra Williams, Executive Assistant

Guests: Audrey and Christina - Interpreting Services (Virtual)

1. CALL TO ORDER AND ROLL CALL

Chair John Hammill called the meeting to order at 5:30 p.m. A quorum was present and introductions were made.

a. Safety Moment

Tom Dietz, Director of Operations, gave us a safety message regarding ladder safety tips. Here are a few of those tips: Use the proper ladder for the purpose, be careful of surroundings, have three points of contact at all times, and have someone to hold the ladder as you are using it.

b. Additions/Changes to the Agenda

Ben Sawyer will make a few statements regarding changes to paratransit service.

2. ANNOUNCEMENTS

a. Tom Dietz announced Crisandra Williams as the new Executive Assistant replacing Kathy Martens as she has retired.

3. PUBLIC COMMENT

None at this time.

4. APPROVAL OF MINUTES - Minutes of February 21, 2023

Motion: Motion to approve the meeting minutes of February 21, 2023.
Motion by: Member Rick Hartwig
Second: Member Sue Coffin
Vote: Motion passed by those in attendance.
Discussion: None

5. PRESENTATIONS

- a. **Umo:** Seth Hamlin, Assistant Transportation Manager presented to the committee an introduction to the Umo electronic fare system. Umo is a reloadable fare paying system. Riders can load their fare through a website, app, or Cherrits customer service. Benefits are there is no need to carry change for the bus, riders can add money when it is convenient for them, and if you lose the card, customer service can help replace it and the restore the balance. Customer Service will be helping riders walk through the new process and help those who qualify for senior or reduced fare set up their accounts. There will be a large marketing campaign to stir up excitement in the community. We are looking to have an implementation date of this summer.

6. DISCUSSION ITEMS

- a. **Changing Citizens Advisory Committee to Community Advisory Committee:** Cherrits is changing the name of Citizens Advisory Committee to Community Advisory Committee so the name doesn't present a barrier to those who may not be citizens, but want to be a part of the committee. The changes will be voted on at the next Board meeting.
- b. **Work Plan – Cadence for subcommittee meetings:** Discussed meeting on the off months that the CAC meets. We need to start getting things scheduled. Every member has selected their subcommittees.

Motion: Motion to approve subcommittees meeting during May, July, and September.
Motion by: Member Rick Hartwig
Second: Member Davis Dyer
Vote: Motion passed by those in attendance.
Discussion: None

- c. **Umo Test Group:** Tom Dietz asked the members if they feel comfortable being part of the Umo Test Group. They will try the system early and provide feedback as part of the soft launch program. LIFT buses will have tablets to swipe the Umo card which will help those who cannot reach the current machine.
- d. **Sustainability subcommittee revisit:** Sustainability can be looked at through the various other subcommittees. If there is a sustainability opportunity is being missed by Cherrits, a member can bring it up with the committee. The Finance & Service Planning subcommittee has a broad charter and a good place to bring up sustainability discussions

- e. **LIFT Program's new VIA Software:** Ben Sawyer, Contracted Services Manager, gave a brief overview of the new VIA software. VIA is a tool in dispatching and reservations. The system will be more efficient. There is an app or website to use. The software will show riders where the bus is and send out reminder calls or texts. We are about to go live. You can start making reservations for May 1st. Riders will still be able to use the call center to make reservations.
- f. **House Bill 3224:** General Manager, Allan Pollock did testify in front of the house committee, but there is no other new information on the bill.

7. ACTION ITEMS

a. Committee Work Plan Action Items:

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

We are going to try to start the subcommittees in May, but we need to get scheduling started first. It would be easiest to do the meetings virtually and the members agree it will save time and get better participation.

8. FUTURE AGENDA ITEMS

- a. Introduction of new executives: Active recruitment started for the two executive positions.
- b. Updates on SSTC

9. ADJOURNMENT

Motion:	Motion to adjourn n the meeting at 6:38 p.m.
Motion by:	Chair John Hamill
Second:	Member Rick Hartwig
Vote:	Motion passed by those in attendance.

Next Meeting: June 20, 2023