

Salem Area Mass Transit District  
**BOARD OF DIRECTORS MEETING**

Thursday, May 23, 2024 at 5:30 PM

*This meeting is open to the public, please see page 2 for available formats.*

**AGENDA**

<b>I. CALL TO ORDER</b>	
<b>A. Note the Attendance for a Quorum</b>	
<b>B. Safety Moment</b>	
<b>II. ANNOUNCEMENTS AND CHANGES TO AGENDA</b>	
<b>III. PRESENTATION(S)</b>	
<b>IV. PUBLIC COMMENT *</b>	
<b>V. CONSENT CALENDAR **</b>	
<b>A. Approval of Minutes</b>	
1. <u>April 25, 2024 Board of Directors Meeting</u> .....	4
<b>B. Routine Business Items</b>	
1. <u>Adopt FY 2025 Board Meeting &amp; Work Session Schedule</u> .....	8
<b>VI. ITEMS DEFERRED FROM THE CONSENT CALENDAR</b>	
<b>VII. ACTION ITEMS - None</b>	
<b>VIII. INFORMATIONAL REPORTS</b>	
<b>A. <u>FY24 Q3 Strategic Plan Report</u></b> .....	11
<b>B. <u>FY24 Q3 Performance Report</u></b> .....	19
<b>C. <u>FY24 Q3 Finance Report</u></b> .....	52
<b>IX. GENERAL MANAGER'S REPORT</b>	
<b>X. <u>BOARD OF DIRECTOR'S REPORT</u> ***</b> .....	59
<b>XI. ADJOURNMENT</b>	

**Next Board Work Session Date: Thursday, June 13, 2024**  
**Next Regular Board Meeting Date: Thursday, June 27, 2024**

**Available meeting formats:**

- In Person: Senator Hearing Room at Courthouse Square, 555 Court Street NE, Salem, Oregon 97301
- Zoom Gov.: Meeting ID: 161 201 7035 | Passcode: 512136  
Go to: <https://cherriots-org.zoomgov.com/j/1612017035?pwd=L2g4UDIVMFV0eklVd2hvTFpsRWhhZz09>
- Comcast Channel 21
- Live Stream: <https://www.capitalcommunitymedia.org/all>
- One Tap Mobile: +16692545252,,1612017035#,,,,\*512136# US
- Landline Phone: +1 669 254 5252 US

**\*Public Comment:** Designated time for community members to testify before the board on any items of Board business, being limited to three minutes. Public Comments are accepted in writing, by email, in person, or by ZoomGov (Written testimony will be submitted and entered in to the record if it is received by 5:00 P.M. on the day of the meeting).

Email: [Board@cherriots.org](mailto:Board@cherriots.org)

Mail: Attn: Cherriots Board, 555 Court St. NE, Suite 5230, Salem, OR 97301

**\*\*Consent Calendar:** Items are considered routine and are adopted as a group by a single motion, unless a Board member requests to withdraw an item. Action on items pulled for discussion will be deferred until after adoption of the Consent Calendar.

**\*\*\* Board of Director Report:** Time for Board members to report on transit-related issues through committee and meeting participation, citizen communications, or special projects they are participating in as representatives of the District.

**Virtual Meetings:** The Board of Directors meeting is a public meeting; in a place that is ADA- accessible. Board meetings will also be available via *ZoomGov*. The meeting I.D. and passcode are below the agenda.

**Closed Captioning (CC):** *ZoomGov's* live streaming platform includes Closed Captioning (CC). It is a good tool for aiding viewer participation in the meeting. However, CC does not always translate accurately.

**Alternate Formats:** This is a public meeting in a place that is ADA accessible. With 48 hours of notice, auxiliary hearing aids and services, and alternate formats for individuals with limited English proficiency are available. Requests can be made to the Clerk of the Board by phone at 503-588-2424 or with the assistance of TTY: Oregon Relay Services at 1-800-735-2900 (or 711). Cherriots administration office hours are Monday-Friday from 8:00 AM to 5:00 PM.

**Electronic Copies** of the Board's meeting agenda packet are distributed by email 6-7 days prior to the meeting. The agenda packet is also included on the Cherriots website under Public Meetings and Notices at:

<https://www.cherriots.org/meetings/>.

**Email Distribution List:** To add your email address to the Board's meeting distribution list, please send your email address to the Clerk of the Board at [publictestimony@cherriots.org](mailto:publictestimony@cherriots.org).

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**Reuniones Virtuales:** La reunión de la Junta Directiva es una reunión pública; en un lugar accesible según la ADA. Las reuniones de la junta también estarán disponibles a través de *ZoomGov*. La reunión I.D. y el código de acceso están debajo de la agenda.

**Subtítulos (CC):** la plataforma de transmisión en vivo de *ZoomGov* incluye subtítulos (CC). Es una buena herramienta para ayudar a los espectadores a participar en la reunión. Sin embargo, CC no siempre traduce con precisión.

**Formatos alternativos:** esta es una reunión pública en un lugar accesible según la ADA. Con 48 horas de anticipación, se encuentran disponibles audífonos y servicios auxiliares, y formatos alternativos para personas con dominio limitado del inglés. Las solicitudes se pueden hacer al Secretario de la Junta por teléfono al 503-588-2424 o con la ayuda de TTY: Oregon Relay Services al 1-800-735-2900 (o 711). El horario de atención de la administración de Cherriots es de lunes a viernes de 8:00 a. m. a 5:00 p. m.

**Las copias electrónicas** del paquete de la agenda de la reunión de la Junta se distribuyen por correo electrónico 6-7 días antes de la reunión. El paquete de agenda también se incluye en el sitio web de Cherriots en Reuniones públicas y avisos en: <https://www.cherriots.org/meetings/>.

**Lista de distribución de correo electrónico:** Para agregar su dirección de correo electrónico a la lista de distribución de reuniones de la Junta, envíe su dirección de correo electrónico al Secretario de la Junta a [publictestimony@cherriots.org](mailto:publictestimony@cherriots.org).



Salem Area Mass Transit District  
**Board of Directors Meeting**  
April 25, 2024

**Index of Board Actions**

<u><b>Action</b></u>	<u><b>Page</b></u>
Approve the Consent Calendar .....	3
<b>A. Approval of Minutes</b>	
1. March 28, 2024 Board of Directors Meeting.	
2. April 11, 2024 Board of Directors Work Session.	
Authorize the General Manager to enter into a five (5) year base contract with two option years with MTM Transit, LLC for the delivery of ADA Paratransit Eligibility Assessment Services and approve a contract amount of \$1,214,416. ....	3
Appoint Director Bill Holmstrom to represent the District on the Willamette Valley Regional Rail Advisory Board. ....	3

Salem Area Mass Transit District  
**Board of Directors Meeting Minutes**

Senator Hearing Room: 555 Court St. NE, Salem, Oregon 97301

**April 25, 2024**

Full Video of Board Meeting can be accessed at: [https://www.youtube.com/playlist?list=PLSUQ1gg6M78XRjv71iiYD\\_YiUu7ABEx92](https://www.youtube.com/playlist?list=PLSUQ1gg6M78XRjv71iiYD_YiUu7ABEx92)

**Attendees:**

Board: President Maria Hinojos Pressey, Directors Joaquín Lara Midkiff, Ramiro Navarro Jr., Sadie Carney (Virtual until 5:38 p.m.), Ian Davidson (Virtual), Sara Duncan, and Bill Holmstrom

Staff: General Manager Allan Pollock, Deputy General Manager David Trimble, CIO Art Boulanger, CFO Denise LaRue, CHRO Jaél Rose, CCO Patricia Feeny, CPDO Shofi Ull Azum, COO Tom Dietz, Service Contracted Service Manager Ben Sawyer, and Executive Assistants Crisandra Williams and Kirra Pressey.

Guest: Legal Counsel Dave Anderson (Virtual)

**I. CALL TO ORDER**

**A. Attendance**

President Hinojos Pressey called the meeting to order at 5:30 p.m.

Attendance was noted with Director Davidson attending virtually and Director Carney attending virtually for the first portion of the meeting.

**B. Safety Moment**

GM Pollock presented a safety moment emphasizing the importance of safety while driving, particularly regarding distracted driving. He provided several tips to reduce distractions and ensure the safety of everyone on the road.

**II. ANNOUNCEMENTS | CHANGES TO THE AGENDA**

Deputy General Manager Trimble introduced the District's new CIO Art Boulanger, noting he brings twenty years of experience in IT leadership and team building.

**III. PRESENTATION(S) - None**

**IV. PUBLIC COMMENT**

The Board received public comment from James Alderson and Beth Schmitd for their review and consideration. The comments can be heard on the April 25, 2024 Board meeting recording and can be accessed on the Capital Community Media YouTube channel.

**V. CONSENT CALENDAR**

Presenter: President Maria Hinojos Pressey

Staff Report: Pg. 4-9

**A. Approval of Minutes**

1. March 28, 2024 Board of Directors Meeting
2. April 11, 2024 Board of Directors Work Session

**B. Routine Business Items - None**

Motion: **Approve the Consent Calendar As Presented**  
 Motion By: **Director Sara Duncan**  
 Second: **Director Ramiro Navarro Jr.**  
 Vote: **Motion Passed Unanimously**

**VI. ITEMS DEFERRED FROM THE CONSENT CALENDAR – None**

**VII. ACTION ITEMS**

**A. Award of Contract for ADA Paratransit Eligibility Services**

Presenter: Contracted Service Manager Ben Sawyer

Staff Report: Pg. 10-11

Contracted Service Manager Sawyer briefly discussed the ADA requirements for public transit agencies, indicating that the District currently contracts with MTM Transit for ADA Paratransit Eligibility Assessment Services. He noted that the RFP was issued in February and that the only response received was from MTM Transit.

Motion: **Authorize the General Manager to enter into a five (5) year base contract with two option years with MTM Transit, LLC for the delivery of ADA Paratransit Eligibility Assessment Services and approve a contract amount of \$1,214,416.**  
 Motion By: **Director Joaquín Lara Midkiff**  
 Second: **Director Sadie Carney**  
 Vote: **Motion Passed Unanimously**

**B. MWVCOG Regional Rail Advisory Committee Appointment**

Presenter: General Manager Allan Pollock

Staff Report: Pg. 12-13

GM Pollock discussed the MWVCOG's initiative to convene an advisory board to continue regional conversations about the possibility of implementing a regional rail system connecting the mid-valley and the Portland metro area. The MWVCOG has invited the District to appoint a member to this advisory board.

Motion: **Appoint Director Bill Holmstrom to represent the District on the Willamette Valley Regional Rail Advisory Board**  
 Motion By: **Director Maria Hinojos Pressey**  
 Second: **Director Ian Davidson**  
 Vote: **Motion Passed Unanimously**

**VIII. INFORMATIONAL REPORTS**

**A. APTA 2024 Legislative Conference Report**

Presenter: General Manager Allan Pollock

Staff Report: NA

GM Pollock, Director Davidson, and President Hinojos Pressey provided a brief overview of the APTA 2024 Legislative Conference.

**IX. GENERAL MANAGER'S REPORT**

GM Pollock provided the General Manager's Report, highlighting the event in which the District received a check from Representative Andrea Salinas for the South Salem Transit Center. He also discussed the upcoming APTA Mobility Conference being held in Portland. Lastly, Executive Assistant Pressey provided a summary of Take Your Child to Work Day.

**X. BOARD OF DIRECTORS REPORT**

President Hinojos Pressey and Directors provided reports on committees and activities in which they represent the District.

**XI. ADJOURN**

President Hinojos Pressey adjourned the meeting at 6:39 p.m.

**Respectfully Submitted**

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**Maria Hinojos Pressey, Board President**



## BOARD MEETING MEMO

Agenda Item V.B.1

To: Board of Directors  
From: Kirra Pressey, Executive Assistant  
Thru: Allan Pollock, General Manager  
Date: May 23, 2024  
Subject: Adoption of the Fiscal Year 2025 Regular Board Meeting and Work Session Schedule

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### **ISSUE**

Shall the Board adopt a Fiscal Year 2025 regular Board meeting and work session schedule?

### **BACKGROUND AND FINDINGS**

Under Rule 11 of the Bylaws, it states that the Board will hold regular meetings on the evening of the fourth Thursday of each month except for meeting-vacations announced in advance. When the day fixed for any regular meeting falls upon a day designated by law as a legal or national holiday, such meetings shall be held on another date and time designated by the Board. Currently, the Board approves their meeting schedule at the May Board meeting.

Both Board meetings and work sessions are held in the Senator Hearing Room at Courthouse Square located at 555 Court Street NE in Salem, Oregon. In addition they are offered electronically utilizing ZoomGov, a web based tool for online meetings.

Regular Board meetings are broadcast the night of the meeting on CC: Media Live Video, and on Comcast Channel 21. Reruns of the Board meeting are shown 4 times in the month on Channel 21 and are available on YouTube via the CC: Media video streaming channel at any time: <https://www.capitalcommunitymedia.org/all>.

The proposed 11-Meeting, FY2025 Schedule can be found in Attachment A. This schedule has the Board's work sessions taking place on the second Thursday of every month at 5:30 P.M. except in December in which there would be no scheduled work session. The Board's regular meetings will take place the fourth Thursday of every month at 5:30 P.M., except in November and December due to the holidays. There would be no meeting in



November and the December meeting would take place on Thursday, December 12, 2024 (the second Thursday of the month).

### **FINANCIAL IMPACT**

There is no financial impact.

### **RECOMMENDATION**

Staff recommends the Board adopt the 11-Meeting Fiscal Year 2025 regular Board meeting and work session schedule found in Attachment A.

### **PROPOSED MOTION**

**I move the Board adopt the 11-Meeting Fiscal Year 2025 regular Board meeting and work session schedule found in Attachment A.**



**SALEM AREA MASS TRANSIT DISTRICT**  
**Board of Directors**  
**Regular Board Meeting and Work Session Dates**  
Fiscal Year 2025 Meeting Schedule

<b>Work Sessions</b>	<b>Board Meetings</b>
Thursday, July 11, 2024	Thursday, July 25, 2024
Thursday, August 8, 2024	Thursday, August 22, 2024
Thursday, September 12, 2024	Thursday, September 26, 2024
Thursday, October 10, 2024	Thursday, October 24, 2024
Thursday, November 14, 2024	<b>No November Meeting</b>
<b>No December Meeting</b>	<b>Thursday, December 12, 2024*</b>
Thursday, January 9, 2025	Thursday, January 23, 2025
Thursday, February 13, 2025	Thursday, February 27, 2025
Thursday, March 13, 2025	Thursday, March 27, 2025
Thursday, April 10, 2025	Thursday, April 24, 2025
Thursday, May 8, 2025	Thursday, May 22, 2025
Thursday, June 12, 2025	Thursday, June 26, 2025

The Agenda packets will be available beginning one week prior to each of the Board's meetings and can be found on the Cherriots website:

<https://www.cherriots.org/meetings/>.

Work Sessions are scheduled for the 2<sup>nd</sup> Thursday of each month beginning at **5:30 P.M.** except in December, in which there is no scheduled work session.

The regular Board Meetings will be held on the 4<sup>th</sup> Thursday of each month at **5:30 P.M.** except in November and December due to the holidays. There will be no meeting in November and the December meeting will take place on the 2<sup>nd</sup> Thursday of the month.

Both work sessions and regular Board meetings will take place in person in the Senator Hearing Room at Courthouse Square located at 555 Court Street NE in Salem, Oregon, and electronically via ZoomGov. The Board's business meetings will be broadcast live on Comcast Channel 21 and on YouTube through the Capital Community Media's website: <https://www.capitalcommunitymedia.org/all>.



## BOARD MEETING MEMO

Agenda Item VIII.A

**To:** Board of Directors  
**From:** Bobbi Kidd, Strategic Initiatives Administrator  
**Thru:** Allan Pollock, General Manager  
**Date:** May 23, 2024  
**Subject:** FY2024 Quarter 3 (FY24 Q3) Strategic Plan Report

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### ISSUE

Shall the Board receive the FY24 Q3 Organizational Strategic Plan Report?

### BACKGROUND AND FINDINGS

In August 2022, the Board of Directors adopted an updated Organizational Strategic Plan. The Strategic Plan details the District's aspirations and specific steps for attaining goals set forth. It provides clarity around the vision for achieving excellence, supporting employee engagement and professional growth, increasing our value within the community, and achieving financial health.

This report summarizes progress achieved on Organizational Tactics identified in the work plan over the course of FY 24 Q3. This is in alignment with the commitment from Executive Leadership and District staff to monitor and report quarterly on Strategic Plan progress. This report will highlight this fiscal year's goals and quarter three accomplishments.

All of the efforts are aligned with the District's four Success Outcomes:

1. Community Value
2. Customer Satisfaction
3. Culture of Ownership
4. Financial Sustainability

### FINANCIAL IMPACT

The FY 2024 budget includes funds for implementation of the Strategic Plan.

### RECOMMENDATION

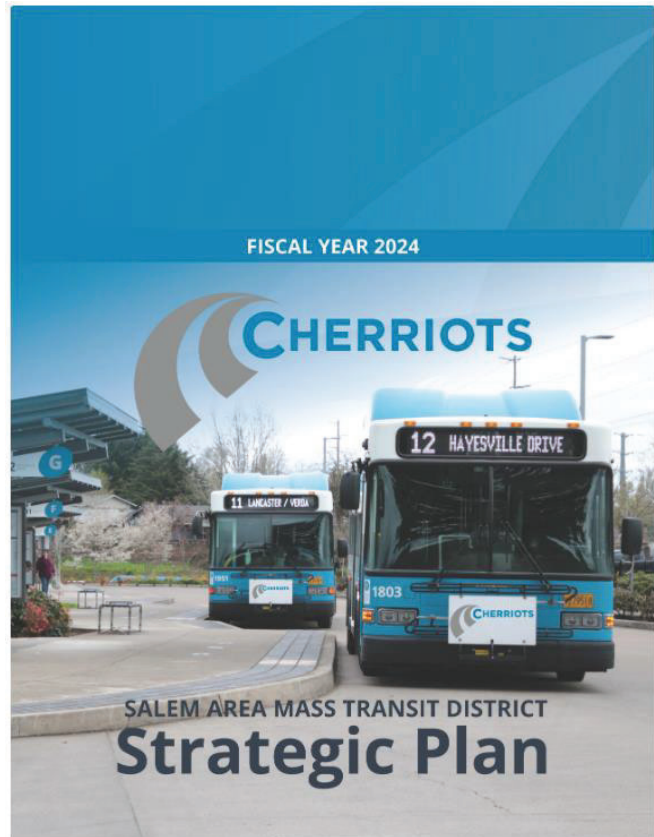
For Information only.

### PROPOSED MOTION

**None.**

# Strategic Plan FY24 Q3 Report

May 23, 2024



## Guiding Principles



# CHERRIOTS 2024 Success Outcomes

CHERRIOTS CORE AREA OF SERVICE / OPERATIONS



## COMMUNITY VALUE

Community Value Score: 85



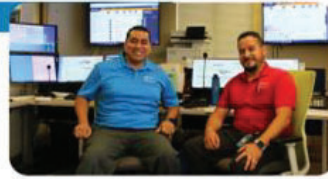
## CUSTOMER SATISFACTION

Local NPS: 55



## CULTURE OF OWNERSHIP

Employee Engagement Score: 64



## FINANCIAL SUSTAINABILITY

Year 1: Expenditure/Revenue Reporting  
Year 2: 3-Year Rolling Budget Forecast  
Year 3: Delivery of Full Capital Program Budget



## Employee Engagement Score

*To better understand and define employee engagement levels, four (4) key elements of the workplace experience are reflected:*

- 1 Do employees feel they understand what success looks like for Cherriots and how they contribute to that success?
- 2 Do employees believe they have the resources/tools necessary to perform their duties?
- 3 Do employees feel their supervisors provide feedback on their performance?
- 4 Do employees believe they work in a safe environment where their perspective is invited?

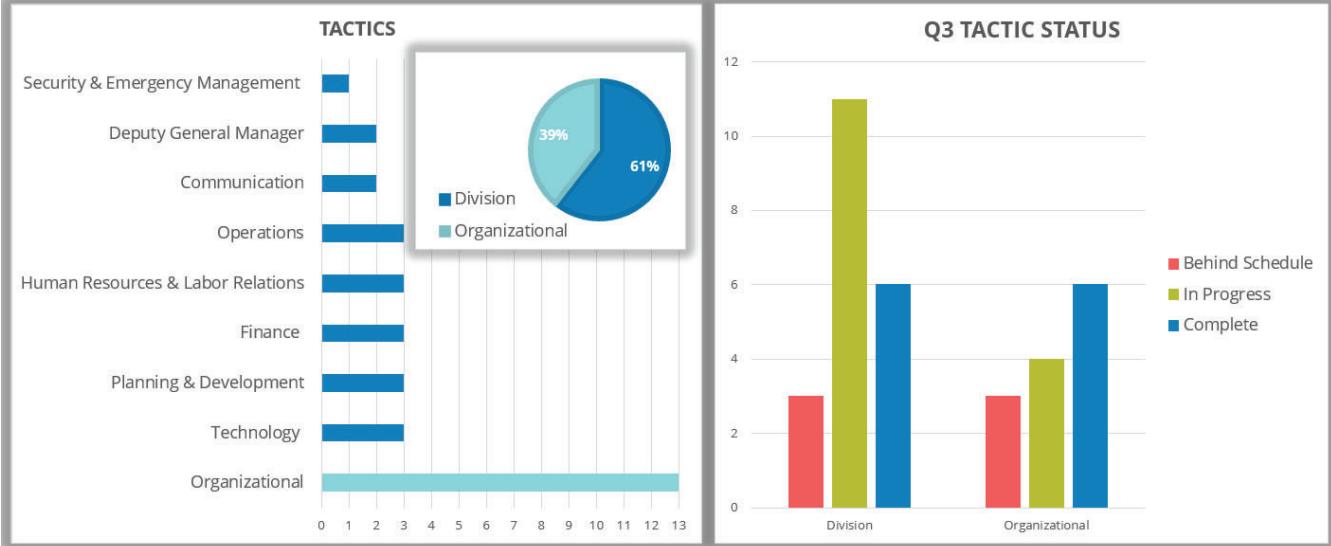
# Organizational Tactics



## CHERRIOTS 2024 Organizational Tactics

Community Value	Customer Satisfaction	Culture of Ownership	Financial Sustainability
-Initiate Development of Climate Action Plan	-Customer Satisfaction Survey	-Merit-based Performance Management System	-The Finance Story
-Integration of Battery Electric Buses	-E-fare Implementation	-Management and Resource Tracking Instrument (MARTI)	
-Access	-Cherriots Intelligent Transportation System (CITS)	-Diversity, Equity, and Inclusion	
-Community Value Survey	-Clean and Safe Passenger Amenities	-Employee Engagement Survey	

Strategic Plan  
**Quarterly Tactic Dashboard**



# Organizational Tactic Highlights





## Employee Engagement Survey

**Description:** An employee engagement survey will gauge employee perception of the current state of Cherrriots (culture, benefits, compensation, training, communication...etc). This information will serve as a baseline to set strategy in the effort to increase our overall employee engagement score.

**Owner:** Chief Human Resource Officer

**Team**

**Members:** Human Resources Division

Q1 MILESTONES	Q2 MILESTONES	Q3 MILESTONES	Q4 MILESTONES
<ul style="list-style-type: none"> <li>✓ The employee engagement survey results will be presented to the Senior Leadership Team</li> </ul>	<ul style="list-style-type: none"> <li>✓ HR will solicit feedback from leaders and make recommendations on actions steps</li> </ul>	<ul style="list-style-type: none"> <li>✓ The employee engagement survey results will be presented organization wide during In-Service Training with the corresponding action steps included</li> </ul>	<ul style="list-style-type: none"> <li>✓ The employee engagement survey will be promoted and launched during April 2024</li> </ul>



## Diversity, Equity, and Inclusion (DEI)

**Description:** Organizations that focus on DEI report enhanced engagement, lower turnover, and higher performance. Focusing on DEI with respect to hiring and employee retention will aid in our efforts to build a culture of ownership. Employees will feel more and more like they belong, are respected for their individual voice, and have a fair opportunity to attain their career aspirations.

**Owner:** Chief Human Resource Officer

**Team**

**Members:** Human Resources Team

Q1 MILESTONES	Q2 MILESTONES	Q3 MILESTONES	Q4 MILESTONES
<ul style="list-style-type: none"> <li>✓ Other organizational initiatives such as FMLA/OFLA Transition, Tyler Munis ERP Implementation, and Paid Leave Oregon Go Live, will impede HR's ability to promote this tactic during Q1</li> </ul>	<ul style="list-style-type: none"> <li>✓ A new series of listening sessions will be launched during In-Service Training. The topic will likely be Unconscious Bias</li> </ul>	<ul style="list-style-type: none"> <li>✓ The DEI Committee will be designed with its purpose and high level goals outlined</li> <li>* One goal is the eventual creation of employee resource groups</li> </ul>	<ul style="list-style-type: none"> <li>✓ A DEI Committee will be promoted and launched and the committee will be open to all employees on a voluntary basis during its first year with the expectation of meeting quarterly.</li> </ul>





## Management and Resource Tracking Instrument (MARTI)

**Description:** The Management & Resource Tracking Instrument (MARTI) emphasizes Cherriotics commitment to continuous improvement through more efficient business processes. Additionally, MARTI promotes our progression toward a paperless environment.

**Owners:** Chief Human Resource Officer and Denise LaRue

**Team**

**Members:** Human Resources Team and Finance Team

Q1 MILESTONES ....	Q2 MILESTONES ....	Q3 MILESTONES ....	Q4 MILESTONES ....
<p><b>Finance</b></p> <ul style="list-style-type: none"> <li>✓ Provide training and support to each department manager to effectively and efficiently manage the Marti HUB and timesheets</li> </ul> <p><b>Human Resources</b></p> <ul style="list-style-type: none"> <li>✓ HR will market and launch the new HRIS, ATS &amp; Employee Self Service (ESS) Go Live</li> <li>✓ HR will partner with senior leadership to roll-out a phased training schedule for all employees with "super-users" receiving in-depth instruction</li> </ul>	<p><b>Finance</b></p> <ul style="list-style-type: none"> <li>✓ Provide training and support to each project manager to effectively manage projects within Marti</li> </ul> <p><b>Human Resources</b></p> <ul style="list-style-type: none"> <li>✓ HR will launch periodic sessions covering all divisions</li> <li>✓ Training resources will be created including a recorded tutorial, tip sheets, and a Portal landing page</li> </ul>	<p><b>Finance</b></p> <ul style="list-style-type: none"> <li>✓ Provide training and support to each project manager to process procurements through Marti</li> </ul> <p><b>Human Resources</b></p> <ul style="list-style-type: none"> <li>✓ HR will continue to provide support for HCM modules</li> <li>✓ Any remaining employees who did not attend a training session will be scheduled</li> </ul>	<p><b>Finance</b></p> <ul style="list-style-type: none"> <li>✓ Provide any necessary support for additional training as needed</li> </ul> <p><b>Human Resources</b></p> <ul style="list-style-type: none"> <li>✓ HR will continue to provide support for HCM modules</li> </ul>

# Looking Ahead

## Quarter 4

- Wrapping up FY24 tactic work
- FY25 Strategic Planning finalization/  
Preparing for FY25 tactic work
- Employee Engagement Survey Result  
Presentation and Analysis
- TransDASH Performance Summit in June





# BOARD MEETING MEMO

Agenda Item VIII.B

**To:** Board of Directors  
**From:** Shofi Ull Azum, Chief Planning and Development Officer  
David Trimble, Deputy General Manager  
**Thru:** Allan Pollock, General Manager  
**Date:** May 23, 2024  
**Subject:** FY2024 Quarter 3 (FY24 Q3) Performance Report

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## ISSUE

Shall the Board receive the FY24 Q3 Performance Report?

## BACKGROUND AND FINDINGS

The third quarter of FY24 began January 1, 2024 and ended March 31, 2024. Overall, system wide total ridership and ridership per revenue hour in FY24 Q3 increased by 9.2% and 2.2% respectively compared to FY23 Q3. Key Performance Indicators (KPIs) for Cherriots fixed route (Local and Regional), paratransit service (also known as LIFT), Shop and Ride and Vanpool are included in [Attachment A: Quarterly Performance Report](#). The data for these measures are derived from adjusted Trapeze schedules, vehicle fare boxes, passenger counting systems, trip reservation platform (Via Transportation, Inc.), and staff-tracked measures.

All weekday, Saturday, and Sunday total and daily average data in [Attachment A](#) are compared to the same time period of the previous fiscal year, FY23 Q3, when data is available. Year-to-date data comparisons between FY23 and FY24 are also included for weekday, Saturday, and Sunday service. Cherriots Regional and Shop and Ride services do not operate on Sundays. However, Cherriots paratransit service (LIFT) is available seven days a week.

Data for Q3 reflects the changes to weekday service made in response to the COVID-19 pandemic during FY23 Q3. The Cherriots Local weekday service level operating during FY23 Q3 was 93% of the pre-pandemic level. Saturday service levels have been maintained at 100% of the pre-pandemic level since July 2020. Sunday service has operated at 100% of the planned service level since its implementation in September 2021. Cherriots Regional service operated at 100% weekdays and Saturdays for both FY23 and FY24.

In FY24 Q3, all coverage routes reported improved rides per revenue hour numbers compared to FY23 Q3 on all service days. Specifically, route 14 is about to hit the target boarding level (10 boardings/revenue hour) and routes 26, and 27 both are about 65% of the productivity target. In this quarter, the productivity for routes 14, 16, 23, 26 and 27 are even better than what they were before the COVID 19 pandemic. This is an excellent indicator of the health of the Cherrriots' fixed-route system as we enter into the new normal.

**FINANCIAL IMPACT**

None.

**RECOMMENDATION**

For information only.

**PROPOSED MOTION**

**None.**



# Performance Report Fiscal Year 24 Quarter 3 May 23, 2024



## Major Events in FY24 Q3

### JANUARY 2024



- A major ice storm hit the area on January 13, lasting five days.
- The kickoff meeting for the Cherriotics Intelligent Transportation System (CITS) project was held on January 18.

### FEBRUARY 2024



- Avail Technologies compiled the bill of materials for the necessary CAD/AVL equipment.
- The requirements review for the project was also completed in February.

### MARCH 2024

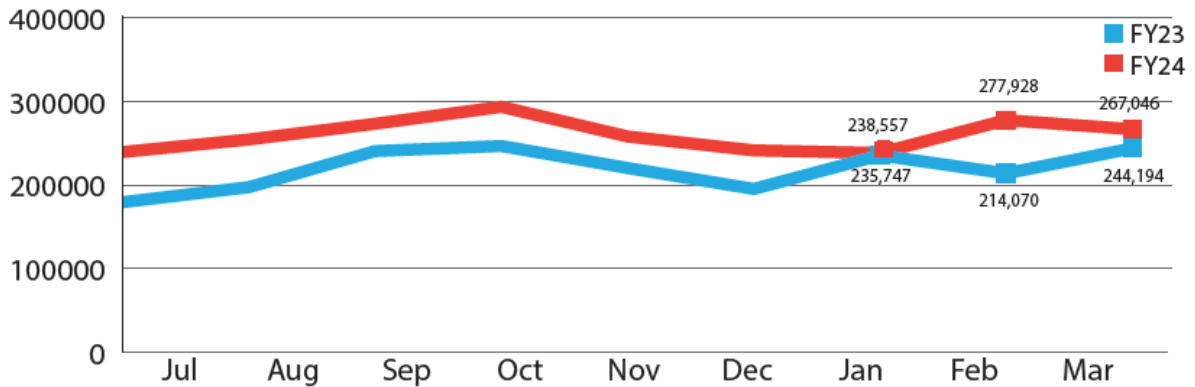


- Cherriotics 5310 Program Management Plan and the Coordinated Human Services and Public Transportation Plan were adopted by the Cherriotics Board of Directors at the March meeting.

## District System Performance Overview

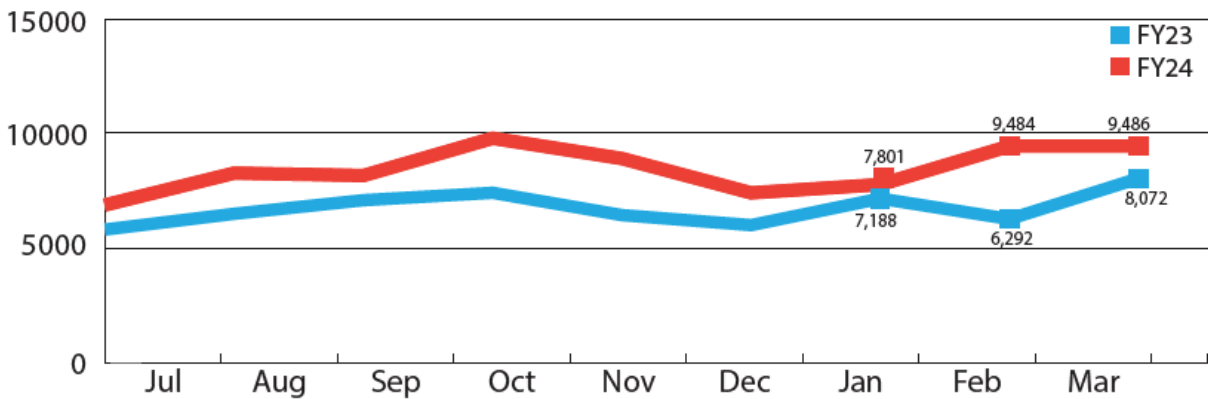
Performance Indicator	Fixed-Route		Paratransit (LIFT)	Dial-a-Ride (Shop and Ride)	Vanpool	Total	% Change from FY23 Q3
	Local	Regional					
Total Boardings	720,314	26,771	24,553	1,283	19,802	792,723	9.2%
Percent of Total Boardings	90.9%	3.4%	3.1%	0.2%	2.5%	--	--
Revenue Miles	605,169	125,001	140,878	8,685	112,656	992,389	4.2%
Boardings per Revenue Mile	1.2	0.2	0.2	0.1	0.2	0.8	4.9%
Revenue Hours	49,272	5,840	11,964	774	2,755	70,605	6.9%
Boardings per Revenue Hour	14.6	4.6	2.1	1.7	7.2	11.2	2.2%

## District Ridership Trends: Local Fixed Route



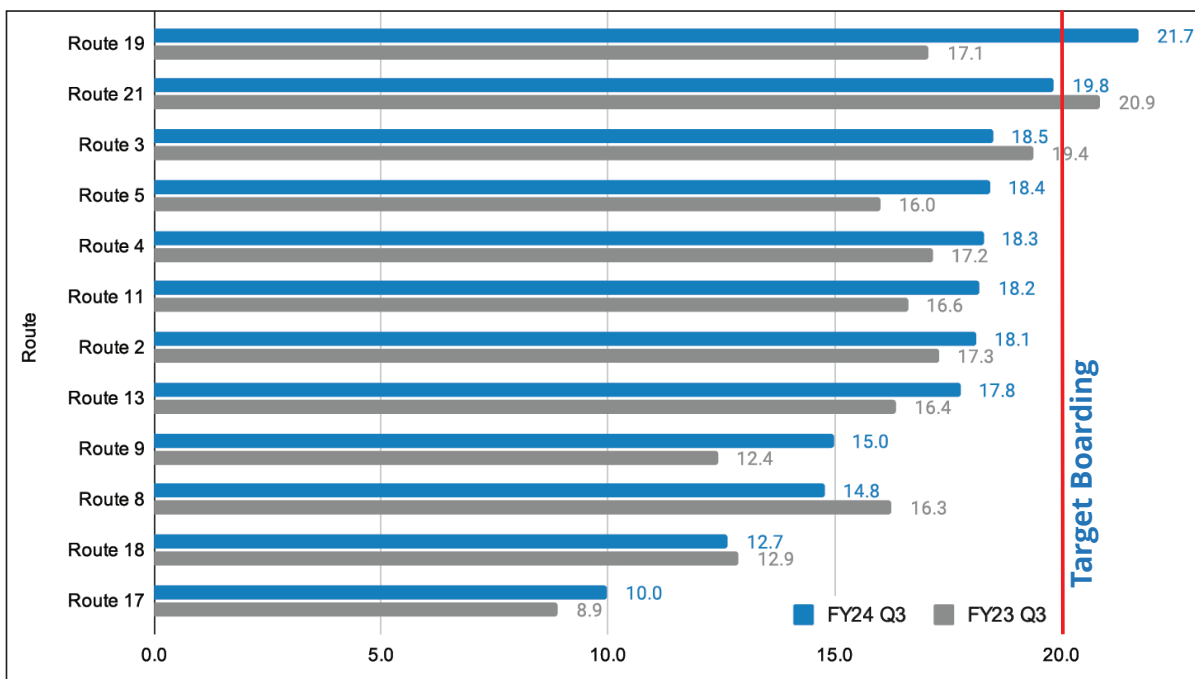
- Local routes ridership increased by **12.9%** in FY24 Q3 compared to FY23 Q3.
- February 2024 ridership was **29.8%** higher than February 2023.

## District Ridership Trends: Regional Fixed Route

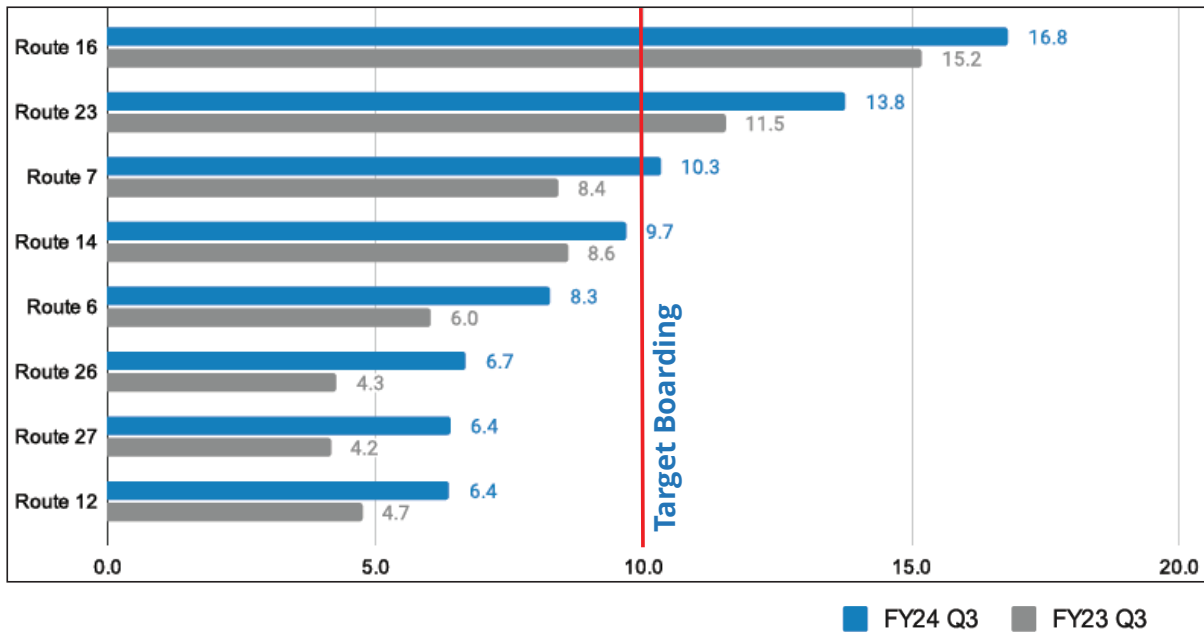


- Regional routes ridership increased by **24.2%** in FY24 Q3 (vs FY23 Q3).
- Ridership increased in all three months, highest in February (**50.7%**).

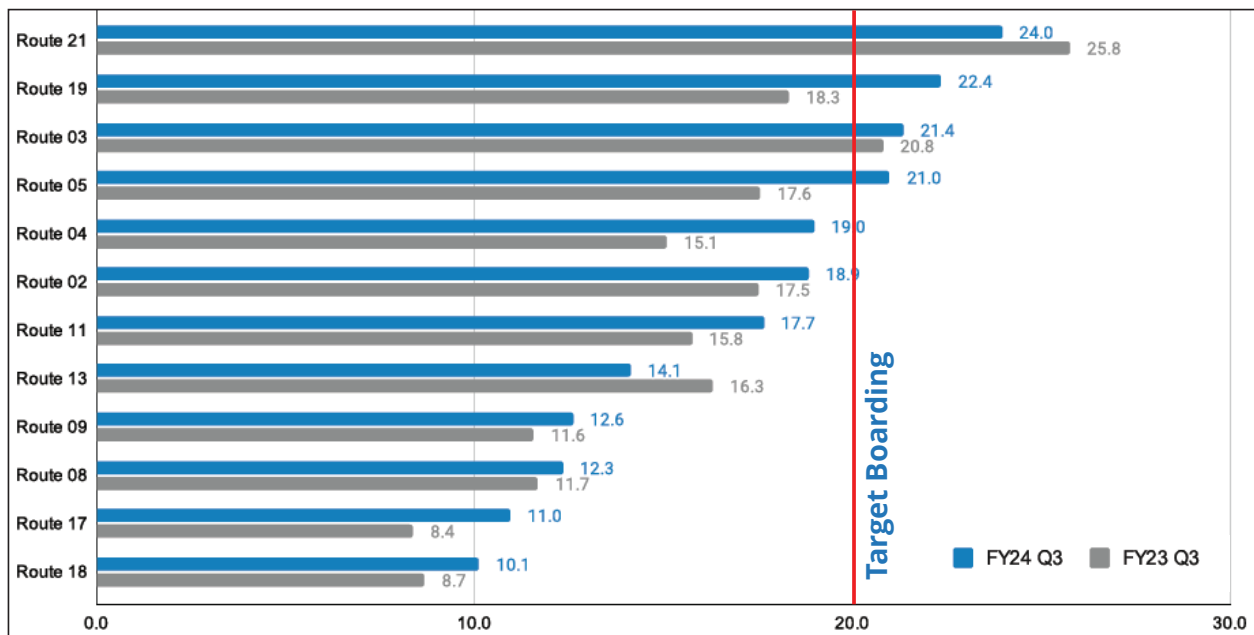
## Weekday Corridor Routes Productivity Trends



## Weekday Coverage Routes Productivity Trends

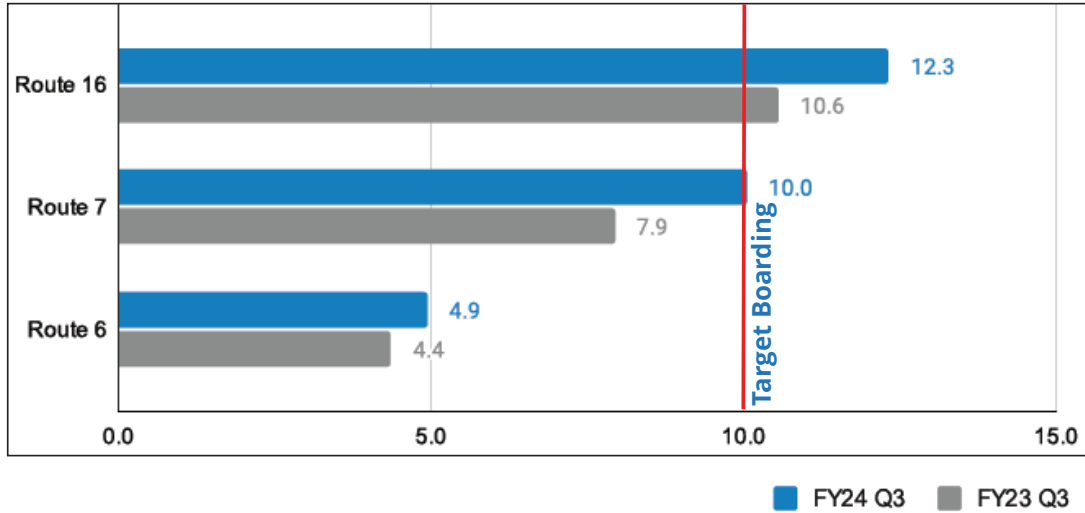


## Saturday Corridor Routes Productivity Trends

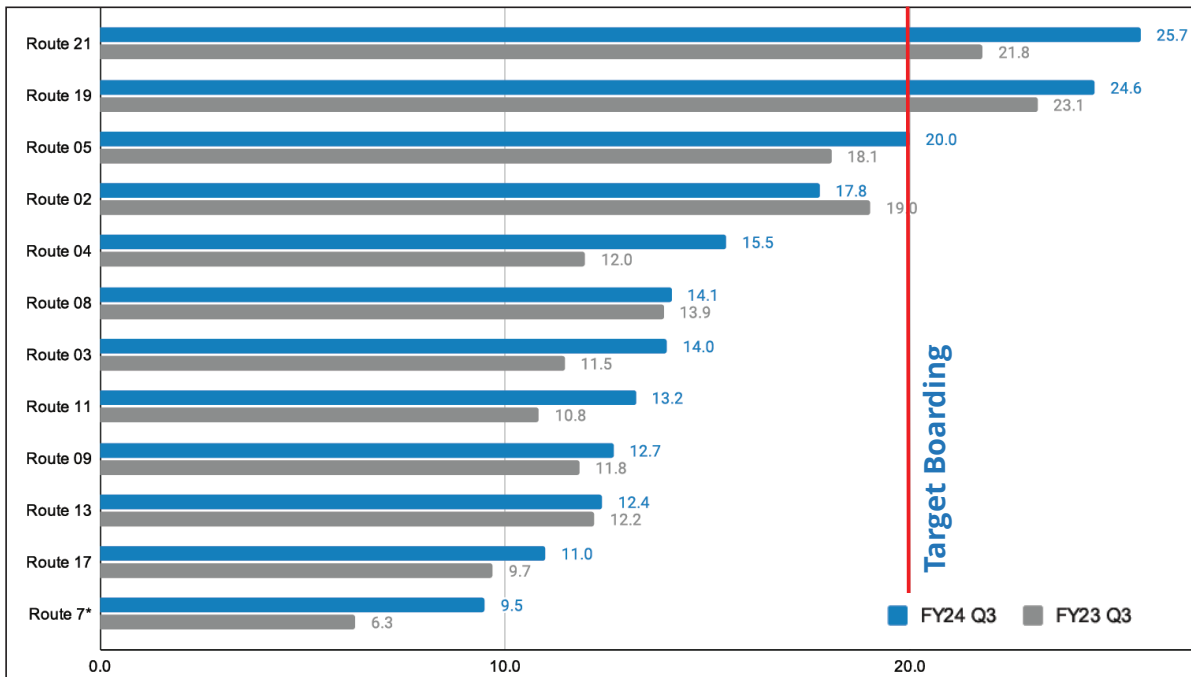




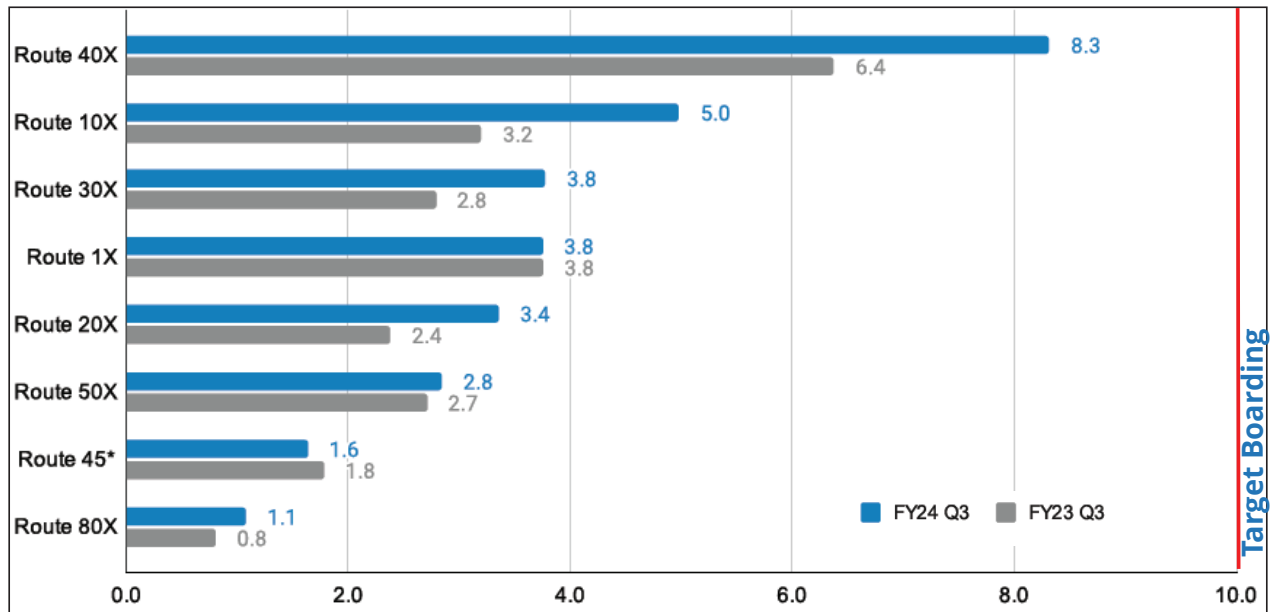
## Saturday Coverage Routes Productivity Trends



## Sunday All Local Routes Productivity Trends

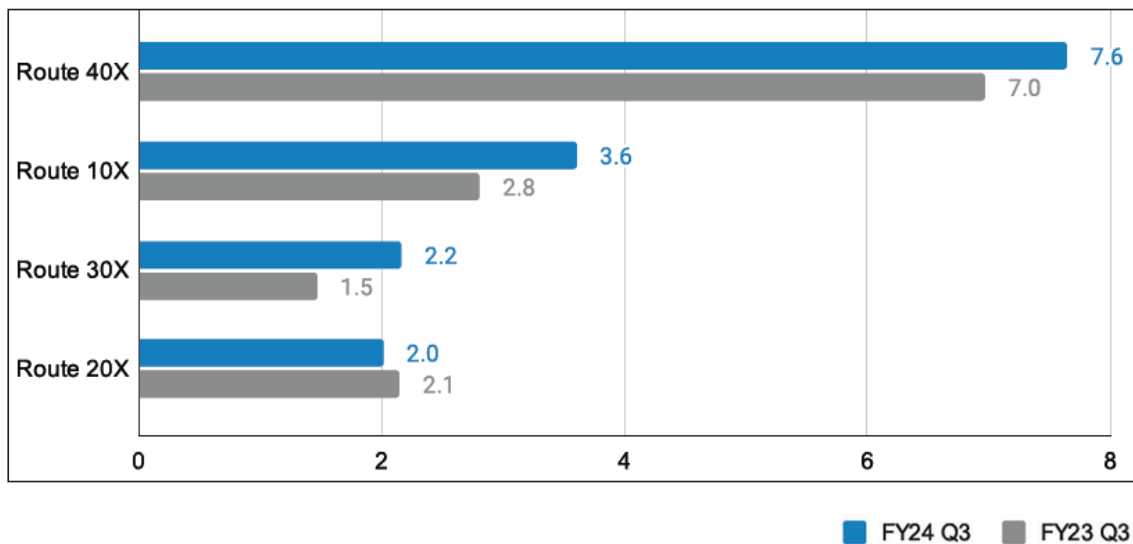


## Weekday Regional Routes Productivity Trends



## Saturday Regional Routes Productivity Trends

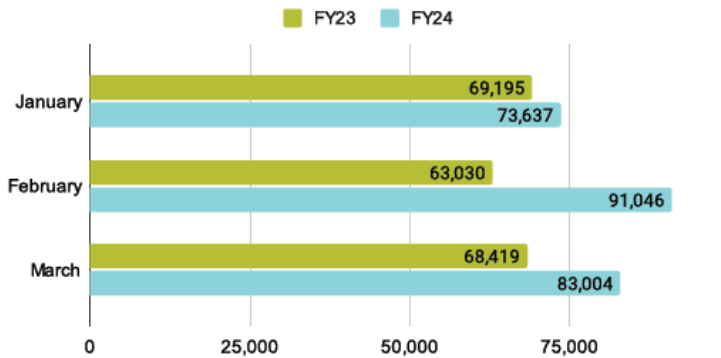
Target: 10 Boardings



## Snapshot of Youth Zero Pass Program

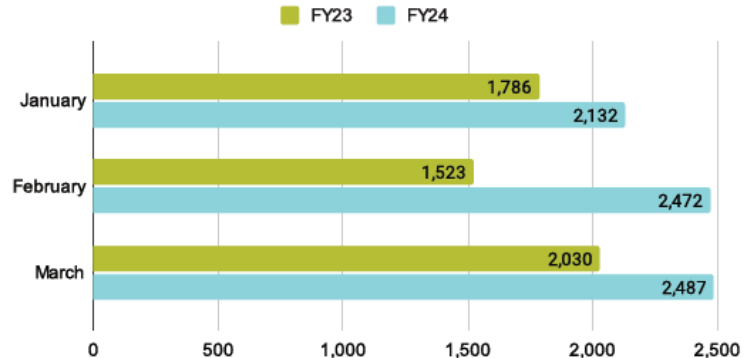
### Quarterly Youth Ridership - Cherriots Local

Total Increase: 47,043 (64%)



### Quarterly Youth Ridership - Cherriots Regional

Total Increase: 1,752 (87%)



## Snapshot of Cherriots LIFT Program

OTP exceeds target for the first time since March 2023.

Cherriots LIFT - Key Performance Indicators	On-Time Performance (Goal: 91%)	Rides/Rev Hr (Goal: 2.75)	Trips Denied (Goal: 0)	Complaints / 1,000 trips (Goal: < 2)	ADA Complaints (Goal: 0)	% Rides < 60 minutes (Goal: 75%)
FY24 Q3	92.6%	2.00	0	0.05	0	100%

Cherriots Call Center - Key Performance Indicators	Total calls received	% Calls Answered in < 3 minutes (Goal: 97%)	% Calls Answered in < 5 minutes (Goal: 100%)
FY24 Q3	10,189	100.0%	100%

## Snapshot of Cherriotics Vanpool Program

### FY24 Q3 in Review:

- Total subsidy provided: \$40,525
- Average monthly subsidy per van: \$398.3
- Average one-way trip length: 27 miles
- Net increase of number of van: 2
- Occupancy rate increased by **3%** from FY24 Q2
- Newest addition: Freres Lumber in Stayton

FY24 Q3 Vanpool Performance Metrics	
Max Operating Vanpools	39
# of Unique Riders	197
# of Trips	19,802
Vehicle Revenue Miles	112,656
Vehicle Revenue Hours	2,755
Average Occupancy Rate	63%

## District Safety and Reliability Trends

### FY24 Q3 in Review

#### Preventable accidents (Goal: <2 per 100K Miles)

- Local: **1.08**
- Contracted services: **0.75**

#### Road calls (Goal: <1 per 10K miles)

- Local: **0.53**
- Contracted Services: **0.30**





# FISCAL YEAR 2024

## QUARTER 3 PERFORMANCE REPORT

JANUARY 1, 2024 - MARCH 31, 2024

# FY24 Q3 in Review



## JANUARY

2024



- A major ice storm hit the area on January 13, lasting five days. Cherrits staff began preparing buses and facilities, notifying staff of potential changes in service, and activating emergency operations on January 12. This proactive approach was key in the successful management of Cherrits services as well as keeping staff, contractors, and customers safe for the duration of the weather event.
- The kickoff meeting for the Cherrits Intelligent Transportation System (CITS) project was held on January 18. The CITS project will replace the current bus technology with an entirely new system provided by Avail Technologies. The Avail system will provide new insights into Cherrits services, such as route on-time performance and real-time passenger information.

## FEBRUARY

2024



- Avail Technologies compiled the bill of materials for the necessary CAD/AVL equipment to be ordered after successful completion of the vehicle surveys in the previous month. The requirements review for the project was also completed in February. The project continues to move forward on schedule.

## MARCH

2024



- Cherrits staff successfully completed two projects updating important planning documents - the 5310 Program Management Plan and the Coordinated Human Services and Public Transportation Plan. Both plans were adopted by the Cherrits Board of Directors at the March meeting. These plans will guide decisions for services geared towards seniors and people with disabilities in the upcoming Federal 5310 and Statewide Transportation Improvement Fund grant opportunities.





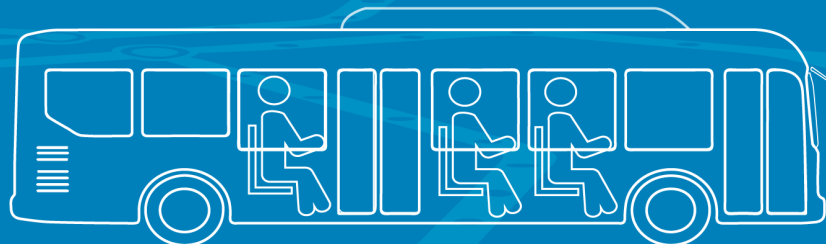
# System Summary FY24 Q3



The table below provides a high-level summary of boardings, revenue miles, and revenue hours in Quarter 3 of Fiscal Year 2024 (FY24 Q3) compared to the same period of the previous fiscal year. Total ridership is up 9.2 percent, with the largest share of that coming from Cherriots Local bus service. Revenue hours and miles have increased as well due to the re-implementation of later evening weekday service in May of 2023. Even with the increase in revenue hours over last year, rides per revenue hour are still up by 2.2 percent.

Performance Indicator	Fixed-Route		Paratransit (LIFT)	Dial-a-Ride (Shop and Ride)	Vanpool	Total	% Change from FY23 Q3
	Local	Regional					
Total Boardings	720,314	26,771	24,553	1,283	19,802	792,723	9.2%
Percent of Total Boardings	90.9%	3.4%	3.1%	0.2%	2.5%	--	--
Revenue Miles	605,169	125,001	140,878	8,685	112,656	992,389	4.2%
Boardings per Revenue Mile	1.2	0.2	0.2	0.1	0.2	0.8	4.9%
Revenue Hours	49,272	5,840	11,964	774	2,755	70,605	6.9%
Boardings per Revenue Hour	14.6	4.6	2.1	1.7	7.2	11.2	2.2%

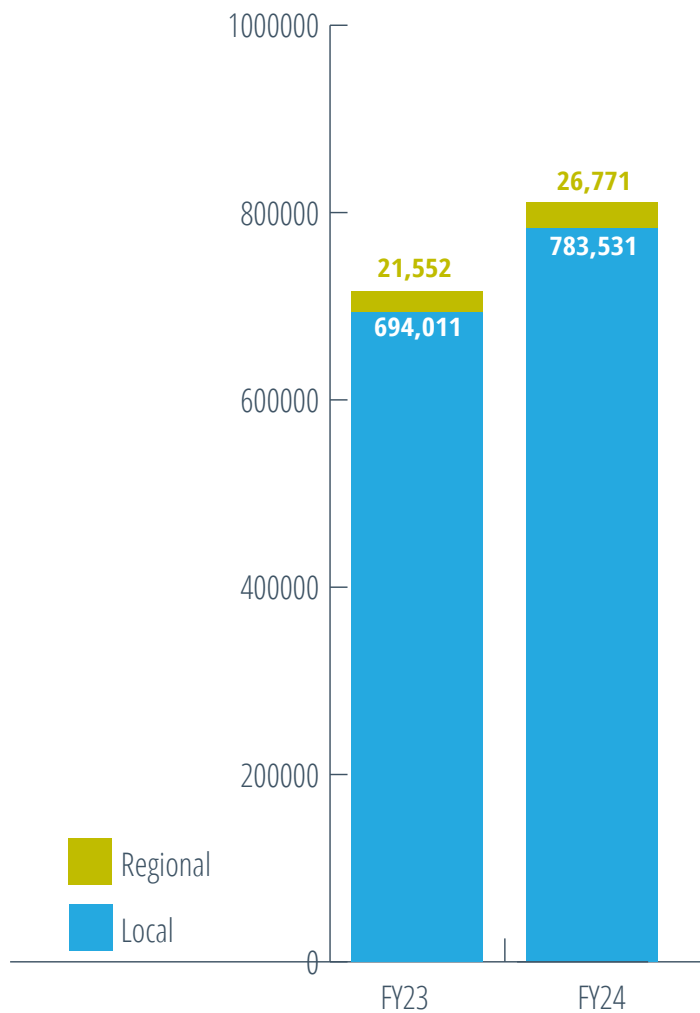




## Ridership Trends FY24 Q3

### TOTAL FIXED ROUTE BOARDINGS

- Local routes ridership increased by 12.9% in FY24 Q3 compared to FY23 Q3
- Regional routes ridership increased by 24.2% in FY24 Q3 compared to FY23 Q3.
- Transit service level in FY23 Q3 and FY24 Q3 was 93% and 100% of pre-covid level service, respectively.

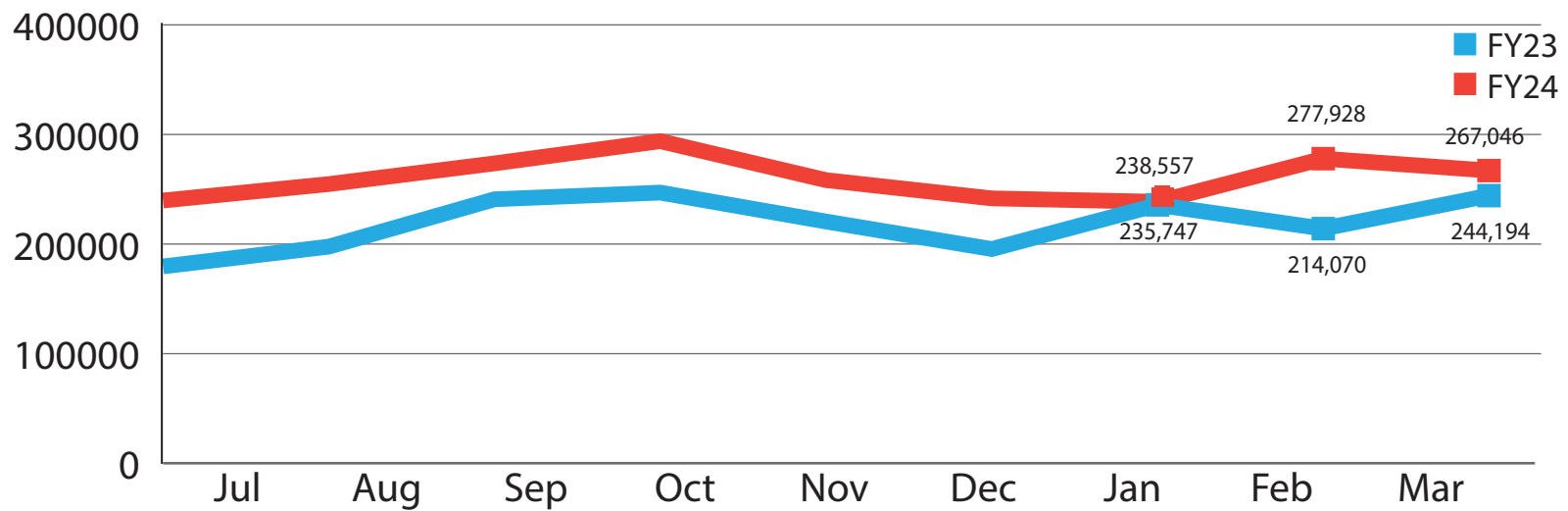






## Ridership Trends FY24 Q3

LOCAL AVERAGE DAILY RIDES PER MONTH

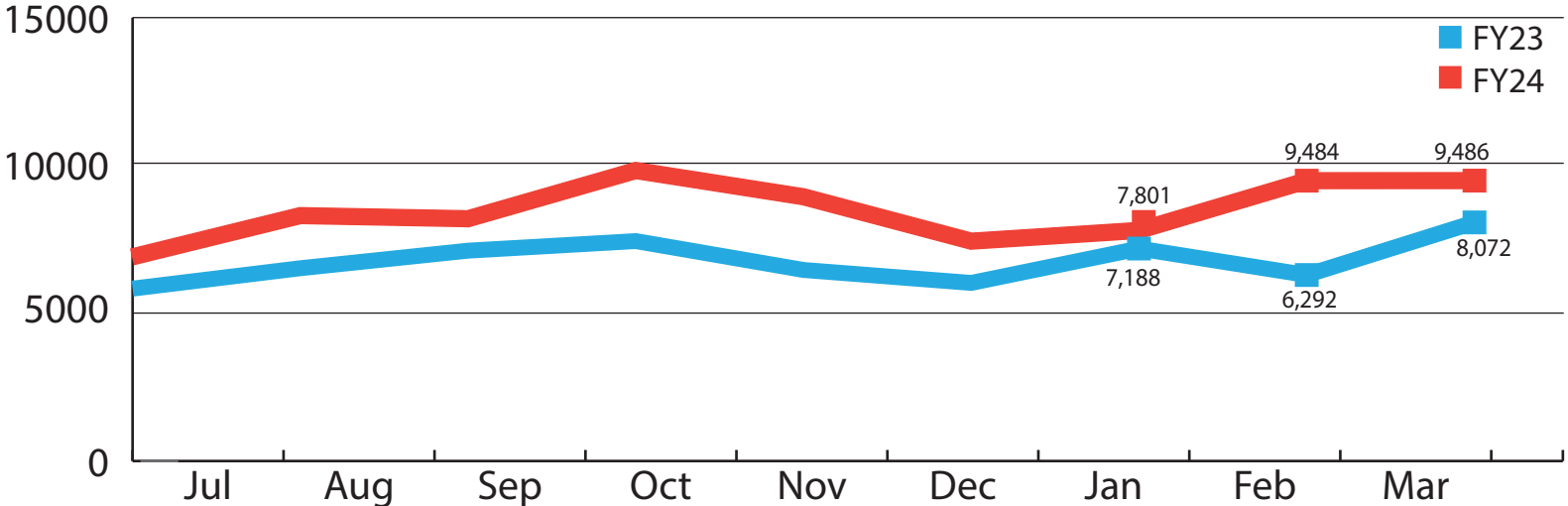




# Ridership Trends FY24 Q3

QUARTERLY INCREASE/DECREASE

REGIONAL AVERAGE DAILY RIDES PER MONTH



# Route Productivity FY24 Q3



Cherriots uses rides per revenue hour to measure a route's productivity. Each type of route is assigned a specific target, as listed below. Once the target is exceeded, additional frequency may be considered for that specific route in order to maintain a suitable level of passenger comfort and service level for the system.

- Corridor routes – Routes that operate on major transit pathways, including the **Core Network**, that connect to areas of major growth, employment, and activity centers. They typically operate at higher frequencies than Coverage routes.
  - Target: 20 rides per revenue hour
- Coverage routes – Routes that focus on providing access to transit over building high ridership, operate at lower frequencies, and typically travel through neighborhoods.
  - Target: 10 rides per revenue hour
- Commuter express routes – Routes that connect metropolitan areas with no stops in between.
  - Target – 10 rides per revenue hour
- Regional express routes – Routes that provide service between towns, cities, and communities in Marion and Polk counties.
  - Target - 10 rides per revenue hour
- Deviated fixed routes – Routes that run along a fixed path with fixed stops, but also can deviate up to three-quarters of a mile away from the route path.
  - Target – 5 rides per revenue hour

In FY24 Q3, all coverage routes reported improved rides per revenue hour numbers compared to FY23 Q3 on all service days. Specifically, Routes 14 is about to hit the target boarding level (10 boardings/revenue hour) and route 26, and 27 both are about 65% of the productivity target. In this quarter, the productivity for route 14, 16, 23, 26 and 27 are even better than what they were before the COVID 19 pandemic. This is an excellent indicator of the health of the Cherriots fixed-route system.



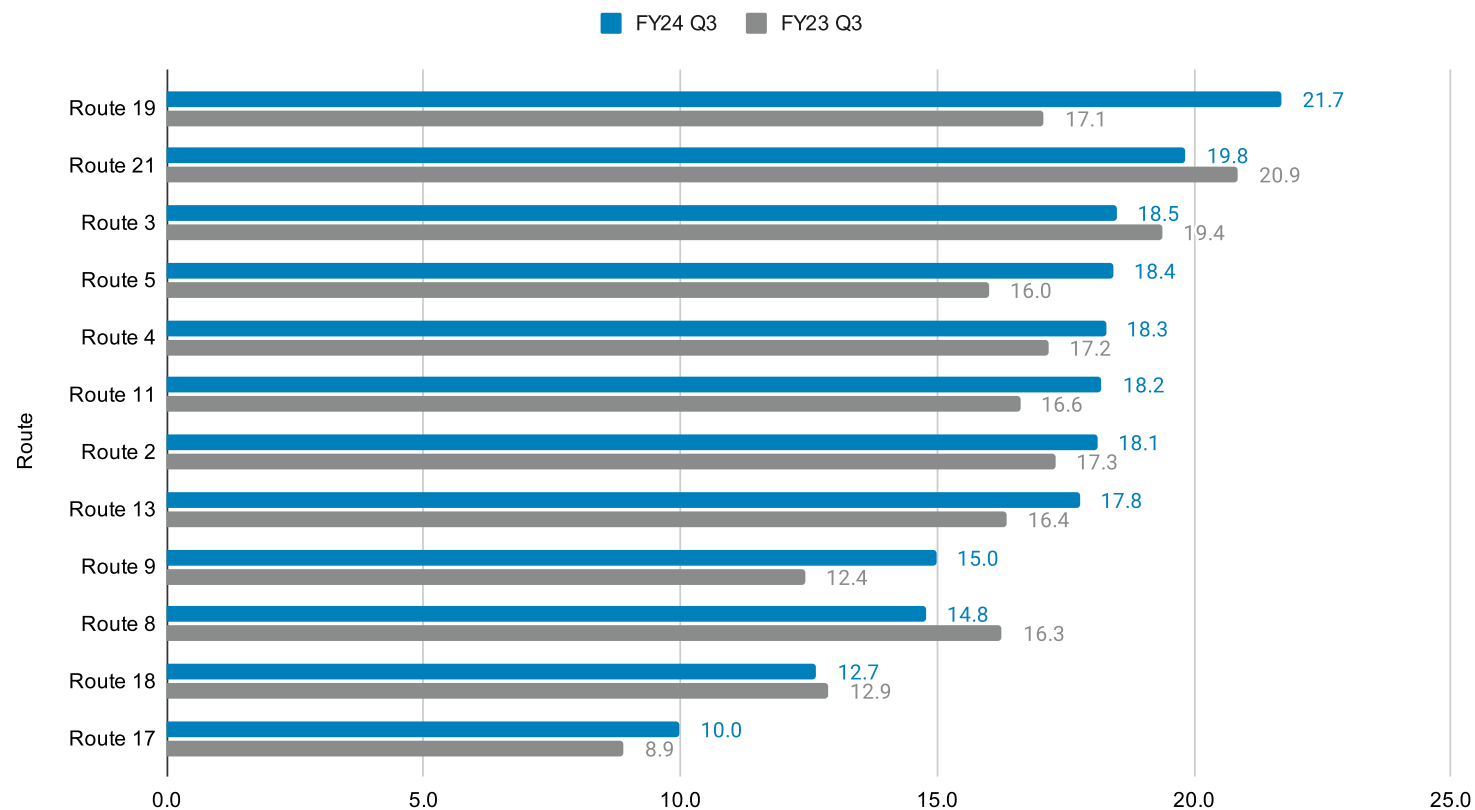


# Route Productivity FY24 Q3

FY24 Q3 WEEKDAY RIDES PER REVENUE HOUR LOCAL BUS SERVICE - CORRIDOR ROUTES

Weekday Rides per Revenue Hour Local Bus Service - Corridor Routes

Target: 20 Boardings



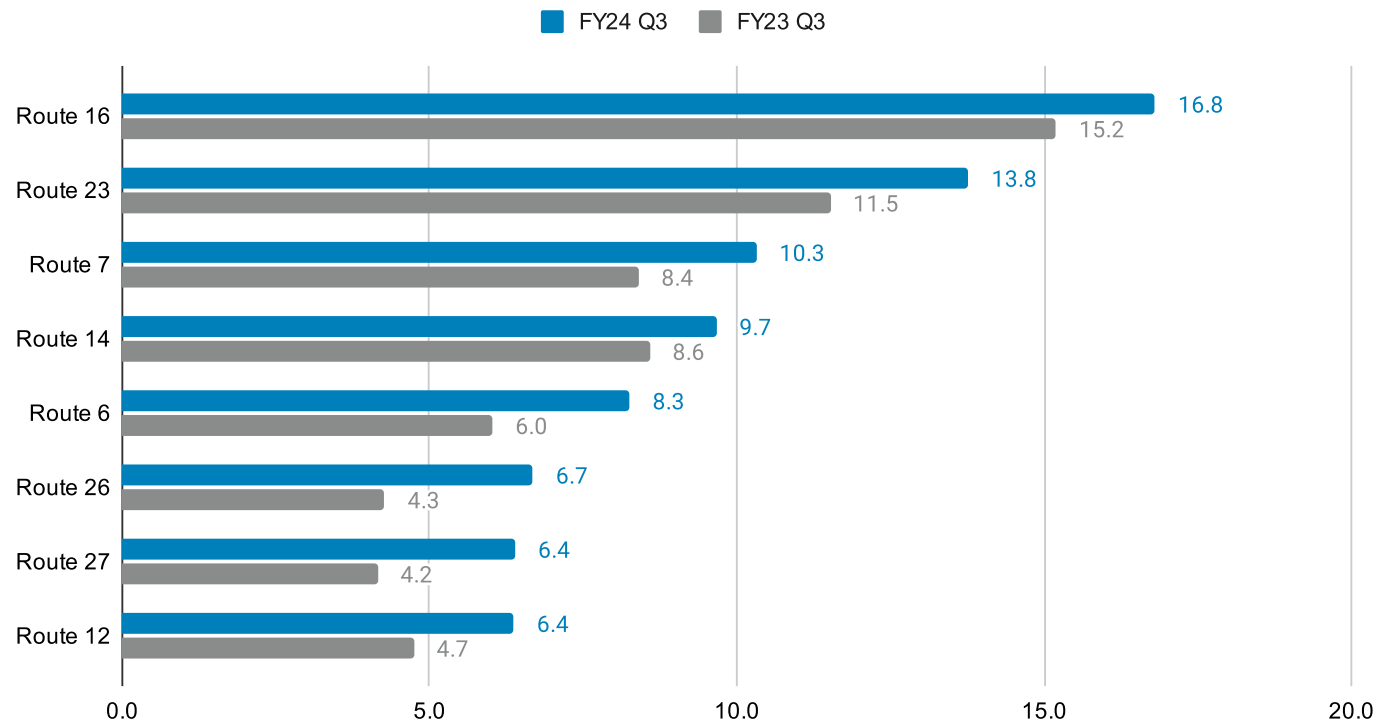


# Route Productivity FY24 Q3

FY24 Q3 WEEKDAY RIDES PER REVENUE HOUR  
LOCAL BUS SERVICE - COVERAGE ROUTES

## Weekday Rides per Revenue Hour Local Bus Service - Coverage Routes

Target: 10 Boardings



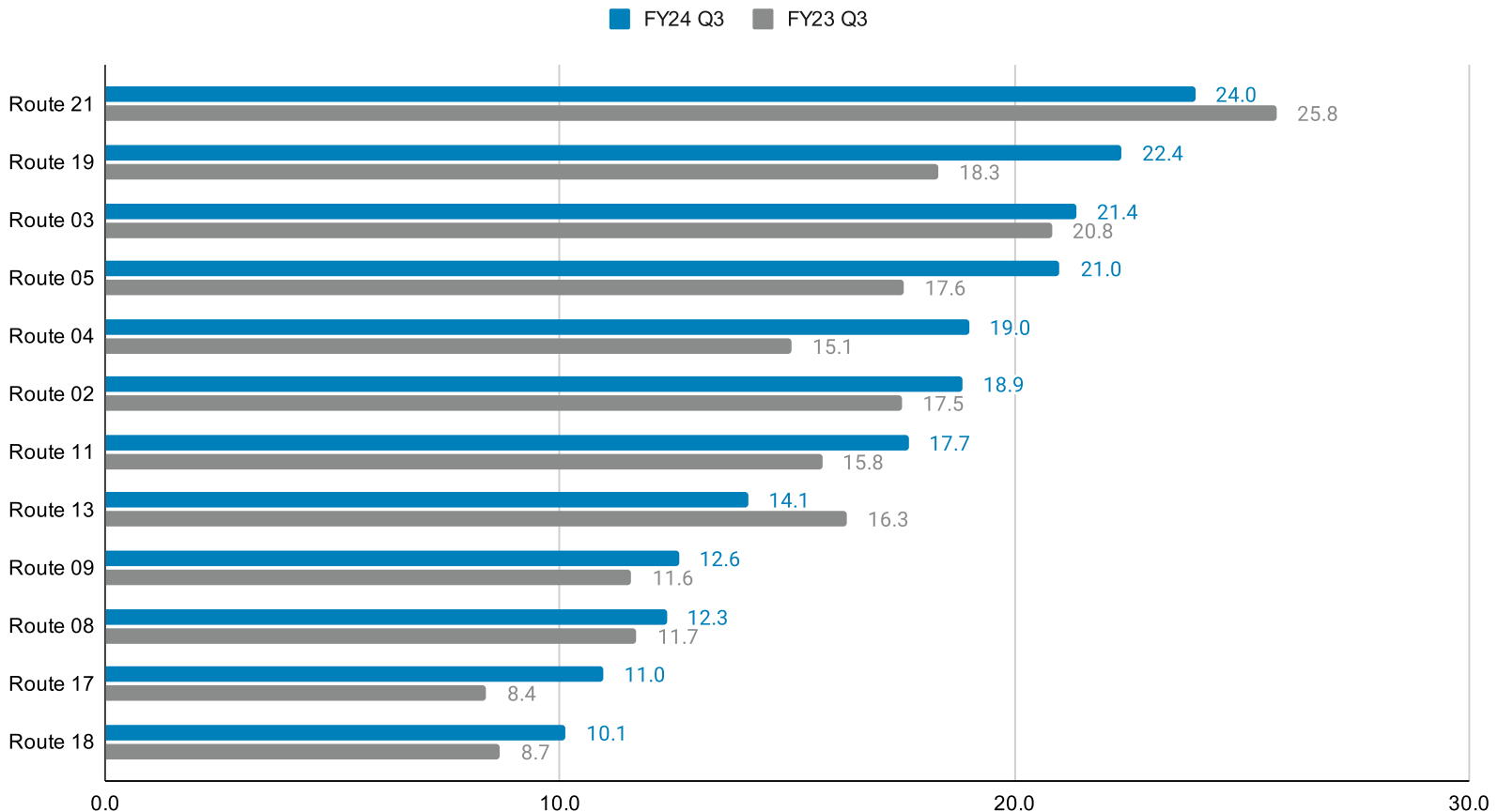


# Route Productivity FY24 Q3

## FY24 Q3 SATURDAY RIDES PER REVENUE HOUR LOCAL BUS SERVICE - CORRIDOR ROUTES

Saturday Rides per Revenue Hour Local Bus Service - Corridor Routes

Target: 20 Boardings



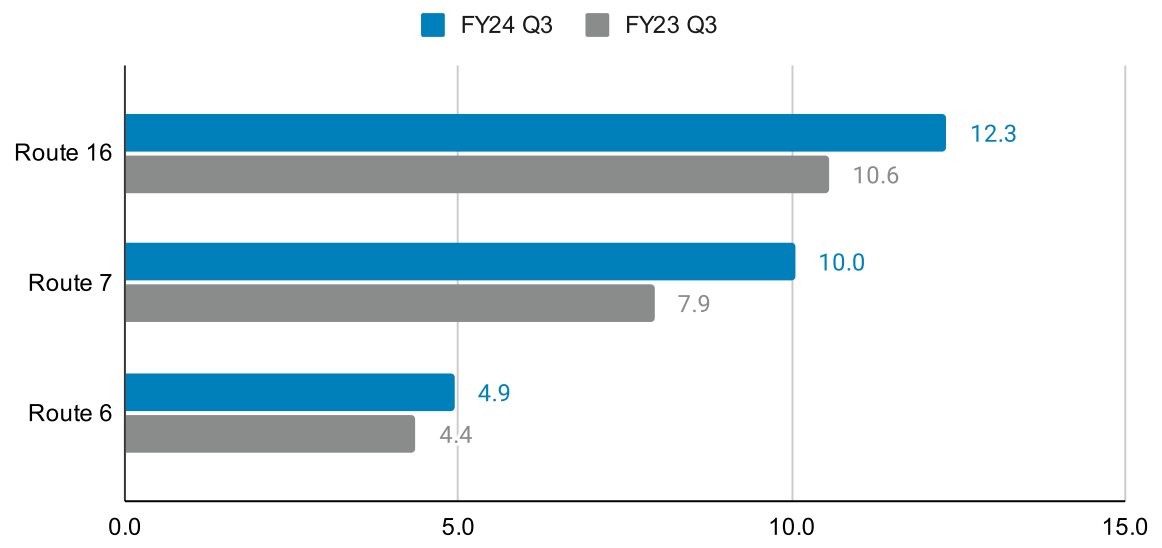


# Route Productivity FY24 Q3

FY24 Q3 SATURDAY RIDES PER REVENUE HOUR  
LOCAL BUS SERVICE - COVERAGE ROUTES

Saturday Rides per Revenue Hour  
Local Bus Service - Coverage Routes

Target: 10 Boardings



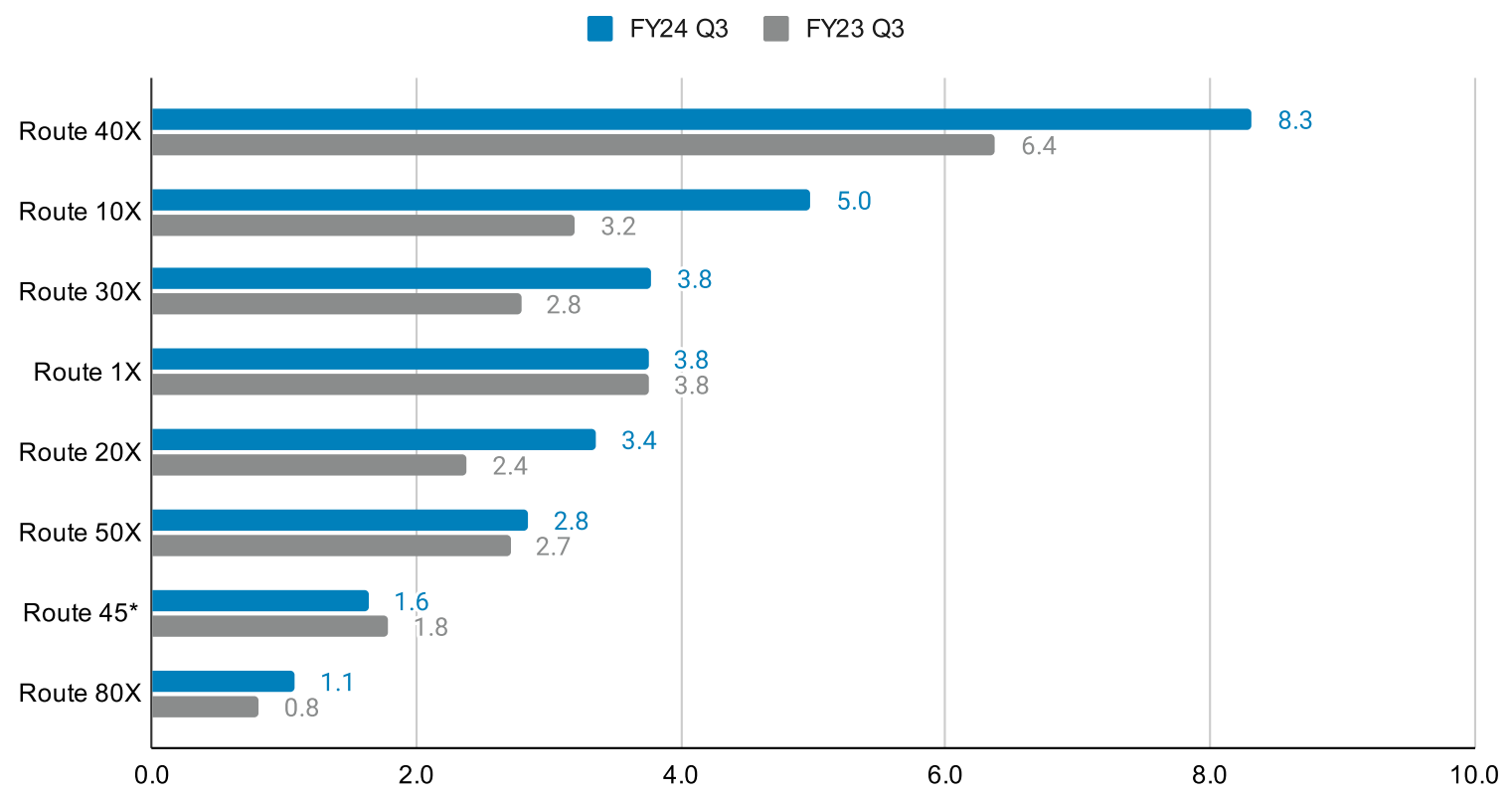


# Route Productivity FY24 Q3

FY24 Q3 WEEKDAY RIDES PER REVENUE HOUR  
REGIONAL BUS SERVICE

## Weekday Rides per Revenue Hour Regional Bus Service

Target: 10 Boardings (\*Target: 5 Boardings)





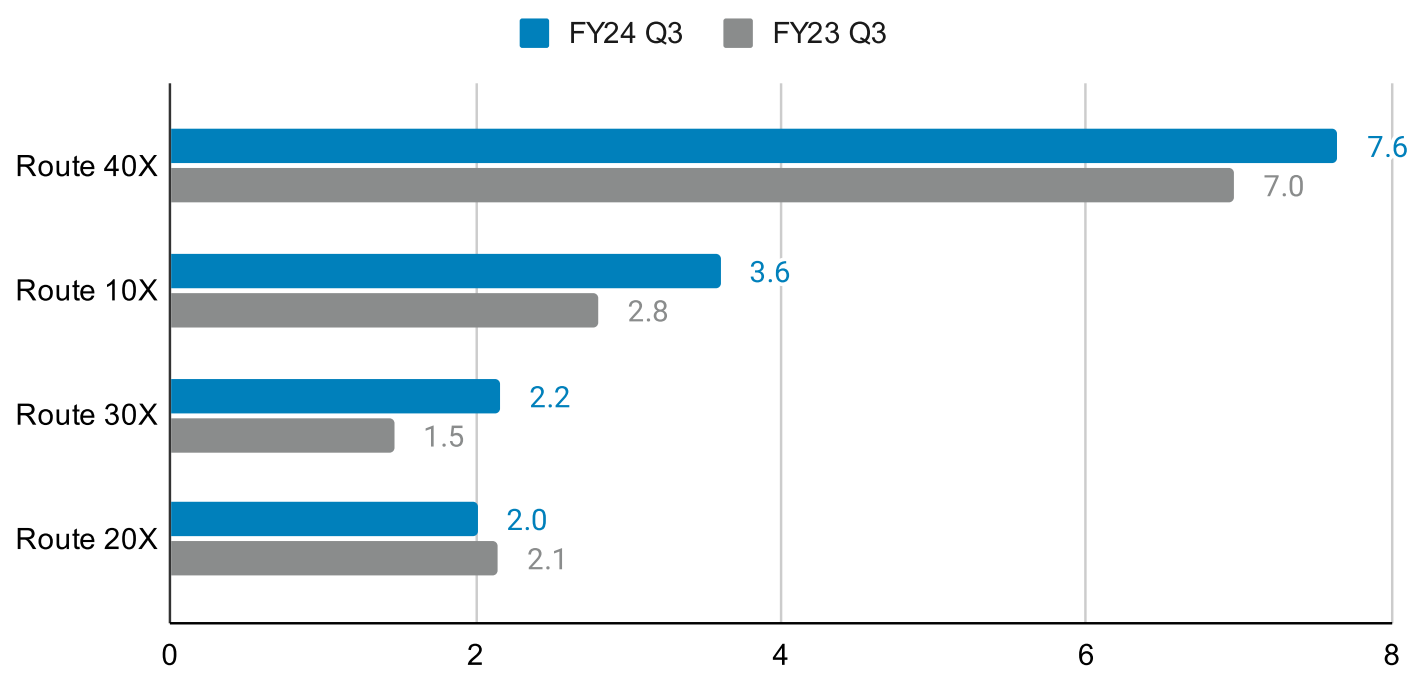


# Route Productivity FY24 Q3

FY24 Q3 SATURDAY RIDES PER REVENUE HOUR  
REGIONAL BUS SERVICE

### Saturday Rides per Revenue Hour Regional Bus Service

Target: 10 Boardings



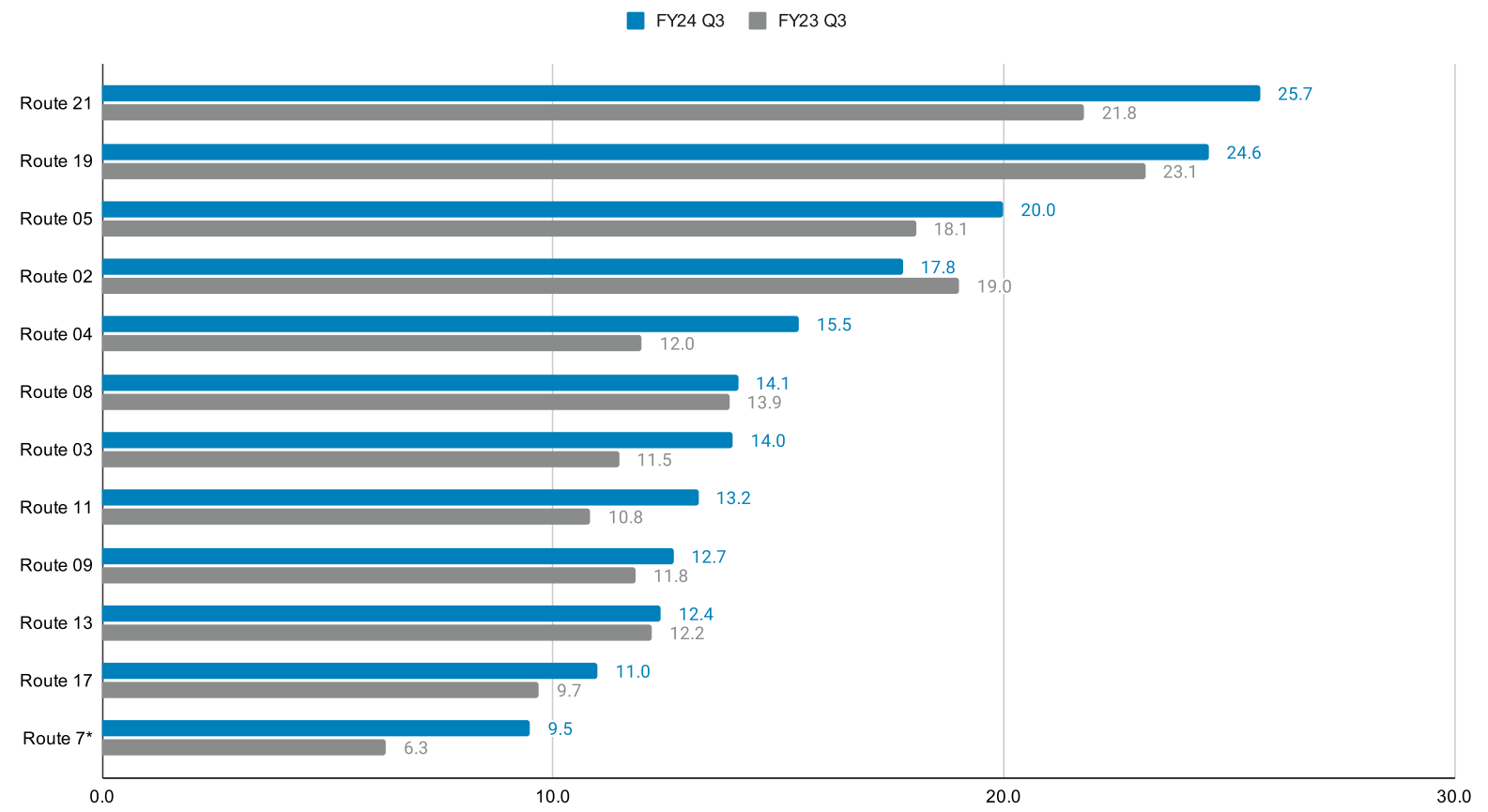


# Route Productivity FY24 Q3

## FY24 Q3 SUNDAY RIDES PER REVENUE HOUR LOCAL BUS SERVICE - ALL ROUTES

Sunday Rides per Revenue Hour Local Bus Service - All Routes

Target: 20 Boardings (\*Target: 10 Boardings)



# Snapshot of Youth Zero Pass Program: FY24 Q3



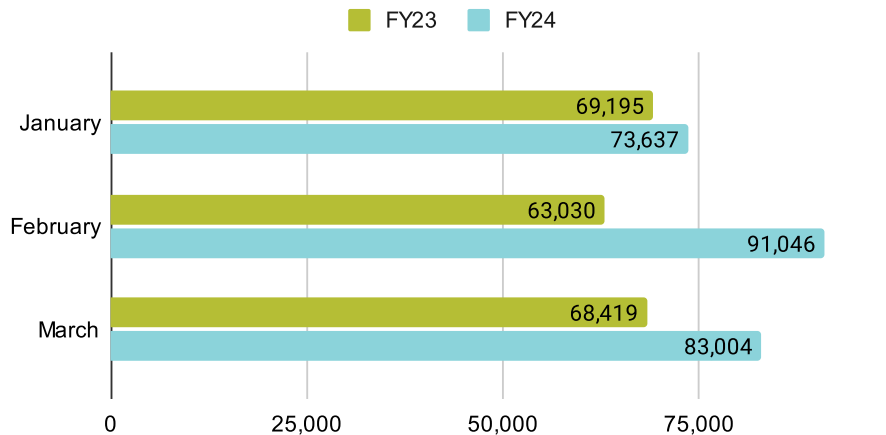
Cherriots provides rides to youth ages zero to 18 at no cost to them. The Youth Zero Pass program began Sunday, September 4, 2022, as a six month pilot program. It was funded for the first year by the Salem-Keizer Public Schools District, the City of Keizer, and the City of Salem. On March 1, 2023, the Youth Zero Pass was implemented as a permanent part of Cherriots fare structure and is now subsidized by Salem-Keizer Public School District and the Statewide Transportation Improvement Fund. Youth ridership has grown impressively since the program began on both Cherriots Local and Cherriots Regional buses. This program will cultivate the next generation of Cherriots customers.

FY24 Q3 QUARTERLY YOUTH RIDERSHIP CHERRIOTS LOCAL  
**Total Increase: 64%**

FY24 Q3 QUARTERLY YOUTH RIDERSHIP CHERRIOTS REGIONAL  
**Total Increase: 87%**

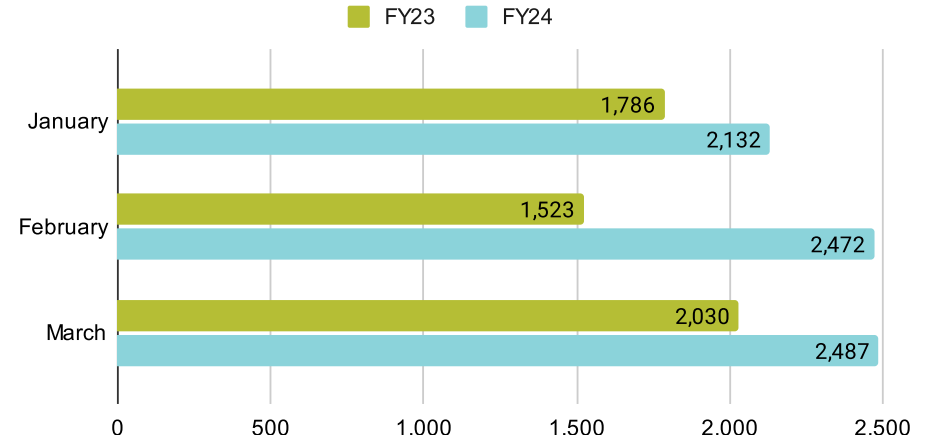
## Quarterly Youth Ridership - Cherriots Local

Total Increase: 47,043 (64%)



## Quarterly Youth Ridership - Cherriots Regional

Total Increase: 1,752 (87%)

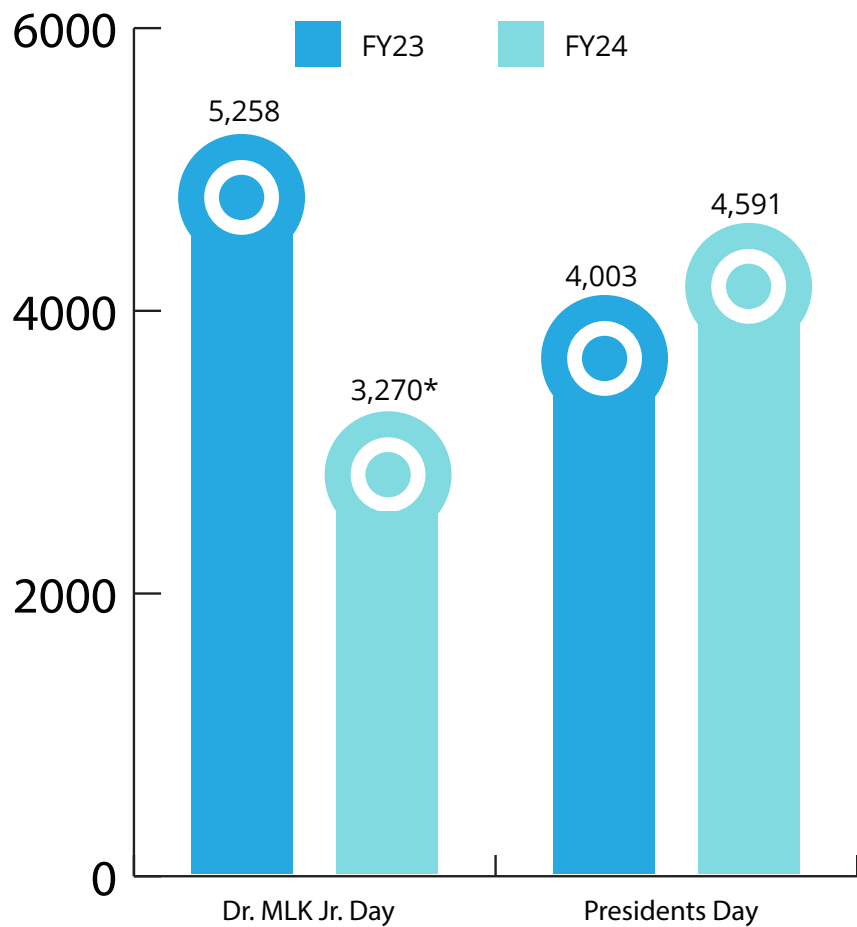




## Holiday Service Ridership FY24 Q3

### FY24 HOLIDAY BOARDINGS

Holiday service began in 2021 as part of the A Better Cherriotics service change plan made possible by the Statewide Transportation Improvement Fund. The holidays that fall within Q3 each year are Dr. Martin Luther King, Jr. Day and Presidents Day. Service operates at the Saturday level on Dr. Martin Luther King, Jr. Day and at the Sunday level on Presidents Day. Despite a major ice storm that caused various disruptions in service from January 13 through January 17, Cherriotics fixed-route buses still provided over 3,000 rides on Dr. Martin Luther King, Jr. Day in FY24 Q3.



\*Due to inclement weather

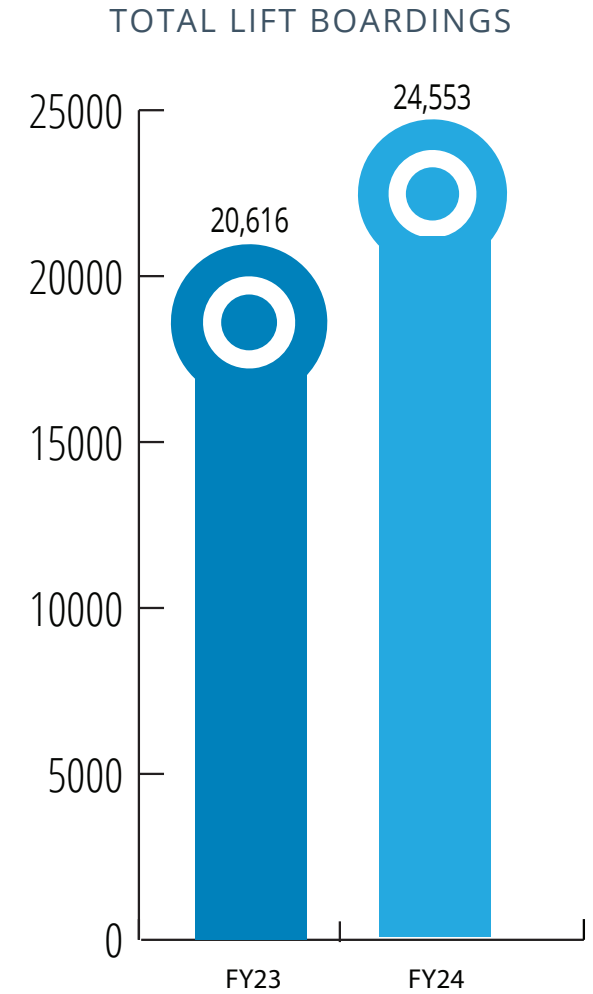
# Cherriots LIFT Trends: FY24 Q3



The Americans with Disabilities Act (ADA) is a civil rights law that requires public transportation be available to people with disabilities within three-quarters of a mile of fixed-route bus service. Cherriots LIFT is an origin-to-destination, shared-ride complementary paratransit transportation service for individuals who are unable to use the Cherriots Local bus service because of their functional ability. Individuals can be qualified for Cherriots LIFT for some or all of their trips. An eligibility process is required to ride Cherriots LIFT.

The table below displays Key Performance Indicators (KPI) from FY24 Q3. LIFT On-Time Performance (OTP) improved to 92.6 percent, exceeding the target for the service since the implementation of the Via technology (Cherriots paratransit booking software program).

Cherriots LIFT - Key Performance Indicators	On-Time Performance (Goal: 91%)	Rides/Rev Hr (Goal: 2.75)	Trips Denied (Goal: 0)	Complaints / 1,000 trips (Goal: < 2)	ADA Complaints (Goal: 0)	% Rides < 60 minutes (Goal: 75%)
FY24 Q3	92.6%	2.00	0	0.05	0	100%

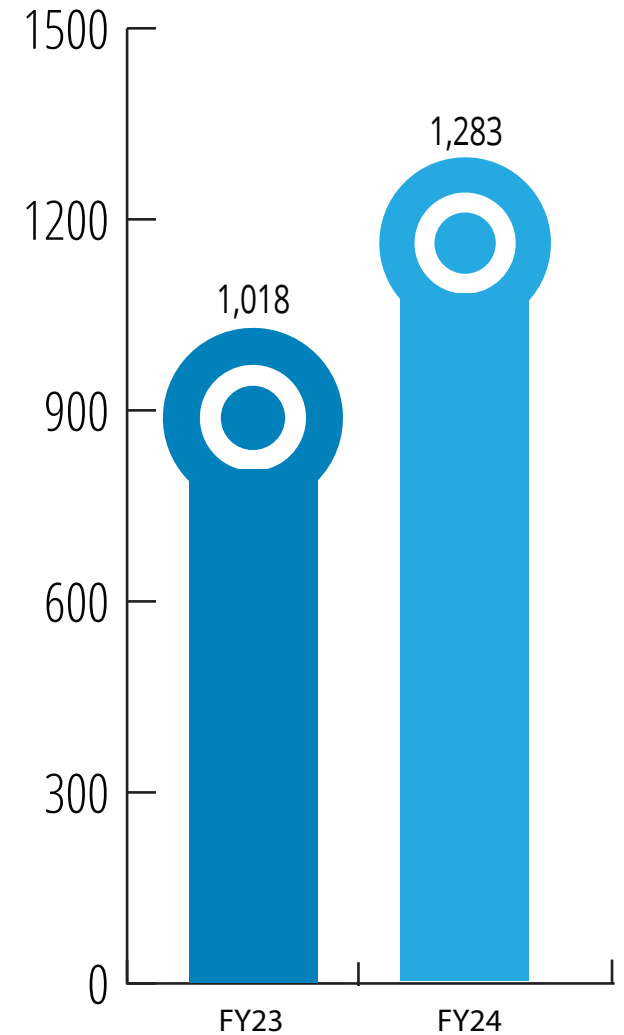


# Cherriots Shop and Ride Trends: FY24 Q3



## TOTAL SHOP AND RIDE BOARDINGS

Seniors and people with disabilities who don't qualify for Cherriots LIFT complementary paratransit service can rely on Cherriots Shop and Ride, which is a door to door dial-a-ride service that can be used for shopping, appointments, and more. These trips require a reservation made through the Cherriots Call Center, and it only runs Monday through Friday from 8:00 a.m. to 5:00 p.m. Trips are not guaranteed on Cherriots Shop and Ride as they are on Cherriots LIFT. Shop and Ride was utilized slightly more in FY24 Q3 than in FY23 Q3.



# Snapshot of Customer Engagement: FY24 Q3



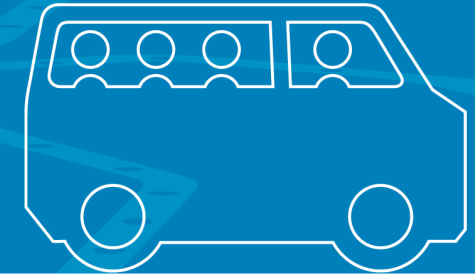
Cherriots Call Center provides a world class customer experience for LIFT, Shop and Ride, and Regional deviated-fixed route (Route 45) customers. As shown in the table below, the Call Center is currently exceeding most of its customer experience goals with the exception of “length of call,” which is just over the three minute goal, and total calls abandoned. It is worth noting that total calls abandoned reported in previous quarters were inaccurate due to the phone system in use at the time. A new phone system has been implemented and those numbers are now reporting accurately.

<b>Cherriots Call Center - Key Performance Indicators</b>	<b>Total calls received</b>	<b>% Calls Answered in &lt; 3 minutes (Goal: 97%)</b>	<b>% Calls Answered in &lt; 5 minutes (Goal: 100%)</b>	
FY24 Q3	10,189	100.0%	100%	

<b>Cherriots Call Center KPIs by Service</b>				
<b>Service</b>	<b>Avg Speed of Answer (Goal: &lt; 3 minutes)</b>	<b>Avg hold time (Goal: &lt; 3 minutes)</b>	<b>Total Calls Abandoned (Goal: &lt; 5)</b>	<b>Length of Call (Goal: &lt; 3 minutes)</b>
LIFT	44 seconds	7 seconds	51	3:35
Shop and Ride	38 seconds	7 seconds	17	3:39



# Snapshot of Vanpool Program: FY24 Q3



Vanpools are organized and subsidized for those with similar travel patterns, facilitated by the Cherriots Commuter Options (CO) program. Groups who work together or who have similar regular travel patterns can apply to the CO program to obtain a van and use it on a daily basis. Training and support for riders, including a Guaranteed Ride Home program, is provided by Cherriots staff.

Cherriots supported and subsidized 39 vanpools filled with 197 commuters traveling throughout Polk, Marion, and Yamhill counties. Current industry sectors served include agriculture, industrial, federal and state government, manufacturing, and military. A vanpool is eligible for a subsidy as long as the worksite is located within the three counties served by the Commuter Options program. Subsidies provided in FY24 Q3 totaled \$40,524.88. The average monthly subsidy per van was \$398.27 for this quarter.

The following key performance indicators and success metrics are reported to Cherriots leadership on a quarterly basis.

FY24 Q3 Vanpool Performance Metrics	
<b>Max Operating Vanpools</b>	39
<b># of Unique Riders</b>	197
<b># of Trips</b>	19,802
<b>Vehicle Revenue Miles</b>	112,656
<b>Vehicle Revenue Hours</b>	2,755
<b>Average Occupancy Rate</b>	63%





# Safety and Reliability Trends: FY24 Q3



Safe and reliable service is important for Cherrits to deliver and for customers to experience. Two of the measures used to evaluate the safety and reliability of Cherrits services are the frequency of mechanical failures resulting in a road call (i.e., while the bus is in service) and the frequency of preventable bus collisions. In total, Cherrits services have met or exceeded the goals set for these measures in FY24 Q3.

## PREVENTABLE ACCIDENTS

Cherrits Local - Preventable Accidents per 100,000 Total Miles Traveled (Goal: < 2 per 100,000 miles)			
Month	Total Preventable Accidents	Total Miles*	Preventable Bus Collisions per 100,000 Miles
Jan	3	204,826	1.46
Feb	1	213,865	0.47
Mar	3	227,562	1.32
<b>Total</b>	<b>7</b>	<b>646,253</b>	<b>1.08</b>
<i>*Total platform miles (Revenue Miles + Deadhead Miles).</i>			

Cherrits Contracted Services - Preventable Accidents per 100,000 Total Miles Traveled (Goal: < 2 per 100,000 miles)			
Service	Total Preventable Accidents	Total Miles*	Preventable Bus Collisions per 100,000 Miles
LIFT	1	140,878	0.71
Shop and Ride	1	8,685	NA**
Regional	1	125,001	0.80
<i>*Total platform miles (Revenue Miles + Deadhead Miles).</i>			
<i>**Total miles did not exceed 100,000; calculation is not applicable.</i>			

# Safety and Reliability Trends: FY24 Q3



## ROAD CALLS

Cherriots Local - Road Calls per 10,000 Vehicle Miles Traveled (Goal: < 1 per 10,000 miles)			
Month	Count of Road Calls	Vehicle Miles Traveled	Road Calls per 10,000 Miles
Jan	10	208,574	0.48
Feb	11	219,030	0.50
Mar	14	234,594	0.60
<b>Total</b>	<b>35</b>	<b>662,198</b>	<b>0.53</b>

Cherriots Regional - Road Calls per 10,000 Vehicle Miles Traveled (Goal: < 1 per 10,000 miles)			
Month	Count of Road Calls	Vehicle Miles Traveled	Road Calls per 10,000 Miles
Jan	0	39,403	0.00
Feb	2	41,465	0.48
Mar	1	44,133	0.23
<b>Total</b>	<b>3</b>	<b>125,001</b>	<b>0.24</b>

Cherriots LIFT - Road Calls per 10,000 Vehicle Miles Traveled (Goal: < 1 per 10,000 miles)			
Month	Count of Road Calls	Vehicle Miles Traveled	Road Calls per 10,000 Miles
Jan	0	41,674	0.00
Feb	1	47,422	0.21
Mar	4	51,782	0.77
<b>Total</b>	<b>5</b>	<b>140,878</b>	<b>0.35</b>

Cherriots Shop and Ride - Road Calls per 10,000 Vehicle Miles Traveled (Goal: < 1 per 10,000 miles)			
Month	Count of Road Calls	Vehicle Miles Traveled	Road Calls per 10,000 Miles
Jan	0	2,471	NA*
Feb	0	3,150	NA*
Mar	1	3,064	NA*
<b>Total</b>	<b>1</b>	<b>8,685</b>	<b>NA*</b>

*\*Total miles did not exceed 10,000; calculation is not applicable.*

# Appendix A. FY24 Data Tables

## Cherriots Quarterly Performance Report for FY 24 Q3 (January - March 2024)

Route	On Time Performance (OTP)	Weekdays			Saturday			Sunday			Preventable Accidents per 100K miles (Target: <2)	Roadcalls per 10K miles (Target: <1)						
		Ridership / Revenue Hour	Ridership	Changes from FY 23 to FY 24 for Q2			Ridership / Revenue Hour	Ridership	Changes from FY 23 to FY 24 for Q2				Ridership / Revenue Hour	Ridership	Changes from FY 23 to FY 24 for Q2			
				Revenue Hour	Ridership / Revenue Hour	Ridership			Revenue Hour	Ridership / Revenue Hour					Ridership	Revenue Hour	Ridership / Revenue Hour	Ridership
<b>LOCAL BUS SERVICE</b>												1.08	0.53					
2 - Market / Brown	18.1	65,990	2.7%	4.7%	7.5%	18.9	6,165	0.0%	7.6%	7.6%	17.8			2,772	0.0%	-6.6%	-6.6%	
3 - Portland Road	18.5	36,258	11.9%	-4.6%	6.7%	21.4	3,844	0.0%	2.6%	2.6%	14.0			2,184	0.0%	22.0%	22.0%	
4 - State Street	18.3	36,591	11.6%	6.5%	18.8%	19.0	3,495	0.5%	25.8%	26.5%	15.5			2,474	-1.2%	29.1%	27.5%	
5 - Center Street	18.4	65,543	5.2%	15.1%	21.1%	21.0	6,888	0.3%	19.5%	19.9%	20.0			3,119	0.0%	10.7%	10.7%	
6 - Fairview Industrial	8.3	11,435	-3.4%	37.0%	32.4%	4.9	1,258	0.0%	13.2%	13.2%								
7 - Mission Street	10.3	15,512	4.1%	22.9%	27.9%	10.0	1,747	0.0%	26.6%	26.6%	9.5			1,427	0.0%	50.8%	50.8%	
8 - 12th / Liberty	14.8	23,543	11.6%	-9.1%	1.4%	12.3	3,234	-0.8%	5.6%	4.8%	14.1			2,201	0.0%	1.4%	1.4%	
9 - Cherry / River Road	15.0	28,166	-4.1%	20.5%	15.6%	12.6	2,333	-0.5%	8.9%	8.3%	12.7			2,042	-0.6%	7.1%	6.5%	
11 - Lancaster / Verda	18.2	121,828	2.2%	9.6%	12.1%	17.7	11,748	-0.2%	12.1%	11.9%	13.2			7,938	0.0%	22.1%	22.1%	
12 - Hayesville Drive	6.4	5,692	-4.1%	34.4%	28.9%													
13 - Silvertown Road	17.8	35,006	14.4%	8.7%	24.3%	14.1	2,304	0.6%	-13.4%	-12.8%	12.4			1,903	0.0%	2.0%	2.0%	
14 - Windsor Island Road	9.7	8,895	-4.3%	12.7%	7.9%													
16 - Wallace Road	16.8	10,303	0.7%	10.6%	11.3%	12.3	1,281	-1.0%	16.7%	15.6%								
17 - Edgewater Street	10.0	31,336	-0.2%	12.2%	11.9%	11.0	3,518	0.0%	30.7%	30.7%	11.0			1,722	0.0%	31.6%	14.3%	
18 - 12th / Liberty	12.7	19,723	8.8%	-1.9%	6.8%	10.1	2,643	0.0%	16.5%	16.5%								
19 - Broadway / River Road	21.7	75,287	-4.5%	27.1%	21.3%	22.4	7,153	-0.3%	22.0%	21.6%	24.6			3,806	1.3%	6.1%	7.5%	
21 - South Commercial	19.8	70,092	5.6%	-4.9%	0.4%	24.0	7,669	-0.3%	-7.0%	-7.3%	25.7			4,008	2.0%	17.9%	20.2%	
23 - Lansing / Hawthorne	13.8	12,381	-4.3%	19.5%	14.4%													
26 - Glen Creek / Orchard Heights	6.7	3,148	-4.1%	56.5%	50.1%													
27 - Glen Creek / Eola	6.4	3,229	-4.2%	53.9%	47.5%													
<b>LOCAL COMMUTER EXPRESS ROUTE</b>																		
1X - Wilsonville / Salem Express	3.8	2,697	-4.1%	-0.1%	-4.2%													
<b>Cherriots Local Totals</b>	<b>15.9</b>	<b>682,655</b>	<b>2.7%</b>	<b>10.1%</b>	<b>13.1%</b>	<b>16.1</b>	<b>65,280</b>	<b>-0.1%</b>	<b>10.6%</b>	<b>10.5%</b>	<b>15.4</b>	<b>35,596</b>	<b>0.1%</b>	<b>13.6%</b>	<b>13.7%</b>			
<b>REGIONAL SERVICE</b>												0.80	0.24					
10X - Woodburn / Salem Express	5.0	5,131	-6.1%	55.6%	46.1%	3.6	324	4.7%	28.5%	34.4%								
20X - N. Marion Co. / Salem Express	3.4	2,799	-2.1%	41.0%	38.0%	2.0	219	4.8%	-6.3%	-1.8%								
30X - Santiam / Salem Express	3.8	2,674	-7.8%	35.5%	25.0%	2.2	190	4.8%	47.5%	54.5%								
40X - Polk County / Salem Express	8.3	11,598	-8.7%	30.4%	19.1%	7.6	1,330	2.4%	9.7%	12.3%								
50X - Dallas / Salem Express	2.8	1,035	5.8%	5.1%	11.2%													
80X - Keizer / Wilsonville Express*	1.1	472	4.3%	33.9%	39.6%													
<b>Cherriots Regional Express Totals</b>	<b>5.0</b>	<b>23,709</b>	<b>-4.8%</b>	<b>33.2%</b>	<b>26.9%</b>	<b>4.5</b>	<b>2,063</b>	<b>3.8%</b>	<b>12.2%</b>	<b>16.5%</b>								
<b>Regional Deviated Fixed Route</b>																		
45 - Central Polk County	1.6	999	-0.3%	-8.2%	-8.5%													
<b>Cherriots Regional Totals</b>	<b>4.6</b>	<b>24,708</b>	<b>-4.3%</b>	<b>30.5%</b>	<b>24.9%</b>													
Dial-a-Ride (Cherriots Shop and Ride Totals)	NA	1.7	1,283	21.3%	3.9%	26.0%										NA**	NA*	
<b>Cherriots LIFT Totals</b>	<b>92.6%</b>	<b>2.1</b>	<b>22,105</b>	<b>23.4%</b>	<b>-3.0%</b>	<b>19.7%</b>	<b>1.9</b>	<b>1,478</b>	<b>9.9%</b>	<b>-2.5%</b>	<b>7.1%</b>	<b>1.9</b>	<b>970</b>	<b>29.4%</b>	<b>-1.7%</b>	<b>27.1%</b>	<b>0.71</b>	<b>0.35</b>
												*Total miles did not exceed 10,000; calculation is not applicable.						
												**Total miles did not exceed 100,000; calculation is not applicable.						





# BOARD MEETING MEMO

Agenda Item VIII.C

**To:** Board of Directors  
**From:** Denise LaRue, Chief Financial Officer  
**Thru:** Allan Pollock, General Manager  
**Date:** May 23, 2024  
**Subject:** FY2024 Quarter 3 (FY24 Q3) Year to Date Finance Report

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## ISSUE

Shall the Board receive the FY24 Q3 Financial Report? Please see [Attachment A](#) for the Financial Overview.

## BACKGROUND AND FINDINGS

The Board adopts a Budget for the District on an annual basis. The Budget is a plan that contains District resources and requirements.

The quarterly Financial Report provides information about how that plan is being implemented and includes statements for the General Fund, Transportation Program Fund, and Capital Project Fund. The Finance Report also contains a statement of budget to actual on a non-GAAP basis that shows by fund the legal appropriations by category with actual amounts and variances.

### **General Fund Revenues:**

*Passenger Fares* are currently at 76% of the annual budget.

*Federal Funding* is currently at 41% of the annual budget. We receive and record funding when we request reimbursement of funds via drawdowns. Some of our federal funding is drawn down near the end of the fiscal year.

We have received 103% of the annual budgeted *Property Tax* Revenues. We receive the largest portion of property taxes in second quarter, based on the November 15<sup>th</sup> due date. We do not expect a significant property tax payment in 4<sup>th</sup> quarter.

*Interest on Investments* is over budget, being at 177% of the annual budget.

In total, *General Fund Revenues* are at the 86% of the annual budget.

## **General Fund Expenditures:**

The *Total Operating Expenditures* of the General Fund are under budget at 65% of the total annual budget. All divisions in the General Fund are below the anticipated 75% of total budget.

## **Transportation Program Fund Revenues:**

*Passenger Fares* are at 68% of annual budget.

*Federal Funds* are currently at 6% of the annual budget. The 5307 funding has been with the FTA in TRAMS, but has yet to be obligated. If this hasn't been completed by June 30, 2024, we will accrue into this fiscal year.

*State Funds* are below the budget for the third quarter at 37%.

## **Transportation Program Fund Expenditures:**

The *Total Transportation Programs Fund* expenditures are at 61% of annual budget. All programs are in line with the spending budget.

## **Capital Project Fund Revenues:**

*Total Capital Revenues* in the Capital Project Fund are 31% of the annual budget at the end of the third quarter.

## **Capital Project Fund Expenditures:**

Overall the *Capital Project Fund* expenditures are 48% of the annual approved budget. Expenditures this quarter include expenditures for computer equipment, the battery electric infrastructure, the intelligent transportation system project, bus stop improvements, South Salem transit center, a new steam bay vehicle hoist and the transit signal priority project.

# BOARD MEETING MEMO

Agenda Item VIII.C Pg. 3

**Salem Area Mass Transit District  
2023-24 Financial Report Through Third Quarter  
Expenses/Requirements Summary**

	Actual	Budget @ 3/31/24	FY2023-24 Adopted Budget	% of Budget	
1 <u>Operating Revenues/Resources</u>					1
2 Passenger Fares	\$ 1,612,782	\$ 1,601,087	\$ 2,134,783	76%	2
3 Planning Grant	90,032	90,000	120,000	75%	3
4 Federal Funding	1,308,590	2,401,528	3,202,037	41%	4
5 STIF Formula	6,258,856	4,494,395	5,992,526	104%	5
6 Miscellaneous	181,849	328,506	438,008	42%	6
7 Property Taxes	15,162,690	11,071,895	14,762,527	103%	7
8 Oregon State In-Lieu	4,882,186	6,450,000	8,600,000	57%	8
9 Interest on Investments	1,770,390	749,098	998,797	177%	9
10 Renewable Gas/Energy Tax Credits	149,428	352,500	470,000	32%	10
11 <b>Operating Revenues/Resources Total</b>	<b>\$ 31,416,803</b>	<b>\$ 27,539,009</b>	<b>\$ 36,718,678</b>	<b>86%</b>	11
12 <u>Operating Expenses/Requirements</u>					12
13 General Manager/Board/Strategic Init.	\$ 718,044	\$ 1,046,054	\$ 1,394,739	51%	13
14 Human Resources	858,976	1,121,393	1,495,190	57%	14
15 Finance	1,291,838	1,397,672	1,863,562	69%	15
16 Marketing & Communications	1,391,536	1,644,956	2,193,275	63%	16
17 Operations	19,969,426	22,404,074	29,872,098	67%	17
18 Deputy General Manager	1,587,859	2,190,338	2,920,450	54%	18
19 Information Technology & Infrastructure	1,056,889	1,403,909	1,871,879	56%	19
20 Planning and Development	1,064,846	1,354,062	1,805,416	59%	20
21 Unallocated General Administration	1,158,992	1,206,488	1,608,650	72%	21
22 <b>Operating Expenses/Requirements Total</b>	<b>\$ 29,098,406</b>	<b>\$ 33,768,944</b>	<b>\$ 45,025,259</b>	<b>65%</b>	22

# BOARD MEETING MEMO

Agenda Item VIII.C Pg. 4

**Salem Area Mass Transit District  
2023-24 Financial Report Through Third Quarter**

**Transportation Programs Fund Revenues/Resources and  
Expenses/Requirements Summary**

	Actual	Budget @ 3/31/24	FY2023-24 Adopted Budget	% of Budget
1 <u>Transportation Fund Revenues/Resources</u>				
2 Passenger Fares	\$ 206,424	\$ 228,871	\$ 305,161	68%
3 Federal Funds	185,181	2,189,740	2,919,653	6%
4 State Funds	2,458,356	4,963,934	6,618,578	37%
5 Interest on Investments	-	30,505	40,673	0%
6 Transfers from Other Funds	-	2,742,828	3,657,104	0%
7 <b>Transportation Fund Revenues/Resources Total</b>	<b>\$ 2,849,961</b>	<b>\$ 10,155,878</b>	<b>\$ 13,541,169</b>	<b>21%</b>
8 <u>Transportation Fund Expenses/Requirements</u>				
9 Communication	\$ 69,328	\$ 109,020	\$ 145,360	48%
10 Operations	6,598,041	7,979,741	10,639,655	62%
11 Planning and Development	136,799	280,913	374,550	37%
12 <b>Transportation Fund Expenses/Requirements Total</b>	<b>\$ 6,804,168</b>	<b>\$ 8,369,674</b>	<b>\$ 11,159,565</b>	<b>61%</b>

**Salem Area Mass Transit District  
2023-24 Financial Report Through Third Quarter**

**Capital Project Fund Revenues/Resources  
and Expenses/Requirements Summary**

	Actual	Budget @ 3/31/24	FY2023-24 Adopted Budget	% of Budget
1 <u>Capital Revenues/Resources</u>				
2 Federal Funding	\$ 8,172,214	\$ 9,923,170	\$ 19,846,339	41%
3 State Funding	988,218	2,701,285	5,402,569	18%
4 Transfers from Other Funds	-	2,227,393	4,454,785	0%
5 <b>Capital Revenues/Resources Total</b>	<b>\$ 9,160,432</b>	<b>\$ 14,851,848</b>	<b>\$ 29,703,693</b>	<b>31%</b>

**Capital Expenses/Requirements Summary  
by Division**

6 Finance	\$ (12,443)	\$ 23,412	\$ 46,824	-27%
7 Information Technology & Infrastructure	192,230	293,000	586,000	33%
8 Deputy General Manager	48,518	961,365	1,922,729	3%
9 Planning & Development	607,698	3,065,417	6,130,834	10%
10 Operations	13,397,893	10,508,653	21,017,306	64%
11 <b>Capital Expenses/Requirements Total</b>	<b>\$ 14,233,896</b>	<b>\$ 14,851,847</b>	<b>\$ 29,703,693</b>	<b>48%</b>

# BOARD MEETING MEMO

Agenda Item VIII.C Pg. 5

## **FINANCIAL IMPACT**

None.

## **RECOMMENDATION**

For Information only.

## **PROPOSED MOTION**

**None.**



**Salem Area Mass Transit District  
Financial Overview, Q3 FY24**

**FY2024**

<b>Indicators</b>	<b>Measure</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Notes</b>
<b>Audits of General Health</b>		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	
Report of Independent Auditors - Annual	Unmodified Opinion	---	---	F	FY23 audit completed in Q3.
Deficiencies in Internal Control - Annual	No material weakness noted. No significant deficiencies or non-compliance noted.	---	---	F	FY23 audit completed in Q3.
Fraud & Noncompliance with Laws & Regulations - Annual	No instances of fraud or noncompliance with laws and regulations identified.	---	---	F	FY23 audit completed in Q3.
FTA Comprehensive Review - Every 3 Years	No significant deficiencies or material internal control weaknesses noted.	N/A	N/A	N/A	Last review in FY22. All deficiencies have been addressed. Next review FY25.
NTD Agreed Upon Procedures - Annual	No material noncompliance with requirements.	---	---	---	FY23 audit scheduled to be completed in Q4.
ODOT Monitoring Review - Annual	No material noncompliance with requirements.	F			Completed 1st quarter, no significant findings
<b>Transparency</b>		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	
GFOA Excellence in Financial Reporting Award	Award Received	---	---	F	FY22 Award Received. FY23 review will began 3rd quarter.
<b>Development of Written Policies</b>		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	
Reserve	Goal: Adopt Q3 FY24	N/A	N/A	N/A	These written policies are a strategic initiative for FY25.

F Favorable - Trend is positive with respect to goals & policies

--- In Process

F/C Favorable/Caution - Trend is in compliance with policies or anticipated results, but there is risk of change.

U Unfavorable - Trend is negative and there is immediate need for corrective action.

**Salem Area Mass Transit District  
Financial Overview, Q3 FY24, pg 2**

Indicators	Measure	Q1	Q2	Q3	Notes
<b>General Fund Financial Performance</b>		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	
YTD Operating Revenues/Budget	YTD Percentage of annual budget	22%	74%	86%	Trending positive
YTD Expenditures/Budget	YTD Percentage of annual budget	21%	44%	65%	Should be 75% or less for Q3

<b>Transportation Programs Fund Financial Performance</b>		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	
YTD Operating Revenues/Budget	YTD Percentage of annual budget	8%	15%	21%	Trending low, 5307 funding in TRAMS but not yet obligated
YTD Expenditures/Budget	YTD Percentage of annual budget	23%	40%	61%	Should be 75% or less for Q3

<b>Capital Fund Financial Performance</b>		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	
YTD Operating Revenues/Budget	YTD Percentage of annual budget	31%	30%	31%	Trending consistently, many projects rolling to FY25.
YTD Expenditures/Budget	YTD Percentage of annual budget	38%	44%	48%	Expenses include those for battery electric bus infrastructure, transit signal priority work, the ITS project, bus stop improvements, technology equipment, and South Salem Transit Center.

<b>FY2024 Strategic Plan</b>		<b>YTD \$ Spent</b>			
<b>Organizational Tactics - Budget Usage</b>	<b>Action</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	
Initiate Development of a Climate Action Plan	Consultant Procurement/Contract	\$ -	\$ -	\$ -	Procurement beginning in Q3
Integration of Battery Electric Buses	Purchase Buses/Complete Infrastructure	\$ 11.1M	\$ 11.5M	\$ 11.9M	Buses and infrastructure equipment.
Community Value Survey	Conduct Community Value Survey	\$ -	\$ -	\$ -	Survey was completed in Q3. Final billing not yet received.
Customer Satisfaction Survey	Conduct Customer Satisfaction Survey	\$ -	\$ -	\$ -	Survey was completed in Q3. Final billing not yet received.
E-Fare Implementation	Implement E-Fare	\$ 2K	\$ 182K	\$ 182K	Project is complete.
Cherriots Intelligent Transportation System	Install new system	\$ -	\$ -	\$ 277K	Project has begun.
Clean and Safe Passenger Amenities	Hire new staff	\$ 20K	\$ 45K	\$ 82K	Additional facilities maintenance staffing.
Employment Engagement Survey	Conduct Employee Engagement Survey	\$ -	\$ -	\$ -	Survey scheduled for Q4.

F Favorable - Trend is positive with respect to goals & policies

F/C Favorable/Caution - Trend is in compliance with policies or anticipated results, but there is risk of change.

U Unfavorable - Trend is negative and there is immediate need for corrective action.



# BOARD MEETING MEMO

Agenda Item X

**To:** Board of Directors  
**From:** Allan Pollock, General Manager  
**Date:** May 23, 2024  
**Subject:** Board Member Committee Report

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## ISSUE

Shall the Board report on their activities and committee assignments as representatives of Salem Area Mass Transit District?

## BACKGROUND AND FINDINGS

Board members are appointed to local, regional, or national committees. Board members also present testimony at public hearings on specific issues as the need arises on behalf of SAMTD. Board members may take this opportunity to report committee updates or on any meetings or items of note relating to District business.

Subdistrict 1 Joaquín Lara Midkiff	West Salem Business Association
Subdistrict 2 Director Navarro	State Transportation Improvement Fund Advisory Committee (STIFAC)
Subdistrict 3 Director Carney	Salem-Keizer Area Transportation Study (SKATS) Legislative Committee
Subdistrict 4 Director Hinojos Pressey	
Subdistrict 5 Director Davidson	FY27 Service Enhancement Committee Mid-Willamette Valley Council of Governments (MWVCOG)
Subdistrict 6 Director Duncan	Diversity, Equity, and Inclusion Committee Mid-Willamette Area Commission on Transportation (MWACT)
Subdistrict 7 Director Holmstrom	Community Advisory Committee, MWVCOG Regional Rail Advisory Board

**FINANCIAL IMPACT**

None.

**RECOMMENDATION**

For informational only.

**PROPOSED MOTION**

**None.**