



Salem Area Mass Transit District
BOARD OF DIRECTORS MEETING
Thursday, August 23, 2018 at 6:30 PM
Courthouse Square – Senator Hearing Room
555 Court Street NE, Salem, Oregon 97301

AGENDA

A. CALL TO ORDER & NOTE OF ATTENDANCE

B. PLEDGE OF ALLEGIANCE – Board Treasurer Colleen Busch (Subdistrict #2)

C. “SAFETY MOMENT,” ANNOUNCEMENTS & CHANGES TO AGENDA

D. PRESENTATION -

- 1. Portland Business Journal’s Healthiest Employers of Oregon Recognition presented to the Board by Michiel Majors, Safety & Loss Specialist

E. PUBLIC COMMENT

Time is designated at each Board meeting for members of the public to testify on any items of Board business, being limited to three minutes.

F. CONSENT CALENDAR

Items on the Consent Calendar 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.

1. Approval of Minutes

- a. Minutes of the July 26, 2018 Board Work Session **1**
- b. Minutes of the July 26, 2018 Board Meeting **5**

2. Routine Business - None

- a. Appointment of Sandra Hernandez-Lomeli to the Statewide Transportation Improvement Fund Advisory Committee **11**

G. ITEMS DEFERRED FROM THE CONSENT CALENDAR

H. ACTION ITEMS

- 1. Adoption of the Revised Strategic Plan **SUPPLEMENT**

2. Statewide Transportation Improvement Fund Advisory Committee
 Appointments for Chair and Vice-Chair 17

I. INFORMATIONAL REPORTS

1. TripChoice – Fourth Quarter / Year End Report 19
 2. September Service Change Briefing 25
 3. Performance – Fourth Quarter Report 27
 4. Receive and Review the Board of Directors Best Practices Self-Assessment 41

J. GENERAL MANAGER’S REPORT

K. BOARD OF DIRECTORS REPORTS 49

This is the opportunity for Board members to report on citizen communications, committee and meeting participation, or special projects they are participating in as a representatives of the District.

L. ADJOURNMENT

Next Regular Board Meeting Date: Thursday, September 27, 2018

This is an open and public meeting in a place accessible to people with disabilities. For individuals who need the assistance of Interpreters for sign language or for languages other than English to participate in the meeting, please contact the Clerk of the Board at least two business days prior to the meeting - by phone at 503-588-2424. (For individuals with a hearing impairment, please call the Oregon Telecommunications Service, 711.) Office hours are Monday-Friday from 8:00 AM to 5:00 PM.

For an electronic copy of the Board meeting agenda packet, go to www.cherriots.org/board. Regular Board meetings are televised on Channel 21; and can be viewed at any time on CCTV's website - <https://www.cctvsalem.org/all>.

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Esta es una reunión abierta y pública en un lugar accesible para personas con discapacidades. Para las personas que necesiten la asistencia de intérpretes para el lenguaje de señas o para idiomas distintos al inglés para participar en la reunión, comuníquese con el secretario de la Junta al menos dos días hábiles antes de la reunión, por teléfono al 503-588-2424. (Para personas con impedimentos auditivos, llame al Servicio de Telecomunicaciones de Oregon, 711.) El horario de atención es de lunes a viernes de 8:00 a.m. a 5:00 p.m.

Para obtener una copia electrónica del paquete de la agenda de la reunión de la Junta, vaya a www.cherriots.org/board. Las reuniones regulares de la Junta se televisan en el Canal 21; y puede verse en cualquier momento en el sitio web de CCTV: <https://www.cctvsalem.org/all>.



Salem Area Mass Transit District
Board of Directors

~ WORK SESSION ~

June 26, 2018

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

MINUTES

PRESENT:	President Robert Krebs; Steve Evans, Kathy Lincoln, Marcia Kelley and Doug Rodgers;
Board	ABSENT: Directors Jerry Thompson and Colleen Busch
Staff	Allan Pollock, General Manager; David Trimble, Chief Operating Officer; Patricia Feeny, Director of Communication; Paula Dixon, Director of Administration; Steve Dickey, Director of Transportation Development; Al McCoy, Director of Finance/CFO; Chip Colby, Information Technology Manager; Linda Galeazzi, Executive Assistant
Guests	David Beem, citizen

1. CALL TO ORDER 5:30 PM

President Bob Krebs called the work session to order at 5:30 p.m. Mr. Pollock announced that they would begin the meeting with a "Safety Moment." He said it was important for people to remember to hydrate, hydrate, hydrate in the hot weather.

2. DISCUSSION a. South Salem Transit Center Update 5:33 PM

Staff report: Pages 1-2 of the agenda.

Presenter: Steve Dickey, Director of Transportation Development

Mr. Dickey reviewed the history of the South Salem Transit Center project. Presently, the District's legal counsel is negotiating with legal counsel for Walmart's to purchase a portion of the property owned by Walmart along Commercial Street and Baxter Road. The District is waiting for concurrence from the Federal Transit Administration. With FTA approval, a formal offer will be made to purchase the property in the late summer 2018. Walmart will have 40 days to accept the offer.

Director Evans asked about the flow of buses entering the Walmart parking lot and whether parking will be affected. Mr. Dickey stated that the preliminary design shows that the buses will drive in to the parking lot from Commercial Street. There should be no impact on the Walmart parking lot.

Director Rodgers asked if the Walmart property was the only viable spot. Mr. Dickey reviewed the criteria that was used for site recommendations in 2008. There were twelve potential sites narrowed to three. The preferred area of consideration was moved further south to accommodate future growth in the southern part of Salem and to allow for possible intercommunity transit connections.

Follow-up: Director Kelley was concerned about the traffic in the Walmart complex to get to the other businesses and asked that staff look at that. There are no stop signs to control traffic in the parking lot.

b. Draft Strategic Plan Presentation

5:48 PM

Staff report: Pages 3-16 of the agenda

Presenter: Allan Pollock, General Manager

Mr. Pollock asked for feedback on a draft of the updated Strategic Plan.

Director Kelley recommended that there be a written message from the President of the Board in the Plan; an acknowledgement of the fact the Board spends a great deal of time forming policy. She recommended that the funding the District was awarded through the Statewide Transportation Improvement Fund should be referred to in the future tense, in the first paragraph (on page WS-11 of the agenda.)

Director Evans said the Strategic Plan does not speak to community involvement and recommended that the Plan acknowledge community engagement through the three Board-appointed committees.

Director Rodgers did not see an invitation in the Plan to get people involved. Mr. Pollock stated that this was done in the Communication Plan.

Follow-up: Board members will email Mr. Pollock with other feedback and changes they would like to see incorporated in to the draft Strategic Plan. The Strategic Plan will be brought back to the Board at their August 13th work session for a final review. The Board will adopt the Strategic Plan at the August 23rd Board meeting.

c. Service Enhancement – STIF Advisory Committee Update

5:57 PM

Staff report: Verbal

Presenter: Allan Pollock, General Manager

Mr. Pollock reported that the Statewide Transportation Improvement Fund Advisory Committee will have its kick-off meeting on Wednesday, August 1st from 5:00-7:00 p.m. The committee will initially meet several times to form their recommendations for projects to submit to the Board for approval at the October board meeting. Applications

for funding of these projects are to be submitted in November in accordance with the timeline established by ODOT for approval in April or May 2019.

Mr. Pollock advised that the STIF Advisory Committee has eight members; the Board recommended that there be 11 members and the statute states that the committee has to have seven members. One key area missing on the committee is a member meeting the low-income criteria. Staff has an application in process for people interested in applying for membership who meet one or more of the criteria listed.

Follow-up: Mr. Pollock will follow-up with ODOT on a more defined meaning of the low-income criteria for the committee.

3. GENERAL MANAGER COMMENTS

6:03 PM

Staff report: Pages 17-20 of the agenda

Presenter: Allan Pollock, General Manager

Board members reviewed the Board's calendar of scheduled meetings and events, and a draft of upcoming agenda items for Board review or action.

4. WORK SESSION ADJOURNED

6:05 PM

Submitted and Recorded by:

Linda Galeazzi

Executive Assistant/Clerk of the Board



Salem Area Mass Transit District
BOARD OF DIRECTORS

July 26, 2018

Index of Board Actions

<u>Action</u>	<u>Page</u>
Moved to approve the Consent Calendar:	3
1. <u>Approval of Minutes</u>	
a. June 11, 2018 Special Board Meeting	
b. June 11, 2018 Board Work Session	
c. June 28, 2018 Special Meeting/Executive Session	
d. June 28, 2018 Board of Directors Meeting	
2. <u>Routine Business</u> - None	
 Moved to approve the reappointments of citizen members Michael De Blasi and Bill Holmstrom to the Budget Committee for a three-year term that ends June 30, 2021.	 3
 Moved to accept the Preliminary Annual End-of-Year FY2018 Financial Report as presented.	 4

Regular Board meetings are video recorded and are available for viewing on the CCTV website at www.cctvsalem.org.



Salem Area Mass Transit District

BOARD OF DIRECTORS MEETING

July 26, 2018

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

MINUTES

PRESENT Board	President Robert Krebs; Directors Doug Rodgers, Kathy Lincoln, Marcia Kelley, and Steve Evans ABSENT: Directors Colleen Busch and Jerry Thompson
Staff	Allan Pollock, General Manager; David Trimble, Chief Operating Officer; Paula Dixon, Director of Administration; Al McCoy, Director of Finance/CFO; Steve Dickey, Director of Transportation Development; Patricia Feeny, Director of Communication; Chip Colby, Information Technology Manager; Linda Galeazzi, Executive Assistant; Ben Fetherston, SAMTD Legal Counsel
Guests	Citizen, David Beem

- A. CALL TO ORDER AND NOTE OF ATTENDANCE 6:30 PM**
President Krebs called the meeting to order. A quorum was present.
- B. PLEDGE OF ALLEGIANCE** led by Vice President Steve Evans
- C. ANNOUNCEMENTS AND CHANGES TO THE AGENDA**
President Krebs sent greeting out to Director Jerry Thompson on behalf of the Board, wishing him a speedy recovery.
- D. PRESENTATION** - None
- E. PUBLIC COMMENT**
David Beem – Address on File
Mr. Beem said that lots of individuals with disabilities rely on public transportation to get around. He asked the Board to include transit service to local dances, the Salem Art Fair, and the Oregon State Fair.
- F. CONSENT CALENDAR 6:34 PM**
Items on the Consent Calendar are considered routine and are adopted as a group by a single motion unless a Board member requests to withdraw an item.



Motion: **Moved to approve the Consent Calendar:**

- 1. Approval of Minutes**
 - a. June 11, 2018 Special Board Meeting**
 - b. June 11, 2018 Board Work Session**
 - c. June 28, 2018 Special Meeting/Executive Session**
 - d. June 28, 2018 Board of Directors Meeting**
- 2. Routine Business - None**

Motion by: **Director Marcia Kelley**

Second: **Director Doug Rodgers**

Discussion: **No items were deferred from the Consent Calendar.**

Vote: **Motion passed (Krebs, Evans, Kelley, Rodgers, Lincoln)**

Absent: **Busch and Thompson**

G. Items Deferred From The Consent Calendar - None

H. ACTION ITEMS

1. Budget Committee Appointments for Subdistricts 2 and 4 6:35 PM

Staff report: Pages 15-18 in the agenda

Presenter: President Bob Krebs

The terms of service on the Budget Committee for citizen members Michael De Blasi and Bill Holmstrom ended on June 30, 2018. These individuals agreed to serve another three year term on the Budget Committee ending June 30, 2021. Director Colleen Busch, representing Subdistrict #2, recommended the reappointment of Michael De Blasi. Director Doug Rodgers, representing Subdistrict #4, recommended the reappointment of Bill Holmstrom.

Motion: **Moved to approve the reappointments of citizen members Michael De Blasi and Bill Holmstrom to the Budget Committee for a three-year term that ends June 30, 2021.**

Motion by: **Director Kathy Lincoln**

Second: **Director Steve Evans**

Vote: **Motion passed (Krebs, Evans, Kelley, Rodgers, Lincoln)**

Absent: **Busch and Thompson**

2. Accept Preliminary Annual End-of-Year FY2018 Financial Report 6:37 PM

Staff report: Supplemental Agenda (pages 1-11)

Presenter: Al McCoy, Director of Finance / CFO

District staff prepared a financial report with preliminary results for the previous year available to the Board in compliance with the timeframe established by the State of Oregon. Audited reports will be prepared when the independent audit work has been



completed. The District's fiscal year ended June 30, 2018. Because this is an early preliminary look at FY18, some transactions and adjustments have not yet been made. These items include depreciation of assets, year-end accruals for vacation and sick leave and last five days of payroll, year-end revenue accruals, and various expense adjustments.

Motion: Moved to accept the Preliminary Annual End-of-Year FY2018 Financial Report as presented.

Motion by: Director Marcia Kelley

Second: Director Kathy Lincoln

Vote: Motion passed (Krebs, Evans, Kelley, Rodgers, Lincoln)

Absent: Busch and Thompson

I. INFORMATION ITEMS - None

J. GENERAL MANAGER'S REPORT 6:44 PM

Mr. Pollock announced that Cherriots was selected by the *Portland Business Journal* as one of the top 10 Healthiest Employers in Oregon in a category for *100-499 Employee Size Companies*. Cherriots will be recognized at the HR Summit and Healthiest Employers of Oregon event next month where they will announce the number one winners. In addition, Regence Health recorded a video with Cherriots employees called "Member Spotlight" that focused on Cherriots successful wellness program.

Mr. Pollock also reported that he completed a field visit with ODOT's Public Transportation Advisory Committee (PTAC) in Klamath Falls. He attended the American Public Transportation Association's (APTA) Mobility Summit in Washington D.C. While there, he was able to meet with the staff of three representatives from Oregon. He attended APTA's annual planning meeting with the Small Operations Committee as the Vice-Chair. Next year, he will chair the committee and with that will have a seat on the Executive Committee. He will be on vacation in August and David Trimble will serve as the General Manager Pro Tempore.

K. BOARD OF DIRECTORS REPORTS 6:49 PM

Board members reported on citizen communications, committee and meeting participation, and on special projects they were involved in as a representative of the District; both verbally and in writing.

President Krebs announced that there will be some service changes coming on September 4 at Chemeketa Community College and in South Salem on Route #11.



Director Lincoln reported that the SKATS Policy Committee approved a letter to the District that clarified the intent of several funding streams, awarded in separate cycles of the Transportation Improvement Program (TIP) to the District, was to be an integrated system of purchases for the District's ITS (Intelligent Transportation System) upgrades.

Director Rodgers attended the planning session hosted by the North Lancaster Neighborhood Association at Brown Road Park where he had an opportunity to talk about Cherrlots.

L. MEETING ADJOURNED

6:58 PM

Respectfully submitted,

Robert Krebs, President



BOARD MEETING MEMO

Agenda Item F.2.b

To: Board of Directors

From: Linda Galeazzi, Executive Assistant

Thru: Allan Pollock, General Manager

Date: August 23, 2018

Subject: Appoint Member to the STIF Advisory Committee

ISSUE

Shall the Board appoint Sandra Hernandez-Lomeli to the Statewide Transportation Improvement Fund Advisory Committee (STIFAC)?

BACKGROUND AND FINDINGS

The STIFAC is a newly appointed committee of the Board in compliance with State rules adopted in 2018 as a result of the passage of House Bill 2017 for a new statewide transportation funding package. Members of the STIFAC must meet any one or more of the qualifications identified in Article II, Section 2 of the STIFAC Bylaws at the time of their appointment and for the duration of their term. The criteria met for members of the STIFAC is shown in Attachment A. Members are appointed by the Board to serve a term of two years from July 1 to June 30.

Sandra Hernandez-Lomeli, Director of the Latinos Unidos Siempre at Mano-A-Mano is willing to serve as a member of the STIFAC. Ms. Hernandez-Lomeli is also the current Land-Use Chair of the Northgate Neighborhood Association, and is a transit user. She stated in her application [on file] that her priority as a member of the STIFAC will be to advocate for longer service hours, the youth pass, affordable/fixed services for low income communities, and better outreach to people with disabilities.

FISCAL IMPACT

None

RECOMMENDATION

Director Steve Evans met with Ms. Hernandez-Lomeli to discuss the role of the STIFAC and the criteria for membership. Director Evans recommends that the Board appoint Ms. Hernandez-Lomeli to the STIFAC for a term of two-years ending June 30, 2020.

PROPOSED MOTION

I move to appoint Sandra Hernandez-Lomeli to the Statewide Transportation Improvement Fund Advisory Committee for a term ending June 30, 2020.

Statewide Transportation Improvement Fund Advisory Committee

MEMBERSHIP REPRESENTATION

CRITERIA REPRESENTING:	Gilliam	Harding	Havel	Martin-Willis	Morrison	Rodgers	Row	Seymour	Hernandez-Lomeli	10	11	Criteria Met
Bicycle and pedestrian advocates	1		1									2
Educational institutions					1							1
Employers						1						1
Environmental advocates					1							1
Individuals age 65 and older		1					1					2
Local governments, including land use planners		1	1		1	1		1				5
Low-income individuals*		1						1				2
Major destinations for users of public transit				1								1
Neighboring public transportation service providers												0
Non-profit entities which provide public transportation services												0
People with disabilities		1										1
People with limited English proficiency								1				1
Public Transportation Service Providers						1						1
Social and human service providers				1			1	1				3
Social equity advocates							1	1				2
Transit users			1	1				1				3
Transit users who depend on transit for accomplishing daily activities		1	1		1							3

**Statewide Transportation Improvement Fund Advisory Committee
 ROSTER**

First Name	Last Name	E-mail Address	Phone	Company	Job Title	City
Rebecca "Becky"	Gilliam	becky@saferoutespartnership.org	503-949-0387	Safe Routes to School	Pacific NW Regional Policy Manager	Silverton
Ron	Harding	Rharding@aumsville.us		City of Aumsville	City Administrator	Salem
Chris	Havel	Chris@thehavel.com	503-871-8264		Transit User	Salem
Kathy	Martin-Willis	kmartinwillis@yahoo.com	503-949-9157	City of Independence	City Councilor	Independence
Glen	Morrison	glen.morrison@salemhealth.org	503-990-8959	Salem Health	Senior Epic Analyst	Salem
Tim	Rogers	tim.rogers@chemeketa.edu	503-399-5052	Chemeketa Community College	Associate VP/CIO	Salem
Jim	Row	jim.row@ci.woodburn.or.us	503-982-5265	Woodburn Transit	Assistant City Administrator	Woodburn
Sandra	Hernandez- Lomeli	sandra.herlom@gmail.com	503-290-9184	Latinos Unidos Siempre	Director	Salem
Jim	Seymour	jseymour@ccswu.org	503-856-7001	Community Catholic Services	Executive Director	Keizer

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BOARD MEETING MEMO

Agenda Item H.1

SUPPLEMENT TO AGENDA

To: Board of Directors

From: Patricia Feeny, Director of Communication

Thru: Allan Pollock, General Manager

Date: August 23, 2018

Subject: Adoption of the Strategic Plan

ISSUE

Shall the Board adopt the revised Strategic Plan?

BACKGROUND AND FINDINGS

The Salem Area Mass Transit District's Strategic Plan serves as a decision-making and planning guide for the Board of Directors and staff. This is a living document that is revised to reflect organizational changes and additional goals.

The Board began discussing revisions to the Strategic Plan at its planning retreat in February 2017. As part of their discussion, the directors considered the District's strengths, weaknesses, threats, and opportunities. They discussed their goals for the District and how to achieve those goals through formal partnerships and with community support; regional service; customer education and customer focused human capital; expanded travel and supportive infrastructure.

The Board continued its discussion at the March 2017 work session with a review of the District's Strategic Priorities. Director Kathy Lincoln recommended that the goal of environmental sustainability be added as a strategic pillar. It is now included in this document formally as "Be an Environmentally Responsible Organization."

The retreat and subsequent discussions, the review of drafts with feedback and input from the Board and Senior Leadership Team, culminated in the body of work contained in the final Strategic Plan document provided to you under a separate cover.

FINANCIAL IMPACT

None

RECOMMENDATION

Staff recommends that the Board adopt the revised Strategic Plan.

PROPOSED MOTION

I move that the Board adopt the revised Strategic Plan.



STRATEGIC PLAN

August 2018

INTRODUCTION



This Strategic Plan tells the Cherriots story.

For the Board of Directors, the plan serves as a guide for decision making and planning for the future.

The plan also informs our community partners, stakeholders, and the general public about the District's goals and objectives.

While providing an overview of the District's operations, services, and programs, the plan translates the words of the Cherriots guiding principles – vision, mission, and values – into actions.

We have a vision and a mission and we know where we want to go – this is how we get there.

This plan is divided into these sections:

- 1. Leadership Message**
- 2. Guiding Principles**
- 3. Strategic Priorities**
- 4. Connecting People With Places: Looking Ahead**
- 5. Board of Directors and Executive Leadership**

Cherriots Board of Directors and the Executive Leadership Team meet annually to review the Strategic Plan, with attendant work plan, and update as appropriate.

1 LEADERSHIP MESSAGE



Dear Friends of Cherriots:

For Oregon, this is an exciting and momentous time for public transportation.

In 2017, the state Legislature established a new dedicated source of funding for expanding public transportation service. Keep Oregon Moving, HB 2017, changes the transit landscape in our state. This is a historic, once in a generation investment in Oregon's transportation system that will pay dividends for decades to come.

Most notably for us, the additional funding better positions Cherriots to help transform the region. Our vision is to make a positive difference by enhancing community livability through innovative and sustainable regional transportation options. We will live our vision by adding new service during the next several years, including weekend, later evening and holidays; working with employers to grow the Group Pass Program; developing a plan for a youth bus pass program; and establishing programs that ensure our sustainable business and service delivery practices.

Equally important, the Mid-Willamette Valley needs a strong and robust Cherriots that is a partner in economic growth for the region. We do that by increasing access to jobs, shopping, and educational opportunities. We do that by providing businesses with access to a larger workforce. And we do that by assuring people that they will be able to access recreational, social, and faith-based activities, without the need of a car.

This plan identifies the strategic priorities and goals that support the District's vision, mission, values, and its brand promise to deliver a world-class customer experience. It identifies the actions, based on the community's desires for enhanced public transportation, we will be taking during the next several years.

The Board will use this document to guide its decision-making and its work with community partners to improve community livability in the Mid-Willamette Valley.

Sincerely,

Robert Krebs
President

Allan Pollock
General Manager

2 GUIDING PRINCIPLES



A strong public transit system is the backbone for environmentally friendly and economically thriving communities. The Cherriot's vision, mission, and values represent the guiding principles for long-range transit planning.

Vision

Making a positive difference by enhancing community livability through innovative, sustainable regional transportation options

Mission

Connecting people with places through safe, friendly, and reliable public transportation services

Values

Safety – We emphasize safety, providing safe, secure, and clean public areas and work sites.

Service Excellence – We serve the public, each other, and our community partners with friendliness, courtesy, empathy, respect, and dignity. We recognize that our customers, internal and external, are why we exist, and we take pride in the positive impact we make in their daily lives.

Communication – We promote an open and respectful culture that values candor. Cherriot listens to its customers, community partners, and employees, actively engaging them in conversations.

Innovation – We encourage and respect new ideas from employees, partners and the public. The District embraces innovation, new environmentally responsible technology, and best practices.

Accountability – We hold ourselves accountable as stewards of public funds, community trust, and the environment. Cherriot will honor this commitment with transparency, honesty, and integrity.

3

STRATEGIC PRIORITIES



The Cherrriots strategic plan has five priorities that reflect how the District realizes and practices its vision, mission, and values.

Provide an Exceptional Customer Experience

The foundation of an exceptional customer experience is to receive a safe, friendly, and reliable ride. Cherrriots will focus on the fundamentals. The District will provide clean and accessible bus stops, deliver reliable bus service, and assure customers can easily access the information they need in-person from customer service staff or online at **Cherrriots.org**.

Cherrriots continually looks for ways to attract new customers and expand the availability of public transit. To improve the customer experience, Cherrriots will implement new technologies and strategies, including an electronic fare system and real-time bus tracking with computer-aided dispatch and automatic vehicle location (CAD/AVL).

Targeted outreach campaigns will make potential Cherrriots customers aware of the advantages of public transit and that it is an attractive alternative to personal vehicles.

Team Cherrriots: Culture of Excellence

There's the "Nordstrom Way," the "Ritz-Carlton Way," and the "Southwest Airlines Way." Cherrriots is committed to attaining a similar reputation for service excellence the Cherrriots Way: Every Interaction, Every Customer, Every Day.

The culture of excellence mindset will extend to all community members, stakeholders, and fellow employees. Everyone on Team Cherrriots will intuitively know their responsibilities for supporting a positive experience for both internal and external customers. Rather than "just doing a job," their work will be purposeful and meaningful because they are living the brand promise to deliver a world-class customer experience.

As an employer of choice, Cherrriots fosters a culture where people feel valued, trusted, and heard in an environment where they know they can make a difference. By practicing servant leadership, Cherrriots ensures its employees feel good about working for the District and want to continue to work here.

Enhance Community Engagement

Good relationships with community partners are essential. Cherriots cannot respond to changing transit needs without the public's participation and confidence.

Cherriots will continue to build positive relationships with organizations, individuals, neighborhoods, decision-makers, businesses, and others. These relationships, both formal and informal, are the essential building blocks for effective transit growth. Building public trust and building understanding of the value of Cherriots is key to growing and delivering a robust public transit system.

Cherriots, as a taxpayer-funded special district, encourages public participation and is committed to transparency. Cherriots and the Board receive guidance and advice from three external committees: Special Transportation Fund Advisory Committee, Citizens Advisory Committee, and Statewide Transportation Improvement Fund Advisory Committee.

The District will make good-faith efforts to keep the public informed with timely, accurate, and engaging communication. Cherriots has developed and is now executing a Community Communication Plan. The District also has formalized its public outreach mobilization plan, which assigns specific roles and responsibilities to the Board and Senior Leadership Team.

Ensure Organizational Viability

Enhancing community livability with transportation services is a long-term ambition that requires responsible growth and cost-effective operations. Through its actions, Cherriots will demonstrate that it's a good steward of financial, capital, and human resources. Building public trust and understanding of the value of Cherriots is key to growing and delivering a robust public transit system.

Whether it's maintaining a balanced budget, planning for future facility needs or investing in workforce development, Cherriots will continue to look ahead and adjust its strategy. The organization will meet community needs with cost-effective services.

Be an Environmentally Responsible Organization

Riding the bus is one of the easiest ways to go green. A bus emits an estimated 33 percent lower greenhouse gas emissions per passenger mile than the average single occupancy vehicle. But Cherriots is going a step further by improving the sustainability of its daily, in-house operations.

Cherriots has committed to the American Public Transportation Association's core sustainability principles: make sustainability a strategic objective; identify a sustainability champion; establish an employee outreach program; and conduct a sustainability inventory.

Because of its commitment to sustainable business practices, Marion County recognized Cherriots as an EarthWISE Certified Business and honored us with a Mid-Valley Green Award.

District plans call for documenting current sustainable practices and developing policies for sustainable products and services purchasing.

Cherriots formed a Sustainability Committee and its members established a purpose statement: To create a culture of environmental stewardship and promote sustainability in the community we serve by the incorporation of sustainable concepts into all functions of District activities. Cherriots will continue to investigate ways to improve the energy efficiency of its transit facilities and vehicles. The District also will establish a Board-adopted environmental sustainability policy statement.

4

CONNECTING PEOPLE WITH PLACES: LOOKING AHEAD



Cherriots will soon change the region's public transit service for the better.

Thanks to the state transportation package, Oregon House Bill 2017, Cherriots has a new funding source through a statewide employee payroll tax that took effect July 1, 2018. The funding allows Cherriots to significantly expand its service, including weekend, holiday and later evening.

Gearing-up with new buses and technology

Cherriots has recently placed more than \$8.4 million in orders for new buses. It's the District's largest equipment purchase in 15 years. The new buses, which are replacing vehicles driven past their recommended useful life, are expected to improve the fleet's reliability and on-time performance.

Before beginning any vehicle purchase process, SAMTD staff meets with the District's stakeholders to analyze vehicle needs. During the analysis, staff considers low and no emissions vehicles as additions to the fleet to ensure alignment with the District's commitment to being an environmentally responsible organization.

Twenty new, 40-foot-long and 35-foot-long buses for Cherriots fixed-route service are expected to arrive in time for the launch of expanded service in 2019. In addition, Cherriots purchased five new vehicles for its Cherriots LIFT service, and three new buses for Cherriots Regional.

Cherriots customers can look forward to several technology upgrades that will improve their transit experience: the first step is computer-aided dispatch and automatic vehicle location (CAD/AVL) systems, which will allow all buses to be tracked in real time. The technology allows customers with smart-phone transit apps to know when their bus will actually arrive. Once the CAD/AVL solution is fully implemented, staff will be able to track how buses are staying on schedule, and proactively make adjustments to help the buses arrive at the bus stop on time.

Additionally, customers will be able to pay their fare electronically with a smart phone or fare-card. The passenger's smart phone essentially functions like a day or monthly pass and doesn't charge for additional rides. The improvements in technology will create a more convenient and efficient experience for the customer.

Building connections

Cherriots will not only add more bus service in the next few years, but it will continue to improve connectivity with other transit agencies. The effort builds on the transit agency's goal of helping Mid-Willamette Valley residents travel to cities throughout the region.

Thanks to Route 1X, a service jointly operated by Cherriots and the South Metro Area Regional Transit (SMART) in Wilsonville, the trip between Salem and the Portland metropolitan area is covered. Each workday, hundreds of rides are taken on Route 1X to make the commute up and down the I-5 corridor.

Cherriots is currently involved in a study with transit agencies in Canby and Woodburn to improve bus service along the 99E corridor between Salem and Oregon City.

Cherriots also has talked with Yamhill County Transit and Albany Transit System about coordinating bus schedules and closing gaps in service so that customers can reach more destinations.

Growing region, changing transit needs

The West Salem Transit Center and the Keizer Transit Center allow several routes to come together at a convenient location to make easy and comfortable transfers between routes for customers.

The transit agency is in the process of developing a new transit center in south Salem in the 5200 block of Commercial Street.

These transit centers also allow Cherriots to design routes to better serve neighborhoods, and connect to popular destinations in a way that is easy for the customer to use.

Cherriots is improving bus stops throughout the entire system to remove barriers that make it difficult for people to access the bus, especially for people with disabilities, those who use assisted mobility devices, and families with small children.

Within the boundaries of the Salem-Keizer area, Cherriots established its core network to encourage the development of transit-friendly communities.

A core network is a set of transit corridors where Cherriots has committed to providing stable service with a focus on frequency and reliability. By establishing a sense of permanency and a commitment to provide high-quality service in these areas for many years to come, the core network signals to customers, business owners, city staff, and local government where to locate and build if they want to center themselves and their businesses around transit service.

Cherriots Regional, Polk County Flex

For commuters headed to Salem, as well as those needing a ride between small communities in Marion and Polk counties, Cherriots Regional provides local residents an option to driving their own car.

The District has adopted service improvements for Cherriots Regional such as providing more frequent service to some communities. The Polk County Flex, for example, is an option for customers who are only traveling to destinations within Dallas, Independence, and Monmouth.

Cherriots Regional takes passengers as far west as Dallas and as far east as the Santiam Canyon. Other destinations include Woodburn, Mt. Angel, Silverton, Stayton, Monmouth, and Independence.

Our area partners include Tillamook County Transportation District, Yamhill County Transit, Canby Area Transit, South Metro Area Regional Transit, and Woodburn Transit System. They connect with Cherriots and Cherriots Regional to provide service to Grand Ronde, Lincoln City, McMinnville, Amity, Woodburn, Wilsonville, and Canby.

Cherriots LIFT

Origin-to-destination paratransit service provides rides to those who are unable to access regular bus service. Cherriots LIFT picks up customers at their homes, or other specified locations, and takes them to their destinations. The service meets Americans with Disabilities Act requirements to provide complementary paratransit service to eligible people within Salem and Keizer. To comply with ADA, Cherriots LIFT operates the same hours and within the same service area as the District's fixed-route buses.

Cherriots Shop and Ride

Shop and Ride includes both a shopper shuttle and origin-to-destination service for seniors and individuals with disabilities.

This service operates within the Salem-Keizer urban growth boundary. Cherriots Shop and Ride takes customers to stores in Salem and Keizer, where they can buy groceries and other household items.



Travel Training

Cherriots provides a free travel training program to turn tentative travelers into confident transit users. This instructional program, which is available on an individual basis or in a group setting, is open to everyone.

The training covers topics such as planning trips, transferring between buses, paying bus fare, and boarding the bus using a mobility device. Travel trainers are available to ride along with customers who are unsure of their ability to use public transit.

Cherriots Trip Choice

When it comes to sustainable transportation in the Mid-Willamette Valley, the Cherriots buses are just one solution. Carpools, vanpools, bikes, and walking shoes are also important.

That's where Cherriots Trip Choice comes in. In addition to carpool and vanpool ride matching, Cherriots Trip Choice supports biking, walking, and other initiatives to reduce traffic on the roads in the Mid-Willamette Valley.

Cherriots Trip Choice plans to increase its outreach programs in Marion, Polk, and Yamhill counties. Outreach programs will also educate youth and those with limited English proficiency about their transportation options.



About the District

Founded in 1979, Cherriots is the operating name for the Salem Area Mass Transit District. Cherriots is a special district funded predominantly by local property taxes, state, and Federal Funds. The District's workforce includes nonrepresented employees and members of Amalgamated Transit Union Local 757, which represents transit operators and maintenance workers.

The population of the Salem and Keizer urbanized area is about 236,000 and the population of the overall Cherriots service area is about 410,000. Cherriots provides local, regional, and paratransit services in Marion and Polk counties. Fixed-route service is provided by 64 buses, powered by compressed natural gas or biodiesel fuel; regional service is provided by 12 buses; paratransit service with 43 vehicles; and shopper shuttle service with five vehicles.

In Fiscal Year 2017, annual Cherriots ridership among all services was just over 3.2 million, averaging 13,000 rides per day. Cherriots expects its ridership will steadily increase with expanded bus service and growth in the region.

Governance

The publicly elected Cherriots Board of Directors has the authority to make policy and administrative decisions. Its members serve Cherriots in unpaid positions and represent one of seven subdistricts. Their primary responsibility is stewardship and trusteeship.

The Board establishes priorities, evaluates the performance of the transit system and adopts budgets.

The Board also works with community members to improve bus service and address transit-related issues.

With recent changes in Oregon law seats on the board will become governor-appointed positions starting in July 2019.

Rebranding to ensure relevance

Even though the Cherriots brand is firmly established, it had become outdated. The goal was not to eliminate or diminish the brand value that had been developed over the years, but to update it so that it stays relevant.

The old brand did not reflect Cherriots evolution or help tell its story. Cherriots provides a complex group of mobility services and programs. Research, however, confirmed that among the general public there is a low level of awareness that these services are all connected to the District.

This brand revitalization creates a stronger connection between the Cherriots name and visual identity. Through the brand refresh, Cherriots can tell its story more broadly so that people know about the resources, support, and services the District brings to the community.

The Future

The future holds much promise and opportunity. In order for Cherriots to provide a world-class customer experience, it must adapt to today's complex and ever-changing mobility landscape.

Technology is transforming how people view mobility. The ability to use a mobile device to schedule and pay for a trip is changing the way people move about their community.

The Cherriots of the future is more than a bus system. It will become a mobility integrator where a person's journey is planned and paid for through a single technology application, regardless of the service provider, as the person moves through the Mid-Willamette Valley.

The concept of shared modes linking a total trip that might include bikesharing, carsharing, TNC's (transportation network companies), and the bus is becoming the norm.



Aspiring Transit Operator

In fact, a recent study by the American Public Transportation Association identified these key findings:

- That the more people use shared modes, the more likely they are to use public transit, own fewer cars, and spend less on transportation overall.
- Shared modes complement public transit, enhancing urban mobility.
- Shared modes will continue to grow in significance, and public entities should identify opportunities to engage with them to ensure that benefits are widely and equitably shared.
- The public sector and private operators are eager to collaborate to improve paratransit service using emerging approaches and technology.

Cherriots will lead the effort between public and private entities to ensure there is a robust, coordinated network of mobility options throughout the Mid-Willamette Valley.

In order for a multimodal lifestyle to be successful in the Mid-Willamette Valley, a robust public transportation service is critical.

Cherriots is making strategic decisions to move in that direction.

5

BOARD OF DIRECTORS AND EXECUTIVE LEADERSHIP



Fiscal Year 2018-2019

Board of Directors

Steve Evans, Vice-President	Subdistrict 1
Colleen Busch, Secretary	Subdistrict 2
Kathy Lincoln	Subdistrict 3
Doug Rodgers	Subdistrict 4
Jerry Thompson	Subdistrict 5
Robert Krebs, President	Subdistrict 6
Marcia Kelley, Treasurer	Subdistrict 7

Executive Leadership Team

Allan Pollock	General Manager
David Trimble	Chief Operating Officer
Steve Dickey	Director of Transportation Development
Paula Dixon	Director of Administration
Patricia Feeny	Director of Communication
Al McCoy	Director of Finance/CFO



BOARD MEETING MEMO

Agenda Item H.2

To: Board of Directors

From: Linda Galeazzi, Executive Assistant

Thru: Allan Pollock, General Manager

Date: August 23, 2018

Subject: Statewide Transportation Improvement Fund Advisory Committee's Recommendation for a Chair and Vice-Chair

ISSUE

Shall the Board accept the recommendations of the District's newly formed Statewide Transportation Improvement Fund Advisory Committee (STIFAC) for a chair and vice-chair?

BACKGROUND AND FINDINGS

With the passage of House Bill 2017, *Keep Oregon Moving*, the Oregon Legislature made a significant investment in transportation by providing a new dedicated source of funding to expand public transportation service in Oregon communities.

The Oregon Department of Transportation (ODOT) established procedures and requirements under Chapter 732, Division 42 of the Oregon Revised Statutes for the administration of the STIF Formula, Discretionary and Intercommunity Discretionary fund. One such requirement is that the *Qualified Entity* (the Governing Body/Board of Directors) for Salem Area Mass Transit District (SAMTD) shall appoint an Advisory Committee to advise and assist the Board in carrying out the purposes of the STIF and prioritize projects to be funded by STIF moneys received by the *Qualified Entity*.

The SAMTD Board drafted Bylaws, and recruited and appointed seven members to serve on the newly created STIF Advisory Committee in June 2018. The STIF Advisory Committee held its first meeting on August 1, 2018 where they voted to recommend a Chair and Vice-Chair to the Board for terms ending June 30, 2019.

According to the Bylaws for the STIFAC –

“...officers of the STIF Advisory Committee shall be a Chair and a Vice-Chair. The Chair and Vice-Chair shall be appointed by the Board and shall serve for a term of 12 months, but for no more than two consecutive terms. The STIFAC may recommend, to the Board, committee members to serve as Chair or Vice Chair. Appointments are to be made in July of each year.

The duties of the Chair are to call and convene meetings, preside over the meetings, act as the primary liaison between the Board of Directors and STIF Advisory Committee, and perform other duties assigned by the Board of Directors consistent with the purpose of the Committee. The Chair, on behalf of the Committee, shall present reports to the Board of Directors that are necessary to execute any and all of the responsibilities of the STIF Advisory Committee. The duties of the Vice-Chair are to perform the duties of the Chair, in his or her absence.”

The STIFAC recommends that Jim Seymour, Executive Director of Catholic Community Services serve as Chair of the Committee. The STIFAC also recommends that Rebecca Gilliam, the Pacific Northwest Regional Policy Manager for Safe Routes to School, serve as Vice-Chair. Both have agreed to serve in this capacity. The Chair and Vice-Chair positions are for terms ending June 30, 2019.

FINANCIAL IMPACT

There is no financial impact.

RECOMMENDATION

The STIFAC recommends that Jim Seymour serve as Chair, and that Becky Gilliam serve as Vice-Chair of the STIF Advisory Committee.

PROPOSED MOTION

I move that the Board appoint Jim Seymour as Chair, and Becky Gilliam as Vice-Chair of the District’s Statewide Transportation Improvement Fund Advisory Committee for a term ending on June 30, 2019.



To: Board of Directors

From: Roxanne Beltz, Trip Choice Program Coordinator
Steve Dickey, Director of Transportation Development

Thru: Allan Pollock, General Manager

Date: August 23, 2018

Subject: CHERRIOTS TRIP CHOICE FY17-18 4th QUARTER REPORT

ISSUE

The fourth quarter report of the FY 2017-2018 Cherrlots Trip Choice Program.

BACKGROUND AND FINDINGS

Cherrlots Trip Choice program activities, goals and metrics are structured around the 2015 – 2017 ODOT approved work plan and the 2015 Cherrlots Trip Choice Strategic Plan which details specific activities and improvements to the regional Transportation Demand Management (TDM) program.

During the fourth quarter staff published several new pieces of marketing collateral, finalized the State Street/SESNA Wander Walks map, published the second Navigator newsletter, and attended over 20 outreach events, fairs, and community meetings.

FINANCIAL IMPACT

None

RECOMMENDATION

None

PROPOSED MOTION

Information Only

CHERRIOTS TRIP CHOICE

4th Quarter Report FY 2017-2018

April ~ May ~ June 2018

During the Fourth Quarter of FY 2017-2018, Cherrlots Trip Choice continued work in accordance with the recommendations made in the 2015 Strategic Plan and the Strategic Priorities. Our tasks and the activities associated with those are detailed in our work plan which can be summarized as, management of the Regional Rideshare Database, providing marketing, outreach and incentives for the use of all transportation options and promotion and expansion of TDM tactics within Polk, Marion and Yamhill Counties.

DRIVE LESS CONNECT

Drive Less Connect is Oregon's secure, easy-to-use online ride-matching tool that matches people who want to share the ride to work, school or play.

Drive Less Connect ~ 4th Quarter 2017-2018

Total active users	408	Carpool trips	1,287
Total registered users	4,982	Did Not Work trips	454
New users	79	Vanpool trips	1,089
Non SOV Miles Logged	118,665	Walk trips	246
Bike trips	721	Telework trips	156
Bus trips	676	Drive Alone trips	353

Ridematching statistics:

Ridematch search performed	10,726
Ridematch search with no results...	2,659
Ridematch requests sent	4,449

OUTREACH

Employer

Cherrlots Trip Choice staff is excited to report on our employer outreach targeting the new Amazon Salem facility (slated to open in 2019) and the Home Depot warehouse. We have opened a dialog with both organizations to promote all of our employer mobility programs, but specifically focusing on the employer bus pass program, real-time, on-line Ridematching with Drive Less Connect and the Emergency Ride Home program.

We recently completed a new Employer Services brochure which includes information about the above mentioned services, as well other employer focused assistance. We help both small and large employers with vanpool formation, transportation options marketing literature, employee commute survey design, and work site event assistance. We also consult with employers about providing commute incentives and the overall advantages of an employer transportation options program.

Community

- Cherriots Trip Choice is a sponsor for On Your Feet Fridays this year having staff from different departments present at the May and June events. The events are attended by between 300 and 500 people each month.
- We are continuing our partnership with the Salem Art Association, showcasing the 2018 Cherriots Poster Contest winners. The winning posters are currently on display at the Bush Barn Art Center; located very near the entrance.
- Staff attended 10 community and employer outreach events and had 4 school visits. During these events (and throughout the quarter) we distributed 600 bike or Wander Walks maps, 1,000 blinky lights, and 2,000 promotional items to community members, local businesses, and local employers.
 - National Walking Day Walkabout
 - Kettle Foods Earth Day
 - Chemeketa Community College Earth Day
 - North Salem High School Bike Rodeo
 - Claggett Middle School Resource Fair
 - City of Salem Wellness Fair
 - Cherriots Wellness Fair
 - East Salem Bike Rodeo
 - Public Works Day
 - Gilbert House Summer Block Party
 - SESNA Neighborhood Ice Cream Social
 - Poster contest recognition presentations at Stephens Middle School, Judson Middle School, Sprague High School and South Salem High School.

Other events or meetings attended:

- Monmouth/Independence Greeters
- Salem-Keizer Active Transportation Networking Group
- SEDCOR Economic Forum
- Keizer Chamber Greeters hosted @ Keizer Transit Center

NEWSLETTER

The second edition of the Cherriots Trip Choice “Navigator” quarterly newsletter was distributed via email to the distribution list we have in our database. We covered the Bike More Challenge, National Walking Day, the Poster Contest, Cherriots Service Changes and upcoming events. The next newsletter will be published in August.

SOCIAL MEDIA

Cherriots Trip Choice Facebook page now has close to 100 followers. We continue to work with the Social Media coordinator on postings for the Cherriots Trip Choice Facebook page and we are considering creating some posts to boost in the future to gain wider exposure and gain more followers.

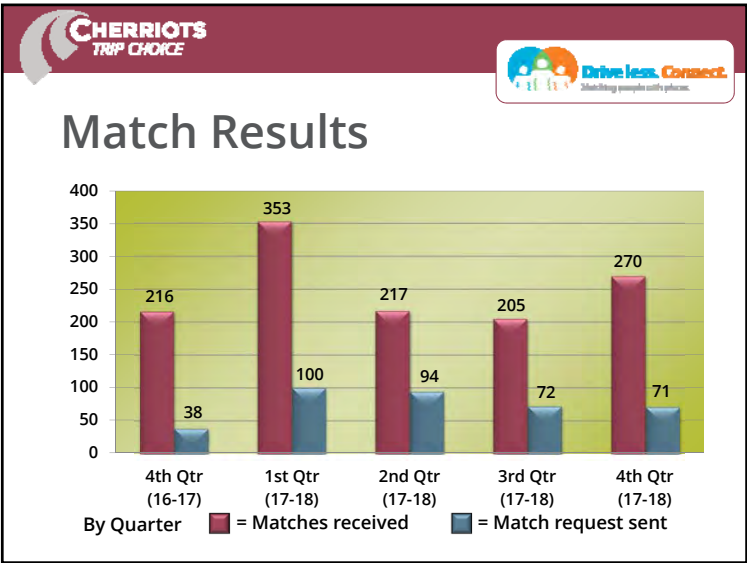
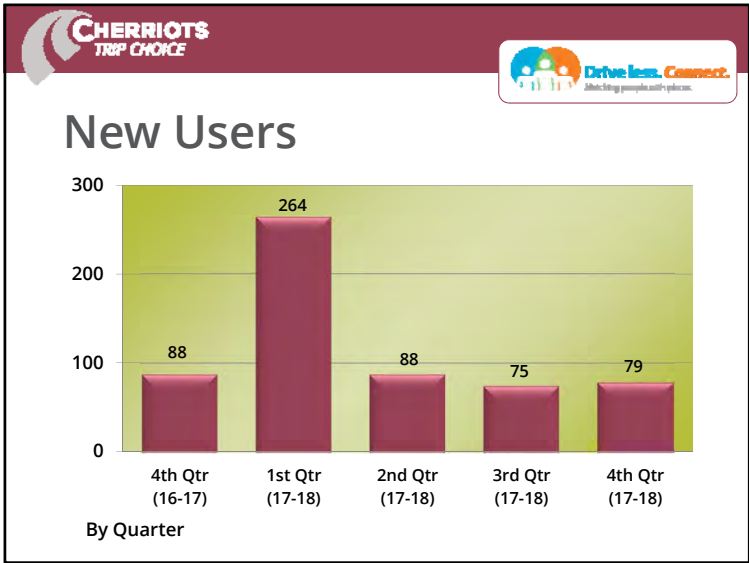
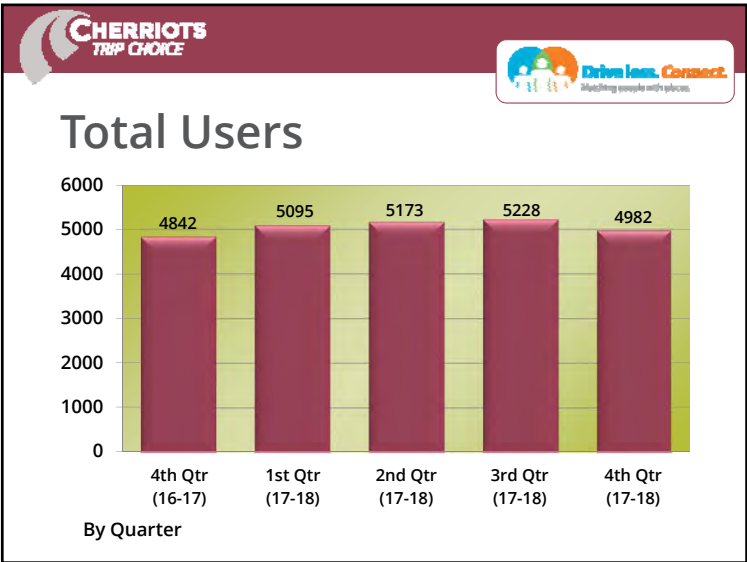
VALLEY VANPOOL

Valley VanPool currently supports 47 vanpools that serve more than 400 commuters in the Willamette Valley. Staff is working with ODOT Active Transportation, SMART in Wilsonville and TriMet to coordinate expanding the vanpool program.

ONGOING PARTICIPATION

- Board member of the Association for Commuter Transportation (ACT)
- Board members of the Transportation Options Group of Oregon
- Statewide TDM and ToGo quarterly meetings
- Valley VanPool Partnership
- Quarterly ETC networking and training lunch
- Cherriots Wellness Committee
- Cherriots Connects Committee
- Cherriots Rodeo Committee
- Cherriots Banquet Committee
- Cherriots Sustainability Committee
- Salem for Refugees Transportation Action Committee
- Open Streets Salem Steering Committee
- Salem Pedestrian Safety Group
- Just Walk Salem-Keizer Steering Committee
- Transit Active Transportation Network

Fourth Quarter Report 2017 - 2018

CHERRIOTS TRIP CHOICE

Marketing Material

The image shows a collection of promotional materials for Cherriots Trip Choice. It includes several brochures and posters. One prominent brochure is titled 'CARPOOL VANPOOL' and another is 'BICYCLING WALKING'. Other materials feature the slogan 'Be an employer of choice' and 'The Choice is yours.' The materials are arranged in a slightly overlapping, fan-like pattern.

CHERRIOTS TRIP CHOICE

Community Outreach

- On Your Feet Friday
- Student Poster Contest
- Earth Day
- Bike Rodeos
- Resource Fairs
- Neighborhood Events

This slide lists various community outreach activities. To the right of the list are several logos and posters. These include 'ON YOUR FEET FRIDAY!', 'POSTER ARTIST AWARD WINNERS', a 'NEIGHBORHOOD Association' logo with the slogan 'Get Connected - Get Better!', and a stylized 'Bicycles' logo featuring a gear.

CHERRIOTS TRIP CHOICE

Additional Outreach

This slide displays digital outreach materials. At the top is a screenshot of the 'NAVIGATOR' website, which provides information about various transportation options. Below this is a screenshot of the Cherriots Trip Choice Facebook page. The Facebook page shows the organization's profile, a post about a 'WANDER WALKS SALEM - 5210 GRANT-HIGHLAND' event, and contact information for the Salem Leadership Foundation.

CHERRIOTS TRIP CHOICE

Promoting Vanpooling

This slide focuses on promoting vanpooling. It features a screenshot of the 'Valley VanPool' website, which includes a navigation menu, a search bar, and a 'Drive Less, Read More' section. Surrounding the website screenshot are several posters and flyers. One poster is titled 'DRIVE LESS READ MORE' and another is 'DRIVE LESS TWEET MORE'. There are also smaller flyers for 'VANPOOL TO SALEM' and 'Drive Less, Connect'.



To: Board of Directors

From: Chris French, Senior Planner
Steve Dickey, Director of Transportation

Thru: Allan Pollock, General Manager

Date: August 23, 2018

Subject: September 2018 Service Change Briefing

ISSUE

Shall the Board receive a briefing regarding changes to Cherriots fixed route services beginning September 2, 2018?

BACKGROUND AND FINDINGS

Service Changes

Every four months in January, May and September, service changes are implemented based on input from customers, transit operators, Cherriots employees, and performance monitoring results. Here is what is changing on September 4, 2018.

Easier Transfers at Chemeketa Community College

In order to help facilitate transfers at Chemeketa Community College, there will be a new bay on the south side of Satter Drive NE near the intersection with Cooley Drive. Routes 3, 12, and 13 will be rerouted to serve this bay. This new bay, named Bay E, will be about 400 feet away from Bays A through D, where Routes 2, 11, 10X, and 20X serve riders today. The current distance between routes is about 1,500 feet.

More Frequent Service in Southeast Salem

For September, we will be modifying a few routes in southeast Salem to provide more frequent service to some corridors:

- Route 11-Lancaster / Verda
Route 11 will be extended south to the Marion County Correctional Facility. This extension brings 15 minute service to Lancaster Drive south of Rickey Street as well as to Aumsville Highway.

- Route 24-State / Lancaster
With the extension of Route 11, Route 24 will be discontinued because it would provide duplicate service.
- Route 4-State Street
Route 4 will now provide 30 minute service throughout the day.
- Route 7-Mission Street
Route 7 will now be named Mission Street and shortened to turn around at Hawthorne Avenue. A new stop will be established on Hawthorne before the bus turns right onto Mission in order for people to get to Costco, Lowe's, and Walmart.
- Route 6-Fairview Industrial
Route 6 will now be named Fairview Industrial and will travel down State Street and 25th Street instead of Mission Street.

FINANCIAL IMPACT

This plan has an increase in daily Revenue Hours of 13.1 and 135.6 Revenue Miles for an annualized increase of \$332,728.40. This increase was included in the adopted FY19 Budget.

RECOMMENDATION

Information only

PROPOSED MOTION

Information only



BOARD MEETING MEMO

Agenda Item No. I.3

To: Board of Directors

From: Jeremy Jorstad, Transit Planner I
Chris French, Senior Planner

Thru: Allan Pollock, General Manager

Date: August 23, 2018

Subject: Performance Report – FY18 Q4

ISSUE

Shall the Board receive the quarterly performance briefing on Cherriots services for the fourth quarter of FY18?

BACKGROUND AND FINDINGS

Performance measures for the fourth quarter of Fiscal Year 2018 (FY18 Q4) are included in Attachment A. The FY18 Q4 began April 1, 2018 and ended June 30, 2018. All data is compared to the previous fiscal year. The data for these measures are derived from adjusted Trapeze schedules, vehicle fareboxes, rider counting systems, and reservation software (RouteMatch and Mobility DR).

Revenue Hours, Revenue Miles, and Boardings

Cherriots Local

Includes local bus service, Qualified Human Service Organization (QHSO) routes, and the West Salem Connector.

- *Revenue Hours* – Down 2.1% (-13.6 Revenue Hours/Day)
- *Revenue Miles* – Down 1.4% (-112.7 Revenue Miles/Day)
- *Boardings* – Down 1.9% (-229.9 Boardings/Day)

Cherriots Regional

Includes regional express routes and regional flex zones.

- *Revenue Hours* – Down 23.3% (-23.4 Revenue Hours/Day)
- *Revenue Miles* – Down 19.9% (-400.9 Revenue Miles/Day)
- *Boardings* – Down 9.7% (-55.6 Boardings/Day)

Cherriots Shop and Ride

Includes dial-a-ride and shopper shuttle.

- *Revenue Hours* – Up 33.9% (+6.4 Revenue Hours/Day)
- *Revenue Miles* – Up 19.8% (+41.9 Revenue Miles/Day)
- *Boardings* – Down 15.1% (+5.8 Boardings/Day)

Cherriots LIFT

Paratransit

- *Revenue Hours* – Up 3.9% (+9.7 Revenue Hours/Day)
- *Revenue Miles* – Up 3.5% (+109.9 Revenue Miles/Day)
- *Boardings* – Down 2.5% (-13.9 Boardings/Day)

FINANCIAL IMPACT

Information item only.

RECOMMENDATION



Information item only.

PROPOSED MOTION

Information item only.

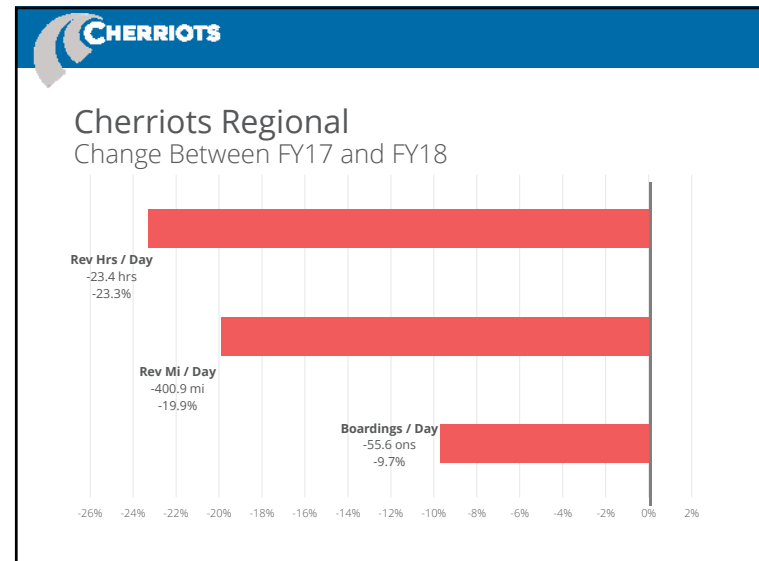
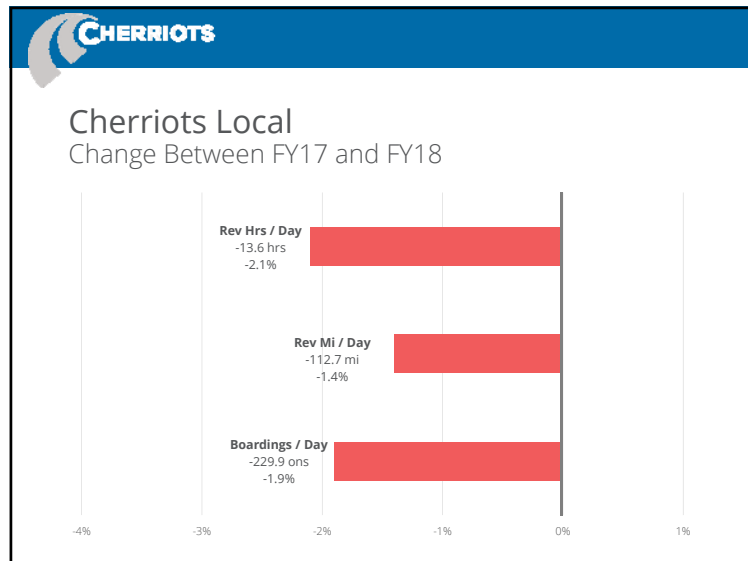
FY18 Q4 Performance Report

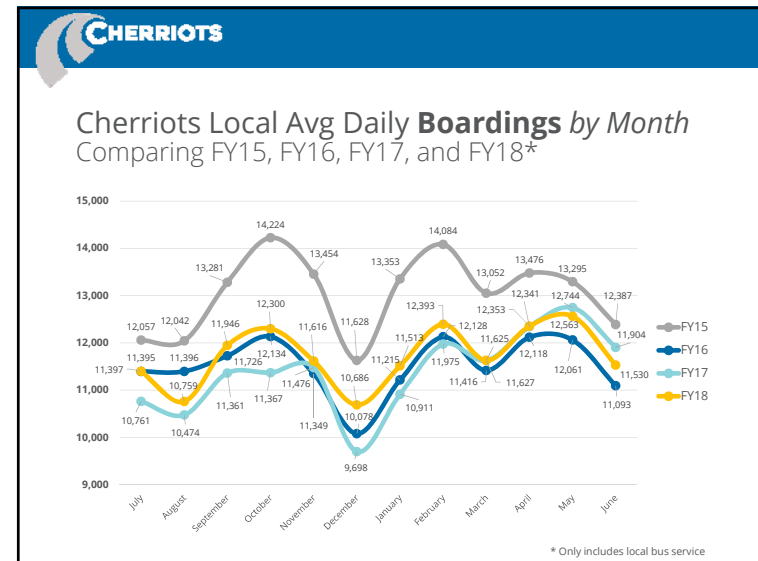
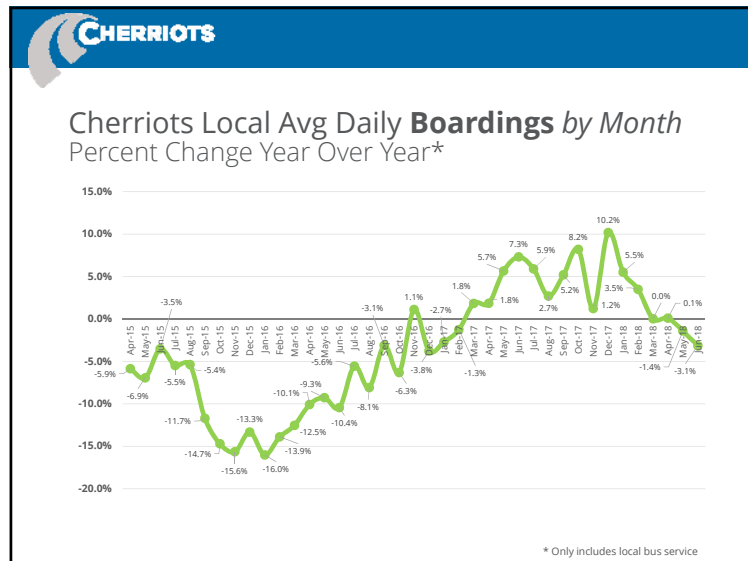
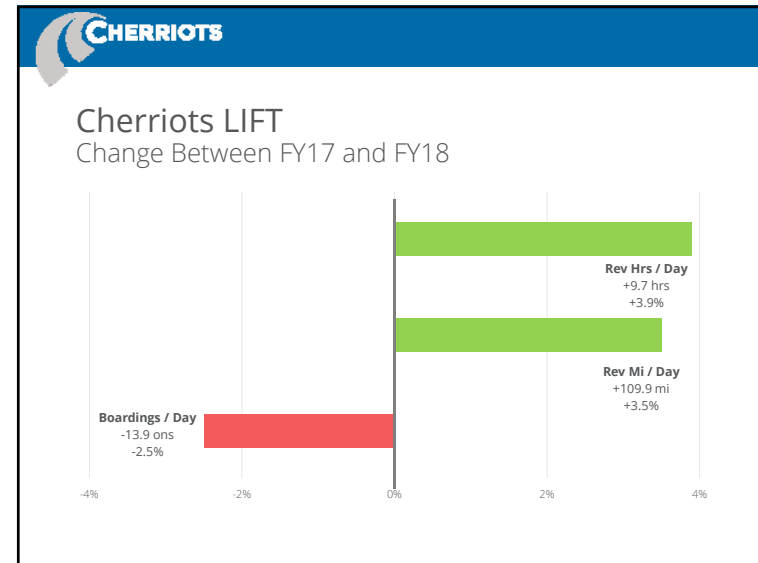
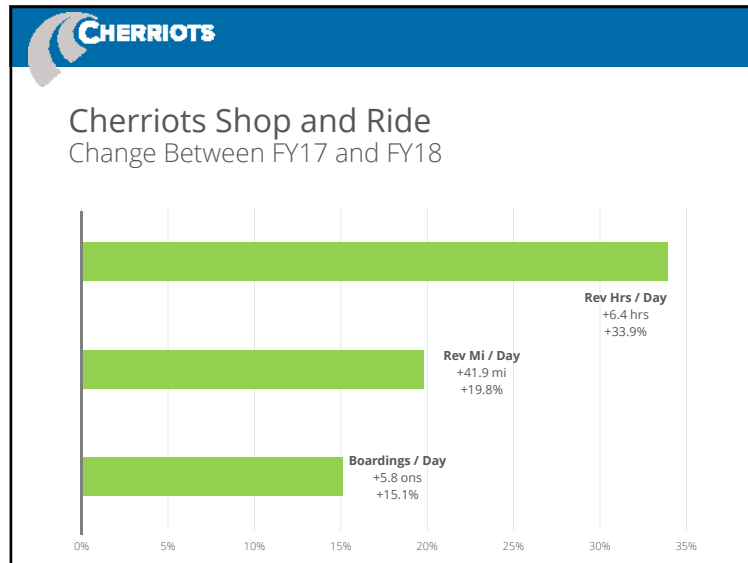
April-June 2018



Changes by Service

FY17 to FY18

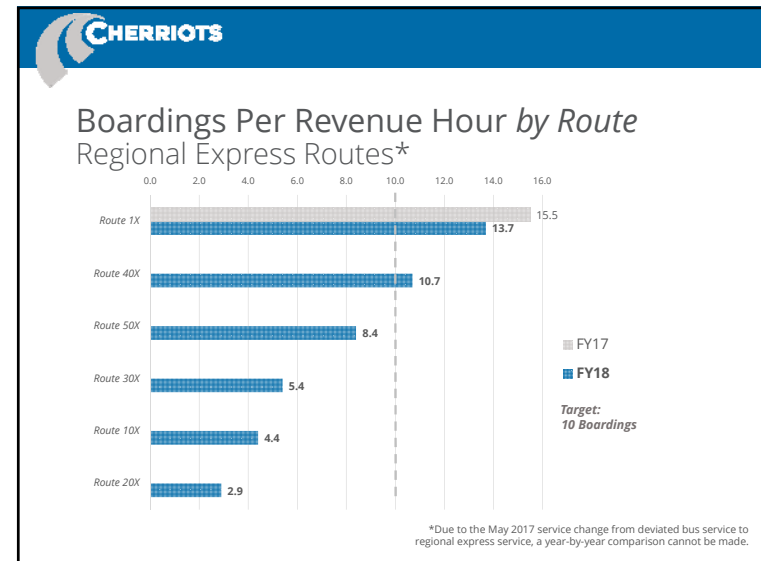
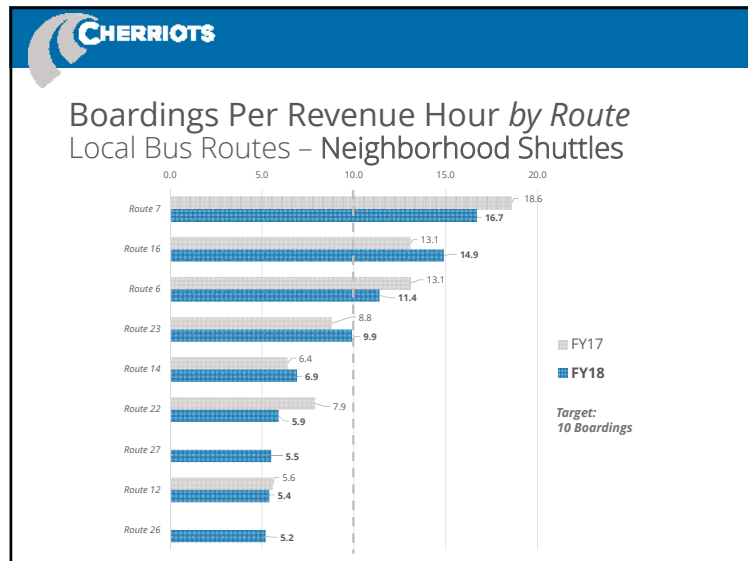
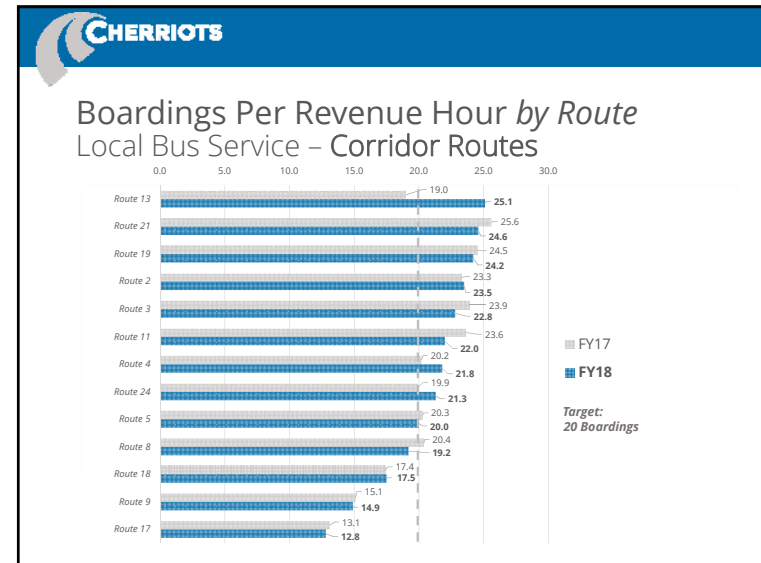


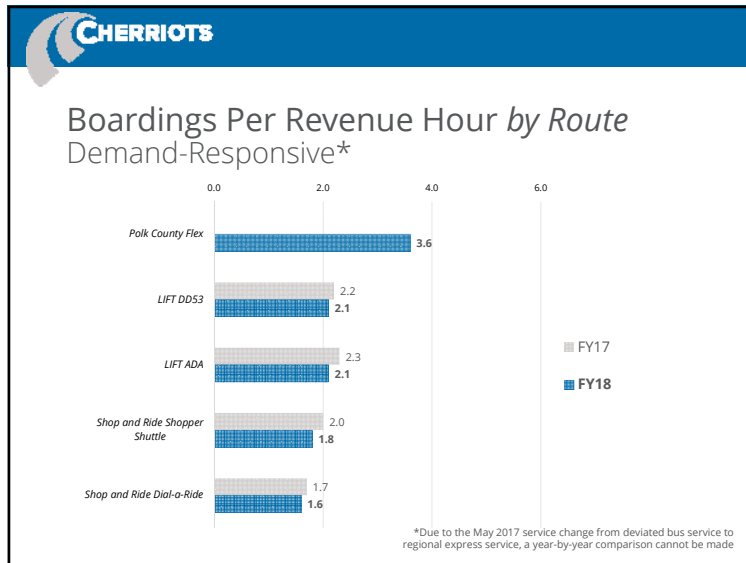


CHERRIOTS

Changes by Route

FY17 to FY18





ATTACHMENT A

FY18 Q4 Performance Measures April-June 2018

Table 1. Total Revenue Hours

Table 2. Average Revenue Hours / Day

Table 3. Total Revenue Miles

Table 4. Average Revenue Miles / Day

Table 5. Total Boardings

Table 6. Average Boardings / Day

Table 7. Average Boardings / Revenue Hour

Table 1. Total Revenue Hours

Route (Service Days)	FY17 Q4				FY18 Q4			
	Apr 2017 20	May 2017 22	Jun 2017 22	Total 64	Apr 2018 21	May 2018 22	Jun 2018 21	Total 64
LOCAL BUS SERVICE								
2 - Market / Brown	1,081	1,190	1,189	3,460	1,136	1,190	1,136	3,462
3 - Portland Road	600	660	660	1,920	630	660	630	1,920
4 - State Street	306	337	337	980	323	339	323	985
5 - Center Street	1,134	1,245	1,247	3,626	1,191	1,249	1,192	3,632
6 - Mission / Fairview Industrial	434	477	477	1,388	474	496	474	1,444
7 - Mission / State	313	343	344	1,000	325	340	325	990
8 - 12th / Liberty	463	509	508	1,480	482	505	481	1,468
9 - Cherry / River Road	615	678	678	1,971	645	676	645	1,966
11 - Lancaster / Verda	1,799	1,980	1,980	5,759	1,968	2,062	1,968	5,998
12 - Hayesville Drive	297	325	325	947	310	325	310	945
13 - Silverton Road	488	537	537	1,562	405	426	406	1,237
14 - Windsor Island Road	307	338	338	983	323	338	323	984
15X - Airport Rd Park and Ride Express	403	443	443	1,289	N/A	N/A	N/A	N/A
16 - Wallace Road	208	229	229	666	211	220	211	642
17 - Edgewater Street	974	1,070	1,071	3,115	1,045	1,095	1,045	3,185
18 - 12th / Liberty	459	505	505	1,469	486	509	486	1,481
19 - Broadway / River Road	1,161	1,278	1,278	3,717	1,220	1,278	1,220	3,718
21 - South Commercial	1,102	1,212	1,212	3,526	1,158	1,213	1,158	3,529
22 - Library Loop	124	136	136	396	228	239	228	695
23 - Lansing / Hawthorne	298	328	328	954	313	328	313	954
24 - State / Lancaster	305	335	336	976	321	336	321	978
26 - Glen Creek / Orchard Heights	N/A	N/A	N/A	N/A	164	172	164	500
27 - Glen Creek / Eola	N/A	N/A	N/A	N/A	176	184	176	536
<i>Total</i>	<i>12,871</i>	<i>14,155</i>	<i>14,158</i>	<i>41,184</i>	<i>13,534</i>	<i>14,180</i>	<i>13,535</i>	<i>41,249</i>
LOCAL ON-DEMAND								
West Salem Connector	300	330	330	960	N/A	N/A	N/A	N/A
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES								
91 - Garten Foundation	14	15	15	44	21	22	21	64
92 - Rockwest	11	12	12	35	13	13	13	39
<i>Total</i>	<i>25</i>	<i>27</i>	<i>27</i>	<i>79</i>	<i>34</i>	<i>35</i>	<i>34</i>	<i>103</i>
<i>Cherriots Local Total</i>	<i>13,196</i>	<i>14,512</i>	<i>14,515</i>	<i>42,223</i>	<i>13,568</i>	<i>14,215</i>	<i>13,569</i>	<i>41,352</i>
REGIONAL EXPRESS ROUTES								
1X - Wilsonville / Salem Express	197	216	216	629	207	217	207	631
2X - Grand Ronde / Salem Express	303	334	334	971	N/A	N/A	N/A	N/A
10X - Woodburn / Salem Express	N/A	N/A	N/A	N/A	264	288	276	828
20X - N. Marion Co. / Salem Express	N/A	N/A	N/A	N/A	254	290	290	834
30X - Santiam / Salem Express	N/A	N/A	N/A	N/A	252	270	259	781
40X - Polk County / Salem Express	N/A	N/A	N/A	N/A	302	319	306	927
50X - Dallas / Salem Express	N/A	N/A	N/A	N/A	59	58	57	174
Former Demand-Response Services	1,140	1,342	1,605	4,087	N/A	N/A	N/A	N/A
<i>Total</i>	<i>1,640</i>	<i>1,892</i>	<i>2,155</i>	<i>5,687</i>	<i>1,338</i>	<i>1,442</i>	<i>1,395</i>	<i>4,175</i>
REGIONAL FLEX ZONES								
Polk County Flex	300	174	251	725	255	262	223	740
<i>Cherriots Regional Total</i>	<i>1,940</i>	<i>2,066</i>	<i>2,406</i>	<i>6,412</i>	<i>1,593</i>	<i>1,704</i>	<i>1,618</i>	<i>4,915</i>
SHOP AND RIDE								
Dial-a-Ride	254	277	256	787	328	354	351	1,033
Shopper Shuttle	126	151	140	417	204	194	181	579
<i>Total</i>	<i>380</i>	<i>428</i>	<i>396</i>	<i>1,204</i>	<i>532</i>	<i>548</i>	<i>532</i>	<i>1,612</i>
LIFT								
ADA	2,116	2,371	2,316	6,803	2,426	2,487	2,350	7,263
DD53	2,800	3,185	3,152	9,137	3,049	3,197	3,052	9,298
<i>Total</i>	<i>4,916</i>	<i>5,556</i>	<i>5,468</i>	<i>15,940</i>	<i>5,475</i>	<i>5,684</i>	<i>5,402</i>	<i>16,561</i>

Table 2. Average Revenue Hours / Day

Route	FY17 Q4				FY18 Q4				Percent Change
	Apr 2017	May 2017	Jun 2017	Total	Apr 2018	May 2018	Jun 2018	Total	
(Service Days)	20	22	22	64	21	22	21	64	
LOCAL BUS SERVICE									
2 - Market / Brown	54.1	54.1	54.0	54.1	54.1	54.1	54.1	54.1	0.1%
3 - Portland Road	30.0	30.0	30.0	30.0	30.0	30.0	30.0	30.0	0.0%
4 - State Street	15.3	15.3	15.3	15.3	15.4	15.4	15.4	15.4	0.5%
5 - Center Street	56.7	56.6	56.7	56.7	56.7	56.8	56.8	56.8	0.2%
6 - Mission / Fairview Industrial	21.7	21.7	21.7	21.7	22.6	22.5	22.6	22.6	4.0%
7 - Mission / State	15.7	15.6	15.6	15.6	15.5	15.5	15.5	15.5	-1.0%
8 - 12th / Liberty	23.2	23.1	23.1	23.1	23.0	23.0	22.9	22.9	-0.8%
9 - Cherry / River Road	30.8	30.8	30.8	30.8	30.7	30.7	30.7	30.7	-0.3%
11 - Lancaster / Verda	90.0	90.0	90.0	90.0	93.7	93.7	93.7	93.7	4.2%
12 - Hayesville Drive	14.9	14.8	14.8	14.8	14.8	14.8	14.8	14.8	-0.2%
13 - Silverton Road	24.4	24.4	24.4	24.4	19.3	19.4	19.3	19.3	-20.8%
14 - Windsor Island Road	15.4	15.4	15.4	15.4	15.4	15.4	15.4	15.4	0.1%
15X - Airport Rd Park and Ride Express	20.2	20.1	20.1	20.1	N/A	N/A	N/A	N/A	N/A
16 - Wallace Road	10.4	10.4	10.4	10.4	10.0	10.0	10.0	10.0	-3.6%
17 - Edgewater Street	48.7	48.6	48.7	48.7	49.8	49.8	49.8	49.8	2.2%
18 - 12th / Liberty	23.0	23.0	23.0	23.0	23.1	23.1	23.1	23.1	0.8%
19 - Broadway / River Road	58.1	58.1	58.1	58.1	58.1	58.1	58.1	58.1	0.0%
21 - South Commercial	55.1	55.1	55.1	55.1	55.1	55.1	55.1	55.1	0.1%
22 - Library Loop	6.2	6.2	6.2	6.2	10.9	10.9	10.9	10.9	75.5%
23 - Lansing / Hawthorne	14.9	14.9	14.9	14.9	14.9	14.9	14.9	14.9	0.0%
24 - State / Lancaster	15.3	15.2	15.3	15.3	15.3	15.3	15.3	15.3	0.2%
26 - Glen Creek / Orchard Heights	N/A	N/A	N/A	N/A	7.8	7.8	7.8	7.8	N/A
27 - Glen Creek / Eola	N/A	N/A	N/A	N/A	8.4	8.4	8.4	8.4	N/A
<i>Total</i>	643.6	643.4	643.5	643.5	644.5	644.5	644.5	644.5	0.2%
LOCAL ON-DEMAND									
West Salem Connector	15.0	15.0	15.0	15.0	N/A	N/A	N/A	N/A	N/A
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES									
91 - Garten Foundation	0.7	0.7	0.7	0.7	1.0	1.0	1.0	1.0	45.5%
92 - Rockwest	0.6	0.5	0.5	0.5	0.6	0.6	0.6	0.6	11.4%
<i>Total</i>	1.3	1.2	1.2	1.2	1.6	1.6	1.6	1.6	30.4%
<i>Cherriots Local Total</i>	659.8	659.6	659.8	659.7	646.1	646.1	646.1	646.1	-2.1%
REGIONAL EXPRESS ROUTES									
1X - Wilsonville / Salem Express	9.9	9.8	9.8	9.8	9.9	9.9	9.9	9.9	0.3%
2X - Grand Ronde / Salem Express	15.2	15.2	15.2	15.2	N/A	N/A	N/A	N/A	N/A
10X - Woodburn / Salem Express	N/A	N/A	N/A	N/A	12.6	13.1	13.1	12.9	N/A
20X - N. Marion Co. / Salem Express	N/A	N/A	N/A	N/A	12.1	13.2	13.8	13.0	N/A
30X - Santiam / Salem Express	N/A	N/A	N/A	N/A	12.0	12.3	12.3	12.2	N/A
40X - Polk County / Salem Express	N/A	N/A	N/A	N/A	14.4	14.5	14.6	14.5	N/A
50X - Dallas / Salem Express	N/A	N/A	N/A	N/A	2.8	2.6	2.7	2.7	N/A
Former Demand-Response Services	57.0	61.0	73.0	63.9	N/A	N/A	N/A	N/A	N/A
<i>Total</i>	82.0	86.0	98.0	88.9	63.7	65.5	66.4	65.2	-26.6%
REGIONAL FLEX ZONES									
Polk County Flex	15.0	7.9	11.4	11.3	12.1	11.9	10.6	11.6	2.1%
<i>Cherriots Regional Total</i>	97.0	93.9	109.4	100.2	75.9	77.5	77.0	76.8	-23.3%
SHOP AND RIDE									
Dial-a-Ride	12.7	12.6	11.6	12.3	15.6	16.1	16.7	16.1	31.3%
Shopper Shuttle	6.3	6.9	6.4	6.5	9.7	8.8	8.6	9.0	38.8%
<i>Total</i>	19.0	19.5	18.0	18.8	25.3	24.9	25.3	25.2	33.9%
LIFT									
ADA	105.8	107.8	105.3	106.3	115.5	113.0	111.9	113.5	6.8%
DD53	140.0	144.8	143.3	142.8	145.2	145.3	145.3	145.3	1.8%
<i>Total</i>	245.8	252.5	248.5	249.1	260.7	258.4	257.2	258.8	3.9%

Table 3. Total Revenue Miles

Route (Service Days)	FY17 Q4				FY18 Q4			
	Apr 2017 20	May 2017 22	Jun 2017 22	Total 64	Apr 2018 21	May 2018 22	Jun 2018 21	Total 64
LOCAL BUS SERVICE								
2 - Market / Brown	13,676	15,054	15,039	43,769	14,368	15,047	14,368	43,783
3 - Portland Road	7,027	7,731	7,731	22,489	7,408	7,760	7,408	22,576
4 - State Street	3,017	3,319	3,319	9,655	3,193	3,345	3,193	9,731
5 - Center Street	12,974	14,258	14,271	41,503	13,646	14,299	13,649	41,594
6 - Mission / Fairview Industrial	6,817	7,498	7,498	21,813	7,150	7,490	7,150	21,790
7 - Mission / State	4,099	4,496	4,509	13,104	4,304	4,509	4,304	13,117
8 - 12th / Liberty	6,174	6,793	6,780	19,747	6,478	6,792	6,471	19,741
9 - Cherry / River Road	9,106	10,021	10,024	29,151	9,568	10,023	9,568	29,159
11 - Lancaster / Verda	23,521	25,892	25,894	75,307	25,380	26,596	25,386	77,362
12 - Hayesville Drive	3,198	4,044	4,199	11,441	4,008	4,199	4,008	12,215
13 - Silverton Road	5,833	6,416	6,416	18,665	6,099	6,398	6,107	18,604
14 - Windsor Island Road	4,533	4,979	4,986	14,498	4,760	4,986	4,760	14,506
15X - Airport Rd Park and Ride Express	4,160	4,561	4,571	13,292	N/A	N/A	N/A	N/A
16 - Wallace Road	2,211	2,432	2,432	7,075	2,932	3,063	2,925	8,920
17 - Edgewater Street	9,282	10,192	10,202	29,676	9,551	10,003	9,551	29,105
18 - 12th / Liberty	6,273	6,900	6,900	20,073	6,586	6,900	6,586	20,072
19 - Broadway / River Road	14,025	15,440	15,440	44,905	14,739	15,440	14,732	44,911
21 - South Commercial	13,648	15,013	15,005	43,666	14,323	15,013	14,331	43,667
22 - Library Loop	1,207	1,328	1,328	3,863	1,302	1,364	1,302	3,968
23 - Lansing / Hawthorne	3,859	4,245	4,245	12,349	4,052	4,245	4,052	12,349
24 - State / Lancaster	3,552	3,895	3,907	11,354	3,729	3,907	3,729	11,365
26 - Glen Creek / Orchard Heights	N/A	N/A	N/A	N/A	1,611	1,688	1,611	4,910
27 - Glen Creek / Eola	N/A	N/A	N/A	N/A	2,390	2,504	2,390	7,284
<i>Total</i>	<i>158,192</i>	<i>174,507</i>	<i>174,696</i>	<i>507,395</i>	<i>167,577</i>	<i>175,571</i>	<i>167,581</i>	<i>510,729</i>
LOCAL ON-DEMAND								
West Salem Connector	3,853	3,721	2,975	10,549	N/A	N/A	N/A	N/A
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES								
91 - Garten Foundation	116	128	128	372	122	128	122	372
92 - Rockwest	192	211	211	614	202	212	202	616
<i>Total</i>	<i>308</i>	<i>339</i>	<i>339</i>	<i>986</i>	<i>324</i>	<i>340</i>	<i>324</i>	<i>988</i>
<i>Cherriots Local Total</i>	<i>162,353</i>	<i>178,567</i>	<i>178,010</i>	<i>518,930</i>	<i>167,901</i>	<i>175,911</i>	<i>167,905</i>	<i>511,717</i>
REGIONAL EXPRESS ROUTES								
1X - Wilsonville / Salem Express	6,398	7,038	7,038	20,474	6,718	7,038	6,718	20,474
2X - Grand Ronde / Salem Express	10,485	11,533	11,533	33,551	N/A	N/A	N/A	N/A
10X - Woodburn / Salem Express	N/A	N/A	N/A	N/A	5,226	5,353	5,097	15,676
20X - N. Marion Co. / Salem Express	N/A	N/A	N/A	N/A	6,035	6,548	6,103	18,686
30X - Santiam / Salem Express	N/A	N/A	N/A	N/A	5,287	5,565	5,237	16,089
40X - Polk County / Salem Express	N/A	N/A	N/A	N/A	6,219	6,251	6,137	18,607
50X - Dallas / Salem Express	N/A	N/A	N/A	N/A	1,416	1,432	1,429	4,277
Former Demand-Response Services	21,115	26,349	19,210	66,674	N/A	N/A	N/A	N/A
<i>Total</i>	<i>37,998</i>	<i>44,920</i>	<i>37,781</i>	<i>120,699</i>	<i>30,901</i>	<i>32,187</i>	<i>30,721</i>	<i>93,809</i>
REGIONAL FLEX ZONES								
Polk County Flex	3,939	2,099	2,331	8,369	3,520	3,406	2,675	9,601
<i>Cherriots Regional Total</i>	<i>41,937</i>	<i>47,019</i>	<i>21,541</i>	<i>129,068</i>	<i>34,421</i>	<i>35,593</i>	<i>33,396</i>	<i>103,410</i>
SHOP AND RIDE								
Dial-a-Ride	3,174	3,549	3,074	9,797	3,518	4,109	3,785	11,412
Shopper Shuttle	1,193	1,394	1,141	3,728	1,537	1,670	1,584	4,791
<i>Total</i>	<i>4,367</i>	<i>4,943</i>	<i>4,215</i>	<i>13,525</i>	<i>5,055</i>	<i>5,779</i>	<i>5,369</i>	<i>16,203</i>
LIFT								
ADA	26,387	29,645	28,755	84,787	29,047	31,321	28,129	88,497
DD53	34,984	40,491	40,776	116,251	38,478	42,103	38,992	119,573
<i>Total</i>	<i>61,371</i>	<i>70,136</i>	<i>69,531</i>	<i>201,038</i>	<i>67,525</i>	<i>73,424</i>	<i>67,121</i>	<i>208,070</i>

Table 4. Average Revenue Miles / Day

Route <small>(Service Days)</small>	FY17 Q4				FY18 Q4				Percent Change
	Apr 2017 20	May 2017 22	Jun 2017 22	Total 64	Apr 2018 21	May 2018 22	Jun 2018 21	Total 64	
LOCAL BUS SERVICE									
2 - Market / Brown	683.8	684.3	683.6	683.9	684.2	684.0	684.2	684.1	0.0%
3 - Portland Road	351.4	351.4	351.4	351.4	352.8	352.7	352.8	352.8	0.4%
4 - State Street	150.9	150.9	150.9	150.9	152.0	152.0	152.0	152.0	0.8%
5 - Center Street	648.7	648.1	648.7	648.5	649.8	650.0	650.0	649.9	0.2%
6 - Mission / Fairview Industrial	340.9	340.8	340.8	340.8	340.5	340.5	340.5	340.5	-0.1%
7 - Mission / State	205.0	204.4	205.0	204.8	205.0	205.0	205.0	205.0	0.1%
8 - 12th / Liberty	308.7	308.8	308.2	308.5	308.5	308.7	308.1	308.5	0.0%
9 - Cherry / River Road	455.3	455.5	455.6	455.5	455.6	455.6	455.6	455.6	0.0%
11 - Lancaster / Verda	1,176.1	1,176.9	1,177.0	1,176.7	1,208.6	1,208.9	1,208.9	1,208.8	2.7%
12 - Hayesville Drive	159.9	183.8	190.9	178.8	190.9	190.9	190.9	190.9	6.8%
13 - Silverton Road	291.7	291.6	291.6	291.6	290.4	290.8	290.8	290.7	-0.3%
14 - Windsor Island Road	226.7	226.3	226.6	226.5	226.7	226.6	226.7	226.7	0.1%
15X - Airport Rd Park and Ride Express	208.0	207.3	207.8	207.7	N/A	N/A	N/A	N/A	N/A
16 - Wallace Road	110.6	110.5	110.5	110.5	139.6	139.2	139.3	139.4	26.1%
17 - Edgewater Street	464.1	463.3	463.7	463.7	454.8	454.7	454.8	454.8	-1.9%
18 - 12th / Liberty	313.7	313.6	313.6	313.6	313.6	313.6	313.6	313.6	0.0%
19 - Broadway / River Road	701.3	701.8	701.8	701.6	701.9	701.8	701.5	701.7	0.0%
21 - South Commercial	682.4	682.4	682.0	682.3	682.0	682.4	682.4	682.3	0.0%
22 - Library Loop	60.4	60.4	60.4	60.4	62.0	62.0	62.0	62.0	2.7%
23 - Lansing / Hawthorne	193.0	193.0	193.0	193.0	193.0	193.0	193.0	193.0	0.0%
24 - State / Lancaster	177.6	177.0	177.6	177.4	177.6	177.6	177.6	177.6	0.1%
26 - Glen Creek / Orchard Heights	N/A	N/A	N/A	N/A	76.7	76.7	76.7	76.7	N/A
27 - Glen Creek / Eola	N/A	N/A	N/A	N/A	113.8	113.8	113.8	113.8	N/A
<i>Total</i>	7,909.6	7,932.1	7,940.7	7,928.0	7,979.9	7,980.5	7,980.0	7,980.1	0.7%
LOCAL ON-DEMAND									
West Salem Connector	192.7	169.1	135.2	164.8	N/A	N/A	N/A	N/A	N/A
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES									
91 - Garten Foundation	5.8	5.8	5.8	5.8	5.8	5.8	5.8	5.8	0.0%
92 - Rockwest	9.6	9.6	9.6	9.6	9.6	9.6	9.6	9.6	0.3%
<i>Total</i>	15.4	15.4	15.4	15.4	15.4	15.5	15.4	15.4	0.2%
<i>Cherriots Local Total</i>	8,117.7	8,116.7	8,091.4	8,108.3	7,995.3	7,996.0	7,995.5	7,995.6	-1.4%
REGIONAL EXPRESS ROUTES									
1X - Wilsonville / Salem Express	319.9	319.9	319.9	319.9	319.9	319.9	319.9	319.9	0.0%
2X - Grand Ronde / Salem Express	524.3	524.2	524.2	524.2	N/A	N/A	N/A	N/A	N/A
10X - Woodburn / Salem Express	N/A	N/A	N/A	N/A	248.9	243.3	242.7	244.9	N/A
20X - N. Marion Co. / Salem Express	N/A	N/A	N/A	N/A	287.4	297.6	290.6	292.0	N/A
30X - Santiam / Salem Express	N/A	N/A	N/A	N/A	251.8	253.0	249.4	251.4	N/A
40X - Polk County / Salem Express	N/A	N/A	N/A	N/A	296.1	284.1	292.2	290.7	N/A
50X - Dallas / Salem Express	N/A	N/A	N/A	N/A	67.4	65.1	68.0	66.8	N/A
Former Demand-Response Services	1,055.8	959.8	1,197.7	1,041.8	N/A	N/A	N/A	N/A	N/A
<i>Total</i>	1,899.9	2,041.8	873.2	1,885.9	1,471.5	1,463.0	1,462.9	1,465.8	-22.3%
REGIONAL FLEX ZONES									
Polk County Flex	197.0	95.4	106.0	130.8	167.6	154.8	127.4	150.0	14.7%
<i>Cherriots Regional Total</i>	2,096.9	2,137.2	979.1	2,016.7	1,639.1	1,617.9	1,590.3	1,615.8	-19.9%
SHOP AND RIDE									
Dial-a-Ride	158.7	161.3	139.7	153.1	167.5	186.8	180.2	178.3	16.5%
Shopper Shuttle	59.7	63.4	51.9	58.3	73.2	75.9	75.4	74.9	28.5%
<i>Total</i>	218.4	224.7	191.6	211.3	240.7	262.7	255.7	253.2	19.8%
LIFT									
ADA	1,319.4	1,347.5	1,307.0	1,324.8	1,383.2	1,423.7	1,339.5	1,382.8	4.4%
DD53	1,749.2	1,840.5	1,853.5	1,816.4	1,832.3	1,913.8	1,856.8	1,868.3	2.9%
<i>Total</i>	3,068.6	3,188.0	3,160.5	3,141.2	3,215.5	3,337.5	3,196.2	3,251.1	3.5%

Table 5. Total Boardings

Route (Service Days)	FY17 Q4				FY18 Q4			
	Apr 2017 20	May 2017 22	Jun 2017 22	Total 64	Apr 2018 21	May 2018 22	Jun 2018 21	Total 64
LOCAL BUS SERVICE								
2 - Market / Brown	26,634	29,257	24,783	80,674	28,134	29,729	23,445	81,308
3 - Portland Road	14,900	16,239	14,834	45,973	14,615	15,202	13,920	43,737
4 - State Street	6,099	7,242	6,444	19,785	7,040	7,868	6,540	21,448
5 - Center Street	22,869	25,996	24,599	73,464	24,164	25,880	22,514	72,558
6 - Mission / Fairview Industrial	5,487	6,062	6,669	18,218	5,763	5,431	5,294	16,488
7 - Mission / State	5,802	6,682	6,126	18,610	5,621	5,749	5,190	16,560
8 - 12th / Liberty	8,815	11,212	10,111	30,138	9,596	10,043	8,544	28,183
9 - Cherry / River Road	9,420	10,464	9,863	29,747	9,533	10,547	9,289	29,369
11 - Lancaster / Verda	42,965	48,725	44,228	135,918	44,423	46,893	40,789	132,105
12 - Hayesville Drive	1,732	1,884	1,682	5,298	1,679	1,835	1,607	5,121
13 - Silverton Road	9,181	10,801	9,650	29,632	10,470	10,866	9,703	31,039
14 - Windsor Island Road	1,873	2,341	2,088	6,302	2,281	2,495	2,052	6,828
15X - Airport Rd Park and Ride Express	2,704	2,699	2,486	7,889	N/A	N/A	N/A	N/A
16 - Wallace Road	2,595	3,303	2,819	8,717	3,133	3,257	3,194	9,584
17 - Edgewater Street	12,725	14,194	13,782	40,701	13,546	14,258	13,055	40,859
18 - 12th / Liberty	7,853	8,874	8,804	25,531	8,434	9,056	8,370	25,860
19 - Broadway / River Road	28,367	31,913	30,958	91,238	30,014	31,557	28,430	90,001
21 - South Commercial	27,241	31,757	31,288	90,286	28,183	31,238	27,552	86,973
22 - Library Loop	1,089	914	1,123	3,126	1,018	1,593	1,477	4,088
23 - Lansing / Hawthorne	2,633	3,039	2,765	8,437	3,191	3,340	2,908	9,439
24 - State / Lancaster	5,838	6,770	6,774	19,382	6,837	7,445	6,576	20,858
26 - Glen Creek / Orchard Heights	N/A	N/A	N/A	N/A	808	1,065	723	2,596
27 - Glen Creek / Eola	N/A	N/A	N/A	N/A	926	1,046	957	2,929
<i>Total</i>	<i>246,822</i>	<i>280,368</i>	<i>261,876</i>	<i>789,066</i>	<i>259,409</i>	<i>276,393</i>	<i>242,129</i>	<i>777,931</i>
LOCAL ON-DEMAND								
West Salem Connector	1,225	1,248	962	3,435	N/A	N/A	N/A	N/A
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES								
91 - Garten Foundation	225	301	305	831	160	195	135	490
92 - Rockwest	255	326	341	922	350	426	341	1,117
<i>Total</i>	<i>480</i>	<i>627</i>	<i>646</i>	<i>1,753</i>	<i>510</i>	<i>621</i>	<i>476</i>	<i>1,607</i>
<i>Cherriots Local Total</i>	<i>248,527</i>	<i>282,243</i>	<i>263,484</i>	<i>794,254</i>	<i>259,919</i>	<i>277,014</i>	<i>242,605</i>	<i>779,538</i>
REGIONAL EXPRESS ROUTES								
1X - Wilsonville / Salem Express	2,999	3,312	3,408	9,719	2,805	3,033	2,785	8,623
2X - Grand Ronde / Salem Express	1,311	1,705	1,515	4,531	N/A	N/A	N/A	N/A
10X - Woodburn / Salem Express	N/A	N/A	N/A	N/A	1,286	1,292	1,064	3,642
20X - N. Marion Co. / Salem Express	N/A	N/A	N/A	N/A	800	815	779	2,394
30X - Santiam / Salem Express	N/A	N/A	N/A	N/A	1,448	1,434	1,337	4,219
40X - Polk County / Salem Express	N/A	N/A	N/A	N/A	3,219	3,440	3,291	9,950
50X - Dallas / Salem Express	N/A	N/A	N/A	N/A	417	540	502	1,459
Former Demand-Response Services	6,094	6,864	5,959	18,917	N/A	N/A	N/A	N/A
<i>Total</i>	<i>10,404</i>	<i>11,881</i>	<i>10,882</i>	<i>33,167</i>	<i>9,975</i>	<i>10,554</i>	<i>9,758</i>	<i>30,287</i>
REGIONAL FLEX ZONES								
Polk County Flex	1,312	1,108	886	3,306	908	919	804	2,631
<i>Cherriots Regional Total</i>	<i>11,716</i>	<i>12,989</i>	<i>11,768</i>	<i>36,473</i>	<i>10,883</i>	<i>11,473</i>	<i>10,562</i>	<i>32,918</i>
SHOP AND RIDE								
Dial-a-Ride	416	462	434	1,312	522	569	541	1,632
Shopper Shuttle	359	422	371	1,152	389	423	391	1,203
<i>Total</i>	<i>775</i>	<i>884</i>	<i>805</i>	<i>2,464</i>	<i>911</i>	<i>992</i>	<i>932</i>	<i>2,835</i>
LIFT								
ADA	4,900	5,514	5,510	15,924	5,148	5,285	5,160	15,593
DD53	6,188	7,117	7,051	20,356	6,465	6,906	6,425	19,796
<i>Total</i>	<i>11,088</i>	<i>12,631</i>	<i>12,561</i>	<i>36,280</i>	<i>11,613</i>	<i>12,191</i>	<i>11,585</i>	<i>35,389</i>

Table 6. Average Boardings / Day

Route (Service Days)	FY17 Q4				FY18 Q4				Percent Change
	Apr 2017 20	May 2017 22	Jun 2017 22	Total 64	Apr 2018 21	May 2018 22	Jun 2018 21	Total 64	
LOCAL BUS SERVICE									
2 - Market / Brown	1,331.7	1,329.9	1,126.5	1,260.5	1,339.7	1,351.3	1,116.4	1,270.4	0.8%
3 - Portland Road	745.0	738.1	674.3	718.3	696.0	691.0	662.9	683.4	-4.9%
4 - State Street	305.0	329.2	292.9	309.1	335.2	357.6	311.4	335.1	8.4%
5 - Center Street	1,143.5	1,181.6	1,118.1	1,147.9	1,150.7	1,176.4	1,072.1	1,133.7	-1.2%
6 - Mission / Fairview Industrial	274.4	275.5	303.1	284.7	274.4	246.9	252.1	257.6	-9.5%
7 - Mission / State	290.1	303.7	278.5	290.8	267.7	261.3	247.1	258.8	-11.0%
8 - 12th / Liberty	440.8	509.6	459.6	470.9	457.0	456.5	406.9	440.4	-6.5%
9 - Cherry / River Road	471.0	475.6	448.3	464.8	454.0	479.4	442.3	458.9	-1.3%
11 - Lancaster / Verda	2,148.3	2,214.8	2,010.4	2,123.7	2,115.4	2,131.5	1,942.3	2,064.1	-2.8%
12 - Hayesville Drive	86.6	85.6	76.5	82.8	80.0	83.4	76.5	80.0	-3.3%
13 - Silvertown Road	459.1	491.0	438.6	463.0	498.6	493.9	462.0	485.0	4.7%
14 - Windsor Island Road	93.7	106.4	94.9	98.5	108.6	113.4	97.7	106.7	8.3%
15X - Airport Rd Park and Ride Express	135.2	122.7	113.0	358.6	N/A	N/A	N/A	N/A	N/A
16 - Wallace Road	129.8	150.1	128.1	136.2	149.2	148.0	152.1	149.8	9.9%
17 - Edgewater Street	636.3	645.2	626.5	636.0	645.0	648.1	621.7	638.4	0.4%
18 - 12th / Liberty	392.7	403.4	400.2	398.9	401.6	411.6	398.6	404.1	1.3%
19 - Broadway / River Road	1,418.4	1,450.6	1,407.2	1,425.6	1,429.2	1,434.4	1,353.8	1,406.3	-1.4%
21 - South Commercial	1,362.1	1,443.5	1,422.2	1,410.7	1,342.0	1,419.9	1,312.0	1,359.0	-3.7%
22 - Library Loop	54.5	41.5	51.0	48.8	48.5	72.4	70.3	63.9	30.8%
23 - Lansing / Hawthorne	131.7	138.1	125.7	131.8	152.0	151.8	138.5	147.5	11.9%
24 - State / Lancaster	291.9	307.7	307.9	302.8	325.6	338.4	313.1	325.9	7.6%
26 - Glen Creek / Orchard Heights	N/A	N/A	N/A	N/A	38.5	48.4	34.4	40.6	N/A
27 - Glen Creek / Eola	N/A	N/A	N/A	N/A	44.1	47.5	45.6	45.8	N/A
<i>Total</i>	<i>12,341.1</i>	<i>12,744.0</i>	<i>11,903.5</i>	<i>12,329.2</i>	<i>12,352.8</i>	<i>12,563.3</i>	<i>11,530.0</i>	<i>12,155.2</i>	<i>-1.4%</i>
LOCAL ON-DEMAND									
West Salem Connector	61.3	56.7	43.7	53.7	N/A	N/A	N/A	N/A	N/A
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES									
91 - Garten Foundation	11.3	13.7	13.9	13.0	7.6	8.9	6.4	7.7	-41.0%
92 - Rockwest	12.8	14.8	15.5	14.4	16.7	19.4	16.2	17.5	21.1%
<i>Total</i>	<i>24.0</i>	<i>28.5</i>	<i>29.4</i>	<i>27.4</i>	<i>24.3</i>	<i>28.2</i>	<i>22.7</i>	<i>25.1</i>	<i>-8.3%</i>
<i>Cherriots Local Total</i>	<i>12,426.4</i>	<i>12,829.2</i>	<i>11,976.5</i>	<i>12,410.2</i>	<i>12,377.1</i>	<i>12,591.5</i>	<i>11,552.6</i>	<i>12,180.3</i>	<i>-1.9%</i>
REGIONAL EXPRESS ROUTES									
1X - Wilsonville / Salem Express	150.0	150.5	154.9	151.9	133.6	137.9	132.6	134.7	-11.3%
2X - Grand Ronde / Salem Express	65.6	77.5	68.9	70.8	N/A	N/A	N/A	N/A	N/A
10X - Woodburn / Salem Express	N/A	N/A	N/A	N/A	61.2	58.7	50.7	56.9	N/A
20X - N. Marion Co. / Salem Express	N/A	N/A	N/A	N/A	38.1	37.0	37.1	37.4	N/A
30X - Santiam / Salem Express	N/A	N/A	N/A	N/A	69.0	65.2	63.7	65.9	N/A
40X - Polk County / Salem Express	N/A	N/A	N/A	N/A	153.3	156.4	156.7	155.5	N/A
50X - Dallas / Salem Express	N/A	N/A	N/A	N/A	19.9	24.5	23.9	22.8	N/A
Former Demand-Response Services	304.7	312.0	270.9	295.6	N/A	N/A	N/A	N/A	N/A
<i>Total</i>	<i>520.2</i>	<i>540.0</i>	<i>494.6</i>	<i>518.2</i>	<i>475.0</i>	<i>479.7</i>	<i>464.7</i>	<i>473.2</i>	<i>-8.7%</i>
REGIONAL FLEX ZONES									
Polk County Flex	65.6	50.4	40.3	51.7	43.2	41.8	38.3	41.1	-20.4%
<i>Cherriots Regional Total</i>	<i>585.8</i>	<i>590.4</i>	<i>534.9</i>	<i>569.9</i>	<i>518.2</i>	<i>521.5</i>	<i>503.0</i>	<i>514.3</i>	<i>-9.7%</i>
SHOP AND RIDE									
Dial-a-Ride	20.8	21.0	19.7	20.5	24.9	25.9	25.8	25.5	24.4%
Shopper Shuttle	18.0	19.2	16.9	18.0	18.5	19.2	18.6	18.8	4.4%
<i>Total</i>	<i>38.8</i>	<i>40.2</i>	<i>36.6</i>	<i>38.5</i>	<i>43.4</i>	<i>45.1</i>	<i>44.4</i>	<i>44.3</i>	<i>15.1%</i>
LIFT									
ADA	245.0	250.6	250.5	248.8	245.1	240.2	245.7	243.6	-2.1%
DD53	309.4	323.5	320.5	318.1	307.9	313.9	306.0	309.3	-2.8%
<i>Total</i>	<i>554.4</i>	<i>574.1</i>	<i>571.0</i>	<i>566.9</i>	<i>553.0</i>	<i>554.1</i>	<i>551.7</i>	<i>553.0</i>	<i>-2.5%</i>

Table 7. Average Boardings / Revenue Hour

Route (Service Days)	FY17 Q4				FY18 Q4				Percent Change
	Apr 2017 20	May 2017 22	Jun 2017 22	Total 64	Apr 2018 21	May 2018 22	Jun 2018 21	Total 64	
LOCAL BUS SERVICE									
2 - Market / Brown	24.6	24.6	20.8	23.3	24.8	25.0	20.6	23.5	0.7%
3 - Portland Road	24.8	24.6	22.5	23.9	23.2	23.0	22.1	22.8	-4.9%
4 - State Street	19.9	21.5	19.1	20.2	21.8	23.2	20.2	21.8	7.9%
5 - Center Street	20.2	20.9	19.7	20.3	20.3	20.7	18.9	20.0	-1.4%
6 - Mission / Fairview Industrial	12.6	12.7	14.0	13.1	12.2	10.9	11.2	11.4	-13.0%
7 - Mission / State	18.5	19.5	17.8	18.6	17.3	16.9	16.0	16.7	-10.1%
8 - 12th / Liberty	19.0	32.7	29.4	20.4	19.9	19.9	17.8	19.2	-5.7%
9 - Cherry / River Road	15.3	15.4	14.5	15.1	14.8	15.6	14.4	14.9	-1.0%
11 - Lancaster / Verda	23.9	24.6	22.3	23.6	22.6	22.7	20.7	22.0	-6.7%
12 - Hayesville Drive	5.8	5.8	5.2	5.6	5.4	5.6	5.2	5.4	-3.1%
13 - Silverton Road	18.8	20.1	18.0	19.0	25.9	25.5	23.9	25.1	32.3%
14 - Windsor Island Road	6.1	6.9	6.2	6.4	7.1	7.4	6.4	6.9	8.2%
15X - Airport Rd Park and Ride Express	6.7	6.1	5.6	6.1	N/A	N/A	N/A	N/A	N/A
16 - Wallace Road	12.5	14.4	12.3	13.1	14.8	14.8	15.1	14.9	14.1%
17 - Edgewater Street	13.1	13.3	12.9	13.1	13.0	13.0	12.5	12.8	-1.8%
18 - 12th / Liberty	17.1	17.6	17.4	17.4	17.4	17.8	17.2	17.5	0.5%
19 - Broadway / River Road	24.4	25.0	24.2	24.5	24.6	24.7	23.3	24.2	-1.4%
21 - South Commercial	24.7	26.2	25.8	25.6	24.3	25.8	23.8	24.6	-3.8%
22 - Library Loop	8.8	6.7	8.3	7.9	4.5	6.7	6.5	5.9	-25.5%
23 - Lansing / Hawthorne	8.8	9.3	8.4	8.8	10.2	10.2	9.3	9.9	11.9%
24 - State / Lancaster	19.1	20.2	20.2	19.9	21.3	22.2	20.5	21.3	7.4%
26 - Glen Creek / Orchard Heights	N/A	N/A	N/A	N/A	4.9	6.2	4.4	5.2	N/A
27 - Glen Creek / Eola	N/A	N/A	N/A	N/A	5.3	5.7	5.4	5.5	N/A
<i>Total</i>	19.2	19.8	18.5	19.2	19.2	19.5	17.9	18.9	-1.6%
LOCAL ON-DEMAND									
West Salem Connector	4.1	3.8	2.9	3.6	N/A	N/A	N/A	N/A	N/A
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES									
91 - Garten Foundation	16.1	20.1	20.3	18.9	7.6	8.9	6.4	7.7	-59.5%
92 - Rockwest	23.2	27.2	28.4	26.3	26.9	32.8	26.2	28.6	8.7%
<i>Total</i>	19.2	23.2	23.9	22.2	15.0	17.7	14.0	15.6	-29.7%
<i>Cherriots Local Total</i>	18.8	19.4	18.2	18.8	19.2	19.5	17.9	18.9	0.2%
REGIONAL EXPRESS ROUTES									
1X - Wilsonville / Salem Express	15.2	15.3	15.8	15.5	13.6	14.0	13.5	13.7	-11.6%
2X - Grand Ronde / Salem Express	4.3	5.1	4.5	4.7	N/A	N/A	N/A	N/A	N/A
10X - Woodburn / Salem Express	N/A	N/A	N/A	N/A	4.9	4.5	3.9	4.4	N/A
20X - N. Marion Co. / Salem Express	N/A	N/A	N/A	N/A	3.1	2.8	2.7	2.9	N/A
30X - Santiam / Salem Express	N/A	N/A	N/A	N/A	5.7	5.3	5.2	5.4	N/A
40X - Polk County / Salem Express	N/A	N/A	N/A	N/A	10.7	10.8	10.8	10.7	N/A
50X - Dallas / Salem Express	N/A	N/A	N/A	N/A	7.1	9.3	8.8	8.4	N/A
Former Demand-Response Services	5.3	5.1	3.7	4.6	N/A	N/A	N/A	N/A	N/A
<i>Total</i>	6.3	6.3	5.0	5.8	7.5	7.3	7.0	7.3	24.4%
REGIONAL FLEX ZONES									
Polk County Flex	4.4	6.4	3.5	4.6	3.6	3.5	3.6	3.6	-22.0%
<i>Cherriots Regional Total</i>	6.0	6.3	4.9	5.7	6.8	6.7	6.5	6.7	17.7%
SHOP AND RIDE									
Dial-a-Ride	1.6	1.7	1.7	1.7	1.6	1.6	1.5	1.6	-5.2%
Shopper Shuttle	2.8	2.8	2.7	2.8	1.9	2.2	2.2	2.1	-24.8%
<i>Total</i>	2.0	2.1	2.0	2.0	1.7	1.8	1.8	1.8	-14.1%
LIFT									
ADA	2.3	2.3	2.4	2.3	2.1	2.1	2.2	2.1	-8.3%
DD53	2.2	2.2	2.2	2.2	2.1	2.2	2.1	2.1	-4.4%
<i>Total</i>	2.3	2.3	2.3	2.3	2.1	2.1	2.1	2.1	-6.1%



To: Board of Directors

From: Michiel Majors, Safety and Loss Control Specialist
Paula Dixon, Director of Administration

Thru: Allan Pollock, General Manager

Date: August 23, 2018

Subject: Board Best Practices Self-Assessment

ISSUE

Shall the Board receive and review the SDAO Consultant's Impressions and Recommendations Report?

BACKGROUND AND FINDINGS

At the August 13, 2018 Work Session, Rob Mills, Consultant with Special Districts Association of Oregon, led the Board in conducting a Board Practices Assessment (BPA) for the District. The assessment is a consulting service offered by SDAO at no charge and qualifies the district for a 4% insurance premium credit.

The BPA was conducted in a 90-minute on-site meeting with the board. It was a facilitated self-assessment discussion and format designed to help the board improve their effectiveness in six Key Performance Areas that make the difference between high risk and low risk districts. The six performance areas include Board Duties and Responsibilities, Operational Compliance, Budget and Finance, Customer Relations, Personnel Administration and Policies and Procedures.

Attached is a follow-up summary of their self-assessment along with the facilitator's notes from the meeting and recommendations for improvement. No specific recommendations surfaced in the Assessment process and no specific consultant recommendations are offered at this time.

FINANCIAL IMPACT

None

RECOMMENDATION

Receive and review.

PROPOSED MOTION

None. For Information Only.



SPECIAL DISTRICT BOARD PRACTICES ASSESSMENT

**CHERRIOTS TRANSPORTATION DISTRICT
 August 13, 2018**

Board: Robert Krebs; Steve Evans; Doug Rogers; Marcia Kelley; Colleen Busch; Kathy Lincoln; Jerry Thompson; Mgr: Allan Pollack

KEY PERFORMANCE AREAS	RATING			ASSESSMENT
	Good	Caution	Danger	
Board Duties and Responsibilities				
Adherence to standards of good stewardship				The Board feels their stewardship is “pretty good” citing district finances that are not “overextended”, their engagement with the community and government agencies, care of facilities and maintenance of buses, their continual efforts to make services more efficient, and the positive perception the public has of the district and its services.
Demonstration of good governance practices				This is a self-described “good board” whose members “are not unreasonable” and “want to go in the same direction”. Meetings are well run, decisions carefully thought out, and ethical and legal guidelines are carefully observed in the organization.

Operational Compliance				
Overall regulatory compliance				<p>“The GM keeps us up on things” and “we do everything required by regulations” according to Board members who credit staff for the awards received by the district for quality audits. Noted about a year ago as an area that needs attention is the contractor bid process – a work in progress, say Board members.</p>
Timeliness of compliance reporting				<p>The Board adheres to the simple principle of “no report, no revenue” in keeping with reporting timelines. No problems are noted in this area.</p>
Potential compliance challenges				<p>Board members feel they are in control of on-going compliance challenges involving committee work on HB 2014 and closing the gap in pension funding.</p>
Budget and Finance				
Consistency in budgeting to meet needs				<p>The Board maintains a sound contingency fund and “no big adjustments are needed” in the year-to-year budgeting. Board members feel they do a “really good job of balancing income with outgo” and avoid major fund changes.</p>
Soundness of financial practices				<p>The district’s practice is to “live within our means” and maintain consistency in the level of service through the years. The Board anticipates a new tax will provide a stable revenue source for additions to the system.</p>

Customer Relations				
Management of service problems				Board members emphasize good communication and responsiveness as keys to the district's process for managing customer complaints – "We are approachable." Positive results from customer service training can be seen in even casual observations of driver behavior.
Improvements to customer service				As one of the district's on-going technological improvements, the Intelligent Transportation System will provide customer computer capability for bus service monitoring and scheduling.
Personnel Administration				
Staff morale and work climate				Board members report being "impressed" by driver courtesy and helpfulness with customers and feel the overall work climate is positive and productive. Efforts are made to maintain a healthy, engaged workforce with employee appreciation events and personal wellness programs.
Management of employee performance				The Board follows an established format for annual, documented performance reviews of the GM. Reviews are conducted following a similar protocol throughout the organization.
Alignment of positions with work assignments				Strides have been made in the last two years in clarifying position descriptions – "an arduous process", according to Board members, conducted by an outside firm.

Policies and Procedures				
Soundness of administrative policies				In what is described as a “pretty straightforward process”, the Board is actively engaged in on-going review and updating of policies and procedures and enlists their attorney to monitor their work to ensure legal consistency and compliance.
Consistency between work practices and policies				
Efficiency of staff and work systems				

DATE: August 15, 2018

TO: Michiel Spence-Majors
Safety and Loss Control Specialist
Cherriots Transportation District

SUBJECT: **Consultant's Impressions and Recommendations**
Cherriots Transportation District Board Practices Assessment
Conducted August 13, 2018

FROM: Rob Mills
SDAO Consulting Services

It was a pleasure meeting with your board members and conducting the Board Practices Assessment for your district. Accompanying this memo is your board's **Assessment Summary**. I trust you will find that it accurately reflects what was discussed and that it paves the way for continued discussion and follow-up actions as appropriate.

Your **Consultant's Impressions and Recommendations** are outlined below. We discussed in our meeting the importance of reviewing these documents at your next board meeting and taking action on "flags". SDAO will do a 60/90 day follow-up to check progress and offer additional consulting support if desired. Again, please extend to your board members my sincere thanks for participating in the Board Practices Assessment.

Impressions

Cherriots Transportation District is overseen by a board comprised of dedicated, engaged members who place high value on providing the best possible service for their community. The district's well-managed organization has close ties to the community and is responsive to the needs of its customers. Board members enjoy good working relationships with each other, allowing room for disagreement on issues "without storming off in a huff". Positive work relationships appear to extend also to the management team, staff, and union workforce. Board members' strong commitment to community is evident in their shared concerns about policy issues such as the role of public transportation in reducing traffic congestion and the availability of transit in the event of natural disasters.

Recommendations

No specific recommendations surfaced in the Assessment process and no specific consultant recommendations are offered at this time.



To: Board of Directors
From: Allan Pollock, General Manager
Date: August 23, 2018
Subject: Board Member Committee Report

ISSUE

Shall the Board report on their committee participation and meetings attended?

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. After these meetings, public hearings, or other activities attended by individual members on behalf of SAMTD, time will be scheduled for an oral report/update. The following activities have designated board member representation:

Board/Committee

Director(s)

Special Transportation Fund Advisory Committee (STFAC)

P: Director Jerry Thompson
A: Director Colleen Busch

Mid-Willamette Area Commission on Transportation (MWACT)

P: Director Marcia Kelley
A: Director Kathy Lincoln

Mid-Willamette Valley Council of Governments (MWVCOG)

P: President Robert Krebs
A: Director Jerry Thompson

Salem-Keizer Area Transportation Study Policy Committee (SKATS)

P: Director Kathy Lincoln
A: Director Colleen Busch

Oregon Metropolitan Planning Organization Consortium (OMPOC)

P: Director Kathy Lincoln
A: Director Colleen Busch

FINANCIAL IMPACT

None

RECOMMENDATION

Receive and File

PROPOSED MOTION

None

