

Salem Area Mass Transit District
BOARD OF DIRECTORS

~ **VIRTUAL BOARD MEETING** ~

Thursday, September 23, 2021 at 6:30 PM

This Board meeting will be held virtually via *ZoomGov* in accordance with federal and state directives for public transit agencies to keep people safe and healthy during the Covid-19 pandemic.

ZoomGov Virtual Meeting Platform:

<https://cherriots.org.zoomgov.com/j/1605194427?pwd=enjXS3ZIV1BUM3QvWEU3bnplbHYzZz09>

Meeting ID: **160 519 4427**

Passcode: **512136**

Landline (*Long distance charges may apply*)

1 669 254 5252 US (San Jose)

One-Tap Mobile

+16692545252,,1605194427#,,,,*512136#

Comcast Cable

Channel 21

Cherriots Facebook Live

<https://www.facebook.com/cherriot>

YouTube through CC:Media

<https://www.capitalcommunitymedia.org/all>

AGENDA

A. CALL TO ORDER (President Ian Davidson)

1. Note of Attendance for a Quorum
2. Pledge of Allegiance
3. "A Moment of Silence to Remember 9/11" (Director Ramiro Navarro Jr.)

B. ANNOUNCEMENTS & CHANGES TO AGENDA

If any agenda item involves a potential conflict of interest, Board members should so note this before the adoption of the Consent Calendar.

C. PRESENTATION - None

D. PUBLIC COMMENT

For testimony on any board business, send an email to: board@cherriots.org by 5:00 p.m., the day of the Board meeting; or by mail to Cherriots Board of Directors, 555 Court Street NE, Suite 5230, Salem, OR 97301. Testimony received will be acknowledged at the board meeting and will be included in the minutes for public record.

E. CONSENT CALENDAR

Items on the Consent Calendar are considered routine business 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. September 7, 2021 Executive Session (OAR 192.660(2)(i) General Manager Performance Evaluation **5**
- b. August 26, 2021 Board Orientation **7**
- c. August 26, 2021 Board of Directors Meeting **9**

F. ITEMS DEFERRED FROM THE CONSENT CALENDAR

G. ACTION ITEMS

- 1. Authorize the General Manager to execute a Contract with Clean Energy for the Purchase of a Replacement CNG Compressing Station. **15**
- 2. Authorize the General Manager to execute a Contract with Stertil-Koni for the Purchase of Two (2) In-Ground Heavy-Duty Lifts. **17**
- 3. Potential Action on the General Manager’s Performance Evaluation and Compensation

H. INFORMATIONAL REPORTS

- 1. FY2021 Security Report **19**
- 2. FY2021 Performance Report **37**

I. GENERAL MANAGER’S REPORT

J. BOARD OF DIRECTORS REPORTS

- Board members report on their committee assignments as representatives of the District. **53**

K. ADJOURN BOARD MEETING

NEXT REGULAR BOARD MEETING - Thursday, October 28, 2021



FY 2021 BOARD PRIORITIES AND PRINCIPLES

Salem Area Mass Transit District, also known as Cherriots, has established priorities and principles that board members can use when representing the District on external committees.

Cherriots Board of Directors adopts the following priorities and principles:

Support of increased public transit funding

While Cherriots has seen an expansion of service in recent years, noticeable gaps in frequency and coverage remain in the existing service. As such, we are supportive of initiatives that could support the expansion of public transit in Marion and Polk counties. Funding sources could include federal, state, or local (city and county) revenues.

Pedestrian and bicyclist infrastructure

Transit riders and other community members depend on a strong, multi-modal network to reach their destinations. Large sections of the urban growth boundary do not have sidewalks, and bike infrastructure is inadequate. As Cherriots becomes a mobility integrator, we must advocate for strong "first mile/last mile" infrastructure.

Environmental justice

Decisions on how to allocate resources should be viewed through a lens of environmental justice. New projects should always consider historically underserved communities. For example, an area with higher levels of pollution should be the first to receive funding targeted to mitigate pollution.

Maintenance of existing travel lanes before building new infrastructure

Allocation of funding for automobile travel lanes should prioritize the maintenance of existing infrastructure before building new, costly-to-maintain infrastructure.

Unaccounted costs

Attention should be paid to policies that put the burden of costly infrastructure on the public when the number of individuals who would benefit is nominal. For example, parking minimums increase the cost of housing and commercial properties for everyone, but only drivers of automobiles benefit.



- **Virtual Meetings:** The Board of Directors meeting is a public meeting; typically in a place that is ADA-accessible. However, this Board meeting will be held virtually via *ZoomGov* in accordance with federal and state directives for public transit agencies to keep people safe and healthy during the Covid-19 pandemic.
- **Closed Captioning (CC):** *ZoomGov's* live streaming platform includes Closed Captioning (CC). It is a good tool for aiding viewer participation in the meeting. However, CC does not always translate accurately.
- **Alternate Formats** This is a public meeting in a place that is ADA accessible. With 48 hours of notice, auxiliary hearing aids and services, and alternate formats for individuals with limited English proficiency are available. Requests can be made to the Clerk of the Board by phone at 503-588-2424 or with the assistance of TTY: Oregon Relay Services at 1-800-735-2900 (or 711). Cherriots administration office hours are Monday-Friday from 8:00 AM to 5:00 PM.
- **Electronic Copies** of the Board's meeting agenda packet are distributed by email 6-7 days prior to the meeting. The agenda packet is also included on the Cherriots website under Public Meetings and Notices at: <https://www.cherriots.org/meetings/>.
- **Email Distribution List:** To add your email address to the Board's meeting distribution list, please send your email address to the Clerk of the Board at publictestimony@cherriots.org.

-
- **Reuniones virtuales:** La reunión de la Junta Directiva es una reunión pública; típicamente en un lugar que sea accesible según la ADA. Sin embargo, esta reunión de la Junta se llevará a cabo virtualmente a través de *ZoomGov* siguiendo las directivas del Gobernador Brown para mantener a las personas seguras y saludables durante la pandemia de Covid-19.
 - **Subtítulos ocultos (CC):** la plataforma de transmisión en vivo de *ZoomGov* incluye subtítulos ocultos (CC). Es una buena herramienta para ayudar a los espectadores a participar en la reunión. Sin embargo, CC no siempre se traduce con precisión.
 - **Formatos alternativos** Esta es una reunión pública en un lugar accesible a la ADA. Con 48 horas de anticipación, se encuentran disponibles audífonos y servicios auxiliares, y formatos alternativos para personas con dominio limitado del inglés. Las solicitudes se pueden hacer al Secretario de la Junta por teléfono al 503-588-2424 o con la ayuda de TTY: Oregon Relay Services al 1-800-735-2900 (o 711). El horario de oficina de la administración de Cherriots es de lunes a viernes de 8:00 a. M. A 5:00 p. M.
 - **Se distribuyen copias electrónicas** del paquete de la agenda de la reunión de la Junta por correo electrónico 6-7 días antes de la reunión. El paquete de la agenda también se incluye en el sitio web de Cherriots en Reuniones públicas y avisos en: <https://www.cherriots.org/meetings/>.
 - **Lista de distribución de correo electrónico:** para agregar su dirección de correo electrónico a la lista de distribución de reuniones de la Junta, envíe su dirección de correo electrónico al Secretario de la Junta a publictestimony@cherriots.org.



Salem Area Mass Transit District
Board of Directors

~ **VIRTUAL EXECUTIVE SESSION** ~
Tuesday, September 7, 2021

Google Meet ID: meet.google.com/isn-qytx-bnc
By Phone: US) +1 617-675-4444
PIN: 280 088 643 2152#

MINUTES

No information shall be disclosed by the Board, staff or media present in executive session except to state the general subject of the session pursuant to ORS 192.660(4)

MEETING CALLED TO ORDER: 5:01 PM ADJOURNED: 5:44 PM

PRESENT:

Board

- X President Ian Davidson
- X Vice President Sadie Carney
- X Treasurer Maria Hinojos Pressey

Staff

- X Katie Pawlick, SAMTD Legal Counsel

UNDER THE AUTHORITY OF:

- X **192.660(2)(i) Employment-related Evaluation**

SPECIFIC ISSUES DISCUSSED: Performance evaluation – Allan Pollock, General Manager
Members of the Board who served during fiscal year 2020-2021 completed and submitted individual performance evaluations for fiscal year 2020-2021. Those contributions came from Directors Davidson, Carney, Hinojos Pressey, Nguyen, Krebs, and Busch. In an executive session of the executive committee on September 7, 2021, the compilation of performance evaluation results were reviewed and discussed. A second executive session of the full Board is scheduled for Thursday, September 23, 2021 at 6:00 p.m.

Recording Secretary: _____



Salem Area Mass Transit District
Board of Directors
~ **Board Orientation** ~
August 26, 2021

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

Join ZoomGov Meeting:

<https://cherriots-org.zoomgov.com/j/1608361530?pwd=MHNSRGZ3a1FiTE5XSHIGdzYvRWpuUT09>

Meeting ID: 160 836 1530

Passcode: 864458

By Phone US (San Jose): +1 669 254 5252

Meeting ID | Passcode: same as above

PRESENT:

Board In person: President Ian Davidson; Directors Ramiro Navarro Jr., Maria Hinojos Pressey, Sadie Carney and Sara Duncan; Charles Richards (Virtually)
Absent: Director Chi Nguyen

Staff In person: Allan Pollock, General Manager; David Trimble, Deputy General Manager; Patricia Feeny, Director of Communication; Steve Dickey, Director of Technology & Program Management; Denise LaRue, Director of Finance/CFO; Linda Galeazzi, Executive Assistant/Recording Secretary

MINUTES

1. CALL TO ORDER 5:17 PM
President Ian Davidson called the Board Orientation to order at 5:17 p.m. Mr. Pollock shared a Safety Moment about the Governor’s mask mandate. Staff and customers will again be required to wear their masks on the buses and on the transit mall.

2. NEW BOARD ORIENTATION – Part 2
Staff report: Board Orientation Notebook for July 22, 2021
Presenter: Allan Pollock, General Manager
General Manager Pollock briefed the board on Oregon Revised Statutes 267 for Mass Transit Districts and Transportation Districts to include the responsibilities of the officers of the Board, and the general manager; attendance requirements at board meetings, the general powers of the district as a local government municipality, and the legislative authority of the board exercised by ordinances, resolutions, and by policy.

Division directors provided an overview of their divisions’ composition and functions with the use of an organizational chart.

5. ORIENTATION ADJOURNED 6:32 PM

Submitted by:
Linda Galeazzi, CMC
Executive Assistant



Salem Area Mass Transit District
BOARD OF DIRECTORS
VIRTUAL MEETING

August 26, 2021

Pursuant to Governor Brown’s Executive Order issued in response to the COVID-19 pandemic, this meeting was held virtually.

- Zoom ID: <https://cherriots-org.zoomgov.com/j/1605194427?pwd=enjXS3ZIV1BUM3QWWEU3bnplbHYzZz09>
- Cherriots Facebook Live: <https://www.facebook.com/cherriots>
- YouTube via <https://www.capitalcommunitymedia.org/all>
- Comcast Channel 21

Index of Board Actions

<u>Action</u>	<u>Page</u>
Moved to approve the Consent Calendar:	2-3
1) <u>Approval of Minutes</u>	
a) July 22, 2020 Board Orientation – Part 1	
b) July 22, 2020 Board of Directors Meeting	
 Move to authorize the General Manager to execute a contract with The Gunter Group, LLC for project management and technical services relating to the implementation of Tyler Munis ERP/HRM software in the not to exceed amount of \$500,000.	 3

SAMTD Board of Directors meetings are video recorded and are available for viewing on YouTube through the Capital Community Media website at <https://www.capitalcommunitymedia.org/all>



Salem Area Mass Transit District
BOARD OF DIRECTORS VIRTUAL MEETING
 August 26, 2021

MINUTES

PRESENT:

- Board President Ian Davidson; Directors Charles Richards (virtual), Ramiro Navarro Jr., Sadie Carney, Maria Hinojos Pressey, and Sara Duncan; ABSENT: Director Chi Nguyen
- Staff Allan Pollock, General Manager; David Trimble, Deputy General Manager; Denise LaRue, Chief Financial Officer; Patricia Feeny, Director of Communication; Tom Dietz, Director of Operations; Steve Dickey, Director of Technology & Program Management; Linda Galeazzi, Executive Assistant; and Kathryn Pawlick, SAMTD Legal Counsel
- Guests Kiki Dohman, Transportation Options Coordinator, Communication Division; Ted Stonecliffe, Transit Planner II
-

A. CALL TO ORDER

6:37 PM

President Ian Davidson called the meeting to order. Attendance was noted and a quorum was present. For the Safety Moment, Mr. Pollock shared that the outdoor mask mandate begins on Friday, August 27, 2021. The Transportation Security Administration (TSA) extended the mandate to January 2022.

B. ANNOUNCEMENTS AND CHANGES TO THE AGENDA

President Davidson announced the addition of Sunday Service beginning September 5, 2021. Most of this service will be hourly on 13 routes. Sunday service will be free throughout the month of September on September 5, 12, 19 and 26.

C. PRESENTATION - None

1. Patricia Feeny, Director of Communication awarded Kiki Dohman, Transportation Options Coordinator from the Communication Division with the 2021 Association for Commuter Transportation’s Presidents Award for extraordinary leadership in service to the ACT.
2. Ted Stonecliffe, Transit Planner II, gave a demonstration of TBEST, a transit boarding and estimation and simulation tool for short range transit ridership forecasting.

D. PUBLIC COMMENT - None

E. CONSENT CALENDAR

Shall the Board approve the Consent Calendar?

Presenter: President Davidson



Staff Report: 15-24 of the agenda

1. Approval of Minutes

2) July 22, 2020 Board Orientation – Part 1

3) July 22, 2020 Board of Directors Meeting

Motion: **Move to approve the Consent Calendar.**
Motion By: **Director Maria Hinojos Pressey**
Second: **Director Ramiro Navarro Jr**
Vote: **Motion passed: Davidson, Nguyen, Navarro, Hinojos Pressey, Carney, Richards (6) Absent: Directors Nguyen (1)**

F. ITEMS DEFERRED FROM THE CONSENT CALENDAR - None

G. ACTION ITEMS

1. Shall the Board authorized the General Manager to execute a contract with The Gunter Group for project management and technical advisory service in the implementation of Tyler Munis Enterprise Resource Planning/Human resource management (ERP/HRM) software, for a term of two years and a not to exceed amount of \$500,000.

Staff Report: Pages 25-26 in the agenda
Presenter: Denise LaRue, Chief Financial Officer

Motion: **Move to authorize the General Manager to execute a contract with The Gunter Group, LLC for project management and technical services relating to the implementation of Tyler Munis ERP/HRM software in the not to exceed amount of \$500,000.**
Motion By: **Director Sadie Carney**
Second: **Director Charles Richards**
Vote: **Motion passed: Davidson, Nguyen, Navarro, Hinojos Pressey, Carney, Richards (6) Absent: Directors Nguyen (1)**

H. INFORMATION ITEMS

1. September Service Change Briefing

Staff Report: Pages 27-32 in the agenda
Presenter: Chris French, Service Planning Manager

September 5, 2021 will be the first day of Sunday service from 8:00 a.m. to 8:00 p.m. Most routes will operate every 60 minutes. Cherriots LIFT will continue to operate on all days and hours that Cherriots Local is in operation. Holiday service will kick off on Veterans Day, November 11, 2021. Cherriots will then operate holiday service beginning in 2022 on Martin Luther King Day, Presidents Day, Memorial Day, Independence Day, Labor Day, and Veterans Day. There will be no holiday service on Thanksgiving Day, Christmas Day and New Year’s Day. Cherriots Regional routes will not offer Sunday or holiday service.



2. Fourth Quarter Performance Report

Staff Report: Pages 33-64 in the agenda

Presenter: Chris French, Service Planning Manager

Data for the fourth quarter reflects changes to service made in response to the COVID-19 pandemic. The changes that took place affected all areas of this report. Most notably, the daily average revenue hours, daily average revenue miles, daily average rides, and fares. Some routes were not in operation for the entire quarter while others operated at reduced levels. Due to these circumstances, data to compare the fourth quarter to the third quarter in FY2021 has been included to help illustrate how service is changing in the current pandemic environment.

3. Fourth Quarter Cherrriots FY2021 Trip Choice Program

Staff Report: Pages 65-80 in the agenda

Presenter: Roxanne Beltz, Transportation Options Coordinator

Staff worked with the Employee Transportation Coordinators (ETCs) in an outreach for the *Get There Games: Team Edition*, and with ODOT to spearhead a pilot campaign to test the team challenge feature in the *Get There* tool that will allow users to create and join teams and compete as teams under an account at *GetThereOregon.org*. The Group Pass Program (GPP) was relaunched in July. Salem Health and the Book Bin renewed their contracts. Cherrriots also entered into a new five-year contract for vanpool services with Commute with Enterprise. For more of the report, go to pages 65-80 in the agenda.

I. GENERAL MANAGERS REPORT

Mr. Pollock announced that the Hispanic Heritage Month Breakfast is Thursday, September 16, 2021 from 8:00 – 11:30 a.m. at the Salem Convention Center. He praised the service planning staff for the great job they did in preparing for the September service changes. He praised the transit operators for their hard work providing 17 to 18 hours of service a day due to their commitment to the community. Although Covid 19 has been tough on people, there were also the retirements and soliciting for new hires. Mr. Pollock will serve a second term as Chair for the American Public Transportation Association's Small Operations Committee; and lastly, Cherrriots received a sponsorship award for participating in the KeizerFest Parade.

J. BOARD OF DIRECTORS REPORTS

1. Board Committee Assignments for FY2022

Staff Report: Pages 81-83 of the agenda

Presenter: President Ian Davidson

Board members received their committee assignments for FY2022-2023.

2. Board Reports on Committee Assignments for FY2021



Staff Report: Page 84 of the agenda

Presenter: Board of Directors

Director Carney reported on the Salem Keizer Area Transportation Study (SKATS) meeting held earlier this week. She encouraged people to take the SKATS Public Participation Plan (PPP) survey offered by SKATS for the Regional Transportation Planning Process in the Salem-Keizer Urban Area. It serves as a guide in the process to ensure broad-based public participation in the development and review of regional transportation plans, programs, and projects. Go to: <https://www.mwvcog.org/programs/transportation-planning/skats/public-participation/>

Director Hinojos Pressey reported that the Citizens Advisory Committee meeting will be held in September. The Diversity Equity and Inclusive Committee participated in an internal stakeholders meeting and later a meeting with consultants to discuss the planning process for the DEI Committee outreach.

President Davidson and GM Pollock were part of an interview by a local radio station. He talked with staff about updating the Board's vehicle acquisition policy and would like to receive feedback from the Board.

Director Navarro participated in a town hall meeting in August.

Director Duncan spoke about how hiring pools are not as typical as they once were. Employers are finding that they need to provide transportation for candidates to get to interviews.

Director Richards announced that he will miss the September board meeting for medical reasons.

K. ADJOURN BOARD MEETING

8:28 pm

Respectfully Submitted

Ian Davidson, President



To: Board of Directors

From: Gregg Thompson, Maintenance Manager
Tom Dietz, Director of Operations

Thru: Allan Pollock, General Manager

Date: September 23, 2021

Subject: Authorize the General Manager to execute a contract with Clean Energy for the purchase of a replacement CNG compressing station.

ISSUE

Shall the Board authorize the General Manager to execute a contract with Clean Energy for the purchase of a CNG compressing station for an amount not to exceed \$1,621,448?

BACKGROUND AND FINDINGS

The District has been using compressed natural gas vehicles in the local fleet since 1998. At that time the District added the first CNG station with an additional station added in 2002. The CNG station consists of two (2) 150hp motors that use the natural gas inlet pressure to then compress natural gas up to 4,300 psi. Today the fleet consists of 34 fixed route buses plus an additional 4 in the contingency fleet. In December 2019, the District transferred over to Renewable Natural Gas (RNG).

Expenditure approval tonight will allow the District to move forward with the replacement of the original CNG station. The age of this equipment is measured in hours of operation. This station has logged nearly 50,000 hours since its inception. Complete engine overhauls are scheduled for every 5,000 hours. The manufacturer recommends replacement after approximately 40,000 hours or 8 unit rebuilds. Repairs have become more frequent while parts availability for aged equipment has been steadily declining.

District staff conducted a thorough solicitation. The solicitation was posted on the Cherriots website, on Orpin and was sent directly to 20+ vendors across the country that specialize in CNG infrastructure. One (1) bid was received from Clean Energy. A source evaluation

committee evaluated the response and found that Clean Energy’s proposal was responsive and met specifications.

FINANCIAL IMPACT

Funding for this proposed contract is included in the Capital Projects Budget of the District’s Adopted FY2021/22 Budget. The station costs are listed in Table 1 below:

TABLE 1

CATEGORY	PRICE EACH	QUANTITY	TOTAL
Clean Energy CNG Station	\$ 1,621,448	1	\$1,621,448

Funding for the proposed contract is covered through an FY 2020 5307(a) grant.

Funds for the CNG Station Replacement project are listed in Table 2 below:

TABLE 2

FUND SOURCE	GRANT PERCENTAGE	MATCH PERCENTAGE	GRANT AMOUNT	MATCH AMOUNT	TOTAL
FY2020 5307(a)	80%	20%	\$1,297,158	\$ 324,290	\$1,621,448
			Grand Total		\$1,621,448

RECOMMENDATION

Staff recommends that the Board authorize the General Manager to execute a contract with Clean Energy for the purchase of a CNG compressing station.

PROPOSED MOTION

I move the Board authorize the General Manager to execute a contract with Clean Energy for the purchase of a CNG compressing station for an amount not to exceed \$1,621,448.



To: Board of Directors

From: Gregg Thompson, Maintenance Manager
Tom Dietz, Director of Operations

Thru: Allan Pollock, General Manager

Date: September 23, 2021

Subject: Authorize the General Manager to execute a Contract with Stertil-Koni for the purchase of two (2) in-ground heavy-duty lifts.

ISSUE

Shall the Board authorize the General Manager to execute a Contract with Stertil-Koni for the purchase of two (2) in-ground heavy-duty lifts?

BACKGROUND AND FINDINGS

Currently, the Del Webb maintenance facility has a total of six (6) in-ground lifts that are 30 years old. Under heavy use conditions, the manufacturer states the lifts have a 20 year useful life. The location of several of the lifts inhibits the use of the bay they are in because of larger bus sizes. When buses are in the shop, the bus engine door cannot be opened without leaving the drive through door open.

Many of the lifts have had the main lifting pistons re-chromed 14 years ago to extend their useful life; however, repairs on the lifts are becoming more frequent and increasingly costly. Last month for example, lift repair work included saw cutting and jack hammering to access an air-line that had rusted through. Current lifts share a 100 gallon hydraulic fluid reservoir that can pose issues in the event of a leak.

Phase 1 of this project is to purchase and install two (2) new in-ground lifts per year, until all six (6) lifts have been replaced. Approval for the civil work portion of this project will be presented for approval at a later board meeting.

New, heavy duty lifts offer a higher degree of safety and reliability. New lifts will be safer to use because the operator is positioned to better view how the bus is being lifted. New lifts pose less of an environmental risk because they contain less than five gallons of bio-

degradable oil. Additionally, the Stertil-Koni lifts will be very similar to the lifts that were installed during the maintenance shop expansion in 2008.

The lifts would be purchased using the Washington State NASPO contract #05316. Washington State NASPO contracts meet the requirements of a competitive procurements; as well as, Federal terms and conditions.

FINANCIAL IMPACT

Funding for this proposed contract is included in the Capital Projects Budget of the District’s Adopted FY2021/22 Budget. Vehicle lift costs are listed in Table 1 below:

TABLE 1

CATEGORY	PRICE EACH	QUANTITY	TOTAL
2 Stertil-Koni In ground lifts	\$ 120,142	2	\$ 240,284

Funding for the proposed contract is covered through FY 2017 5307(a) grant.

Funds for the vehicle lift project are listed in Table 2 below:

TABLE 2

FUND SOURCE	GRANT PERCENTAGE	MATCH PERCENTAGE	GRANT AMOUNT	MATCH AMOUNT	TOTAL
FY2017 5307(a)	80%	20%	\$ 192,227	\$ 48,057	\$ 240,284
			Grand Total		\$240,284

RECOMMENDATION

Staff recommends that the Board authorize the General Manager to execute a Contract with Stertil-Koni for the purchase of two (2) in-ground heavy-duty lifts.

PROPOSED MOTION

I move the Board authorize the General Manager to execute a Contract with Stertil-Koni for the purchase of 2 in-ground heavy-duty lifts an amount not to exceed \$240,284.



BOARD MEETING MEMO

Agenda Item H.1

To: Board of Directors

From: Karen Garcia, Security and Emergency Management Manager
David Trimble, Deputy General Manager

Thru: Allan Pollock, General Manager

Date: September 23, 2021

Subject: FY 2021 Security Report

ISSUE

Shall the Board receive the FY 2021 Security Report?

BACKGROUND AND FINDINGS

Each fall, the Board receives the annual report on the Districts security activities provided by District staff, City of Salem Police, and Allied Universal. Karen Garcia, Security and Emergency Management Manager will present the report as shown in Attachment A.

FINANCIAL IMPACT

None.

RECOMMENDATION

Staff recommends the Board receive the FY 2021 Security Report.

PROPOSED MOTION

I move that the Board receive the FY 2021 Security Report.

Security Report FY 2020-21

Board Meeting – September 23, 2021

Karen Garcia
Security and Emergency Management Manager



Multi-Agency Security Team





Security Team Responsibilities

- Provide information about Cherriots services
- Respond to safety and security concerns
- Analyze security statistics and enhance public safety efforts
- Ensure a strong presence to deter unwanted activities
- Develop policies and procedures which help to ensure the safety and security of people, facilities, and other assets
- Enforce regulations and ordinances on all District properties
- Maintain a safe environment for all stakeholders



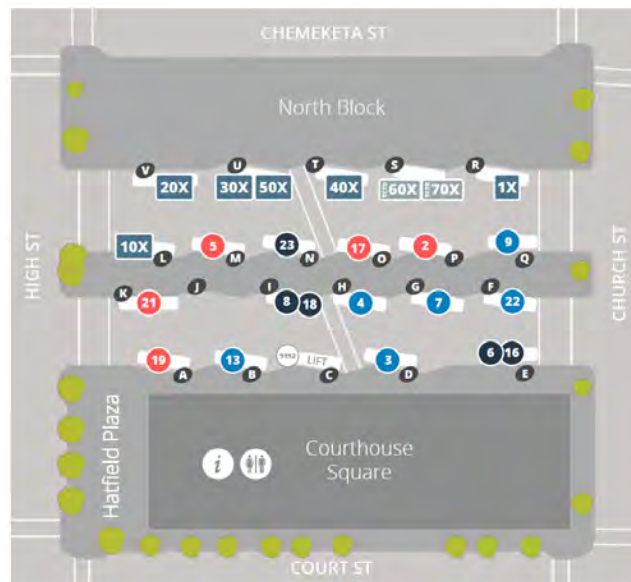
Private Security Provider – Allied Universal Security

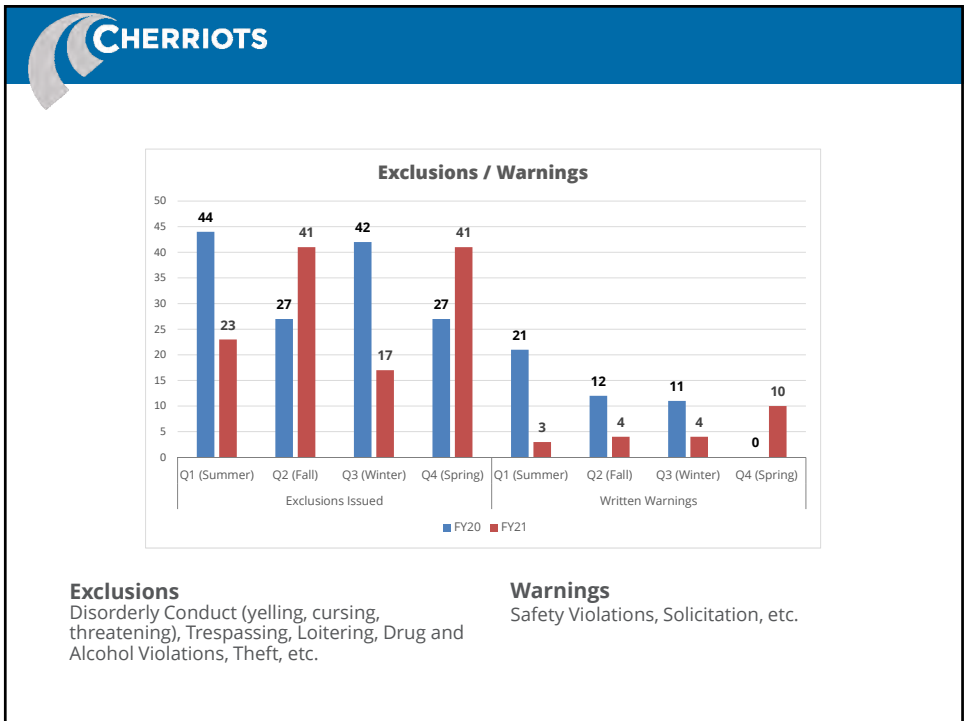
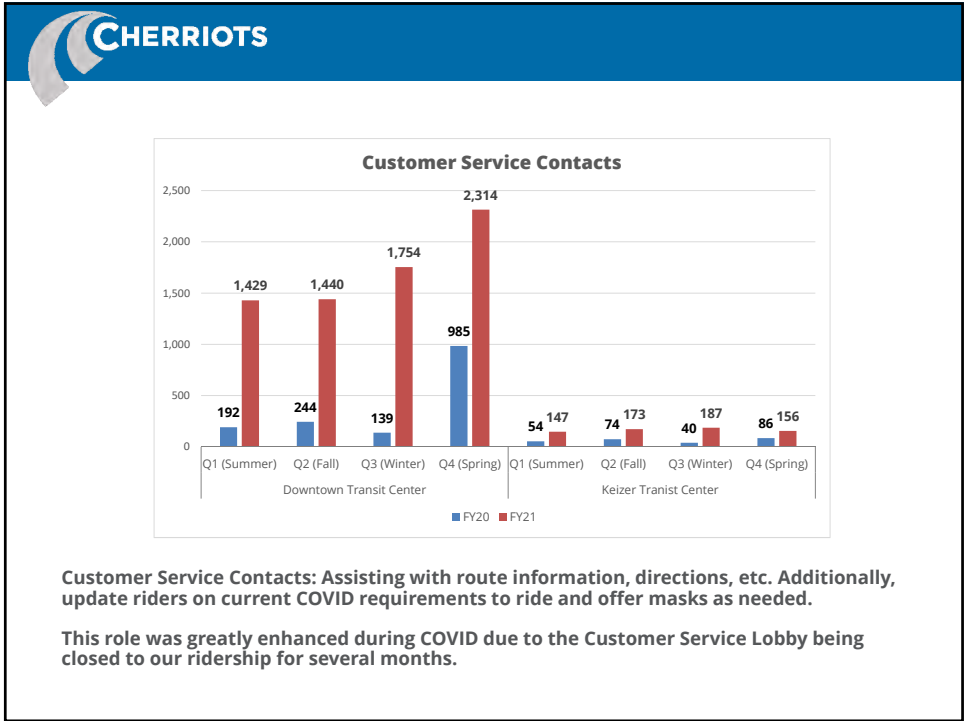
- State certified unarmed security professionals
- Staff both transit centers during all hours of local service
- Provide World Class Customer Experience to employees and riders
- Assist riders in using Cherriots services
- Provide a visible security presence
- Respond to a variety of incident types
- Responsible for ordinance enforcement and exclusions
- Request police, as needed, for law violations or assistance with complex situations

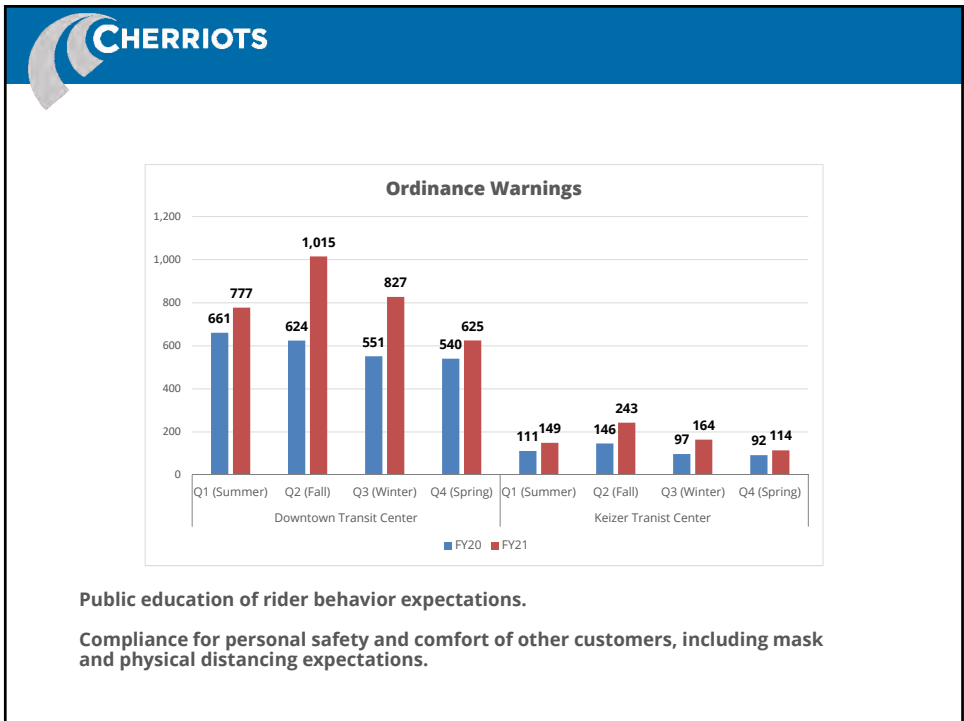
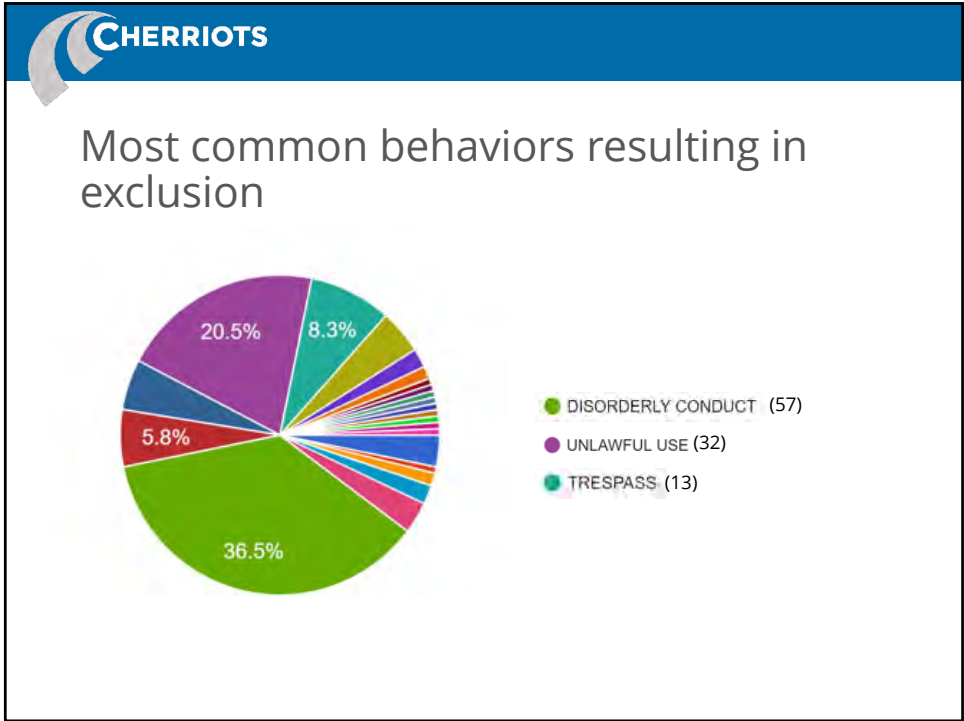


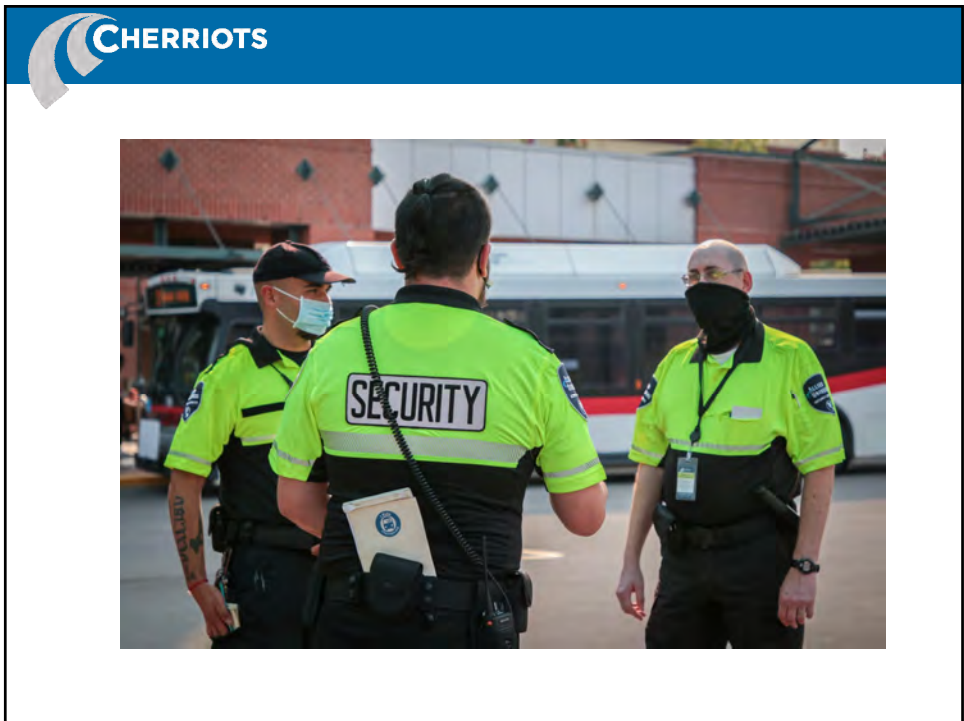
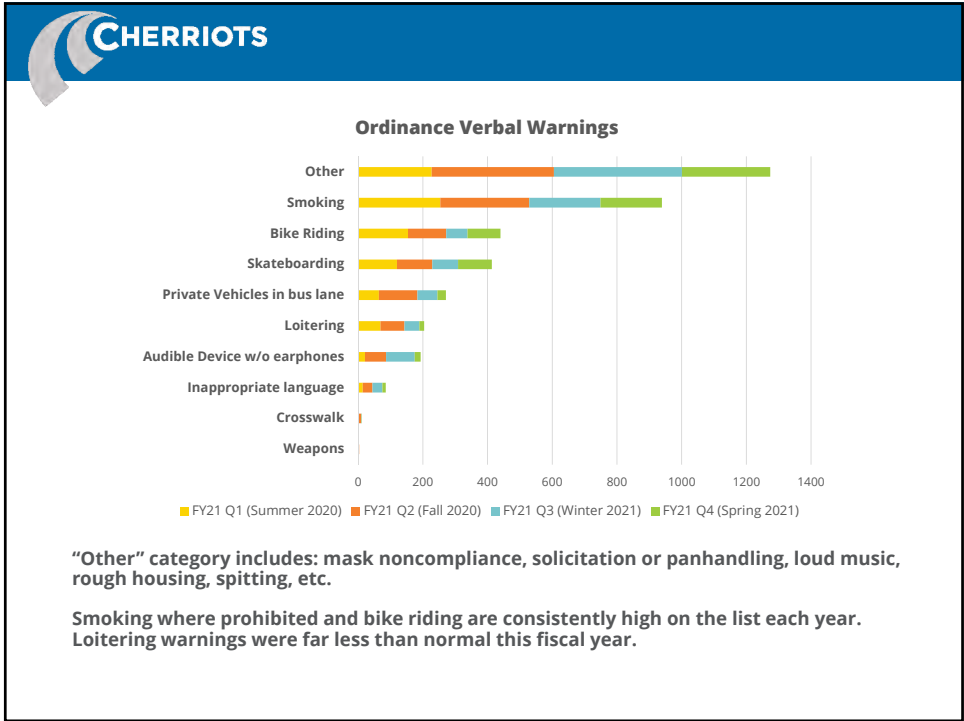
Intergovernmental Agreement - Salem Police Services

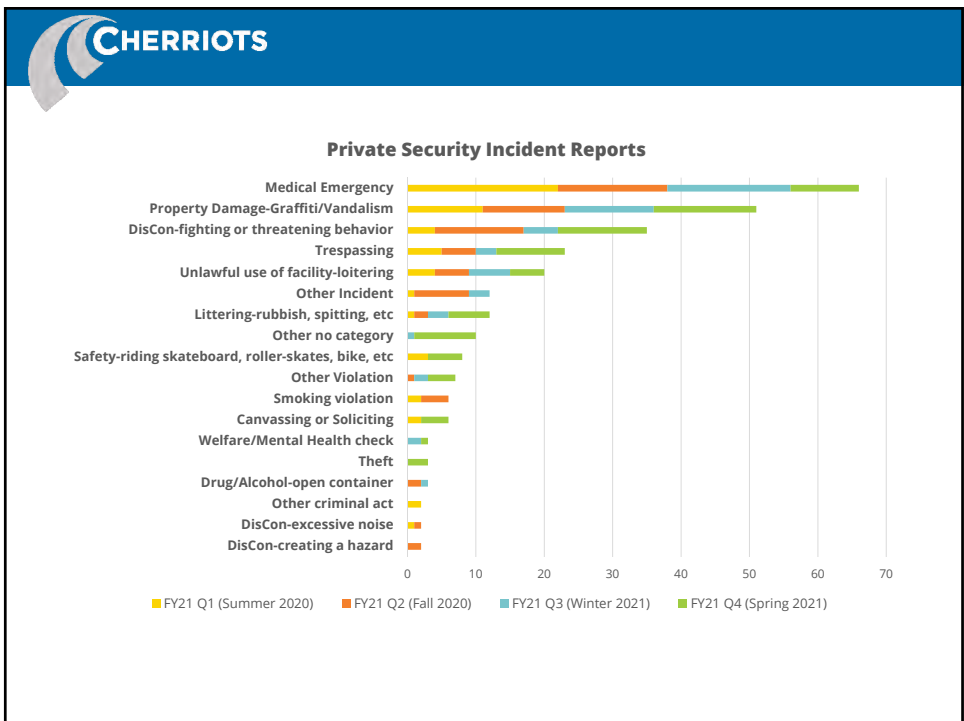
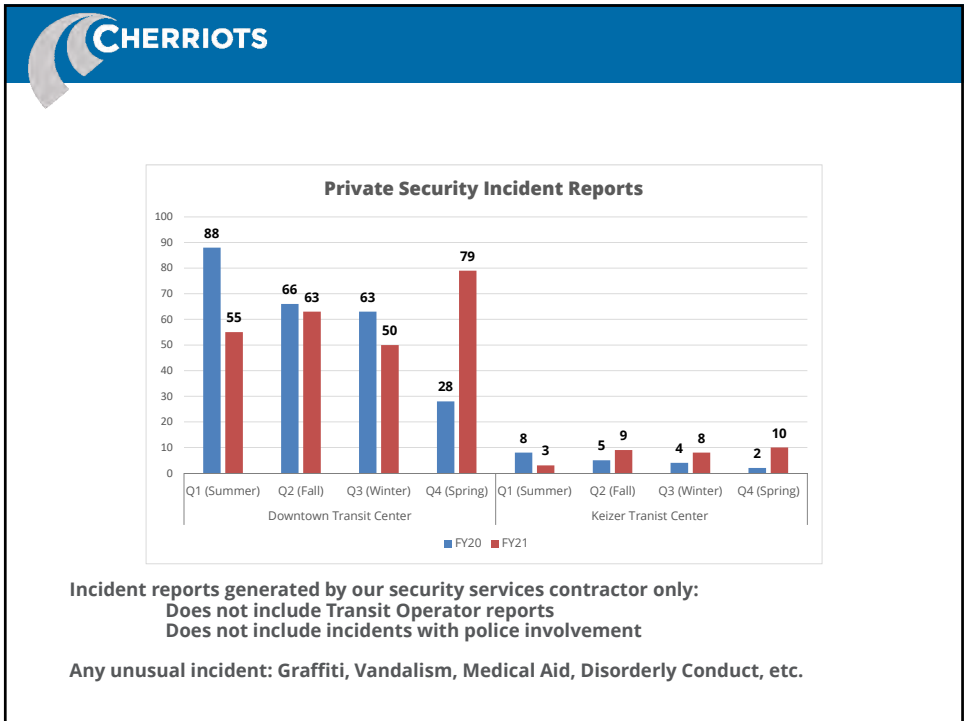
- Direct access to an on-call sworn police officer Monday-Saturday from 12 p.m. to 9 p.m.
- Offer crime prevention assistance
- Respond to and investigate criminal activity
- Manage activities occurring on the block, not within the jurisdiction of Cherriotics private security
- Facilitate access to community social services for those in need
- Instrumental in providing youth safety and incident management
- Community stakeholder and partner aiming to enhance livability in the downtown core









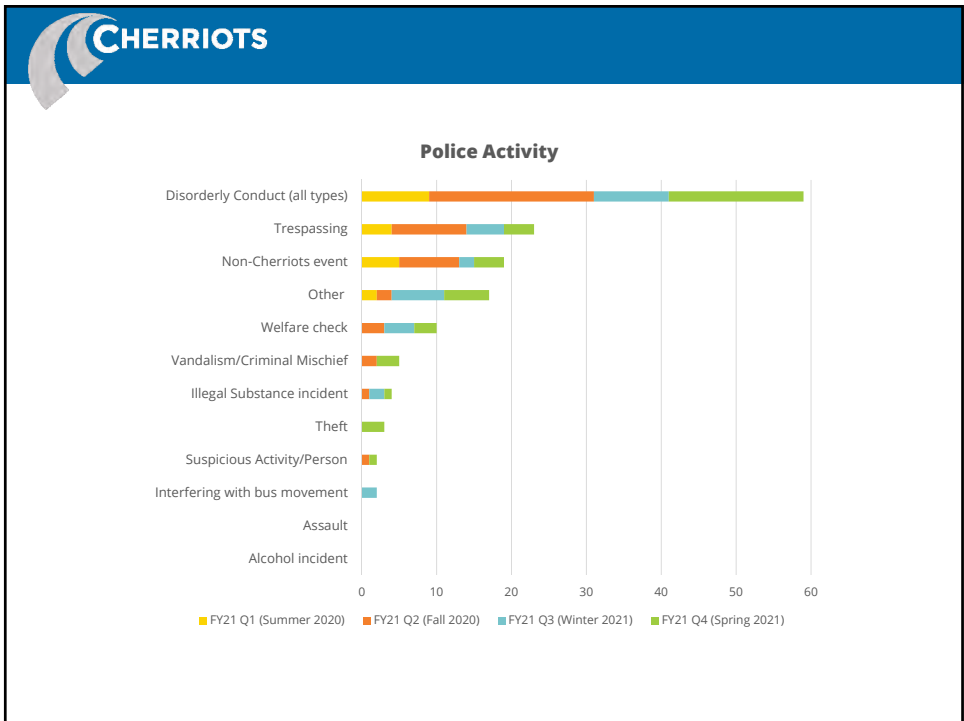
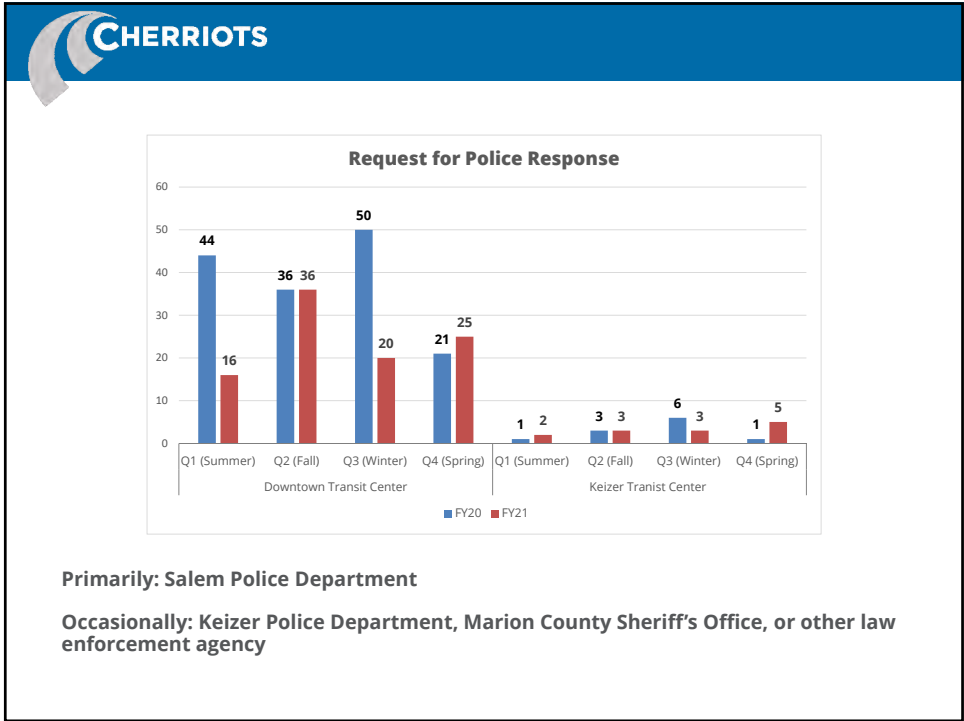




MOST COMMON INCIDENTS

- The top three types of incidents in FY20 were graffiti/vandalism, medical emergency, and loitering.
- In FY21, the most common incidents were as follows:
 - Medical Emergency – 66 (65 in FY20)
 - Graffiti/Vandalism – 51 (87 in FY20)
 - Disorderly Conduct – 35 (16 in FY20)







POLICE ACTIVITY

- The most common types of activities are fairly consistent from year-to-year.
- There was a decline in calls for police assistance this year, with 205 in FY20 and 144 in FY21:
 - Disorderly Conduct – 59 (53 in FY20)
 - Trespassing – 23 (42 in FY20)
 - Non-Cherriots – 19 (35 in FY20)
 - Other – 17 (38 in FY20)



DISORDERLY CONDUCT – UNRULY OR UNWANTED BEHAVIOR

Incidents of unruly and threatening behavior increased significantly in comparison to last year, with 68 in FY20 and 94 in FY21.

Of those incidents, 16 involved assaultive behavior (physical contact made), an increase from 12 in FY20.

- 15 were between private citizens, either at the Downtown Transit Center, or onboard a bus.
- 1 involved a Cherriots employee. No injuries reported.



EVACUATIONS

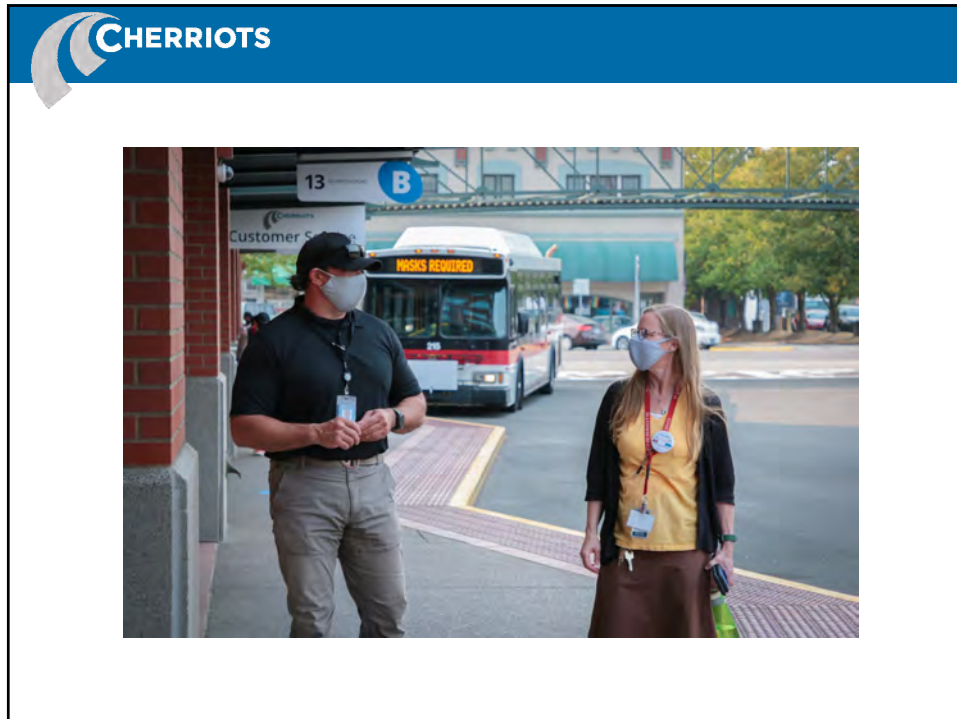
We experienced three evacuation events during the fiscal year.

- In December 2020, a suspicious backpack was left in a garbage can at the Downtown Transit Center. Salem Police determined the item to be suspicious and ordered an evacuation of the area. The investigation ultimately deemed the situation safe.



EVACUATIONS

- In May 2021, a large hard sided suitcase was located on the sidewalk near the corner of Church St and Chemeketa St, adjacent to the Downtown Transit Center. Salem Police determined the item to be suspicious and ordered an evacuation of the transit center. The investigation deemed the situation safe. It was later discovered that the suitcase was left by an unknown individual in the middle of the night.
- Additionally in May, a building evacuation was necessary at the Keizer Transit Center after a cleaning solution was used in the public restroom and mixed with another existing chemical, causing fumes to develop. Keizer Fire Department responded, cleared the space of fumes, and called the "all clear."




PARTNER IN THE COMMUNITY

Cherrriots is a vital partner in our community. We not only provide much needed transportation services, but we contribute in various other ways.

- In November 2020, a fatal motor vehicle accident occurred on Portland Road. A Cherrriots bus camera system captured the incident from just seconds before impact through the events that unfolded immediately after. This information was extremely beneficial in assisting Salem Police Department in investigating the incident.



PARTNER IN THE COMMUNITY

- In April 2021, Salem Police Department was investigating a fatal traffic accident which occurred in South Salem where a pedestrian was killed and the vehicle driver fled the scene. Police believed a local homeless man was a critical witness to the crash. Due to the seriousness of the incident, SPD officers received authorization to share a photo of the individual with Cherrlots. Ultimately one of our contract security officers located the witness at the Downtown Transit Center. Police were called, responded and were able to interview the witness.



PARTNER IN THE COMMUNITY

- In May 2021, several transit operators reported a rider whose physical condition was extremely concerning. He was unkempt, dirty and emitting a foul odor, primarily caused by his homelessness. After a thorough assessment, it was determined that he could not be safely transported. Northwest Human Services was contracted and informed of the situation. Their representatives deemed the rider as an endangered homeless person and began proactive efforts to provide him support, such as a shower, clean clothes, food and temporary shelter. Unfortunately, after multiple offers, the rider ultimately declined those services.



CONTINUOUS IMPROVEMENT

- The new Security Coordinator position was filled in early FY21. Jim Aguilar has made substantial improvements in the processes of the security team. He oversees the day to day security functions, working closely with our private security provider and the Salem Police Department to ensure a collaborative effort remains in place for the continued safety and security of our riders.
- The Coronavirus Pandemic has presented an environment of constant change. Our security efforts have evolved significantly in this dynamic environment. We will continue to adjust to meet the needs of Cherriots and the community as we recover.



CONTINUOUS IMPROVEMENT

- The new Emergency Coordinator position was recently filled. We are extremely excited to have a dedicated staff member who will focus their efforts on our emergency and disaster planning needs. Randy Navalinski will work closely with both internal and external stakeholders to ensure plans are in place to help Cherriots prepare for, prevent, respond to, mitigate, and recover from disasters. Additionally, he will work closely with our local emergency management partners to ensure Cherriots is prepared to respond to requests for support from our community.



CONTINUOUS IMPROVEMENT

- A new security services contract was approved for FY22. We have implemented a security presence at our Del Webb Operations Headquarters. Cherriots has partnered with The DPI Group to provide this much needed service. A continuous security presence will deter unauthorized persons from entering the property, and offer support to employees, contractors and vendors at this vitally important location.



Questions?





To: Board of Directors

From: Chris French, Service Planning Manager
David Trimble, Deputy General Manager

Thru: Allan Pollock, General Manager

Date: September 23, 2021

Subject: FY21 Annual Performance Report

ISSUE

Shall the Board receive the Fiscal Year 2021 Annual Performance Report?

BACKGROUND AND FINDINGS

The annual performance report has three purposes: to report on total and average revenue hours, revenue miles, and boarding data from the Cherriots system during Fiscal Year 2021 (FY21), to compare the performance of the Cherriots system with the previous fiscal year, and to offer insight that can be used by Cherriots staff to develop future service plans.

This FY21 Annual Performance Report covers weekday and Saturday service data from July 1, 2020, through June 30, 2021. For each service type, data from all of FY21 is compared to that of FY20 for both weekday and Saturday services.

For each route, data from the month of April is typically used to provide a snapshot of the service due to consistent school schedules, moderate weather, and a lack of national holidays. However, for weekday service, this snapshot is not available for FY21 due to the service reductions made in response to the ongoing effects of the COVID-19 pandemic. Instead, weekday route level data collected for this report has been broken down into three service level based categories that represent the three different weekday service levels that were implemented over the course of FY21.

1. data from July 2020 through September 2020 is referred to as 80% of pre-pandemic service;

2. data from October 2020 through April 2021 is referred to as 95% of pre-pandemic service;
3. data from May 2021 through June 2021 is referred to as 100% of pre-pandemic service.

For Saturday service, route level data from the month of April has been used to provide a snapshot of the service due to the fact that Saturday service levels remained at 100 percent of pre-pandemic service throughout FY21.

This report includes data for total and daily average revenue hours, revenue miles, and boardings, as well as measures of productivity. On-time performance data is not available in this report due to issues related to the deployment of the GMV Syncromatics CAD/AVL system. Sources of data include schedules, vehicle farebox systems, and reservation software (RouteMatch).

Services Overview

Cherriots Local

Includes local fixed-route, local express routes, and Qualified Human Service Organization (QHSO) routes. (QHSO routes did not operate in FY21.)

Weekday

- *Revenue Hours* - Increased 8.8% (+52.2 Revenue Hours / Day)
- *Revenue Miles* – Increased 8.6% (+633.6 Revenue Miles / Day)
- *Boardings* - Decreased 37.5% (-3,584 Boardings / Day)

Saturday

- *Revenue Hours* - Increased 12.3% (+36.2 Revenue Hours / Day)
- *Revenue Miles* – Increased 9.9% (+362.8 Revenue Miles / Day)
- *Boardings* - Decreased 15% (-627 Boardings / Day)

Cherriots Regional

Includes regional express routes and the regional deviated fixed route service.

Weekday

- *Revenue Hours* - Increased 1.9% (+1.3 Revenue Hours / Day)

- *Revenue Miles* – Increased 4.4% (+61.7 Revenue Miles / Day)
- *Boardings* – Decreased 33.4% (-107.1 Boardings / Day)

Saturday

- *Revenue Hours* - Increased 0.7% (+0.3 Revenue Hours / Day)
- *Revenue Miles* – Decreased 2.2% (-15.6 Revenue Miles / Day)
- *Boardings* – Decreased 21.6% (-23 Boardings / Day)

Cherriots Shop and Ride

Includes Dial-a-Ride and Shopper Shuttle services. (Shopper Shuttle did not operate in FY21)

- *Revenue Hours* – Decreased 3.4% (-0.4 Revenue Hour / Day)
- *Revenue Miles* – Decreased 5.0% (-5.8 Revenue Miles / Day)
- *Boardings* – Decreased 26.1% (-5 Boardings / Day)

Cherriots LIFT

ADA complementary paratransit for the Cherriots local system:

Weekday

- *Revenue Hours* – Decreased 40.5% (-77.9 Revenue Hours / Day)
- *Revenue Miles* – Decreased 42.1% (-974.8 Revenue Miles / Day)
- *Boardings* – Decreased 58.7% (-234.9 Boardings / Day)

Saturday

- *Revenue Hours* – Increased 18.2% (+8.5 Revenue Hours / Day)
- *Revenue Miles* – Increased 19.1% (+97.8 Revenue Miles / Day)
- *Boardings* – Increased 32.9% (+22.7 Boardings / Day)

FINANCIAL IMPACT

None. Information item only.

RECOMMENDATION

Staff recommends the Board receive the FY 2021 performance report.

PROPOSED MOTION

I move that the Board receive the FY 2021 performance report.

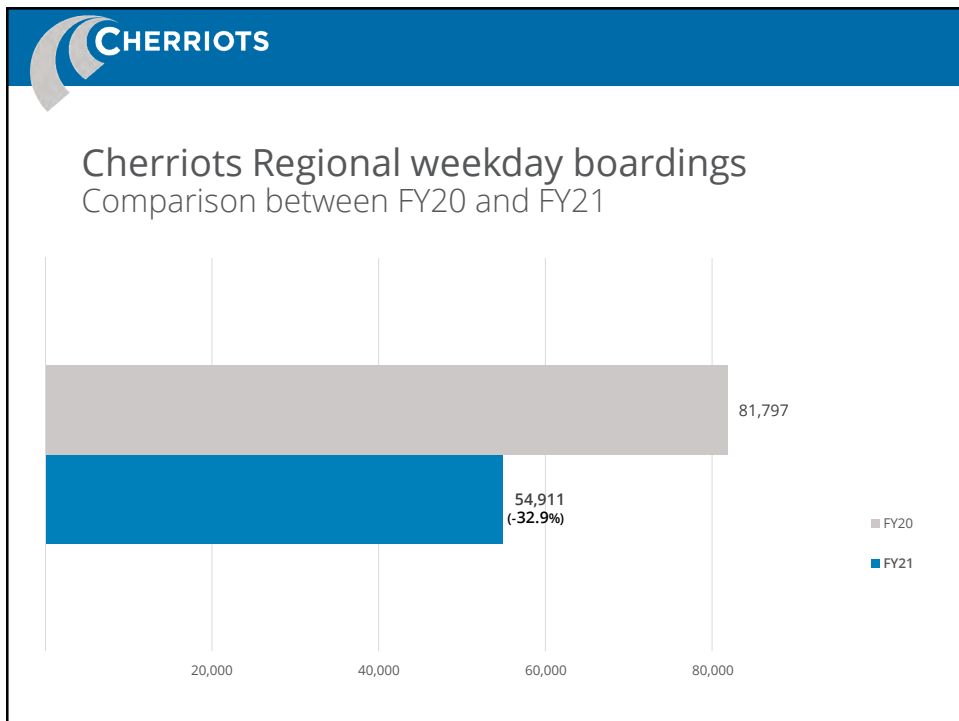
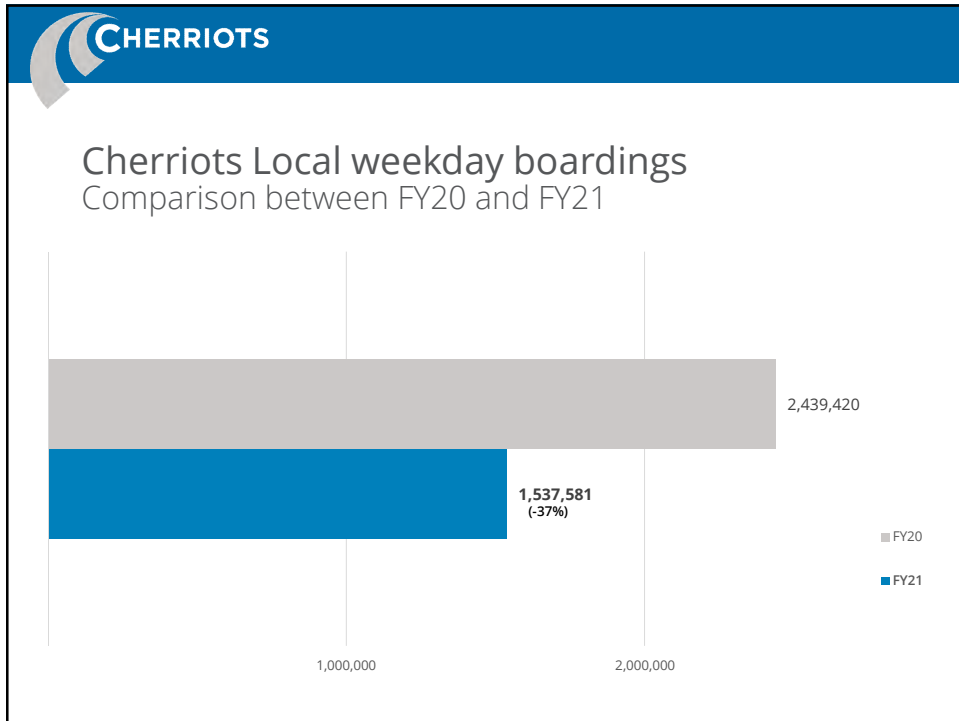
FY21 Annual Performance Report

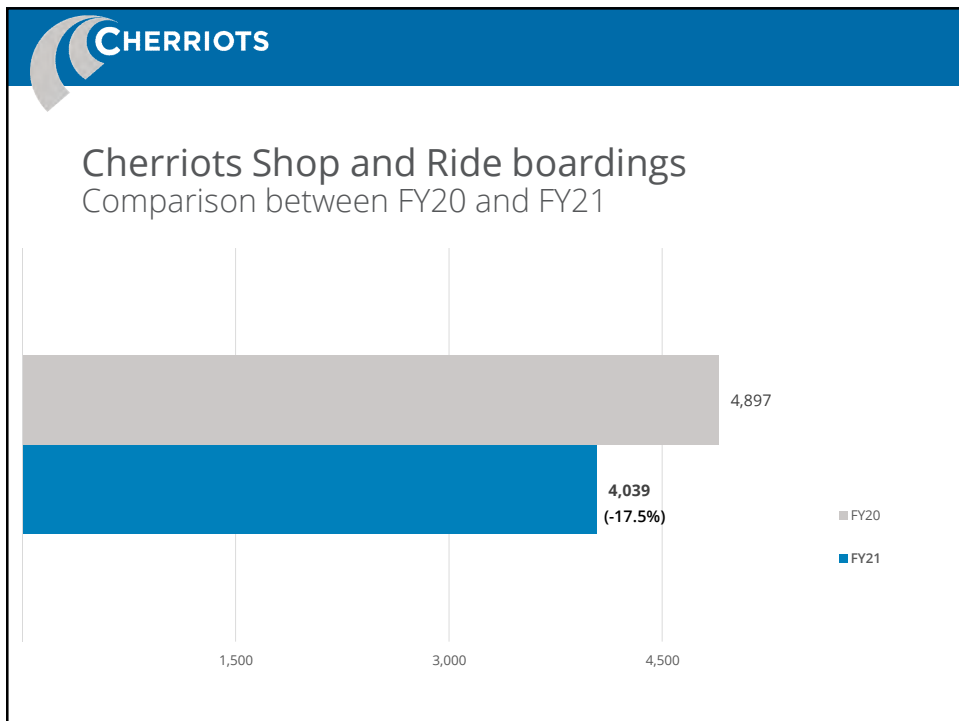
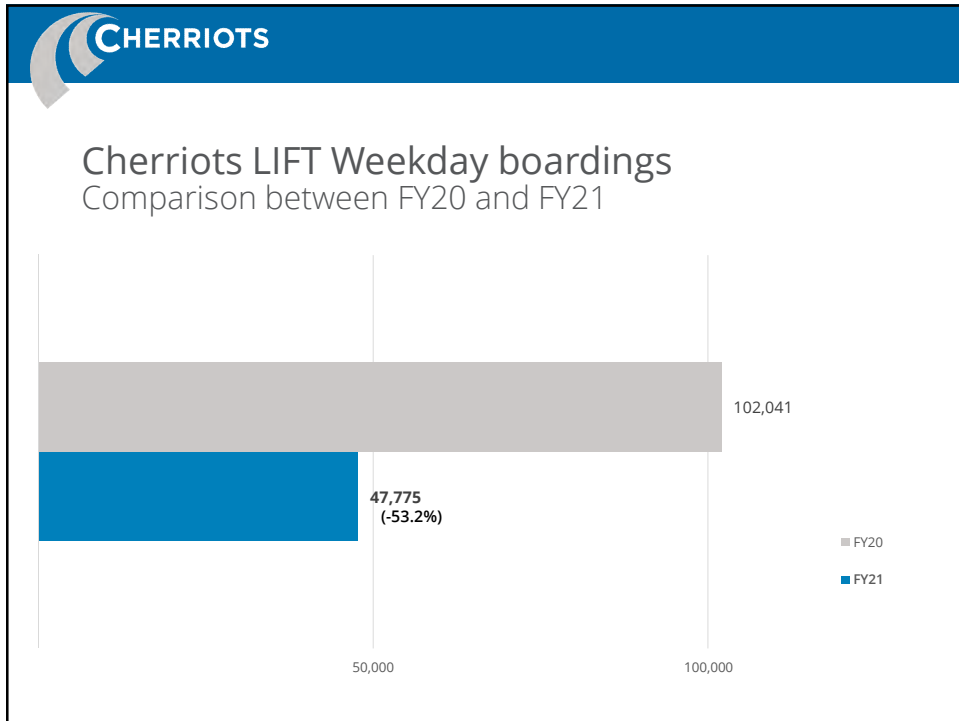
July 2020-June 2021



Total weekday boardings by service

FY20 - FY21

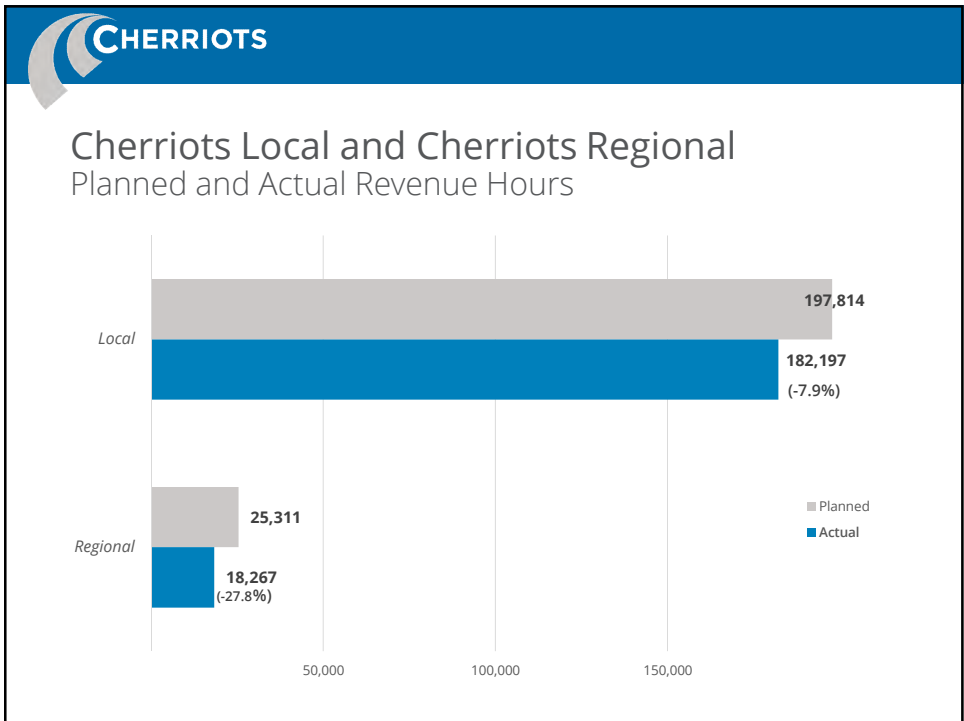


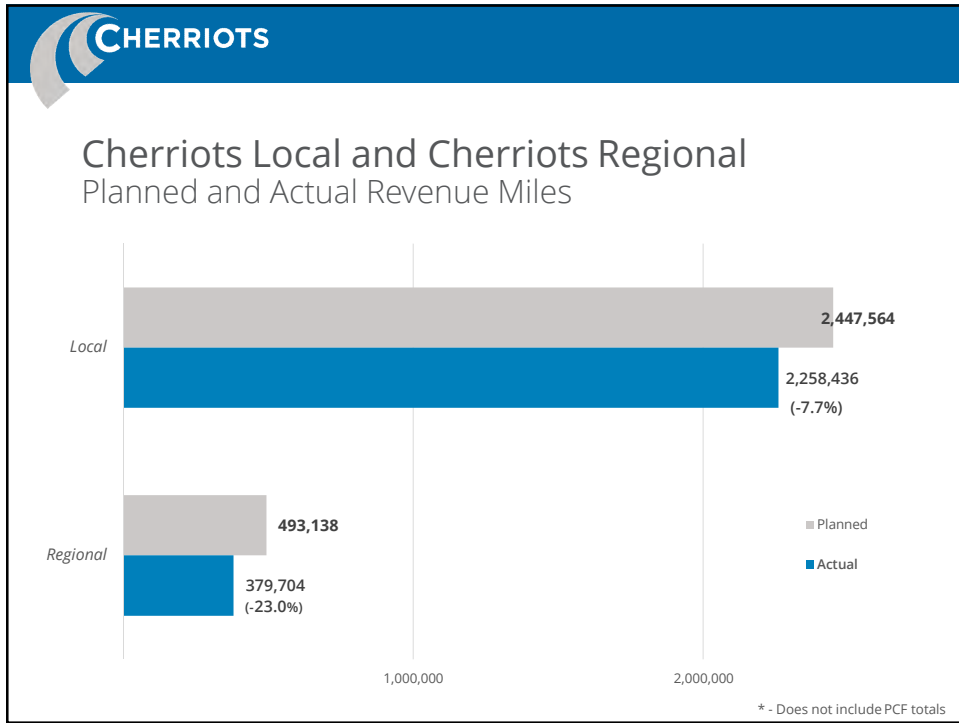


CHERRIOTS

Total revenue hours and miles

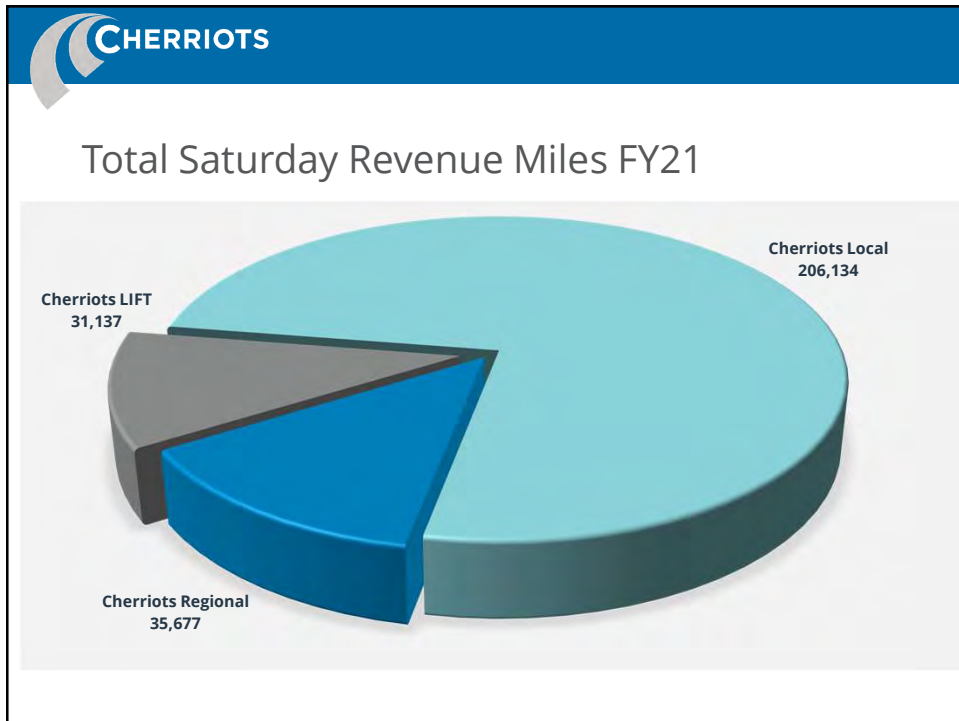
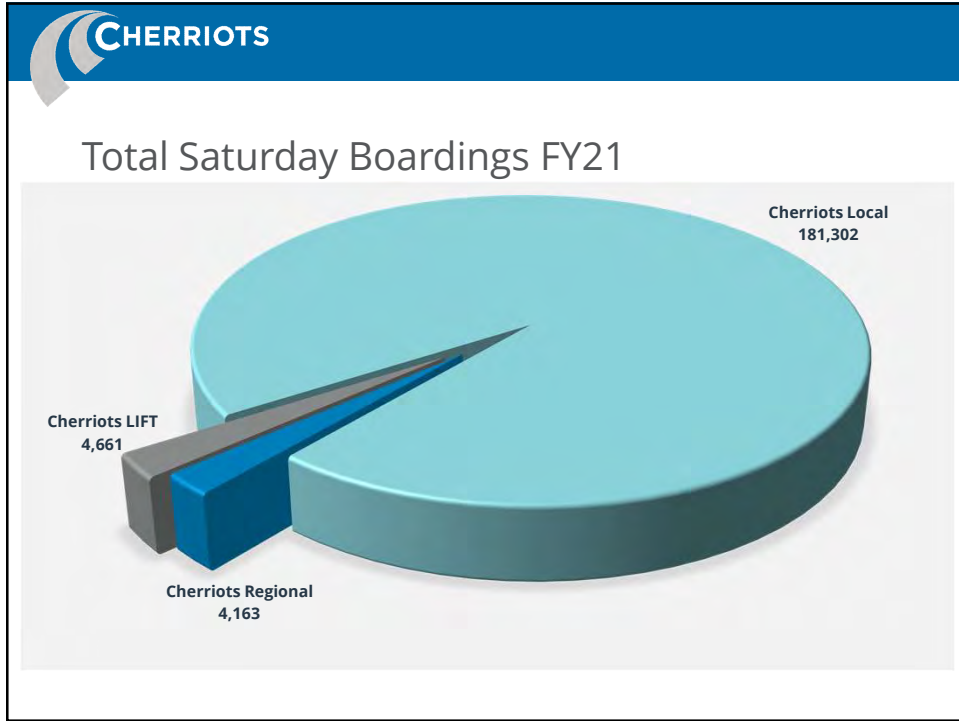
FY21

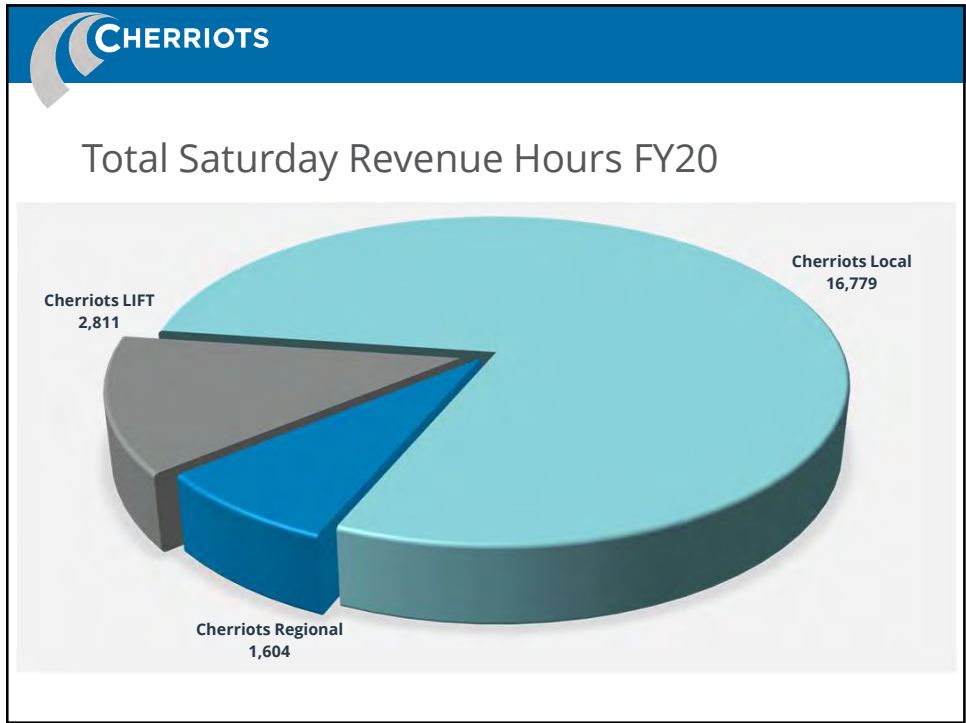




Saturday totals by service

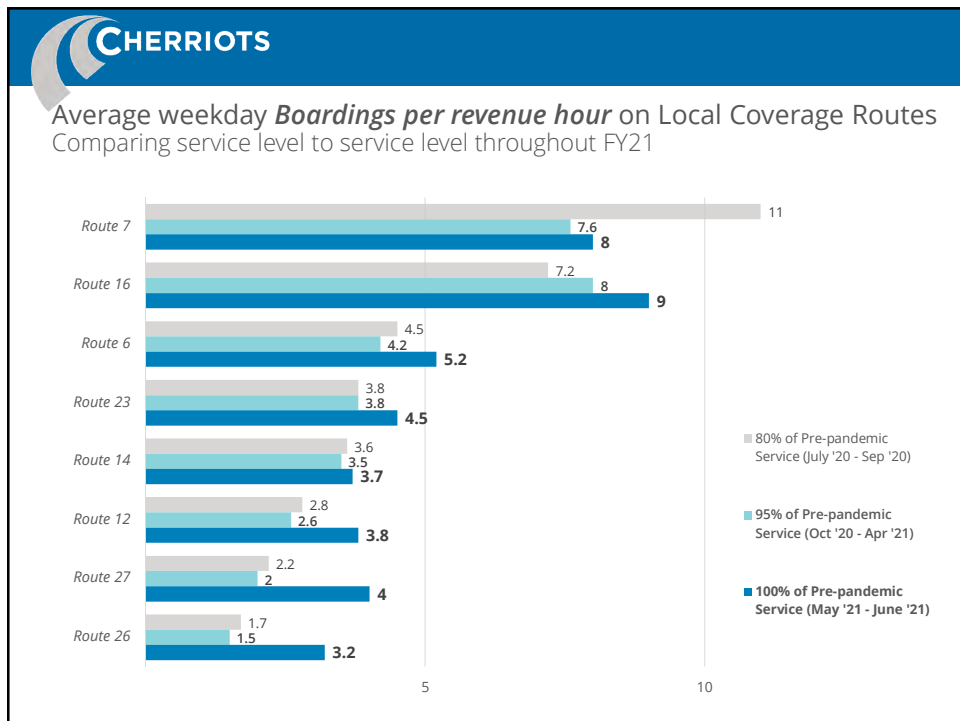
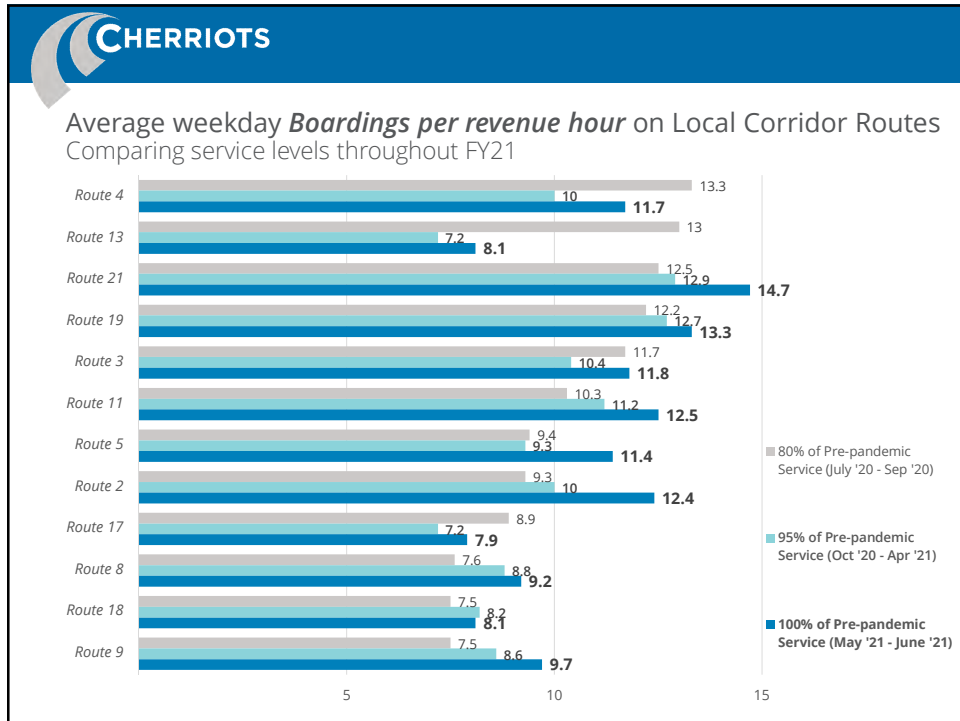
FY21

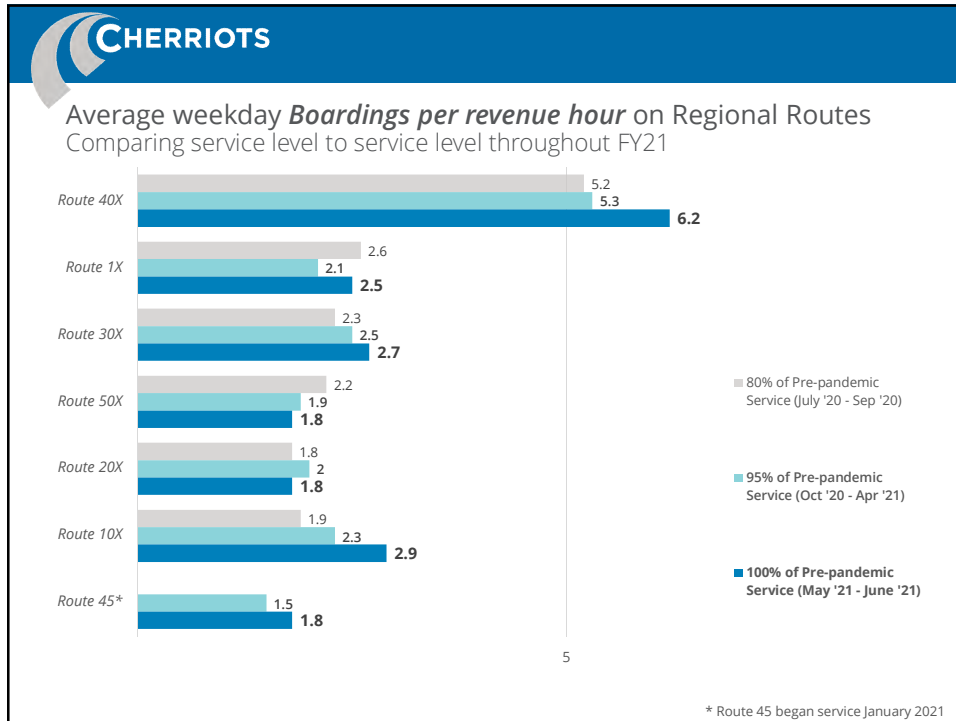




Average weekday boardings by service

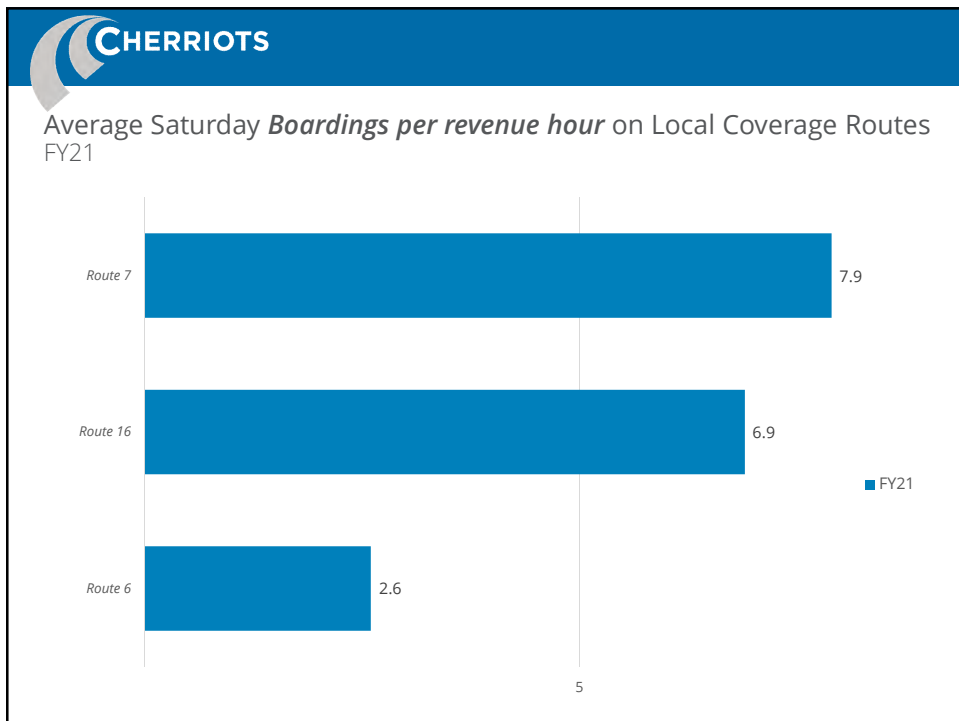
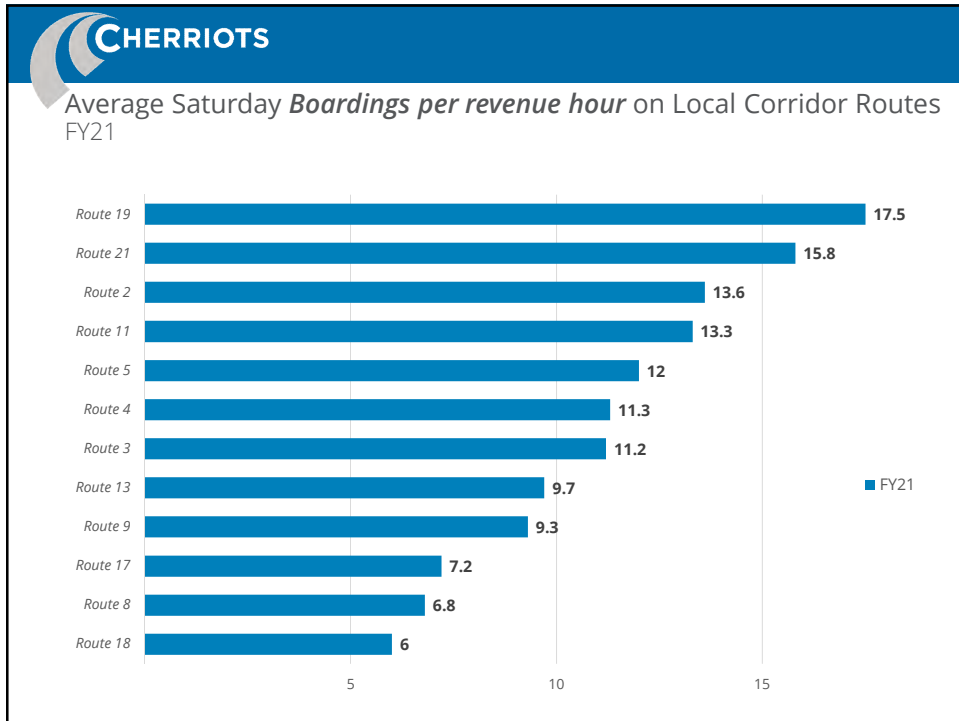
FY21

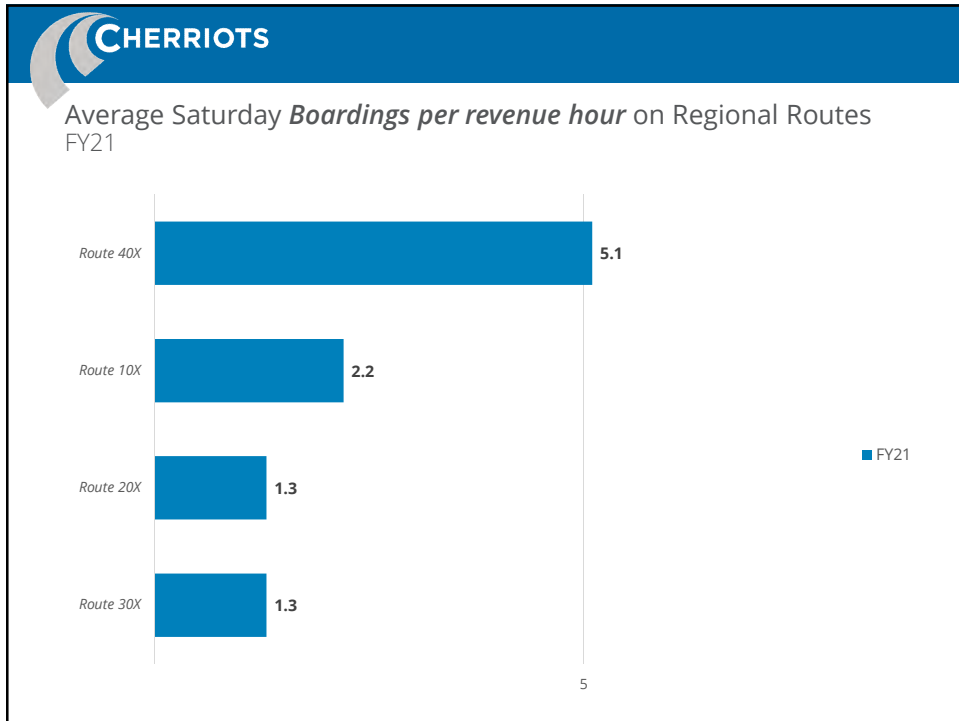




Average Saturday boardings by service

FY21





TRANSIT BOARD COMMITTEE MEMBERSHIP

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Group	Role	Board Rep
Executive Committee	The president, vice-president, and treasurer serve on the Executive Committee. In the absence of any member, the secretary may attend. The Executive Committee may meet at the discretion of the president to resolve any emergency policy or legislative issue that requires immediate action between regularly scheduled Board meetings. The Executive Committee is subject to the authority of the Board, and none of the acts of the Executive Committee shall conflict with action previously taken by the Board regarding the same subject. To the extent possible, such emergency actions are deferred to a special meeting of the Board.	President Vice President Treasurer (a) Secretary
Diversity, Equity, and Inclusion (DEI) Subcommittee	Leads the Board's diversity, equity, and inclusion efforts.	Chair: Director Chi Nguyen Director Ian Davidson Director Maria Hinojos Pressey
Mid-Willamette Valley Council of Governments (MWVCOG) Board of Directors	A voluntary association of local governments - Marion, Polk, and Yamhill Counties, cities within those counties, several special districts, and the Confederated Tribes of Grand Ronde. MWVCOG coordinates regional planning and development activities; and provides technical assistance and local services tailored to member governments. Meetings are the 3 rd Tuesday of March, June, October and December from 3:30-5:30 p.m. The SAMTD Board President typically fills this role.	P: Director Ian Davidson A: Director Sadie Carney
Salem/Keizer Area Transportation Study (SKATS) Policy Committee	SKATS is the designated Metropolitan Planning Organization (MPO) for the Salem-Keizer area; and is directed by a Policy Committee. SKATS focuses on transportation planning activities, plans, and studies within the Salem-Keizer urban area for transportation facilities of regional significance. The Policy Committee adopts the long-range regional transportation plan and decides how the federal transportation funds available to the urban area will be spent on transportation projects and programs. Meets the 4th Tuesday of every month from 12:00-1:30 p.m.	P: Director Sadie Carney A: Director Sara Duncan
Mid-Willamette Area Commission on Transportation (MWACT)	Advisory to the Oregon Transportation Commission (OTC) on the Statewide Transportation Improvement Program (STIP); prioritizes STIP projects; conducts highway safety studies; hears presentations on issues and developments on all modes of transportation. Meetings are held on the 1st Thursday of the month from 3:30-5:30 p.m., as needed.	P: Director Ian Davidson A:

TRANSIT BOARD COMMITTEE MEMBERSHIP

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Group	Role	Board Rep
Statewide Transportation Improvement Fund Advisory Committee (STIFAC) Liaison	The STIFAC prioritizes and recommends projects to the Board acting as the qualified entity for Marion and Polk Counties to be funded by STIF revenues. No set meeting schedule.	P: Director Ramiro Navarro
Citizens Advisory Committee (CAC) Liaison	Advisory committee to the Board on transit-related issues, and makes recommendations for transit service improvements. Meetings are at 5:30 p.m. on the 3 rd Tuesday of the months of March, June, September, and December.	P: Director Maria Hinojos Pressey A: Director Ramiro Navarro
Salem Chamber of Commerce Monthly Forum	The forum features speakers that cover a wide variety of topics designed to build awareness, foster understanding, and spark conversation in the community. It runs from September through May - 2 nd Monday of the month at 12:00 p.m. (except for October and November - 1 st Monday of the month)	P: Director Chi Nguyen A: Director Maria Hinojos Pressey
Salem Chamber Public Policy Committee	The committee works with community partners to promote investments in the future economic health of the region. Meetings are held on the 1st Thursday of the month from 7:00-8:30 a.m.	P: Director Ian Davidson
Keizer Chamber of Commerce Forum	The Luncheon Forum features a different speaker each month, focusing on issues vital to the success of business and allows members to meet the local business community. Scheduled the 2nd Tuesday of the month from 11:30AM-1PM in January, March, May, July, August and December.	P: Director Ramiro Navarro
Keizer Chamber Government Affairs Committee	Meetings are held on the 3rd Wednesday of the month at 12:00 p.m. at the Keizer Chamber Office.	P: Director Ramiro Navarro
Salem Economic Development Corporation (SEDCOR)	Experts speak about timely topics pertinent to business leaders across the spectrum of industries. This is a monthly business lunch held on the 2nd Wednesday at Broadway Commons.	P: Director Sara Duncan A: Director Charles Richards
West Salem Business Association (WSBA)	Meetings provide members an opportunity to network, exchange ideas and information, and get updates on association activities. Meetings are held on the 4 th Thursday of the month from 11:45 a.m. - 1:00 p.m. at West Salem Roth's.	P: Director Chi Nguyen A: Director Sara Duncan