

EXECUTIVE SESSION

BOARD OF DIRECTORS

Salem Area Mass Transit District

December 17, 2009

Courthouse Square - Senator Hearing Room

555 Court Street NE, Salem OR 97301-3980

Call To Order &
Note Of Attendance

Vice President Kate Tarter called the Executive Session to order at 5:34 p.m. pursuant to ORS 192.660(2)(h) to consult with attorney(s) designated by the governing body regarding their legal rights and duties in regard to current litigation or litigation that is more likely than not to be filed. She stated that President Hanson would arrive to the meeting shortly. Attendance was noted and a quorum was present.

Present: President Shelley Hanson (arrived 5:36 p.m.); Directors Bob Krebs, Joe Green, Kate Tarter, Marcia Kelley, Jerry Thompson, Ron Christopher

Staff: Allan Pollock, General Manager; Mary Lorensen, Director of Human Resources; Steve Dickey, Director of Transportation Development; Mike Hansen, Director of Operations; Melissa Bradley, Specialized Transportation Contract Coordinator; Mona West, Planning & Development Specialist; Linda Galeazzi, Administrative Secretary

Guest: Ben Fetherston, SAMTD Legal Counsel

EXECUTIVE SESSION
Litigation

Mr. Pollock updated the Board on details of potential litigation. Ben Fetherston, Legal Counsel for the District was available for questions and to explain the legal rights and responsibilities of the Board with regard to this potential litigation.

ADJOURNED

The Executive Session adjourned at 6:25 p.m.

**BOARD OF DIRECTORS
Salem Area Mass Transit District
December 17, 2009**

Index of Board Actions

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Moved approval of the Consent Calendar:	
• Approval of the Minutes for the November 19, 2009 Meeting	2
Appoint Geoff Heatherington to fill the STF Advisory Committee position now open due to the resignation of Lee Ann Stutheit; and reappoint Pam Hewitt and Deb Marinos to a second three-year term on the Committee	3

MINUTES

BOARD OF DIRECTORS
Salem Area Mass Transit District
December 17, 2009
Courthouse Square - Senator Hearing Room
555 Court Street NE, Salem OR 97301-3980

Call To Order &
Note Of Attendance

President Hanson called the regular meeting to order at 6:30 p.m. Attendance was noted and a quorum was present.

Present: President Shelley Hanson; Directors Bob Krebs, Joe Green, Kate Tarter, Marcia Kelley, Jerry Thompson, Ron Christopher

Staff: Allan Pollock, General Manager; Mary Lorensen, Director of Human Resources; Steve Dickey, Director of Transportation Development; Mike Hansen, Director of Operations; Melissa Bradley, Specialized Transportation Contract Coordinator; Mona West, Planning & Development Specialist (left at 7:15 p.m.); Linda Galeazzi, Administrative Secretary

Guest: Ben Fetherston, SAMTD Legal Counsel

Announcements
Changes To Agenda

President Hanson announced that the Board of Directors met in Executive Session prior to the regular Board meeting where they were apprised of and discussed potential litigation pursuant to ORS 192.660(2)(h). President Hanson directed the General Manager to continue with his discussions pertaining to these matters. There were no changes to the agenda.

PUBLIC COMMENT
[6:33 PM]

The following people shared their complaints about the TripLink call center and the scheduling of rides for people with disabilities on CherryLift.

- Chrislyn Prantl, Executive Director, OHAS
- Steve Evans, Chair, Board of Directors, OHAS
- Roland Ward, Extra Board Driver, OHAS
- Ray Hathaway, Driver, OHAS
- Avril Twombly, Rockwest Training Co.
- Phillip Carter, Client/Bus Rider of Wheels, CherryLift and Wheels Plus
- Gracie Sherman, Client/Bus Rider
- Kerry Hoffman, Client/Bus Rider of CherryLift
- Kathleen Power, OHAS Driver
- Kris Scholberg read from a written statement [Herein given as Attachment A and by this reference made a part of these minutes].

CONSENT
CALENDAR
D.1 Approval of
Minutes

Director Jerry Thompson moved approval of the Consent Calendar from pages 1-12 of the agenda. Director Marcia Kelley seconded. The Motion was unanimously passed by those present.

ACTION ITEMS
E.1 STF Advisory
Committee
Appointments

The staff report was given by Mona West from pages 13-14 of the agenda regarding one appointment on the STF (Special Transportation Fund) Advisory Committee for a term that will expire on December 31, 2011; and

[7:08 PM]

two reappointments whose terms will expire on December 31, 2012. Applicants for these positions included Geoff Heatherington, Director of Polk County Mental Health, representing the disabled, Polk County; Pam Hewitt, Director of Employment Services with Spruce Villa, representing the elderly, South Marion; and Deb Marinos, Vocational Rehabilitation Counselor, representing the disabled, North Marion.

Board members Thompson and Kelley, and President Hanson were favorably impressed with the candidates noting their wealth of knowledge about the people being served and their use of the system.

Director Kelley moved to appoint Geoff Heatherington to fill the STF Advisory Committee position now open due to the resignation of Lee Ann Stutheit; and reappoint Pam Hewitt and Deb Marinos to a second three-year term on the Committee. Director Thompson seconded. The Motion was unanimously passed by those present.

INFORMATION ITEMS None

REPORTS
G.1 Operations
[7:14 PM]

The Operations Report was given by Steve Dickey from pages 17-22 of the agenda. Mr. Dickey noted one correction on the ridership data for Route #1/South Commercial in November which should have read 27,700 rather than 2,770 for a total ridership of 86,321 (not 61,391). He stated that the new transit service began on September 8th and it will take staff four to six months to develop meaningful trends. He reported on key characteristics that impacted ridership in September to include people getting used to the new system and the first day of school for area middle schools and high schools on September 9th. The Kroc Center did not open until September 24 and Chemeketa Community College (CCC) classes began on September 28th. He said there were six days of service per week in the month of September 2008 versus five days of service in 2009; gas was at an all time high in 2008 at \$4.00 plus versus being under \$3.00 per gallon now. Last year in September, unemployment was at 6%; it is now at 10%. The October and November ridership, however, showed an increase in the overall average of ridership on a daily basis; and after checking the NTD (National Transit Database) for the yearly average, the District is on target at 17,500 for the daily average. Staff reviews the on time performance measures; they receive feedback from the customers and drivers and have been able to make some adjustments in the routes where ridership was much heavier than anticipated.

Directors asked for more information about ridership on various routes to include Route #11/Lancaster Drive, Route #6/12th Street & Battle Creek Road, Route #2/D Street & Brown Road, and a heavily used Route #3/Portland Road & Chemeketa Community College. Mr. Dickey was asked if there were any statistics on the mid-day ridership that was affected by the addition of more service in the evening hours. Mr. Dickey referred to the chart on page 21 of the agenda for the top ten transfer locations in the system and responded that the APC (Automatic Passenger Counter) does the samplings for time of day and specific stop locations. Six months of data is needed but not all of the buses

have an APC. He stated that as there are available resources, adjustments can be done to the routes and/or their frequency within those resources.

Mr. Hansen commented that staff used to get complaints about empty buses and they are now getting complaints that buses are too full. Mike Hansen reported from page 15 of the agenda on adjustments being made as a result of passenger comments to Routes #1X/Wilsonville, #4/Keizer Station Express, #7/25th & Fairview Industrial, #9/River Road-Parkmeadow, #11/Lancaster Drive, #17/Market Street, and the connection between #1/South Commercial and #21/Rees Hill Loop. These will take effect with the December bid. Staff will know the benefit of the changes they have made through the ridership count in the next period. Director Christopher asked if there will be a time when there will be no further adjustments to the system. He suggested that the District continue to make those adjustments to keep up with the ebb and flow of the ridership when there are such things as unemployment, or changes in the weather, or other issues come up. Mr. Hansen stated that staff is working to find that balance. However, they will always be evaluating the system and establishing criteria to evaluate the routes and how efficient they are. If one route appears to be under performing, they want to be able to determine what to do with the available resources.

G.2 Board
Subcommittees

Received and Filed

**BOARD &
MANAGEMENT**
H.1 General Manager
Division Directors
[7:31 PM]

Steve Dickey reported that the environmental assessment documentation that is under review at the FTA (Federal Transportation Administration) for the Keizer Transit Center is in the final stages. It is expected that they will have a signed document published in the next week.

Allan Pollock announced that there will be no bus service on the December 25th and January 1st holidays. He reported that District staff met with a GFI farebox representative on-site to talk about the processes and functionality of the fareboxes, and to get his recommendation for the processes. The District purchased new GFI Odyssey Fareboxes that were on the ARRA (American Recovery & Reinvestment Act) project list so that there is a consistent fleet. The fareboxes have been received but they have not yet been installed. The fareboxes are the first step to allow the District to go to an electronic fare system, to reduce cash handling during passenger boarding, and improve boardings, dwell times and service. Mr. Pollock thanked Directors Tarter and Christopher, and President Hanson for riding on the bus in the Festival of Lights parade. He also thanked the maintenance staff for an outstanding job of decorating the bus. He said it was a great way to be a part of a community event.

H.2 Board President
[7:32 PM]

President Hanson reported on the MWVCOG (Mid-Willamette Valley Council of Government) meeting where they had a change in Officers and the District dues were lowered to \$500 based on ridership levels. The COG will hold their Annual Meeting on January 20th where they will present some awards; and for their March 16th meeting, President Hanson will not be available to attend. President Hanson met with Mr. Pollock twice for their

weekly meetings; she attended a Salem Speaks Up event on December 10th where they discussed diversity and inclusivity in the community. She sent an email out to get an idea of who would be interested in attending the 2010 APTA Legislative Conference in March and noted that Director Thompson had expressed interest. She reminded the Board of the visit to Lane Transit District on January 20th from noon to 8:00 p.m. to look at their (BRT) bus rapid transit system and meet with their Board of Directors. She thanked staff for their dedication and diligence during a time of transition and rebuilding. She thanked Board members for their work and dedication during a challenging year noting that they built a great foundation to build on in 2010 and she is looking forward to the January Board Retreat to work on the next phase of the strategic plan and vision for the future.

H.3 Board of Directors
[7:35 PM]

Director Green spoke about his involvement with the CAN-DO (Central Area Neighborhood Development Organization) where they discussed the implementation of a signal under the bridge at Ferry Street and stopping the effort of the City to close off access to the park at State Street.

Director Christopher met with Keizer City Councilor Cathy Clark to give her a progress report on the Keizer Transit Center. He rode on the Cherriots bus in the Festival of Lights parade and took the lead in recruiting Board members, Shelley Hanson and Kate Tarter, to help out with a Habitat for Humanity project on December 12th. He would like to make this an annual transit-involved event.

Director Tarter participated in the Festival of Lights parade riding in the Cherriots bus and attended the Finance, Administration & Marketing Subcommittee meeting. She attended the Keizer Chamber of Commerce meeting and the NEN (North East Neighbors) Association meeting where she gave a transit update. She noted a comment from a participant named Dorothy at the NEN meeting, who said the drivers were very polite when they had to tell her there was no more room on the bus. She received a call from Irene Price who was referred to her by the Statesman Journal. Ms. Price shared her concerns about not having bus service in her neighborhood and Director Tarter told her she would pass her concerns forward to the District and to Director Kelley who was her Subdistrict representative.

Director Thompson attended the Planning & Operations Subcommittee meeting but noted that the December meeting for the Specialized Transportation Subcommittee (STS) was cancelled. He sold hot cocoa during the Festival of Lights parade and was the conductor for Santa Claus at the Carousel and announced his arrival.

Director Krebs attended the Planning & Operations Subcommittee meeting and a meeting of the Association of Railroad Train Advocates in Portland where he serves as a board member. He represented the Board at the SKATS (Salem-Keizer Area Transportation Study) meeting where they discussed the new proposed bridge project and highway road projects; and he volunteer as a courier for the Lions Club to take eye tissue to an eye bank for transplants. As a follow

up to discussion at the Planning & Operations Subcommittee meeting, Director Krebs spoke with the principal at the Morningside school about the feasibility of reinstating a bus stop at 12th and Madrona Streets where there had been earlier concerns about problems that bus stop would create. He will update the Committee at their January meeting.

Director Kelley had company for the holidays so could not ride the bus in the Festival of Lights parade which she normally enjoys doing. She attended the MWACT (Mid-Willamette Area Commission on Transportation) meeting where they discussed upcoming deliberations on the STIP (State Transportation Improvement Program) at the same time they were having a public hearing and they heard some updates on how ARRA money was being spent in Region Two. She attended a lively meeting of the Watershed Council and the SCAN (South Central Area Neighborhood) meeting. She adopted two kittens from the shelter and encouraged people to share the holidays with someone who had less and donate cat and/or dog food to an animal shelter.

OTHER BUSINESS None

ADJOURNMENT The meeting was adjourned at 7:45 p.m.

Respectfully submitted,

Shelley Hanson
President

Attachments (1)

President Hanson, Board Members, Cherriots staff.

ATTACHMENT A

I would like to speak tonight about my use of CherryLift both before TripLink and since TripLink.

I have been riding CherryLift since 2000 when I first moved to Oregon. It was a good service and when there were problems they were listened to and fixed. The drivers were and are very knowledgeable in working with the many types of people and their disabilities. I very rarely arrived late to an appointment. And I did not have to argue with the call taker about my rides.

Since TripLink I have had nothing but problems and headaches and frustrations. When TripLink first took over CherryLift I was unable to get timely rides if I could get a ride. I ended up arguing many times and then hung up and called back, maybe. The call takers do not seem to hear me and what my needs are. While there have been improvements there are still a lot of problems that need urgent attention. As late as Friday, December 11, 2009, I had to argue about a ride already set up. I finished my doctor's appointment late and went out to do my "will call". The lady at the call center began arguing with me about the third part of my ride. I was to go from Kaiser Permanente on Skyline to Wal-Mart on Turner Road. From Wal-Mart I had an 8 pm return to my home. I had the confirmation numbers and I had heard the wheel's dispatcher give the last part of my trip to a driver while I was getting off the bus at Skyline. I don't understand why there was even a discussion. Wheels dispatch was the one's that clarified the problem for the TripLink call taker. Nothing I said made any sense to her and she was not going to call for my will call even.

Discussions like this ought not to be happening. And I am hearing from other CherryLift users about arguing and yelling with the call takers. My argument did not start because I started it. There used to be a saying "the customer is right". What happened to the rider knowing where they wanted to go, what time they needed to be there, and when they needed to return? TripLink does not need to know the time of the appointment to set a ride. They need to set the ride.

The setting of the pickup windows is way off and no one at the call center understands that a pickup at Center and Lancaster with a destination of Kaiser Skyline that the trip cannot be made in 15 minutes including loading and unloading of the wheelchair. And yet I am consistently getting pickup windows with these parameters. I understand a lot of the blame is put on OHAS. But I listen to the call taker setting up my rides and I know that what is given to OHAS is a set up for failure somewhere. If the ride is given as set by TripLink then OHAS does not have time to the pickup and drop off for a timely ride. If OHAS changes the time so they can do the ride in a timely manner then they are accused of changing the time and not notifying the rider.

When I was in California I was privileged to listen to a speech by a member of the ADA with the Department of Justice from Washington D.C. He explained a ride that does not allow the passenger to arrive in a timely manner for their appointment is not appropriate under the ADA guidelines. This was further explained that getting a person to their appointment early was acceptable but to be late or miss the appointment completely was not acceptable. Many of my rides do not follow this guideline. I am late and I am getting stressed more and more because of being late.

There needs to be flexibility in the service. I go to Portland by train often. Before TripLink I used to set my rides up with a call back on my return. With the trains running late I would call from Oregon City with my call back because by the time I reached Oregon City there would not be any more stops before Salem. And from Oregon City it was about an hour and the Wheels dispatcher had an hour "heads up" for when the train would arrive. It worked very well for everyone. Since TripLink took over and we can no longer do call backs I cannot use the CherryLift service because I don't always know when I will arrive in Salem. The Amtrak station closes at 8 pm and Cherriot's no longer has a fixed route going close to Amtrak.

I don't like calling the call center for TripLink. I worry that I will not have all the information they want and that I will have to discuss the ride and what they want me to have and will I get to my appointment on time. The ADA required the paratransit to help the disabled not make their life harder. And I feel that TripLink has done a very good job at making my life more difficult and adding to my many disabilities and problems.