



Wednesday, November 15th, 2023
Regular Meeting of the Board of Directors
of the Hood River County Transportation District

224 Wasco Loop, Board Conference Room
Hood River, OR 97031
4:00 p.m. – 5:30 p.m.

Meeting Minutes

1. Call Meeting to Order

Greg called the Board of Directors Meeting to order at 4:01 PM.

2. Roll Call

Tiah took roll call: Greg Pack – Board Chair, Megan Ramey – Vice Chair, Meghan Larivee (left 5:01) at Gisela Ayala-Echeverria, Eleazar Reyes, Matt Althoff, Tamra Taylor (arrived at 4:22)

Absent:

Staff: Amy Schlappi, Tiah Mayhew, Jeff Acciaioli, Tim Ravins

Public: Jovi Arellano (ODOT), Darrell Roberts (left at 4:06), Adrian

3. Approval of October 18th, 2023, Board of Director Meeting Minutes

Greg asked if there were any changes that the board would like to make to the October 18th meeting minutes. The meeting minutes were included in the board meeting materials.

Motion: Meghan L. made a motion to approve the October 18th Meeting Minutes. The motion was seconded by Gisela.

Approved by: Gisela, Meghan L, Megan R, Greg, Eleazar

Opposed by: None

4. Public Comment

Thanks were given to Darrell for his service to the Board.

Amy read a letter from Tamara Shannon of Teacup Nordic stating she would be willing to ride with CAT staff to help determine a North bound and potential South bound stop. She supports CAT conducting a trial to move the current stop location to Teacup entrance.

5. Resolution & Action Items

a. Oath of Office for new Board member

Greg completed reading the oath with Matt Althoff at 4:10 PM. Greg expressed his thanks to Matt for being a member.



b. Review of Board Committees

Amy reviewed existing committees created in 2021 as Statewide Transportation Improvement Fund Advisory Committee, Budget Committee, Operations Committee, Equity Committee and Transit Master Plan Citizen Advisory Committee. Amy asked the Board to remove the Operations Committee, Equity Committee and Transit Master Plan Advisory Committee and for Board members to sign up for remaining committees. Greg asked for some support for the request to remove three committees. Amy stated the information the Operations Committee gathered in the past is now addressed in normal Board meetings and the Equity Committees purpose is very similar to the purpose of the STIF Advisory Committee so those concerns will still be met. The Transit Master Plan has been completed meaning there is no longer a need for the Transit Master Plan Advisory Committee.

Amy reviewed the open committee positions. Meghan L. volunteered for the STIF Committee. Greg volunteered Tamra for the Budget Committee. Matt volunteered for the Budget Committee. Eleazar volunteered for the STIF Committee

Motion: Meghan L. made a motion to approve the removal of the Transit Master Plan Advisory Board, Operations Committee and Equity Committee and approve budget committee members. The motion was seconded by Megan R.

Approved by: Gisela, Meghan L, Megan R, Matt, Greg, Eleazar

Opposed by: None

c. Gorge-To-Mountain Pay Rate Differential Program

Tiah proposed a pay rate differential to employees when driving the Gorge-to-Mountain Express service stating that operators need additional training and experience as the conditions are more difficult. Tiah is asking the board to approve \$1 more per hour to operators when driving the Gorge-To-Mountain Express service only. The total extra expense was given and is within budget. Matt asked if this is enough incentive to compensate for extra demand on drivers. Based on the feedback Amy and Jeff provided they feel it is enough incentive.

Motion: Gisela made a motion to approve the Gorge-To-Mountain pay rate differential. The motion was seconded by Meghan L.

Approved by: Gisela, Matt, Meghan L, Megan R, Greg, Eleazar

Opposed by: None

d. Board Executive Committee election of Secretary Treasurer



Amy asked for nominations for the Secretary Treasurer position. Greg noted that Tamara had expressed interest in the position and Tamara confirmed. No other nominees.

Motion: Matt made a motion to nominate Tamra Taylor as the Executive Board Secretary Treasurer. The motion was seconded by Gisela.

Approved by: Gisela, Matt, Meghan L, Megan R, Greg, Eleazar, Tamra

Opposed by: None

e. Proposal to remove Government Camp stop from Gorge-To-Mountain Express service

Amy gave data showing 1.4% of the 7,910 total riders of the Gorge-To-Mountain Express boarded at the Government Camp stop. The removal will allow better service to Teacup Lake Nordic area as riders leaving Mt Hood Meadows will now not have to ride all the way to Government Camp before Teacup. Time of the trip to Government Camp stop and back to Meadows on average took 1-2 hours depending on traffic and weather. The cost of wages and operating expenses for the stop add an estimated \$20,000, about 15% of the total route expense. ODOT is currently assisting with funding and removal of the stop would ensure we don't have to use funds dedicated to CATs other routes. Most delays experienced on the service were encountered between Mt. Hood Meadows and Government Camp which delays the last pickup of the day at Meadows. The wait time for riders leaving Meadows at the end of the day were up to 1.5 hours. ODOTs reduction in road maintenance could add to these delays. If approved the removal will be advertised in local newspapers including in the Sandy and Clackamas areas, and social media platforms.

There was discussion of the ODOT reduction in staffing and funding, and the potential issues it may create on the Government Camp side of Mt. Hood. With less plowing and sanding. Megan R. asked for clarification on the Teacup Lake drop off areas, also reiterated the use of the term "crash" instead of "accident".

Motion: Tamara made a motion to remove the Government Camp stop from the Gorge-to-Mountain service. The motion was seconded by Megan R.

Approved by: Gisela, Matt, Meghan L, Megan R, Greg, Eleazar

Opposed by: None

Tamara encouraged everyone to like and share Facebook and social media posts announcing the stop removal.

6. Financial Report

Tiah presented the October budget versus actuals and the statement of activity, noting that the financial situation is looking good so far. We have started to see reimbursements coming in and submission for Q1 reimbursements has started. The audit is in full swing, and some final documents have been requested. The single audit



has started and gone smoothly so far. LGIP account is awaiting approval and should be moving forward soon.

7. Operations Manager Report – Jeff Acciaioli

a. Performance Report

Jeff stated safety score is down to 88 due to an increase in speeding but we did have a decrease in harsh events. Also, noting a feature in Samsara that will help with rolling stop data. It has just been enabled and hopes to have some data from that feature in the next meeting. Tamara asked for clarification on the speeding, wondering if any of that was just from the Samsara system or from police. Jeff stated it is just from the vehicle tracking program.

Regarding the missing data for Fixed OTP and DAR OTP on the performance report, Jeff said we are still in a demo process for 3 new dispatching programs. Currently no change has been made but staff have been reducing the use of Downtowner.

Miles driven are down, fuel costs are down to \$0.41/mile. The cost of fuel has dropped slightly. We had 1 customer complaint, 3 vehicle incidents, and 9 customer incidents. The increase in customer incidents is due to stronger emphasis for staff to report such incidents. The one formal customer complaint was a disabled passenger that did not get off at their planned stop and was stranded by the driver at Gateway Transit Center. It was confirmed in Samsara that we did provide service to the stop; it is unclear why the passenger did not exit. They were picked up at Gateway by their caretaker. We have since reviewed our service with the caretaker and provided additional resources and instructions to use our buses. Sarah worked with the customer, and we believe it has been resolved on good terms.

All vehicle incidents were small and handled internally.

We have seen a rise in incidents with our more vulnerable populations and are currently looking into training opportunities for our staff. Focusing on diffusing a situation and de-escalation. Some examples were asked for and Jeff recalled an incident where a police officer dropped off a passenger at a bus stop, but they did not have fare to board the bus. They became hostile by removing trash from a trashcan and throwing it. A Field Supervisor responded to the area of the incident and was concerned for a personal vehicle and a bus due to arrive. Amy stated we worked with local police and reviewed with staff when to notify police and what to do during an active situation. Amy reiterated we are working on the best way to train staff and work with local agencies for working with vulnerable population or high stress situations. Greg asked if we currently train staff with any de-escalation techniques, Jeff stated we do not. Amy stated we are looking at finding effective training to implement for our staff. A possible upcoming



training with TriMet is available for Jeff and Amy. Gisela also suggested someone she has worked with on these issues.

b. Winter Update

Only one van does not have studded tires as of now. All vehicles are now equipped with a winter emergency kit including water and snacks.

c. Employee of the Month

Jeff explained that Zach McFarland, was chosen for the employee of the month. Zach has come a long way with the company and is stepping up efforts in the office, also covering shifts as well. His flexibility with tasks is appreciated and his communication is in a clear and kind manner.

d. Gorge-To-Mountain Service Update

The schedule should be finalized in the next week or so. Hoping to start the service on Dec. 9th

Tamara Shannon verified that she is willing to help with determining the Teacup stop location, Amy let her know a follow up would be coming to schedule that. Greg thanked her for her public comment.

8. Executive Director Report – Amy Schlappi

a. Facility Update

Amy discussed the replacement of the buildings HVAC system; the procurement process has been completed and the contract will be finalized soon. Work should begin sometime in the next 3 weeks. Amy has confirmed with ODOT that some funds from STIF can be used.

b. Staffing Update

Amy introduced Tim Ravins as the new Administrative Assistant.

c. Flag Stop Policy Update

We are keeping to the policy for now, due to a lack of progress on adding additional formal bus stops.

9. Discussion Items

Amy shared her experience at the M pact Transit and Community Conference in Phoenix, AZ. She presented the Gorge-To-Mountain service to conference attendees about how to use transit to gain access to trails and recreation. She had discussions with The Director of Safety at TriMet, as well as TriMet’s Director of Diversity, Equity and Inclusion. Also touching base on future coordination of fares with TriMet and safety issues at Gateway Transit Center for our passengers.



Matt asked Jeff for clarification on highlighted cells in the Ridership Data report. The highlighted changes are small but updated from previous ridership data presented to The Board. Matt also requested an additional line showing a year over year change for the data on ridership. Greg agreed that the data would be helpful.

10. Upcoming Events

- a. CAT Board & Employee Holiday Party – December 9th
Amy asked that attendees RSVP as this is a catered event.

11. Adjournment – 5:07 PM

Motion: Tamra made a motion to adjourn the meeting at 5:07 PM. The motion was seconded by Gisela.

Approved by: Gisela, Tamra, Eleazar, Greg, Megan R., Matt

Opposed By: None

The Hood River County Transportation District Board of Directors meeting minutes are prepared and presented in summary form. Video recordings of the meetings are on file at CAT and are part of the approved minutes. If you would like to watch the recording of the meeting, please contact Tim Ravins tim@catransit.org, or call (541) 386-4202.

Prepared by: Tim Ravins, Administrative Assistant

A handwritten signature in black ink, appearing to read "Tamra Taylor", with a long, sweeping horizontal line above the name.

Approved by: Tamra Taylor, Secretary-Treasurer