



**March 19, 2025**  
**Regular Meeting of the Board of Directors**  
**of the Hood River County Transportation District**

**224 Wasco Loop, Board Conference Room**  
**Hood River, OR 97031**  
**4:00pm – 5:30pm**

**Agenda**

The Hood River County Transportation District Board of Director's Meeting can be attended live through Zoom conferencing technology. **Members of the public can attend by calling (253)215-8782, Meeting ID: 838 8911 3516, Password: 554889 or by using the below link:**

**<https://us02web.zoom.us/j/83889113516?pwd=bi9lZ0diTTRUVW9lbnkwajJFalpVUT09>**

- 1) Call Meeting to Order – 4:00pm**
- 2) Roll Call:** Greg Pack - Chair, Megan Ramey – Vice Chair, Tamra Taylor – Secretary/Treasurer, Meghan Larivee, Eleazar Reyes, Gisela Ayala – Echeverria, Matt Althoff
- 3) Approval of February 19, 2025, Meeting Minutes – Greg Pack - 4:05 pm**
- 4) Public Comment**

Public Comment Note: This part of the agenda is reserved for members of the public to address the Board on any issue. Please note the following instructions:

- a. To indicate that you would like to provide testimony, please use the raise your hand button.
- b. For those attending via phone only, press \*9 on your phone to raise your hand.
- c. When it is your time to speak, your name will be called.
  - i. For those attending via phone only, the last four (4) digits of your phone number will be called.
- d. Please state your name, city of residence, and whom you are representing for the audio recording.
  - i. Once you have provided testimony, your hand will be lowered. Please do not raise your hand again. Only one opportunity to speak is provided.
- e. For those unable or not wanting to speak publicly, testimony may be provided via e-mail at [Amy.schlappi@catransit.org](mailto:Amy.schlappi@catransit.org)
- f. Three (3) minutes per community member.

- 5) Monthly Financial Report – Tiah Mayhew – 4:10 pm**

- 6) Resolutions & Action Items – 4:15 pm**

- a. Approval of Janitorial Contract
- b. Approval of Dispatch Contract
- c. Approval of the Drug & Alcohol Policy
- d. Approval of Updated Office Hours



**7) Operations Manager Report – Amy Schlappi – 4:25 pm**

- a. Employee of the Month
- b. Performance Report
- c. Ridership

**8) Executive Director's Report – Amy Schlappi – 4:35 pm**

- a. Real Property Purchase Update
- b. Grant Update
- c. Multnomah Falls Permit Checker Program
- d. Upcoming Election Update
- e. Review of Proposed FY26 Board Priorities

**9) Discussion Items**

**10) Upcoming Events**

**11) Adjournment – 5:30pm**

*To request a reasonable accommodation or language interpreter, including alternative formats and translation of printed materials, please contact CAT's Administration Office no later than 48 hours prior to the meeting at 541-386-4202 (voice) or 7-1-1 (TTY through Oregon Relay Service).*

*Se Habla Español.*



**Wednesday, February 19th, 2025**  
**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 Pack called the Board of Directors Meeting to order at 4:00 PM.

**2. Roll Call**

Tiah took roll call: Greg Pack - Board Chair, Megan Ramey - Board Vice Chair, Gisela Ayala-Echeverria, Meghan Larivee, Matt Althoff

**Absent:** Tamra Taylor - Board Secretary/Treasurer, Eleazar Reyes

**Staff:** Amy Schlappi, Tiah Mayhew, Tim Ravins

**Public:** Will Norris - Urban Renewal Administrator City of Hood River, Ben Mitchell – Hood River City Council Member

**3. Approval of January 15th, 2025, Board of Director Meeting Minutes**

Greg asked if there were any changes that the Board would like to make to the January meeting minutes. The meeting minutes were included in the Board meeting materials. No changes were requested.

**Motion:** Matt made a motion to approve the January 15th Meeting Minutes. The motion was seconded by Megan R.

**Approved by:** Greg, Megan R., Gisela, Meghan L., and Matt

**Opposed by:** None

**4. Public Comment**

Hood River City Council member Ben Mitchell introduced himself. City Council members will be building relationships with different entities around the city in hopes of being more informed. Different council members will be more available to organizations like CAT, the community college, Port of Hood River, and Park & Recreation. Ben stated that public transportation is very important as the area grows and will continue to work with CAT Board members to ensure the City is a good partner.

**5. URA Update Presentation - Will Norris - 4:10 pm**

Will Norris presented the Urban Renewal Annual Report. Urban Renewal is an economic development tool that allows cities and counties to make targeted public investments that are paid for by future tax growth. The annual report was included in the meeting



materials. The Urban Renewal Agencies goal is to use tax increment financing to unlock development potential, spur new construction and tax based growth. This should leave special districts to have more money but also revitalize areas of town. Oregon Revised Statutes require the annual report. The included report covers tax increment impacts to each of the overlapping taxing districts, FY2024 activities, and FY2025 budget plans. The URA recently funded the signalization of 2nd and Oak Street in downtown Hood River, replacement of a failing storm water line in the Waterfront district and finalization of the Heights streetscape plan which incorporated transit stops identified in CAT's Transit Master Plan.

For FY2025 the URA is planning additional phases of the storm water line project, some investments in the Downtown area, jurisdictional transfer of OR281 from Pacific Avenue to Oak Street for implementation of the Heights Streetscape plan and starting the Westside District with middle housing construction incentives. Also in the report, is how much revenue Special Districts forwent during the fiscal year for Urban renewals division of tax for FY 23-24. Columbia area transit forwent \$8,223 in property tax revenue and this is from division of tax for the Heights and Waterfront districts. Megan R. asked a question about future projects regarding public engagement. Will responded that he has already informed the Downtown Business Association, informing them of available funds and asking for feedback needed to prioritize future projects.

## **6. Monthly Financial Report – Tiah Mayhew**

The monthly financial report was included in the meeting materials. Tiah reported that all numbers look good and are on track.

## **7. Resolution and Action Items – Amy Schlappi**

### **a. Approval of Real Estate Purchase**

Amy discussed how over the past year, with guidance from the Board and Executive Committee, staff has worked towards purchasing tax lot #03N10E26CA03201. The vacant lot is located across the street from the CAT administrative office and bus stop and intended to be developed into a new park and ride facility. The existing park and ride will then be redeveloped into a bus barn and maintenance facility that will allow CAT to accommodate larger vehicles. CAT has completed all NEPA requirements. CAT was awarded a Federal 5339 grant that will pay for the purchase of the property and a portion of the development of the park and ride facility.

The seller has accepted the District's offer of \$315,000 and payment of brokerage fees bringing the total expense to about \$325,000. The purchase is expected to close on or before February 26th. Amy is asking for final approval of the purchase from The Board. Amy also added that \$190,00 of the purchase will be reimbursed immediately, \$65,000 of that is match, the remainder will be reimbursed in the Summer of 2026 due to Federal reimbursement delays. Matt asked about the Federal reimbursement amount and the timing. Megan R. brought up the current state of Federal funding. Meghan L. asked about negotiating brokerage fees.



**Motion:** Megan R. made a motion to approve the purchase of tax lot #03N10E26CA03201. The motion was seconded by Meghan L.

**Approved by:** Greg, Megan R., Gisela, Meghan L., and Matt

**Opposed by:** None.

**b. Appointment of Budget Committee Member**

Amy stated that there is one opening on the Budget Committee that needs to be filled. Jeremy Hull, who has served on the Budget Committee since FY21 has expressed interest in serving another term. Staff are recommending The Board approves Jeremy for a second term.

**Motion:** Matt made a motion to appoint Jeremy Hull to The Budget Committee. Gisela seconded the motion.

**Approved by:** Greg, Megan R., Gisela, Meghan L., and Matt

**Opposed by:** None.

**c. Approval of New LGIP Accounts.**

In April of 2024 the District opened a Local Government Investment Pool account for the reserve contingency funds. The LGIP account offers a higher interest rate than other financial institutions, averaging a 4.5% interest rate. CAT currently holds two money market accounts with Umpqua bank, one for STIF funds and another for the vehicle fund. These money market accounts do not accrue the anticipated interest rates, averaging 0.3% interest. To maximize interest earnings staff recommends opening two LGIP accounts and transferring funds from Umpqua to the LGIP accounts.

**Motion:** Meghan L. made a motion to approve the opening of two new LGIP accounts. Matt seconded the motion.

**Approved by:** Greg, Megan R., Gisela, Meghan L., and Matt

**Opposed by:** None.

**d. Approval of Cascade Locks Support Letter.**

The City of Cascade Locks' Administrator has reached out to CAT, asking that The Board sign a letter of support for a community needs assessment, feasibility and engineering study for the construction of a community civic center. CAT staff is recommending The Board sign the letter as it would provide a great community resource for Cascade Locks. The center would most likely be near a CAT bus stop and would also provide our outreach team with engagement opportunities on a more regular basis. Board members agreed this would be a great idea for the community of Cascade Locks

**Motion:** Megan R. made a motion to approve the support letter. Meghan L. seconded the motion.

**Approved by:** Greg, Megan R., Gisela, Meghan L., and Matt

**Opposed by:** None.



## **8. Operations Manager Report – Amy Schlappi**

### **a. Performance Report**

Overall, January's safety score is up, due to a reduction in harsh events. For the month of January, CAT vehicles were driven 1,571 hours and 41,445 miles with fuel costs of \$12,763 for a cost per mile of \$0.31.

There was one formal customer complaint, involving a customer who purchased a pass from REI in Portland. Representatives from The Gorge Pass have been working to resolve the issue. Vehicle incidents involved a bus breaking down on I-84 near exit 64. A few scrapes and bumps occurred in the bus parking area also. A City route bus has had intermittent problems and stopped working while on the route, after a repair at Ford it was returned to service only to have the problem occur again. The bus is currently off route.

Amy went on to give some details on customer incidents during January.

### **b. New Vehicle Update**

Two new Freightliner buses were delivered to CAT, one of the new Freightliners is having some issues with wiring and lights, the bus has been taken back to be fixed.

### **c. Vehicle Repair Issues**

Bus #204 has had a recurring issue with stalling. After receiving the bus from a Ford dealership, the issue has resurfaced and is out of service. Van #121 typically used for Dial-A-Ride service is having a transmission repair.

### **d. Ridership**

Overall ridership is up about 31% from last month and most notably is up 42% compared to January of last year.

### **e. Employee of the Month**

Larry Risley has been named CAT's Employee of the Month.

## **8. Executive Director Report – Amy Schlappi**

### **a. Federal Funding Reimbursements Update**

As mentioned in last month's meeting, CAT has received the mid-cycle grant contracts for the facility site development project and the expanded Dial-A-Ride project. Amy has been working with ODOT to keep them informed of CAT's funding needs on a quarterly basis in the upcoming biennium. ODOT will not reimburse transit providers until they have received funds from the Federal Government. Vehicle reimbursements for our two new buses have been received.



#### **b. Multnomah Falls Permit Checker Program**

For the past four years, CAT has managed the permit checker contract at Multnomah Falls. The U.S. Forest Service and other partners supply the funds for the program. U.S. Forest Service is experiencing some funding issues. CAT is working their partners to try and figure out how to continue the program long-term, and devising some plans if the full \$75K needed for the program is not attainable. Currently the fund has \$30K set aside.

#### **c. By-Laws Meeting Requirement Update**

The board posed a question at last month's meeting wondering if The CAT Board is required to meet every month. After reviewing the by-laws and statutes they do require monthly meetings. There is the potential to shorten meetings or adjust the starting times when the agenda is light.

### **9. Discussion Items**

Matt and Amy shared their recent experience at the Special Districts Association of Oregon Conference. A legislative engagement seminar was mentioned as it had some good advice. Matt suggested that another Board member attends the conference next year as it does have many useful seminars and networking opportunities.

### **10. Upcoming Events**

There will be a Legislative event this April in Salem that Amy plans to attend and suggests a Board member attends as well.

### **11. Adjournment**

**Motion:** Matt made a motion to adjourn the meeting. The motion was seconded by Meghan L.

**Approved by:** Greg, Megan R., Gisela, Meghan L., and Matt

**Opposed by:** None

**The meeting was adjourned at 5:02PM.**

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](mailto: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 extending to the left.

Approved by: Tamra Taylor, Secretary-Treasurer





# Columbia Area Transit

## Statement of Activity

February 2025

	TOTAL
Revenue	
4100 Fare Revenue	
4110 Fare Collections	7,795.64
4130 GOrge Pass Prg	16,541.00
<b>Total 4100 Fare Revenue</b>	<b>24,336.64</b>
4500 Federal Funds	
4510 Fed 5310 Funds	20,180.00
4520 Fed 5311 Funds	527,418.00
<b>Total 4500 Federal Funds</b>	<b>547,598.00</b>
4700 State Funds	
4710 STIF Formula	373,506.00
<b>Total 4700 State Funds</b>	<b>373,506.00</b>
4800 Tax Revenue	
4870 Property Taxes	
4871 Property Tax - Prior Year	78.94
4875 Property Tax - Current Year	6,593.40
<b>Total 4870 Property Taxes</b>	<b>6,672.34</b>
4890 Other Tax Revenue	48.94
<b>Total 4800 Tax Revenue</b>	<b>6,721.28</b>
4900 Other Revenue	
4910 Interest Income	4,962.19
4912 Property Tax - Interest on Unseg Taxes	24.68
<b>Total 4910 Interest Income</b>	<b>4,986.87</b>
<b>Total 4900 Other Revenue</b>	<b>4,986.87</b>
<b>Total Revenue</b>	<b>\$957,148.79</b>
Cost of Goods Sold	
5100 Fuel	17,251.73
5200 Vehicle Expense	
5220 Preventative Maint & Vehicle Repair	
5222 Preventative Maintenance	8,532.66
5223 Vehicle Repair	14,496.79
<b>Total 5220 Preventative Maint &amp; Vehicle Repair</b>	<b>23,029.45</b>
5230 Tires	10,942.16
5250 Vehicle Supplies	963.43
5270 Vehicle Insurance	9,734.00
5290 Misc Vehicle Expenses	3,255.81
<b>Total 5200 Vehicle Expense</b>	<b>47,924.85</b>

# Columbia Area Transit

## Statement of Activity

February 2025

	TOTAL
5300 Operation Expenses	
5310 Merchant Transaction Fees	1,236.29
5320 Technology & Communication	
5325 Dispatch Program	1,767.00
5327 Cellular Data	571.00
<b>Total 5320 Technology &amp; Communication</b>	<b>2,338.00</b>
5350 Shop Supplies & Tools	330.06
<b>Total 5300 Operation Expenses</b>	<b>3,904.35</b>
5500 Driver Expenses	
5520 Driver Training	40.00
5560 Drug & Alcohol Testing	442.70
<b>Total 5500 Driver Expenses</b>	<b>482.70</b>
5700 Advertising & Marketing	22.50
5900 Grant/Contract Match Funds	
5910 Partner Distributions - Gorge Pass	14,763.37
<b>Total 5900 Grant/Contract Match Funds</b>	<b>14,763.37</b>
<b>Total Cost of Goods Sold</b>	<b>\$84,349.50</b>
<b>GROSS PROFIT</b>	<b>\$872,799.29</b>
Expenditures	
7000 Administrative Expenses	
7100 Building Expenses	
7110 Rent - Building	175.00
7120 Building Repairs & Maintenance	2,879.43
7150 Building Utilities	2,538.27
7160 Telephone	10.72
7170 Fire and Security	848.98
7180 Janitorial	626.41
<b>Total 7100 Building Expenses</b>	<b>7,078.81</b>
7300 Office Supplies & Expenses	
7310 Office Supplies & Postage	319.68
7320 Printing & Copying	66.78
7340 Dues & Subscriptions	250.00
7360 Computer Software	421.46
<b>Total 7300 Office Supplies &amp; Expenses</b>	<b>1,057.92</b>

# Columbia Area Transit

## Statement of Activity

February 2025

	TOTAL
7600 Professional Fees	2,748.00
7640 Audit & Bookkeeping	3,405.75
7650 Payroll Processing Fees	556.00
<b>Total 7600 Professional Fees</b>	<b>6,709.75</b>
7900 Other Administrative Expense	
7910 Interest & Bank Charges	100.15
7960 Travel - Meals & Lodging	-2,249.00
7965 Mileage Reimbursements & Ground Transportation	198.80
7980 Board Expense	120.00
<b>Total 7900 Other Administrative Expense</b>	<b>-1,830.05</b>
<b>Total 7000 Administrative Expenses</b>	<b>13,016.43</b>
8000 Personnel Expense	
8100 Administrative Personnel Expense	
8110 Administrative Wages & Salary	
8111 Administrative - Regular Wages	16,974.59
8112 Administrative - Overtime	14.18
8113 Administrative - PTO	309.55
8114 Administrative - Holiday	913.63
8121 Administrative - Healthcare Stipend	2,190.30
8122 Administrative - Cell Phone Stipend	83.10
<b>Total 8110 Administrative Wages &amp; Salary</b>	<b>20,485.35</b>
8130 Administrative Employer Taxes	
8131 Administrative - FICA	1,129.14
8132 Administrative - Medicare	264.08
8134 Administrative - State. Unemp, SUTA	181.65
8136 Administrative - Worker's Benefit Fund	4.45
8138 Administrative - Paid Leave Oregon	72.83
<b>Total 8130 Administrative Employer Taxes</b>	<b>1,652.15</b>
8150 Administrative Benefits	
8154 Administrative - 403(b) Employer Match	310.46
<b>Total 8150 Administrative Benefits</b>	<b>310.46</b>
<b>Total 8100 Administrative Personnel Expense</b>	<b>22,447.96</b>

# Columbia Area Transit

## Statement of Activity

February 2025

	TOTAL
8200 Direct Service Personnel Expense	
8210 Direct Service Wages & Salary	
8211 Direct Service - Regular Wages	61,290.18
8212 Direct Service - Overtime	2,736.80
8213 Direct Service - PTO	5,596.93
8214 Direct Service - Holiday	3,971.67
8219 Direct Service - Bilingual Bonus	46.16
8221 Direct Service - Healthcare Stipend	3,650.50
8222 Direct Service - Cell Phone Stipend	138.50
<b>Total 8210 Direct Service Wages &amp; Salary</b>	<b>77,430.74</b>
8230 Direct Service Employer Taxes	
8231 Direct Service - FICA	4,565.79
8232 Direct Service - Medicare	1,067.77
8234 Direct Service - State Unemp, SUTA	708.13
8236 Direct Service - Worker's Benefit Fund	23.90
8238 Direct Service - Paid Leave Oregon	294.56
<b>Total 8230 Direct Service Employer Taxes</b>	<b>6,660.15</b>
8250 Direct Service Benefits	
8254 Direct Service - 403(b) Employer Match	1,361.36
<b>Total 8250 Direct Service Benefits</b>	<b>1,361.36</b>
<b>Total 8200 Direct Service Personnel Expense</b>	<b>85,452.25</b>
<b>Total 8000 Personnel Expense</b>	<b>107,900.21</b>
9000 Capital Outlay	
9500 Equipment - Operating	709.00
<b>Total 9000 Capital Outlay</b>	<b>709.00</b>
Unapplied Cash Bill Payment Expense	478.00
<b>Total Expenditures</b>	<b>\$122,103.64</b>
NET OPERATING REVENUE	<b>\$750,695.65</b>
NET REVENUE	<b>\$750,695.65</b>

# Columbia Area Transit

## Bill Payment List

February 2025

DATE	NUM	VENDOR	AMOUNT
1000 Umpqua - Operating (6906)			
02/05/2025	22907	A&E Heating and Air, Inc.	-560.00
02/05/2025	22908	Les Schwab Tire Center	-10,942.16
02/05/2025	22909	Butterfield Testing Solutions	-442.70
02/05/2025	22910	Hendrix Heavy Wrench	-7,760.27
02/05/2025	22911	Schlosser Machine Inc.	-709.00
02/05/2025	22912	Columbia Gorge News	-22.50
02/05/2025	22913	Gorge Electric	-753.43
02/05/2025	22914	Napa Auto Parts	-124.79
02/05/2025	22915	Bohn's Printing	-66.78
02/05/2025	22916	Greg Pack	-30.00
02/05/2025	22917	Meghan Larivee	-30.00
02/05/2025	22918	MCEDD	-1,865.70
02/05/2025	22919	Mount Adams Transportation Service - MATS	-901.70
02/05/2025	22920	Skamania County	-977.70
02/05/2025	22921	Merina & Co	-1,300.00
02/05/2025	22922	UniteGPS LLC	-767.00
02/05/2025	22923	Downtowner App, LLC	-1,000.00
02/05/2025	22924	Gillig LLC	-288.24
02/26/2025		Valic	-2,070.29
02/26/2025		Valic	-2,013.21
02/26/2025		Valic	-2,093.27
02/26/2025		Valic	-1,739.05
02/24/2025	22925	Transportation Options Group of Oregon	-250.00
02/24/2025	22926	MCEDD	-4,844.09
02/24/2025	22927	Access Tech LLC	-2,748.00
02/24/2025	22928	A&E Heating and Air, Inc.	-1,566.00
02/24/2025	22929	Hendrix Heavy Wrench	-7,112.50
02/24/2025	22930	Jubitz Fleet Services	-172.80
02/24/2025	22931	Purdy's Towing	-3,201.25
02/24/2025	22932	Mount Adams Transportation Service - MATS	-3,115.09
02/24/2025	22933	Skamania County	-3,059.09
02/24/2025	22934	Special Districts Insurance	-9,734.00
02/24/2025	22935	ASET - Advanced Security & Electrical Technology, Inc.	-828.00
02/24/2025	22936	Schlosser Machine Inc.	-60.00
02/24/2025	22937	Les Schwab Tire Center	-2,152.85
02/24/2025	22938	Peterson Trucks	-1,341.57
02/24/2025	22939	Underriner	-2,746.17
02/24/2025	22940	Gorge Area Business Assistance	-626.41
02/24/2025	22941	Amalgamated Transit Union	-212.50
02/24/2025	22942	Napa Auto Parts	-625.21
02/24/2025	22943	Greg Pack	-30.00
02/24/2025	22944	Meghan Larivee	-30.00
02/24/2025	22945	Day Wireless Systems	-478.00
02/24/2025	22946	Merina & Co	-2,100.00

# Columbia Area Transit

## Bill Payment List

February 2025

DATE	NUM	VENDOR	AMOUNT
Total for 1000 Umpqua - Operating (6906)			\$ -83,491.32

# Columbia Area Transit

## A/R Aging Summary

As of February 28, 2025

	CURRENT	1 - 30	31 - 60	61 - 90	91 AND OVER	TOTAL
City of Hood River		6,000.00				\$6,000.00
Emily K Reed Consulting			5,000.00			\$5,000.00
MCEDD (The Link)	170.00					\$170.00
USDA Forest Service		1,532.60				\$1,532.60
<b>TOTAL</b>	<b>\$170.00</b>	<b>\$7,532.60</b>	<b>\$5,000.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$12,702.60</b>



# Memo

**To:** HRCTD - BOARD OF DIRECTORS  
**From:** Tiah Mayhew – Office Manager  
**Date:** March 19, 2025  
**Re:** Janitorial Contract

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## **Background**

CAT released an RFP for janitorial services as our current contract was ending. We received three proposals and after evaluating them staff selected United Cleaning Systems. Staff selected their proposal because they have the qualifications needed, have relevant experience and were most cost effective among the three respondents.

Per HRCTD's Financial Management policy staff needs approval on the below contract with United Cleaning Systems. Staff followed proper procurement procedures per the district's procurement policies and selected United Cleaning Systems.

- a. Purpose: United Cleaning Systems will provide janitorial services to ensure the facility is cleaned and sterilized on a weekly basis as well as provide quarterly deep cleaning services in the office and the maintenance shop floor.
- b. Not to exceed amount: \$150k
- c. Contract period: 3/19/2025 – 6/30/2028

## **Action Required**

The Board should discuss and vote to approve or not approve the Janitorial contract for United Cleaning Systems.

## **Recommendation**

Staff recommend approving United Cleaning Systems contract.

## **Attachments:**

Scope of Work from United Cleaning Systems contract



## Attachment A: Scope of Work

The selected contractor will provide weekly and quarterly janitorial services. The services will be performed at our administrative office and transit center located at 224 Wasco Loop Hood River, OR 97031. The location consists of an administrative building with office spaces, conference room, lobby, restrooms, break room/kitchen, maintenance shop, and two (2) bus barns. The selected contractor will be responsible for the following services:

- **Weekly Administrative Office and Transit Center Janitorial Services:** Comprehensive weekly cleaning one (1) day per week, to be performed after 5:00 p.m. on Monday-Sunday. Services include the cleaning of office areas, conference room, lobby, indoor and outdoor restrooms, corridors, and break room/kitchen. Additionally, the contractor will empty trash receptacles inside the building and in the bus barn and at the CAT bus stop shelter.
- **Quarterly Janitorial Services:** On a quarterly basis, the contractor will strip, wax and buff floors, steam clean carpeted areas, and pressure wash the maintenance shop floor.

CAT shall provide all necessary cleaning supplies and equipment as well as all consumable supplies including, but not limited to, paper towels, toilet paper, liquid hand soap, toilet seat covers, and trash can liners for all facilities. Contractor shall provide Material Safety Data Sheets (MSDS) for all cleaning products.

## Attachment B: Rate Sheet

### APPENDIX A: COST PROPOSAL FORM

The contractor shall invoice CAT monthly for services rendered. The contractor's invoice shall be accompanied by a report detailing the services provided. CAT shall pay Contractor invoices within 30 days of receipt. Please refer to the scope of work for full description of services.

Service	Cost for 1 <sup>st</sup> Year	Cost for 2nd Year	Cost for 3rd Year
Weekly Administrative Office and Transit Center Janitorial Services	\$180.00	\$189.00	\$198.00
Quarterly Janitorial Services	\$1,625.00	\$1,705.00	\$1,785.00
Weekly Off-Site Bus Shelter Janitorial Services	\$130.00	\$136.00	\$142.00

**Notes/Comments:**

As Requested - Clean Front Lobby Window Glass \$190.00

By signing below, the undersigned verifies and certifies:

- The submitted proposal is complete and the Contractor can carry out the work as detailed in the proposal & scope of work section above.

United Cleaning Systems

Company Name

Signature of Owner or Authorized Representative

2-3-25

Date


---

**Re: United Cleaning Systems; Proposal for Janitorial Services**

 Some content in this message has been blocked because the sender isn't in your Safe senders list.

[Trust sender](#)

[Show blocked content](#)

 You forwarded this message on Thu 2/27/2025 11:50 AM

Hi Tiah,

Thank you for the good news! I'm very excited to work with your team as well.

I'd like to clarify a potential discrepancy in the cost proposal. I might have inputted the wrong information when transferring the data to a clean form.. The prices listed on Appendix A: Cost Proposal Form are the per visit costs for weekly and quarterly services, not the total cost for the full year. Please see below for the correct yearly totals:

Weekly Services:

1st Year: \$9,360.00

2nd Year: \$9,828.00

3rd Year: \$10,296.00

Quarterly Services:

1st Year: \$6,500.00

2nd Year: \$6,820.00

3rd Year: \$7,140.00



# Memo

**To:** HRCTD - BOARD OF DIRECTORS  
**From:** Amy Schlappi – Executive Director  
**Date:** March 19, 2025  
**Re:** Approval of New Dispatch Software Contract

---

## **Background**

CAT was awarded STIF Discretionary funding for the Intelligent Information Systems project that has been effective from July 1, 2023, and will go through June 30, 2025. This project has allowed CAT to install new Samsara cameras in vehicles and to upgrade dispatch technology programs. The intent of both programs is to increase efficiency and improve operations and rider experience.

Staff has completed the Samsara camera project and conducted extensive reviews of available dispatch technology programs to figure out which one best fits CAT's need. Per District procurement policy for small purchases staff has received several quotes and would like to move forward with Swiftly and Spare.

Swiftly is a dispatch program that focuses on fixed routes and will allow CAT to create detailed reports, track ridership and vehicles, and provide Real Time information to riders through 3<sup>rd</sup> party applications. Swiftly is used by other Oregon agencies comparable in size to CAT (i.e. Josephine County, Tillamook County Transportation District, Albany Transit), the agencies that staff were able to talk to all gave the Swiftly software great reviews.

Spare is a dispatch program that manages the scheduling of Dial-A-Ride and Complementary Paratransit rides. This software meets regulatory requirements and has a robust platform that can make demand response rides more efficient by grouping rides and accommodates same day reservations. This program includes a rider app so people can (if they would like to) book a ride without calling the office. Spare is used by other Oregon agencies comparable in size to CAT (i.e. Josephine County) and larger agencies (i.e. C-Tran). All agencies that staff interviewed discussed how Spare was able to reliably group rides and has an incredibly easy user interface. However, it should be noted that this software will not accommodate Upper Valley Deviated Fixed Routes, meaning that if the Board approves staff to sign the Spare contract, the implementation will need to coincide with the planned transition (per the Transit Master Plan) of the Upper Valley Route from a deviated fixed route into a fixed route system. If approved to move forward with the Spare



contract staff will plan for this to occur in early summer and review the transition plan at the April Monthly Board Meeting.

The contracts for Swiftly and Spare will cover a 3-year term and cost a total of \$135,880 (Swiftly = \$51,136, Spare = \$84,744) which will be paid up front through the STIF Discretionary Intelligent Information Systems grant. This cost was included in the FY2025 Budget and approved through that process. After the contract has been completed the combined monthly dispatch cost will be roughly \$3,500, which is more expensive than our current monthly expense but would have more functionality and be paid for through operating grants.

### **Action Required**

The Board should discuss the one-time payment for the 3-year contract and approve or not approve the Executive Director to sign the contracts.

### **Recommendation**

Staff recommend that the Board approve the Executive Director sign the 3-year contract.



# Memo

**To:** HRCTD - BOARD OF DIRECTORS  
**From:** Tiah Mayhew  
**Date:** March 19, 2025  
**Re:** Updated Drug & Alcohol Policy

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## **Background**

CAT had a Drug & Alcohol compliance review with RLS & Associates and ODOT in February. During the review it was found that CAT needed to update a few areas in the Drug & Alcohol Policy. The revised policy is attached with changes tracked for change reference.

## **Action Required**

The Board should discuss and vote to approve or not approve the updated Drug & Alcohol Policy.

## **Recommendation**

Staff recommend that the Board approve the updated Drug & Alcohol Policy.

Hood River County Transportation District

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# Drug and Alcohol Policy

Effective as of 03/20/2025

Adopted by: HRCTD Board of Directors

Date Adopted: 03/19/2025

Last Revised: 02/13/2023

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## I. Purpose of Policy

This policy complies with 49 CFR Part 655, as amended and 49 CFR Part 40, as amended. Copies of Parts 655 and 40 are available in the drug and alcohol program manager's office and can be found on the internet at the Federal Transit Administration (FTA) Drug and Alcohol Program website <http://transit-safety.fta.dot.gov/DrugAndAlcohol/>.

All covered employees are required to submit to drug and alcohol tests as a condition of employment in accordance with 49 CFR Part 655.

Portions of this policy are not FTA-mandated but reflect Hood River County Transportation District's policy. These additional provisions are identified by **bold text**.

In addition, DOT has published 49 CFR Part 32, implementing the Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA.

**All Hood River County Transportation District employees are subject to the provisions of the Drug-Free Workplace Act of 1988.**

**The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the covered workplace. An employee who is convicted of any criminal drug statute for a violation occurring in the workplace shall notify the ~~Planning and Development Manager~~ Office Manager or the Operations Manager ~~Executive Director~~ no later than five days after such conviction.**

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## 2. Covered Employees

This policy applies to every person, including an applicant or transferee, who performs or will perform a "safety-sensitive function" as defined in Part 655, section 655.4.

You are a covered employee if you perform any of the following:

- Operating a revenue service vehicle, in or out of revenue service
- Operating a non-revenue vehicle requiring a commercial driver's license
- Controlling movement or dispatch of a revenue service vehicle
- Maintaining (including repairs, overhaul and rebuilding) of a revenue service vehicle or equipment used in revenue service
- Carrying a firearm for security purposes

See Attachment A for a list of covered positions by job title.

### 3. Prohibited Behavior

Use of illegal drugs is prohibited at all times. Prohibited drugs include:

- marijuana
- cocaine
- phencyclidine (PCP)
- opioids
- amphetamines

All covered employees are prohibited from performing or continuing to perform safety-sensitive functions while having an alcohol concentration of 0.04 or greater.

All covered employees are prohibited from consuming alcohol while performing safety-sensitive job functions or while on-call to perform safety-sensitive job functions. If an on-call employee has consumed alcohol, they must acknowledge the use of alcohol at the time that they are called to report for duty. If the on-call employee claims the ability to perform his or her safety-sensitive function, he or she must take an alcohol test with a result of less than 0.02 prior to performance.

All covered employees are prohibited from consuming alcohol within four (4) hours prior to the performance of safety-sensitive job functions.

All covered employees required to take a post-accident test are prohibited from consuming alcohol for eight (8) hours following involvement in an accident or until he or she submits to the post-accident drug and alcohol test, whichever occurs first.

### 4. Consequences for Violations

Following a positive drug or alcohol (BAC at or above 0.04) test result or test refusal, the employee will be immediately removed from safety-sensitive duty and referred to a Substance Abuse Professional (SAP).

Following a BAC of 0.02 or greater, but less than 0.04, the employee will be immediately removed from safety-sensitive duties until the start of their next regularly scheduled duty period (but for not less than eight hours) unless a retest results in the employee's alcohol concentration being less than 0.02.

#### Treatment/Discipline

Per Hood River County Transportation District policy, any covered employee who tests positive for drugs or alcohol (BAC at or above 0.04) or refuses to test will be removed from their safety-sensitive position, informed of educational and rehabilitation programs available, and will be provided with a list of at least two (2) USDOT qualified Substance Abuse Professionals (SAPs) for assessment. No employee will be allowed to return-to-duty requiring the performance of safety-sensitive job functions without the approval of the SAP and the employer.

Refusal to submit to a drug/alcohol test shall be considered equivalent to a positive test result **and a direct act of insubordination and shall result in termination.**

**If a verified positive drug test or alcohol test 0.04 or above results from a sample submitted as the result of a random drug/alcohol test, disciplinary action against the employee shall include:**

- **Mandatory referral to a Substance Abuse Professional (SAP) for assessment, formulation of a treatment plan, and execution of a return-to-duty agreement.**
- **Failure to execute or remain compliant with the return-to-duty agreement shall result in termination from employment.**
  - Compliance with the return-to-duty agreement means that the employee has submitted to a return-to-duty drug/alcohol test immediately prior to returning to safety-sensitive duties; the result of that test is negative; in the judgment of the SAP the employee is cooperating with his/her SAP recommended treatment program; and, the employee has agreed to periodic unannounced follow-up testing as defined in this policy.

**Refusal to submit to a periodic unannounced follow-up drug/alcohol test shall be considered a direct act of insubordination and shall result in termination.**

**A return-to-duty or follow-up drug/alcohol test which results in a positive result (as defined in this policy) shall result in termination from employment.**

**The first instance of a positive post-accident or reasonable suspicion drug and/or alcohol test (as defined in this policy) shall result in termination.**

**Following an initial positive drug or alcohol test for any category of testing, the second instance of a positive drug or alcohol test result (as defined in this policy) shall result in immediate termination from employment.**

**During execution of return-to-duty agreement employee will have the ability to perform non safety-sensitive tasks if approved by the SAP. Hood River County Transportation District does not guarantee employee the same number of hours. Tasks will be dependent on work available.**

**Employee must pay for rehabilitation services. Employee can use available sick or vacation leave hours during the rehabilitation program.**

## 5. Circumstances for Testing

### Pre-Employment Testing

A negative pre-employment drug test result is required before an employee can first perform safety-sensitive functions. If a pre-employment test is cancelled, the individual will be required to undergo another test and successfully pass with a verified negative result before performing safety-sensitive functions.

## FTA Drug and Alcohol Policy – Hood River County Transportation District

If a covered employee has not performed a safety-sensitive function for 90 or more consecutive calendar days, and has not been in the random testing pool during that time, the employee must take and pass a pre-employment test before he or she can return to a safety-sensitive function.

A covered employee or applicant who has previously failed or refused a DOT pre-employment drug and/or alcohol test must provide proof of having successfully completed a referral, evaluation, and treatment plan meeting DOT requirements.

### Reasonable Suspicion Testing

All covered employees shall be subject to a drug and/or alcohol test when Hood River County Transportation District has reasonable suspicion to believe that the covered employee has used a prohibited drug and/or engaged in alcohol misuse. A reasonable suspicion referral for testing will be made by a trained supervisor or other trained company official on the basis of specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the covered employee.

Covered employees may be subject to reasonable suspicion drug testing any time while on duty. Covered employees may be subject to reasonable suspicion alcohol testing while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions.

### Post-Accident Testing

Covered employees shall be subject to post-accident drug and alcohol testing under the following circumstances:

#### Fatal Accidents

As soon as practicable following an accident involving the loss of a human life, drug and alcohol tests will be conducted on each surviving covered employee operating the public transportation vehicle at the time of the accident. In addition, any other covered employee whose performance could have contributed to the accident, as determined by Hood River County Transportation District using the best information available at the time of the decision, will be tested.

#### Non-fatal Accidents

As soon as practicable following an accident not involving the loss of a human life, drug and alcohol tests will be conducted on each covered employee operating the public transportation vehicle at the time of the accident if at least one of the following conditions is met:

- (1) The accident results in injuries requiring immediate medical treatment away from the scene, unless the covered employee can be completely discounted as a contributing factor to the accident

## FTA Drug and Alcohol Policy – Hood River County Transportation District

- (2) One or more vehicles incurs disabling damage and must be towed away from the scene, unless the covered employee can be completely discounted as a contributing factor to the accident

In addition, any other covered employee whose performance could have contributed to the accident, as determined by Hood River County Transportation District using the best information available at the time of the decision, will be tested.

A covered employee subject to post-accident testing must remain readily available, or it is considered a refusal to test. Nothing in this section shall be construed to require the delay of necessary medical attention for the injured following an accident or to prohibit a covered employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident or to obtain necessary emergency medical care.

### Random Testing

Random drug and alcohol tests are unannounced and unpredictable, and the dates for administering random tests are spread reasonably throughout the calendar year. Random testing will be conducted at all times of the day when safety-sensitive functions are performed.

Testing rates will meet or exceed the minimum annual percentage rate set each year by the FTA administrator. The current year testing rates can be viewed online at [www.transportation.gov/odapc/random-testing-rates](http://www.transportation.gov/odapc/random-testing-rates).

The selection of employees for random drug and alcohol testing will be made by a scientifically valid method, such as a random number table or a computer-based random number generator. Under the selection process used, each covered employee will have an equal chance of being tested each time selections are made.

A covered employee may only be randomly tested for alcohol misuse while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions. A covered employee may be randomly tested for prohibited drug use anytime while on duty.

Each covered employee who is notified of selection for random drug or random alcohol testing must immediately proceed to the designated testing site.

### Random Testing – End of Shift

Random testing may occur anytime an employee is on duty so long as the employee is notified prior to the end of the shift. Employees who provide advance, verifiable notice of scheduled medical or childcare commitments will be random drug tested no later than three hours before the end of their shift and

## FTA Drug and Alcohol Policy – Hood River County Transportation District

random alcohol tested no later than 30 minutes before the end of their shift. Verifiable documentation of a previously scheduled medical or childcare commitment, for the period immediately following an employee's shift, must be provided at least **24 hours** before the end of the shift.

### Return to Duty Testing

Any employee who is allowed to return to safety-sensitive duty after failing or refusing to submit to a DOT drug and/or alcohol test must first be evaluated by a substance abuse professional (SAP), complete a SAP-required program of education and/or treatment, and provide a negative return-to-duty drug test result and/or an alcohol test result of less than 0.02. Any return-to-duty drug testing will be directly observed. All tests will be conducted in accordance with 49 CFR Part 40, Subpart O.

### Follow-up Testing

Employees returning to safety-sensitive duty following a return-to-duty test will be required to undergo unannounced follow-up alcohol and/or drug testing for a period of one (1) to five (5) years, as directed by the SAP. The duration of testing will be extended to account for any subsequent leaves of absence, as necessary. The type (drug and/or alcohol), number, and frequency of such follow-up testing shall be directed by the SAP.

A covered employee may only be subject to follow-up alcohol testing while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions. A covered employee may be subject to follow-up drug testing anytime while on duty. All follow-up drug tests will be directly observed. All testing will be conducted in accordance with 49 CFR Part 40, Subpart O.

## 6. Testing Procedures

All FTA drug and alcohol testing will be conducted in accordance with 49 CFR Part 40, as amended.

### Dilute Urine Specimen

If there is a negative dilute test result, Hood River County Transportation District will accept the test result and there will be no retest, unless the creatinine concentration of a negative dilute specimen was greater than or equal to 2 mg/dL, but less than or equal to 5 mg/dL.

Dilute negative results with a creatinine level greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL require an immediate recollection under direct observation (see 49 CFR Part 40, section 40.67).

### Split Specimen Test

In the event of a verified positive test result, or a verified adulterated or substituted result, the employee can request that the split specimen be tested at a second laboratory. Hood River County

Transportation District guarantees that the split specimen test will be conducted in a timely fashion.  
**Hood River County Transportation District will pay for this test.**

## 7. Test Refusals

As a covered employee, you have refused to test if you:

- (1) Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by Hood River County Transportation District.
- (2) Fail to remain at the testing site until the testing process is complete. An employee who leaves the testing site before the testing process commences for a pre-employment test has not refused to test.
- ~~(3) Fail to provide a specimen for a drug or alcohol test. An employee who does not provide a specimen because he or she has left the testing site before the testing process commenced for a pre-employment test has not refused to test.~~
- ~~(3) Fail to attempt to provide a breath or urine specimen. An employee who does not provide a urine or breath specimen because he or she has left the testing site before the testing process commenced for a pre-employment test has not refused to test.~~
- (4) In the case of a directly-observed or monitored urine drug collection, fail to permit monitoring or observation of your provision of a specimen.
- ~~(5) Fail to provide a sufficient specimen for a drug or alcohol test without a valid medical explanation.~~
- ~~(5) Fail to provide a sufficient quantity of urine or breath without a valid medical explanation.~~
- (6) Fail or decline to take a second test as directed by the collector or Hood River County Transportation District for drug testing.
- (7) Fail to undergo a medical evaluation as required by the MRO or Hood River County Transportation District's Designated Employer Representative (DER).
- (8) Fail to cooperate with any part of the testing process.
- (9) Fail to follow an observer's instructions to raise and lower clothing and turn around during a directly-observed urine drug test.
- (10) Possess or wear a prosthetic or other device used to tamper with the collection process.
- (11) Admit to the adulteration or substitution of a specimen to the collector or MRO.
- (12) Refuse to sign the certification at Step 2 of the Alcohol Testing Form (ATF).
- (13) Fail to remain readily available following an accident.

As a covered employee, if the MRO reports that you have a verified adulterated or substituted test result, you have refused to take a drug test.

As a covered employee, if you refuse to take a drug and/or alcohol test, you incur the same consequences as testing positive and will be immediately removed from performing safety-sensitive functions, and referred to a SAP.

## 8. Voluntary Self-Referral

Any employee who has a drug and/or alcohol abuse problem and has not been notified of the requirement to submit to reasonable suspicion, random or post-accident testing or has not refused a drug or alcohol test may voluntarily refer her or himself to the ~~Planning and Development Manager~~Office Manager or the ~~Operations Manager~~Executive Director, who will refer the individual to a substance abuse counselor for evaluation and treatment.

The substance abuse counselor will evaluate the employee and make a specific recommendation regarding the appropriate treatment. Employees are encouraged to voluntarily seek professional substance abuse assistance before any substance use or dependence affects job performance.

Any safety-sensitive employee who admits to a drug and/or alcohol problem will immediately be removed from his/her safety-sensitive function and will not be allowed to perform such function until successful completion of a prescribed rehabilitation program.

## 9. Prescription Drug Use

The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, the use of any substance which carries a warning label that indicates that mental functioning, motor skills, or judgment may be adversely affected must be reported to the ~~Planning and Development Manager~~Office Manager or the ~~Operations Manager~~Executive Director. Medical advice should be sought, as appropriate, while taking such medication and before performing safety-sensitive duties.

## 10. Contact Person

For questions about Hood River County Transportation District's anti-drug and alcohol misuse program, contact the ~~Planning and Development Manager~~Office Manager.



## Attachment A: Covered Positions

Operations Manager

~~Operations Assistant Manager~~

Field Supervisor

~~Operations Assistant~~

Dispatcher

Driver



# Memo

**To:** HRCTD - BOARD OF DIRECTORS  
**From:** Tiah Mayhew  
**Date:** March 19, 2025  
**Re:** Updated Lobby Hours

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## **Background**

The CAT lobby is currently open seven days a week from 6:30 AM to 6:30 PM, with customer service phone hours available daily from 5:30 AM to 7:30 PM. Upon review we found that CAT's lobby hours were far greater than other equivalent transit agencies. Maintaining the current lobby hours has become increasingly challenging due to limited staffing during early mornings, late evenings, and weekends. We have seen a significant increase in people abusing the lobby and not utilizing it for the intended purpose. People are using the lobby as a place to hang out all day and are consistently interrupting staff.

This issue has impacted productivity, as staff members must remain in the office rather than completing essential tasks or responding promptly to on-route driver needs. Before addressing such matters, they must first clear and secure the office, causing unnecessary delays.

To improve operational efficiency while maintaining customer service, staff proposes updating lobby hours to Monday – Friday, 8:00 AM – 6:00 PM. We will continue to be available to address customer needs as the customer service phone hours will remain unchanged at 5:30 AM – 7:30 PM, seven days a week. Additionally, staff will ensure that riders have access to restrooms between transfers on weekends. Staff will ensure that the updated lobby hours are clearly posted on the door and the website.

## **Action Required**

The Board should discuss and vote to approve or not approve the updated lobby hours.

## **Recommendation**

Staff recommend that the Board approve the updated lobby hours.



## February 2025 Operations Report

Safety Scores				
Category	February 2025	January 2025	December 2024	November 2024
Overall Safety Score	100	99	98	99
Crashes	0	2	1	0
Harsh Events	0	3	5	0
% Speed -Moderate	%.06	%.2	.9%	.5%
% Speed- Heavy	%.002	%.007	.02%	.01%
% Speed - Severe	%.0	%.001	0%	.002%

- Safety Score has increased by 1 point due to a reduction in harsh events and crashes.
- Percentage of over speed limit is defined by the percentage of drive time where speeding occurred.
- In February, fuel cost has increased by \$.22 per gallon.

Operations Data				
Category	February 2025	January 2025	December 2024	November 2024
Fixed OTP				
DAR OTP				
Vehicle Hours Driven	1,310	1,551	1,113	974
Vehicle Miles Driven	36,542	43,826	35,975	31,271
Fuel Cost	\$17,251.73	\$12,763	\$11,416	\$12,300
Fuel Cost per Mile	\$.47	\$0.29	\$0.31	\$0.39
Category	February 2025	January 2025	December 2024	November 2024
Formal Customer Complaints	0	1	1	0
Vehicle Incidents	4	5	3	0
Customer Incidents	5	5	1	3
Vandalism	0	1	0	0

- Formal Complaints:
  - None
- Vehicle Incidents:
  - Gorge-To-Mountain Express bus became stuck on Mt. Hood Meadows access road. Driver was not using chains per ODOT requirements, this issue has been addressed per District policy.
  - Chains caused some damage to a Gorge-To-Mountain Express bus mud flap. Staff were able to fix the mud flap.
  - Coolant line broke which blew on engine and created steam in cabin of Gorge-To-Mountain Express bus. Driver pulled over and another bus was brought to transport riders the remainder of the trip. Mechanic was able to fix onsite and return to CAT.
  - Gorge-To-Mountain Express bus was leaking oil. Bus was switched out and minor interruptions to service.
- Customer Incidents:
  - Mt. Hood Meadow's customer was angered by where the bus was parked up at the ski resort and threatened to move the bus. Mt. Hood Meadows employee stepped in and diffused the situation.
  - Complaint regarding the Hood River circulator route and how there was not a more direct option.
  - Rider left phone on bus and was angered when they could not immediately go back on bus. Field Supervisor stepped in and resolved the situation.
  - Gorge-to-Mountain Express rider told parents they were denied a ride because the ski rack was full. Driver stated that the rider wanted them to wait for their friend and that they needed to use the ski rack.
  - Rider was laying in the back of the Hood River City route bus and was frustrated and became angry when driver stated that their had to be a safe location to stop at for a flag stop.
- Vandalism:
  - None
- Harsh Events/Distracted Driving:
  - None

#### Other Happenings:

- N/A

**EMPLOYEE OF THE MONTH:**

**John Jobe**



Ridership													
	FEB. 25	JAN. 25	DEC. 24	Nov. 24	Oct. 24	Sep. 24	Aug. 24	Jul. 24	Jun. 24	May. 24	Apr. 24	Mar. 24	Feb. 24
Dial-A-Ride	313	363	352	336	443	291	389	385	356	379	390	383	345
Upper Valley	142	246	263	321	450	390	368	390	354	388	364	331	330
Hood River Connector	0	0	0	0	0	0	0	0	0	0	32	41	29
Hood River City	1662	1819	1822	1557	1899	1911	2216	2243	2270	2023	1826	1764	1575
Columbia Gorge Express	2426	2746	2548	2788	3487	4160	5954	4985	4272	3476	2871	2615	2014
Gorge to Mountain	2885	2905	1202	0	0	0	0	0	0	0	0	2176	2915
Dog Mountain	0	0	0	0	0	0	0	0	857	3797	198	0	0
White Salmon Wknd	0	0	0	0	0	84	175	123	25	0	0	0	0
Total	7428	8079	6187	5002	6279	6836	9102	8126	8134	10063	5681	7310	7208
% Change Compared to Prev Month	-8%	31%	24%	-20%	-8%	-25%	12%	0%	-19%	77%	-22%	1%	21%
% Change Compared to Same Month Previous Year	3%	42%	10%	2%	3%	10%	8%	-4%	5%	24%	-3%	-6%	6%

Hours of Service													
	FEB. 25	JAN. 25	DEC. 24	Nov. 24	Oct. 24	Sep. 24	Aug. 24	Jul. 24	Jun. 24	May. 24	Apr. 24	Mar. 24	Feb. 24
Dial-A-Ride	171	207	189	180	207	198	198	198	171	198	198	189	180
Upper Valley	92	121	137	140	161	164	182	182	157	182	181.5	173	165
Hood River Connector	0	0	0	0	0	0	0	0	0	0	29	41	26
Hood River City	302	339	325	314	339	336	336	336	320	336	327	334	313
Columbia Gorge Express	438	503	486	470	503	562	645	645	624	645	491	508	475
Gorge to Mountain	308	370	114	0	0	0	0	0	0	0	0	284	323
Dog Mountain	0	0	0	0	0	0	0	0	110	165	37	0	0
White Salmon Wknd	0	0	0	0	0	24	54	42	24	0	0	0	0
Total	1311	1540	1251	1104	1210	1284	1415	1403	1406	1526	1264	1529	1482

Boardings Per Hour													
	FEB. 25	JAN. 25	Dec. 24	Nov. 24	Oct. 24	Sep. 24	Aug. 24	Jul. 24	Jun. 24	May. 24	Apr. 24	Mar. 24	Feb. 24
Dial-A-Ride	1.83	1.75	1.86	1.87	2.14	1.47	1.96	1.94	2.08	1.91	1.97	2.03	1.92
Upper Valley	1.54	2.03	1.93	2.29	2.80	2.38	2.02	2.15	2.25	2.13	2.01	1.91	2.00
Hood River Connector	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.10	1.00	1.12
Hood River City	5.50	5.37	5.61	4.96	5.60	5.69	6.60	6.67	7.09	6.02	5.58	5.28	5.03
Columbia Gorge Express	5.54	5.46	5.24	5.93	6.93	7.40	9.23	7.73	6.85	5.39	5.85	5.15	4.24
Gorge to Mountain	9.37	7.85	10.54	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7.66	9.02
Dog Mountain	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7.79	23.01	0.00	0.00	0.00
White Salmon Wknd	0.00	0.00	0.00	0.00	0.00	3.50	3.24	2.93	0.00	0.00	0.00	0.00	0.00
Total	5.67	5.25	4.95	4.53	5.19	5.32	6.4	5.8	5.8	6.6	4.5	4.8	4.9

# Memo

**To:** HRCTD - BOARD OF DIRECTORS  
**From:** Amy Schlappi, Executive Director  
**Date:** March 19, 2025  
**Re:** Review of Board Priorities FY2026

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## **Background**

As part of the annual budget process, the Executive Director creates a budget message which includes the priorities for the upcoming fiscal year. The intent is that the budget should reflect those priorities. Below is the list that I have compiled, I am asking the board to review my priorities and recommend any changes or additions of items I may have missed.

- Maintain current service levels for year-round services, the Gorge-to-Mountain Express, Dog Mountain Shuttle, Summer White Salmon and the Columbia Gorge Express service. Transition of the Upper Valley deviated fixed route into a fixed route.
- Reduce inefficiencies on the Hood River City route and add bus stops and permanent bus stop infrastructure. Add a bus stop in Cascade Locks at Forest Lane and WaNaPa.
- Implement new dispatch software to increase operational efficiencies and improve rider experience.
- Continue implementation of the HRCTD Transit Master Plan Update 2023.
- Continue and grow the multi-provider GOrge Pass program and support the regional transit strategy and work toward improved connectivity throughout the Gorge.
- Ongoing training for staff in human resources, leadership, and overall transit operations. Continue to focus on improved driver training and programs.
- Initiate facility expansion and modifications to accommodate electrification and bigger vehicles. Implement construction of new park and ride as funding allows.
- Continue to expand outreach to vulnerable communities (i.e. Latino, Native American, seniors, individuals with disabilities etc.) to ensure access and awareness of transit. Ensure website and promotional materials are in plain language and have an accessible user interface.
- Continue to explore innovative options and implement solutions to address specific transportation needs:
  - Local NEMT & Door through Door



- After hour (hotel/bar/restaurant) shuttle
- Procure new vehicles for local and regional services.

**Action Required**

No formal action required. The Board should discuss and recommend changes or additions as appropriate.

**Attachments:**

None