



May 21, 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=bi91Z0diTTRUVW9lbnkwajJFalpVUT09>

- 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 April 16, 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
 - f. Three (3) minutes per community member.
- 5) Monthly Financial Report – Tiah Mayhew – 4:10 pm**
 - 6) Resolutions & Action Items – 4:15 pm**
 - a. Review of Salary Scale
 - b. Approval of Sasquatch Shuttle Contract
 - 7) Operations Manager Report – Jeff Acciaioli – 4:25 pm**



- a. Employee of the Month
- b. Performance Report
- c. Ridership
- d. Dog Mountain Update

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

- a. Annual Employee Survey Action Item's
- b. Multnomah Falls Exit 31 Congestion and Safety Mitigation
- c. Hood River Parks and Recreation IGA
- d. State Legislature Update
- e. Elections Update

9) Executive Session – 4:45 pm

- a. ORS 192.660(2)(d) "To conduct deliberations with persons designated by the governing body to carry on labor negotiations"

10) Discussion Items

11) Upcoming Events

- a. 2nd Budget Committee – Wednesday, May 28th at 5PM
- b. STIF Advisory Committee – Thursday, May 29th at 1PM

12) 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, April 16th, 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, Tamra Taylor - Board Secretary/Treasurer, Meghan Larivee, Eleazar Reyes, Matt Althoff

Absent: Gisela Ayala-Echeverria

Staff: Amy Schlappi, Tiah Mayhew, Tim Ravins, Troy Webster

Public: Jovi Arellano – Oregon Department of Transportation, Emily Beckett – Merina & Co., Doug Burkhardt – Uplift Local, Tina Castanares

3. Approval of March 19th, 2025, Board of Director Meeting Minutes

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

Motion: Matt made a motion to approve the March 19th Meeting Minutes. The motion was seconded by Tamra.

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

Opposed by: None

4. Public Comment

Tina C., a long-time Hood River resident, gave praise to CAT services for what it has become over the years. She also expressed the need for fixed route service to west side neighborhoods in Hood River. Tina has volunteered at the High School and Westside Elementary and found it difficult to access the schools without a car.

5. Quarterly Financial Report – Emily Beckett – Merina & Co.

Emily presented her review of the third quarter of this fiscal year, included in the meeting materials. One change from her presentation last quarter is the STIF funds and vehicle funds now being held in LGIP accounts instead of money market accounts, earning higher interest. Emily continued with the statement of financial position, noting the funds balance looks great and she has broken out percentages of those funds that



are restricted and unrestricted. The statement of activities was next starting with revenue figures, both state and federal revenues increased from the prior year mostly due to new vehicle reimbursements and the increased interest income mentioned earlier. Operating expenses increased from last year by about \$200k due to vehicle repairs and a new 3-year contract for improved dispatch software. Administrative expenses saw an increase in professional fees and building expenses with the improvements made to facility roofing and fire suppression. Personnel expenses represent the biggest portion of expenses at CAT, Emily included visuals to help show the differences from last year. Increases in capital outlay include the land purchased for expanded bus storage and park and ride facilities adjacent to the CAT office and the operating equipment from the two new buses purchased. Reimbursements for the land purchase have not been received yet; most is expected in the next quarter with the remainder coming in the next fiscal year. Greg had a question about the employee taxes and Emily answered that the state unemployment tax rates were reduced this year which included a refund for some withholdings from the prior year.

Accounts receivable and accounts payable are all current. The budget is on track. Anticipated expenses in the budget for capital outlay have not happened as expected but currently CAT is at 53% of the budget through 75% of the year.

Emily also mentioned improvements she has helped make the Gorge Pass sales tracking and partner distribution process.

6. Resolution and Action Items – Tiah Mayhew

a. Approval of Free City of Hood River Fares on July 4th

In previous years CAT has offered free fares on the city route for 4th of July. It helps reduce traffic congestion and promote CAT services. Last year CAT did not offer free fares on the city route but are now asking that the Board approve one of the following options: approve ongoing free fares on the 4th of July holiday, or have staff present the request to the Board every year for individual annual approval. Tiah mentioned the estimated lost revenue for the day is approximately \$100 but noted the opportunity to strengthen our partnership with the City of Hood River and manage downtown congestion. Tamra asked if there was any major difference in ridership on 4th of July from a year offering free fare compared to last year where free rides were not given out. Amy replied that if there was a difference it was very small and that she could pull up the ridership figures if needed. No change to accommodate the annual fireworks display is planned. Megan R. and Matt both noted that it is a great way to advertise, and Matt also had a follow-up question if free fares were ever offered for other annual events held in Hood River like Hops Fest? It has been done before but the companies organizing the events must be involved.

Motion: Megan R. made a motion to approve ongoing annual free fares on the Hood River city route on 4th of July. The motion was seconded by Tamra.

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

Opposed by: None.



7. Operations Manager Report – Amy Schlappi

a. Performance Report

Overall, March's safety score was 100 due to no harsh events and no crashes. For the month, CAT vehicles were driven 1,460 hours and 40,969 miles. Fuel costs have increased by \$0.09/gallon and totaled \$15,748.08 for a cost per mile of \$0.38.

There were two formal customer complaints; a rider called to report that a driver had been rude, questioning her ability to use the stairs. Also, a rider wanted to express that all buses should wait for each other and not leave until each route had arrived. Vehicle incidents involved a driver bumping into the mirror of another bus while in the bus garage, no damage. The CGE bus lost air from suspension while in route but aired up when shut down. The bus was deemed safe to drive back to the CAT station and then repaired. The ski/snowboard equipment rack on bus #469 fell off while the bus was operating between Mt Hood Meadows and the CAT station, no ski equipment was damaged. The fire suppression alarm started going off on the CGE bus on its way back to CAT. The bus returned, taken out of service, and the mechanics were made aware.

Customer incidents during March were a rider boarded the Hood River bus and told the driver that they had lost their pass and asked if they could board without one. The driver told them that they needed a pass or \$1. The rider continued to ask to ride for free but ultimately paid. A rider boarded the Upper Valley bus, when the driver asked which stop they were going to, the rider used profane language asking why it mattered then stated he was going to the CAT station. The driver informed the rider that this was the Upper Valley bus so the rider de-boarded. Gorge-to-Mountain driver reported that riders were consistently eating on the bus and leaving their food trash. The driver made an announcement that food was not allowed, however, if you do eat, please clean up your mess but excessive trash was still left. Two individuals were in the bathroom at the CAT station for an extended period. Staff checked on them and the individuals stated that they were cleaning the bathroom. Staff went back out and the individuals had exited but still had the bathroom key, staff asked for the key, and they became verbally aggressive. The Hood River City bus driver had finished the route and was waiting for the next driver. A rider wanted to board the bus, and the driver asked them to wait, the rider did not wait and boarded. A rider called upset to see when the Hood River City bus was coming as they had been standing out in the rain. Upon review the bus had already been to the stop as scheduled but the rider was not at the stop. The rider was able to catch the next bus. Staff received a call requesting that the CGE bus be held while they attempted to make it. They were informed that we are unable to do so and became verbally aggressive and hung up. A rider came into the CAT office upset that they had just arrived and was upset that the CGE bus had left. Staff verified that the bus had left on time and let the rider know when the next bus was. The rider wanted to file a formal complaint as they did not feel that any bus should leave until all the others had arrived. A rider was upset that her deviated ride was not at the location it should have been. The driver called dispatch and had the location updated. Staff observed a rider that was waiting for the



Link bus light a fire in the street across from CAT. The police were called, and the fire was put out without incident. A rider came into the CAT office to complain that a driver did not stop for them at the Walgreens stop. Upon review staff found that the rider was not at the bus stop. A rider that was upset feeling that the driver had not stopped for them was approaching staff at their vehicles as they arrived at work. The rider was pounding on the staff members' windows asking what we were going to do about the driver. The rider was asked to stop but unfortunately the behavior escalated, and the police were notified resulting in the rider being trespassed for 30 days. Riders on the CGE bus consistently leave food trash on the bus. The driver spoke to the riders and informed them of the no food rule and asked if they do have trash to please dispose of it.

The group then discussed the potential benefit of the different transit providers having radios connected to reduce missed connections. Megan R. then brought up the gate closures at the eastbound Multnomah Falls exit and asked if solutions had been looked at. The current work-around involves going to the next exit, turning around and entering from the westbound lanes. This option remains the safest during busy times at Multnomah Falls and extra time is built into the route to compensate for the workaround. Drivers are also trained to announce to passengers boarding toward Multnomah Falls that the gate closure may cause a slight delay. Amy suggested drafting a letter signed by the board asking for solutions, and Jovi added that personal stories work great with this type of advocacy.

b. Ridership

Overall ridership is still doing great, the Upper Valley has seen an increase in riders, up 6% since last month. We are excited to see how ridership does on the CGE this summer with our new buses now in service. Boards per hour average 5.37 across all CAT routes.

c. Employee of the Month

Rod Espe has been named CAT's Employee of the Month.

d. Gorge To Mountain & Dog Mountain Update

The seasonal Gorge To Mountain service ended strong and offered a lot of learning opportunities this year. All of which will be used to improve the service next year. The Dog Mountain Shuttle kicks off April 26th and operates on weekends only through June 15th, including Memorial Day. Route training for drivers has already begun.

8. Executive Director Report – Amy Schlappi

a. FY25-27 Biennium Funding Update

5311 funding used for operating local services may see a slight delay but less than what was originally expected. 5310 funding used for preventative maintenance and mobility management will see a longer delay in receiving the reimbursement. CAT does have a buffer for these funds, but it may effect what projects CAT can move forward with. Tamra asked if there is any risk of funds being pulled? Jovi answered that FTA has currently not put a hold on any funds. 5310 and 5311 funds are annual allocations meaning this allocation has already been through Congress and has been set aside for



agencies.

Amy also mentioned she just received word that the FLAP Grant has gone through and funds from the grant will be used toward the Gorge To Mountain service for the next two years.

b. City of Hood River Route/Upper Valley Update – Changes Fall 2025

Amy presented her plans to improve efficiency of the Hood River City route and move the Upper Valley from a deviated fixed route to a fixed route. Previous suggestions for East and West routes within Hood River are not efficient due to resources. A two directional route suggestion was deemed unsafe due to difficult left turns on the route. A new Hood River City route was presented with changes to improve efficiency, most notably the removal of stops with the parking lots of Walmart and Safeway. Other changes include a new stop, the specific location to be determined, on the west side of 22nd Street between May Street and Sherman Street. CAT staff to work with City staff on best placement. Relocation of the Aquatic Center from 18th street to May Street between Cherry court and 18th street. The bus will then travel onto 13th Street rather than 18th Street. And new stops at 13th Street and A Street, 12th Street in front of Rosauer's. CAT staff may hold on this depending on the jurisdictional transfer of 12th street. Removal of parking at the Hospital Stop (11th & May Street). CAT staff recommends leaving this stop in the current location until we can discuss more about adding a stop closer to the hospital on 12th street as part of the Heights Streetscape Project. The route is then adjusted so the bus travels down 12th street instead of Park Street. The relocation of the 8th and Portway stop to the southeast corner of 2nd Street and Portway. This will allow CAT to cut a large piece from the route and reduce the overall length of one loop. CAT is hoping to implement these changes by Sept. 2025 with temporary signage first and then permanent infrastructure installed after the NEPA process.

Upper Valley was reviewed quickly with new proposed stops for both the southbound and northbound directions. These changes are still in draft form, so changes to the plan are likely to be made. Major highlights are new stops on Tucker Rd., stops allowing access to Wyeast Middle School, and the return of service to Parkdale. CAT will work with the community in these areas to gather feedback on the changes and how we can best accommodate their needs. The route will also be a fixed route due to our new dispatch software.

c. Dispatch Implementation Update

Launch date for the new dispatch software is planned for June 30th or July 1st.

d. Legislative Transit Day Recap

Amy attended the Legislative Transit Day in Salem to advocate for additional statewide transit funds. The Oregon Transit Association is asking for an increase in state employee payroll taxes from 0.01% to 0.05%. Amy met personally with Senator Daniel Bonham and Representative Jeff Helfrich and encouraged community members to reach out to their representatives and senators, letting them know transit is important to the area.



9. Executive Session – 5:20 pm

a. ORS 192.660(2)(i) and 192.660(8) “To review and evaluate the performance of an officer, employee or staff member if the person does not request an open meeting. The reason for executive session may not be used to do a general evaluation of an agency goal, objective or operation or any directive to personnel concerning those subjects.”

b. ORS 192.660(2)(d) “To conduct deliberations with persons designated by the governing body to carry on labor negotiations”

Motion: Megan R. made a motion to end the Executive Session. The motion was seconded by Matt.

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

Opposed by: None

Motion: Matt made a motion to allow Amy to pursue non-financial and financial terms within the authority that the board of the executive directors in upcoming union negotiations. The motion was seconded by Megan R.

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

Opposed by: None

10. Discussion Items

There were no major discussion items.

Upcoming Events

There is an upcoming Budget Committee meeting on April 23rd. Megan R. mentioned another upcoming advocacy day event and The Oregon Active Transportation Summit coming up on June 5th-7th .

11. Adjournment

Motion: Tamra made a motion to adjourn the meeting. The motion was seconded by Matt.

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

Opposed by: None

The meeting was adjourned.



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 "Tim Ravins", with a long horizontal flourish extending to the left.

Approved by: Tamra Taylor, Secretary-Treasurer

Columbia Area Transit

Statement of Activity

April 2025

	TOTAL
Revenue	
4100 Fare Revenue	
4110 Fare Collections	9,610.83
4130 GOrge Pass Prg	7,786.00
Total 4100 Fare Revenue	17,396.83
4200 Contract Revenue	1,274.56
4210 Contract Trans. Services	1,532.60
Total 4200 Contract Revenue	2,807.16
4700 State Funds	
4710 STIF Formula	194,803.00
Total 4700 State Funds	194,803.00
4800 Tax Revenue	
4820 Statewide Transit Tax	14,138.12
4870 Property Taxes	
4871 Property Tax - Prior Year	310.96
4875 Property Tax - Current Year	2,255.17
Total 4870 Property Taxes	2,566.13
Total 4800 Tax Revenue	16,704.25
4900 Other Revenue	
4910 Interest Income	4,700.35
4912 Property Tax - Interest on Unseg Taxes	9.50
Total 4910 Interest Income	4,709.85
4990 Misc Revenue	5,170.00
Total 4900 Other Revenue	9,879.85
Total Revenue	\$241,591.09
Cost of Goods Sold	
5100 Fuel	15,835.28
5200 Vehicle Expense	
5220 Preventative Maint & Vehicle Repair	
5222 Preventative Maintenance	5,346.23
5223 Vehicle Repair	2,937.11
Total 5220 Preventative Maint & Vehicle Repair	8,283.34
5290 Misc Vehicle Expenses	16.78
Total 5200 Vehicle Expense	8,300.12

Columbia Area Transit

Statement of Activity

April 2025

	TOTAL
5300 Operation Expenses	
5310 Merchant Transaction Fees	978.07
5320 Technology & Communication	
5323 GPS Tracking Software	70.00
5324 2-Way Radio Software	1,161.96
5325 Dispatch Program	1,936.00
5327 Cellular Data	571.00
Total 5320 Technology & Communication	3,738.96
5350 Shop Supplies & Tools	325.69
Total 5300 Operation Expenses	5,042.72
5500 Driver Expenses	
5560 Drug & Alcohol Testing	253.50
5580 Uniforms	12.42
Total 5500 Driver Expenses	265.92
5700 Advertising & Marketing	46.00
5900 Grant/Contract Match Funds	
5910 Partner Distributions - Gorge Pass	4,589.66
Total 5900 Grant/Contract Match Funds	4,589.66
Total Cost of Goods Sold	\$34,079.70
GROSS PROFIT	\$207,511.39
Expenditures	
7000 Administrative Expenses	
7100 Building Expenses	
7110 Rent - Building	175.00
7120 Building Repairs & Maintenance	4,101.94
7130 Landscape Maintenance	600.00
7150 Building Utilities	2,435.61
7160 Telephone	10.71
7170 Fire and Security	450.00
7180 Janitorial	360.00
Total 7100 Building Expenses	8,133.26
7300 Office Supplies & Expenses	
7310 Office Supplies & Postage	331.38
7320 Printing & Copying	56.70
7360 Computer Software	421.46
Total 7300 Office Supplies & Expenses	809.54

Columbia Area Transit

Statement of Activity

April 2025

	TOTAL
7600 Professional Fees	1,551.00
7650 Payroll Processing Fees	422.00
Total 7600 Professional Fees	1,973.00
7900 Other Administrative Expense	
7910 Interest & Bank Charges	80.20
7950 Staff Training	295.00
7980 Board Expense	60.00
Total 7900 Other Administrative Expense	435.20
Total 7000 Administrative Expenses	11,351.00
8000 Personnel Expense	
8100 Administrative Personnel Expense	
8110 Administrative Wages & Salary	
8111 Administrative - Regular Wages	16,793.93
8112 Administrative - Overtime	1.22
8113 Administrative - PTO	1,360.64
8121 Administrative - Healthcare Stipend	2,190.30
8122 Administrative - Cell Phone Stipend	83.10
Total 8110 Administrative Wages & Salary	20,429.19
8130 Administrative Employer Taxes	
8131 Administrative - FICA	1,125.66
8132 Administrative - Medicare	263.25
8134 Administrative - State. Unemp, SUTA	181.83
8136 Administrative - Worker's Benefit Fund	4.36
8138 Administrative - Paid Leave Oregon	72.61
Total 8130 Administrative Employer Taxes	1,647.71
8150 Administrative Benefits	
8151 Administrative - Medical, Dental, Life Ins	28.00
8154 Administrative - 403(b) Employer Match	310.46
Total 8150 Administrative Benefits	338.46
Total 8100 Administrative Personnel Expense	22,415.36
8200 Direct Service Personnel Expense	
8210 Direct Service Wages & Salary	
8211 Direct Service - Regular Wages	59,869.64
8212 Direct Service - Overtime	2,197.74
8213 Direct Service - PTO	6,032.87
8218 Direct Service - Bonus	50.00
8219 Direct Service - Bilingual Bonus	46.16
8221 Direct Service - Healthcare Stipend	3,650.50
8222 Direct Service - Cell Phone Stipend	138.50

Columbia Area Transit

Statement of Activity

April 2025

	TOTAL
Total 8210 Direct Service Wages & Salary	71,985.41
8230 Direct Service Employer Taxes	
8231 Direct Service - FICA	4,228.15
8232 Direct Service - Medicare	988.86
8234 Direct Service - State Unemp, SUTA	708.90
8236 Direct Service - Worker's Benefit Fund	23.22
8238 Direct Service - Paid Leave Oregon	272.77
Total 8230 Direct Service Employer Taxes	6,221.90
8250 Direct Service Benefits	
8251 Direct Service - Medical, Dental, Life Ins	10,654.00
8254 Direct Service - 403(b) Employer Match	1,458.24
Total 8250 Direct Service Benefits	12,112.24
Total 8200 Direct Service Personnel Expense	90,319.55
Total 8000 Personnel Expense	112,734.91
Total Expenditures	\$124,085.91
NET OPERATING REVENUE	\$83,425.48
NET REVENUE	\$83,425.48

Columbia Area Transit

Bill Payment List

April 2025

DATE	NUM	VENDOR	AMOUNT
1000 Umpqua - Operating (6906)			
04/11/2025	22972	SST/Security Systems Technology	-450.00
04/11/2025	22973	Valencia Lawn Care LLC	-600.00
04/11/2025	22974	Day Wireless Systems	-1,161.96
04/11/2025	22975	Special Districts Insurance	-11,725.00
04/11/2025	22976	MCEDD	-1,448.22
04/11/2025	22977	Mount Adams Transportation Service - MATS	-1,523.22
04/11/2025	22978	Skamania County	-1,618.22
04/11/2025	22979	Butterfield Testing Solutions	-253.50
04/11/2025	22980	metro overhead door	-4,028.00
04/11/2025	22981	Napa Auto Parts	-967.51
04/11/2025	22982	Bohn's Printing	-56.70
04/11/2025	22983	Weatherly Printing	-31.00
04/11/2025	22984	Cintas	-256.80
04/11/2025	22985	Greg Pack	-30.00
04/11/2025	22986	Meghan Larivee	-30.00
04/11/2025	22987	Access Tech LLC	-1,551.00
04/11/2025	22988	United Cleaning Systems, LLC	-360.00
04/11/2025	22989	UniteGPS LLC	-936.00
04/11/2025	22990	Downtowner App, LLC	-1,000.00
04/11/2025	22991	Sign Media	-15.00
04/11/2025	22992	Amalgamated Transit Union	-212.50
04/11/2025	22993	Rotary Club of Hood River	-295.00
04/11/2025	22994	Hendrix Heavy Wrench	-6,178.41
04/25/2025	22995	Discovery Auto Glass	-900.00
Total for 1000 Umpqua - Operating (6906)			\$ -35,628.04

Columbia Area Transit

A/R Aging Summary

As of May 8, 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			3,533.50			\$3,533.50
TOTAL	\$0.00	\$6,000.00	\$3,533.50	\$0.00	\$0.00	\$9,533.50



Memo

To: HRCTD - BOARD OF DIRECTORS
From: Amy Schlappi, Executive Director
Date: May 21, 2025
Re: Salary Scale Update

Background

In FY2024 the District instituted a pay scale for all office staff/non-unionized employees to create a more structured approach to compensation. All drivers are considered collective bargaining unit employees, and their compensation is negotiated every 3 years and included in the union contract. The current pay scale is below.

FY2026 (Current Structure)						
Position	Step1	Step 2	Step 3	Step 4	Step 5	Step 6
Executive Director	\$87,360	\$91,520	\$96,096	\$100,901	\$105,946	\$111,243
Transit Operations Manager	\$72,000	\$75,600	\$79,380	\$83,349	\$87,516	\$91,892
Office Manager	\$69,992	\$73,000	\$76,650	\$80,483	\$84,507	\$88,732
Field Supervisor	\$58,656	\$60,000	\$61,916	\$65,012	\$68,262	\$71,676
Dispatch (Hourly)	\$ 49,920	\$52,416	\$55,037	\$57,789	\$60,678	\$63,712
Project Coordinator (Hourly)	\$56,160	\$58,968	\$61,922	\$65,021	\$68,266	\$71,677
Total Wage Cost for FY26	\$582,498					



As with most new processes, it was recognized that the scale had opportunity for improvement and would need to be revised in the next couple of years. Unfortunately, during the FY26 budget process it became apparent that the pay scale needed to be updated this year. The main issues were compression between pay grades (step 6 overlaps with supervisor step 1, 2, or 3), lack of clarity between performance increase and COLA, inconsistent step increases, and lack of longevity pay.

In conjunction with our Human Resources consultant and outside accountant staff, we created a couple of options for the budget committee to review. The Budget Committee has given staff approval to do more research and create a solution to be presented at the 2nd Budget Committee meeting. Ultimately, staff has decided to present to the Board for review the option that does not have consistent paygrade percentage increases, but it is the most fiscally responsible option, keeps employees at a very similar rate to the current structure, and addresses most concerns with the current pay scale.

FY26 (2.5% Step & Variable Paygrades)								
Position	Base	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
Executive Director	\$96,000	\$98,400	\$100,860	\$103,382	\$105,966	\$108,615	\$111,331	\$114,114
Transit Operations Manager	\$77,600	\$79,540	\$81,529	\$83,567	\$85,656	\$87,797	\$89,992	\$92,242
Office Manager	\$76,600	\$78,515	\$80,478	\$82,490	\$84,552	\$86,666	\$88,833	\$91,053
Field Supervisor	\$63,000	\$64,575	\$66,189	\$67,844	\$69,540	\$71,279	\$73,061	\$74,887
Dispatch (Hourly)	\$53,670	\$55,011	\$56,387	\$57,796	\$59,241	\$60,722	\$62,240	\$63,796
Project Coordinator (Hourly)	\$57,554	\$58,992	\$60,467	\$61,979	\$63,528	\$65,117	\$66,745	\$68,413
Total Wage Cost for FY26	\$592,751							

The salary scale will include policy language. The draft policy language is:

The Base is the introductory rate, Step 1 may be reached after the employee has completed the probationary period with a positive performance review. Each step thereafter will be achieved on July 1st of each year with manager approval. Staff who do not meet expectations overall on their annual review will not be moved to the next step until improvements have been made. Employees who have completed Step 7 with manager approval are eligible for a longevity pay of \$.25 or rate approved by Budget Committee at the beginning of each Fiscal Year (July 1).



Each year the Budget Committee approves the COLA that will go into effect at the beginning of the next Fiscal Year (July 1). COLA may range from 0 to 5 percent but will be no more than 5 percent. The District, when funding allows, will align the COLA with the Social Security COLA.

An employee promoted to a position in a higher classification and salary range shall receive the next highest available pay amount within the range of the higher classification. For example, a Dispatcher at a Step 7 promoted to Field Supervisor may go to a Step 1 or higher.

Issues or Impact

The proposed salary scale results in a total FY26 budget increase of \$10,253, mostly under Operations Personnel. However, staff recognize that some level of impact is necessary to ensure compliance with pay equity requirements.

Action Required

The Board should discuss the proposed salary scale update and if they approve the staff to move forward with the presented salary scale or if they would like to request changes. If approved staff will update FY26 budget documents and present it to the Budget Committee at the 2nd meeting on Wednesday, May 28th.



Memo

To: HRCTD - BOARD OF DIRECTORS
From: Amy Schlappi – Executive Director
Date: May 21, 2025
Re: Multnomah Falls Transportation Ambassador Program Contract

Background

CAT released a Request for Proposals (RFP) for the management of the Multnomah Falls Transportation Ambassador Program on March 21, 2025. We received one proposal. After evaluating the proposal staff decided to move forward with Sasquatch Shuttle who also managed the program last year. Staff selected their proposal because they have the qualifications needed, relevant experience and met cost criteria.

Per HRCTD's Financial Management policy staff needs approval on the below contract with Sasquatch Shuttle.

- a. **Purpose:** CAT will contract with Sasquatch Shuttle who will staff and manage the Multnomah Falls Transportation Ambassadors program. Multnomah Falls Transportation Ambassadors check timed use entry permits at I-84 Multnomah Falls Exit 31 and assist customers with questions. This program helps reduce congestion in the Multnomah Falls Exit 31 parking lot making transit service to Multnomah and further into the Gorge safer and more reliable.
- b. **Not to exceed amount:** \$75k
- c. **Contract period:** 5/20/2025 – 9/05/2025

Action Required

The Board should discuss and vote to approve or not approve the Sasquatch Shuttle contract to manage the 2025 Multnomah Falls Transportation Ambassador program.

Recommendation

Staff recommend approving Sasquatch Shuttle contract.



April 2025 Operations Report

Safety Scores				
Category	April 2025	March 2025	February 2025	January 2025
Overall Safety Score	98	100	100	99
Crashes	0	0	0	2
Harsh Events	1	0	0	3
% Speed - Moderate	%1.1	%0.2	%0.06	%0.2
% Speed- Heavy	%0.02	%0.003	%0.002	%0.007
% Speed - Severe	%0.003	%0.001	%0	%0.001

- Safety Score declined from last month due to one harsh event and some speeding.
- The percentage of over speed limit is defined by the percentage of drive time where speeding occurred.
- In April, fuel costs increased by \$.09 per gallon.

Operations Data				
Category	April 2025	March 2025	February 2025	January 2025
Fixed OTP				
DAR OTP				
Vehicle Hours Driven	1,026	1,460	1,314	1,555
Vehicle Miles Driven	33,409	40,969	36,542	43,826
Fuel Cost	\$15,835.28	\$15,748.08	\$17,251.73	\$12,763
Fuel Cost per Mile	\$.47	\$.38	\$.47	\$0.29
Category	April 2025	March 2025	February 2025	January 2025
Formal Customer Complaints	1	3	0	1
Vehicle Incidents	1	3	4	5
Customer Incidents	5	6	5	5
Vandalism	0	0	0	1

- **Formal Complaints:**

- A rider called to request extended bus service hours on the Upper Valley route.

- **Vehicle Incidents:**

- While driving on I-84, a driver struck a plastic bumper cover while avoiding several suddenly stopped vehicles. No damage was reported to any vehicles.

- **Customer Incidents:**

- Passengers were observed eating and leaving trash on the bus. The driver returned the trash to them and reminded them of the no-food policy.
- A bathroom handle broke, trapping a passenger inside. The fire department responded, and the door lock and handle have since been replaced.
- A passenger reported that a driver yelled at her during pickup at an Upper Valley deviated stop. Video footage was reviewed; no further action is required.
- A passenger reported that a DAR vehicle arrived at the wrong pickup location and had to circle back, resulting in a 10-minute delay.
- A passenger signaled the driver to stop, but the hand gestures were misinterpreted. The driver continued reversing, and the passenger expressed concern that the lawn irrigation system may have been run over. The passenger stated they would contact CAT if any damage is discovered.

- **Vandalism:**

- No incidents reported.

- **Harsh Events / Distracted Driving:**

- Due to a protest, vehicles were stopped earlier than usual at an intersection. The driver briefly looked toward the protesters and failed to notice the stopped traffic ahead in time, requiring a hard brake to avoid a collision. The driver was coached by supervisors.

EMPLOYEE OF THE MONTH:

Allen Potter



Ridership													
	APR. 25	25-Mar	FEB. 25	JAN. 25	DEC. 24	Nov. 24	Oct. 24	Sep. 24	Aug. 24	Jul. 24	Jun. 24	May. 24	Apr. 24
Dial-A-Ride	405	370	313	363	352	336	443	291	389	385	356	379	390
Upper Valley	279	220	142	246	263	321	450	390	368	390	354	388	364
Hood River Connector	0	0	0	0	0	0	0	0	0	0	0	0	32
Hood River City	1746	1866	1662	1819	1822	1557	1899	1911	2216	2243	2270	2023	1826
Columbia Gorge Express	3184	3223	2426	2746	2548	2788	3487	4160	5954	4985	4272	3476	2871
Gorge to Mountain	0	2133	2885	2905	1202	0	0	0	0	0	0	0	0
Dog Mountain	289	0	0	0	0	0	0	0	0	0	857	3797	198
White Salmon Wknd	0	0	0	0	0	0	0	84	175	123	25	0	0
Total	5903	7812	7428	8079	6187	5002	6279	6836	9102	8126	8134	10063	5681
% Change Compared to Prev Month	-24%	6%	31%	24%	-20%	-8%	-25%	12%	0%	-19%	77%	-22%	1%
% Change Compared to Same Month Previous Year	4%	7%	42%	10%	2%	3%	10%	8%	-4%	5%	24%	-3%	-6%

Hours of Service													
	APR. 25	MAR. 25	FEB. 25	JAN. 25	DEC. 24	Nov. 24	Oct. 24	Sep. 24	Aug. 24	Jul. 24	Jun. 24	May. 24	Apr. 24
Dial-A-Ride	207	189	171	219	189	180	207	198	198	198	171	198	198
Upper Valley	116	110	92	121	137	140	161	164	182	182	157	182	181.5
Hood River Connector	0	0	0	0	0	0	0	0	0	0	0	0	29
Hood River City	327	334	302	339	325	314	339	336	336	336	320	336	327
Columbia Gorge Express	490	506	438	506	486	470	503	562	645	645	624	645	491
Gorge to Mountain	0	320	308	370	114	0	0	0	0	0	0	0	0
Dog Mountain	55	0	0	0	0	0	0	0	0	0	110	165	37
White Salmon Wknd	0	0	0	0	0	0	0	24	54	42	24	0	0
Total	1195	1459	1311	1555	1251	1104	1210	1284	1415	1403	1406	1526	1264

Boardings Per Hour													
	APR. 25	MAR. 25	FEB. 25	JAN. 25	Dec. 24	Nov. 24	Oct. 24	Sep. 24	Aug. 24	Jul. 24	Jun. 24	May. 24	Apr. 24
Dial-A-Ride	1.96	1.96	1.83	1.66	1.86	1.87	2.14	1.47	1.96	1.94	2.08	1.91	1.97
Upper Valley	2.41	2.00	1.54	2.03	1.93	2.29	2.80	2.38	2.02	2.15	2.25	2.13	2.01
Hood River Connector	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.10
Hood River City	5.34	5.59	5.50	5.37	5.61	4.96	5.60	5.69	6.60	6.67	7.09	6.02	5.58
Columbia Gorge Express	6.50	6.37	5.54	5.43	5.24	5.93	6.93	7.40	9.23	7.73	6.85	5.39	5.85
Gorge to Mountain	0.00	6.67	9.37	7.85	10.54	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Dog Mountain	5.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7.79	23.01	0.00
White Salmon Wknd	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.50	3.24	2.93	0.00	0.00	0.00
Total	4.94	5.35	5.67	5.20	4.95	4.53	5.19	5.3	6.4	5.8	5.8	6.6	4.5

Issue	Plan	Implementation Timeline
Driver access to exterior door next to the bus barn gate.	Fob entry point will be installed.	After July 1, 2025.
Frustration with current policy that requires Dial-A-Ride driver to return to base between rides whenever there is sufficient time to do so.	Management is looking into how this policy could be changed due to the increased functionality of the new dispatching technology.	May 15, 2025 -September 30, 2025
Request for future large buses to be Gilligs or New Flyers.	CAT has been awarded funds to purchase new buses and has looked at Low-Floor Gilligs and New Flyers however these manufacturers are unfortunately cost prohibitive.	Expected arrival of additional 40ft bus is June 30, 2026.
Improved bus cleanliness and updated bus repair criteria.	Drivers are responsible for cleaning buses during the post-trip process. However, management recognizes this is not sufficient time to thoroughly clean buses so a route sheet has been created for the Standby driver shift which builds in time for them to clean buses if driving is not required. Manage will continue to monitor to ensure effectiveness.	This was implemented on April 26, 2025
Improved communication between operations management staff and of bus or operational issues, and clarity of operational policies.	Communication between staff is an ongoing process and new techniques are implemented each year. This year the operations management team will be focusing on cross-training each other on their specific duties and documentation of processes to ensure consistent approaches. The operations team continues to work on updating the Driver Handbook.	Cross-training and the updating of the driver handbook are ongoing and will likely continue throughout FY26. The Driver Handbook should be updated by Winter 2025-2026.
Request for rain jacket with hood, different beanies, and visor.	Management will take these suggestions into account when ordering new uniforms. A lightweight rainjacket is unlikely as we offer a medium weight one.	Ordering new types of uniforms occurs when inventory has been depleted.
Request for more robust winter uniforms for G2M drivers to ensure proper protection against adverse weather conditions.	Management is considering providing more robust uniforms for G2M drivers to ensure protection against inclement weather conditions when chaining and/or generally operating the route. This is being included in the overall budget and more research will be done closer to the implementation of the 25-26 season.	Research for appropriate uniforms will occur in Fall 2025 and will be implemented in December 2025.
Request for ongoing customer service training for conflict resolution and emergency management.	All employees are required to complete customer service training for conflict resolution at time of hire. Management is working on how to implement regular ongoing training with all staff.	This will be an ongoing project with initial implementation by June 30, 2026.
Request for more consistent driver meetings.	Management will be implementing Quarterly driver meetings. This will be aligned with Bid shift or service changes.	May-25
Request for Field Supervisors to stay until every driver has completed their shift each evening.	Management is assessing suggestion and implications.	Jul-25
Request for easy way to submit general feedback throughout the year.	Management is looking into options to implement.	July 1st, 2025
Accountability of Dial-A-Ride riders who have consistent no-shows or cancellations.	Staff are working on tracking cancellations and no-shows more carefully and enforcing cancellation and no-show policy.	Implemented April 2025
G2M service improvements needed to reduce crowded buses, ride denials, and customer frustration.	Staff have documented a large amount of feedback from employees and will work on creating solutions for the next season.	Dec-25
Hood River City Route service should have its times adjusted to better align with the Coulbia Gorge Express.	The Hood River City route will be adjusted for efficiency and should allow better timing with the Columbia Gorge Express.	Fall 2025