



Wednesday, March 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, Tamra Taylor - Board Secretary/Treasurer, Meghan Larivee, Eleazar Reyes, Matt Althoff

Absent: Gisela Ayala-Echeverria

Staff: Amy Schlappi, Tiah Mayhew, Tim Ravins

Public: Jovi Arellano – Oregon Department of Transportation, Jacquelyn Broader – Swiftly & Spare

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

Greg asked if there were any changes that the Board would like to make to the February 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 Meghan L.

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

Opposed by: None

4. Public Comment

No public comment was made.

5. Monthly Financial Report – Tiah Mayhew

The February financial report was included in the meeting materials. Tiah reported that all numbers look good and are on track. The process for next year's budget has begun, and the Budget Committee meeting dates have been set for April 23rd and May 28th. Both meetings will be from 5-6:30pm. Tiah also mentioned that funds from CAT's money markets have successfully been moved to separate LGIP accounts. Currently just one of the LGIP accounts has earned almost double the interest that previous money markets earned.



6. Resolution and Action Items –

a. Approval of Janitorial Contract

Included in the meeting materials was the new contract for janitorial services. After reviewing three proposals in response to our RFP, United Cleaning Systems has been selected based on qualifications, experience, and cost. Staff is recommending The Board approve United Cleaning Systems.

Motion: Tamra made a motion to approve the janitorial contract for United Cleaning Systems. The motion was seconded by Megan R.

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

Opposed by: None.

b. Approval of Dispatch Contract

Staff has selected Spare and Swiftly as new dispatch software, STIF Discretionary funding for the Intelligent Information's System project has allowed the upgrade in software as well as cameras installed on buses. The intent of both programs is to increase efficiency and improve operations and rider experience.

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 3rd party applications like Google or transit app. 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. A customer app will also allow riders to book their own rides, which could reduce the number of scheduling calls for staff. Spare is also used by other Oregon agencies comparable in size to CAT, as well as larger agencies. Amy did note 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. Tamra asked about funding sources and clarification on the contract length.

Jacquelyn from Swiftly gave background on the company's history, the biggest take away being that these are established companies as opposed to a less established start-up company. Greg had a question about a termination clause and Jacquelyn said one does exist and that she would consult with her legal team and follow up with more details. Amy stated that she would ensure both contracts included a termination clause that would address Board concerns. Matt had a question about the start date of the contract, overlap time using the existing and new program and if that would affect the transition of the Upper Valley route to a fixed route. Amy does have a plan to roll out the new software while still using our existing software as well as notifying the public about any changes to the Upper Valley.



Motion: Megan R. made a motion to approve the contract for Swiftly and Spare for a 3-year term. Tamra seconded the motion

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

Opposed by: None.

c. Approval of Drug & Alcohol Policy

In February CAT had a Drug & Alcohol compliance review. Only a couple of areas of our policy need revision. Changes to the policy have been highlighted in the meeting materials. Examples of refusals and the list safety sensitive positions were two main areas that will be updated.

Motion: Megan R. made a motion to approve the updated Drug & Alcohol Policy. Meghan L. seconded the motion.

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

Opposed by: None.

d. Approval of Updated Office Hours

The lobby of CAT is currently open seven days a week from 6:30am-6:30pm, current phone service hours are from 5:30am-7:30pm. 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 and causing disruptions. To improve operational efficiency while maintaining customer service, staff proposes updating lobby hours to Monday – Friday, 8:00am – 6:00 pm. Customer service phone hours will remain unchanged at 5:30am – 7:30pm, seven days a week. The customer bathroom will not require a key and be available during weekend hours and will receive a new and improved lock for when it is closed after hours.

Motion: Tamra made a motion to approve the proposed new lobby hours. Meghan L. seconded the motion.

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

Opposed by: None.

7. Operations Manager Report – Amy Schlappi

a. Performance Report

Overall, February's safety score reached 100 due to no speeding and no harsh events and no crashes. For the month, CAT vehicles were driven 1,310 hours and 36,542 miles, both down slightly due to the shorter month and some closures for winter weather. Fuel costs have increased by \$0.22/gallon and totaled \$17,251.73 for a cost per mile of \$0.47.

There were no formal customer complaints. Vehicle incidents involved a Gorge-To-Mountain Express bus became stuck on Mt. Hood Meadows access road, the driver was



not using chains per ODOT requirements, this issue has been addressed per District policy. Tire chains caused some damage to a Gorge-To-Mountain Express bus mud flap. Staff were able to fix the mud flap. A coolant line broke and created steam in the cabin of Gorge-To-Mountain Express bus. The driver pulled over and another bus was brought to transport riders the remainder of the trip, our mechanic was able to fix onsite and return to CAT. A Gorge-To-Mountain Express bus was leaking oil, the bus was switched out with a minor interruption to service.

Customer incidents during February were a 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. There was a complaint regarding the Hood River circulator route and how there was not a more direct option. A rider left phone on bus and was angered when they could not immediately go back on bus. A Field Supervisor stepped in and resolved the situation. A Gorge-to-Mountain Express rider told parents they were denied a ride because the ski rack was full. The driver stated that the rider wanted them to wait for their friend and that they needed to use the ski rack. A rider was laying in the back of the Hood River City route bus and was frustrated and became angry when driver stated that there had to be a safe location to stop at for a flag stop.

b. Ridership

Overall ridership and hours of service were down but that was to be expected with less days in service due to the short month and weather delays/cancelations. When compared to last year's ridership for the same month it was up by 3%.

c. Employee of the Month

John Jobe has been named CAT's Employee of the Month.

8. Executive Director Report – Amy Schlappi

a. Real Property Purchase Update

The property purchase has been completed, CAT is now the owners of the empty lot just south of the CAT office. Currently the lot is being used as stand-by bus storage which reduces congestion in our bus barn area.

b. Grant Update

The NoLow grant that was awarded a couple years ago with the purpose of electrifying some of the fleet and facility modifications has not been executed fully. Status of that grant may change but the end date should still be September 2026. This leaves less time to execute the grant but Amy is working with Jovi from ODOT who coordinates with FTA on what can and can't be used for the grant. Jovi added that final details will be coming and she should have updates for next month's meeting.

Federal funding for the next fiscal year may see delays. ODOT is working to figure out funding they can assist with and when the funding may arrive. Figures to maintain service



have been provided to ODOT and Amy is hoping to hear back by the end of the month or early next month.

c. Multnomah Falls Permit Checker Program

Funding has been secured for this year's program. Funds come from partners at the U.S. Forest Service, ODOT and Clackamas County Tourism. A request for proposal will go out by the end of the week and the program will operate similar to last year.

d. Upcoming Election Update

For Board Members whose terms are ending and that would like to run again, the due date for submissions and payment is Mar. 20th at 5pm.

e. Review of Proposed FY26 Board Priorities

The priorities are to maintain current service levels, transition the Upper Valley to a fixed route, reduce inefficiencies on the City route and permanent bus stop infrastructure, add bus stops in Cascade Locks at Forest Lane, implement new dispatch software to increase operational efficiencies and improve rider experience, continue to grow the Gorge Pass program, ongoing training for staff and Human Resources leadership, expand and improve facilities, construction of a new park and ride lot as funding allows, continue to expand outreach to vulnerable communities, explore innovative options and implement solutions to address specific transportation needs, and procure new vehicles for local and regional services. Amy is just looking for general approval from the Board that these are all heading in the right direction. The Board had no suggestions and agreed with these priorities.

9. Discussion Items

There were no major discussion items. Megan R. did mention a social media post praising CAT's services.

10. Upcoming Events

April 10th is the Gorge Transit Summit with Jarrett Walker presenting. Tamra was approached to attend the Transportation Justice Institute with a focus on marginalized group. Any useful info she gathers will be shared with the group.

11. Adjournment

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

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

Opposed by: None

The meeting was adjourned at 4:55PM.

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, sweeping horizontal line above the name.

Approved by: Tamra Taylor, Secretary-Treasurer

A handwritten signature in black ink, clearly legible as "Tamra Taylor", written in a cursive style.