

Salem Area Mass Transit District
Board of Directors
~ WORK SESSION ~

Thursday, June 23, 2022 at 5:45 PM

For community members who want to stay informed, this meeting is open to the public in the Senator Hearing Room at Courthouse Square - 555 Court Street NE, Salem, Oregon 97301

Or watch the meeting from home, click on the ZoomGov Meeting URL below:

<https://cherriots-org.zoomgov.com/j/1605194427?pwd=enjXS3ZIV1BUM3QvWEU3bnplbHYzZz09>

- **Meeting ID:** 160 519 4427 | **Passcode:** 512136

- **One tap mobile**

+16692545252,,1605194427#,,,,*512136# US (San Jose)

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Dial by your location (Find your local number: <https://cherriots-org.zoomgov.com/u/adUCSNFFL>)

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| +1 551 285 1373 US

AGENDA

1. CALL TO ORDER

Announcements

2. PRESENTATION - None

3. DISCUSSION

a. Contracted Transportation Services Overview

4. GENERAL MANAGER COMMENTS

a. Upcoming Board Agenda Items

b. Board Calendar Review

5. ADJOURN

Mission

Connecting people with places
through safe, friendly, and reliable public transportation services

Values

Safety – Service Excellence – Communication – Innovation – Accountability

Virtual Meetings: The Board's work sessions are public meetings in a place that is ADA accessible. The Work Session is not broadcast on Comcast Channel 21 but can be viewed live on ZoomGov. The meeting I.D. and password are provided in the agenda.

Closed Captioning (CC): ZoomGov's live streaming platform includes Closed Captioning (CC) to allow for greater audience inclusion in the meeting. The not so good thing about Closed Captioning (CC) is that it does not always translate well.

Alternate Formats are available to individuals who require translation or other interpretive service. Requests can be made to the Clerk of the Board with at least a 48 hour notice. Call by phone at 503-588-2424 ext. 7535; or with the assistance of TTY: Oregon Relay Services at 1-800-735-2900 (or 711). Cherriots administration office hours are Monday-Friday from 8:00 AM to 5:00 PM.

Electronic Copies of the Board's work session agenda packet is distributed 6-7 days prior to the meeting, and can be found on the Cherriots website under <https://www.cherriots.org/meetings/>.

Email Distribution List: If you wish to be added to the Board's meeting distribution list, please send your email address to the Clerk of the Board at publictestimony@cherriots.org.

Reuniones virtuales: Las sesiones de trabajo de la Junta son reuniones públicas en un lugar accesible según la ADA. La sesión de trabajo no se transmite en el canal 21 de Comcast, pero se puede ver en vivo en ZoomGov. La reunión I.D. y la contraseña se proporcionan en la agenda.

Subtítulos (CC): la plataforma de transmisión en vivo de ZoomGov incluye subtítulos (CC) para permitir una mayor inclusión de la audiencia en la reunión. Lo no tan bueno de los subtítulos (CC) es que no siempre se traduce bien.

Los formatos alternativos están disponibles para las personas que requieren traducción u otro servicio de interpretación. Las solicitudes se pueden hacer al Secretario de la Junta con al menos un aviso de 48 horas. Llame por teléfono al 503-588-2424 ext. 7535; o con la asistencia de TTY: Oregon Relay Services al 1-800-735-2900 (o 711). El horario de atención de la administración de Cherriots es de lunes a viernes de 8:00 a. m. a 5:00 p. m.

Se distribuyen copias electrónicas del paquete de la agenda de la sesión de trabajo de la Junta de 6 a 7 días antes de la reunión, y se pueden encontrar en el sitio web de Cherriots en Reuniones públicas y avisos: <https://www.cherriots.org/meetings/>.

Lista de distribución de correo electrónico: si desea que se le agregue a la lista de distribución de reuniones de la Junta, envíe su dirección de correo electrónico al Secretario de la Junta a publictestimony@cherriots.org.



Contracted Services



Tom Dietz
Ben Sawyer

What Programs are Contracted?

- Call Center
- Cherriots LIFT
- Cherriots Shop and Ride/Dial-a-Ride
- Cherriots Regional

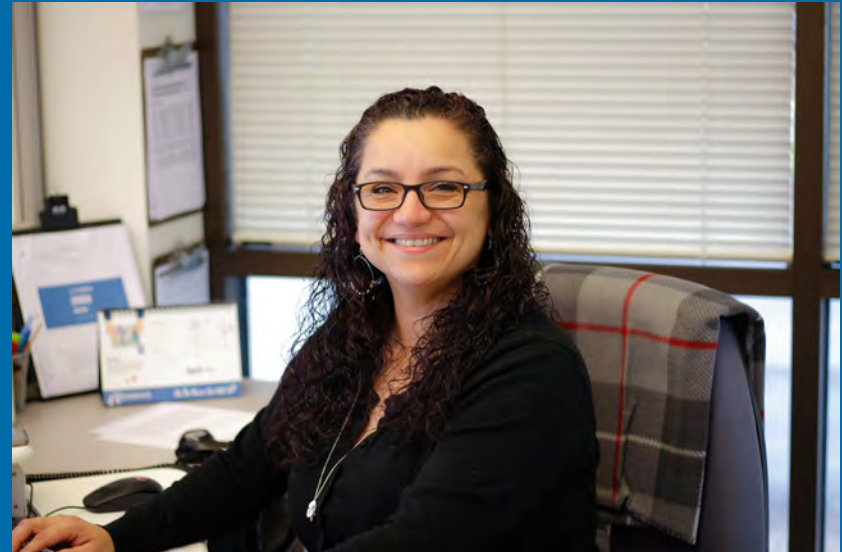


Call Center

- 7 staff

May 2022 Statistics

- Calls per month – 2,927
- Average speed of answer – 0:12
- Calls abandoned – 4
- Average length of call – 2:28



Cherriots Call Center Operations Dashboard

Monthly Data	July	August	September	October	November	December	January	February	March	April	May	June
Cherriots Lift Queue	2021	2021	2021	2021	2021	2021	2022	2022	2022	2022	2022	2022
Total Calls Offered	2310	2332	2639	2649	2715	2802	2794	2582	3007	2978	2927	
Total Calls Answered	2306	2329	2636	2640	2711	2799	2790	2575	3005	2970	2922	
Average Speed of Answer	0:20	0:14	0:14	0:13	0:14	0:13	0:12	0:13	0:12	0:11	0:12	
Total Calls Answered within 3 minutes	2290	2320	2622	2596	2692	2787	2786	2566	2995	2969	2917	
Total Calls Answered within 3 minutes - %	99.3%	99.6%	99.5%	99.5%	99.3%	99.6%	99.9%	99.7%	99.7%	100.0%	99.8%	
Total Calls Answered within 5 minutes	2302	2326	2629	2605	2706	2797	2789	2574	3002	2970	2919	
Total Calls Answered within 5 minutes - %	99.8%	99.9%	99.7%	99.8%	99.8%	99.9%	100.0%	100.0%	99.9%	100.0%	99.9%	
Total Calls Abandoned (long)	2	2	3	4	0	2	1	2	0	3	4	
% of calls Abandoned	0.1%	0.1%	0.1%	0.2%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	
Average Handling Time	2:33	2:48	2:47	2:43	2:36	2:33	2:34	2:36	2:37	2:34	2:28	
Cherriots Shop and Ride Queue												
Total Calls Offered	265	243	263	251	315	294	316	308	335	293	303	
Total Calls Answered	264	243	259	251	315	293	316	306	334	292	303	
Average Speed of Answer	0:27	0:19	0:29	0:10	0:16	0:13	0:13	0:14	0:10	0:11	0:13	
Total Calls Answered within 3 min	258	240	256	251	312	290	315	304	332	291	302	
Total Call Answered within 3 min - %	97.7%	98.8%	98.8%	100.0%	99.0%	99.0%	99.7%	99.3%	99.4%	99.7%	99.7%	
Total Calls Answered within 5 min	261	242	258	251	312	292	316	306	334	291	303	
Total Call Answered within 5 min - %	98.9%	99.6%	99.6%	100.0%	99.0%	99.7%	100.0%	100.0%	100.0%	99.7%	100.0%	
Total Calls Abandoned (long)	1	0	4	0	0	1	0	2	1	1	0	
% of calls Abandoned	0.4%	0.0%	1.5%	0.0%	0.0%	0.3%	0.0%	0.6%	0.3%	0.3%	0.0%	
Average Handling Time	3:26	3:29	2:47	3:14	3:32	3:22	3:29	3:19	3:24	3:09	3:31	
Cherriots Regional Queue												
Total Calls Offered	55	70	59	53	59	54	63	47	50	67	67	
Total Calls Answered	55	70	58	53	59	53	63	47	50	67	67	
Average Speed of Answer	0:33	0:32	0:19	0:12	0:10	0:17	0:08	0:13	0:16	0:18	0:11	
Total Calls Answered within 3 min	53	67	57	53	59	52	63	47	49	67	67	
Total Call Answered within 3 min - %	96.4%	95.7%	98.3%	100.0%	100.0%	98.1%	100.0%	100.0%	98.0%	98.5%	100.0%	
Total Calls Answered within 5 min	54	70	58	53	59	53	63	47	49	66	67	
Total Call Answered within 5 min - %	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%	98.5%	100.0%	
Total Calls Abandoned (long)	0	0	1	0	0	1	0	0	0	0	0	
% of calls Abandoned	0%	0%	1.7%	0%	0%	1.9%	0.0%	0%	0.0%	0%	0%	
Average Handling Time	3:37	3:55	2:57	3:33	3:20	3:01	3:34	3:55	3:04	4:20	3:10	
Cancellations Queue												
Total Calls Offered	228	252	261	264	275	313	351	305	341	299	351	
Total Calls Answered	226	249	259	260	274	313	351	304	340	299	349	
Average Speed of Answer	0:18	0:15	0:13	0:12	0:15	0:13	0:10	0:12	0:10	0:11	0:09	
Total Calls Answered within 3 min	224	247	258	272	272	313	351	303	340	297	349	
Total Call Answered within 3 min - %	99.1%	99.5%	99.6%	98.8%	99.3%	100.0%	100.0%	99.7%	100.0%	99.3%	100.0%	
Total Calls Answered within 5 min	225	249	258	259	272	313	351	304	340	299	349	
Total Call Answered within 5 min - %	99.6%	100.0%	99.6%	99.6%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Total Calls Abandoned (long)	2	2	0	3	0	0	0	1	0	0	0	
% of calls Abandoned	0.9%	0.8%	0%	1.1%	0%	0%	0.0%	0.3%	0%	0%	0%	
Average Handling Time	1:11	1:34	1:20	1:22	1:32	1:19	1:23	1:38	1:25	1:26	1:23	
Reservation Queues - Total												
Total Calls Offered	2901	2934	3259	3241	3406	3493	3566	3277	3765	3654	3678	
Total Calls Answered	2893	2928	3249	3228	3400	3488	3562	3267	3761	3644	3671	
Average Speed of Answer	0:21	0:15	0:15	0:13	0:15	0:13	0:12	0:14	0:12	0:11	0:12	
Total Calls Abandoned (long)	6	4	8	7	1	4	1	5	1	5	4	
% of calls Abandoned	0.2%	0.1%	0.2%	0.2%	0.0%	0.1%	0.0%	0.2%	0.0%	0.1%	0.1%	
Average Handling Time	2:33	2:47	2:44	2:39	2:37	2:30	2:33	2:36	2:35	2:34	2:28	
Faxes Received	3	4	9	17	41	31	4	5	2	2	3	
CSR Outbound Calls (Provider contact, Verification, etc.)	489	538	611	577	584	715	620	723	723	676	643	
Scheduling Efficacy												
Passengers Per Hour (PPH) (Month-End)	2.2	2.12	2.47	2.6	2.66	2.62	2.48	2.62	2.67	2.7	2.65	

Cherriots LIFT/Shop and Ride/Dial-a-Ride



- 53 staff
- 52 vehicles

FY 2022 Statistics

- Average Rides per month – 14,577
- On-time percentage – 96.6%
- Passengers per Revenue Hour – 2.55

Cherriots Regional

- 13 vehicles

FY 2022 Statistics

- Average Rides per month – 5,131
- Passengers per Revenue Hour – 2.87



Current Contract

- Five (5) base years
- Two (2) option years

Call Center (MTM Transportation)
Contract expires June 30, 2023

Transportation Services (MV Transportation)
Contract expires December 31, 2022

Request For Proposal (RFP) Process

- RFP Released 5/26/2022
- RFP Closes 6/24/2022

Combining Call Center &
Transportation into a single contract

Contract term will be from January 1,
2023 to December 31, 2027 or
December 31, 2029 (if both option
years are exercised).





Questions ?



Upcoming Work Session and Board Meeting Agenda Items

June 23, 2022

<p>To Be Scheduled</p> <ul style="list-style-type: none"> • Infineum Project – WS (TD) • Contract for Incident Management Software (TD) • Contract for A&E Services (SD) • BSIP Group #5 and #6 (SD) 	<ul style="list-style-type: none"> • Tyler/Munis Project Update WS (DL) • Annual PTASP Update (DT) • Annual Transit Asset Management Plan (DT) • Fare Ordinance/Title VI – EPS (DT) • Del Webb Tour (AP)
<p>July 28, 2022 Packets due to GM office: July 14</p> <p>Work Session</p> <ul style="list-style-type: none"> • SSTCMH Selection of Preferred Site (SD) <p>Board Meeting</p> <ul style="list-style-type: none"> • Acceptance of the Preliminary FY 2022 Financial Report (DL) • Adoption of DEI Strategic Plan (AP) • Contract for Contracted Transportation Services (TD) • SSTCMH Selection of Preferred Site (SD) • Election of Officers and Oath of Office (odd # years) (AP) 	
<p>August 25, 2022 Packets due to GM office: August 11</p> <p>Work Session</p> <ul style="list-style-type: none"> • <p>Board Meeting</p> <ul style="list-style-type: none"> • Adoption of Strategic Plan (AP) • Contract for Insurance Broker Services (CC) • September Service Change Briefing (DT) • Q4 Reports: Performance, Transportation Options • Board’s Committee Assignments (odd # years) (AP) 	
<p>September 22, 2022 Packets due to GM office: September 8</p> <p>Executive Session</p> <ul style="list-style-type: none"> • General Manager Performance Appraisal (AP) <p>Board Meeting</p> <ul style="list-style-type: none"> • Potential Action on GM Performance Evaluation & Compensation • FY 2022 Security Report (DT) • FY 2022 Performance Report (DT) 	

TO: SAMTD BOARD OF DIRECTORS
FROM: ALLAN POLLOCK, GENERAL MANAGER
SUBJECT: CALENDAR OF SCHEDULED MEETINGS

- [CHERRIOTS.ORG/MEETINGS/](http://Cherriots.org/MEETINGS/) for more information about a particular meeting.
- **PUBLIC COMMENTS:** use publictestimony@cherriots.org for your comments on any Board or advisory committee business; or to be added to the email distribution list for meeting announcements.
- [CHERRIOTS.ORG/GETTINGINVOLVED](http://Cherriots.org/GETTINGINVOLVED) for more information about the advisory committees to the Board, or to contact your Board representative. Thank you for your interest in Cherriots.

~ The Board of Directors votes on their meeting schedule for FY2023 at the June 23, 2022 meeting ~

JULY 2022

4	Mon	HOLIDAY	Independence Day Cherriots Administrative Offices Closed Sunday Level Bus Service
5	Tue	10:00 AM	Oregon Transit Association Meeting
7	Thu	4:15 PM	DEI Subcommittee Meeting
16	Sat	TBD	Cherriots Family Fun Day
28	Thu	5:30PM 6:30 PM	SAMTD Board Work Session SAMTD Board of Directors Meeting • (Comcast Cable Channel 21 and Zoom)

AUGUST 2022

Aug 11-14			KeizerFEST Sponsor Appreciation Luncheon KeizerFEST Parade
2	Tue	10:00 AM	Oregon Transit Association
16	Tue	5:30 PM	Citizens Advisory Committee
25	Thu	5:30 PM 6:30 PM	SAMTD Board Work Session SAMTD Board of Directors Meeting • (Comcast Cable Channel 21 and Zoom)

SEPTEMBER 2022

5	Mon	HOLIDAY	Labor Day Cherriots Administrative Offices Closed Sunday Level Bus Service
21-23			Legislative Committee Days at the State Capitol
22	Thu	5:30 PM 6:30 PM	SAMTD Board Executive Session * • G.M. Performance Evaluation ORS 192.660(2)(i) SAMTD Board of Directors Meeting ** • (Comcast Cable CC:Media Channel 21 and Zoom)

OCTOBER 2022

Oct 9-12, 2022			APTA TRANSform Conference - Seattle, WA
18	Tue	5:30 PM	Citizens Advisory Committee
27	Thu	5:15 PM	SAMTD Board Work Session
		6:30 PM	SAMTD Board of Directors Meeting
			• (Comcast Cable Channel 21 and Zoom)

NOVEMBER 2022

8	Tue		General Election Day
11	Fri	HOLIDAY	Veterans Day Customer Service Open Sunday Level Bus Service Cherriots Administrative Offices Closed
17	Thu	6:30 PM	SAMTD Board of Directors Meeting
			• (Comcast Cable Channel 21 and Zoom)
24	Thu	HOLIDAY	Thanksgiving Day Cherriots Administrative Offices Closed Customer Service Closed No bus service

DECEMBER 2022

	Sat	7:00 PM	Keizer Holiday Lights Parade
7-9			Legislative Committee Days at the State Capitol
13	Tue	5:30 PM	Citizens Advisory Committee
15	Thu	6:30 PM	SAMTD Board of Directors Meeting
			• (Comcast Cable Channel 21 and Zoom)
25	Sun	HOLIDAY	Christmas Day Cherriots Administration Offices: Closed Customer Service Closed No bus service
26	Mon		Cherriots Observed Holiday Cherriots Administration Offices: Closed Customer Service Open Regular bus service
1	Sun	Jan 1	New Year's Day
2	Mon	Jan 2	Cherriots Observed Holiday Cherriots Administrative Offices Closed

JANUARY 2023

1	Sat	HOLIDAY	New Year's Day Cherriots Administrative Offices Closed Customer Service Closed No bus service
16	Mon	HOLIDAY	Martin Luther King Jr. Day Cherriots Administrative Offices Closed Customer Service Open Saturday-level bus service
	Thu	11:00 AM	Board Legislative Subcommittee Meeting
26	Thu	5:15 PM	SAMTD Board Work Session
		6:30 PM	SAMTD Board of Directors Meeting (Comcast Cable Channel 21 and Zoom)

FEBRUARY 2023

<i>Go to Dept. of Revenue training website</i>			Basic 2023 Local Budget Law Training
			• https://www.oregon.gov/dor/programs/property/pages/local-budget.aspx
			2023 Oregon Legislative Session begins https://www.oregonlegislature.gov/calendar