

Salem Area Mass Transit District
BOARD OF DIRECTORS MEETING
Thursday, August 22, 2019 at 6:30 PM
Courthouse Square – Senator Hearing Room
555 Court Street NE, Salem, Oregon 97301

AGENDA

A. CALL TO ORDER (President Davidson)

1. Note of Attendance for a Quorum
2. Pledge of Allegiance (Director Carney)
3. "Safety Moment" Thought for the Day

B. ANNOUNCEMENTS & CHANGES TO AGENDA

C. PRESENTATION

D. PUBLIC COMMENT

Time is designated at each Board meeting for members of the public to testify on any items of Board business, being limited to three minutes.

E. CONSENT CALENDAR

Items on the Consent Calendar are considered routine business and are adopted as a group by a single motion unless a Board member requests to withdraw an item. Action on items pulled for discussion will be deferred until after adoption of the Consent Calendar.

1. Approval of Minutes

- a. Minutes of the May 13, 2019 Board Work Session
- b. Minutes of the July 08, 2019 Board Work Session

2. Routine Business

F. ITEMS DEFERRED FROM THE CONSENT CALENDAR

G. ACTION ITEMS

1. Approval of Intergovernmental Agreement with Marion County
2. Approval of Contract Amendment for Allied Services
3. Approval of Contract Amendment for MV Transportation

H. INFORMATIONAL REPORTS

1. Report on Kuebler Boulevard Express Route Study
2. September Service Change Briefing
3. Performance Report – 4th Quarter
4. Trip Choice Report – 4th Quarter

I. GENERAL MANAGER'S REPORT

J. BOARD OF DIRECTORS REPORTS

1. President's Appointments to Committee's
Board members report on their Board assignments as representatives of the District.

K. ADJOURN BOARD MEETING

Next Regular Board Meeting Date: Thursday, September 26, 2019

This is an open and public meeting in a place that is ADA accessible. Auxiliary hearing aids and services, and alternate formats are available to individuals with limited English proficiency. Requests can be made directly to the Clerk of the Board by phone at 503-588-2424 or with the assistance of TTY: Oregon Relay Services at 1-800-735-2900 (or 711). Please allow for a 48 hour notice. Cherriots administration office hours are Monday-Friday from 8:00 AM to 5:00 PM.

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Salem Area Mass Transit District
Board of Directors

~ **WORK SESSION** ~

May 13, 2019

Courthouse Square – Senator Hearing Room
555 Court Street NE, Salem, Oregon 97301

MINUTES

PRESENT: President Robert Krebs; Directors Jerry Thompson, Kathy Lincoln, Colleen Busch,
Board Doug Rodgers and Marcia Kelley; **ABSENT:** Steve Evans

Staff Allan Pollock, General Manager; David Trimble, Chief Operating Officer; Al McCoy,
Director of Finance/CFO; Patricia Feeny, Director of Communication; Paula Dixon,
Director of Administration; Chris French, Senior Planner; Chip Colby, Information
Technology Manager; Ted Stonecliffe Transit Planner II; Jonah Hanson, Marketing
Coordinator; Linda Galeazzi, Executive Assistant

1. CALL TO ORDER

5:30 PM

President Bob Krebs called the work session to order at 5:30 p.m.

Mr. Pollock shared a *Safety Moment* for the month of May about following safety instructions that are provided, for example, when flying out for a trip at the airport.

There were no changes to the agenda.

2. PRESENTATION – None

3. DISCUSSION

A. Communication Plan for A Better Cherriots (ABC)

Staff report: Pages 1-4 of the agenda

Presenter: Patricia Feeny, Director of Communication

Director Feeny reported on the progress of the communication plan focusing in five areas. A tagline was chosen that would capture the spirit of the new service calling it "A Better Cherriots," created by Jeremy Jorstad. Marketing began a soft rollout of "A Better

Cherriots in January 2018 and are now ramping up the advertising and promotion of Saturday and later evening service until the September 7 kickoff for the *"Alright for Riding"* enhanced service celebration. The timeline can be found on pages 3-4 of the agenda.

Follow-up:

B. Updates to the Coordinated Plan & 5310 Program Management Plan

Staff report: Pages 5-20 of the agenda

Presenter: Ted Stonecliffe, Transit Planner II

Mr. Stonecliffe reported that *The Coordinated Public Transit – Human Services Transportation Plan* ("Coordinated Plan"), adopted by the SAMTD Board of Directors at their August 25, 2016 Board meeting, is the guiding document for the District's investments in projects funded by state Special Transportation Fund (STF) and federal Section 5310 (§5310) grant funds. The Coordinated Plan must be reviewed by the STF Advisory Committee (STFAC) at least once every three years; and a major update must be completed every five years in accordance with the State Management Plan.

Mr. Stonecliffe advised that the STFAC reviewed the Coordinated Plan at their April 2 and May 7, 2019 meetings. Minor changes were made to the Plan and were not substantive in nature, so board approval is not necessary. The document was reformatted, brand names were changed, demographic maps were updated, and existing services chapters and appendix were reorganized to clarify what *Cherriots* considers an "existing service" and what services are not currently funded by STF or 5310 grant funds.

Mr. Stonecliffe continued with the changes made to the 5310 Program Management Plan (PMP) which is the document used to guide funding decisions for the Section 5310 grant funds the District receives as a direct recipient of federal transit dollars. This document was approved by the Federal Transit Administration (FTA) in June, 2015, and since it was approved by the FTA directly, there is no need for Board approval. Changes made to the 5310 PMP also reflect the *Cherriots* re-branding, to bring the document into compliance with the current *Cherriots* style guide, and to fix dead web links in the document.

Follow-up: Staff will have a more in depth presentation of these document for the Board in the late 2020-2021.

c. Proposed Fiscal Year 2020 Board Meeting Dates

Staff report: Pages 21-24 of the agenda

Presenter: Allan Pollock, General Manager

Board members reviewed and provided feedback on the dates and times of the draft board meeting schedule for FY2020. The October 14 work session is scheduled on the

same day as the APTA Annual Meeting date so they recommended moving the meeting to October 7. The November 11 work session falls on the Veterans Day holiday, so they recommended moving that meeting to November 12.

Follow-up: The Board will vote on the FY2020 meeting schedule at the May 23rd board meeting.

d. Issue Performance Evaluation Packets for GM Review

Staff report: Pages 25-28 of the agenda

Presenter: Paula Dixon, Director of Administration

Ms. Dixon reviewed the guidelines for conducting a performance evaluation of the general manager. She noted the evaluation period was July 1, 2018 to June 30, 2019. The returned data will be compiled and reviewed for accuracy by the Secretary of the Board, Colleen Busch. Mr. Pollock will provide the Board a self-evaluation, and the board will meet in executive session to review the compilation on June 27 at 5:00 p.m.

Follow-up: Board members will return their completed evaluations to Ms. Dixon by June 10, 2019.

4. GENERAL MANAGER COMMENTS

Staff report: Pages 29-34 of the agenda

Presenter: Allan Pollock, General Manager

Board members reviewed the draft agenda for the May 23, 2019 board meeting, upcoming agenda items for Board review or action, and the Board's calendar of scheduled meetings and events. Of note, Mr. Pollock announced that the May 27, 2019 Memorial Day holiday would be the last Memorial Day holiday with no service. He said there will be an addition to the board meeting agenda with action on a letter of support for a 20-year Transit Master Plan. The District is requesting a TGM grant totaling \$200,000. Director Lincoln was interested in attending the KeizerFEST parade. Transit operator, Dan Miller, as the winner of the District's local bus roдео, will compete in the APTA International Bus Roдео in Louisville, Kentucky on May 17-21.

Follow-up: Director Lincoln requested that the Board be updated on the Transit Committee's recommendations to the City of Salem.

5. WORK SESSION ADJOURNED

6:10 PM

Submitted by:
Linda Galeazzi, CMC
Executive Assistant/Clerk of the Board



Salem Area Mass Transit District
Board of Directors

~ WORK SESSION ~

July 8, 2019

Courthouse Square – Senator Hearing Room
555 Court Street NE, Salem, Oregon 97301

MINUTES

PRESENT: President Robert Krebs; Directors Ian Davidson, Colleen Busch, and Doug Rodgers
Board (who arrived at 5:55 p.m.)

ABSENT: Directors Sadie Carney, Chi Nguyen, and Charles Richards

Staff Allan Pollock, General Manager; David Trimble, Chief Operating Officer; ~~Al McCoy, Director of Finance/CFO~~; Patricia Feeny, Director of Communication; Paula Dixon, Director of Administration; Steve Dickey, Director of Strategic Initiatives & Program Management; Chip Colby, IT Manager; Dan Knauss, Contracts & Procurement Manager; Jim Kirkland, ITS Administrator; Linda Galeazzi, Executive Assistant

1. CALL TO ORDER

5:55 PM

President Bob Krebs called the work session to order at 5:55 p.m. when a quorum was present. He noted there were 61 days to the new Saturday service.

Mr. Pollock shared a *Safety Moment* for the month of July about stress management when things do go the way you planned. Meditation has been recommended to help manage stress, as well as eating right, getting enough sleep and having a good support system.

There were no changes to the agenda.

2. PRESENTATION – None

3. DISCUSSION

A. Service Enhancement Update – September 7th Activities

Staff report: Pages 1-2 of the agenda

Presenter: Patricia Feeny, Director of Communication

Ms. Feeny reported on the progress for the events on September 7, 2019. Staff formed a Saturday's Alright for Riding Committee to plan, promote, and execute a celebration on this first day of Saturday service. The public event is scheduled from 10 a.m. to 4 p.m. at the Downtown Transit Center, with activities on or near the North Block. Staff has reached out to both the Governor's and the Senate President's offices, and is working on its VIP invitation list. The formal part of the program, with invited speakers, is tentatively scheduled to begin at noon. A new bus will be available for people to tour. Vendors will set up food carts along Chemeketa between High and Church streets. Staff representing Travel Training, Trip Choice, and Marketing will have tables with information and promotional items commemorating this special day in Cherriot's history.

Follow-up: Board members were asked to provide a list of attendees they would like to invite to the September 7th festivities.

B. Fare Free Day

Staff report: Pages 3-4 of the agenda

Presenter: Allan Pollock, General Manager

Board members discussed the potential of offering "Fare Free" days on Saturdays during the month of September to help attract new riders and promote the new service. There are four (4) Saturdays in September (7, 14, 21, and 28). Mr. Pollock advised that offering fare free days meets the provisions of Section 710.05 of the District's Policy 710 for fare changes.

Board members concurred that they had no objections. Director Rodgers said it was a good way to generate excitement. President Krebs said it was a good marketing tool and a good incentive to give back to the community.

Director Davidson asked about a former fare free offering called "Spare the Air" Day. Director Busch suggested they use that theme for a fare free day in honor of Transit Operator and Maintenance Appreciation Day.

Mr. Pollock said that marketing will use it as a spring board.

Follow-up: The Board will take action on the offering of *Fare Free Days* at the July 25th board meeting.

C. Briefing on ITS (CAD/AVL) Contract

Staff report: Pages 5-6 of the agenda

Presenter: Chip Colby, IT Manager

Dan Knauss, Contracts & Procurement Manager

Mr. Colby reported that the ITS Phase 4 selection committee has identified a successful Proposer and solution. GVM Syncromatics, from Spain, was the successful proposer, obtaining the highest point evaluations based upon the evaluation criteria identified in the solicitation for solution implementation of the Comprehensive CAD/AVL project. The Executive Leadership Team was briefed on this selection by members of the selection committee on July 2, 2019 and endorsed the justification provided by the committee for this selection. He said the steps include contract negotiations, drafting a contract and legal review, the Notice of Intent to Award, a Protest Period, and finally Board approval of the selection and potentially a contract at the July Board Meeting, and the Notice of Intent to Proceed once a contract has been signed.

Follow-up: The substantial project completion deadline is set for December 31, 2020.

D. South Salem Transit Center Project Update

Staff report: Pages 7-13 of the agenda

Presenter: Steve Dickey, Director of Strategic Initiatives & Program Management
Board members were apprised of the background and history from the beginning of the South Salem Transit Center (SSTC) project to its current status. Mr. Dickey advised the Board of the options they considered as a starting point for discussion. Staff felt it would be appropriate to enlist the services of a consulting firm to provide guidance, assistance, and work with the District through the process of site selection, acquisition, preliminary design, and FTA required environmental evaluation. The project has approximately \$1.9 million in federal grant funds (including local match) dedicated to the project.

Follow-up: Staff formed an internal work-group focused on this project, and is in the process of developing a scope of work for issuing a Request for Proposals (RFP) for consulting services.

E. Budget Committee Vacancies

Staff report: Pages 13-18 of the agenda

Presenter: Allan Pollock, General Manager

Mr. Pollock advised that there are three vacancies on the Budget Committee in Subdistrict 1, 3 and 5 as is indicated on the updated Budget Committee Roster. Board members in those Subdistricts must each chose a candidate for appointment according to Rule 22-2 of the Bylaws.

Follow-up: The board will decide on these appointments at the September board meeting.

F. Review Officer Duties, Requirements and Process

Staff report: Pages 19-20 of the agenda

Presenter: Allan Pollock, General Manager

Mr. Pollock informed the Board of the available officer positions, the primary responsibilities of the officers, and discussed the election process that will occur during the July Board meeting. Rule 8 in the Bylaws describes responsibilities of officer positions. Rule 9 describes the requirements and provisions for electing board officers.

Follow-up:

G. Board Policy 116 General Managers Performance Evaluation and Compensation Change

Staff report: Pages 21-28 of the agenda

Presenter: Allan Pollock, General Manager

Mr. Pollock reviewed Policy 116 with the new Board and began a discussion on the development of goals and expectations of the general manager. He provided a copy of Board Policy 116 and a blank evaluation form that has been used in the past.

Follow-up:

4. GENERAL MANAGER COMMENTS

Staff report: Pages 29-34 of the agenda

Presenter: Allan Pollock, General Manager

Board members reviewed the draft agenda for the July 25, 2019 board meeting, upcoming agenda items for Board review or action, and the Board's calendar of scheduled meetings and events.

Follow-up:

5. WORK SESSION ADJOURNED

7:12 PM

Submitted by:
Linda Galeazzi, CMC
Executive Assistant/Clerk of the Board



BOARD MEETING MEMO

Agenda Item G.1

To: Board of Directors

From: Chip Colby, Manager Information Technology

Thru: Allan Pollock, General Manager

Date: August 22, 2019

Subject: Authorizing an Intergovernmental Agreement with Marion County for Supply Technology Solutions & Support

ISSUE

Shall the Board authorize the General Manager to execute an Intergovernmental Agreement with Marion County for Technology Solutions and Support for a five-year period and a contract for a not-to-exceed amount of \$128,700?

BACKGROUND AND FINDINGS

For many years now, Marion County has been providing SAMTD with select infrastructure support, specifically the support and maintenance of the Avaya Phone system as well as shared space in the computer server room on the 4th floor of the Courthouse Square. These services are provided as part of an agreement that has historically run for 5 year periods, with the last agreement expiring July 31, 2019.

The Technology Services team has successfully renegotiated the continuation of these services for another 5 years with only a slight increase in expense to the district, specially allowing for the county to cover their costs for the delivery of services.

The table below shows the fixed costs included with this agreement:

Service	Contract Amount
Server Room Rack Space	\$150
Phone System Use	\$17,250
Phone Line Charge	\$1,500
PBX Billing	\$6,840
YEARLY TOTAL	\$25,740
5-Year Contract	\$128,700

FINANCIAL IMPACT

Funding for the first year of this agreement is included in the FY20 Budget with subsequent years being included in those fiscal year budgets.

RECOMMENDATION

Staff recommends the Board authorize the General Manager to execute an Intergovernmental Agreement with Marion County for Technology Solutions and Support for a five-year contract period for a not-to-exceed amount of \$128,700.

PROPOSED MOTION

I move that the Board authorize the General Manager to execute an Intergovernmental Agreement with Marion County for Technology Solutions and Support for a five-year contract period for a not-to-exceed amount of \$128,700.

**Intergovernmental Agreement
Between
Marion County, Oregon and Salem Area Mass Transit District**

This agreement is entered between Marion County, Oregon ("County"), a political subdivision of the state of Oregon, and the Salem Area Mass Transit District ("District"), a municipal corporation and political subdivision of the state of Oregon. County and District may collectively be referred to hereinafter as the Parties, and individually as a Party.

Whereas, the County and the District own and occupy condominium units in Courthouse Square, located at 555 Court Street NE in Salem, Oregon, and wish to maintain an agreement relating to technology services within that building, and both Parties are units of local government authorized to enter into this agreement pursuant to ORS 190.010.

Recitals

- A. The Parties each operate computer systems for the administration and management of the respective operations;
- B. The Parties each have a need for on-premise server space for the purposes of storing, administering, and routing computer data; and
- C. The Parties have operated separate server rooms within a shared facility. The County has sufficient space in its server room located at 555 Court St NE #4252, Salem OR (the Server Room), to permit the District to place equipment and hardware for system operation in the Server Room. The County will allow the District to install, manage, operate, and repair such equipment and hardware, subject to the terms and conditions set forth herein.

Now, therefore, it is agreed by and between the Parties that:

- 1. Term and Termination of agreement.** This agreement is effective upon the date last signed by both Parties and shall be for a term of five (5) years, to June 30, 2024. This agreement may be renewed for additional five (5) year terms upon mutual agreement of the Parties. This agreement may be terminated at any time, by either Party upon ninety (90) days written notice to the other Party, or immediately upon mutual written agreement of both Parties. The notice of termination may terminate the agreement in its entirety or may be a limited termination of one or more items identified in Exhibit A.
- 2. Billing and Rates.** The County will bill the District on a monthly basis for purchases and services completed during the previous month. The District shall pay for all invoiced services within forty-five (45) days of receipt of the invoice.
 - 2.1 The County shall invoice the District according to the rates set forth in Exhibit A and at cost for goods purchased by the County on the District's behalf.

2.2 The rates established in Exhibit A shall be valid for the initial period from the date of this agreement through June 30, 2024. Thereafter, the rates will be reviewed and adjusted each fiscal year, by mutual agreement of the Parties on or before March 1 of each year, for the following fiscal year. Subject to any required approval by the governing body of either Party, the Parties shall add the annual adjusted rate adjustment to this agreement upon approval of the representative or first contact representative of the Parties without formal approval. The County representative shall be the IT Director. The District first contact representative shall be the IT Manager.

2.3 The total amount paid under this agreement will not exceed \$140,000 without a written amendment signed by both Parties.

3. Server Room Services. The County shall provide the District space within its Server Room(s) to install, maintain, repair and operate two (2) multi-functional rack enclosures, measuring approximately 24" by 42" in floor space, and containing computer systems hardware, for the purpose of providing independent network and computer systems operations for District business, subject to the terms and conditions set forth herein.

4. Terms and Conditions.

4.1 The County shall provide the District reasonable access to the server room. The District agrees to have District staff (at District expense) obtain and maintain in good standing CJIS level 4 certification for any personnel with access to the Server Room. District staff will obtain certification within 90 days of the execution of this agreement. Any new District staff that requires access will obtain certification within 30 days of employment. District will provide the County written proof of successful certification (printout of certificate) within the prescribed timeframe.

4.2 The District shall provide County a roster of three (3) persons permitted access. The District will provide The County copies of CJIS clearance documentation for each staff member with access. County may deny access to any person, at any time, if that person does not qualify for access. Qualification for access of each Party representative shall be determined at each Party's sole discretion. Rosters may be updated throughout the term of this agreement; changes to a roster will be provided in written form to County and do not constitute an amendment to this agreement.

4.3 Cabinets shall be locked when not in use. Each Party's cabinets shall be keyed with unique, non-interchangeable locks.

4.4 Only County staff shall have access to equipment, racks, connections and other fixtures outside the designated District rack. Necessary changes (equipment change-out, configuration of equipment, etc.) shall be performed by County staff. County will not move or change District equipment without prior approval by District.

4.5 The County shall cooperate to allow the District to install, maintain, repair and operate District servers for the purpose of providing for District business, including appropriate power sources, standard server room climate control, and industry appropriate fire suppression.

4.6 Unless otherwise specified in this agreement, each Party shall be responsible for all costs associated with the installation, maintenance, repair and operation of its own equipment.

4.7 Under this agreement, the County shall not separately charge the District for the cost of electricity to power District equipment.

4.8 Additional rack space, equipment, connections and/or power sources may be negotiated as an amendment to this agreement, upon mutual agreement, for changes in need, cost and capacity.

5. Telephone Services. The County shall provide to the District telephone equipment, maintenance and access to available services for the conduct of business operations at billing rates displayed in Exhibit A and according to Section 2, above.

5.1 Telephone sets, lines of service and local connections will be billed at the rates contained in Exhibit A.

5.2 Long distance connection charges shall be billed to the District at the rate required to reimburse County for any such service costs.

6. Work Order Services. The Parties may agree, from time to time, for the County to provide the District additional installation, maintenance and/or repair services to District facilities.

6.1 District is to provide a description of services and/or equipment desired, sufficient for County staff to reasonably prepare a quote of costs and timeframe for conduct of the work.

6.2 Upon presentation and approval of a County quote and work order by District, work as described would be performed by County and will be invoiced monthly, payable within 45 days, unless otherwise set forth in the work order.

7. Indemnification. Subject to the conditions and limitations of the Oregon Constitution and the Oregon Tort Claims Act, each Party shall hold harmless, indemnify, and defend the other Party for any and all claims, damages, losses and expenses resulting from the party's performance or failure to perform the obligations of this Agreement to the extent same are caused by the breach, negligence or misconduct of the Party or the Party's agents or employees.

8. Insurance/Liability. Neither Party shall be obligated to carry insurance or name the other as an additional insured, except as expressly provided in a separate contract or agreement between the Parties.

The County shall comply with ORS Chapter 656 for all its employees, and County shall maintain at all times during the term of this Agreement workers compensation insurance as a carrier-insured or self-insured employer.

9. Survival. All rights and obligations of the Parties shall cease upon termination or expiration of this agreement, except for the rights and obligations of a Party for payment

of complete work, indemnity, dispute resolution, and those provisions, including but not limited to, provisions concerning property rights and governing laws which must survive to accomplish the intent of the Parties as expressed in this Agreement.

10. Independent Contracting Parties. The Parties intend that the relationship created by this agreement is that of independent contracting parties. Neither Party shall be deemed an agent, partner, joint venture, or related entity of the other. Each Party agrees that they will be solely responsible to its employees for all benefits and expenses normally accruing as required by applicable laws and regulations.

11. Successors and Assigns. No portion of the Agreement may be contracted or assigned to any other individual, firm or entity without the express and prior approval of both Parties.

12. Notice and Communication. Any communications between the Parties or notices to be given shall be given in writing by personal delivery, by mailing the same, postage prepaid, by electronically confirmed facsimile transmission, or by verified email message to the following:

If to Salem Area Mass Transit District:

Chip Colby
555 Court St NE
Suite 5230
Salem, OR 97301
503-361-7501 – Voice
503-566-3933 - Fax
Chip.colby@cherriots.org

If to Marion County:

Scott Emry
Marion County IT
5155 Silverton Rd
Salem, OR 97309
503-584-7782 – Voice
503-588-7970 – Fax
semery@co.marion.or.us

Any communication or notice so addressed and mailed shall be deemed to be given five (5) calendar days after mailing. Any communication or notice delivered by facsimile shall be deemed to be given when receipt of the transmission is generated by the transmitting machine. To be effective against either Party, facsimile or email transmission must be confirmed by telephone notice. Any communication or notice by personal delivery shall be deemed to be given when actually delivered.

13. Severability. The parties agree that if any term or provision of this agreement is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Contract did not contain the particular term or provision held to be invalid.

14. Governing Law; Venue; Consent to Jurisdiction. This agreement shall be governed by and construed in accordance with the laws of the State of Oregon without regard to principles of conflicts of law. Any claim, action, suit or proceeding (collectively, "Claim") between District and County that arises from or relates to this agreement shall be brought and conducted solely and exclusively within the Circuit Court of Marion County.

15. Merger Clause; Waiver. This agreement, including all attachments incorporated herein or to which the Agreement is subject, constitutes the entire agreement between

the parties on the subject matter hereof. There are no understandings, agreements or representations, oral or written, not specified herein regarding this agreement. No waiver, consent, modification or change of terms of this agreement shall bind either party unless in writing and signed by both parties. Such waiver, consent, modification or change, if made, shall be effective only in the specific instance and for the specific purpose given. The failure of either party to enforce any provision of this agreement shall not constitute a waiver by such party of that or any other provision.

16. Execution of Agreement. This agreement may be executed in two or more counterparts each signed by the respective parties, each of which shall constitute an original, and all of which together shall constitute one and the same agreement.

The representatives of the Parties, by their signatures below, acknowledge that they have read this agreement, understand it, and agree that they have the legal authority to enter into this agreement and to bind their respective jurisdictions to the terms and conditions herein.

Salem Area Mass Transit District

Allan Pollock
General Manager

Date

Approved for Legal Sufficiency,

Date

Marion County

Scott Emry
Director

Date

John Lattimer
Chief Administrative Officer

Date

Approved as to Form:

Marion County Contracts

Date

Marion County Legal Counsel

Date

Exhibit A

**Intergovernmental Agreement
Between
Marion County and Salem Area Mass Transit District**

BILLING RATES

July 2019

PHONE/DATA SERVICES	Per Month	Annual Total
Server Room Rack Space	\$12.50	\$150.00
Phone Lease (Qty 115 @ \$12.50 per month)	\$1,437.50	\$17,250.00
T-1 Phone Service Line (125.00 per month)	\$125.00	\$1,500.00
PBX Phone Billing (minutes used * \$0.03/minute) (estimate based on 2018/19 usage of 228,000 minutes)	\$570.00	\$6,840.00
Total Phone / Data / Facility	\$2,145.00	\$25,740.00

OTHER BILLING RATES

Long Distance Charges (actual long distance charge passthrough)

Equipment and Parts – Actual Charges

County Network Analyst (as required) \$75.00 / hour

County Telecommunications Technician (as required) \$60.00 / hour

County Support Specialist (as required) \$60.00 / hour



BOARD MEETING MEMO

Agenda Item G.2

To: Board of Directors

From: Karen Garcia, Security and Emergency Management Manager
David Trimble, Chief Operating Officer

Thru: Allan Pollock, General Manager

Date: August 22, 2019

Subject: Authorizing the General Manager to Execute a Contract Amendment with Allied Universal for Additional Transit Security Services

ISSUE

Shall the Board authorize the General Manager to execute a contract amendment with Allied Universal for additional transit security services (unarmed) to begin in September 2019, and May 2020, in the amount of \$538,513, bringing the total contract amount to \$2,051,881?

BACKGROUND AND FINDINGS

The purpose of this action is required because the proposed amendment increases the contract amount previously authorized by the Board.

At its November 2017 meeting, The Board authorized the General Manager to execute a contract with Allied Universal for Transit Security Services (unarmed) for a three (3)-year base term contract with two (2) one-year optional extensions (5 years total) in the not-to-exceed amount of \$1,513,367. Allied Universal delivers unarmed transit security services, which includes security coverage at the Keizer Transit Center, Downtown Transit Center at Courthouse Square, and throughout the system.

The current contract for Transit Security Services was procured through a competitive Request for Proposal (RFP) process. Through funding made available by HB2017, SAMTD will provide enhanced service to the community which will include, later weekday service and Saturday service beginning in September 2019, and Sunday and Holiday service beginning in May 2020.

A contract amendment with Allied Universal is necessary to provide security to assure a safe environment for our customers, employees, and members of the public who use our services. Security coverage will be maintained at the current staffing levels at both transit centers. The increase in hours will be commensurate with the two phases of enhanced service implementation.

The partnership between District staff, Allied Universal, and the City of Salem Police Department helps Cherrlots deliver on its mission of safety through security presence and responsiveness.

FINANCIAL IMPACT

Funding for the base contract amount and the contract amendment amount are included in the FY2019-20 Operations Division, Security and Emergency Management Department General Fund budget. Funding will be included in future budgets through the term of the five-year contract, which terminates on December 31, 2022.

Total contract cost is listed in the table below:

Current Authorized Amount	Amount Increased	Revised Authorized Amount
\$1,513,367	\$538,513	\$2,051,881

RECOMMENDATION

Staff recommends that the Board authorize the General Manager to execute a contract amendment with Allied Universal for additional transit security services (unarmed) for an amount totaling \$538,513 and a not-to-exceed total contract amount of \$2,051,881.

PROPOSED MOTION

I move that the Board authorize the General Manager to execute a contract amendment with Allied Universal for additional transit security services (unarmed), for a not-to-exceed total contract amount of \$2,051,881.



BOARD MEETING MEMO

Agenda Item G.3

To: Board of Directors

From: David Trimble, Chief Operating Officer

Thru: Allan Pollock, General Manager

Date: August 22, 2019

Subject: Authorizing the General Manager to Execute a Contract Amendment with MV Transportation Inc. for Additional Transportation Services

ISSUE

Shall the Board authorize the General Manager to execute a contract amendment with MV Transportation Inc. for additional transportation services to begin in September 2019, and May 2020, in the amount of \$3,361,490, bringing the total contract amount to \$38,063,490?

BACKGROUND AND FINDINGS

The purpose of this action is required because the proposed amendment increases the contract amount previously authorized by the Board.

At its October 26, 2017, meeting, The Board authorized the General Manager to execute a contract with MV Transportation Inc., to provide Transportation Services for Cherrriots LIFT, Cherrriots Regional, and Cherrriots Shop & Ride services. The contract was for a five (5)-year base term, with two (2), one-year optional extensions. The total not-to-exceed amount of the contract is \$34,702,000.

The current contract for Transportation Services, as approved by the Board on October 26, 2017, was procured through a competitive Request for Proposal (RFP) process. Through funding made available by HB2017, SAMTD will provide enhanced service to the community which will include, later weekday service and Saturday service beginning in September 2019, and Sunday and Holiday service, beginning in May 2020.

The amount of the amendment reflects additional levels of service and pricing provisions of the current contract, and from the current contract end date of December 31, 2024. The current contract is in the mid-point of Base Year 2. The amendment does not increase the revenue hour rate, but the number of annual revenue hours.

The increase in the current contract amount for the remaining years of the contract is as follows:

Contract	Contractor	Current Authorized Amount	Amount Increased	Revised Authorized Amount
Transportation Services	MV Transportation	\$34,702,000	\$3,361,490	\$38,063,490

FINANCIAL IMPACT

The proposed contract amendment continues current levels of transportation services in addition to all additional revenue hours needed for expanded service beginning in September 2019 with expanded weekday and Saturday service, and continuing in May 2020 with Sunday and Holiday service.

Funding for the proposed contract amendment is currently budgeted in SAMTD's Adopted FY2019-20 Budget. Future years will be reflected in future budgets.

RECOMMENDATION

Staff recommends that the Board authorize the General Manager to execute a contract amendment with MV Transportation, Inc., for enhancements to the delivery of transportation services, for an amount totaling \$3,361,490 and a not-to-exceed total contract amount of \$38,063,490.

PROPOSED MOTION

I move that the Board authorize the General Manager to execute a contract amendment with MV Transportation, Inc., for enhancements to the delivery of transportation services, for a not-to-exceed total contract amount of \$38,063,490.



BOARD MEETING MEMO

Agenda Item H.1

To: Board of Directors

From: Chris French, Senior Planner
Jeremy Jorstad, Planner II
David Trimble, Chief Operating Officer

Thru: Allan Pollock, General Manager

Date: August 22, 2019

Subject: Kuebler Link

ISSUE

Shall the Board receive a briefing on potential options to provide crosstown service between South Salem and East Salem?

BACKGROUND AND FINDINGS

At the request of the Cherriots Board of Directors, Planning staff developed two high-level concepts of service models for connection on Kuebler Blvd. This connection would create a frequent link between routes in south Salem and routes in northeast Salem without having to go through the downtown transit center to connect. The proposed, high-level concepts are designed to provide a broader look at service delivery. In their current states, these proposed service plans will require additional information to develop and implement.

Planning staff will be conducting an on-board survey in the coming year and as part of the survey we will be collecting origin and destination data for our current riders which will help in determining the best location for the start and endpoints of this proposed new route. Operations staff is exploring alternative vehicle types to deliver this service, which is an important part of the planning process. Additional considerations will need to be reviewed, including capital costs to develop bus stops along Kuebler Blvd, vehicle purchasing, and Transit Operator break and relief points.

Route 25-A Kuebler Link

Endpoints: Commercial @ Baxter (Walmart), Marion County Correctional Facility

To Aumsville Hwy @ Marion Co. Correctional Facility : Commercial, R on Barnes, L on Reed, L on Battle Creek Rd, R on Kuebler, R on Aumsville Hwy., L @ Marion Co. Correctional Facility.

Stop locations: Commercial @ Baxter, Barnes @ Les Schwab, Barnes @ Reed, Battle Creek @ Kuebler, Kuebler @ 36th, Aumsville Hwy @ Depot, Marion County Correctional Facility.

New stop location (requires capital investment): Kuebler @ 36th

To South Commercial @ Walmart: Marion County Correctional Facility, R on Aumsville Highway, L on Kuebler Blvd, L on Battle Creek Rd, L on Boone Rd, R on Baxter, R on Commercial

Stop locations: Marion County Correctional Facility, Aumsville Hwy @ Depot, Kuebler @ 36th, Battle Creek @ Boone, Reed @ Barnes, Reed @ Shiloh, Baxter @ Snowflake, Baxter @ Commercial, and Commercial @ Baxter.

New stop location (requires capital investment): Kuebler @ 36th

Frequency:

- Monday – Friday 15 minute service, 30 minute evenings
- Saturday and Sunday 30 minute service

Span:

- Monday-Friday 6:00 am – 11:00 pm
- Saturdays 7:00 am – 9:00 pm
- Sundays 8:00 am – 8:00 pm

Runtime (Round trip): 40 minutes

Vehicle Requirements:

- Monday-Friday: 4 vehicles
- Saturday and Sunday: 2 vehicles
- One spare vehicle to meet spare requirements

Estimated Costs:

Kuebler Link Option A	Cost Formula	Total
Labor	17,450 hrs * \$135 (Projected FY21 cost)	\$2,355,750 Annually
Capital Improvements	\$100,000 * 2 Pullouts	\$200,000 OTO
Vehicles	\$75,000 * 5 vehicles	\$375,000
	Total	\$2,930,750

Opportunities:

- Routing connects South Salem along Kuebler Blvd to Mill Creek Corporate Center (MCCC).
- Links two frequent service routes, 11 and 21.
- Using existing stops means less capital improvement cost.
- Allows connections with Routes 6 and 21 at Commercial @ Baxter and Route 8 at Commercial @ Barnes.

Considerations:

- Using Marion County Correctional Facility as a transfer point.
- Provides somewhat duplicative routing with Route 6.

Route 25-B Kuebler Link

Endpoints: Skyline @ Kuebler, Marion County Correctional Facility

To Aumsville Hwy @ Marion Co. Correctional Facility: Skyline Rd., R on Croisan Scenic Way, R on Kuebler Blvd, R on Aumsville Hwy, L at Marion County Correctional Facility

Stop locations: Skyline @ Kuebler, Croisan Scenic @ Red Oak, Croisan, Scenic @ Country, Kuebler @ Liberty, Kuebler @ Commercial, Kuebler @ Battle Creek, Kuebler @ 36th, Kuebler @ Aumsville Hwy, Aumsville Hwy @ Depot, Marion County Correctional Facility

New stop locations (require capital investment): Kuebler @ Liberty, Kuebler @ Commercial, Kuebler @ Battle Creek, Kuebler @ 36th, Kuebler @ Aumsville Hwy

To South Salem Kaiser Permanente @ Skyline Rd.: Marion County Correctional Facility, R on Aumsville Highway, L on Kuebler Blvd., L on Skyline Rd.

Stop locations: Marion County. Correctional Facility, Aumsville Hwy @ Depot, Kuebler @ Lancaster, Kuebler @ 36th, Kuebler @ Battle Creek, Kuebler @ Commercial, Kuebler @ Liberty, Skyline @ Kuebler.

New stop locations (require capital investment): Kuebler @ Lancaster, Kuebler @ 36th, Kuebler @ Battle Creek, Kuebler @ Commercial, Kuebler @ Liberty

Frequency:

- Monday – Friday: 15 minute service, 30 minute evenings
- Saturday and Sunday: 30 minute service

Span:

- Monday-Friday 6:00 am – 11:00 pm
- Saturdays 7:00 am – 9:00 pm
- Sundays 8:00 am – 8:00 pm

Runtime (Round trip): 53 minutes

Vehicle Requirements:

- Monday-Friday: 5 vehicles
- Saturday and Sunday: 3 vehicles
- One spare vehicle to meet spare ratio requirements

Estimated Costs:

Kuebler Link Option B	Cost Formula	Total
Labor	22,848 * \$135 (Projected FY21 cost)	\$3,084,480 Annually
Capital Improvements	\$100,000 * 10 Pullouts	\$1,000,000 OTO
Vehicles	\$75,000 * 6 vehicles	\$450,000
	Total	\$ 4,534,480

Opportunities:

- Covers more distance on Kuebler Blvd than Option A.
- Shares stops with routes 8/18.
- New pullouts along Kuebler at Commercial and Battle Creek would provide walking connections with current routes 6 and 21.

Considerations:

- Adding stops along Kuebler Blvd. would require building new pullouts, which would be costly.
- Coordination with the City of Salem for construction of new pullouts would be a major project with a lot of moving parts.
- Having pullouts along Kuebler Blvd. would still be considered a safety risk due to travel speeds.

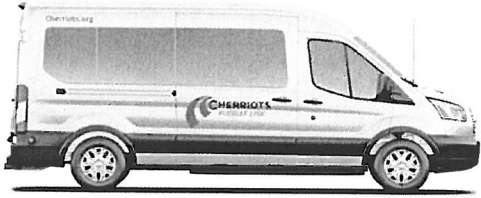
RECOMMENDATION

Staff recommends the Board provide feedback and guidance on next steps.

PROPOSED MOTION

None

CHERRIOTS **Kuebler Link**
Cherriots Board Meeting




Agenda Item H.1
Presented by: Jeremy Jorstad
8/22/19

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CHERRIOTS

Why are we here?

- 2014 Comprehensive Service Analysis
- HB2017
- March Board Meeting
- This resulted in the proposed Kuebler Link!






2



CHERRIOTS

What is the Kuebler Link?

South Salem Walmart Mill Creek Corporate Center



South Salem Kaiser Permanente Marion Co. Corrections Facility





3

CHERRIOTS

Unmet Needs Resolved

- Provides riders with a frequent link between South Salem and Lancaster Dr.
- Connects riders to employment at Mill Creek Corporate Center (MCCC) and surrounding area.

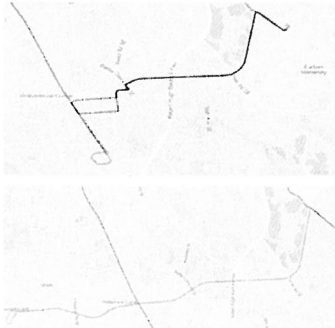


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CHERRIOTS

Proposal Overview

- Option A - Walmart to Marion County Corrections Facility.
- Option B - Kaiser Permanente to Marion County Corrections Facility.




The top map shows a route starting from Walmart, heading east, then north, then east again, and finally north to the Marion County Corrections Facility. The bottom map shows a route starting from Kaiser Permanente, heading east, then north, then east again, and finally north to the Marion County Corrections Facility.


CHERRIOTS

Kuebler Link Routing Proposals

Option A:
To Aumsville Hwy @ Marion County Correctional Facility



Option A:
To Walmart on South Commercial

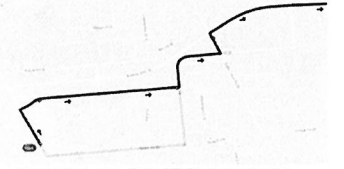


The top map shows a route starting from the Walmart location, heading east, then north, then east again, and finally north to Aumsville Hwy @ Marion County Correctional Facility. The bottom map shows a route starting from the Walmart location, heading east, then north, then east again, and finally north to Walmart on South Commercial.

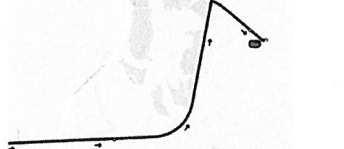
CHERRIOTS

Kuebler Link Routing Proposals

Option A:
To Aumsville Hwy @ Marion County Correctional Facility



Option A:
To Walmart on South Commercial




The top map shows a route starting from the Walmart location, heading east, then north, then east again, and finally north to Aumsville Hwy @ Marion County Correctional Facility. The bottom map shows a route starting from the Walmart location, heading east, then north, then east again, and finally north to Walmart on South Commercial.


CHERRIOTS

Kuebler Link Routing Proposals

Option A:
To South Commercial @ Walmart



Option A:
To Aumsville Hwy @ Marion County Correctional Facility



The top map shows a route starting from the Walmart location, heading east, then north, then east again, and finally north to South Commercial @ Walmart. The bottom map shows a route starting from the Walmart location, heading east, then north, then east again, and finally north to Aumsville Hwy @ Marion County Correctional Facility.

CHERRIOTS

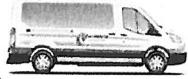
Kuebler Link – Option A

Frequency:

- Monday-Friday: 15 minute service, 30 minute evenings
- Saturday and Sunday: 30 minute service

Span:

- Monday-Friday: 6:00 am – 11:00 pm
- Saturdays: 7:00 am – 9:00 pm
- Sundays: 8:00 am – 8:00 pm



Runtime (Round trip): 40 minutes

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CHERRIOTS

Kuebler Link – Option A

- Weekday service - Four (4) peak vehicles, two (2) non-peak vehicles, one (1) spare
- Weekend service - Two (2) vehicles
- Projected annual revenue hours = 17,450
- Daily revenue hours = 58 hours for weekdays, 32 hours for Saturday, and 24 hours for Sunday

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CHERRIOTS

Estimated Cost Summary – Option A


Kuebler Link	Cost Formula	Total
Labor	17,450 rev hours * \$135 (FY21 cost)	\$2,355,750 Annually
Capital Improvements	\$100,000 * 2 pull outs	\$200,000 OTO
Vehicles	\$75,000 * 5 vehicles	\$375,000
TOTAL		\$2,930,750

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CHERRIOTS

Kuebler Link – Option A Opportunities

- Connects South Salem along Kuebler Blvd to MCCC.
- Links two frequent service routes, 11 and 21.
- Innovative approach to service delivery.
- Utilizes existing stops.
- Connects with Routes 6, 8, and 18.




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CHERRIOTS

Kuebler Link – Option A Considerations


- The transfer point at Marion Co. Correctional Facility. Is there a negative perception?
- Duplicative routing with Route 6.



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CHERRIOTS

Questions, Thoughts, Comments, Likes, and Dislikes, Discussion – Option A




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CHERRIOTS

Kuebler Link Routing Proposals

Option B:
To Aumsville Hwy @ Marion County Correctional Facility



To South Salem Kaiser Permanente @ Skyline Rd.





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CHERRIOTS

Kuebler Link Routing Proposals

Option B:
To Aumsville Hwy @ Marion County Correctional Facility



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CHERRIOTS

Kuebler Link Routing Proposals

Option B:
To South Salem Kaiser Permanente @ Skyline Rd.

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CHERRIOTS

Kuebler Link – Option B

Frequency:

- Monday-Friday: 15 minute service, 30 minute evenings
- Saturday and Sunday: 30 minute service

Span:

- Monday-Friday: 6:00 am – 11:00 pm
- Saturdays: 7:00 am – 9:00 pm
- Sundays: 8:00 am – 8:00 pm

Runtime (Round trip) : 53 minutes

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CHERRIOTS

Kuebler Link – Option B

- Weekday service - Five (5) peak vehicles, three (3) non-peak vehicles, one (1) spare vehicle
- Weekend service - Three (3) vehicles
- Projected annual revenue hours = 22,848
- Daily revenue hours = 75 hours for weekdays, 48 hours for Saturday, and 32 hours for Sunday

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CHERRIOTS

Estimated Cost Summary – Option B

Kuebler Link	Cost Formula	Total
Labor	22,848 rev hours * \$135 (FY21 cost)	\$3,084,480 Annually
Capital Improvements	\$100,000 * 10 pull outs	\$1,000,000 OTO
Vehicles	\$75,000 * 6 vehicles	\$450,000
	TOTAL	\$4,534,480

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CHERRIOTS

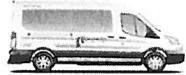

Kuebler Link – Option B Opportunities

- Covers more distance on Kuebler Blvd. than Option A.
- Shares stops near Kaiser Permanente with Routes 8/18.
- New pull outs along Kuebler at Commercial and Battle Creek would provide connections with Routes 6 and 21.

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CHERRIOTS

Kuebler Link – Option B Considerations

- Adding stops along Kuebler would require building new pullouts, which would be costly.
- Currently Routes 8/18 offer 30 min. frequency
- Coordination with the City of Salem.
- Safety risk of having bus stops along Kuebler.

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CHERRIOTS






Cost Comparison – Option A vs. Option B

Kuebler Link Option A	Cost Formula	Total	Kuebler Link Option B	Cost Formula	Total
Labor	17,450 rev hours *\$135	\$2,355,750 Annually	Labor	22,848 rev hours *\$135	\$3,084,480 Annually
Capital Improvements	\$100,00 X 2 pull outs	\$200,000 OTO	Capital Improvements	\$100,000 X 10 pull outs	\$1,000,000 OTO
Vehicles	\$75,000 X 5	\$375,000	Vehicles	\$75,000 X 6	\$450,000
TOTAL		\$2,930,750	TOTAL		\$4,534,480

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CHERRIOTS

Questions, Thoughts, Comments, Likes, and Dislikes, Discussion – Option B

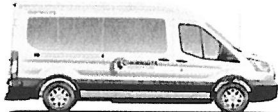






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CHERRIOTS

Next Steps:

- Gather feedback from today
- Refine proposals
- Initiate conversation with City of Salem
- Review Cherrlots replacement and expansion plans for vehicles

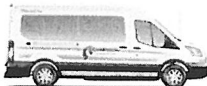



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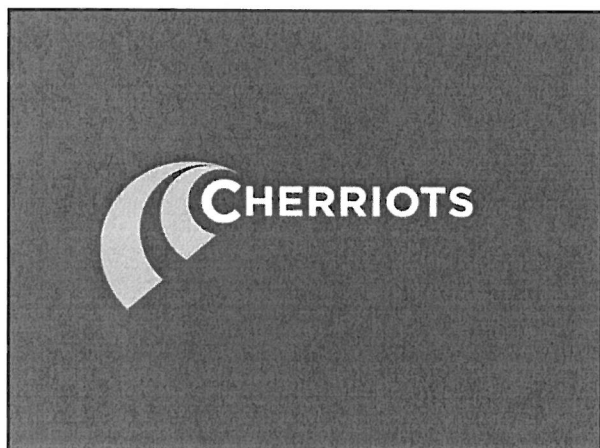
CHERRIOTS

Special Thanks To:

Melissa Kidd
Chris French
Jolynn Franke
Ted Stonecliffe
Steve Dickey
Jonah Hanson
Stephen Custer



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BOARD MEETING MEMO

Agenda Item H.2

To: Board of Directors

From: Chris French, Senior Planner
David Trimble, Chief Operating Officer

Thru: Allan Pollock, General Manager

Date: August 22, 2019

Subject: September 2019 Service Change Briefing

ISSUE

Shall the Board receive a briefing regarding changes to Cherriots fixed route services beginning September 3, 2019?

BACKGROUND AND FINDINGS

Service Changes

Every four months in January, May and September, service changes are implemented based on input from customers, transit operators, Cherriots employees, and performance monitoring results. Here is what is changing on September 3, 2019.

September marks the beginning of extended weekday evening service and Saturday service for most Cherriots Local routes, and additional weekday trips for Routes 1X, 10X, 40X, and 50X. Some Cherriots Regional routes will also begin Saturday service at this time. This was made possible by the passage of House Bill 2017 in July 2017.

Table A shows frequency and span of service for Cherriots Local routes. **Table B** shows frequency and span of service for Cherriots Regional routes.

Local Bus Service

Table A. A Better Cherrriots - Frequency/Span of Service

Route	Extended Weekday Evenings (9p-11p)	Saturday (6:30a-9p)
2	60min	30min / (60 min 7p - 9p)
3	60min	60min
4	60min	60min
5	60min	30min / (60 min 7p - 9p)
6	No Service	60min
7	30min	30min
8	60min	60min
9	No Service	60min
11	30min	30min
12	No Service	No Service
13	60min	60min (7:30a - 8:30p)
14	No Service	No Service
16	No Service	60 min (7:25a - 8:25p)
17	60min	30min / (60 min 7p - 9p)
18	60min	60 min (7:30a - 8:30p)
19	60min	30min / (60 min 7p - 9p)
21	60min	30min / (60 min 7p - 9p)
22	No Service	No Service
23	No Service	No Service
26	No Service	No Service
27	No Service	No Service

Additional Changes

- ***Keizer Transit Center intersection rerouting***
 - Beginning in September routes will be able to turn left or right when departing KTC and turn left from Keizer Station Blvd to enter KTC. This change will allow for rerouting to help with on-time performance and provide options for better servicing Keizer Station.
 - **Weekday** - Currently Route 19 serves Keizer Station stops after departing KTC to begin the inbound portion of the trip. Route 14 follows the same path as Route 19 when departing KTC.
 - **Beginning in September:**
 - **Route 19 will no longer service stops in Keizer Station during the week.**
 - **Route 14 will service stops in Keizer Station at the end of the route instead of at the beginning.**
 - **Routes 11 and 12 will continue to service stops in Keizer Station as they do today.**
 - **Saturday** - Only Routes 11 and 19 will be in service from KTC on Saturday. Therefore, both routes will service stops in Keizer Station. Their routing will follow the same path as it does today.
- ***Extended time on Route 2***
 - Extended trips will start on Route 2 at 2:00p and run until 5:15p to help with on-time performance. This is for weekday service only.
- ***Begin extended time on trips earlier for Route 7***
 - Extended trips will begin at 11:30a to help with on-time performance. This is for weekday service only.

Regional Bus Service

Table B. A Better Cherrriots - Frequency/Span of Service for Regional Routes

Route	Weekday	Saturday
1X	+1 Round trip (SMART +2 Round trips)	No Service
10X	+2 Round trips	3.5 Round trips
20X	No Change	3.5 Round trips
30X	No Change	2 Round trips
40X	+2 Round trips	4 Round trips
50X	+2 Round trips	No Service
PCF	No Change	No Service

Added Weekday Trip Times

- Route 1X will have three additional weekday trips. SMART will operate two trips, departing DTC at 10:00a and 12:00p. Cherrriots will operate one trip, departing DTC at 1:30p.
- Route 10X will have two additional weekday trips, departing DTC at 6:00a and 4:30p.
- Route 40X will have two additional weekday trips, departing DTC at 8:00a and 4:30p.
- Route 50X will have two additional weekday trips, departing DTC at 8:30a and 3:30p.

Saturday Service

- Route 1X will have no Saturday service.
- Route 10X will have 3 departures from DTC, departing at 8:28a, 2:20p, and 4:28p.
- Route 20X will have 3 departures from DTC, departing at 9:30a, 1:05p, and 3:47p.
- Route 30X will have 2 departures from DTC, departing at 8:00a and 4:00p.
- Route 40X will have 4 departures from DTC, departing at 8:55a, 11:12a, 3:00p, and 5:30p.
- Route 50X will have no Saturday service.

FINANCIAL IMPACT

None

RECOMMENDATION

Information Only

PROPOSED MOTION

Information only



BOARD MEETING MEMO

Agenda Item No. H.3

To: Board of Directors

From: Chris French, Senior Planner
David Trimble, Chief Operating Officer

Thru: Allan Pollock, General Manager

Date: August 22, 2019

Subject: Performance Report – FY19 Q4

ISSUE

Shall the Board receive the quarterly information briefing on Cherriots services for the fourth quarter of FY19?

BACKGROUND AND FINDINGS

Performance measures (daily average revenue hours, daily average revenue miles, and daily average boardings) for the fourth quarter of Fiscal Year 2019 (FY19 Q4) are included in Attachment A. FY19 Q4 began April 1, 2019 and ended June 30, 2019. All data are compared to the previous fiscal year, FY18 Q4. Year-to-date totals (total revenue hours, total revenue miles, and total boardings) are also included in Attachment A and are gathered from FY19 Q1 through Q4 and compared to those in the same time period of FY18. The data for these measures are derived from adjusted Trapeze schedules, vehicle fare boxes, rider counting systems, and reservation software (Route Match).

Revenue Hours, Revenue Miles, and Boardings

Cherriots Local

Includes local bus service, local commuter express service, and Qualified Human Service Organization routes.

- *Revenue Hours* – Increased 2.0% (13.0 Revenue Hours/Day)
 - *Year-To-Date Total* – Increased 2.9% (167,949 Total Revenue Hours)

- *Revenue Miles* – Increased 1.6% (133.3 Revenue Miles/Day)
 - *Year-To-Date Total* – Increased 2.5% (2,124,151 Total Revenue Miles)
- *Boardings* – Up 0.1% (12 Boardings/Day)
 - *Year-To-Date Total* – Decreased 1.5% (2,955,477 Total Boardings)

Cherriots Regional Express

Includes regional commuter express routes.

- *Revenue Hours* – Increased 0.6% (0.3 Revenue Hours/Day)
 - *Year-To-Date Total* – Increased 4.6% (14,216 Total Revenue Hours)
- *Revenue Miles* – Increased 3.2% (37.1 Revenue Miles/Day)
 - *Year-To-Date Total* – Increased 3.1% (296,597 Total Revenue Miles)
- *Boardings* – Increased 9.9% (33 Boardings/Day)
 - *Year-To-Date Total* – Increased 9.3% (86,950 Total Boardings)

Cherriots Regional Flex

Includes the Polk County Flex.

- *Revenue Hours* – Increased 14.1% (1.6 Revenue Hours/Day)
 - *Year-To-Date Total* – Increased 16.2% (3,508 Total Revenue Hours)
- *Revenue Miles* – Increased 5.1% (7.7 Revenue Miles/Day)
 - *Year-To-Date Total* – Decreased 6.1% (38,742 Total Revenue Miles)
- *Boardings* – Decreased 37.6% (-15 Boardings/Day)
 - *Year-To-Date Total* – Decreased 36.6% (6,960 Total Boardings)

Cherriots Shop and Ride

Includes dial-a-ride and shopper shuttle.

- *Revenue Hours* – Decreased 44.7% (-11.3 Revenue Hours/Day)
 - *Year-To-Date Total* – Decreased 7.3% (4,966 Total Revenue Hours)
- *Revenue Miles* – Down 33.1% (-83.8 Revenue Miles/Day)
 - *Year-To-Date Total* – Increased 0.8% (55,140 Total Revenue Miles)

- *Boardings* – Decreased 35.9% (-16 Boardings/Day)
 - *Year-To-Date Total* – Decreased 4.1% (9,572 Total Boardings)

Cherriots LIFT

Paratransit

- *Revenue Hours* – Decreased 1.9% (-5 Revenue Hours/Day)
 - *Year-To-Date Total* – Increased 0.2% (64,184 Total Revenue Hours)
- *Revenue Miles* – Decreased 4.4% (-142.6 Revenue Miles/Day)
 - *Year-To-Date Total* – Decreased 2.2% (791,198 Total Revenue Miles)
- *Boardings* – Decreased 1.3% (-7 Boardings/Day)
 - *Year-To-Date Total* – Decreased 1.3% (137,815 Total Boardings)

FINANCIAL IMPACT

Information item only.

RECOMMENDATION

Information item only.

PROPOSED MOTION

Information item only.

ATTACHMENT A

FY19 Q4 Performance

Measures

April - June 2019

Table 1. Total Revenue Hours

Table 2. Average Revenue Hours / Day

Table 3. Total Revenue Miles

Table 4. Average Revenue Miles / Day

Table 5. Total Boardings

Table 6. Average Boardings / Day

Table 7. Average Boardings / Revenue Hour

Table 8. Year-to-Date Total Revenue Hours, Revenue Miles, and Boardings

Table 1. Total Revenue Hours

Route (Service Days)	FY18 Q4				FY19 Q4			
	Apr 2018 21	May 2018 22	Jun 2018 21	Total 64	Apr 2019 22	May 2019 22	Jun 2019 20	Total 64
LOCAL BUS SERVICE								
2 - Market / Brown	1,136	1,190	1,136	3,462	1,190	1,190	1,081	3,461
3 - Portland Road	630	660	630	1,920	660	657	596	1,913
4 - State Street	323	339	323	985	683	683	621	1,987
5 - Center Street	1,191	1,249	1,192	3,632	1,248	1,248	1,134	3,630
6 - Fairview Industrial	474	496	474	1,444	497	497	451	1,445
7 - Mission Street	325	340	325	990	445	445	403	1,293
8 - 12th / Liberty	482	505	481	1,468	505	505	458	1,468
9 - Cherry / River Road	645	676	645	1,966	676	676	615	1,967
11 - Lancaster / Verda	1,968	2,062	1,968	5,998	2,244	2,239	2,034	6,517
12 - Hayesville Drive	310	325	310	945	325	325	296	946
13 - Silvertown Road	405	426	406	1,237	424	424	386	1,234
14 - Windsor Island Road	323	338	323	984	338	338	307	983
16 - Wallace Road	211	220	211	642	222	222	201	645
17 - Edgewater Street	1,045	1,095	1,045	3,185	1,099	1,098	999	3,196
18 - 12th / Liberty	486	509	486	1,481	509	509	462	1,480
19 - Broadway / River Road	1,220	1,278	1,220	3,718	1,276	1,276	1,160	3,712
21 - South Commercial	1,158	1,213	1,158	3,529	1,213	1,213	1,102	3,528
22 - Library Loop	228	239	228	695	239	245	224	708
23 - Lansing / Hawthorne	313	328	313	954	328	328	298	954
24 - State / Lancaster	321	336	321	978	N/A	N/A	N/A	N/A
26 - Glen Creek / Orchard Heights	164	172	164	500	172	172	156	500
27 - Glen Creek / Eola	176	184	176	536	184	184	167	535
<i>Total</i>	<i>13,534</i>	<i>14,180</i>	<i>13,535</i>	<i>41,249</i>	<i>14,477</i>	<i>14,474</i>	<i>13,151</i>	<i>42,102</i>
LOCAL COMMUTER EXPRESS ROUTES								
1X - Wilsonville / Salem Express	207	217	207	631	217	217	197	631
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES								
91 - Garten Foundation	21	22	21	64	22	N/A	N/A	22
92 - Rockwest	13	13	13	39	13	N/A	N/A	13
9192 - Garten / Rockwest	N/A	N/A	N/A	N/A	N/A	26	22	48
<i>Total</i>	<i>34</i>	<i>35</i>	<i>34</i>	<i>103</i>	<i>35</i>	<i>26</i>	<i>22</i>	<i>83</i>
<i>Cherriots Local Total</i>	<i>13,775</i>	<i>14,432</i>	<i>13,776</i>	<i>41,983</i>	<i>14,729</i>	<i>14,717</i>	<i>13,370</i>	<i>42,816</i>
REGIONAL EXPRESS ROUTES								
10X - Woodburn / Salem Express	264	288	276	828	297	285	255	837
20X - N. Marion Co. / Salem Express	254	290	290	834	299	301	276	876
30X - Santiam / Salem Express	252	270	259	781	271	267	235	773
40X - Polk County / Salem Express	302	319	306	927	310	312	283	905
50X - Dallas / Salem Express	59	58	57	174	60	60	55	175
<i>Cherriots Regional Express Monthly Total</i>	<i>1,131</i>	<i>1,225</i>	<i>1,188</i>	<i>3,544</i>	<i>1,237</i>	<i>1,225</i>	<i>1,104</i>	<i>3,566</i>
REGIONAL FLEX ROUTE								
Polk County Flex	255	262	223	740	343	272	229	844
SHOP AND RIDE								
Dial-a-Ride	328	354	351	1,033	194	190	163	547
Shopper Shuttle	204	194	181	579	112	121	112	345
<i>Cherriots Shop and Ride Total</i>	<i>532</i>	<i>548</i>	<i>532</i>	<i>1,612</i>	<i>306</i>	<i>311</i>	<i>275</i>	<i>892</i>
LIFT								
ADA	2,426	2,487	2,350	7,263	2,611	2,638	2,241	7,490
DD53	3,049	3,197	3,052	9,298	2,956	3,034	2,763	8,753
<i>Cherriots LIFT Total</i>	<i>5,475</i>	<i>5,684</i>	<i>5,402</i>	<i>16,561</i>	<i>5,567</i>	<i>5,672</i>	<i>5,004</i>	<i>16,243</i>

Table 2. Average Revenue Hours / Day

Route (Service Days)	FY18 Q4				FY19 Q4				Percent Change
	Apr 2018 21	May 2018 22	Jun 2018 21	Total 64	Apr 2019 22	May 2019 22	Jun 2019 20	Total 64	
LOCAL BUS SERVICE									
2 - Market / Brown	54.1	54.1	54.1	54.1	54.1	54.1	54.1	54.1	0.0%
3 - Portland Road	30.0	30.0	30.0	30.0	30.0	29.9	29.8	29.9	-0.4%
4 - State Street	15.4	15.4	15.4	15.4	31.0	31.0	31.1	31.0	101.7%
5 - Center Street	56.7	56.8	56.8	56.8	56.7	56.7	56.7	56.7	-0.1%
6 - Fairview Industrial	22.6	22.5	22.6	22.6	22.6	22.6	22.6	22.6	0.1%
7 - Mission Street	15.5	15.5	15.5	15.5	20.2	20.2	20.2	20.2	30.6%
8 - 12th / Liberty	23.0	23.0	22.9	22.9	23.0	23.0	22.9	22.9	0.0%
9 - Cherry / River Road	30.7	30.7	30.7	30.7	30.7	30.7	30.8	30.7	0.1%
11 - Lancaster / Verda	93.7	93.7	93.7	93.7	102.0	101.8	101.7	101.8	8.7%
12 - Hayesville Drive	14.8	14.8	14.8	14.8	14.8	14.8	14.8	14.8	0.1%
13 - Silverton Road	19.3	19.4	19.3	19.3	19.3	19.3	19.3	19.3	-0.2%
14 - Windsor Island Road	15.4	15.4	15.4	15.4	15.4	15.4	15.4	15.4	-0.1%
16 - Wallace Road	10.0	10.0	10.0	10.0	10.1	10.1	10.1	10.1	0.5%
17 - Edgewater Street	49.8	49.8	49.8	49.8	50.0	49.9	50.0	49.9	0.3%
18 - 12th / Liberty	23.1	23.1	23.1	23.1	23.1	23.1	23.1	23.1	-0.1%
19 - Broadway / River Road	58.1	58.1	58.1	58.1	58.0	58.0	58.0	58.0	-0.2%
21 - South Commercial	55.1	55.1	55.1	55.1	55.1	55.1	55.1	55.1	0.0%
22 - Library Loop	10.9	10.9	10.9	10.9	10.9	11.1	11.2	11.1	1.9%
23 - Lansing / Hawthorne	14.9	14.9	14.9	14.9	14.9	14.9	14.9	14.9	0.0%
24 - State / Lancaster	15.3	15.3	15.3	15.3	N/A	N/A	N/A	N/A	N/A
26 - Glen Creek / Orchard Heights	N/A	N/A	N/A	N/A	7.8	7.8	7.8	7.8	N/A
27 - Glen Creek / Eola	N/A	N/A	N/A	N/A	8.4	8.4	8.4	8.4	N/A
<i>Total</i>	<i>644.5</i>	<i>644.5</i>	<i>644.5</i>	<i>644.5</i>	<i>658.0</i>	<i>657.9</i>	<i>657.6</i>	<i>657.8</i>	<i>2.1%</i>
LOCAL COMMUTER EXPRESS ROUTES									
1X - Wilsonville / Salem Express	9.9	9.9	9.9	9.9	9.9	9.9	9.9	9.9	0.0%
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES									
91 - Garten Foundation	1.0	1.0	1.0	1.0	1.0	N/A	N/A	0.3	-65.6%
92 - Rockwest	0.6	0.6	0.6	0.6	0.6	N/A	N/A	0.2	-66.7%
9192 - Garten / Rockwest	N/A	N/A	N/A	N/A	N/A	1.2	1.1	N/A	N/A
<i>Total</i>	<i>1.6</i>	<i>1.6</i>	<i>1.6</i>	<i>1.6</i>	<i>1.6</i>	<i>1.2</i>	<i>1.1</i>	<i>1.3</i>	<i>-19.4%</i>
<i>Cherriots Local Total</i>	<i>656.0</i>	<i>656.0</i>	<i>656.0</i>	<i>656.0</i>	<i>669.5</i>	<i>669.0</i>	<i>668.5</i>	<i>669.0</i>	<i>2.0%</i>
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	13.1	13.1	13.1	12.9	13.5	13.0	12.8	13.1	1.1%
20X - N. Marion Co. / Salem Express	13.8	13.2	13.8	13.0	13.6	13.7	13.8	13.7	5.0%
30X - Santiam / Salem Express	12.3	12.3	12.3	12.2	12.3	12.1	11.8	12.1	-1.0%
40X - Polk County / Salem Express	14.6	14.5	14.6	14.5	14.1	14.2	14.2	14.1	-2.4%
50X - Dallas / Salem Express	2.7	2.6	2.7	2.7	2.7	2.7	2.8	2.7	0.6%
<i>Cherriots Regional Express Monthly Total</i>	<i>56.6</i>	<i>55.7</i>	<i>56.6</i>	<i>55.4</i>	<i>56.2</i>	<i>55.7</i>	<i>55.2</i>	<i>55.7</i>	<i>0.6%</i>
REGIONAL FLEX ROUTE									
Polk County Flex	12.1	11.9	10.6	11.6	15.6	12.4	11.5	13.2	14.1%
SHOP AND RIDE									
Dial-a-Ride	15.6	16.1	16.7	16.1	8.8	8.6	8.2	8.5	-47.0%
Shopper Shuttle	9.7	8.8	8.6	9.0	5.1	5.5	5.6	5.4	-40.4%
<i>Cherriots Shop and Ride Total</i>	<i>25.3</i>	<i>24.9</i>	<i>25.3</i>	<i>25.2</i>	<i>13.9</i>	<i>14.1</i>	<i>13.8</i>	<i>13.9</i>	<i>-44.7%</i>
LIFT									
ADA	115.5	113.0	111.9	113.5	118.7	119.9	112.1	117.0	3.1%
DD53	145.2	145.3	145.3	145.3	134.4	137.9	138.2	136.8	-5.9%
<i>Cherriots LIFT Total</i>	<i>260.7</i>	<i>258.4</i>	<i>257.2</i>	<i>258.8</i>	<i>253.0</i>	<i>257.8</i>	<i>250.2</i>	<i>253.8</i>	<i>-1.9%</i>

Table 3. Total Revenue Miles

Route (Service Days)	FY18 Q4				FY19 Q4			
	Apr 2018 21	May 2018 22	Jun 2018 21	Total 64	Apr 2019 22	May 2019 22	Jun 2019 20	Total 64
LOCAL BUS SERVICE								
2 - Market / Brown	14,368	15,047	14,368	43,783	15,046	15,053	13,659	43,758
3 - Portland Road	7,408	7,760	7,408	22,576	7,760	7,760	7,049	22,569
4 - State Street	3,193	3,345	3,193	9,731	6,755	6,755	6,141	19,651
5 - Center Street	13,646	14,299	13,649	41,594	14,299	14,299	12,983	41,581
6 - Fairview Industrial	7,150	7,490	7,150	21,790	7,538	7,538	6,830	21,906
7 - Mission Street	4,304	4,509	4,304	13,117	4,470	4,421	3,999	12,890
8 - 12th / Liberty	6,478	6,792	6,471	19,741	6,792	6,790	6,160	19,742
9 - Cherry / River Road	9,568	10,023	9,568	29,159	10,023	10,023	9,112	29,158
11 - Lancaster / Verda	25,380	26,596	25,386	77,362	29,969	29,969	27,229	87,167
12 - Hayesville Drive	4,008	4,199	4,008	12,215	4,330	4,330	3,936	12,596
13 - Silverton Road	6,099	6,398	6,107	18,604	6,162	6,118	5,555	17,835
14 - Windsor Island Road	4,760	4,986	4,760	14,506	4,986	4,986	4,533	14,505
16 - Wallace Road	2,932	3,063	2,925	8,920	2,947	2,947	2,679	8,573
17 - Edgewater Street	9,551	10,003	9,551	29,105	10,006	10,006	9,097	29,109
18 - 12th / Liberty	6,586	6,900	6,586	20,072	6,900	6,900	6,273	20,073
19 - Broadway / River Road	14,739	15,440	14,732	44,911	15,440	15,440	14,037	44,917
21 - South Commercial	14,323	15,013	14,331	43,667	15,505	15,504	14,094	45,103
22 - Library Loop	1,302	1,364	1,302	3,968	1,364	1,312	1,184	3,860
23 - Lansing / Hawthorne	4,052	4,245	4,052	12,349	4,245	4,221	3,833	12,299
24 - State / Lancaster	3,729	3,907	3,729	11,365	N/A	N/A	N/A	N/A
26 - Glen Creek / Orchard Heights	1,611	1,688	1,611	4,910	1,688	1,688	1,534	4,910
27 - Glen Creek / Eola	2,390	2,504	2,390	7,284	2,504	2,496	2,276	7,276
<i>Total</i>	<i>167,577</i>	<i>175,571</i>	<i>167,581</i>	<i>510,729</i>	<i>178,729</i>	<i>178,556</i>	<i>162,193</i>	<i>519,478</i>
LOCAL COMMUTER EXPRESS ROUTES								
1X - Wilsonville / Salem Express	6,718	7,038	6,718	20,474	7,024	7,036	6,398	20,458
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES								
91 - Garten Foundation	122	128	122	372	128	N/A	N/A	128
92 - Rockwest	202	212	202	616	212	N/A	N/A	212
9192 - Garten / Rockwest	N/A	N/A	N/A	N/A	N/A	240	204	N/A
<i>Total</i>	<i>324</i>	<i>340</i>	<i>324</i>	<i>988</i>	<i>340</i>	<i>240</i>	<i>204</i>	<i>784</i>
<i>Cherriots Local Total</i>	<i>174,619</i>	<i>182,949</i>	<i>174,623</i>	<i>532,191</i>	<i>186,093</i>	<i>185,832</i>	<i>168,795</i>	<i>540,720</i>
REGIONAL EXPRESS ROUTES								
10X - Woodburn / Salem Express	5,226	5,353	5,097	15,676	5,753	5,762	5,234	16,749
20X - N. Marion Co. / Salem Express	6,035	6,548	6,103	18,686	6,614	6,540	5,968	19,122
30X - Santiam / Salem Express	5,287	5,565	5,237	16,089	5,637	5,722	5,148	16,507
40X - Polk County / Salem Express	6,219	6,251	6,137	18,607	6,520	6,549	5,925	18,994
50X - Dallas / Salem Express	1,416	1,432	1,429	4,277	1,485	1,502	1,356	4,343
<i>Cherriots Regional Express Monthly Total</i>	<i>24,183</i>	<i>25,149</i>	<i>24,003</i>	<i>73,335</i>	<i>26,009</i>	<i>26,075</i>	<i>23,631</i>	<i>75,715</i>
REGIONAL FLEX ROUTE								
Polk County Flex	3,520	3,406	2,675	9,601	3,865	3,235	2,991	10,091
SHOP AND RIDE								
Dial-a-Ride	3,518	4,109	3,785	11,412	2,523	2,601	2,088	7,212
Shopper Shuttle	1,537	1,670	1,584	4,791	1,215	1,283	1,129	3,627
<i>Cherriots Shop and Ride Total</i>	<i>5,055</i>	<i>5,779</i>	<i>5,369</i>	<i>16,203</i>	<i>3,738</i>	<i>3,884</i>	<i>3,217</i>	<i>10,839</i>
LIFT								
ADA	29,047	31,321	28,129	88,497	31,265	31,815	27,473	90,553
DD53	38,478	42,103	38,992	119,573	36,672	37,500	34,219	108,391
<i>Cherriots LIFT Total</i>	<i>67,525</i>	<i>73,424</i>	<i>67,121</i>	<i>208,070</i>	<i>67,937</i>	<i>69,315</i>	<i>61,692</i>	<i>198,944</i>

Table 4. Average Revenue Miles / Day

Route (Service Days)	FY18 Q4				FY19 Q4				Percent Change
	Apr 2018 21	May 2018 22	Jun 2018 21	Total 64	Apr 2019 22	May 2019 22	Jun 2019 20	Total 64	
LOCAL BUS SERVICE									
2 - Market / Brown	684.2	684.0	684.2	684.1	683.9	684.2	683.0	683.7	-0.1%
3 - Portland Road	352.8	352.7	352.8	352.8	352.7	352.7	352.5	352.6	0.0%
4 - State Street	152.0	152.0	152.0	152.0	307.0	307.0	307.1	307.0	101.9%
5 - Center Street	649.8	650.0	650.0	649.9	650.0	650.0	649.2	649.7	0.0%
6 - Fairview Industrial	340.5	340.5	340.5	340.5	342.6	342.6	341.5	342.3	0.5%
7 - Mission Street	205.0	205.0	205.0	205.0	203.2	201.0	200.0	201.4	-1.7%
8 - 12th / Liberty	308.5	308.7	308.1	308.5	308.7	308.6	308.0	308.5	0.0%
9 - Cherry / River Road	455.6	455.6	455.6	455.6	455.6	455.6	455.6	455.6	0.0%
11 - Lancaster / Verda	1,208.6	1,208.9	1,208.9	1,208.8	1,362.2	1,362.2	1,361.5	1,362.0	12.7%
12 - Hayesville Drive	190.9	190.9	190.9	190.9	196.8	196.8	196.8	196.8	3.1%
13 - Silverton Road	290.4	290.8	290.8	290.7	280.1	278.1	277.8	278.7	-4.1%
14 - Windsor Island Road	226.7	226.6	226.7	226.7	226.6	226.6	226.7	226.6	0.0%
16 - Wallace Road	139.6	139.2	139.3	139.4	134.0	134.0	134.0	134.0	-3.9%
17 - Edgewater Street	454.8	454.7	454.8	454.8	454.8	454.8	454.9	454.8	0.0%
18 - 12th / Liberty	313.6	313.6	313.6	313.6	313.6	313.6	313.7	313.6	0.0%
19 - Broadway / River Road	701.9	701.8	701.5	701.7	701.8	701.8	701.9	701.8	0.0%
21 - South Commercial	682.0	682.4	682.4	682.3	704.8	704.7	704.7	704.7	3.3%
22 - Library Loop	62.0	62.0	62.0	62.0	62.0	59.6	59.2	60.3	-2.7%
23 - Lansing / Hawthorne	193.0	193.0	193.0	193.0	193.0	191.9	191.7	192.2	-0.4%
24 - State / Lancaster	177.6	177.6	177.6	177.6	N/A	N/A	N/A	N/A	N/A
26 - Glen Creek / Orchard Heights	76.7	76.7	76.7	76.7	76.7	76.7	76.7	76.7	0.0%
27 - Glen Creek / Eola	113.8	113.8	113.8	113.8	113.8	113.5	113.8	113.7	-0.1%
<i>Total</i>	<i>7,979.9</i>	<i>7,980.5</i>	<i>7,980.0</i>	<i>7,980.1</i>	<i>8,124.0</i>	<i>8,116.2</i>	<i>8,109.7</i>	<i>8,116.8</i>	<i>1.7%</i>
LOCAL COMMUTER EXPRESS ROUTES									
1X - Wilsonville / Salem Express	319.9	319.9	319.9	319.9	319.3	319.8	319.9	319.7	-0.1%
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES									
91 - Garten Foundation	5.8	5.8	5.8	5.8	5.8	N/A	N/A	2.0	-65.6%
92 - Rockwest	9.6	9.6	9.6	9.6	9.6	N/A	N/A	3.3	-65.6%
9192 - Garten / Rockwest	N/A	N/A	N/A	N/A	N/A	10.9	10.2	N/A	N/A
<i>Total</i>	<i>15.4</i>	<i>15.5</i>	<i>15.4</i>	<i>15.4</i>	<i>15.5</i>	<i>10.9</i>	<i>10.2</i>	<i>12.3</i>	<i>-20.6%</i>
<i>Cherriots Local Total</i>	<i>8,315.2</i>	<i>8,315.9</i>	<i>8,315.4</i>	<i>8,315.5</i>	<i>8,458.8</i>	<i>8,446.9</i>	<i>8,439.8</i>	<i>8,448.8</i>	<i>1.6%</i>
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	248.9	243.3	242.7	244.9	261.5	261.9	261.7	261.7	6.8%
20X - N. Marion Co. / Salem Express	287.4	297.6	290.6	292.0	300.6	297.3	298.4	298.8	2.3%
30X - Santiam / Salem Express	251.8	253.0	249.4	251.4	256.2	260.1	257.4	257.9	2.6%
40X - Polk County / Salem Express	296.1	284.1	292.2	290.7	296.4	297.7	296.3	296.8	2.1%
50X - Dallas / Salem Express	67.4	65.1	68.0	66.8	67.5	68.3	67.8	67.9	1.5%
<i>Cherriots Regional Express Monthly Total</i>	<i>1,151.6</i>	<i>1,143.1</i>	<i>1,143.0</i>	<i>1,145.9</i>	<i>1,182.2</i>	<i>1,185.2</i>	<i>1,181.6</i>	<i>1,183.0</i>	<i>3.2%</i>
REGIONAL FLEX ROUTE									
Polk County Flex	167.6	154.8	127.4	150.0	175.7	147.0	149.6	157.7	5.1%
SHOP AND RIDE									
Dial-a-Ride	167.5	186.8	180.2	178.3	114.7	118.2	104.4	112.7	-36.8%
Shopper Shuttle	73.2	75.9	75.4	74.9	55.2	58.3	56.5	56.7	-24.3%
<i>Cherriots Shop and Ride Total</i>	<i>240.7</i>	<i>262.7</i>	<i>255.7</i>	<i>253.2</i>	<i>169.9</i>	<i>176.5</i>	<i>160.9</i>	<i>169.4</i>	<i>-33.1%</i>
LIFT									
ADA	1,383.2	1,423.7	1,339.5	1,382.8	1,421.1	1,446.1	1,373.7	1,414.9	2.3%
DD53	1,832.3	1,913.8	1,856.8	1,868.3	1,666.9	1,704.5	1,711.0	1,693.6	-9.4%
<i>Cherriots LIFT Total</i>	<i>3,215.5</i>	<i>3,337.5</i>	<i>3,196.2</i>	<i>3,251.1</i>	<i>3,088.0</i>	<i>3,150.7</i>	<i>3,084.6</i>	<i>3,108.5</i>	<i>-4.4%</i>

Table 5. Total Boardings

Route (Service Days)	FY18 Q4				FY19 Q4			
	Apr 2018 21	May 2018 22	Jun 2018 21	Total 64	Apr 2019 22	May 2019 22	Jun 2019 20	Total 64
LOCAL BUS SERVICE								
2 - Market / Brown	28,134	29,729	23,445	81,308	26,669	26,721	21,685	75,075
3 - Portland Road	14,615	15,202	13,920	43,737	15,919	15,564	13,064	44,547
4 - State Street	7,040	7,868	6,540	21,448	15,379	15,351	13,264	43,994
5 - Center Street	24,164	25,880	22,514	72,558	24,981	26,131	21,156	72,268
6 - Fairview Industrial	5,763	5,431	5,294	16,488	4,636	4,580	4,123	13,339
7 - Mission Street	5,621	5,749	5,190	16,560	5,135	5,431	4,812	15,378
8 - 12th / Liberty	9,596	10,043	8,544	28,183	10,115	10,124	8,558	28,797
9 - Cherry / River Road	9,533	10,547	9,289	29,369	11,050	11,043	9,147	31,240
11 - Lancaster / Verda	44,423	46,893	40,789	132,105	46,357	46,778	39,772	132,907
12 - Hayesville Drive	1,679	1,835	1,607	5,121	2,065	2,066	1,966	6,097
13 - Silverton Road	10,470	10,866	9,703	31,039	12,343	12,381	10,617	35,341
14 - Windsor Island Road	2,281	2,495	2,052	6,828	2,448	2,597	2,212	7,257
16 - Wallace Road	3,133	3,257	3,194	9,584	3,365	3,558	2,869	9,792
17 - Edgewater Street	13,546	14,258	13,055	40,859	14,807	14,997	12,778	42,582
18 - 12th / Liberty	8,434	9,056	8,370	25,860	8,842	9,018	7,360	25,220
19 - Broadway / River Road	30,014	31,557	28,430	90,001	30,705	31,701	26,577	88,983
21 - South Commercial	28,183	31,238	27,552	86,973	30,398	30,969	26,482	87,849
22 - Library Loop	1,018	1,593	1,477	4,088	1,324	1,629	1,469	4,422
23 - Lansing / Hawthorne	3,191	3,340	2,908	9,439	3,365	3,568	3,019	9,952
24 - State / Lancaster	6,837	7,445	6,576	20,858	N/A	N/A	N/A	N/A
26 - Glen Creek / Orchard Heights	808	1,065	723	2,596	963	734	483	2,180
27 - Glen Creek / Eola	926	1,046	957	2,929	719	990	919	2,628
<i>Total</i>	<i>259,409</i>	<i>276,393</i>	<i>242,129</i>	<i>777,931</i>	<i>271,585</i>	<i>275,931</i>	<i>232,332</i>	<i>779,848</i>
LOCAL COMMUTER EXPRESS ROUTES								
1X - Wilsonville / Salem Express	2,805	3,033	2,785	8,623	2,992	2,936	2,491	8,419
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES								
91 - Garten Foundation	160	195	135	490	46	N/A	N/A	46
92 - Rockwest	350	426	341	1,117	242	N/A	N/A	242
9192 - Garten / Rockwest	N/A	N/A	N/A	N/A	N/A	199	154	353
<i>Total</i>	<i>510</i>	<i>621</i>	<i>476</i>	<i>1,607</i>	<i>288</i>	<i>199</i>	<i>154</i>	<i>641</i>
<i>Cherriots Local Total</i>	<i>262,724</i>	<i>280,047</i>	<i>245,390</i>	<i>788,161</i>	<i>274,865</i>	<i>279,066</i>	<i>234,977</i>	<i>788,908</i>
REGIONAL EXPRESS ROUTES								
10X - Woodburn / Salem Express	1,286	1,292	1,064	3,642	1,151	1,235	1,077	3,463
20X - N. Marion Co. / Salem Express	800	815	779	2,394	947	1,129	860	2,936
30X - Santiam / Salem Express	1,448	1,434	1,337	4,219	1,291	1,482	1,206	3,979
40X - Polk County / Salem Express	3,219	3,440	3,291	9,950	3,998	4,356	3,676	12,030
50X - Dallas / Salem Express	417	540	502	1,459	436	518	440	1,394
<i>Cherriots Regional Express Monthly Total</i>	<i>7,170</i>	<i>7,521</i>	<i>6,973</i>	<i>21,664</i>	<i>7,823</i>	<i>8,720</i>	<i>7,259</i>	<i>23,802</i>
REGIONAL FLEX ROUTE								
Polk County Flex	908	919	804	2,631	601	514	528	1,643
SHOP AND RIDE								
Dial-a-Ride	522	569	541	1,632	335	340	288	963
Shopper Shuttle	389	423	391	1,203	280	297	276	853
<i>Cherriots Shop and Ride Total</i>	<i>911</i>	<i>992</i>	<i>932</i>	<i>2,835</i>	<i>615</i>	<i>637</i>	<i>564</i>	<i>1,816</i>
LIFT								
ADA	5,148	5,285	5,160	15,593	6,004	5,893	5,022	16,919
DD53	6,465	6,906	6,425	19,796	6,154	6,164	5,684	18,002
<i>Cherriots LIFT Total</i>	<i>11,613</i>	<i>12,191</i>	<i>11,585</i>	<i>35,389</i>	<i>12,158</i>	<i>12,057</i>	<i>10,706</i>	<i>34,921</i>

Table 6. Average Boardings / Day

Route (Service Days)	FY18 Q4				FY19 Q4				Percent Change
	Apr 2018 21	May 2018 22	Jun 2018 21	Total 64	Apr 2019 22	May 2019 22	Jun 2019 20	Total 64	
LOCAL BUS SERVICE									
2 - Market / Brown	1,339.7	1,351.3	1,116.4	1,270.4	1,212.2	1,214.6	1,084.3	1,173.0	-7.7%
3 - Portland Road	696.0	691.0	662.9	683.4	723.6	707.5	653.2	696.0	1.9%
4 - State Street	335.2	357.6	311.4	335.1	699.0	697.8	663.2	687.4	105.1%
5 - Center Street	1,150.7	1,176.4	1,072.1	1,133.7	1,135.5	1,187.8	1,057.8	1,129.2	-0.4%
6 - Fairview Industrial	274.4	246.9	252.1	257.6	210.7	208.2	206.2	208.4	-19.1%
7 - Mission Street	267.7	261.3	247.1	258.8	233.4	246.9	240.6	240.3	-7.1%
8 - 12th / Liberty	457.0	456.5	406.9	440.4	459.8	460.2	427.9	450.0	2.2%
9 - Cherry / River Road	454.0	479.4	442.3	458.9	502.3	502.0	457.4	488.1	6.4%
11 - Lancaster / Verda	2,115.4	2,131.5	1,942.3	2,064.1	2,107.1	2,126.3	1,988.6	2,076.7	0.6%
12 - Hayesville Drive	80.0	83.4	76.5	80.0	93.9	93.9	98.3	95.3	19.1%
13 - Silverton Road	498.6	493.9	462.0	485.0	561.0	562.8	530.9	552.2	13.9%
14 - Windsor Island Road	108.6	113.4	97.7	106.7	111.3	118.0	110.6	113.4	6.3%
16 - Wallace Road	149.2	148.0	152.1	149.8	153.0	161.7	143.5	153.0	2.2%
17 - Edgewater Street	645.0	648.1	621.7	638.4	673.0	681.7	638.9	665.3	4.2%
18 - 12th / Liberty	401.6	411.6	398.6	404.1	401.9	409.9	368.0	394.1	-2.5%
19 - Broadway / River Road	1,429.2	1,434.4	1,353.8	1,406.3	1,395.7	1,441.0	1,328.9	1,390.4	-1.1%
21 - South Commercial	1,342.0	1,419.9	1,312.0	1,359.0	1,381.7	1,407.7	1,324.1	1,372.6	1.0%
22 - Library Loop	48.5	72.4	70.3	63.9	60.2	74.0	73.5	69.1	8.2%
23 - Lansing / Hawthorne	152.0	151.8	138.5	147.5	153.0	162.2	151.0	155.5	5.4%
24 - State / Lancaster	325.6	338.4	313.1	325.9	N/A	N/A	N/A	N/A	N/A
26 - Glen Creek / Orchard Heights	38.5	48.4	34.4	40.6	43.8	33.4	24.2	34.1	N/A
27 - Glen Creek / Eola	44.1	47.5	45.6	45.8	32.7	45.0	46.0	41.1	N/A
<i>Total</i>	<i>12,352.8</i>	<i>12,563.3</i>	<i>11,530.0</i>	<i>12,155.2</i>	<i>12,344.8</i>	<i>12,542.3</i>	<i>11,616.6</i>	<i>12,185.1</i>	<i>0.2%</i>
LOCAL COMMUTER EXPRESS ROUTES									
1X - Wilsonville / Salem Express	133.6	137.9	132.6	134.7	136.0	133.5	124.6	131.5	-2.4%
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES									
91 - Garten Foundation	7.6	8.9	6.4	7.7	2.1	N/A	N/A	2.1	-72.7%
92 - Rockwest	16.7	19.4	16.2	17.5	11.0	N/A	N/A	11.0	-37.0%
9192 - Garten / Rockwest	N/A	N/A	N/A	N/A	N/A	9.0	7.7	N/A	N/A
<i>Total</i>	<i>24.3</i>	<i>28.2</i>	<i>22.7</i>	<i>25.1</i>	<i>13.1</i>	<i>9.0</i>	<i>7.7</i>	<i>10.0</i>	<i>-60.1%</i>
<i>Cherriots Local Total</i>	<i>12,510.7</i>	<i>12,729.4</i>	<i>11,685.2</i>	<i>12,315.0</i>	<i>12,493.9</i>	<i>12,684.8</i>	<i>11,748.9</i>	<i>12,326.7</i>	<i>0.1%</i>
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	61.2	58.7	50.7	56.9	52.3	56.1	53.9	54.1	-4.9%
20X - N. Marion Co. / Salem Express	38.1	37.0	37.1	37.4	43.0	51.3	43.0	45.9	22.6%
30X - Santiam / Salem Express	69.0	65.2	63.7	65.9	58.7	67.4	60.3	62.2	-5.7%
40X - Polk County / Salem Express	153.3	156.4	156.7	155.5	181.7	198.0	183.8	188.0	20.9%
50X - Dallas / Salem Express	19.9	24.5	23.9	22.8	19.8	23.5	22.0	21.8	-4.5%
<i>Cherriots Regional Express Monthly Total</i>	<i>341.4</i>	<i>341.9</i>	<i>332.0</i>	<i>338.5</i>	<i>355.6</i>	<i>396.4</i>	<i>363.0</i>	<i>371.9</i>	<i>9.9%</i>
REGIONAL FLEX ROUTE									
Polk County Flex	43.2	41.8	38.3	41.1	27.3	23.4	26.4	25.7	-37.6%
SHOP AND RIDE									
Dial-a-Ride	24.9	25.9	25.8	25.5	15.2	15.5	14.4	15.0	-41.0%
Shopper Shuttle	18.5	19.2	18.6	18.8	12.7	13.5	13.8	13.3	-29.1%
<i>Cherriots Shop and Ride Total</i>	<i>43.4</i>	<i>45.1</i>	<i>44.4</i>	<i>44.3</i>	<i>28.0</i>	<i>29.0</i>	<i>28.2</i>	<i>28.4</i>	<i>-35.9%</i>
LIFT									
ADA	245.1	240.2	245.7	243.6	272.9	267.9	251.1	264.4	8.5%
DD53	307.9	313.9	306.0	309.3	279.7	280.2	284.2	281.3	-9.1%
<i>Cherriots LIFT Total</i>	<i>553.0</i>	<i>554.1</i>	<i>551.7</i>	<i>553.0</i>	<i>552.6</i>	<i>548.0</i>	<i>535.3</i>	<i>545.6</i>	<i>-1.3%</i>



Table 7. Average Boardings / Revenue Hour

Route (Service Days)	FY18 Q4				FY19 Q4				Percent Change
	Apr 2018 21	May 2018 22	Jun 2018 21	Total 64	Apr 2019 22	May 2019 22	Jun 2019 20	Total 64	
LOCAL BUS SERVICE									
2 - Market / Brown	24.8	25.0	20.6	23.5	22.4	22.5	20.1	21.7	-7.6%
3 - Portland Road	23.2	23.0	22.1	22.8	24.1	23.7	21.9	23.3	2.2%
4 - State Street	21.8	23.2	20.2	21.8	22.5	22.5	21.4	22.1	1.7%
5 - Center Street	20.3	20.7	18.9	20.0	20.0	20.9	18.7	19.9	-0.3%
6 - Fairview Industrial	12.2	10.9	11.2	11.4	9.3	9.2	9.1	9.2	-19.2%
7 - Mission Street	17.3	16.9	16.0	16.7	11.5	12.2	11.9	11.9	-28.9%
8 - 12th / Liberty	19.9	29.5	26.3	19.2	20.0	20.0	18.7	19.6	2.2%
9 - Cherry / River Road	14.8	15.6	14.4	14.9	16.3	16.3	14.9	15.9	6.3%
11 - Lancaster / Verda	22.6	22.7	20.7	22.0	20.7	20.9	19.6	20.4	-7.4%
12 - Hayesville Drive	5.4	5.6	5.2	5.4	6.4	6.4	6.6	6.4	18.9%
13 - Silverton Road	25.9	25.5	23.9	25.1	29.1	29.2	27.5	28.6	14.1%
14 - Windsor Island Road	7.1	7.4	6.4	6.9	7.2	7.7	7.2	7.4	6.4%
16 - Wallace Road	14.8	14.8	15.1	14.9	15.2	16.0	14.3	15.2	1.7%
17 - Edgewater Street	13.0	13.0	12.5	12.8	13.5	13.7	12.8	13.3	3.9%
18 - 12th / Liberty	17.4	17.8	17.2	17.5	17.4	17.7	15.9	17.0	-2.4%
19 - Broadway / River Road	24.6	24.7	23.3	24.2	24.1	24.8	22.9	24.0	-1.0%
21 - South Commercial	24.3	25.8	23.8	24.6	25.1	25.5	24.0	24.9	1.0%
22 - Library Loop	4.5	6.7	6.5	5.9	5.5	6.6	6.6	6.2	6.2%
23 - Lansing / Hawthorne	10.2	10.2	9.3	9.9	10.3	10.9	10.1	10.4	5.4%
24 - State / Lancaster	21.3	22.2	20.5	21.3	N/A	N/A	N/A	N/A	N/A
26 - Glen Creek / Orchard Heights	4.9	6.2	4.4	5.2	5.6	4.3	3.1	4.4	-16.0%
27 - Glen Creek / Eola	5.3	5.7	5.4	5.5	3.9	5.4	5.5	4.9	-10.1%
<i>Total</i>	19.2	19.5	17.9	18.9	18.8	19.1	17.7	18.5	-1.8%
LOCAL COMMUTER EXPRESS ROUTES									
1X - Wilsonville / Salem Express	13.6	14.0	13.5	13.7	13.8	13.5	12.6	13.3	-2.4%
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES									
91 - Garten Foundation	7.6	8.9	6.4	7.7	2.1	N/A	N/A	2.1	-72.7%
92 - Rockwest	26.9	32.8	26.2	28.6	18.6	N/A	N/A	18.6	-35.0%
9192 - Garten / Rockwest	N/A	N/A	N/A	N/A	N/A	7.7	7.0	7.4	N/A
<i>Total</i>	15.0	17.7	14.0	15.6	8.2	7.7	7.0	7.7	-50.5%
<i>Cherriots Local Total</i>	19.1	19.4	17.8	18.8	18.7	19.0	17.6	18.4	-1.9%
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	4.9	4.5	3.9	4.4	3.9	4.3	4.2	4.1	-5.9%
20X - N. Marion Co. / Salem Express	3.1	2.8	2.7	2.9	3.2	3.8	3.1	3.4	16.8%
30X - Santiam / Salem Express	5.7	5.3	5.2	5.4	4.8	5.6	5.1	5.1	-4.7%
40X - Polk County / Salem Express	10.7	10.8	10.8	10.7	12.9	14.0	13.0	13.3	23.8%
50X - Dallas / Salem Express	7.1	9.3	8.8	8.4	7.3	8.6	8.0	8.0	-5.0%
<i>Cherriots Regional Express Monthly Total</i>	6.3	6.1	5.9	6.1	6.3	7.1	6.6	6.7	9.2%
REGIONAL FLEX ROUTE									
Polk County Flex	3.6	3.5	3.6	3.6	1.8	1.9	2.3	1.9	-45.2%
SHOP AND RIDE									
Dial-a-Ride	1.6	1.6	1.5	1.6	1.7	1.8	1.8	1.8	11.4%
Shopper Shuttle	1.9	2.2	2.2	2.1	2.5	2.5	2.5	2.5	19.0%
<i>Cherriots Shop and Ride Total</i>	1.7	1.8	1.8	1.8	2.0	2.0	2.1	2.0	15.8%
LIFT									
ADA	2.1	2.1	2.2	2.1	2.3	2.2	2.2	2.3	5.2%
DDS3	2.1	2.2	2.1	2.1	2.1	2.0	2.1	2.1	-3.4%
<i>Cherriots LIFT Total</i>	2.1	2.1	2.1	2.1	2.2	2.1	2.1	2.1	0.6%


Table 8. Year-To-Date Total Revenue Hours, Revenue Miles, and Boardings

	Revenue Hours			Revenue Miles			Boardings		
	FY18	FY19	Percent Change	FY18	FY19	Percent Change	FY18	FY19	Percent Change
LOCAL BUS SERVICE									
2 - Market / Brown	13,685	13,631	-0.4%	173,086	172,344	-0.4%	302,172	281,720	-6.8%
3 - Portland Road	7,588	7,552	-0.5%	89,048	88,873	-0.2%	166,327	167,130	0.5%
4 - State Street	3,883	7,135	83.7%	38,318	70,556	84.1%	79,719	153,485	92.5%
5 - Center Street	14,352	14,296	-0.4%	164,321	163,737	-0.4%	281,198	270,698	-3.7%
6 - Fairview Industrial	5,683	5,690	0.1%	86,146	86,216	0.1%	68,680	53,424	-22.2%
7 - Mission Street	3,918	4,799	22.5%	51,848	51,169	-1.3%	67,611	57,656	-14.7%
8 - 12th / Liberty	5,807	5,775	-0.6%	78,006	77,690	-0.4%	110,781	106,130	-4.2%
9 - Cherry / River Road	7,776	7,743	-0.4%	115,261	114,784	-0.4%	110,611	114,359	3.4%
11 - Lancaster / Verda	23,194	25,320	9.2%	301,919	336,409	11.4%	498,330	496,212	-0.4%
12 - Hayesville Drive	3,740	3,725	-0.4%	48,287	49,333	2.2%	20,537	20,979	2.2%
13 - Silverton Road	5,118	4,859	-5.1%	73,667	70,932	-3.7%	113,902	125,305	10.0%
14 - Windsor Island Road	3,888	3,874	-0.4%	57,342	57,115	-0.4%	23,567	24,989	6.0%
16 - Wallace Road	2,505	2,537	1.3%	31,940	33,997	6.4%	35,053	36,452	4.0%
17 - Edgewater Street	12,477	12,558	0.6%	114,814	114,592	-0.2%	158,751	157,072	-1.1%
18 - 12th / Liberty	5,841	5,827	-0.2%	79,321	78,990	-0.4%	98,526	99,189	0.7%
19 - Broadway / River Road	14,693	14,616	-0.5%	177,455	176,802	-0.4%	346,054	338,919	-2.1%
21 - South Commercial	13,940	13,888	-0.4%	172,601	176,544	2.3%	341,740	330,894	-3.2%
22 - Library Loop	2,544	2,751	8.1%	15,479	15,516	0.2%	13,709	15,833	15.5%
23 - Lansing / Hawthorne	3,771	3,755	-0.4%	48,817	48,555	-0.5%	35,715	34,963	-2.1%
24 - State / Lancaster	3,863	672	-82.6%	44,929	7,813	-82.6%	77,606	13,792	-82.2%
26 - Glen Creek / Orchard Heights	993	1,970	98.4%	9,744	19,334	98.4%	4,988	8,726	74.9%
27 - Glen Creek / Eola	1,063	2,107	98.2%	14,454	28,672	98.4%	5,058	9,211	82.1%
<i>Total</i>	<i>160,322</i>	<i>165,080</i>	<i>3.0%</i>	<i>1,986,803</i>	<i>2,039,973</i>	<i>2.7%</i>	<i>2,960,635</i>	<i>2,917,138</i>	<i>-1.5%</i>
LOCAL COMMUTER EXPRESS ROUTES									
1X - Wilsonville / Salem Express	2,494	2,484	-0.4%	80,936	80,497	-0.5%	32,801	34,019	3.7%
QUALIFIED HUMAN SERVICES ROUTES									
91 - Garten Foundation	240	209	-12.9%	1,471	1,217	-17.3%	2,343	1,091	-53.4%
92 - Rockwest	150	128	-14.7%	2,433	2,020	-17.0%	4,355	2,876	-34.0%
9192 - Garten / Rockwest	N/A	48	N/A	N/A	444	N/A	N/A	353	N/A
<i>Total</i>	<i>390</i>	<i>385</i>	<i>-1.3%</i>	<i>3,904</i>	<i>3,681</i>	<i>-5.7%</i>	<i>6,698</i>	<i>4,320</i>	<i>-35.5%</i>
<i>Cherriots Local Y-T-D Total</i>	<i>163,206</i>	<i>167,949</i>	<i>2.9%</i>	<i>2,071,643</i>	<i>2,124,151</i>	<i>2.5%</i>	<i>3,000,134</i>	<i>2,955,477</i>	<i>-1.5%</i>
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	3,191	3,396	6.4%	62,370	64,854	4.0%	14,624	14,472	-1.0%
20X - N. Marion Co. / Salem Express	3,115	3,454	10.9%	72,510	75,336	3.9%	8,787	9,984	13.6%
30X - Santiam / Salem Express	3,012	3,101	3.0%	62,873	64,415	2.5%	14,232	15,383	8.1%
40X - Polk County / Salem Express	3,580	3,580	0.0%	72,615	74,831	3.1%	36,389	41,970	15.3%
50X - Dallas / Salem Express	695	685	-1.4%	17,418	17,161	-1.5%	5,540	5,141	-7.2%
<i>Cherriots Regional Express Y-T-D Total</i>	<i>13,593</i>	<i>14,216</i>	<i>4.6%</i>	<i>287,786</i>	<i>296,597</i>	<i>3.1%</i>	<i>79,572</i>	<i>86,950</i>	<i>9.3%</i>
REGIONAL FLEX ROUTE									
Polk County Flex	3,018	3,508	16.2%	41,237	38,742	-6.1%	10,971	6,960	-36.6%
<i>Cherriots Regional Y-T-D Total</i>	<i>16,611</i>	<i>17,724</i>	<i>6.7%</i>	<i>329,023</i>	<i>335,339</i>	<i>1.9%</i>	<i>90,543</i>	<i>93,910</i>	<i>3.7%</i>
SHOP AND RIDE									
Dial-a-Ride	3,403	3,314	-2.6%	39,093	39,102	0.0%	5,333	5,443	2.1%
Shopper Shuttle	1,954	1,652	-15.5%	15,630	16,038	2.6%	4,646	4,129	-11.1%
<i>Cherriots Shop and Ride Y-T-D Total</i>	<i>5,357</i>	<i>4,966</i>	<i>-7.3%</i>	<i>54,723</i>	<i>55,140</i>	<i>0.8%</i>	<i>9,979</i>	<i>9,572</i>	<i>-4.1%</i>
LIFT									
ADA	27,931	28,435	1.8%	343,052	340,688	-0.7%	63,091	64,365	2.0%
DD53	36,144	35,749	-1.1%	466,205	450,510	-3.4%	76,578	73,450	-4.1%
<i>Cherriots LIFT Y-T-D Total</i>	<i>64,075</i>	<i>64,184</i>	<i>0.2%</i>	<i>809,257</i>	<i>791,198</i>	<i>-2.2%</i>	<i>139,669</i>	<i>137,815</i>	<i>-1.3%</i>

FY19 Q4 Performance Report
 April-June 2019





Changes by Service
 FY18 to FY19

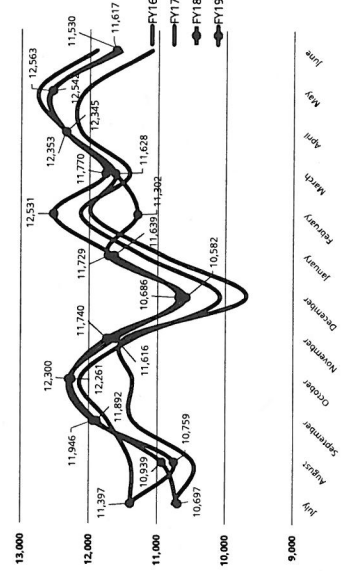


Cherriots Local Change Between FY18 and FY19

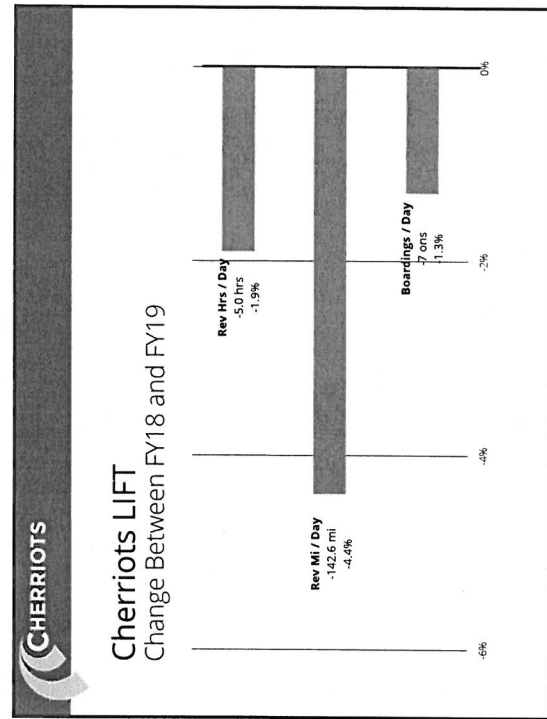
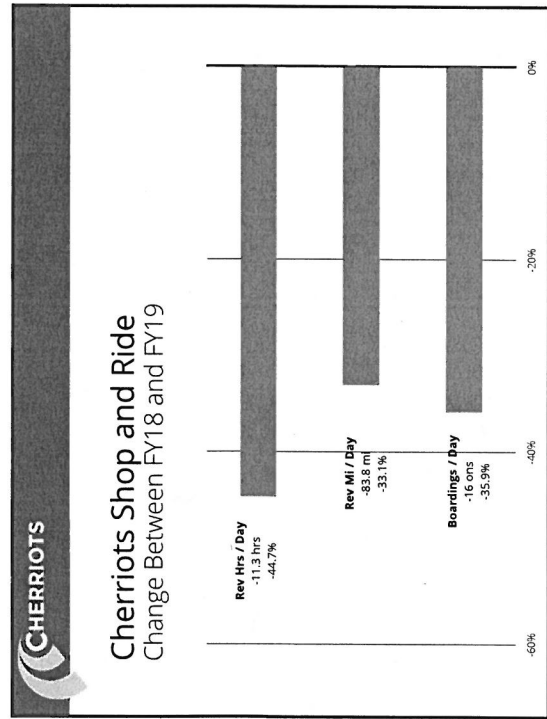
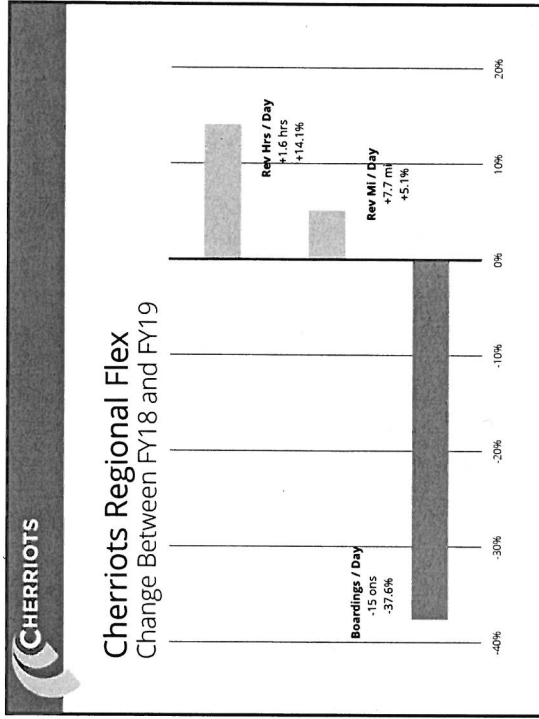
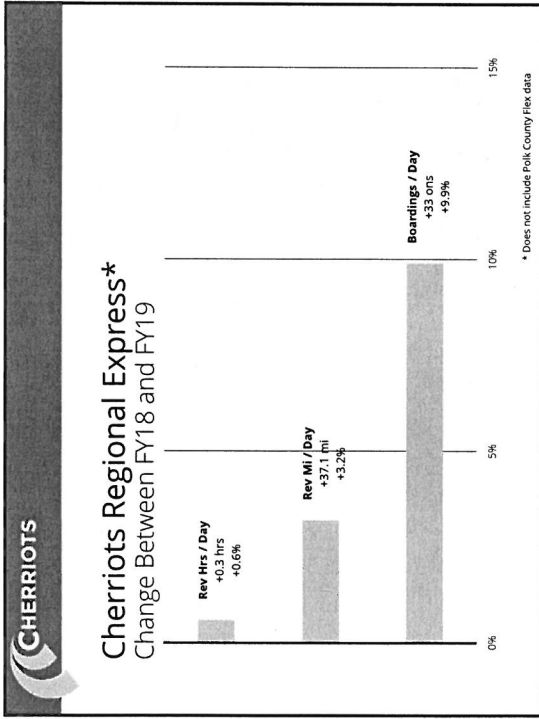
Metric	Change	Percentage
Rev Hrs / Day	+130 hrs	+2.0%
Rev MI / Day	+1333 mi	+1.6%
Boardings / Day	+12 oncs	+0.1%



Cherriots Local Avg Daily Boardings by Month
 Comparing FY16, FY17, FY18, and FY19



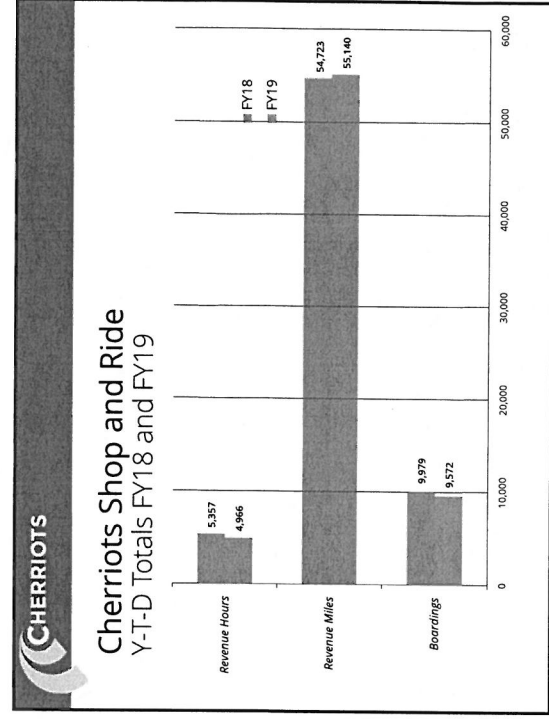
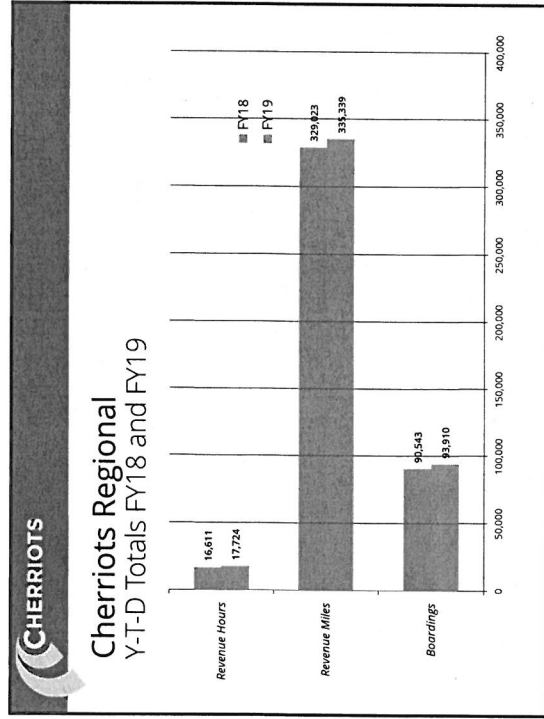
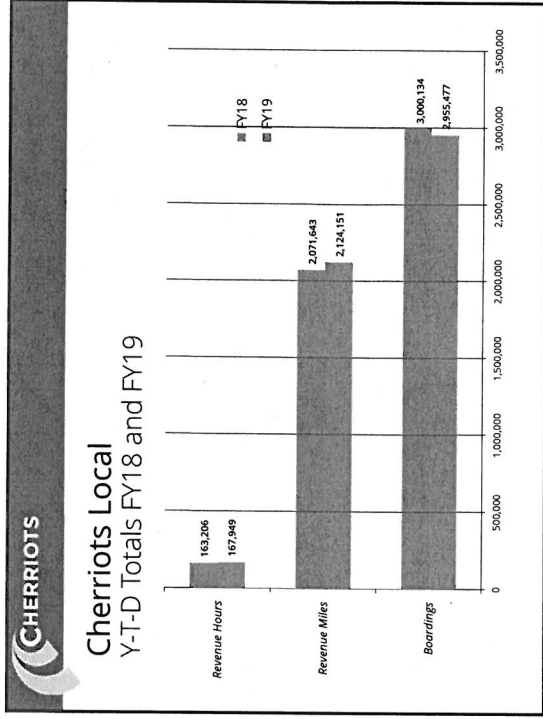
Month	FY16	FY17	FY18	FY19
July	10,697	10,759	10,686	10,582
August	10,359	11,892	11,616	11,390
September	11,397	11,946	11,740	11,617
October	12,300	12,261	10,686	11,390
November	11,740	11,729	11,616	11,390
December	11,740	11,729	11,616	11,390
January	11,740	11,729	11,616	11,390
February	12,531	12,353	11,770	11,617
March	12,531	12,353	11,770	11,617
April	12,531	12,353	11,770	11,617
May	12,531	12,353	11,770	11,617
June	12,531	12,353	11,770	11,617

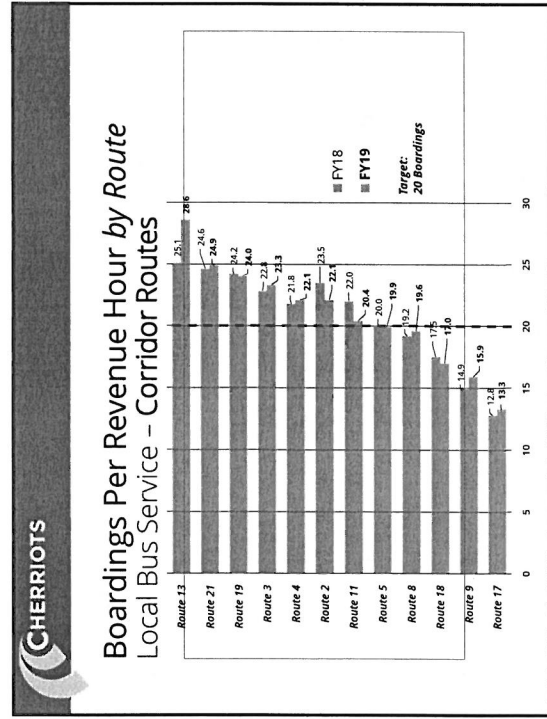
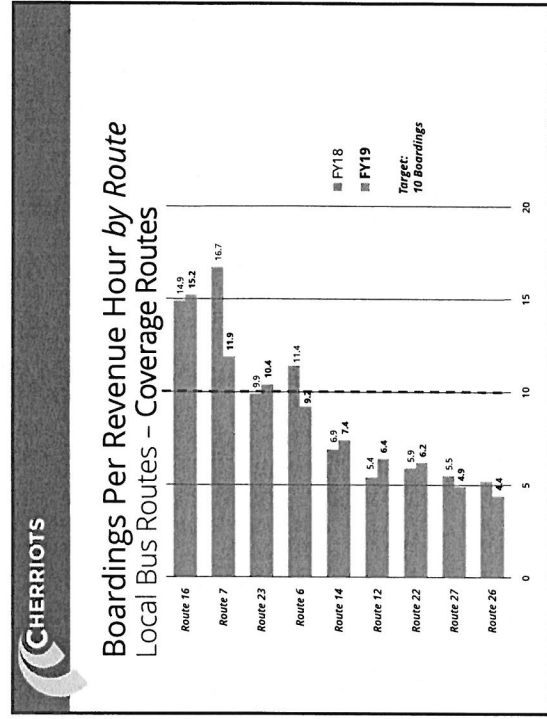
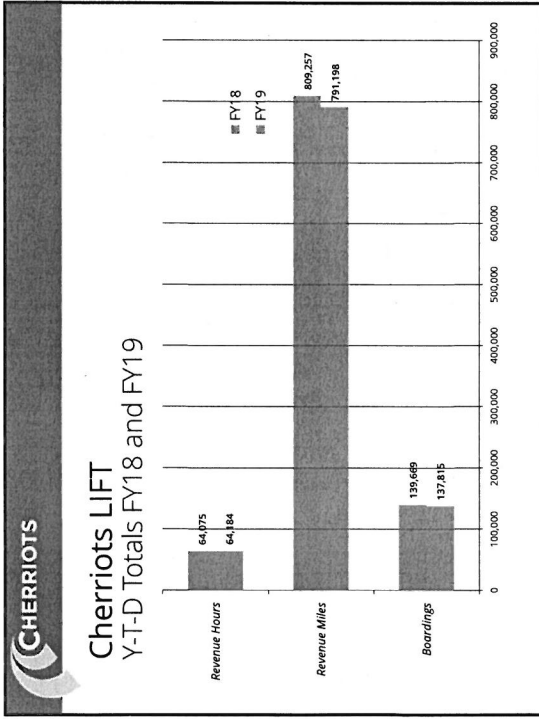
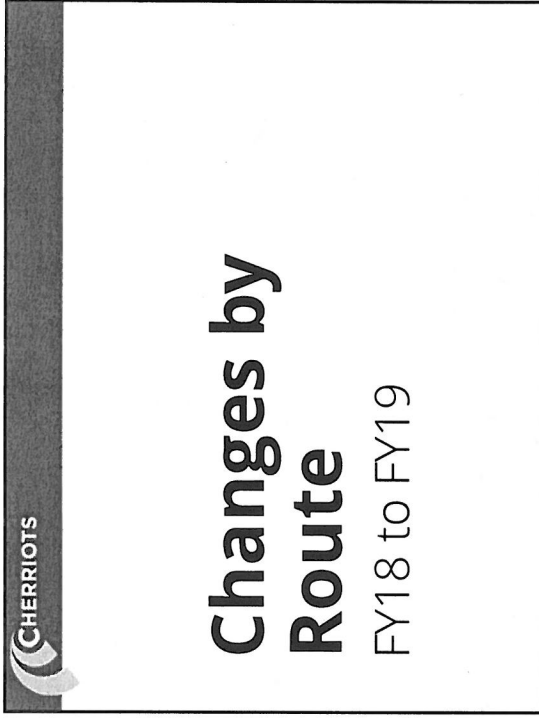


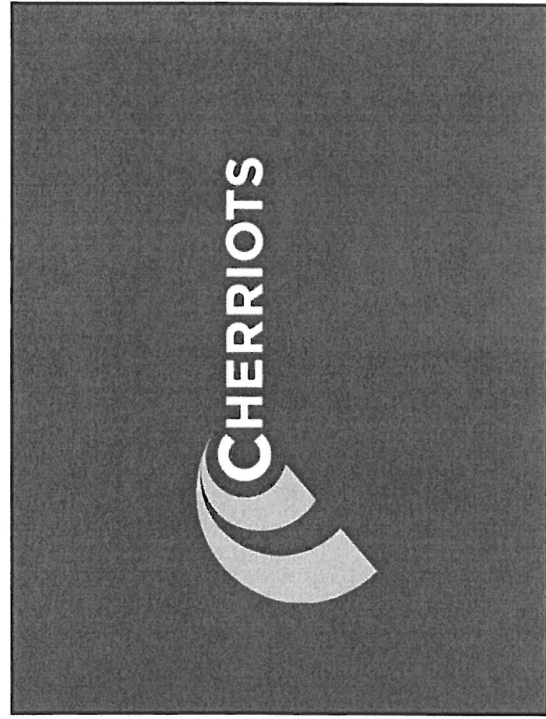
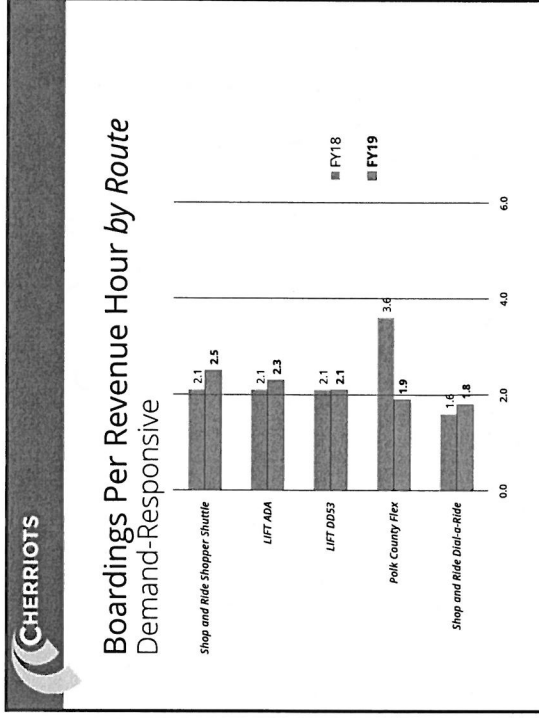
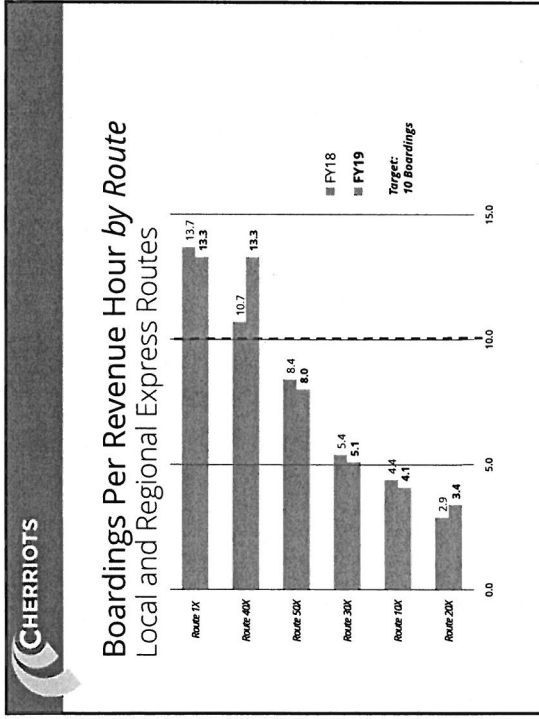
CHERRIOTS

Totals by Service

FY18 to FY19









BOARD MEETING MEMO

Agenda Item H.4

To: Board of Directors

From: Roxanne Beltz, Trip Choice Program Coordinator
Patricia Feeny, Director of Communication

Thru: Allan Pollock, General Manager

Date: August 22, 2019

Subject: Cherriots Trip Choice FY 2018-2019 – Fourth Quarter Report

ISSUE

The fourth quarter report of the FY 2018-2019 Cherriots Trip Choice Program.

BACKGROUND AND FINDINGS

The activities, goals, and metrics of the Cherriots Trip Choice program are structured around the 2018-2019 Oregon Department of Transportation approved work plan, which details specific goals and activities to be accomplished during the year.

FINANCIAL IMPACT

None

RECOMMENDATION

None

PROPOSED MOTION

Information only

CHERRIOTS TRIP CHOICE

Fourth Quarter Report - FY 2018-2019

April ~ May ~ June 2019

During the fourth quarter of FY 2018-2019, Cherriots Trip Choice continued its work utilizing the ODOT approved work plan, which includes reporting based on four overarching goal categories: Awareness and Understanding, Safety, Expanded Markets, and Congestion and Construction Mitigation. Under each goal there are a variety of projects and programs. However, not all goal areas or all projects will be addressed every quarter.

AWARENESS AND UNDERSTANDING

Community outreach

Staff attended these outreach events in the fourth quarter:

- Transit Day at the Capitol
- Winema Place Health & Career Fair
- Earth Day at The Oregon Garden
- Earth Day at Chemeketa Community College
- Safety Break Oregon at Oregon Department of Revenue
- Walk & Roll Night @ Kennedy Elementary
- Hallman Elementary Resource Fair
- Cherriots Employee Wellness Fair
- Gilbert House Summer Block Party

During these events, Trip Choice provided regional bicycle maps, Wander Walks maps, 500 blinking lights, and information about services. Staff interacts with a wide variety of members of the public at these events. For example, at The Oregon Garden's Earth Day event, staff talked about Cherriots and transportation options with over 200 of the 1,000 attendees. And at the Walk & Roll Night, staff fitted and gave away 30 new bike helmets as well as 150 bike light sets.

Social media

The Trip Choice social media channels (Facebook, Instagram, Twitter) focused on promoting the community events staff attended, including Bike Month Challenge, Get On Board Day, A Better Cherriots campaign, available vanpool routes, and Salem's new cycle share system called Ride Salem. Total page followers has increased by 61 percent on Facebook, which is the primary social media channel for Trip Choice.

Employee transportation coordinators

The quarterly employee transportation coordinators (ETC) networking meeting was held June 20, at the Downtown Transit Center and was attended by 30 area ETC's. Topics included a presentation from ODOT's Stephanie Millar about the new "Get There" tool, Cherriot's service updates, and a communication team outreach update. There were also promotional items available and time was provided for attendees to share any updates or information from their organizations.

EXPANDED MARKETS

Group Pass Program

This quarter, staff continued its focus on restructuring the Group Pass Program (GPP). The new quarterly pass was designed and ordered for production. Program materials were drafted and designed for Cherriot's employees and external groups.

The Department of Land Conservation & Development (LCD) enrolled 60 employees into the GPP. During the next fiscal year, LCD will promote transit as a commuter benefit. Cherriot's staff will host a kickoff party and presentation at LCD in July to introduce the GPP and the Get There tool.

The Northeast Salem Community Impact Survey

Marion County Environmental Services and Trip Choice worked together to create a collaborative survey to gauge the impact residents from northeast Salem have on traveling. The survey results will help inform local transportation programs and projects with insight and direction. This survey will run through July.

Valley VanPool

Valley VanPool supports 44 vanpools (29 of those vans are subsidized by Trip Choice), which serve more than 400 commuters in the Willamette Valley. This past quarter, staff met with Valley Vanpool partners and discussed a rebranding strategy.

A long term goal of this program is to grow and expand to a statewide vanpool service. After careful discussion, the partners decided to rename the program as "Vanpool Northwest." It will launch this fall. This timing will align with the annual transportation options statewide campaign, the Get There Challenge (formerly Oregon Drive Less Challenge). In the coming months, the partners will be developing a marketing and outreach strategy, as well as establishing new processes with the current vendor to streamline reporting and communication with the vanpool riders.

SAFETY

Bicycle outreach and education

Staff partnered with Marion County Health and Human Services to fit helmets and distribute bike light sets at Aumsville Elementary School and Kennedy Elementary School. Staff distributed bicycle safety information and bike light sets at the Woodburn Fire Department/Walmart Kids Bike Safety Rodeo and the Northeast Salem Bike Rodeo at Adam Stephens Middle School. Staff fit helmets and participated in the Harritt Elementary School Bike Rodeo.

DRIVE LESS CONNECT

Fourth quarter 2018-2019

Drive Less Connect is Oregon's secure, easy-to-use, online ride-matching tool for people who want to share the ride to work, school, or play.

Total active users	388	Carpool trips	929
Total registered users	5,372	Did Not Work trips	514
New users.....	78	Vanpool trips	918
Non SOV Miles Logged	89,840	Walk trips	304
Bike trips	586	Telework trips	180
Bus trips	514	Drive Alone trips	578

Ridematching statistics

Ridematch search performed 11,585
 Ridematch search with no results.. 2,848
 Ridematch requests sent..... 4,719

Emergency ride home

Six new people enrolled into the Emergency Ride Home Program and three trips were utilized.

PROGRAM WORK

Ride Salem cycle share

Ride Salem officially launched its program June 22 on city property near the Downtown Transit Center at the corner of Chemeketa and Church streets. Salem Mayor Chuck Bennett offered words of support at the ribbon cutting, which also was attended by Kiki Dohman of the Trip Choice program, along with many of the program sponsors and supporters. Additional cycle share stations are located at the Northwest Rehabilitation Associates in West Salem, corner of Church and Ferry streets, Park Place by Ferry and Trade streets, and near the Riverfront Park Carousel.

As a business supporter, the Cherriots Trip Choice logo is featured on two of the fleet's bicycles. In addition, the Trip Choice team is working on an internal employee program to encourage participation and bike use.

Sept. 7 – Saturday service kick off

Cherriots will kick off the start of Saturday service on Sept. 7. This public event is scheduled from 10 a.m. to 4 p.m. at the Downtown Transit Center, with activities on or near the north block.

A new bus will be available for people to tour. Staff representing Travel Training, Trip Choice, and Marketing will have tables with information and promotional items commemorating this special day in Cherriots history. Vendors will set up food carts along Chemeketa Street between High and Church streets. To date, the planning committee has secured a balloon artist, DJ, and Caesar the No Drama Lama.

Initially, Trip Choice had planned to have a traditional Open Streets event occur in conjunction with the Saturday kick off. However, with the volume of other events taking place during the year (more than 400 according to the city), Cherriots elected to move Open Streets Salem to May 2020 during National Bike Month.

ONGOING PARTICIPATION EXTERNAL

Part of the program's success depends on ongoing participation in community and industry groups where Trip Choice can make valuable connections and learn best practices.

- Association for Commuter Transportation – Board member
- ACT Cascade Chapter – Board member
- Just Walk Salem/Keizer - Steering Committee
- Open Streets Salem - Steering Committee
- Safe Routes To School - Steering Committee



- Salem Bike Club - Education and Community Outreach Committee
- Salem for Refugees - Transportation Action Committee
- Salem-Keizer Active Transportation Networking Group
- Statewide TDM quarterly meetings
- Transportation Options Group of Oregon – Board members
- Valley VanPool Partnership
- Willamette University sustainability networking group

ONGOING PARTICIPATION INTERNAL

- 40th Anniversary Celebration
- September 7 Planning Committee
- Banquet Committee
- Bus Roadeo Committee
- Connects Committee
- Sustainability Committee
- Wellness Committee

**Trip Choice
Fourth Quarter Report
2018 - 2019**



Roxanne Beltz
Trip Choice Coordinator
Agenda Item H.4



Goal Areas


- Awareness and Understanding
- Expanded Markets
- Safety
- Congestion/Construction Mitigation

**Awareness and
Understanding**



Community Outreach

- Transit Day at the Capitol
- Winema Place Health & Career Fair
- Earth Day at The Oregon Garden
- Earth Day at Chemeketa Community College

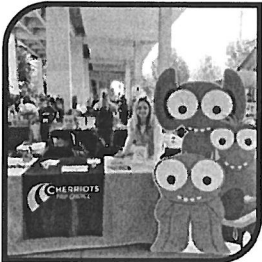


EARTH DAY

CERRIOTS
TRIP CHOICE

Community Outreach

- Walk & Roll Night at Kennedy School
- Hallman Elementary
- Cherrlots employee wellness fair
- Gilbert House summer block party



CERRIOTS
TRIP CHOICE

Expanded Markets

CERRIOTS
TRIP CHOICE


Group Pass Program/Employer Outreach

- State agencies
- Large business partners
- Local business partners
- Rural business partners



CERRIOTS
TRIP CHOICE

44 vanpools; 400 commuters




Valley VanPool

Later this year Valley VanPool will become Vanpool Northwest.

CHERRIOTS
TRIP CHOICE

Northeast Salem Community Impact Survey

- Marion County Environmental Services



EAST SALEM COMMUNITY IMPACT SURVEY
TAKE THE SURVEY & YOU COULD WIN A \$50 GIFT CARD!
SURVEY IS OPEN JAY 1ST-JULY 31ST.

CHERRIOTS
TRIP CHOICE

Safety

CHERRIOTS
TRIP CHOICE

CHERRIOTS
TRIP CHOICE


Community/Partner Events

Marion County Health and Human Services

- Aumsville Elementary
- Kennedy Elementary

Woodburn Fire Department

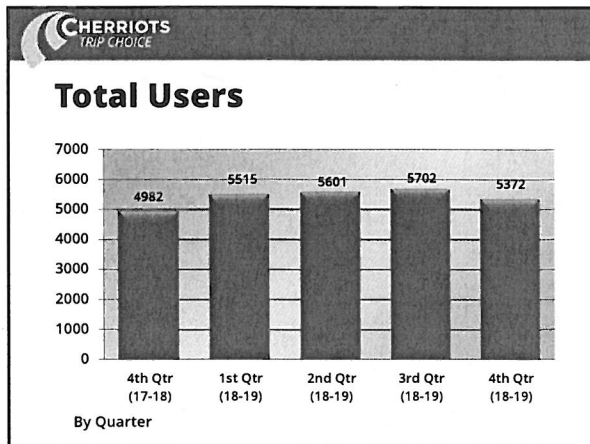
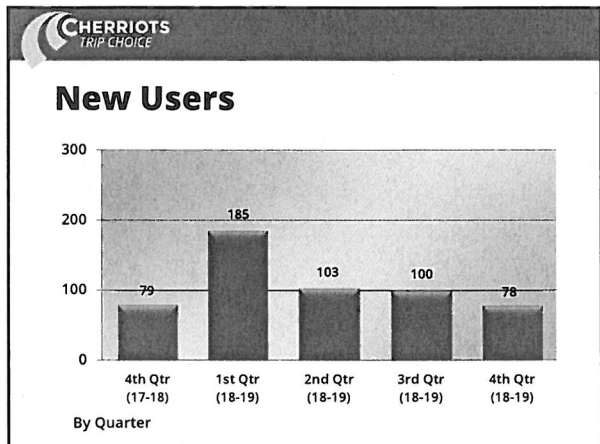
- Stephens Middle School
- Harritt Elementary



CHERRIOTS
TRIP CHOICE

Drive Less Connect Users

CHERRIOTS
TRIP CHOICE



CERRIOTS TRIP CHOICE

Coming attractions

- Ride Salem cycle share
- Sept. 7 celebration

SATURDAY'S ALRIGHT (FOR RIDING)

CERRIOTS TRIP CHOICE

Questions?