



Salem Area Mass Transit District
Board of Directors Work Session Minutes

Senator Hearing Room: 555 Court St. NE, Salem, Oregon 97301

June 13, 2024

Attendees:

Board: President Maria Hinojos Pressey, Directors Joaquín Lara Midkiff, Ramiro Navarro Jr., Sadie Carney, Ian Davidson, Sara Duncan, and Bill Holmstrom.

Staff: General Manager Allan Pollock, DGM David Trimble, CIO Art Boulanger, CFO Denise LaRue, CHRO Jaél Rose, CCO Patricia Feeny, CPDO Shofi Ull Azum, COO Tom Dietz, Security and Emergency Management Manager Karen Garcia, Security Coordinator Justin Kinyon, and Executive Assistant Kirra Pressey.

Guest: ETC Institute Field Manager Henry Danneberg (Virtual), Legal Counsel Sara Sayles (Virtual)

I. CALL TO ORDER

President Hinojos Pressey called the work session to order at 5:30 PM.

Attendance was noted.

A. Safety Moment

General Manager Pollock delivered the Safety Moment, highlighting summer safety tips such as staying hydrated, protecting your skin and eyes, and moderating time spent in the heat.

B. Announcements – None

II. PRESENTATION(S) | DISCUSSION(S)

A. Employee Engagement Survey Results

Presenter: CHRO Jaél Rose

Staff Report: Pg. Addendum #1

CHRO Rose provided a brief overview of ETC Institute and the services they have provided for the District this year. She discussed the survey context and methodology, indicating that the survey took place from April 1-15, 2024. She described the various methods offered to employees to complete the survey. One hundred and thirty-nine completed surveys were received, representing a 60% participation rate. She compared the results from last year's survey to this year's. She also outlined the next

steps regarding the survey results, which will include focus groups to explore what staff means by improved safety and communication.

B. Safety & Security Discussion

Presenter: DGM David Trimble, Security and Emergency Management Manager Karen Garcia, and Security Coordinator Justin Kinyon

Staff Report: Pg. Addendum #2

DGM Trimble provided discussion points to be covered in the presentation, along with background on the surrounding issues, noting that this is a national issue, not just localized to the District. He highlighted that national trends in employee assaults are soaring and are driven by broader societal issues. Security and Emergency Management Manager Garcia noted a significant increase in the number of incidents this year compared to last year. She pointed out that there has been a higher percentage of incidents involving youth and that assaultive incidents have almost doubled from last year. She discussed stakeholders including SPD, PPC, and DPI, and noted the staffing challenges each has faced. She elaborated on the impacts of the increased incidents on riders, employees, and operations. Lastly, she outlined current and future actions to address the rise in incidents. Security Coordinator Kinyon presented several incidents from the most recent months, providing an in-depth look at each.

GENERAL MANAGER COMMENTS

A. Upcoming Board Agenda Items

B. Board Calendar Review

Presenter: GM Pollock

Staff Report: Pg. 3-4

GM Pollock highlighted upcoming agenda and calendar items.

III. ADJOURN

President Maria Hinojos Pressey Adjourned the work session at 8:05 PM.