

Salem Area Mass Transit District

BOARD OF DIRECTORS VIRTUAL MEETING

Thursday, May 28, 2020 at 6:30 PM
Courthouse Square – Senator Hearing Room
555 Court Street NE, Salem, Oregon 97301

Join with Google Meet: meet.google.com/pst-hikz-mys

Google Live Stream: stream.meet.google.com/stream/3322a142-025d-40e6-a449-3ae4759b2ec4

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(Detailed Instruction to participate in the meeting are on the next page)

At this time, the Cherriots administration office and the Courthouse Square building are closed to the public in accordance with the COVID-19 guidelines. Board meetings will be held virtually until the guidelines have been lifted.

Public testimony on any of the agenda items is welcomed and can be submitted in writing by email to publictestimony@cherriots.org or mailed to: SAMTD Board, 555 Court Street NE, Suite 5230, Salem, Oregon 97301 by 5pm on Wednesday, May 27, 2020. Written testimony received will be provided to the Board of Directors and will be included in the public record for the meeting. You may also contact the Clerk of the Board at (503) 588-2424 for instructions to testify.

The order of business may be revised at the President's discretion. Due to time constraints, items on the agenda not considered will be continued to the next regularly scheduled Board meeting.

INSTRUCTIONS FOR THE SAMTD BOARD OF DIRECTORS *VIRTUAL* MEETING

The Board meeting will be broadcast live on:

- CCTV Cable Channel 21
- Cherriots Facebook Live - <https://www.facebook.com/cherriots/>
- CCTV Video Streaming - <https://www.cctvsalem.org/all>
- Google Live Stream: stream.meet.google.com/stream/3322a142-025d-40e6-a449-3ae4759b2ec4

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No microphone or camera on your computer?

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- Call the ConferenceAmerica Line Toll Free: (US) +1 888-537-7715 | Passcode: 45466249#

Please contact the Clerk of the Board for more information.

Linda J. Galeazzi, CMC, Executive Assistant | Clerk of the Board
General Manager's Office | Salem Area Mass Transit District
e: linda.galeazzi@cherriots.org | Board: publictestimony@cherriots.org
p: (503)361-7535 | w: <http://www.cherriots.org/board/>

For the *Google Meet* App on your cellphone. Go to:

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For an electronic copy of the Board's agenda packet, go to www.cherriots.org/board.

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Para obtener una copia electrónica del paquete de agenda de la Junta, visite www.cherriots.org/board.

**SAMTD BOARD OF DIRECTORS
VIRTUAL MEETING AGENDA
Thursday, May 28, 2020**

A. CALL TO ORDER (President Ian Davidson)	
1. Note of Attendance for a Quorum	
2. Pledge of Allegiance (Director Robert Krebs)	
3. Safety Moment (General Manager Allan Pollock)	
B. ANNOUNCEMENTS & CHANGES TO AGENDA	
C. PRESENTATION	
D. PUBLIC COMMENT (publictestimony@cherriots.org)	
Written testimony received by 5:00 p.m. Wednesday, May 27 will be provided to the Board of Directors in advance of the meeting and will be included into the public record for this meeting.	
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. April 23, 2020 Board of Directors Meeting	5
F. ITEMS DEFERRED FROM THE CONSENT CALENDAR	
G. ACTION ITEMS	
1. Resolution No. 2020-02 Update Title VI Program	29
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K. ADJOURN BOARD MEETING	

Next VIRTUAL Board Meeting and Budget Hearing Date: Thursday, June 25, 2020

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Salem Area Mass Transit District
BOARD OF DIRECTORS "VIRTUAL" MEETING

April 23, 2020

Index of Board Actions

<u>Action</u>	<u>Page</u>
Moved to approve the Consent Calendar:	3
1. <u>Approval of Minutes</u>	
a. February 27, 2020 Board of Directors Meeting	
b. February 27, 2020 Board Work Session	
 Moved to approve the FY2021-2023 General Manager’s Strategic Work Plan with the amended target date for the ‘Climate Action Plan’ project to Fiscal Year 2022	4

The April 23, 2020 Board meeting was held virtually and live on Cherriotics Facebook Live, via Google Hangout Meets, Conference America, and on CCTV Cable Channel 21. The Board meeting was video recorded for later viewing on the CCTV website at www.cctvsalem.org.

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Salem Area Mass Transit District
BOARD OF DIRECTORS "VIRTUAL" MEETING

April 23, 2020
Courthouse Square – Senator Hearing Room
555 Court Street NE, Salem, Oregon 973010

MINUTES

PRESENT Board	(<i>In person</i>) President Ian Davidson; (<i>by Google Meets</i>) Directors, Charles Richards, Colleen Busch, Sadie Carney (logged in at 6:45 p.m.), Chi Nguyen, Doug Rodgers, and Robert Krebs
Staff	(<i>In person</i>) Allan Pollock, General Manager; David Trimble, Deputy General Manager/COO; Patricia Feeny, Director of Communication; Paula Dixon, Director of Administration; Stephen Custer, Digital Marketing Coordinator (Facebook Live); Jolene White, Administrative Assistant, SIPM; Linda Galeazzi, Executive Assistant; (<i>by Google Meets</i>): Steve Dickey, Director of Strategic Initiative & Program Management (SIPM) and Ben Fetherston, SAMTD Legal Counsel
Guests	Randy Morgan, citizen; Mikel Burke, Cherrlots Transit Operator and Executive Officer, ATU Local 757 Board

A. CALL TO ORDER

6:30 PM

President Davidson called the meeting to order and led the Pledge of Allegiance. Attendance was noted and a quorum was present.

Mr. Pollock shared a *Safety Moment* about the practice of social distancing during the COVID-19 pandemic.

B. ANNOUNCEMENTS AND CHANGES TO THE AGENDA

President Davidson expressed a huge thank you with his heartfelt gratitude to the Cherrlots staff for the exceptional job they have done throughout the pandemic.

C. PRESENTATIONS

1. FY2020 State Legislative Session Briefing

Presenter: Dale Penn, SAMTD Legislative Advocate

Staff Report: Pages 25-35 in the agenda

Mr. Penn reported that the District focused its 2020 Legislative Session priorities on defense and implementation. Its main goals were defending historic investments in transit services resulting from the 2017 Transportation Package and monitoring any effort to sweep those dollars into alternative (non-transit related) funds. In



In addition, the District's other high priority efforts were to ensure that language was adopted to consolidate the Special Transportation Fund (STF) and the Statewide Transportation Improvement Fund (STIF) to stabilize services to vulnerable populations. Finally, the District began conversations with lawmakers about a clean fuels exchange legislative concept to introduce in the 2021 session that would convert existing and expired business energy tax credits into Clean Fuels credits. The District owns two tax credits and is registered as a Clean Fuels credit generator with the DEQ.

D. PUBLIC COMMENT - There were no public comments.

E. CONSENT CALENDAR

7:03 PM

1. Approval of Minutes

a. February 27, 2020 Board of Directors Meeting

b. February 27, 2020 Board Work Session

Motion to: Moved to approve the Consent Calendar:
Motion by: Director Robert Krebs
Second: Director Doug Rodgers
Discussion: No items were deferred from the Consent Calendar.
Vote: Motion passed unanimously (7): Davidson, Carney, Krebs, Nguyen, Busch, Rodgers and Richards

F. ITEMS DEFERRED FROM THE CONSENT CALENDAR - None

G. ACTION ITEMS

7:05 PM

1. Shall the Board Approve the G.M. Strategic Work Plan for FY 2021-2023?

Presenter: Allan Pollock, General Manager

Staff Report: Pages 25-35 in the agenda

Mr. Pollock reported that draft versions of the FY 2021 General Manager Performance Evaluation and FY 2021-23 Strategic Work Plan were reviewed at the February 2020 Work Session for comment. Based on that discussion, staff made revisions to the Performance Evaluation and the Strategic Work Plan for Board action.



Director Busch asked how the COVID-19 pandemic and social distancing is overarching the General Manager’s Work Plan. How does it fit with other emergency processes, for example if there was a major earthquake?

Mr. Pollock responded that this will be a future discussion by the organization and the Board about the “new normal” without knowing what that will be yet. It will be a part of the Budget Committee discussions. He gave examples to consider about what the facility should look like with COVID-19. Whether the facility infrastructure needs to be assessed or whether to purchase electric buses. There is a proposal to address security.

Director Carney said that some of the work plan items have an associated cost. The Board will want to discuss how to expend the money forward. Service is highly important. We need to recognize needs to be malleable.

President Davidson said that one aspect he liked was there was some flexibility and they could tweak some things. He recommended that the target date for the Climate Action Plan project be moved from fiscal year 2023 to 2022.

Motion to: Moved to approve the FY2021-2023 General Manager’s Strategic Work Plan with the amended target date for the ‘Climate Action Plan’ project to Fiscal Year 2022.
Motion by: Director Colleen Busch
Second: Director Sadie Carney
Vote: Motion passed unanimously (7): Davidson, Carney, Krebs, Nguyen, Busch, Rodgers and Richards

H. INFORMATION ITEMS

7:20 PM

1. Update on the District’s Actions Concerning COVID-19

Division Directors provided both verbal and written reports on the actions they took in their areas of responsibility due to the effects of COVID-19. (Herein given as **Attachments A – E** and by this reference made a part of these Minutes)

I. GENERAL MANAGER’S REPORT

8:05 PM

Mr. Pollock reported that on May 1, 2020, he will represent the District by serving on the American Public Transportation Association’s Recovery and Restoration Task Force.



J. BOARD OF DIRECTORS REPORTS

8:07 PM

Board members report, both verbally and in writing, on their Board assignments, and citizen communications as representative of the District.

1. **MWVCOG:** President Davidson reported that the Mid-Willamette Valley Council of Governments sent out an email regarding business loans in the community earlier today that he will forward to the Board.
2. **MWACT:** President Davidson reported that the Mid-Willamette Area Commission on Transportation held a meeting in April. The agenda and minutes for that meeting can be found on the Oregon Department of Transportation's website.
3. **SKATS:** Director Carney reported that the Salem-Keizer Area Transportation Study Policy Committee meeting is scheduled for May 28.
4. **OMPOC:** Director Krebs reported that the Oregon Metropolitan Planning Organization Consortium held a virtual meeting last month. OMPOC is on schedule with the Transportation Improvement Plan for 2020-2026 which is currently out for public comment. He has also attended virtual meetings of his neighborhood associations and for transportation advocacy groups that he is a member of.
5. **CAC:** Director Busch reported that the Citizens Advisory Committee meeting was cancelled.
6. **APANO:** Director Nguyen stated that she is the executive director of the Asian Pacific American Network of Oregon and that the Transportation Coordinator and Community Organizer for the organization has been working with South East Portland Chinese parents in fundraising efforts to support front line workers and vulnerable populations. They were able to purchase medical-surgical masks and would like to donate 3,000 masks to Cherriots for the transit operators who provide passengers with rides for their essential trips.

K. MEETING ADJOURNED

8:14 PM

Respectfully submitted,

President/Presiding Officer



BOARD MEETING MEMO

For Minutes of the April 23, 2020 Board Meeting
ATTACHMENT A – Operations Division

To: Board of Directors

From: David Trimble, Deputy General Manager/COO

Thru: Allan Pollock, General Manager/CEO

Date: April 23, 2020

Subject: Update to the Board of Directors on COVID-19 Activities

Background

- The World Health Organization (WHO) declared COVID-19 outbreak a pandemic on March 11, 2020 and two days later on March 13, the U.S. declared a national emergency.
- Governor Kate Brown issued an Executive Order on March 23, 2020. The order directed for citizens to stay at home with the exception of travel for essential trips and to practice social distancing.
- Early on during the initial days of the Coronavirus outbreak, Cherriots experienced a high number of employees who tested positive for COVID-19 and several other employees had subsequently sought testing.
- During the third week in March approximately 60% of our frontline employees were off work. This resulted in an inability to provide all of our service leaving quite a few gaps in our overall service.
- For a number of days, we continued to deliver service commensurate with the total number of transit operators and supervisors available. Service was not consistent.

- Subsequently, in an effort to flatten the curve, on March 30th, the difficult decision was made to temporarily suspend service. Service was suspended for six (6) service days.

Staff responded to all these operational impacts through strategic planning and with the following actions:

- On March 17th, Cherrits staff took greater measures to address social distancing by restricting access to the Downtown Transit Center’s lobby area—only allowing customers to use restrooms, but customers were not allowed to wait in the lobby. Staff also reduced the hours of the customer service desk.
- Also on March 17, Cherrits began requiring all riders to enter and exit through the rear doors on all trips. The only exceptions were to those persons who used a mobility device, seniors and persons with disabilities.
- On March 19, the General Manager issued a Declaration of Emergency due to current operational conditions and from guidance from state and federal leaders. On March 31st Cherrits temporarily suspended all local and regional transportation services. The only exception was that our ADA Complementary Paratransit service would continue to run for those rider who needed life-sustaining trips for medical and dialysis treatment.
- On March 10th The Executive Leadership Team initiated Executive Planning meetings which still occur twice daily. The purpose of these meetings is for daily executive coordination and response to the events driving our response to the pandemic. During these sessions all ELT members report out on COVID-19 related matters and other issues which effect District business.
- We realized early on that we needed to strengthen our partnership with our Union partners. Key staff members have been meeting regularly, through conference calls with the Amalgamated Transit Union about two or three times weekly. The purpose of those check-in meetings is to ensure consistent messaging and true partnership efforts. Staff has been very transparent with Union officials and Union Leadership has expressed their appreciation for our mutually-beneficial communication.

- An interdivisional task force was created to manage our response to COVID-19. This COVID-19 Task Force serves as a planning entity and allows for coordination opportunities to discuss service levels, employee status, policy updates, PPE availability, supply ordering and overall employee wellness.
- At the beginning of the pandemic, staff took extraordinary steps to encourage social distancing both in our facilities and our vehicles. In mid-March managers began the process of removing furniture from breakroom areas to other public spaces like conference rooms. This lessened the possibility that too many employees would gather in one space.
- Cherriots closed all public facing areas. This included restrooms at transit centers and the customer service lobby. After cleaning, we moved breakroom tables and chairs into the lobby area to provide more layover space for frontline employees.
- We later added decals and notifications in common areas in an effort to further educate the workforce on social distancing.
- Cherriots implemented a policy whereby all riders would board and exit through the rear doors of all vehicles and staff cordoned off seats inside the vehicles and set a limit of fewer than 8-9 persons on a Cherriots Local vehicle at any point.
- Staff also added signage to our vehicles and at the transit centers encouraging riders to practice social distancing while on our vehicles, at stops and shelters, and at transit centers. We also programmed all overhead signs to remind the public that their rides should only be for essential trip purposes.

Staff has worked diligently to ensure ample supplies of Personal Protective Equipment

- Since the beginning of the pandemic, staff has provided to all front-line employees, and others, the proper PPE in order for employees to perform their jobs safely and effectively.
- We began with a robust hand-washing campaign to ensure employees washed hands often and thoroughly. Employees have been issued gloves, face masks,

goggles (Maintenance employees) and face shields for transit operators to use when boarding riders in mobility devices.

- Staff meets weekly to keep an inventory of all PPE equipment and works diligently to get in the queue of suppliers in order to keep our sufficient supply levels.

We created a robust Daily Vehicle and Facility Cleaning schedule

- Maintenance staff created a nightly schedule to clean and sanitize all buses while in the yard. Extra attention was given to all common touch points on vehicles (hand rails, stanchion bars, pull cords, and door handles). Additional cleaning is also performed in the operator cab area for added protection for transit operators.
- We have added employee cleaning crews stationed at each transit center. When buses come in for layovers, they are cleaned and sanitized by the cleaning crews—in the rider areas, operator cab areas and bike racks. This ensures vehicles are sanitized multiple times per day.
- We have increased the frequency of cleaning at all facilities. All door handles, knobs, common areas and multi-use surface areas are cleaned twice daily.
- Additionally, a deep cleaning crew was brought in to chemically clean all Cherriot's facilities, with special attention given to all front-line employee common areas. Staff will look at repeating this cleaning at a certain interval level in the near future.

Throughout this process, we have implemented and strengthened various Policies and Procedures.

- First, operations supervisors and security officers began enforcing our trip destinations policy. What this means is that when using our services one must have a destination and not be allowed to simply ride around on the bus with the operator.
- In concurrence with the Governor's Executive Order, we began notifying the public that our service would be available for use for those who needed to take

an essential trip only. This helped reduce the number of riders on a bus at any given time.

- Lastly, we implemented a face covering policy which requires all riders and employees to have cloth or paper face coverings, masks, bandanas or hankerchiefs while using our services.

With regard to Service Restoration and Review

- After our temporary service suspension, we restored service to a Sunday level on April 7th. Planning and Transportation team members monitor and review service levels every week.
- We base the level of service on the availability of employees, an ability to maintain social distancing on vehicles, and direction from state and federal officials. For the foreseeable future, we will gradually increase service levels about every two weeks, until we reach a manageable service level, in keeping with the Governor's direction regarding social restrictions and essential trips.

I would be remiss if I didn't mention that Our Contractors have proven to be great partners during this crisis.

- Our Security team has been able to provide an additional level of customer service for riders as well as ensuring rules and ordinances continue to be followed.
- Our transportation service contractors have worked hard to provide services as well as assisting with researching alternative service models for the public.
- Staff, in cooperation with MV Transportation is working on a service plan to assist with grocery store deliveries for seniors and persons with disabilities, as well as working with local food banks for delivery services, through our Cherriots LIFT service.
- Staff is also working on a service plan where essential health care workers would be able to access our Dial-a-Ride services to get to and from work for their shifts at medical facilities.

- We feel those would be great services for essential workers and vulnerable customers and will also help with social distancing on our Local service.

With regard to the near future

- I am serving on a committee working through the Governor's office to develop a framework for reopening the State's economy in the future-specifically as it relates to transit. Our first meeting was yesterday.
- This subcommittee discussed specific concerns and experiences of several transit agencies throughout Oregon, which included subjects as PPE and supply availability, funding, operational concerns, transit worker protections and some desired messaging from the Governor's office.
- It was a great initial discussion and I am sure there may be more to report out at a future Board meeting or work session.

Lastly

- We will continue to focus on employee and customer safety.
- We will look for engineering solutions to ensure social distancing on vehicles and our facilities.
- We will continue to monitor service levels and add service when possible.
- Thank you.

- Feb 14 first memo from District Coronavirus issue – mostly monitoring - COVID-19 had not hit Oregon yet; focused on hygiene practices
- March 2 began purchasing additional cleaning supplies
- March 3 rollout of hand washing campaign –CDC videos, posters and email
- March 6 increased availability of sanitizing wipes to operators and other employees
- March 13 developed COVID-19 policy focused on social distancing in the office and teleworking– March 23 stay home order
- March 20 – sent out EAP information to all employees
- March 25 began sourcing disposable and cloth reusable masks for employees - Secured 4500 disposable and 500 reusable masks, 25 gallons of hand sanitizer and about 58 cases of gloves in various sizes. (1000 per)
 - Sourced gloves locally from Oregon Glove Company
 - 325 cloth masks from Rock west; 175 made by employees
- March 27 Developed COVID-19 return to work form
- March 30 and April 1 - Received OSHA complaints –investigated and provided results to Oregon OSHA, Oregon did not require any additional follow up
- April 3 – began producing face shields using 3-d printer for use by operators for wheelchair securements for restart of service April 7 – ultimately made 70 and had 50 donated; will make another 120 for reserve
- Social Distancing policy approved April 6, contained District social distancing standards based on CDC and OHA guidelines.
- April 7 -Trained all cleaning crews (approx. 30) working between pull-outs to sanitize high touch surfaces
- More 3-d projects – ear loop protectors, door openers
- Continue to train, maintain supplies and assist as necessary.

Leave

- APL – offered by the District in two phases:
 - March 23-March 29: employees deemed vulnerable – over 60 or any age with an underlying health condition **83 employees used**
 - March 31 – April 6 for essential employees who could not work remotely during the suspension of service. **176 employees who used APL**

- Federal requirements April 7
 - 2 types:
 - Emergency leave
 - Up to 80 hours paid leave for 6 reasons:
 - quarantined (pursuant to Federal, State, or local government order or advice of a health care provider), and/or experiencing COVID-19 symptoms and seeking a medical diagnosis; or
 - *Two weeks (up to 80 hours) of **paid sick leave** at two-thirds the employee's regular rate of pay* to care for an individual subject to quarantine (pursuant to Federal, State, or local government order or advice of a health care provider), or to care for a child (under 18 years of age) whose school or child care provider is closed related to COVID-19, and/or the employee is experiencing a substantially similar condition as specified by the Secretary of Health and Human Services
- Emergency leave – Leave used:
 - Emergency: 32
 - FFCRA - Child: 9
 - FFCRA - Family Member: 2
- FFCRA – to take for children due to school or childcare closures. Paid at 2/3 of their regular rate for up to 12 weeks. The first two are unpaid but may be supplemented with emergency leave. It does not add an additional 12 weeks of FMLA – it adds a new eligibility for FMLA - through December 2020.
 - FFCRA Leave used- Child: 8

Strategic Initiatives and Program Management Activity Update



Return to the Office Planning

- A plan is being developed to manage bringing staff back to the office
- It is anticipated that this will still be at least a few weeks
- We want to be prepared when the time comes
- Several considerations are being evaluated in order to maintain social distancing practices. These include:
 - maximum number of people in break-rooms,
 - maximum number of people in restrooms,
 - maximum number of people in common workrooms,
 - use of masks in common areas and in public spaces.



Return to the Office Planning (cont'd)

- Utilizing alternate schedules and continuing to have people work from home are likely to continue in the first phases.
- It will be a gradual, measured, and cautious to ensure we protect the health and safety of our employees, contractors, and customers.



Keizer Transit Center

- Work is continuing, in spite of interruptions from the COVID-19 pandemic
- Signal at the entrance of the KTC turned on this week
- Adjacent intersection will be switched over next week
- Final piece of construction will be new curb ramps on the southwest corner of Chemawa, Lockhaven, and Keizer Station Blvd.
- The contract has been extended to the end of May to allow for the delayed work to be completed



Keizer Transit Center



Keizer Transit Center Temp and New Signal 4-22-2020



Keizer Transit Center New Signal 4-23-2020



Keizer Transit Center



Chemawa / Lockhaven / Keizer Station Blvd.



Bus Stop Improvement Program

- 10 of the 14 stops have been completed
- Construction has currently stopped due to the contractor's decision
- Work is continuing on design of the next set of stops waiting for design
- Work is continuing on securing easements from private property owners needed for stop improvement



Bus Stop Improvement Program



Hawthorne @
Northgate Park IB



Fire Protection Way @
CCC



Fairview Industrial @
27th



Cherry @ Weeks



Hawthorne @
Northgate Park OB



Transit ITS Project

- COVID-19 has interrupted the project schedule
- GMV Syncromatics is working to keep the project moving ahead
- Work continues on configuration, data population of the software, and coordination to get started on some of the tasks originally scheduled for later



Transit ITS Project (cont'd)

- The equipment for the mini-fleet is on site
- The installation crew has not been able to travel due to restrictions
- The bus-in-a-box has been received and is being used to begin to familiarize staff with the functions and features of the new system
- The new dispatch station has been set up in dispatch allowing supervisors and dispatchers to get familiar with the various screens



Transit ITS Project



Bus in a Box



Dispatch Station



Mini-Fleet Supplies



STF and STIF Processes

- These processes are continuing through the assistance of technology
- The STFAC met on April 7th, and the 5310 Urban grant solicitation process is underway
- The STIFAC will be meeting soon to start the solicitation process for the next biennium

Strategic Initiatives and Program Management Update

Return to the Office Planning -

- A plan is being developed to manage bringing staff back to working in the office when the time is appropriate.
- It is anticipated that this will still be at least a few weeks, but we want to be prepared when the time comes.
- Several considerations are being evaluated in order to maintain social distancing practices. These include: maximum number of people in break-rooms, restrooms, and common workrooms. The use of masks in common areas, and in public spaces.
- In addition to social distancing, and using masks, utilizing alternate schedules and continuing to have people work from home are likely to continue in the first phases.
- It will be a gradual, measured, and cautious to ensure we protect the health and safety of our employees, contractors, and customers.

Keizer Transit Center -

- Work has been continuing, although at a slower pace due to interruptions from the COVID-19 pandemic.
- The signal at the entrance of the KTC was switched over to the permanent signal last night, and the new parts of the signal at the adjacent intersection will be switched over next week.
- The final piece of construction will be new curb ramps on the southwest corner of Chemawa, Lockhaven, and Keizer Station Blvd.
- The contract has been extended to the end of May to allow for the delayed work to be completed.

Bus Stop Improvement Program -

- 10 of the 14 stops in the most recent construction package have been completed.
- Construction has currently stopped due to the contractor's decision to not be working during the COVID-19 pandemic response in the area.
- Work is continuing on design of the next set of stops waiting for design to be bid for construction.
- Work is continuing on securing easements from private property owners needed for stop improvements.

Transit ITS Project -

- COVID-19 has interrupted the project schedule and we are working with GMV Syncromatics to keep the project moving ahead as much as possible.
- Work continues on configuration, data population of the software, and coordination to get started on some of the tasks originally scheduled for later.
- The equipment for the mini-fleet is on site, but the installation crew has not been able to travel due to restrictions.
- The bus-in-a-box has been received and is being used to begin to familiarize staff with the functions and features of the new system.
- The new dispatch station has been set up in dispatch allowing supervisors and dispatchers to get familiar with the various screens.

STF and STIF Process -

- These processes are continuing through the assistance of technology.
- The STFAC met on April 7th, and the 5310 Urban grant solicitation process is underway.
- The STIFAC will be meeting soon to start the solicitation process for the next biennium.

Communicating in a crisis is different. It just is. Because people take in information differently, process it differently, and act on it differently.

The best crisis communication strategy is solidifying the trusted voice in the storm.

For us, this is General Manager Allan Pollock.

Our goal is to provide a constant flow of mission-minded / mission-focused communication that is relevant, accurate, and clear.

“Round Tables” with Allan Pollock have proven to be the most effective way to foster a human connection. We have had good feedback about these and people appreciate the virtual gathering of their colleagues; and a little humor never hurts. Playing off our Let’s Make Space marketing campaign, Allan played the song “Don’t Stand So Close to Me” at the most recent roundtable.

Staff also appreciated President Davidson participation in the first round table.

To date, we have issued dozens of memos to our staff. Some days issuing two or three, not waiting to share news.

We also produced:

- Joint letter from the District and ATU to address social distancing
- Welcome back letter to the operators returning after the suspension of service
- COVID-19 FAQ for staff
- One sheet for supervisors and managers on how to handle employees who became ill at work
- APTA’S Passenger Transport - Article on face shields featuring the ingenuity of Michiel Majors, a member of Paula Dixon’s administration team. As Paula said, he used a 3D printer to create the face shield head band. Michiel found a stash of overhead projector transparencies going unused in a workroom. Stephen Custer provided photos of operators wearing the shields.
- Two-sets of talking points for Director Busch for her participation on Coffee with the Mayor
- And this afternoon, taped President Davidson delivering a video message to the community

News coverage

- Salem Reporter
- Statesman Journal
- Keizertimes
- KYKN radio
- KMUZ radio
- The Oregonian
- KATU TV
- KPTV
- KGW TV

News releases

- Temporary suspension of service
- Restoration of service
- Facial covering requirement

On the ground

- Dozens of sandwich boards produced to reinforce social distancing
- Monitor announcements at the transit centers and in operator break rooms
- Header cards and decals on the bus promoting social distancing and facial coverage requirement
- Created lapel buttons to encourage people to maintain a safe distance
- Installed decals on the transit centers to que people where to stand while waiting for their bus

Digital Media

Our website is the District's premier communication tool, and the place our riders turn to for updates.

- In the two weeks before we suspended service, we were averaging 1,013 users daily.
- But the day before we suspended service, that number more than doubled: 2,092.
- This shattered the previous record from the first Saturday of service in September 2019 when we had 1,616 users on the site.

Social media was another key communication tool during the early days of the crisis, and that continues today. We experienced a record surge in reach and engagement on Facebook in late March and early April.

- For context, we spent hundreds of dollars in August and September 2019 promoting the arrival of Saturday service.
- Our previous largest one-day record in August reached 2,279 people organically (i.e. without paid promotion) and 17,543 additional people with paid promotion, for a total of 19,822 people.
- We topped that number twice in March without any paid promotion: 21,781 people on March 18 and 26,328 people on March 30.
- We also had multiple days during this period with 5,000+ people reached, when our regular posts generally reach 200-2,000 people.

Archive Tool

This level of reach also generated a lot of conversation. We use a social media archive tool to back-up all engagement with our social media channels for public record requirements.

- In the entire month of February, we had 679 "records" across all social media channels; a record being a comment or tag by a user or by Cherriots.
- Our account has a monthly limit of 1,000 records, but in March alone we had 2,291 records.
- By April 20, we had 872 records already in April, and this will likely require us to increase our account limit on this tool.

GM Comments on District's Actions Concerning COVID-19

There is no blueprint for operating in a world with a pandemic that creates fear and uncertainty in the workforce.

Our efforts in preparing for disaster actions have focused on operating out of an emergency operations center where we are all in a central place...this disaster requires social distancing which has added a layer of difficulty in coordination and actions...but I can assure you Team Cherrits rose to the occasion and has done an outstanding job addressing this crisis.

With that said, we are truly in an unprecedented time...not since we had to close the downtown transit center and the Courthouse Square building in 2010 have we faced such an immediacy of action.

However, the biggest difference is in 2010 it was a degeneration of buildings...today it is the devastating impact of COVID-19 on people.

Let me first say thank you to the board for your support through this trying time... we were literally making real-time key decisions and taking actions...and knowing that you supported these efforts made it possible.

Since we last met there have been declarations of emergency by the President, the Governor, the County, Cities, and the District in response to the COVID-19 pandemic. I believe these actions helped save lives and minimized the impact by helping to "flatten the curve."

COVID-19 has had a direct impact on the District...one of the most difficult decisions that had to be made was the temporary shutdown of the District...it had a huge impact on our customers...but it was the right decision...we used the time to regroup and put the organization in the right place to address the growing pandemic.

We are back in limited service and providing essential trips to our community... which is our mission.

To give you a sense of what has happened, is happening, and will be happening by the District I have asked each Division Director to provide an update from their respective areas of responsibility...I think you will find the District has taken all the proper actions and precautions to mitigate risk to District operations.

GM Comments on District's Actions Concerning COVID-19

At the end:

So as you can see the District has been extremely busy and responsive to this unprecedented crisis.

But the work continues...we will continue to increase service to the community over time as conditions allow...you as a board will be engaged in serious discussions about what is the "New Normal" for transit service.

Before COVID-19...success and efficiency included full buses with standing loads...tomorrow who knows...but social distancing has changed the game.

We are putting our efforts in three areas of focus:

- Near-Term: conducting emergency operations
- Mid-Term: the next 12-18 months moving emergency operations to recovery mode
- Long-Term: 18 months and beyond "New Normal" ops

It is timely that we are beginning our strategic planning process as what was normal today will not be in the future.

Let me close by saying you can be proud of your organization...I have personally witnessed the men and women of Team Cherrits step up to get the job done, even when they are scared and uncertain...they focused on the mission of providing essential trips for those who needed us.

I would personally like to thank the senior leadership team for their accomplishments during the last five weeks+...and also would like to thank all the men and women of Team Cherrits...we have helped flatten the curve in the mid-valley by working from home, wearing PPE, and providing essential trips...it is a total team effort.

Other Items

CARES 3.0 \$15.6 million of federal urbanized formula relief

SAIF Assistance Fund \$36K request

Multiple partner involvement – APTA, OTA



To: Board of Directors

From: Ted Stonecliffe, Transit Planner II, Programs
David Trimble, Deputy General Manager/COO

Thru: Allan Pollock, General Manager

Date: May 28, 2020

Subject: Adoption of Resolution #2020-01 to Approve the 2020 Title VI Program

ISSUE

Shall the Board adopt Resolution #2020-01 (**Attachment A**) to approve the 2020 Title VI Program; and direct the General Manager to submit the document to the Federal Transit Administration (FTA) by June 1, 2020?

BACKGROUND AND FINDINGS

Title VI of the Civil Rights Act protects people from discrimination based on race, color, and national origin. The FTA requires transit agencies receiving federal funds to maintain a Title VI Program that follows the statutes, laws, regulations, and administrative rules established in 49 U.S.C. Chapter 53. FTA requires the Title VI Program to be updated every three years and submitted to them for review. The Salem Area Mass Transit District (SAMTD) Title VI Program was last approved at the May 25, 2017 Board meeting, and submitted to the FTA by May 31, 2017. Thus, staff have compiled a new document provided in **Attachment B** that updates the following:

- Demographic data from the 2011-15 American Community Survey (U.S. Census) to 2014-18 data.
- Change the definition of a low-income household from 150 percent of the Federal Poverty Level (FPL) to 200 percent FPL to be consistent with the approved Cherriots Statewide Transportation Improvement Fund (STIF) Plan and the STIF Advisory Committee’s recommendation.
- Report on service monitoring and how the District’s bus service is performing in relation to minority routes versus non-minority routes.

FINANCIAL IMPACT

There is no financial impact to approving the Title VI Program update.

RECOMMENDATION

Staff recommends that the Board adopt Resolution #2020-01 to approve the 2020 Title VI Program; and direct the General Manager to submit the document to the Federal Transit Administration by June 1, 2020 as required by federal rules and regulations.

PROPOSED MOTION

I move that the Board adopt Resolution #2020-01 to approve the 2020 Title VI Program; and direct the General Manager to submit the document to the Federal Transit Administration by June 1, 2020 as required by federal rules and regulations.

Resolution No. 2020-01

2020 TITLE VI PROGRAM FOR SALEM AREA MASS TRANSIT DISTRICT

WHEREAS, the Salem Area Mass Transit District, hereafter referred to as “District,” is required under Federal regulations as a designated recipient of Federal funds, to submit a Title VI Program under FTA circular 4702.1B; and,

WHEREAS, FTA rules and regulations contained in 49 USC §5307 (c)(1)(i) define what a fare change and Major Service Change are, and the minimum circumstances under which a Disparate Impact and Disproportionate Burden Analysis is required; and,

WHEREAS, the District is required to conduct a prescribed Disparate Impact and Disproportionate Burden Analysis in the event of certain Major Service Changes or increases or decreases to transit fares; and,

WHEREAS, system-wide service standards and policies must be in place in order to comply with Title VI rules and regulations; and,

WHEREAS, the District has occasion to affect changes to its fares and/or its transit services to carry out its mission; and,

WHEREAS, a public hearing is required by the Federal Transit Administration (FTA) in the event of Major Service Changes that call for a reduction in transit service or any increase to transit fares; and,

WHEREAS, the District wishes to ensure that the public has ample opportunity to participate in the consideration of the change of transit fares, and in the planning and implementation of Major Service Changes, consistent with Federal regulations; and,

WHEREAS, the District wishes to ensure that people living under 200 percent of the Federal Poverty Level (FPL) do not bare any more burden of an increase in fares or in the event of a Major Service Change than those above 200 percent of FPL;

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF SALEM AREA MASS TRANSIT DISTRICT;

THAT, the Board adopt Resolution No. 2020-01 to approve the 2020 Title VI Program as written; and direct the General Manager to submit the document to the Federal Transit Administration by June 1, 2020 as is required by federal rules and regulations.

ADOPTED by the Board of Directors on the 28th day of May, 2020, and effective thereupon.

ATTEST:

Secretary
Board of Directors

President
Board of Directors



2020 TITLE VI PROGRAM

*Submitted in fulfillment of
Title VI of the Civil Rights Act of 1964
and FTA Circular 4702.1B*



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Introduction

This document describes the Title VI program and policies of Salem Area Mass Transit District (SAMTD) developed in accordance with the Federal Transit Administration (FTA) Title VI Circular 4702.1B “Title VI Requirements and Guidelines for Federal Transit Administration Recipients” effective October 1, 2012 (“Circular”). This report is provided as documentation of compliance with Title VI of the Civil Rights Act of 1964 in accordance with FTA grant recipient requirements.

SAMTD, doing business as “Cherriots,” is a mass transit district created by the Oregon legislature pursuant to Oregon Revised Statutes (ORS) Chapter 267. SAMTD is a local government as defined under Oregon law, providing bus and ADA paratransit public transportation service in the Salem-Keizer metro area, providing about 3.2 million rides each year. Guided by the SAMTD Board of Directors representing seven districts, the organization is directed by a General Manager appointed by the board and employs approximately 330 union, non-union, and contract employees.

The Director of Strategic Initiatives and Program Management is chiefly responsible for administering and monitoring Title VI requirements, but it is the duty of every employee, vendor and contractor of the agency, to ensure compliance with nondiscrimination and to further civil rights’ protections. The board must also approve the agency’s Title VI program update prior to its submittal to FTA.

Title VI prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that:

No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Overview of Title VI

The intent of Title VI is to remove barriers and conditions that prevent minority, low income, Limited English Proficiency (LEP), and other disadvantaged groups and persons from receiving access, participation and benefits from federally assisted programs, services and activities. In effect, Title VI promotes fairness and equity in federally assisted programs and activities and is based on the fundamental principle that all human beings are created equal. Title VI is rooted in the constitutional guarantee that all human beings are entitled to equal protection of the laws and specifically addresses involvement of impacted persons in the decision making process.

Title VI discrimination

There are many forms of illegal discrimination based on race, color, or national origin that can limit the opportunity of underrepresented communities to gain equal access to services and programs. In operating a federally assisted program, a recipient cannot, on the basis of race, color, or national origin, either directly or through contractual means:

- Deny program services, aids, or benefits;
- Provide a different service, aid, or benefit, or provide them in a manner different than they are provided to others; or
- Segregate or separately treat individuals in any matter related to the receipt of any service, aid, or benefit.

Additionally, related regulations and statutes expanded the range and scope of Title VI coverage and applicability to prohibit discrimination on the basis of disability, age, sex, income and LEP as an extension of national origin.

Programs covered by Title VI

The Civil Rights Restoration Act of 1987 amended each of the affected statutes by adding a section defining the word "program" to make clear that discrimination is prohibited throughout an entire agency if any part of the agency receives Federal financial assistance. Approximately 30 Federal agencies provide Federal financial assistance in the form of funds, training, and technical and other assistance to State and local governments, and non-profit and private organizations. These recipients

of Federal assistance, in turn, operate programs and deliver benefits and services to individuals (known as "beneficiaries") to achieve the goals of the Federal legislation that authorizes the programs.

If a unit of a state or local government is extended Federal aid and distributes such aid to another governmental entity, all of the operations of the entity which distribute the funds and all of the operations of the department or agency to which the funds are distributed are covered. Corporations, partnerships, other private organizations, or sole proprietorships are covered in their entirety if such an entity receives Federal financial assistance to it as a whole or if it is principally engaged in certain types of activities.

Definitions

The following terms and definitions are from FTA Circular 4702.1B unless otherwise noted.

Demand response system – Any non-fixed route system of transporting individuals that requires advanced scheduling including services provided by public entities, non-profits, and private providers. An advance request for service is a key characteristic of demand response service. Deviated fixed route services are one type of demand response system. Dial-a-Ride services are also in this category.

Designated recipient – An entity designated, in accordance with the planning process under sections 5303 and 5304, by the Governor of a State, responsible local officials, and publicly owned operators of public transportation, to receive and apportion amounts under section 5336 to urbanized areas of 200,000 or more in population; or a State or regional authority, if the authority is responsible under the laws of a State for a capital project and for financing and directly providing public transportation.

Direct recipient – An entity that receives funding directly from FTA. For purposes of Title VI, a direct recipient is distinguished from a primary recipient in that a direct recipient does not extend financial assistance to subrecipients, whereas a primary recipient does.

Discrimination – Any action or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin.

Disparate impact – A facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient’s policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disparate treatment – Actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of their race, color, or national origin.

Disproportionate burden – A neutral policy or practice that disproportionately affects low income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

Environmental justice – Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations,” was signed by President Clinton on February 11, 1994. Subsequent to issuance of the Executive Order, the U.S. Department of Transportation (DOT) issued a DOT Order for implementing the Executive Order on environmental justice (EJ). The DOT Order (Order 5610.2(a), “Actions to Address Environmental Justice in Minority Populations and Low-Income Populations,” 77 FR 27534, May 10, 2012) describes the process the Department and its modal administrations (including FTA) will use to incorporate EJ principles into programs, policies, and activities.

Fixed route – Public transportation service provided in vehicles operated along predetermined routes according to a fixed schedule.

Federal financial assistance – refers to: (1) grants and loans of Federal funds; (2) the grant or donation of Federal property and interests in property; (3) the detail of

Federal personnel; (4) the sale and lease of, and the permission to use (on other than a casual or transient basis), Federal property or any interest in such property without consideration or at a nominal consideration, or at a consideration which is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale or lease to the recipient; and (5) any Federal agreement, arrangement, or other contract that has as one of its purposes the provision of assistance.

Limited English Proficient (LEP) persons – Persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Low-income persons – Persons whose median household income is at or below 200 percent of the U.S. Department of Health and Human Services (HHS) poverty guidelines.

Low-income population – Any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/ transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

Metropolitan Planning Organization (MPO) – The policy board of an organization created and designated to carry out the metropolitan transportation planning process.

Minority persons – Include the following:

- American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- Black or African American, which refers to people having origins in any of the

Black racial groups of Africa.

- Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central America, or other Spanish culture or origin, regardless of race.
- Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Minority population – Any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed Department of Transportation (DOT) program, policy, or activity.

Minority transit route – In conformance with FTA C4702.1B, a route that has at least one third of its total revenue mileage in a U.S. Census tract with a percentage of minority population that exceeds the percentage of minority population in the transit service area.

National origin – The particular nation in which a person was born, or where the person’s parents or ancestors were born.

Noncompliance – An FTA determination that the recipient is not in compliance with the DOT Title VI regulations, and has engaged in activities that have had the purpose or effect of denying persons the benefits of, excluding from participation in, or subjecting persons to discrimination in the recipient’s program or activity on the basis of race, color, or national origin.

Non-profit organization – A corporation or association determined by the Secretary of the Treasury to be an organization described by 26 U.S.C. 501(c) which is exempt from taxation under 26 U.S.C. 501(a) or one which has been determined under State law to be non-profit and for which the designated State agency has received documentation certifying the status of the non-profit organization.

Predominantly minority area – A geographic area, such as a neighborhood, Census tract, block or block group, or traffic analysis zone, where the proportion of

minority persons residing in that area exceeds the average proportion of minority persons in the recipient's service area.

Public transportation – Regular, continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low-income; and does not include Amtrak, intercity bus service, charter bus service, school bus service, sightseeing service, courtesy shuttle service for patrons of one or more specific establishments, or intra-terminal or intra-facility shuttle services. Public transportation includes buses, subways, light rail, commuter rail, monorail, passenger ferry boats, trolleys, inclined railways, people movers, and vans. Public transportation can be either fixed route or demand response service.

Recipient – Any public or private entity that receives Federal financial assistance from FTA, whether directly from FTA or indirectly through a primary recipient. This term includes subrecipients, direct recipients, designated recipients, and primary recipients. The term does not include any ultimate beneficiary under any such assistance program.

Service area – The geographic area in which a transit agency is authorized by its charter to provide service to the public. In the case of SAMTD, that area is inside the Salem-Keizer Urban Growth Boundary (UGB) for Cherriots Local, Cherriots LIFT, and Cherriots Shop and Ride service and all of Marion and Polk counties for Cherriots Regional express routes. One Cherriots commuter express route provides service between Salem and Wilsonville through an agreement with South Metro Area Regional Transit (SMART).

Service standard / policy – An established service performance measure or policy used by a transit provider or other recipient as a means to plan or distribute services and benefits within its service area.

Subrecipient – An entity that receives Federal financial assistance from FTA through a primary recipient.

Title VI Program – A document developed by an FTA recipient to demonstrate how the recipient is complying with Title VI requirements. Direct and primary recipients

must submit their Title VI Programs to FTA every three years. The Title VI Program must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA.

Transit equity – SAMTD defines transit equity as policies that promote the equitable distribution of burdens and benefits, promote equal access to resources and services, and engage transit-dependent riders in meaningful planning and decision-making processes.

Transit provider – Any entity that operates public transportation service, and includes local, state, and regional entities, and public and private entities. This term is inclusive of direct recipients, primary recipients, designated recipients, and subrecipients that provide fixed route public transportation service.

Part I: General requirements

FTA requires that all direct and primary recipients of Federal financial assistance document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three years. The Title VI Program must be approved by the direct or primary recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. Attachment A contains a copy of Board Resolution #2020-02, which adopted the 2020 Title VI Program. The General Reporting Requirements section of this report contains Title VI Program components required in Chapter III of FTA circular 4702.1B. This section includes the following information:

1. Title VI Notice to the Public
2. Title VI complaint procedures
3. Title VI complaint form
4. List of Title VI investigations, complaints, and lawsuits
5. Public Participation Plan
6. Language Assistance Plan
7. Committee membership and recruitment
8. Subrecipient monitoring
9. Facilities siting and construction
10. Major service and fare change equity analyses
11. Board approval of the 2020 Title VI Program update

Title VI Notice to the Public

The Title VI Civil Rights Notice to the Public is attached in Attachment B. This notice is translated into Spanish and Russian and posted in the following locations:

1. On the Cherriots website.¹
2. In every Cherriots Local, Cherriots Regional, Cherriots Shop and Ride, and Cherriots LIFT bus.
3. In the Cherriots Customer Service lobby at the Salem Downtown Transit

¹<https://www.cherriots.org/civilrights/>

Center.

4. In each passenger waiting shelter at the Keizer Transit Center.

Title VI complaint procedures

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color or national origin may file a written complaint with SAMTD to 555 Court St., NE Suite 5230, Salem, Oregon 97301. Complainants have the right to complain directly to the appropriate federal agency.

The complaint procedures, i.e., instructions to the public regarding how to file a Title VI discrimination complaint, are posted on the Cherriots website² and can be found in Attachment C.

Title VI complaint form

The Title VI complaint form can also be found on the Cherriots website³ and in Attachment D. This form uses simple language and large print text to communicate the requirements for filing a complaint.

List of Title VI investigations, complaints, and lawsuits

There have been no Title VI investigations, complaints, or lawsuits filed with SAMTD since May 25, 2017, which is the date of approval of the 2017 version of the document.

Any such cases receive special attention by the Title VI officer and follow the procedure outlined in Attachment C.

Public Participation Plan

SAMTD's public engagement process documented in Chapter 6 of the Service Guidelines constitutes the means and methods used to seek public involvement in the planning of routes uses the Public Participation Plan (PPP) of the Salem-Keizer urban area Metropolitan Planning Organization (MPO). This PPP was adopted by

²[https://www.cherriots.org/media/doc/Cherriots Title VI Complaint Procedure 2018.pdf](https://www.cherriots.org/media/doc/Cherriots%20Title%20VI%20Complaint%20Procedure%202018.pdf)

³[https://www.cherriots.org/media/doc/Cherriots Title VI Complaint Form 2018 cYJoUpf.pdf](https://www.cherriots.org/media/doc/Cherriots%20Title%20VI%20Complaint%20Form%202018%20cYJoUpf.pdf)

the Salem-Keizer Area Transportation Study (SKATS) Policy Committee on Nov. 28, 2017, and is administered by the Mid-Willamette Valley Council of Governments (MWVCOG). A copy of the PPP is provided in Attachment E. One of the board members is a voting member of the SKATS Policy Committee, and since the committee only approves programs and policies with 100 percent consensus, it follows that any policy or program adopted by the SKATS Policy Committee is representative of SAMTD.

The following is a summary of SAMTD's inclusive public participation since May 2017 when SAMTD last submitted a Title VI program to FTA. The summary below includes all planning-related outreach events held from May 2017 to May 2020. It covers all fare and service changes as well as the construction projects completed during that period.

Public participation highlights

The following is a summary of SAMTD's inclusive public participation since its 2017 Title VI Program submission. The summary spans from May 2017 to May 2020. During this period SAMTD conducted outreach for:

2017 Needs Assessment

In November 2017, SAMTD staff surveyed riders and non-riders to help determine transit needs. Staff created web and print versions of the survey both in English and Spanish. The survey was focused on the possibility of adding bus service on Saturdays, Sundays, later evenings, and holidays. Staff also asked riders what else they would change about Cherriots service to make it work better for them. Strategies staff employed to reach out to riders and the greater community included: email to subscribers, email to partner agencies, Facebook posts, Twitter posts, a project webpage, a feature story on the Cherriots homepage, on-board bus survey (Cherriots Local and Cherriots Regional buses), announcements at public meetings, and six tabling events in the Downtown Transit Center lobby. In total, staff collected 2,852 surveys. Of those collected, 64 percent (1,814) were submitted online and 36 percent (1,038) were collected in person. More details about the public outreach can be found in the 2017 Needs Assessment provided as Attachment F.

West Salem Connector replacement

Outreach events were held to gather input from riders and non-riders at three events in West Salem. Two tabled events were held at the West Salem Transit Center and one outside the West Salem Starbucks in order to collect feedback on the proposal to replace the demand responsive Connector service with two fixed route bus routes (Routes 26 & 27).

OR-99E transit planning outreach – bridging cultures event

This event is held in the City of Canby every year to bring Hispanic and non-Hispanic families and community members together. It was held on Nov. 18, 2017 at Baker Prairie Middle School in Canby. Cherriots and Canby Area Transit (CAT) partnered in this outreach event to get people to take a public survey regarding the Highway OR-99E Transit Planning Project. Cherriots and CAT were partners in this feasibility study to see if it made sense for transit to be shared along the OR-99E corridor between the two agencies.

A Better Cherriots outreach events

Multiple events in February and March of 2018 were held for the public to weigh in on service changes proposed using the new Statewide Transportation Improvement Fund (STIF) formula fund. Service changes were revised using public feedback to implement extended weekday evening, Saturday, and Sunday service. This campaign was called “A Better Cherriots” and many of the service changes were implemented in September 2019. Online and paper surveys were collected (656 total) during a month of outreach.

OR-99E project board coordination

On May 8, 2018, members of the board met with the Canby Area Transit Advisory Committee in order to talk about priorities and hear from the project consultant about the alternatives to consider. This was a meeting open to the public and was held at the Canby City Hall.

2019 fare change

Outreach events were held in May and June of 2018 for the July 1, 2019 fare change. A public survey was held May 13 – June 10, 2018 to gain feedback on the proposed new fare structure. In-person events were held at the Customer Service lobby of

the Downtown Transit Center, Chemeketa Community College, and various high schools, senior centers, and neighborhood associations throughout Salem and Keizer; events began in August 2014 and continued through November 2014.

Polk County Flex redesign proposal

A survey was conducted June 1 – July 15, 2019 online and at in-person events in the three communities served by the Polk County Flex. Surveys and feedback from the city councils and staff were used to develop a final proposal, which will be implemented in 2020. Existing riders and key organizations were included as well as many non-riders.

Ongoing service changes

Service changes occurring every four months require notifying passengers via the website, monitors at transit centers, via social media and email posts, and through “take-one” fliers on the buses.

Language Assistance Plan

For SAMTD’s Language Assistance Plan, see Attachment G. The plan describes the process used by SAMTD for conducting a Limited English proficiency (LEP) needs assessment based on the four-factor framework in Section V of the DOT LEP Guidance. The four-factor analysis allows SAMTD to be in a better position to implement a cost-effective mix of language assistance measures and to target resources appropriately.

What is analyzed in the four-factor analysis?

1. The **number or proportion** of LEP persons eligible to be served or likely to be encountered by the program or recipient
2. The **frequency** with which LEP individuals come into contact with SAMTD’s programs
3. The **nature and importance** of the program, activity, or service provided by the program to people’s lives
4. The **resources available** to SAMTD for LEP outreach, as well as the costs associated with that outreach

2014-2018 American Community Survey

Data was gathered from the U.S. Census American Community Survey (ACS) 5-Year Estimate (2014-18) for Marion and Polk counties and for the Salem Census County Division (CCD), which approximates the area inside the Salem-Keizer UGB. Since the percentages of average LEP populations for the two counties was within one or two percentage points of the Salem CCD, SAMTD will use the values for the counties as a whole. This will ensure that the Cherriots Regional and Cherriots Local services are treated equally. Table I-1 displays the numbers below.

Table I- 1. *Language spoken at home by ability to speak English for the population 5 years old and over for Marion and Polk counties*

	Population Estimate	Population Percent
Speaks English “very well”	353,125	90.6%
Speaks English less than “very well”	36,486	9.4%
Spanish speakers	30,311	7.8%
Russian, Polish, and Other Slavic language speakers	1,577	0.4%
Other language speakers	3,605	0.9%
Total for Marion and Polk counties	389,611	100%

Source: ACS 2014-18, Table C16001.

Data provided by the 2014-18 American Community Survey 5-Year Estimate above show that more than 1,000 individuals who speak English less than “very well” reside in Marion and Polk counties. The majority of these LEP persons speak Spanish, and the second highest LEP are in the “Russian, Polish, and Other Slavic language speakers” group, which primarily are Russian speakers.

The LEP safe harbor provision states that if 5 percent or 1,000 individuals are LEP and live in the transit service area, SAMTD must address these populations with additional language assistance including the publication of the Title VI Notice to the Public in those languages.

Figures I-1 and I-2 show the concentration of LEP individuals in relation to the area

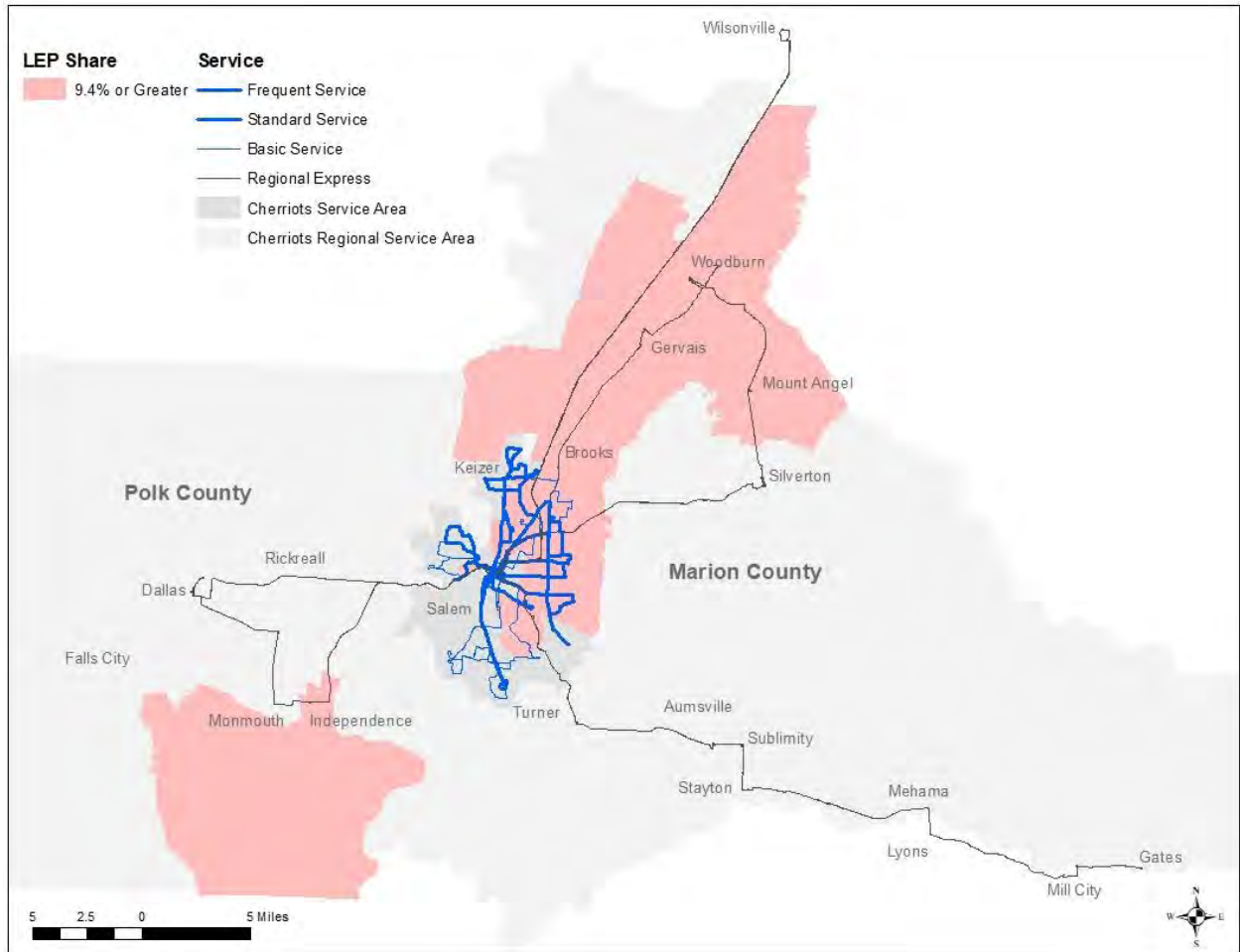
averages. Figure I-1 shows the percentage of population considered LEP by U.S. Census block group for Marion and Polk counties. Figure I-2 displays the percentage of population considered LEP by U.S. Census block group within the Salem-Keizer UGB. The average LEP population is 9.4 percent for Marion and Polk counties, together.

Following the DOT's and Department of Justice's safe harbor provision for LEP communications, SAMTD has translated its Title VI policy statement into Russian since June 2014 due to a large population of LEP Russian speakers near the city of Woodburn who speak English less than "very well," and could potentially use Cherriots Regional buses. The Title VI Notice to the Public is posted in all three languages in all Cherriots Local, Cherriots Regional, Cherriots Shop and Ride, and Cherriots LIFT vehicles.

The safe harbor provision stipulates that, "if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five (5) percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations." The Spanish-speaking LEP group is the largest with approximately 30,000 people, and the Russian-speaking LEP group is the second largest at around 1,500 people. Other languages make up about 3,600 people who are considered LEP, but the individual languages do not meet the safe harbor threshold.

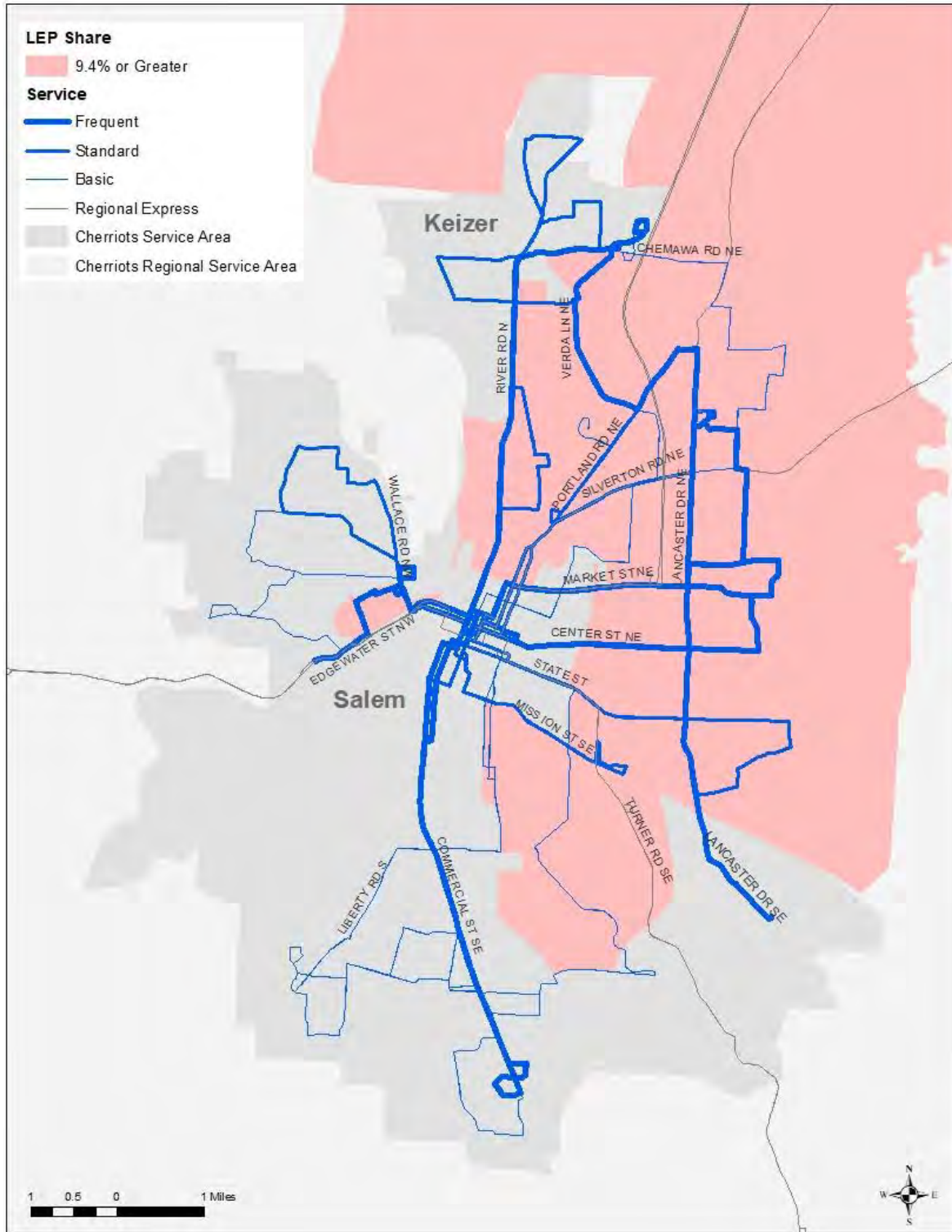
While specific areas within the Salem-Keizer area have higher residential concentrations of LEP populations, the use of the transit system by LEP populations is not limited to the locations of their homes. Employment, medical services, government offices, and shopping opportunities are widespread throughout the community. Based on this information SAMTD has elected to apply assistance to LEP populations with geographic equity.

Figure I- 1. Census tracts in Marion and Polk counties with greater than average Limited English Proficiency (LEP) populations



Source: ACS 2014-18, Table C16001.

Figure I- 2. Census tracts near the Salem-Keizer UGB with greater than average Limited English Proficiency (LEP)



Source: ACS 2014-18, Table C16001

Committee membership and recruitment

The board approved a formal policy to encourage minority participation on its non-elected committees at its Board Meeting on May 22, 2014. Table I-2 below details the existing racial breakdown of the members of these two committees:

Table I- 2. Race and ethnicity of members of non-elected committees

Race and Ethnicity	Marion and Polk Counties Population		Special Transportation Fund Advisory Committee		Budget Committee		Statewide Transportation Improvement Fund Advisory Committee		Citizens Advisory Committee	
	Count	Share	Count	Share	Count	Share	Count	Share	Count	Share
White*	290,545	67.2%	7	87%	7	87%	7	87%	10	91%
Hispanic	105,952	24.5%	0	0%	1	13%	1	13%	1	9%
Asian*	8,801	2.0%	0	0%	0	0%	0	0%	0	0%
Black*	4,460	1.0%	1	13%	0	0%	0	0%	0	0%
Native Hawaiian and Pacific Islander*	3,766	0.9%	0	0%	0	0%	0	0%	0	0%
American Indian and Alaskan Native*	4,353	1.0%	0	0%	0	0%	0	0%	0	0%
Other*	14,225	3.3%	0	0%	0	0%	0	0%	0	0%
All	432,102	100%	8	100%	8	100%	8	100%	11	100%

Source: ACS 2018 1-Year Estimate, Table C03002. *Excludes Hispanic Population

The population of the SAMTD service area averages 31.8 percent minority according

to the U.S. Census American Community Survey 5-year estimate (2014-2018). SAMTD has a goal over the next three years to increase participation on the non-elected committees to match or exceed this demographic average.

Subrecipient monitoring

SAMTD is the primary recipient for Federal Section 5310 dollars for the Salem-Keizer UGB and is the State Special Transportation Fund (STF) agency for Marion and Polk counties. Currently, SAMTD has entered into agreements with two non-profit organizations to award them STF and 5310 grant dollars. SAMTD also has agreements with two cities in Marion County to provide public transportation services. The STF and 5310 grant funds are pass-through funds from the Oregon Department of Transportation (ODOT). SAMTD also receives 5310 funds directly from the FTA, and currently has one external subrecipient for those grant funds.

As shown in Attachment H, Policy #710 outlines the policy for subrecipient monitoring in regards to Title VI issues. Subrecipients must submit their Title VI programs to SAMTD once every three years or whenever changes or amendments are added. SAMTD staff will perform an annual inspection of subrecipients' complaint records and shall be notified if any lawsuit is filed against the subrecipient that relates to discrimination based on race, color, or national origin. The annual inspection may include a site visit and an inspection of the subrecipient's vehicles, operations centers, Customer Service areas, etc.

The two non-profit organizations receiving STF and 5310 pass-through grant funds are Legacy Silverton Medical Center and Salem Health Foundation (West Valley Hospital). The two cities are the City of Woodburn and the City of Silverton. None of the current subrecipients have had any Title VI lawsuits or complaints related to transportation-related services since the date of the last Title VI Program submittal (May 2017). Legacy Silverton Medical Center and West Valley Hospital have dedicated staff who administer their civil rights and non-discrimination policies. Due to the fact that they are hospitals which accept Federal funds for their daily operations, they must be able to serve anyone and do not discriminate based on race, color, or national origin, including LEP persons. Copies of the subrecipient Title VI documents detailing their program policies can be found in Attachment I.

Facilities siting and construction

No new major facilities were constructed since June 2017 by SAMTD. However, one facility is in the planning stages.

South Salem Transit Center

The project consists of the construction of a transit center in the south of Salem. Although a preliminary design was developed, the project hinged on an agreement with a private property owner which never fully agreed to the project before the project funding was cancelled due to a grant time constraint. At this point in time, SAMTD is in the process of procuring the services of a consulting firm to develop new alternatives for the site and will include a Title VI equity analysis and/or an environmental justice analysis to ensure an equitable decision for the site.

Major service change and fare change equity analyses

SAMTD considers possible equity impacts in developing potential service and fare changes, and evaluates proposals for major service changes and any fare changes for potential adverse effects, disparate impacts, and/or disproportionate burdens.

Since the time of the last Title VI Program submittal SAMTD has implemented several improvements to service and one change to fares. The four reports noted below cover the equity analyses of all major service changes and fare changes implemented since June 2017, and are provided as Attachments J & K, along with corresponding documentation of the board's consideration, awareness, and approval of each.

- **Phase I "A Better Cherriots" Title VI equity analysis**
 - Board approval at the May 24, 2018 Board Meeting
- **2019 fare change public engagement and equity analysis**
 - Board approval at the January 24, 2019 Board Meeting

Board approval of the 2020 Title VI Program update

The board approved the 2020 Title VI Program at the May 28, 2020 Board Meeting by adoption of Board Resolution #2020-02. A copy of the signed resolution is included as Attachment A.

Part II: Title VI policies

This section provides the following policies, as approved by the SAMTD General Manager.

- **Service change policies**
 - Major Service Changes Policy
 - Disparate Impact for Service Changes Policy
 - Disproportionate Burden for Service Changes Policy

- **Fare change policies**
 - Fare Change Policy
 - Disparate Impact for Fare Changes Policy
 - Disproportionate Burden for Fare Changes Policy

Each officially adopted policy is presented in Attachment L.

Major Service Change Policy

The purpose of this policy is to establish the definition of a major service change that has a potential disparate impact on minority populations or a potential disproportionate burden on low-income people.

All changes in service which are considered a major service change are subject to a Title VI equity analysis prior to board approval of the service change.

Major service change definition

SAMTD defines a major service change as:

1. Either a reduction or an expansion in service of:
 - a. 15 percent or more of the number of transit route miles based on the miles of an average round-trip of the route (this includes routing changes where route miles are neither increased nor reduced (i.e., re-routes)), or;

- b. 15 percent or more of a route's frequency of the service (defined as the average hourly frequency throughout one service day for Cherriots Local routes and as daily round trips for Cherriots Regional express routes) on a daily basis for the day of the week for which a change is made or;
 - c. 15 percent in the span (hours) of a route's revenue service (defined as the time between the first served stop of the day and the last stop), on a daily basis for the day of the week for which a change is made;
 2. A transit route split where either of the new routes meet any of the above thresholds when compared to the corresponding piece of the former route.
 3. A new transit route is established.

A major service change occurs whether the above thresholds are met:

1. Within a single service proposal, or;
2. Due to a cumulative effect of routing, frequency, or span changes over the year prior to the analysis.

Public hearing requirements

SAMTD shall hold a public hearing when any major service change proposed that results in a decrease in service. Notice must be published in a general circulation newspaper. In addition, notice will be placed in newspapers, publications, or websites that are oriented to specific groups or neighborhoods that may be affected by the proposed service change. The notice must be published at least 30 days prior to the hearing. The notice must contain a description of the proposed service reduction, and the date, time, and place of the hearing.

Exemptions

The following service changes are exempt:

1. Standard seasonal variations in service are not considered major service changes.
2. In an emergency situation, a service change may be implemented immediately without disparate impact or disproportionate burden analyses being completed. These analyses will be completed if the emergency change is to be in effect for more than twelve months and if the change(s) meet the definition of a major service change. Examples of emergency service changes include but are not limited to those made because of the collapse of a bridge over which bus routes cross, major road or rail construction, or inadequate supplies of fuel.
3. Experimental service changes may be implemented by SAMTD for twelve months or less in order to test certain markets, new modes of transit service, etc.

Disparate Impact for Service Changes Policy

The Disparate Impact for Service Changes Policy establishes a threshold for determining whether a given action has a potential disparate impact on minority populations.

In the course of performing a Title VI equity analysis for possible disparate impact, SAMTD will analyze how the proposed major service change could impact minority populations, as compared to non-minority populations.

***Disparate impact** refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin...*

In the event the proposed action has an adverse impact that affects minority populations more than non-minority populations at a level that exceeds the

thresholds established in the adopted Disparate Impact for Service Changes Policy, or that restricts the benefits of the service change to protected populations, the finding would be considered as a potential disparate impact. Given a potential disparate impact, SAMTD will evaluate whether there is an alternative that would serve the same objectives and with a more equitable impact. Otherwise, SAMTD will take measures to minimize or mitigate the adverse impact of the proposed action.

From the Title VI Circular

The [Disparate Impact] Policy shall establish a threshold for determining when adverse effects of fare/service changes are borne disproportionately by minority populations. The Disparate Impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The Disparate Impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.

The Disparate Impact for Service Changes Policy defines measures for determination of potential disparate impact on minority populations resulting from major service changes. The policy is applied to both adverse effects and benefits of major service changes.

Adverse effects analysis

Adverse effects of major service changes are defined as:

1. A decrease in the level of transit service (hours, days, and/or frequency); and/or
2. Decreased access to comparable transit service, which is defined as an increase of the access distance to beyond:
 - a. One quarter mile for bus stops served by less than four buses per hour during peak times, or;

- b. One half mile for bus stops served by four or more buses per hour during peak times, as well as for all Cherriots Regional express service.

Disparate impact analysis

The determination of disparate impact associated with service changes is defined separately for impacts of changes on individual route, and for system-level impacts of changes on more than one route, as well as for both service reductions and service improvements:

1. In the event of potential adverse effects resulting from service reductions:
 - a. A major service change to a single route will be considered to have a potential disparate impact if the percentage of impacted minority population in the service area of the route exceeds the percentage of minority population of Marion and Polk counties by at least 5 percentage points (e.g., 36 percent compared to 31 percent).
 - b. To determine the systemwide impacts of major service change reductions on more than one route, the percentage of Marion and Polk counties' minority population that is impacted is compared to the percentage of Marion and Polk counties' non-minority population that is impacted. If the percentage of the minority population impacted is at least 20 percent greater than the percentage of the non-minority population impacted (e.g., 12 percent compared to 10 percent), the overall impact of changes will be considered disparate.
2. In the event of service improvements:
 - a. A major service change to a single route will be considered to have a potential disparate impact if:
 - i. The improvement is linked to other service changes that have disproportionate and adverse effects on minority populations, or;

- ii. The percentage of impacted minority population in the service area of the route is less than the percentage of minority population of Marion and Polk counties by at least 5 percentage points (e.g., 26 percent compared to 31 percent).
- b. To determine the system-wide impacts of major service change improvements on more than one route, the percentage of Marion and Polk counties' minority population that is impacted is compared to the percentage of Marion and Polk counties' non-minority population that is impacted. If the percentage of the minority population impacted is at least 20 percent less than the percentage of the non-minority population impacted (e.g., 8 percent compared to 10 percent), the overall impact of the changes will be considered disparate.

Avoid, minimize, mitigate, or justify

Upon determination of a disparate impact, SAMTD will either:

- a. Alter the service proposal to avoid, minimize, or mitigate potential disparate impacts, or;
- b. Provide a substantial legitimate justification for keeping the proposal as-is, and show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the project or program goals.

Disproportionate Burden for Service Changes Policy

The Disproportionate Burden for Service Changes Policy establishes a threshold for determining whether a given action has a potential disproportionate burden on low-income populations.

In the course of performing a Title VI equity analysis for possible disproportionate burden, SAMTD will analyze how the proposed major service change could impact low-income populations, as compared to non-low-income populations.

From the Title VI Circular

The [Disproportionate Burden] Policy shall establish a threshold for determining when adverse effects of fare/ service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations. The disproportionate burden threshold must be applied uniformly... and cannot be altered until the next [Title VI] program submission....

In the event the proposed action has an adverse impact that affects low-income populations more than non-low-income populations at a level that exceeds the thresholds established in the adopted Disproportionate Burden for Service Changes Policy, or that restricts the benefits of the service change to protected populations, the finding would be considered as a potential disproportionate burden. Given a potential disproportionate burden, SAMTD will evaluate whether there is an alternative that would serve the same objectives and with a more equitable impact. Otherwise, SAMTD will take measures to minimize or mitigate the adverse impact of the proposed action.

The Disproportionate Burden for Service Changes Policy defines measures for determination of potential disproportionate burden on low-income populations resulting from major service changes. The policy is applied to both adverse effects

and benefits of major service changes.

Adverse effects analysis

Adverse effects of service changes are defined as:

1. A decrease in the level of transit service (hours, days, and/or frequency); and/or
2. Decreased access to comparable transit service, which is defined as an increase of the access distance to beyond:
 - a. One quarter mile for bus stops served by less than four buses per hour during peak times, or;
 - b. One half mile for bus stops served by four or more buses per hours during peak times, as well as for all Cherriots Regional express service.

Disproportionate burden analysis

The determination of disproportionate burden associated with service changes is defined separately for impacts of changes on individual route, and for system-level impacts of changes on more than one route, as well as for both service reductions and service improvements:

1. In the event of potential adverse effects resulting from service reductions:
 - a. A major service change to a *single route* will be considered to have a potential disproportionate burden if the percentage of impacted low-income population in the service area of the route exceeds the percentage of low-income population of Marion and Polk counties by at least 5 percentage points (e.g., 36 percent compared to 31 percent).
 - b. To determine the *systemwide* impacts of major service change reductions on more than one route, the percentage of Marion and Polk counties' low-income population that is impacted is compared to

the percentage of Marion and Polk counties' non-low-income population that is impacted. If the percentage of the low-income population impacted is at least 20 percent greater than the percentage of the non-low-income population impacted (e.g., 12 percent compared to 10 percent), the overall impact of changes (burden) will be considered disproportionate.

2. In the event of service improvements:

a. A major service change to a *single route* will be considered to have a potential disproportionate burden if:

i. The improvement is linked to other service changes that have disproportionate and adverse effects on low-income populations, or;

ii. The percentage of impacted low-income population in the service area of the route is less than the percentage of low-income population of Marion and Polk counties by at least 5 percentage points (e.g., 26 percent compared to 31 percent).

b. To determine the *systemwide* impacts of major service change improvements on more than one route, the percentage of Marion and Polk counties' low-income population that is impacted is compared to the percentage of Marion and Polk counties' non-low-income population that is impacted. If the percentage of the low-income population impacted is at least 20 percent less than the percentage of the non-low-income population impacted (e.g., 8 percent compared to 10 percent), the overall impact of changes (burdens) will be considered disproportionate.

Avoid, minimize, mitigate, or justify

Upon determination of disproportionate burden, SAMTD will either:

- a. Alter the service proposal to avoid, minimize, or mitigate potential disproportionate burdens, or;
- b. Provide a substantial legitimate justification for keeping the proposal as-is, and show that there are no alternatives that would have a less disproportionate burden on low-income riders but would still accomplish the project or program goals.

Fare Changes Policy

The purpose of this policy is to establish the definition of a fare change that has a potential disparate impact on minority populations or a potential disproportionate burden on low-income people.

All fare changes are subject to a Title VI equity analysis prior to board approval of the service change. A Title VI equity analysis will be completed for all fare changes and will be presented to the board for its consideration and included in the subsequent SAMTD Title VI Program report with a record of action taken by the board.

Fare change definition

A fare change is any increase or decrease in transit passenger fares. An increase is made when there is an increase in any cash fare or in the cost of any passes, tickets, transfers, or other means by which transit riders pay for their trips. A fare decrease is defined when the price of any of the above fare options is lowered.

Public hearing requirements

SAMTD shall hold a public hearing when a fare decrease is proposed. Notice must be published in a general circulation newspaper. In addition, notice will be placed in newspapers, publications, or websites that are oriented to specific groups or neighborhoods that may be affected by the proposed fare change. The notice must be published at least 30 days prior to the hearing. The notice must contain a

description of the proposed fare change, and the date, time, and place of the hearing.

Exemptions

The following fare changes are exempt:

1. “Spare the air days” or other instances SAMTD has declared that all passengers ride free.
2. Temporary fare reductions that are mitigating measures for other actions. For example, construction activities may close a segment of a transit center for a period of time and require passengers to alter their travel patterns. A reduced fare for these impacted passengers is a mitigating measure and does not require a fare equity analysis.
3. Experimental fare changes may be implemented by SAMTD for six months or less in order to test certain markets, new modes of transit service, etc.

Disparate Impacts for Fare Changes Policy

The Disparate Impact for Fare Changes Policy establishes a threshold for determining whether a change in fares has a potential disparate impact on minority populations.

In the course of performing a Title VI equity analysis for possible disparate impact, SAMTD will analyze how the proposed fare change could impact minority populations, as compared to non-minority populations.

Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient’s policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin...

In the event the proposed action has an adverse impact that affects minority populations more than non-minority populations at a level that exceeds the thresholds established in the adopted disparate impact policy, or that restricts the benefits of the service change to protected populations, the finding would be considered as a potential disparate impact. Given a potential disparate impact, SAMTD will evaluate whether there is an alternative that would serve the same objectives and with a more equitable impact. Otherwise, SAMTD will take measures to minimize or mitigate the adverse impact of the proposed action.

From the Title VI Circular

The [Disparate Impact] Policy shall establish a threshold for determining when adverse effects of fare/service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.

The Disparate Impact for Fare Changes Policy defines measures for determination of potential disparate impact on minority populations resulting from any changes in fares.

Adverse effects and disparate impact analysis

For fare changes, a potential disparate impact is noted when the percentage of trips by minority riders using a fare option, in combination with the percentage price change for that option, has an impact that exceeds the comparable impact on non-minority riders. Differences in the use of fare options between minority populations and other populations include all such differences that are documented as statistically significant at the 95 percent confidence level.

Avoid, minimize, mitigate, or justify

Upon determination of a disparate impact, SAMTD will either:

- a. Alter the service proposal to avoid, minimize, or mitigate potential disparate impacts, or;
- b. Provide a substantial legitimate justification for keeping the proposal as-is, and show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the project or program goals.

Disproportionate Burden for Fare Changes Policy

The Disproportionate Burden for Fare Change Policy establishes a threshold for determining whether a change in fares has a potential disproportionate burden on low-income populations.

In the course of performing a Title VI equity analysis for possible disproportionate burden, SAMTD will analyze how the proposed fare change could impact low-income populations, as compared to non-low-income populations.

From the Title VI Circular

The [Disproportionate Burden] Policy shall establish a threshold for determining when adverse effects of fare/ service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations. The disproportionate burden threshold must be applied uniformly... and cannot be altered until the next [Title VI] program submission....

In the event the proposed action has an adverse impact that affects low-income populations more than non-low-income populations at a level that exceeds the thresholds established in the adopted Disproportionate Burden for Fare Changes Policy, or that restricts the benefits of the fare change to protected populations, the finding would be considered as a potential disproportionate burden. Given a potential disproportionate burden, SAMTD will evaluate whether there is an

alternative that would serve the same objectives and with a more equitable impact. Otherwise, SAMTD will take measures to minimize or mitigate the adverse impact of the proposed action.

The Disproportionate Burden for Fare Changes Policy defines measures for determination of potential disproportionate burden on low-income populations resulting from any changes in fares.

Adverse effects and disproportionate burden analysis

For fare changes, a potential disproportionate burden is noted when the percentage of trips by low-income riders using a fare option, in combination with the percentage price change for that option, has an impact that exceeds the comparable impact on non-low-income riders.

Differences in the use of fare options between low-income populations and other populations include all such differences that are documented as statistically significant at the 95 percent confidence level.

Avoid, minimize, mitigate, or justify

Upon determination of disproportionate burden, SAMTD will either:

- a. Alter the service proposal to avoid, minimize, or mitigate potential disproportionate burdens, or;
- b. Provide a substantial legitimate justification for keeping the proposal as-is, and show that there are no alternatives that would have a less disproportionate burden on low-income riders but would still accomplish the project or program goals.

Public outreach to establish Title VI polices

SAMTD staff engaged two groups representing minority and low-income populations in Marion and Polk counties in order to determine the appropriate thresholds that define a major service change and the definition of “low-income” populations.

Special Transportation Fund Advisory Committee (STFAC)

The first of the two groups consulted was the boards' Special Transportation Fund Advisory Committee (STFAC), which makes recommendations on funding and coordination of public transportation services for seniors and people with disabilities. Many of the clients the members represent are low-income individuals who rely on public transportation on a daily basis. Twelve people were present at the meeting held on April 4, 2017.

City of Salem Human Rights and Relations Advisory Commission (HRRAC)

The second group staff presented the thresholds to was the City of Salem Human Rights and Relations Advisory Commission (HRRAC). This group represents people of all races, national origins, sexual orientation, and other human rights categories.⁴

Results of discussions

Staff presented on the proposed Title VI equity analysis thresholds and asked a few questions to each group in order to gain feedback on the thresholds. Sixteen people were present at the meeting held on April 4, 2017.

For major service changes, both groups preferred a lower threshold than the previous rate of 25 percent. Using their feedback as a guide, staff determined that a 15 percent threshold would be more appropriate for the region.

Both groups believed the disparate impact analysis and the disproportionate burden analysis thresholds of 7 or 8 percentage points should be lowered as much as possible. Staff determined that a level of 5 percentage point difference between minority and non-minority populations would be more appropriate for the current networks operated by SAMTD.

Additionally, both groups agreed staff's proposal of changing the definition of "low-income population" from those earning 100 percent of the Federal Poverty Level

⁴ The City of Keizer does not have an equivalent commission or similar group to consult for Title VI-related subjects.

(FPL) or less to those earning 150 percent of FPL or less may not be going far enough. Some suggested the threshold should be 185 percent of FPL or less to align with the Supplemental Nutrition Assistance Program (SNAP) definitions. Staff followed up with more research on how other transit agencies define “low-income populations” and determined most use 100 percent of FPL. Also, staff analyzed which block groups would be considered “low income” versus “higher income” given the three possible thresholds, and found little difference in how block groups would be categorized. As a result, staff decided to maintain our proposed threshold of 150 percent FPL or less.

The SAMTD Statewide Transportation Improvement Fund Advisory Committee (STIFAC) recommended that SAMTD use 200 percent FPL to define low-income status when developing the service plans for any service enhancements that result from the new State of Oregon STIF funding, which altered service beginning in September 2019. In response, Policy #709 “Disproportionate Burden for Service Changes,” was revised to define low-income populations as those households making 200 percent or less of FPL each year.

Part III: Systemwide service standards and policies

In 2011, the board approved a strategic plan with the following values:

- Safety
- Service Excellence
- Communication
- Innovation
- Accountability

These values are always used when considering service changes and are incorporated into each year's annual service planning process. Beyond these priority considerations, SAMTD has also established standards and policies as set forward in FTA Circular 4702.1B covering:

Standards:

- Service availability
- Service frequency
- On-time performance
- Vehicle loads

Policies:

- Amenity placement
- Vehicle assignment

These standards and policies assist in guiding the development and delivery of service in support of SAMTD's mission to connect people with places through safe, friendly, and reliable public transportation services. They also provide benchmarks to ensure that service design and operations practices do not result in discrimination on the basis of race, color, or national origin. They establish a basis for monitoring and analysis of service delivery, availability, and the distribution of amenities and vehicles to determine whether or not any disparate impacts or disproportionate burdens are evident.

Service availability

In the urban area, 75 percent of revenue hours will be deployed with a focus on increasing ridership, predominantly on high demand corridors. This service will include 15-minute frequency routes, commuter/tripper routes, and limited 30-minute frequency routes which are expected to provide overall high ridership. The remaining 25 percent of urban revenue hours will be allocated to service which provides needed coverage throughout the community without consideration for expected boardings per revenue hour. This service will predominantly include 60-minute and 30-minute frequency routes. An entire route or individual segments of a route may be classified as either ridership or coverage focused.

90 percent of the residents within the Salem-Keizer UGB should have transit service along a major arterial, minor arterial, or collector serving their residential area; in areas where service can't come within one-half mile of the residential area, a park and ride lot should be available on the route closest to the unserved area.

Service frequency

Service day periods

Distinct route structures and frequencies may be provided during different time periods of the service day. Where possible, route structures should remain consistent between time periods to promote usability and clarity. The service day may contain three separate periods of time:

1. Daytime service - 5 a.m. - 7 p.m.
2. Evening service - 7 p.m. - 11 p.m.
3. Night service - 11 p.m. - 5 a.m.

Service day types

Distinct route structures and frequencies may be provided during different types of service days. Where possible, route structures should remain consistent to promote usability and clarity. The three types of service days may include: Weekday, Saturday, or Sunday service.

Consistent frequency

Transit service will be deployed where it will provide the greatest use to the most people for access to the most activities and jobs. As one of the strongest drivers for high ridership, where possible and practical, route frequency should remain consistent throughout the service day period.

Route types

SAMTD will maintain four types of routes, generally aligned with the frequency of service provided:

1. **Frequent** - 15-minute frequency routes provide reliable, frequent service along corridors. Routes with 15-minute frequency should be deployed with an expectation of relatively high ridership, above 25 boardings per revenue hour.
2. **Standard** - 30-minute frequency routes provide reliable connectivity to transit centers or to 15-minute frequency routes. Routes with 30-minute frequency should be deployed with an expectation of moderately high ridership, above 20 boardings per revenue hour.
3. **Basic** - Often referred to as “coverage service”, 60-minute frequency routes provide service coverage over large areas and provide critical life-line connectivity to many sections of the community. Routes with 60-minute frequency should be deployed with an expectation of moderate ridership, above 10 boardings per revenue hour.
4. **Commuter/Tripper** - Commuter and tripper routes provide connectivity to a specific, remote location or provide service at particular times when significant travel demand is expected. Commuter/Tripper routes typically have few trips throughout the day. Commuter/Tripper routes should be deployed with an expectation of moderately high ridership, above 20 boardings per revenue hour.

On-time performance

90 percent of buses will arrive no later than four minutes after their scheduled end-of-trip arrival time. 100 percent of buses will not depart before their scheduled start-of-trip departure time. 90 percent of buses will depart within four minutes of their scheduled start-of-trip departure time.

The number of missed trips will be less than 0.5 percent of total scheduled trips. Road calls will occur less frequently than every 4,000 vehicle miles.

Vehicle loads

SAMTD will assign a sufficient sized vehicle, or frequency of vehicles, to routes in a manner that will minimize overcrowding of buses through all portions of the SAMTD service area.

Additional service will be considered when load levels routinely exceed 1.5 times the seated capacity of the vehicle for Cherriots Local routes and 1.0 times the seated capacity for Cherriots Regional express routes. Additional service will be considered when customers must routinely stand longer than 20 minutes on an individual trip.

Table III- 1. Vehicle capacities and maximum load factors

Vehicle Type	Passenger Capacities			
	Seated	Standing	Maximum Capacity	Maximum Load Factor
35-ft high floor	33	0	33	1.0
35-ft. low floor	31	15	46	1.5
40-ft. low floor	38	19	57	1.5
40-ft. commuter	33	0	33	1.0

Transit operators are required to radio dispatch if they have a full load and must

pass up anyone. SAMTD considers a full bus to have a load factor of 1.5 for Cherriots Local routes, and 1.0 for Cherriots Regional express routes and any local commuter express routes (currently, just Route 1X). This load standard does not apply to special event service or shuttles.

Amenity placement

To the extent permitted by the topography and physical conditions on a route, transit amenities such as bus shelters, stop frequency, park and ride lots and facilities, and information displays will be equally distributed among all of the transit routes and across all areas of the SAMTD service area.

Bus stops shall be between 0.2 and 0.25 miles apart on all routes, to the extent allowed by physical circumstances; shelters shall be placed at stops based on the number of boardings, with a goal of placing shelters at all stops in the system that serve 20 or more riders per day or more than eight riders at one time (recognizing that some stops have physical or legal limitations that will not allow shelter placement).

Vehicle assignment

To the extent permitted by physical conditions and certain specific operating conditions on the routes, vehicles will be assigned randomly to routes for the purpose of equitably balancing the age, amenities, and condition of the vehicles amongst all riders in the SAMTD service area.

Each bid period, SAMTD will develop an assignment of buses that rotates all vehicles, regardless of age or amenities, between routes.

SAMTD uses two criteria for placing buses on routes, mileage of the buses and ridership of a given route. In order to maintain approximately equal odometer readings on all of the vehicles based on their ages, the vehicles are placed in high or low mileage routes accordingly.

In addition, SAMTD operates two commuter type buses for its 1X local commuter express service between Salem and Wilsonville. These buses have commuter style

seats and luggage racks. Ridership demand dictates the size of the bus to be used. Age, type of the bus, and other factors are not relevant to the assignment of these vehicles.

Additional criteria may influence vehicle assignment from time to time, such as rotation required by SAMTD's advertising contract or other service provision contracts.

Part IV: Service monitoring

Part of SAMTD's compliance with FTA Circular 4702.1B is ongoing service monitoring. This monitoring is meant to ensure that SAMTD is providing service in a way that does not discriminate on the basis of race, color, or national origin.

Specifically SAMTD monitors the following service and performance metrics:

1. Minority and non-minority routes
2. Service availability
3. Service frequency and span
4. On-time performance
5. Vehicle loads
6. Stop amenities
7. Vehicle assignment

Minority and non-minority routes

"Minority" routes, as defined by the FTA, are routes that provide at least one third of their service (measured by revenue hours) in block groups that are above-average minority population. For Cherrits Regional and local commuter express routes, SAMTD defines minority routes as those providing bus stops in block groups that are above-average minority population. "Non-minority" routes are all others.

Currently SAMTD operates a total of 27 fixed routes. Of these, 17 routes are considered minority routes. The remaining 10 routes are considered non-minority routes. As of January 2020, minority routes accounted for 77.1 percent of SAMTD system service on weekdays (measured by revenue hours), and slightly less, at 76.8 percent, of the SAMTD system on Saturdays. SAMTD generally aligns service with mobility needs and ridership, thus routes serving areas with above average minority populations typically have higher ridership and therefore a higher overall level of service than non-minority routes.

Service availability

SAMTD considers persons residing within one-half mile of bus stops as having service available. Service availability is expressed as a number and percentage of the population of Marion and Polk counties.

Table IV- 1. Availability of service

	Marion and Polk Counties	Number and Percentage within One-half Mile Walk of Bus	
<i>Minorities</i>	132,296	123,343	93.2%
<i>Non-Minorities</i>	284,684	248,689	87.4%
<i>All</i>	416,980	372,032	89.2%

Findings

The percent of minority population with service available exceeds that of the non-minority population, 93 percent compared to 87 percent. Thus, there are no disparate impacts to the minority population in regard to availability of service.

Service frequency and span

The analysis of service frequency and span is by type of service. Tables IV-2 through IV-6 present the frequency and span for each route on weekdays and Saturdays comparing each type of service (Cherriots Local, Cherriots Local commuter express, and Cherriots Regional express) individually. Tables IV-7 through IV-11 compare the frequency and span of service between minority routes and non-minority routes by day of the week and type of service. The following definition is used for time bands in these tables:

1. AM (start of service until 8:59 a.m.)
2. Mid-day (9:00 a.m. until 1:59 p.m.)
3. PM (2:00 p.m. until 6:59 p.m.)
4. Evening (7:00 p.m. until end of service)

Table IV- 2. Weekday headways and span of service of Cherriots Local routes (minority routes shown in bold with shaded backgrounds)

Route	Route Name	Average Headways				Service Start	Service End	Span (Hrs)
		AM	Mid	PM	Eve			
2	Market / Brown	16.7	15	15	42.9	5:55 AM	11:22 PM	17.45
3	Portland Road	30	30	30	42.9	6:01 AM	11:27 PM	17.43
4	State Street	30	30	30	42.9	5:35 AM	11:28 PM	17.88
5	Center Street	16.4	15	15	42.9	5:52 AM	11:21 PM	17.48
6	Fairview Industrial	60	60	60	60	5:30 AM	9:40 PM	16.17
7	Mission Street	30	30	30	30	5:44 AM	11:14 PM	17.50
8	12th / Liberty via Red Leaf	60	60	60	60	5:41 AM	11:34 PM	17.88
9	Cherry / River Road	30	30	30	30	5:40 AM	9:35 PM	15.92
11	Lancaster / Verda	16.4	15	15	30	5:53 AM	11:50 PM	17.95
12	Hayesville Drive	60	60	60	60	6:30 AM	9:17 PM	14.78
13	Silverton Road	30	30	30	40	5:34 AM	10:47 PM	17.22
14	Windsor Island Road	30	30	30	30	6:00 AM	9:22 PM	15.37
16	Wallace Road	60	60	60	60	5:25 AM	9:54 PM	16.48
17	Edgewater Street	15	15	15	42.9	5:33 AM	11:17 PM	17.73
18	12th / Liberty via Lone Oak	60	60	60	60	6:10 AM	11:06 PM	16.93
19	Broadway / River Road	16.7	15	15	42.9	5:54 AM	11:19 PM	17.42
21	South Commercial	16.7	15	15	42.9	5:57 AM	11:22 PM	17.42
22	Library Loop	30	30	30	30	5:53 AM	9:05 PM	15.20
23	Lansing / Hawthorne	60	60	60	60	6:25 AM	9:20 PM	14.92
26	Glen Creek / Orchard Hts.	60	60	60	60	6:00 AM	9:03 PM	15.05
27	Glen Creek / Eola	60	60	60	60	5:30 AM	9:37 PM	16.12

Table IV- 3. Weekday round trips and span of service of the Cherriots Local commuter express route (Route 1X)

Route	Route Name	Daily Round trips	Service Start	Service End	Span (Hrs)
1X	Wilsonville / Salem Express*	16 daily round trips	5:00 AM	7:22 PM	11.92

* Includes 6 round trips operated by Cherriots and ten operated by The City of Wilsonville (SMART)

Table IV- 4. Weekday round trips and span of service of Cherriots Regional express routes (minority routes shown in bold with shaded backgrounds)

Route	Route Name	Daily Round Trips	Service Start	Service End	Span (Hrs)
10X	Woodburn / Salem Express	8 daily round trips	6:00 AM	8:17 PM	14.28
20X	N. Marion Co. / Salem Exp.	5 daily round trips	6:13 AM	8:20 PM	14.12
30X	Santiam / Salem Express	4 daily round trips	5:41 AM	7:11 PM	13.40
40X	Polk County / Salem Express	8 daily round trips	5:57 AM	9:28 PM	15.52
50X	Dallas / Salem Express	4 daily round trips	6:17 AM	5:37 PM	4.88

Table IV- 5. Saturday headways and span of service of Cherriots Local routes (minority routes shown in bold with shaded backgrounds)

Route	Route Name	Average Headway				Service Start	Service End	Span (Hrs)
		AM	Mid	PM	Eve			
2	Market / Brown	30	30	30	60	6:26 AM	9:22 PM	14.93
3	Portland Road	60	60	60	60	6:27 AM	9:27 PM	15.00
4	State Street	60	60	60	60	6:06 AM	9:28 PM	15.37
5	Center Street	30	30	30	60	6:22 AM	9:21 PM	14.98
6	Fairview Industrial	60	60	60	60	6:24 AM	9:40 PM	16.27
7	Mission Street	30	30	30	30	6:44 AM	9:14 PM	14.50
8	12th / Liberty via Red Leaf	60	60	60	60	6:41 AM	9:34 PM	14.88
9	Cherry / River Road	60	60	60	60	6:10 AM	9:35 PM	15.12
11	Lancaster / Verda	30	30	30	30	6:17 AM	9:46 PM	15.48
13	Silverton Road	60	60	60	60	6:57 AM	8:47 PM	13.83
16	Wallace Road	60	60	60	60	6:31 AM	8:54 PM	14.38
17	Edgewater Street	30	30	30	30	6:26 AM	9:124PM	14.97
18	12th / Liberty via Lone Oak	60	60	60	60	6:10 AM	9:06 PM	14.93
19	Broadway / River Road	30	30	30	30	6:24 AM	9:19 PM	14.92
21	South Commercial	30	30	30	30	6:27 AM	9:22 PM	14.92

Table IV- 6. Saturday round trips and span of service of Cherriots Regional express routes (minority routes shown in bold with shaded backgrounds)

Route	Route Name	Daily Round Trips	Service Start	Service End	Span (Hrs)
10X	Woodburn / Salem Express	3.5 daily round trips	7:26 AM	6:25 PM	10.98
20X	N. Marion Co. / Salem Exp.	3.5 daily round trips	8:11 AM	6:08 PM	9.95
30X	Santiam / Salem Express	2 daily round trips	8:00 AM	7:35 PM	11.58
40X	Polk County / Salem Express	4 daily round trips	7:43 AM	7:39 PM	11.93

Tables IV-7 and IV-8 compare the frequency and span of service of Cherriots Local minority and non-minority routes.

Table IV- 7. Comparison of weekday headways and span of service for Cherriots Local minority and non-minority routes

Route Type	Route Classification	Average Headway				Average Service Start	Average Service End	Average Span (Hrs)
		AM	Mid	PM	Eve			
Cherriots Local Routes	<i>Minority Routes</i>	31.5	31.1	31.1	42.7	5:51 AM	10:39 PM	16.80
	<i>Non-Minority Routes</i>	49.5	49.3	49.3	53.3	5:48 AM	10:14 PM	16.44
	<i>All Routes</i>	37.5	37.1	37.1	46.2	5:50 AM	10:31 PM	16.68

Table IV- 8. Comparison of Saturday headways and span of service for Cherriots Local minority and non-minority routes

Route Type	Route Classification	Average Headway				Average Service Start	Average Service End	Average Span (Hrs)
		AM	Mid	PM	Eve			
Cherriots Local Routes	<i>Minority Routes</i>	43.6	43.6	43.6	49.1	6:25 AM	9:23 PM	15.03
	<i>Non-Minority Routes</i>	52.5	52.5	52.5	52.5	6:27 AM	9:14 PM	14.78
	<i>All Routes</i>	46.0	46.0	46.0	50.0	6:26 AM	9:21 PM	14.97

Table IV-9 shows the daily round trips and span of service of the Cherriots Local commuter express service, Route 1X. Since there is only one route in this category, there is no comparison between minority or non-minority routes necessary.

Table IV- 9. Weekday headways and span of service for Cherriots Local commuter express non-minority route (Route 1X)

Route Type	Route Classification	Daily Round Trips	Average Service Start	Average Service End	Average Span (Hrs)
Cherriots Local Commuter Express Route	<i>Minority Routes</i>	-	-	-	-
	<i>Non-Minority Routes*</i>	16 daily round trips	5:00 AM	7:22 PM	14.37
	<i>All Routes</i>	16 daily round trips	5:00 AM	7:22 PM	14.37

*Route 1X is the only service in this category at this time, but future urban to urban commuter express services will be compared here.

Tables IV-10 and IV-11 compare the daily round trips and span of service for Cherriots Regional express routes designated as minority or non-minority routes.

Table IV- 10. Comparison of weekday average daily round trips and span of service for Cherriots Regional minority and non-minority express routes

Route Type	Route Classification	Average Daily Round Trips	Average Service Start	Average Service End	Average Span (Hrs)
Cherriots Regional Express Routes	<i>Minority Routes</i>	7	6:03 AM	8:41 PM	14.64
	<i>Non-Minority Routes</i>	4	5:59 AM	6:24 PM	9.14
	<i>All Routes</i>	5.8	6:01 AM	7:46 PM	12.44

Table IV- 11. Comparison of Saturday average daily round trips and span of service for Cherriots Regional minority and non-minority express routes

Route Type	Route Classification	Average Daily Round Trips	Average Service Start	Average Service End	Average Span (Hrs)
Cherriots Regional Express Routes	<i>Minority Routes</i>	3.67	7:46 AM	6:25 PM	10.95
	<i>Non-Minority Routes</i>	2.00	8:00 AM	7:35 PM	11.58
	<i>All Routes</i>	3.25	7:50 AM	6:56 PM	11.11

Findings

- For weekday and Saturday Cherriots Local service, minority routes have smaller headways (serve stops more frequently) than service on non-minority routes.
- Likewise, for Cherriots Local service, the span of service is slightly greater for minority routes than non-minority routes (16.80 hours and 16.44 hours, respectively for weekdays and 15.03 hours and 14.78 hours, respectively for Saturdays). Therefore, there is no disparate impact to minority populations due to differences in frequency or span of service on weekdays or Saturdays for the Cherriots Local service.
- There is only one Cherriots Local commuter service (Route 1X) in the system today, so comparisons cannot be made for this non-minority route.
- For weekday Cherriots Regional express service, minority routes have a greater number of average daily round trips than the non-minority routes (7 versus 4 average round trips per day).
- The span of service is also greater for the Cherriots Regional express routes defined as minority routes than the non-minority routes on weekdays (14.64 hours versus 9.4 hours, respectively).
- On Saturdays, the span of service is greater for the minority Cherriots Regional express routes than that of the minority route (10.95 hours versus 7.17 hours, respectively). Note the span of service for Route 30X does not include the middle of the day (11:36 a.m. to 3:59 p.m.) when it is not running.

Thus, there are no disparate impacts to minority populations in regard to frequency or span.

On-time performance

SAMTD currently is in the process of installing a Computer Aided Dispatch – Automatic Vehicle Location (CAD-AVL) system on every bus. CAD-AVL will continually monitor On-Time Performance (OTP) for every time point, but since the buses are still in transition with this update to the Title VI program, staff continued to use a manual method of recording the OTP. This section will be updated after CAD-AVL is operational for at least twelve months on all of the buses. For the 2020 update, OTP was measured at the end of most routes for three days of service in October 2019. Buses were considered to be “on time” if they arrived up to 4 minutes and 59 seconds later than their scheduled arrival time. Average OTP is weighted by revenue hours by route.

Table IV- 12. Weekday on-time performance of Cherriots Local and Cherriots Regional routes (Oct. 2019) (minority routes shown in bold with shaded backgrounds)

Route	Route Name	Percent of Trips On Time				
		AM	Mid	PM	Eve	Overall
2	Market / Brown	78%	86%	87%	93%	85%
3	Portland Road	95%	100%	87%	100%	94%
4	State Street	100%	97%	97%	100%	98%
5	Center Street	95%	98%	92%	100%	95%
6	Fairview Industrial	100%	100%	80%	100%	93%
7	Mission Street	96%	93%	90%	100%	94%
8	12th / Liberty via Red Leaf	100%	93%	88%	100%	94%
9	Cherry / River Road	82%	100%	87%	60%	100%
10X	Woodburn / Salem Express	100%	83%	89%	---	92%
11	Lancaster / Verda	91%	90%	95%	88%	95%
12	Hayesville Drive	100%	100%	100%	100%	100%
13	Silverton Road	91%	96%	100%	72%	100%
14	Windsor Island Road	100%	90%	83%	90%	90%
16	Wallace Road	100%	100%	80%	100%	94%
17	Edgewater Street	98%	100%	100%	100%	99%
18	12th / Liberty via Lone Oak	100%	100%	80%	100%	94%
19	Broadway / River Road	90%	88%	97%	100%	92%
20X	N. Marion Co. / Salem Exp.	100%	100%	100%	100%	100%
21	South Commercial	100%	100%	96%	100%	99%
22	Library Loop	88%	97%	70%	100%	86%
23	Lansing / Hawthorne	100%	93%	100%	100%	98%
30X	Santiam / Salem Express	100%	100%	100%	---	100%
40X	Polk County / Salem Express	67%	100%	78%	100%	79%
50X	Dallas / Salem Express	100%	---	100%	---	100%

**Excludes Routes 26 and 27 since cameras are not available at the West Salem Transit Center in order to perform end-of-route OTP monitoring.

Table IV- 13. Weekday on-time performance for Cherriots Local commuter express (Oct. 2019) (minority routes shown in bold with shaded backgrounds)

Route	Route Name	Percent of Trips On Time				
		AM	Mid	PM	Eve	Overall
1X	Wilsonville / Salem Express*	100%	—	86%	—	93%

*Cherriots trips only; OTP of SMART trips are not included.

Table IV- 14. Saturday on-time performance of Cherriots Local and Cherriots Regional routes (Oct. 2019) (minority routes shown in bold with shaded backgrounds)

Route	Route Name	Percent of Trips On Time				
		AM	Mid	PM	Eve	Overall
2	Market / Brown	100%	50%	80%	83%	74%
3	Portland Road	89%	100%	93%	100%	96%
4	State Street	100%	93%	100%	100%	98%
5	Center Street	100%	100%	93%	100%	98%
6	Fairview Industrial	100%	100%	100%	100%	100%
7	Mission Street	100%	97%	90%	100%	95%
8	12th / Liberty via Red Leaf	100%	87%	100%	100%	95%
9	Cherry / River Road	100%	87%	100%	100%	96%
10X	Woodburn / Salem Express	100%	100%	83%	—	90%
11	Lancaster / Verda	100%	78%	86%	50%	83%
13	Silverton Road	100%	100%	100%	100%	100%
16	Wallace Road	100%	100%	100%	100%	100%
17	Edgewater Street	100%	100%	100%	100%	100%
18	12th / Liberty via Lone Oak	100%	100%	100%	100%	100%
19	Broadway / River Road	100%	93%	85%	100%	92%
20X	N. Marion Co. / Salem Exp.	100%	100%	100%	—	100%
21	South Commercial	100%	100%	96%	100%	99%
30X	Santiam / Salem Express	—	100%	100%	—	100%
40X	Polk County / Salem Express	100%	100%	67%	100%	67%

Table IV- 15. Comparison of on-time performance for weekday Cherrits Local minority and non-minority routes

Route Classification	Average Percent of Trips on Time				
	AM	Mid	PM	Eve	Overall
<i>Minority Routes</i>	93%	94%	89%	98%	93%
<i>Non-Minority Routes</i>	99%	98%	88%	100%	95%
<i>All Routes</i>	94%	95%	89%	98%	93%

Table IV- 16. Comparison of on-time performance for Saturday Cherrits Local minority and non-minority routes

Route Classification	Average Percent of Trips on Time				
	AM	Mid	PM	Eve	Overall
<i>Minority Routes</i>	99%	88%	92%	87%	92%
<i>Non-Minority Routes</i>	100%	96%	99%	100%	98%
<i>All Routes</i>	99%	90%	93%	90%	93%

Table IV- 17. Comparison of on-time performance for weekday Cherrits Regional minority and non-minority routes

Route Classification	Average Percent of Trips on Time				
	AM	Mid	PM	Eve	Overall
<i>Minority Routes</i>	87%	94%	88%	100%	89%
<i>Non-Minority Routes</i>	100%	100%	100%	—	100%
<i>All Routes</i>	91%	95%	91%	100%	92%

Table IV- 18. Comparison of on-time performance for Saturday Cherrits Regional minority and non-minority routes

Route Classification	Average Percent of Trips on Time				
	AM	Mid	PM	Eve	Overall
<i>Minority Routes</i>	100%	100%	83%	100%	94%
<i>Non-Minority Routes</i>	—	100%	100%	—	100%
<i>All Routes</i>	100%	100%	87%	100%	95%

Findings

- Weekday OTP for Cherrits Local minority routes is 93 percent on average, slightly lower than the OTP rate for non-minority routes, which is 95 percent.
- Saturday OTP for Cherrits Local minority routes is 92 percent on average, slightly lower than the OTP rate for non-minority routes, 98 percent.
- Weekday OTP for Cherrits Regional minority routes is 89 percent on average, eleven percent lower than the OTP rate for non-minority routes, which was 100 percent.
- Saturday OTP for Cherrits Regional minority routes is 94 percent on average, six percent lower than the OTP rate for non-minority routes, which was also 100 percent

None of the differences between the OTP of minority routes and non-minority routes are more than the systemwide disparate impact threshold of 20 percent. Therefore, there are no disparate impacts to minority populations in regards to OTP.

Vehicle Loads

Vehicle loads are examined to determine whether buses are overcrowded. Table IV-19 shows vehicle capacities of the newest buses in the Cherriots fleet (purchased in 2018 and later). Older vehicles have slightly greater capacities due to a different seat configuration primarily governed by the size of the ADA wheelchair tie-down areas, which are larger in the newer buses.

Table IV- 19. Vehicle capacities and maximum load factors of the newest Cherriots buses

Vehicle Type	Passenger Capacities			
	Seated	Standing	Maximum Capacity	Maximum Load Factor
35-ft high floor	35	0	35	1.0
35-ft. low floor	32	16	48	1.5
40-ft. low floor	39	19	57	1.5
40-ft. commuter	37	0	37	1.0

Tables IV-20 through IV-22 compare average vehicle loads for minority and non-minority routes. Data was collected by automatic passenger counters from January through March 2017 and will not be available until the end of 2020 when it is expected that the new CAD/AVL system will be fully operational on Cherriots Local (and perhaps Cherriots Regional) buses. Average maximum load factors, defined by the average load to seated capacity ratio, are weighted by revenue hours of each route in these tables.

Table IV- 20. Average maximum vehicle loads and load factors by route, weekdays only (minority routes shown in bold with shaded backgrounds)

Route	Route Name	Bus Type	Average Max Load	Average Max Load Factor
2	Market / Brown	35' low floor	20	0.42
3	Portland Road	40' low floor	23	0.40
4	State Street	40' low floor	27	0.47
5	Center Street	35' low floor	20	0.42
6	Fairview Industrial	35' low floor	21	0.44
7	Mission Street	35' low floor	12	0.25
8	12th / Liberty via Red Leaf	35' low floor	19	0.40
9	Cherry / River Road	35' low floor	12	0.25
11	Lancaster / Verda	40' low floor	22	0.39
12	Hayesville Drive	35' low floor	10	0.21
13	Silverton Road	40' low floor	13	0.23
14	Windsor Island Road	35' low floor	4	0.08
16	Wallace Road	35' low floor	10	0.21
17	Edgewater Street	35' low floor	10	0.21
18	12th / Liberty via Lone Oak	35' low floor	22	0.46
19	Broadway / River Road	40' low floor	18	0.32
21	South Commercial	40' low floor	25	0.44
22	Library Loop	40' low floor	4	0.07
23	Lansing / Hawthorne	35' low floor	7	0.15

**Excludes Routes 10X, 20X, 26, 27, 30X, 40X, and 50X since these data were taken in 2016 with data from the old APCs which no longer function on the buses.

Table IV- 21. Average maximum vehicle load and load factor for Cherriots Local commuter express route, weekdays only

Route	Route Name	Bus Type	Average Max Load	Average Max Load Factor
1X	Wilsonville / Salem Express*	40' commuter	23	0.62

Table IV- 22. Comparison of average vehicle loads for minority and non-minority routes of Cherrriots Local service and Cherrriots Regional express services

Route Classification	Cherrriots Local Routes		Cherrriots Regional Express Routes	
	Average Max Load	Average Max Load Factor	Average Max Load	Average Max Load Factor
<i>Minority Routes</i>	14.1	0.27	N/A	N/A
<i>Non-Minority Routes</i>	17.5	0.34	17.5	0.44
<i>All Routes</i>	14.7	0.29	17.5	0.44

Findings

- On Cherrriots Local routes, the average maximum load factor for minority routes (0.27), is less than that for non-minority routes (0.34). Both are far less than the standard of 1.5.
- The average max load for Cherrriots Local commuter express route (0.62) is less than the standard of 1.0. Currently SAMTD only has load data for Route 1X, which is a non-minority route. No data has been collected on Routes 10X-50X because there are not automatic passenger counters on those buses. In future analyses, SAMTD will be able to report on the differences in average max load factors for minority routes and non-minority routes on the Cherrriots Local commuter express and Cherrriots Regional express services.

Examining the data above where no routes are over their maximum allowable load factors, it can be concluded that there are no disparate impacts to minority populations in regard to vehicle loads.

Stop amenities

SAMTD analyzed the distribution of stop amenities in order to identify potential disparities. Table IV-23 shows the share of each amenity in block groups with higher-than-regional-average rates of minority populations.

Table IV- 23. Distribution of amenities in minority block groups versus the total service area

Amenity	Total in Service Area	Located In Minority Census Tracts	
		Count	Percent
Signs, Maps, and Schedules	673	331	49.2%
Shelters	134	78	58.2%
Seating	159	84	52.8%
Waste Receptacles	202	101	50.0%

Findings

- Over half of SAMTD’s shelters, seating, and waste receptacles are located in minority block groups.
- Only 49 percent of signs, maps, and schedules are located in minority block groups.

Although only 49 percent of signs, maps, and schedules are located in minority block groups, this is simply a function of the placement of stops, every one of which has a sign. There are more bus stops located in non-minority block groups, but that is not a function of the level of service in those areas.

Therefore, there is no disparate impact on the minority populations in regard to the distribution of amenities.

Vehicle assignment

In regard to assessing the results of SAMTD's vehicle assignment practices in the context of Title VI, the expectation is that the average age of vehicles on minority routes should not be more than the average age of vehicles on non-minority routes. The average age is calculated by weighing the age of the vehicles by the number of hours in service. These data are unavailable in May 2020 due to the fact that the CAD-AVL systems have not been installed on the buses yet. Once the systems are installed in the summer of 2020, it will then be possible to monitor the placement of vehicles on Cherrits routes and control the distribution of vehicles.

Summary

SAMTD finds no disparities in terms of performance standards that would indicate lesser service provision to minority riders or populations. Across nearly every metric minority routes actually perform better than the non-minority routes, and minority populations have better access to the Cherrits system based on residential proximity to service.

Part V: Demographic analysis

SAMTD uses demographic data to assess equity in distribution of services, facilities, and amenities in relation to minority, low-income, and limited English proficient populations. Such data informs SAMTD in the early stages of service, facilities, and programs planning and enables SAMTD to monitor ongoing service performance, analyze the impacts of policies and programs on these populations, and take appropriate measures to avoid or mitigate potential disparities. SAMTD develops maps and comparative charts to perform this analysis, relying on both ridership and population data within the service area. Please note that block groups in rural areas appear to be large areas of populations, but the populations are greatest in the cities and towns, not agricultural areas. Therefore, the rural populations may appear large, but are actually quite small.

The demographic data shown in this report are from the following sources:

- 2014-2018 American Community Survey (ACS)
- 2016 Cherriots On-Board Rider Survey

This section includes the following items:

1. Service and service area
2. Service availability
3. Minority population
4. Low-income population
5. Limited English Proficient (LEP) population
6. Facilities
7. Amenities – signs, maps, and schedules
8. Amenities – shelters
9. Amenities – seating
10. Amenities – waste receptacles
11. Ridership characteristics and demographics

Service and service area

The service and service area maps (Figures V-1 and V-2) show all Cherriots bus routes, differentiated by:

- **Frequent service** – Cherriots Local services that run every 15 minutes or better during peak times.
- **Standard service** – Cherriots Local services that run every 30 minutes throughout the day.
- **Basic service** – Cherriots Local services that run every 60 minutes throughout the day.
- **Cherriots Regional express service** – Cherriots Regional fixed-route express services that connect communities throughout the region. For the purposes of the maps in this section, the Cherriots Local commuter express service (Route 1X Salem / Wilsonville Express) is also included in this category.

Figure V- 1. Service and service area (Marion and Polk counties)

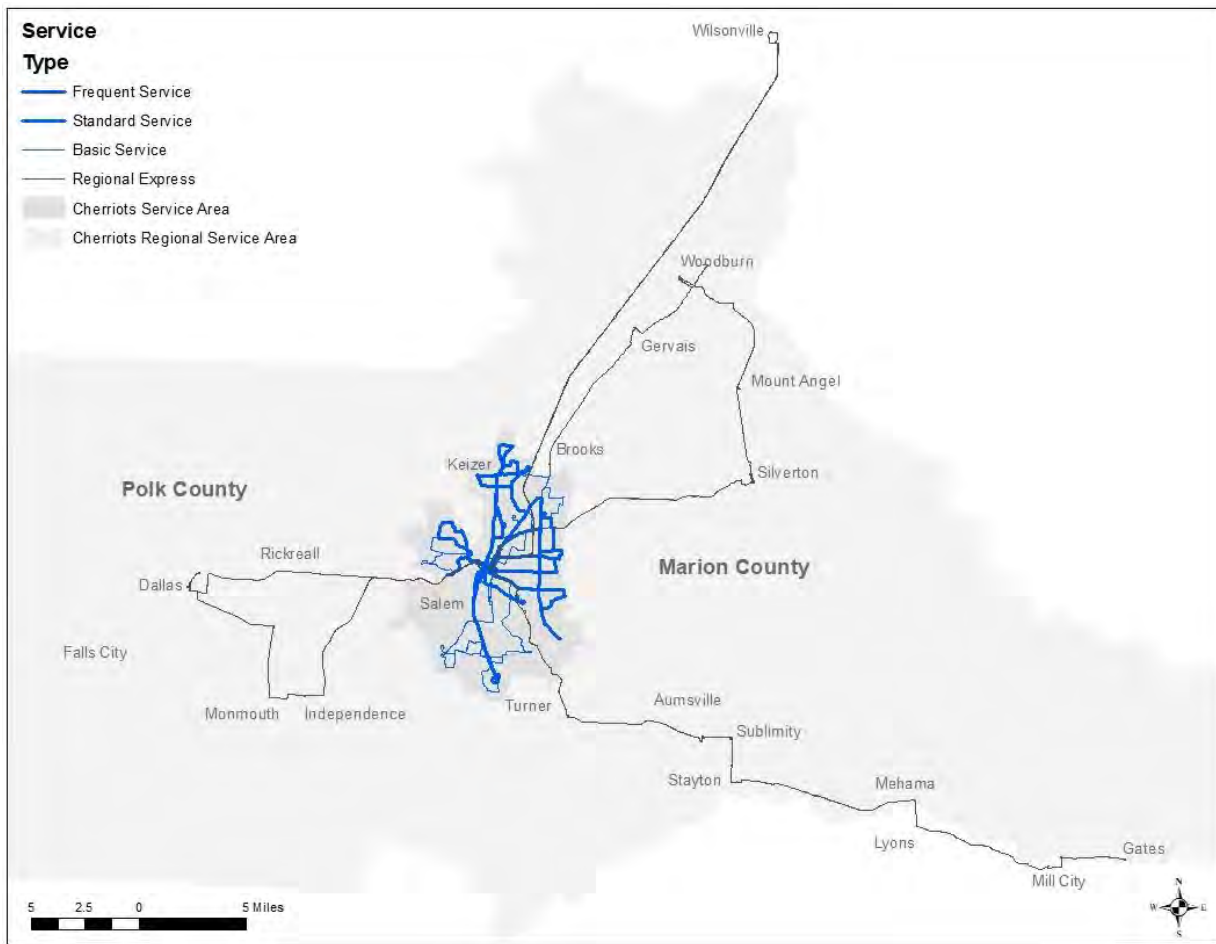
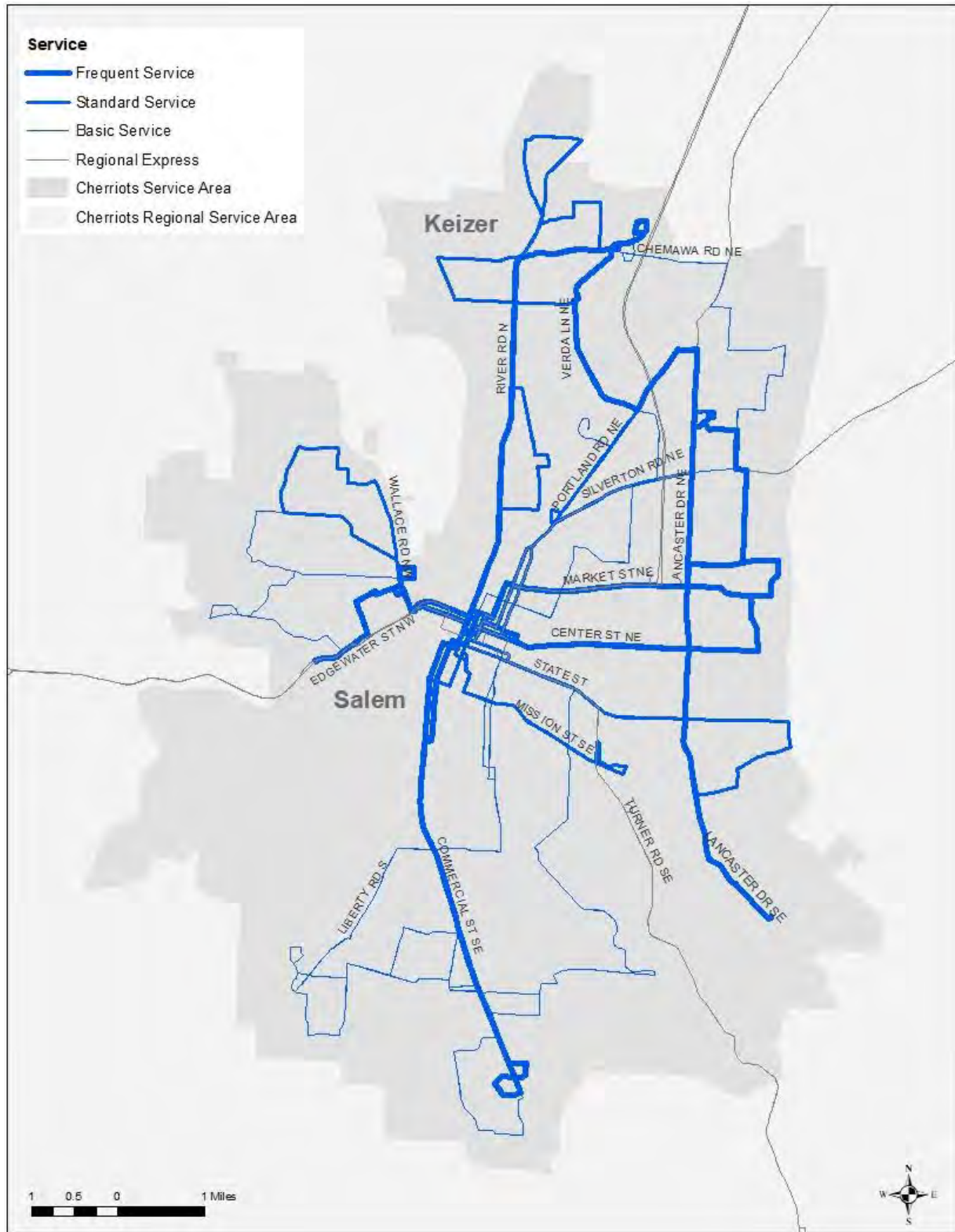


Figure V- 2. Service and service area (Salem and Keizer)



Service availability

Figures V-3 and V-4 below display areas in Marion and Polk counties that are within a half mile of a bus stop, which are the places SAMTD considers served.

Figure V-3. Areas within a half mile walk of a bus stop (Marion and Polk counties)

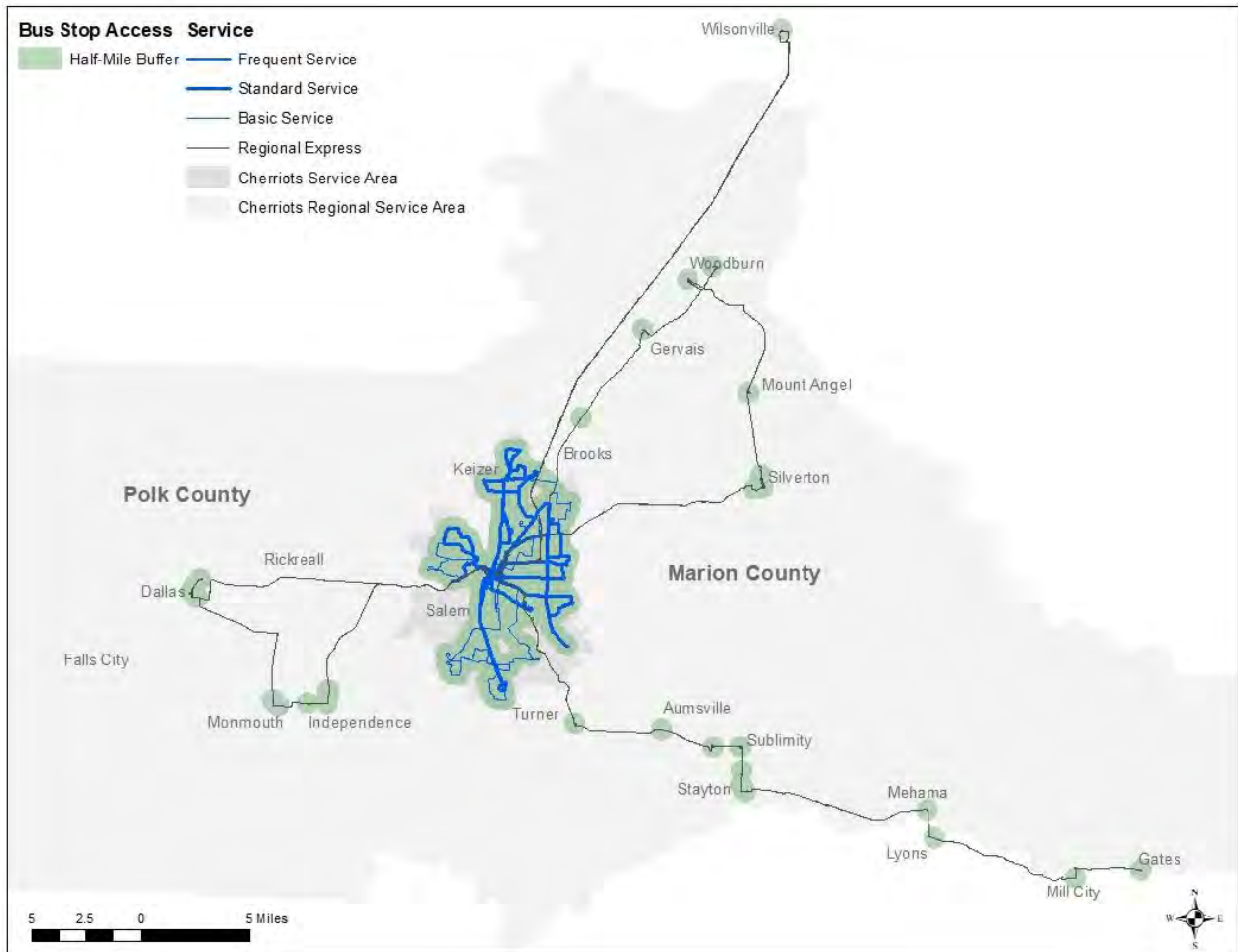
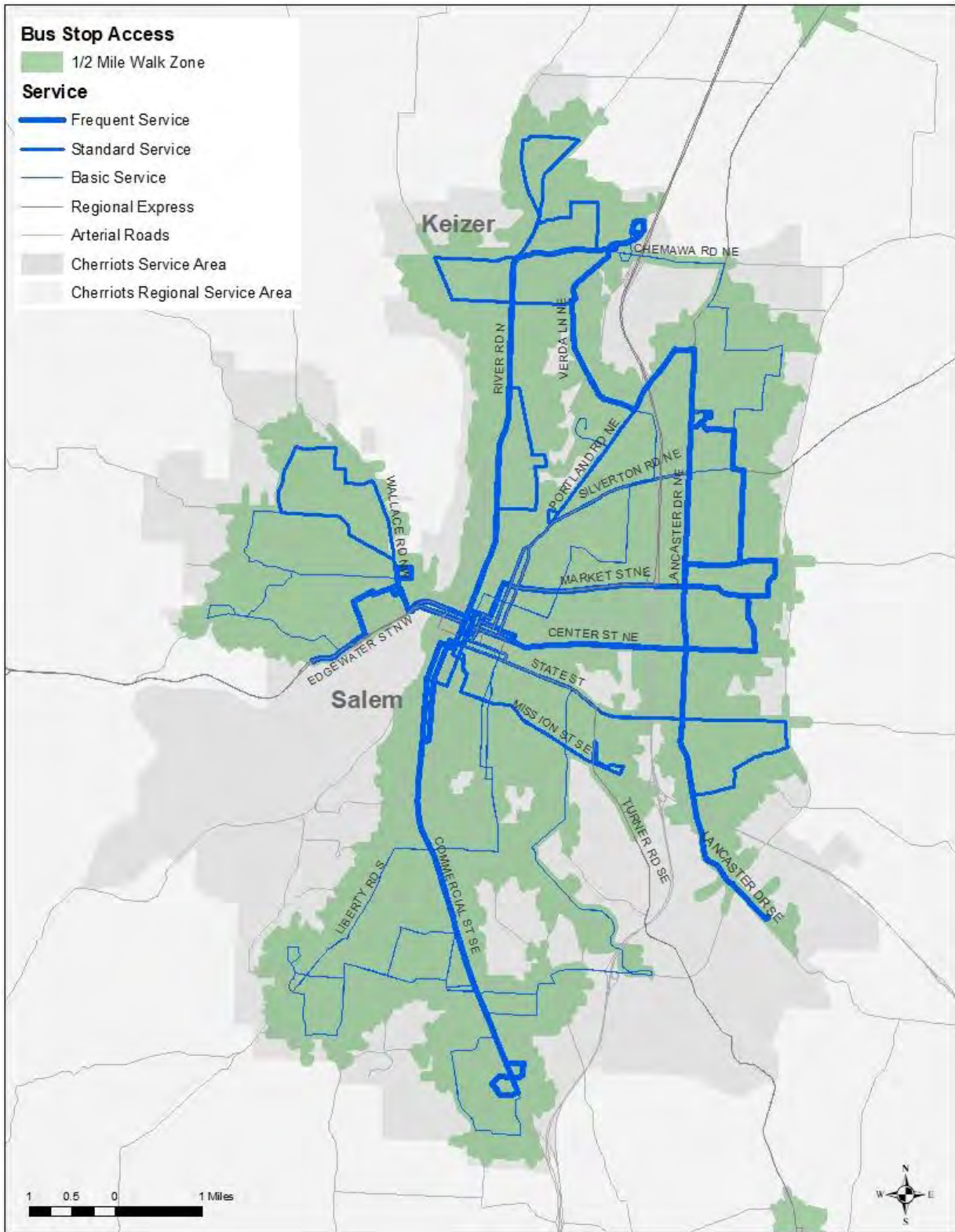


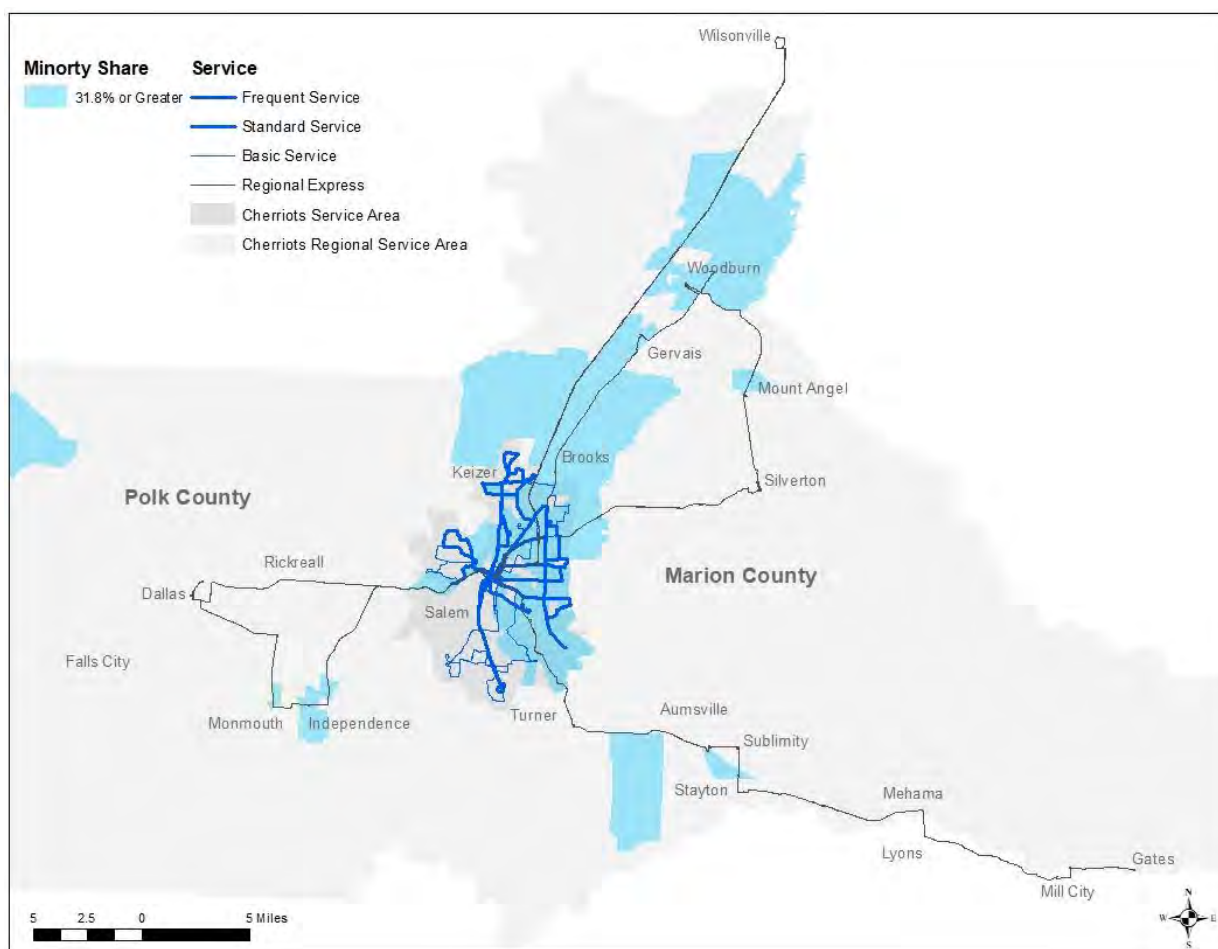
Figure V- 4. Areas within a half mile walk of a bus stop (Salem and Keizer)



Minority population

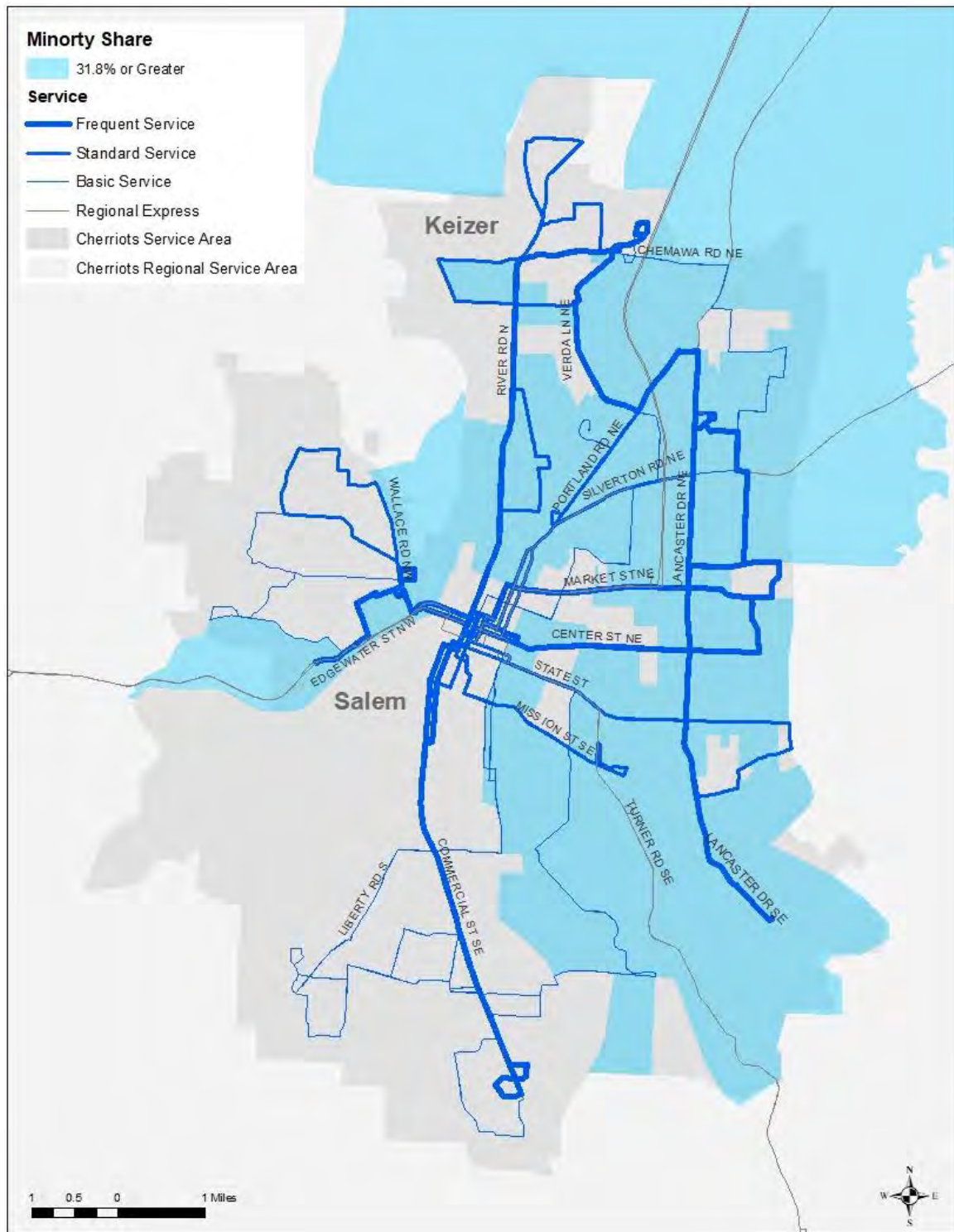
Figures V-5 and V-6 below display U.S. Census block groups in Marion and Polk counties that have shares of minority populations greater than the average for the two counties (31.8 percent) as of the 2014-2018 ACS.

Figure V-5. Service and service area relative to block groups with greater than average minority populations (Marion and Polk counties)



Source: ACS 2014-18, Table B03002.

Figure V- 6. Service and service area in relation to block groups with greater than average minority populations (Salem and Keizer)

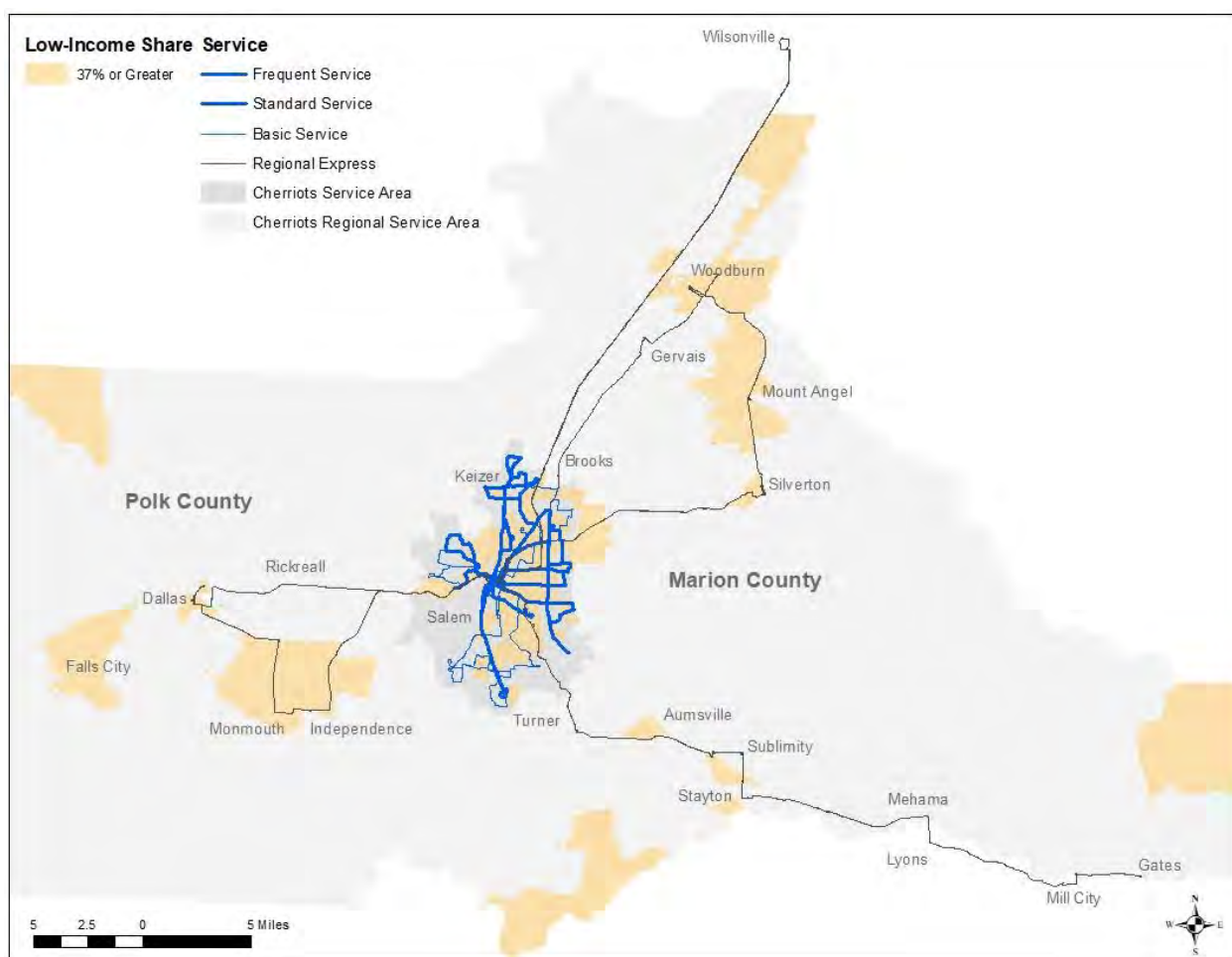


Source: ACS 2014-18, Table B03002.

Low-income population

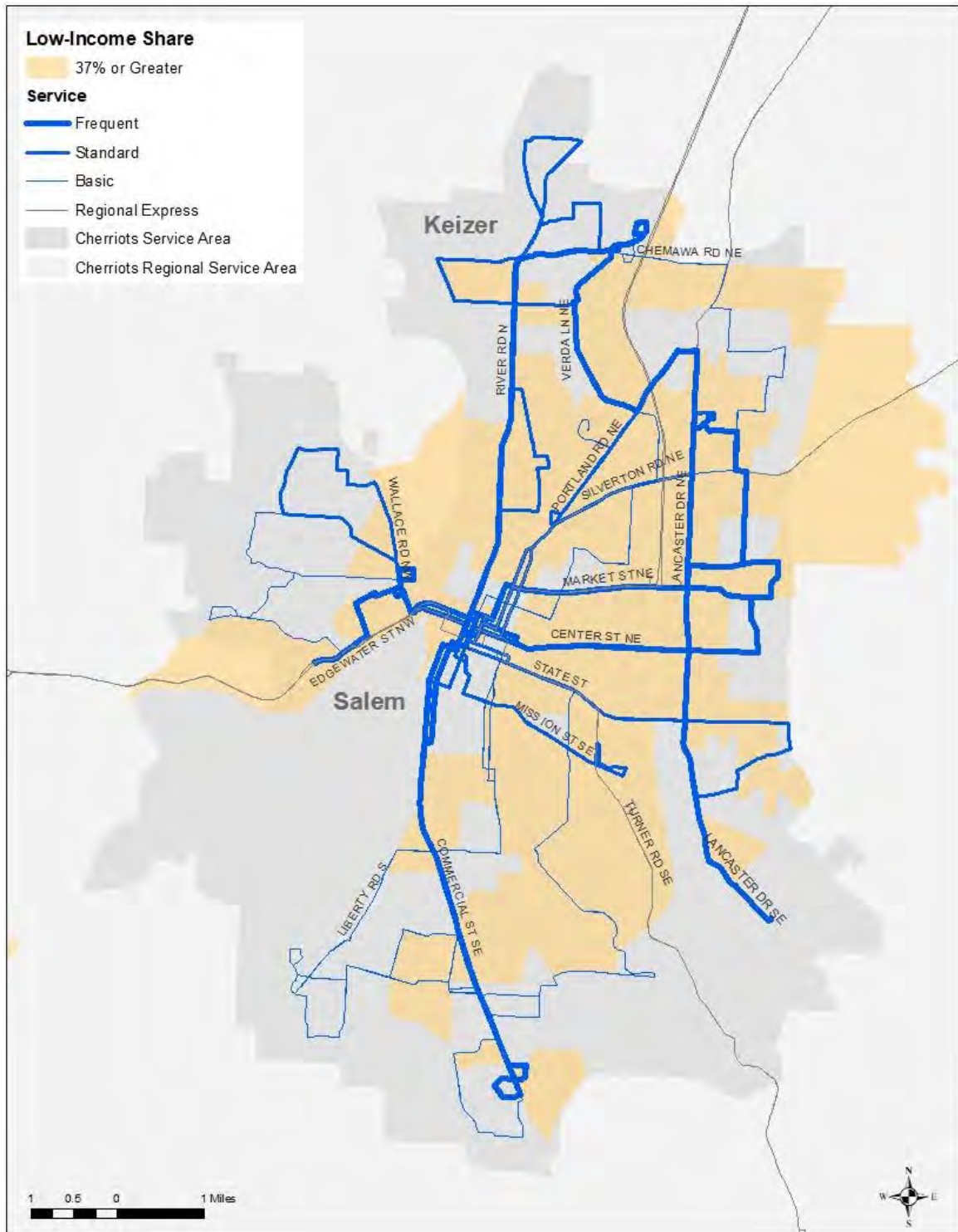
Figures V-7 and V-8 below display U.S. Census block groups in Marion and Polk counties that have shares of low-income populations greater than the average for the two counties (36.9 percent) as of the 2014-2018 ACS. Low-income is defined as households earning at or below 200 percent of the Federal Poverty Level (FPL). Block group level data was unavailable, so U.S. Census tract data was used.

Figure V-7. Service and service area in relation to block groups with greater than average low-income (200 percent FPL) populations (Marion and Polk counties)



Source: ACS 2014-18, Table C17002.

Figure V- 8. Service and service area in relation to block groups with greater than average low-income (200 percent FPL) populations (Salem and Keizer)

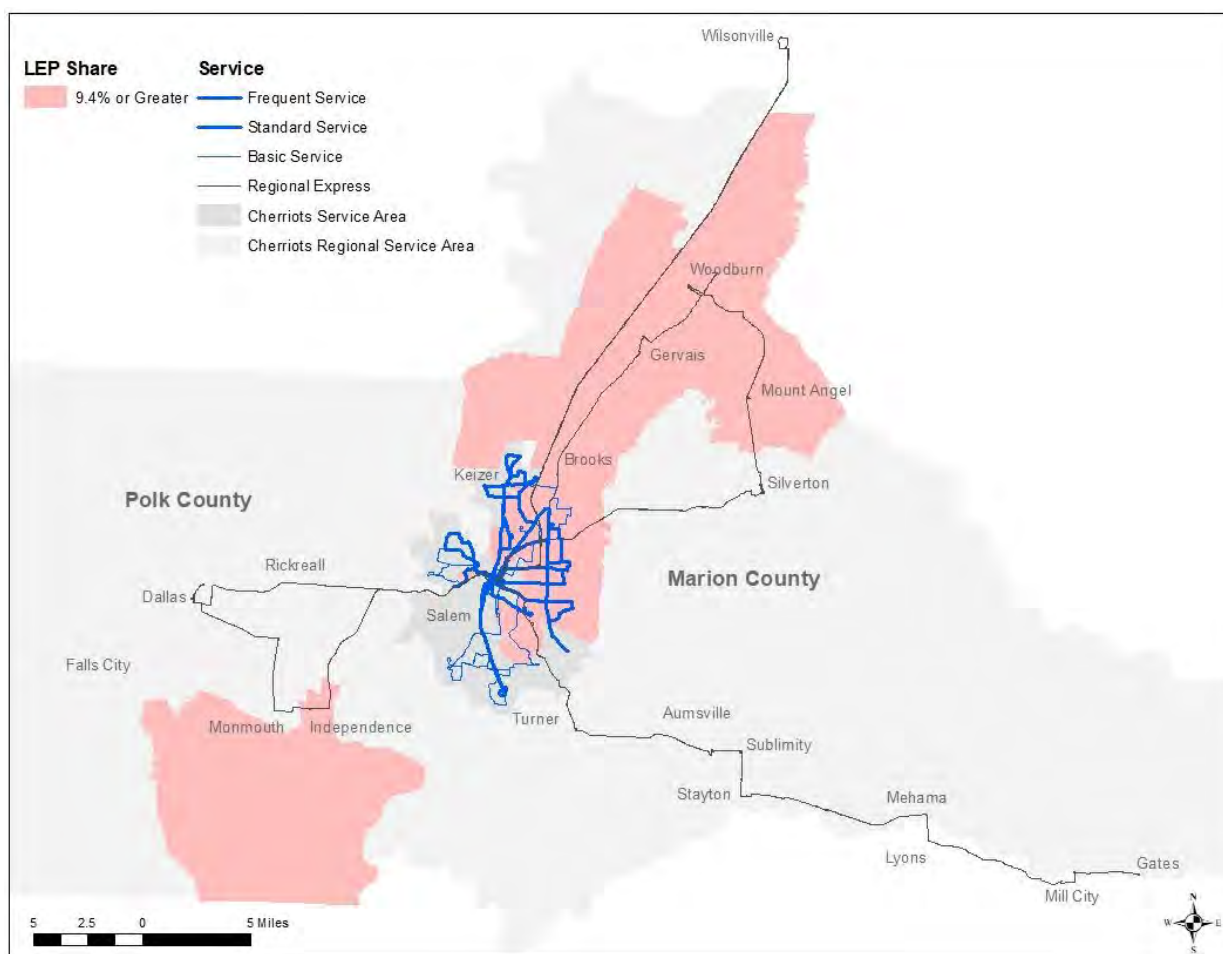


Source: ACS 2014-18, Table C17002.

Limited English Proficient (LEP) population

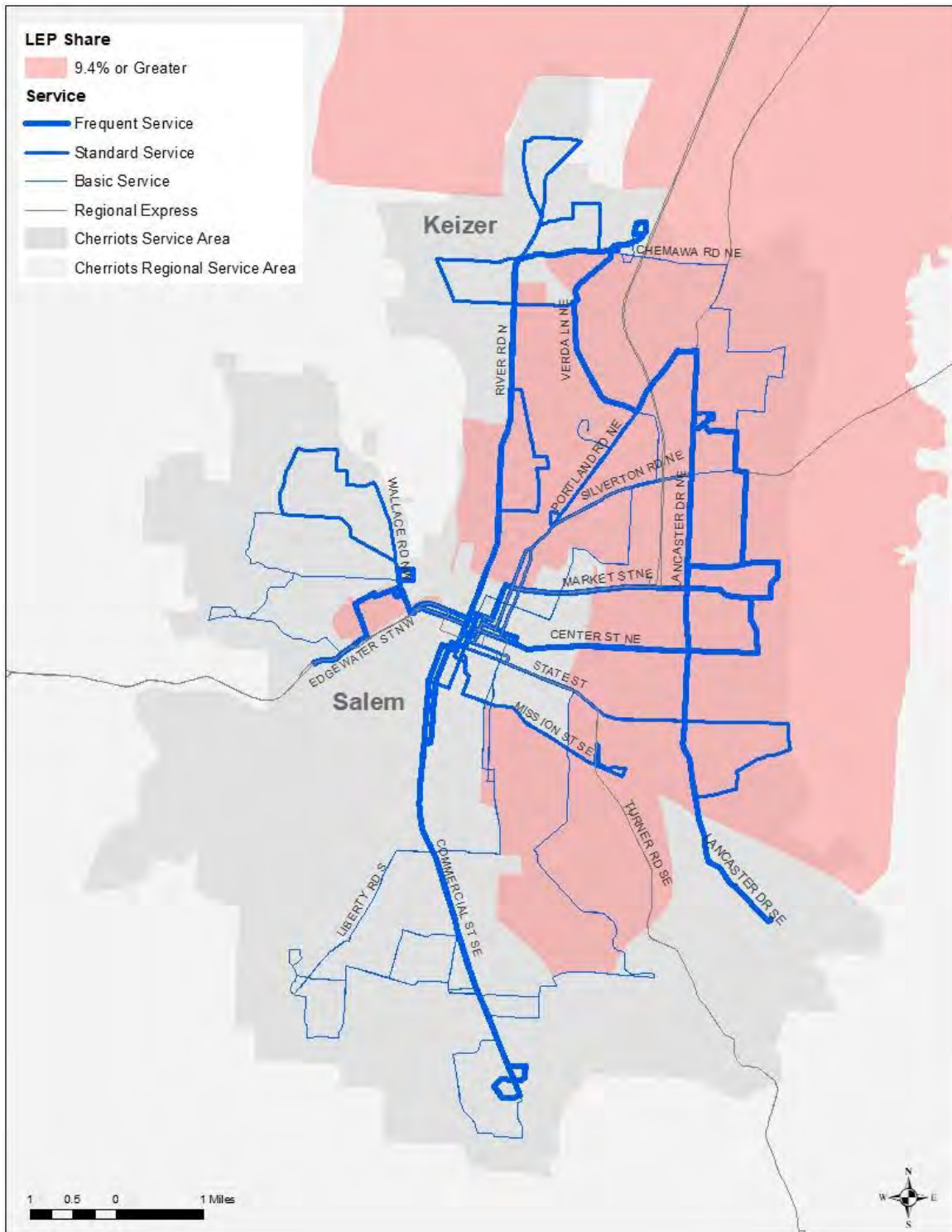
Figures V-9 and V-10 below display U.S. Census tracts in Marion and Polk counties that have shares of LEP populations greater than the average for the two counties (9.4 percent) as of the 2014-2018 ACS. Block group level detail was unavailable for LEP data, so U.S. Census tract data is shown. LEP is defined as those who speak English less than “very well”.

Figure V-9. Service and service area in relation to Census tracts with greater than average LEP populations (Marion and Polk counties)



Source: ACS 2014-18, Table C16001.

Figure V- 10. Service and service area in relation to Census tracts with greater than average LEP populations (Salem and Keizer)

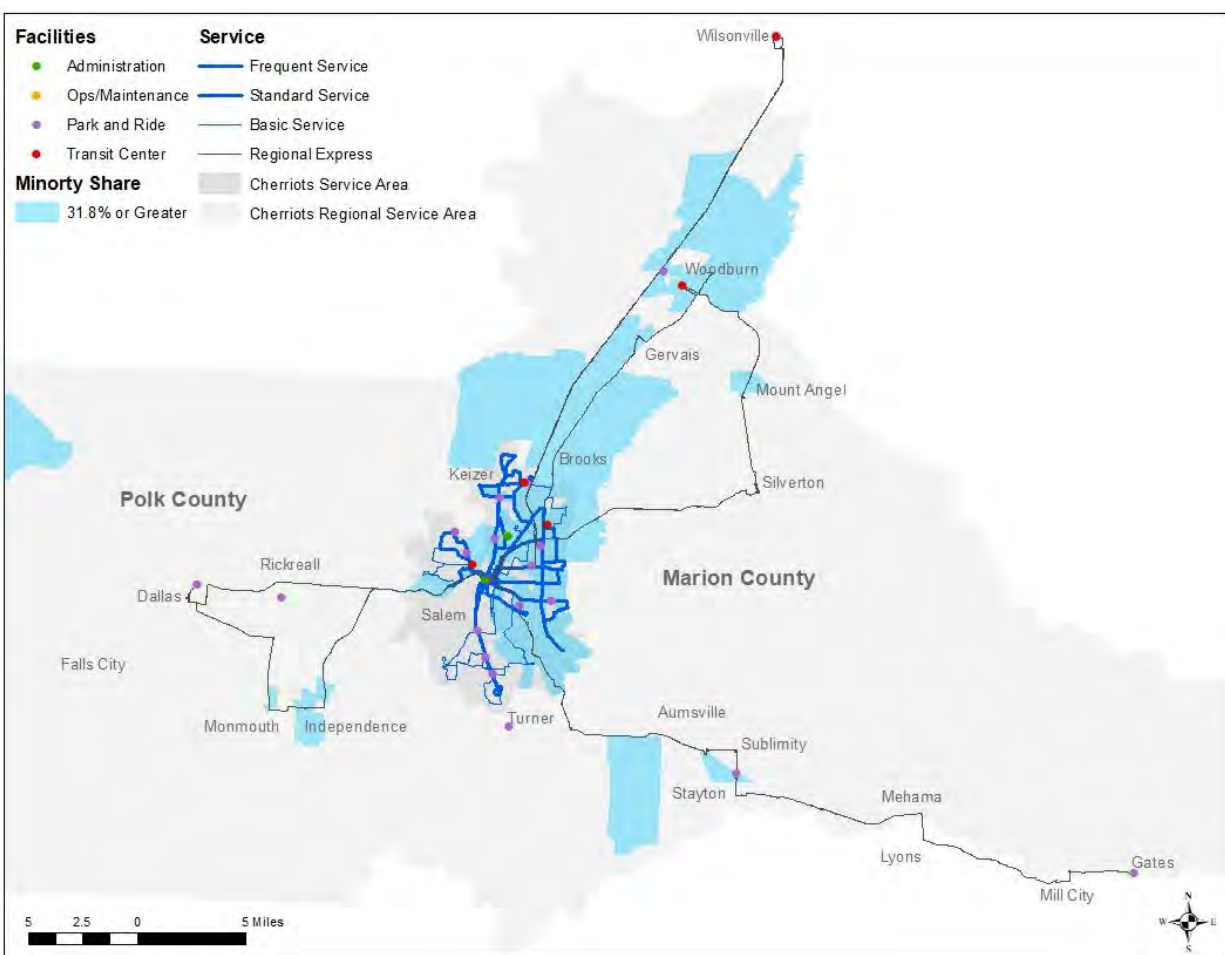


Source: ACS 2014-18, Table C16001.

Facilities

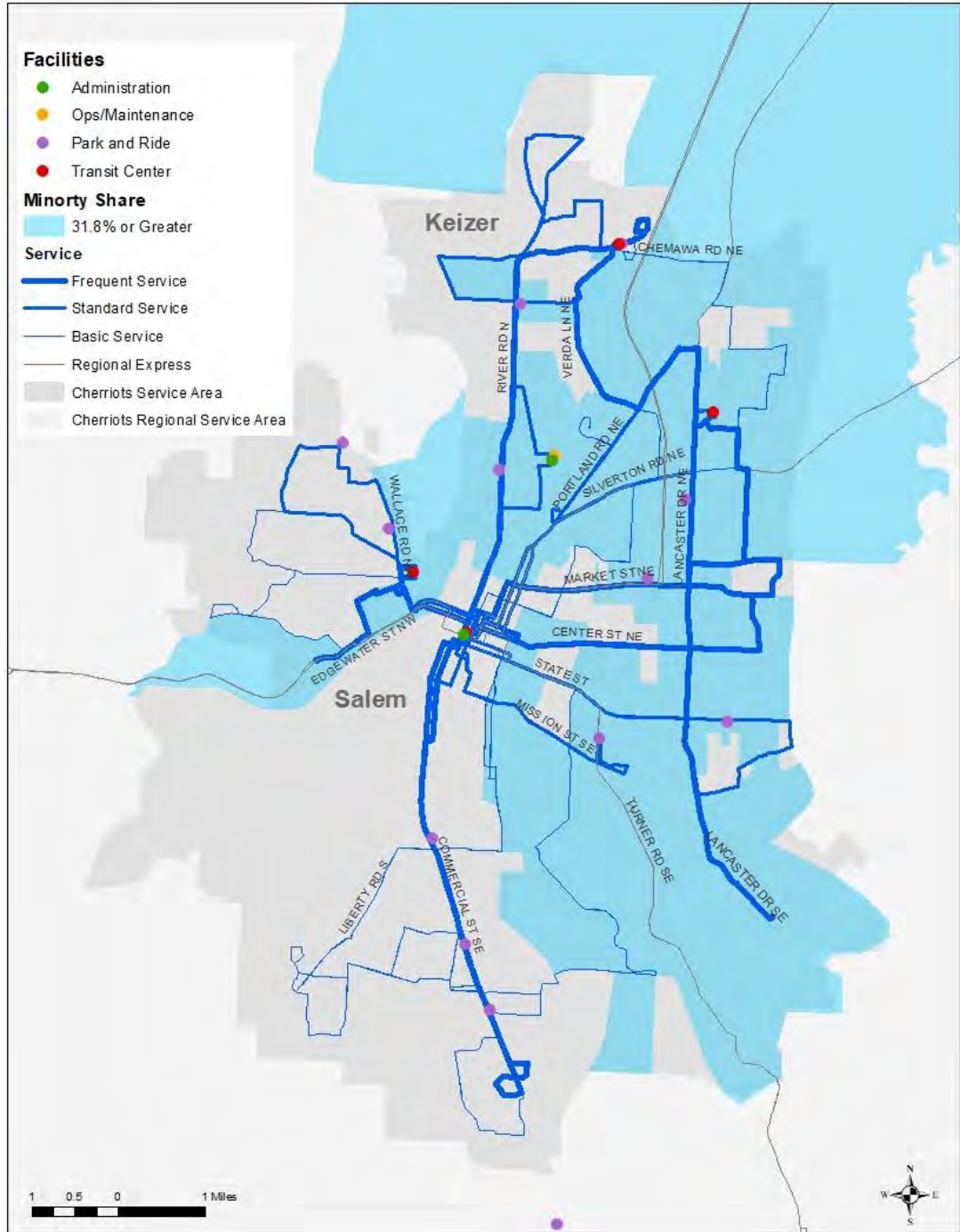
Figures V-11 through V-14 below display SAMTD facilities and facilities owned by other public or private entities but served by Cherriots buses, including administrative offices, operations and maintenance facilities, park and ride locations, and transit centers. Overlays include minority populations and low-income populations.

Figure V- 11. Current SAMTD facilities and facilities owned by other public or private entities but served by Cherriots buses in relation to U.S. Census block groups with greater than average minority populations (Marion and Polk counties)



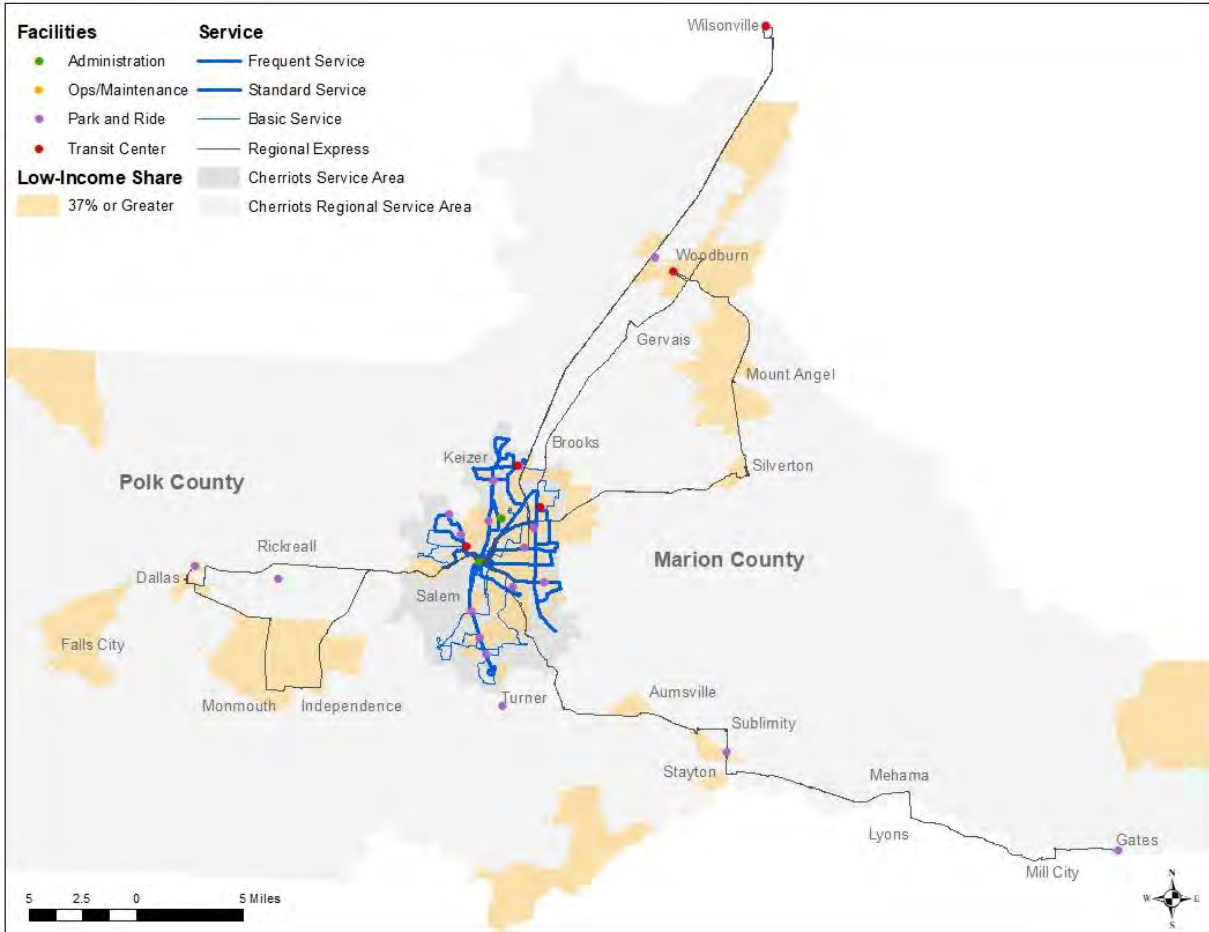
Source: ACS 2014-18, Table B03002.

Figure V- 12. Current SAMTD facilities and others that are publicly or privately owned served by Cherriots buses in relation to block groups with greater than average minority populations (Salem and Keizer)



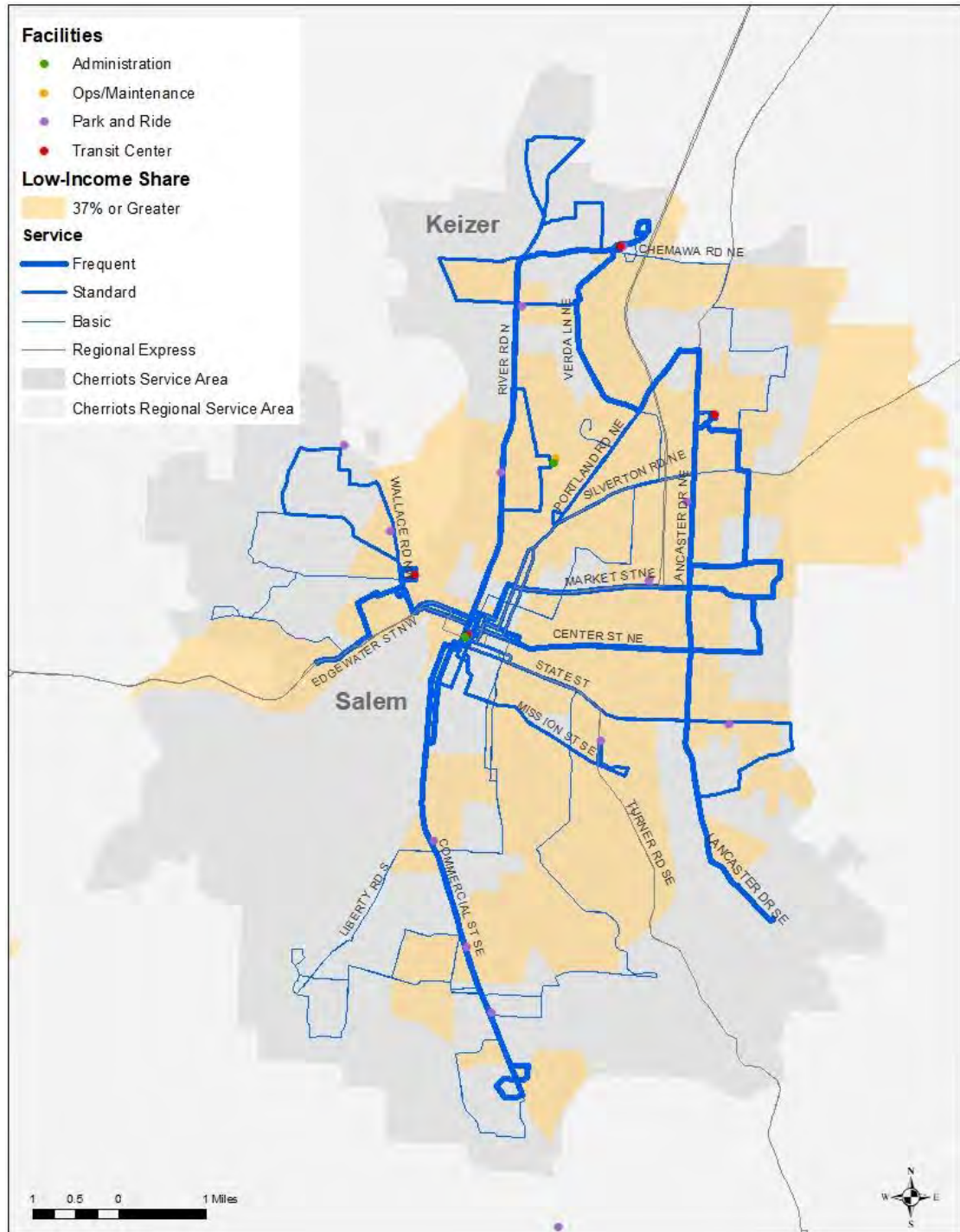
Source: ACS 2014-18, Table B03002.

Figure V- 13. Low-income (200 percent FPL) populations in relation to current SAMTD facilities and facilities belonging to other public and private entities, which are served by Cherriots buses (Marion and Polk counties)



Source: ACS 2014-18, Table C17002.

Figure V- 14. Low-income (200 percent FPL) populations in relation to current SAMTD facilities and facilities belonging to other public and private entities, which are served by Cherriots buses (Salem and Keizer)

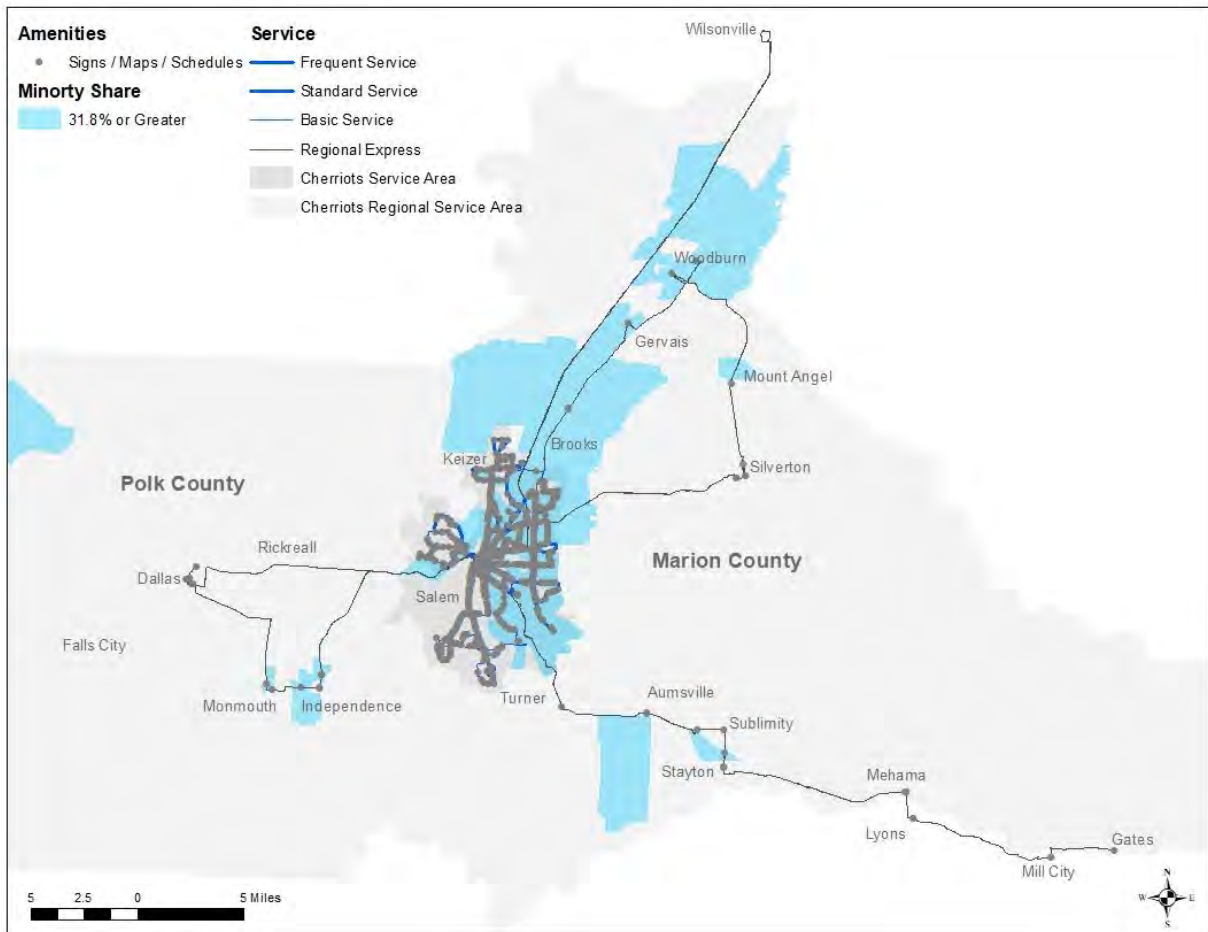


Source: ACS 2014-18, Table C17002.

Amenities – signs, maps, and schedules

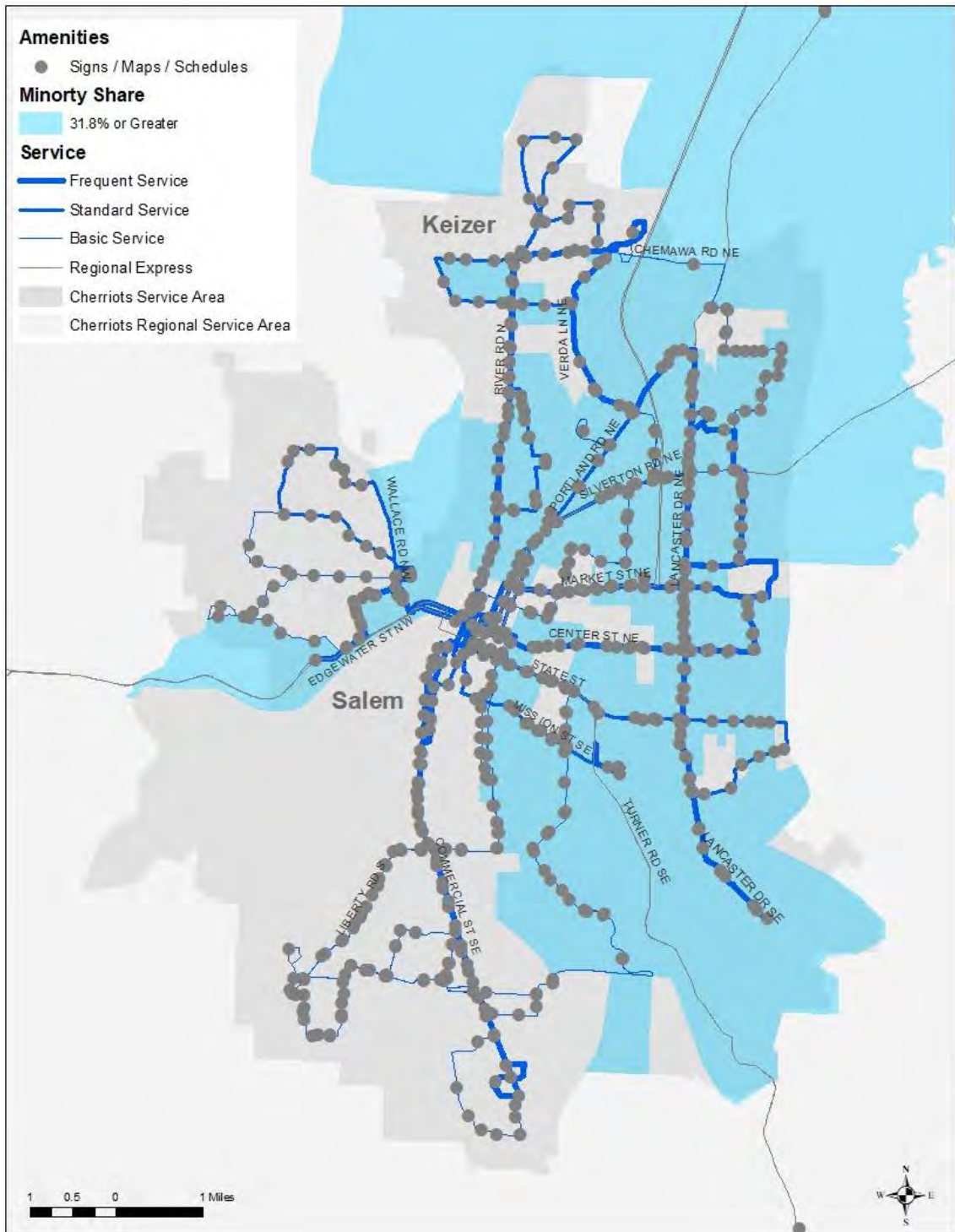
Figures V-15 through V-18 below display SAMTD signs, maps, and schedules. This includes bus stop signs, shelter schedules, and schedule racks with print schedules located throughout the region.

Figure V- 15. Signs, maps, and schedules in relation to block groups with greater than average minority populations (Marion and Polk counties)



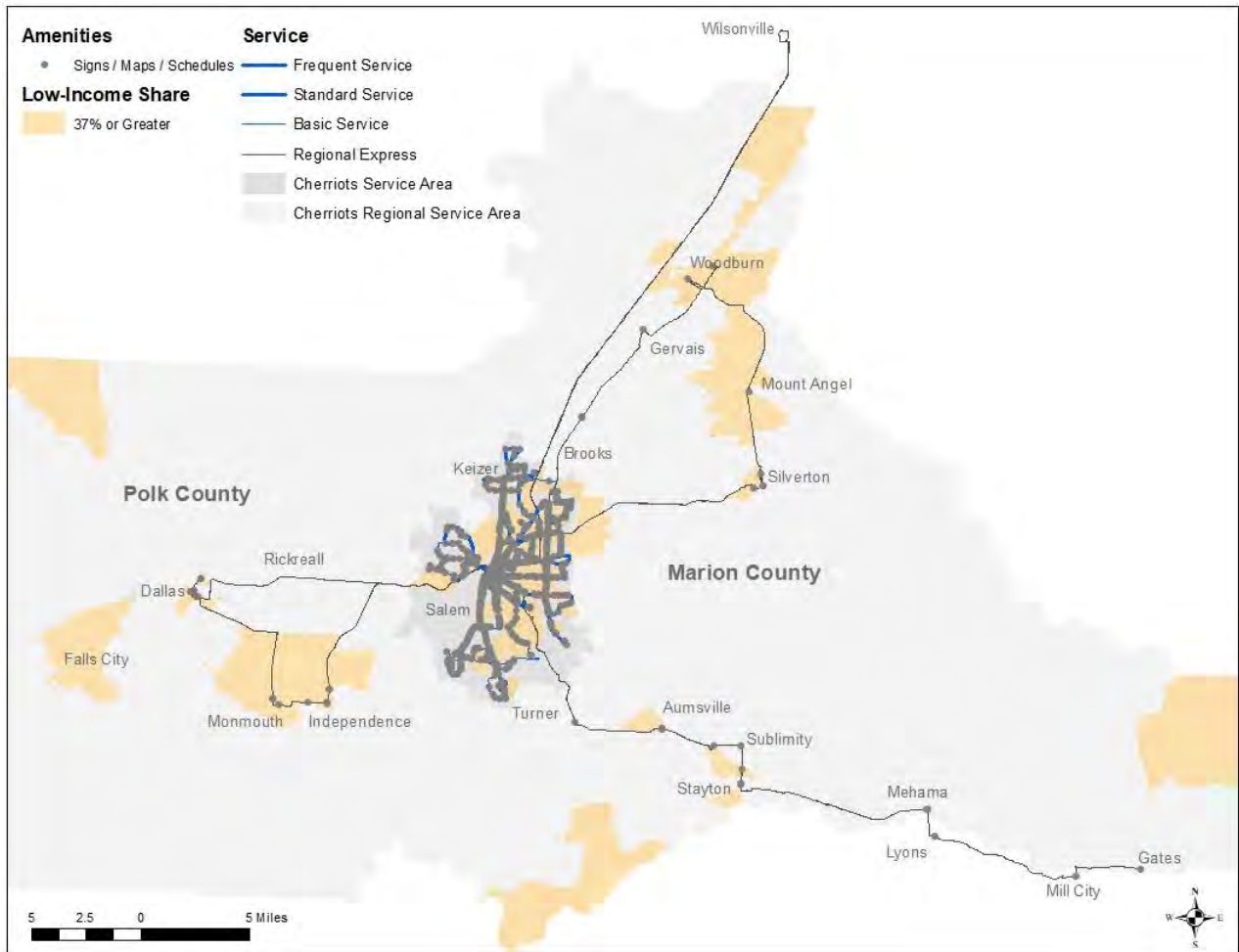
Source: ACS 2014-18, Table B03002.

Figure V- 16. Signs, maps, and schedules in relation to block groups with greater than average minority populations (Salem and Keizer)



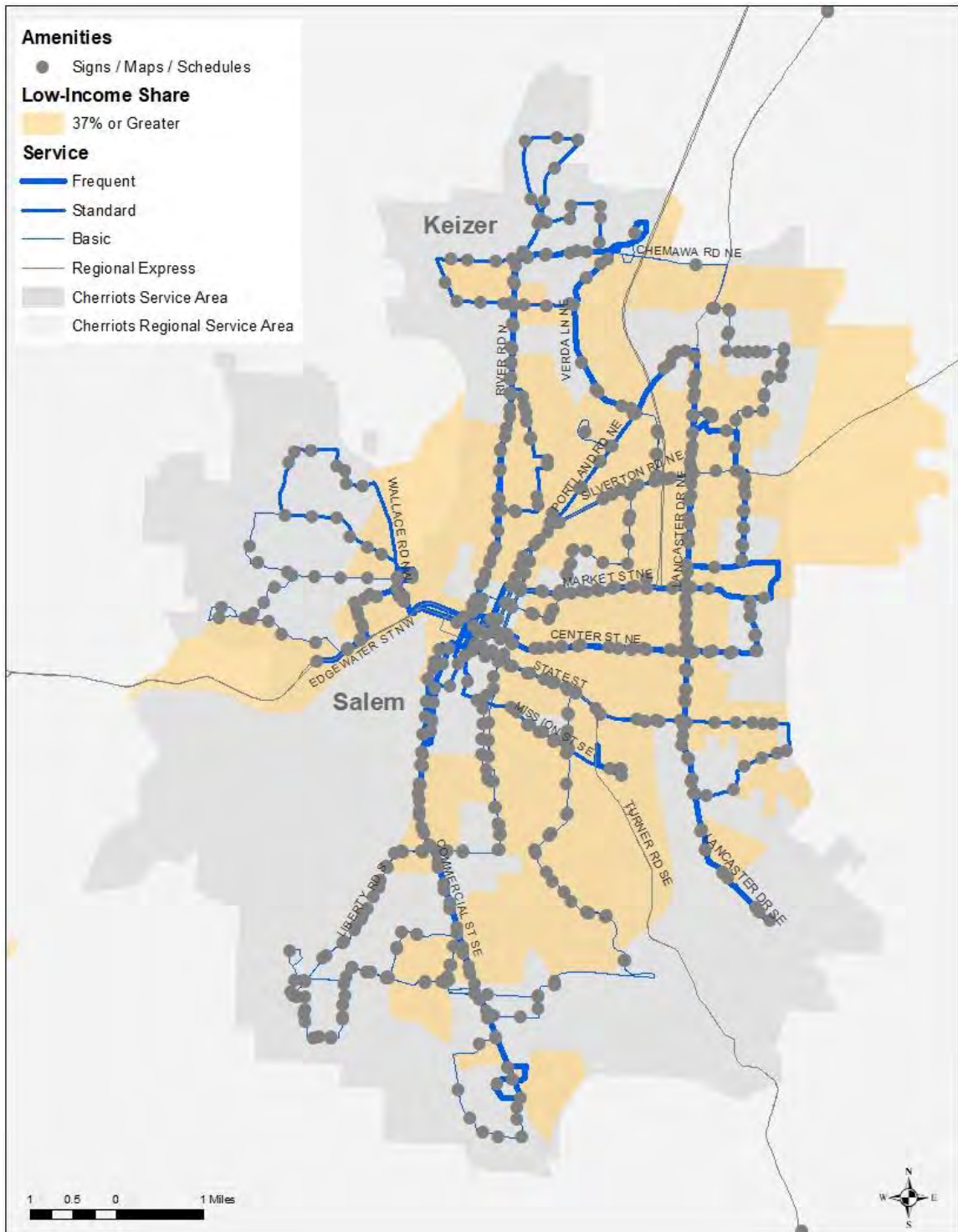
Source: ACS 2014-18, Table B03002.

Figure V- 17. Signs, maps, and schedules in relation to block groups with greater than average low-income (200 percent FPL) populations (Marion and Polk counties)



Source: ACS 2014-18, Table C17002.

Figure V- 18. Signs, maps, and schedules in relation to block groups with greater than average low-income (200 percent FPL) populations (Salem and Keizer)

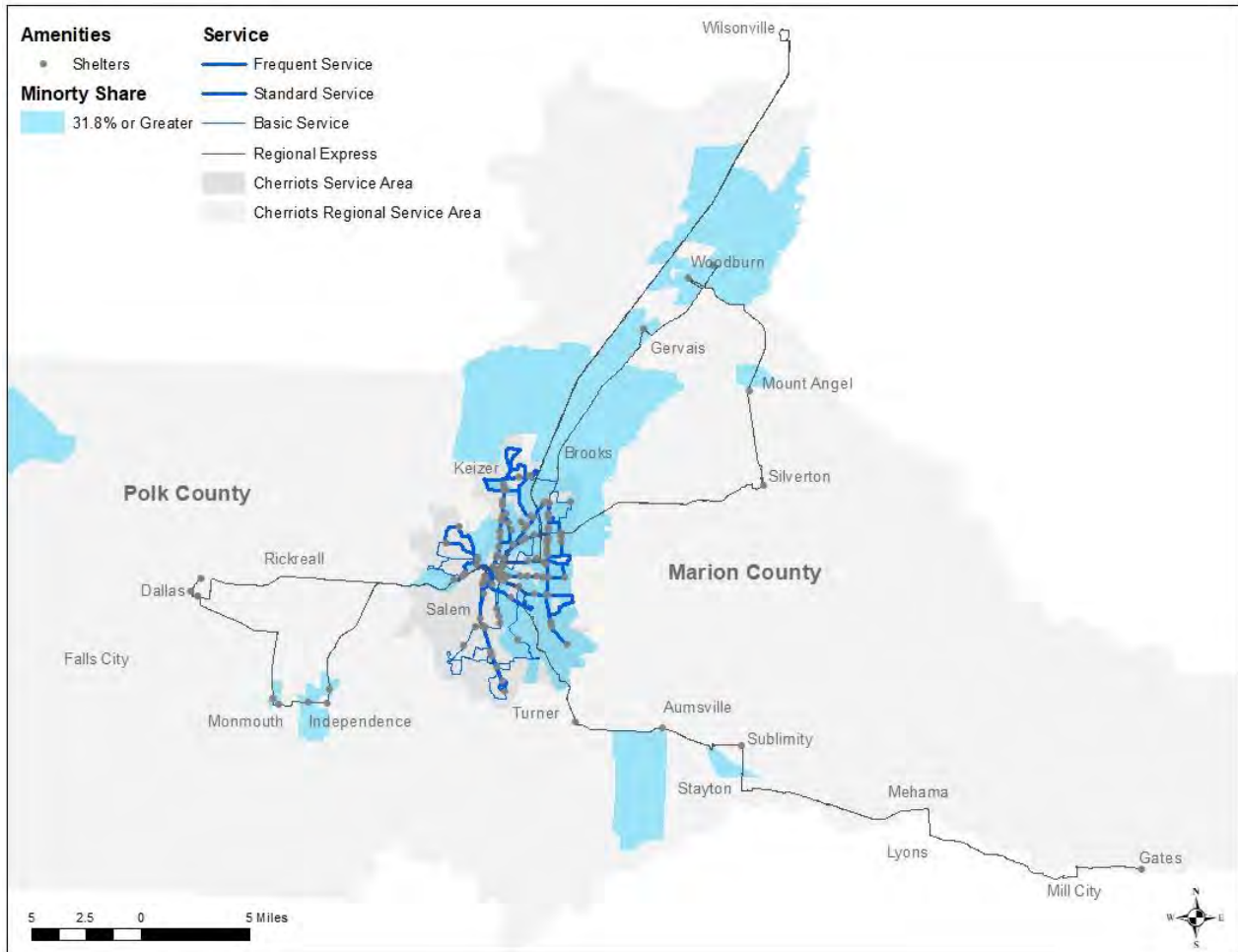


Source: ACS 2014-18, Table C17002.

Amenities – shelters

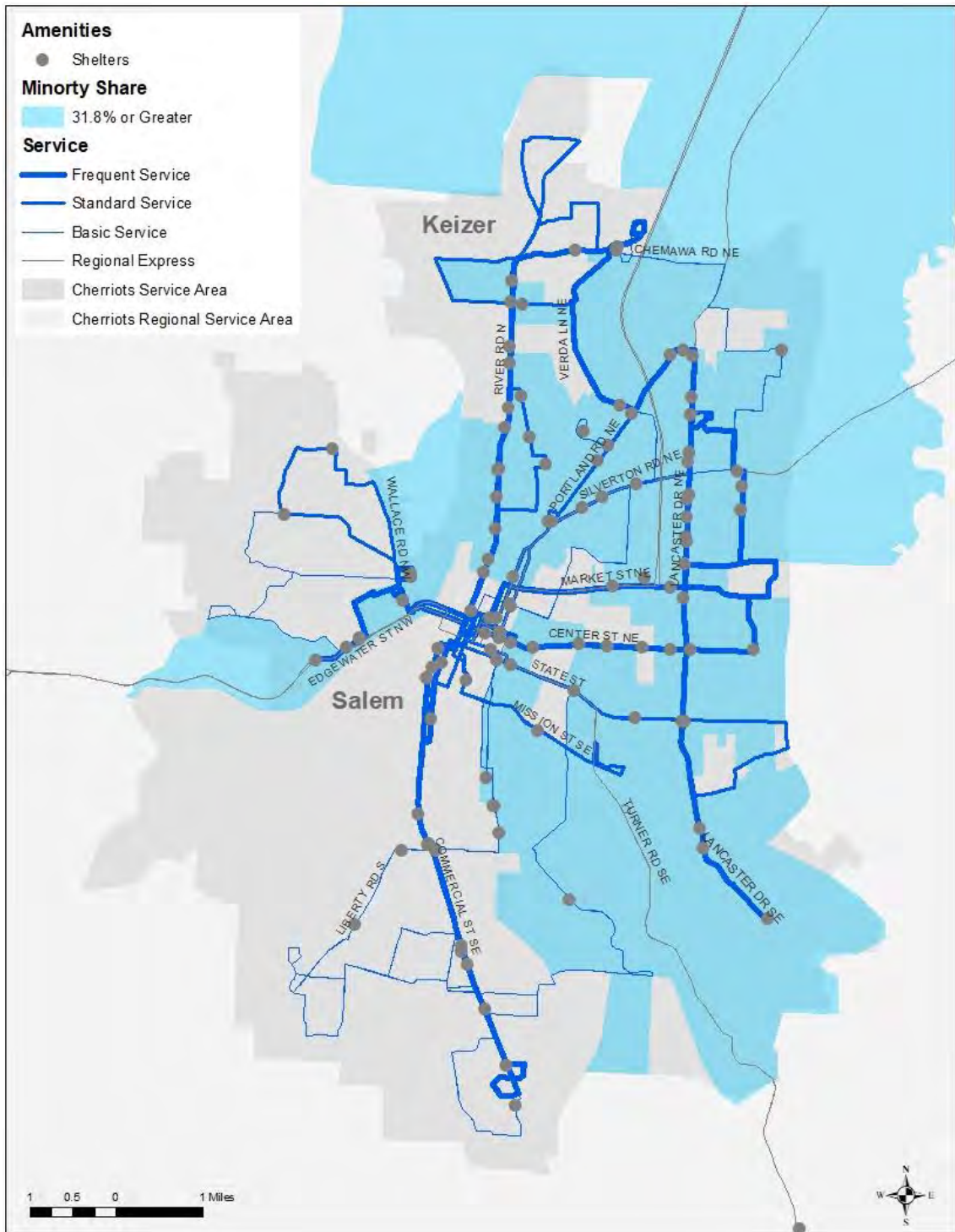
Figures V-19 through V-22 below display all SAMTD shelters and shelters belonging to other transit agencies and institutions that service SAMTD stops.

Figure V- 19. Transit shelters in relation to block groups with greater than average minority populations (Marion and Polk counties)



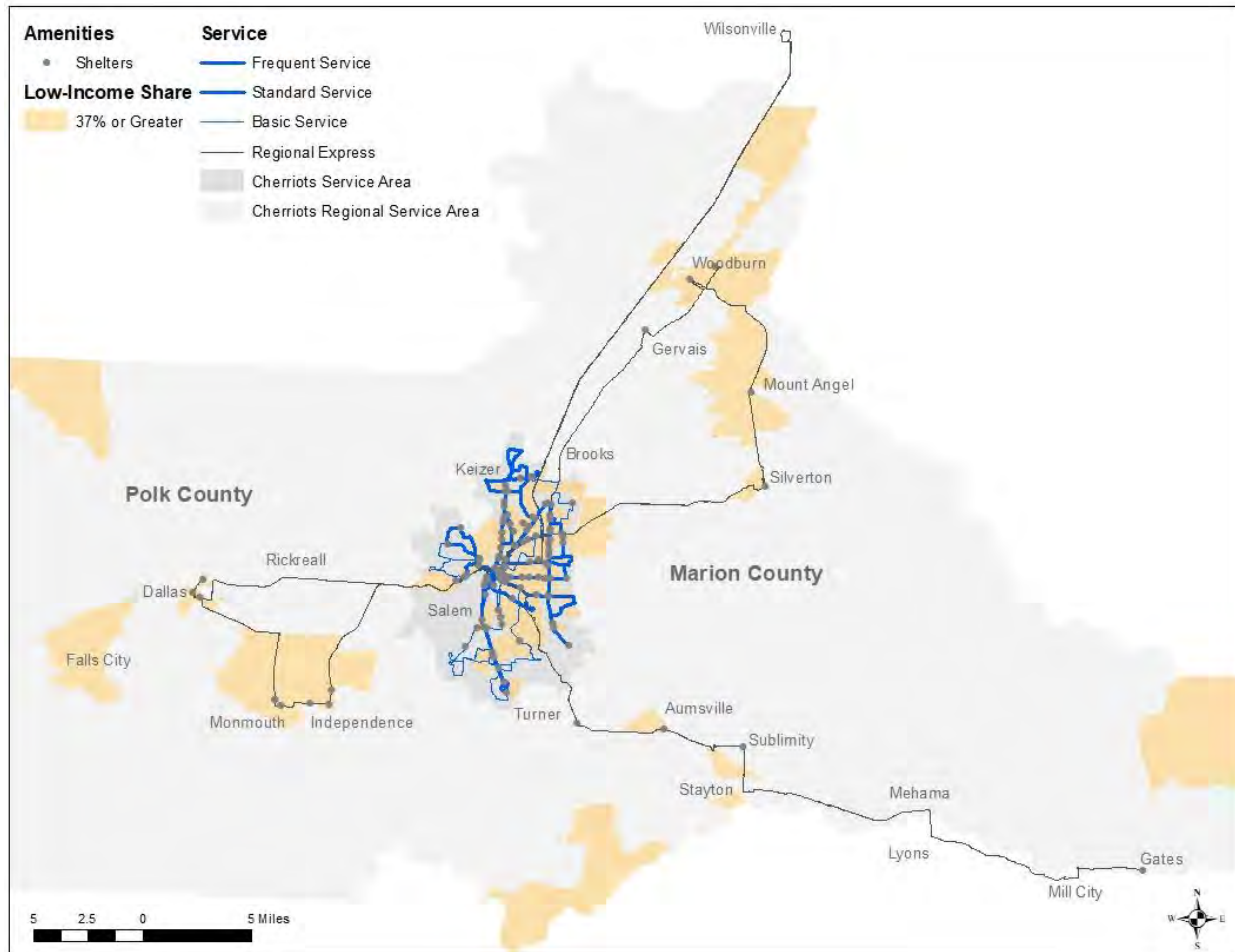
Source: ACS 2014-18, Table B03002.

Figure V- 20. Transit shelters in relation to block groups with greater than average minority populations (Salem and Keizer)



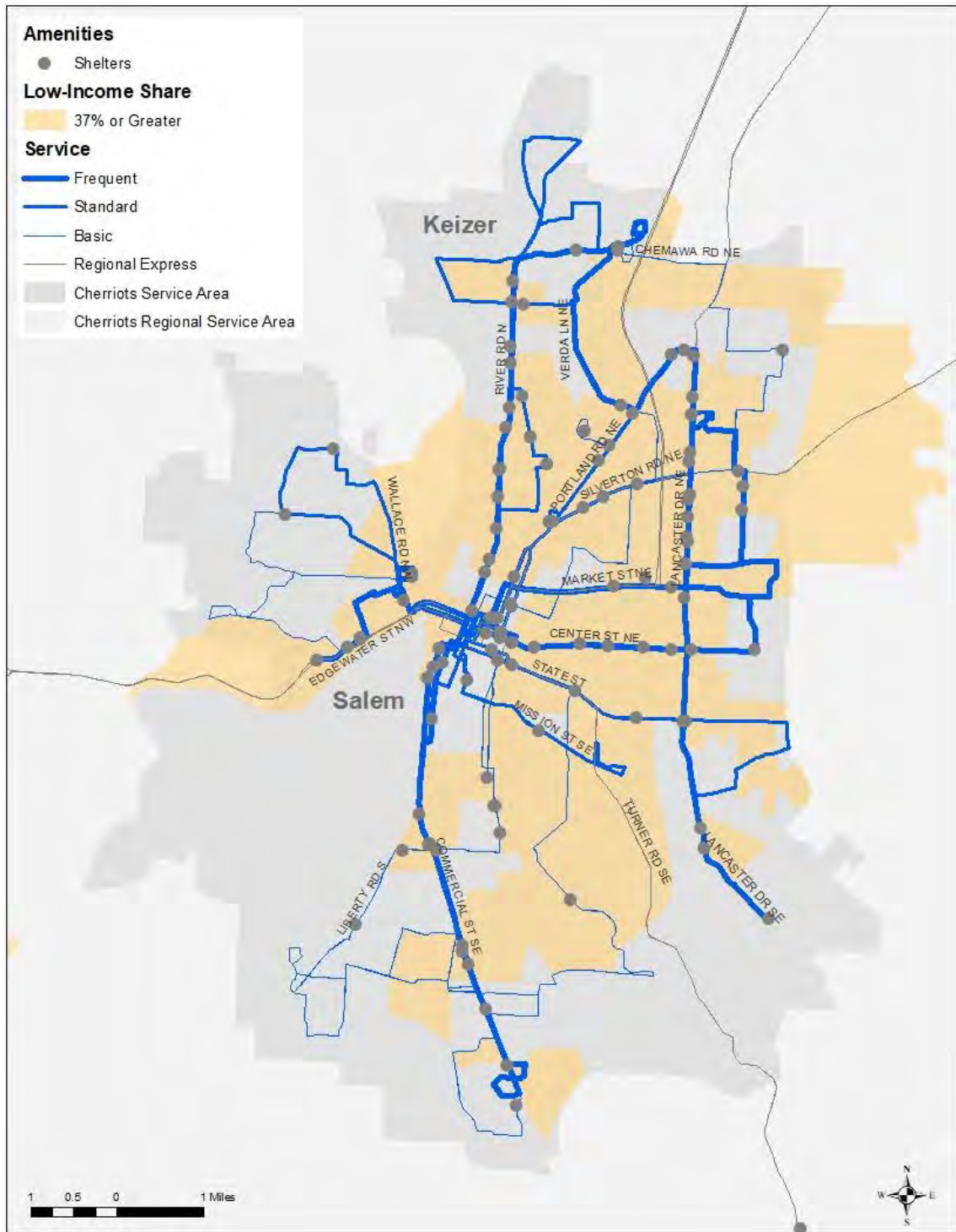
Source: ACS 2014-18, Table B03002.

Figure V- 21. Transit shelters in relation to block groups with greater than average low-income (200 percent FPL) populations (Marion and Polk counties)



Source: ACS 2014-18, Table C17002.

Figure V- 22. Transit shelters in relation to block groups with greater than average low-income (200 percent FPL) populations (Salem and Keizer)

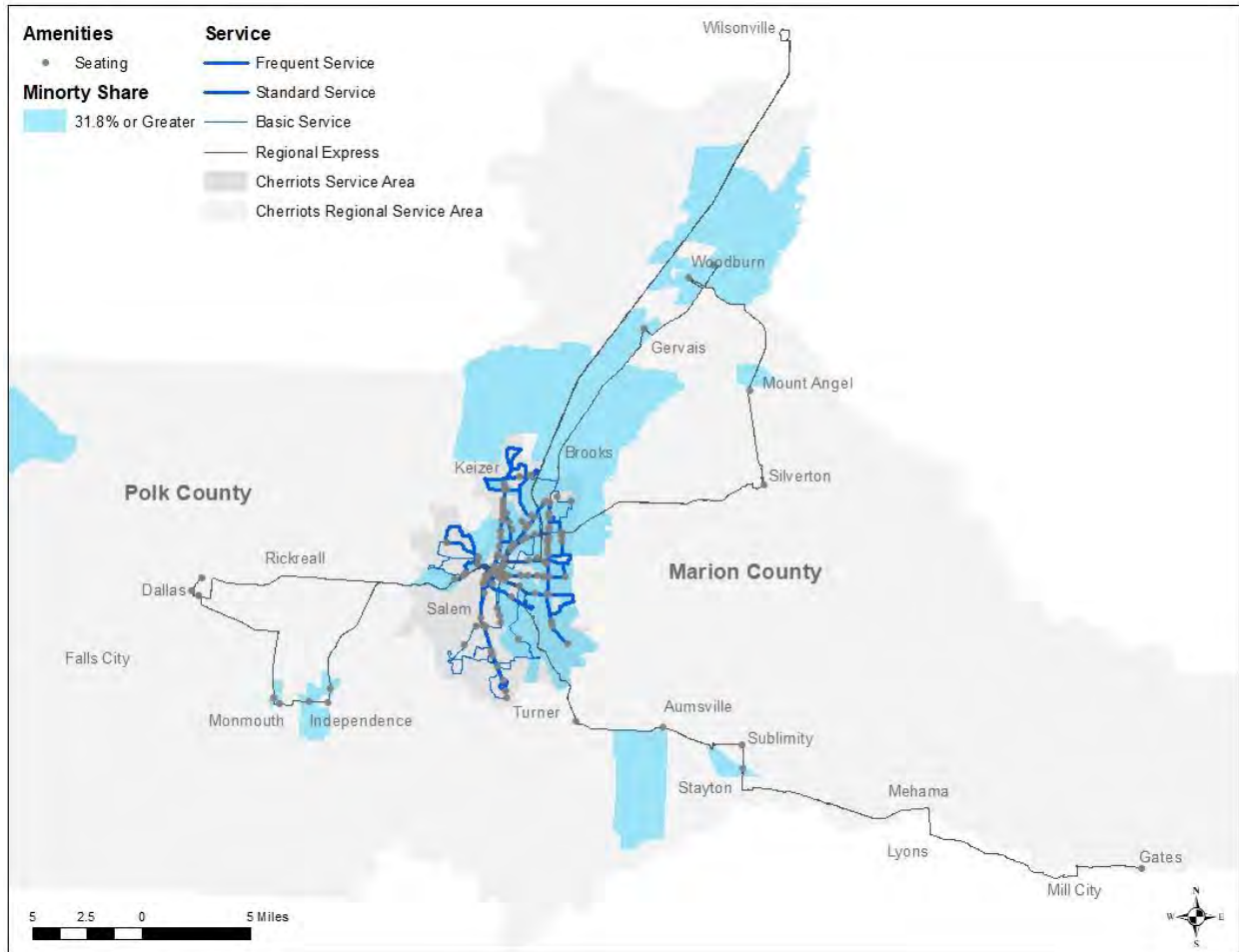


Source: ACS 2014-18, Table C17002.

Amenities – seating

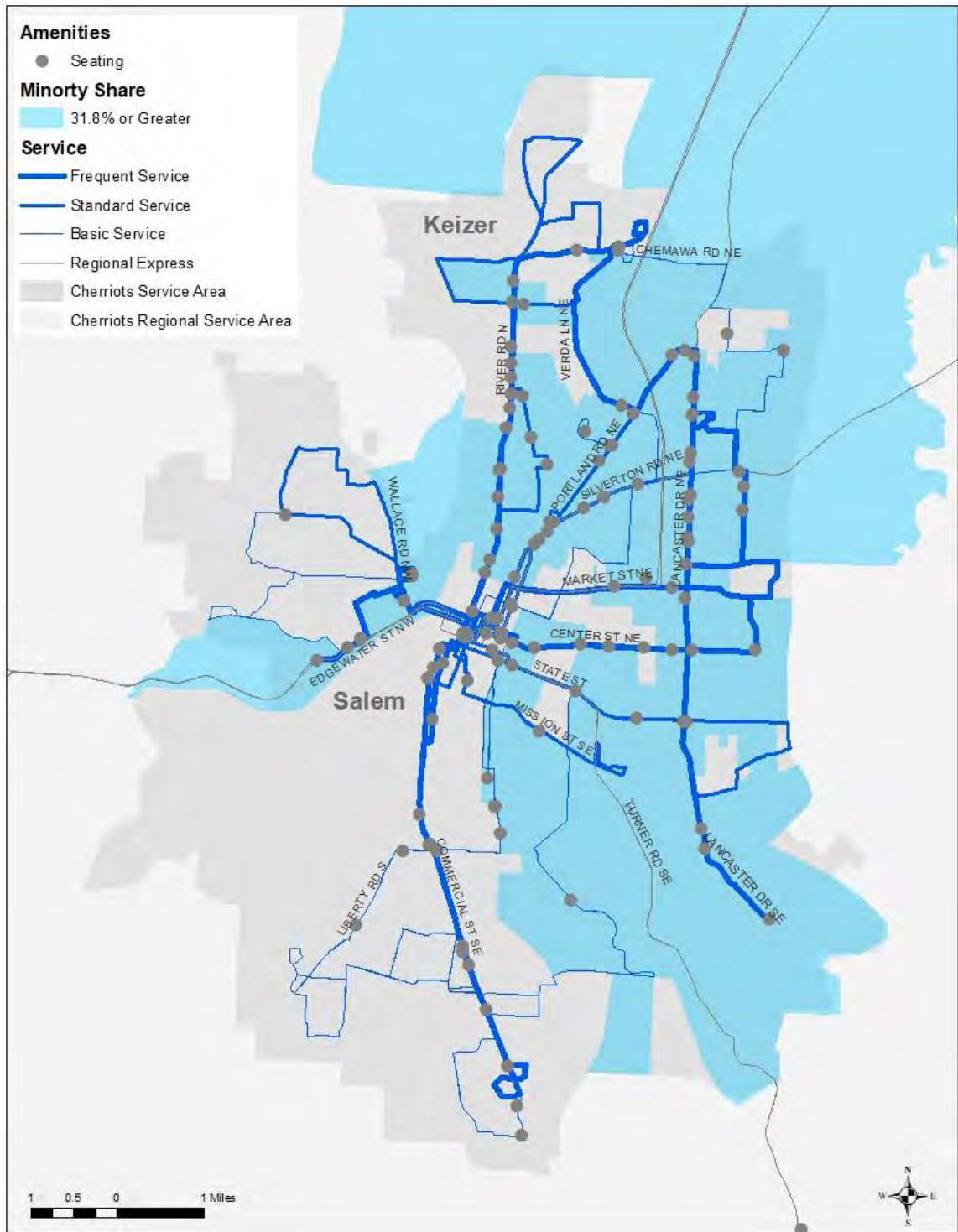
Figures V-23 through V-26 below display all SAMTD seating, including benches in shelters, stand-alone benches, and simme-seats.

Figure V-23. Seating in relation to block groups with greater than average minority populations (Marion and Polk counties)



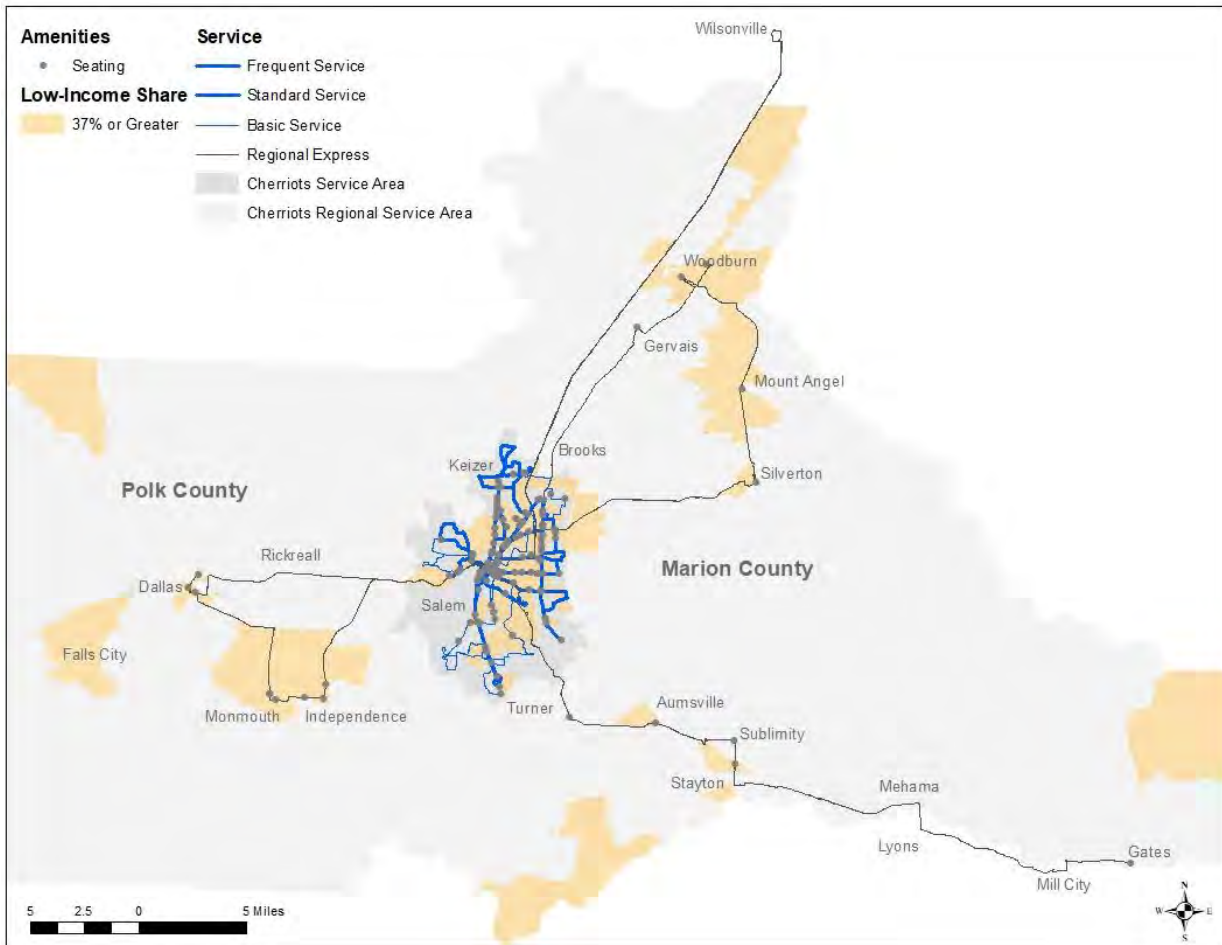
Source: ACS 2014-18, Table B03002.

Figure V- 24. Seating in relation to block groups with greater than average minority populations (Salem and Keizer)



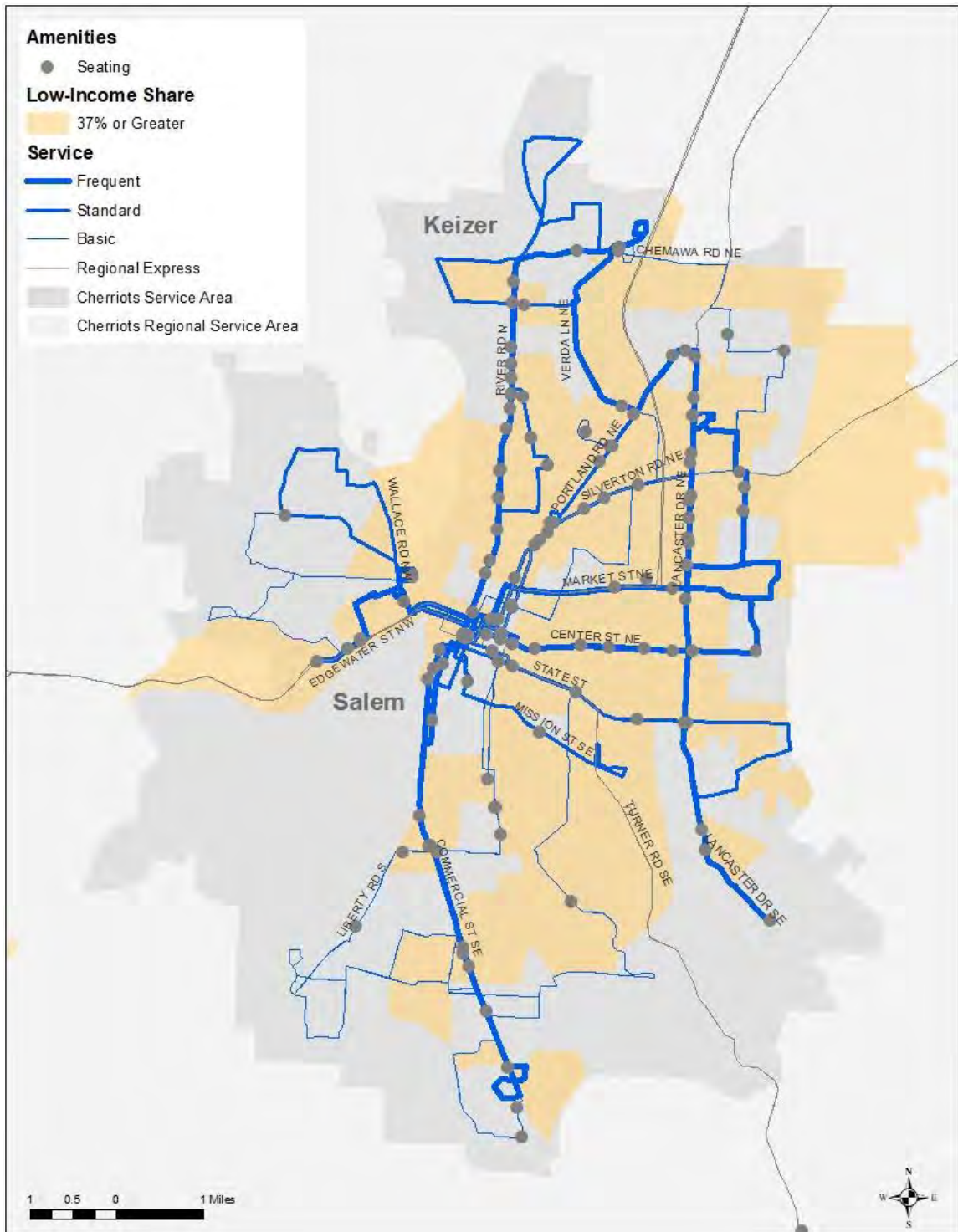
Source: ACS 2014-18, Table B03002.

Figure V- 25. Seating in relation to block groups with greater than average low-income (200 percent FPL) populations (Marion and Polk counties)



Source: ACS 2014-18, Table C17002.

Figure V- 26. Seating in relation to block groups with greater than average low-income (200 percent FPL) populations (Salem and Keizer)

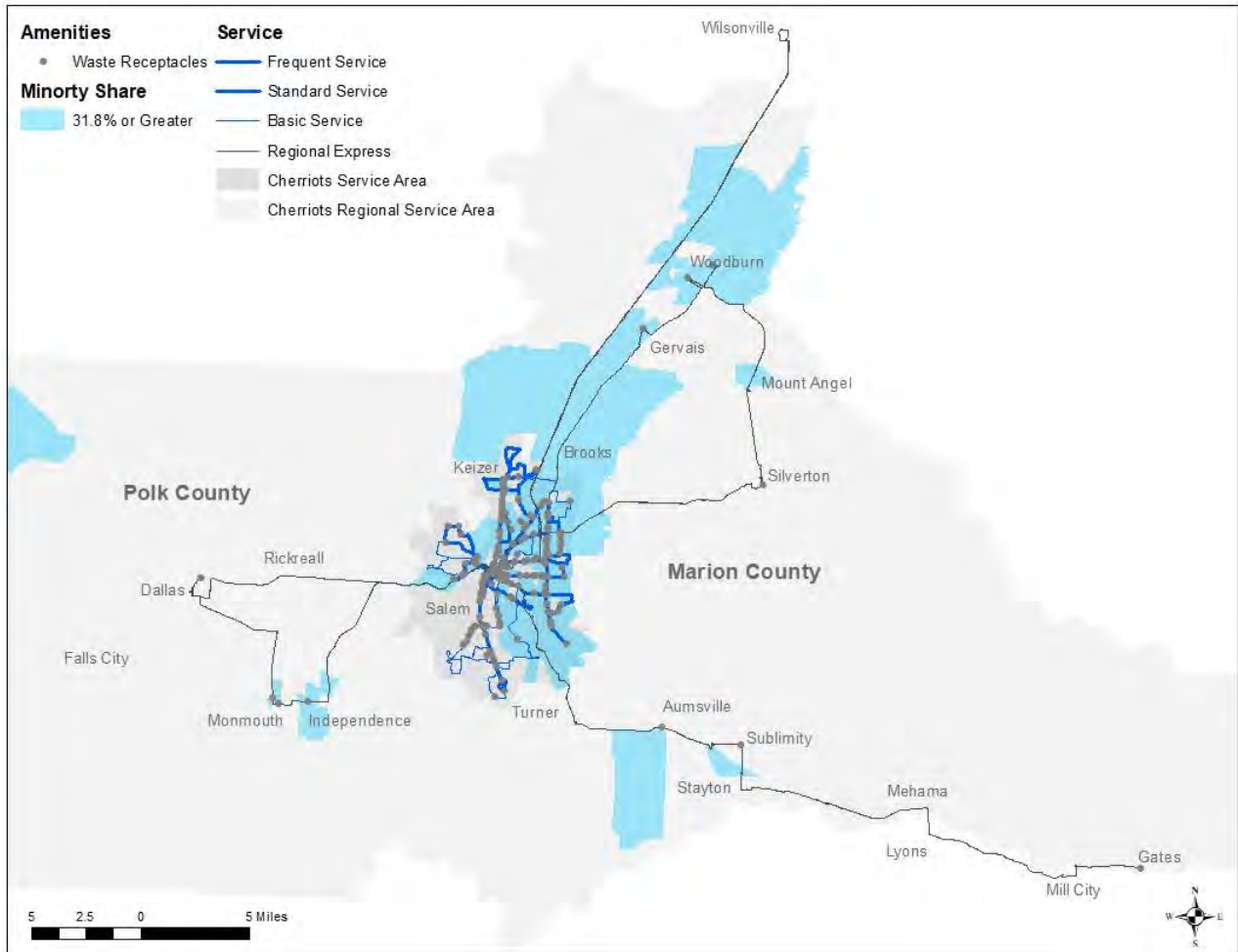


Source: ACS 2014-18, Table C17002.

Amenities – waste receptacles

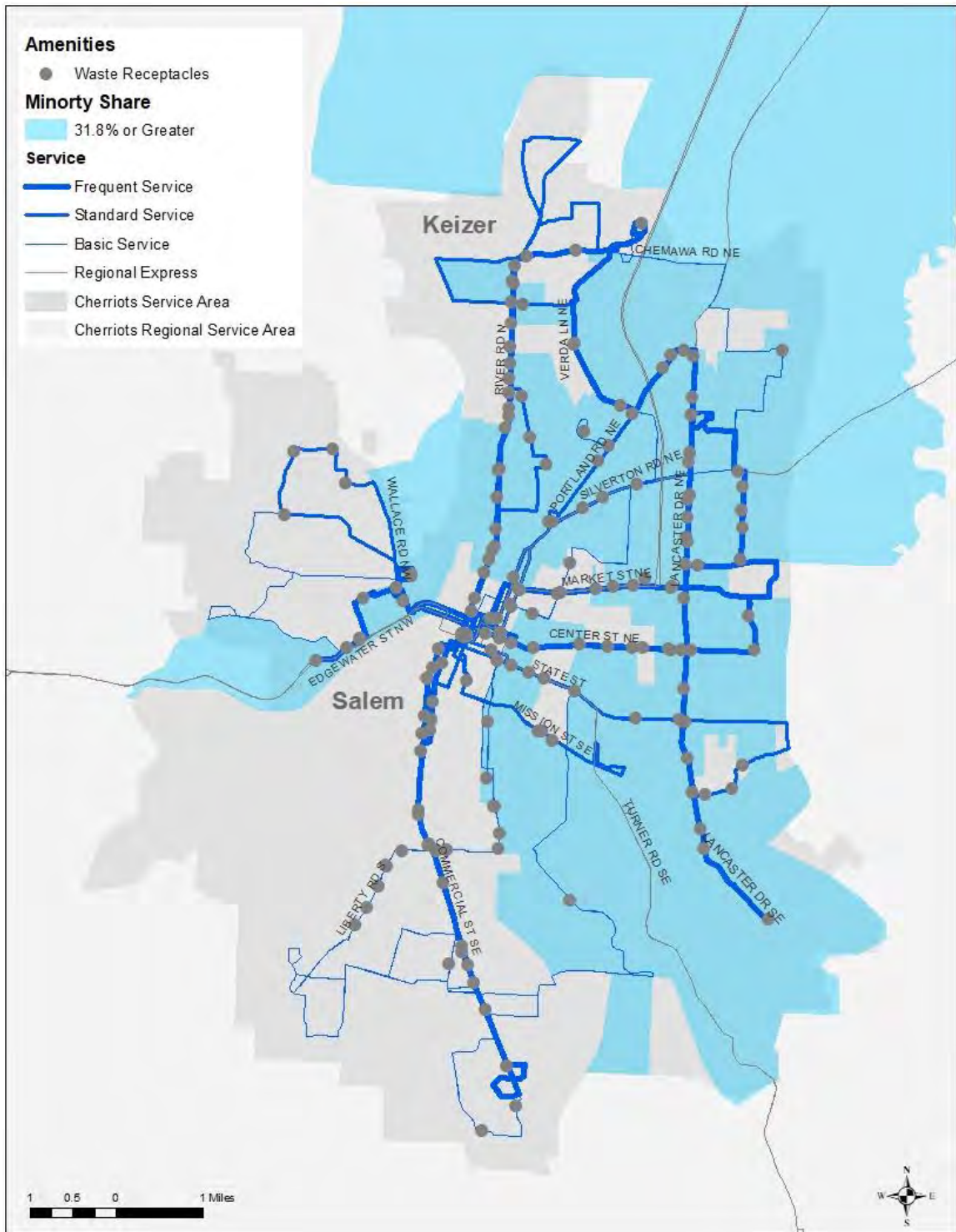
Figures V-27 through V-30 below display all SAMTD waste receptacles, including those in shelters, attached to bus stop poles, and stand-alone waste receptacles.

Figure V- 27. Waste receptacles in relation to block groups with greater than average minority populations (Marion and Polk counties)



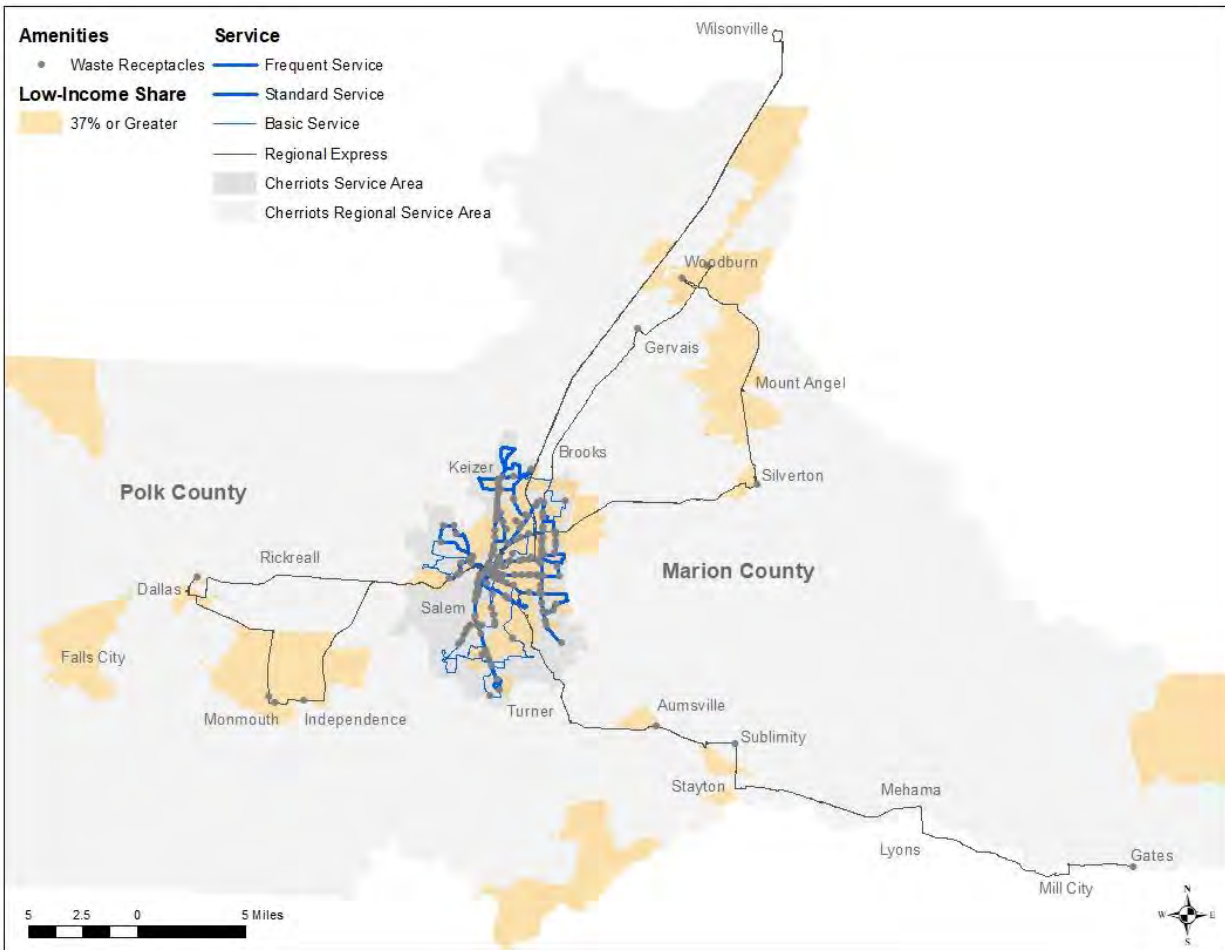
Source: ACS 2014-18, Table B03002.

Figure V- 28. Waste receptacles in relation to block groups with greater than average minority populations (Salem and Keizer)



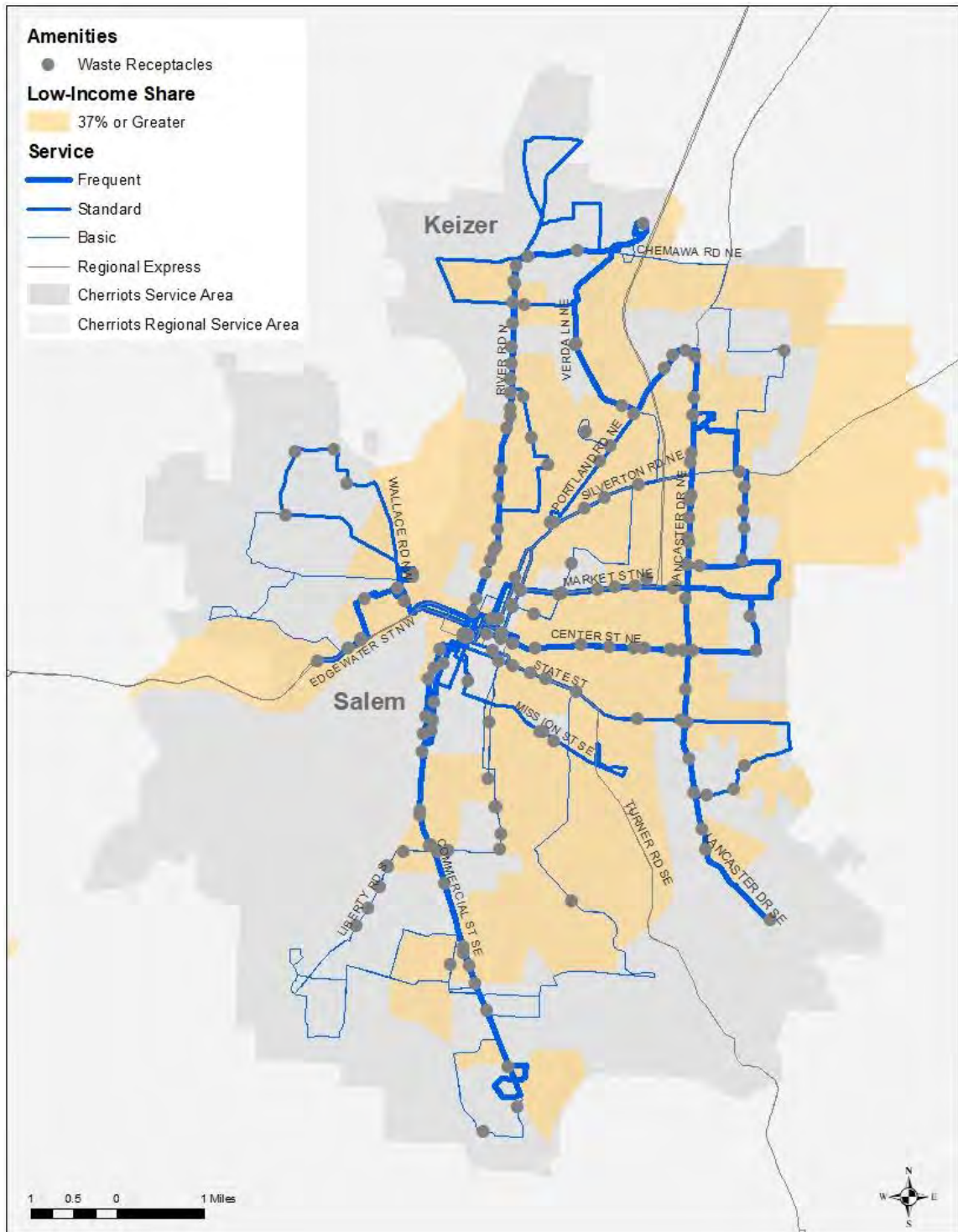
Source: ACS 2014-18, Table B03002.

Figure V- 29. Waste receptacles in relation to block groups with greater than average low-income (200 percent FPL) populations (Marion and Polk counties)



Source: ACS 2014-18, Table C17002.

Figure V- 30. Waste receptacles in relation to block groups with greater than average low-income (200 percent FPL) populations (Salem and Keizer)



Source: ACS 2014-18, Table C17002.

List of Attachments

A: Board Resolution No. 2020-02, adopting the 2020 Title VI update at the May 28, 2020 Board Meeting

B: SAMTD Title VI Notice to the Public in English, Spanish, and Russian

C: SAMTD Title VI complaint procedure

D: SAMTD Title VI complaint form

E: Public Participation Plan and Chapter 6 of Cherriots Service Guidelines

F: 2017 Needs Assessment Report

G: SAMTD Language Assistance Plan

H: Policy #710 - Subrecipient monitoring

I: Subrecipients' Title VI documentation

J: Service equity analysis for A Better Cherriots: Phase I

K: Fare equity analysis for June 2019 fare change

L: SAMTD Title VI policy documents

M: 2016 On-Board Survey Report



BOARD MEETING MEMO

Agenda Item G.2

To: Board of Directors
From: Linda Galeazzi, Executive Assistant
Thru: Allan Pollock, General Manager
Date: May 28, 2020
Subject: Adoption of FY 2021 Board Meeting Dates

ISSUE

Shall the Board adopt a Fiscal Year 2021 schedule for Board of Directors meetings from one of two options described in Attachments A and B?

BACKGROUND AND FINDINGS

Under Rule 11 of the Bylaws, it states that the Board will hold regular meetings on the evening of the fourth Thursday of each month except for meeting-vacations announced in advance. When the day fixed for any regular meeting falls upon a day designated by law as a legal or national holiday, such meeting shall be held on another date and time designated by the Board.

This year, the November and December Board meetings conflict with the Thanksgiving Day holiday on November 26, 2020, and on Christmas Eve, December 24, 2020. With that in mind, Board members will take action on one of two options for the FY2021 schedule of board meetings:

- Attachment A includes eleven board meetings. There would not be a November board meeting and the December board meeting would be held on the second Thursday.
- Attachment B include twelve board meetings. The November and December meetings would be held on the third Thursday of the month – November 19, 2020 and December 17, 2020, respectively.

Work sessions, as needed, would follow the same schedule as the Board meetings. Work Sessions would begin at 5:00 p.m. Board meetings would begin at 6:30 p.m.

RECOMMENDATION

Staff recommends that the Board choose from one of two options for the Fiscal Year 2021 schedule of Board of Directors meetings as described in Attachments A and B.

PROPOSED MOTION

I move the Board adopt the schedule of board meeting dates for Fiscal Year 2021 as shown in Attachment ____.

**SALEM AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS**

**REGULAR BUSINESS MEETING AND WORK SESSION DATES
Fiscal Year 2021**

Meeting Schedule

- Thursday, July 23, 2020
- Thursday, August 27, 2020
- Thursday, September 24, 2020
- Thursday, October 22, 2020
- ---
- Thursday, December 10, 2020
- Thursday, January 28, 2021
- Thursday, February 25, 2021
- Thursday, March 25, 2021
- Thursday, April 22, 2021
- Thursday, May 27, 2021
- Thursday, June 24, 2021

The Board of Director's regular business meetings are held on the fourth Thursday of each month except in November and December. There is no meeting in November, and the December meeting is held on the second Thursday of the month because of the holidays.

Work Sessions, if needed, follow the same schedule as the Board's regular business meetings. Work Sessions begin at 5:00 p.m. and Board meetings begin at 6:30 p.m. The meetings are held in the Senator Hearing Room at Courthouse Square located at 555 Court Street NE in Salem, Oregon.

The Board of Directors regular business meetings are broadcast live on Cherriots Facebook Live and by Capital Community Television (CCTV) on Channel 21. Board meetings can be viewed at any time on CCTV's website: www.cctvsalem.org.

**SALEM AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS**

**REGULAR BUSINESS MEETING AND WORK SESSION DATES
Fiscal Year 2021**

Meeting Schedule

- Thursday, July 23, 2020
- Thursday, August 27, 2020
- Thursday, September 24, 2020
- Thursday, October 22, 2020
- Thursday, November 19, 2020
- Thursday, December 17, 2020
- Thursday, January 28, 2021
- Thursday, February 25, 2021
- Thursday, March 25, 2021
- Thursday, April 22, 2021
- Thursday, May 27, 2021
- Thursday, June 24, 2021

The Board of Director's regular business meetings are held on the fourth Thursday of each month except in November and December. Board meeting dates in November and December are rescheduled to the third Thursday of the month due to conflicts with the Thanksgiving and Christmas holidays on the fourth Thursday.

Work Sessions, if needed, follow the same schedule as the Board's regular business meetings. Work Sessions begin at 5:00 p.m. and Board meetings begin at 6:30 p.m. The meetings are held in the Senator Hearing Room at Courthouse Square located at 555 Court Street NE in Salem, Oregon.

The Board of Directors regular business meetings are broadcast live on Cherriots Facebook Live and by Capital Community Television (CCTV) on Channel 21. Board meetings can be viewed at any time on CCTV's website: www.cctvsalem.org.



To: Board of Directors

From: Ronald Siegrist, Customer Service Manager
Patricia Feeny, Director of Communications

Thru: Allan Pollock, General Manager

Date: May 28, 2020

Subject: Authorize the General Manager to Execute a Contract Extension for ADA Paratransit Eligibility Assessments

ISSUE

Shall the board authorize the general manager to execute an extension of the current contract with Medical Transportation Management, Inc. for ADA paratransit eligibility assessments for one year?

BACKGROUND AND FINDINGS

SAMTD Cherriots LIFT requires the eligible users to participate in an applicable assessment of their functional needs to utilize the service. The original agreement was competitively bid on RFP #2014-93 and commenced on June 1, 2015. SAMTD legal counsel has reviewed the contract and has determined that it can be extended. The contract extension would be for 12 months beginning June 1, 2020, and terminating May 31, 2021.

FINANCIAL IMPACT

The additional funding for the contract extension required is \$120,025.80. This represents a 3 percent increase over the prior year, or about \$3,495.80 over the previous year costs. It is in line with the CPI for the region. The amount of the proposed contract extension is budgeted as part of the District's Fiscal Year 20-21 budget.

RECOMMENDATION

Staff recommends that the board authorize the general manager to execute a one-year contract extension with Medical Transportation Management, Inc. for a not-to-exceed amount of \$120,025.80.

PROPOSED MOTION

I move that the Board authorize the general manager to execute a one-year contract extension with Medical Transportation Management, Inc. for a not-to-exceed amount of \$120,025.80.



To: Board of Directors

From: Roxanne Beltz, Transportation Options Coordinator
Patricia Feeny, Director of Communication

Thru: Allan Pollock, General Manager

Date: May 28, 2020

Subject: Cherriots Trip Choice FY 2019-2020 – Third Quarter Report

ISSUE

Shall the Board receive the third quarter report of the FY 2019-2020 Cherriots Trip Choice Program?

BACKGROUND AND FINDINGS

The activities, goals, and metrics of the Cherriots Trip Choice program are structured around the 2019-2020 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

Third Quarter Report - FY 2019-2020

January, February, and March 2020

During the third quarter of FY 2019-2020, Cherriots Trip Choice continued its outreach in all three counties working on expanding markets, promoting the Group Pass Program and vanpool growth. However, as with many other programs in early March, COVID-19 started to significantly impact the ability to conduct outreach.

The plan lists four goal categories: Awareness and Understanding, Expanded Markets, Safety, and Congestion and Construction Mitigation. Under each goal there are a variety of projects and programs.

GOAL: AWARENESS AND UNDERSTANDING

Community outreach

Staff attended these outreach events in the third quarter:

- Polk County Community Connect - Dallas
- Western Oregon University - Monmouth

Employee Transportation Coordinators

Following the governor's recommendation of limiting gatherings to mitigate the spread of COVID-19, this quarter's ETC meeting scheduled for Thursday, March 26, was canceled. The next meeting is scheduled for June 25, 2020. Staff continued to send the ETC network email communication filled with updates and teleworking tips.

The June agenda includes the introduction of the ETC Toolkit and support program by Alta Planning & Design, Cherriots Service Update, and a Cherriots Trip Choice program update.

GOAL: EXPANDED MARKETS

As regional outreach continues, staff has attended meetings and shared in discussions at a variety of community meetings. These include Service Integration Team meetings, chamber functions, Polk County Leadership meetings, and employer meetings in Amity, Carlton, Dallas, Dayton, Dundee, Falls City, Grand Ronde, Independence, Lafayette, McMinnville, Monmouth, Newberg, Perrydale, Sheridan, Willamina, and Yamhill.

Connections have been made at these meetings resulting in appointments for presentations; however, those have been postponed and will be rescheduled.

Group Pass Program and Employer Outreach

Staff successfully prepared and distributed all fourth quarter passes to Group Pass Program participants in early March. All new enrollments have been placed on hold until further notice.

With service suspension, staff continues to share active transportation resources, safety tips for Bike Month, and teleworking tips through email. Once staff knows the magnitude of service disruption, credits and extensions to agreements will be determined.

Valley Vanpool

The six-month rebranding effort concludes in April 2020. During Q3, Valley VanPool (VVP) partners reviewed draft logos and collateral submitted from the consultant, Alta Planning + Design. The final logo, wrap design, and promotional materials were selected.

Trip Choice staff and the Enterprise team had multiple conversations with decision makers from Salem Health and Spirit Mountain Casino regarding vanpools being a viable commute option for their employees.

Following Governor Brown's executive order on social distancing, the majority of VVP vans were suspended. All VVP partners met with Enterprise and both decided to support these vans with open seat subsidies to avoid any vans being terminated.

GOAL: SAFETY

Staff continued transit operator safety light distribution and making bicycle lights available to school program staff. Umbrellas with retro reflective tape were distributed to several community groups in Amity, Sheridan, Monmouth, and Independence.

Safe Routes to School Steering Committee

The steering committee has been meeting regularly in person and via teleconference. The committee goal is to guide the activities of the program coordinator (McRae Carmichael) in the implementation of a Safe Routes to School Program in the Salem-Keizer area.

Activities for this committee include decisions about site development, budget, communication, selection of pilot schools, promotional materials, and outreach.

GOAL: CONGESTION AND CONSTRUCTION MITIGATION

The OR 99W/McDougall Junction is a construction project scheduled to start in late 2020 that may impact traffic and create congestion in that area. Staff began creating a congestion mitigation plan working with ODOT and consulting with other organizations that have conducted similar outreach campaigns.

Get There Oregon

Get There Oregon is a statewide ridematching and trip tracking tool that was launched in July 2019. It is promoted through transportation options programs to commuters in Marion, Polk, and Yamhill counties.

Total statewide users	6,389	Skate trips	4
Total regional users	989	Train trips	54
New users	63	Vanpool trips	3,008
Bike trips	3,480	Walk trips	2,059
Bus trips	2,753	Telework trips	888
Carpool trips	4,777		

PROGRAM WORK AND ACTIVITIES

Ride Salem

Cherriots Trip Choice is an official sponsor of Salem’s bikeshare system, Ride Salem. Sponsorship benefits include:

- Renaming of the station located on the North Block of the Downtown Transit Center
- Logo on all Ride Salem’s marketing materials, system maps, and website
- Logo on five bikes that circulate throughout the community
- Membership for Cherriots employees for one year
- 10 one-year memberships to use at promotional events

Student poster contest

While organizing the judging for the annual student poster contest, the stay-at-home order was issued and the team took a step back and found a way to complete the process. Because the poster contest is usually judged in person, followed (a few weeks later) by an award ceremony at the schools of the winners, the process required a bit of a pivot to make sure the students received recognition.

Using social distancing, the mayor of Monmouth and two area teachers stepped in to be the judges. After the winners were agreed upon in each category, the schools were notified, and they were able to contact the winners. The next step will be getting the awards and making sure the student winners are appropriately recognized.

Cherriots 40th Anniversary

The last event to celebrate the District's 40th anniversary was a display of Cherriots memorabilia in the Court Street window of Courthouse Square. Borrowing items from current employees and retirees, the well-received display featured items from each decade of service.


Team Participation

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
- Chehalem Valley Chamber of Commerce
- McMinnville Chamber of Commerce
- Monmouth/Independence Chamber of Commerce
- Polk County Leadership Breakfast
- Safe Routes to School – Steering Committee
- Salem Chamber of Commerce
- Salem for Refugees – Transportation Action Committee
- Salem-Keizer Active Transportation Networking Group
- Service integration teams for Polk and Yamhill counties
- SEDCOR
- Statewide TDM quarterly meetings
- Transportation Options Group of Oregon – Board members
- Valley Vanpool Partnership
- Willamette University Sustainability Networking Group

**Trip Choice
Third Quarter Report
2019 – 2020**

Roxanne Beltz
Trip Choice Coordinator



**Awareness and
Understanding**






Community Outreach

- Polk County Community Connect
- Western Oregon University
- Employee Transportation Coordinators
 - ✓ ETC meeting canceled
 - ✓ Sending regular updates

Expanded Markets






Expanded Markets

- Service integration teams
- Group Pass Program
 - ✓ Employer outreach
- Valley VanPool
 - Rebranding
 - Outreach



Safety




**Safety**

- Safety lights to operators
- “Get There” umbrellas
- Safe Routes To School

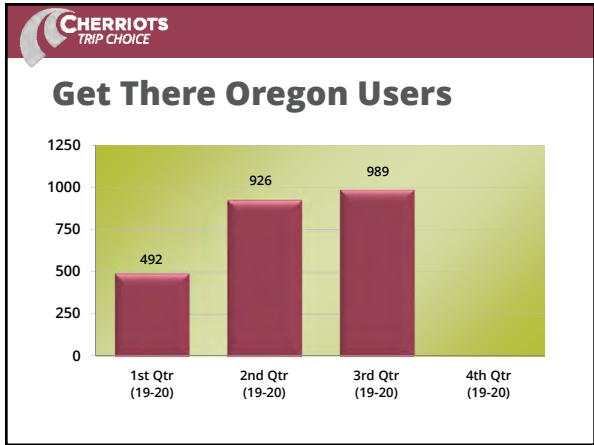
Congestion and construction mitigation

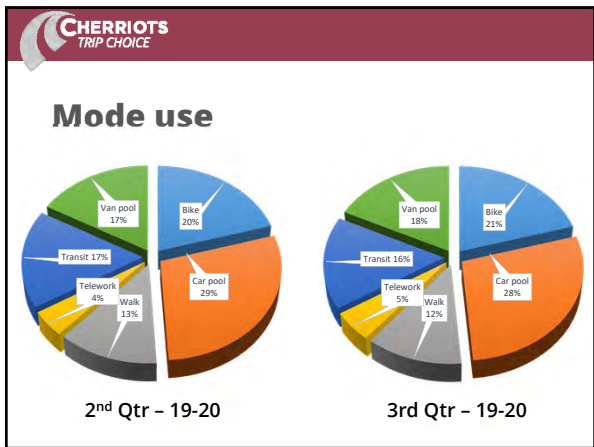


**Congestion and construction mitigation**


- OR99W/McDougall Junction
- Continue to check for other opportunities









Program Work and Activities






Ride Salem - Bike Share

- Renaming of the station located on the North Block of the Downtown Transit Center
- More promotion for Cherriots
- Logo on five bikes
- One year membership for Cherriots employees
- Additional memberships



Student Poster Contest
First place - middle school



CHERRIOTS
TRIP CHOICE

Student Poster Contest

Second place - middle school

CHERRIOTS
TRIP CHOICE

Student Poster Contest

Third place - middle school

CHERRIOTS
TRIP CHOICE

Student Poster Contest

First place - high school

CERRIOTS
TRIP CHOICE

Student Poster Contest
Second place - high school

CERRIOTS
TRIP CHOICE

Student Poster Contest
Third place - high school

CERRIOTS
TRIP CHOICE

Program work and activities
40th Anniversary Memorabilia Display



BOARD MEETING MEMO

Agenda Item No. H.2

To: Board of Directors

From: Chris French, Senior Planner
David Trimble, Deputy General Manager/Chief Operating Officer

Thru: Allan Pollock, General Manager

Date: May 28, 2020

Subject: Performance Report – FY20 Q3

ISSUE

Shall the Board receive the quarterly information briefing on Cherriots services for the third quarter of FY20?

BACKGROUND AND FINDINGS

Performance measures (daily average revenue hours, daily average revenue miles, and daily average rides) for the third quarter of Fiscal Year 2020 (FY20 Q3) are included in Attachment A. FY20 Q3 began January 1, 2020 and ended March 31, 2020. All data are compared to the previous fiscal year, FY19 Q3. With the expansion of service, Saturday data will also be included in Attachment A. No comparisons can be made at this time for Saturday service. Year-to-date totals (total revenue hours, total revenue miles, and total rides) are also included in Attachment A and are gathered from FY20 Q3 and compared to those in the same time period of FY19. The data for these measures are derived from adjusted Trapeze schedules, vehicle fare boxes, rider counting systems, and reservation software (Route Match).

Data for the month of March reflects the changes to service made in response to the COVID-19 pandemic, which ultimately required the suspension of service on March 31, 2020. The changes that took place in March have affected all areas of this report. Most notably the daily average revenue hours, daily average revenue miles, daily average rides, and fares. Data for the months of January and February shows good overall system performance.

Revenue Hours, Revenue Miles, Rides, and Fares

Cherriots Local

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

- *Revenue Hours* – Increased by 18.6 hours on average per weekday, but are less than scheduled due to the COVID-19 pandemic. Saturday's hours averaged 338 per day.
- *Revenue Miles* – Increased by 69.8 on average per weekday, but are less than scheduled due to the COVID-19 pandemic. Saturday's miles averaged 4,132.3 per day.
- *Rides* – Increased with the addition of later evening service and Saturday service. Weekday service ridership increased .8 percent with a total of 722,448 rides. Saturday service total ridership was 65,673.
- *Fares* – Categories were greatly affected this quarter by the implementation of fare free service on March 17, 2020 to help with social distancing in response to the COVID-19 pandemic.

Cherriots Regional Express

Includes regional commuter express routes.

- *Revenue Hours* – Increased with the addition of more weekday trips and Saturday service. An average of 10 hours a day were added to Weekday service and 32 hours were added per Saturday.
- *Revenue Miles* – Increased with the addition of more weekday trips and Saturday service. There were an average of 210.5 miles a day added to weekday service and 723 miles added per Saturday.
- *Rides* – Increased with the addition of more weekday trips and Saturday service. Weekday service ridership increased 11.1 percent with a total of 23,140 rides. Saturday service began in September – total ridership was 1,626.
- *Fares* – Categories were greatly affected this quarter by the implementation of fare free service on March 17, 2020 to help with social distancing in response to the COVID-19 pandemic.

Cherriots Regional Flex

Includes the Polk County Flex.

- *Rides* – 1,360 rides were provided.

Cherriots Shop and Ride

Includes dial-a-ride and shopper shuttle.

- *Rides* – 665 rides were provided on the Shopper Shuttle and 798 rides were provided on the Dial-a-Ride for a total of 1,463 total rides.

Cherriots LIFT

Paratransit

- *Rides* – 28,537 rides were provided on weekday LIFT service and 1,054 rides were provided on Saturday LIFT service.

FINANCIAL IMPACT

Information item only.

RECOMMENDATION

Information item only.

PROPOSED MOTION

Information item only.

ATTACHMENT A

FY20 Q3 Performance Measures

January - March 2020

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 9. Fare Type and Category Usage

Table 10. Saturday Total Revenue Hours

Table 11. Saturday Average Revenue Hours / Day

Table 12. Saturday Total Revenue Miles

Table 13. Saturday Average Revenue Miles / Day

Table 14. Saturday Total Boardings

Table 15. Saturday Average Boardings / Day

Table 16. Saturday Average Boardings / Revenue Hour

Table 17. Saturday Year-To-Date Total Revenue Hours, Revenue Miles, and Boardings

Table 18. Saturday Fare Type and Category Usage

Table 1. Total Revenue Hours

Route	FY19 Q3				FY20 Q3			
	Jan 2019	Feb 2019	Mar 2019	Total	Jan 2020	Feb 2020	Mar 2020	Total
(Service Days)	22	19	21	62	22	20	22	64
LOCAL BUS SERVICE								
2 - Market / Brown	1,191	1,027	1,136	3,354	1,316	1,194	1,188	3,698
3 - Portland Road	660	569	630	1,859	700	637	652	1,989
4 - State Street	683	590	652	1,925	721	655	661	2,037
5 - Center Street	1,248	1,077	1,192	3,517	1,282	1,165	1,159	3,606
6 - Fairview Industrial	497	429	474	1,400	496	452	475	1,423
7 - Mission Street	442	384	424	1,250	533	484	494	1,511
8 - 12th / Liberty	504	436	481	1,421	571	519	541	1,631
9 - Cherry / River Road	676	584	645	1,905	675	615	644	1,934
11 - Lancaster / Verda	2,242	1,938	2,142	6,322	2,397	2,179	2,231	6,807
12 - Hayesville Drive	325	281	310	916	325	296	311	932
13 - Silverton Road	421	367	405	1,193	452	411	427	1,290
14 - Windsor Island Road	338	292	323	953	338	307	323	968
16 - Wallace Road	222	191	211	624	221	201	212	634
17 - Edgewater Street	1,098	949	1,049	3,096	1,131	1,027	1,035	3,193
18 - 12th / Liberty	509	439	485	1,433	560	509	531	1,600
19 - Broadway / River Road	1,276	1,101	1,218	3,595	1,320	1,199	1,225	3,744
21 - South Commercial	1,213	1,046	1,157	3,416	1,257	1,142	1,148	3,547
22 - Library Loop	239	207	228	674	255	232	233	720
23 - Lansing / Hawthorne	328	283	313	924	328	298	312	938
26 - Glen Creek / Orchard Heights	172	149	164	485	171	156	163	490
27 - Glen Creek / Eola	184	159	176	519	184	167	174	525
<i>Total</i>	<i>14,468</i>	<i>12,498</i>	<i>13,815</i>	<i>40,781</i>	<i>15,233</i>	<i>13,845</i>	<i>14,139</i>	<i>43,217</i>
LOCAL COMMUTER EXPRESS ROUTES								
1X - Wilsonville / Salem Express	217	188	206	611	262	238	250	750
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES								
91 - Garten Foundation	22	18	21	61	N/A	N/A	N/A	0
92 - Rockwest	13	12	13	38	N/A	N/A	N/A	0
9192 - Garten / Rockwest	N/A	N/A	N/A	N/A	24	22	9	55
<i>Total</i>	<i>35</i>	<i>30</i>	<i>34</i>	<i>99</i>	<i>24</i>	<i>22</i>	<i>9</i>	<i>55</i>
<i>Cherriots Local Total</i>	<i>14,720</i>	<i>12,716</i>	<i>14,055</i>	<i>41,491</i>	<i>15,519</i>	<i>14,105</i>	<i>14,398</i>	<i>44,022</i>
REGIONAL EXPRESS ROUTES								
10X - Woodburn / Salem Express	307	256	281	844	379	329	364	1,072
20X - N. Marion Co. / Salem Express	310	255	291	856	290	257	285	832
30X - Santiam / Salem Express	268	234	258	760	271	235	254	760
40X - Polk County / Salem Express	311	270	296	877	411	361	396	1,168
50X - Dallas / Salem Express	61	51	57	169	124	108	121	353
<i>Cherriots Regional Express Monthly Total</i>	<i>1,257</i>	<i>1,066</i>	<i>1,183</i>	<i>3,506</i>	<i>1,475</i>	<i>1,290</i>	<i>1,420</i>	<i>4,185</i>
REGIONAL FLEX ROUTE								
Polk County Flex	339	291	325	955	271	238	143	652
SHOP AND RIDE								
Dial-a-Ride	327	248	178	753	225	185	136	546
Shopper Shuttle	158	123	116	397	121	101	76	298
<i>Cherriots Shop and Ride Total</i>	<i>485</i>	<i>371</i>	<i>294</i>	<i>1,150</i>	<i>346</i>	<i>286</i>	<i>212</i>	<i>844</i>
LIFT								
ADA	2,519	2,098	2,464	7,081	2,542	2,254	2,074	6,870
DD53	3,196	2,503	2,874	8,573	2,909	2,460	1,390	6,759
<i>Cherriots LIFT Total</i>	<i>5,715</i>	<i>4,601</i>	<i>5,338</i>	<i>15,654</i>	<i>5,451</i>	<i>4,714</i>	<i>3,464</i>	<i>13,629</i>

Table 2. Average Revenue Hours / Day

Route	FY19 Q3				FY20 Q3				Percent Change
	Jan 2019	Feb 2019	Mar 2019	Total	Jan 2020	Feb 2020	Mar 2020	Total	
(Service Days)	22	19	21	62	22	20	22	64	
LOCAL BUS SERVICE									
2 - Market / Brown	54.1	54.1	54.1	54.1	59.8	59.7	54.0	57.8	6.8%
3 - Portland Road	30.0	29.9	30.0	30.0	31.8	31.9	29.6	31.1	3.6%
4 - State Street	31.0	31.1	31.0	31.0	32.8	32.8	30.0	31.8	2.5%
5 - Center Street	56.7	56.7	56.8	56.7	58.3	58.3	52.7	56.3	-0.7%
6 - Fairview Industrial	22.6	22.6	22.6	22.6	22.5	22.6	21.6	22.2	-1.5%
7 - Mission Street	20.1	20.2	20.2	20.2	24.2	24.2	22.5	23.6	17.1%
8 - 12th / Liberty	22.9	22.9	22.9	22.9	26.0	26.0	24.6	25.5	11.2%
9 - Cherry / River Road	30.7	30.7	30.7	30.7	30.7	30.8	29.3	30.2	-1.7%
11 - Lancaster / Verda	101.9	102.0	102.0	102.0	109.0	109.0	101.4	106.4	4.3%
12 - Hayesville Drive	14.8	14.8	14.8	14.8	14.8	14.8	14.1	14.6	-1.4%
13 - Silverton Road	19.1	19.3	19.3	19.2	20.5	20.6	19.4	20.2	4.8%
14 - Windsor Island Road	15.4	15.4	15.4	15.4	15.4	15.4	14.7	15.1	-1.6%
16 - Wallace Road	10.1	10.1	10.0	10.1	10.0	10.1	9.6	9.9	-1.6%
17 - Edgewater Street	49.9	49.9	50.0	49.9	51.4	51.4	47.0	49.9	-0.1%
18 - 12th / Liberty	23.1	23.1	23.1	23.1	25.5	25.5	24.1	25.0	8.2%
19 - Broadway / River Road	58.0	57.9	58.0	58.0	60.0	60.0	55.7	58.5	0.9%
21 - South Commercial	55.1	55.1	55.1	55.1	57.1	57.1	52.2	55.4	0.6%
22 - Library Loop	10.9	10.9	10.9	10.9	11.6	11.6	10.6	11.3	3.5%
23 - Lansing / Hawthorne	14.9	14.9	14.9	14.9	14.9	14.9	14.2	14.7	-1.7%
26 - Glen Creek / Orchard Heights	7.8	7.8	7.8	7.8	7.8	7.8	7.4	7.7	-2.1%
27 - Glen Creek / Eola	8.4	8.4	8.4	8.4	8.4	8.4	7.9	8.2	-2.0%
<i>Total</i>	<i>657.6</i>	<i>657.8</i>	<i>657.9</i>	<i>657.8</i>	<i>692.4</i>	<i>692.3</i>	<i>642.7</i>	<i>675.3</i>	<i>2.7%</i>
LOCAL COMMUTER EXPRESS ROUTES									
1X - Wilsonville / Salem Express	9.9	9.9	9.8	9.9	11.9	11.9	11.4	11.7	18.9%
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES									
91 - Garten Foundation	1.0	0.9	1.0	1.0	N/A	N/A	N/A	0.0	N/A
92 - Rockwest	0.6	0.6	0.6	0.6	N/A	N/A	N/A	0.0	N/A
9192 - Garten / Rockwest	N/A	N/A	N/A	N/A	N/A	1.1	0.4	N/A	N/A
<i>Total</i>	<i>1.6</i>	<i>1.6</i>	<i>1.6</i>	<i>1.6</i>	<i>1.1</i>	<i>1.1</i>	<i>0.4</i>	<i>0.9</i>	<i>-46.2%</i>
<i>Cherriots Local Total</i>	<i>669.1</i>	<i>669.3</i>	<i>669.3</i>	<i>669.2</i>	<i>705.4</i>	<i>705.3</i>	<i>654.5</i>	<i>687.8</i>	<i>2.8%</i>
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	14.0	13.5	13.4	13.6	17.2	16.5	16.5	16.8	23.0%
20X - N. Marion Co. / Salem Express	14.1	13.4	13.9	13.8	13.2	12.9	13.0	13.0	-5.8%
30X - Santiam / Salem Express	12.2	12.3	12.3	12.3	12.3	11.8	11.5	11.9	-3.1%
40X - Polk County / Salem Express	14.1	14.2	14.1	14.1	18.7	18.1	18.0	18.3	29.0%
50X - Dallas / Salem Express	2.8	2.7	2.7	2.7	5.6	5.4	5.5	5.5	102.3%
<i>Cherriots Regional Express Monthly Total</i>	<i>57.1</i>	<i>56.1</i>	<i>56.3</i>	<i>56.5</i>	<i>67.0</i>	<i>64.5</i>	<i>64.5</i>	<i>65.4</i>	<i>15.6%</i>
REGIONAL FLEX ROUTE									
Polk County Flex	15.4	15.3	15.5	15.4	12.3	11.9	6.5	10.2	-33.9%
SHOP AND RIDE									
Dial-a-Ride	14.9	13.1	8.5	12.1	10.2	9.3	6.2	8.5	-29.8%
Shopper Shuttle	7.2	6.5	5.5	6.4	5.5	5.1	3.5	4.7	-27.3%
<i>Cherriots Shop and Ride Total</i>	<i>22.0</i>	<i>19.5</i>	<i>14.0</i>	<i>18.5</i>	<i>15.7</i>	<i>14.3</i>	<i>9.6</i>	<i>13.2</i>	<i>-28.9%</i>
LIFT									
ADA	114.5	110.4	117.3	114.2	115.5	112.7	94.3	107.3	-6.0%
DD53	145.3	131.7	136.9	138.3	132.2	123.0	63.2	105.6	-23.6%
<i>Cherriots LIFT Total</i>	<i>259.8</i>	<i>242.2</i>	<i>254.2</i>	<i>252.5</i>	<i>247.8</i>	<i>235.7</i>	<i>157.5</i>	<i>213.0</i>	<i>-15.7%</i>

Table 3. Total Revenue Miles

Route (Service Days)	FY19 Q3				FY20 Q3			
	Jan 2019 22	Feb 2019 19	Mar 2019 21	Total 62	Jan 2020 22	Feb 2020 20	Mar 2020 22	Total 64
LOCAL BUS SERVICE								
2 - Market / Brown	15,054	12,993	14,351	42,398	15,605	14,187	14,105	43,897
3 - Portland Road	7,760	6,695	7,408	21,863	8,219	7,470	7,646	23,335
4 - State Street	6,755	5,834	6,448	19,037	7,061	6,419	6,470	19,950
5 - Center Street	14,283	12,337	13,649	40,269	14,579	13,254	13,177	41,010
6 - Fairview Industrial	7,538	6,510	7,195	21,243	7,402	6,729	7,065	21,196
7 - Mission Street	4,470	3,861	4,267	12,598	4,983	4,498	4,647	14,128
8 - 12th / Liberty	6,783	5,867	6,474	19,124	7,612	6,950	7,232	21,794
9 - Cherry / River Road	10,023	8,656	9,568	28,247	9,968	9,062	9,486	28,516
11 - Lancaster / Verda	29,963	25,868	28,599	84,430	31,946	29,042	29,661	90,649
12 - Hayesville Drive	4,330	3,739	4,133	12,202	4,330	3,936	4,133	12,399
13 - Silverton Road	6,134	5,325	5,886	17,345	6,411	5,828	5,967	18,206
14 - Windsor Island Road	4,986	4,306	4,760	14,052	4,979	4,533	4,760	14,272
16 - Wallace Road	2,947	2,545	2,813	8,305	2,906	2,642	2,774	8,322
17 - Edgewater Street	10,006	8,642	9,551	28,199	10,154	9,216	9,285	28,655
18 - 12th / Liberty	6,900	5,959	6,572	19,431	7,531	6,853	7,155	21,539
19 - Broadway / River Road	15,440	13,322	14,739	43,501	14,479	13,159	13,433	41,071
21 - South Commercial	15,505	13,382	14,792	43,679	15,569	14,156	14,228	43,953
22 - Library Loop	1,364	1,178	1,302	3,844	1,304	1,186	1,186	3,676
23 - Lansing / Hawthorne	4,245	3,666	4,052	11,963	4,217	3,834	4,013	12,064
26 - Glen Creek / Orchard Heights	1,688	1,458	1,611	4,757	1,683	1,530	1,590	4,803
27 - Glen Creek / Eola	2,504	2,162	2,390	7,056	2,504	2,276	2,373	7,153
<i>Total</i>	<i>178,678</i>	<i>154,305</i>	<i>170,560</i>	<i>503,543</i>	<i>183,442</i>	<i>166,760</i>	<i>170,386</i>	<i>520,588</i>
LOCAL COMMUTER EXPRESS ROUTES								
1X - Wilsonville / Salem Express	7,025	6,066	6,672	19,763	8,436	7,669	8,052	24,157
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES								
91 - Garten Foundation	128	104	122	354	N/A	N/A	N/A	N/A
92 - Rockwest	212	183	202	597	N/A	N/A	N/A	N/A
9192 - Garten / Rockwest	N/A	N/A	N/A	N/A	317	288	288	893
<i>Total</i>	<i>340</i>	<i>287</i>	<i>324</i>	<i>951</i>	<i>317</i>	<i>288</i>	<i>288</i>	<i>893</i>
<i>Cherriots Local Total</i>	<i>186,043</i>	<i>160,658</i>	<i>177,556</i>	<i>524,257</i>	<i>192,195</i>	<i>174,717</i>	<i>178,726</i>	<i>545,638</i>
REGIONAL EXPRESS ROUTES								
10X - Woodburn / Salem Express	5,659	4,872	5,324	15,855	7,711	6,664	7,176	21,551
20X - N. Marion Co. / Salem Express	6,563	5,587	6,304	18,454	6,293	5,616	6,118	18,027
30X - Santiam / Salem Express	5,631	4,893	5,455	15,979	5,817	5,019	5,421	16,257
40X - Polk County / Salem Express	6,546	5,701	6,234	18,481	8,715	7,547	8,294	24,556
50X - Dallas / Salem Express	1,586	1,288	1,421	4,295	2,968	2,676	2,864	8,508
<i>Cherriots Regional Express Monthly Total</i>	<i>25,985</i>	<i>22,341</i>	<i>24,738</i>	<i>73,064</i>	<i>31,504</i>	<i>27,522</i>	<i>29,873</i>	<i>88,899</i>
REGIONAL FLEX ROUTE								
Polk County Flex	3,665	3,254	3,624	10,543	3,122	2,708	1,634	7,464
SHOP AND RIDE								
Dial-a-Ride	3,927	2,885	2,017	8,829	2,558	2,073	1,553	6,184
Shopper Shuttle	1,460	930	1,038	3,428	690	605	450	1,745
<i>Cherriots Shop and Ride Total</i>	<i>5,387</i>	<i>3,815</i>	<i>3,055</i>	<i>12,257</i>	<i>3,248</i>	<i>2,678</i>	<i>2,003</i>	<i>7,929</i>
LIFT								
ADA	30,275	24,781	29,394	84,450	30,593	27,215	23,436	81,244
DD53	40,481	31,838	35,706	108,025	35,258	30,820	16,873	82,951
<i>Cherriots LIFT Total</i>	<i>70,756</i>	<i>56,619</i>	<i>65,100</i>	<i>192,475</i>	<i>65,851</i>	<i>58,035</i>	<i>40,309</i>	<i>164,195</i>

Table 4. Average Revenue Miles / Day

Route	FY19 Q3				FY20 Q3				Percent Change
	Jan 2019	Feb 2019	Mar 2019	Total	Jan 2020	Feb 2020	Mar 2020	Total	
(Service Days)	22	19	21	62	22	20	22	64	
LOCAL BUS SERVICE									
2 - Market / Brown	684.3	683.8	683.4	683.8	709.3	709.4	641.1	685.9	0.3%
3 - Portland Road	352.7	352.4	352.8	352.6	373.6	373.5	347.5	364.6	3.4%
4 - State Street	307.0	307.1	307.0	307.0	321.0	321.0	294.1	311.7	1.5%
5 - Center Street	649.2	649.3	650.0	649.5	662.7	662.7	599.0	640.8	-1.3%
6 - Fairview Industrial	342.6	342.6	342.6	342.6	336.5	336.5	321.1	331.2	-3.3%
7 - Mission Street	203.2	203.2	203.2	203.2	226.5	224.9	211.2	220.8	8.6%
8 - 12th / Liberty	308.3	308.8	308.3	308.5	346.0	347.5	328.7	340.5	10.4%
9 - Cherry / River Road	455.6	455.6	455.6	455.6	453.1	453.1	431.2	445.6	-2.2%
11 - Lancaster / Verda	1,362.0	1,361.5	1,361.9	1,361.8	1,452.1	1,452.1	1,348.2	1,416.4	4.0%
12 - Hayesville Drive	196.8	196.8	196.8	196.8	196.8	196.8	187.9	193.7	-1.6%
13 - Silverton Road	278.8	280.3	280.3	279.8	291.4	291.4	271.2	284.5	1.7%
14 - Windsor Island Road	226.6	226.6	226.7	226.6	226.3	226.7	216.4	223.0	-1.6%
16 - Wallace Road	134.0	133.9	134.0	134.0	132.1	132.1	126.1	130.0	-2.9%
17 - Edgewater Street	454.8	454.8	454.8	454.8	461.5	460.8	422.0	447.7	-1.6%
18 - 12th / Liberty	313.6	313.6	313.0	313.4	342.3	342.7	325.2	336.5	7.4%
19 - Broadway / River Road	701.8	701.2	701.9	701.6	658.1	658.0	610.6	641.7	-8.5%
21 - South Commercial	704.8	704.3	704.4	704.5	707.7	707.8	646.7	686.8	-2.5%
22 - Library Loop	62.0	62.0	62.0	62.0	59.3	59.3	53.9	57.4	-7.4%
23 - Lansing / Hawthorne	193.0	192.9	193.0	193.0	191.7	191.7	182.4	188.5	-2.3%
26 - Glen Creek / Orchard Heights	76.7	76.7	76.7	76.7	76.5	76.5	72.3	75.0	-2.2%
27 - Glen Creek / Eola	113.8	113.8	113.8	113.8	113.8	113.8	107.9	111.8	-1.8%
<i>Total</i>	<i>8,121.7</i>	<i>8,121.3</i>	<i>8,121.9</i>	<i>8,121.7</i>	<i>8,338.3</i>	<i>8,338.0</i>	<i>7,744.8</i>	<i>8,134.2</i>	<i>0.2%</i>
LOCAL COMMUTER EXPRESS ROUTES									
1X - Wilsonville / Salem Express	319.3	319.3	317.7	318.8	383.5	383.5	366.0	377.5	18.4%
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES									
91 - Garten Foundation	5.8	5.5	5.8	5.7	N/A	N/A	N/A	N/A	N/A
92 - Rockwest	9.6	9.6	9.6	9.6	N/A	N/A	N/A	N/A	N/A
9192 - Garten / Rockwest	N/A	N/A	N/A	N/A	14.4	14.4	13.1	14.0	N/A
<i>Total</i>	<i>15.5</i>	<i>15.1</i>	<i>15.4</i>	<i>15.3</i>	<i>14.4</i>	<i>14.4</i>	<i>13.1</i>	<i>14.0</i>	<i>-9.0%</i>
<i>Cherriots Local Total</i>	<i>8,456.5</i>	<i>8,455.7</i>	<i>8,455.0</i>	<i>8,455.8</i>	<i>8,736.1</i>	<i>8,735.9</i>	<i>8,123.9</i>	<i>8,525.6</i>	<i>0.8%</i>
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	257.2	256.4	253.5	255.7	350.5	333.2	326.2	336.7	31.7%
20X - N. Marion Co. / Salem Express	298.3	294.1	300.2	297.6	286.0	280.8	278.1	281.7	-5.4%
30X - Santiam / Salem Express	256.0	257.5	259.8	257.7	264.4	251.0	246.4	254.0	-1.4%
40X - Polk County / Salem Express	297.5	300.1	296.9	298.1	396.1	377.4	377.0	383.7	28.7%
50X - Dallas / Salem Express	72.1	67.8	67.7	69.3	134.9	133.8	130.2	132.9	91.9%
<i>Cherriots Regional Express Monthly Total</i>	<i>1,181.1</i>	<i>1,175.8</i>	<i>1,178.0</i>	<i>1,178.5</i>	<i>1,432.0</i>	<i>1,376.1</i>	<i>1,357.9</i>	<i>1,389.0</i>	<i>17.9%</i>
REGIONAL FLEX ROUTE									
Polk County Flex	166.6	171.3	172.6	170.0	141.9	135.4	74.3	116.6	-31.4%
SHOP AND RIDE									
Dial-a-Ride	178.5	151.8	96.0	142.4	116.3	103.7	70.6	96.6	-32.1%
Shopper Shuttle	66.4	48.9	49.4	55.3	31.4	30.3	20.5	27.3	-50.7%
<i>Cherriots Shop and Ride Total</i>	<i>244.9</i>	<i>200.8</i>	<i>145.5</i>	<i>197.7</i>	<i>147.6</i>	<i>133.9</i>	<i>91.0</i>	<i>123.9</i>	<i>-37.3%</i>
LIFT									
ADA	1,376.1	1,304.3	1,399.7	1,362.1	1,390.6	1,360.8	1,065.3	1,269.4	-6.8%
DD53	1,840.0	1,675.7	1,700.3	1,742.3	1,602.6	1,541.0	767.0	1,296.1	-25.6%
<i>Cherriots LIFT Total</i>	<i>3,216.2</i>	<i>2,979.9</i>	<i>3,100.0</i>	<i>3,104.4</i>	<i>2,993.2</i>	<i>2,901.8</i>	<i>1,832.2</i>	<i>2,565.5</i>	<i>-17.4%</i>

Table 5. Total Boardings

Route	FY19 Q3				FY20 Q3				Percent Change
	Jan 2019	Feb 2019	Mar 2019	Total	Jan 2020	Feb 2020	Mar 2020	Total	
(Service Days)	22	19	21	62	22	20	22	64	
LOCAL BUS SERVICE									
2 - Market / Brown	25,575	20,920	22,985	69,480	26,600	25,837	18,421	70,858	2.0%
3 - Portland Road	14,639	12,830	13,562	41,031	15,357	14,703	9,912	39,972	-2.6%
4 - State Street	14,969	12,383	14,211	41,563	15,092	14,392	10,783	40,267	-3.1%
5 - Center Street	23,362	19,091	22,418	64,871	24,043	22,919	16,614	63,576	-2.0%
6 - Fairview Industrial	4,541	4,013	4,234	12,788	4,086	4,098	3,148	11,332	-11.4%
7 - Mission Street	4,920	3,972	4,856	13,748	6,650	6,036	4,951	17,637	28.3%
8 - 12th / Liberty	9,499	7,758	8,818	26,075	9,137	8,598	5,873	23,608	-9.5%
9 - Cherry / River Road	10,154	8,127	9,372	27,653	9,650	9,492	7,060	26,202	-5.2%
11 - Lancaster / Verda	42,997	34,997	40,442	118,436	44,809	42,916	33,350	121,075	2.2%
12 - Hayesville Drive	1,792	1,535	1,784	5,111	1,958	1,990	1,507	5,455	6.7%
13 - Silverton Road	10,703	9,473	10,900	31,076	12,608	12,670	9,325	34,603	11.3%
14 - Windsor Island Road	2,038	1,767	2,175	5,980	2,359	2,292	1,423	6,074	1.6%
16 - Wallace Road	2,993	2,650	3,018	8,661	3,614	3,537	2,559	9,710	12.1%
17 - Edgewater Street	13,354	11,629	13,530	38,513	15,014	15,003	11,739	41,756	8.4%
18 - 12th / Liberty	8,941	7,015	8,164	24,120	8,804	8,505	5,641	22,950	-4.9%
19 - Broadway / River Road	29,234	24,772	27,830	81,836	30,644	28,979	23,040	82,663	1.0%
21 - South Commercial	29,398	24,051	27,399	80,848	31,149	28,432	21,465	81,046	0.2%
22 - Library Loop	1,244	1,261	1,360	3,865	1,428	638	282	2,348	-39.2%
23 - Lansing / Hawthorne	3,006	2,468	2,699	8,173	3,132	3,112	2,047	8,291	1.4%
26 - Glen Creek / Orchard Heights	774	752	763	2,289	773	766	531	2,070	-9.6%
27 - Glen Creek / Eola	709	528	667	1,904	1,159	1,007	714	2,880	51.3%
<i>Total</i>	<i>254,842</i>	<i>211,992</i>	<i>241,187</i>	<i>708,021</i>	<i>268,066</i>	<i>255,922</i>	<i>190,385</i>	<i>714,373</i>	<i>0.9%</i>
LOCAL COMMUTER EXPRESS ROUTES									
1X - Wilsonville / Salem Express	2,773	2,538	2,729	8,040	2,800	2,682	1,697	7,179	-10.7%
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES									
91 - Garten Foundation	160	6	12	178	N/A	N/A	N/A	N/A	N/A
92 - Rockwest	261	196	260	717	N/A	N/A	N/A	N/A	N/A
9192 - Garten / Rockwest	N/A	N/A	N/A	N/A	382	324	190	896	N/A
<i>Total</i>	<i>421</i>	<i>202</i>	<i>272</i>	<i>895</i>	<i>382</i>	<i>324</i>	<i>190</i>	<i>896</i>	<i>0.1%</i>
<i>Cherriots Local Total</i>	<i>258,036</i>	<i>214,732</i>	<i>244,188</i>	<i>716,956</i>	<i>271,248</i>	<i>258,928</i>	<i>192,272</i>	<i>722,448</i>	<i>0.8%</i>
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	1,371	1,090	1,238	3,699	1,087	1,153	938	3,178	-14.1%
20X - N. Marion Co. / Salem Express	877	745	821	2,443	1,197	1,038	986	3,221	31.8%
30X - Santiam / Salem Express	1,340	1,180	1,222	3,742	1,413	1,330	843	3,586	-4.2%
40X - Polk County / Salem Express	3,624	2,980	3,167	9,771	4,554	4,220	2,922	11,696	19.7%
50X - Dallas / Salem Express	419	365	383	1,167	585	512	362	1,459	25.0%
<i>Cherriots Regional Express Monthly Total</i>	<i>7,631</i>	<i>6,360</i>	<i>6,831</i>	<i>20,822</i>	<i>8,836</i>	<i>8,253</i>	<i>6,051</i>	<i>23,140</i>	<i>11.1%</i>
REGIONAL FLEX ROUTE									
Polk County Flex	582	467	579	1,628	544	531	285	1,360	-16.5%
SHOP AND RIDE									
Dial-a-Ride	518	387	312	1,217	327	278	193	798	-34.4%
Shopper Shuttle	387	294	260	941	294	222	149	665	-29.3%
<i>Cherriots Shop and Ride Total</i>	<i>905</i>	<i>681</i>	<i>572</i>	<i>2,158</i>	<i>621</i>	<i>500</i>	<i>342</i>	<i>1,463</i>	<i>-32.2%</i>
LIFT									
ADA	5,670	4,920	5,709	16,299	5,654	5,196	3,812	14,662	-10.0%
DD53	6,513	5,184	5,863	17,560	5,956	5,219	2,700	13,875	-21.0%
<i>Cherriots LIFT Total</i>	<i>12,183</i>	<i>10,104</i>	<i>11,572</i>	<i>33,859</i>	<i>11,610</i>	<i>10,415</i>	<i>6,512</i>	<i>28,537</i>	<i>-15.7%</i>

Table 6. Average Boardings / Day

Route	FY19 Q3				FY20 Q3				Percent Change
	Jan 2019	Feb 2019	Mar 2019	Total	Jan 2020	Feb 2020	Mar 2020	Total	
(Service Days)	22	19	21	62	22	20	22	64	
LOCAL BUS SERVICE									
2 - Market / Brown	1,162.5	1,101.1	1,094.5	1,120.6	1,209.1	1,291.9	837.3	1,107.2	-1.2%
3 - Portland Road	665.4	675.3	645.8	661.8	698.0	735.2	450.5	624.6	-5.6%
4 - State Street	680.4	651.7	676.7	670.4	686.0	719.6	490.1	629.2	-6.1%
5 - Center Street	1,061.9	1,004.8	1,067.5	1,046.3	1,092.9	1,146.0	755.2	993.4	-5.1%
6 - Fairview Industrial	206.4	211.2	201.6	206.3	185.7	204.9	143.1	177.1	-14.2%
7 - Mission Street	223.6	209.1	231.2	221.7	302.3	301.8	225.0	275.6	24.3%
8 - 12th / Liberty	431.8	408.3	419.9	420.6	415.3	429.9	267.0	368.9	-12.3%
9 - Cherry / River Road	461.5	427.7	446.3	446.0	438.6	474.6	320.9	409.4	-8.2%
11 - Lancaster / Verda	1,954.4	1,841.9	1,925.8	1,910.3	2,036.8	2,145.8	1,515.9	1,891.8	-1.0%
12 - Hayesville Drive	81.5	80.8	85.0	82.4	89.0	99.5	68.5	85.2	3.4%
13 - Silvertown Road	486.5	498.6	519.0	501.2	573.1	633.5	423.9	540.7	7.9%
14 - Windsor Island Road	92.6	93.0	103.6	96.5	107.2	114.6	64.7	94.9	-1.6%
16 - Wallace Road	136.0	139.5	143.7	139.7	164.3	176.9	116.3	151.7	8.6%
17 - Edgewater Street	607.0	612.1	644.3	621.2	682.5	750.2	533.6	652.4	5.0%
18 - 12th / Liberty	406.4	369.2	388.8	389.0	400.2	425.3	256.4	358.6	-7.8%
19 - Broadway / River Road	1,328.8	1,303.8	1,325.2	1,319.9	1,392.9	1,449.0	1,047.3	1,291.6	-2.1%
21 - South Commercial	1,336.3	1,265.8	1,304.7	1,304.0	1,415.9	1,421.6	975.7	1,266.3	-2.9%
22 - Library Loop	56.5	66.4	64.8	62.3	64.9	31.9	12.8	36.7	-41.1%
23 - Lansing / Hawthorne	136.6	129.9	128.5	131.8	142.4	155.6	93.0	129.5	-1.7%
26 - Glen Creek / Orchard Heights	35.2	39.6	36.3	36.9	35.1	38.3	24.1	32.3	-12.4%
27 - Glen Creek / Eola	32.2	27.8	31.8	30.7	52.7	50.4	32.5	45.0	46.5%
<i>Total</i>	<i>11,583.7</i>	<i>11,157.5</i>	<i>11,485.1</i>	<i>11,419.7</i>	<i>12,184.8</i>	<i>12,796.1</i>	<i>8,653.9</i>	<i>11,162.1</i>	<i>-2.3%</i>
LOCAL COMMUTER EXPRESS ROUTES									
1X - Wilsonville / Salem Express	126.0	133.6	130.0	129.7	127.3	134.1	77.1	112.2	-13.5%
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES									
91 - Garten Foundation	7.3	0.3	0.6	2.9	N/A	N/A	N/A	N/A	N/A
92 - Rockwest	11.9	10.3	12.4	11.6	N/A	N/A	N/A	N/A	N/A
9192 - Garten / Rockwest	N/A	N/A	N/A	N/A	17.4	16.2	8.6	14.0	N/A
<i>Total</i>	<i>19.1</i>	<i>10.6</i>	<i>13.0</i>	<i>14.4</i>	<i>17.4</i>	<i>16.2</i>	<i>8.6</i>	<i>14.0</i>	<i>-3.0%</i>
<i>Cherriots Local Total</i>	<i>11,728.9</i>	<i>11,301.7</i>	<i>11,628.0</i>	<i>11,563.8</i>	<i>12,329.5</i>	<i>12,946.4</i>	<i>8,739.6</i>	<i>11,288.3</i>	<i>-2.4%</i>
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	62.3	57.4	59.0	59.7	49.4	57.7	42.6	49.7	-16.8%
20X - N. Marion Co. / Salem Express	39.9	39.2	39.1	39.4	54.4	51.9	44.8	50.3	27.7%
30X - Santiam / Salem Express	60.9	62.1	58.2	60.4	64.2	66.5	38.3	56.0	-7.2%
40X - Polk County / Salem Express	164.7	156.8	150.8	157.6	207.0	211.0	132.8	182.8	16.0%
50X - Dallas / Salem Express	19.0	19.2	18.2	18.8	26.6	25.6	16.5	22.8	21.1%
<i>Cherriots Regional Express Monthly Total</i>	<i>346.9</i>	<i>334.7</i>	<i>325.3</i>	<i>335.8</i>	<i>401.6</i>	<i>412.7</i>	<i>275.0</i>	<i>361.6</i>	<i>7.7%</i>
REGIONAL FLEX ROUTE									
Polk County Flex	26.5	24.6	27.6	26.3	24.7	26.6	13.0	21.3	-19.1%
SHOP AND RIDE									
Dial-a-Ride	23.5	20.4	14.9	19.6	14.9	13.9	8.8	12.5	-36.5%
Shopper Shuttle	17.6	15.5	12.4	15.2	13.4	11.1	6.8	10.4	-31.5%
<i>Cherriots Shop and Ride Total</i>	<i>41.1</i>	<i>35.8</i>	<i>27.2</i>	<i>34.8</i>	<i>28.2</i>	<i>25.0</i>	<i>15.5</i>	<i>22.9</i>	<i>-34.3%</i>
LIFT									
ADA	257.7	258.9	271.9	262.9	257.0	259.8	173.3	229.1	-12.9%
DD53	296.0	272.8	279.2	283.2	270.7	261.0	122.7	216.8	-23.5%
<i>Cherriots LIFT Total</i>	<i>553.8</i>	<i>531.8</i>	<i>551.0</i>	<i>546.1</i>	<i>527.7</i>	<i>520.8</i>	<i>296.0</i>	<i>445.9</i>	<i>-18.4%</i>

Table 7. Average Boardings / Revenue Hour

Route	FY19 Q3				FY20 Q3				Percent Change
	Jan 2019	Feb 2019	Mar 2019	Total	Jan 2020	Feb 2020	Mar 2020	Total	
(Service Days)	22	19	21	62	22	20	22	64	
LOCAL BUS SERVICE									
2 - Market / Brown	21.5	20.4	20.2	20.7	20.2	21.6	15.5	19.2	-7.5%
3 - Portland Road	22.2	22.5	21.5	22.1	21.9	23.1	15.2	20.1	-8.9%
4 - State Street	21.9	21.0	21.8	21.6	20.9	22.0	16.3	19.8	-8.4%
5 - Center Street	18.7	17.7	18.8	18.4	18.8	19.7	14.3	17.6	-4.4%
6 - Fairview Industrial	9.1	9.4	8.9	9.1	8.2	9.1	6.6	8.0	-12.8%
7 - Mission Street	11.1	10.3	11.5	11.0	12.5	12.5	10.0	11.7	6.1%
8 - 12th / Liberty	18.8	20.2	20.8	18.3	16.0	16.6	10.9	14.5	-21.1%
9 - Cherry / River Road	15.0	13.9	14.5	14.5	14.3	15.4	11.0	13.5	-6.7%
11 - Lancaster / Verda	19.2	18.1	18.9	18.7	18.7	19.7	14.9	17.8	-5.1%
12 - Hayesville Drive	5.5	5.5	5.8	5.6	6.0	6.7	4.8	5.9	4.9%
13 - Silverton Road	25.4	25.8	26.9	26.0	27.9	30.8	21.8	26.8	3.0%
14 - Windsor Island Road	6.0	6.1	6.7	6.3	7.0	7.5	4.4	6.3	0.0%
16 - Wallace Road	13.5	13.9	14.3	13.9	16.4	17.6	12.1	15.3	10.3%
17 - Edgewater Street	12.2	12.3	12.9	12.4	13.3	14.6	11.3	13.1	5.1%
18 - 12th / Liberty	17.6	16.0	16.8	16.8	15.7	16.7	10.6	14.3	-14.8%
19 - Broadway / River Road	22.9	22.5	22.8	22.8	23.2	24.2	18.8	22.1	-3.0%
21 - South Commercial	24.2	23.0	23.7	23.7	24.8	24.9	18.7	22.8	-3.5%
22 - Library Loop	5.2	6.1	6.0	5.7	5.6	2.8	1.2	3.3	-43.1%
23 - Lansing / Hawthorne	9.2	8.7	8.6	10.4	9.5	10.4	6.6	8.8	-15.0%
26 - Glen Creek / Orchard Heights	4.5	5.0	4.7	4.7	4.5	4.9	3.3	4.2	-10.5%
27 - Glen Creek / Eola	3.9	3.3	3.8	3.7	6.3	6.0	4.1	5.5	49.5%
<i>Total</i>	17.6	17.0	17.5	17.4	17.6	18.5	13.5	16.5	-4.8%
LOCAL COMMUTER EXPRESS ROUTES									
1X - Wilsonville / Salem Express	12.8	13.5	13.2	13.2	10.7	11.3	6.8	9.6	-27.3%
QUALIFIED HUMAN SERVICE ORGANIZATION ROUTES									
91 - Garten Foundation	7.3	0.3	0.6	2.9	N/A	N/A	N/A	N/A	N/A
92 - Rockwest	20.1	16.3	20.0	18.9	N/A	N/A	N/A	N/A	N/A
9192 - Garten / Rockwest	N/A	N/A	N/A	N/A	15.9	14.7	21.1	16.3	N/A
<i>Total</i>	12.0	6.7	8.0	9.0	15.9	14.7	21.1	16.3	80.2%
<i>Cherriots Local Total</i>	17.5	16.9	17.4	17.3	17.5	18.4	13.4	16.4	-5.0%
REGIONAL EXPRESS ROUTES									
10X - Woodburn / Salem Express	4.5	4.3	4.4	4.4	2.9	3.5	2.6	3.0	-32.4%
20X - N. Marion Co. / Salem Express	2.8	2.9	2.8	2.9	4.1	4.0	3.5	3.9	35.6%
30X - Santiam / Salem Express	5.0	5.0	4.7	4.9	5.2	5.7	3.3	4.7	-4.2%
40X - Polk County / Salem Express	11.7	11.0	10.7	11.1	11.1	11.7	7.4	10.0	-10.1%
50X - Dallas / Salem Express	6.9	7.2	6.7	6.9	4.7	4.7	3.0	4.1	-40.1%
<i>Cherriots Regional Express Monthly Total</i>	6.1	6.0	5.8	5.9	6.0	6.4	4.3	5.5	-6.9%
REGIONAL FLEX ROUTE									
Polk County Flex	1.7	1.6	1.8	1.7	2.0	2.2	2.0	2.1	22.4%
SHOP AND RIDE									
Dial-a-Ride	1.6	1.6	1.8	1.6	1.5	1.5	1.4	1.5	-9.6%
Shopper Shuttle	2.4	2.4	2.2	2.4	2.4	2.2	2.0	2.2	-5.9%
<i>Cherriots Shop and Ride Total</i>	1.9	1.8	1.9	1.9	1.8	1.7	1.6	1.7	-7.6%
LIFT									
ADA	2.3	2.3	2.3	2.3	2.2	2.3	1.8	2.1	-7.3%
DD53	2.0	2.1	2.0	2.0	2.0	2.1	1.9	2.1	0.2%
<i>Cherriots LIFT Total</i>	2.1	2.2	2.2	2.2	2.1	2.2	1.9	2.1	-3.2%

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

	Revenue Hours			Percent Change	Revenue Miles			Percent Change	Boardings		
	FY19	FY20			FY19	FY20			FY19	FY20	
LOCAL BUS SERVICE											
2 - Market / Brown	10,170	11,152	9.7%	128,586	132,841	3.3%	206,645	219,609	6.3%		
3 - Portland Road	5,639	5,943	5.4%	66,304	69,850	5.3%	122,583	124,644	1.7%		
4 - State Street	5,148	6,123	18.9%	50,905	60,089	18.0%	109,491	126,918	15.9%		
5 - Center Street	10,666	10,937	2.5%	122,156	124,564	2.0%	198,430	203,601	2.6%		
6 - Fairview Industrial	4,245	4,291	1.1%	64,310	64,198	-0.2%	40,085	36,872	-8.0%		
7 - Mission Street	3,506	4,410	25.8%	38,279	41,738	9.0%	42,278	51,011	20.7%		
8 - 12th / Liberty	4,307	4,788	11.2%	57,948	63,583	9.7%	77,333	78,686	1.7%		
9 - Cherry / River Road	5,776	5,834	1.0%	85,626	86,138	0.6%	83,119	86,304	3.8%		
11 - Lancaster / Verda	18,803	20,321	8.1%	249,242	271,027	8.7%	363,305	389,213	7.1%		
12 - Hayesville Drive	2,779	2,809	1.1%	36,737	37,389	1.8%	14,882	16,956	13.9%		
13 - Silverton Road	3,625	3,846	6.1%	53,097	54,612	2.9%	89,964	106,507	18.4%		
14 - Windsor Island Road	2,891	2,919	1.0%	42,610	43,048	1.0%	17,732	20,532	15.8%		
16 - Wallace Road	1,892	1,913	1.1%	25,424	25,182	-1.0%	26,660	28,054	5.2%		
17 - Edgewater Street	9,362	9,655	3.1%	85,483	86,943	1.7%	114,490	128,596	12.3%		
18 - 12th / Liberty	4,347	4,726	8.7%	58,917	63,455	7.7%	73,969	74,818	1.1%		
19 - Broadway / River Road	10,904	11,267	3.3%	131,885	126,435	-4.1%	249,936	261,364	4.6%		
21 - South Commercial	10,360	10,711	3.4%	131,441	133,234	1.4%	243,045	254,495	4.7%		
22 - Library Loop	2,043	2,176	6.5%	11,656	11,202	-3.9%	11,411	10,689	-6.3%		
23 - Lansing / Hawthorne	2,801	2,831	1.1%	36,256	36,406	0.4%	25,011	26,506	6.0%		
24 - State / Lancaster	672	N/A	N/A	7,813	N/A	N/A	13,792	N/A	N/A		
26 - Glen Creek / Orchard Heights	1,470	1,483	0.9%	14,424	14,527	0.7%	6,546	5,991	-8.5%		
27 - Glen Creek / Eola	1,572	1,587	1.0%	21,396	21,607	1.0%	6,583	9,002	36.7%		
<i>Total</i>	122,978	129,722	5.5%	1,520,495	1,568,068	3.1%	2,137,290	2,260,368	5.8%		
LOCAL COMMUTER EXPRESS ROUTES											
1X - Wilsonville / Salem Express	1,853	2,170	17.1%	60,039	70,060	16.7%	25,600	22,456	-12.3%		
QUALIFIED HUMAN SERVICES ROUTES											
91 - Garten Foundation	187	N/A	N/A	1,089	N/A	N/A	1,045	N/A	N/A		
92 - Rockwest	115	N/A	N/A	1,808	N/A	N/A	2,634	N/A	N/A		
9192 - Garten / Rockwest	N/A	194	N/A	N/A	2,536	N/A	N/A	3,058	N/A		
<i>Total</i>	302	194	-35.8%	2,897	2,536	-12.5%	3,679	3,058	-16.9%		
<i>Cherriots Local Y-T-D Total</i>	125,133	132,086	5.6%	1,583,431	1,640,664	3.6%	2,166,569	2,285,882	5.5%		
REGIONAL EXPRESS ROUTES											
10X - Woodburn / Salem Express	2,559	3,044	19.0%	48,105	62,011	28.9%	11,009	10,001	-9.2%		
20X - N. Marion Co. / Salem Express	2,578	2,548	-1.2%	56,214	55,289	-1.6%	7,048	9,478	34.5%		
30X - Santiam / Salem Express	2,328	2,280	-2.1%	47,908	49,642	3.6%	11,404	10,650	-6.6%		
40X - Polk County / Salem Express	2,675	3,310	23.7%	55,837	70,298	25.9%	29,940	35,571	18.8%		
50X - Dallas / Salem Express	510	946	85.5%	12,818	22,444	75.1%	3,747	4,421	18.0%		
<i>Cherriots Regional Express Y-T-D Total</i>	10,650	12,128	13.9%	220,882	259,684	17.6%	63,148	70,121	11.0%		
REGIONAL FLEX ROUTE											
Polk County Flex	2,664	2,110	-20.8%	28,651	25,733	-10.2%	5,317	4,628	-13.0%		
<i>Cherriots Regional Y-T-D Total</i>	13,314	14,238	6.9%	249,533	285,417	14.4%	68,465	74,749	9.2%		
SHOP AND RIDE											
Dial-a-Ride	2,767	1,864	-32.6%	31,890	22,294	-30.1%	4,480	2,749	-38.6%		
Shopper Shuttle	1,307	934	-28.5%	12,411	6,009	-51.6%	3,276	2,002	-38.9%		
<i>Cherriots Shop and Ride Y-T-D Total</i>	4,074	2,798	-31.3%	44,301	28,303	-36.1%	7,756	4,751	-38.7%		
LIFT											
ADA	20,945	21,029	0.4%	250,135	253,180	1.2%	47,446	47,613	0.4%		
DD53	26,996	23,558	-12.7%	342,119	289,746	-15.3%	55,448	48,235	-13.0%		
<i>Cherriots LIFT Y-T-D Total</i>	47,941	44,587	-7.0%	592,254	542,926	-8.3%	102,894	95,848	-6.8%		

Table 9. Fare Type and Category Usage

Cherriots Local												
Fare Types	<i>Fare Categories</i>											
	<i>Full Fare</i>			<i>Reduced Fare</i>			<i>Youth Fare</i>			<i>Free</i>		
	<i>Q3 2019</i>	<i>Q3 2020</i>	<i>% Change</i>	<i>Q3 2019</i>	<i>Q3 2020</i>	<i>% Change</i>	<i>Q3 2019</i>	<i>Q3 2020</i>	<i>% Change</i>	<i>Q3 2019</i>	<i>Q3 2020</i>	<i>% Change</i>
30 Day Pass	119,961	113,160	-5.7%	164,598	145,936	-11.3%	36,647	53,303	45.4%	-	-	-
Day Pass	112,061	94,160	-16.0%	95,596	84,953	-11.1%	74,380	91,197	22.6%	-	-	-
Cash	24,979	21,994	-12.0%	6,316	3,762	-40.4%	13,408	11,853	-11.6%	-	-	-
Free	-	-	-	-	-	-	-	-	-	24,677	64,967	163.3%
Cherriots Regional												
Fare Types	<i>Fare Categories</i>											
	<i>Full Fare</i>			<i>Reduced Fare</i>			<i>Youth Fare</i>			<i>Free</i>		
	<i>Q3 2019</i>	<i>Q3 2020</i>	<i>% Change</i>	<i>Q3 2019</i>	<i>Q3 2020</i>	<i>% Change</i>	<i>Q3 2019</i>	<i>Q3 2020</i>	<i>% Change</i>	<i>Q3 2019</i>	<i>Q3 2020</i>	<i>% Change</i>
Monthly Pass	681	607	-10.9%	524	543	3.6%	135	86	-36.3%	-	-	-
Day Pass	6,502	6,122	-5.8%	4,529	4,581	1.1%	973	919	-5.5%	-	-	-
Cash	5,624	5,828	3.6%	1,876	1,398	-25.5%	1,286	1,268	-1.4%	-	-	-
Free	-	-	-	-	-	-	-	-	-	320	805	151.6%

Table 10. Saturday Total Revenue Hours

Route	FY20 Q3			
	Jan 2020	Feb 2020	Mar 2020	Total
(Service Days)	4	5	4	13
LOCAL BUS SERVICE				
2 - Market / Brown	109	136	109	354
3 - Portland Road	60	75	60	195
4 - State Street	61	77	61	199
5 - Center Street	110	138	110	358
6 - Mission / Fairview Industrial	84	105	84	273
7 - Mission / Hawthorne	58	73	58	189
8 - 12th / Liberty via Red Leaf	87	108	87	282
9 - Cherry / River Road	62	77	62	201
11 - Lancaster / Verda	222	277	222	721
13 - Silverton Road	54	68	54	176
16 - Wallace Road	35	43	35	113
17 - Edgewater / Gerth	108	135	108	351
18 - 12th / Liberty via Lone Oak	87	109	87	283
19 - Broadway / River Road	107	133	107	347
21 - South Commercial	108	134	108	350
<i>Cherriots Local Monthly Total</i>	<i>1,352</i>	<i>1,688</i>	<i>1,352</i>	<i>4,392</i>
REGIONAL EXPRESS ROUTES				
10X - Woodburn / Salem Express	28	36	29	93
20X - N. Marion Co. / Salem Express	35	44	35	114
30X - Santiam / Salem Express	28	35	28	91
40X - Polk County / Salem Express	37	46	32	115
<i>Cherriots Regional Express Monthly Total</i>	<i>128</i>	<i>161</i>	<i>124</i>	<i>413</i>
LIFT				
ADA	188	279	142	609
DD53	18	15	6	39
<i>Cherriots LIFT Total</i>	<i>206</i>	<i>294</i>	<i>148</i>	<i>648</i>

Table 11. Saturday Average Revenue Hours / Day

Route	FY20 Q3			
	Jan 2020	Feb 2020	Mar 2020	Total
(Service Days)	4	5	4	13
LOCAL BUS SERVICE				
2 - Market / Brown	27.3	27.2	27.3	27.2
3 - Portland Road	15.0	15.0	15.0	15.0
4 - State Street	15.3	15.4	15.3	15.3
5 - Center Street	27.5	27.6	27.5	27.5
6 - Mission / Fairview Industrial	21.0	21.0	21.0	21.0
7 - Mission / Hawthorne	14.5	14.6	14.5	14.5
8 - 12th / Liberty via Red Leaf	21.8	21.6	21.8	21.7
9 - Cherry / River Road	15.5	15.4	15.5	15.5
11 - Lancaster / Verda	55.5	55.4	55.5	55.5
13 - Silverton Road	13.5	13.6	13.5	13.5
16 - Wallace Road	8.8	8.6	8.8	8.7
17 - Edgewater / Gerth	27.0	27.0	27.0	27.0
18 - 12th / Liberty via Lone Oak	21.8	21.8	21.8	21.8
19 - Broadway / River Road	26.8	26.6	26.8	26.7
21 - South Commercial	27.0	26.8	27.0	26.9
<i>Cherriots Local Monthly Total</i>	338.0	337.6	338.0	337.8
REGIONAL EXPRESS ROUTES				
10X - Woodburn / Salem Express	7.0	7.2	7.3	7.2
20X - N. Marion Co. / Salem Express	8.8	8.8	8.8	8.8
30X - Santiam / Salem Express	7.0	7.0	7.0	7.0
40X - Polk County / Salem Express	9.3	9.2	8.0	8.8
<i>Cherriots Regional Express Monthly Total</i>	32.0	32.2	31.0	31.8
LIFT				
ADA	47.0	55.8	35.5	46.8
DD53	4.5	3.0	1.5	3.0
<i>Cherriots LIFT Total</i>	51.5	58.8	37.0	49.8

Table 12. Saturday Total Revenue Miles

Route	FY20 Q3			
	Jan 2020	Feb 2020	Mar 2020	Total
(Service Days)	4	5	4	13
LOCAL BUS SERVICE				
2 - Market / Brown	1,381	1,726	1,381	4,488
3 - Portland Road	700	876	700	2,276
4 - State Street	603	754	603	1,960
5 - Center Street	1,248	1,560	1,248	4,056
6 - Mission / Fairview Industrial	1,263	1,578	1,263	4,104
7 - Mission / Hawthorne	751	938	751	2,440
8 - 12th / Liberty via Red Leaf	1,180	1,482	1,185	3,847
9 - Cherry / River Road	906	1,133	906	2,945
11 - Lancaster / Verda	2,814	3,517	2,814	9,145
13 - Silverton Road	510	637	510	1,657
16 - Wallace Road	459	574	459	1,492
17 - Edgewater / Gerth	831	1,038	831	2,700
18 - 12th / Liberty via Lone Oak	1,166	1,461	1,169	3,796
19 - Broadway / River Road	1,382	1,727	1,382	4,491
21 - South Commercial	1,330	1,663	1,330	4,323
<i>Cherriots Local Monthly Total</i>	16,524	20,664	16,532	53,720
REGIONAL EXPRESS ROUTES				
10X - Woodburn / Salem Express	613	771	608	1,992
20X - N. Marion Co. / Salem Express	816	1,018	834	2,668
30X - Santiam / Salem Express	708	886	698	2,292
40X - Polk County / Salem Express	751	999	701	2,451
<i>Cherriots Regional Express Monthly Total</i>	2,888	3,674	2,841	9,403
LIFT				
ADA	2,117	3,110	1,566	6,793
DD53	286	222	96	604
<i>Cherriots LIFT Total</i>	2,403	3,332	1,662	7,397

Table 13. Saturday Average Revenue Miles / Day

Route	FY20 Q3			
	Jan 2020	Feb 2020	Mar 2020	Total
(Service Days)	4	5	4	13
LOCAL BUS SERVICE				
2 - Market / Brown	345.3	345.2	345.3	345.2
3 - Portland Road	175.0	175.2	175.0	175.1
4 - State Street	150.8	150.8	150.8	150.8
5 - Center Street	312.0	312.0	312.0	312.0
6 - Mission / Fairview Industrial	315.8	315.6	315.8	315.7
7 - Mission / Hawthorne	187.8	187.6	187.8	187.7
8 - 12th / Liberty via Red Leaf	295.0	296.4	296.3	295.9
9 - Cherry / River Road	226.5	226.6	226.5	226.5
11 - Lancaster / Verda	703.5	703.4	703.5	703.5
13 - Silverton Road	127.5	127.4	127.5	127.5
16 - Wallace Road	114.8	114.8	114.8	114.8
17 - Edgewater / Gerth	207.8	207.6	207.8	207.7
18 - 12th / Liberty via Lone Oak	291.5	292.2	292.3	292.0
19 - Broadway / River Road	345.5	345.4	345.5	345.5
21 - South Commercial	332.5	332.6	332.5	332.5
<i>Cherriots Local Monthly Total</i>	<i>4,131.0</i>	<i>4,132.8</i>	<i>4,133.0</i>	<i>4,132.3</i>
REGIONAL EXPRESS ROUTES				
10X - Woodburn / Salem Express	153.3	154.2	152.0	153.2
20X - N. Marion Co. / Salem Express	204.0	203.6	208.5	205.2
30X - Santiam / Salem Express	177.0	177.2	174.5	176.3
40X - Polk County / Salem Express	187.8	199.8	175.3	188.5
<i>Cherriots Regional Express Monthly Total</i>	<i>722.0</i>	<i>734.8</i>	<i>710.3</i>	<i>723.3</i>
LIFT				
ADA	529.3	622.0	391.5	522.5
DD53	71.5	44.4	24.0	46.5
<i>Cherriots LIFT Total</i>	<i>600.8</i>	<i>666.4</i>	<i>415.5</i>	<i>569.0</i>

Table 14. Saturday Total Boardings

Route	FY20 Q3			
	Jan 2020	Feb 2020	Mar 2020	Total
(Service Days)	4	5	4	13
LOCAL BUS SERVICE				
2 - Market / Brown	2,074	2,747	1,567	6,388
3 - Portland Road	1,022	1,331	743	3,096
4 - State Street	1,073	1,417	753	3,243
5 - Center Street	2,012	2,553	1,430	5,995
6 - Mission / Fairview Industrial	360	443	236	1,039
7 - Mission / Hawthorne	625	795	476	1,896
8 - 12th / Liberty via Red Leaf	879	1,061	570	2,510
9 - Cherry / River Road	749	1,056	592	2,397
11 - Lancaster / Verda	3,927	5,142	2,922	11,991
13 - Silverton Road	1,082	1,346	779	3,207
16 - Wallace Road	360	474	248	1,082
17 - Edgewater / Gerth	1,107	1,624	1,099	3,830
18 - 12th / Liberty via Lone Oak	794	1,101	530	2,425
19 - Broadway / River Road	2,822	3,781	2,130	8,733
21 - South Commercial	2,549	3,347	1,945	7,841
<i>Cherriots Local Monthly Total</i>	<i>21,435</i>	<i>28,218</i>	<i>16,020</i>	<i>65,673</i>
REGIONAL EXPRESS ROUTES				
10X - Woodburn / Salem Express	70	92	42	204
20X - N. Marion Co. / Salem Express	68	99	92	259
30X - Santiam / Salem Express	62	90	36	188
40X - Polk County / Salem Express	381	361	233	975
<i>Cherriots Regional Express Monthly Total</i>	<i>581</i>	<i>642</i>	<i>403</i>	<i>1,626</i>
LIFT				
ADA	326	448	227	1,001
DD53	23	19	11	53
<i>Cherriots LIFT Total</i>	<i>349</i>	<i>467</i>	<i>238</i>	<i>1,054</i>

Table 15. Saturday Average Boardings / Day

Route	FY20 Q3			
	Jan 2020	Feb 2020	Mar 2020	Total
(Service Days)	4	5	4	13
LOCAL BUS SERVICE				
2 - Market / Brown	518.5	549.4	391.8	491.4
3 - Portland Road	255.5	266.2	185.8	238.2
4 - State Street	268.3	283.4	188.3	249.5
5 - Center Street	503.0	510.6	357.5	461.2
6 - Mission / Fairview Industrial	90.0	88.6	59.0	79.9
7 - Mission / Hawthorne	156.3	159.0	119.0	145.8
8 - 12th / Liberty via Red Leaf	219.8	212.2	142.5	193.1
9 - Cherry / River Road	187.3	211.2	148.0	184.4
11 - Lancaster / Verda	981.8	1,028.4	730.5	922.4
13 - Silverton Road	270.5	269.2	194.8	246.7
16 - Wallace Road	90.0	94.8	62.0	83.2
17 - Edgewater / Gerth	276.8	324.8	274.8	294.6
18 - 12th / Liberty via Lone Oak	198.5	220.2	132.5	186.5
19 - Broadway / River Road	705.5	756.2	532.5	671.8
21 - South Commercial	637.3	669.4	486.3	603.2
<i>Cherriots Local Monthly Total</i>	5,358.8	5,643.6	4,005.0	5,051.8
REGIONAL EXPRESS ROUTES				
10X - Woodburn / Salem Express	17.5	18.4	10.5	15.7
20X - N. Marion Co. / Salem Express	17.0	19.8	23.0	19.9
30X - Santiam / Salem Express	15.5	18.0	9.0	14.5
40X - Polk County / Salem Express	95.3	72.2	58.3	75.0
<i>Cherriots Regional Express Monthly Total</i>	145.3	128.4	100.8	125.1
LIFT				
ADA	81.5	89.6	56.8	77.0
DD53	5.8	3.8	2.8	4.1
<i>Cherriots LIFT Total</i>	87.3	93.4	59.5	81.1

Table 16. Saturday Average Boardings / Revenue Hour

Route	FY20 Q3			
	Jan 2020	Feb 2020	Mar 2020	Total
(Service Days)	4	5	4	13
LOCAL BUS SERVICE				
2 - Market / Brown	19.0	20.2	14.4	18.0
3 - Portland Road	17.0	17.7	12.4	15.9
4 - State Street	17.6	18.4	12.3	16.3
5 - Center Street	18.3	18.5	13.0	16.7
6 - Mission / Fairview Industrial	4.3	4.2	2.8	3.8
7 - Mission / Hawthorne	10.8	10.9	8.2	10.0
8 - 12th / Liberty via Red Leaf	10.1	9.8	6.6	8.9
9 - Cherry / River Road	12.1	13.7	9.5	11.9
11 - Lancaster / Verda	17.7	18.6	13.2	16.6
13 - Silverton Road	20.0	19.8	14.4	18.2
16 - Wallace Road	10.3	11.0	7.1	9.6
17 - Edgewater / Gerth	10.3	12.0	10.2	10.9
18 - 12th / Liberty via Lone Oak	9.1	10.1	6.1	8.6
19 - Broadway / River Road	26.4	28.4	19.9	25.2
21 - South Commercial	23.6	25.0	18.0	22.4
<i>Cherriots Local Monthly Total</i>	<i>15.9</i>	<i>16.7</i>	<i>11.8</i>	<i>15.0</i>
REGIONAL EXPRESS ROUTES				
10X - Woodburn / Salem Express	2.5	2.6	1.4	2.2
20X - N. Marion Co. / Salem Express	1.9	2.3	2.6	2.3
30X - Santiam / Salem Express	2.2	2.6	1.3	2.1
40X - Polk County / Salem Express	10.3	7.8	7.3	8.5
<i>Cherriots Regional Express Monthly Total</i>	<i>4.5</i>	<i>4.0</i>	<i>3.3</i>	<i>3.9</i>
LIFT				
ADA	1.7	1.6	1.6	1.6
DD53	1.3	1.3	1.8	1.4
<i>Cherriots LIFT Total</i>	<i>1.7</i>	<i>1.6</i>	<i>1.6</i>	<i>1.6</i>

Table 17. Saturday Year-To-Date Total Revenue Hours, Revenue Miles, and Boardings

Route	Revenue Hours	Revenue Miles	Boardings
	<i>FY20</i>	<i>FY20</i>	<i>FY20</i>
LOCAL BUS SERVICE			
2 - Market / Brown	817	10,357	15,780
3 - Portland Road	450	5,252	7,683
4 - State Street	459	4,523	8,301
5 - Center Street	825	9,360	15,596
6 - Mission / Fairview Industrial	630	9,471	2,518
7 - Mission / Hawthorne	436	5,631	4,242
8 - 12th / Liberty via Red Leaf	652	8,799	6,718
9 - Cherry / River Road	464	6,796	5,771
11 - Lancaster / Verda	1,663	21,103	30,748
13 - Silverton Road	406	3,824	7,671
16 - Wallace Road	261	3,443	2,630
17 - Edgewater / Gerth	810	6,231	9,030
18 - 12th / Liberty via Lone Oak	653	8,709	6,027
19 - Broadway / River Road	801	10,364	21,983
21 - South Commercial	808	9,976	19,528
<i>Cherriots Local Y-T-D Total</i>	<i>10,135</i>	<i>123,839</i>	<i>164,226</i>
REGIONAL EXPRESS ROUTES			
10X - Woodburn / Salem Express	215	4,623	552
20X - N. Marion Co. / Salem Express	265	6,151	665
30X - Santiam / Salem Express	210	5,290	484
40X - Polk County / Salem Express	270	5,811	2,272
<i>Cherriots Regional Express Y-T-D Total</i>	<i>960</i>	<i>21,875</i>	<i>3,973</i>
LIFT			
ADA	1,371	15,122	2,122
DD53	96	1,473	137
<i>Cherriots LIFT Y-T-D Total</i>	<i>1,467</i>	<i>16,595</i>	<i>2,259</i>


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Table 18. Saturday Fare Type and Category Usage

Cherriots Local				
	<i>Fare Categories</i>			
	<i>Full Fare</i>	<i>Reduced Fare</i>	<i>Youth Fare</i>	<i>Free</i>
Fare Types	<i>Q3 2020</i>	<i>Q3 2020</i>	<i>Q3 2020</i>	<i>Q3 2020</i>
30 Day Pass	9,206	12,582	3,032	-
Day Pass	8,836	8,322	8,278	-
Cash	2,228	458	682	-
Free	-	-	-	8,530
Cherriots Regional				
	<i>Fare Categories</i>			
	<i>Full Fare</i>	<i>Reduced Fare</i>	<i>Youth Fare</i>	<i>Free</i>
Fare Types	<i>Q3 2020</i>	<i>Q3 2020</i>	<i>Q3 2020</i>	<i>Q3 2020</i>
Monthly Pass	54	20	32	-
Day Pass	279	110	22	-
Cash	580	107	167	-
Free	-	-	-	255

FY20 Q3 Performance Report

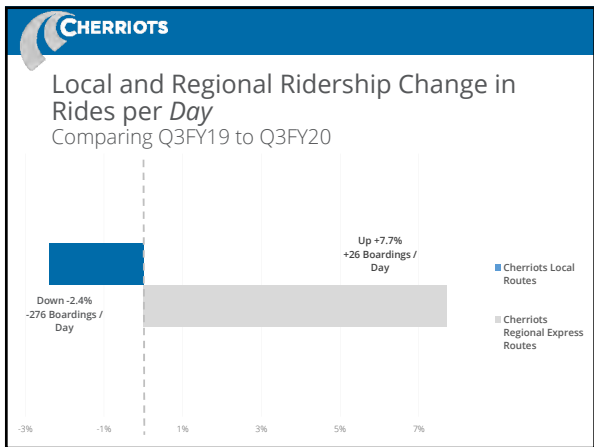
January – March 2020

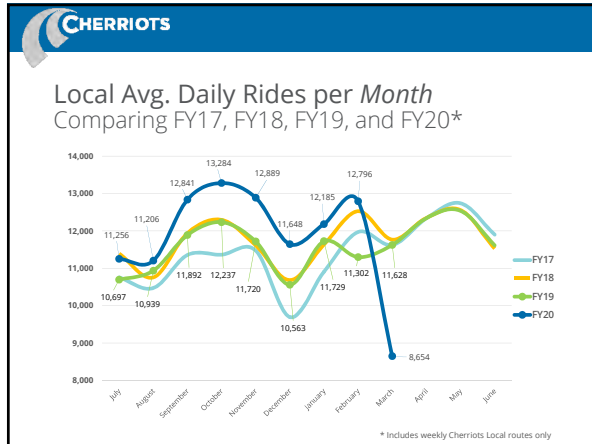


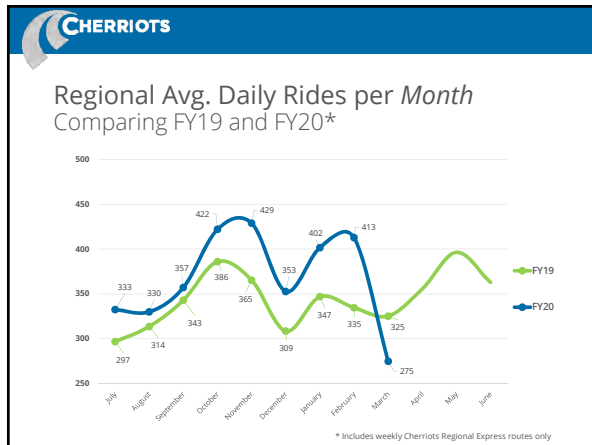


Ridership Comparison

FY19 to FY20



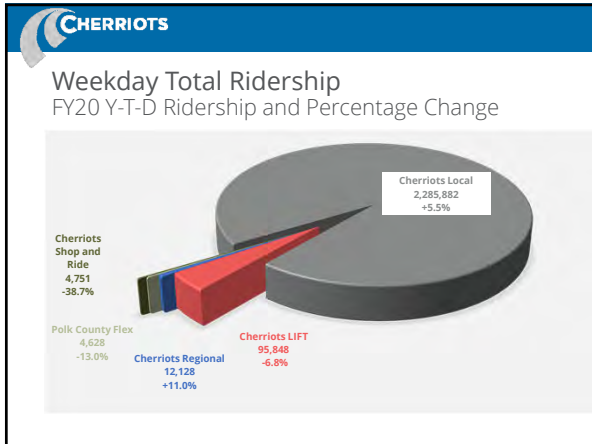


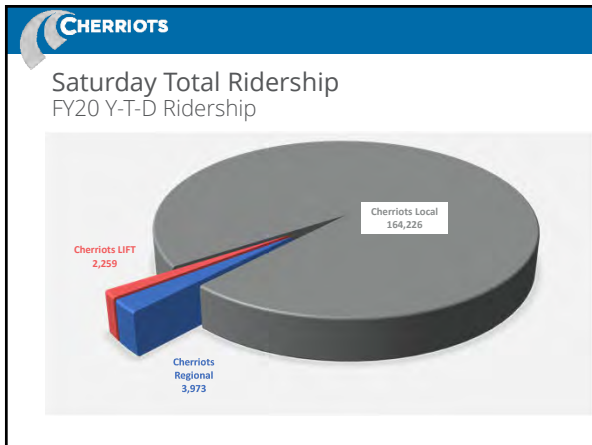


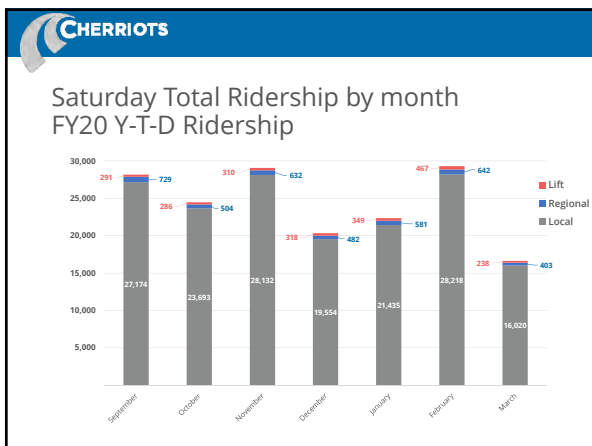
Cherriots

Ridership Totals

FY19 to FY20



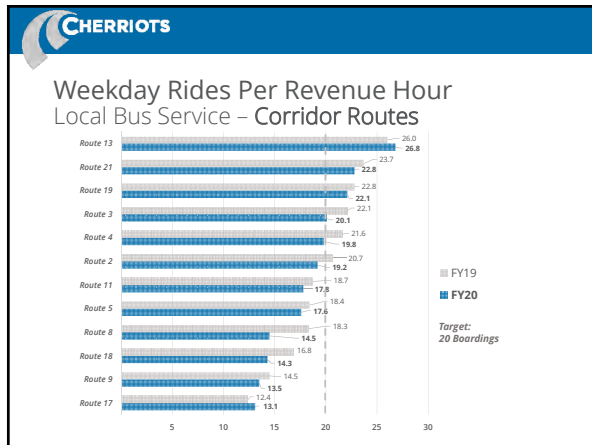


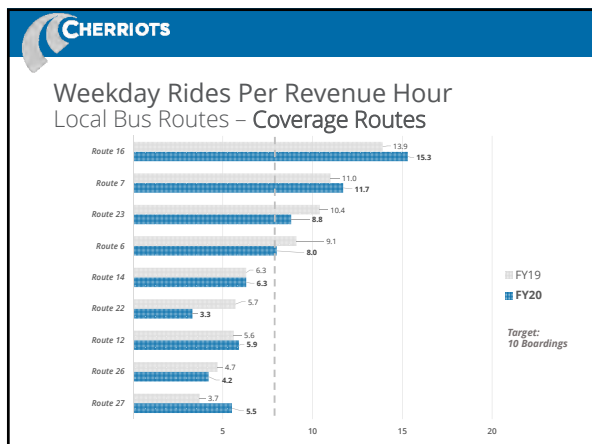


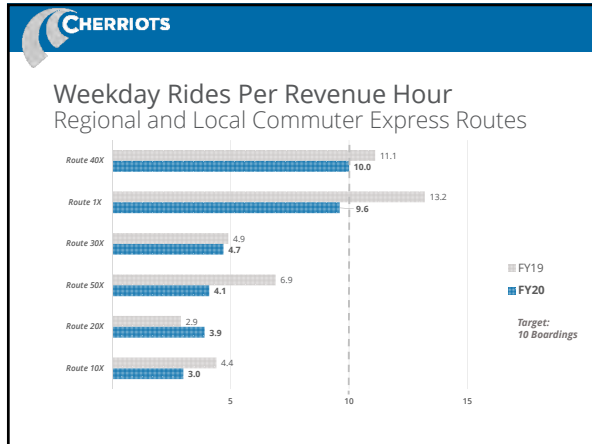
CERRIOTS

Changes by Route

FY19 to FY20

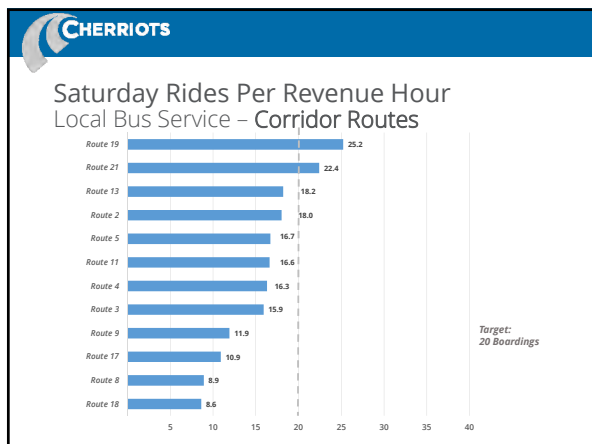


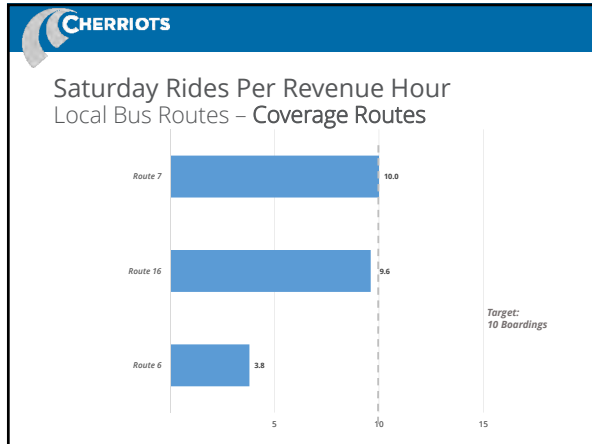


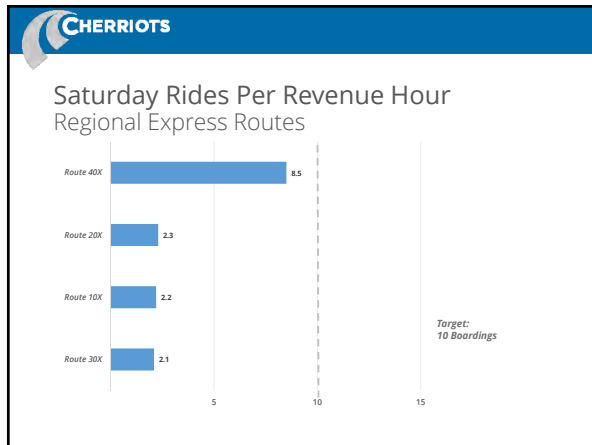


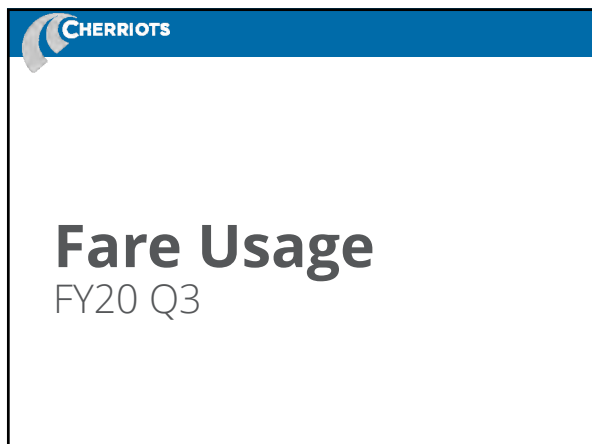
Saturday Ridership


FY20 Q3









 **Local weekday fare category usage**

Full Fare (ages 19 – 59)

- 30 Day Pass usage down **-5.7% (-6,801)**
- Day Pass usage down **-16.0% (-10,901)**
- Cash Fare down **-12.0% (-2,985)**

Reduced Fare


- 30 Day Pass usage down **-11.3% (-18,662)**
- Day Pass usage down **-11.1% (-10,643)**
- Cash Fares down **-6.6% (- 2,554)**

Youth Fare (ages 6 – 18)

- 30 Day Pass usage up **45.4% (+16,656)**
- Day Pass usage up **22.6% (+16,187)**
- Cash Fares down **-11.6% (-1,555)**

Free

- Free rides up **163.3% (+40,290)**

 **Regional weekday fare category usage**

Full Fare (ages 19 – 59)

- Monthly Pass usage down **-10.9% (-74)**
- Day Pass usage down **-5.8% (-380)**
- Cash fares up **3.6% (+204)**

Reduced Fare

- Monthly Pass usage up **3.6% (+19)**
- Day Pass usage up **1.1% (+52)**
- Cash Fares down **-25.5% (-478)**

Youth Fare (ages 6 – 18)

- Monthly Pass usage down **-36.3% (-49)**
- Day Pass usage down **-5.5% (-54)**
- Cash Fares down **-1.4% (-18)**

Free

- Free rides up **151.6% (+485)**





BOARD MEETING MEMO

Agenda Item H.3

To: Board of Directors

From: Al McCoy, Chief Financial Officer

Thru: Allan Pollock, General Manager

Date: May 25, 2020

Subject: FY2020 Third Quarter Finance Report

ISSUE

Shall the Board receive the Third Quarter Finance Report for FY2019-20?

BACKGROUND AND FINDINGS

The Board adopts a Budget for the District on an annual basis. The Budget is a plan that contains District resources and requirements.

The quarterly Finance Report provides information about how that plan is being implemented and includes statements for the General Fund, Special Transportation Fund, and Capital Project Fund. The Finance Report also contains a statement of budget to actual on a non-GAAP basis that shows by fund the legal appropriations by category with actual amounts and variances.

In the *General Fund*, *Total Operating Revenues* are at 63% of total annual budget. Included in this total *Passenger Fares* are at 58% of total budget, under the 75% level that would be anticipated to be received. There are two reasons for this difference, both related to COVID-19 virus pandemic. Staff had budgeted optimistically on assumptions of expanded services in FY2020; instead, the pandemic forced cuts to all services and also caused the discontinuation of fare collection as a safety measure for our drivers, allowing passengers to board through the rear door. On a positive note, Oregon State in Lieu payments are 57% of total budget, and the District had received 99% of total projected *Property Taxes* by the end of the third quarter this year. Also, *Advertising* revenues have exceeded their annual budget at the end of the third quarter. We know that the final quarter will see reduced advertising from businesses

already hurting from pandemic-related closures. The vendor and Cherriots have agreed to modify the contract for 6 months switching from guaranteed monthly amounts to a percentage basis.

The *Total Operating Expenditures* of the General Fund are slightly under budget at 71% of total annual budget. All divisions except *Administration* and *General Administration* are at or below budget in their spending, ranging from 58% to 72% of the annual budget. The *Administration* division was over budget at 78% because of benefits paid out upon the retirement of a long-term employee, higher than anticipated legal services, and other professional services costs. The *General Administration* division is at 84% of annual budget primarily due to higher premium rates and the timing of payments for District membership dues in various organizations.

Total revenues in the *Transportation Programs Fund* are at 35% of the total annual budget. Passenger revenues are at 58% of total annual budget. In general, most State sources of funding are performing close to forecast. Federal funding lags due to the timing of reimbursement requests for the various programs.

In the *Transportation Programs Fund*, total fund expenditures are at 66% of total annual budget. All divisions and programs within this fund are at or below the expected 75% of annual budget.

Revenues in the *Capital Project Fund* are 29% of annual budget because they lag expenditures until we are reimbursed by the granting federal or state agency. In total, *Capital Project Fund* expenditures are 38% of the annual approved budget. The signalization project at Keizer Transit Center, vehicle purchases for Cherriots local service, CAD/AVL equipment purchases, bus stop and shelter improvements, and several replacement equipment items for the Maintenance shop were primary expenditures year-to-date.

FINANCIAL IMPACT

None. For informational purposes.

RECOMMENDATION

Staff recommends that the Board receive and file this Third Quarter Financial Report for FY2019-20.

PROPOSED MOTION

None.

**Salem Area Mass Transit District
Fiscal Year 2019-20 3rd Quarter Financial Report**

**General Fund Revenues/Resources and
Expenses/Requirements Summary**

			FY2019-20		
	Actual	75% of Budget	Adopted and Amended Budget	% of Budget	
1	<u>Operating Revenues/Resources</u>				1
2	\$ 1,563,592	\$ 2,017,674	\$ 2,690,232	58%	2
3	59,213	4,335,921	5,781,228	1%	3
4	3,867,484	4,864,028	6,485,370	60%	4
5	-	196,297	261,729	0%	5
6	107,535	75,000	100,000	108%	6
7	202,847	286,990	382,653	53%	7
8	12,586,378	9,495,069	12,660,092	99%	8
9	3,558,960	4,716,957	6,289,276	57%	9
10	149,720	221,850	295,800	51%	10
11	35,545	-	-		11
12	\$ 22,131,274	\$ 26,209,786	\$ 34,946,380	63%	12
13	<u>Operating Expenses/Requirements</u>				13
14	\$ 595,641	\$ 656,005	\$ 874,673	68%	14
15	702,625	673,549	898,065	78%	15
16	2,041,363	2,191,408	2,921,877	70%	16
17	1,325,625	1,703,429	2,271,239	58%	17
18	16,655,365	17,306,840	23,075,787	72%	18
19	983,312	878,090	1,170,787	84%	19
20	\$ 22,303,931	\$ 23,409,321	\$ 31,212,428	71%	20

**Salem Area Mass Transit District
Fiscal Year 2019-20 3rd Quarter Financial Report**

General Fund Department Expenses/Requirements Summary		Actual	75% of Adopted Budget	FY2019-20 Adopted and Amended Budget	% of Budget	
1	General Manager/Board of Directors/SIPM					1
2	General Manager	\$ 434,175	\$ 448,790	\$ 598,387	73%	2
3	Board of Directors	11,028	25,950	34,600	32%	3
4	Strategic Initiatives and Program Mgt.	150,438	181,265	241,686	62%	4
5	Total	595,641	656,005	874,673	68%	5
6	Administration					6
7	Human Resources	543,916	475,255	633,673	86%	7
8	Human Resources Safety	158,709	198,294	264,392	60%	8
9	Total	702,625	673,549	898,065	78%	9
10	Finance					10
11	Finance	897,418	887,208	1,182,944	76%	11
12	Procurement	200,807	226,478	301,971	66%	12
13	Information Technology	943,138	1,077,722	1,436,962	66%	13
14	Total	2,041,363	2,191,408	2,921,877	70%	14
15	Communication					15
16	Marketing and Communications	620,421	796,190	1,061,586	58%	16
17	Customer Service	545,187	676,906	902,541	60%	17
18	Travel Trainer	39,735	42,834	57,112	70%	18
19	Vanpool Lease	120,282	187,500	250,000	48%	19
20	Total	1,325,625	1,703,430	2,271,239	58%	20
21	Operations					21
22	Operations Administration	467,232	503,617	671,489	70%	22
23	Vehicle Maintenance	3,969,075	4,367,558	5,823,410	68%	23
24	Facility Maintenance	852,907	861,797	1,149,062	74%	24
25	Security	488,538	565,721	754,294	65%	25
26	Cherriots Fixed Route Service	10,475,512	10,447,199	13,929,598	75%	26
27	Planning	402,101	560,951	747,934	54%	27
28	Total	16,655,365	17,306,843	23,075,787	72%	28
29	Unallocated General Administration	983,312	878,090	1,170,787	84%	29
30	General Fund Expenses/Requirements Total	\$ 22,303,931	\$ 23,409,325	\$ 31,212,428	71%	30

**Salem Area Mass Transit District
Fiscal Year 2019-20 3rd Quarter Financial Report**

Transportation Programs Fund Revenues/Resources and Expenses/Requirements Summary		Actual	75% of Budget	FY2019-20		
				Adopted and Amended Budget	% of Budget	
1	Transportation Fund Revenues/Resources					1
2	Passenger Fares	\$ 280,699	\$ 402,949	\$ 537,265	52%	2
3	Federal Funds	380,990	2,398,502	3,198,003	12%	3
4	State Funds	555,444	553,290	737,720	75%	4
5	Rideshare Grant	99,615	173,765	231,686	43%	5
6	TDM Grant	79,905	144,861	193,148	41%	6
7	DD53 Revenues	1,326,085	1,829,585	2,439,446	54%	7
8	STF Pass Through Funds	191,826	191,825	255,766	75%	8
9	STIF Formula Pass Through Funds	171,250	520,307	693,742	25%	9
10	STIF Formula	683,373	754,985	1,006,646	68%	10
11	Miscellaneous Revenue	1,524	-	-		11
12	Interest on Investments	-	-	-		12
13	Transfers from Other Funds	-	1,168,207	1,557,609	0%	13
14	Transportation Fund Revenues/Resources Total	\$ 3,770,711	\$ 8,138,276	\$ 10,851,031	35%	14
15	Transportation Fund Expenses/Requirements					15
16	Communication	\$ 270,426	315,053	\$ 420,070	64%	16
17	Operations	6,201,064	6,673,256	8,897,674	70%	17
18	GM/Board/SIPM	339,057	713,629	951,505	36%	18
19	Transportation Fund Expenses/Requirements Total	\$ 6,810,547	\$ 7,701,938	\$ 10,269,249	66%	19

**Salem Area Mass Transit District
Fiscal Year 2019-20 3rd Quarter Financial Report**

Transportation Programs Fund Summary of Expenses/Requirements by Program		Actual	75% of Budget	FY2019-20 Adopted and Amended Budget	% of Budget	
1	Operations					1
2	Cherriots Lift	\$ 4,515,426	\$ 4,930,136	\$ 6,573,515	69%	2
3	Cherriots Shop & Ride	317,283	372,779	497,038	64%	3
4	Cherriots Regional	1,201,281	1,204,107	1,605,476	75%	4
5	Mobility Management	167,074	166,234	221,645	75%	5
6	Operations Total	6,201,064	6,673,256	8,897,674	70%	6
7	Communication					7
8	Trip Choice	270,426	315,053	420,070	64%	8
9	Communication Total	270,426	315,053	420,070	64%	9
10	GM/Board/SIPM					10
11	Special Transportation Coordination	339,057	713,629	951,505	36%	11
12	GM/Board/SIPM Total	339,057	713,629	951,505	36%	12
13	Transportation Programs Fund Total	\$6,810,547	\$7,701,938	\$ 10,269,249	66%	13

**Salem Area Mass Transit District
Fiscal Year 2019-20 3rd Quarter Financial Report**

Capital Project Fund Revenues/Resources and Expenses/Requirements Summary		Actual	75% of Adopted Budget	FY2019-20		
				Adopted and Amended Budget	% of Budget	
1	Capital Revenues/Resources					1
2	Net Working Capital		\$ 1,898,222	\$ 2,530,962	0%	2
3	Federal Funding	4,586,581	8,967,559	11,956,745	38%	3
4	Connect Oregon Funds	-	-	-		4
5	STF Pass Through Funds	-	-	-		5
4	State STF Funds	-	-	-		4
5	State STIF Funds	168,002	1,036,097	1,381,463	12%	5
6	Miscellaneous	10,023	403,022	537,363	2%	6
7	Transfers from Other Funds	-	9,000	12,000	0%	7
8	Capital Revenues/Resources Total	\$ 4,764,606	\$ 12,313,900	\$ 16,418,533	29%	8
9	Capital Expenses/Requirements Summary by Division					9
10	Finance and Technology	\$ 71,230	\$ 657,000	\$ 876,000	8%	10
11	GM/Board/SIPM	1,021,482	\$ 4,575,053	6,100,070	17%	11
12	Operations	5,212,837	\$ 7,081,847	9,442,463	55%	12
13	Capital Expenses/Requirements Total	\$ 6,305,549	\$ 12,313,900	\$ 16,418,533	38%	13



To: Board of Directors
From: Allan Pollock, General Manager
Date: May 28, 2020
Subject: Board Member Committee Report

ISSUE

Shall the Board report on their activities and committee assignments as representatives of Salem Area Mass Transit District?

BACKGROUND AND FINDINGS

Board members are appointed to local, regional, or national committees. Board members also present testimony at public hearings on specific issues as the need arises on behalf of SAMTD. After these activities, time is scheduled for an oral report/update. The following activities have designated board member representation:

<u>Board/Committees</u>	<u>Director(s)</u>
Mid-Willamette Valley Council of Governments (MWVCOG) Board of Directors	P: President Davidson A: Director Carney
Mid-Willamette Area Commission on Transportation (MWACT)	P: President Davidson A: Director Busch
Salem-Keizer Area Transportation Study Policy Committee (SKATS)	P: Director Carney A: Director Krebs
State Transportation Improvement Fund (STIF) Advisory Committee Liaison	Director Richards
Special Transportation Fund (STF) Advisory Committee Liaison	Director Richards
Citizens Advisory Committee (CAC) Board Liaison	Director Busch