

**Tillamook County Transportation District**  
Board of Directors Regular Monthly Meeting  
Thursday, November 18, 2021 – 6:00PM  
Transportation Building  
3600 Third Street, Tillamook, OR  
**Meeting Minutes**



1. Call to Order: Board Chair Mary Johnson called the meeting to order at 6:02pm.
2. Pledge of Allegiance
3. Roll Call:

**Present**

**TCTD Board of Directors**

Mary Johnson, Board Chair (zoom)  
Judy Riggs, Vice Chair  
Gary Hanenkrat, Treasurer (zoom)  
Linda Adler, Secretary (zoom)  
Melissa Carlson-Swanson, Director (zoom)  
Marty Holm, Director

**TCTD Staff**

Doug Pilant, General Manager  
Tabatha Welch, Finance Supervisor  
Cathy Bond, NW Rides Brokerage Manager (zoom)  
Shannon Wakeman, Admin Assistant/ Board Clerk  
Mike Reed, Operations Superintendent

**Guest**

Elizabeth Rosso, General Counsel, Jordan Ramis  
Heidi Mason, Human Resources Counsel, Innova  
Peter Hicks, General Counsel, Jordan Ramis  
Jackie Edwards, citizen  
Arla Miller, ODOT  
Chris Kell, TCTD TAC Chairperson  
San SunOwen, CareOregon  
Kathy Kleczek, NW Transportation Options

4. Announcements and Changes to Agenda: Revised agenda was distributed to include a discussion on a shop lift.
5. Public & Guest Comments:
  - a. San SunOwen from Care OR shared how proud and appreciative her organization is for the partnership they have with the NW Rides Brokerage. She shared minor updates and changes from OHA that impact the CCO and reported that ridership is comparable to pre-pandemic numbers. She also expressed her admiration for the Brokerage's move to the Ecolane software.

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6. Executive Session: The Board, General Manager and TCTD staff went into Executive Session at approximately 6:14pm for the purpose of discussing labor negotiations, as authorized under ORS 192.660(2)(d) and for the purpose of consulting with Legal Counsel, as authorized under ORS 192.660(2)(h). Members of the News Media were permitted to attend but are unable to report on anything that was discussed in the Executive Session that is protected under this statute.

The regular session resumed at 6:34pm. Following Executive Session:

**Motion** made by Dir. Holm authorizing the General Manager to Execute an MOA between TCTD and ATU Local 757 to establish a Mechanic Position. *Motion seconded by Dir. Riggs.*

**Motion Passed**

By Directors Hanenkrat, Carlson-Swanson, Adler, Riggs, Holm, and Board Chair Johnson.

**REPORTS**

7. Financial Report: Finance Supervisor Tabatha Welch reviewed the TCTD year-to-date financial reports through October 2021.  
Dir. Adler asked why there was no description of transactions on page 11 in the packet. FS Welch responded that since that is payroll, no specific details are listed.
8. Service Measure Performance Report: GM Pilant gave the service performance report.  
Dir. Adler asked when statistics for the new Port route would be shown. GM Pilant responded that Rt. 2A and 2B are currently combined statistics and will be separated soon when time allows. He added that 2B, the Port Run, is seeing the expected growth for a new route, and that the best evaluation of the route's success will come after 18-24 months.
9. Northwest Oregon Transit Alliance: GM Pilant reported that the last meeting of the partners was dedicated to discussion on customer service technology to facilitate fare payments, and micro transit strategies that would help mitigate the driver shortage. He also mentioned that the Germ Fogger purchase is complete and that partners are now purchasing chemicals.
10. Planning & Development: GM Pilant shared the following updates:
  - a. Champion Park Apartments: General Counsel is working on construction bidding documents, which are expected to be completed in the next month.
  - b. Route 5 "Coastliner" planning: A meeting will soon be scheduled to review the first draft of the technical memo that has been prepared by the consultant.
  - c. Coordinated Human Services Plan: The Personal Services Agreement is on tonight's agenda to approve.
  - d. Customer Service Strategies Staffing Plan: The Personal Services Agreement is on tonight's agenda to approve.

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- e. PC Bus Stop : Met with Cape Kiawanda Master Plan Consultants to ensure good fit and placement. Now on to completion of a categorical exclusion.
  - f. Confederated Tribes of Grand Ronde : Kim Rogers passed away suddenly. Tribe is determining next steps for moving forward.
11. Grant Funding: GM Pilant indicated that NW Rides Brokerage Manager Cathy Bond would give an update on an application for a Rural Veterans Healthcare Transportation Grant during her NW Rides report.
12. Facility/Property Management:
- a. Transit Center: GM Pilant shared a meeting is being scheduled with the architect to begin the design process.
  - b. Propane Facility: GM Pilant shared that there is a change order on the agenda under action items to add a water line to the fueling island, which will increase safety and reduce driver hours, for an estimated savings of \$21,000-\$28,000 per year.
13. NW Ride Brokerage:
- a. NW Rides Brokerage Manager Bond thanked San SunOwen for attending the meeting, and shared that this is the first true partnership of its kind.
  - b. Transportation Advisory Committee recently approved the Rural Veterans Healthcare Transportation Grant application in the amount of \$62,000. This is a continuation of the same grant received in 2020, which was for \$50,000. This funding allows local veterans to access medical care at VA clinics and hospitals throughout the region, and the Brokerage worked closely with Tillamook Veterans Services on the grant.
  - c. The NEMT delegate agreement with Care OR is on the agenda under action items, as well as a motion to approve after-hours service with Commercial Communication Systems. They have partnered with the Brokerage since it began in 2018. NWRBM Bond shared that there may be other providers, but that this agreement is just to formalize their working relationship, does not present any increased costs, and that CCS has been a great partner.
14. Miscellaneous:
- a. GM Pilant shared that the hiring and retention bonuses that were approved last month have already made a tremendous impact, and complimented staff on developing new outreach methods and tools for getting quicker responses and applications submitted.

### **CONSENT CALENDAR**

15. Motion to Approve the Minutes of October 21, 2021 Regular Board Meeting

16. Motion to Accept the TCTD October 2021 Financial and Service Reports

Dir. Riggs noted a change to page 29 of the Board Packet, where the vote in favor of Mary Johnson as Board Chair is mentioned twice.

**Motion** by Dir. Riggs to approve Consent Calendar with noted change. *Motion Seconded* by Dir. Holm.

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**Motion Passed**

By Directors Hanenkrat, Carlson-Swanson, Adler, Riggs, Holm, and Board Chair Johnson.

**ACTION ITEMS**

17. Motion to Approve Resolution # 21-40 Authorizing the General Manager to Execute a 2022 Non-Emergent Medical Transportation Services Delegation Agreement and Business Associate Agreement

Dir. Adler asked why this was just a one-year agreement. San SunOwen explained the annual changes to the OHA make agreements longer than 1 year infeasible, and affirmed the term does not indicate the length of relationship that is desired between CareOregon and the District.

**Motion** by Dir. Adler to Approve Resolution # 21-40 Authorizing the General Manager to Execute a 2022 Non-Emergent Medical Transportation Services Delegation Agreement and Business Associate Agreement. *Motion Secoded* by Dir. Carlson-Swanson.

**Motion Passed**

By Directors Hanenkrat, Carlson-Swanson, Adler, Riggs, Holm, and Board Chair Johnson.

18. Motion to Approve Resolution # 21-41 Authorizing the General Manager to Execute a Service Agreement with Kittelson & Associates to Complete a Coordinated Human Services Transportation Plan

Dir. Adler asked if there had been a competing proposal received. GM Pilant responded that there had been another proposal received, and that an evaluation committee of TAC members and staff had determined through a scoring system that the Kittelson proposal best met the needs of the District. Dir. Adler asked why information was withheld from the Board. GM Pilant responded that the intent hadn't been to withhold information and that the scoring sheets were included in the Board packet. Dir. Adler said that the rubric makes no sense to her and that she can't approve the resolution without all of the information.

**Motion** by Dir. Holm to Approve Resolution # 21-41 Authorizing the General Manager to Execute a Service Agreement with Kittelson & Associates to Complete a Coordinated Human Services Transportation Plan. *Motion Secoded* by Dir. Riggs

**Motion Passed**

Directors Hanenkrat, Carlson-Swanson, Riggs, Holm, Board Chair Johnson voted in favor of the resolution.  
Director Adler voted opposed.

19. Motion to Approve Resolution # 21-42 Authorizing the General Manager to Execute a Service Agreement with DMG Consultancy, LTD to Complete a Customer Service Staffing Plan

Dir. Adler expressed that she has the same concerns that she had with the previous resolution. She also indicated that she had contacted SDAO and that they could provide a staff and Board evaluation for the District for \$4,500. GM Pilant explained that this is a systems planning analysis, which is different than what SDAO could

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provide, at least for that amount. Dir. Riggs added that the DMG proposal was the lower of the two bids received.

**Motion** by Dir. Riggs to Approve Resolution # 21-42 Authorizing the General Manager to Execute a Service Agreement with DMG Consultancy, LTD to Complete a Customer Service Staffing Plan. *Motion Seconded* by Dir. Holm.

**Motion Passed**

Directors Hanenkrat, Carlson-Swanson, Riggs, Holm,  
Board Chair Johnson voted in favor of the resolution.  
Director Adler voted opposed.

20. Motion to authorize the General Manager to Execute a Change Order to the Blue Star Gas to install a water line to the propane fueling island.

Dir. Hanenkrat asked if there was a drain near the proposed island. GM Pilant responded yes, and that it drains to a swale. Dir. Hanenkrat asked if that was sufficient. GM Pilant explained that the county had already approved it.

**Motion** by Dir. Carlson-Swanson to authorize the General Manager to Execute a Change Order to the Blue Star Gas to install a water line to the propane fueling island. *Motion Seconded* by Board Chair Johnson.

**Motion Passed**

By Directors Hanenkrat, Carlson-Swanson, Adler, Riggs,  
Holm, and Board Chair Johnson.

21. Motion to Approve the Sound, Video, or Digital Recording of All TCTD Public Meetings.

Dir. Hanenkrat expressed his concern and couldn't remember why the District had stopped recording meetings formerly. GM Pilant explained that the technology used previously had been extremely difficult to use and unreliable, but advancements made since then make this an easy process to record and store. Dir. Hanenkrat expressed that he thinks he remembers different reasons. Dir. Holm said that he doesn't find it necessary to record meetings.

Dir. Riggs indicated that the City [of Garibaldi] records and posts to the website to allow for more community members to hear the meeting. She added that having the recordings helps with future research needs.

Board Chair Johnson said she feels it provides an increased level of transparency to public, and that recording public meetings seems to be becoming the way of the future. She added that the motion includes all public meetings, so Board members who may be unable to attend TAC meetings, etc... could view them at a later date. She added that she doesn't see a reason not to record them.

Dir. Carlson-Swanson requested that, should the motion carry, that it be clear when the recording is on.

**Motion** by Board Chair Johnson to Approve the Sound, Video, or Digital Recording of All TCTD Public Meetings. *Motion Seconded* by Dir. Riggs.

**Motion Failed for Lack of Majority**  
Directors Carlson-Swanson, Riggs, and

Board Chair Johnson voted in favor of the resolution.  
Directors Adler, Hanenkrat, and Holm voted opposed.

22. Motion to Authorize the General Manager to Execute an Agreement with Commercial Communications Systems for After Hours Answering Services for NW Rides.

Dir. Adler asked if the District has been using this company all along. NWRBM Bond responded yes. Dir. Adler asked if the service would also cover holidays. NWRBM Bond responded yes and she will make sure that language is added to the agreement.

**Motion** by Dir. Adler to Authorize the General Manager to Execute an Agreement with Commercial Communications Systems for After Hours Answering Services for NW Rides.  
*Motion Seconded* by Dir. Carlson-Swanson.

**Motion Passed**

By Directors Hanenkrat, Carlson-Swanson, Adler, Riggs,  
Holm, and Board Chair Johnson.

**DISCUSSION ITEMS**

23. Board Position #6 Vacancy

GM Pilant explained the Board Memo to the Board, indicating that applications for the vacant position could be solicited between November 29 and early January, in order to have the applications ready for Board review at the January meeting.

Dir. Holm asked if the position could be filled sooner than the January meeting.

Dir. Adler asked if this timeline was feasible since filling the TAC had taken four months.

Dir. Hanenkrat said he doesn't have a problem with it.

Dir. Adler said the application [*attached to minutes*] looks fine and asked if the appointment could be made at the February meeting.

Dir. Carlson-Swanson responded that she felt January would be fine.

Dir. Holm asked if an appointment could be made right away he would like to nominate former Board Member Jackie Edwards.

**Motion** by Dir. Holm to appoint Jackie Edwards to vacant position #6. *Motion Seconded* by Dir. Riggs.

**Motion Passed**

Directors Hanenkrat, Carlson-Swanson, Riggs, Holm,  
Board Chair Johnson voted in favor of the resolution.  
Director Adler voted opposed.

24. Public Records Request Fee Waiver

Dir. Adler apologized for her error of semantics and clarified that she would like the records free of charge, so she would like to make the request as a Board Member. Board Chair Johnson asked if this meant all of the Directors would get the requested documents. GM Pilant responded yes, and that a presentation to discuss the documents would be prepared for the January Board Meeting.

Dir. Riggs added that she has never had a problem paying for public records requests she has made, even when she's been a governing member of the public body she is requesting documents from.

Dir. Adler stated that she had just wanted to see the documents to see if anything was worth bringing to the Board's attention.

Dir. Adler asked if she could pick up the documents next week. Staff responded that the documents would be included for all in the next Board packet, as the request is now being made as a Board Member.

#### 25. Shop Lift

GM Pilant explained the hoist that lifts buses in the shop has failed. The pump that makes the lift rise and lower has failed and is no longer available. GM Pilant explained there is an upgraded pump that can be purchased for \$43,000 but due to supply chain issues a date for its arrival cannot be determined. GM Pilant explained the cost a new four-post mobile lift would be \$48,000. GM Pilant said a 4-post lift could be purchased and delivered within 3 to 4 months and recommended moving forward with the purchase of a four-post lift while budgeting the lift repair in the next fiscal year budget.

**Motion** by Dir. Riggs to purchase a new four-post mobile bus lift. *Motion Secoded* by Dir. Holm.

**Motion Passed**

By Directors Hanenkrat, Carlson-Swanson, Adler, Riggs, Holm, and Board Chair Johnson.

#### 26. December Board Meeting

GM Pilant explained that he would like to cancel the December Board Meeting to allow staff time to recover from the previous several months of long hours and extra work, and to focus on Operations.

**Motion** by Dir. Carlson-Swanson to cancel the December meeting of the TCTD Board of Directors. *Motion Secoded* by Dir. Riggs.

**Motion Passed**

By Directors Hanenkrat, Carlson-Swanson, Adler, Riggs, Holm, and Board Chair Johnson.

Board Chair Johnson asked when Jackie Edwards was to be sworn in. It was determined it could happen immediately. **Board Chair Johnson swore Director Edwards in** using the official TCTD Oath of Office.

Dir. Carlson-Swanson invited guest Kathy Kleczek to share the information she had posted in the chat about the upcoming SDAO conference. Kathy shared that the conference will take place in person with a virtual attendance option. It will be held February 10-13 in Eugene and she encouraged everyone who is able to attend.

#### 27. Staff Comments/Concerns:

GM Pilant: Welcomed Dir. Edwards back to the Board and shared a story from his early days as a bus driver that had happened around Christmas.

Operations Superintendent Reed: Thanked the Board for their swift approval of the shop lift.

Finance Supervisor Welch: Welcomed Dir. Edwards back to the Board.

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NW Rides Brokerage Manager Bond: Welcomed Dir. Edwards back and thanked the Board for approving another delegate agreement.

Administrative Assistant Wakeman: Thanked the Board for approving the hiring and retention packages at last month's meeting and stated that it is already having a big impact on recruitment efforts. She also shared the planned holiday celebration activities with the Board.

28. Board of Directors Comments/Concerns:

Dir. Carlson-Swanson: Welcomed Director Edwards back to the Board and shared that she's happy the hiring and retention package is working. She wished everyone happy and safe holidays.

Dir. Holm: Shared that it is wonderful to be back in person and that it's important to have everyone meet in person. He welcomed back Dir. Edwards. He thanked staff for their hard work and said that he's happy to hear the District is already getting results from the recruitment and retention plan.

Dir. Adler: Thanked everyone and wished them a happy and safe new year.

Dir. Hanenkrat: Thanked staff for their hard work and wished everyone the best through the holidays.

Board Chair Johnson: Shared that staff has had a difficult few weeks but admires them for putting the District before themselves. She is happy to hear of the plans for holiday engagement. She is looking forward to being back in person in January and welcomed Dir. Edwards.


Dir. Riggs: Welcomed Dir. Edwards back. She said that being in person felt like old times and creates a better atmosphere. She shared that she comes into the District offices regularly to sign checks and that everyone is doing an awesome job and that staff is upbeat and positive, and clearly takes pride in doing their jobs.

Dir. Edwards: Thanked everyone and said being back on the Board feels like coming home.

Adjournment: Board Chair Johnson adjourned the meeting at 8:11pm.

**These minutes approved this 20<sup>th</sup> day of January 2022.**

ATTEST:

  
\_\_\_\_\_  
Mary Johnson, Board Chair

  
\_\_\_\_\_  
Douglas Pilant, General Manager

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