

Tillamook County Transportation District
Board of Directors Regular Monthly Meeting
Wednesday, March 20, 2024 – 6:00PM
Transportation Building
3600 Third Street, Tillamook, OR
Meeting Minutes



1. **Call to Order:** Vice Chair Adler called the meeting to order at 6:00 pm.

2. **Pledge of Allegiance**

3. **Roll Call:**

Present

TCTD Board of Directors

Linda Adler, Vice Chair
Gary Hanenkrat, Director
Jim Heffernan, Director
Marni Johnston, Treasurer (Virtual)
Jonathan Bean, Secretary
Thomas Fiorelli, Director (Virtual)

Absent

TCTD Board of Directors

Mary Johnson, Board Chair

TCTD Staff

Brian Vitulli, General Manager
Cathy Bond, Finance Supervisor/Interim Board Clerk (Virtual)
Jules Deputy, Brokerage Manager
Michael Reed, Operations Superintendent
Cristel Scott, Operations Coordinator

Guest

John Cline, Citizen
Steve Schwabe, Citizen
Tyler Hellner, Citizen

4. **Announcements and Changes to Agenda:** None.

5. **Public & Guest Comments:**

Tyler Hellner read a statement regarding his support for the District. On behalf of the staff, he would like to take partial accountability for the morale and issues over the last 12 months. Asked the public for forgiveness. Tyler believes everyone shares the expectation of the mission statement.

John Cline shared that he's been here a long time. It's important to him that the District continues to be sustainable. He doesn't know what the solution is to attract more employees. Wages are fair but there needs to be something to keep people here. He knows they need more drivers. Dir. Adler asked if as a driver is there a specific issue? John says all businesses seem understaffed. He wants the District to find a way to stand out and be a place to work. He is concerned that drivers would come train here and move on.

6. Executive Session: None

STATE OF THE DISTRICT REPORT

7. Financial Report: FS Bond presented financials for January 2024 included in Board packet pages 1-26.

8. Service Measure Performance Report: OS Reed provided service statistics and performance measures for the month of January 2024 included in Board packet pages 27-37.

Dir. Adler asked how 60x affects intercity services. OS Reed explained intercity is services outside of the County. Route 5 is currently the only intercity service being performed. Dir. Adler asked if Cannon Beach is considered intercity? OS Reed confirmed that Cannon Beach and Lincoln City are not considered intercity. Dir. Heffernan asked about how on-time performance is measured. OS Reed explained and added information about things that would effect on-time performance. Dir. Adler added that deviations will effect on-time performance as well.

9. Northwest Oregon Transit Alliance: GM Vitulli provided the following updates included in Board packet pages 38-40.

GM Vitulli reviewed the NWOTA meeting. Good progress is being made on the website transition. Once complete, they will form a focus group of customers and users to test the effectiveness of the new site and make any recommended changes.

10. NW Rides Brokerage: BM Deputy provided the following updates:

- a. BM Deputy reports a new CSR will be starting next week.
- b. Ride Statistics for Feb 2024: 4860 calls, 6027 trips. Dialysis update: 3 to Astoria, 1 Lincoln City, 1 Forest Grove. May have 1 new member. This is an ongoing process.

11. General Manager Report: GM Vitulli provided the following updates included in Board packet pages 41-43 (see GM Report in packet for details):

- a. **Administration/Coordination**
- b. **Planning Development** – GM Vitulli reports that he has shared the PC shuttle limitations to the County and provided three potential options. Dir. Adler asked if they are ok with limitations. GM Vitulli said they are ok with limitations.

However, he shared it is unlikely that the District will be able to cover this year's season due to driver shortages.

- c. **Grant Funding**
- d. **Facility/Property Development**
- e. **Operations and Vehicle Maintenance**

Dir. Adler asked about driver shortage and if school bus drivers can be considered. OS Reed and GM Vitulli stated they consider them always. The District is going to hiring events, advertising, doing what we can to attract potential candidates.

GM Vitulli discussed the issue on Facebook last Saturday. A driver called out in the middle of her shift and did not notify a supervisor in time for another driver to fill the remainder of her shift. This is a direct result of driver shortages and why it has become necessary to further reduce services. There will be a new shift bid this Friday (March 22). This bid is necessary to implement the reduction of services starting on March 31st. The reduction will affect the following: Route 1 (cancelling last trip of the day at 7pm); Route 6 POTB (going from 4 to 3 trips per day); Route 2 (cutting down to 2 trips a day); Routes 3 and 4 will remain the same; Route 5 (cancelling the first early trip of the day). The intention is that the reductions are temporary.

12. Miscellaneous: None.

CONSENT CALENDAR

- 13. Motion to Approve the Minutes of February 21, 2024, Regular Board Meeting
- 14. Motion to Approve January 2024 Financial Statement

Motion by Dir. Hanenkrat to approve Consent Calendar. *Motion Seconded* by Dir. Heffernan.

Motion Passed

By Directors Hanenkrat, Bean, Fiorelli,
Johnston, and Heffernan and Adler.
Board Chair Johnson Absent.

ACTION ITEMS

- 15. Resolution #24-07 Approving the TCTD Coordinated Human Services Public Transportation Plan
 - a. GM Vitulli explained the project. Staff from Kittelson & Associates presented the TCTD Coordinated Human Services Public Transportation Plan (CTP) to Board.
 - b. There was discussion on the demographic analysis section of the Plan, particularly about poverty levels and youth population figures in the County. The rates identified appeared skewed as to what is perceived. The data come from the US Census Bureau and are presented as block groups, so the statistics presented for some of these census designated places

(unincorporated areas) may appear skewed because many of these areas may have been included in the Tillamook County values.

- c. Kittelson staff explained the differences between the CTP and the Transit Development Plan (TDP). The CTP focuses on seniors and human services in the entire County and a full set of needs, priorities, and strategies. The TDP is focused on fixed route bus services and Dial-A-Ride, and their coordination.

Motion by Dir. Bean to approve Resolution #24-07 Approving the TCTD Coordinated Human Services Public Transportation Plan. *Motion Seconded* by Dir. Heffernan.

Motion Passed

By Directors Hanenkrat, Bean, Fiorelli,
Johnston, and Heffernan and Adler.
Board Chair Johnson Absent.

DISCUSSION ITEMS

16. Staff Comments/Concerns:

General Manager Vitulli - No comments.

Operations Superintendent Reed – Dialysis transportation that the District is now providing due to the Tillamook dialysis center closure has been tough to operate. It is putting a strain on the other services. TCTD and NWR are doing their best to cover those services and it is very concerning that the District is being blamed for something out of its control. The new website is exciting, especially trip planning. Also very excited to have Cristel Scott as the new Operations Coordinator. It is a vital job and now leaves the dispatcher role open so she will have to cover both duties until we get dispatchers hired. He believes OC Scott is a key to the reset button.

Brokerage Manager Deputy – She agrees with OS Reed that OC Scott is an asset and the District is going in a great direction.

Operations Coordinator Scott – She has been enjoying the new job and is very excited about the future. GM Vitulli told the Board that she started out as a driver before moving to a dispatcher and has been here for a year and a half.

Finance Supervisor Bond – Congrats to OC Scott. Shared that the District held a kickoff luncheon for the new CBA and everyone seemed to really be enjoying themselves. After 14 years at the District, she's seen many seasons and this was a rough one to get through. But, we are built on a strong foundation and the future of the District is looking bright.

17. Board of Directors Comments/Concerns:

Dir. Adler - Great ideas from Dir. Fiorelli regarding survey. Thanked everyone and welcomed OC Scott. We live in a small county and people talk, it must be hard for everyone to do the work they do and she appreciates all their time.

Dir. Hanenkrat - Asked if dialysis people can go together for a shared ride. BM Deputy said most rides cannot be together because their locations and times do not align. Some volunteers are helping transport the ambulatory clients. They currently have one wheelchair client that needs an ADA accessible vehicle. Forest Grove isn't too hard because there are many other trips going and they can be shared rides. The Lincoln City client is doing mileage reimbursement under a veterans grant. People need to accept that medical services can be very limited in this area. GM Vitulli shared that Senator Wyden was in town and a large group attended to bring up the dialysis center closure issue. They are looking for solutions too.

Dir. Bean – None.

Dir. Heffernan – Driver shortage is a big deal. He would like to sell the picture to the public of bus driving as a good job. He says the service is like Cheers, where everyone knows your name. Asked John Cline for email so they could discuss ideas, John said he doesn't have one. He knows the District is cutting service because of driver shortage. Dir. Heffernan said the wage is competitive now so that should help draw some interest. Dir. Hanenkrat states it may not be money.

Dir. Johnston - Thanks everyone, great meeting. Everything seems to be moving in a good direction. She's excited about GM Vitulli presenting information about the District to the local high schools.

Dir. Fiorelli - District jumped into a political issue regarding the dialysis center closure. The negative comments the District is getting because of that closure is concerning. The Board is responsible for making sure the community understands what the District is doing. Consider some PR about the extraordinary work for our community and put the "problem" back on U.S. Renal Care. They say transportation is resolved; it is not. The Board needs to support staff. We need drivers and retention. He is working on a concept with Chair Johnson to develop an ad-hoc committee within the BOD to develop an employee satisfaction survey, to be conducted perhaps semi-annually.

Adjournment: Vice Chair Adler adjourned the meeting at 8:00pm.

These minutes approved this 17th day of April 2024.

ATTEST:


Mary Johnson, Board Chair


Brian Vitulli, General Manager

These minutes contain materials which paraphrase and/or summarize statements made during this meeting. Only text enclosed in quotation marks report a speaker's exact words.