

Coos County Area Transportation District (CCATD)
Board of Directors & CCATD Advisory Committee
Meeting

MINUTES

Coos County Area Transit
800 N Bayshore, Coos Bay, OR 97420
December 9, 2024, 9:00 a.m.

1. **CALL TO ORDER** - Meeting called to order at 9:00AM by Director Doug Veysey.
2. **ROLL CALL/CONFIRMATION OF QUORUM OF BOARD OF DIRECTORS**
BOD Present: Director Veysey, Director Claassen, Director Dovenspike, Director Baker, Director Nelson, Director Johnson, Director Mason-Long

BOD Absent: None

3. **EXECUTIVE SESSION**

The CCATD Board of Directors will now recess to go into executive session pursuant to ORS 192.660(2)(f), to consider information or records that are exempt from disclosure by law, including written advice from an attorney.

The Board, Legal Counsel and Representatives of the news media will be moved to a breakout room. The Board will reconvene the regular session after the executive session to take any actions which may be required.

~Reconvene~

Note: Executive Session begins at 9am with the public portion of the meeting below scheduled to begin at approx. 9:15am.

4. **CALL TO ORDER** - Meeting call to order at 9:15AM by Director Doug Veysey.
5. **ROLL CALL/CONFIRMATION OF QUORUM OF BOARD OF DIRECTORS**
BOD Present: Director Veysey, Director Claassen, Director Dovenspike, Director Baker, Director Nelson, Director Johnson, Director Mason-Long

BOD Absent: None

6. **ROLL CALL/CONFIRMATION OF QUORUM OF ADVISORY COMMITTEE**

AC Present: Lauren Morris, Michael Babcock, Harper Thompson, Mike Marchant

AC Absent: Michelle McIntyre, Lindsay Ward

Staff and Others Present: David Rupkalvis, Melissa Metz, Jane Stebbins, Jennifer Boardman, and several community members.

7. **CHANGES TO AGENDA - None**

8. **CITIZEN COMMENTS ON AGENDA ITEMS (Limited to three minutes/person) –**

Peter Otro, a community member, shared his concern about the rollout of the app. First, he says that it is accessible, but not usable. He has been unable to have the pass flash so that the drivers can accept it. Second, he says many folks cannot use the app and would have to carry cash in order to ride, which increases danger. He

pg. 1

This agenda does not limit the ability of the Directors to consider additional subjects. The CCATD Board reserves the right to place a time limit on public testimony on any matter. The meeting place is accessible to those with disabilities. If a special accommodation is needed, please contact the office at least 24 hours prior to the meeting (541.267.7111).

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requests that we re-institute the passes.

Mary Rowe, a community member, wanted to share her concerns about the new fare structure. She says that having a discount for fares purchased in app is against ADA regulations, as it excludes disabled persons that are unable to use the technology. Her suggestion is to bring back punch cards and/or a monthly pass for those that cannot use the technology.

James Edwards pointed out that he is paying \$6 to go only to Lakeside, when he used to only pay \$1. He says that the entire trip to Florence was decreased \$2, but his short trip to Lakeside increased by \$5. He doesn't understand the logic.

Carrie Muth, the OR President of the American Council of the Blind, and Peter Otro's wife stated that the problem is that our staff do not know how to use the app, so for individuals that have disabilities, it takes longer to try to figure out the app than it would be to use a punch card. She also adds that Mary Rowe's complaint about the discount is valid, as it is inequitable for those with disabilities.

9. CONSENT AGENDA

Approval of Minutes [November 11, 2024](#)

Accept the [Financial Report](#) and [Balance Sheet](#) for October 2024

Accept the [Ridership Report](#) for October 2024

BOD Motion: Director Claassen moved to accept the Consent Agenda as presented. Director Dovenspike seconded, and the motion passed unanimously.

10. OLD BUSINESS

a. Crow/Clay & Associates Inc. Contract Progress Update - Stebbins

Background: Crow/Clay & Associates was the only respondent to the Professional Consulting Services RFP to develop a project concept and site assessment for the Coos Transit Center & Mobility Hub. The Board authorized staff to move forward with the contract Oct 14, 2024.

Jane Stebbins predicts that we will likely have something to sign by next month.

b. Update Posted RFP Acct/HR – Stebbins

Jane Stebbins said that the RFP has been posted and that she thinks the mail will start in the next week or so, if it is going to come in.

pg. 2

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11. NEW BUSINESS

a. CCAT Health Benefit for 2025

Per policy the Board of Directors reviews the health insurance stipend this time of year and establishes the stipend amount for the following year. As ACA health insurance premiums in 2025 are seeing a median premium increase of 7%, staff recommends the health insurance stipend for 2025 increase from \$5,592 to \$5,983.

The stipend is taxed. Staff direct their stipend as they see fit for their medical needs.

Director Claassen asked if this can be misconstrued as a bribe. Melissa Metz says that this is an annual requirement.

BOD Motion: Director Johnson moved to approve the health stipend as presented. Director Nelson seconded, and the motion passed unanimously.

b. Gold Route Service - Conversion to Demand Response

Background: Gold Route is currently a fixed route service, serving Bunker Hill, Englewood and Eastside. This service is provisioned Mon – Fri 10:25AM to 10:50AM and 2:45PM to 3:15PM. and connects to the Red line at Fred Meyer/Bi-Mart.

<https://coostransit.org/routes/route-gold/>

54% of the Days of Service 0 people used the service in 2024

34% of the Days of Service 1 person

8% of the Days of Service 2 people

4% of the Days of Service 3 people

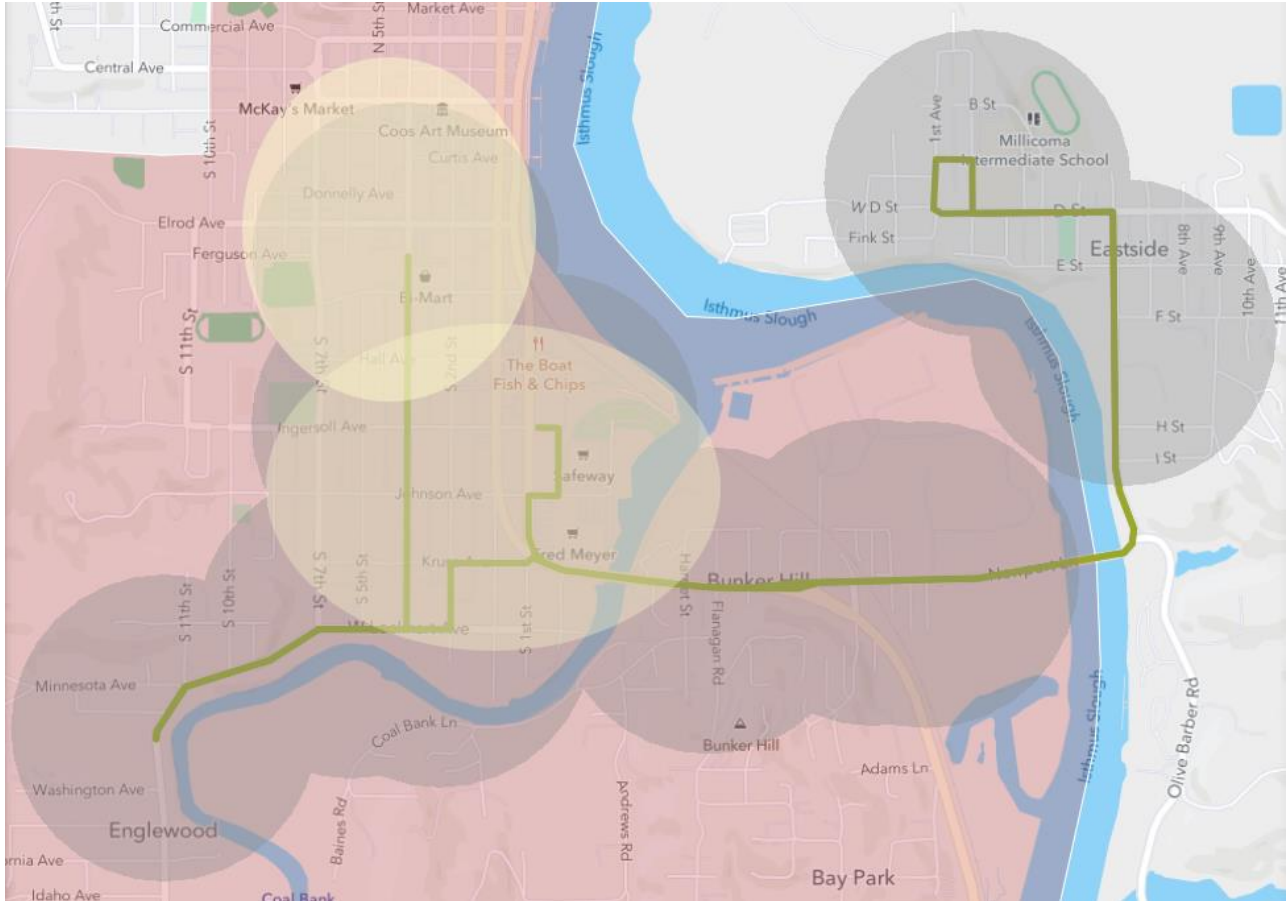
Staff are recommending we convert this service from a fixed route to a general public demand response in the gray area same days and hours Mon – Fri 10:25AM to 10:50AM and 2:45PM to 3:15PM.

The yellow area is where the current Coos Lift paratransit service overlaps with the proposed gold line demand response.

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In an effort to ensure that as many people who use Gold Line knew about the proposed changes, CCATD staff took the following steps to collect public input.

- 1 – Put signs on the Gold Line buses.
- 2 – Posted a story on our website and the CCATD Facebook page.
- 3 – Shared the Facebook post on the three largest countywide groups on social media.
- 4 – Reached out to the Eastside Neighborhood Watch organization and shared information with them and they agreed to notify their members.
- 5 – Asked the bus drivers – Connie, Susan and Jerri, to share with their riders.

pg. 4

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After talking to the bus drivers, there were no negative comments, and almost all the riders felt it would be a major improvement and something they could benefit from.

The only concern raised was one on behalf of a non-verbal customer who may struggle to make an appointment.

AC Motion: Mike Marchant moved to support the recommendation to the Board of Directors to convert the Gold Fixed Route to a General Public Demand Response service. Michael Babcock seconded, and the motion passed unanimously.

BOD Motion: Director Dovenspike moved to convert the Gold Fixed Route to General Public Demand Response on Feb 1, 2025. Director Claassen seconded, and the motion passed unanimously.

12. OUTREACH – TRAVEL TRAINING REPORT

David Rupkalvis rode the buses to hand out brochures and talk with people so that they know help is available. He has helped some riders to download and learn the app. Then there were several non-profits he spoke to that usually purchase tickets for riders. Overall this is showing to be a money saver for some riders that are able to purchase the monthly passes.

13. GENERAL MANAGER REPORT

a. 2024 Employee Survey

Overall things have improved since 2021.

Satisfaction with training is up 20%

Feeling of being valued on a scale of 1 to 10 is up from 6.4 to 7.2

Clarity on one's responsibility is up from 85% to 100%

Satisfaction with benefit offerings on a scale of 1-5 is up from 2.2 to 3.9

Staff knowing who to talk to about benefits is up 21%

Communication has improved but continues to be an area for improvement. We will be starting a Bus Yard Diary. Everyone will be invited to add entries, and every staff member will have to check the diary at the start of their shift to see if there were any notes they missed and initial.

In addition, we will explore the feasibility of a communications platform like Beekeeper.io.

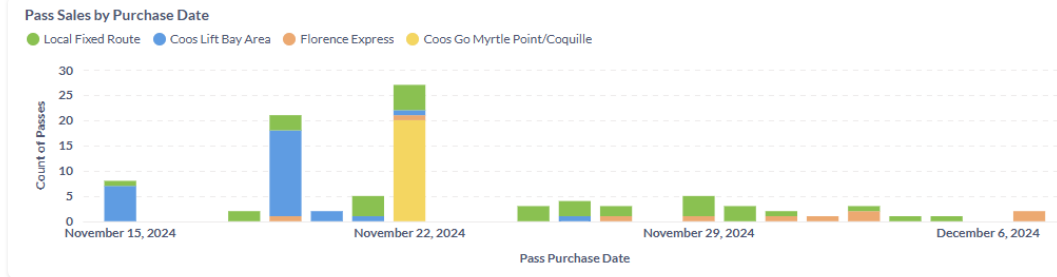
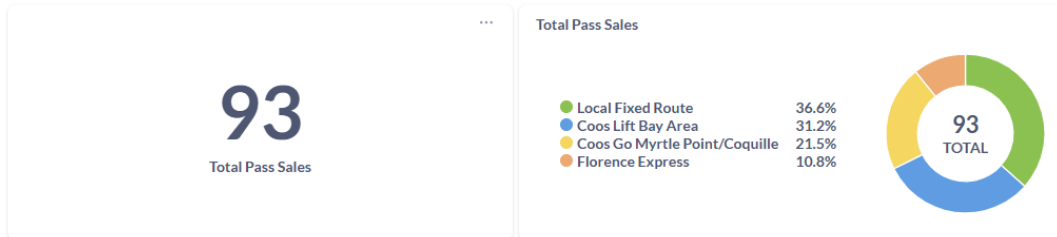
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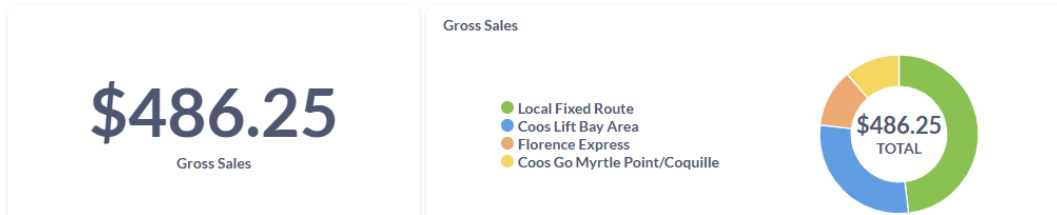
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b. Token Transit Update

Total Mobile Pass Sales



Gross Mobile Sales



c. Discretionary STIF CCATD Awarded \$1,652,624 for the Transit Center & Mobility Hub

The Chair of PTAC sent CCAT her congratulations on the highest scoring project.

d. CCATD was awarded \$40,000

This was a grant from the Oregon Community Foundation.

e. HR Manual Update

The HR Manual was last updated in 2022. I am working with HR Answers for our update as a part of our SDAO membership and it will be ready for you to review and adopt in January.

f. Maintenance RFP

I am working on drafting and posting a Maintenance RFP.

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g. Maintenance Plan

Selena, operations Manager, is working on updating our Maintenance Plan and will have it ready for the Board to review and adopt in January.

One of the most significant enhancements to the plan will be the incorporation of TransitCheck the District's new online maintenance platform. Program elements include pre-trip inspections, basic service routines as recommended by manufacturers, reactive repairs, out-of-service notations, and post-trip inspections. Staff will be able to document issues on the pre and post trip inspections using both audio dictation and video. Our maintenance vendor will be able to log into TransitCheck and be able to take predictive steps in ordering parts to have on hand and will be able to see the issues firsthand as documented by the driver.

h. SDAO Board Practices Assessment and Governance Questionnaire

SDAO is offering a new Governing Board Assessment Tool to help Districts identify strengths and weaknesses in governance practices. Each Board Member would be sent a link to a questionnaire to complete. Is the Board interested in doing a self-assessment?

The Board Members did show interest. Melissa will reach out.

14. CITIZEN COMMENTS ON NON AGENDA ITEMS (Limited to three minutes/person)

Tara Johnson shared a concern that our service hours end at 6:15PM.

Jennifer Boardman gave Melissa kudos for having one of the best applications for the grant we were awarded. She will be doing a Funding 101 presentation for Umpqua and she would be willing to do that for us. There will also be some kind of Board training this summer.

Michael Babcock added that he has spoken to people that would want extended hours, as well. He mentioned a program in Colorado that helps DAR riders get services when there are driver shortages, etc.

Carrie Muth suggested that until a solution is reached, we could bring back the passes temporarily.

James Edwards added that while the fare increase affects most riders from Lakeside, he is very grateful for the service.

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15. NEXT MEETING –

Next Meeting of the Board of Directors January 13, 2024 9AM

SDAO Conference, Feb 7-9, <https://www.sdao.com/annual-conference>

Jennifer Boardman reminded us to apply for scholarships to cover the conference.

16. ADJOURN – Meeting adjourned at 10:24AM by Doug Veysey.