

Tillamook County Transportation District
Board of Directors Regular Monthly Meeting
Thursday, October 21, 2021 – 6:00PM
Transportation Building
3600 Third Street, Tillamook, OR
Meeting Minutes



1. Call to Order: Acting Chair Mary Johnson called the meeting to order at 6:01pm.
2. Pledge of Allegiance

Dir. Holm asked when it was decided to record the meeting and said that he doesn't recall that it was. Dir. Adler and Dir. Hanenkrat said they don't recall agreeing either and requested it be put on the agenda for the next meeting. Recording was stopped at 6:03pm.

3. Roll Call:

Present

TCTD Board of Directors

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

TCTD Staff

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

Guest

Elizabeth Rosso, General Counsel
Heidi Munson, Innovo Legal Advisors
Chris Kell, citizen from Tillamook
Jackie Edwards, citizen from Garibaldi
Arla Miller, representing ODOT
Joe Warren, representing Tillamook Headlight Herald
Nancy Burgi-Oleson, citizen from south county
Kathy Kleczek, NW Transportation Options
Jeff Hazen, SETD Executive Director, TCTD TAC Member

4. Announcements and Changes to Agenda: None.

5. Public & Guest Comments:

- a. Chris Kell: Commented that she was disturbed at Pat Patterson's Letter to Editor in the October 19 Headlight Herald. She served on Board of Directors and formed a working relationship with Pat, and expressed concern that he is being manipulated into complaints about the District.
- b. Kathy Kleczek: Reported that the annual Get There Challenge has concluded and thanked all who participated. 1,405 participants. Logged 18,200 trips.

6. Executive Session: The Board, General Manager and TCTD staff went into Executive Session at approximately 6:10pm 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 6:56pm. Following Executive Session:

Motion made by Dir. Holm authorizing the general manager to execute to terms of the Memorandum of Agreement with the ATU to implement an employee hiring and retention bonus plan. *Motion seconded* by Dir. Adler.

Motion Passed

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

Discussion followed regarding extending hiring and retention bonuses and COVID incentives to non-represented staff. Finance Supervisor Tabatha Welch reported that the total amount referenced for the cost of the program, which was provided in the Executive Session, included the cost for non-represented staff. FS Welch said that details of agreement mirror the other except retention bonus is 3 months instead of 6 months. Costs specific to non-represented staff are \$65,000 for administrative staff and \$30k for brokerage staff.

Motion made by Dir. Holm authorizing the general manager to implement a hiring and retention bonus plan for the District's non-represented employees. *Motion seconded* by Dir. Carlson-Swanson.

Motion Passed

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

7. Election of Officers

Dir. Hanenkrat asked if we could wait until we have a full board to elect officers. Dir. Adler agreed. Dir. Riggs stated that she doesn't see the point since people with more experience should be in officers positions.

Dir. Riggs nominated Dir. Carlson-Swanson for chair. Dir. Carlson-Swanson declined. Dir. Adler nominated Dir. Johnson. Dir. Johnson accepted. Dir. Holm seconded the nomination. Dir.'s Holm, Adler, Hanenkrat, Johnson, and Carlson-Swanson voted in favor

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of Dir. Johnson serving as Chair. Dir. Riggs voted nay. Vote passes in favor of Dir. Johnson.

Dir. Holm nominated Dir. Riggs for vice chair. Dir. Riggs accepted. Dir. Hanenkrat seconded the nomination. Dir.'s Holm, Adler, Hanenkrat, Johnson, and Carlson-Swanson voted in favor of Dir. Johnson serving as Chair. Vote passes in favor of Dir. Riggs.

REPORTS

8. Financial Report: Finance Supervisor Tabatha Welch reviewed the TCTD year-to-date financial reports through September 2021.
Dir. Adler asked about Fred Meyer card charges being almost two months old. FS Welch clarified that we have not had a lot of activity on this account, and that sometimes the statement is received after the financials are prepared for the packet. Dir. Adler asked for information on the disputed charges. FS Welch reported that two company cards had been compromised, hers and AA Wakeman, and that the charges were disputed, the compromised cards cancelled, and new cards issued. Dir. Adler asked about the lunches the District staff has and wants to know who was there. Dir. Hanenkrat asked for more of a description for these charges. GM Pilant said more information would incorporate that into future Visa reports.
9. Service Measure Performance Report: GM Pilant gave the service performance report. Despite negative impacts of COVID the year over year ridership has increased across all service types.
Dir. Hanenkrat said that the monthly performance report has two year to date columns that are 21-22 and indicated that would should possibly be calendar year-to-date.
Dir. Adler asked if the District is no longer working with Helping Hands. GM Pilant explained that the District no longer uses dial-a-ride to provide the shuttle and is now serving their facility through the new Route 2B.
10. Northwest Oregon Transit Alliance: GM Pilant reported that all partners are experiencing driver short falls and are looking at adaptive responses. Also reported that germ fogger grant is almost complete.
11. Planning & Development:
 - A. Champion Park Apartments: GM Pilant reported that the project is still in final review at the county. Next step is to work with contractor to build the facility. Shelter will not arrive until late January at the earliest due to supply chain issues.
 - B. Coastliner Route 5 Service Plan: GM Pilant reported that the consultants are developing service suggestions and we look forward to reviewing them in the next few weeks.
 - C. RFP for Coordinated Human Services Plan: GM Pilant said two proposals were received from RLS and Kittelson. A work group will be evaluating and scoring proposals and expect to have contract ready to approve at November meeting.

- D. RFP for Customer Service Staffing Plan: GM Pilant reported on the process of reviewing proposals for long range staffing efficiency. Also implementing mobility management program.
- E. PC bus stop: Coordinating with County for approval to complete environmental study.

12. Grant Funding: No Report

13. Facility/Property Management:

- a. Transit Center: GM Pilant explained that it's on the agenda tonight to approve contract to design the remodel.
- b. Propane Facility: GM Pilant explained that this is still in review process.

14. NW Ride Brokerage: NW Rides Brokerage Manager Bond explained that things are going pretty well. Ridership is slowly increasing. Remaining with one year delegate agreements.

15. Miscellaneous: GM Pilant explained that the Board and Budget committee calendars are on consent calendar to be approved tonight. Also briefly explained the Wave Broadband agreement under Action Items. He mentioned that the Cloverdale wayside project is expected to kickoff with conversations in January. A tentative agreement with ODOT and Garibaldi has been reached on the locations for 4 new bus stops to coincide with Highway 101 ADA improvements. 2 stops going northbound and 2 stops going southbound. Finally, he received an email today from Arla Miller with ODOT alerting him that Greyhound has been acquired by a company called FlixBus. How this may impact schedules and services is unknown.

CONSENT CALENDAR

16. Motion to approve the Revised Minutes of September 14, 2021 TAC Review Committee

17. Motion to Approve the Minutes of September 23, 2021 Regular Board Meeting

18. Motion to Accept the TCTD September 2021 Financial and Service Reports

19. Motion to approve the annual 2022 board calendar

20. Motion to approve the FY 2022-23 budget calendar

Dir. Riggs indicated that Kathy Kleczek's name wasn't added to revised minutes roster. She also pointed out that the regular minutes- 5A- third line down- "is August" should be updated to "in August".

Dir. Adler expressed that she sent corrections of the TAC Review Committee minutes to staff and was dismayed that the "corrections were written off with single sentence". AA Wakeman says this was done at the direction of general counsel. Dir. Adler stated that this isn't how she wanted it done and reminded staff that she is the Board Secretary. General Counsel Rosso stepped into the conversation and said the minutes are legally sufficient as they are and that minutes are not required to be verbatim but only to convey very basic information. Dir. Adler expressed her opinion that they are deceptive and that she has the right to feel that way.

NWRBM Bond pointed out that Item 5 of the TAC Review Committee minutes should be updated from Mr. Adler to Mrs. Adler.

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Dir. Adler asked about the regular Board Meeting minutes stated some things that didn't happen at the meeting. AA Wakeman explained that those items were put in italicized font to indicate they are an explanation of changes, additions, or attachments.

Motion by Director Holm to approve Consent Calendar with corrections as noted. *Motion Seconded* by Director Riggs.

All in Favor: Dirs. Johnson, Holm, Riggs, Carlson-Swanson, Hanenkrat.
Opposed: Dir. Adler
Motion Passed

ACTION ITEMS

21. Motion to Approve Resolution # 21-38 In the Matter of Authorizing the General Manager to Execute a Personal Services Agreement with Mark DiLoreto to Provide Architectural and Planning Design Services.

Dir. Adler asked why the contract was for so much and if the District plans to remodel the kitchen at the main office. GM Pilant referred to meeting packet and explained that the amount should be \$15,800. Dir. Adler asked if the District solicited other bids. GM Pilant explained that since the project amount is low the District is allowed to do a direct appointment. GM Pilant explained that Planning Solutions already has all of the Transit Center and Administrative Building information in their CAD system, so other bids would cost more because they have to rebuild drawings. Therefore, this proposal is efficient and cost effective. Dir. Adler asked when last time kitchen was remodeled at transit center. GM Pilant explained that there is no kitchen at the Transit Center and the kitchen at the administration building was built in 1978 and has never been remodeled. Dir. Adler asked if anyone was in favor of this. Dir. Holm said yes and that from his experience these costs are very reasonable.

Motion by Dir. Holm to Approve Resolution # 21-38 In the Matter of Authorizing the General Manager to Execute a Personal Service Agreement with Mark DiLoreto to Provide Architectural and Planning Design Services. *Motion Seconded* by Dir. Carlson-Swanson.

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

22. Motion to Approve Resolution # 21-39 in the Matter of Authorizing the General Manager to Execute an Amended Service Agreement with WAVE Business Solutions that Migrates the Current Agreement from Coastcom to Wave Business Broadband.

NWRBM Bond explained current contract and need to update agreement.
Dir. Adler added that her company switched to Wave service and have been very happy.

Motion by Dir. Adler to Approve Resolution # 21-39 in the Matter of Authorizing the General Manager to Execute an Amended Service Agreement with WAVE Business

Solutions that Migrates the Current Agreement from Coastcom to Wave Business Broadband. *Motion Seconded* by Dir. Holm.

Motion Passed

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

DISCUSSION ITEMS

23. Board Position #6 Vacancy

GM Pilant asked the Board how they would like to proceed and explained that the vacant term expires on June 30, 2023. He explained that the Board can decide to leave the position open until it's next regular election cycle or can appoint someone to fill the remaining term. Board Chair Johnson asked for input.

Dir. Holm explained that the position shouldn't be left vacant, as this opens the District up to having someone appointed by the Governor.

Board Chair Johnson asked what process for filling the position would be. GM Pilant explained that the District would post the open position and advertise for it, similar to the recent process undertaken by the Tillamook PUD. The number of applications received and the time it may take to receive a response could vary. After receiving applications, the next steps could involve reviewing applications, conducting interviews with the applicants, and deciding who to appoint.

Dir. Holm confirmed that the board has a lot of leeway to decide on process. Dir. Hanenkrat asked when next election is. GM Pilant says May 2023. Dir. Hanenkrat asked if we could add something to a ballot before then. Dir. Holm said that could be an option but District would have to fund special election. Dir. Hanenkrat suggested that be looked into. Dir. Riggs indicated that a special election in Garibaldi, with a comparably low number of voters, cost about \$9,600 so it would likely be very costly for the District. Dir. Hanenkrat said it shouldn't be if we aren't the only thing on the ballot.

Dir. Adler asked that additional information on the various options be gathered and then discussed at next meeting. Dir. Carlson-Swanson asked if that timeline would open the District up to appointment by Governor. Dir. Holm didn't think so but wasn't sure. General Counsel Rosso indicated that she isn't aware of a timeline but that an appointment could be made if majority of positions are open or if majority can't agree county can make appointment.

24. Title VI Policy Review AA Wakeman gave a review of the refreshed Title VI policy. Dir. Carlson-Swanson thanked her for her work on the document and asked about inclusion of hiring practices and recruitment for positions and board. AA Wakeman responded yes, that the District is in process of ensuring outreach and documents are available in both English and Spanish. Dir. Carlson-Swanson said that this was an impressive LEP plan. Kathy Kleczek said these are great steps, she is part of statewide group working on LEP standards and best practices and this is great to see.

25. Staff Comments/Concerns:

GM Pilant told joke.

Operations Superintendent Reed: Took a few moments to speak to the workplace culture at the District, in response to comments made by a Board Member during

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executive session. He explained that he started at the District in July, taking less money to work here but that he considers this a positive decision because he gets the opportunity to work with GM Pilant and the rest of the team. He gets to see a group of employees who are dedicated to what they do, and he oversees the drivers, dispatch, maintenance, and operations personnel. Over the summer the District experienced a period of rapid change, but that the people who work here deserve to be applauded. He stated that the District is a preferred employer and told a story of a new hire who mentioned that she received a job offer that paid more but decided to work for us because of our culture of support and compassion for our employees. The culture is a selling point of the District, and we are focused on the people.

Finance Supervisor Welch: Echoed what OS Reed said and expressed that it's hard to have the District culture attacked and such negative things said about the District. She explained that we work here every day and that has not been her experience. She said GM Pilant is a great leader and that she loves her work team, that she's been here for 6 years and that the statements made just aren't true from her perspective.

NW Rides Brokerage Manager Bond: Explained that she's been here for 11 years-longer than everyone except one driver. She experienced a hostile work environment during the first 18 months she was here, this is not that. She confirmed that GM Pilant is a great leader who has done a lot to improve the District and the culture. She said promoting a positive cultural is a top priority at the District and is at the top of job descriptions. She stated that lots of people talk to her because she's been here for so long and she hasn't heard complaints about a hostile work environment, just stress during uncertain times. She said the management team stepped up and rose to the occasion to support drivers, which is demonstrated by the recruitment and retention incentives passed tonight- if the District didn't care about retention, that wouldn't have been included. She does not believe the District has a bad culture and believes that an investigation into accusations of a hostile work environment would be a waste of time and resources, but that she's not worried because she knows it won't reveal anything amiss.

Administrative Assistant Wakeman: Echoed the thoughts of the rest of staff. She said there will always be someone who is unhappy at any employer, but her interactions with a variety of drivers have been positive and that they understand the challenges the District is facing and mitigating. She expressed that GM Pilant is a great leader and she feels fortunate to get to work with him and learn from him. She requested that the Board make a motion to approve recording the meetings, and asked for direction on the level of detail the Board would like to see in the minutes.

26. Board of Directors Comments/Concerns:

27. Dir. Carlson-Swanson: Thanked staff for courageous and thoughtful comments. Appreciated that they took the time to explain and give specific examples of what they shared. Happy and not surprised to hear about culture and thanked them for all they do to contribute to that. Thanked Board Chair Johnson and Dir. Riggs for stepping into leadership roles this evening.

Dir. Holm: Said he appreciates the work everyone is doing. Agreed with NWRBM Bond's comments that everyone is under stress. Asked to move meetings back to in person given that masking and other precautions can be taken. PUD has been meeting in person for quite a while. NCRD has been meeting in person. AA Wakeman added that tech upgrades have been completed in the board room.

Dir. Riggs: She asked Dir. Holm if PUD records meetings. Dir. Holm responded no. She said that Garibaldi records their meetings and that this can help with abbreviated minutes. She would love to resume meetings in person. Thanked employees for courage to speak up. Important to hear from you, you're there every day we are only here couple hours once per month. What you said was not a surprise. Thanked GM Pilant for keeping the team going.

Dir. Adler: Wanted to circle back and say that she's glad everyone is happy at the corporate level, but that communication and accountability are important. She believes an organizational review would be a good way to find out what's truly going on and get the District back on track to achieving service excellence. She asked the other Directors if they felt that way. Dir. Riggs said she didn't agree. Dir. Holm said if that's the direction the investigation leads towards. Dir. Hanenkrat agreed with Dir. Holm.

Dir. Hanenkrat: Asked if the District conducts exit interviews with employees. FS Welch says it is up to the employees, that they get to elect not to participate. Dir. Hanenkrat agreed but asked if they were offered the opportunity. FS Welch explained that there is currently no formal process but the District does ask employees and gives them an opportunity to write a letter or make a statement. Dir. Adler asked what happens to the exit interviews, if they get recorded and then forgotten about. OS Reed indicated that the staff departures during his time with the District have all elected not to. Dir. Hanenkrat said exit interviews can be positive. GM Pilant added that the District is in the process of updated the employee handbook and that a more formal process for exit interviews can be incorporated.

Board Chair Johnson: Thanked GM Pilant for his joke and for lightening the mood. She thanked everyone for their time and work. She expressed that she is hoping to see a more positive working relationship between board and staff and doesn't see why it can't happen.

28. Adjournment: Board Chair Johnson adjourned the meeting at 8:24pm.

These minutes approved this 18th day of November, 2021.

ATTEST:

Mary Johnson, Board Chair

Doug Pilant, General Manager