



Travel Information Council
1500 Liberty St. SE, Suite 150
Salem, OR 97302

MINUTES
Council Meeting

Monday, December 12, 2022
Salem, OR & Virtual Meeting

Members Participating: Bob Garcia, Chair (in-person); Mike Card, Vice-chair (virtual); David Warren (virtual); Valerie Wilson (virtual); Rich Riggs (in-person).

Excused: Eliza Canty-Jones; Matt Preston; Ed Washington.

Guest: Tina Ely

TIC Staff Participating: Elizabeth Boxall; Diane Cheyne; Beth Dehn; Michelle Roth; Heather Swanson; Jessica Carbone (virtual).

Call to Order/Introductions: The quarterly public meeting of the Travel Information Council was called to order by Chair Garcia at 9:31 a.m. Introductions were made for the record.

Approval of the Agenda and Order of Business:

Riggs made a motion to approve the agenda and order of business as presented. Card seconded. Vote 5-0.

Business Meeting:

Election of Secretary:

Card made a motion to elect Richard Riggs to the position of Secretary. Warren seconded. 5-0 Vote.

Approval of the September 12, 2022, Council Meeting Minutes:

Card moved to approve the September 12, 2022 minutes as submitted. Washington seconded. Vote 4-0. Riggs abstained. With the abstention, the vote could not be recognized because a majority of voting council member were needed. These minutes will be brought to the March 2023 meeting.

Public Comment: None.

Ethics Commission Training: Charlie Esperza presented the training on the key provisions of Oregon government ethic law, ORS chapter 244.

2023 Meeting Calendar: Boxall presented the 2023 meeting calendar. The calendar is outlined based on the current schedule for each Council and committee meeting of anticipated dates for 2023. The only pattern change occurred to the Finance Committee meeting in November, which is scheduled a week after Thanksgiving. No action is needed. Card asked if there were any travel meetings on the schedule. The Council will discuss possible locations for an offsite meeting at the March meeting.

Committee Reports

Finance Committee: Councilor Canty-Jones was unable to attend the meeting to make a report.

Heritage Trees Committee: Councilor Washington was unable to attend the meeting to make a report.

Historical Markers Committee: Garcia said a group of committee members traveled to Klamath Falls to meet with the Klamath Elders Committee and members of the Klamath Tribal Council. Garcia said it was a very productive meeting. During the meeting, there was a lot of interest from some members of the Tribe to partner with the committee. Specific markers mentioned were the Upper Klamath Falls, Williamson River, and Fremont Memorial. Garcia then discussed the intricate political climate between the different tribes and its possible effect on markers in certain areas.

Rest Area Committee: Card said it is a very busy quarter. Steve Duvall resigned as Rest Area Administrator. Some of the rest area locations are facing higher than usual turn over and it is taking a longer amount of time to find replacements leading to staffing shortages. These staffing shortages can make it difficult to safely operate the rest area and may require the location to be closed until a staffing solution can be found. An example of this happened recently at the Beaver Marsh location. Card said Executive Director Boxall has been very busy working with staff to keep the rest areas open and running smoothly, keeping capital projects moving forward, and finding the right person to fill the Rest Area Administrator position. Riggs informed the Council that there is a total eclipse that will be visible through the southwest corner of the state, this may cause staff the need for extra preparation.

Strategic Planning: Card said that the 2023-2028 Strategic Plan will be put before the Council for adoption today. Card thanked the members of the Strategic Planning Committee and Councilors for their additional time and hard work.

Chair's Report: Chair Garcia had no update.

Staff Reports

Agency Update: Boxall gave an overview of the agency update provided in the meeting packet. She referenced the work staff did to complete the Affirmative Action and Strategic Plan. The agency is still working on recruitment to fill the Rest Area Administrator position. Steve Duvall, upon leaving his position, entered into an agreement with the agency to be available to do a knowledge transfer with the incoming person. Boxall said there hasn't been much activity around the planning for Government Camp rest area or its potential move, but the Federal Land Access grant funding is expected in December and hopes to have an update in early January.

Finance: Roth said that after three months the Finance Department is back to being fully staffed.

Yolanda Ruiz-Simon has returned to TIC as the new Accountant. Roth said that the department's focus is on training, catching up financials caused by the recent vacancies, 2023-25 budget preparation, and transitioning to a new payroll system. Roth said that Moss Adams completed the agency's agreed-upon procedures review and is happy to report there were no findings. The last completed financials from September showed positive retention. Garcia then spoke about the committee's work to achieve the best return on its investments by monitoring interest rate trends and balancing investments in CDs versus money market accounts.

Heritage Programs: Dehn welcomed Riggs to his new position on the Heritage Tree Committee. She said the committee welcomed its 82nd Heritage Tree, the West Yaquina Sitka Spruce. This tree tells the story of the boom-and-bust towns that occurred on the Oregon Coast. Dehn said a subcommittee has been formed to develop a maintenance plan for the Grove of the States. Dehn thanked the members of the Historical Marker Committee for volunteering their time to travel down to Chiloquin to meet with the Klamath Tribes. The design contractor for phase two of the Oregon Trail Kiosk project was able to subcontract with the Confederated Tribes of Umatilla and the Confederated Tribes of Warm Springs. Dehn met with the design team and our sign crew manager at the Kiosk at Memaloose to evaluate the existing frames to research a cost-effective method of replacement.

Sign Program: Cheyne said that the program is fully staffed. Staff continues to outperform the set performance measures for the time it takes to get a new customer installed. Since the beginning of the pandemic, the program is down 80 total customers. The majority of those are logo customers. The program is seeing an increase in hotel customers, not in those customers that had left the program and returned, but from new hotel construction in the area. Cheyne said TIC is looking into a new accounts receivable software from a company called Ebiz. This software would allow the ability to provide electronic invoices, instead of manually printing and mailing between 200-400 invoices a month. The sign program does not currently have that ability. This electronic invoice would also allow the customer to make a direct online payment, instead of having to go to the agency website and then connect to US Bank. Currently, TIC's Accounts Receivable staff keeps a monthly list of every customer that requires an emailed invoice and then prints and scans those invoices for the customer. The new software would offer improved efficiencies. Cheyne said the goal is to implement this software sometime in January. Cheyne updated the Council on the condition of the Multnomah Falls information kiosk which is failing. After a thorough search, there are two companies interested in the project. The goal is to have the project started after July 1, 2023.

Rest Area Program: Boxall said that the invitation to bid for The Maples construction project was completed in November. The winning bid was approximately \$1.1 million. Council approved a little over \$1.2 million last March. Staff was pleased with this especially since a higher number was speculated due to inflationary factors. Boxall said the project has a contingency of roughly \$148,000. Boxall said the Santiam Restroom project is still in progress with a couple of contractors completing work.

Boxall said that due to staff shortages, it became necessary to close Beaver Marsh Rest Area for a period of time. Due to a generous Rest Area Specialist from French Prairie Rest Area and our Rest Area Field Manager, Beaver Marsh was able to be reopened before the Thanksgiving holiday and remain open until the positions can be filled. Interviews for the Beaver Marsh/Midland Supervisor Position were completed last Friday. Garcia asked if there were two open positions at Beaver Marsh, Specialist, and Supervisor. Boxall confirmed those two positions and a half-time specialist position. Boxall said

that one of the challenges that the recruitment has been facing is the requirement that the staff have to live within a 60 min response time from the rest area. The two major populations are about 1 hour and 15 minutes away. Boxall was able to work with ODOT to obtain flexibility in that requirement to open the candidate pool.

Card thanked Michelle Roth for creating an excellent capital report that gave the committee a much clearer understanding of the agency's capital spending.

Action/Voting Items:

- **2023-28 Strategic Plan:** Boxall presented the 2023-28 draft Strategic Plan developed during an all-day strategic planning session with the Strategic Planning committee. Committee members consisted of several councilors, TIC leadership, and a rest area supervisor. Topics discussed included feedback solicited from interested parties.

The Council discussed the possible options to finalize the plan, presented by the committee. The committee's recommendations are:

- Mission Statement – "OTIC serves Oregon travelers and local communities by providing safe and welcoming rest areas, helpful highway signage, informative historical markers, and heritage tree designations."
- Vision - "To create exceptional, safe, and enjoyable traveler experiences."
- Priority order of initiatives
 1. Organizational development
 2. Technology plan for enhanced security and efficiency
 3. Funding plan for ongoing operations and capital
 4. Policies and procedures

Card made a motion to approve the 2023-28 Strategic Plan with options submitted by the Strategic Planning Committee. Riggs seconded. 5-0 Vote.

Garcia said the next steps are to select Champions and Owners for each initiative.

- **2023-25 Affirmative Action Plan:** Boxall presented TIC's draft 2023-25 Affirmative Action Plan for approval and submission to the Office of Cultural Change. If the OCC accepts the plan as-is, the plan will remain final. If edits are made to the plan, it will be brought back to Council. Cheyne and Swanson suggested minor corrections to the organization chart. Riggs suggested a possible contribution to the 2025-27 version plan to include Council's role in responsibilities and accountability.

Riggs made a motion to approve the 2023-25 Affirmative Action Plan with the provided corrections to the organization chart. Garcia seconded. 5-0 Vote.

- **Financial Policy Amendment:** Boxall said that a recent expense has highlighted a gap in the current financial policy as it relates to non-capital project-related expenses over the Executive Director's signing authority of \$25,000. There is an expedited process documented for capital project-related expenses. Boxall proposed mirroring that same process for non-capital project-related expenses if time does not allow for a Council meeting to occur. Currently, approval is needed by the Council

Chair, Vice-Chair, and one committee member. If all those parties are not available, then as least two of those three. All good faith efforts would be made to obtain all three. Garcia stated that the Finance Committee had discussed this policy amendment and recommended it for approval by Council.

Riggs made a motion to approve the amendment to the financial policy to account for unanticipated and urgent non-project-related expenditures over \$25,000. Wilson seconded. 5-0 Vote.

- **Cabin Creek Water Line Replacement:** Boxall presented a recommendation made by the Rest Area Committee on Oct. 6, 2022 to approve funding a replacement of the main water line to the northbound Cabin Creek rest Area, not to exceed \$100,000. The project is estimated at \$90,000 with a \$10,000 contingency. The northbound side of the rest area obtains its potable water from a well and cistern system located near the southbound rest area. The waterline is buried in rocky highway subsurface material along the side of the interstate. Boxall said the water line has failed four times in the last two years due to repeated punctures for a combined cost of \$13,970. The project would replace the existing water line with thicker pipe and sand bedding where possible to eliminate future leaks.

Card made a motion to approve the funding of not to exceed \$100,000 to replace the main water line to the northbound Cabin Creek rest area. Riggs second. 5-0 Vote.

- **Sunset Design Increase:** Boxall presented a recommendation made by the Rest Area Committee to increase funding for consulting engineering firm, NV5, to provide additional design services for the Sunset Springs Rest Area project, not to exceed \$119,592. TIC requests additional design funding to mitigate a recently identified surface water issue that was not addressed in the original design. The additional work would include design work to mitigate the surface water issues and check for its origins and contamination.

Card made a motion to approve increased funding for consulting engineering firm NV5 to provide additional design services for the Sunset Springs Rest Area project, not to exceed \$119,952. Riggs second. 5-0 Vote.

- **M365 Licensing Billing:** Boxall said that in 2021, all state agencies, including semi-independent agencies, were required to begin using the state's Microsoft M365 software suite for email and desktop applications. This was an unbudgeted expenditure for all state agencies. The agency received a bill for \$39,728.96 for the fiscal year 2022-23 for licensing fees. Boxall said this bill exceeds her signing authority of \$25,000.

Riggs made a motion to approve the unbudgeted expenditure for M365 licensing in the amount of \$39,728.96. Card second. 5-0 Vote.

- **2023 Rest Area Janitorial & Landscaping Contracts:** Swanson presented the results of a formal Request for Quotation (RFQ) process for the rest area janitorial and landscape contracts at French Prairie, Santiam, Oak Grove, Stanfield, Charles Reynolds, and Baker Valley. All the contracts, except French Prairie, had been renewed up to the maximum allowed of five years. At French Prairie, the contractor declined to renew. Seven contractors requested increases along with their renewals.

The staff recommendation is to award the following new contracts for 2023:

- French Prairie janitorial: Clean Innovations \$139,452.00
- French Prairie landscape: Pac Green \$49,375.00
- Santiam janitorial: Clean Innovations \$72,804.00
- Santiam landscape: DeSantis Landscapes \$26,018.00
- Oak Grove janitorial: Full Circle \$90,000.00
- Stanfield janitorial: Patriot Building & Grounds Maintenance \$68,925.00
- Charles Reynolds janitorial: Patriot Building & Grounds Maintenance \$68,424.00
- Baker Valley janitorial: Patriot Building & Grounds Maintenance \$84,624.00

And the renewal of the following contracts:

- Van Duzer janitorial: Full Circle Property Management Inc. \$32,970.00
- Ellmaker janitorial: Full Circle Property Management Inc. \$18,000.00
- Gettings Creek janitorial: Full Circle Property Management Inc. \$65,640.00
- Cabin Creek janitorial: Full Circle Property Management Inc. \$61,129.08
- Manzanita janitorial: Southern Oregon ASPIRE (3% \$2337.15 increase requested) \$80,242.30
- Manzanita landscape: Southern Oregon ASPIRE (3% \$499.02 increase requested) \$17,133.18
- Suncrest janitorial: Pathway Enterprises (15% \$3589.68 increase requested) \$27,279.36
- Memaloose janitorial: Patriot Building and Grounds Maintenance \$67,368.00

The total difference between the 2022 contracts to the proposed 2023 contracts is an increase of 11.8 percent for \$130,845.45. \$6,425.85 from renewals, and \$123,598.90 from rebids. Only one RFQ was submitted for the janitorial contract at French Prairie. Staff will continue to monitor the economic climate to make sure all bids know what the best action to take when these contracts come up for renewal next year.

Card made a motion to approve the proposed 2023 rest area janitorial and landscape contracts as submitted. Riggs seconded. 5-0 Vote.

Garcia asked how many contracts were up for rebid next year. Swanson said she believed it was two or three, much fewer than this year.

- **2023-25 Budget Assumptions:** Garcia presented the staff's budget assumptions for the 2023-25 biennium. Garcia said that one of the major topics of conversation that was discussed by the Finance Committee was the topic of inflation and its effect on staff's annual COLA. The committee recommended aligning to the state's COLA outcomes, with a not-to-exceed rate of 4.2% year over year. Boxall clarified that staff will be monitoring what DAS does for the rest of the state and the outcomes of the collective bargaining agreement. Riggs asked if sign revenue were historically flat. Cheyne said that historically it has been around 3%, but the numbers seen in the budget are a reflection of the pandemic's effect on the program.

Riggs made a motion to approve the 2023-25 budget assumptions as presented. Card seconded. 5-0 Vote.

- **New Business**

Boxall said that staff has reevaluated financial projections for capital at both Rest Area and Finance Committee meetings and based on inflationary factors, it appears that capital money will be depleted before all projects on the original priority list are completed. Boxall said at a future council meeting it will be important to review the existing priorities for capital projects.

Adjourn: 10:46 a.m.

Next Meetings:
March 13, 2023
