Meeting Minutes

First Quarterly Council Meeting
Monday, June 8, 2026
Virtual Meeting

Attendance

Council Members Participating: Eliza Canty-Jones, Chair; Rich Riggs, Vice-Chair; Diane DeAutremon; John Hamilton, Secretary; Jeff Baker, OTC; Matt Preston.

Excused: Kristine McConnell

TIC Staff Participating: Mac Lynde, Executive Director; Jessica Carbone, Executive Assistant; Michelle Roth, Finance Administrator; Heather Swanson, Rest Area Program Administrator; Beth Dehn, Heritage and Community Assets Manager; Diane Cheyne, Sign Program Administrator; Carmen Carver, HR Manager.

Guest: Mark Baker, Rest Area Program Regional Manager

Call to Order/ Introductions: The quarterly public meeting of the Travel Information Council (TIC) was called to order by Chair Canty-Jones at 9:30 a.m. Introductions were made for the record.

Approval of the Agenda and Order of Business: Canty-Jones reviewed the agenda with the Council. Canty-Jones added an item to the agenda to give Commissioner Baker time to speak to Council after the Chair's update. The meeting proceeded with the agenda and order of business as amended.

Business Meeting

Public Comment: There are no public comments.

Director's Update: Lynde thanked the Council for their attendance and spoke about the agency's participation in a continuous improvement workshop. An outside consultant was brought in to help staff think about how to look at current processes, what challenges may arise when implementing change, and different examples to improve it. Next, Lynde updated the Council on the work that had kept TIC busy over

the second quarter. Some of the events he mentioned included, TIC holding its second Bring Your Kids to Work Day by volunteering at the French Prairie Rest Area and spreading bark dust around the Grove of the States Heritage Tree Grove, participation in the Governor's Tourism Conference with TIC's new logo and marketing materials, electronic billing and payment capability added for the Sign Program, updated amendment of the 2026-27 Budget, audit of the core software vulnerabilities and upgrade opportunities, Oregon Department of Transportation (ODOT) and TIC truck parking information project kick off, rest area facilities assessment kick off and field inspections, and TIC's administration offices consolidating its office space from two floors to one. The second floor has been subleased to another state agency, saving $50,000 a year.

Lynde informed the Council that TIC has been invited to participate in the Governor's Rebuilding Our Transportation Vision Workgroup as part of the Maintenance, Preservation, and Emergency Response Subgroup. This group has been convened in preparation for the transportation funding discussion in the next legislative session. Councilor Baker updated the Council on the status of finding a permanent Director for ODOT. After a year, the Interim Director, Lisa Sumption, has transitioned back to the Oregon Parks and Recreation Department (OPRD), and Chris Warner, who has been the Governor's Chief of Staff, has stepped in as the new Interim Director as the search continues. Lynde presented a timeline of TIC's 11 key efforts occurring in 2026 and 2027.

Lynde celebrated two TIC staff members with 15 years of service at TIC: Jon Tucker, Rest Area Supervisor at Boardman and Standfield, and Josh Flores, Rest Area Supervisor at Santiam, VanDuzer, and Ellmaker. There have also been three promotions in the Rest Area Program. Jason Holbrook is the new Rest Area Supervisor for Gettings Creek, Cabin Creek, and Oak Grove. Bob Houck is the new Rest Area Supervisor at Charles Reynolds, Baker Valley, and Deadman Pass. Rorrie Willard is the new Rest Area Supervisor at Ontario and Weatherby. There are two new specialists in the Rest Area Program, Shawn Orcutt at Gettings Creek and Mike Beechler at Cow Canyon.

Chair's Update: Canty-Jones thanked Lynde for sharing a big picture of what is currently going on in the agency and then shared her appreciation for TIC's visibility among legislators and other key groups involved in transportation guidance, policy, and funding. Canty-Jones said one of the biggest things the Council can do in the coming months is support the work of filling open or opening Council positions by continuing to bring in good talent, and those willing to be present and participate in the work of TIC. Canty-Jones invited Baker to speak. Baker shared an idea he would like staff to consider: inviting

volunteers to work in the rest areas as greeters who can welcome guests and speak about the surrounding area and its history. He suggested it to improve the overall experience and feeling of safety in the rest areas. Canty-Jones thanked Baker. Lynde thanked Baker and spoke about how that idea might look at the different rest area locations.

Action/ Voting Items

Approval of March 9, 2026 Minutes: Carbone suggested the re-wording of a sentence for better clarification. As part of the Rest Area Program update, "Swanson said that staff is carefully consideration financial resources in the value of all possible project to make the most benefit for the longest possible duration." Will be amended to "Swanson said staff is carefully considering financial resources and the value of all possible projects to make the most benefit for the longest possible duration."

Baker made a motion to approve the March 9, 2026 minutes as amended. Riggs seconded. 6-0 Vote, Canty-Jones - Yes; Riggs- Yes; DeAutremon - Yes; Hamilton- Yes; Baker- Yes; Preston - Yes.

Approval of the Amended 2026-27 Budget: Roth reviewed the factors that led to the need to amend the 2026-2027 budget. The 2025-2027 biennial budget was approved in June of 2025. Later in 2025, the Oregon Legislature took action to increase funding for rest area maintenance and operations beginning July 1, 2026. In opening the budget to add the increased funding, it also allowed for several additional adjustments based on updated information and realities. Revenue changes to the amended budget included increasing annual rest area funding to $12.16 million, increasing planned interest income, increasing rental income, updating the timing of revenue for the Oregon Trail Kiosk Project, and additional minor changes to projected revenues. Expense changes included removing $1.9 million in rest area personnel and service and supplies cuts, as well as updated personnel costs to reflect restructuring changes, results of the equal pay assessment, finalized COLA amount for January 2027, updated PERS rates, and the addition of a $1,700 one-time payment (that does not include senior staff) in anticipation of the transition to bi-weekly pay in July 2027. The $1,700 one-time payment was negotiated by the unions as part of the transition to bi-weekly pay, of which TIC will align with. Baker asked if there were any amendments to fuel expenses. Roth said that fuel expenses have been running under budget, so no adjustment had been made. Roth then went over changes made to services and supplies expenses in the amended budget. These changes included updated rest area janitorial and landscape contract rates to reflect new actual and planned rate changes, moving $200,000 budgeted for rest area repairs and maintenance expenses to the capital budget, the addition of $300,000 for the rest area facility condition assessment, updated overhead expense recapture amounts to reflect the changes to a time and effort indirect cost allocation method beginning July 1, 2026, and other changes to IT expenses, DAS assessments, and lobbying amounts. Roth said amounts budgeted for

fixed assets and depreciation were amended to reflect the July 1, 2025, capitalization threshold change from $5,000 to $10,000. The capital outlay plan was also amended to reflect updated plans because of the increased rest area funding, changes to the capitalization threshold, and updated cost estimates. The budget was also updated to reflect updated beginning cash balances. Other Funds beginning cash was updated from $3.1 million in the original budget to $5.3 million, Rest Area Operating funds beginning cash was updated from $137,999 to $3.5 million, and Rest Area Capital funds beginning cash was updated from $4.29 million to $6 million. Baker commented that the agency has been good at managing costs over time, but sometimes that gets in the way of the improvements needed or upgrades, for example, to technology. He asked staff to think about how the agency is going to evolve over the next 10 years and take the opportunity to invest in ourselves. Roth said the updated change in net position in the amended budget is a $ 7,761 loss for Other Funds and $875,405 for Rest Areas. Staff is forecasting the ending cash balances on June 30, 2027, to be: Other Funds – Unrestricted $4.8 million, Rest Area- Operating $3.3 million, Rest Area-Reserve $750,000, and Rest Area Capital $3.2 million. The FY 2026-2027 budget, as amended, includes planned personnel, services and supplies, and capital outlay costs of $19,282,679.

Baker made a motion to approve the Amended 2026-27 Budget as presented. Riggs seconded the motion. 6-0 Vote, Canty-Jones - Yes; Riggs- Yes; DeAutremon - Yes; Hamilton- Yes; Baker- Yes; Preston - Yes.

Election of Council Officers: Lynde said that as part of the statute, TIC must hold the election of officers for chair, vice chair, and secretary. The Council and staff discussed the duties that come with each position.

Baker made a motion to elect the slate of officers as presented.

- Canty-Jones re-elected as Chair
- Hamilton as Vice-Chair
- Preston as Secretary

Baker seconded the motion. 6-0 Vote, Canty-Jones - Yes; Riggs- Yes; DeAutremon - Yes; Hamilton- Yes; Baker- Yes; Preston - Yes

10:58 am Carver left the meeting.

Informational Staff Reports

Finance Program: Roth was excited to announce that EBiz Charge had been set up and launched for sign customers. Sign customers can now receive electronic billings to their emails and can pay electronically through a web-based portal. Roth said we are receiving positive customer feedback and receiving payments more quickly. The new system resulted in a 99% reduction in printed and mailed invoices in the first month. There have been some small bumps along the way, and fine-tuning continues for the next run, but overall, it went well. Customers are taking advantage of the new

e-check payment option, and it has been quite popular. Sue VanHandel and Cheyne have been dedicating time to help sign customers with the new system. Roth said that the March 2026 financial reports show a continuation of previous trends. Through March, there were higher-than-planned interest income of about $760,000 and lower-than-planned expenses. Roth said that interest rates continued to remain steady over the quarter. The Local Government Investment Pool is still earning 4%, and the funds in the Summit ICS account are at 3.4%. Lower-than-planned expenses are the result of the changes staff have been making to ensure operational effectiveness. As of March 31st the change in net position for Other Funds was $63,000. Rest Area Operating funds showed a $260,000 loss, and Rest Area Capital funds showed a $315,000 loss. The overall change in net position for the agency was a loss of $500,000, but that was $1.3 million better than planned. Rest area operations continue to exceed the $9.16 million in annual funding. Staff is excited to receive an additional $3 million of rest area funding in July.

Rest Area Program: Swanson began with an explanation of how the TIC rest areas conduct traveler counts to give an idea of how many travelers are using our facilities. In response to Baker's question from the last meeting, using the data currently available, it cannot be ascertained if higher fuel prices are impacting traveler counts. Traveler counts were lower in January, February, and March, but then bounced right back in April. Summer traveler counts double from winter months. Swanson said that the Rest Area Program reorganization and the creation of the Regional Manager positions have proven very successful, exceeding original expectations. The Regional Managers have become CPR/First Aid and Verbal Judo trainers, solving the problem that the more remote locations have always had trouble finding locations to get their required certifications. There have been a lot of new Rest Area Supervisors in the program lately, and the new Regional Managers have been able to work with them in a robust and in-person way. Swanson presented some of the work and projects that have taken place in the rest area over the last quarter. The removal of the rented mobile offices at French Prairie and the renovation of a converted building into a new office space. Josh Flores, the Rest Area Supervisor at Santiam, was unable to find a company to come to Santiam to sweep the parking lots; he found a solution in purchasing a sweeper truck from Surplus. The sweeper can be used at French Prairie and Oak Grove. The purchase is estimated to save TIC about $25,000 a year. New security fencing was installed around the office and storage buildings at Beaver Marsh Rest Area. Two of the four buildings at the Boardman Rest Area have had leaking skylights removed and new roofs installed. Staff were sent to Boardman from the Baker Valley, Deadman, and Charles Reynolds rest areas to work with the staff there to complete the project using in-house expertise. The parking lot at Tillamook was crack

sealed, coated, and restriped to extend the life of the pavement. Hamilton spoke to staff to make sure they were aware that the World Cup is expected to have an impact on traffic along the I-5 corridor as well as on connecting roads. Staff should keep this in mind when working and stocking the rest areas in the upcoming weeks.

Heritage Program: Dehn said that the Heritage Tree Program had a very successful dedication for the Vanport Heritage Tree in North Portland. This is the 86th tree in the program. Built in 1942, Vanport was a community that housed over 40,000 shipyard workers and became a diverse wartime community. A massive dike break in 1948 wiped the city off the map. Verified by historic aerial photos, the cottonwoods survive as living landmarks. Dehn said this was an example of the best of what this program can do. It is a reflection of a place and human interaction with the landscape. The dedication was attended by representatives from the City of Portland, Portland Parks staff, the Confederated Tribes of the Grande Ronde, flood survivors, and their descendants.

The Historical Marker Program accepted a new nomination for Letitia Carson. Letitia was one of the first black women to settle in Oregon in the 1850's. She brought two successful lawsuits against a White defendant over her right to own property. Later, she became the first Black woman to file a land claim in Oregon under the Homestead Act of 1862. The nomination came from Oregon State University's Letitia Carson Legacy Project, working closely with Oregon Black Pioneers. Dehn also shared that TIC nominated the group that created the Oregon Nisei Veterans World War II Memorial Highway Marker for an Oregon Heritage Excellence Award. They accepted the award at this year's Oregon Heritage Conference.

Dehn said that the advisory committee for the Oregon Trail Kiosk project met last week. Dehn reported to them that Historical Research Associates (HRA) has officially subcontracted with the Burns Paiute Tribe to perform work for the Ontario kiosk that will be specific to their tribe. Dehn met with the Warm Springs culture committee at the end of May. Everything indicates that the Tamástslikt Cultural Institute is close to approving the five middle kiosks, and as soon as that is put into writing, those will be moved into final design. Canty-Jones shared that during the advisory committee meeting, Wendell Baskins, who represents people committed to Oregon Trail history and also served on the sesquicentennial project that created the kiosks, expressed real approval and appreciation for the work.

Sign Program/ Information Kiosk Center: Dehn said it looks like the Multnomah Falls kiosk will be replaced sometime in October. Staff obtained the land use permit from

Multnomah County but still need the zoning and building permits.

Cheyne said that the sign program continues to be very stable. Currently, Cheyne and her Sign Program Assistant, Sue VanHandel, are handling an increased workload as a result of the EBiz system implementation. VanHandel is spending more time on customer service calls, supporting customers in gaining access to the system and troubleshooting issues. Cheyne said that the program has tested sending out their new customer surveys by email but has not seen the response she did when she sent out paper surveys. Staff discussed with the Council the challenges currently facing the program, possible opportunities for improvement, and how operating the program in the future may change.

New Business

Other Announcements: None

Adjourn

Next Meeting: Monday, September 14, 2026, at 9:30 a.m.