



# Oregon Travel Information Council

1500 Liberty Street SE, Suite 150  
Salem, Oregon 97302

Minutes – Rest Area Committee  
OTE Offices, Salem  
Thursday, August 2, 2018

## Members Participating:

Mike Marsh, Ed Washington, Mike Card (by phone)

## Members Excused:

Ryan Snyder, Kenji Sugahara, Katy Brooks,

## OTE Staff Participating:

Jim Denno, Executive Director; Tim Pickett, Director of Administration; Daphnee Legarza, Rest Area Operations Director; Heather Swanson, Rest Area Operations Manager; Diane Welter, Accounting Manager; Jessica Carbone, Executive & HR Support; Vicki Vargas, Office Support.

**Guest:** Susan Steward, Matthew Selbie, Oberon 3 of Opiniator,

The meeting of the Travel Information Council Rest Area Committee was called to order by Marsh at 10:00 a.m.

## Business Meeting:

- **Minutes:** Marsh proposed correcting “April 5, 2018 minutes” to the “May 3, 2018 minutes ” in the June 7, 2018 minutes. Carbone proposed correcting the next meeting date on the July 5, 2018 minutes from “June 7, 2018” to “August 2, 2018.” Due a lack of quorum, approval of the minutes will be added to the next meeting agenda.
- **New Business:**
  - **Purchasing of New Tractor-Mower Equipment:** Legarza presented information detailing a request to purchase tractor-mower equipment for Cow Canyon, Gettings Creek and Memaloose. Cow Canyon, one of the new rest areas, has more than five acres of native brush area, two large native terrain drain fields and seasonal snow to be maintained. The current mower at Gettings Creek is unreliable, undersized for the current demand and in need of approximately \$6,000 of electrical work. Memaloose’s current mower is insufficient to address the terrain and demands there, but is sufficient to meet the mower needs at Midland. Staff suggests purchasing new tractor-mower equipment better suited to meet the demands at Cow Canyon, Gettings Creek and Memaloose and sending Memaloose’s current mower to Midland. Staff anticipates a 2 to 3-year return on investment at Gettings Creek and a 4 to 5-year investment return at Cow Canyon. The committee discussed possible alternatives and sharing options.

The purchasing of tractor/mower equipment will go before Council for approval.

- **“Opiniator” Presentation:** Mathew Selbie from Oberon 3 presented Opiniator. It is a web based program that provides on the spot visitor feedback and immediate insight for rest areas. Visitors are asked to provide feedback by signs posted throughout the rest area. They can do so using multiple methods (phone, web and text). Once the feedback is provided, via a short survey, the program analyzes and organizes the data on a dashboard. If action is needed on the basis of the feedback the program sends out notifications to the selected parties. All activity on the dashboard is logged and benchmarked. Opiniator is currently being used by 10 DOTs around the country.
- **SB 61 Emergency Management Training:** Pickett said the Continuation of Operations Plan (COOP) draft was delivered on schedule June 29 to BOLD planning and is under review. The review will be complete by the end of August. The agency has developed a process team to define all key processes within the agency. It is about 90% done. Once those are completed, Microsoft Visio will be used to create accurate visual maps of what those process are. The entire process could take up to a year. There will be a day long Governor’s emergency table top exercise sometime in October. The exercise will include all 33 agencies included in SB 61.
- **Rest Area Capital Projects & Other Projects**
  - a) **Current Available Funding & Commitments** – Pickett said the \$10,805,000 transfer from ODOT has been received. Legarza continues to refine the capital projects list, but as of July 27, there is about \$300,000 of available funds. Other Funds income is running about 3% above budget.
  - b) **Systemwide Engineering Evaluation** – Legarza said all individual rest area draft reports have been received including the kiosk report. Once the reports have been finalized an overall report will be received. While the final overall report will mainly be used to create future strategic plans, some capital projects have been started from information received from the draft reports. The final reports will be received by the end of the month.
  - c) **Oak Grove Rebuild** – The north and southbound projects have been combined. Staff returned their comments on the northbound civil plans last month. ODOT and DOJ are finalizing their reviews. Staff is coordinating with ODOT on the proper handling of a tree that needs to be removed for the new building on the northbound side.
  - d) **Gettings Creek Sewer Filtration Curtain Replacement** –Legarza said the project was completed under budget and on schedule.
  - e) **Santiam Asphalt Pathway-Picnic Table Pads and ADA Curb Ramps Upgrades:** Legarza said the project plan is about 50% completed. Staff was unable to get the information they had planned on from ODOT, so Legarza will be inspecting the curb ramps for ADA compliance once the equipment arrives. The inspection will determine the scope of work. Once the scope of work and design is completed the project will go out for bid.
  - f) **Oak Grove Auxiliary Remodels and ADA Curb Ramps Upgrades:** Legarza said the scope of design is currently being developed for the project. Every aspect of the auxiliary restrooms that needs to be upgraded is being considered. The ADA curb ramps designs are being done by Branch Engineering. Staff is working toward having the project scope completed and out to a contractor by the end of the month so that it can be completed before the larger Oak Grove project is started.

- g) **Rest Area Newsletter:** Legarza introduced the new quarterly rest area newsletter to improve communication with the field and introduce the new staff members. The reception has been very positive.

Marsh asked if there was a time line to begin strategic planning since the evaluations are near completion. Denno responded that the process would begin at the September Council meeting.

- **Performance Measures:**

- a) Status of Rest Area Inspections – Legarza said moving forward she will taking a closer look at the current inspection model and moving more towards a systems based inspection. The current inspection is more about surface and esthetics, she would like to include more infrastructure.

- **“Opiniator” Discussion:** The committee discussed information provided in the presentation. Legarza like the robustness of the system. It is very flexible, customizable and cost inclusive. It would replace the current Sound Telecom system and comment cards. Marsh likes the action based approach with alerts to staff. The committee recommends to send the “Opiniator” system before Council for approval.

**New Business:**

- **Government Camp:** Denno told the committee that he had received a phone call from the new owner of the Summit Ski area. The conversation went very well and he feels the relationship will be very positive.
- **Heritage Update:** Denno said that the agency has been informed that there are funds for a Triple Nickles marker in Pendleton. Annie von Domitz has received a grant from the Oregon Cultural Trust partners to help fund travel and honoraria for people to work on the Oregon Trail Kiosk project. State Parks has also begun working on the kiosks located in their parks as well.
- **Permanent Rest Area Office Options:** Legarza presented information on a possible permanent office option for the rest areas. They are prefabricated structures that are delivered to the site. They sit directly on the ground so they will be no need for ramps. They are 188 sq. ft. with windows for the free coffee program. There would be some site specific and internal work that would need to be done once the structures are placed in the rest area.

**Adjournment:** Meeting adjourned: 11:35 a.m.

**Next Meeting:** Thursday, September 6, 2018 at the OTE offices, 1500 Liberty St. SE, Suite 150, Salem, Oregon 97302.