

Minutes
INTERCITY TRANSIT AUTHORITY
Regular Meeting
February 20, 2019

CALL TO ORDER

Vice Chair Warner called the February 20, 2019, meeting of the Intercity Transit Authority to order at 5:30 p.m., at the administrative offices of Intercity Transit.

Members Present: Vice Chair and Citizen Representative Ryan Warner; City of Lacey Councilmember Carolyn Cox; City of Olympia Councilmember Clark Gilman; Thurston County Commissioner Tye Menser; City of Tumwater Councilmember Neil McClanahan; Citizen Representative Karen Messmer; Citizen Representative Don Melnick; and Labor Representative Lisa Allison (Alternate).

Members Excused: Chair and City of Tumwater Councilmember Debbie Sullivan; City of Yelm Councilmember Molly Carmody; and Labor Representative David Claus-Sharwark.

Staff Present: Ann Freeman-Manzanares; Emily Bergkamp; Jessica Gould; Paul Koleber; Steve Krueger; Rob LaFontaine; Pat Messmer; Eric Phillips; Rena Shawver.

Others Present: Eric Wood and Barb Berastegui from Stantec.

APPROVAL OF AGENDA

Vice Chair Warner announced the order of Items 5A and 5B are being reversed.

It was M/S/A by Citizen Representatives Melnick and Messmer to approve the agenda as amended.

INTRODUCTIONS

A. Hannah Toulme, HR Administrative Assistant (*Heather Stafford Smith*)

PUBLIC COMMENT - None.

APPROVAL OF CONSENT AGENDA ITEMS

It was M/S/A by Citizen Representatives Messmer and Melnick to approve the consent agenda as presented.

A. Surplus Property: Declared the property listed on Exhibit A as surplus to our needs. (*Katie Cunningham*)

NEW BUSINESS

Pattison Street Master Plan. The updated Pattison Base Master Plan is nearing completion and Eric Wood and Barb Berastegui from Stantec provided an overview of the phasing work and the master planning process. They asked the Authority to describe what their vision is for the new building and what they would like to convey to the community in the design:

- A sustainable green design (Highest LEED Design).
- To be welcoming, and have a walkable interface with the community.
- To be part of what is going on, on the street. Make the frontage comfortable to walk past.
- Don't give the public the feeling they are pushed outside the facility, but to make them feel like they have ownership.
- Provide rain coverage (awnings) in front of the facility, from the bus stop to the door.
- A more urban and active industrial park design.
- Functional space for the staff.
- Build it to be attractive but not "posh." Look nice but can't look luxurious. Show IT is good stewards of public funds.
- Have staff located in the same building or close together.
- Be able to construct in phases so all departments remain functional.
- Plan for flexibility.
- Have good access to Martin Way.
- Provide space for additional storm water.
- Have elevated walk-ways between buildings if leaving elevation on existing admin site.
- The master plan shows approximately 9.89 acres of land.

Messmer asked if there were any surprises or anything that appeared problematic during the pre-submission meeting with the city. Berastegui responded there are no major issues pending, and conversation was positive, moving in the right direction.

Gilman said he feels the issues with the landscaping and stormwater have been worked out, and he's confident if there needs to be a policy level change he'll hear about it. This is the first substantial new development along this corridor, and there needs to be some give and take.

Freeman-Manzanares said there is the possibility the development agreement may need to be amended, depending on what number we come up with in terms of tree units on site.

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Messmer referred to the stormwater situation, and asked if there are applications for permeable asphalt and concrete in the development, and if it would work on a bus yard. Wood said they will not be using permeable pavement or asphalt in the bus yard. However, we are required to meet pervious surface coverage. The city requires some pervious pavement, but that would be along pedestrian paths, employee parking area and/or landscaped area.

Commissioner Menser and Councilmember Cox left the meeting.

A. Dial-A-Lift, Travel Training, Bus Buddy Programs Update. Kevin Karkoski, Dial-A-Lift Manager, presented an update to the Dial-A-Lift (DAL) service, Travel Training and Bus Buddy program.

Statistics for 2018:

Dial-A-Lift:

- 3,589 Total Clients
- 1,407 Eligibility Decisions
 - 85% Full Eligibility
 - <1% Conditional
 - 14% Temporary
 - <1% Ineligible
- 34 Functional Assessments
- 455 Re-certifications
- 187,425 Trips - a 10% increase over last year
- 97% On-Time Performance
- 89,337 Total Phone Calls - 4% increase over previous year
- 95% Customer Satisfaction Rating

Travel Training Cost Avoidance

Approximately 650 Dial-A-Lift trips diverted to Fixed-Route through travel training.

\$50 - Average cost of 1-way ADA trip

-\$6 - Average cost of 1-way Fixed-Route trip

\$44 - Cost difference between ADA and Fixed-Route

\$28,600 Approximate Cost Avoidance (\$44 difference x 650 trips)

Warner asked how many no show trips were there and what is the DAL fare.

Karkoski said they average 2% no shows, and 10% to 12% cancelations with at least two hour notice. The fare is \$2.50 for a day pass; however, if the client qualifies for DAL and a regional reduced fare, they can purchase a monthly pass at a discounted rate of \$15.

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Melnick asked if there are statistics on how often the residents of Panorama use the service or attend events. He'd like those numbers to make a case for how valuable this service is to those residents.

Messmer said there may be individuals currently using DAL who would like to use fixed route, but can't due to the inability to access bus stops. She suggested that while the Travel Training staff are out travel training people who use wheelchairs, walkers and canes, perhaps they could document circumstances where it's difficult to access the bus stops, such as no available ADA curb ramps. Then present these findings to the appropriate city.

Warner said cities create an ADA Transition Plan which makes a list of all the inaccessible spots within the city, and they work off of that to create accessible stops and curb ramps, etc. He said in three weeks, he and Emily Bergkamp will be conducting a workshop on accessible curb ramps at a mobility management conference.

Gilman would like to know how the Dial-A-Lift program is funded. He asked if there are state and/or federal funds to run the program and if so, what percentage of the overall operational budget do they represent. Staff will research and report back on this.

COMMITTEE REPORTS

A. Transportation Policy Board. No report. The February 13, 2019, meeting was rescheduled to February 22, 2019.

GENERAL MANAGER'S REPORT

Freeman-Manzanares provided a debrief of the winter snow event from the week of February 11, 2019:

- She thanked everyone who helped Intercity Transit through the "snowmageddon" event that took place the week of February 11. Staff worked around the clock, many of them moving to 12 hour shifts, and some staying overnight, to insure we had the coverage needed.
- She gave a shout out to Fixed Route Manager Cameron Crass and the Fixed Route Supervisors, and DAL Manager, Kevin Karkoski and his Dial-A-Lift team of dispatchers. The fixed route and the DAL drivers did a fantastic job keeping everyone safe and avoiding serious accidents.

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- The Maintenance Supervisors were working around the clock problem solving while supporting their people. A big thank you goes to all mechanics, maintenance staff, and facilities team.
- Freeman-Manzanares said there were times when every support vehicle IT has was out on the road, getting vehicles unstuck and moving, and helping passengers. Buses were getting stuck in the snow in the bus yard and clogging up the whole works. One of the maintenance staff got his jeep and pulled the bus out of the way so we could keep moving.
- Thank you to the Marketing and Communications team who had the seemingly never-ending task of making sure our customers knew what they needed to know. And the customer service staff that arrived early every day to insure our customers were taken care of; and to the team of 10, who got together multiple times each day, to report out and define what the next steps were going to be. Intercity Transit has a strong and collaborative staff that listens and works well together, and that's what makes it work.
- Freeman-Manzanares gave a special shout-out to Emily Bergkamp. This was her first major storm as Operations Director and she did an exceptional job. She was available, supportive, and a great communicator. In addition to all that, she stopped at the donut shop daily and brought in treats.
- Management made the decision to pull service back early two days and start late one day due to weather conditions. It wasn't a decision taken lightly and we still feel strongly that it was the right one. In addition, we eliminated the fare during the height of the storm to allow operators to focus totally on the task on hand and to help address the inconvenience.
- The new GovDelivery tool has proven itself, particularly during the last five snow days. IT gained over 500 new subscribers during that time, totaling about 2,000 subscribers since July.
- Power went out at Pattison Street on Saturday, February 9. Although we have a generator, it doesn't power everything. Two of our lifts won't work if we don't have power and that's a problem for maintenance. In addition to that, a power surge knocked the air compressors out and we couldn't get them back online so maintenance was struggling with that as well. We needed an electrician and we couldn't get one out until Monday. So the maintenance crew plumbed one of our shop truck air compressors to the building to keep the shop operating.

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- Our generator has a day tank that is not directly connected to a fuel source. To keep the generator going, every 8 hours we had to push 400 gallons/lbs. of fuel across the bumpy, snowy yard to keep power to the buildings. We don't normally get those types of power surges, but it was still problematic.
- This was our first major snow event since installing the automatic insta-chains, so Maintenance was learning and adjusting on the fly. The chains didn't work as well as anticipated - they are less effective in deep snow. So we are looking at deploying them if there is less than five inches and chaining up if it looks like we're going to have over five inches of snow. Staff is working with the manufacturer to repair/replace pieces and parts.
- Coordination with the jurisdictions went well. Primary streets are attended to first. Secondary streets and bus routes in less well traveled areas followed. The jurisdictions were very responsive when we called. They kept us apprised of limbs and lines down and we did the same. In the future we could benefit from meeting once a year to insure they understand where our buses travel for better coordination of street clearing. And work with medical facilities and individuals to clear challenging areas.
- Damage to our fleet was minor considering the severity of the conditions. There were approximately ten fender benders which caused some damage to the rear panels. Maintenance was able to mend those well enough to remain in service during the event. There were times when we had every service vehicle we owned out on service calls. Vehicles were getting caught in snow drifts at bus stops. Or we would stop on ice and couldn't get going again. One of the buses has a sleep-over on the west side because she got stuck and we couldn't get her out of the snow/ice/slush.
- There will be an All-Call Event Debrief coming up where we'll talk more about what went well, and what could go better. We are looking at having an on-call contract for snow removal and we might be looking at new or replacement equipment.
- King 5 News did a story on Intercity Transit's "Snow Heroes" about how we were getting dialysis patients to life-saving treatment on impassable roads.

The new Class of 17 operators started Monday. That's a total of 34 new operators training now. Many of them applied for the job because they heard that IT was a great place to work.

Staff is working with the City of Olympia on officially acquiring street space around the OTC. There has been much conversation over the years and it's time to make it official. Also, staff is arranging a meeting with the City of Olympia staff to talk about a bus stop for the BRT pilot project.

Messmer said there needs to be a cross-over discussion with the jurisdictions about them having a priority that overlaps with IT's providing transportation during storm events. She wants to be sure during major storms like the one last week Intercity Transit can still provide transportation, and not be hampered because the cities didn't plow the streets and roads.

AUTHORITY ISSUES

Gilman said he'll follow up with the City of Olympia regarding the process to clear roads during snow events.

Messmer said the Washington Bike Summit was held in spite of the weather, and she attended one day. She attended a session entitled, "Words Matter - Communicating in the new Mobility Future." It provided a rundown on how our language drives how we think about people who walk, use wheelchairs, or ride bikes. Participants practiced recognizing and applying frameworks that help reveal hidden assumptions and omissions. They discussed what belongs in a definition of active transportation, and took away a style and usage guide.


ADJOURNMENT

With no further business to come before the Authority, Vice Chair Warner adjourned the meeting at 7:30 p.m.

INTERCITY TRANSIT AUTHORITY


Debbie Sullivan, Chair

ATTEST


Pat Messmer
Clerk to the Authority

Date Approved: March 6, 2019.

Prepared by Pat Messmer, Recording Secretary/
Executive Assistant, Intercity Transit

**EXHIBIT A
SURPLUS PROPERTY - FEBRUARY 2019**

INFORMATION SYSTEMS					
ITEM	DESCRIPTION	MODEL / SERIAL #	QTY	UNIT VALUE	TOTAL VALUE
1	Dell Optiplex 780 mini	3X3GHK1	1	\$15.00	\$15.00
2	Dell Optiplex 780 mini (Bad Power supply)	3X3SGK1	1	\$1.00	\$1.00
3	Dell Optiplex 780 mini	3X48GK1	1	\$15.00	\$15.00
4	Dell Optiplex 780 tower	33CYDQ1	1	\$40.00	\$40.00
5	Dell Optiplex 780 tower	33JXDQ1	1	\$40.00	\$40.00
6	Dell Optiplex 780 tower	33HXDQ1	1	\$40.00	\$40.00
7	Dell Optiplex 780 tower	339YDQ1	1	\$40.00	\$40.00
8	Dell Optiplex 780 tower	33JZDQ1	1	\$40.00	\$40.00
9	Dell Optiplex 780 tower	33KZDQ1	1	\$40.00	\$40.00
10	Dell Optiplex 780 tower	33L0FQ1	1	\$40.00	\$40.00
11	Dell Optiplex 790 tower	GM728V1	1	\$60.00	\$60.00
12	Dell Optiplex 790 tower	GM4X7V1	1	\$60.00	\$60.00
13	Dell Optiplex 790 tower	GM8Z7V1	1	\$60.00	\$60.00
14	Dell Optiplex 790 tower	GM418V1	1	\$60.00	\$60.00
15	Dell Optiplex 790 tower	GM808V1	1	\$60.00	\$60.00
16	Dell Optiplex 790 tower	GM328V1	1	\$60.00	\$60.00
17	Dell Optiplex 790 tower	GM648V1	1	\$60.00	\$60.00
18	Dell Optiplex 790 tower	GM268V1	1	\$60.00	\$60.00
19	Dell Optiplex 790 tower	GM3Y7V1	1	\$60.00	\$60.00
20	Dell Optiplex 790 tower	GM368V1	1	\$60.00	\$60.00
21	Dell Optiplex 790 tower	GM568V1	1	\$60.00	\$60.00
22	Dell Optiplex 7010 tower	GY6VSW1	1	\$65.00	\$65.00
23	Dell Optiplex 7010 tower	GY9WSW1	1	\$65.00	\$65.00
24	Dell Optiplex 7010 tower	GY8TSW1	1	\$65.00	\$65.00
25	Dell Optiplex 7010 tower	GY9VSW1	1	\$65.00	\$65.00
26	Dell Optiplex 7010 tower	GY9SSW1	1	\$65.00	\$65.00
27	Dell Optiplex 7010 tower	GYBWSW1	1	\$65.00	\$65.00
28	Dell Optiplex 7010 tower	GYCSSW1	1	\$65.00	\$65.00
29	Dell Optiplex 7010 tower	GY7TSW1	1	\$65.00	\$65.00
30	Dell Optiplex 7010 tower	GYDVSW1	1	\$65.00	\$65.00
31	Dell Optiplex 7010 tower	GY6WSW1	1	\$65.00	\$65.00
32	Dell Optiplex 7010 tower	GYDSSW1	1	\$65.00	\$65.00
33	Dell Optiplex 7010 tower	GY8SSW1	1	\$65.00	\$65.00
34	Dell Inspiron 15 3521 laptop (NO pow/sup)	FZCR0X1	1	\$25.00	\$25.00
35	Dell Inspiron 15 3521 laptop (NO pow/sup)	JTFV0X1	1	\$25.00	\$25.00
36	Dell Inspiron 15 3521 laptop (NO pow/sup)	6HXT0X1	1	\$25.00	\$25.00
37	Dell PowerEdge R520 server (NO HDs)	BQHCBZ1	1	\$500.00	\$500.00
38	Dell PowerEdge R520 server (NO HDs)	B0NDWW1	1	\$500.00	\$500.00
39	Dell PowerEdge R520 server (NO HDs)	D0NDWW1	1	\$500.00	\$500.00

40	Dell PowerEdge R710 server (NO HDs)	8182XQ1	1	\$500.00	\$500.00
41	Misc Dell server rails	N/A		\$20.00	\$20.00
42	Data Domain Storage Unit DD630 (NO HDs)	1SN9ZZZ0ST4	1	\$200.00	\$200.00
43	Data Domain Storage Unit DD160 (NO HDs)	1SN9ZZZ0001	1	\$200.00	\$200.00
44	Stealth Touch S-line POS machine	5M46284	1	\$50.00	\$50.00
45	Stealth Touch S-line POS machine	5M46285	1	\$50.00	\$50.00
46	Stealth Touch S-line POS machine	5M46287	1	\$50.00	\$50.00
47	Stealth Touch S-line POS machine	5M46286	1	\$50.00	\$50.00
48	Stealth Touch S-line POS machine	5M46283	1	\$50.00	\$50.00
49	Stealth Touch S-line POS machine	5M44833	1	\$50.00	\$50.00
50	Brother copy/fax/scan MFC-8890DW	U62267J1J851565	1	\$80.00	\$80.00
51	Brother copy/fax IntelliFax 4100e	U61639C1J264919	1	\$10.00	\$10.00
52	Brother HL-5470DW Printer	U63080D4N690565	1	\$20.00	\$20.00
53	Seagate BlackArmor NAS (NO pow/sup)	2GG10VP5	1	\$40.00	\$40.00
54	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0C9536-46634-72L-28YL	1	\$10.00	\$10.00
55	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0C9536-46634-72C-2DDS	1	\$10.00	\$10.00
56	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0C9536-74262-849-2E1L	1	\$10.00	\$10.00
57	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0C9536-74262-849-2GWL	1	\$10.00	\$10.00
58	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0C9536-74262-849-2K6L	1	\$10.00	\$10.00
59	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0C9536-74262-849-2EOL	1	\$10.00	\$10.00
60	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0C9536-74262-849-2GRL	1	\$10.00	\$10.00
61	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0C9536-74262-849-2GNL	1	\$10.00	\$10.00
62	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0C9536-74262-849-295L	1	\$10.00	\$10.00
63	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0C9536-74262-849-2E7L	1	\$10.00	\$10.00
64	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0C9536-74262-849-2GJL	1	\$10.00	\$10.00
65	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0C9536-74262-849-2GYL	1	\$10.00	\$10.00
66	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0G324H-74262-9BA-3WRL	1	\$10.00	\$10.00
67	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0G324H-74262-9BB-116L	1	\$10.00	\$10.00
68	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0G324H-74262-9BB-11EL	1	\$10.00	\$10.00
69	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0G324H-74262-9BA-35JL	1	\$10.00	\$10.00

70	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0G324H-74262-9BA-356L	1	\$10.00	\$10.00
71	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0G324H-74262-9BB-10AL	1	\$10.00	\$10.00
72	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0G324H-74262-9BB-118L	1	\$10.00	\$10.00
73	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0G324H-74262-9BB-11HL	1	\$10.00	\$10.00
74	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0G324H-74262-9BB-10JL	1	\$10.00	\$10.00
75	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0C592M-72875-19K-158L	1	\$10.00	\$10.00
76	Dell UltraSharp 2007FPb Flat Panel monitor	MX-0C592M-72875-19K-15GL	1	\$10.00	\$10.00
77	Dell UltraSharp U2412Mb monitor (has issues)	CN-0M2GCR-74261-28H-2P4L	1	\$1.00	\$1.00
78	3 boxes misc small parts keyboards, mice, etc.	N/A	All 3	\$50.00	\$50.00
79	2 boxes TN-650 toner	N/A	Pair	\$75.00	\$75.00
80	2 boxes TN-460 toner	N/A	Pair	\$10.00	\$10.00
81	1 OKI fuser unit (for C5500/C5600/C5700/etc)	N/A	1	\$75.00	\$75.00
INFORMATION SYSTEMS TOTAL					\$5,137.00
<u>FACILITIES MAINTENANCE</u>					
ITEM	DESCRIPTION	MODEL / SERIAL #	QTY	UNIT VALUE	TOTAL VALUE
1	2008 Chevy Colorado 4x4	1GCDT33E188215255	1	\$1,000.00	\$1,000.00
2	Ace Aluminum Full Size Bus Shelters (not complete)	NA	6	\$500.00	\$3,000.00
3	Champion air compressor (eng has excess blow-by)	CAERSA21, HGR7-3K	1	\$250.00	\$250.00
FACILITIES MAINTENANCE TOTAL					\$4,250.00
TOTAL SURPLUS VALUE					\$9,387.00

