

**Minutes
INTERCITY TRANSIT AUTHORITY
Regular Meeting
Held Remotely
August 19, 2020**

CALL TO ORDER

Chair Warner called the August 19, 2020, meeting of the Intercity Transit Authority to order at 5:31 p.m. This meeting was held remotely keeping in compliance with the Governor's guidance to "Stay Home and Stay Healthy" and in keeping with the Governor's Proclamation 20.28.8 Open Public Meetings Act.

Members Present: Chair and Citizen Representative Ryan Warner; Vice Chair and City of Lacey Councilmember Carolyn Cox; City of Tumwater Councilmember Debbie Sullivan; City of Olympia Councilmember Clark Gilman; City of Yelm Councilmember Molly Carmody; Thurston County Commissioner Tye Menser; Citizen Representative Don Melnick; and Citizen Representative Sue Pierce.

Members Excused: Labor Representative David Sharwark.

Staff Present: Ann Freeman-Manzanares; Jason Aguerro; Emily Bergkamp; Katie Cunningham; Jessica Gould; Steve Krueger; Rob LaFontaine; Ally McPherson; Pat Messmer; Eric Phillips; Heather Stafford Smith; Nicky Upson; Daniel Van Horn; Jonathon Yee.

Others Present: Legal Counsel, Jeff Myers.

APPROVAL OF AGENDA

It was M/S/A by Councilmembers Cox and Sullivan to approve the agenda.

PUBLIC COMMENT

Public comment was available through email to pmessmer@intercitytransit.com and the commenting period closed at 12:00 p.m. on August 19, 2020.

No public comment was received.

APPROVAL OF CONSENT AGENDA

It was M/S/A by Councilmember Carmody and Citizen Representative Melnick to approve the Consent Agenda.

- A. Surplus Dial-A-Lift Vehicle #513:** Declared Dial-A-Lift (DAL) Vehicle #513 as surplus. *(Katie Cunningham)*

Intercity Transit Authority Regular Meeting

August 19, 2020

Page 2 of 12

NEW BUSINESS

- A. Donation of Surplus Computers.** Procurement Coordinator, Katie Cunningham, presented for approval donation of 27 surplus laptop computers for use by local school districts.

In March 2020, the Authority approved a group of surplus items which included twenty-seven laptop computers. In recent weeks, discussions with the school community and non-profit groups have revealed a need for computer equipment for students during the upcoming school year. As local school districts will begin the school year with distance learning educational models, many students are in need of computers to successfully complete their schoolwork. Together!, a local non-profit organization, currently has a laptop program in which they distribute donated laptops to local school districts. While the computers approved for surplus in March were originally planned to go to state surplus, Intercity Transit is interested in donating these computers to Together! for distribution to local students.

It was M/S/A by Citizen Representative Melnick and Councilmember Sullivan to approve donation of 27 surplus laptop computers to Together! for distribution to students enrolled in local school districts.

- A. Schedule a Public Hearing on the Draft Transit Development Plan.** Freeman-Manzanares addressed the Authority and said, "There has been no trend established thus far in terms of the agency's revenue, which is primarily sales tax, during the pandemic so much is still unknown. As we report on our long-range financial plan, the Transit Development Plan, and move into developing the budget, we need to pick a course and plan based on that. For planning purposes, we are project that sales tax revenue stays the same year over year for 2021. We are looking to return to our pre-COVID service levels in March 2021. If circumstances are such that we can return earlier, we will have that conversation with the Authority and, if our finances are such that we can support that, we will certainly look to do so. Our finances thus far have been supported by Cares Act funding, and we are hoping to receive additional Cares Act funding, however, the decision on that seems pretty far away right now."

"Sales tax, thus far has remained above our budgeted figures. We recognize that our plan to return to service might be aggressive, but having it in our long-range financials and identifying that in our budget allows us flexibility in responding to this situation we find ourselves in. We, and our passengers would like us to return to service as soon as possible but that of course is dependent upon the course of the pandemic and outcomes related to that."

"Our assumption, pending our financial situation, is that we will continue to move forward with the expansion efforts, as approved in our long-range plan, beginning

Intercity Transit Authority Regular Meeting

August 19, 2020

Page 3 of 12

in September 2021. We are acting conservatively in terms of positions and projects and are still moving forward with critical projects such as Pattison and CAD/AVL among other projects.”

Planning Manager, Rob LaFontaine, provided a background of the TDP, which is a state requirement to provide a six-year forecast of changes to service, facilities and equipment, which is usually due to WSDOT September 1, however, this year, an extension has been approved. The purpose of the TDP is to describe how a transit agency will achieve State goals for public transit service. *Statistics for 2019 include:*

- Fixed Route
 - 24 new coaches
 - 3 expansions of service (+13%)
 - Ridership was up 7%
 - Introduction of The Route One (*BRT Light*)
- OTC Expansion
- Paratransit ridership up 10%
- Vanpool remained stable with 181 organized groups
- Village Vans ridership increased to 63%
- Implemented Zero-Fare – a five-year pilot project

The six-year look ahead associated with the annual update of the TDP includes the 2020 budget year and projections for 2021 through 2025.

2020 [Budgeted Year]

- Respond to COVID-19 pandemic
- Restoration Service

2021

- March, resume 100% fixed route service
 - This assumption is contingent upon the state of the COVID-19 pandemic and available resources.
- September 2021 – expand Route 94 frequency
- DAL increase of 10%

2022

- 1st innovative service zone
- Yelm Express
- DAL increase of 5%

2023, 2024, 2025

- Night Owl
- 2nd innovative service zone – introduction of transit service into potentially huge geographic areas, particularly the zones within the PTBA that might have poor

Intercity Transit Authority Regular Meeting

August 19, 2020

Page 4 of 12

or limited fixed-route service. This would be looking at something along the lines of on-demand service.

- PM span – another element of the long-range plan that identifies fixed-route service running around 11 p.m. hour or later.
- DAL increase of 4% per year

The TDP Timeline:

- **August 19** – Presentation of timeline to the ITA; public hearing authorization
- **August 20** – post online for public comment
- **September 16 – Public Hearing**
- **October 7 – ITA Adoption**
- **October 8** – distribution to WSDOT and jurisdictions

LaFontaine requested to set a Public Hearing on September 16, 2020, for the purpose of receiving and considering public comments on the 2019 Annual Report and 2020-2025 Transit Development Plan (TDP).

It was M/S/A by Councilmembers Sullivan and Carmody to schedule a public hearing on September 16, 2020, for the purpose of receiving and considering public comments on the 2019 Annual Report and 2020-2025 Transit Development Plan.

B. Equal Employment Opportunity Program – Overview and Utilization Analysis.

Director of Administrative Services, Heather Stafford-Smith, briefed the Authority on the Agency's Equal Employment Opportunity (EEO) Program and recent applicant and employee utilization analysis.

Federal Transit Administration (FTA) grant recipients are required to carry out FTA's Equal Employment Opportunity requirements and prepare EEO Programs.

Intercity Transit follows the Federal Transit Laws, ensuring that its recipients do not engage in employment discrimination: *"A person may not be excluded from participating in, denied a benefit of, or discriminated against under, a project, program, or activity receiving financial assistance under this chapter because of race, color, religion, national origin, sex, disability, or age."*

An updated program plan, including an annual utilization analysis and program goals, must be submitted to FTA every four years for review and approval. Additionally, the program is evaluated as part of the FTA Triennial Review.

Stafford-Smith said Intercity Transit states our commitment to Equal Opportunity for all applicants and agency employees in agency policy: *"Intercity Transit will recruit, train, and promote into all job levels without regard to race, color, religion, gender, marital status, familial status, national origin, age, mental or physical disability, the use of a*

Intercity Transit Authority Regular Meeting

August 19, 2020

Page 5 of 12

trained dog guide or service animal, sexual orientation, gender identity, genetic information or veteran status.”

The FTA is responsible for ensuring that its recipients do not engage in employment discrimination: *“A person may not be excluded from participating in, denied a benefit of, or discriminated against under, a project, program, or activity receiving financial assistance under this chapter because of race, color, religion, national origin, sex, disability, or age.”*

The FTA requires all applicants, recipients, subrecipients, and contractors who employ 100 or more transit-related employees, and requests or receives capital or operating assistance in excess of \$1 million in the previous Federal fiscal year, or requests or receives planning assistance in excess of \$250,000 in the previous Federal fiscal year to prepare and implement all of their EEO Program elements, and submit an updated EEO Program every four years.

EEO program elements include:

1. Statement of Policy.
2. Plan for dissemination both internally and externally.
3. Designation of appropriate personnel responsible for carrying out the EEO Program, including the designation of an EEO Officer.
4. Utilization analysis.
5. Goals and timetables to correct identified areas of underutilization or concentration.
6. Assessment of an agency’s employment practices.
7. Plan for monitoring and reporting on the EEO Program.

Intercity Transit’s EEO program and utilization reports are included in the Triennial Audit, in addition to preparing a new EEO Program every four years for FTA approval.

The FTA requires transit agencies to compare their internal demographics to county availability, in nine separate job categories – including categories such as laborers, craft workers, administrative support workers, and executive/senior level managers. Intercity Transit prepares these utilization reports quarterly, or in preparation for a recruitment.

Stafford-Smith shared several slides showing county, agency, and Operator data by gender. The data indicates women are under-represented in our agency. According to this data, women represent 49% of the county population, and only 27% in our agency, and the same as a percentage of operators. The county percentages given include all age ranges and includes those that are not available to work (such children and the elderly). We are not able to utilize information to compare those that are considered employable to our agency data.

Intercity Transit Authority Regular Meeting

August 19, 2020

Page 6 of 12

Stafford-Smith shared pie charts showing county, agency, and Operator data by race. This is the data Intercity Transit looks at as we plan each recruitment to strategize about how to attract applicants from under-represented groups.

For illustrative purposes, Stafford-Smith shared information from the 2019 Operator recruitment campaign and selection process, because it was the largest pool of hires – almost 100 new Operators were hired in 2019.

Recruiting for some of the positions can be challenging. Stafford-Smith used the Operator position as an example. Candidates are applying for positions where they will work non-traditional hours such as split shifts, early mornings, late nights, or often split days off. In the 2019 outreach and recruitment campaign, staff focused efforts on more non-traditional ways to connect with possible applicants to attract an even more diverse pool of applicants and a greater volume of applicants. Examples of traditional and non-traditional outreach efforts are:

1. CDS Driving School - CDL training school, veterans can use their GI bill at CDS, hired several from the school, including a trainer.
2. Lacey Spring Fun Fair
3. Nisqually Valley BBQ Rally
4. South Sound BBQ Festival
5. Lacey Veteran's Resource Hub
6. Partner with Yelm Rotary to deliver food to low income families in IT re-useable bags with information about how to apply for employment opportunities at IT
7. Find Work Fridays at Work Source
8. Economic Investment Initiative Job Fair (veterans, spouses, public at SPSCC)
9. Kaiser Permanente presentation to community resources group
10. Hawks Career Center Career Fair
11. Mason County Career Expo
12. Warriors and Spouses to the Workforce (Hire a GI)
13. National Armory Career Fair
14. JBLM job fairs on a special invite list for career
15. Call anyone with an incomplete application to offer help/assistance
16. Provide in-person assistance to complete the job application
17. Send personalized emails and call individuals who signed in at our booth/table
18. Employee referrals. Almost 20% of our applicants were referred by these referrals and we hired several of our security guards using this method.
19. Always recruiting – passing out our cards at restaurants, etc., and employee connections at other events (i.e. Chamber events).

Once an Operator application has been received:

- All applicants are invited to a skills assessment that includes a customer service video test produced by an industrial psychology company and has been validated (job specific) and has no disparate impact on applicants.

Intercity Transit Authority Regular Meeting

August 19, 2020

Page 7 of 12

- Those who pass are invited to an interview and participate in a practical fit evaluation which is performed on the bus, performing job specific activities.
- From there, the finalists go through a criminal background and driving history check.
- Staff conducts reference checks with prior employers and require pre-employment drug screenings prior to hire.

Intercity Transit strives to be even better and will utilize all of the data available to make informed, strategic decisions about how to recruit and how to treat applicants and our employees.

C. Operator Training Program, Rules of Conduct Policy OP-5511 and the “Respect the Ride” Campaign. Operations Director, Emily Bergkamp, briefed the Authority on the types of training Operators receive and reviewed when and how the agency addresses prohibited passenger conduct.

Bergkamp explained Operator training focuses on safety and customer service, with customer service being a top priority.

An important training tool used when providing training to the Operators is Intercity Transit’s video system. Each bus is equipped with a video camera, and video is a tool that continuously improves the customer experience. Events on the buses trigger a review of video, and the Operations Supervisors meet with Operators to review the events as an opportunity to mentor them on what well, what didn’t go well and things they could do differently.

Newly hired Operators receive eight weeks of extensive training. Two Operations Trainers plan, develop, coordinate, promote and conduct training for the entire Operations Department. There are five core trainers who are veteran, full-time Coach Operators. Bergkamp shared and reviewed several of the 15 elements within that training program. New hires spend the first two weeks of training in the classroom going over these elements, then spend two weeks in service with a Route Instructor, and CDL testing occurs at the end of week four. There is an additional four weeks of road driving where they focus on CDL driving and the final two weeks of training the new hires actually drive in revenue with a Route Instructor.

Yearly Operator refresher training is conducted, which is one full day every year, with rotating topics which include several topics they received as new hires. This refresher training includes active threat response, communication skills, coping with stress, courtesy and sensitivity, de-escalation training focused on improving relationships with the customers, increasing confidence in handling difficult situations that arise, etc. Newly added topics include spill response and the different dynamics dealing with youth ridership. Operators appreciate these refresher trainings because it gives them a sense of rejuvenation being able to spend

Intercity Transit Authority Regular Meeting

August 19, 2020

Page 8 of 12

time with fellow Operators – people they only see for a few minutes during the course of the normal work schedule.

Bergkamp covered the Rules of Conduct. The Operator is the first point of contact when riders step aboard either a Coach or Dial-A-Lift van. They are tasked with the responsibility of maintaining a safe operating system, therefore, Operators must be aware of the Rules of Conduct.

The Washington State Transit Insurance Pool (WSTIP) developed resource documents to assist transit agencies to enact Rules of Conduct and other transit specific policies as a best practice. WSTIP commissioned the creation of a Rules of Conduct resource document prepared by Ann Mitchell, Attorney, of the Christie Law Group in Seattle, Washington.

Intercity Transit Rules of Conduct policy provides:

- A baseline for appropriate passenger conduct.
- The basis for an effective Transit Exclusion policy.
- Governance on how a passenger would be excluded from service.
- Provisions for the basis of exclusion, and a method of appeal.
- Regulations of public communications on Intercity Transit's premises, in regard to permitting.

Article I – Introduction: The Rules of Conduct are intended to regulate conduct occurring with Transit employees, on Intercity Transit vehicles, within or upon Intercity Transit facilities and properties, and in connection with Intercity Transit's provision of public transportation services.

Article III – Regulation of Conduct: Outlines prohibited conduct on Intercity Transit vehicles, within or upon Intercity Transit facilities or property, and in connection Intercity Transit's provision of public transportation services.

Any person engaging in prohibited conduct may be restricted in the use of Intercity Transit's vehicles, facilities, or properties by Intercity Transit personnel. As an example, Bergkamp referred to A.32.a-d: Committing any act which tends to create or incite, or creates or incites, an

- (a) immediate breach of peace, including, but not limited to,
- (b) fighting,
- (c) racing,
- (d) obscene language and noisy or boisterous conduct tending to cause a breach of the peace, and
- (e) personally abusive epithets or words or language of an offensive, disgusting, or insulting nature, which epithets, words, or language when addressed to the ordinary citizen are, as a matter of common knowledge, inherently likely to provoke a violent reaction of fear, anger, or apprehension;

Intercity Transit Authority Regular Meeting

August 19, 2020

Page 9 of 12

In order for transportation to be accessible to all, it requires making sure riders feel comfortable aboard the buses. Riders who engage in prohibitive conduct on the buses may be excluded from the system for a period of time. However, these riders have the right to an appeal. Bergkamp reviewed that process:

- Within 15 calendar days of an exclusion, an excluded person (or their representative) may appeal in writing or by phone to Director of Operations for a review of the exclusion.
- There are instances when exceptions may be made to the 15-calendar day written appeal.
- A written decision shall be rendered by the Director of Operations within 20 calendar days after Intercity Transit's receipt of the appeal.

Bergkamp explained the difference between Exclusions and Trespasses.

Exclusions: In the event of a breach of prohibited conduct, a rider may be issued an exclusion for a certain period of time (i.e. a week or month). Exclusions are issued by Operations Supervisors or the Customer Service Manager and Supervisor. They are generally responding to events reported by Operators that occurred on the bus.

Trespasses: In the circumstance of an assault, IT works with law enforcement to issue trespasses to ensure the safety of Operators and passengers. Law enforcement issues the trespasses.

Bergkamp said IT does not collect ethnicity or racial information during the exclusion or trespass process, however, there is an attempt to take photos of excluded/trespassed individuals. Staff took a close look at this when a Public Records Request was made asking for the racial make-up of those people. The results of those findings:

Those trespassed:

- 33% appeared to be non-white or people of color
- 67% appeared to be white

Those excluded:

- 38% appeared to be non-white or people of color
- 62% appeared to be white

Relevant data to include in the above numbers is related to a customer satisfaction survey completed in 2015 showed of all riders surveyed, 65% identified as white; 35% identified as non-white. Another survey conducted in 2008 showed of all riders surveyed, 73% identified as white while 27% identified as non-white.

Intercity Transit Authority Regular Meeting

August 19, 2020

Page 10 of 12

Bergkamp said many times there are reoccurring issues that take place on the buses and from that, the Marketing and Communications staff created the “Respect the Ride” campaign. Marketing Coordinator, Ally McPherson, attended an Operator Committee meeting and received input on what the most common issues are that Operators experience daily. From that, McPherson created six different messages made into signage and AVA announcements for use onboard the buses as reminders to riders on how to conduct themselves. Examples:

1. Be respectful and use family-friendly language while onboard.
2. Please keep your voice, music and phone conversations low.
3. Save the front seats for people who need them.
4. Have a destination when you get onboard.
5. For your safety, please don’t sleep while onboard.
6. Please ensure your personal items aren’t taking seats away from other passengers.

Bergkamp noted that Example 5 - sleeping onboard - is more about safety. If the bus were to make a turn or hard stop, a person sleeping could easily fall off or out of their seat.

Gilman suggested adding a message specific to this moment in history about being specifically inclusive and anti-racist. He would value an unconditional welcome to all passengers.

COMMITTEE REPORTS. No reports. Thurston Regional Planning Council and Transportation Policy Board did not meet the month of August.

GENERAL MANAGER’S REPORT

- Sales tax reported in July for May 2020 was 10.93% year-over-year. Despite negative results for March and April, we remain in the positive column having received approximately \$290,000 more than budgeted.
- Intercity Transit received an \$11,345,700 grant through the Federal Transit Administration’s Bus and Bus Facilities program for the renovation and modernization of our maintenance building. Applying for grants is a team effort, however, Freeman-Manzanares recognized Eric Phillips and Jessica Gould, in particular, for their outstanding work in achieving this funding and this recognition. Intercity Transit was the highest awardee in Washington State, and one of the highest awardees in the nation. Other systems are requesting our application materials because we have been so successful. Staff continues to look for grant funding opportunities.

Intercity Transit’s good news was featured on [King 5 News](#) (Password: King5)

Intercity Transit Authority Regular Meeting

August 19, 2020

Page 11 of 12

- Intercity Transit is in the process of developing applications for the State Regional Mobility Grant and consolidated grants to assist with the purchase of Dial-A-Lift (DAL) vehicles, and further pursuing the creation of the BRT.
- July 2020 fixed route ridership was 99,725. That is a 67.8% decrease from July 2019 ridership of 319,418 boardings. This decrease in ridership is not surprising, and we are not judging success or failure by these numbers. It is in response to COVID-19, and workplaces and social opportunities remain closed or are limited, and our ridership is reflected in those numbers.
- July 2020 DAL ridership was at 5,616. That is about 55% of what it was in July 2019 (12,405).
- Intercity Transit provided 2,439 Advanced Reservation trips in July 2020. The Advanced Reservation System was created in 2020 in response to the pandemic.
- Intercity Transit responded to the early morning fires on August 10, 2020, that are assumed to be arson. Intercity Transit provided shelter to those individuals who were displaced during that tragic event.
- The Pre-Construction Meeting with the City of Olympia for the Administration, Operations, Fuel, Wash, Facilities and Youth Education building (Pattison Street Project) was conducted on August 10, 2020, and the contractor was onsite officially as of August 17.
- The Olympia Transit Center and the Lacey Transit Center painting projects will be complete in the next two to three weeks. The painting contractor has begun work on the Amtrak Centennial station.
- The planned interior update of the original 26-year old Olympia Transit Center has begun, which includes repurposing some space, painting, installing new flooring, and ordering new furniture to match the new OTC.
- Staff completed another phase of the review, which was the initial interview phase for our CAD/AVL replacement. This is a big procurement, so staff is taking the time needed to thoroughly evaluate the solutions and will go before the Authority sometime this Fall requesting approval.
- Freeman-Manzanares shared an article from The Olympian on the T-Rex Project, which is part of IT's Walk and Roll program. Here's the link to: [Another Thing to Fear? T-Rex Offering Family Fun and Lessons Using the Bus.](#)

AUTHORITY ISSUES

**Intercity Transit Authority Regular Meeting
August 19, 2020
Page 12 of 12**

Gilman said the City of Olympia continues to “grind” along trying to address the multiple crisis. He noted how much he appreciates attending the Authority meetings, and acknowledged the thorough reports presented this evening.

Melnick appreciated this evening’s presentations. It reminded him of what an impressive organization Intercity Transit is.

Sullivan reminded everyone of the multiple construction projects taking place in Tumwater, thus creating many detours within the city.

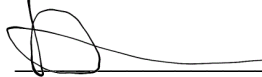
Sullivan thanked Freeman-Manzanares for the great presentation she gave to the Tumwater City Council on the COVID-19 response. It was well received.

Cox happily reported the traffic circle at 22nd Avenue and College is now complete.

ADJOURNMENT

With no further business to come before the Authority, Chair Warner adjourned the meeting at 7:21 p.m.

INTERCITY TRANSIT AUTHORITY



Ryan Warner, Chair

ATTEST



**Pat Messmer
Clerk to the Authority**

Date Approved: September 16, 2020

Prepared by Pat Messmer, Clerk of the Board/
Executive Assistant, Intercity Transit