

Authority Meeting Highlights
a brief recap of the January 5, 2022, Authority Meeting

The meeting was held remotely in accordance with the Open Public Meetings Act guidelines in the Governor's Proclamation [20.28.14](#).

Wednesday night, the Authority:

- Authorized the General Manager to execute a Task Order with SCJ Alliance in the amount of \$130,123.00 for the design and construction support for improving 152 rear-landing bus pads.
- Authorized the General Manager to execute a contract with Peak Thermo King to provide a transit bus air purification solution in an amount not-to-exceed \$254,329, including sales tax.

General Manager's Report:

Eleven new Operator candidates began their training on Monday, January 3. It was such a pleasure to meet them, and IT is pleased they are here.

Freeman-Manzanares and Nancy Trail met with five of the new Community Advisory Committee members for a CAC 101 introduction. Based on the fabulous conversation, they are going to extend the period of time for members to introduce themselves and create connections and awareness between the members. They all have a vast experience, and IT is lucky they volunteered to dedicate their time. The first meeting of the CAC is Monday, January 10, 2022.

It's no surprise that Intercity Transit employees do outstanding things in service to the community on a daily basis, and Freeman-Manzanares gave a shout-out to Fixed-Route and Dial-A-Lift Operations, Vehicle and Facilities Maintenance, Customer Service, Marketing & Communications and Planning. Everyone did an outstanding job responding to an incredibly bad weather situation. Many employees went above and beyond to make a bad situation bearable. Many worked on what would have been a vacation day, and they did so with great positivity. There was a lot of snow in the area, and it's been slick. In addition, IT is contending with Omicron staffing issues. Freeman-Manzanares said she is feeling overwhelming gratitude for everyone's outstanding performance in very difficult circumstances.

There was the decision to end service early one evening when the road conditions dictated the necessity. Operators and Operations Supervisors did an outstanding job, sharing information with each other about the conditions of the road to define needed detours, and in the worst-case situations, needing to cancel service. IT recognizes that changing service is an imposition to the community, and it is not taken lightly. IT is always looking to strike the appropriate balance regarding safety and the needs of community members. She encourages everyone riding the bus to check out IT's website and sign up for GovDelivery notices to stay up-to-date regarding service.

Freeman-Manzanares recognized Operators Paul Tischer and Ted Depoe for going above and beyond. An individual at Capital Mall was in distress and not breathing. Depoe called 911 while

Tischer provided CPR-Chess Compressions until emergency services arrived. IT is very proud of their willingness to jump in and help individuals in distress.

A tour of the Pattison Construction Project is scheduled for Monday, January 31, 2022, at 3:30 p.m. and the ITA and Community Advisory Committee are invited to join. An invitation will be extended to members of TRPC and the Transportation Policy Board. Members from the design team and the construction team will be on site to help lead the tours and respond to questions. This will be the first opportunity for the Lead Architect, Barb Berastegui, to see the design come to life. A reminder to anyone attending to please wear sturdy shoes. Note: The elevator is not yet fully functional. It's anticipated the elevator will be fully installed and approved in the April/May timeframe.

The City of Olympia Design Review Board selected the Olympia Transit Center project, also known as OTC2, for special recognition. IT will receive the Design Review Board Award of Merit 2021. The Board said, "We found this project to be an excellent example of Civic Architecture integrating so many qualities from how it fits within its context, to the material choices and the energy efficiency." The ceremony takes place on Tuesday, January 18, 2022, at 6 p.m. at Olympia City Hall in Council's Chambers.

Freeman-Manzanares shared several customer comments:

A bystander witnessed a bus driver help a couple of elderly people get onto the bus. She was stopped at a traffic light and witnessed a couple of passengers struggling on the ice, one with a walker, to get to the bus. The bus driver stopped the bus and got out to physically assist these passengers onto the bus. She was impressed with the service this driver provided and wanted him to be recognized.

New bus riders on the Route 60 Panorama to Kaiser thanked Facilities staff who kindly provided information about the condition of the roads while they were clearing off snow and de-iced the area. They also thank the bus driver for courteously answering questions about the return route. This was the first time in ages they had taken the bus, however, it was so convenient and easy they will be doing it again more regularly.

A customer nominated Carmen Vanmansart for "Driver of the Year." The customer said Carmen is always customer aware and puts the safety of her passengers above all else and does it with courtesy and grace.