

Minutes
INTERCITY TRANSIT AUTHORITY
Regular Meeting
March 1, 2023

CALL TO ORDER

Chair Gilman called the March 1, 2023, meeting of the Intercity Transit Authority to order at 5:30 p.m. This meeting was held remotely, with an in-person component at the Pattison Street facility.

Members Present: Chair and City of Olympia Mayor Pro-Tem Clark Gilman; Vice Chair and Citizen Representative Justin Belk; Thurston County Commissioner Carolina Mejia; City of Tumwater Mayor Debbie Sullivan; City of Lacey Councilmember Robin Vazquez; Citizen Representative Don Melnick; Citizen Representative Sue Pierce; Labor Representative Mark Neuville.

Members Excused: City of Yelm Councilmember Brian Hess.

Staff Present: Ann Freeman-Manzanares; Eric Phillips; Jonathon Yee; Emily Bergkamp; Heather Stafford Smith; Peter Stackpole; Dena Withrow; Steve Krueger; Cindy Waterhouse; Pat Messmer; Jessica Gould; Jeff Peterson; Ramon Beltran; Daniel Van Horn; Zach Heinemeyer; Kyle McPherson; Tammy Ferris; Steve Swan; Michael Maverick; Jason Aguero; Joy Gerchak; Amanda Collins; Drew Goffeney; Brian Nagel; Jana Brown; Kevin Karkoski; Taylor Slobojan; Amy Meierhoff.

Others Present: Jeff Myers, Legal Counsel; Jeremy Mott, Community Advisory Committee.

APPROVAL OF AGENDA

It was M/S/A by Melnick and Mejia to adopt the agenda as presented.

STAFF INTRODUCTIONS

- 1) **Amanda Collins, Executive Assistant** (*Ann Freeman-Manzanares*)
- 2) **Taylor Slobojan, HR Assistant** (*Heather Stafford*)

PUBLIC COMMENT - None.

APPROVAL OF CONSENT AGENDA ITEMS

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

A. Approval of Minutes: February 1, 2023, and February 15, 2023

NEW BUSINESS

- A. General Legal Services Contract.** Procurement Coordinator, Jeff Peterson presented a contract award for General Legal Services. The current general legal services contract expires March 31, 2023. Staff released a request for proposal for general legal services on January 20, 2023. A single response was submitted by

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the due date of February 13, 2023. The submittal is determined to be responsive. The evaluation team reviewed the response and recommended proceeding with a contract with Law, Lyman, Daniel, Kamerrer & Bogdanovich.

The firm is our current general legal services provider. The firm was founded in the early 1980's and focuses on representing cities, counties, and special purpose districts throughout Washington State. The principal attorney proposed, Jeff Myers, has represented Intercity for the past four years. Mr. Myers is also counsel to other local agencies, including Olympic Region Clean Air Agency, LOTT Clean Water Alliance, and TCOMM 911.

Based on the positive interactions with Intercity over the past several years a fair and reasonable rate of \$235 per hour for the primary Partner representative and \$200 for a Senior Associate, staff recommends awarding a contract for general legal services to this firm as it will maintain continuity and avoid disruption on any open case.

It was M/S/A by Sullivan and Pierce to authorize the General Manager to execute a contract with Law, Lyman, Daniel, Kamerrer & Bogdanovich to represent Intercity Transit for a period of one year, with options to renew annually for a total contract period not-to-exceed March 31, 2028.

- B. DAL/Bus Buddy/Travel Training Update.** Dial-A-Lift Manager, Kevin Karkoski, provided an update on the DAL services, Travel Training and Bus Buddy Program. DAL, Travel Training and the Bus Buddy Program are vital services of Intercity Transit, providing greater independence for seniors, individuals with disabilities and the community at large by providing a continuum of accessible transportation services.

DAL provides door-to-door transportation for those whose disability prevents them from utilizing fixed route service. Comprehensive Travel Training ensures those who can utilize fixed route service receive proper training to successfully do so. The Bus Buddy Program is a partnership with Catholic Community Services and provides the support of volunteer expert bus riders to less experienced riders who desire ongoing assistance traveling on fixed route.

Karkoski provided statistics on Fixed-Route:

- All buses have wheelchair ramps and kneel for each of boarding.
- All buses have on-bus voice and text announcement for each stop.
- IT is committed to ongoing bus stop accessibility improvements.
- Operators are Passenger Service and Safety Certified to provide quality customer service for all.

Karkoski reported on Public Transportation and our aging population:

- 10,000 people turn 65 per day and one third has a disability.

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- We outlive our ability to drive by 7 to 10 years.
- Non-drivers seek out transportation options, many unfamiliar with public transportation which poses a transportation quandary.

Karkoski reported on the Travel Training Program:

- Travel Training teaches independent bus travel.
- Individualized, origin to destination trip planning and training on Fixed-Route.
- Orientation to all aspects of bus travel.
- Mobility device training.
- Creates relationships with bus riders for continued assistance as needs change.

Karkoski reviewed the Bus Buddy Program:

- Bus Buddy is an experienced or trained bus rider.
- The program provides free support to seniors, people with disabilities, fixed income and others riding public transportation.
- The program assists individuals by enhancing their mobility, increasing their independence and maintaining their independent living.
- Individuals are matched with an experienced or travel trained Bus Buddy.
- Bus Buddy travels with the individual on single trips or on a continual basis.
- Bus Buddy Program partners with Catholic Community Services and Washington Department of Transportation.

Karkoski reported on the Dial-A-Lift program:

- DAL is an ADA mandated service for people whose disability prevents them from riding Fixed Route.
- Clients apply for eligibility and recertify every three years.
- Services $\frac{3}{4}$ of a mile beyond the boundaries of Fixed Route.
- Is a shared ride service.
- DAL eligibility requirements are:
 - Client is unable to board, ride or exit a ramp-equipped bus without assistance.
 - Needs to use a ramp but it cannot be deployed safely at their bus stop.
 - Has a disability that prevents travel to/from a bus stop under certain conditions.
 - Categories of eligibility are Unconditional, Conditional or Temporary.
- 2022 Eligibility Statistics:
 - Total clients: 3,485
 - Total DAL Applications: 1,122
 - Full eligibility: 48%

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- Conditional: 12%
- Temporary: 35%
- Ineligible: 5%
- Recertification: 50%
- Functional assessments: 225
- Recertifications: 559
- 2022 DAL by the numbers:
 - Trips: 126,952 – 10% increase from 2021
 - On time performance – 96%
 - Total phone calls – 67,851 – 8% increase from 2021
 - 95% customer satisfaction rating
- 2021 Travel Training Cost Avoidance
 - Approximately 650 DAL 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

Karkoski answered questions.

- C. **Martin Way Park-and-Ride Project Update.** Eric Phillips provided an update on the Martin Way Park-and-Ride Direct Access Regional Mobility Grant Project. The Martin Way Park-and-Ride is a key location for transit service. The need for a direct access connection for buses to enter the facility more efficiently is an identified project in the agencies' adopted Transportation Improvement Program and is listed as a regionally significant project in *What Moves You* – the Regional Transportation Plan. The Martin Way Park-and-Ride facility updates will improve the safety of our operations by eliminating unsignalized left turns and reduce scheduled trip times eliminating circuitous routing getting into and out of the Park-and-Ride. The changes will result in more direct service and a reduction in schedule times for Olympia Express trips.

To advance this direct access construction project, Intercity Transit applied for and received a Regional Mobility Grant (\$2,153,000 for the 2021-2023 biennium) from WSDOT to design and construct improvements at the Martin Way Park-and-Ride including a "bus only" direct access into the existing facility and a new "flyer" bus stop that would allow buses to stop on the NB on-ramp to board riders rather than deviate into the Park-and-Ride. Additional improvements are also designed and part of the site changes proposed with the current grant project. This project update will review overall progress, construction schedule, and final steps. Improvements are scheduled for completion later this year and expected to be operational by this fall (September 2023).

- D. **Purchase Additional Transit Signal Priority Equipment.** Eric Phillips presented the purchase of additional transit signal priority equipment. In July 2016

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Intercity entered into a contract with ACT Traffic Solutions to provide equipment supporting the Transit Signal Prioritization implementation aspect of the regional Smart Corridor project. Equipment purchased will be installed on all Intercity Transit fixed route coaches and at project intersections along the designated corridors.

In October 2021 Intercity Transit onboarded Iteris Inc. to support the implementation of TSP as part of the regional Smart Corridor implementation project. The project is moving forward with support from our regional partners which includes installing TSP equipment on our entire fleet and at project intersections.

The required project equipment will be purchased utilizing our agreement with ACT Traffic Solutions Inc. which distributes the Emtrac system. Purchases continue to be made using multiple purchase orders in accordance with the terms and pricing under our current contract and in coordination with our partner agencies.

The staff recommendation is to increase the total approved contract authority by an additional \$140,000 so Intercity Transit may purchase the remaining TSP equipment, components, and support from ACT Traffic Solutions Inc. The equipment purchases for this project are supported by an FTA grant up to the 80/20 share and local funds. Some of the grant funds are specific to the TSP equipment and are separate from an additional grant award supporting the implementation support for Smart Corridors.

It was M/S/A by Melnick and Belk to authorize the General Manager to purchase additional transit signal priority equipment utilizing the existing contract with ACT Traffic Solutions Inc., providing an additional \$140,000 for new purchases, inclusive of taxes, to the previously approved contract authority.

COMMITTEE REPORTS - None.

GENERAL MANAGER'S REPORT

Nicky Upson and Ally McPherson attended the American Public Transit Association Marketing and Communications Conference and shared that the keynote speaker highlighted Intercity Transit in his presentation sharing a photo of a bus at the Olympia Transit Center and the Zero Fare Just Get On and Go head sign. It is a compliment when others share good words about positive things happening at Intercity Transit and in our community.

Staff successfully navigated the snowy and icy days. There were zero vehicular accidents, however, there were some slips and falls and we don't want to minimize that.

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Snow and ice are tricky, and frequently presents differently from one event to another. Freeman-Manzanares expressed thanks to the Operations and Fleet and Facilities Maintenance groups for their outstanding response.

Intercity Transit has been asked to participate in a video highlighting the benefits of L&I's "Stay at Work Program." This Program reimburses employers for some of their costs when they provide temporary, light-duty jobs for workers while they heal. Research shows that the longer an injured employee remains away from work, the longer their healing process and the harder it is for them to return. We are happy to be recognized by the Department of Labor and Industries as great partners in this program and look forward to seeing the promotional video about their Stay at Work program featuring IT employees filmed onsite at IT.

IT participated in the WorkSource for a Coach Operator Recruitment last week and we are very pleased with the outcome. IT advertised the event via radio, at movie theaters and in print ads. Freeman-Manzanares gave a big shout out to the Human Resources team: Amy Zurfluh, Hannah Toulme, Amy Meierhoff, Alana Neal, Pam Hayes, Taylor Slobojan and Heather Smith; and the Operations team: Emily Bergkamp, Dena Withrow, Cameron Crass, Kevin Karkoski, Benny Sandberg and Gavin Kramer for working so hard to make this event happen. With this event and direct applications, there were 70 candidates.

Classes are scheduled in April and June, and the more Operators we can hire, the sooner we return to pre-COVID levels of service and move forward with the expansion of service the community desired as part of Proposition 1. If you know of anyone looking for a terrific job serving the community, with good pay and benefits, refer them to www.intercitytransit.com.

February 28 was the last day of the Winter Bicycle Challenge, and now staff prepares for the Bicycle Community Challenge in May.

The Youth Education Walk N Roll Open House is on March 7 from 3:30 to 6 p.m. at our Walk N Roll Education Center located on Martin Way near Pattison Street.

Freeman-Manzanares had the opportunity to meet with Congresswoman Strickland's staff March 1 and we are thankful for her and her staff's support. IT is receiving a \$1.8M grant to enhance rear door bus stop access. This project will enhance accessibility and safety for everyone and has the benefit of increasing the speed and reliability of our service.

AUTHORITY ISSUES - None.

EXECUTIVE SESSION:

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Chair Gilman recessed the meeting at 7:01 p.m. to go into an Executive Session to discuss the qualifications of an applicant for public employment as allowed by RCW 42.30.110(1)(g).

Attending Executive Session: Clark Gilman, Justin Belk, Debbie Sullivan, Carolina Mejia, Sue Pierce, Don Melnick, Mark Neuville, Ann Freeman-Manzanares, Heather Stafford, Jeff Myers, Pat Messmer.

The Authority came out of Executive Session at 7:30 p.m. and reconvened into regular session.

Select GM Recruitment Committee and Interim General Manager. General Manager Ann Freeman-Manzanares shared her intent to retire and her last day serving as General Manager is March 31, 2023. The Authority is responsible to appoint a new General Manager, and until such time, select an Interim General Manager. Pursuant to Section VII, 7.1 of the Authority Bylaws, the Authority Chair may designate an ad hoc committee, subject to confirmation by the Authority, to work with human resources to develop a recruitment process to recommend candidates for appointment as the next General Manager to the full Authority Board.

Chair Gilman led the Authority in selecting an ad hoc committee of the Authority to serve as a GM Recruitment Committee and to select an Interim General Manager.

Gilman appointed Melnick, Sullivan, Vazquez and Belk to the GM Recruitment Committee and each agreed to serve. Gilman said the recruitment and hiring process will be conducted by Intercity Transit's internal Human Resources Division. The hiring process will include a national search, and a search within the transit industry emphasizing the values of equity, opportunity and access.

Vazquez said the Authority conducted a robust discussion about conducting a fair process that provides equal access to the opportunity to lead this organization for internal and external candidates who want it to be inclusive, equitable, and fair. The selection committee will ensure this is a process that will result in the most qualified candidate to lead Intercity Transit.

It was M/S/A by Pierce and Mejia to appoint Melnick, Sullivan, Vazquez and Belk to the GM Recruitment Committee.

Gilman appointed Operations Director, Emily Bergkamp, as Interim General Manager for an eight-month period beginning April 1, 2023. The appointment includes a 10% out-of-class pay increase during this timeframe.

It was M/S/A by Melnick and Sullivan to appoint Emily Bergkamp as Interim General Manager for an eight-month period beginning April 1, 2023. This appointment includes a 10% out-of-class pay increase.

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ADJOURNMENT

With no further business to come before the Authority, Chair Gilman adjourned the meeting at 7:55 p.m.

INTERCITY TRANSIT AUTHORITY

Clark Gilman

Clark Gilman, Chair

ATTEST

Patricia Messmer

Pat Messmer

Clerk to the Authority

Date Approved: April 19, 2023

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