

**Authority Meeting Highlights**  
***a brief recap of the April 5, 2023, Intercity Transit Authority Meeting***

**Wednesday night, the Authority:**

- Authorized the Interim General Manager to execute a purchase order to Handi-Hut Inc. for the purchase of shelters in the amount of \$133,450, not including tax.

**Other Items of Interest:**

- Dena Withrow introduced **Chad Edwards, Operations Trainer.**
- Jonathon Yee introduced **Richelle Loken, Technician.**

**Interim General Manager's Report:**

Bergkamp said IT celebrated Transit Drivers' Appreciation Day on March 18 with social media. Marketing, Communications & Outreach Coordinator Ally McPherson, shared snapshots of information from Facebook and Twitter. Many people took time to comment and share their thanks for the dedication IT drivers show to the community every day. In celebrating Transit Driver Appreciation, IT also expressed gratitude to Maintenance and Facilities staff who keep vehicles operating safely and buildings and stops looking good.

The software used for scheduling and dispatching Dial-A-Lift and Village Vans rides is changing from RouteMatch to Via Transportation. IT has used Routematch since 2005, but advancements in these types of software offer more options that better meet IT's needs. Through the procurement process, the ITA recently approved the selection of Via Transportation as the successful replacement and a kickoff meeting took place on March 17 to coordinate implementation. Via Transportation was selected for their established support for Paratransit and demand response operations in general, but also for their versatile platform that can accommodate micro transit options, if we pursue that in the future for innovative service zones.

Community Advisory Committee (CAC) member Jeremy Mott accepted a position with the Federal Transit Administration in Region 10 and resigned from the CAC. He felt his CAC contributions would be ethically difficult to parse between a transit-interested Olympia resident and an FTA employee. Mott thoroughly enjoyed his time on the CAC and engaging with everyone at the meetings. He is impressed by the motivation and contribution of the CAC, and the responsiveness from IT to the issues raised. Mott thanks everyone for their kindness and commitment to transit. CAC member John Gear has also resigned due to a busy personal schedule. Gear wishes us all the best for a fresh start as IT sails into the post-Ann era. We thank them both for their service on the Community Advisory Committee.

On March 22, the City of Olympia's Crisis Response Unit held an informal orientation for Intercity Transit Operations Staff. The CRU provides outreach services to those in crisis, identifies everyone's circumstances and needs, and helps identify individuals with chronic mental health disorders, substance abuse and co-occurring disorders. This orientation provided staff with a clear view of the unit's crisis response assistance program, as well as current and future goals, and objectives. IT Operations staff had the opportunity to meet most of the CRU

staff members and introduce some of the Operations Team to CRU, as well as some allotted time to ask questions and share information about the work we do at Intercity Transit and how we can support each other's work in the community.

On March 24, Dana Lockhart, PhD from Department of Homeland Security's Cybersecurity and Infrastructure Security Agency facilitated a discussion of Intercity Transit's response to a real-world cyber incident. Staff had the opportunity to provide feedback about the possible impact from different perspectives. Lessons learned from this exercise will be incorporated into further cybersecurity mitigation plans.

On March 25, Intercity Transit assisted in an evacuation during a bomb threat situation at a local apartment complex. The situation resolved peacefully after the individual engaged in communications with Thurston County Sheriff's Crisis Negotiators. After nearly two hours of negotiations, the individual inside the apartment building surrendered. Staff involved in helping were Operator Robin Parris who drove the evacuation bus, and Operations Supervisors Paul Bedford and Amy Glasgow who coordinated our assistance with law enforcement. This is a great example of IT's role in supporting community partners.

Congratulations to newly graduated Operator Class 23-01 as of March 31: (Pepper, Reed, Gryffen, Charles, Kellin, Michael, and David). And special thanks to amazing Operations Trainers: (Tim, Sean, Robert, and Chad, plus our core Operator trainers Jeremy, Stacey, Pat, David, Ray, and Annett) for all their dedication to get this fine group of folks road ready.

IT received a very sweet note from a regular rider in appreciation of the talents of the new drivers and vehicle cleaners who recently joined our team. Elizabeth wrote, "It's surely been a delight to observe the 'new crop' of transit bus drivers. What a joy, too, of the incredible job the 'sanitizers' perform between shifts. It's really fun to watch how quickly one can tackle a hand strap – a true art form. Wonder if these folks can be duplicated! Thanks to all of you."

Staff successfully moved to the new Administration and Operations building, and we are now fully operational with Fixed Route, DAL Operators and Operations staff reporting to and operating from the new building. Today, we began performing fuel and wash activities in the new Fuel Wash Facilities building.

Kudos to Information Systems, Facilities and Procurement staff for doing the heavy lifting and all agency staff who have been planning and packing for months.

We are actively gearing up for Phase 4 of the Pattison Expansion and Rehabilitation project. This project will renovate and modernize the 1985 maintenance facility, increasing space to maintain revenue vehicles by 143% within the existing footprint. It will fully transform a facility that was originally designed to service 80 vehicles into a facility that will soon service over 400 vehicles. This modernization and expansion of this critical base of operations and maintenance will enable IT to meet the growing demand for transit services.

Operator Class 23-02 began their Intercity Transit adventure on Monday, April 3. We welcome Sandra, Jacob, Luis, Jeff, Sean, Robert, Devin, Tyrone, Richard, David, John, Scott, Brian, Michael, and Chauncey. Upon the graduation of this class, IT will have about 260 Operators. Another class is scheduled to start in June. All of these new team members get us one step closer to the 2023 budgeted number of 278 Operators, and our goals of restoring service to pre-COVID levels and growing to deliver our promises to the community.

Bergkamp took a moment to honor the profound impact of General Manager, Ann Freeman-Manzanares, retiring after 30 years of steadfast service to our community. A change of this degree is hard, even when that change celebrates the culmination of an amazing career. However, if the past few years have taught us anything, it's the only thing constant is change.

Intercity Transit will look and feel different without Freeman-Manzanares, but our core mission, that she so tirelessly worked for, remains the same - to provide and promote public transportation choices that support an accessible, sustainable, livable, healthy, prosperous community. In that shared goal we will continue to live our values and culture that makes this such an incredible place.

Bergkamp said IT is changing and growing as an organization, and it's natural to worry that Intercity Transit may become "something different" from the organization we know. While this has caused Bergkamp some restless thoughts, she tries to remember that not all change is bad. We are a resilient organization, always ready to adapt to our changing world. Look at what we have achieved in the past three years during the pandemic. Hopefully, the next three years won't throw us that big of a curveball! We will change and grow this organization together while continuing to be a wonderful place to work and serve our community.

Bergkamp is deeply honored by the opportunity to serve as interim General Manager and she appreciates the Board's trust that the familiarity she has with the agency will help us to not only remain dedicated to our mission and vision, but protect our work culture, and provide stability during this pivotal time as an agency.

Freeman-Manzanares recently said, "We have had, and will continue to have many challenges. But we are a resilient, and I would say a hopeful group. And we need to band together and hold each other up because this is not an easy business. People don't go into public service because it is easy. We go into public service because we are driven to serve. Driven to make the world a better place."

Bergkamp said with an almost 20-year career at Intercity Transit in various roles, it continues to be a gift to be able to work with all staff every day, to make our community and the entire world a better place.

Prepared April 6, 2023  
Pat Messmer/Clerk of the Board