

**Minutes**  
**INTERCITY TRANSIT AUTHORITY**  
**Regular Meeting**  
**April 5, 2023**

**CALL TO ORDER**

Chair Gilman called the April 5, 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; Alternate Labor Representative Kiersten Price.

**Members Excused:** City of Yelm Councilmember Brian Hess; Labor Representative Mark Neuville.

**Staff Present:** Emily Bergkamp; Eric Phillips; Jonathon Yee; Heather Stafford Smith; Peter Stackpole; Dena Withrow; Steve Krueger; Cindy Waterhouse; Michael Maverick; Pat Messmer; Jessica Gould; Nicky Upson; Ally McPherson; Ramon Beltran; Daniel Van Horn; Steve Swan; Brian Nagel; Chad Edwards; Richelle Loken; Jeff Peterson; Zach Heinemeyer; Rob LaFontaine; Drew Goffeney.

**Others Present:** Jeff Myers, Legal Counsel; Ty Flint, Community Advisory Committee.

**STAFF INTRODUCTIONS**

- A. **Chad Edwards, Operations Trainer** (*Dena Withrow*)
- B. **Richelle Loken, Technician** (*Jonathon Yee*)

**APPROVAL OF AGENDA**

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

**PUBLIC COMMENT - None.**

**NEW BUSINESS**

- A. **Bus Shelter Purchase.** Procurement Coordinator, Jeff Peterson, presented a purchase order for the purchase of bus stop shelters and associated kiosks to replenish depleted inventory.

Intercity provides shelters throughout our system to provide cover during inclement weather and bring attention to our stops. The shelters are robust; however, they are subject to occasional accidents that cause them to be unusable. Our inventory of spare shelters is depleted, and our facilities team needs to place an order.

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Intercity solicited bids for 14 shelters, to replenish our inventory (three full size, and eleven cantilever, as well as kiosks to accompany the shelters.

Transit issued a request for bids on March 9<sup>th</sup> and two bids were submitted by the due date of March 20<sup>th</sup>. The pricing includes the shelters, kiosks, freight, and structural certified drawings and calculations. Both bids were determined to be responsive. Handi-Hut submitted the lowest most cost-effective bid and had the most advantageous estimated delivery time. Transit has previously purchased shelters from Handi-Hut and was satisfied with their product. Accordingly, staff recommends issuing a purchase order to Handi-Hut.

**It was M/S/A by Melnick and Vazquez to authorize 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.**

### **COMMITTEE REPORTS**

- A. Community Advisory Committee.** Ty Flint reported that at the March 20, 2023, CAC meeting, Cindy Waterhouse presented an update on the success of the vanpool program since IT restructured the fares; Eric Phillips provided an update on the Martin Way Park and Ride project; Cameron Crass provided a driver virtualization showing a series of videos that were eyepopping and showed how great IT drivers are. Their quick response in some situations prevented a fatal outcome. Flint suggested placing these videos on the website to let the public see and appreciate how good the drivers are on a daily basis.

### **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.

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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

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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

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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.

### **AUTHORITY ISSUES**

Belk reported on the GM Recruitment Committee (Board Members Don Melnick, Debbie Sullivan, Robin Vazquez, and Belk and staff members Heather Stafford Smith, Alana Neal and Pat Messmer) who met on Monday, March 27. The committee covered a lot of lessons learned and takeaways from the last GM recruitment. Belk acknowledged there is a lot of knowledge and experience among the Board members, along with staff knowledge.

Belk said the timeline will begin with employee surveys and listening sessions in early summer to help gather what's important for this recruitment before it's advertised. There will be a fair amount of outreach in June and onward. By the August 2nd ITA meeting, the committee will have something for the Board to approve as far as what that process is so we can advertise the position. There will be several weeks of advertisements and after that process ends, at the first ITA meeting in October, bring to the ITA the names of semi-finalists. During the month of October, follow a similar process where we have a lot of good stuff to draw from the last GM recruitment. If that all goes according to plan, we'll hopefully submit an offer to someone by the end of October with a start date at the end of the year or beginning of next year.

Pierce said the Pension Committee has a tentative meeting date for April 26. It will be a short agenda and Pierce will report to the Board in May.

Gilman had a lunch-and-learn with Ally McPherson from Marketing and Communications and Russell Gilsdorf from Customer Service, both who are

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participating in Leadership Thurston County. Gilman wanted to get their perspective on the agency and much of their conversation was about the change in evolution that Bergkamp described. Looking back at the past eight years, the change has been dramatic. The changes in technology, the size and number of vehicles, the number of employees, the new buildings. There's definitely change going on and he appreciates how Bergkamp described trying to hold on to the core and essence of the workplace culture and values of the organization, but accepting there will be some changes.

Board members who attended the retirement open house for outgoing General Manager Ann Freeman-Manzanares reported on a wonderfully executed and well-attended event held on March 30, 2023.

**ADJOURNMENT**

**With no further business to come before the Authority, Chair Gilman adjourned the meeting at 6:07 p.m.**

**INTERCITY TRANSIT AUTHORITY**

*Clark Gilman*

**Clark Gilman, Chair**

**ATTEST**

*Patricia Messmer*

**Pat Messmer**

**Clerk to the Authority**

**Date Approved: May 17, 2023**

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