

Authority Meeting Highlights
a brief recap of the July 19, 2023, Intercity Transit Authority Meeting

Wednesday night, the Authority:

- Authorized the Interim General Manager to execute a purchase order with SHI International (SHI) to license the Microsoft 365 product suite for the not-to-exceed amount of \$512,000 over three years. This includes sales tax and anticipated annual licensing adjustments. *(Jeff Peterson)*
- Approved an increase of 2023 FTE budgeted numbers from 481.5 to 532.5, to include 47 Operators, 1 Human Resources Specialist, 2 Facilities Specialists, and 1 Walk N Roll Assistant. *(Emily Bergkamp)*
- Authorized the Interim General Manager to increase the SCJ Alliance contract by \$40,000 for a revised total not-to-exceed amount of \$496,288. *(Eric Phillips)*
- Authorized the Interim General Manager to increase Tapani, Inc.'s contract by \$188,000 for a revised total not-to-exceed amount of \$2,239,411. *(Eric Phillips)*
- Scheduled a public hearing on August 16, 2023, at 5:30 p.m. to receive public comment on the draft 2022 Annual Report and 2023-2028 TDP. *(Peter Stackpole)*

Other Items of Interest:

- *Cameron Crass introduced the **Operator Class 23-03***
- *Nick Demerice introduced **Taylor Campbell, M & C Communications Rep and Tunisia Price, M & C Communications Coordinator***
- *Joy Gerchak introduced **Kyle Curtin, Steven Lauckhart, and Traci Burns, Customer Service Reps***
- Ryan Olson and Courney Donovan from Oregon Institute of Occupational Health Sciences provided a presentation on Intercity Transit's participation in the SHIFT Onboard study.
- Nicky Upson and Rob Rinehart provided an update on the Routes Pages Enhancements.

Interim General Manager's Report:

Intercity Transit hosted the **South Sound Regional Bus Roadeo** on July 16 at the Tumwater Brewery. Operations Supervisors, David Dudek and Bill Miller, along with their spouses Lilian and Shanika, worked tirelessly to ensure this event was a success. Maintenance Supervisor, William Snyder, who coaches the Maintenance Team, ensured the Maintenance portion of the competition ran smoothly. We hosted driver competitors from King County Metro, Ben Franklin Transit, Twin Transit, Spokane Transit, Whatcom Transit, Island Transit, Community Transit, Pierce Transit, Everett Transit, C – Tran, Kitsap Transit, and People for People (Moses Lake). Similarly, we hosted Maintenance Team competitors from King County Metro, Ben Franklin, Kitsap Transit, and Link Transit.

Intercity Transit had an excellent showing as always:

- Coach Operator Rob Wood took 1st place in the overall 40' competition.
- DAL Operator Dan Savage took 2nd place in the overall BOC competition.

- One of our Maintenance Teams came in 2nd overall – with teammates Bryce Reinhardt, Jonathan Reynolds, and Sean Malay.
- Our second Maintenance Team came in 4th place overall – with teammates Richelle Loken, Karl Ammann, and Jackson Madison.

Other Intercity Transit driver competitors were Jeremy Smith BOC; Filipo Ainuu BOC; Sonja Phillips 40'; Doug Turner 40' who took third place against other IT competitors in his first Roadeo; David Randall took 2nd place in 40' against other IT competitors.

Special thanks to ITA member Sue Pierce, CAC Members Nicole Smit and Marilyn Scott and some trusty Bus Buddy volunteers for their help as judges. Special thanks to staff who helped out: *Dena Withrow, Heather Stafford-Smith, Alana Neal, Jessica Gould, Michael Maverick, Warren Franz, Randi Jones, MJ Joy, Dan Macmillan, Jonathon Yee, and Taylor Campbell who took professional photos.*

Staff are planning the first, post-COVID Transit Appreciation Day (TAD) for Friday, August 4 from 10 a.m. to 4 p.m. Intercity Transit will provide a delicious meal for all current employees, volunteers, Authority and Community Advisory Committee members. Due to current construction and parking constraints, we won't be able to invite family members and retirees to join us as we have in the past. But this is a step in the right direction to returning to events that celebrate everything staff and volunteers do, every day, to bring high quality public transportation to our community. Special thanks to Executive Assistant Amanda Collins for her TAD planning efforts!

Authority members attended a Zero Emissions workshop with the Center for Transportation and the Environment to learn about their analysis of our fleet and service to help us make decisions on what type of zero emission technology would be the right fit for us in the future. Jonathon Yee and Bergkamp created a schedule of follow-up discussions with the Authority at meetings in the next few months to ensure Authority members have an opportunity to process the information shared as a group.

Every year, Intercity Transit honors employees – one team and two individuals - who exemplify our mission, vision, and values with the annual Excellence in Transit award presented at Transit Appreciation Day. These recipients are also honored as Wall of Fame recipients at the Washington State Public Transportation Conference. This year, like years past, it was an incredibly tough decision for the Senior Management Team to make. All of our employees exemplify our mission and vision in various ways, many times in a manner we may never hear about. But the team and individuals selected this year stood out for their process improvements, compassionate community building, and life-saving actions.

- **Dial-A-Lift (DAL) Eligibility Team (Sean Barry, Curtis Prouty, Morgan Hagquist, Christina Loomis):** DAL is a door-to-door service provided for eligible individuals whose disability prevents them from using our fixed route service. In the past three years the DAL Eligibility Team has completely modernized the eligibility process. These improved methods now allow every person applying for DAL to be thoroughly vetted with tools like functional assessments. The Team's hard work allowed the Dial-A-Lift division to ensure its clients receive an appropriate level of eligibility to fit their individual needs with the highest quality of customer service possible. These improvements took place during a pivotal time when DAL was delivering accessible transportation in an expanding service area with no increase in resources to do so. The Team's work is vital to ensuring Dial-A-Lift can deliver services to our community's most vulnerable members for years to come.

- **OTC Operations Supervisor, Ron Parker:** As a Supervisor working at the Olympia Transit Center, Ron transformed this position through innovation and strong leadership. Along with being a consummate professional, he approaches every situation with care, compassion, and empathy. Ron helped nurture a relationship with the Olympia Police Department which led to a stronger partnership with the [Crisis Response Unit, plus Peer Specialists](#) being housed at the Olympia Transit Center. He has also been instrumental in forging a strong bond with our community advocates to help get passengers in need connected with resources in the community. This is one of many reasons Intercity Transit was recognized with OPD's Community Partner Award this year. Ron is on the front lines every day and does an exceptional job ensuring our passengers, operators, and customer service staff have the support and assistance they need.
- **Operator Jose Gamboa:** On June 3, 2023, Jose was driving a coach, in service with passengers on board, when another vehicle travelling the opposite direction, entered his lane of travel at a high rate of speed. With no other options left, Jose used quick thinking to swerve to the left to avoid a head-on collision. The opposing vehicle made direct impact to the right front side of his coach causing extensive damage to their vehicle and the coach. While trapped in the driver's compartment and losing feeling in one leg, Jose's first thoughts were to check on his passengers. He then radioed dispatch to advise them of the situation and get medical services coming. If not for Jose's quick thinking and professional driving, this could have easily resulted in a more catastrophic situation. We are thankful for his professionalism, compassion towards his passengers, and ability to remain calm under very stressful circumstances.

Congratulations to the DAL Eligibility Team, Ron Parker, and Jose Gamboa for their contributions to Intercity Transit's legacy of exceptional service to the community.

Operator Jose Gamboa returned to work on Monday, July 17, and took his ride check on the 94 route, showing his commitment to travel the route the accident happened on. He is in good spirits and happy to be back in the driver's seat.

The CAC conducted their first hybrid meeting Monday, with an in-person option at the OTC and virtual option on Teams. Clark Gilman attended representing the ITA. The meeting went very smoothly, and we even had two community members attend. Special thanks to Executive Assistant Amanda Collins for working so hard to make this a reality, and for support from Daniel Van Horn and Ramon Beltran from Information Systems. The August CAC meeting was cancelled owing to a lack of agenda items. The next meeting will be the Joint September meeting, where both the ITA and CAC come together. They have asked if this could be a hybrid meeting with an in-person option. Gilman felt comfortable with this, so we will begin planning for a hybrid meeting.