

Minutes
INTERCITY TRANSIT AUTHORITY
Regular Meeting
July 19, 2023

CALL TO ORDER

Chair Gilman called the July 19, 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; City of Tumwater Mayor Debbie Sullivan; Citizen Representative Don Melnick; Citizen Representative Sue Pierce.

Members Excused: Labor Representative Mark Neuville; Thurston County Commissioner Carolina Mejia; City of Lacey Councilmember Robin Vazquez; City of Yelm Councilmember Brian Hess.

Staff Present: Emily Bergkamp; Eric Phillips; Jonathon Yee; Heather Smith; Nicky Upson; Daniel Van Horn; Pat Messmer; Ramon Beltran; Steve Krueger; Michael Maverick; Dena Withrow; Jeff Peterson; Joy Gerchak; Kyle Curtin; Noelle Gordon; Steve Swan; Taylor Campbell; Steven Lauckhart; Traci Burns; Tunisia Price; Tammy Ferris; Alana Neal; Jessica Gould; Jana Brown; Peter Stackpole; Nick Demerice; Robert Rinehart.

Others Present: Lloyd Peterson, Community Advisory Committee; Ryan Olson and Courtney Donovan, Oregon Institute of Occupational Health Science; Taylor Rome, Thurston County.

STAFF INTRODUCTIONS

- A. **Operator Class 23-03** (*Cameron Crass*)
- B. **Taylor Campbell, M & C Communications Rep** (*Nick Demerice*)
- C. **Tunisia Price, M & C Communications Coordinator** (*Nick Demerice*)
- D. **Kyle Curtin, Steven Lauckhart, Traci Burns, Customer Service Reps** (*Joy Gerchak*)

APPROVAL OF AGENDA

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

PUBLIC COMMENT - None.

APPROVAL OF CONSENT AGENDA ITEMS

It was M/S/A by Sullivan and Belk to adopt the consent agenda.

- A. **Minutes** – June 7, 2023, and June 21, 2023, Regular Minutes
- B. **Payroll June:** \$2,975,231.60
- C. **Accounts Payable June:** \$4,286,895.50
 - Warrants: \$4,209,672.13
 - ACH Payments: \$77,223.37

NEW BUSINESS

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- A. SHIFT Onboard Study Update.** Ryan Olson, Professor and Courtney Donovan, CPH Research Project Manager from Oregon Institute of Occupational Health Science provided an update on Intercity Transit's participation in the SHIFT Onboard study. SHIFT stands for "Success and Health Impacts for Transit operators during Onboarding.

The SHIFT program of research was started by occupational health scientists at Oregon Health Science University (OHSU) in 2006 with truck drivers. The program approach has used game-like challenges supported with body weight and behavior logging, trainings (sleep, stress, eating, and exercise), and health coaching to help commercial drivers improve their health. The program was hosted on a secure, mobile-friendly website. All participants received a free health screening with tailored feedback at the beginning and end of the program. To date, the original SHIFT program is the only US-based body weight management program for truck drivers to be established effective with a randomized controlled design.

In 2018, OHSU received funding from the National Heart Lung and Blood Institute for a new 5-year project to adapt the original SHIFT program to prevent weight gain and support early job success among newly hired Operators during their first year(s) of employment. Intercity Transit, among other regional transits participated in a random selection to integrate the SHIFT Onboard program into Operator's initial training and first year activities. Operators were followed and measured for their first two years on the job and received compensation for participating in the research and program.

The cost of Intercity Transit's participation in the research and program was in-kind staff time coordinating timelines of new Operator classes and logistics with OHSU SHIFT Onboard research staff. The grant provided funding for OHSU staff and Operator pay and incentives.

Olson explained about the stressors of being a bus operator, and it's their goal to prevent health problems from developing and help those with existing health issues to get better. There can be many health hazards for operators, particularly new operators, and in particular gaining weight. Their hope is that by investing extra time focused on health and job success can prevent health disruptions for new employees.

Olson reviewed the health statistics of bus operators, which includes a lot of sitting, how getting adequate breaks is difficult due to time demands, the stress of dealing with difficult passengers, shift work that can be sleep disruptive and make it difficult to eat healthy meals, which this can lead to weight gain for many. To write the grant, they looked at objective data from medical records for 55 operators and two thirds gained weight in their first few years, with an average of 12 pounds gained. Over 200 bus operators completed a survey and the average self-reported weight gain in their first year was 7.5 pounds, which equates to about one unit of body mass index and related to increased risk for heart problems and diabetes.

Intercity Transit participated in the enhanced onboarding program in the pilot. Enhanced onboarding is adding health and job success related training and support to the existing training program for new operators. It helps drivers earn their CDL. They met with operators in person every three months in their first year on the job. Following each in person training operators participated in an online challenge that included goal setting, tracking their goal success, with an approach that has a game-like feel for their incentives

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for participating in the online challenges. The steps to job success are skills that lead to higher job satisfaction and better retention. On the health success side these factors are related to health and body weight management, being an indicator of overall health but not the only indicator.

The operators learned about these concepts and set goals and saw both individual and group feedback and supported one another. Olson reviewed slides of their website logon page.

Olson reviewed results of the pilot study. Intercity Transit Operators compared to other agencies had lower stress, higher job satisfaction, job confidence, and social connection was slightly better, all things that should lead to better job retention. For body weight, IT operators stayed stable over the first year. Preventing weight gain reduces health care costs on average. Those costs increase about \$200/year for every unit of body mass index. If this prevention effect was realized with 15 new operators and they stuck with it over 5 years, that's a savings of \$50,000 in health care expenses. The invaluable return is helping newcomers join an organization without their health worsening and help them improve their health.

B. Routes Pages Enhancement Update. Nicky Upson, Marketing Communications & Outreach Coordinator and Rob Rinehart, Information Systems Manager, provided an update on enhancements to the routes pages of the IT website.

Upson began the presentation with a look back to what the IT website looked like in years past, beginning in 1998 where the website consisted of a very simple design, along with the agency's mission and customer service's contact information on the homepage. In 2015, the website's homepage evolved to include a version of a trip planner, a route finder, as well as news and rider alerts. This allowed the user to perform top tasks and get useful information without navigating to another page.

In 2017, progress to the website was made in terms of the look and feel of the website; the news and alerts features were still on the home page, but the user had to navigate away to plan a trip and find a route. It was also the start of using the terms "Ride, Learn and Connect" for our top navigation, which weren't very descriptive and could be confusing to the user. In September of 2021, staff implemented the current version of the site. With this redesign, focus was on high priority improvements like updating the top navigation and adding the trip planner, route finder and top tasks to the homepage. Significant changes were made to the routes pages, such as adding dynamic maps for each route and changing the source of schedules. Doing this provided customers with greater detail and increased internal efficiency.

The purpose of looking backwards is to illustrate that websites are not static and should be thought of on a continuum of continuous improvement. In July of 2022, staff entered into a contract with Fruition Growth, LLC for web hosting, support, design, and development, and focused on the routes pages because roughly 60 percent of visits to the website are for users planning trips. Of those, about 65 percent view schedules for one or more routes. This indicated that improving the routes pages would provide the biggest bang for our buck and have the greatest impact on our users. Staff worked to improve the routes pages in December 2022. To make the necessary changes, focus went to three top tasks: changing the

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source of information about our schedules; adding real-time information to the website; and updating the user experience.

To perform the design work, staff began with a discovery phase and looked at other transit systems' websites to determine best practices and to learn how others present real-time and scheduled departure information on their websites. We reviewed our web analytics to determine how users navigate the site, and used heat mapping on the current routes pages to gather data on how users navigate through the pages. We developed wireframes, which are prototypes of what the pages would look like. After internal review and a series of revisions, testing began. Feedback was provided by members of the CAC during this phase to help make the most user-friendly pages possible. Based on that input, the wireframes were further refined, and we moved to development. Upson turned the presentation over to Rob Rinehart, who provided greater technical detail as well as a tour of the new routes pages.

Rinehart and Upson answered questions.

- C. Schedule Public Hearing for the 2022 Annual Report and 2023-2028 Transit Development Plan.** Development Director, Peter Stackpole, presented the timeline for this year's Transit Development Plan (TDP) process and to schedule a public hearing on August 16, 2023, at 5:30 p.m.

The State of Washington, under RCW Section 35.58.2795, requires each public transit system provide an annual status report and update of its Transit Development Plan (TDP). This requires the transit system to conduct a public hearing on the plan.

The update must include the following elements:

- a) Description of the service area, operations and facilities;
- b) State and agency goals, objectives, and action strategies;
- c) Local performance standards and measures; and
- d) Multiyear financial plan with forecasted changes to service, capital expenses and projects of regional significance.

Following the public hearing on the TDP on August 16, 2023, staff will tentatively seek final adoption by the Transit Authority on September 6, 2023. Any public comment about the TDP received by Intercity Transit prior to the public hearing deadline will be distributed to the Authority as part of the public record. The finalized update of the Transit Development Plan will be shared with regional jurisdictions and filed with the Washington State Department of Transportation.

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

- D. Microsoft 365 Product Suite License Renewal.** Procurement Coordinator, Jeff Peterson, presented a purchase order for the renewal of Intercity Transit's Microsoft 365 licensing agreement.

Intercity Transit utilizes the Microsoft 365 suite to conduct our day-to-day business. The suite encompasses operating system licensing for laptops and desktops, the office suite

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(Word, Excel, PowerPoint, Outlook, OneNote, Access, Publisher), Exchange 365 email services, Teams, SharePoint, and cybersecurity protection for email, laptops, desktops, and servers.

Intercity pays an annual license fee that includes use of the Microsoft 365 software, support, and security updates.

The Department of Enterprise Services has established a master contract with SHI International (SHI) to provide a full range of reseller services and service options to support Microsoft software. Intercity currently partners with SHI utilizing the state contract to provide Microsoft software and recommends continuing the partnership with this renewal.

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

E. **Mid-year FTE Budget Adjustment.** Bergkamp presented for approval in increase in the 2023 FTE budgeted numbers. Intercity Transit's 2023 budget includes approval for 481.5 FTEs and assumes pre-COVID service levels. The business need for an increase of 51 FTEs is detailed here.

- **47 Operator FTEs:** The combined Fixed Route and Dial-A-Lift 2023 FTE Operator budget is 278. Intercity Transit's current Operator FTE count is 261. An industry best practice in recruiting Operators is through ongoing, open recruitments, which allows transit providers to form classes on timelines that best meet service change needs. Rather than limit the number of Operator candidates to stay within our 2023 budgeted Operator FTEs, staff recommend an increase to avoid negatively impacting hiring momentum. We recently interviewed 39 Operator candidates for class 23-04 scheduled to start on August 14, which already had 3 candidates vetted from the previous recruitment. Human Resources staff has another hiring event planned with partner WorkSource August 31 to fill Operator Class 23-05 to start October 9. Additionally, since the Washington Paid Family Medical Leave (WAPFML) program went into effect in 2020, staff have also seen a substantial increase in our workforce taking time away for long-term or intermittent protected leaves. WAPFML provides up to 12 weeks of paid family or medical leave. Staff believes this Operator FTE increase will mitigate these long-term and intermittent staffing shortfalls, maintaining essential service to the community while continuing work to return to pre-COVID service levels.
- **1 Human Resources Specialist FTE:** Owing to the increase in use of protected leaves referenced above, the Human Resources division similarly needs additional staff to manage the added duties for responsible administration of protected leaves. This requires a large amount of data tracking and paperwork for employees beginning and returning from their said leaves. Current staffing levels are struggling to keep pace with this increased demand for protected leaves.
- **2 Facilities Specialists FTEs:** Over the past three years, our Facilities Division has seen a steep increase in necessary maintenance at our approximately 1,000 bus stops. This maintenance comes in the form of removal of vandalism, trash, graffiti, and

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fixing broken glass. Current staffing levels are struggling to stay ahead of the demand to repair and maintain bus stops.

- **1 Walk N Roll Assistant FTE:** The Walk N Roll Youth Education Program currently utilizes a member from AmeriCorps to assist the program. However, the AmeriCorps timeline and associated reporting requirements are no longer a good fit for the program. With the current AmeriCorp member's term ending August 31, and the Walk N Roll program still in need of support, staff would like to move forward with the recruitment of a full-time assistant position starting on or before September 1. Staff has coordinated with Grants Program Manager Jessica Gould and confirmed the program anticipates sufficient grant funding to support the position now and for the foreseeable future. Because this will increase our total 2023 budgeted FTE's, it is also included in this FTE increase request.

It was M/S/A by Belk and Melnick to approve 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.

- F. Martin Way Park & Ride Direct Access/Construction Contract Increase.** Director of Strategic Programs, Eric Phillips, presented for approval a revised contract with Tapani, Inc. to complete the Martin Way Park and Ride Direct Access/Flyer Stop construction.

On June 21, 2023, the Authority authorized the General Manager to approve an additional \$320,411 to the construction contract with Tapani, Inc., for a revised total amount of \$2,051,411 for the bus access and facility improvements at the Martin Way Park & Ride. This contract increase was forecasted to address several large change orders including WSDOT right-of-way construction change, repair, and repaving of the northern parking lot, restriping the entire facility, and including the original contract incentives omitted in the original contract authorization.

Following our last update to the Authority, the final costs for the repair and repaving effort for both the WSDOT required changes (ramp and mainline) and north parking lot fix came in higher than the engineer's estimate. New change orders addressing electrical/lighting and a major elevation adjustment to the main bus platform design to meet ADA have resulted in the need for additional contract authority. The requested increase also includes budget for a second area of repair in the parking lot, anticipating support from the contractor if a request is made by Intercity Transit. Finally, a larger change being developed now for the onsite security system upgrades is currently being reviewed as proposed new or additional work. This new work would advance the completion of the new fiber connections to all cameras onsite and extend them into the new building security room. While this is new scope, staff believes this is the right time to upgrade and complete the security system upgrades as part of this project rather than do this work later as a separate project, and as a result, will accelerate getting our system back online and working in an enhanced condition.

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In summary, the additional contract authority in the amount of \$188,000 is needed to ensure we have expenditure authority to provide for the additional work to complete this project. The requested \$188,000 remains within our overall established project budget and will result in a total revised construction contract authority of \$2,239,411.

Staff believes the contract increase is competitive, reasonable and will address the remaining construction items to date and any incidental changes not identified can be covered under the construction contingency. Tapani, Inc., continues to be on target to complete the project by the middle of August.

It was M/S/A by Sullivan and Pierce to authorize 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.

- G. On-Call Engineering & Construction Support Contract Increase Authorization Martin Way Park and Ride.** Director of Strategic Programs, Eric Phillips, presented for approval additional contract authority for On-Call Services with SCJ Alliance for engineering and construction management support to complete the Martin Way Park and Ride Direct Access project.

In June of 2021, the Intercity Transit Authority approved a new Task Order for engineering services work with SCJ Alliance under our existing contract for on-call engineering services. With subsequent amendments requested as design work on the project progressed into the construction phase of the project this spring, the total authorized contract not-to-exceed amount to date is currently \$456,288. The requested increase would add an additional \$40,000 to the budget to support new design and construction management services outside of the original scope. The anticipated additional costs are associated with new design and support related to new work and requested change orders that have occurred and are anticipated to close out the project.

Since our last update to the Authority staff have worked with SCJ to amend the scope of services prioritizing remaining project funds to support construction management of the Martin Way Park and Ride project. As the project progressed, WSDOT required changes, a large repair of the parking area, and a desire to complete the security system updates at the Park & Ride have emerged as priorities to be included under the current project.

Staff is requesting to increase the total authorized contract amount for the Task Order with SCJ by \$40,000 for a revised total not-to-exceed amount of \$496,288. The additional funds will support additional design work and the remaining work to close out the project. Staff are confident that the proposed hours and level of effort for the remaining work can be accomplished with the proposed increase.

It was M/S/A by Melnick and Belk to authorize the Interim General Manager to increase the SCJ Alliance contract by \$40,000 for a revised total not-to-exceed amount of \$496,288.

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COMMITTEE REPORTS

- A. Thurston Regional Planning Council.** Sullivan said TRPC met July 7. First item on the agenda was an update on the I-5 Tumwater to Mounts Road Planning and Environment Linkages study. The purpose of the study is to enhance the mobility of passengers, freight transit and active modes and provide support for increased person and freight throughout.

Katrina Van Every reviewed the TPB's recommendation for programming awards of Carbon Reduction program funds. The highlights of that conversation were bicycle and pedestrian facilities, energy efficient street lighting and traffic control devices, projects that support deployment of alternative fuel vehicles like charging stations, public transportation projects, advanced transportation and congestion management technologies and Intelligent Transportation Systems, capital improvements and vehicle-to-infrastructure communications equipment. The Council approved these recommendations to (1) Award a total of \$1,066,615 in CRP funding to five projects recommended by staff for obligation by June 30, 2024; and (2) Issue a Call in 2024 for remaining CRP allocations for obligation between 2025 and 2027. Tumwater was a recipient of one of these for the Israel Road/Linderson Way pedestrian bicycle improvements.

Council authorized the Executive Director to sign the WRIA 13 Salmon Habitat Recovery Lead Entity contract with the Recreation and Conservation Office.

Marc Daily updated the Council on the status of major ongoing TRPC work efforts in preparation for the September 2023 Council retreat. Updates included High-Capacity Transportation, the Commute Trip Reduction (CTR) program, the Southwest Thurston County Trail Feasibility Study, the Travel Demand Model Update, the Regional Transportation Plan Update and Transportation Management Area Transition. Mr. Daily also provided information on upcoming work staff will be doing.

Council received an overview of Rural Transit (RT) and expanded service that will include: Service to Yelm from Rainier; Mid-day service to Tenino; Service to the Mellen Street e-Station in Centralia which will provide a transfer point with access to Twin Transit and Grays Harbor Transit; and Saturday service. Council was also advised that RT bus stop signs are being installed at certain locations - funded by a planning grant received in 2022.

TRPC's August meeting is canceled, and the next meeting is September 8, which is the yearly retreat.

Lastly, the Thurston County Bike Map is currently being updated with 10,000 copies of the map expected to be printed and updated online by late August, early September.

- B. Transportation Policy Board.** Melnick said TPB met July 12. TPB received much of the same agenda items as TRPC. There is no August TPB meeting - the next meeting is September 13. The Office of Financial Management (OFM) recently released new population estimates. Thurston County had a 1% growth rate over the last year.

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Chair Ryder and Board members recognized Karen Parkhurst, Planning & Policy Director, for her 23 years of service with TRPC. Melnick noted that Parkhurst at one time worked for Intercity Transit.

Senior Planner Paul Brewster reviewed the Rural Community Support Program (RCSP) Call for Projects and timing. The RCSP is a low barrier grant program that was created by the Thurston Regional Planning Council in partnership with Thurston County. TRPC leads the Call for Projects process and selection, and Thurston County provides the funding and serves as the fiscal agent. Eligible applicants include the Town of Bucoda, City of Rainier, the Confederated Tribes of the Chehalis Reservation, and the Nisqually Indian Reservation. The funding available includes \$275,000 in 2025 and \$275,000 in 2026 for a total of \$550,000. The TPB discussed the Call for Projects timing, regional project priorities, and project evaluation and selection process.

The Thurston County Bicycle Map is being updated.

Ashley Carle, WSDOT Olympic Region Multimodal Development Manager, briefed the Policy Board on the I-5 to Mounts Road Planning and Environmental Linkages (PEL)

- C. Community Advisory Committee.** Lloyd Peterson said the Community Advisory Committee met July 17 and members received an update as the same agenda items this evening. He noted the CAC August meeting is canceled.

Peterson said an agenda item of interest is the future updating of the policy surrounding the public records request process. This is very important because public record requests are a potential legal quagmire for all public agencies. The first step when a public records issue arises is to seek advice from legal counsel. Also, staff training and agency awareness are important elements. Peterson urges that any new action taken be anchored to a policy of embracing public records requests as opportunities for service and problem solving. He encourages a culture of openness, cooperation and negotiation be involved. It's important the Authority and all staff gain knowledge of current requirements and that can be a positive influence toward establishing an effective agency culture with regard to openness and spirit of cooperation.

INTERIM GENERAL MANAGER'S REPORT

Intercity Transit hosted the **South Sound Regional Bus Rodeo** 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.

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- 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; Filipino 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

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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.

AUTHORITY ISSUES

Belk provided an update on the GM Recruitment process. The ad-hoc committee continues to convene and make progress on that recruitment. Belk participated in a community stakeholder listening session on Monday, July 17, and there is another session being held on Thursday, July

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20 at 2 p.m. Belk said it was enlightening to hear direct feedback and open conversation with members of the community.

Belk said the SurveyMonkey has been out there to solicit more broad feedback from anyone who wants to participate. Belk said there is a draft job posting announcement in progress and once staff is done collecting input from the community and internal staff, it will go out sometime in August.

Melnick praised the efforts of Bergkamp and Yee for conducting the Zero Emissions workshop. He said the workshop provided a “ton of information” and he hopes the Authority can begin conversations with the community about what IT is doing. He doesn’t believe progress is being made quickly enough regarding climate change and doing this research will place IT in a better position.

Sullivan said the Trosper/Capital roundabout construction continues to hamper Route 13; however, the utility portion is complete. It affects drivers using the freeway onramp. The northbound ramp from I-5 to Trosper is going to be closed for 10 days because they have a huge reconstruction reconfiguration. Closure starts Friday, July 21 through July 31.

Pierce attended the Regional Roadeo and Intercity Transit did amazingly well and there were amazing operators from the other transit systems as well. It was a lot of fun and now the winners will go on to the state championship in August.

Gilman circled back to an agenda item from the June 21 ITA meeting, and he spoke with Sullivan about her participation on the Community Advisory Committee ad-hoc interview panel and Sullivan confirmed she would like to participate as a primary member.

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: September 20, 2023

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