

**MINUTES
INTERCITY TRANSIT AUTHORITY
COMMUNITY ADVISORY COMMITTEE
JOINT MEETING
September 20, 2023**

CALL TO ORDER

Chair Gilman called the September 20, 2023, Joint Meeting of the Intercity Transit Authority (ITA) and Community Advisory Committee (CAC) to order at 5:30 p.m. This was a hybrid meeting.

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

ITA Members Excused: City of Tumwater Mayor Debbie Sullivan; City of Yelm Councilmember Brian Hess.

CAC Members Present: Betty Hauser; Clair Bourgeois; Doug Riddels; Marilyn Scott; Nicole Smit; Nikki Crist; Ursula Euler; Harrison Ashby; Rachel Weber; Lloyd Peterson.

CAC Members Excused: Alejandro Garcia; Allison Spector; Edwina Waehling; Eliane Wilson; Jihan Grettenberger; Trina Primm; Ty Flint.

Staff Present: Emily Bergkamp; Eric Phillips; Daniel Van Horn; Pat Messmer; Amanda Collins; Steve Krueger; Peter Stackpole; Brian Nagel; Rob LaFontaine; Jason Aguero; Ramon Beltran; Dena Withrow; Zach Heinemeyer; David Chaffee; Tammy Ferris; Thera Black; Fiona Sheehan; Jonathon Yee; Michael Maverick; Ally McPherson; Matt Kinney; Jon Licht; William Snyder; Doug Turner; Bill Miller; Bryce Reinhardt; Chad Edwards; Christina Loomis; Curtis Prouty; David Dudek; David Randall; Jonathan Reynolds; Rob Wood; Ron Parker; Sean Barry; Sean Barrett; Dan Savage; Sean Malay; Donlee Robinson; Kenny Revel; Heather Smith; Alana Neal; Noelle Gordon.

Others Present: Jeff Myers, Legal Counsel.

STAFF INTRODUCTIONS

- A. **Kenny Revel, Inventory Specialist** (*Jon Licht*)
- B. **Donlee Robinson and Lucas Sampson, Support Specialists** (*David Chaffee*)

APPROVAL OF AGENDA

It was M/S/A by Melnick and Pierce to approve the agenda.

PUBLIC COMMENT: No public comments were received.

Intercity Transit Authority/Community Advisory Committee Joint Meeting

September 20, 2023

Page 2 of 15

RECOGNITION AND CELEBRATION - 2023 STATE ROADEO AND EXCELLENCE IN TRANSIT RECOGNITION

Bergkamp introduced the 2023 Wall of Fame (Excellence in Transit) recipients:

- **Dial-A-Lift (DAL) Eligibility Team:** Sean Barry, Curtis Prouty, Christina Loomis, and Morgan Hagquist. 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 has 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. Please join me in celebrating the DAL Eligibility Team!
- **OTC Operations Supervisor, Ron Parker:** As a Supervisor working at the Olympia Transit Center, Ron has 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. Please join me in celebrating our OTC Supervisor, Ron Parker!
- **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

Intercity Transit Authority/Community Advisory Committee Joint Meeting

September 20, 2023

Page 3 of 15

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. Please join me in celebrating Operator Jose Gamboa!

Bergkamp introduced the 2023 Washington State Transit Associations State Roadeo participants and Grand Champions:

- Operations Supervisors David Dudek and Bill Miller serve on the State Roadeo Committee. They set up the course while leading and training a group of volunteers excited to learn how to continue the Roadeo legacy not only at State but at their home agencies.
- Miller's wife Shanika was also recognized as a Wall of Fame recipient for her many contributions to the State Roadeo committee and continues to be steadfast in her support of all things Roadeo, zipping around in a golf cart and assisting in the thousands of details it takes to carry off a successful Roadeo. Dudek's wife Lilian was on hand for support with an amazing smile and words of encouragement.
- Maintenance Supervisor, William Snyder coaches the Maintenance Team. Snyder devotes his time to coaching Intercity Transit's Maintenance Roadeo team and helping other maintenance teams be successful as well.
- Special thanks to ITA Member Sue Pierce, and staff Sean Barrett, Chad Edwards, Doug Turner, and Dan MacMillan for their dedication and love of Roadeos by helping as judges at the state Roadeo.

Bergkamp said Intercity Transit had an excellent showing, placing in the top three in all categories, winning the agency the prestigious 2023 Grand Champion Award for the 7th straight year in a row. Bergkamp introduced the competitors and winners:

- 1st Place Maintenance Competition – Coach Technicians Bryce Reinhardt, Jonathan Reynolds, and Sean Malay. This world class team won 4 out of the 7 maintenance competition modules outright – including air board, engine, and AC unit, and tied for first place on the written test.
- 1st Place 35' Coach Competition - Coach Operator David Randall.
- 2nd Place 40' Coach Competition - Coach Operator Rob Wood.

Intercity Transit Authority/Community Advisory Committee Joint Meeting

September 20, 2023

Page 4 of 15

- 3rd Place Body-On-Chassis - DAL Operator Dan Savage.

INTRODUCTIONS

The Authority, CAC members and staff provided self-introductions.

APPROVAL OF AUTHORITY CONSENT AGENDA ITEMS

It was M/S/A by Vazquez and Pierce to approve the consent agenda items as presented.

- A. **Minutes** – July 19, 2023, August 2, 2023, and August 16, 2023, Regular Minutes
- B. **Payroll August:** \$2,901,813.42
- C. **Accounts Payable August:** \$3,372,590.84
 - Warrants: \$3,355,140.95
 - ACH Payments: \$17,449.89

NEW BUSINESS

- A. **OTC Site Improvements Update.** Procurement Coordinator, Tammy Ferris provided a summary of recent improvements at the Olympia Transit Center which includes work planned for the fall.

Ferris said in August of 1994, the Olympia Transit Center (OTC) was built and dedicated to the community, serving as Thurston County's primary transit facility and considered a "central hub" for local, regional, and commuter express routes. In time, it experienced a significant rise in ridership for local and regional transit services. To meet this rising demand and uphold IT's commitment following the passage of Proposition 1 in November of 2018, Intercity Transit initiated a series of phased projects to enhance and expand the OTC site.

In 2018, construction began on an expansive, new 11,000-square-foot Customer Service terminal. By December 2019, we reached a significant milestone when we completed the construction of the customer service terminal. This modern terminal provides customers with access to better amenities, including access to Grays Harbor, Mason Transit, Greyhound and Flixbus, which provides passengers with more convenient access between regional and local transportation.

In 2019 Intercity Transit introduced the first queue jump lane on State Avenue, between Franklin Street and Washington Street, along with the creation of a new curbside stop known as "The One." To enhance transit efficiency further, the traffic signal on the opposite side of the intersection was modified to prioritize buses, granting them "green light" priority for a seamless merge into the main right lane.

Intercity Transit Authority/Community Advisory Committee Joint Meeting

September 20, 2023

Page 5 of 15

Additionally, on the east side of Washington Street, on-street parking was redesigned and designated for bus layovers and transit vehicles.

IT's latest accomplishment involved revitalizing the pedestrian plaza and making substantial right-of-way improvements on the south side of the property to harmonize and complement the new customer service building, as well as creating a seamless connection to the curbside stop "The One" on State Avenue. Ferris showed slides illustrating a "before and after" comparison of site improvements, which include:

- A complete update of ramps and sidewalks along State Avenue and Washington Street.
- A redesign of walkways to optimize pedestrian traffic flow within the property and along its perimeters.
- The removal of street trees along the ROW on State Avenue, replaced with new plantings on site that are better suited for the level of pedestrian and bus activity, and
- Updated the lighting infrastructure on site.

Together, these improvements significantly enhance pedestrian safety, accessibility, and overall experience, creating inviting, safe spaces to attract and hopefully retain ridership.

Ferris focused on the upcoming North Site Improvements project, which represents the final phase of planned enhancements for the OTC property. The primary goals for this project are to enhance pedestrian accessibility, mobility, and safety by eliminating barriers and implementing solutions that improve site mobility and access around the site, as well as enhancing passenger boarding accessibility. To achieve this vision, IT partnered with SCJ Alliance and worked closely with the City of Olympia to implement a design suitable for the Transit Center, that aligns with the city's standards and the recent downtown Franklin Street project. Planned improvements include:

- Replacing curbs and sidewalks.
- Upgrading ADA ramps.
- Replacing the red pavers with concrete at the bus loading platform and internal crossings; and
- Refreshing all pavement markings.

As we focus on accessibility, addressing areas like a non-compliant ADA ramp is crucial. The current site conditions consist of a steep, narrow ramp with obstructed pathways making it difficult for mobility devices to navigate safely. There have been instances where the onsite supervisor had to physically assist people whose mobility devices tipped over creating stressful situations and safety risks. However, with a thoughtful design, we can mitigate these hazards. The team worked with the

Intercity Transit Authority/Community Advisory Committee Joint Meeting

September 20, 2023

Page 6 of 15

City of Olympia to develop a suitable design specifically tailored to this area of the Transit Center, ensuring a more accessible environment for all.

In addition to the ramp, the sidewalks and access ramps are uneven and cracked. Furthermore, the pavers in the bus lane and on the platform are uneven, presenting a tripping hazard for pedestrians. As part of this project, we will address these concerns by upgrading the access ramps and sidewalks and replacing the pavers with concrete. The crosswalk markings within the bus lane have faded and deteriorated, requiring a much-needed refresh. The project scope includes refreshing all pavement markings throughout the site.

The benefits associated with this project aim to provide enhanced pedestrian accessibility, mobility, and safety, along with improving passenger boarding accessibility to transit; ultimately, benefiting our passengers and the community.

In terms of project costs, this effort includes permit fees, engineering, construction, inspection, and contingencies totaling approximately \$499,661, which is within our project budget.

Ferris said IT has achieved several significant milestones to date, including city permit approval in June, issuing the RFB document in July and opening bids and awarding the construction contract in August. Work is set to commence in the coming weeks, with project completion expected in early 2024.

B. Federal Advocacy Contract. Procurement Coordinator, Noelle Gordon, requested an award to Gordon Thomas Honeywell Governmental Affairs for Federal Advocacy Services.

Intercity Transit released a Request for Proposals (RFP) for Federal Advocacy Services on July 25, 2023. The purpose of the RFP was to establish a contract with a qualified and experienced individual or firm ideally positioned to serve as a federal legislative liaison on behalf of Intercity Transit on a year-round basis.

One (1) proposal was received by the submittal deadline of August 15, 2023, from Gordon Thomas Honeywell Governmental Affairs (GTH). The bid response was evaluated consistent with our rules and processes and GTH's non-cost responses to our technical questions were found sufficient and acceptable, as were GTH's pricing and references.

GTH has represented Intercity Transit for the past 15 years in Washington, D. C. Intercity Transit has been satisfied with Gordon Thomas Honeywell Governmental Affairs' representation of its interests over the past fifteen years. The firm has been a valuable partner in assisting Intercity Transit to secure available funding. As federal funding, policy, rules, and regulations remain uncertain, the need for Intercity

Intercity Transit Authority/Community Advisory Committee Joint Meeting

September 20, 2023

Page 7 of 15

Transit's interests to stay engaged in Washington, D. C. continues. Intercity Transit benefits by having an advocate in Washington, D. C. to ensure our priorities and points of view are considered while legislation and regulations are developed and implemented.

Staff believes Gordon Thomas Honeywell Governmental Affairs will continue to provide valuable services at fair and reasonable rates and recommends that a contract award with Gordon Thomas Honeywell Governmental Affairs is approved.

It was M/S/A by Melnick and Belk to authorize the Interim General Manager to execute a new contract with Gordon Thomas Honeywell Governmental Affairs for Federal Advocacy Services for a period of one year in the amount of \$96,000.

- C. State Advocacy Contract Renewal.** Procurement Coordinator, Noelle Gordon, requested renewal of State Legislative Advocacy Services contract.

In October 2021, Foster Government Relations won Intercity Transit's contract for State Legislative Advocacy Services. The initial contract term was for a period of one year, with four one-year renewal options. This item represents the second one-year renewal. The annual contract renewal amount remains the same as the original term.

Intercity Transit has worked with Foster Government Relations for the past seven years and has been satisfied with the firm's representation of our interests during this time. Foster Government Relations has provided valuable consulting services in support of the development, communication, and implementation of Intercity Transit's legislative agenda with the Washington State Legislature and Executive Branch. As funding, policy rules, and regulations remain uncertain, the need for Intercity Transit's interests to stay engaged in Washington State legislation continues.

Staff believes Foster Government Relations will continue to provide valuable services at fair and reasonable rates and recommends approval of the contract extension with this firm.

It was M/S/A by Belk and Pierce to Authorize the Interim General Manager to execute a one-year contract extension with Foster Government Relations to provide State Legislative Advocacy Services in the amount of \$48,000.

- D. Title VI Requirements; Large Urbanized Area in FFY2024.** Planning Manager, Rob LaFontaine, provided information regarding additional Federal requirements for designing, operating, and changing fixed route bus service resulting from the 2020 US census.

Intercity Transit Authority/Community Advisory Committee Joint Meeting

September 20, 2023

Page 8 of 15

As a result of the 2020 US census the Olympia-Lacey urban area (#65242) surpassed 200,000 in resident population; amongst other related changes, and as a condition of Federal funding eligibility, public transit providers that operate in an urbanized area of 200,000 or greater in population, and with at least 50 vehicles during peak service, must take additional steps to comply with Title VI of the U.S. Civil Rights Act of 1964.

Beginning with the Federal Fiscal Year 2024 (FFY2024) on October 1, 2023, Intercity Transit formally meets the definition of a transit provider operating in a large, urbanized area and must adhere to FTA provisions intended to ensure the design and operation of public transit service does not result in discrimination. Staff are working to update current system-wide standards and policies as well as draft new policies intended to meet or exceed minimum requirements. New and updated draft policies will be shared as part of a recognized public process, including an opportunity for public comment and a public hearing administered by the Authority.

LaFontaine referred to a table out of the circular from the FTA that describes all the requirements a transit agency must adhere to. Title VI compliance is not new to Intercity Transit. We have an active 2021 to 2024 Title VI plan posted on our website and a variety of other initiatives to demonstrate compliance and that we've exceeded requirements before the urbanized area changed.

LaFontaine went on to explain what Title VI means. Title VI refers to Title number VI of the Civil Rights Act of 1964. A US Law prohibiting discrimination in Federally funded programs. Language was transferred into the Code of Federal Regulations (CFR), specifically Title 49 Part 21 (US Secretary of Transportation). In 2012 USDOT & FTA issued updated guidance: Circular 4702.1B: *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*. Intercity Transit must demonstrate compliance with applicable Title VI requirements from the FTA.

Intercity Transit will continue to practice compliance; however, we need to refresh our policy library and collect and sort past actions (strategic plans, resolutions), including the Authority Bylaws because there is language in the document that refers to compliance with established public hearings, and arrange and consolidate according to FTA guidance. LaFontaine said what's coming to the Authority as policy makers are preparing updated standards and policies regarding the design, operation, monitoring, and evaluation of transit service - new documents that speak to the standards and policies that Intercity Transit intends to adopt, that shape how bus service is made. These are critical documents that will establish standards that the planning administrative staff use to implement some of these decisions on where and how we provide service. He said we're generally finding that there are two different categories that all of this is landing in, the first being public. LaFontaine is preparing a draft inclusive public participation policy that will be shared later on,

Intercity Transit Authority/Community Advisory Committee Joint Meeting

September 20, 2023

Page 9 of 15

and that's the document that will run in concert with Authority Bylaws and other existing documents that capture and describe all the reasons we have public hearings and how our process is administered for public participation.

LaFontaine discussed major service changes. One of the items we'll be reviewing in the coming weeks and months is the concept and definition of a major service change. We're a transit agency serving an urbanized area over 200,000, effective October 1. A major service change requires a public process, including public hearings and newly adopted resolutions.

When major changes to our transit system are necessary, how can we ensure an inclusive and meaningful public process? Likewise, what should be the key factors that influence the design? Answers to those questions are what we hope to obtain in the work ahead.

LaFontaine took questions and comments.

Melnick brought up the topic of equity and how to engage under-represented people in the community. And from a compliance standpoint, how do we measure the data and reach all corners of the community.

Vazquez said there are some practices that a lot of public institutions have used to try to reach out to underserved communities, and it hasn't always yielded success, or we haven't always been able to reach those folks that don't have a voice in the process. Upgrading to a larger urban area, one of the things that was on your list is collecting demographics and she thinks Intercity Transit already does that to some extent, but our process is going to need to change. LaFontaine said staff is working on a passenger survey. One of the methods that we are required to do is update travel patterns and demographic rider survey.

Vazquez said we'll have that data, but then this gets to the letter of the law versus the spirit, because there are some restrictions in Title VI on exactly what you can do with demographic information - you're restricted in some cases from using it like race and gender for instance, in making final decisions with funding programs, but sometimes the people that are in those groups, that we can't make decisions based solely on, are the ones that need the services the most. That's going to require ongoing conversations like how do we make sure that we're serving clusters of those people in our community that may not be getting the services they need.

- E. **GM Recruitment Update.** Administrative Services Director Heather Smith and HR Manager, Alana Neal provided an update on the GM recruitment. Neal said it was important to the GM recruitment subcommittee that we gain an understanding of what our workforce and external stakeholders wanted to see in a new general manager coming out of the gate, so HR developed a two-pronged approach to solicit

Intercity Transit Authority/Community Advisory Committee Joint Meeting

September 20, 2023

Page 10 of 15

that feedback. One being listening sessions with our entire workforce and they scheduled external sessions with community stakeholders and made available an internal and external survey. Smith and Neal logged over 40 hours of listening sessions with IT's workforce. Thus far, what employees are asking for in a new general manager has been consistent throughout.

Employees are looking for a transparent leader, who has an open-door policy, someone they can collaborate with, and our employees are invested and committed and they want to understand what the long range goal is.

Neal said an invitation was emailed to over 200 community stakeholders to participate in on-site listening sessions, hosted by Mayor Debbie Sullivan and Community Representative Don Melnick. While there wasn't a large turnout, they did get good feedback and the community wants engagement and they want to feel connected to Intercity Transit's leadership.

Neal said Marketing and Communications staff did an excellent job of developing and placing the survey on the website. One of the questions asked of both staff and external stakeholders was to rate in order of importance, one to five, different skills and attributes such as being innovative, transparent, good stewards of public funds. By far the highest values were placed on modeling accountability in good times and bad; being a good steward of public funds and being transparent followed by having a transit background, being very engaged and connected within the community. Externally, consensus was being deeply committed to climate goals.

Staff were asked to rank additional values in the order of importance - integrity, strong communication and following was being respectful; having gratitude in the workplace and empathy; and managing conflict well.

Smith said they took all of that information from the listening sessions and survey to create the job brochure which is posted on the website. Smith said the position opened up on August 7 and closed on September 17. They are processing applications and continue to screen for ongoing knowledge and abilities. She and Neal have been conducting phone interviews with those who were qualified and have invited a small handful back for second interviews that will be occurring on Monday, September 25. Smith said she and Neal will attend the October 4 Authority meeting, where they will review the candidate qualifications and make recommendations as to who to invite on site. They are looking for that on-site interview process to occur October 25 through 27.

Neal said their outreach strategy was as comprehensive as possible because they wanted to cast out the widest net possible to attract the most qualified candidates. As soon as August 7, they began posting to 28 job sites. They know the average job seeker is looking at traditional job sites, such as Neo.gov and GovDelivery, Blast

Intercity Transit Authority/Community Advisory Committee Joint Meeting

September 20, 2023

Page 11 of 15

Door, LinkedIn and ZIP recruiter, etc. as well as transit sites. They also focused on Washington, Oregon and Idaho because they felt like it was a more local based area. The League of Oregon Cities, the Association of Idaho and Washington Cities National, League of Cities, placed ads in Thurston Talk and the Olympian, and KXXO, KAYO and KGY. They also made it a point to post to diversity sites such as Workplace Diversity, Diversity. jobs.com, etc.

Neal said currently, 95 candidates applied for the general manager position and she and Smith have been interviewing almost every single Friday to get through all of the applications to evaluate them and there are some well qualified candidates - it's really turned into an international recruitment campaign. One candidate from London, a few from Canada and one from Australia.

The Authority asked HR to recommend four to six candidates to participate in a tour by bus, an employee reception with the candidates, an external stakeholder reception, and a tour the OTC. There will be multiple panel interviews, including one with the full Authority Board, one with managers and one with our employee and labor partners, and we'll conduct a Pattison facility site tour. Every employee involved in the process will be an evaluator. That includes the shuttle driver for these individuals from their hotel, the staff walking them to their interview panels, those greeting them in the lobby in the morning and everyone scheduled on a panel or in other places.

COMMITTEE REPORTS

- A. Transportation Policy Board (Sept. 13).** Melnick said Marc Daily announced TRPC received \$1.32 million in federal funding for the Freight Strategy, Multi-modal Levels of Service, and for a Bicycle Connectivity Study; TRPC is currently hiring for a Commute Trip Reduction (CTR) Planner and will be advertising soon for another planner position to replace current vacancies; and updated the Policy Board on the Council Retreat where they went over the draft 2024-2028 Strategic Plan.

Theresa Julius reviewed the draft 2024-2027 Regional Transportation Improvement Program (RTIP). The RTIP is updated annually and includes federally funded, state-sponsored, and regionally significant projects that need to be included in the State's Transportation Improvement Program (STIP). The draft RTIP is currently out for public review. The TPB made a recommendation for Council to adopt the RTIP at the Council's October meeting.

Katrina Van Every and Paul Brewster provided an overview of the draft Regional Trails Plan Update and requested the TPB release the draft for public review. Staff identified five goals for the regional trails network:

- A connected and accessible network.
- A user-friendly network.

Intercity Transit Authority/Community Advisory Committee Joint Meeting

September 20, 2023

Page 12 of 15

- A safe and secure experience.
- A collaborative effort.
- A well-maintained network.

Adopting and updating the regional trails plan gives staff the opportunity to assess conditions and talk to the community about how they use the system, gathering their views on future investments in expansion, maintenance, enhancements, and operations. The plan calls for TRPC to commit to three things:

- Establishing a regional trails planning workgroup.
- Convening an annual regional trail meeting.
- Updating the Plan every five years.

The TPB approved the release of the Thurston Regional Trails Plan for public review and comment.

Marc Daily said a 2024 State Legislative Session Subcommittee was being formed to discuss priority issues for the 2024 Legislative Session. The subcommittee will consist of members from both TRPC and the TPB. Chair Ryder volunteered to be on the Legislative Subcommittee, and Board members, Kemp, and Radcliff Sinclair volunteered to be alternates.

INTERIM GENERAL MANAGER'S REPORT

- The Holiday Banquet is scheduled for Friday, December 8. Pat Messmer and Amanda Collins along with support from the Facilities and Maintenance crews are planning a wonderful holiday meal with all the fixings from 10 a.m. to 4 p.m. in one of the new detail bays, with food available at the OTC and a meal earlier in the week for the Maintenance swing shift & graveyard crew. We are also recruiting Miracle on Pattison Street singers for the return of the holiday singalong. Operator Joe LaGrand will "come out of retirement" to lead us with members who are both familiar and fresh faces: Customer Service Representatives Jane Denicola and Renee Fonseca, Operators Tyler Bain and Glenroy Sandy, Development Assistant Fiona Sheehan, Senior Planner Steve Swan, and Bus Buddy Coordinator Scott Schoengarth. This group will also graciously allow Bergkamp to join in the fun.
- CDL testing went very well this past week, and all 10 members of the Class 23-04 are now CDL holders! They are out doing routes learning everything transit related. The class is very excited to be learning routes and continuing their training. Congratulations to class 23-04!
- The HR and Operations recruitment team hosted a second Coach Operator Open House Event on August 31 at the Tumwater Worksource. It was a great success and combined with the interviews that were held at the OTC on September 5, 6, and 7, 28

Intercity Transit Authority/Community Advisory Committee Joint Meeting

September 20, 2023

Page 13 of 15

job offers were made for Class 23-05 starting on October 9. In addition, there were 3 applicants held over from a previous recruitment. While a few candidates didn't work out, we achieved a net total of a class size of 29 – one of the largest classes to date.

- Applications for the Community Advisory Committee recruitment are now available. Anyone interested is encouraged to apply by October 6! Interviewees will be selected on October 18 and interviews will take place in early November or December. Special thanks to ad-hoc committee members Sue Pierce, Don Melnick, Debbie Sullivan, Ty Flint, Clair Bourgeois, Nicole Smit, and staff member Amanda Collins for their work on this years' recruitment.
- During the month of September, Intercity Transit will host visits from Senator Hunt, Representatives Bateman, Barkis, and Fey, who is also the Chair of the Transportation Committee. Special thanks to our state advocates Joanna Grist and David Foster for arranging these visits, Pat Messmer for coordinating all the dates and times, and Chief Marketing, Communications and Outreach Officer Nick Demerice for assisting with the tours.
- Several Board members who had availability to attend a tour of Nisqually Tribal Facilities will join staff on Friday, September 22 from 1:30 to 5 p.m. For those interested in carpooling, please meet at Intercity Transit in the Ad/Ops visitor parking lot. We depart IT at 1:05 p.m.
- Village Vans and Dial-A-Lift are transitioning to a new ride scheduling software called Via, which was launched on September 11, 2023, in Village Vans. It includes an app for customers to use to request rides and get real time updates on their rides. It will launch in DAL on October 14. Via has the capacity to be used for other on-demand services, such as our innovative service zones also known as micro transit which we identified as a future enhancement to our services as one of our nine promises from Proposition 1.
- The September Service Change has been in place since September 3, 2023, and is going smoothly, which puts IT up to 88% of pre-COVID service levels.

Service Details - 30-minute Frequency on Weekdays: Routes 21, 45, 47, and 60.

Extended Service:

- **Route 12** - Restored weekday and weekend trip leaving the Olympia Transit Center (OTC) at 9 p.m.
- **Route 13** - Restored weekday round trips leaving OTC at 8:15 p.m. and 9:15 p.m.
- **Route 41** - Restored weekday and weekend round trip leaving OTC at 9:30 p.m.
- **Route 48** - Restored weekday and weekend round trips leaving OTC at 9:15 p.m. and 9:45 p.m.

Intercity Transit Authority/Community Advisory Committee Joint Meeting

September 20, 2023

Page 14 of 15

- **Route 62A** – Restored weekday and weekend inbound trip leaving Orion & Willamette Dr. at 9:50 p.m.
 - **Route 62B** – Restored weekday and weekend round trip leaving OTC at 9:30 p.m.
 - **Route 65** – Restored weekday and weekend trip leaving the Lacey Transit Center (LTC) at 8:58 p.m.
 - **Route 66** – Restored weekday and weekend round trip leaving OTC at 9:15 p.m.
 - **Route 68** – Restored weekday and weekend outbound trips leaving LTC at 9:01 p.m. and 9:31 p.m. as well as restored weekday and weekend inbound trips leaving Capital Mall at 9:18 p.m. and 9:48 p.m.
- On September 1, 2023, Customer Service Representatives (Renee Fonseca, John Staikos, Traci Burns and Steve Lauckhart) took turns rotating shifts between 10 a.m. and 5 p.m. to staff a table on the OTC platform to call attention to the September 3 service change. Passengers and Operators were very appreciative of the extra visible support. Some were happy with just the service change information, and others asked general service questions including GH/Flix, and information about other transit services. Overall, it was a great success!
 - Intercity Transit received a note of appreciation from Michael Cade from the EDC for Authority Chair, Clark Gilman’s support for a Regional EDC conference and for Dena Withrow’s and Cameron Crass’ operational support. Cade wrote, *“Clark, please accept my heartiest words of appreciation for your participation at the WA Commerce Economic Development Conference this past week. Your message and discussion points were so very on the mark – it certainly addressed the notion and theme of the conference that economic development is a concerted effort to support strategic pathways for building a strong community. Your discussion of the role that Intercity Transit plays in this arena was impactful to the group and I had more than several positive comments of appreciation.”*
 - *“Thank you to Dena and Cameron from Operations for their arrangements of support. The tours were fantastic, and it was a blessing to have the buses available to drive the folks through our community. I know that both WA Commerce and BusinessOregon were very appreciative – and both mentioned to me that by adding that component and support, it has made this conference one of the premier conferences in the northwest.” Thank you! Onward and upward! Michael*
 - Bergkamp shared the Week Without Driving campaign sponsored by Disability Rights Washington takes place October 2-8, 2023. Participants are encouraged to get around however they want, but the challenge is not to drive themselves in any car. They suggest this applies to all activities – not just work commutes. It also applies if you normally transport other family members or friends. This isn’t a disability simulation or a test of how easily you can find alternatives. We know that it is far easier to give up your keys if you can afford to live in a walkable area, well served by transit or can outsource your driving and other transport and delivery needs to other people. Having to drive during the challenge does not signify failure. The point is to

Intercity Transit Authority/Community Advisory Committee Joint Meeting

September 20, 2023

Page 15 of 15

consider how someone without that option would have coped, and what choices they might have made.

AUTHORITY/CAC ISSUES

Marilyn Scott from the CAC said many seniors only have flip cell phones and they are unable to bring up bus schedules electronically and some have a difficult time when contacting Customer Service about getting printed schedules. Bergkamp will follow up on this. Bergkamp said there is a form the public can fill out if they want a specific schedule printed and customer service staff can assist with that.

Pierce said she is happy to see the training buses on the road again. She also thanks everyone who attended this joint meeting in person tonight.


Belk thanked everyone for attending tonight's meeting. He said before the pandemic, the joint meeting was the best meeting of the year, so to have everybody back in person is awesome. He appreciates the enriching conversation and questions the CAC offers. He appreciates the CAC's attendance to receive their input and share their perspective. He thanked staff for restoring the frequency on Route 47 - half an hour makes a big difference versus an hour.

Clair Bourgois from the CAC appreciates the extended service. She can attend events in downtown Olympia that end at 9 p.m. and still catch the bus 66 home. It makes a world of difference.

ADJOURNMENT


With no further business to come before the Authority, Chair Gilman adjourned the meeting at 7:43 p.m.

INTERCITY TRANSIT AUTHORITY



Clark Gilman

ATTEST



Pat Messmer
Clerk to the Authority

Date Approved: October 18, 2023

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