

Operations Communication and Policy Committee

2023 Highlights

The Operations Communication and Policy Committee is dedicated to improving the safety and quality of service we provide to our customers as well as troubleshooting issues Operators face. This group is led by a five (5) member team of Operators that serve five (5) bid term.

Operators are our best source of feedback. OCPC members and staff from Executive, Maintenance, Facilities, Planning, Marketing, Operations, Safety, and Training, meet weekly to discuss a wide variety of issues.

OPERATORS WHO SERVED IN 2023

- Sonja Phillips
- James Rivera
- Scott Smith
- Randi Jones
- Bridget Parent
- Tyler Bain
- Michelle Stevens
- Lori Chambers

Marketing

- Developed new Rules of the Ride Brochures
- Produced schedule books for operators to carry to assist passengers when electronic schedules were not available or safe to access.
- Launched the Be Safe, Be Seen campaign
- Sought feedback from OCPC members as they are working to update the routes pages on our website. The intent is to make the pages easier to navigate with the addition of sort and search features.
- Provided “blinky lights” for operators to hand out to riders using the service during hours of darkness.
- Removed outdated information cards from bus interiors and replaced it with updated and fresh messaging.
- Created safety focused materials for both employees and riders.

Planning

- Shelter/stop improvement requests – tree trimming when it is the responsibility of a specific jurisdiction or property owner.
- Run time adjustments
- Upcoming service change information
- Relief Vans
- Announced that in 2023 Intercity Transit will be considered a large urbanized transit system. Explained that this will bring additional reporting responsibilities as well as access to new funding opportunities
- Automated announcements
- Destination sign improvements
- Operator bid information
- Improved detour communication

Facilities

- Stop improvements and requests
 - Turning shelters to face the street
 - Turning shelters to face away from the street
 - Moving shelters closer to the street
 - Moving shelters back from the street
 - Requests for improved lighting at stops such as adding solar lighting
 - Replacing glass panels and repairing shelter damage
- Restroom issues, from function to cleanliness
- Inclement weather response
- Key fob issues
- Addressing safety concerns at facilities such as walk off mats when entering OTC with wet shoes.
- Gate access
- Tree trimming – not all requests go through planning – some are ours to attend to
- Striping of walkways, lots, and more
- Requests for amenities (ice makers, signage, better paper towel dispensers, coat hooks....)

Maintenance

- Jonathon provided weekly updates on construction projects and the impacts to both our employees and our service.
- Bus Yard Safety
- Jonathon also provided updates on his work researching zero emissions options such as hydrogen fuel cell vehicles and electrified fleet options.
- David and his team worked tirelessly to find solutions for mirror and glass spotting issues
- Vehicle design and function topics – barriers, locations of switches, safety concerns, etc.
- Updates on vehicle procurement
- Guidance was given for troubleshooting issues on coaches such as when and how to properly use the knife switch – done improperly it can cause further malfunctions.

Executive

(I know this is a busy slide.... But there truly was so much more)

- Ann announced her intent to retire as of April 1, 2023, and named Emily as our Interim GM
- Shared how Congresswoman Marilyn Strickland helped to secure 1.8 million dollars that we are now using to make bus stop improvements throughout the system.
- The return of TAD and the Holiday Banquet
- Repealing the vaccine mandate as a condition of hire
- Emily collaborated with the Thurston County Dept. of Health and others to learn about Fentanyl and other drug exposure risks to our employees and customers. She shared research findings and our commitment to keeping everyone safe.
- Emily shared CAC and ITA agenda items
- Details of the Regional Trails Plan Survey
- Intercity Transit's visit with the Nisqually Tribe.
- Cybersecurity
- Ad Ops visit from legislators that went to bat for us in securing funding for our base improvements
- Return to 88% of pre-pandemic service levels

Operations

- Rodeo – 14 agencies participated in the 2023 regional rodeo!
- New uniform options with a streamlined process for ordering
- Dial a Lift successfully launched the VIA software platform – officially retiring the legacy Routematch system
- Special services were discussed such as Lakefair, July 3rd, holiday parades, and more
- New Operator classes were announced welcoming 68 new Operators into training
- Recruitments were announced for Transit Instructor and Supervisor positions. Chad Edwards joined the Instructors, David Dudek was selected as our Service Impacts Supervisor, and Chad Edwards (yes, two promotions in 2023) Ray Sigmon Jr, and Zachary Rose were selected as Supervisors.

More Good Stuff

- Transit Instructors provided insight as to Areas of Improvement and shared results of the previous months Field Observations
- Jeff Peterson and others representing the AVAIL project attended to gather feedback and make improvements as we were settling in with our new CAD/AVL system
- Chief Safety Officer Jason Hanner attended weekly to share safety messaging and learn about what concerns Operators may be having. He regularly shared information from the Safety Committee
- Most importantly – this is a safe place where no subject is off the table. It is a place where all comments are welcome. It is a place to offer a true commitment to valuing each and every Operator and giving them a voice that is heard.