

Authority Meeting Highlights/Summary
a brief recap of the April 3, 2024, Intercity Transit Authority Meeting

Wednesday night, the Authority:

- Authorized the General Manager to execute a purchase order with Day Wireless Systems to provide digital radio services on the TRBOWEST Digital Network up to a five-year term and payments made in monthly increments, for the not-to-exceed cost of \$274,428, including a contingency of 10% to account for potential expansion, does not include tax. *(Jeff Peterson)*

Other Items of Interest:

- David Chaffee introduced new hires **Christopher Jackson and Noah Guthrie, Service Workers**, and promotions **Larry Ingram and Kai Allen, Service Workers**.
- Kerri Wilson provided a **2023 Walk N Roll Program Update**.
- Duncan Green provided an update on the **Winter Bicycle Commuter Challenge and information about the May Event**.
- Rob LaFontaine provided a presentation and dialog about the primary functions performed by the Intercity Transit Planning Division including transit terminology and service considerations.
- Received **Public Comment** from four members of the community with concerns about the proposed traffic circle at Martin Way and Duterrow/Meridian Roads.

General Manager's Report:

Intercity Transit welcomed Class 24-02 on Monday, March 25, 2024. This class consists of 19 new Operators.

Staff, Authority, and CAC members attended a webinar on March 21, 2024, hosted by Jarrett Walker entitled, "Human Transit: How Clearer Thinking about Public Transit Can Enrich Our Communities and Our Lives." In 2011, Jarrett published what became a classic for sustainable transportation advocates, Human Transit. He recently released his updated and expanded edition to further deepen his initial explanations. The content moves into new territories, such as the problem with specialization; the role of flexible or "demand response" services; how to know when to redesign your network; and responding to tech-industry claims that transit will soon be obsolete. Additionally, a major new section exploring the idea of access to opportunity as a core measure of transit's success has also been added.

Bergkamp, Peter Stackpole and Rob LaFontaine continue to meet with Jason Robertson from JRO+CO to fine tune the agenda for the annual planning session. This event is scheduled for May 10, 2024, from approximately 8:00 a.m. to 3:30 p.m. in the AdOps Board Room. Robertson (JRO + CO) and Thomas Wittmann (Nelson-Nygaard) will facilitate and lead discussions at the first planning session since 2019. Robertson will cover the history behind the public outreach that took place prior to the creation of the Long-Range Plan and Wittmann will review peer industry trends as they relate to elements of our Long-Range Plan. Bergkamp and LaFontaine will present elements of the Long-Range Plan that we have completed or are ongoing, and review those yet to be completed, leading a

conversation with the Authority on prioritizing them and updating implementation dates. Stackpole will discuss Development Priorities and Grant Funding, along with a Financial Forecasting discussion with CFO Jana Brown, followed by a conversation around possible implications if the CCA was repealed.

Human Resources staff Alana Neal and Amy Zurfluh worked with the Athena Group to complete an employee engagement survey and are working to process the results and next steps. A sneak peek shows the results were overwhelmingly positive – something for us to celebrate as an agency as testament to our positive work culture – and we have some areas we will work to identify ways to improve to make Intercity Transit an even better place to work, and to maintain the amazing work environment we enjoy.

Bergkamp visited the Olympic Region Clean Air Agency (ORCAA), and met with Jeff Johnston, specifically about what ORCAA is doing to help reduce the impacts of burning in the area known as the “Jungle” homeless camp with their partners OlyMap.

Intercity Transit’s management team, ATU and IAM union leadership, spent time together at the 47th Labor and Employment Relations Collective Bargaining and Arbitration Conference (LERA). This event welcomes the diverse views of labor, management, government, academics, and advocates alike, providing conference sessions with something for everyone. During the planning of this year’s conference, Intercity Transit’s management and union leadership group were approached by staff from LERA to consider hosting a session at the conference. LERA staff thought the long history Intercity Transit and their labor partners have of co-creating a collaborative and positive labor-management relationship had the makings of an inspiring conference session.

Customer Service Manager, Joy Gerchak, Administrative Services Director, Heather Stafford, ATU Finance Secretary, Kierstin Price and Operations Deputy Director, Cameron Crass created a session entitled, “Don’t Stop Believing – You Too Can Have an Epic Labor-Management Relationship.” The session was so well attended it was standing room only. As a moderated discussion of where great labor relations start and what happens when it’s not all sunshine and rainbows, it also provided practical tools attendees could take back to their workplace to foster an even better labor-management relationship - even if they’ve stopped believing it’s possible. Please join me in congratulating this group for representing us so well at the conference.

Together with our labor partners, we understand that actively working on our relationship together and maintaining a positive work culture is fundamental to ensuring the community we serve doesn’t pay the price for our periodic workplace issues. While misunderstandings and disagreements in a unionized environment are not necessarily uncommon, Bergkamp is proud to say that during her two decades at Intercity Transit, she’s experienced the mutual respect for each other carries us through them.

Bergkamp, Board Chair and City of Olympia Councilman Clark Gilman and Board Member Mayor Debbie Sullivan will attend APTA’s Legislative Conference in Washington D. C. April 6-9. They are scheduled to meet with Senator Patty Murray’s office, Congresswoman Marilyn Strickland’s office, and Senator Cantwell’s office. This is a great time to visit with our legislators and provide an update on agency activities and future funding needs.

Sihe (Simon) Sun, Master’s in Environmental Science candidate at The Evergreen State College, completed a Zero-Fare Bus Thesis Research project, examining factors that influence people's choice of public transit in Thurston County. He distributed an online survey and posted flyers at different

locations throughout the Intercity Transit system with a QR code linking to the survey. The Marketing Department helped spread the word about the survey to recruit more participants to ensure the findings are directly relevant for Intercity Transit. Simon plans to share his collected data with Intercity Transit under the appropriate confidentiality protocols so we can utilize the findings for purposes of understanding the impact of zero-fare on ridership. The survey officially ended March 31. Simon shared that he received a total of 547 valid responses. Among these, 335 participants provided their geospatial location information, and 336 participants provided answers to the open-ended question, sharing their valuable feedback on their bus-riding experiences, suggestions, and/or complaints.

Intercity Transit celebrated National Transit Employee Appreciation Day on March 18 with banners posted throughout the facilities, sweet treats in the lounges and social media posts celebrating our frontline drivers, maintenance, and facilities staff. Marketing, Communications & Outreach Coordinator, Ally McPherson, created slides that Bergkamp shared with the Board. Many people took time to comment and share their thanks for the dedication Intercity Transit's frontline staff shows to the community every day - driving, keeping vehicles operating safely and keeping buildings and stops looking good.

Prepared April 4, 2024

Pat Messmer/Clerk of the Board