

**Authority Meeting Highlights**  
*a brief recap of the Authority Meeting of January 15, 2020*

**Action Items**

Wednesday night, the Authority:

- Conducted a public hearing on the proposed expansion of bus service in NE Lacey.
- Authorized the General Manager to execute a contract amendment with JayRay authorizing an additional \$200,000 in contract authority to promote our programs and services for a revised total contract not-to-exceed amount of \$760,000.

**Other Items of Interest:**

- Welcomed new Board member, *Sue Pierce*.
- Welcomed: *Ben Sandberg and Drake Stevens, Operations Supervisors; Dave Komsak and Matt Parker, Operations Trainers; Becky Nygard, Inventory Specialist; Julie DeRuwe, Facilities Manager; Raymond Hall and Jeffrey Johnson, Service Workers; and Garrett Madden, Auto Tech.*
- Welcomed the recipients of the Surplus Van Grant Program: *Kokua, Coastal Community Action Program, Wa-Ya Outdoor Institute and Veteran's for Suicide Prevention*. A brief recess with refreshments followed.
- A new operator class begins on January 27, 2020.
- Intercity Transit is assisting with Code Blue Monday through Friday of this week, getting people to shelters. IT also has a standing reservation for the Thurston County Code Blue staff for two Community Vans to use to transport people and their belongings to and from shelters.
- Since advertising has been eliminated from the buses, the agency is not receiving any complaints.
- Maintenance staff removed approximately half of the fareboxes from the coaches. They will start on the Dial-A-Lift vehicles soon.
- The 16 new buses go into production this week, and are expected to be complete by the end of February. If all goes well, they will be on the street in April.
- A community update was provided to all of the jurisdictions, planning commissions, TRPC, TPB, chamber committees, and we continue to provide the update to service clubs. Updates have been provided to Panorama Television (twice) in the last two weeks, talking about the progress on the implementation of Proposition 1 and zero fare in particular.
- Staff is tracking press coverage on zero fare. Freeman-Manzanares was interviewed by the Wall Street Journal; mention of our demonstration project was in the New York Times, Washington and Oregon public radio, King 5, the Hill, the Urbanist, Seattletransitblog, and Reddit, as well as the local papers. The Olympian had an article welcoming 2020 and the second thing they listed was Zero Fare buses, and as they prepared the public for inclement weather this week, they mentioned Zero Fare buses.

- APTA conducted a webinar on Monday, December 23 attended by over 400 people. Freeman-Manzanares participated and provided an update on Zero Fare.
- Freeman-Manzanares doesn't have the ridership numbers yet, however, the buses seem fuller and drivers are seeing new faces.

#### **Staff Shout-Outs:**

- Eric Phillips, Development Director, was appointed to a Board position at Morningside.
- Jeff Peterson, Procurement Coordinator, was elected President of WA-NIGP for a one-year term.

#### **Customer Comments:**

*A customer wrote, "I'm near tears grateful for the fare free buses. I'm a single, disabled mother of two with one on the way, and money has been tight and has limited our means of transportation greatly in the last year. This service will help our family so much. Thank you from the Shetley family."*

*A comment from Keith Stahley:* Keith took the bus to go hiking in the black hills. He was new to the routes so he asked the driver about stops. The driver was clear, helpful and friendly. Another driver greeted all the passengers and knew many of them by name. There were several questions about operations and the driver handled both the bus and its passengers with great skill and care.

When the bus pulled through the Lacey Transit Center, a middle-aged woman got on the bus. She was developmentally disabled and her caregiver was on the platform watching her get on the bus. The driver knew the woman and welcomed her on the bus. She spoke to the caregiver and reassured her that she had "Jane" and she would make sure she arrived to her destination safely. The caregiver came on the bus and thanked the driver.

Keith said not only was he able to go for a carbon-free hike, he also witnessed the important role transportation plays in our social service system. They say it takes a village and he's glad IT is part of our village.

He said when he sees great customer service, he doesn't take it for granted, and wanted everyone to know what an important role IT plays in our community and how much it is appreciated.

**Pat Messmer/Clerk of the Board**  
**Prepared: January 16, 2020**