

Authority Meeting Highlights
a brief recap of the Authority Meeting December 2, 2020

In order to comply with the Governor's guidance to "Stay Home and Stay Healthy" and in keeping with the Governor's Proclamation 20-28 Open Public Meetings Act, this meeting was held remotely.

Action Items

Wednesday night, the Authority:

- Adopted the 2021-2026 Strategic Plan.
- Adopted Resolution 05-2020 establishing the 2021 Budget.
- Canceled the Wednesday, December 16, 2020, Authority meeting.
- Declared Vanpool Vans as surplus. These are vehicles surplus to our needs and will either be offered for direct purchase by other public agencies, granted as part of the Surplus Van Grant Program or sold competitively through public auction. The total value of the vehicles is estimated at \$116,597.
- Authorized the General Manager to grant surplus vanpool vehicles to Innovations Human Trafficking Collaborative, Catholic Community Services of Western WA, Thurston County Food Bank, Interfaith Works, SafePlace, Sacred Heart Catholic Church, and Behavioral Health Resources.
- Authorized the General Manager to execute a contract amendment with Pacific Security for security services at Intercity Transit facilities for a period of one year in an amount not-to-exceed \$560,100.
- Appointed Justin Belk to the Intercity Transit Authority as a Citizen Representative, for a term to begin January 1, 2021, through December 31, 2023. This appointment fills the position of outgoing Citizen Representative Ryan Warner.
- Appointed the following individuals to three-year terms to the Community Advisory Committee beginning January 1, 2021: *Isha Gabriel, Jihan Grettenberger, Nikki Crist, and Tom Mull.*

Other Items of Interest

- Welcomed Ron Parker, Operations Supervisor.
- Project Architect Stantec, Inc. and General Contractor/Construction Manager, Forma Construction Company provided a year-end update on the progress of the Pattison Expansion and Rehabilitation Project.
- The Authority and staff bid farewell to Authority member, Ryan Warner, who served as a Citizen Representative for nine years.

General Manager's Report:

- Intercity Transit (IT) continues to have multiple service plans at the ready, and was hopeful of providing additional service starting December 6, however, IT has been affected by the surge in COVID cases, and as a result IT does not have the staffing to expand service at this time.

Intercity Transit will continue to monitor the situation, and how the holidays through New Year's will have an impact on COVID rates, our staff and passengers.

- There are approximately 176 Operators available today, however, that number changes daily. We were budgeted at 266, and we started COVID with 236. Currently, it takes 110 and new service takes 191.
- Human Resources staff has been hiring to fill vacant positions throughout the year. The last Operator new hire class started driving right as the pandemic was declared. Interviews for new Operators begins next week. COVID restrictions have complicated things in terms of administering testing. **A big shout out to Human Resources and Operations** for figuring out how to move through the hiring process and develop a training program where we can accomplish what we need to and do so safely. We will continue to advertise and recruit and look forward to bringing new Operators onboard.
- Freeman-Manzanares highlighted some of the wonderful work Nicky Upson and Ally McPherson from the Marketing/Communications group have accomplished in addition to Passenger Information, Rider Alerts, the website, social media, GovDelivery, and how they gather and incorporate input internally and externally to improve communication channels.
- Upson and McPherson are looking for community input via a survey to improve IT's website and to make it more intuitive. The survey will help define where people expect to find information. The survey takes about 10 minutes and is located at www.intercitytransit.com.
- Upson and McPherson are also releasing the **"Respect the Ride"** campaign. Everyone has a responsibility to Respect the Ride when onboard Intercity Transit. IT strives to make everyone's trip as safe and as comfortable as possible. When you Respect the Ride, you ensure everyone onboard enjoys their journey. While riding, please remember to ***Respect the diversity of your fellow passengers. Being considerate and kind to other riders makes the ride better for everyone.*** To Respect the Ride means you:
 - Keep your voice, music and phone conversations low.
 - For your safety, please don't sleep while onboard.
 - Have a destination when you get onboard.
 - Save the front seats for people that need them.
 - Be respectful and use family-friendly language while onboard.
 - Ensure your personal items aren't taking seats away from other passengers.
- Freeman-Manzanares gave a **big thank you** to the frontline employees and those working behind the scenes – to all staff who have been nimble and hard-working and resilient. They have done an outstanding job. This has been a really challenging year, but one that has been full of opportunity as well. Our world and our work looks different, and COVID has added a significant amount of work on top of already full schedules, and staff have moved forward remarkably well in that changed space.
- Freeman-Manzanares also extended a **big thank you** to the Authority, IT passengers, all of our partners, and the Thurston County Public Health.