

**MINUTES
LINK TRANSIT BOARD OF DIRECTORS**

April 19, 2022

3:00 p.m.

Columbia Station 3rd Floor, 300 South Columbia Street, Wenatchee, WA

ATTENDANCE

Board members attending in person: Chair Rob Tidd, Jim Fletcher, Mark Kulaas, Bob Goedde, Marc Straub, Joyce Huber, Randy Agnew, and Paul Parmley

Board members attending through ZOOM Conference Platform: Anne Hessburg, and Bob Bugert

Link Transit Staff: Richard DeRock, Nick Covey, Howard Johnson, Lynn Bourton, Eric West, Samantha Miller, Justin Brockwell, and Laura Leon

Legal Counsel: Erin McCool

Absent / Excused: Tiffany Gering, Michael Buckingham, and Kyle Steinburg

1. CALL TO ORDER

Chair Rob Tidd called the meeting to order at 3:00 p.m. A quorum was established with 8 voting board members and 1 non-voting member present at that time.

Richard DeRock provided a brief Mask Mandate Update – “As a result of a court order, effective immediately and as of April 18, 2022, CDC’s January 29, 2021 Order requiring masks on public transportation conveyances and at transportation hubs is no longer in effect. Therefore, CDC will not enforce the order. CDC continues to recommend that people wear masks in indoor public transportation settings at this time.”

Chelan County Commissioner Bob Bugert joined via zoom at 3:04pm

2. PUBLIC COMMENT

The following residents provided public comment:

- David Morgan, Leavenworth – Spoke in favor of the proposed changes to Route 22, where the bus route would not go into Peshastin on all trips before making the drive into Leavenworth and expressed excitement for the proposed Express Service from Leavenworth to Wenatchee.

Board Clerk Laura Leon read public comment received via email by:

- Nate Hough-Snee emailed:
“Thank you for publicizing the recently proposed changes to the 22 route between Leavenworth and Wenatchee. As published, the new routes will provide additional service while also offering expedited travel between the upper Valley and Wenatchee. Specifically, the express bus option and the on call option for pickup in Peshastin will save time on runs between Leavenworth and Wenatchee. At present, single passenger vehicle travel can be much faster than taking the 22, and this revision will hopefully encourage additional ridership when

people are accounting for it reduced travel time. Prior to the pandemic I took the 22 bus several times a week for work and recreation, and found it to be one of the safest, cleanest, and friendliest transportation lines in the state. With the proposed new routes, I hope that travellers between Leavenworth and Wenatchee will also realize that it can be the fastest option AND most comprehensive (e.g. 32 route). Thanks again for publicizing these proposed changes and for your ongoing commitment to serving our community.

- Melissa Retuer, Peshastin emailed:
"I am against the "On Call" service, as I believe it would place undue hardship on those customers who are unaware of the change and cause them to miss a bus. I would also like to note that the Route 22 bus leaving from Safeway leaves earlier than the scheduled time, most likely causing the "On Call" person to miss the bus due to it already have passed Peshastin. I am against the rescheduling of the afternoon times leaving Wenatchee to Leavenworth. Most people get off work on the hour or the half hour, while these time leaving Columbia Station are staggered strangely. An example is, the Confluence Health office by Columbia Station has hours from 8:00 to 5:00 and the 5:10 bus was optimal for this. Now it is scheduled to leave at 5:30. The current 4:40 bus leaving Columbia Station has many customers traveling to Cashmere and beyond. All of these customers will be made to wait an additional 15 minutes at the end of a long work day. I will need to change my work hours to accommodate these changes, others may not be so lucky. Once again, Link Transit is taking away from Peshastin."

3. CONSENT AGENDA

The following Consent Agenda items were submitted for approval:

- 3.1 **Minutes** of the March 15, 2022 board meeting
- 3.2 **Accounts Payable Vouchers** from March 1-31, 2022, totaling \$615,189.83
- 3.3 **Payroll Vouchers** from March 1-31, 2022, totaling \$609,415.63

Board Action:

There were no requests for corrections or changes to any of the Consent Agenda items.

Randy Agnew moved to approve all Consent Agenda business items as presented.

Jim Fletcher seconded the motion.

VOTE: All in favor with 9 voting board members present for this vote.

***Motion Carried
Passed Unanimously***

4. BOARD COMMITTEE REPORTS

4.1 **Finance Committee**

Board Member Randy Agnew provided a summary of items discussed at the Finance Committee Meeting on April 14, 2022.

5. DISCUSSION / ACTION ITEMS

5.1 **Revised July Service Plan: Phase One (Resolution 2022-02)**

Planning and Development Manger Cristina Barone provided a summary with a PowerPoint presentation reviewing all of the adjustments made to the Proposed and revised July Service plan based on public testimony at the March 15, 2022 Public Hearing. Please see attachment A

Board Action:

**Mark Kulaas moved to approve Resolution 2022-02, adopting the revised July Service Plan: Phase one as presented.
Joyce Huber Seconded the motion.**

During discussion Barone indicated that a formal review and the proper documentation to support the analysis would be conducted on the "on call" Peshastin stop of Route 22 within three months of implementation. Any adjustments to schedules would then have to be implemented on a quarterly basis after analyzing the trends and usage of the system.

VOTE: All in favor with 9 voting board members present for this vote.

***Motion Carried
Passed unanimously.***

5.2 Adoption of Zero-Emission Transition Plan (Resolution 2022-03)

General Manager Richard DeRock presented the final draft of the Zero-Emission Transition plan for the Board's consideration. DeRock reviewed changes made to the plan since it was last reviewed and presented during the March 15, 2022 meeting. He concluded by recommending an annual revision by the Board to ensure its relevance.

Board Action:

**Bob Bugert moved to adopt the Zero-Emission Transition as presented with Resolution 2022-03.
Bob Geodde seconded the motion.**

VOTE: All in favor with 9 voting board members present for this vote.

***Motion Carried
Passed unanimously.***

5.3 Authorization to add a Facilities Service Worker Position

Administrative Service Manager Lynn Bourton reported the need for an additional Facilities Service Worker position in Link Transit's Maintenance Department. She cited the new service plan and the seven (7) day work week, along with the ability to complete projects in-house prompted staff to recommend the approval of the position.

Board Action:

**Marc Straub moved to approve the addition of one full-time Facilities Service Worker to the Maintenance Department staff.
Randy Agnew seconded the motion.**

VOTE: All in favor with 9 voting board members present for this vote.

***Motion Carried
Passed unanimously***

5.4 Amendment to the Pennington Construction of Wenatchee Contract

Richard DeRock presented the Board with an amendment to the Pennington Construction of Wenatchee. He noted that staff had the opportunity to add additional work to the contract that had been originally deleted from the scope of work due to cost concerns, but due to the change of order, the approval of the board was warranted. Staff recommended an approval to increase of \$21,724.60 to cover the cost of a full removal and replacement of tall the brick work between the tree wells on Wenatchee Avenue in front of Columbia Station.

Board Action:

Joyce Huber moved to ratify the change in the Pennington Construction of Wenatchee Contract.

Jim Fletcher seconded the motion.

VOTE: All in favor with 9 voting board members present for this vote.

***Motion Carried
Passed Unanimously***

5.5 Regional Mobility Grant - Town Toyota Center Pedestrian Bridge

Richard DeRock asked for direction from the Board regarding a pre-application for the Regional Mobility Grant, a Washington State Department of Transportation program. Link Transit Staff submitted a proposal for a Pedestrian Bridge that would connect the area from United States Post Office on Maple Street to Town Toyota Center on Walla Walla Avenue. He noted that this connection could be an alternative solution to providing direct service to the TTC, due to the complications of accessibility (by bus) to the area.

De Rock indicated that applicants must provide matching funds as direct contributions of at least 20 percent of the total project cost and reported that the engineering work is being kept at a budget that would be under the amount eligible to be authorized by the General Manager. He continued to describe the lack of adequate parking in that area directly indicated the need for transit service to the location, and how appropriate the grant would be for this project.

Discussion took place on the level of involvement of the Public Facility District in the proposed project both financially and as a collaborative partner, and where the project ranked regionally as a transit-need.

5.6 General Manager Evaluation Follow up

Chair Tidd announced that action was not taken during the March 2022 Board Meeting, and summarized the evaluation and recommended the Board take action and authorize a wage increase for Link Transit's General Manager.

Board Action:

Jim Fletcher moved to keep Link Transit's Board of Directors past practice and authorize a wage increase to be set at \$25,000 above the top step of Link Transit's Range 1, (Chief of Staff) 2022 pay scale retroactive to April 1, 2022.

Joyce Huber seconded the motion.

A historical background and clarification was given on how the salary pay scale is determined for each position that is not part of the non-bargaining unit, and how the past practice increase in wage was determined for the General Manager position.

VOTE: All in favor with 9 voting board members present for this vote.

***Motion Carried
Passed Unanimously***

5.7 Interlocal with WSDOT traffic study for roundabout on US 97 and Cascade Ave

Richard DeRock provided a historical summary of the transit improvements still needed to be completed as part of the Apple Capital Loop project in East Wenatchee. In addition, he noted that Link Transit has had an interest in developing alternative solutions and/or transit improvements needed to provide access to Cascade Avenue and/or Empire Avenue in Douglas County while keeping the safety and security of the Coach Operator's in mind.

In partnership with The Washington State Department of Transportation, Link Transit would like to conduct a traffic study to determine if a round-about in the area could be considered as a solution. DeRock indicated a verbal agreement of the financial obligations has been discussed where both parties agreed to evenly split the cost of the analysis. He finalized by stating that the outcome of the study should determine *where* and *if* a roundabout would be a proper solution to continue to provide access into the area, and the total cost of the project, if developed. DeRock intends to have the Board of Directors approve the concept of the Interlocal agreement before officially executing it, and would keep the Board updated.

5.8 Bus Shelter Procurement

Additional Bus Shelters need to be secured and to keep consistency with the existing style, Contract Procurement Specialist Samantha Miller, sought authorization to procure twenty (20) bus shelters, from Brasco International, as a sole-source procurement.

Board Action:

**Joyce Huber moved to approve the procurement the sole source
Randy Agnew seconded the motion.**

VOTE: All in favor with 9 voting board members present for this vote.

***Motion Carried
Passed Unanimously***

6. STAFF REPORTS

6.1 Human Resources Staffing Monthly Report

Administrative Services Manager Lynn Bourton reported:

Positions hired within the last month:

- Parts Person

Current Positions Open:

- Travel Trainer

Coach Operators Roster:

- 84 Full-Time CO in April
- 75 are currently available to work
- 7 out on long term, extended absences
- 2 recently hired and still training

6.2 Monthly Financial Report

The Board was provided an overview of Agency's financial activity through March 2022.

2022 Sales Tax:

March 2022 sales tax (earned in the month of January 2022)	\$	1,497,149
◆ Over budgeted amount for the month by 32.8%	\$	369,967
◆ YTD sales tax collection	\$	1,497,149
◆ YTD budget amount	\$	1,127,181
◆ Over YTD budgeted amount by 32.8%	\$	369,967
◆ Last year's YTD sales tax amount	\$	1,332,590
◆ Over last year's YTD sales tax amount by 12.3%	\$	164,559

2022 Operating Budget-to-Actual:

◆ Budget year elapsed = 25%	\$	5,426,895
◆ Operating budget spent = 21%	\$	<u>4,634,972</u>
◆ <Over> Under Budgeted Amount	\$	791,923

2022 Capital:

◆ Professional services – RH2, NW Geodimensions	\$	12,148
---	----	--------

2021 Grants:

◆ 2021 5307 Grant	\$	146,812
-------------------	----	---------

Cash Accounts:

◆ Cash w/Treasurer – 2022 under 2021	\$	(692,890)
◆ Investments – 2022 over 2021	\$	8,492,761
◆ Contingencies Reserve – 2022 over 2021	\$	500,000
◆ Vehicle Reserves – 2022 over 2021	\$	650,882
◆ FTA Vehicle Reserves – 2022 under 2021	\$	(17,061)
◆ Facility/Equipment Reserves – 2022 over 2021	\$	1,723,148
◆ Sales Tax Refund Reserve – 2022 over 2021	\$	250,000

6.2 Transit Support Grant Reporting Issues

DeRock reported on the most recently approved transit formula grant issued by Washington State Legislature, where a requirement of receiving the funds is to provide data to ensure that everyone under the age of 18 is using the transit system fare-free. Agencies that adopt a zero-fare-for-youth policy by October 1, 2022 can receive their portion of the new transit support grants. Link Transit is already currently fare-free but lacks a mechanism to report, detect or capture and confirm guests' age. DeRock indicated that a committee (of the three fare-free systems) has approached the state to see if a survey or sample data will be sufficient to meet the requirements.

6.3 System Performance Report

This report provides an overview of how the System performed during the past month, which is reflective of how Agency is meeting the annual performance goals that were developed through the annual budgeting process and formally adopted by Board.

March 2022 Fixed Route Ridership Stats:

- Monday – Friday an average of 3044 boardings per day
- Saturday – an average of 1679 boardings per each Saturday
- Sunday – an average of 929 boardings per Sunday

Paratransit:

March 2022 Paratransit Ridership Stats:

- o Monday – Friday an average of 239 boardings
- o Saturday - an average of 101 boardings
- o Sunday – an average of 69 boardings

Cost per Hour:

- o \$132.74 cost per hour in March 2022

Complaints:

- o 3 complaints were reported in March 2022

Class 1 or higher preventable Collision & Incidents:

- o 1 incidents of collisions occurred in March 2022

Legal Counsel John Lee from Summit Law joined at 4:35pm.

6.3 General Manager’s Report

Richard DeRock shared the following information:

Electric Vehicles (EBusCo / Build Your Dream –

EBusCo, A Netherland Bus company, came to visit Link Transit. DeRock summarized a sales offer made by EBusCo for Link Transit to purchase one of their vehicles, and stated there was no real value in purchasing the vehicle with local funds when it did not operate as a wireless charging mechanism but rather a plug-in vehicle. EBus Co indicated they would come back with a different proposal for their carbon fiber vehicle that would align with the Momentum Dynamic wireless charging system. DeRock noted that would be an offer he would be willing to explore.

DeRock reported that staff had tested a Build Your Dream (BYD) electric vehicle on the Route 21 to Chelan, WA (*since it had been a few years since a modern version electric vehicle had been evaluated for that route*). BYD sent a 40 foot demonstration vehicle and after tests were completed – expectations were surpassed. The vehicle was able to complete a round-trip only utilizing 27% of the energy in the battery which means it could complete two round trip’s (Wenatchee to Manson) before needing to charge it. Link Transit staff is contemplating to retire diesel vehicles earlier or selling them due to the data proving the cost of operating an electric fleet vs diesel is more economical.

7. CLOSED SESSION

7.1 Labor Matters (RCW 42.30.140)

Chair Tidd stated that a Closed Session was programmed on the Agenda and announced the closed session would take approximately 15 minutes. **He convened into a Closed Session until 5:00pm to discuss Labor matters.**

8. OPEN SESSION

The meeting was reconvened into open public session at 5:00 p.m. and then the Board took the following action:

Board Action:

Joyce Huber moved to approve the Memorandum of Agreement with Teamsters 760 as presented.


Bob Geodde seconded the motion.

VOTE: All in favor with 9 voting members present for this vote.

**Motion Carried
Passed Unanimously**

9. MEETING ADJOURNMENT

All business listed on the Agenda had been addressed and with no further business to conduct, Chair Tidd adjourned the meeting at 5:03 p.m.

Minutes Submitted by 
Anna Laura Leon, Clerk of the Board

Link Transit

connecting our communities

Board of Directors
Service Redesign:
Phase One Service Plan
+ Refinements

PRESENTED BY:
CRISTINA BARONE

APRIL 19, 2022



Attachment A:

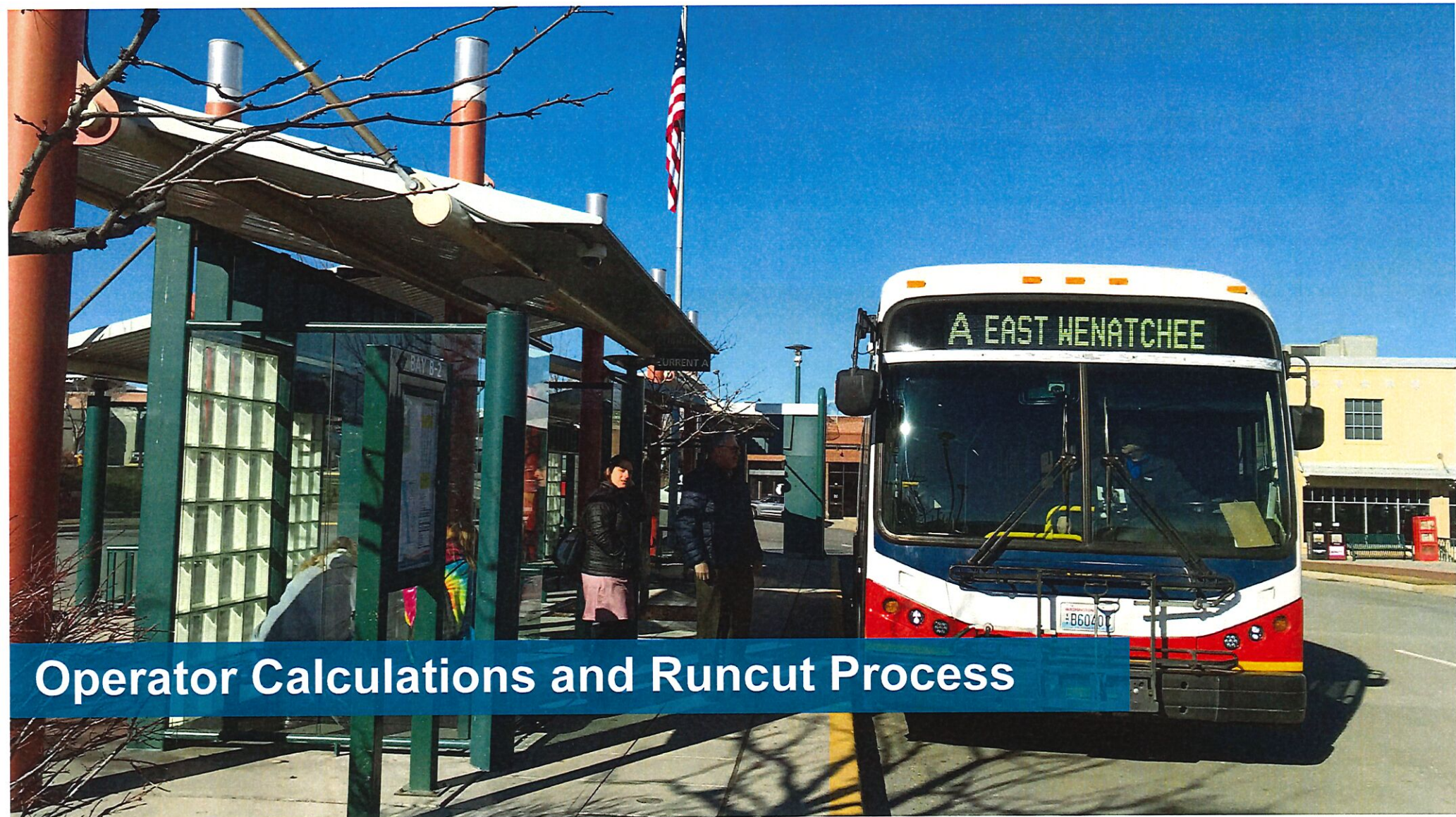


TODAY'S AGENDA

Operator Calculations and Runcut Process

Outreach Outcomes and Service Refinements

Next Steps



Operator Calculations and Runcut Process

ESTIMATED ANNUAL FIXED-ROUTE REVENUE HOURS BY PROPOSED NETWORK

- Adopted Transit Study Recommendations: ~140,000 revenue hours
- Adopted 2022 Budget Service Expansion: ~120,000 revenue hours
- Phase One Service Plan + Refinements: ~110,500 revenue hours

- Link staff has used best professional judgement to refine the proposed service plan
 - Scaled down to a feasible network
 - Realistic and sensitive to operator working conditions

PEER REVIEW: REVENUE HOURS PER FIXED-ROUTE OPERATING EMPLOYEE FTE (2004-2019)

- Transit Study included an Organizational Assessment that used peer agency data for comparison
- Link Transit reviews peer experience on an intermittent basis to understand trends
- Average revenue hours per fixed-route operating employee FTE generally ranges from approximately **1,450 to 1,550** among peers
 - Allows for time off, etc.

Average Revenue Hours per Fixed-Route Operating Employee FTE (2004-2019)	Agency	Average
	Link Transit	1,520
	Ben Franklin Transit	1,545
	Kitsap Transit	1,204
	Skagit Transit	1,497
	Whatcom Transportation Authority	1,469
	Intercity Transit	1,456

Source: National Transit Database

ESTIMATED OPERATOR NEEDS

Existing service

101,000 revenue hours ÷

1,550 revenue hours per fixed-
route operating FTE

65 operators needed for fixed-
route service

+

12 demand response operators

77 total operators needed

Proposed new service

9,500 new revenue hours ÷

1,550 revenue hours per fixed-
route operating FTE

6 additional operators needed for
fixed-route service

83 total operators needed

RUNCUT PROCESS

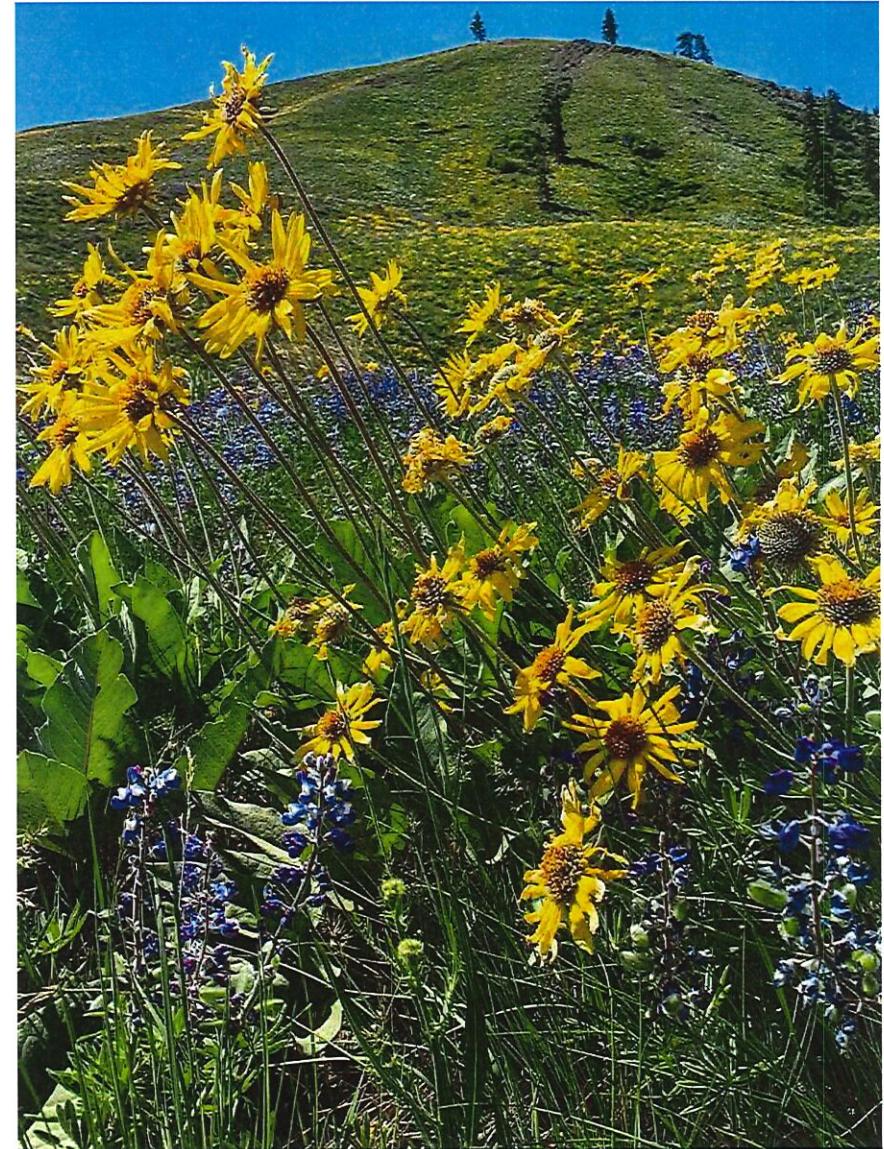
- Link staff believes we are within a **reasonable range of operators** for successful implementation of Phase One
 - Link Transit has 84 rostered operators as of 4/13/22
- Runcut process will refine and finalize driver needs
 - Currently in progress and requires a significant level of effort
 - Results will be shared when complete
 - Work could not begin previously because of public process timeline



Outreach Outcomes and Service Refinements

OUTREACH GOALS

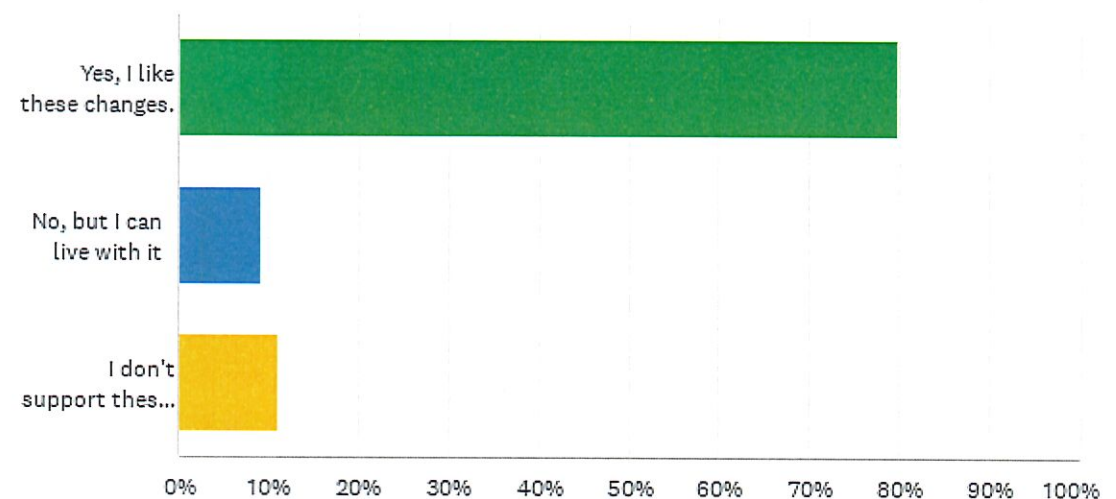
- Four-week outreach window from **January 24 to February 18**
- Gather feedback from:
 - Existing transit riders
 - General public
 - Community stakeholders
- Focus on **Phase One Service Plan**
 - Draft route maps and schedules for review
 - Feedback from the public and stakeholders will be integrated into final implementation plan as feasible



SURVEY RESULTS

- Nearly 800 responses
- Approximately 80% of respondents support proposed changes
- Full survey results and comments available in Board packet

Q1 Are you in favor of the Proposed Service Plan?



PUBLIC HEARING DISCUSSION RECAP (MARCH 15, 2022)

Bi-Directional Service Considerations

- Cascade Ave
- Rock Island Road

Service Level Considerations

- Restoration of trips on Route 22
- Formalization of trips into Peshastin
- Service on Springwater

Bus Stop/Access Considerations

- VA Community-Based Outpatient Clinic (CBOC)
- Serving CWH from Fuller instead of Miller



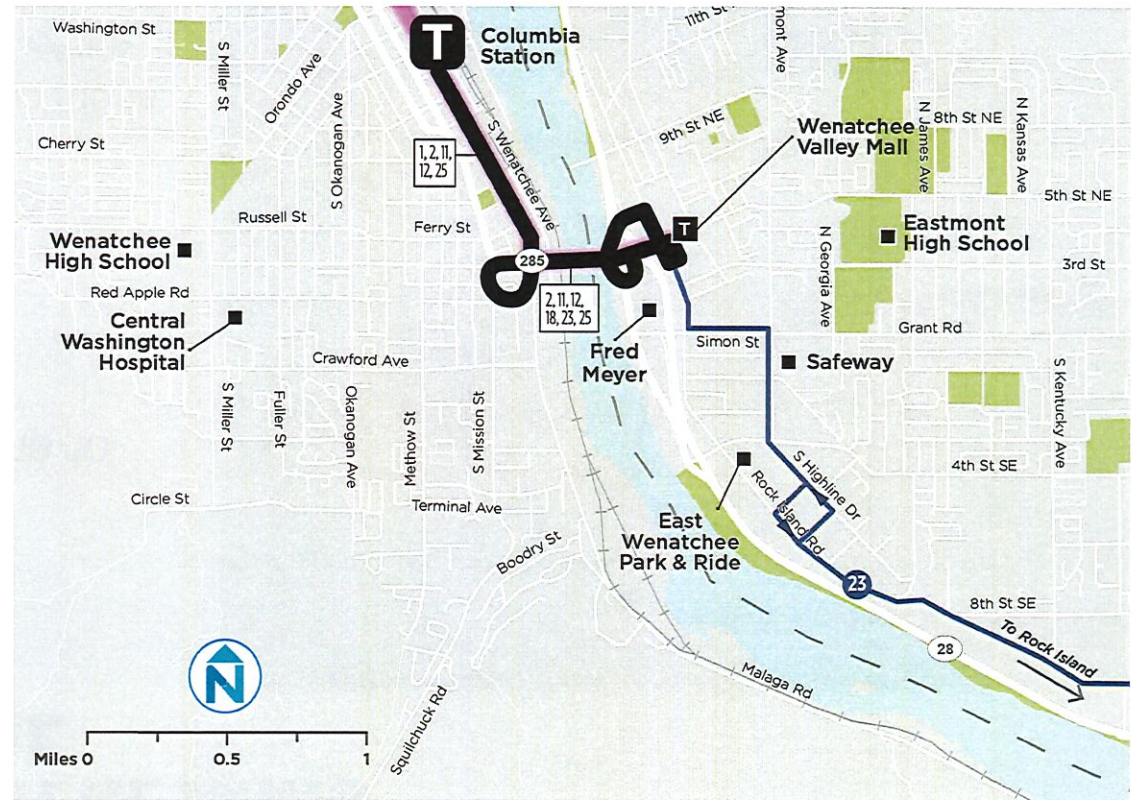
CASCADE AVENUE RETAINS SERVICE BOTH DIRECTIONS

- Route 18 will continue to serve Cascade Ave both ways
- Planning efforts are moving forward to evaluate a roundabout that would eliminate left turn onto Sunset



ROCK ISLAND ROAD RETAINS SERVICE BOTH DIRECTIONS

- Route 23 will continue to serve Rock Island Road both ways
- Safety issue will still need to be addressed in the near-term
- Link staff will be analyzing additional potential solutions



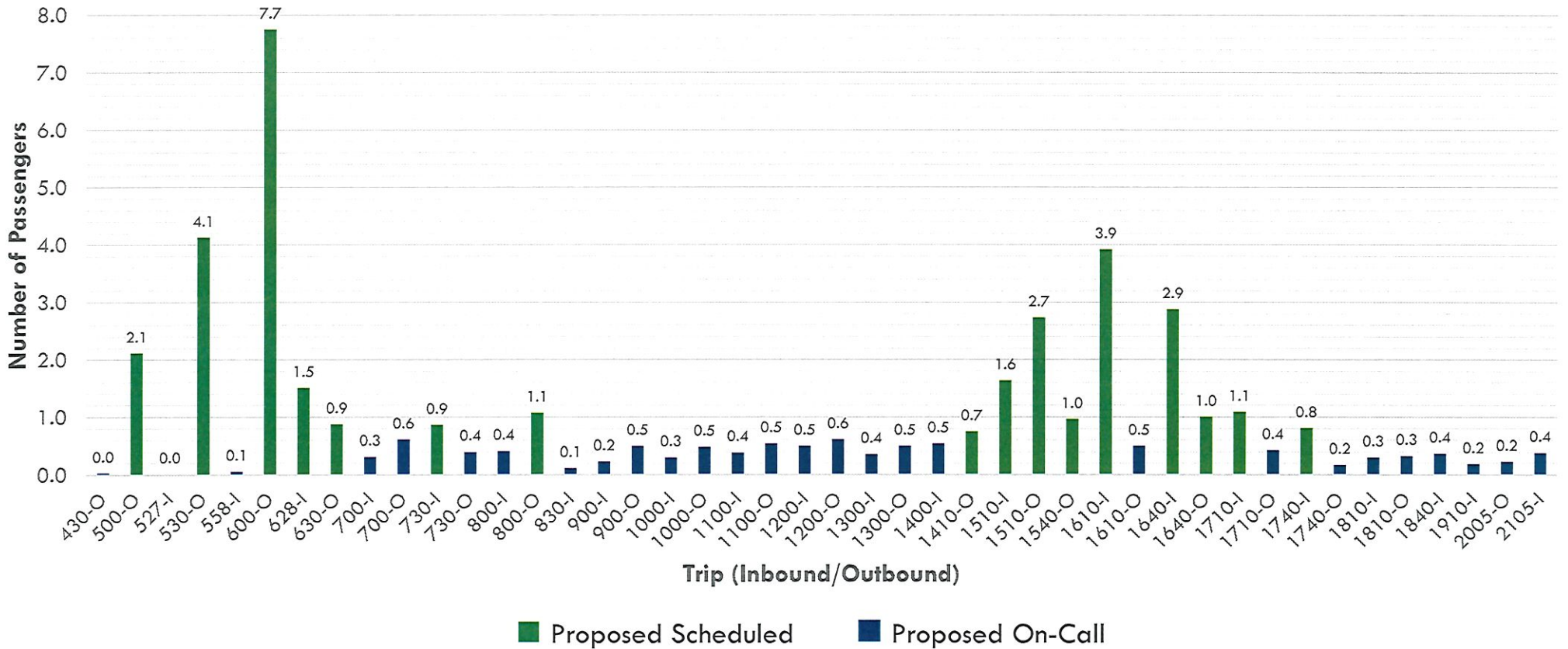
ROUTE 22 LEAVENWORTH RETAINS CURRENT SERVICE LEVEL

- Compared to today:
 - Span will be slightly longer
 - Retains same number of trips
- Schedule still adjusted in afternoons to improve reliability
- Peshastin on-call service still recommended on some trips
 - Additional trips are now scheduled into Peshastin
 - Physical call boxes to be placed at bus stops
 - Link staff will formally review success of the policy



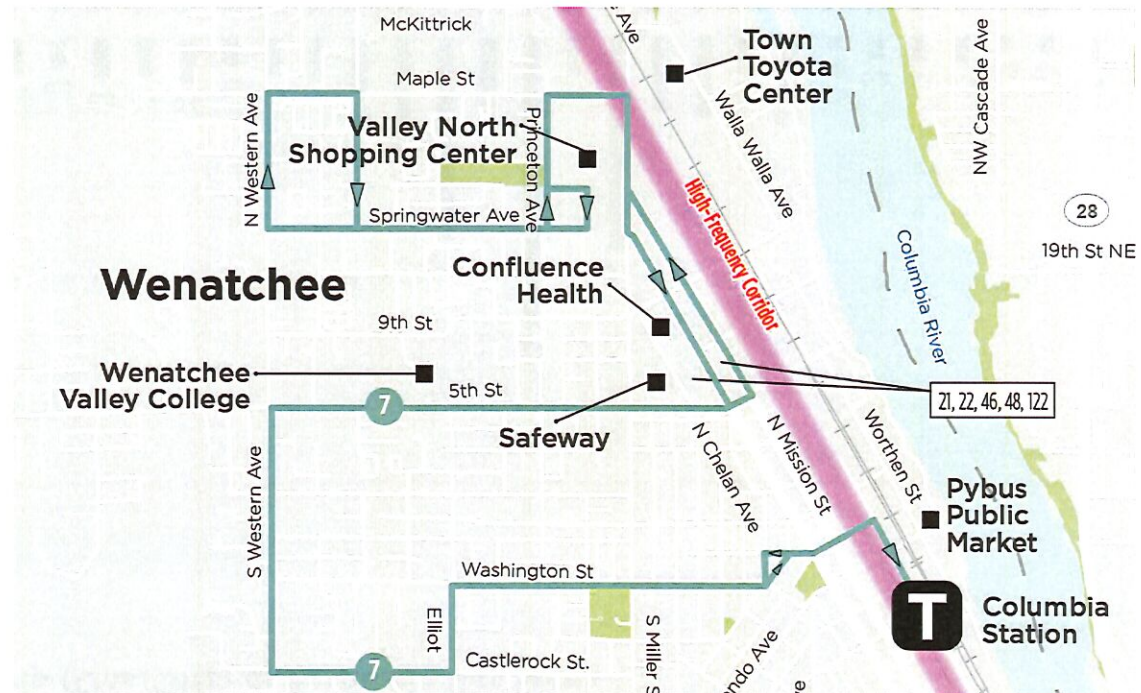
PESHASTIN AVERAGE RIDERSHIP PER TRIP (SEPTEMBER 2021)

Average Ridership per Trip (Ons/Offs) at Peshastin Bus Stops



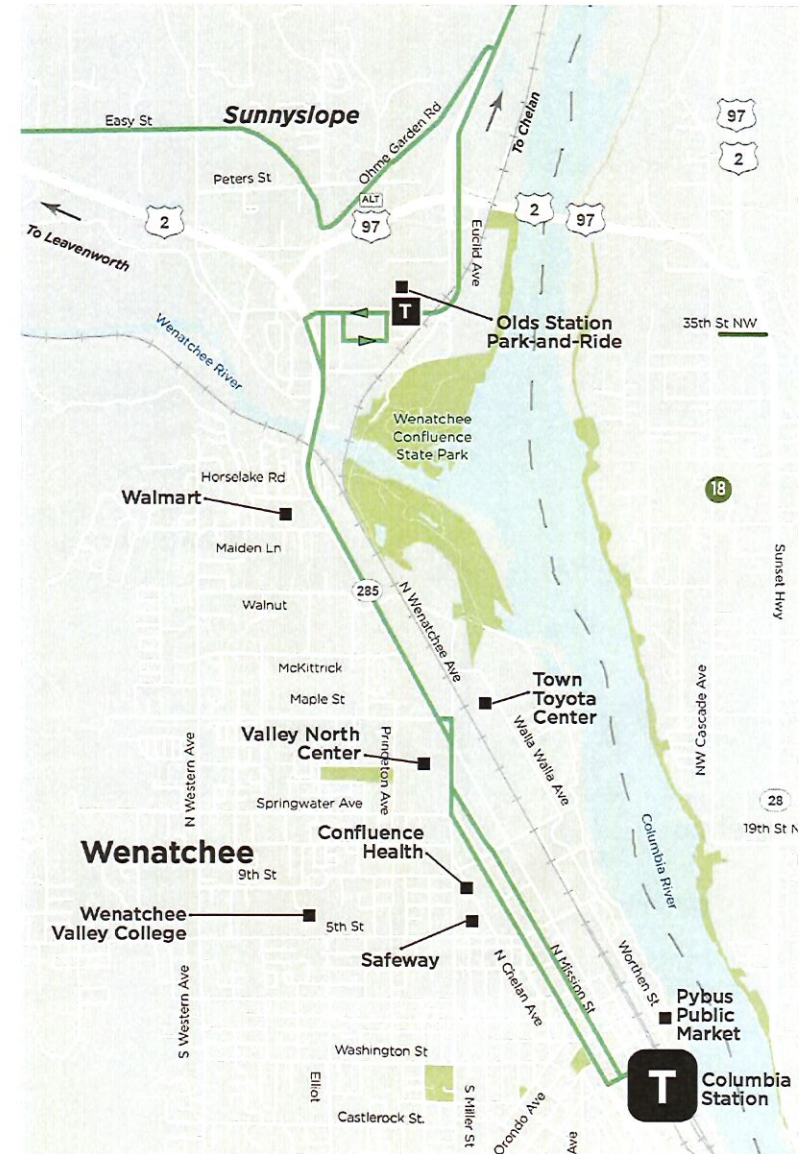
SERVICE ON SPRINGWATER RETAINED

- Route 7 will be extended to serve full segment of Springwater
- Service proposed to operate hourly
 - Will be evaluated for additional frequency in future phases
- Saturday service also added



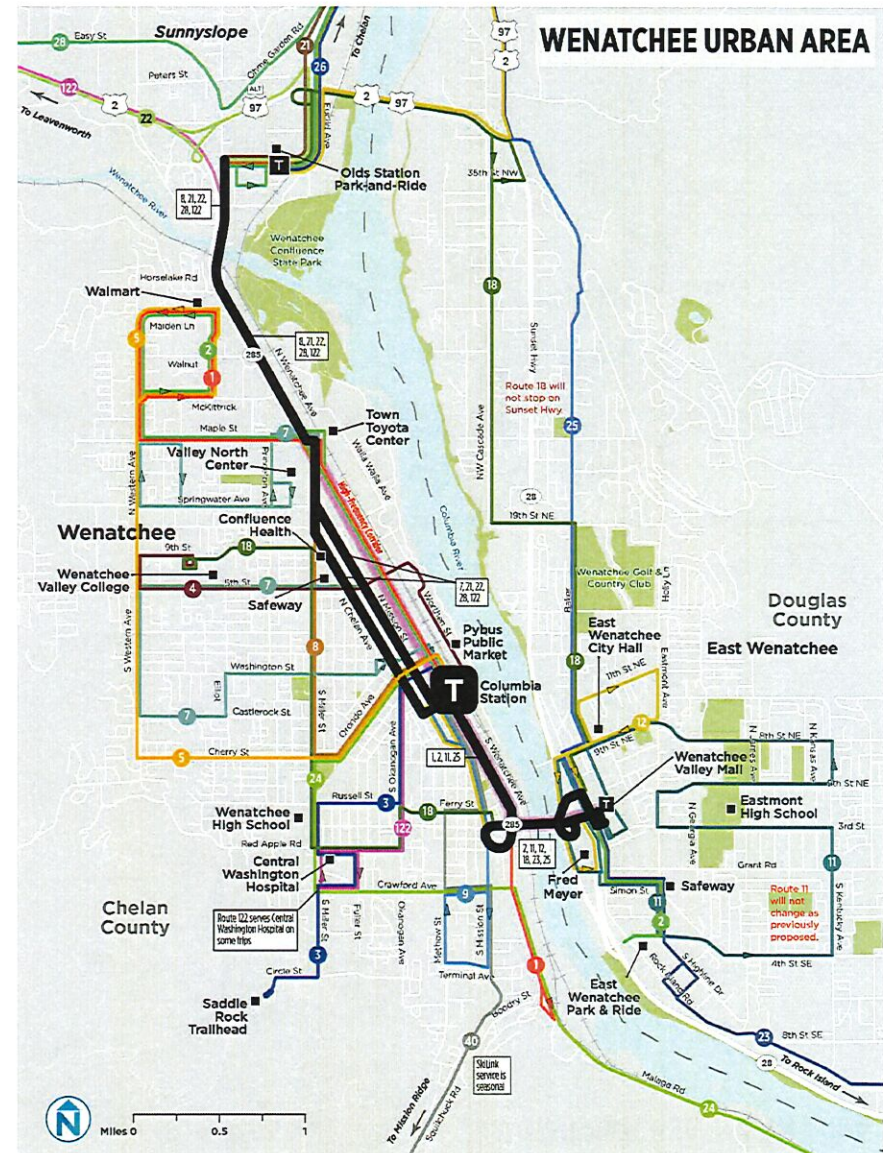
ACCESS TO VA CBOP ADDED TO ROUTE 28

- Due to railroad crossings on Olds Station Road, proposed alignment operates via Technology Center Way/Chester Kimm
 - ~300 ft walk from anticipated bus stop to VA front door
- Additional access improvements will be possible as PUD site and street reconstruction is completed
- LinkPlus will remain an option for eligible veterans with disabilities
- Link will explore additional shuttle or community van options in partnership with VA CBOC



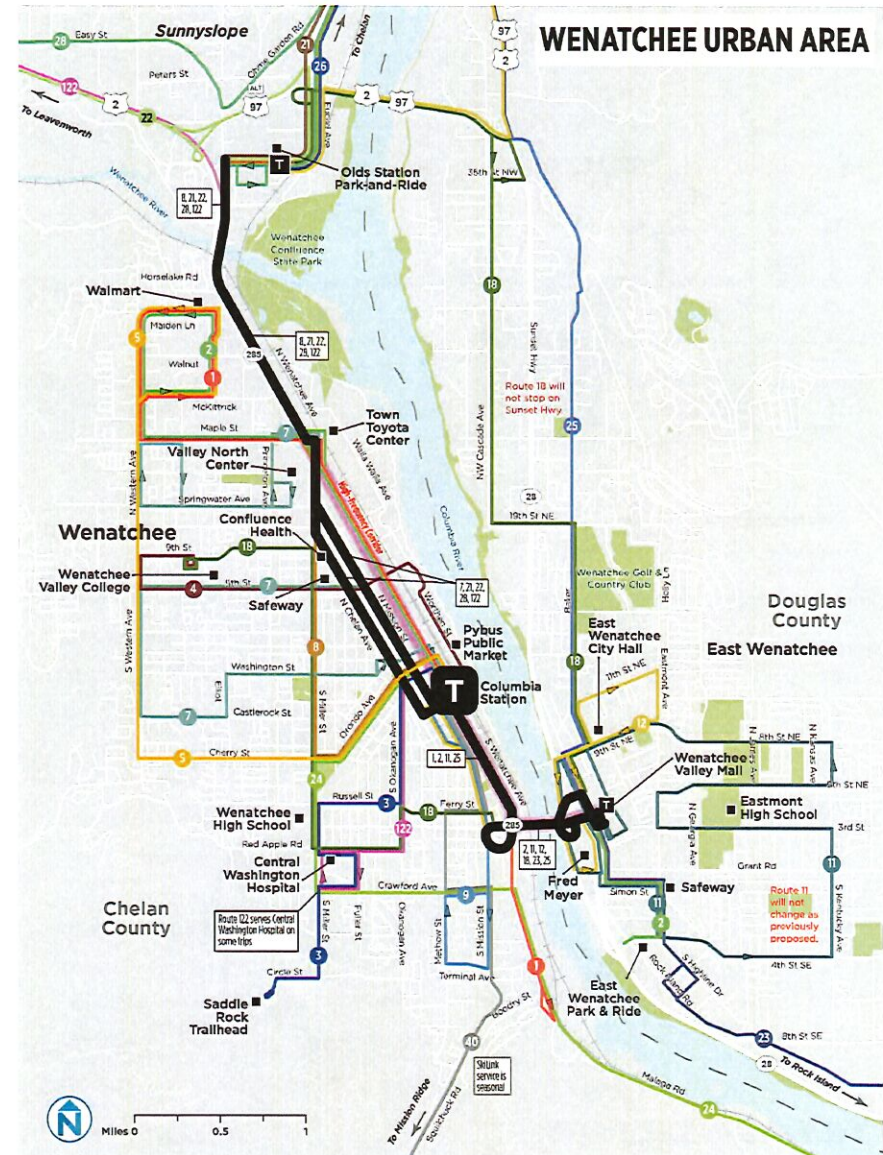
TRAVEL TRAINING

- Currently in the process of recruiting a travel trainer
- Link has provided travel training in the past for Garden Terrace residents and many other local groups
- Link staff is happy to provide travel training as part of the service change education process



OPERATIONAL FLEXIBILITY

- Proposed service plan reflects Link Transit's intention for the final network
- Some operational flexibility will be necessary for implementing the plan in the short-term
- **Example: Boodry Street area (proposed Route 1)**
 - High priority area to serve
 - Requires reconstruction of intersection at S Wenatchee Ave & Malaga-Alcoa Highway for bus turnaround
 - Latest timeline will not have construction complete in time for July implementation
 - Likely short-term plan will continue to use Terminal for serving South Wenatchee





Wrap-Up/Next Steps

MOVING LINK FORWARD EXPECTED OUTCOMES

- Improved access to jobs, services, and major destinations
- Faster service to more locations
- Attracting new riders to the system
- Ability to quickly scale up service as staffing resources allow
- Positioning Link for future success
- Ensure Link remains responsive to voters

DIRECT Xpress

Why Change?

We began a comprehensive analysis of Xpress operations nearly two years ago. After assessing existing service for opportunities, we incorporated input from more than 9,000 comments from our riders, as well as transit experts, local government leaders, and area employers.

The result? Changes to every route in the system that will help make Xpress more valuable for our region's commuters.

Improve Service

Goals

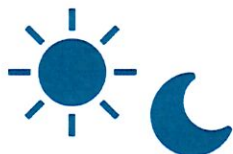
- MORE RELIABLE**
Improve the system and ensure Xpress is a commute service passengers can rely on. Improved routing will avoid congested intersections, tight turns, and serious traffic lights, helping Xpress buses move more reliably through the city and providing for better on-time performance.
- MORE FLEXIBLE**
Add more options to meet the diverse needs of more commuters in the region. Extended service hours in most corridors will enable more flexibility for workers. Additional frequency during peak hours will cut wait times between buses, sometimes by more than half.
- MORE INTUITIVE**
Xpress can be confusing, especially for first-time riders. Making Xpress easier to understand by simplifying routes and implementing more intuitive bus stop locations to help make Xpress easier to navigate. Improved signage, maps, and schedules, as well as a reorganized website and a new bus tracking app will help passengers get the information they need to better utilize the service.
- MORE SERVICE**
Xpress is investing in the future and exploring long-term expansion plans and improvements. In 2016, Xpress plans to increase service to more destinations, more frequently, with extended service hours. Over the next decade, Xpress plans to add new routes, park-and-rides, and destinations, as well as all-day Xpress service to Hartsfield-Jackson International Airport. Additional trips and park-and-ride facilities will leverage the future expansion of Georgia Express Lanes across the region.

DIRECT Xpress

PLANNED IMPROVEMENTS IN FUTURE PHASES



- Buses arriving more often throughout the region



- Longer hours of service
 - Earlier morning service in urban area
 - Later evening service to Chelan and Leavenworth



- Saturday/Sunday service on all routes



- Service to more new areas, including Walla Walla Point Park/Town Toyota Center, Grant Road, Pangborn Airport, Plain, Lake Wenatchee, and new rural transportation options for seniors/people with disabilities

NEXT STEPS

- Board approval
 - If approved, Link is still on track to implement changes in July 2022
- Finalize implementation plan
- Develop plans for next phase of service improvements
- Continue adding service as staffing allows





Link Transit
connecting our communities