



BOARD MEETING AGENDA

June 21, 2022 | 3:00 PM

Columbia Station 3rd Floor
300 South Columbia Street

	<u>Presented By</u>	<u>Suggested Disposition</u>
1. CALL TO ORDER	Chair Rob Tidd	Quorum Set
2. PUBLIC COMMENT ON NON-AGENDA ITEMS Comments will be heard & are limited to 3 minutes per person	Open "Call"	Information
3. CONSENT AGENDA 3.1 Minutes of the May 17, 2022 Board Meeting 3.2 Accounts Payable & Payroll Vouchers from May 2022	Laura Leon	Action
4. FINANCE COMMITTEE 4.1 Finance Committee Report	Randy Agnew	Information
5. DISCUSSION / ACTION ITEMS 5.1 Zero-Fare Pilot Program (Resolution 2022-04) 5.2 Authorization to procure and install bus scaffolding (RFB 2022-05)	Cristina Barone Shawn Larson	Action Action
6. STAFF REPORTS (<i>verbal reports</i>) 6.1 Human Resources Staffing Monthly Report 6.2 Monthly Financial Report 6.3 Federal Transit Administration Triennial Review 6.4 Engineering and Redesign of Link Transit Facilities 6.5 Procurement and Installation of Bird Netting 6.6 System Performance Report 6.7 Vision 2020 Scorecard 6.8 General Manager's Report	Lynn Bourton Brenda Lamb Justin Brockwell Ed Archer Samantha Miller Richard DeRock Richard DeRock Richard DeRock	Information Information Information Information Information Information Information Information
7. MEETING ADJOURNMENT	Rob Tidd	Action

Title VI of the Civil Rights Act of 1964, and Title II of the Americans with Disabilities Act of 1990

It is Link Transit's policy to assure that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any federally funded programs and activities. All meeting sites are accessible to persons with disabilities. Accommodations for people with disabilities can be arranged with advance notice. Any person, who wishes to obtain more information, or, who believes his/her Title VI protection has

Laura Leon

From: Laura Leon
Sent: Thursday, June 16, 2022 2:47 PM
To: 'Adina Stains'; Cami Ostrom; 'Chad Daggett'; Deborah Paine; 'Deniese C. Aultman'; 'dominick@digitalmedianorthwest.com'; 'Jac Cates'; Jeff Day; Jessica Bennett; Joe Brouillette; Justin Brockwell; 'Laura Leon (lleon@linktransit.com)'; Maggie Kaminoff; Marisol Aguilar; 'Ray Dobbs (ray.dobbs@nwi.net)'; Ron Hatton; Selina Danko; 'Tamara Cardwell (tcardwell@co.douglas.wa.us)'; Walker Sjolander; 'Wilkins, Jeff (jeff@Chelan-Douglas.org)'
Subject: Public Notice: June 21, 2022 Link Transit Board Meeting
Attachments: AGENDA, June 21, 2022 Board Meeting -.pdf

Good afternoon,

The monthly business meeting of the Link Transit Board of Directors will be held on **Tuesday June 21, 2022 beginning at 3:00 p.m.** inside the 3rd floor conference room at Columbia Station, 300 S. Columbia Street in Wenatchee, WA. This location is ADA accessible and members of the public are welcome.

The meeting agenda is attached for your convenience, and the full electronic Board Packet can be found here: [June 21, 2022](#)

In addition to attending in person, the general public will have access to Link Transit's monthly board meeting via live stream on Facebook – on Link Transit's Official Facebook Page.

Written public comments are always welcome and may be submitted by e-mail to boardclerk@linktransit.com or by regular U.S. Mail to Board Clerk, 300 S. Columbia St., Wenatchee, WA 98801.

Comments received will be distributed to all board members.

Thank you,

Laura León



Laura León

Board Clerk | Executive Assistant

(509)664-7608

lleon@linktransit.com

300 S. Columbia St, Wenatchee, WA 98801

www.linktransit.com

Laura Leon

From: Laura Leon
Sent: Thursday, June 16, 2022 2:46 PM
To: 'Anne Hessburg (ahessburg@cityofleavenworth.com)'; 'Bob Bugert'; 'Chuck Zimmerman'; 'Erin C. McCool (emccool@omwlaw.com)'; 'Jim Fletcher (mayor@cityofcashmere.org)'; 'Joyce Huber (councilmanjoyce@yahoo.com)'; 'ksteinburg@co.douglas.wa.us'; 'Marc Straub (mstraub@co.douglas.wa.us)'; 'Mark Kulaas'; 'Mayor Bob Goedde (bgoedde@cityofchelan.us)'; 'Mayor Michael Buckingham'; 'Paul Parmley (paul@teamsters760.org)'; 'Randy Agnew'; 'Randy Agnew '; 'Rob Tidd'; 'Tiffany Gering'
Cc: Management; Ron Hatton
Subject: June 21, 2022 Link Transit Board Meeting
Attachments: AGENDA, June 21, 2022 Board Meeting -.pdf

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Physical packets were sent out this morning via USPS priority mail and should receive them by this Saturday.

For those members that will join us virtually, please find the Zoom connection details below.

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Thank you and looking forward to having you attend.

Laura

Join Zoom Meeting

<https://us06web.zoom.us/j/87610722086?pwd=YmxOYm5obGdqbxU0RTdkeGhkcVlpQT09>

Meeting ID: 876 1072 2086

Passcode: 177789

One tap mobile

+12532158782,,87610722086#,,,,*177789# US (Tacoma)

+13462487799,,87610722086#,,,,*177789# US (Houston)

Dial by your location

+1 253 215 8782 US (Tacoma)

Laura Leon

From: Laura Leon
Sent: Thursday, June 16, 2022 2:40 PM
To: 'Cherry Creek Radio (newsvenatchee@cherrycreekradio.com)'; 'Empire Press'; 'KOZI Radio Chelan (kozi@kozi.com)'; 'Leavenworth Echo '; 'NCW Media'; 'NCWLife Channel'; News Koho; 'Sunny FM Radio'; 'Wenatchee World Newspaper (newsroom@wenatcheeworld.com)'
Subject: News Media: June 21, 2022 Link Transit Board Meeting
Attachments: AGENDA, June 21, 2022 Board Meeting -.pdf

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Thank you,

Laura León



Laura León

Board Clerk | Executive Assistant

(509)664-7608

lleon@linktransit.com

300 S. Columbia St. Wenatchee, WA 98801

www.linktransit.com

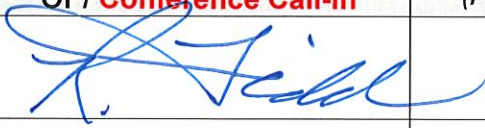










FILE COPY

June 21, 2022 3:00 p.m.

**Hosted in person and electronically from
Link Transit's Columbia Station – 3rd Floor
300 S. Columbia Street, Wenatchee, WA**

BOARD MEMBER ATTENDANCE ROSTER

Name & Jurisdiction	Signature – Attendee Or / Conference Call-in	Per Diem Requested (Please Indicated Yes or No)
Rob Tidd East Wenatchee		YES <input checked="" type="radio"/> NO
Bob Goedde Chelan	absent	YES NO
Jim Fletcher Cashmere		<input checked="" type="radio"/> YES NO
Marc Straub Douglas County		YES <input checked="" type="radio"/> NO
Kyle Steinburg Douglas County	absent	YES NO
Tiffany Gering Chelan County		YES <input checked="" type="radio"/> NO
Bob Bugert Chelan County		YES <input checked="" type="radio"/> NO
Randy Agnew Rock Island		<input checked="" type="radio"/> YES NO
Mark Kulaas Wenatchee	absent	YES NO
Anne Hessburg Leavenworth		<input checked="" type="radio"/> YES NO
Joyce Huber Waterville		<input checked="" type="radio"/> YES NO
Michael Buckingham Entiat	absent	YES NO
Paul Parmley Union Representative		YES <input checked="" type="radio"/> NO



BOARD MEETING

June 21, 2022

3:00 p.m.

Hosted Electronically from

Link Transit's Columbia Station – 3rd Floor

300 S. Columbia Street, Wenatchee, WA

PUBLIC ATTENDANCE


Name	Community	<i>Please indicate if you would like to give Public Comment (Yes/No)</i>
1. Rachel Todd	Chelan/Douglas	Yes
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		



ACCOUNTS PAYABLE WARRANTS

May 1-31, 2022 Accounts Payable.
Check Numbers: **105205, 105244-105387, 105424-105427** (including any voided checks)
Total \$633,241.47

APPROVED by the Board of Directors of the Chelan Douglas PTBA d.b.a. Link Transit at a board meeting held on the 21st of June 2022.


Chair Rob Tidd


Randy Agnew

absent
Mark Kulaas

absent
Michael Buckingham


Jim Fletcher

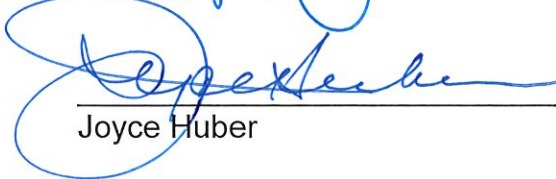
absent
Bob Goedde

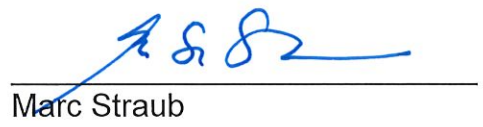

Bob Bugert

absent
Kyle Steinburg


Tiffany Gering


Anne Hessburg


Joyce Huber


Marc Straub

ATTEST:


Laura Leon, Clerk of the Board

Link Transit
connecting our communities
PAYROLL WARRANTS

All Payroll is "direct deposit". *Exceptions are for new employees, or, an employee who has made banking changes, or other special circumstance.*

May 1-31, 2022 Payroll Period. 105094-105204, 105206-105243, 105388-105423
(including any voided checks).
Direct Deposit Total: \$740,900.28

APPROVED by the Board of Directors of the Chelan Douglas PTBA d.b.a. Link Transit at a board meeting held on the 21st of June 2022.


Chair Rob Tidd


Randy Agnew

absent
Mark Kulaas

absent
Michael Buckingham


Jim Fletcher

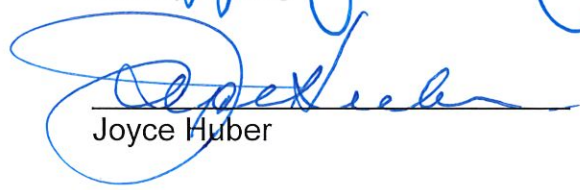
absent
Bob Goedde


Bob Bugert

absent
Kyle Steinburg


Tiffany Gering


Anne Hessburg


Joyce Huber


Marc Straub

ATTEST:

Laura Leon, Clerk of the Board

**MINUTES
LINK TRANSIT BOARD OF DIRECTORS**

June 21, 2022

3:00 p.m.

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

ATTENDANCE

Board members attending in person: Chair Rob Tidd, Tiffany Gering, Jim Fletcher, Marc Straub, Bob Bugert, Randy Agnew, Joyce Huber, Anne Hessburg and Paul Parmley

Link Transit Staff: Richard DeRock, Lynn Bourton, Ed Archer, Brenda Lamb, Justin Brockwell, Shawn Larson, Samantha Miller, Nick Covey and Laura Leon

Absent / Excused: Mark Kulaas, Michael Buckingham, Kyle Steinburg and Bob Geodde

1. CALL TO ORDER

Chair Rob Tidd called the meeting to order at 3:02 p.m. A quorum was established with 9 board members present at that time.

2. PUBLIC COMMENT ON NON-AGENDA ITEMS

Rachel Todd, Executive Director of YWCA (NCW) – Spoke in favor of keeping Link Transit fare-free.

3. CONSENT AGENDA

The following Consent Agenda items were submitted for approval:

2.1 Minutes of the May 17, 2022 board meeting

2.2 Accounts Payable Vouchers from May 1-31, 2022 totaling \$740,900.28.

2.3 Payroll Vouchers from May 1-31, 2022 totaling \$633,241.47.

Board Action:

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

Jim Fletcher moved to approve all Consent Agenda business items as presented.

Joyce Huber seconded the motion.

VOTE: All in favor with 8 voting board members present for this vote.

***Motion Carried
Passed Unanimously***

Richard DeRock provided clarification and reasoning for why Board Members were asked to attend in person and stated that after having a conversation with legal counsel and the changes resulting from ESHB 1329 (concerning public meeting accessibility and participation) it was unclear if a quorum could be established if members attended this meeting virtually. He finalized by stating that if Link Transit needed to make a change, a policy would be recommended for Board Members to adopt during the July 19, 2022 Board Meeting.

4. BOARD COMMITTEE REPORTS

4.1 Finance Committee

With no action taken at the June 9th, 2022 Finance Committee meeting, Chair Randy Agnew gave a brief summary of all the items discussed; which included: Zero-Fare Assessment, RFB 2022-05 Bus Scaffolding Purchase, RFQ 2022-04 Engineering and Redesign of Facilities and the Icicle Road/ HWY 2 (Leavenworth) roundabout.

5. DISCUSSION / ACTION ITEMS

5.1 Zero Fare Pilot Program (Resolution 2022-04)

Planning and Development Manager Cristina Barone presented and reported on the Zero Fare Pilot Program. Link Transit's final recommendation was to adopt a Zero-Fare policy for all Link Transit's Public Transit services.

Please see attachment A.

Board Action:

Tiffany Gering moved to approve Resolution 2022-04 as written approving a Zero-Fare policy for all of Link Transit's Public Transit services.

Anne Hessburg seconded the motion.

Discussion took place on the increase of incidents reported. Link Transit staff clarified that incidents were behavioral issues (not fare related) and emphasized the continuance of empowering and supporting the Coach Operators (to make the right decision) as incidents occur.

Further discussion occurred on whether there was a plan in place for when and if Paratransit ridership increases. Staff indicated that the quality of the fixed route, and travel training (those individuals currently on paratransit) were going to be key factors that would help encourage those riders to view fixed route as a more attractive and convenient option and help mitigate the increase in costs to provide the service.

VOTE: All in favor with **8** voting board members present for this vote.

***Motion Carried
Passes Unanimously***

5.2 Award of RFB 2022-05, Procurement and Installation of Bus Scaffolding

Safety Officer Shawn Larson recommended to award RFB 2022-05 to the company *General Steel Products* for the procurement and installation of Bus Scaffolding for the Operations & Maintenance Facility.

Board Action:

Bob Bugert moved to award RFB# 2022-05 to General Steel Products, as the lowest qualified bidder, in the amount of \$105,016.20 for the purchase, shipping and installation of Bus Scaffolding for the Operations & Maintenance Facility.

Tiffany Gering seconded the motion.

VOTE: All in favor with **8** voting board members present for this vote.

***Motion Carried
Passed Unanimously***

6. STAFF REPORTS

6.1 Human Resources Monthly Staffing Report

Administrative Services Manager Lynn Bourton reported the recruitment and hiring efforts for the month of May-June 2022. Bourton reported having a total of 85 full time Coach Operators on the roster as of June 1, 2022. six (6) of those drivers are out on

extended leave, one (1) resigned due to medical reasons, (3) are still training for a total of 75 'driving ready' Coach Operators.

Bourton finalized her report by indicated that the agency People for People who was contracted to operate some of the existing Link Transit routes were unable to fulfill the contract due to lack of drivers.

General Manager Richard DeRock indicated the need to postpone some of the planned Service Expansion commitments; such as the express service route from Leavenworth and the Chelan Shuttle.

6.2 Monthly Financial Report

The Board was provided an overview of Agency's financial activity through May 31, 2022.

2022 Sales Tax:

◆ May 2022 sales tax (<i>earned in the month of March 2022</i>)	\$	2,088,878
◆ Over budgeted amount for the month by 40.9%	\$	606,265
◆ YTD sales tax collection	\$	5,164,681
◆ YTD budget amount	\$	3,633,302
◆ Over YTD budgeted amount by 42.1%	\$	1,531,379
◆ Last year's YTD sales tax amount	\$	4,295,405
◆ Over last year's YTD sales tax amount by 20.2%	\$	869,276

2022 Operating Budget-to-Actual:

◆ Budget year elapsed = 41%	\$	9,044,824
◆ Operating budget spent = 37%	\$	<u>7,949,810</u>
◆ <Over> Under Budgeted Amount	\$	1,095,014

2022 Capital:

◆ Guest Service Copier	\$	9,020
◆ Sidewalk Repair	\$	105,668
◆ LTOB Roof Evaluation	\$	5,397

2021 Grants:

◆ Invoiced Consolidated Grants	\$	161,686
◆ Received Special Needs Grant	\$	120,129

Cash Accounts:

◆ Cash w/Treasurer – 2022 over 2021	\$	1,335,428
◆ Investments – 2022 over 2021	\$	7,968,228
◆ Contingencies Reserve – 2022 over 2021	\$	766,666
◆ Vehicle Reserves – 2022 over 2021	\$	746,876
◆ FTA Vehicle Reserves – 2022 under 2021	\$	(17,061)
◆ Facility/Equipment Reserves – 2022 over 2021	\$	2,754,840
◆ Sales Tax Refund Reserve – 2022 over 2021	\$	416,667

6.3 Federal Transit Administration Triennial Review

Data Analyst Justin Brockwell reported on the Federal Transit Administration Triennial Review indicating that this was the federal agency's method of verifying Link Transit's compliance with federal requirements. This review covered the dates of May 2018 through May 2022. The entire audit was a five (5) month process and Link Transit had zero deficiencies.

6.4 Engineering and Redesign of Link Transit Facilities

Richard DeRock presented a Powerpoint summarizing the need to expand and redesign Operations/Maintenance Base at Olds Station and Columbia Station. The presentation covered expansion options, a timeline, and a rough estimate of projected architectural and engineering costs. Staff reported the need to release a request for quotes (this year) to hire an engineering firm and architect to help design and provide an estimate of the total build out of the project. (Please see attachment B)

6.5 Procurement and Installation of Bird Netting

Procurement Specialist Samantha Miller reported that due to Link Transit staff having concerns of working in close proximity to bird droppings in the bus yard a request for Bids to procure and install bird netting at the Operations base in Olds Station was released. The RFB 2022-06 is due to close on July 1, 2022 and should the review panel be able to select the lowest price from a responsive bidder, the Board should expect to see this as an Action Item on the agenda for the July 19th, 2022 Board Meeting.

Anne Hessburg was excused from the meeting at 4:30pm.

6.6 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.

May 2022 Fixed Route Ridership Stats:

- Monday – Friday an average of 3,182 boardings per day
- Saturday – an average of 1583 boardings per each Saturday
- Sunday – an average of 997 boardings per Sunday

Paratransit:

May 2022 Paratransit Ridership Stats:

- Monday – Friday an average of 242 boardings
- Saturday - an average of 82 boardings
- Sunday – an average of 69 boardings

Cost per Hour:

- \$151.54 cost per hour in May 2022

Complaints:

- 12 complaints were reported in May 2022

Class 1 or higher preventable Collision & Incidents:

- 1 incidents of collisions occurred in May 2022

This month's Scorecard compared years 2019 to 2022. DeRock indicated that Link Transit is back to 98% ridership numbers compared to Pre-covid ridership numbers and the importance of the comparison to 2019 data. The percentage did include Saturday and Sunday ridership. Should Saturday and Sunday ridership be excluded; weekday ridership is back to 85% average compared to pre-covid ridership.

6.7 Vision 2020 Scorecard

DeRock reported the progress of the Vision 2020 commitments and projects made to the community during the 2019 Sales Tax Campaign. The report card shared the percentage of achievement of the before (45.7%) and after (58%) the July 2022 service change is implemented.

He finalized by stating that a quarterly report would be shared with the Board to track the progress made on those Vision 2020 Commitments.

Tiffany Gering was excused from the meeting at 4:42pm.

6.8 General Manager's Report

Richard DeRock shared the following information:

Pedestrian Bridge:

Link Transit had applied for the Regional Mobility Grant and the consultant company provided an analysis that price cost the buildout of the project over 30 Million dollars. Rather than moving forward to the second phase of the Regional Mobility grant, DeRock indicated he would wait and reapply for the next cycle of the grant with hopes that the cost of building the bridge would be significantly less.

West Cashmere Bridge

The Ribbon Cutting ceremony for the West Cashmere Bridge is set for Wednesday June 20, 2022. The bus stops will be closed until the approved permits from the Washington State Department of Transportation are approved.

Inflation and Vehicles sold on the State Contract

A provision on the state contract allows for manufacturers to increase their prices based on the Production Price Index. Full size manufacturers requested and were granted an 11% price cost increase. Small vehicle manufacturers were granted a 53% increase in cost. Manufacturers are still unhappy and could cancel their contracts with the state. Should those contracts be cancelled, Link Transit could lose an estimated \$200,000 of now expired federal funds that were obligated to purchase vehicles.

DeRock noted that BYD made the commitment to Link Transit to not impose an increase in rates and honor the original prices they presented for the planned acquisition of the twenty two electric vehicles.

Chelan Douglas Regional Port Authority – DeRock reported he had been appointed to serve on the Chelan Douglas Regional Port Authority board and would be representing Chelan County District #3 as a Commissioner.

7. MEETING ADJOURNMENT

All business listed on the Agenda had been addressed and with no further business to conduct, Chair Tidd adjourned the meeting at 4:47 p.m.

Minutes Submitted by



Anna Laura Leon, Clerk of the Board

Link Transit

connecting our communities

Board of Directors
Zero-Fare Pilot Program

PRESENTED BY:
CRISTINA BARONE

JUNE 21, 2022



**RIDE FOR
FREE**

ANYTIME | ANYWHERE

KIDS • ADULTS • SENIORS

YOUR WAY TO GO!

Link Transit



AGENDA

Background and Context

Ridership Trends

Operator Discussions

Incident Assessment and Policy Considerations

Recommendations



Background and Context

LINK TRANSIT ZERO FARE PILOT PROGRAM RECAP

- Fares were suspended in March 2020 due to COVID-19
- Transit Study process reviewed likely **costs** and **benefits** of transitioning to zero-fare operation, with considerations that included:
 - Peer agency experience
 - Fare technology costs
 - Foregone farebox revenue
 - Agency fare collection costs
 - Ridership and productivity increase
 - Max load and capacity
 - Time savings analysis
 - Small Transit Intensive Cities (STIC) funding
 - LinkPlus impacts
 - Equity, affordability, and livability objectives



LINK TRANSIT'S MOST RECENT FIXED-ROUTE FARE STRUCTURE

Fare Type	One-Zone		Two-Zone	
	Regular Fare	Reduced Fare*	Regular Fare	Reduced Fare*
Single Ride	\$1.00	\$0.50	\$2.50	\$1.25
Children (12 and under)	Free	N/A	Free	N/A
Day Pass	\$2.00	\$1.00	\$5.00	\$2.50
Routes A, B, C, D, E	Free	Free	N/A	N/A
Monthly Pass	\$30.00	\$22.50	\$70.00	\$52.50
Student Annual Pass	\$120.00	N/A	\$120.00	N/A
Student Monthly Pass	\$15.00	N/A	\$15.00	N/A
LinkPlus Rider	Free	N/A	Free	N/A

*Seniors aged 65 and older, people with a disability, and Medicare cardholders



FARE MEDIA

Fixed Route Token



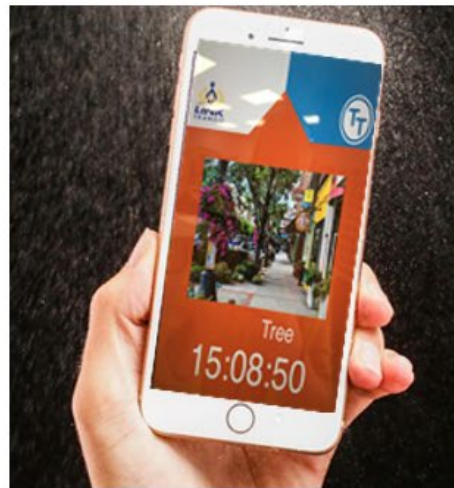
Travel Training Token



Link Plus Token



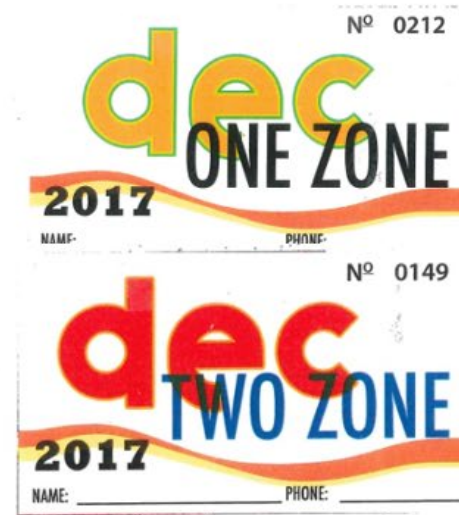
Link Transit Tokens



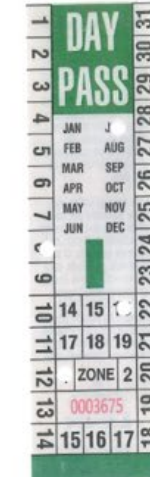
Token Transit Mobile Ticketing



LinkPlus and Reduced-Fare ID Cards



Monthly Flash Pass



Sample One Zone - \$2.00
(Above - July 8, 2016 Zone ONE)



Sample Two Zone - \$5.00
(Above - July 8, 2016 Zone TWO)

Day Pass Paper Tickets



eCO Pass Photo ID Flash Passes



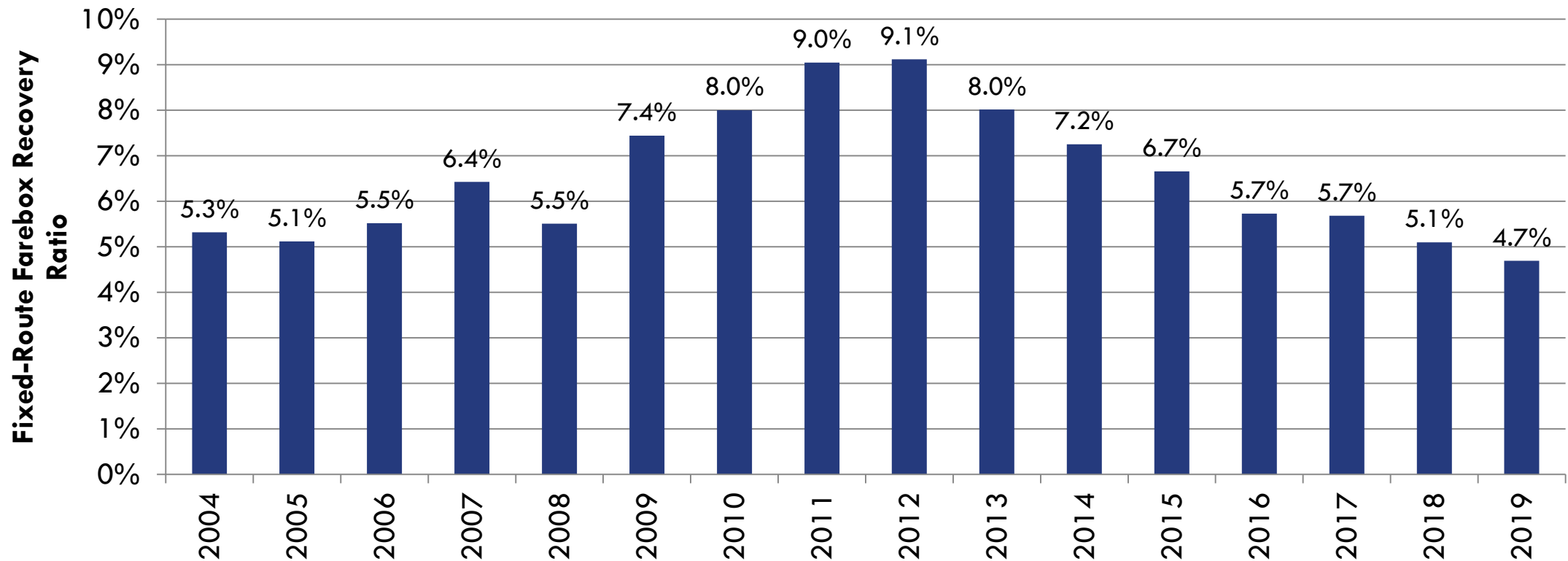
Monthly Youth Flash Pass



Annual Student Freedom Pass

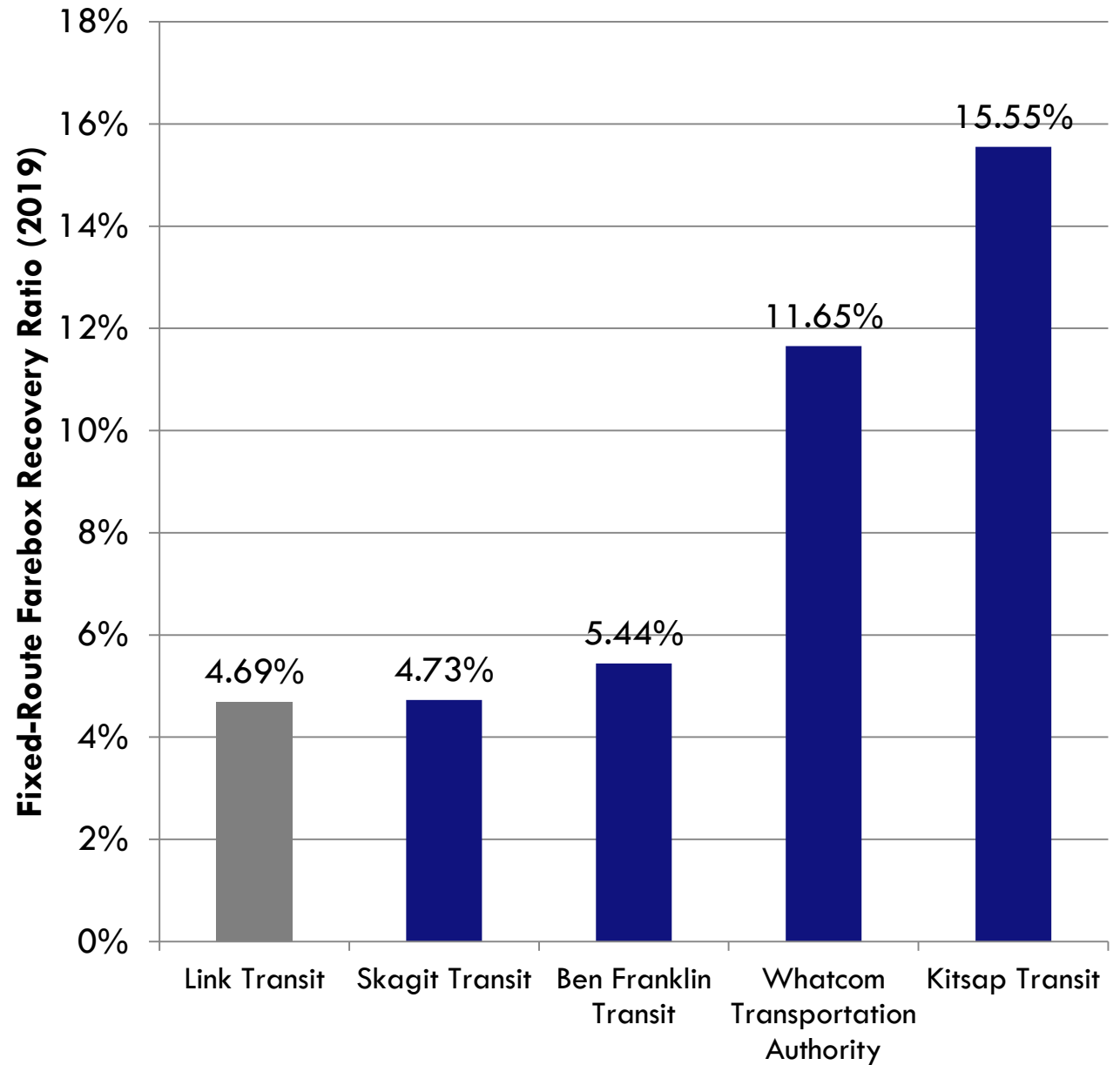
FAREBOX RECOVERY

- Received ~\$640,000 in farebox revenue in 2019
 - Spent nearly \$60,000 collecting fares



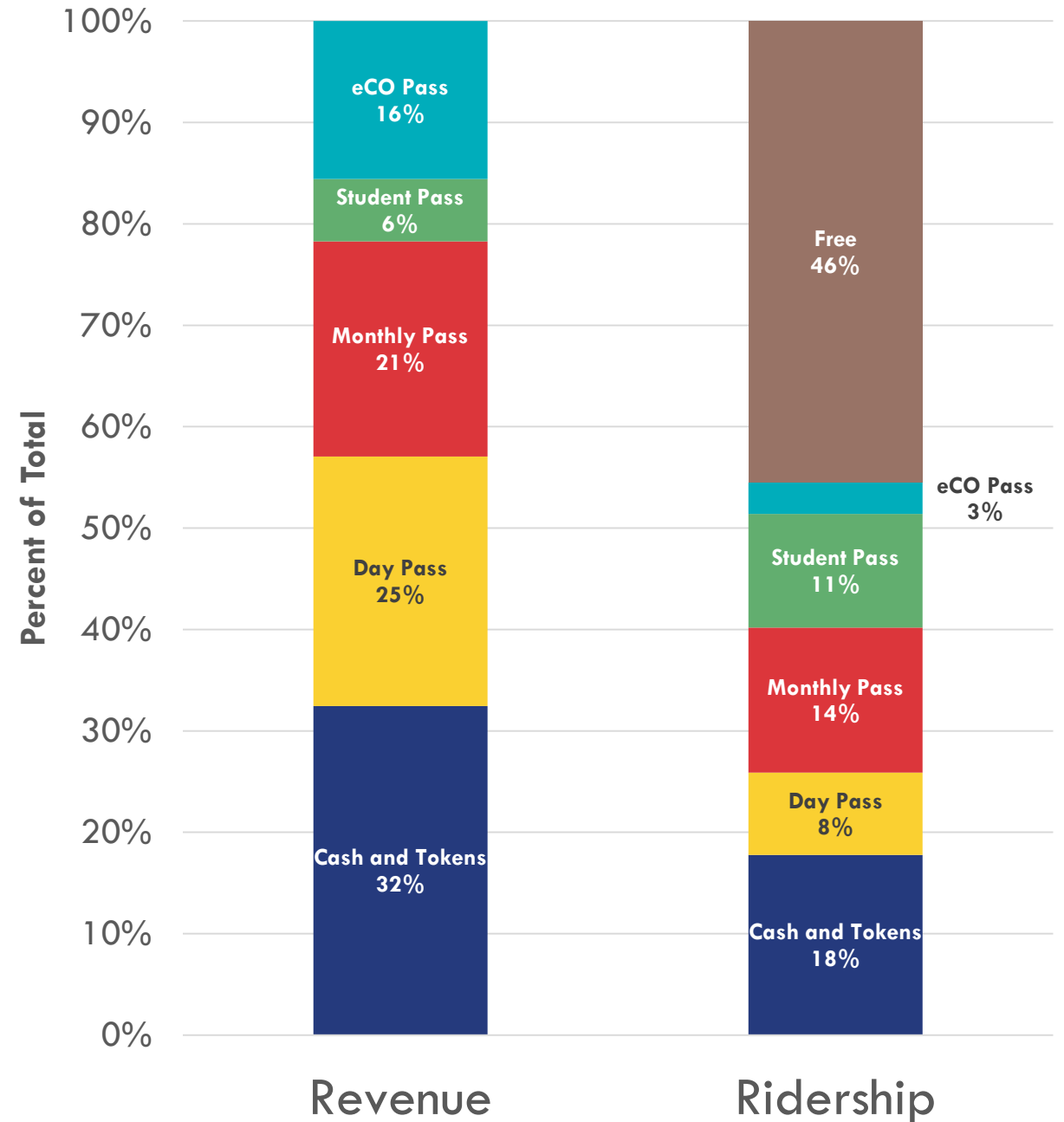
PEER FAREBOX RECOVERY

- Link Transit's fixed-route farebox recovery ratio is lowest compared to peers



REVENUE AND RIDERSHIP BY FARE TYPE

- Almost half of riders did not pay a fare in 2019
- Passes accounted for about two-thirds of fare revenue



MOVE AHEAD WASHINGTON: WSDOT TRANSIT SUPPORT GRANT FUNDING

- In March, the Legislature approved significant new funding for transit over the next 16 years
- Will represent approximately **\$2 million annually** for Link
- Funding requirement: age 18 and under zero-fare policy
 - Must be Board-approved and effective on or before Oct. 1, 2022
- Link's previous fare policy allowed children age 12 and under to ride for free
 - Estimated fare revenue in 2019 for age 13-18 = **~\$55,000**



LINK TRANSIT ZERO FARE PILOT PROGRAM RECAP

- In May 2021, the Board authorized a one-year zero-fare pilot program through June 30, 2022 to allow Link to review:
 1. Unanticipated increases in ADA paratransit demand
 2. Levels of inappropriate behavior on the buses and our transit facilities
 3. Levels of increased transit ridership that the zero-fare system encouraged



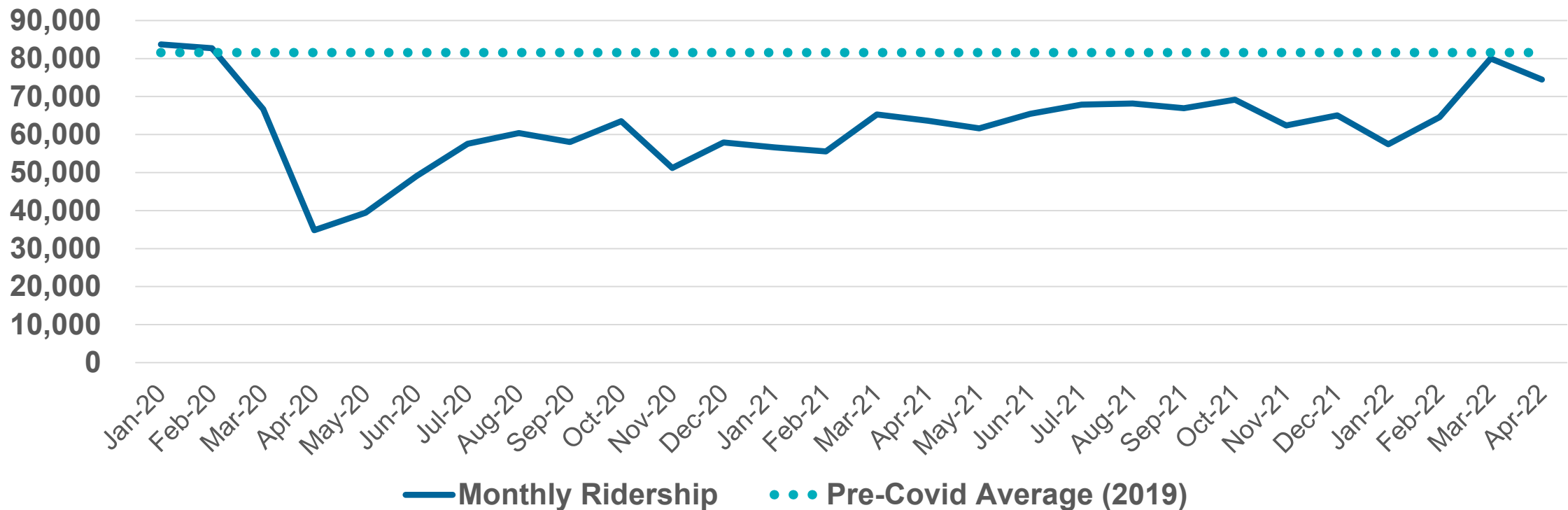


Ridership Trends

FIXED-ROUTE RIDERSHIP IN MARCH 2022 RECOVERED TO 98% OF 2019 AVERAGE

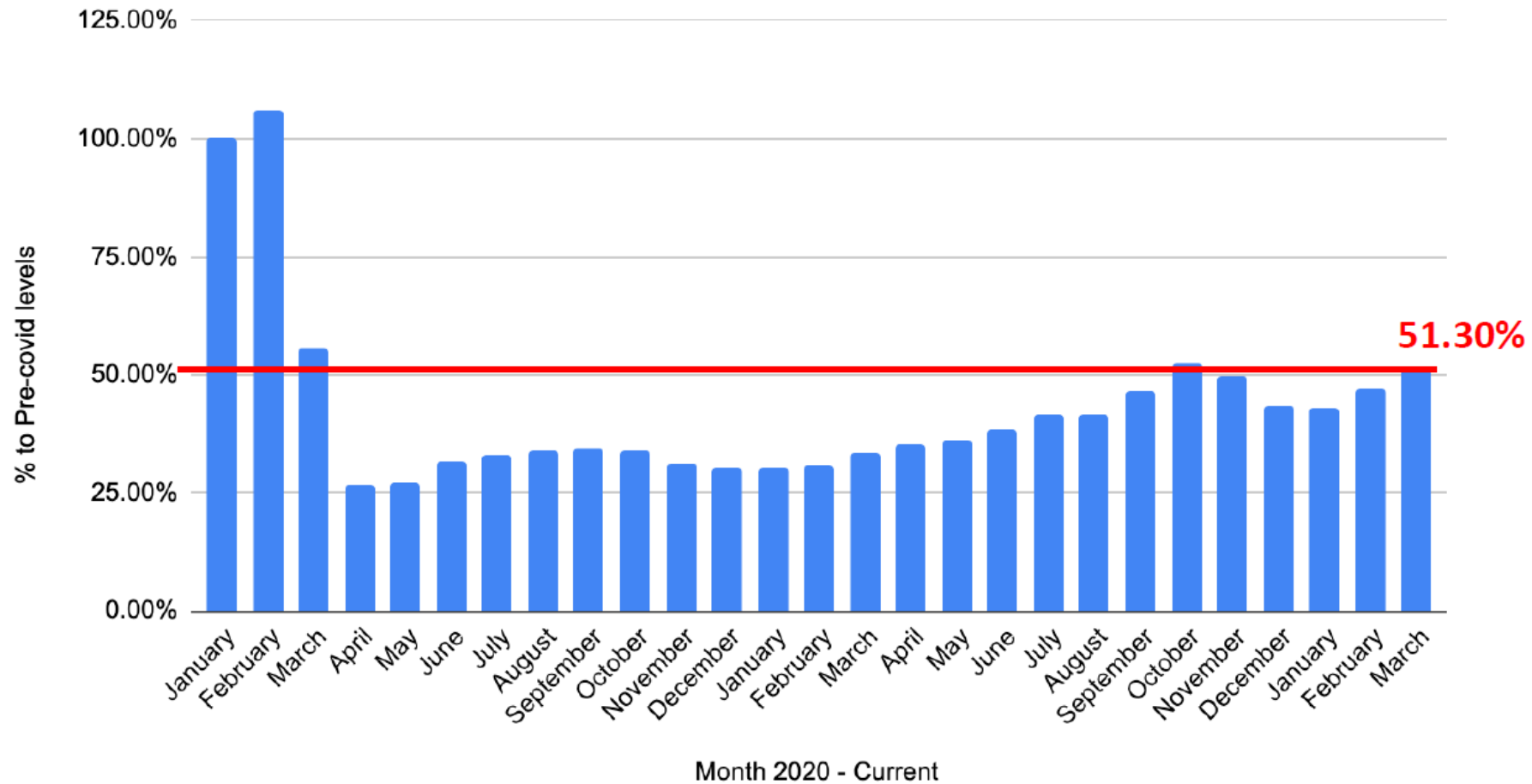
- Ridership in April was 91% of pre-Covid average; May was 96%
 - Sunday service began in July 2020 and represents about 5% of monthly fixed-route ridership
- Strong potential to keep growing ridership with zero-fare policy

Link Transit Fixed-Route Monthly Ridership (2020-2022)



LINK TRANSIT RIDERSHIP HAS NEARLY RECOVERED; STATEWIDE AVERAGE IS ABOUT 50% OF PRE-COVID

Average Weekday Boarding - Statewide

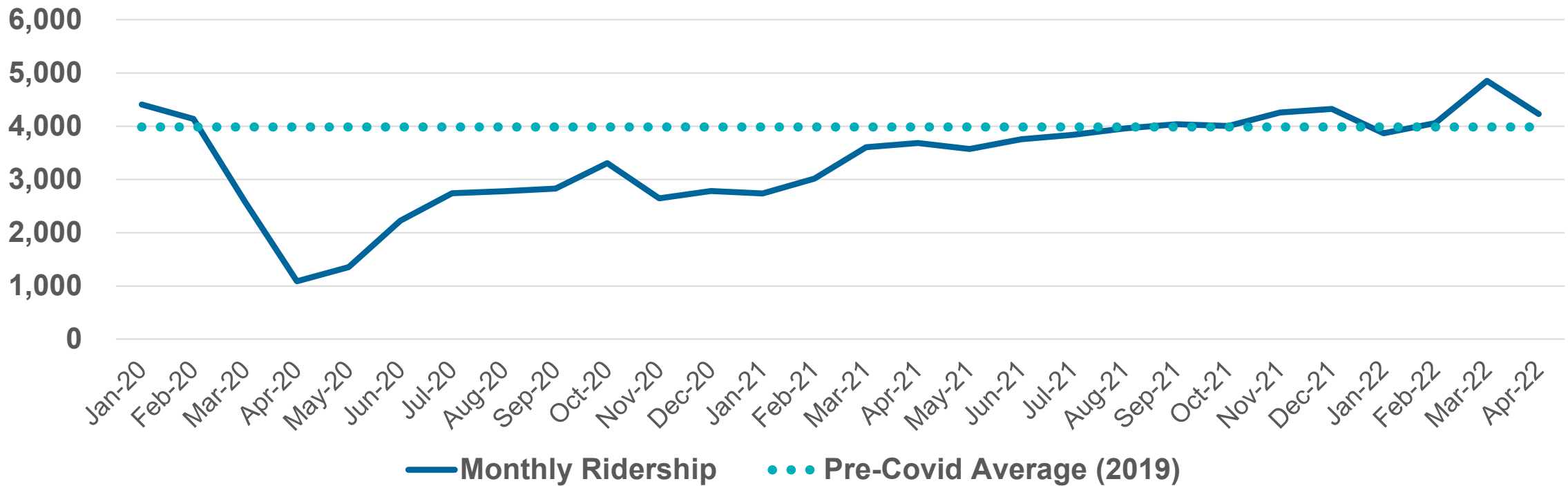


Source: Washington State Transit Association

LINKPLUS RIDERSHIP HAS SURPASSED 2019 AVERAGE

- April 2022 ridership was 106% of pre-Covid average
 - Sunday service began in July 2020 and represents about 4% of monthly LinkPlus ridership

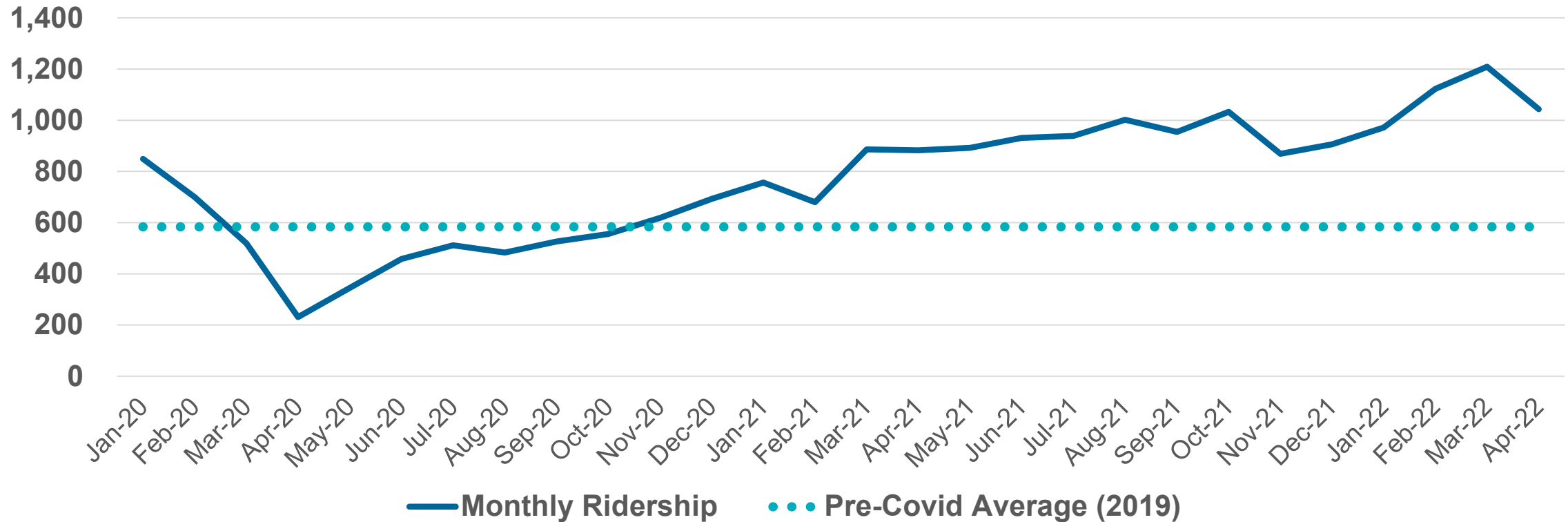
Link Transit LinkPlus Monthly Ridership (2020-2022)



DART RIDERSHIP HAS NEARLY DOUBLED

- Strong adoption of Chelan DART service

Link Transit DART Monthly Ridership (2020-2022)





Operator Discussions

DISCUSSED FARES WITH OPERATORS AT QUARTERLIES

- Seven meetings over two weeks in mid-April 2022
- Discussed background and context for the zero-fare pilot
- Anonymous voting and comments with Mentimeter live polling tool
- Open discussion to understand recent experience

Do you think Link should permanently offer zero-fare service? 



Explain your response from the previous slide. 

Don't have to deal with

Because its tax payer funded anyway

Faster boarding no hassel collection

Guest take to long to sit without fares. It will take even longer adding fares.

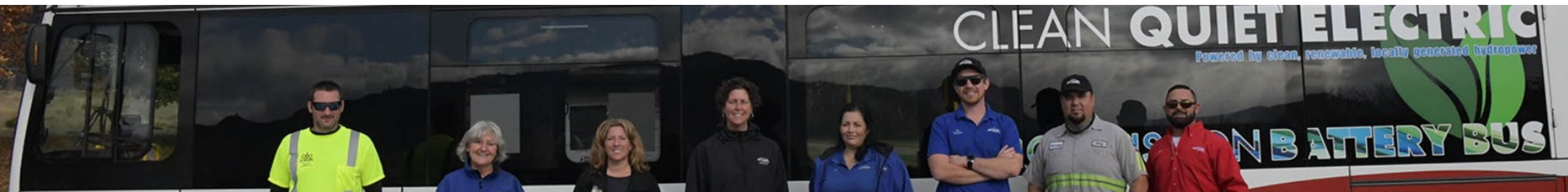
No fares on all routes ensures even distribution of routes, less stress for our guests and driver interactions

Without a cost a sevrce has no perceived value.

Makes it quicker to board. Transient sleeping. Confrontational.

Time consideration vs. Aggrivation. Cost savings for the agency?

No to deal with better for the public

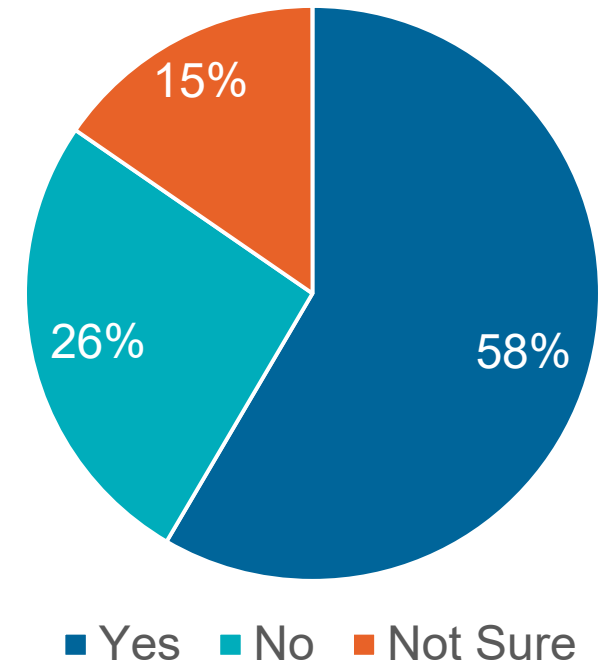


“NO” RESPONSES REGARDING ZERO-FARE SERVICE

- Most comments related to passenger behavior issues and safety; some comments related to perceived value of the transit service
- Opportunity to review/modify Link agency policies, including stricter enforcement of origin-to-destination rules and procedures regarding inappropriate conduct
 - Challenging to adequately support operators dealing with problem passengers on long-distance routes

“There needs to be stricter enforcement of destination rules and appropriate conduct while on Link property.”

Do you think Link should permanently offer zero-fare service?

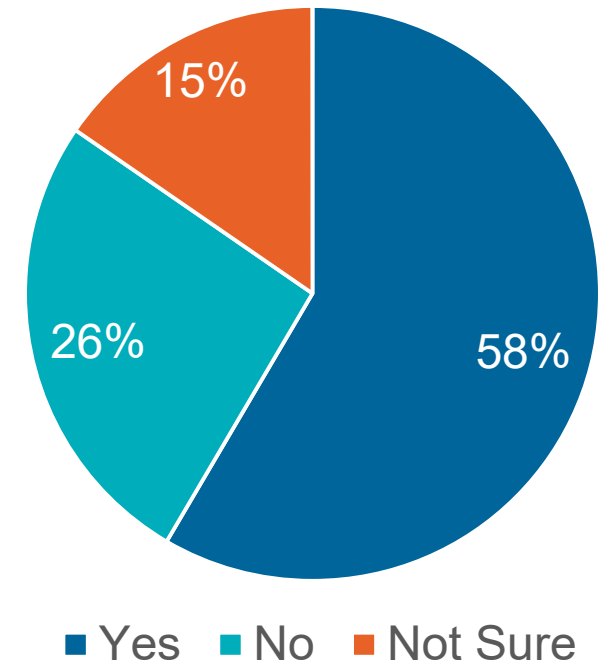


“NOT SURE” RESPONSES REGARDING ZERO-FARE SERVICE

- More than one-third of Link Transit bus operators have never collected a fare
- If we charge fares again:
 - Should be simplified (flat fare)
 - Should have electronic fare payment
- Comments about mask enforcement being a cause of conflict

“Haven’t had experience with it.”

Do you think Link should permanently offer zero-fare service?

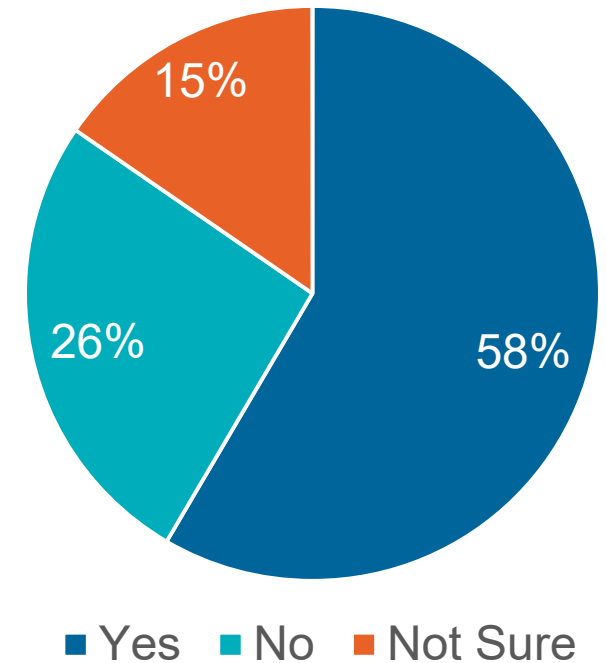


“YES” RESPONSES REGARDING ZERO-FARE SERVICE

- Most comments relate to:
 - Social/community benefits
 - Increasing ridership
 - Faster and more efficient service
 - Simpler for operators, other agency staff, and guests
 - “Makes life easier. Less drama for the drivers.”

“A zero fare system allows an option for the public that can not afford reliable transport to get where they need to go.”

Do you think Link should permanently offer zero-fare service?



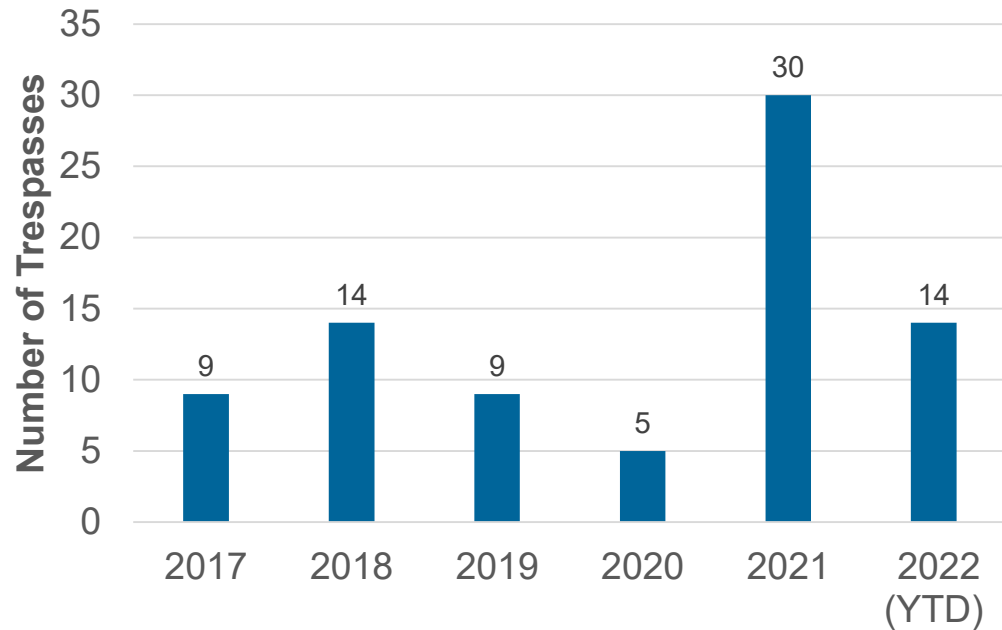


Incident Assessment and Policy Considerations

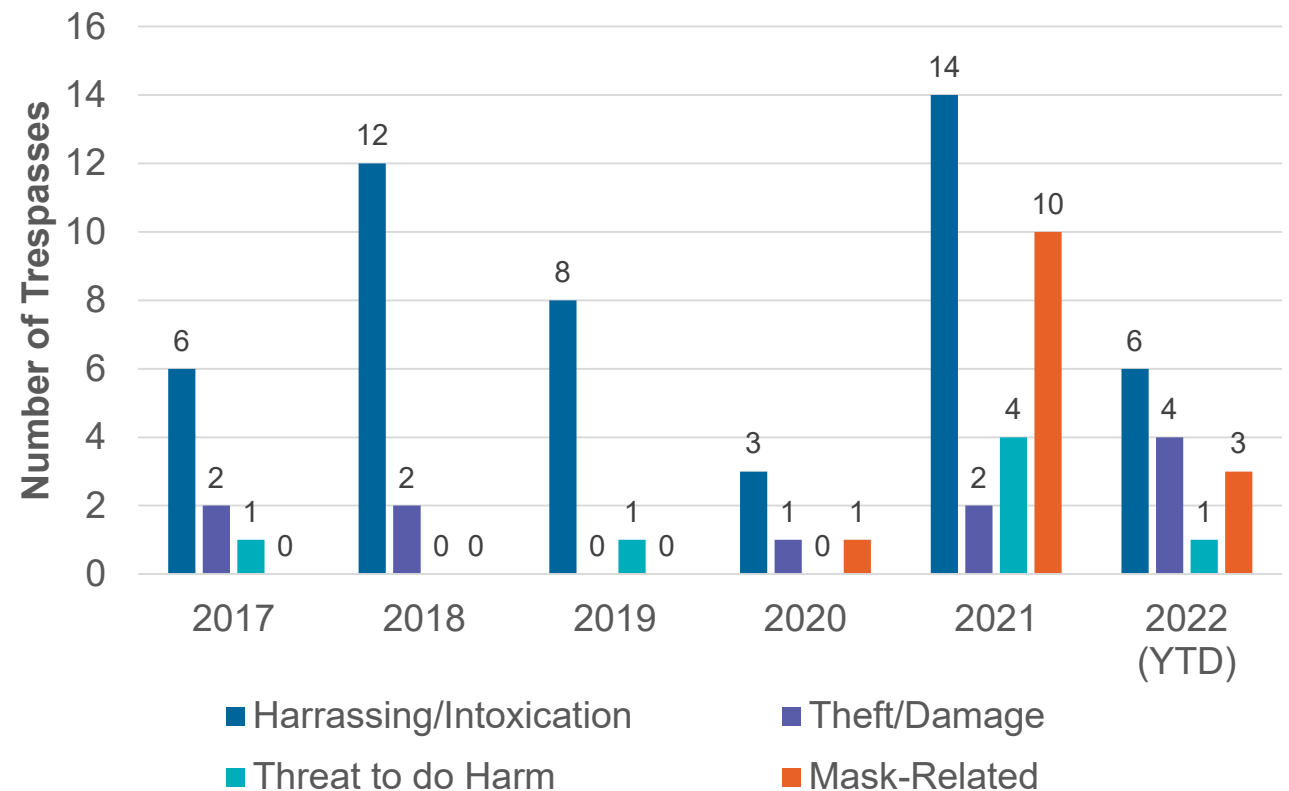
TRESPASSED RIDER YEAR-BY-YEAR COMPARISON

- Most violations occurred at Columbia Station or other Link Transit property, not on the bus

Number of Trespased Riders by Year

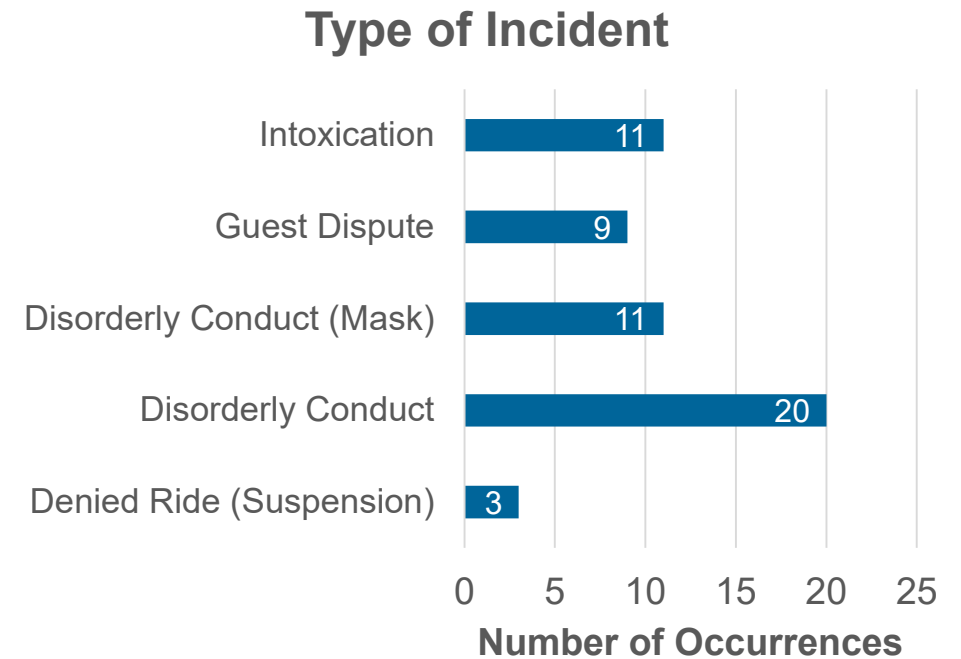
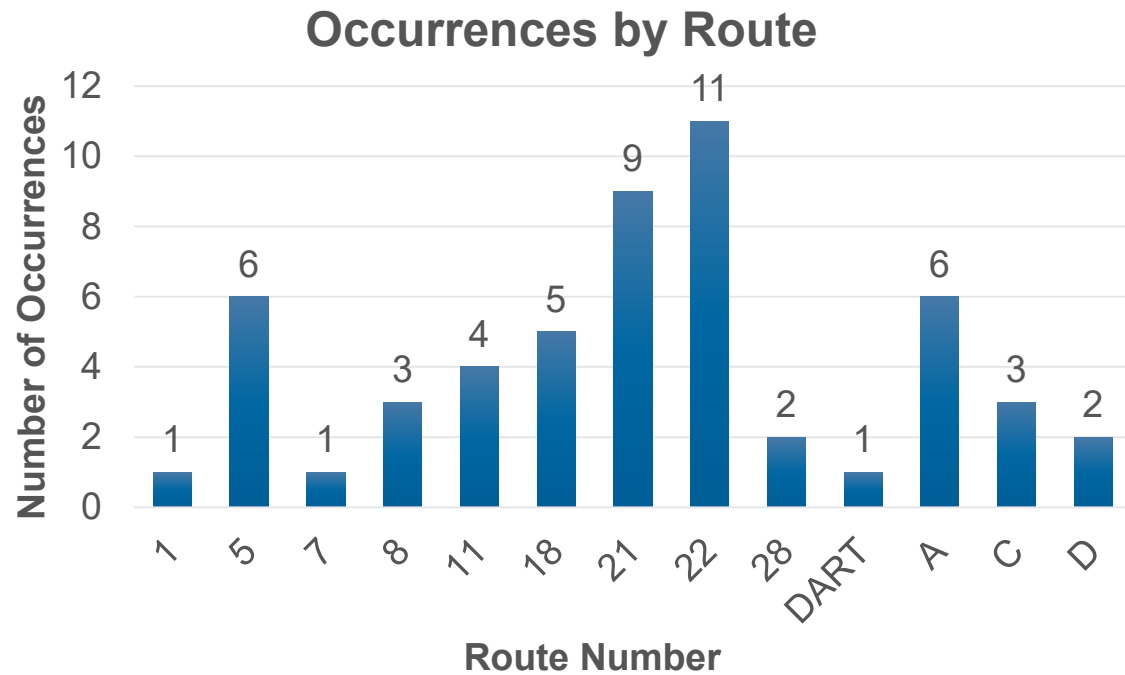


Trespass Incident Summary by Year



ON-ROUTE INCIDENTS (NOV 2021-APRIL 2022)

- Mix of incident types and routes where they occur



PEER RESEARCH CITED FARE ENFORCEMENT AS TOP CONTRIBUTOR TO OPERATOR ASSAULTS

- Primary factors include:
 - Fare enforcement
 - Intoxicated passengers or drug users
 - Rule enforcement other than fare enforcement
 - School- and youth-related violence
 - Individuals with mental illness
- Some transit agencies have had success mitigating disruptive behavior with **strong code of conduct policies, destination requirements**, and policies that require **disembarking at the final stop**
- Other solutions cited in best practices research include **additional training opportunities**, presence of **on-board personnel**, and **on-board audio/video surveillance**

Contributing Factors	%
Fare enforcement	67
Intoxicated passengers or drug users	66
Other rule enforcement	53
School/youth-related violence	48
Individuals with mental illness	40
Routes operating in high-crime areas	26
Service problems (delays, service reductions, etc.)	24
Gang-related violence	12
Cash transactions	3

Source: Transit Cooperative Research Program (TCRP) Synthesis 93: Practices to Protect Bus Operators from Passenger Assault

POLICY CONSIDERATIONS BASED ON PEER REVIEW AND BEST PRACTICES

- Continue reinforcing Link's culture of **servicing all guests with dignity and respect**
- Continue pursuing potential for **additional third-party training** resources
 - Additional crisis intervention, de-escalation, conflict resolution, etc.
- Review disruptive **passenger conduct** policies/procedures and update as appropriate
- Consider implementing a revised **origin-to-destination policy**
- Consider need for **additional security** personnel
- Ensure our **drivers are empowered and supported** in dealing with problem passengers
 - Review potential for additional supervisor support on-board vehicles
 - Review opportunities for consistency of policy enforcement
 - Review procedures for issues on out-of-town routes
 - Consider additional methods of disseminating information about trespassed riders

LINK HAS ADDED SECURITY STAFF AT COLUMBIA STATION

- As of May 2022, one additional guard Monday through Friday from 10am-4pm inside and on the platform
 - Most documented security incidents occur during these hours
- New policy to lock first floor restrooms one hour earlier (at 2pm after the Depot Café closes)
 - Keeps everything consolidated to the 2nd floor where Link staff is available
 - Allows for security to be more available to assist on the platform
- Frees up supervisors to spend more time on vehicles and other enforcement
- Approach is a starting point; Link will be monitoring for a period of three months





Recommendations

STAFF RECOMMENDATION

- **Adopt a permanent zero-fare policy (including age 18 and under required for Move Ahead Washington funding)**
 - Supports ridership growth and better use of our resources
 - Easier operationally and administratively
 - New Move Ahead Washington funding will easily replace prior fare revenue
 - Eliminates need for expensive farebox technology upgrades
 - Helps the most vulnerable in our community



Link Transit
connecting our communities

Link Transit Facility Upgrade



Attachment B

Back Ground

- Current Operations & Maintenance Facility built 1999
- Sits on 10 acres, 2 undeveloped
- Maintenance facility = 30,000 sq ft
- Operations & Admin = 6,000 sq ft
- Covered bus parking = 75 total vehicles
 - Large buses
 - Small buses
- Fuel Island
- Wash bay

Future Buildout/Expansion Needs..

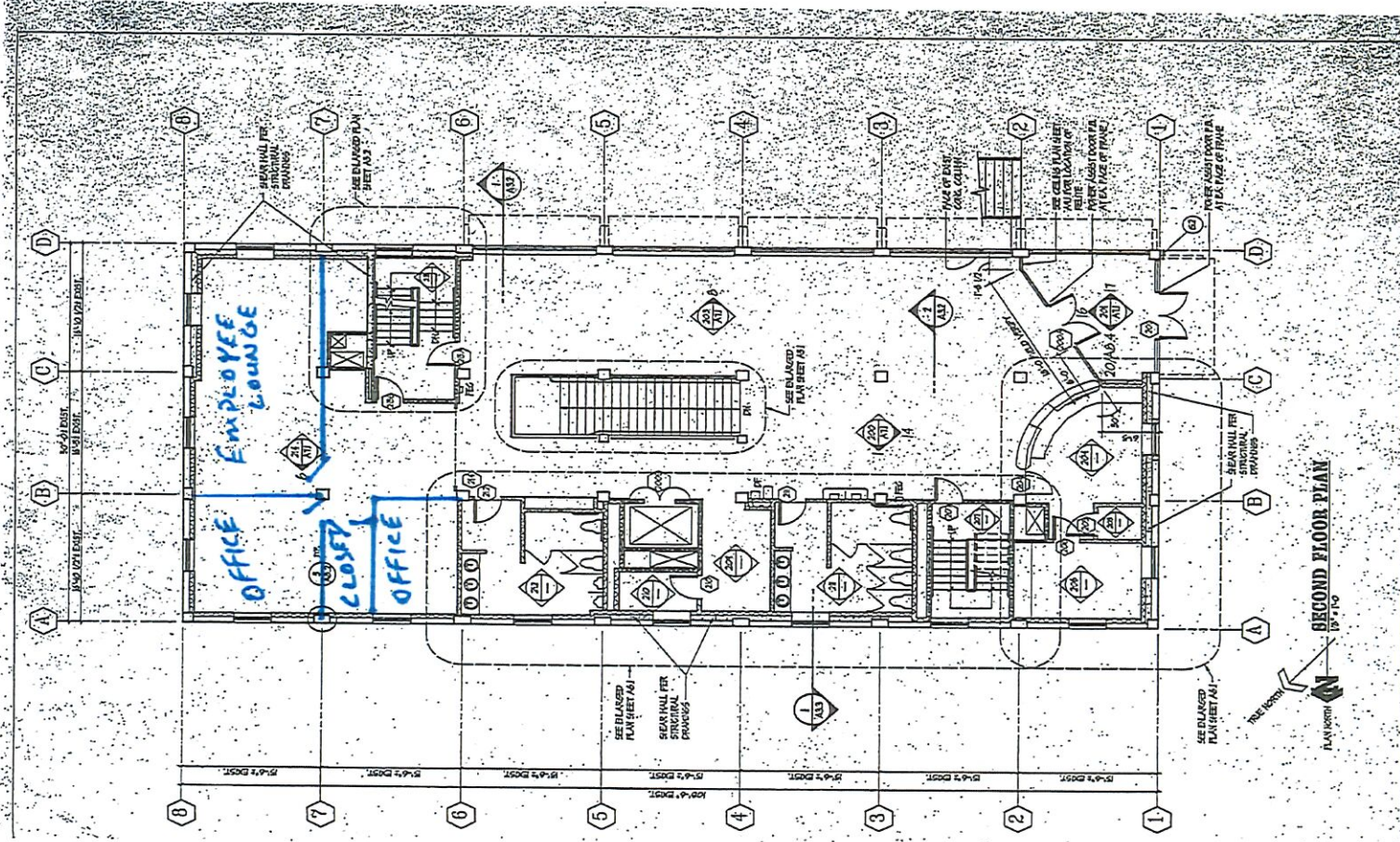
- Operations & Admin:
 - Permanent training facility
 - Operation's supervisors office space
 - Space for driver expansion (*locker space, personal mail boxes, check in*)
 - Relocate finance & HR

Columbia Station

- 2nd floor remodel east end for additional offices/cubicles
- 1st floor driver's break room

Cost

- Engineering & Architectural
 - Design concept with bid ready specs – estimate \$400,000
 - Cost for buildout – TBD
 - Local funds are proposed to be used



SECOND FLOOR PLAN
10-21-06

 ZIMMERMAN GROUP ARCHITECTS ENGINEERS PLANNERS CONSULTANTS		 LINN HOTEL WA		CHEILAN-DOUGLAS INTERMODAL TRANSPORTATION CENTER FIRST AND SECOND FLOOR PLANS	
DESIGNED BY	DATE	DRAWN BY	DATE	CHECKED BY	DATE
				JOB NO.	DATE
				50354104	06/29/06
					1/23