

**Board of Directors' Workshop
Thursday, July 18, 2019
Community Transit Board Room
3:00 p.m.**

Board Members Present

Councilmember Kim Daughtry	City of Lake Stevens
Mayor Dave Earling	City of Edmonds
Mayor Leonard Kelley	City of Stanwood
Mayor Jon Nehring	City of Marysville
Lance Norton	Labor Representative, non-voting
Councilmember Terry Ryan*	Snohomish County
Councilmember Jan Schuette	City of Arlington
Councilmember Mike Todd	City of Mill Creek

Board Members Absent

Councilmember Joe Neigel	City of Sultan
Councilmember Stephanie Wright	Snohomish County

Others Present

Geri Beardsley	CT-Director of Administration
Tim Chrobuck	CT-Chief Technology Officer
Jamyang Dorjee	CT-Public Affairs Specialist
Emmett Heath	CT-Chief Executive Officer
George Hurst	City of Lynnwood, Board alternate
Jennifer Hass	CT-Manager of Vanpool & TDM
Alan Hendricks	CT-Legal Counsel
Steve Kim	CT-Director of Transportation
Joy Munkers	CT-Director of Planning and Development
Martin Munguia	CT-Communication Manager
Deb Osborne	CT-Chief of Staff
Dave Richards	CT-Director of Maintenance
Juanita Shuler	CT-Exec. Support/Records Mgmt. Specialist
Kate Tourtellot	CT-Senior Transportation Planner
Noah Tunick	CT-Transit Integration Manger
Rachel Woods	CT-Executive Board Administrator

Call to Order

Mayor Dave Earling, Chair, called to order the July 18, 2019, Board of Directors' Workshop at 3:00 p.m. at the Community Transit Board Room, Everett, Washington.

Roll Call of Members

The Executive Board Administrator called roll. Attendance was as noted above. **A quorum was present.**

Public Comment

There were no public comments.

Councilmember Terry Ryan arrived 3:01 p.m.

Presentations

Vision, Mission, Priorities

Emmett Heath, CEO, presented the revised agency strategic, vision, mission, values & guiding principles for Board discussion and feedback.

- The current vision was from the early 2000s and was primarily focused on bus service delivery.
- The proposed vision was simplified and focused on regional delivery of service and products.
- A customer service focus was added to the guiding principles.

Joy Munkers, Director of Planning and Development, explained the priority to provide easy access and connectivity to Link light rail when it arrives in Snohomish County in 2024. Link light rail would create opportunity, raise expectations and drive customer demand for transit. Service coverage opportunities would be developed to best meet the needs of the county and fill service gaps (e.g. the *Swift Orange* line). A goal was to provide all communities convenient transit access to/from Link light rail. Commuter service would be reconfigured to directly feed Link light rail. A buildout development timeline for 2019-2024 was reviewed.

Tim Chrobuck, Chief Technology Officer, explained the priority to provide innovative products and services making travel easy and safe for all. Examples of innovation included connectivity and wireless technology, farebox replacement, Next Generation ORCA, and real time accuracy. Additional innovation would be seen in a new customer system, improved and expanded vanpool program, and a digital strategy that would meet the challenge of customer's real time information needs.

Jennifer Hass, Manager of Vanpool and Transportation Demand Management, reviewed the new Lynnwood Pilot Program that would launch in mid-August. A stakeholder group would help facilitate a needs assessment to inform the new types of service that would feed the Link light rail.

Geri Beardsley, Director of Administration, presented on investing in the employee experience. Employee experience leads to highly engaged employees and exceptional performance. An objective was to streamline and speed up the hiring process. Safety, security and employee communications were priorities.

Joy Munkers shared base facility expansion plans. Expansion opportunities at the three Community Transit properties were reviewed. The Facility Master Plan schedule and preliminary cost estimates were presented. Reserve funds would support the expansion. The goal was to reach 30% design of the Casino Road Renovation by fall 2019.

Chair's Report

Mayor Dave Earling commented on the growth of the agency and its vision and mission over his tenure. He congratulated the agency on maintaining its values during its growth.

Chief Executive Officer's Report

Emmett Heath, CEO, recapped the workshop's key takeaways.

Board Communication

Jan Schuette complimented staff on presenting the workshop materials clearly.

Adjourn

The meeting adjourned at 4:52 p.m.

The next regular Board Meeting was scheduled for August 1, 2019, at 3:00 p.m. at Community Transit's Board Room, 7100 Hardeson Road, Everett, WA.



Rachel Woods
Executive Board Administrator