

**Minutes**  
**INTERCITY TRANSIT AUTHORITY**  
**Regular Meeting**  
**May 16, 2018**

**CALL TO ORDER**

Chair Sullivan called the May 16, 2018, meeting of the Intercity Transit Authority to order at 5:30 p.m., at the administrative offices of Intercity Transit.

**Members Present:** Chair and City of Tumwater Councilmember Debbie Sullivan; Vice Chair and Citizen Representative Ryan Warner; City of Lacey Councilmember Carolyn Cox; City of Olympia Councilmember Clark Gilman; City of Yelm Councilmember Molly Carmody; County Commissioner Bud Blake; Citizen Representative Karen Messmer; Citizen Representative Don Melnick; Labor Representative Art Delancy.

**Staff Present:** Ann Freeman-Manzanares; Emily Bergkamp; Cindy Fisher; Jessica Gould; Zach Heinemyer; Paul Koleber; Steve Krueger; Jim Merrill; Pat Messmer; Carolyn Newsome; Eric Phillips; Rena Shawver; Heather Stafford-Smith; Thomas Van Nuys.

**Others Present:** Community Advisory Committee Member, Tim Horton.

**APPROVAL OF AGENDA**

It was M/S/A by Citizen Representative Messmer and Councilmember Gilman to approve the agenda as presented.

**INTRODUCTIONS**

**A. Introduce Operations Supervisors (Sean Barry and Roxy Johnson) (Cameron Crass)**

**PUBLIC COMMENT - None.**

**PUBLIC HEARING - 2019-2022 Transportation Improvement Program**

Grants Administrator, Jessica Gould,

*Chair Sullivan opened the public hearing at 5:35 p.m.*

*Chair Sullivan closed the public hearing at 5:36 p.m.*

**COMMITTEE REPORTS**

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- A. Thurston Regional Planning Council.** Karen Messmer said TRPC met May 4. Members discussed the Washington State Department of Transportation Secretary Roger Millar's presentation on the State of the Transportation System. Messmer said it was interesting that people were reflecting on the need for congestion relief as opposed to building the way out of congestion with additional infrastructure and lanes.

Members received an update on the Human Services Transportation Plan and suggested that Intercity Transit invite TRPC to an Authority meeting to present this topic.

- B. Transportation Policy Board.** Don Melnick said the TPB met May 9. Members received a presentation from Intercity Transit staff and Karen Parkhurst on the Road Trip and Short Range Plan.

### NEW BUSINESS

- A. Village Vans 2017 Update.** Cindy Fisher, Village Vans Supervisor provided an update on the Village Vans Program. She began the presentation by sharing messages from former Village Vans Volunteers and a WorkSource partner about their positive experiences with the program.

Fisher explained Intercity Transit has a Cooperative Agreement known as the Innovative Workforce Development Grant and in that scope of work there are partners who are outlined DSHS, DVR, Pac Mountain and SPSCC. In 2017 they reached out to 7,152 clients regarding the Village Vans program - both those needing transportation services and others interested in becoming a Village Vans volunteer. They also refer volunteer drivers to Intercity Transit (3 from DSHS; 14 from Pac Mnt; and 6 from SCSEP).

In 2017 358 passengers used Village Vans services; 213 passengers learned of Village Vans from marketing brochures and website, and staff.

Fisher recently attended the Second Chance Summit. Intercity Transit's Workforce Development Grant has a focus on disadvantaged backgrounds. The Summit focuses on hiring those who have a criminal background, and are ready to change their lives for the better. It gives people a second chance **not only to make a living, but make a life.**

Fisher also attended Pathways to Prosperity Workshop sponsored by Thurston County Chamber which was an employer's resources for talent. It was a great way to make community employers aware of Village Vans as a transportation option for qualifying employees.

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Fisher attended the TESC Career and Internship Fair. She learned they have a State Work Study program that provides the opportunity to gain educationally related work experience while earning money for school. The program reimburses employers a percentage of gross wages.

Fisher reviewed the 2017 Village Vans Statistics:

- 4882 rides provided in 2017
- 366 daycare stops
- 47,668 revenue miles driven
- 3,609 volunteer hours
- 40 volunteers
- 19 volunteers employed
  - 4 with Intercity Transit
  - 4 in transportation jobs
  - 11 in non-transportation related positions

Village Vans Goals for 2018 are:

- Continue to provide and promote transportation choices that support an accessible, sustainable, livable, healthy, and prosperous community
- Increase number of volunteers thru recruitment
- Increase number of volunteers gainfully employed
- reduce # of denied rides

**B. Pattison Street Masterplan/Design Contract.** Steve Krueger, Procurement Manager, presented for consideration a contract award to Stantec Architecture Inc. to update the Master Plan for the Pattison Maintenance, Operations and Administrative Rehabilitation and Expansion Project.

The Master Plan and Phase I design for the Pattison MOA Rehabilitation and Expansion project were 30% complete in 2010. Elimination of Federal Bus and Bus Facility dollars, which historically funded 80% of the cost of construction and bus purchases, resulted in pausing the design process pending funding availability. Dedication of local, state and federal funds allowed us to proceed with a small portion of the original Phase I, which primarily addressed the replacement of old Underground Storage Tanks. The project is scheduled to be complete this June. Before proceeding with Phase II, the Master Plan needs to be updated to reflect change in code requirements, growth targets, current operations and facility constraints, long-term service and program space needs and a phasing plan to complete both the expansion and rehabilitation the work.

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In February, Intercity Transit entered into an Interagency Agreement with the Department of Enterprise Services (DES) to serve as our project manager. On February 9, 2018, DES published a Request for Qualifications to update the Master Plan. On March 1, 2018, responses were received from KPFF and Stantec. After a thorough evaluation of the proposals and reference checks, Stantec received the highest overall score from a five member panel which included a representative from the City of Olympia, two representatives from DES and two staff members from Intercity Transit.

Stantec has designed over 150 municipal transit MOA facilities over the last 35 years. Reference checks gave Stantec favorable reviews and together with their A+ credit rating, staff determined Stantec to be a responsible firm as required by the Federal Transit Administration.

Stantec's project schedule shows the updated Master Plan will be complete by September 28, 2018. Staff anticipates returning to the Authority August 2018 to request authorization to proceed with Phase II design work. Final design must be complete no later than June 30, 2019, to comply with Regional Mobility Grant funding requirements. Stantec's proposed rates, and the total number of hours for each discipline to complete this phase of the work, is comparable to the development the Master Plan completed in 2010. Accordingly, staff has determined their fee for this phase of the work to be fair and reasonable. Follow-on design work will be negotiated and presented to the Authority for approval after the satisfactory completion of the updated Master Plan. All indicators suggest that Stantec possesses the experience, talent pool and resources necessary to ensure a successful outcome and therefore staff recommend Stantec be awarded the contract to update our Master Plan.

**It was M/S/A by Citizen Representative Melnick and Vice Chair Warner to authorize the General Manager to enter into a contract with Stantec Architecture, Inc. to update the Master Plan for the Pattison MOA Rehabilitation and Expansion Project for a total amount not-to-exceed \$411,751.**

- C. IT Road Trip/Long Range Plan Consultant Contract Amendment.** Freeman-Manzanas presented for consideration a contract amendment for additional services with Jason Robertson and Company for the Long Range Plan and IT Road Trip project.

Intercity Transit determined a need to hire a consultant to assist in engaging the community to help define the future of public transportation in our region. After a competitive selection process, the Authority approved a contract with Jason Robertson and Company in November 2016. The initial contract amount was \$65,000 to pursue and complete the first round of public engagement and reporting of what

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we branded as the IT Road Trip. This was supplemented by a \$20,000 amendment to complete a very robust public outreach process.

Since November 2016, Jason has provided direct support for the strategic planning and public participation plan developed as part of the short and long range planning process. This included the agency's most successful outreach effort and resulted in significant community participation including 3,500 participants and over 10,000 unique comments related to the future of public transportation services. Jason's support with developing the plan, reporting to the community and facilitating the ITA's review of goals, objectives and strategies has been extremely valuable in working the planning process.

Since the outcome of the initial phase of community engagement was unknown, staff had intended to come back to the Authority requesting additional funding for further phasing. This was anticipated and included in the 2018 budget.

This request is to support the next phases of the community engagement "IT Road Trip" and the long range plan. The estimated cost of the additional support services is estimated not-to-exceed \$60,000.

The next round of engagement is expected to reach a large number of community participants and the response to future service options is expected to be a major component of finalizing the long-term strategies for Intercity Transit's Long Range Plan.

**It was M/S/A by Councilmember Carmody and Citizen Representative Melnick to authorize the General Manager to increase the total contract not-to-exceed amount with Jason Robertson and Co. by an additional \$60,000 to provide professional services related to the Long Range Plan and IT Road Trip project.**

- D. Strategic Plan Goals and End Policies.** Freeman-Manzanares introduced the 2018 strategic planning process which begins with a review of the Goals and End Policies.

**The following are the 2018-2023 goals and end policies:**

**Goal 1:** Assess the transportation needs of our community throughout the Public Transportation Benefit Area.

**End Policy:** Intercity Transit Authority, staff, and the public will have access to clear and comprehensive information related to the transportation needs of our Public Transportation Benefit Area.

**Authority Recommendation:** *No Change.*

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**Goal 2:** Provide outstanding customer service.

**End Policy:** Customers and the community will report a high level of satisfaction.

**Authority Recommendation:** *No Change.*

**Goal 3:** Maintain a safe and secure operating system.

**End Policy:** Focus on the continual improvement for the safety and security of all customers, employees and facilities.

**Authority Recommendation:** *No Change.*

**Goal 4:** Provide responsive transportation options within financial limitations.

**End Policy:** Customers and staff will have access to programs and services that benefit and promote community sustainability focused on serving the mobility needs and demands of our community.

**Authority Recommendation:** *No Change.*

- Cox how do you define responsive transportation options
- Messmer said a responsive example is the short range changes that we're making; see there is a need in an area and try to respond to those while trying to remain neutral.
- Carmody responsive should include requests for new technology and responding to those requests (i.e. cloud-based accounting, need to respond to those requests.).
- Melnick responsive to customers and technology if it's available.

**Goal 5:** Integrate sustainability into all agency decisions and operations to lower social and environmental impact to enhance our community.

**End Policy:** Resources will be used efficiently with minimal negative impact on the environment and the community.

**Authority Recommendation:** *No Change.*

**Goal 6:** Encourage use of our services.

**End Policy:** Educate and encourage community members to explore and appreciate the benefits of our services and programs.

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Authority Recommendation: Change end policy to read: "Educate and encourage community members to explore, appreciate and utilize the benefits of our services and programs."

*Goal 7:* Build partnerships to address and jointly find solutions to the mobility needs and demands in our community.

*End Policy:* Work with governmental, private, for profit and not-for-profit community partners to understand our joint responsibility to insure great mobility options and opportunities in our community.

*Authority Recommendation: No Change.*

### **GENERAL MANAGER'S REPORT**

A debrief with the FTA was held on Friday, May 11 regarding the 5339 Grant for \$12M for Pattison Street Rehabilitation and Expansion Project. Intercity Transit received six highly recommends, which is the most an applicant can receive. The requests for funds far outweigh available dollars so they focused on awarding to as many grantees as possible. Ten systems in Washington State all received \$1,375,000 regardless of their ask.

The Planning staff has been hard at work conducting open houses and obtaining public comment regarding the proposed service changes. The majority of comments are coming from intercept surveys at the Olympia and Lacey Transit centers. A total of 37 official comments have been received for the short-range plan.

The International Rodeo took place at the APTA Bus and Paratransit Conference and several Intercity Transit staff participated in the competition. Out of 43 maintenance teams, Intercity Transit came in 13<sup>th</sup>; out of 88 Operators eligible to compete, IT Operator, David Randall took 8<sup>th</sup> place; Rob Wood took 2<sup>nd</sup> in the International competition. Out of all of the teams, Intercity Transit rated 7<sup>th</sup> in the nation combined.

The 42<sup>nd</sup> Annual Public Transportation Conference and Expo is being held August 18 - 22 in Kennewick, WA.

Development Director, Eric Phillips, was selected to the Board of Trustees for Morningside.

Intercity Transit was invited as a stakeholder with the Yelm Stakeholder Advisory Committee.

Transit Appreciation Day is Friday, August 10 and the theme is "Because You Rock, We Roll."

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IT was invited to attend the Editorial Board on June 20, 2018. Sullivan, Cox and Gilman will attend to represent their jurisdictions as well as Intercity Transit.

### **AUTHORITY ISSUES**

Carmody wants Intercity Transit to offer bus pass purchases online. On May 11, she tried to buy a bus pass online and couldn't because that capability doesn't exist. She went to Tim's Pharmacy to purchase a pass; however, there were no signs outside indicating passes are sold there. After walking to the back of the store she was able to purchase a pass but they don't take credit cards; and they don't prorate - she had to pay for the entire month of May; and she received a handwritten receipt for her purchase.

Messmer said the new Tumwater Square project did not turn out as she had hoped. There are pedestrian "no crossing" signs which were being ignored and she felt individuals were not going to walk to, and utilize, the crosswalk. She felt the project was poorly designed by the City of Tumwater.

Gilman said the Mayor of Paris announced that the entire metro area will no longer collect fares from riders on the transit system. They are looking at this as a carbon reduction and a parking mitigation for their area. While the Smartphone app is a good idea the cost could end up costing more with the combination of hardware/software and the processing fees.

Melnick said Freeman-Manzanares and Councilmember Cox received an invitation to speak to the Democratic Study Group about transit.

Warner participated in a number of outreach events in Yelm and Olympia, and he spent time at the Olympia Transit Center and he said that was very informative. He spoke with many riders to get their feedback. He said the more staff and Authority educate people lowers the level of negativity. And he encourages the Authority to attend the Public Transportation Conference in August.

Warner found a news article in the News Tribune about Pierce Transit's project using Lyft to deal with the first/last mile issue. Here is the link to that article: Need a Lyft? Free ride service to transit centers coming to these areas.  
<http://www.thenewstribune.com/news/local/community/puyallup-herald/article211187584.html>

Sullivan said the Tumwater Community Summit will be held at 5 p.m. May 17 at Tumwater Middle School and they will discuss poverty and homelessness. The keynote speaker is Doctor Donna Beegle.





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**ADJOURNMENT**

**It was M/S/A by Councilmember Carmody and Citizen Representative Warner to adjourn the meeting at 7:11 p.m.**

**INTERCITY TRANSIT AUTHORITY**



**Debbie Sullivan, Chair**

**ATTEST**



**Pat Messmer**

**Clerk to the Authority**

**Date Approved: June 6, 2018.**

Prepared by Pat Messmer, Recording Secretary/  
Executive Assistant, Intercity Transit