

**AGENDA**  
**INTERCITY TRANSIT AUTHORITY**  
**January 16, 2019**  
**5:30 P.M.**

**CALL TO ORDER**

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|-----------|---|--|
| <b>1)</b> | <b>APPROVAL OF AGENDA</b>   | <b>1 min.</b>  |
| <b>2)</b> | <b>PUBLIC COMMENT</b><br><i>Public Comment Note: This is the place on the agenda where the public is invited to address the Authority on any issue. The person speaking is asked to sign-in on the General Public Comment Form for submittal to the Clerk of the Board. Please include your first and last name, a mailing address or a phone number (in the event we need to contact you). When your name is called, step up to the podium and give your name for the audio record. If you are unable to utilize the podium, you will be provided a microphone at your seat. <u>Citizens testifying are asked to limit testimony to three minutes.</u></i><br><br><i>The Authority will not typically respond to your comments this same evening; however, they may ask some clarifying questions.</i> | <b>10 min.</b>   |
| <b>3)</b> | <b>INTRODUCTIONS</b><br><b>A. Robert Oliver and Jarod Burke, Vehicle Detailers</b> (Paul Koleber)<br><b>B. Riley White, Commuter Services Assistant</b> (Carolyn Newsome)<br><b>C. Kiera Maryott, Accounting Specialist</b> (Suzanne Coit)  | <b>15 min.</b>   |
| <b>4)</b> | <b>PUBLIC HEARING - None</b>  | <b>0 min.</b>  |
| <b>5)</b> | <b>NEW BUSINESS</b><br><b>A. Youth Education Update</b> (Rena Shawver, Kerri Wilson, David Copley)<br><b>B. Improving Online Customer Service</b> (Rena Shawver & Nicky Upson)<br><b>C. DES Contract Amendment</b> (Steve Krueger)<br><b>D. OTC Construction Update</b> (Steve Krueger)<br><b>E. Pattison Street Facility Update</b> (Eric Phillips)<br><b>F. Contract Amendment - Community Conversation</b><br>(Ann Freeman-Manzanares)   | <b>20 min.</b><br><b>30 min.</b><br><b>5 min.</b><br><b>20 min.</b><br><b>20 min.</b><br><b>5 min.</b> |
| <b>6)</b> | <b>COMMITTEE REPORTS</b><br><b>A. Thurston Regional Planning Council (Jan 4)</b> (Karen Messmer)<br><b>B. Transportation Policy Board (Jan 9)</b> (Don Melnick)<br><b>C. Community Advisory Committee (Jan 14)</b> (Tim Horton)   | <b>3 min.</b><br><b>3 min.</b><br><b>3 min.</b>  |
| <b>7)</b> | <b>GENERAL MANAGER'S REPORT</b>   | <b>10 min.</b>   |
| <b>8)</b> | <b>AUTHORITY ISSUES</b>   | <b>10 min.</b>   |
| <b>9)</b> | <b>ADJOURNMENT</b>  |  |

*Intercity Transit ensures no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin consistent with requirements of Title VI of the Civil Rights Act of 1964 and Federal Transit Administration guidance in Circular 4702.1B.*

*For questions, or to file a complaint, contact Intercity Transit customer service at 360-786-1881 or by email to [TitleVI@intercitytransit.com](mailto:TitleVI@intercitytransit.com).*

*If you need special accommodations to participate in this meeting, please call us at (360) 786-8585 three days prior to the meeting. For TDD users, please use the state's toll-free relay service, 711 and ask the operator to dial (360) 786-8585.*

*Please consider using an alternate mode to attend this meeting: bike, walk, bus, carpool, or vanpool. This facility is served by Routes 62A, 62B (on Martin Way), and 66 (on Pacific Avenue).*

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 5-A**  
**MEETING DATE: January 16, 2019**

**FOR:** Intercity Transit Authority

**FROM:** Rena Shawver, Kerri Wilson and David Copley, WNR Youth Education Program

**SUBJECT:** Update on new WNR Youth Education Center and Year-end Report on Youth Served

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- 1) **The Issue:** To update the ITA on the progress of its Walk N Roll youth education program, including the move into the facility on Washington Street, an overview of last years' service to youth, and a glimpse at new initiatives in 2019.
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- 2) **Recommended Action:** For information and discussion.
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- 3) **Policy Analysis:** The Authority supports outreach and education to youth as part of Intercity Transit's overall objective to increase ridership, raise awareness of active transportation and its value, and encourage and support community sustainability.
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- 4) **Background:** WNR staff would like to share the work they did in 2018, provide an update on the status of the new Walk N Roll Youth Education Center, and present what's planned for 2019. Intercity Transit's Walk N Roll program is part of the agency's Marketing & Communications Division.
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** The 2019 budget includes \$73,340 to operate the Youth Education Program. The program is partially funded through grants.
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- 7) **Goal Reference:** **Goal #1:** "Assess the transportation needs of our community throughout the Public Transportation Benefit Area." **Goal #2:** "Provide outstanding customer service." **Goal #4:** "Provide responsive transportation options within financial limitations." **Goal #5:** "Integrate sustainability into all agency decisions and operations to lower environmental impact and enhance our community."
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- 8) **References:** N/A.

INTERCITY TRANSIT AUTHORITY  
AGENDA ITEM NO. 5-B  
MEETING DATE: January 16, 2019

**FOR:** Intercity Transit Authority

**FROM:** Rena Shawver, 705-5842  
Marketing, Communications & Outreach Manager  
Nicky Upson, Marketing, Communications & Outreach Coordinator

**SUBJECT:** Improving Online Customer Service

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- 1) **The Issue:** Staff is requesting the Authority share their thoughts regarding the strengths and weaknesses of Intercity Transit's website and GovDelivery system to enhance the customer experience.

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  - 2) **Recommended Action:** Share strengths and weaknesses of the agency website and GovDelivery system.

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  - 3) **Policy Analysis:** Seeking to enhance the customer experience fulfills multiple elements in the agency's strategic plan.

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  - 4) **Background:** In the last year, more than 155 pages, 74 documents and 55 images have been added to the website which is visited by more than 20,000 unique users each month, many of whom are sight-impaired and 70% of which are using handheld devices. In the spirit of continual improvement, IT introduced a new customer service tool called GovDelivery, which is a subscription email and text service to share agency information. In addition, the 2019 budget includes funds to enhance our existing website to create a better customer experience online and make improvements that will meet today's customer expectations. Today we're looking for initial input from Authority members on ideas for improvement to the website.

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  - 5) **Alternatives:** N/A.

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  - 6) **Budget Notes:** N/A.

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  - 7) **Goal References:** **Goal #1:** "Assess the transportation needs of our community throughout the Public Transportation Benefit Area." **Goal #2:** "Provide outstanding customer service."

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  - 8) **References:** Please evaluate IT's website at [www.intercitytransit.com](http://www.intercitytransit.com) and come prepared to share your opinion regarding its strengths and weaknesses.

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 5-C**  
**MEETING DATE: January 16, 2018**

**FOR:** Intercity Transit Authority

**FROM:** Steve Krueger, 705-5833

**SUBJECT:** Pattison Base Master Plan and Design Services

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- 1) **The Issue:** Consideration of authorizing the General Manager to have the Department of Enterprise Services (DES) amend the Stantec Master Planning agreement to include an additional \$135,000 in funding and to enter into an agreement with Stantec to provide design services for the Pattison North Parcel Facilities for a total not-to-exceed amount of \$1,272,093.
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- 2) **Recommended Action:** Authorize the General Manager to have DES:
- Amend the Stantec Master Planning agreement to include an additional \$135,000 in funding.
  - Enter into a new agreement with Stantec to provide design services for a Vanpool Center, Facilities, Fuel and Wash buildings for a total amount not-to-exceed \$1,272,093.
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- 3) **Policy:** The Procurement Policy states the Authority must approve any expenditure over \$100,000.
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- 4) **Background:** In December of 2015, Intercity Transit entered into a development agreement with the City of Olympia regarding the Pattison Base Rehabilitation and Expansion Project. In May of 2018, Stantec was awarded the contract to update the Pattison Base Master Plan for an initial contract amount of \$411,751. The Master Planning process has resulted in conceptual designs for the Vanpool Center, Fuel, Wash and Facilities buildings that align with the development agreement. Final engineering, design, and the development of bid packages is now needed to move forward with construction of these facilities on the north parcel. The detailed design work is also required to move forward with the next phase of permitting discussions with the City of Olympia. The timely approval and staged progress will also keep the project on schedule to utilize secured funding in accord with grant requirements. Additional Master Planning work and more comprehensive cost estimate analysis is also needed for both the Maintenance and Administrative buildings which will influence which final

design options best satisfy facility and long term operational needs within budgetary limitations.

This request includes an additional \$135,000 anticipated to complete the Master Planning work, and a new agreement for final design & engineering services in the amount of \$1,272,093 to move forward with final design of the Vanpool Center, Fuel, Wash and Facilities buildings.

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5) **Alternatives:**

- A. Authorize the General Manager to have the Department of Enterprise Services (DES) amend the Stantec Master Planning agreement to include an additional \$135,000 in funding; and, to enter into a new agreement with Stantec to provide design services for the Pattison North Parcel Facilities for a total not-to-exceed amount of \$1,272,093.
- B. Defer action. Doing so may impede Intercity Transit's ability to expend secured grant funding that must be expended by June 30, 2019.

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6) **Budget Notes:** The 2019 Pattison Base MOA Expansion and Rehabilitation Project budget includes \$4.1 million for master planning and final engineering and design and related funding. Additional State and Federal funds have also been secured totaling \$27,463,203 to support construction of the project. The recommended contract actions (combined) totaling \$1,407.093 is within the planned scope of this project.

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7) **Goal Reference:** Goal #1: *"Assess the transportation needs of our community throughout the Public Transportation Benefit Area."* Goal #2: *"Provide outstanding customer service."* Goal #3: *"Maintain a safe and secure operating system."* Goal #4: *"Provide responsive transportation options within financial limitations."* Goal #5: *"Integrate sustainability into all agency decisions and operations to lower social and environmental impact to enhance our community."* Goal #6: *"Encourage use of our services."* Goal #7: *"Build partnerships to address and jointly find solutions to the mobility needs and demands in our community."*

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8) **References:** N/A.

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 5-D**  
**MEETING DATE: January 16, 2018**

**FOR:** Intercity Transit Authority

**FROM:** Steve Krueger, 705-5833

**SUBJECT:** Olympia Transit Center Construction Update

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- 1) **The Issue:** Staff will review progress to date regarding the Olympia Transit Center construction project.
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- 2) **Recommended Action:** For your information.
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- 3) **Policy:** Keep the Authority informed.
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- 4) **Background:** Construction at the Olympia Transit Center began in November 2018 and is anticipated to be complete November 2020. Staff will bring you up-to-date on what has transpired and next steps.
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** N/A.
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- 7) **Goal Reference:** **Goal #1:** "Assess the transportation needs of our community throughout the Public Transportation Benefit Area." **Goal #2:** "Provide outstanding customer service." **Goal #3:** "Maintain a safe and secure operating system." **Goal #4:** "Provide responsive transportation options within financial limitations." **Goal #5:** "Integrate sustainability into all agency decisions and operations to lower social and environmental impact to enhance our community." **Goal #6:** "Encourage use of our services." **Goal #7:** "Build partnerships to address and jointly find solutions to the mobility needs and demands in our community."
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- 8) **References:** N/A.

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 5-E**  
**MEETING DATE: January 16, 2018**

**FOR:** Intercity Transit Authority

**FROM:** Eric Phillips, 705-5885

**SUBJECT:** Pattison Street Facility Update

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1) **The Issue:** Staff will review progress to date regarding the Pattison Street Facility Master Plan, Design and Construction project.

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2) **Recommended Action:** For your information.

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3) **Policy:** Keep the Authority informed.

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4) **Background:** We are moving forward with master planning, project design and preparing for construction. Staff will bring you up-to-date on what has transpired and next steps.

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5) **Alternatives:** N/A.

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6) **Budget Notes:** N/A.

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7) **Goal Reference:** Goal #1: *"Assess the transportation needs of our community throughout the Public Transportation Benefit Area."* Goal #2: *"Provide outstanding customer service."* Goal #3: *"Maintain a safe and secure operating system."* Goal #4: *"Provide responsive transportation options within financial limitations."* Goal #5: *"Integrate sustainability into all agency decisions and operations to lower social and environmental impact to enhance our community."* Goal #6: *"Encourage use of our services."* Goal #7: *"Build partnerships to address and jointly find solutions to the mobility needs and demands in our community."*

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8) **References:** N/A.



**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 5-F**  
**MEETING DATE: January 16, 2019**

**FOR:** Intercity Transit Authority

**FROM:** Ann Freeman-Manzanares, General Manager, 705.5838

**SUBJECT:** Contract Amendment - Community Conversation

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1) **The Issue:** Amend our contract with J Robertson and Company to provide assistance regarding the implementation of IT Proposition 1 and the promise to study the way fares are paid to address challenges and help meet shared community goals.

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2) **Recommended Action:** Authorize the General Manager to amend the J Robertson and Company contract in an amount not-to-exceed \$60,000 for the implementation of IT Proposition 1 and the promise to study the way fares are paid to address challenges and help meet shared community goals.

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3) **Policy Analysis:** Intercity Transit Proposition 1 included the promise to fulfill nine enhancements. Pursuing an alternative fare study is one of those nine enhancements identified as a community goal.

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4) **Background:** IT Proposition 1 included this statement in one of its nine enhancements: "Changing the way fares are paid means different things to different people, and can address several challenges identified by the community. There are options and opportunities that, with some additional study, can help meet shared community goals." This study would establish the framework, include a public outreach process and help define the roadmap to address this element of the Long Range Plan. IT's existing fare collection system takes cash only and is failing. Initiating this study as quickly as possible is prudent.

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5) **Alternatives:**

A: Authorize the General Manager to amend the J Robertson and Company contract in an amount not-to-exceed \$60,000 for the implementation of IT Proposition 1 and the promise to study the way fares are paid to address challenges and help meet shared community goals.

B: Defer project implementation.

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6) **Budget Notes:** As this project is an outcome of the passage of IT Proposition 1, this work would be included in the 2019 supplemental budget.

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7) **Goal Reference:** **Goal #1:** *“Assess the transportation needs of our community throughout the Public Transportation Benefit Area.”* **Goal #2:** *“Provide outstanding customer service.”* **Goal #4:** *“Provide responsive transportation options within financial limitations.”* **Goal #5:** *“Integrate sustainability into all agency decisions and operations to lower social and environmental impact to enhance our community.”* **Goal #6:** *“Encourage use of our services.”* **Goal #7:** *“Build partnerships to address and jointly find solutions to the mobility needs and demands in our community.”*

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8) **References:** N/A.

Thurston Regional Planning Council (TRPC)  
**AFTER MEETING SUMMARY**  
January 4, 2019

Please use this after meeting summary to update your fellow board, council, and commission members on what took place at the TRPC meeting.

**TRPC Operating Budget and Pay and Classification Plan**

Council approved the Agency's 2019 Operating Budget and updates to the Pay and Classification Plan.

**Call for Written Nominations**

Council officers are elected annually in February. The officers of the Council are Chair, Vice Chair, and Secretary. Please submit nominations for officer positions in writing to Burlina Montgomery ([montgomeryb@trpc.org](mailto:montgomeryb@trpc.org)) no later than January 25, 2019.

**Intercity Transit Bus Buddies**

Intercity Transit's Bus Buddies program is a high priority project in the region's Human Services Coordinated Transportation Plan. Council was briefed on the program that links experienced bus rider volunteers (bus buddies) to others in the community to remove barriers in accessing Intercity Transit services.

**South Sound Military and Communities Partnership (SSMCP) Economic Analysis and Regional Survey**

Bill Adamson, SSMCP Program Director, briefed Council on the Joint Base Lewis-McChord Regional Economic Impact Analysis and Community Survey results. The presentation is available online: [https://www.trpc.org/DocumentCenter/View/6348/presentation\\_SSMCP\\_EconAnalysisRegionalSurvey](https://www.trpc.org/DocumentCenter/View/6348/presentation_SSMCP_EconAnalysisRegionalSurvey).

**South Sound Military and Communities Partnership "Connect Kits"**

Sarah Luna, SSMCP Program Coordinator, briefed Council on an initiative to develop and distribute resource kits relating to medical/health, housing, food, transportation, education and employment, communication, and finances to connect community members to available community services. SSMCP work groups around Health Care, Education, and Social Services observed that many services are available to the community but making community members aware of them provides a challenge. SSMCP has coordinated with the Clover Park School District, Pierce College, Saint Martin's University, Together, and the cities of Yelm and Lakewood to make the resource kits available. For more information please contact Sarah Luna ([sluna@cityoflakewood.us](mailto:sluna@cityoflakewood.us)). The presentation is available online: [https://www.trpc.org/DocumentCenter/View/6347/presentation\\_SSMCP\\_ConnectKits](https://www.trpc.org/DocumentCenter/View/6347/presentation_SSMCP_ConnectKits).

**Flood Insurance Rate Maps (FIRM) for the Lower Chehalis River**

Andrew Kinney, Thurston County, briefed Council on FEMA's update of the Flood Insurance Rate Maps for the Lower Chehalis River. A public meeting is being held in Grand Mound on January 17<sup>th</sup>, 2019, 6-8 p.m. at the Fairfield Inn and Suites, 6223 197<sup>th</sup> Way SW, Rochester, WA 98579 to review proposed changes.

**2019 State Legislative Session Preparation**

Karen Parkhurst, Policy and Program Director, discussed the state legislative session, commencing on January 14, 2019.