

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
March 18, 2019
5:30 PM**

CALL TO ORDER

- I. APPROVE AGENDA 1 min.**
- II. INTRODUCTIONS 1 min.**
 - A. Intercity Transit Authority Representative RYAN WARNER
(Sue Pierce)**
- III. MEETING ATTENDANCE 3 min.**
 - A. March 20, 2019, Work Session (Jonah Cummings)**
 - B. April 3, 2019, Regular Meeting (Denise Clark)**
 - C. April 17, 2019, Work Session (Walter Smit)**
- IV. APPROVAL OF MINUTES - January 14, 2019 1 min.**
- V. NEW BUSINESS**
 - A. DAL, TRAVEL TRAINING & BUS BUDDY UPDATE (Kevin Karkoski) 30 min.**
 - B. PROCUREMENT 2019 WORK PLAN (Steve Krueger) 30 min.**
 - C. MARCH SERVICE CHANGE UPDATE (Rob LaFontaine) 30 min.**
- VI. CONSUMER ISSUES - All 15 min.**
- VII. REPORTS**
 - A. January 16, 2019, Work Session (Tim Horton)**
 - B. February 6, 2019, Regular Meeting (Marilyn Scott)**
 - C. February 20, 2019, Work Session (Marie Lewis)**
 - D. March 6, 2019, Regular Meeting (Peter Diedrick)**
 - E. General Manager's Report (Ann Freeman-Manzanares)**
- VIII. NEXT MEETING - April 15, 2019**
- IX. ADJOURNMENT**

Attendance report is attached.

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.

If you need special accommodations to participate in this meeting, please call us at (360) 705-5857 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) 705-5857.

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).

Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
January 14, 2019

CALL TO ORDER

Chair Pierce called the January 14, 2019, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

Members Present: Chair Sue Pierce; Linda Vail; Marie Lewis; Ursula Euler; Jan Burt; Marilyn Scott; Billie Clark; Victor VanderDoes; Joan O'Connell; Vice-Chair Justin Belk; Jason Bonauto; Sreeranjini Surendran and Walter Smit.

Absent: Carla Dawson; Tim Horton; Michael Van Gelder; Scott Paris; Peter Diedrick; Denise Clark; Jonah Cummings.

Staff Present: Ann Freeman-Manzanares; Eric Phillips; Emily Bergkamp; Rena Shawver; Nicky Upson; Kerri Wilson; David Copley; Liam Collins; and Nancy Trail.

APPROVAL OF AGENDA

It was M/S/A by LEWIS and SCOTT to approve the agenda.

INTRODUCTIONS

CAC Members provided self-introductions for the new members.

Pierce introduced Authority member, KAREN MESSMER, as the representative attending the meeting.

MEETING ATTENDANCE

- A. January 16, 2019, Work Session - Tim Horton
- B. February 6, 2019, Regular Meeting - Marilyn Scott
- C. February 20, 2019, Work Session - Marie Lewis

APPROVAL OF MINUTES

It was M/S/A by SMIT and BURT to approve the minutes of the November 19, 2018 meeting.

- A. **MARKETING, COMMUNICATION & OUTREACH DIVISION OVERVIEW** - (*Rena Shawver*) Shawver introduced herself and indicated she has been with IT for a year and a half. Most of her staff has been hired within the last year. The Marketing division supports the programs that deliver on the mission of IT. This includes the printed materials, the branding for vehicles and buses, the website and social media. This includes any info to access services. The staff supports a diverse group of customers and provides information to media for distribution so the public will know what IT is doing. Marketing has had its hands in a bit of everything including the short and long range plans, the IT Road Trip, supported the September service change which was the largest for the agency in over a decade. Marketing prepared all the internal/external Proposition 1 communications. All

have been very successful measures and she is proud of the work. In the coming year staff will support new fixed route services and help implement the strategic plan. Marketing is part of the Development department and they report to Eric Phillips. It is important that the community knows what services IT offers and can access them as a transportation choice. This is a high level overview and there is a lot going on with staff. She is happy to work with a group of rock stars that really know their stuff and are dedicated to their work. Much of their work includes analyzing their work to determine what's working. Staff is looking at new ways to get people engaged with transit. The staff is high functioning and she feels privileged to work with them. There are six full and one part time employee. Nicky is a marketing coordinator and works on the website, GovDelivery, supports 200 ETC's at state agencies, does graphic design work including the "Be safe Be Seen" campaign, the state wide "Ride Transit" campaign through Transportation Choices Coalition, the EDC Annual Expo and promotes the BCC in conjunction with Duncan Green. The agency is very lucky to have Nicky on board. Ally is has been with the agency for 3 years as a marketing representative and she does all the customer publications including the transit guide, brochures, paper tickets, administers social media including Facebook and Twitter; coordinates 15 to 20 events per year to maintain a presence in the community including parades, and the family fun fair. She also does graphic design mostly for the route maps in the kiosks and guides. She coordinates the summer youth pass with 5 other agencies. Both Ally and Nicky work with Planning and Operations to produce Rider Alerts for road closures, snow routes or any event impacting service. Duncan Green is a marketing assistant working 6 months out of the year. He coordinates the winter BCC in February with about 200-250 participants, organizes the Earth Day Market Ride, and the BCC which had almost 1300 participants last year. He integrates the biking community gaining support from all local jurisdictions. Kerri and David will present next on the Youth Education Program (YEP). Liam is the agency's first AmeriCorps volunteer. Marketing works with a lot of vendors and consultants including Lamar Advertising, JayRay Consulting, and Handcrank for video production. Staff has worked with Nelson Nygaard on the fixed route planning and there are a lot of little things going on. One of the campaigns going on right now is to increase vanpool participation and awareness. IT received a \$250k WSDOT grant to help relieve congestion on I-5. The agency has partnered with the Thurston County Chamber to help share the benefits of vanpooling. There have been a lot of face to face meetings, outreach, and events. Vanpool ads have been in the Chamber magazine and local business journal. There is a lot of tracking in marketing to ensure the agency is communicating with the right people and through the right channels. She shared the current vanpool commercial featuring three riders. It is playing on a number of local TV channels and radio. It is localized and they aren't showing in King or Pierce counties. They are hoping to see an uptick in vanpool use by continuing with this public facing campaign. Staff surveyed 900 vanpool participants and 30 wanted to be in the commercial. Handcrank interviewed and chose three stories and JayRay helped through that process.

B. YOUTH EDUCATION UPDATE (*Kerri Wilson & David Copley*) Wilson introduced herself and indicated she would provide information on the program from this past year and plans for the coming year. Last year was an exciting year with the program serving 8,495 youth and families encouraging walking, biking and taking the bus. It has established partnerships Olympia, Tumwater and North Thurston school districts. Walk N Roll's Walk to School days included working with 12 different schools of which 5 were new in 2018. The events have staff, parent volunteers, and kids walk or bike to school. In 2018 there were 2,407 participants. They are fun events and have participation from local fire departments, police and some local elected officials. In 2019 staff hopes to increase the number of schools

participating in the program. Staff also conducts an annual Bike to School challenge as part of the BCC giving youth a way to get involved. It is a 2 week challenge and kids log miles to win prizes. Last year 166 kids rode 3,075 miles. This coming year staff hopes to increase the number of middle schools participating. The program also has the Pace Car Pledge where drivers make a commitment to drive the speed limit, avoid distractions, use caution around kids, and share the road with bikes. They focus on school zones and in 2018 there were 128 pledges. Liam did a lot of the outreach for this. This coming year staff is looking at ways to get more outreach possibly involving the PTA. Another activity they organize is community bike rides. They are family friendly, slow paced rides on quiet roads and the destination is something that is a family friendly. They weren't very successful last year. This year staff is going to partner with an existing event. The first one will be partnering with Tumwater to the Easter Egg Dash. The program also includes Rolling Classrooms. These involve some education about riding the bus, a tour of the facility, meeting a driver, and encouraging them to ride the bus. This involves elementary and middle school students and last year served 475 kids from 8 different schools. Ally put together a nice flyer to distribute to teachers. There is a new program they just started called Class Pass and it allows groups to ride the bus for free on regular routes for field trips. It was just launched and in one week already received 5 requests to serve 147 students. It will serve a lot of youth in the community and they will all get experience riding the bus.

Wilson answered questions.

O'Connell – asked if the Class Pass was an actual pass.

Wilson – indicated people email customer service and they generate an e-ticket so they don't all need passes.

Surendran – asked if it is only for elementary students.

Wilson – indicated it is also for non-profit agencies and public schools preK-12.

Belk – asked if Pace Car Pledges receive a bumper sticker.

Wilson – indicated they do and staff is looking at rebranding the program.

Messmer – asked if the Rolling Classroom had any high schools participate.

Wilson – indicated not a ton of high school classes although last year two of the mechanic classes from New Market Skills Center came through and had a more detailed class and talked to IT mechanics. For the most part the classes are middle and elementary schools.

Copley discussed the Earn-a-Bike classes. They partner with a middle school and bring bikes to teach the kids basic maintenance. The classes are between 8-10 hours and they learn maintenance, road riding skills, and riding for transportation. They get to keep the same bike throughout the program and get to keep it at the end. Last year the program was at Jefferson Middle school and had 74 participants. The program also worked with Olympia parks and Rec on a program and they were good partners because they are able to do a lot of the front end work and they have built in advertising. The program can be offered to anyone in the middle school age range throughout the service area. It will continue in 2019. The bikes come

from the bike shop. The bike shop is staffed with volunteers who meet weekly. They have an extensive work ticket that is used as a teaching tool. There are some regulars and one volunteer named Nancy has been coming well over a year. She started with no knowledge and has become an ace mechanic within that timeframe. Last year volunteers donated 1, 225 hours of their time. This is a marked increase over the last 3 to 4 years. Last year they built 84 bikes. In 2019 the program will include a Mechanic Volunteer Program (MVP) that will reach out to high school students. They will be able to put the hours toward their community service requirements. Classes will take them through repair and pull them into bike operations and they can assist other youth. It is a great opportunity for peer leadership and hopefully engage middle school students further who have been involved in the program over the years. All of this has been made possible with the new shop. There is a large workshop, storage, and office space. It is located at 215 Washington Street, across from the Olympia Transit Center. There is a dedicated group of volunteers fixing up bikes. The old shop was a great space but was tight when full. The new space is much more accessible for youth participants to come down. If you're interested come to the open house January 17 from 11 am - 2 pm and visit. If folks aren't able to make it there will be an external open house on April 4 that is open to the public. Or, come by anytime and visit.

- C. IMPROVING ONLINE CUSTOMER SERVICE -** (*Rena Shawver & Nicky Upson*) Shawver indicated the agency is looking for feedback to improve the website. They are working on an RFP and Nicky is going to ask questions regarding use of the website. People visit the website to get information, plan trips, get route information, and a variety of things. It's like an online transit center. The agency will bring in a consultant to look at the website and touch base with all agency programs and will also contact some external customers to make the website more user friendly.

Upson indicated the agency implemented GovDelivery in July of 2018. It provides targeted email and text messages for specific information that subscribers select to receive. This includes rider alerts, press releases, etc. GovDelivery is now at a point where it is ready to expand the use of this tool to other groups. Currently there are no DAL customers, and it can also be offered to the BCC participants. Staff has been experimenting with GovDelivery and is ready to offer it to a larger audience. Currently there are 1700 subscribers and staff sees about 10 new subscribers per week. Examples of the content include rider alerts and the great thing is it can be sent via email or text a link at the same time. Getting something out really quickly is important to customers. Rider news is also sent out via GovDelivery and it is also being used for employment announcements. There are several ways you can subscribe on IT's web page. On the homepage there is an overlay that appears to enter your email address and subscribe. It is also available by going directly to intercitytransit.com/subscribe. The Facebook page also has a subscribe window to sign up.

Upson reviewed some of the analytical data from the website from 2018. The average number of monthly users over the course of a year was 14,663. There was a spike in October/November because of the service change up to about 20k. Of those users there were 39,021 sessions, and 2.66 sessions per user. There were over 100k page views and the number of pages per session was 2.73. The average customer spends close to 3 minutes per session. She reviewed how customers find the website including approximately 65% by searching. Approximately 24.98% come directly by way of having it bookmarked. The rest come through referral, social media, advertising or email. The majority are coming on a mobile device or tablet followed next by desktops. The new website must be mobile friendly. Those details have to be looked at when considering redesign. The most visited pages are the home

page, bus routes and then trip planner. Upson linked to the website and showed the GovDelivery, routes and trip planner. The routes page is the most popular page. She asked the committee to provide their feedback on the website:

Scott - likes the news alerts on her cell phone for detours and finds it interesting to see what's happening.

Bonauto - indicated he would like to see the trip planner a bit more prominent.

VanderDoes - finds it difficult to find things.

O'Connell - would like to have a page that displays routes and allows people to indicate where they want to go from a specific route.

Upson - recommended using the trip planner.

O'Connell - added that she does use it and getting what she is looking for based on route might not be possible.

Bonauto - asked if the website was accessible for sight impaired users.

Upson - indicated the vendor selected will have experience in assuring the site is ADA complaint. The September service change information was tested and is ADA compliant.

Pierce - likes how all routes are listed on the one page. Once someone navigates away from the main menu selections the font is smaller and difficult to read.

Messmer - added that the menu selections Learn and Connect don't speak to her but Ride does. She has the trip planner bookmarked so she can get to it right away. As long as she has been using the website she still can't find where the CAC members are located and has difficulty located documents/publications.

Upson - added she's been working on it for a year and still has difficulty finding things.

Surendran - indicated it would be good to have the most visited pages included in the slideshow on the homepage indicating they are the most requested pages so people can get to them quickly.

Vail - added that it is very attractive but doesn't get people where they need to go.

Smit - doesn't like how Rider Alerts are in the News category. When he thinks news he thinks long term, not immediately happening. He also agrees with Messmer and thinks the Ride category makes sense but the two others don't.

Bonauto - appreciates that there is a lot of information available on the website and he searches for a lot of different things.

Pierce - added she doesn't like the stay connected wording on the subscribe window.

Belkin - suggested changing Stay Connected to Get Connected.

Upton – shared that there is a box to check to not remind you again and it won't show up again.

Belk – mentioned that there used to be a PDF that displayed routes 62 A/B combined and it was helpful because he knew which would be quicker if he was on Martin Way.

Copley – added that it might be helpful to have a list of routes with a small text description and small route map. It might make the information easier to find instead of having to read through each summary.

Shawver – added that the website work requires a lot of details and they are hoping to get a consultant on board by late spring or early summer. Younger folks like Walter and Jini are using online tools a lot more than people like her and the agency has to prepare for a broad range of users. It is the main communication tool and is really important to provide good service to customers, and staff.

Smit – inquired about who supports the Onebusaway app.

Shawver – indicated the UW supports it.

Phillips – added that GovDelivery is a really great interactive tool that allows the agency to push information out to customers and get people the detailed information they are looking for. Some people only use transit when it snows and if they subscribe before it happens they are being proactive and can get ahead of it. They seek out the information that serves them. It helps IT get them where they need to go. They choose and are seeking the engagement and this is a big shift in the website.

- D. DISCOUNTED BUS PASS RECIPIENTS** – (*Ann Freeman-Manzanares*) Freeman-Manzanares shared information on the recipients for the 7th year of the Discounted Bus Pass program. The Authority recognized funding cuts for local social service agencies serving low income individuals and decided they would help by providing half price passes for governmental entities and non-profits serving low-income clients. The applications go out in October and are due in November. Staff reports to the Authority in December on the number and amount of applications. They have now increased the limit to \$600k in half price passes. If the entire amount isn't expended in the initial application period then it becomes a rolling application process and groups can continue to apply up to the program limit. She asked the committee to let them their contacts know about the program and encourage them to get in touch with us if their organization or agency could benefit from the program.

Freeman-Manzanares answered questions.

Bonauto – inquired as to why SPSCC was on the list if they are part of Star Pass.

Freeman-Manzanares – indicated that SPSCC students are not state employees so they are not included in the Star Pass program. We do have a separate agreement with SPSCC so their students can use their valid SPSCC ID card for their bus pass. In this case, the SPSCC contract expressed a need for half-price passes for students that had not paid their tuition and therefore didn't have their student ID/bus pass yet. SPSCC was still interested in facilitating their transportation so they could get to school.

- E. SURPLUS VAN GRANT RECIPIENTS** - (*Ann Freeman-Manzanares*) Freeman-Manzanares indicated this is the 14th year of the program. It provides surplus vanpool vehicles that have met their useful life a second life with a local nonprofit entity to transport their clientele. The Authority has granted 55 vans to community groups and the list is included in packet. The program is dependent on the availability of vans. Although the grant period alters based on van availability, this year they were awarded in December and the recipients were invited to an Authority meeting to come and share their stories about how they are using the vehicles in January. She asked the committee to contact agencies and organizations they knew of who might benefit from the program.

Freeman-Manzanares answered questions.

Smit - asked if it is a running list.

Freeman-Manzanares - indicated there are criteria for the application. There were so many applicants this year and there were some additional vans available that staff asked the Authority to grant an additional four fans and they did.

VanderDoes - added that he is a representative of the Kokua group and wanted to thank the agency for the van.

CONSUMER ISSUES

- *Lewis* - relayed a story concerning one of her neighbors during a situation at the Olympia Transit Center when buses were forced to stage along the streets adjacent the transit center. Her friend indicated every person at the OTC from the customer service staff to the security guard outside were so helpful and made sure that she knew where to catch the bus she need to be on. She was very impressed at how generous they were. It is wonderful when so many are so willing to help.
- *VanderDoes* - indicated he would like to see the electric vehicle charge at Pattison be a little stronger.
- *Bonauto* - congratulated the agency on using different media strategies for the Vanpool ad he heard on Spotify recently.
- *O'Connell* - added that the video group the agency is using is great. She is proud to be part of it. The narrator is amazing.

Shawver - indicated they selected him through the voice talent and he rose to the top.

Vail - saw the commercial on the cooking channel and it is compelling.

REPORTS

- **December 5, 2018, Regular Meeting** - Michael Van Gelder was absent and Pierce indicated the highlights from the meeting were included in the meeting packet.
- **January 2, 2019, Regular Meeting** - Ursula Euler provided the report from the meeting including the surplus van grant recipients were there to share their stories and thank the Authority. The marketing group shared information on the new class passes and that it includes education and information on IT. A new bus order was placed and they chose a

new color scheme for the buses. The Authority talked about hiring Nelson Nygaard to work on some additional long term financial planning. Jason Robertson presented on alternative fare study and that fareboxes need to be replaced soon and it might be time to start looking at options of fares and that could include a community supported fare replacement program. The Authority has scheduled some planning sessions for the coming year to strategize on a variety of topics important to the agency. Ann mentioned the legislature is in session and the work at the legislature continues because IT's growth was not only dependent on the taxpayer supported increase but also continual support of state and federal grant opportunities.

- **General Manager's Report** – Freeman-Manzanares provided the General Manager's report:
 - This year's Jingle Bus went "beyond the bow" and added some cute characters! It was in the Olympia Downtown for the Holidays parade and we also had a lighted bus in the Lacey Lighted Parade. This year we got more value out of the time it takes to create the lighted parade bus and showed it off at the Olympia Lighted Boat Festival, the Children's Hands On Museum on First Free Friday, and the Tumwater Tree Lighting. People had a lot of fun with the Grinch who was our very own Nancy Trail!
 - A new class of 18 operators started today and a second class is starting in February. It is an 8 week training program. There will be another 18 operators in February.
 - The ITA usually has one planning session a year in Summer/Fall but with the passage of Prop 1 there will be two of them. They are scheduled on April 19 and July 26 and will likely start around 8:30 and go to about 3:30 or 4:00. CAC members are welcome to attend.
 - The Authority approved up to 23 new buses at the January meeting. Plan to see some of the new replacement buses, with our new paint scheme, this summer that were order more than a year ago.
 - Master planning continues for the Pattison facility. We anticipate a new traffic signal at Martin Way/Pattison this summer.
 - And it is legislative session again! The agency has gotten DASH funding the last two years and they are going back again to seek longer term funding. It was once funded by the State, the City of Olympia and IT. We are asking our funding partners to return.
 - Other legislative priorities: the continuation of the innovative vanpool promotion, express service to Tacoma and BRT light. BRT was part of Prop 1 and slated for 2026. If this Regional Mobility Grant is approved in the legislative, we can start a pilot project later this year or early next.
 - The agency is asking for funding for the Pattison Street facility.
 - Sign up for GovDelivery to stay up to date.
 - Continue to think about the website and let staff know your thoughts.

Belk – inquired about the type of buses ordered.

Freeman-Manzanares – responded they are diesel.

NEXT MEETING: February 11, 2019 – one week early due to the Presidents' Day holiday.

ADJOURNMENT

It was M/S/A by O'CONNELL and SMIT to adjourn the meeting at 7:27 pm.

Prepared by Nancy Trail G:\CAC\Minutes\2019\CAC Minutes 20190114.docx

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-A
MEETING DATE: March 18, 2019**

FOR: Community Advisory Committee (CAC)
FROM: Kevin Karkoski, Dial-A-Lift Manager, 236-5044
SUBJECT: Dial-A-Lift, Travel Training & Bus Buddy Program Update

-
- 1) **The Issue:** Provide the CAC an update on Dial-A-Lift (DAL) services, Travel Training and the Bus Buddy Program.
-
- 2) **Recommended Action:** Information only.
-
- 3) **Policy Analysis:** The DAL Manager will provide updates to the CAC at least once a year, and more often as requested.
-
- 4) **Background:** DAL, Travel Training and the Bus Buddy Program are vital services of Intercity Transit, providing greater independence for seniors, individuals with disabilities and the community at large by providing a continuum of accessible transportation services.
- DAL provides door-to-door transportation for those whose disability prevents them from utilizing fixed route service. Comprehensive Travel Training ensures those who can utilize fixed route service receive proper training to successfully do so. The Bus Buddy Program is a partnership with Catholic Community Services and provides the support of volunteer expert bus riders to less experienced riders who desire ongoing assistance traveling on fixed route.
-
- 5) **Alternatives:** N/A.
-
- 6) **Budget Notes:** N/A.
-
- 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.”*
-
- 8) **References:** N/A.

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-B
MEETING DATE: March 18, 2019**

FOR: Community Advisory Committee
FROM: Steve Krueger, 705-5833
SUBJECT: 2019 Procurement Project Review

-
- 1) **The Issue:** Provide an overview of ongoing and planned agency projects for 2019.
-
- 2) **Recommended Action:** This item is for information and discussion.
-
- 3) **Policy Analysis:** The Authority approves any contract over \$100,000. In 2019 Procurement will present a number of recommendations to the ITA for approval.
-

- 4) **Background:** The Procurement division plans, organizes and manages a wide range of procurements to include goods and services, agency vehicles, and capital construction projects. As part of the procurement process, the division is responsible for concept to completion project management including the direct administration of many contracts as well as providing consultation and oversight services to other divisions for the administration of their contracts. The Procurement division is also responsible for managing the acquisition and inventory of vehicle parts and the disposal of surplus property.

All agency purchases must be obtained competitively. All projects costing \$10,000 or more must go through a formal solicitation and award process. Projects costing \$100,000 or more must be presented to the Authority for award of contract.

When the Authority approves the annual budget each year, Procurement, with the assistance of each department Director and Manager, prioritizes all projects and develops a schedule for how the projects can be accomplished. The plan must accommodate the new projects, any ongoing projects that are continuing from the previous year, renewals for multi-year contracts and research for anticipated projects.

Scheduling must consider the probable amount of time required for project development, appropriate sequencing of projects, timeline constraints, funding opportunities, escalation in importance based on new knowledge, and staff

availability. A successful project not only requires Procurement staff but also significant involvement by the other agency staff. Procurement coordinates with departments to ensure adequate staff time can be devoted to each project.

Highlights of the 2019 Procurement plan which will be provided at the meeting. Many things impact the flow of projects and the plan is adjusted as needed during the year.

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

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

7) **Goal Reference:** The 2019 project list represents all agency goals.

8) **References:** 2019 Project List.

Procurement Plan for 2019

	Description	Action	Quarter
1	Pattison Base Expansion & Rehabilitation Project – Final Design	Administer	Q1
2	Consultant for CAD/AVL System Upgrade	Award	Q1
3	LTC, OTC, Amtrak Exterior Painting	Award	Q1
4	Standby Generator Agreement w/Port of Olympia	Contract	Q1
5	Contract for General Legal Counsel Services	Renew	Q1
6	Contract for Marketing & Communication Services	Renew	Q1
7	Contract for Video Production Services	Renew	Q1
8	2 Replacement Operations Supervisor Vehicles	Purchase	Q1
9	Replace Facilities Truck	Purchase	Q1
10	Fall Protection in Maintenance Bays	Complete	Q1
11	Motor Coach Tire Machine--State Contract \$25k	Award	Q1
12	Total of 63 Motor Coaches (Staged delivery in 2019, 2020, 2021)	Ordered	Q2
13	Vanpool Vans –According to their replacement schedule	Receive	Q2
14	Website 2.0 Consulting Services	Award	Q2
15	WSDOT Interagency Agreement - Server Room	Renew	Q2
16	Design and Install Propane Tanks at Pattison Base	Award	Q2
17	Security Guard Services	Rebid	Q2
18	Vehicle Advertising Services (Lamar)	Renew?	Q2
19	Landscaping Services	Rebid	Q2
20	Parking Lot Sweeping Services	Award	Q2
21	Bus Stop Shelters (Usually 13 to 14 per year)	Award	Q2
22	Pattison Base Traffic Signal and Frontage Improvements	Complete	Q3
23	Contract for Grant Writing Services	Renew	Q2
24	GovDelivery Contract	Renew	Q2
25	Contract for State Advocacy Services	Renew	Q3
26	Contract for Federal Advocacy Services	Renew	Q3
27	Contract for Transit Pass Printing and Delivery	Renew?	Q3
28	On-Call Consultant Services	Resolicit?	Q3
29	Contract for Bus Shelter Solar Lighting	Renew	Q3
30	Contract for Supervisors/Operators Uniforms	Rebid	Q3
31	KONE Elevator Maintenance Contract	Renew	Q3
32	Vehicle Wraps & Graphics	Renew?	Q3
33	Janitorial Services Contract	Rebid?	Q3
34	Conduent – ACS Maintenance Agreement	Renew	Q3
35	Alternative Fare Study	Administer	Q4
36	OTC Expansion Project – GC/CM Contract	Complete	Q4
37	OTC Furniture, Fixtures, Equipment, Access Control, Video Surveillance	Purchase	Q4
38	Communications Site Lease, Capital Peak	Renew	Q4
39	Security Camera Consultant	Renew?	Q4
40	Contract for Printing of Transit Guides	Renew	Q4
41	Traffic Engineering Services – Supports TSP and other projects as needed	Award	TBD
42	7 Dial-A- Lift Vans	Order	TBD
43	Triennial Review	Prepare	Q4

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-C
MEETING DATE: March 18, 2019**

FOR: Community Advisory Committee
FROM: Rob LaFontaine, Planning Manager
SUBJECT: March 2019 Service Change Update

-
- 1) **The Issue:** Update the CAC on the March 2019 service change and Long Range Plan implementation.

 - 2) **Recommended Action:** Information and discussion.

 - 3) **Policy Analysis:** Update the CAC on the changes for the March 2019 service change and Long Range Plan implementation.

 - 4) **Background:** Provide a summary of the changes to the fixed route service being prepared for implementation on March 24, 2019. Share service change concepts and timelines being prepared for the implementation of the Long Range Plan.

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

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

 - 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 #6: *"Encourage use of our services"*

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

Authority Meeting Highlights
A brief recap of the Authority Meeting of January 16, 2019

Wednesday night, the Authority:

- Authorized the General Manager to have DES Amend the Stantec Master Planning agreement to include an additional \$135,000 in funding; and 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.
- Authorized 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.

OTHER ITEMS OF INTEREST:

- Welcomed *Vehicle Detailers, Robert Oliver and Jarod Burke; Commuter Services Assistant, Riley White; and Accounting Specialist Kiera Maryott.*
- Walk N Roll staff provided an update on the Youth Education Programs.
- Marketing staff reviewed the improvements to online customer service.
- Received an update on the Olympia Transit Center Construction; and the Pattison Street Facility.
- A new class of 18 Operators began on January 14, 2019. Another class will begin in February.
- The Authority will conduct a Planning Session on Friday, April 19 and Friday, July 26.
- Maintenance Director, Paul Koleber announced his retirement effective October 31, 2019. Staff will work with a consultant to fill that position.

How to sign up for GovDelivery:

This is a reminder to sign up to receive email and text messages via GovDelivery at intercitytransit.com/subscribe. You can subscribe for email, text or both, but you have to do it separately.

Rider Alerts for every route including our winter weather updates are available by text message as well as email.

Other items such as Rider News, News Releases and Employment Opportunities are available via email only.

Please let us know if you have any questions or comments along the way.

Pat Messmer
Prepared: January 17, 2019

- Staff continues to promote and educate the public about vanpools. There is an advertisement and an article in the Thurston County Chamber “Voice” magazine and there is a commercial on the air.
- The Legislature is in session and Freeman-Manzanares is meeting with Representatives and Legislative Committee staff, advocating for DASH funding, funding for Pattison Street Rehabilitation and Expansion Project and for four Regional Mobility Grant applications that are on the WSDOT list as well as the Governor’s budget.
- Another Operator class is scheduled to begin on February 18, 2019. The current class will graduate on Friday, March 8 with a celebration luncheon. All are welcome to join in that celebration. Information regarding time and location will be shared at a later date.

Pat Messmer

Prepared: February 7, 2019

Authority Meeting Highlights
a brief recap of the Authority Meeting of February 20, 2019

Action Items

Wednesday night, the Authority:

- Declared the list of items from Information Systems and Facilities Maintenance as surplus with a total value estimated at \$9,387.

Other Items of Interest:

- Welcomed Hannah Toulme, HR Administrative Assistant. (*Heather Stafford-Smith*)
- Received a 2018 update on Dial-A-Lift, Travel Training and Bus Buddy programs.
- The design team from Stantec provided an update on the Pattison Base Expansion/Rehabilitation Project Master Planning process.
- Freeman-Manzanares provided a debrief on the major snow event from the week before.

Prepared by Pat Messmer
February 21, 2019

Authority Meeting Highlights
a brief recap of the Authority Meeting of March 6, 2019

Action Items

Wednesday night, the Authority:

- Authorized the General Manager to have the Department of Enterprise Services (DES) enter into an agreement with Waunch Construction & Trucking to perform construction services for the Pattison Facility Frontage Improvements for a total not-to-exceed amount of \$1,324,143.48; and to enter into an agreement with Stantec to perform Construction Administrative services for the Pattison Facility Frontage and Signal Improvements work for a total not-to-exceed amount of \$124,612.00.

Other Items of Interest:

- Welcomed Operators from Class 19-02: *(Cameron Crass)*
Erik Gregory; James Combs; Sheldon Osborn; Kurtis Broadnax; Tyler Hamilton; Billy Dong; Matthew Terrell; Mark Masson; Chandal Contreras; Cristobal Carranza; Alexis Farmer; Robert Rhoades; Morgan Hagquist; Dwight Monohon; Shawn McClure; Isabel LeMay; Traci Burns
- Received an update on the Vanpool Program. *(Carolyn Newsome)*
- Received an update on the progress of the Olympia Transit Center Construction. *(Eric Phillips)*
- Reviewed an update on the progress of the Pattison Maintenance, Operations & Administrative Facility Update. *(Eric Phillips)*
- Freeman-Manzanares reported that a number of our bus shelter glass windows (along with people's vehicles) were shot at on Friday, March 1 in the Lacey area. Although this happens to the shelters from time-to-time, it made the evening news.
- Staff is moving forward with the CAD/AVL consultant selection. This is the Computer Automated Dispatch/ Automatic Vehicle Location System which is essential to the operations of IT. The radio system, which is the platform for this system, is old and could potentially fail.
- The State Auditors will be on site beginning April 1 to start our first National Transit Database (NTD) audit. The NTD is required every 10 years for a system of our size. Once we exceed a population of 200,000 (we're currently at 185,000) an audit is required yearly.
- The Walk N Roll Youth Education Center is Thursday, April 4, 2019, from 3 p.m. to 7 p.m. Ribbon cutting is at 3:15 p.m. All are welcome to attend.

- The Operator class 19-01 graduates Friday, March 8, 2019 and we will celebrate with a BBQ lunch beginning at 11:30 a.m. in the Maintenance Rebuild Room. All are welcome to attend.

Pat Messmer

Prepared: March 7, 2019

COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

CAC Members		2	3	4	5	6	7	8	9	10	11	12	1	2	
		Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	
Justin	Belk			Absent				Absent				MEETING CANCELLED		MEETING CANCELLED	
David	Bonauto														
Jan	Burt		Absent												
Billie	Clark	Absent	Absent							Absent					
Denise	Clark				Absent	Absent			Absent	Absent					Absent
Jonah	Cummings				Absent	Absent		Absent	Absent						Absent
Carla	Dawson						Absent								Absent
Peter	Diedrick		Absent					Absent		Absent					Absent
Ursula	Euler		Absent						Absent						
Tim	Horton	Absent													Absent
Marie	Lewis														
Joan	O'Connell		Absent	Absent			Absent			Absent					
Scott	Paris							Absent							Absent
Sue	Pierce														
Marilyn	Scott														
Walter	Smit									Absent	Absent				
Sreeranjini	Surendran														
Linda	Vail														
Victor	VanderDoes					Absent	Absent								
Michael	Van Gelder						Absent	Absent					Absent		

= Joint meeting does not count against required meeting attendance