

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
May 20, 2019
5:30 PM**

CALL TO ORDER

- | | | |
|--------------|--|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative
<i>(Carolyn Cox)</i> | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. June 5, 2019, Regular Meeting <i>(Carla Dawson)</i> | |
| | B. June 19, 2019, Work Session <i>(Joan O'Connell)</i> | |
| | C. July 3, 2019, Regular Meeting Cancelled | |
| | D. July 17, 2019, Work Session <i>(Michael Van Gelder)</i> | |
| IV. | APPROVAL OF MINUTES - March 18, 2019 | 1 min. |
| V. | NEW BUSINESS | |
| | A. VILLAGE VANS UPDATE <i>(Cindy Fisher)</i> | 20 min. |
| | B. VANPOOL UPDATE <i>(Emily Bergkamp)</i> | 20 min. |
| | C. CAC SELF ASSESSMENT <i>(Emily Bergkamp)</i> | 5 min. |
| VI. | CONSUMER ISSUES - All | 15 min. |
| VII. | REPORTS | |
| | A. April 17, 2019, Work Session <i>(Tim Horton)</i> | |
| | B. May 1, 2019, Regular Meeting <i>(Sue Pierce)</i> | |
| | C. May 15, 2019, Work Session <i>(Jan Burt)</i> | |
| | D. General Manager's Report <i>(Emily Bergkamp)</i> | |
| VIII. | NEXT MEETING - June 17, 2019 | |
| IX. | ADJOURNMENT - TOUR OF NEW BUS | |

Attendance report is attached.

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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
March 18, 2019

CALL TO ORDER

Chair Pierce called the March 18, 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; Tim Horton; Michael Van Gelder; Scott Paris; Jason Bonauto; Sreerenjini Surendran; and Jonah Cummings.

Absent: Carla Dawson; Peter Diedrick; Walter Smit and Denise Clark.

Staff Present: Ann Freeman-Manzanares; Eric Phillips; Emily Bergkamp; Kevin Karkoski; Steve Krueger; Rob LaFontaine; Brian Nagel and Nancy Trail.

APPROVAL OF AGENDA

It was M/S/A by VAN GELDER and HORTON to approve the agenda.

INTRODUCTIONS

Pierce introduced Authority member, RYAN WARNER, as the representative attending the meeting.

MEETING ATTENDANCE

- A. **March 20, 2019, Work Session - Jonah Cummings (meeting cancelled)**
- B. **April 3, 2019, Regular Meeting - Denise Clark**
- C. **April 17, 2019, Work Session - Walter Smit**

APPROVAL OF MINUTES

It was M/S/A by O'CONNELL and BURT to approve the minutes of the January 14, 2019 meeting.

- A. **DAL, TRAVEL TRAINING & BUS BUDDY UPDATE - (Kevin Karkoski)** Karkoski introduced himself as manager of IT's Dial-A-Lift (DAL) program. He oversees the Travel Training and Bus Buddy programs as well. IT has been serving the community for 38 years with 21 fixed routes and complimentary DAL service. The Americans with Disabilities Act (ADA) passed in 1990 is a Civil Rights act. Before that time you may not have seen as many disabled people because they weren't able to get out as easily. The legislation outlined Civil Rights protections for 54 million Americans with disabilities. This also provided a federal unfunded mandate to transit agencies to provide complimentary paratransit service with accessibility to all facilities and vehicles. DAL provides service complimentary to fixed route extending out $\frac{3}{4}$ of a mile from the fixed route service. DAL serves the entire core area of Lacey, Tumwater, Olympia and Yelm. It also goes out a mile and half out past Centennial Station. All vehicles have ramps and kneel for ease of boarding. All ramps can be deployed

manually. All buses have voice and text announcements for stops and AVA announces all upcoming stops. The agency continues to improve bus stops to make them ADA compliant to include shelters. All operators are PASS certified. This stands for Passenger Service and Safety certified and is the standard for excellent customer service.

Transportation and the aging population means DAL usage numbers increase by approximately 3% - 4% each year. All the 'baby boomers' are becoming clients. DAL service will continue to increase in numbers of qualified clients and the number of rides each year. Each day 10,000 people are turning 65 and of those 1/3 has a disability. Most people will outlive their ability to driver by 7 to 10 years. This is when fixed route and DAL come into play as people begin to seek out transportation options. Many are unfamiliar with public transportation and some are afraid of it and that's where travel training comes into play.

The agency has two travel trainers who help clients on request and also receive referrals from a variety of sources. Some are from schools for student transitions. They offer individualized training from origin to destination. They teach people how to plan a trip, ride the bus, and every aspect of bus travel in between. They incorporate the use of technology like OneBusAway, and reading a transit guide. The travel trainers will ride with folks as long as it takes for them to get comfortable. Karkoski shared a video of a client who now enjoys the freedom that riding fixed route provides instead of DAL.

Bonauto - asked if these services are available at other agencies.

Karkoski - indicated just about every agency has some form of paratransit. It is a federal mandate. It is not federally funded but agencies are required to provide it.

Vail - added that she was told people can bring their new mobility devices to IT and learn how to safely board different vehicles.

Karkoski - responded staff will practice with users until they feel comfortable.

Bonauto - asked if the agency advertises these services.

Karkoski - stated the information is available on the agency website, and through outreach in the community. They don't advertise DAL service.

Freeman-Manzanares - indicated information is provided to social service agencies and to assisted living facilities. DAL is an expensive to provide. To make taxpayer dollars go further, staff help clients use fixed route if they are able. This also enhances the independence of DAL users. Rather than making appointments in advance, they can ride scheduled fixed route.

Karkoski indicated the Bus Buddy program is a partnership with Catholic Community Services. Marilyn is a Bus Buddy. Scott Schoengarth coordinates the volunteers and spends two days a week at IT. The program works well for folks who still need a bit of help once they have completed travel training. It helps people expand their ability to use transportation around the region. The program is always recruiting volunteers. Program volunteers are provided a free bus pass if they volunteer 6 hours each month. Volunteers go to the senior centers to get the word out about the program and they do outreach in conjunction with travel

training. They will also ride with people as long as they need. One volunteer goes to Winco once a month with a client.

Karkoski shared that DAL is an ADA mandate for those whose disability prevents them from using fixed route. Clients must qualify and be certified for the service. There is an application process and applicant's health care providers must complete a portion. The majority of applicants get certified and then must recertify every three years. This ensures the DAL database has current information. There is no permanent certification. DAL is a shared ride service. Rides are booked based on location to make the service as cost effective as possible and provide as many rides as possible. To be eligible riders will be unable to board without assistance, or encounter some barriers that prevent them from traveling to the stop near home. There are three categories of approval, unconditional, conditional and temporary. Some people only need DAL during the night at times of low visibility, and some are temporary based on an injury or operation. Last year DAL served 3,589 clients, made 1,407 eligibility decisions, completed 34 functional assessments and 455 re-certifications. The majority of people who apply are certified. Travel Trainers complete the functional assessments at the Capitol Campus. In 2018 DAL provided 187,425 trips which is a 10% increase over 2017. On time performance was at 97%. The DAL dispatchers fielded 89,337 phone calls which was a 4% increase over the previous year. A 2016 survey showed a 95% customer satisfaction rating. It is amazing how much clients appreciate DAL service. They get several cards for Christmas and one rider sends a thank you note each time she rides. Making people's lives better is a privilege and they take it very seriously. One of the things Ann spoke about regarding the reason for travel training was to divert DAL trips to fixed route service. The cost of a DAL ride is approximately \$50 and for fixed route it is \$6. Last year this equaled a cost savings of \$28,600. Some use a combination of fixed route and DAL for their rides. Using fixed route provides more flexibility. They don't have to book rides or cancel them.

Karkoski answered questions.

Belk – inquired about how staff combines trips.

Karkoski – indicated they use RouteMatch software that helps combine trips and assign them to a vehicle. Sometimes it doesn't look logical and staff has to know the area. There are 9 dispatch specialists and one is the master scheduler who will go through the schedule and make sure rides make sense and will attempt to make it more efficient if possible. There are cancellations each day that give a bit more flexibility.

Van Gelder – remarked that IT should congratulate itself because they became fully accessible in 1981 based on the Rehabilitation Act of 1974. They were the second agency in the state to do so.

VanderDoes – added that his daughter used to take six DAL trips per week and now rides fixed route for all of them. He also shared that he saw a DAL driver at the mall on Friday who was arm in arm with a client moving very slowly. The drivers are very special, caring people who provide incredible customer service.

Karkoski – thanked VanderDoes for the kudos and indicated IT hires those with good customer service skills and they take it very personally to provide good service.

Scott – shared that VanderDoes' daughter is also a bus buddy.

Burt – asked if DAL riders can use bus passes.

Karkoski- indicated DAL riders can use a regional reduced fare card for monthly and yearly passes, otherwise the daily fair is \$2.50.

O'Connell – inquired about funding for DAL.

Freeman-Manzanares – indicated the state provides a small amount of special needs funding through WSDOT.

Bonauto – added that it sounds like the service takes folks to dialysis, and other medical appointments and it seems like there could be a real strong argument for avoiding health care costs like visits to ER or whatever else it might be. The service could be expanded if it were funded. The federal government provides medical transportation dollars.

Karkoski – indicated that farebox collection doesn't compare to the cost of the service.

Freeman-Manzanares – added that brokers receive federal transportation dollars for medical rides then turn-around and book the ride with us. IT get the regular, or more typically the reduced fare for the trip. The lobbying for those brokering types of services is really strong and public transit has been left out of that funding equation. It would be a big lift but it is worthy of further exploration.

B. PROCUREMENT 2019 WORK PLAN (*Steve Krueger*) Krueger introduced himself and indicated he would provide an update of the 2019 Procurement Projects including:

- Pattison Base – Stantec's niche is to develop maintenance facilities for transit organizations and they competitively won the update to the Pattison Master Plan. It's a difficult project because there isn't enough room on the property and there is limited funding. There are federal requirements along with those from Olympia.
- CAD/AVL system upgrade – this is used to track buses and DAL and it is outdated. There are many solution providers and the agency needs a consultant to sort through considerations. Staff is currently evaluating bids and will make award soon.
- Exterior painting – includes LTC and OTC and is complicated because paint is peeling off the steel. The agency hired a consultant who worked on the Golden Gate Bridge who provided specs for the solicitation. Staff is evaluating bids and will make award soon.
- Generator at OTC – the facility needs a generator in the event of an emergency and they are expensive to maintain. Staff worked with the Port of Olympia who offered to deliver a portable generator upon request. Staff is working on an interagency agreement.
- General Legal Services – are up for renewal and staff is evaluating if they are performing and pricing is good and will most likely renew.
- Marketing and Communications – provides consulting work for promotional and graphic design services.

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- Video Production Services – is also up for renewal.
- Replacing two Operations Supervisor's.
- Replacing a facility truck.
- Fall protection – batteries for the hybrid coaches are on the roof so technicians have to climb and this provides the necessary safety equipment.
- Motor coach tire machine – was at the end of life on contract and a new one was installed last week.
- Buying 63 coaches – these purchases are staged between 2019 – 2021. They are coming from Gillig on the state contract. The first delivery will happen this spring.
- 20 vanpools – these are scheduled to arrive in April.
- Website upgrade – in 2016 the website moved from SharePoint into Drupal. There is potential for a lot more features and functionality. The solicitation for a consultant will be released this week.
- WSDOT Interagency Agreement – hosting servers is up for renewal.
- Propane Tanks – project to include the design and install on site. The new DAL vehicles are propane and are currently filled offsite at Ferrell gas. Filling here will allow the agency to get a better price from the state contract and save time.
- Security Guard Services – stakeholder work and may rebid the contract.
- Vehicle Advertising – currently with Lamar who competitively sells advertising on the buses. The agency makes about \$400k – \$500k but it is not without its controversy. The Authority will take this issue up soon and will determine what that looks like going forward.
- Landscape Services – re-soliciting based on a new RCW that dramatically changed the amount of prevailing wages for the service to \$65 an hour.

Bonauto – inquired about the amount of services being contracted out and that it does not benefit the worker and asked where this discussion occurs.

Krueger – indicated staff does the comparison. The Authority recently indicated it was important to them that the security guard services provide a livable wage. Staff will need to determine how to ask the suppliers to pay their employees livable wages. This is a stewardship question. (The prevailing wage has since be reduced.)

- Parking Lot Sweeping – the agency hasn't had a contract in place and it will be a low dollar agreement to test the market and see if they can get better services.

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- Bus Shelters – every year the agency purchases 13 – 14 and the current contract runs through May 2020.
- Pattison Base Traffic Signal – this will be done based on the Development Agreement with the City of Olympia for a traffic signal at Pattison/Martin Way. Permits have been issued an award has been made. Work should begin in April and be completed in June/July.
- Grants Writing Services – will be renewed.
- GovDelivery Contract - up for renewal and it provides automatic updates to people electronically.
- State Advocacy and Federal Advocacy Services – are both up for renewal and help the agency obtain grants and with different legislative efforts.
- Printing and Delivery of Transit Passes – is up for renewal.
- On Call Consulting Services – is a small works roster for each engineering discipline.
- Bus Shelter Solar Lighting – is up for renewal and IT developed the contract leveraging collective buying power for other agencies.
- Contract for Supervisor/Operator uniforms – will be rebid.
- Elevator contract – is up for renewal.
- Vehicle wraps and graphics – is up for renewal.
- Janitorial services contract – is up for renewal and is in its second year. There has been some problems but staff has been working with them and will decide whether or not to test the market.
- Conduent – ACS Maintenance Agreement – CAD/AVL will most likely be renewed.
- Alternative Fare Study – underway with a consultant firm.
- OTC Expansion – foundation poured and nearly a full skeleton up a week later. It is on track for completion by November 7, 2019.
- OTC Furniture/Equipment, Access Control, Video Surveillance – to be purchased for new facility.
- Communications Site Lease at Capital Peak – to be renewed.
- Security Camera Consultant – develop standard security camera design throughout the enterprise.
- Transit Guide Printing – is up for renewal.

- Traffic Engineering Services – supporting TSP and other projects as needed.
- 7 new DAL Vans – will be ordered.
- Triennial Review – the federal government audits all work at the agency. It takes a lot of resources and will occur in the 4th quarter.

Krueger added that he feels fortunate to work with such a great management team. He also has a great procurement team and loves working for this organization.

Krueger answered questions.

Surendran – inquired about the factors considered for the bus advertising.

Krueger – indicated the contractor is responsible for deciding the content of the advertisements. There is a list of prohibitions and it includes anything that would impede the mission and vision of the organization. Sometimes they will ask for the agency's feedback because it can be controversial. People do associate what is on the buses with IT.

Belk – asked how the agency manages 20" of snow falling.

Krueger – responded that snow makes operating services tough. Last year the agency purchased Instachains that could be deployed when needed. The agency has small snow plow attachments but we don't provide service on city streets.

Freeman-Manzanares – because of the amount of snow, staff hired outside assistance to clear the bus yard and park and ride facilities. This was the first time the agency used the Instachains and found out that they didn't work well in more than 5" of snow. One of the hardest, from a time, expense and operational perspective, is the decision on whether or not to chain up vehicles. The Instachains will allow us the ability to operate in up to 5" then cycle buses through to chain up if necessary. Road conditions are so very different on the freeway, major and secondary roads. Staff learned a tremendous amount on the Instachains from other agencies who deal with these conditions more frequently than IT does.

Cummings – asked if the agency plans to integrate more with Google Maps for the new website.

Krueger – indicated the scope is broad and staff is figuring out what the agency needs are so that might involve use of Google maps.

Freeman-Manzanares – asked members if they would share their thoughts on advertising on the buses.

Pierce – asked what percentage of the overall budget the advertising brings in.

Freeman-Manzanares – indicated less than a percent.

Cummings – indicated that he doesn't like the wraps that cover the windows.

Euler – added that she feels it is important politically to maintain as many various revenue sources as possible. Even though it might be small it is important to say the agency is doing everything they can to make money.

Burt – inquired what the lawsuits over the years have looked like – speaking to risk.

Freeman-Manzanares – indicated frequently the lawsuits involves a system excluding advertisements.

Surendran – asked how much of the advertising is political versus commercial.

Freeman-Manzanares – shared that in terms of political candidates, the numbers are relatively small. There is some issue advertisements that are supported by non-profits. The challenge is to remain non-judgmental.

Bonauto – asked if the agency receives complaints.

Freeman-Manzanares – shared that yes, the agency does receive some complaints. There have been individuals that wonder why we advertise anything as a tax supported service. Police, fire, public works and other municipal vehicles do not have advertising. They wonder why we would have advertisements on our vehicles when there is too great a risk of offending someone. We have received complaints about pro-life and pro-choice advertisements, statements about unions, advertisements encouraging people to stop smoking, about buses that look like casino buses rather than Intercity Transit buses and about ads covering the windows. Advertising deals with freedom of speech issues and saying no to an advertiser has landed transit systems in trouble with lengthy and expensive lawsuits. We are asking the question for those residents who have complained and in light of the fact that we are rebranding our buses with a new paint scheme.

Van Gelder – He agrees with Ursula regarding the duty to pursue every revenue source.

Belk – shared that agencies are a magnet for criticism. Everyone has an opinion and chances are good we will offend someone. Possibly Lamar would consider adding their phone number to call if someone doesn't like the advertising.

Pierce – indicated she likes the panel advertising on the sides of the bus but not the wraps. She doesn't like the wraps blocking the windows and would prefer the new buses didn't have them at all

Horton – added that he thinks the wraps look cool.

Bonauto – suggested offering wraps that didn't cover the entire bus.

Freeman-Manzanares – added that there are different wrap classifications and we offer a small number of vehicles for full and partial wraps. All the wrap cover the windows. The more area offered for advertising the more money we make.

- C. MARCH SERVICE CHANGE UPDATE - (Rob LaFontaine)** LaFontaine indicated he would be sharing information on the March 24 service change. As a review the agency has completed the IT Road Trip, which led to a successful Prop 1 with all the excitement and hard work that it was. The day after the election the Authority met and adopted the Long Range Plan. This leads the agency to the implementation of the Long Range Plan. The document catalogs the major concepts and leaves details to be determined. The plans include expanding frequency, night owl service, BRT, and innovative service zones. How those details will come together will be determined by the available resources. The timeline in the plan provides major elements over the next 6-8 years. Some are infrastructure intensive and require not only new operators but new buses. Buying buses is a marathon not a sprint. Before significant enhancements like higher frequency and greater span can be implemented the agency will need new buses to do that. The agency has two public service changes per year and they are regionally accepted. This year they are March 24 and September 22. The agency is connecting and coordinating services regionally and doing so collectively will have the least impact on service delivery.

LaFontaine indicated the changes with the March 24 service change are more enhancements than change, including increasing Sunday service by 63%. It is essentially a replica of the Saturday schedule. Routes 45, 48 and route 49 will be discontinued they are Sunday only routes. Route 67 will be added to the Sunday party. DAL is impacted and will run additional service complimentary to fixed route. On weekdays there is added early morning trips to the transit center that arrive during the 6:00 am hour to improve connections. Likewise routes 13 and 62 in the evening will maintain higher frequency. Route 62 also has added trips to Saturday/Sunday. There is one minor route change on route 45 which will leave out Kenyon instead of Red Robin. It will provide service along Harrison and Cooper Point Road by Safeway adding 4 stops. The expanded service totals an additional 15,000 service hour increase when annualized is about a 7% increase.

Bonauto - inquired about what metrics the agency evaluates to determine whether or not what they're doing is having its intended purpose.

LaFontaine - indicated the quantitative metrics are ridership, boarding and alighting. Also the qualitative feedback from operators on what's working and what they are hearing from passengers, feedback from CAC, the Authority, and the customer comment module on the website. The agency measures what it can and listens. This factors in to the decision making process.

Surendran - asked if there was any chance of routes changing back like route 68 used to go straight downtown and a lot of people her age complain about that.

LaFontaine - added that routes can and do change but he would say they are not inclined to change it back. This now provides direct access across south Lacey and Olympia straight into SPSCC. Routes 13 and 68 connect through Tumwater Square into downtown.

Freeman-Manzanares - added that there's another way to get downtown on route 13. It's a great question about balancing things.

LaFontaine reviewed a graph identifying the increase in service. He continued with the 'And Beyond' prospects for September 2019 and March/September 2020 concepts looking at

modest increases for span and frequency in September because they won't have the buses. There is a state RMG grant pending right now that is sitting in the hands of the legislature and staff feels pretty comfortable if funded would provide the operating funds as well as capital funds for BRT Light. This includes Capital Mall Station to the Martin Way Station weekdays 15 minute frequency during the peak hours for faster service through the corridor. Moving into 2020 as expansion buses arrive the agency can look at increased frequency and also talk about a new route into the NE Lacey area. Expanded routes for Yelm will probably wait for the Yelm Loop project to be completed. Funding, delivery of buses, hiring and training operators, as well as support from the jurisdictions we work with can impact all of this.

LaFontaine answered questions.

Bonauto – asked if these changes can be announced on the buses.

LaFontaine – thanked Bonauto for the suggestion indicating they always struggle to make sure everything is covered. They can definitely make an announcement.

Freeman-Manzanares – indicated they have had AVA do it before.

CONSUMER ISSUES

- Cummings – remarked that drivers have been focused on customer service and it seems to be working on social media. He experienced some stop and go jerking with one of the new drivers. He added that OneBusAway struggled to keep up with detours and when he called customer service they didn't know where the bus was either. He commended drivers for keeping the air circulation system working really well.
- VanderDoes – asked if IT was doing anything about the homeless encampments near the OTC.
Freeman-Manzanares – one of the encampments has been cleared and the remaining encampment is managed by the city. The agency has added one additional full time supervisor on site and hired an additional security guards as the public and staff have expressed concerns about their safety.
- Surendran – indicated some of her peers have complained about people smoking in front of the Safeway bus stop.
- Bonauto – indicated he has been sharing with people that he is on the CAC inquiring why they don't ride the bus and the most common answer is there is no direct route. He was curious about the type of planning that might be involved in something like that for state employees.
- Freeman-Manzanares – responded that staff could present to the group on the principles of planning. That might help answer those questions.
- Lewis – shared kudos for the driver who brought her to the January meeting. She left her purse on the DAL van and the driver picked it up and kept it in a safe place until she picked Marie up from the meeting. She was so thankful and grateful.

REPORTS

- **February 6, 2019, Regular Meeting** – Marilyn Scott indicated they received the same presentations at this meeting and also met the newest class of 17 drivers.

- **March 6, 2019, Regular Meeting** – Peter Diedrick dropped off a written update since he was going to miss the meeting.

General Manager's Report – Freeman-Manzanares provided the General Manager's report:

- Special thanks to everyone who got the agency through the snowmageddon.
- Special shout out to Emily her first snow event as Director of Operations and she rocked it. This is the first time in her memory that service ended early and started late. It was a good decision for the safety of our staff and the public. Deciding to go fare free helped take the sting from all the weather related delays.
- The new GovDelivery notification system has proven itself. Over the snow event the agency gained over 500 new subscribers and are now at about 2,000. JW Foster, Mayor of Yelm heard that service was ending early and went out to every bus stop in Yelm to make sure that no one was left behind. He got the message from GovDelivery, as did our passengers as he found no-one stranded. There was also a great story on King 5 News about IT Snow Heroes getting individuals to dialysis.
- The agency has welcomed two new classes of operators since the beginning of the year. One graduated and is out on the road and there are 16 in class now. It is a lot of strain on agency resources to maintain service and teach two big classes, but they are doing an amazing job. It is really fun to meet all those folks who are so excited to be at IT. Fortunately for us it hasn't been hard to attract qualified people.
- Working with the city of Olympia to get something official about utilizing the street space around the OTC. Looking at utilizing State Street for BRT. Not pulling into the OTC would save time. IT and city staff are looking at space on 4th between Capitol and Washington for the return BRT trip.
- State auditors will be in the office on April Fool's day for the NTD audit which is done every 10 years for populations under 200k. The agency is at about 185k now so it won't be much longer until it becomes an annual requirement.
- House Transportation budget is anticipated to be released Monday or Wednesday of next week the agency is hoping for \$750k in operational dollars for the DASH service for the full biennium. Also hoping for funding for BRT on the Martin Way corridor, vanpool promotion, RMG for the Pattison Expansion, and I-5 express service. The agency asked for \$5M for Pattison expansion and may have to go back to the drawing board on that one.
- Saturday DASH service starts on April 6.
- Walk N Roll Open House is April 4 and they are looking at the ability to expand their program into high school students.
- Today was International Transit Driver Appreciation Day. The agency is grateful for the work of the driver's and everyone who supports them.

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NEXT MEETING: April 15, 2019.

ADJOURNMENT

It was M/S/A by VAN GELDER and BURT to adjourn the meeting at 7:50 pm.

Prepared by Nancy Trail G:\CAC\Minutes\2019\CAC Minutes 20190318.docx

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-A
MEETING DATE: May 20, 2019**

FOR: Community Advisory Committee
FROM: Cindy Fisher (360) 705-5831
SUBJECT: Village Vans 2018 Program Update

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- 1) **The Issue:** Provide a 2018 Status Report.

 - 2) **Recommended Action:** Information only.

 - 3) **Policy Analysis:** At least annually, staff provides the Authority and Community Advisory Committee status reports on various programs the agency provides.

 - 4) **Background:** The concept of the Village Vans Program developed during collaboration of over 40 community human service organizations in the late 1990's. These groups participated in research activities to identify gaps in services to families with low or no income for reaching economic independence. In Intercity Transit's continuing quest to provide better, more reliable and innovative services, this organization took leadership in developing an effective and efficient program to help close the transportation gap.

The service, which began in February 2002, continues today facilitating access to work support activities and other necessary locations. In 2004, staff designed a Customized Job Skills Training program that doubles Village Vans' important impact by using eligible volunteer Drivers and Administrative Assistants who receive current work experience, job search coaching and skill building instruction. Passengers are able to travel to employment related resources and volunteers receive significant support in advancing their professional development in reaching their employment goals.

Through an on-going assessment of transportation needs of low income citizens, Village Vans provides a responsive and innovative service that facilitates customer transitions to economic independence. Employed families contribute to the economic and social sustainability of our community through enhanced stability and health with less demand on limited human service resources.

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

6) **Budget Notes:** Intercity Transit was one of 17 agencies in the nation to receive the Innovative Public Transportation Workforce Development Grant (Ladders of Opportunity Initiative) for \$200,000. This is a 50% matching grant.

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 6:** *Encourage use of our services.* **Goal 7:** *Build partnerships to address and jointly find solutions to the mobility needs and demand in our community.*

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

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-B
MEETING DATE: May 20, 2019**

FOR: Community Advisory Committee

FROM: Emily Bergkamp, Director of Operations, 705-5889

SUBJECT: Vanpool Program Update

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- 1) **The Issue:** Provide an update on Vanpool Services.
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- 2) **Recommended Action:** This is an informational item. No action is required.
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- 3) **Policy Analysis:** The vanpool program provides an update to the CAC at least once per year, and more often as requested.
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- 4) **Background:** Intercity Transit's vanpool program is 37 years old – the program began in May 1982 with two leased vans from the Washington State Department of Transportation (WSDOT). We currently have 184 active vanpool groups, up from 175 in 2017, with a goal of ending 2020 with 200 active vanpool groups.

Our vanpool program serves 1,200 commuters and includes 651 volunteer drivers, approved and trained by Intercity Transit staff. The program removes more than 1,000 cars off our congested roadways each commute day. The average vanpooler saves \$5,000 over driving alone, and our new marketing efforts are highlighting money saved, stress reduced and vanpooling to save for something you love.

In 2018 we had 520,844 passenger trips, a 5.3% decrease over 2017. Commuters traveled 2,994,508 miles in our program in 2018, a decrease of 3.1% from 2017. Vanpool programs nationwide have seen a decrease in ridership, and theories about the decrease include; lower price of gas, people buying more cars and driving them more often, both to work and to weekend activities, new employees entering the workforce do not drive as much as previous generations and focus more on shorter trips to work.

In 2018 we received a \$250,000 WSDOT Innovation Grant to explore assisting non-Commute Trip Reduction (CTR) affected employers starting vanpool programs. We hired two new Vanpool Coordinators replacing retiring staff with an emphasis on outreach on building a relationship with Thurston County

Chamber staff to support Thurston County's smaller private employers. We hope to start 25 new groups during the grant period and have started our first non-CTR van.

In 2018, we purchased 25 vehicles. We received 59% grant funds through WSDOT's Vanpool Investment Program and 41% through federal "earned share" formula funds.

Retired vanpool vans support our Community Van and Surplus Van Grant programs, removing cars off the road and supporting non-profits in our community, providing transportation for their programs.

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

6) **Budget Notes:** Passenger fares for 2018 totaled \$1,391,731. Direct costs for the vanpool program (vanpool staff, fuel, insurance and maintenance) was \$1,386,050. In 2018, passenger fares recovered 100% of direct operating costs.

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-C
MEETING DATE: May 20, 2019**

FOR: Community Advisory Committee

FROM: Emily Bergkamp, 705-5889

SUBJECT: 2018-2019 CAC Self-Assessment

1) **The Issue:** Completion of the CAC self-assessment inclusive of June 2018-May 2019. Staff will share results of the assessment at the July, 2019 CAC meeting, and with the Authority at the September joint meeting with the CAC.

2) **Recommended Action:** Complete the self-assessment by June 30, 2019, for compilation of results by staff. The assessment will be completed online and staff will email a link to access the survey.

3) **Policy Analysis:** The Intercity Transit Authority requires the CAC to complete an annual self-assessment. Results are shared with the Authority at the September joint meeting, date to be determined.

4) **Background:** The CAC conducts a self-assessment each spring and discusses the results.

The survey link will be distributed to all members in late May. The CAC seeks 100% participation. Assessments are due by June 30, 2018.

Staff compiles the results which are shared with the CAC at their July meeting. The CAC and ITA meet jointly, at which time results are shared with the Authority.

5) **Alternatives:** N/A

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

7) **Goal Reference:** The CAC works with the Authority to meet all goals of Intercity Transit.

8) **Reference:** N/A

Authority Meeting Highlights
a brief recap of the Authority Meeting of April 3, 2019

Action Items

Wednesday night, the Authority:

- Canceled the July 3, 2019, Authority meeting.
- Authorized the General Manager to amend legal services rates and extend the legal services contract with Law, Lyman, Daniel, Kamerrer & Bogdanovich through March 31, 2020.
- Authorized the General Manager, pursuant to Washington State Contract 04115, to purchase seven (7) replacement Dial-A-Lift vehicles from Schetky Northwest in an amount not-to-exceed \$881,779.
- Authorized the General Manager to execute a contract amendment with JayRay Ads PR, Inc., authorizing an additional \$175,000 for work planned during 2019, for a revised total contract not-to-exceed amount of \$560,000.
- Authorized the discontinuation of all advertising on the inside and outside of Intercity Transit buses once the current ad contract(s) expire.

Other Items of Interest:

- Welcomed Jane Denicola, Customer Service Representative (*Joy Gerchak*); Sara Bradley, HR Analyst (*Heather Stafford-Smith*); Magic Kiattipat and Brian Wilcock, Vanpool Coordinators (*Emily Bergkamp*).
- Received an update on the progress of the Olympia Transit Center Construction. (*Steve Krueger*)
- The Walk N Roll Youth Education Center public Open House 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.
- Intercity Transit had a service change on March 24, 2019, and all went well. Additional service was added to Sunday, and added some service on both ends on Saturday and Sunday to make those days more reflective of weekdays. This is in response to comments from the public during the outreach efforts about individuals not being able to work or pick up shifts on Sundays.
- The new 430 Series buses are almost finished. A mechanic has been on sight at the factory to oversee the vehicle built from the rails up, making sure what we specified underneath the floor and inside the walls is in fact going into those vehicles. The pilot vehicle should be off the line soon.

- Intercity Transit will have a second Americorps member in August 2019 through June 2020 working on the Youth Education Program. The Authority approved the application to apply for two Americorps volunteers. This has been a really good experience for the agency during the past year.
- All four regional mobility grants are in the Governor's Budget, the House Budget and in the Senate Budget. This will allow funding for express service up to Tacoma; funding for the Pattison Street Project; and two new projects - a pilot BRT light - that's rapid transit on Martin Way. In Proposition 1 we proposed a Bus Rapid Transit in 2026. This has been moved as a pilot project. Intercity Transit also applied for additional vanpool promotion dollars. There's a lot more potential in that market, taking a lot of cars off the road for very little investment. The agency is hoping to reach the portion of the public who are not familiar with vanpool programs.
- The Bicycle Commuter Challenge begins in May.
- The local Bus and Mechanic Roadeo will be held on Sunday, June 9 at Intercity Transit. All are welcome to attend. More information to come.

Pat Messmer

Prepared: April 4, 2019

Authority Meeting Highlights
a brief recap of the Authority Meeting of April 17, 2019

Action Items

Wednesday night, the Authority:

- Scheduled a Public Hearing for May 15, 2019, at 5:30 p.m. to receive public comment on the draft 2020-2023 Transportation Improvement Program (TIP).
- Authorized the General Manager, pursuant to Washington State Contract 05916, to purchase two (2) 2019 Ford F150 4WD vehicles from Columbia Ford of Longview in an amount not-to-exceed \$99,804.
- Authorized the General Manager to enter into a contract with Good News Group, Inc. for painting exteriors of the OTC, LTC, and Centennial Station in the amount of \$259,000.

Other Items of Interest:

- The design team from Stantec provided an update on the Pattison Base Expansion/Rehabilitation Project Master Planning process.
- Liam Collins, Youth Education Assistant, provided an update on his year in AmeriCorps Service, and his leading of the Spring Artswalk 2019 event at the Walk N Roll Youth Education Center, for which he was awarded an Innovation Award, and is one of the featured sites during Artswalk.
- Received an update from Duncan Green, BCC Specialist, on the results of the 2019 Winter Bicycle Commuter Challenge, and the progress on the 32nd Annual BCC coming in May.
- Received an update from Paul Koleber, Maintenance Director, on the experience of other transit systems implementing electric buses.

Pat Messmer

Prepared: April 18, 2019

Authority Meeting Highlights
a brief recap of the Authority Meeting of May 1, 2019

Action Items

Wednesday night, the Authority:

- Authorized the General Manager, to enter into a 19-month contract, with four one-year renewal options, with Pacific Security to provide Transit Center Security Services in an amount not-to-exceed \$586,700 for the initial term.

Other Items of Interest:

- Welcomed new employees Jason Aguero, IS Manager; Monty Davis, Diesel Technician; and congratulated Jason Wolfe on his promotion to Scheduling Coordinator.
- Architect Tim Richey from SRG Partnership, Inc. shared his efforts and thought process in developing a perforated panel design for the new Olympia Transit Center building that compliments the rain forest theme reflected in the existing facility.
- Freeman-Manzanares reviewed the 2020-2025 Strategic Plan Policy Positions.

Pat Messmer

Prepared: May 2, 2019

COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

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