

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA  
October 21, 2019  
5:30 PM**

**CALL TO ORDER**

- |              |   |                |
|--------------|---|----------------|
| <b>I.</b>    | <b>APPROVE AGENDA</b>   | <b>1 min.</b>  |
| <b>II.</b>   | <b>INTRODUCTIONS</b>  | <b>1 min.</b>  |
|              | <b>A. Intercity Transit Authority Representative</b><br><i>(Debbie Sullivan)</i>            |                |
| <b>III.</b>  | <b>MEETING ATTENDANCE</b>   | <b>3 min.</b>  |
|              | <b>A. November 6, 2019, Regular Meeting –</b> <i>(Scott Paris)</i>                          |                |
|              | <b>B. November 20, 2019, Work Session –</b> <i>(Ursula Euler)</i>                           |                |
|              | <b>C. December 4, 2019, Regular Meeting –</b> <i>(Marilyn Scott)</i>                        |                |
| <b>IV.</b>   | <b>APPROVAL OF MINUTES – July 15, 2019</b>  | <b>1 min.</b>  |
| <b>V.</b>    | <b>NEW BUSINESS</b>   |                |
|              | <b>A. Emergency Response and Recovery</b> <i>(Emily Bergkamp)</i>                           | <b>20 min.</b> |
|              | <b>B. Nomination of Officers</b> <i>(Nancy Trail)</i>                                       | <b>5 min.</b>  |
|              | <b>C. High Performance Corridor Demonstration Project – “One”</b><br><i>(Eric Phillips)</i> | <b>20 min.</b> |
|              | <b>D. Draft Strategic Plan</b> <i>(Ann Freeman-Manzanares)</i>                              | <b>20 min.</b> |
|              | <b>E. Draft Budget</b> <i>(Suzanne Coit &amp; Ann Freeman-Manzanares)</i>                   | <b>20 min.</b> |
| <b>VI.</b>   | <b>CONSUMER ISSUES – All</b>  | <b>15 min.</b> |
| <b>VII.</b>  | <b>REPORTS</b>  |                |
|              | <b>A. October 2, 2019, Work Session</b> <i>(Victor VanderDoes)</i>                          |                |
|              | <b>B. October 16, 2019, Work Session</b> <i>(Jini Namboothiri)</i>                          |                |
|              | <b>C. General Manager’s Report</b> <i>(Ann Freeman-Manzanares)</i>                          |                |
| <b>VIII.</b> | <b>NEXT MEETING – November 18, 2019</b>   |                |
| <b>IX.</b>   | <b>ADJOURNMENT</b>  |                |

**Attendance report is attached.**

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**Minutes**  
**INTERCITY TRANSIT**  
**COMMUNITY ADVISORY COMMITTEE**  
**July 15, 2019**

**CALL TO ORDER**

Chair Pierce called the July 15, 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; Vice-Chair Justin Belk; Peter Diedrick; Marie Lewis; Ursula Euler; Jan Burt; Marilyn Scott; Billie Clark; Scott Paris; Sreerenjini Surendran; Walter Smit; Joan O'Connell; and Jason Bonauto.

**Absent:** Victor VanderDoes; Tim Horton; Michael Van Gelder; Linda Vail; Carla Dawson; Jonah Cummings and Denise Clark.

**Staff Present:** Ann Freeman-Manzanares; Eric Phillips; Kerri Wilson; Jessica Gould, and Nancy Trail.

**APPROVAL OF AGENDA**

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

**INTRODUCTIONS**

Pierce introduced Authority member, CLARK GILMAN, as the representative attending the meeting.

**MEETING ATTENDANCE**

- A. July 17, 2019, Work Session – Walter Smit
- B. August 7, 2019, Regular Meeting – Justin Belk
- C. August 21, 2019, Work Session – David Bonauto

**APPROVAL OF MINUTES**

It was M/S/A by BURT and SMIT to approve the minutes of the June 17, 2019 meeting.

- A. **WALK N ROLL 2018-2019 SCHOOL YEAR REPORT** – *(Kerri Wilson)* Wilson introduced herself and indicated she would present a summary of the 2018-2019 school year for Walk N Roll (WNR) program. WNR had successful and partnerships with the North Thurston, Olympia and Tumwater School Districts and it has been a busy school year. They worked with 33 schools which is 15 more than previous years. One of the reasons is because the agency started the class pass program in January. This gave the program an opportunity to connect with more schools. The class pass provides free field trip transportation for schools and non-profits. This provided 50 different community field trips. Combining the class pass and rolling classrooms the program was able to take almost 2,000 students on a bus riding experience. Of those 580 participated in the classroom presentation learning the importance of public transportation encourage them to use in the future. Another major part is encouraging walking or rolling to school by biking, roller skating, skateboarding, or some other human

power. Staff helped schools organize 89 WNR school events impacting 4,300 youth and families. These events encourage kids to get out of their cars to get some physical activity, reduce congestion, improve safety around school and improve air quality at 15 different schools. Staff also promotes biking and teaches bike safety skills. This year 11 schools participated in the bike challenge where students log the miles that they ride for transportation. It is part of the BCC and a way to get more youth involved in the BCC. This year 196 youth participated and rode 1,736 days. WNR also supports Tumwater and North Thurston School Districts with bike safety classes taught in PE. They help staff maintain bikes in their bike fleet that they own and help PE teachers in the classroom. WNR also taught 75 kids in Earn a Bike classes at Jefferson and Tumwater Middle Schools. Students learned bike safety and 69 students received refurbished bikes. Thanks to WNR many youth better equipped to ride their bikes.

*Wilson answered questions.*

*Burt asked if the programs were in any Yelm schools*

*Wilson* – indicated not as of yet, but they could participate and staff hopes they will in the future. They hope to expand the program into other North Thurston schools as well.

*Freeman-Manzanares* – added that in the past Yelm had expressed a desire not to participate until their paths to schools were more user friendly, safer and more walkable. They seem focused on making those improvements. Once they feel more comfortable regarding kids safety they have indicated an interest in participating. Currently the grant source is CMAQ funding which focuses on Lacey, Olympia and Tumwater as a congestion mitigation area and does not include Yelm.

*Paris* – added that streets are not well lit and don't have sidewalks. When days are shorter most parents would not feel comfortable with their children walking.

**B. 2019 CAC SELF-ASSESSMENT** (*Ann Freeman-Manzanares*) Freeman-Manzanares indicated staff sent out the CAC Self-Assessment in June and 11 people participated out of 20. If anyone has anything to add to share with the Authority they can do that now. The CAC Self-Assessment is presented to the Authority in September and is a good opportunity to talk about what's going well and what isn't. The Authority and staff appreciate the time members dedicate to the committee.

**Q1 – We remained faithful to our purpose.**

Additional comments: Staff tries to make the presentations timely but sometimes they do not line up with Authority meetings. Staff will try to pay more attention to this going forward.

**Q2 – The Community Advisory Committee represents the community.**

Additional comments: The survey is what got the CAC the youth position so if there is any demographic someone feels is lacking this is a great time to get that added in.

**Q3 – Intercity Transit and the community benefitted from our input.**

Additional comments: The Authority gets copies of the minutes of the meetings and they do read them. They pick up bits and pieces whether it is from the type of questions or comments they take it into consideration. Occasionally the CAC gets a direct question from the Authority. Quite often a lot is gleaned from the comments made in the meetings.

Appreciative of staff and the Authorities responsiveness to the committee.

The CAC is a direct communication line with the Authority. They read the minutes and are interested in the feedback. They understand the CAC's purpose.

**Q4 - We add value to the Transit Authority's decisions.**

No additional comments.

**Q5 - Our meetings are run well.**

Additional comments: Kudos to Sue for keeping the meetings on track. The agenda items create an outline to follow. There is recommended action or information and discussion.

**Q6 - Feel satisfied with my participation level within the CAC.**

Additional comments: Many commented that they got busy and didn't complete the survey. Next year when completing the survey if someone wants to respond with anything other than strongly agree, they need to provide a comment. It is hard to assess other responses if there is no explanation. A survey is worth its weight in gold when there are a lot of helpful comments.

This is the first year one person felt his participation had been abysmal and that he is totally over committed. The survey doesn't really take long to fill out and he was going to participate post-survey prior to the joint session.

Another agreed that her participation level could be better in activities. She would have to take a DAL to participate in agency activities other than the meetings themselves and her fear was taking a DAL vehicle away from someone who needs it for dialysis. And that's why she hesitates because there are people really need it. She has always felt welcome to call and get a ride but just tries to be judicious with the resource. Staff reassured that social and volunteer outings are very important and that the system doesn't judge based on trip purpose.

In the past some of the comments have been about self-reporting and group reporting. The "somewhat agree" stems from people not feeling they did enough because they were busy. It helps track if those are self-reflections and people can look at better ways.

**Q7 - I am prepared for meetings.**

Going through this is practice for the joint meeting in September.

**Q8 - I feel comfortable contributing at meetings.**

No additional comments.

**Q9 – Additional Comments.**

Bonauto added that he considers it a privilege to be on this committee and he wants to know what more he can do. He has a lot of questions and doesn't know who to ask them to. The more you talk about things the more information you get.

O'Connell added that this is the right place for the questions during public comments. The customer service number and email have always gotten her a response. Also be thinking about other questions because this is the CAC survey and making a better line of communication to the authority is a good thing. They have changed over the years.

Pierce – indicated if you're shy you can email Nancy.

Bonauto – asked if there are other surveys done or ways to get information.

Freeman-Manzanares – responded yes, and the agency receives comments from the community and employees that help to serve the community better. Every four to eight years we have done customer satisfaction and market segmentation studies.

Freeman-Manzanares – indicated the agency had a 2 year outreach survey and the agency did a series of 3 surveys out in the community. Consultants brought that information back to the Authority. They worked on fitting those pieces together prior to going out for Proposition 1. There is the TellUs email and many ways they can contact the agency. They offer route change suggestions, taking something on like the BCC that was going to go away when another agency could no longer handle it and Authority decided to take it on. Internally staff has a variety of ways to get information out. They meet weekly with operators at OCPC including the director of operations, director of fleet and facilities, planning manager and Ann so if something is going sideways they know and all of the operators can feed them information. Sometimes that's something like they are hitting low hanging tree branches, or signal sequences are off, etc. Staff shares that with the appropriate jurisdiction in the hopes they can better accommodate transit services.

Smit – asked how long the OCPC rotation is.

Freeman-Manzanares - responded OCPC terms are 15 months.

Euler – inquired about the tax increase that went into effect recently and some confusion from a Tumwater resident.

Freeman-Manzanares – that does happen on occasion. IT generally gets phone calls when jurisdictions and/or taxpayers impose taxes other transportation related taxes or fees. It is sometimes hard for folks to keep track. Staff has been implementing incremental service changes/enhancements since September 2018, followed by December 2018, March 2019 and more to come this September.

**ADJOURN FOR PHOTO SHOOT 6:20 pm.**

RECONVENE AT 6:35 pm.

## CONSUMER ISSUES

- Lewis – indicated she recently saw on her Face Book page from a Boston area transit agency where they were planting wildflowers for bees and butterflies on top of their bus stops.

Freeman-Manzanares – responded that the agency currently has solar lighting on top of their stops, but it is something to think about for the future. The ITA considered a green roof for the OTC. It was more expensive, and the budget to build the facility was very tight so the ITA decided to utilize those dollars in a way that might provide more benefit to our customers – like additional bathrooms, bike storage and seating.

Diedrick – added that he has been riding with a toddler a lot recently and that all the drivers have been very accommodating. They used the shuttle for the July 3 fireworks and thought it went really well.

Surendran – a friend of her parents told her they ride the 94 on the weekend and it would be great to have earlier service.

Paris – added and expand Sunday service.

Phillips –responded that because of the distance of the route they would need an additional 3-5 buses and they are currently on order so the earliest it could happen is March but it is coming.

Paris – inquired if route 42 would expand because it doesn't run on the weekends.

Phillis – indicated that they continue to study the issues and how best to roll out the enhancements.

Bonauto – asked how the agency decides to reduce service, or what triggers reducing frequency.

Phillips – responded that this is a massive question, and some of it will be covered on the planning 101 presentation.

Freeman-Manzanares – added that it would be helpful to have questions before Thomas Whittmann presents on transit planning 101 at the September meeting.

## REPORTS

- **June 19, 2019, Work Session** – O'Connell indicated they were briefed on the 2019 BCC; CAD/AVL contract; website design consultant services; and Amerigas propane on Martin Way. Melnick provided a committee reports on advanced technology and that you can't build your way out of congestion. Karen spoke about harnessing technology and unifying for the best travel options. Using travel technology doesn't always connect to other services.

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

- Lakefair parade is at 5:00 pm Saturday. All are welcome and there will be treats provided;
- August 16 new buses are going into production;
- July 3 firework service went well and this is the second year doing it;
- July 26 is the second planning session will be about 4 hours all are welcome. Please let us know in advance if you plan to attend. It will include the draft long range financials, and potentially other issues for the strategic plan including conversation on an alternative fare structure;
- August 9 is TAD from 10 am – 4 pm in the bus yard;
- Thank you for allowing us to take pictures of the CAC. We will utilize them on the website and social media and staff might take more in September;
- The State Transportation Conference and Roadeo is in SeaTac in August;
- Cancelling August CAC meeting because staff will be at the state conference;

Burt – asked for an update on the OTC construction and if the CAC could get a group tour.

Phillips – indicated it might be open the later part of September but every single person has to go through a half hour safety orientation. They did promise Karen Messmer to host a meeting there before she retires and they are trying to make good on that promise.

O’Connell – added maybe a smaller agenda for some ideas on increasing ridership.

Pierce – reminded everyone that the committee’s role is advisory to the authority. The committee doesn’t tell staff how to do their job.

Euler – inquired about the timeframes for meetings on alternative vehicle technology.

Freeman-Manzanares indicated they are conference calls and staff will get everyone a list of the dates and times.

**NEXT MEETING: Joint Meeting with the Authority on September 18, 2019.**

**ADJOURNMENT**

**It was M/S/A by O’CONNELL and SMIT to adjourn the meeting at 6:45 pm.**

Prepared by Nancy Trail G:\CAC\Minutes\2019\CAC Minutes 20190715.docx

**MINUTES  
INTERCITY TRANSIT AUTHORITY  
COMMUNITY ADVISORY COMMITTEE  
JOINT MEETING  
SEPTEMBER 18, 2019**

**CALL TO ORDER**

Chair Sullivan called the September 18, 2019, Joint Meeting of the Intercity Transit Authority and Community Advisory Committee to order at 5:35 p.m., at the administrative offices of Intercity Transit.

**ITA Members Present:** Chair and City of Tumwater Councilmember Debbie Sullivan; Vice Chair and Citizen Representative Ryan Warner; City of Yelm Councilmember Molly Carmody; City of Lacey Councilmember Carolyn Cox; City of Olympia Councilmember Clark Gilman; Thurston County Commissioner Tye Menser; Citizen Representative Don Melnick; Citizen Representative Karen Messmer; and Labor Representative Lisa Allison.

**CAC Members Present:** Sue Pierce (Chair); Justin Belk (Vice Chair); David Bonauto; Jan Burt; Billie Clark; Denise Clark; Jonah Cummings; Carla Dawson; Peter Diedrick; Tim Horton; Marie Lewis; Joan O'Connell; Scott Paris; Marilyn Scott; Walter Smit; Sreerenjini Surendran; Linda Vail; Victor VanderDoes; Michael VanGelder.

**CAC Members Excused:** Ursula Euler.

**Staff Present:** Ann Freeman-Manzanares; Cameron Crass; Diana Claus; Steve Krueger; Rob LaFontaine; Pat Messmer; Brian Nagel; Eric Phillips; Steve Swan; Nancy Trail; Nicky Upson.

**Others Present:** Justin Leighton, Washington State Transit Association; Thomas Wittmann, Nelson Nygaard; and Jeff Meyers, Legal Counsel.

**APPROVAL OF AGENDA**

**It was M/S/A by Vice Chair and Citizen Representative Warner and Citizen Representative Melnick to approve the agenda as presented.**

**INTRODUCTIONS**

The Authority, CAC members and staff provided self-introductions.

**APPROVAL OF AUTHORITY CONSENT AGENDA ITEMS**

**A. Approval of ITA Minutes:** August 7, 2019, Regular Meeting; August 21, 2019, Regular Meeting



**B. Payroll – August 2019:** \$2,748,815.45

**C. Accounts Payable:** Warrants dated August 2, 2019, numbers 28192-28234, in the amount of \$284,991.28; Warrants dated August 9, 2019, numbers 28238-28291, in the amount of \$641,592.19; Warrants dated August 15, 2019, numbers 28354-28357 in the amount of \$78,819.45; Warrants dated August 16, 2019, numbers 28292-28353, in the amount of \$193,252.63; Warrants dated August 23, 2019, numbers 28359-28399, in the amount of \$1,108,533.91; Warrants dated August 30, 2019, numbers 28400-28447, in the amount of \$709,356.93; Automated Clearing House Transfers for August 2019 in the amount of \$27,131.10 for a monthly total of \$3,043,677.49.

**D. Scheduled a Public Hearing – Strategic Plan.** Scheduled a public hearing for the 2020-2025 Strategic Plan for Wednesday, November 20, 2019. (*Ann Freeman-Manzanares*)

**E. Scheduled a Public Hearing – 2020 Budget.** Scheduled a public hearing for the 2020 Budget for Wednesday, November 20, 2019. (*Suzanne Coit*)

**F. Conduent Maintenance Contract Extension.** Authorized the General Manager to enter into a six-month term contract, with seven more optional six-month renewal periods, with Conduent Transport Solutions (Conduent) and pay the invoice for the Conduent Orbital CAD/AVL system hardware/software maintenance agreement. Consistent with the contract, the invoice amount is \$101,595. (*Jeff Peterson*)

**It was M/S/A by Citizen Representative Messmer and Vice Chair/Citizen Representative Warner to approve the consent agenda as presented.**

*Joan O'Connell and Denise Clark arrived.*

**OLYMPIA TRANSIT CENTER OFFICE FURNITURE PACKAGE.** Steve Krueger, Procurement Manager, presented for consideration purchase orders for the new Olympia Transit Center (OTC) office furniture package in preparation for occupancy.

The new OTC building is expected to be substantially complete by November 7, 2019. In preparation for occupancy, the building Architect, SRG Partnership (SRG), has been collaborating with internal stakeholders in the selection of commercial grade furniture that not only complements the interior space but is also highly adjustable for individual use while best serving its intended function. This office furniture package will outfit all individual workstations, conference/training rooms, the operator breakroom and more. Moreover, every effort was made to select pieces that maximize versatility.

All of the recommended office furniture is available for purchase using existing competitively awarded government furniture contracts. With an approximate six-week lead-time, issuing purchase orders now will allow us to have the furniture delivered

directly to the new building and begin installation. Accordingly, staff recommends the authorization of the purchase of the OTC office furniture package and orders issued at this time.

**It was M/S/A by Councilmembers Gilman and Carmody to authorize the General Manager to issue purchase orders for the new Olympia Transit Center office furniture package in an amount not-to-exceed \$350,000.**

## **PUBLIC COMMENT**

**Bobby Gorrill, Olympia** – Mr. Gorrill lives, works and goes to school in Olympia and is a daily bus rider who has traveled to various U. S. cities to try out transit systems. He addressed the Authority on the following:

Fare-Free Transit will be important in increasing ridership, ensuring accessibility and cutting service delays. This service should be complimented with frequent headways and an expanded hours-of-operation that accounts for increasingly inconsistent work schedules. Improvement remains especially critical on weekend mornings and evenings on most routes. Transit becomes convenient when riders do not have to consult a schedule. 15-minute headways should be a goal of IT.

Bus Rapid Transit (BRT) or bus lines with BRT characteristics can help improve service by instituting bus-only lanes, traffic signal prioritization, platform stations, arrival time technology and all-doors boarding. In Thurston County, BRT could complement existing service but should not replace it. Often BRT lines have far fewer stations than existing local service routes. This could cause problems in a sparsely populated service area like Thurston County, where people already live decent distance from bus stops. This is of particular concern to riders with mobility issues, such as disabled or elderly people and families with small children.

Explore the possibility of a transition from a Transit Center-based hub model to a Transit Mall-based hub model in downtown Olympia. Perhaps convert a lane of street parking on both 4th Ave and State Ave into bus-only lanes. Consolidate West Olympia-bound and Lacey-bound routes into the same lines, eliminating downtown termini for as many lines as possible. This could help speed up buses traveling through downtown significantly. Traffic signal priority, platform stations and arrival time technology could quicken boardings at a downtown transit mall.

Refuse all collaboration with Immigration and Customs Enforcement (ICE). ICE agents routinely board public transit vehicles in U.S. cities to harass and detain undocumented migrants. Intercity Transit should take every measure available to bar the entry of ICE officers onto Intercity Transit vehicles and protect undocumented riders. Include bilingual "Know-Your-Rights" immigrant legal info at transit centers and on buses.

Divert resources from private security staffing to de-escalation and conflict resolution training for all bus drivers and IT staff. IT should assume measures to resolve conflicts on IT buses and property without the intervention of the police and the criminal justice system. Criminalization exacerbates marginalization and poverty and often fails to stymie deviant behavior.

Equip all buses with ear plugs available to riders. Riders with noise sensitivities and sensory processing issues can be overwhelmed by some of the sharp noises a bus ride entails.

Install less harsh lighting on buses, preferably a pink/ red lighting like that found on much of Pierce Transit's fleet. The current lighting can cause strong irritation, particularly to riders with light sensitivities and sensory processing issues.

Allow sleeping in bus seats. Sleeping is not a crime, nor is it a nuisance. Demanding sleepy customers remain awake can cause needless conflict and bus delays. At time-point stops drivers can check on sleeping riders to ensure they are in decent health.

**BRIEFING ON I-976 MOTOR VEHICLE TAXES & FEES.** Justin Leighton, Executive Director of the Washington State Transit Association (WSTA), provided a review of the I-976 initiative. This initiative will be on the November ballot measure.

This is an initiative to the Legislature implemented by Tim Eyman, to implement \$30 car tabs and would repeal a lot of Sound Transit's authority and repeal Transportation Benefit District car tab authority.

Should this initiative pass, it would impact transit statewide. The transportation budget is made up of many different programs and one of concern is called the Multimodal Account Fund. This matters because every state transit grant comes from that program.

If approved, the initiative would repeal all of those fees that generate the Multimodal Account and it would be about a 70% impact on that account. It also funds the state patrol, Amtrak, WSDOT division local programs, bike/ ped trail grants, and complete street projects. It also funds about \$240M in the last biennium of transit grants (Regional Mobility Grants; Special Needs; Rural Mobility Grants; Connecting WA; Vanpool Investments; Commute Trip Reduction; Green Transportation Grant; Coordination Grants; and other items).

This affects the 2019-2021 Intercity Transit Biennium Grant Program. Includes funding for the State Star Pass Program; The DASH; Regional Vanpool Project; Vanpool Service Center; Route 612 Expansion; Phase 1 Martin Way; Annual Special Needs Funding and cuts to local partners like Pierce Transit, Mason Transit and nonprofit providers that provide special needs transportation (i.e. Rural Transit).

The state is looking at what would happen if approved. The grants listed for Intercity Transit would see an impact in some way. They may be shaved down or completely eliminated. Leighton said when competing against state ferry, state patrol, and other necessary needs, public transit may not be prioritized to get these grants programed.

Leighton answered questions.

- *Menser asked what impact would there be on the state patrol?*
  - Leighton said he doesn't have the exact number because that would be up to the Legislature, but it's not just their operating dollars, but capital dollars, too. They will be prioritized.
- *Carmody asked which local programs from WSDOT will be cut?*
  - Leighton said it would be likely the Public Transportation Division and Rail Division.
- *Carmody asked about the Yelm bypass.*
  - Leighton said the state can only say what could potentially be cut. Whatever money remains will most likely go towards public safety and lifeline services.
- *Melnick lives in the Panorama retirement community that will be conducting a forum in October.*
- *Vail asked if organizations for seniors or people with disabilities have been contacted about how important transit is for them, especially in the smaller rural communities.*

***Tim Horton arrived.***

- *Carmody asked is there anything the public can do.*
  - Leighton said elected officials (the jurisdictions) can pass a resolution stating their views on the initiative. Federated boards like Intercity Transit could not.

On a different note, Leighton presented Freeman-Manzanares with a WSTA President plaque. He explained Freeman-Manzanares served six years as an officer of WSTA (2 years as Treasurer; 2 years as Vice President; and 2 years as President), and she will be retiring her term in December. Her service was very much appreciated leading 32 state transit agencies and the hope among staff was that she would return to the Executive Board once again.

**TRANSIT 101 - TRANSIT PLANNING AND IMPLICATIONS FOR FUTURE INTERCITY TRANSIT SERVICE IMPLEMENTATION.** Thomas Wittmann from Nelson Nygaard Consulting provided a refresher on transit planning considerations including the policy framework with focus on the challenges and opportunities as Intercity Transit (IT) moves forward with implementing the Long Range Plan in alignment with the community support of Proposition 1 that passed in 2018.

Wittmann said Intercity Transit should start considering things in terms of a route and service design perspective while considering implementing the long range plan. He put together several transit planning considerations.

What makes transit successful? How does service design relate to community goals and needs? What may constrain service design or level of service? A transit agency can control only one or two of these elements that really makes transit successful. All the moving parts must be in place. It comes down to individuals – what causes an individual to use transit?

- Cost
- It's their only choice
- They feel strongly about the environment, etc.

Service quality is the one common element and that is one of the things Intercity Transit can control.

Wittmann discussed the tradeoffs. Much of what attracts people to use transit varies on who you ask. There are many tradeoffs and there is no one right way to do things.

**These are the region's values:**

**Frequency and span:**

- Job market has expanded beyond standard 9 to 5 times
- Discretionary / non-work related trips are most often during non-peak times
- Longer span of service allows for more trip types to be served

**Coverage:** Provide less frequent service to more areas; or provide more frequent service to fewer areas.

**Productivity:**

1. More people have some transit access
2. Ridership is lower
3. But really important for those who use it

**Frequency:**

1. More trips on transit
2. Ridership is higher

3. But no services in many places

**Days of service:** Provide less weekday service and more weekend service; or provide more weekday service and less weekend service.

#### **Seven Day Focus**

- **Positives**
  - Growing service industry job types are served
  - Ability to live without a car is enhanced
  - Mobility for people who rely on transit improves
- **Drawbacks**
  - Weekend service carries fewer people

#### **Weekday Focus**

- **Positives**
  - Resources put where it carries the most passengers
- **Drawbacks**
  - Job access and overall mobility for unserved areas is diminished

**Transfers:** Provide more routes with less frequent service but fewer transfers; or provide fewer routes with more frequent service but more transfers.

- Most trips within a metropolitan area cannot be served with a one seat ride
- Is it more important to try to serve trip patterns without transfers?
- **Considerations**
  - Customers tend to dislike transfers
  - Frequent service and good connections can reduce these perceptions
  - Greater emphasis on one-seat rides can lead to less frequent and lower utilized routes
  - Where is the balance?

**Directness:** Provide slower and less direct service with shorter walks to stops; or provide faster more direct service with longer walks to stops.

- **Positives**
  - Shorter walks for percentage of riders
- **Drawbacks**
  - Slower travel times for most riders
  - Higher operating costs
- **Positives**
  - Faster travel times for most riders
  - Lower cost
- **Drawbacks**
  - Some people have to walk farther

**Importance of Service type:** Improve the local bus network; or improve the commuter bus network.

### **Local Services**

- Serves all-day market with many trip purposes
- Higher ridership
- Lower operating and capital costs

### **Commuter Services**

- Takes people off the road at most congested times
- Attracts downtown employee market
- High operating cost
- High capital cost due to need for park-and-rides

### **Coordinating Land Use and Transportation**

Wittmann said land use and high quality transportation go hand-in-hand. But it doesn't always happen that way.

- Classic "chicken-and-egg" problem:
  - Transit quality is a key criterion for land use development
  - Yet land use is also a key criterion for transit service performance
- Ideally, quality transit will be available when land use and street design use good transit-oriented forms
- Tools:
  - Frequent Transit Networks/Lines
  - Community based services to feed frequent network
  - Transit priority in the roadway

### **Some Populations Are More Likely to Use Transit**

Wittmann said people without a vehicle are more likely to use transit, and transit needs to be aware of where these populations are. And these patterns change over time. Certain neighborhoods have vastly changed their demographics i.e. Seattle over the past 20 years and transit usage changed as a result. That same pattern could occur in Thurston County. IT needs to continually check the needs in each community.

### **Density is a Prime Determinant of Ridership**

Wittmann said the benefit of density is not more transit trips are created, but less auto trips are created. There is not just a transit element associated with it, but there's a direct relationship between less vehicular traffic as a result of higher density and greater transit ridership as a result of greater density. How do you insure IT is successful in the long run insuring that density is sufficient? Ensuring density is sufficient and stays where the service investments are is one of the key challenges.

### **Emerging Mobility**

Wittmann said 25 years ago, Uber and Lyft didn't exist, and it's only been the last five years that these services have become standard, to use your cell phone and get into a

vehicle with a stranger. This is a big deal in how it's changed people's perceptions of mobility and what their expectations are, and what IT is competing with in terms of "will I take IT for a trip or will I take Uber/Lyft." One of the things from a market research perspective is there are a lot of people who do both, especially during the evening hours when service isn't there, and these other options are their lifeline. IT needs to be aware of how this impacts the agency in the short and long run and where its role is – not as a competitor but to compliment the services IT already has.

There's micro transit – on demand vans using an app based software to help schedule trips and it tells you where your vehicle and a van comes from instead of Uber/Lyft. Seattle and King County Metro are hiring multiple of these pilot projects using an on-demand van service in certain zones.

Autonomous shuttles didn't exist years ago, where a box on wheels is going through certain business parks. Thurston County doesn't have the private streets to make this happen, but autonomous shuttles are something the agency needs to start thinking about and what is the role of IT for these types of vehicles, or looking ahead 15-30 years where even buses don't have drivers anymore. Bigger buses in congested areas will be absolutely essential, whether tomorrow or five or twenty years from now.

### **Guidelines for Service**

Wittmann said multiple agencies have guidelines for service levels that say if densities around potential routes are X number of units or jobs per acre and there's a level of service that should correspond with that. If density increases above the levels that are necessary to support that, what are some of those break points, so not just IT can plan ahead, but also the individual communities served by IT can have guidelines in terms of goals and they understand what the expectations should be in terms of what service should be out on the street if the development patterns change.

### **What is High Quality Service?**

It's something that comes regularly; it's reliable; integrated with the community, and not just about buses, but it's about having sidewalks that go there; being able to get through traffic without being delayed; having a pleasant place to wait; it's a package of different elements that all come together. Looking at what high quality transit service is and looking at what IT is looking to do as a part of the long range plan ultimately goes hand-in-hand. High quality service:

- Serves a variety of destinations
- Makes schedules easy to remember
- Minimizes wait time through frequent service and real time information
- Has clear information available online and at bus stops
- Provides a high quality waiting environment
- Runs early in the a.m. and late at night and weekends
- Operates in rights-of-way that are congestion free



### The Long Range Plan Includes

- Bus Rapid Transit
- Extended Span of Service
- Improved Frequency
- Service to New Areas
- Night Owl Service
- Maintain On-Time Performance
- Enhanced Commuter Service
- Enhanced Capital Facilities
- Continue Investigating Fare Payment Options

### Tentative Service Implementation Plan

Implementation Year	Improvement
2019	<ul style="list-style-type: none"><li>• Improve span of service</li><li>• Keep Buses On Time (Schedule Maintenance)</li></ul>
2020	<ul style="list-style-type: none"><li>• Improve Frequency</li><li>• Expand Bus Service to NE Lacey (post I-5 work)</li></ul>
2021	<ul style="list-style-type: none"><li>• Innovative Service Zone (first zone)</li><li>• Night Owl Services</li></ul>
2022	<ul style="list-style-type: none"><li>• Express Service to Yelm (post Yelm by-pass)</li><li>• Enhance Commuter Services (pending HOV lanes)</li></ul>
2023	<ul style="list-style-type: none"><li>• Innovative Service Zone (second zone)</li></ul>
2026	<ul style="list-style-type: none"><li>• Innovative Service Zones (Add third zone)</li><li>• Bus Rapid Transit</li></ul>

Are there alternatives to the existing fare structure that can attract more people to use the service, whether that's a pilot project that operates one route for free; or other ways to look at the fare structure to entice more riders?

Over the next six to seven years there are a series of promises IT has to deliver to the voters, and the agency has a lot of work ahead of them.

### Considerations Moving Forward

Responding to requests for service can have unintended consequences.

**The Evolution of a Bus Route** – Good-intentioned small changes can degrade service and ultimately increase the cost of service. Intercity Transit has a few routes that developed this way. Over the next few years, be aware of long term implications when making route changes.

*Example:* In the beginning there was a well-designed route that was direct, had well-spaced stops and performed well. Over-time some riders asked that stops be added so they didn't have to walk far. Being responsive, the transit agency added the stops. Later on, two new apartment complexes opened near the route. To avoid residents walking to the bus, the bus went to them. Next, a new big box store opened beyond the end of the route, and the route was extended to serve it.

#### **Federal Government Support for Transit is Declining**

- Bus replacement funding
- Capital Investment Grants (CIG) funding has declined
- Implications for Intercity Transit
  - Long range plan assumed:
    - No federal dollars for bus purchases after 2020
    - 50% federal match for OTC, Pattison, and BRT

#### **Population and Employment Patterns Continue to Evolve**

- New Development
- Changing patterns within service area
- Route ridership experiences, such as:
  - Route 68 ridership growth at SPSCC
  - Olympia Express ridership growth
  - Route 1 impacts
- Implications for Intercity Transit
  - Route performance still need to be examined
  - Today's route pattern may not be the same in five years

#### **Changing How Service is Paid For**

- Fare policy can have a dramatic impact on ridership. The lower the fares, the higher the ridership. It simplifies service for those not currently riding.
- Opportunity to immediately increase ridership by 30-40 percent
- Partnerships
- Capital (fareboxes)
- Implications for Intercity Transit
  - Big increases in demand
    - Transfer pressures will increase
    - Create new constituencies
  - Potential Capacity issues

- Paratransit costs

### **Paratransit Ridership and Cost Growth Accelerating**

- Paratransit costs have been increasing, along with ridership. Between 2018 and 2019 ridership is 10% higher.
- Increase in ridership puts a big dent in the budget.
- Federal guidelines mandate what must be done from a paratransit perspective; but are there things as an agency that can be done to guide that service at a lower cost? Should Uber and Lyft provide part of that service? What about providing van services that don't have a lift. There's a lot of ADA eligible people who do not need a wheelchair but still have mobility needs. Do we need an expensive vehicle that requires specialized training?
- There are different ways the agency can look at serving the needs but do it in a more cost-effective manner.

### **Construction Impacts on Intercity Transit**

- Roadway projects and new construction can have a negative effect cost-wise
  - Examples: Marvin Road Interchange
  - Implications on Intercity Transit
  - Recognize financial impacts of delays due to construction
  - Other regions (King County) have received mitigation dollars due to increased operating costs
  - Impacts for on-going detours due to new building construction could trigger mitigation discussions

### **Emerging Mobility Modes Could Change Service Delivery**

- On-demand services (Uber, Lyft, etc.)
  - Flexible vehicles can provide coverage potentially at a lower cost
  - Reductions in need for ADA paratransit service
  - Serve trips that are currently indirect, such as in West Olympia
  - Implications for Intercity Transit
  - Learn from national pilot projects
  - Pilot program
  - Expand, as demand expands, and adjust fixed-route network as necessary

### **Implications of Choices for Implementing More Service**

- Voter-approved plan is framework for service enhancements, but specific service detail questions will continue, including
  - Improve span
  - Increase route length or zone size
  - Operate more frequently, etc.
- Implications for Intercity Transit
  - Consistently apply criteria to address requests
    - Cost (short and long-term)

- Ridership potential
- Who/what is the market

### **Performance Metrics to Identify Opportunities and Challenges**

- How do you decide where to make additional service investments?
- What is equitable?
- How do you decide a route is underperforming?
- Implications for Intercity Transit
  - Develop service standards and policies

*The following CAC members left the meeting: Scott Paris, Marie Lewis, Billie Clark, Linda Vail, Carla Dawson and Peter Diedrick.*

Messmer referred to when a transit agency needs to get involved in planning – she thinks it needs to be during the planning and zoning period. Developers need to provide safe walking paths to the major bus routes. Transit needs to assert itself more aggressively and educate in those processes, that if you create this zone and make changes it will make the bus system more efficient.

Carmody said the cities need to include transit during planning commission meetings and more of the public should attend the planning commission meetings to advocate for transit.

Sullivan suggested the elected Board members keep IT staff informed about zoning changes within their jurisdictions.

Menser said Thurston County set a public hearing at 5:30 p.m. on October 15, 2019, at the Thurston County Courthouse, on five core chapters of their Comprehensive Plan, one of which is transportation. He would appreciate public comment and feedback.

### **CAC SELF-ASSESSMENT**

The Chair of the Community Advisory Committee, Sue Pierce, led the discussion in reviewing the results of the CAC's annual Self-Assessment survey. Pierce said eleven members participated before the survey closed, and three additional members submitted their survey thereafter, for a total of 14 members participating. She went through each individual question to address the results.

Carmody said it's incredibly important for the CAC to provide feedback to the Authority prior to decision making.

Warner agreed, and suggested when a staff person gives a presentation they provide a summary to the Authority of the CAC's feedback.

O'Connell said that would help her determine if she wanted to give public comment at the Authority meetings.

Melnick said when he was a CAC member he didn't fully understand how the CAC minutes helped the Authority. But now being an ITA member, he makes it a point to read their minutes and appreciates that feedback before decisions are made.

Messmer said in many cases, this is the order of how things happen because she's reading about the issues in the CAC minutes before the ITA meets. However, the CAC only meets once a month, and there may be issues that get out of sync. Staff and the ITA need to take a look at the entire year's agenda and do further planning to make sure items are presented to the CAC in advance.

O'Connell said perhaps there's a way to inform the CAC of any issues going before the Authority that staff didn't have an opportunity to present to the CAC.

Smit gave an example when his supervisor mentioned that advertising would no longer be placed the bus, and Smit was surprised that as a CAC member, he wasn't made aware of that. He feels the order of events should be monitored more closely.

VanGelder said one of the avenues the CAC has is to have a member attend each Authority meeting and to hear and relate. He suggested sending the CAC just the Authority agenda (not the whole packet) for each meeting so every two weeks they will know what is coming before the Authority.

Pierce noted the entire Authority agenda packet is available online prior to the meetings.

Messmer mentioned sending the after meeting summary to the CAC. Decisions are typically noted there. It was noted that the after meeting highlights of each meeting are included in the CAC meeting packets, and they are posted online the day after each Authority meeting, along with any presentations.

## **COMMITTEE REPORTS**

*Due to the lateness of the evening, Chair Sullivan asked the Authority if Committee Reports could be moved to the October 2, 2019, meeting. The Authority unanimously agreed.*

## **GENERAL MANAGER'S REPORT**

- The traffic signal on Martin Way is in place and should be operational in the next two weeks. With the addition of this traffic signal and the fact that there is 15-minute service on Martin Way, both sides of the street can be utilized, and

Operators can safely cross the street, thus saving the agency the equivalent of three full-time positions a year.

- The Conditional Use Hearing with the City of Olympia for the Pattison Street Project is scheduled on Monday, September 23, 2019.
- There was an article in the Olympian on The ONE. It's a great article receiving positive comments. Staff is hoping for a start date at the end of October or beginning of November.
- The CAD/AVL consultants are onsite this week meeting with staff to kick off the project.
- The Annual Holiday Banquet is Friday, December 13, 2019. All are welcome.
- There were 18 new Operators who graduated on September 6, 2019. On October 7, a new class of 13 Operators begins, and they will graduate on Friday, December 6. All are welcome to attend the luncheon.
- Four new 40' coaches were delivered. There are 12 remaining to be delivered.
- To date, three recruitment applications for the CAC have been received, and one for the ITA. The deadline to submit applications for the CAC is October 10; and October 23 for the ITA. Interviews for the CAC applicants is November 6; Interviews for the ITA is November 13.
- Staff is in the process of setting up appointments to speak with the city councils, county commission, and planning commissions, and working with the Olympian and others to talk about IT's progress since Proposition 1. IT wants to make sure the public knows what the Authority is discussing and that includes the proposal for zero fare.
- At the October 16, 2019, Authority meeting, we'll celebrate Intercity Transit's Grand Champions - the Operations and Maintenance teams
  - Maintenance Team came in 1<sup>st</sup> Place - Joe Bell, Grant Swidecki and James Bush;
  - Dan Savage took 1st Place Body on Chassis and 1st Place Mobility Device Securement;
  - David Randall took 2nd Place 35';
  - Rob Wood took 1st Place 40' with a record setting perfect score on the course.

**AUTHORITY/CAC ISSUES**

Marilyn Scott asked if the #13 bus announcement will change from Tumwater Falls Park to Brewery Park.

Carmody said the City of Yelm's homeless taskforce held a public meeting Tuesday and over 200 people attended. A majority of public commenters said they opposed the task force funding services for individuals facing homelessness and would rather see funds be directed toward law enforcement initiatives and the enforcement of current city laws.

Warner commented on the briefing on I-976 and said one of the potential projects to be cut is the RT (Rural Transit) project. That is funded with state dollars, and managed by TRPC.

**ADJOURNMENT**

**With no further business to come before the Authority, Chair Sullivan adjourned the meeting at 8:24 p.m.**

**INTERCITY TRANSIT AUTHORITY**

**ATTEST**

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**Debbie Sullivan, Chair**

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**Pat Messmer  
Clerk of the Board**

**Date Approved: October 16, 2019.**

Prepared by Pat Messmer  
Clerk of the Board/Executive Assistant

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. V-A  
MEETING DATE: October 21, 2019**

**FOR:** Community Advisory Committee

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

**SUBJECT:** Emergency Response and Recovery

- 
- 1) **The Issue:** Staff will provide an overview of Intercity Transit's role in Emergency Management.
- 
- 2) **Recommended Action:** For information and discussion.
- 
- 3) **Policy Analysis:** Staff will provide periodic updates to the Authority and CAC on agency efforts and structure.
- 
- 4) **Background:** Intercity Transit provides and participates in a variety of emergency management efforts with the local jurisdictions of Thurston County and beyond. Examples of these collaborative efforts are:
- Coordinate planning to best provide fixed route and Dial-A-Lift service during weather emergencies;
  - Provide transportation to evacuate and shelter local residents, or provide crowd control at the request of law enforcement;
  - Take part in training exercises such as the Integrated Emergency Management Course;
  - Our role in plans such as the Natural Hazards Mitigation Plan for Thurston County, Thurston Region Disaster Recovery Planning Framework and the Puget Sound Region Transportation Recovery Annex.
- Intercity Transit is very involved in local and regional efforts and has always been there when needed most.
- 
- 5) **Alternatives:** N/A.
- 
- 6) **Budget Notes:** N/A.
- 
- 7) **Goal References:** **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 #7:** "Build partnerships to address and jointly find solutions to the mobility needs and demands of our community."
- 

- 8) **References:** None.



**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. V-B  
MEETING DATE: October 21, 2019**

**FOR:** Community Advisory Committee

**FROM:** Nancy Trail, 705-5857

**SUBJECT:** Nominations of Officers

- 
- 1) **The Issue:** To nominate members to serve one-year terms as the officers of the group (Chair and Vice Chair) for the January – December, 2020 year.

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  - 2) **Recommended Action:** Nominate interested and willing CAC members for Chair and Vice Chair.

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  - 3) **Policy Analysis:** Per the CAC Operating Principles, officers will be nominated in October and elected in November for one-year terms.

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  - 4) **Background:** CAC Chair Sue Pierce has completed two – one year terms and Vice Chair Just Belk has completed a one term in their respective positions. The Operating Principles and By Laws provide:

**OFFICERS/TERM OF OFFICE**

“Officers will consist of Chair and Vice Chair. The process for choosing officers shall consist of nomination in October (either self-nomination or nomination by others) and affirmation by majority vote in November.  
(Amended 07/16/01; 02/06/08; 7/6/16).

Officers will serve a term of one year and may serve up to two terms in the same office. If a CAC member completes an officer vacancy during the year, it shall not be considered against the two term limitation. A member may serve two years as Chair and two years as Vice Chair consecutively.”

Members may nominate other members who are willing to accept the nomination, and members may self-nominate. If you wish to nominate someone, it is best to contact the member ahead of the meeting to ensure they will accept the nomination.

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

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

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7) **Goal Reference:** N/A

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8) **Reference:** CAC Operating Principles

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. V-C  
MEETING DATE: October 21, 2019**

**FOR:** Community Advisory Committee

**FROM:** Eric Phillips, Development Director, 360-705-5885

**SUBJECT:** High Performance Corridor Demonstration Project - "One"

- 
- 1) **The Issue:** Update the CAC on Intercity Transit's High Performance Corridor demonstration route - background, planning and deployment.
- 
- 2) **Recommended Action:** Information, update and discussion.
- 
- 3) **Policy Analysis:** N/A
- 
- 4) **Background:** Provide an update, including the background, project scope, and implementation plans for Intercity Transit's grant funded demonstration project - High Performance Corridor Service. For the demonstration phase of this project, we have initially identified the service as Route 1 -or the "One". Service is anticipated to begin this fall and staff will review the grant project, share information on how this pilot will be operated, discuss some of the challenges and opportunities, and review how this current grant funded project will support our Long Range Plan objectives. The presentation will cover:
- a. Regional Mobility Grant background
  - b. Service design and objectives
  - c. Operational differences/challenges/opportunities
  - d. Schedule / ongoing coordination
  - e. What and when you will see changes
- 
- 5) **Alternatives:** N/A
- 
- 6) **Budget Notes:** The demonstration project received Regional Mobility Grant funds for both capital and operations for the 2019-2023 biennium's. The 2019 budget included a placeholder anticipating a favorable award. The current award for the total project is \$4,524,000 in State funding which requires a 22% match by Intercity Transit. The grant provides funding for four new expansion buses.
- 
- 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

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. V-D  
MEETING DATE: October 21, 2019**

**FOR:** Community Advisory Committee  
**FROM:** Ann Freeman-Manzanares, General Manager, 360.705.5838  
**SUBJECT:** Draft 2020- 2025 Strategic Plan

- 
- 1) **The Issue:** Review the Draft 2020-2025 Strategic Plan.
- 
- 2) **Recommended Action:** For your information.
- 
- 3) **Policy Analysis:** It is the practice of the Intercity Transit Authority to review and accept comments from the public prior to adopting the strategic plan. The Strategic Plan states the Agency's direction for 2020 and the following five-year period. The Strategic Plan identifies the Authority's wishes regarding service levels, which is the prime driver of our proposed expenses for 2020.
- 
- 4) **Background:** The CAC and the Authority has reviewed and updated the Strategic Plan throughout the year at regularly scheduled meetings as well as at the Authority Planning Sessions. The draft Strategic Plan is ready to release for public consideration. Formal comment will be accepted through the public hearing scheduled for November 20, 2019, Authority meeting. Final adoption is proposed for December 4, 2019.
- 
- 5) **Alternatives:** N/A
- 
- 6) **Budget Notes:** N/A.
- 
- 7) **Goal Reference:** The Strategic Plan specifies how resources will be allocated to address all of the Authority goals.
- 
- 8) **References:** Draft 2020-2025 Strategic Plan.

# **INTERCITY TRANSIT**

## **DRAFT**

## **STRATEGIC PLAN**

## **2020–2025**

**Intercity Transit Authority:**

Debbie Sullivan, Chair – City of Tumwater  
Ryan Warner, Vice Chair – Citizen Representative  
Molly Carmody – City of Yelm  
David Claus-Sharwark - Labor Representative  
Carolyn Cox – City of Lacey  
Clark Gilman – City of Olympia  
Don Melnick – Citizen Representative  
Tye Menser - Thurston County Commissioner  
Karen Messmer – Citizen Representative

**Intercity Transit General Manager:**

Ann Freeman-Manzanares

**Proposed Public Hearing Date: November 20, 2019**

**Proposed Approval Date: December 4, 2019**

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## **Section 1: Background and Purpose**

### **INTRODUCTION**

The purpose of our Strategic Plan is to define levels and types of public transportation services to be offered to the citizens of Thurston County over the next six years and to determine the amount and sources of the revenue to finance the services. The 2020-2025 Strategic Plan represents the outcome of a multi-year short-and long-range planning process, which included a significant public engagement process, and was adopted in November 2018 and approval of the November 6, 2018, vote on Intercity Transit Proposition 1. Goals and policy positions, capital program and services have been outlined for the six-year period.

This is the first strategic plan where the maximum allowable sales tax for Intercity Transit is 1.2%. A 0.4% increase in sales tax is a tax of four cents on a ten-dollar purchase is expected to generate approximately \$16 to \$20 million per year in revenue.

While the economy and sales tax revenue has recovered, it is still important to note the loss of approximately \$14 million dollars in sales tax revenue between 2008 and 2014. Sales tax revenues in 2009 were 10% below 2008 levels and 13% below 2007 levels. Both 2010 and 2011 sales tax revenues were essentially equal to the 2009 level. Sales tax recovered moderately in 2012 with sales tax revenues approximately 1% above the level of the previous year. We saw sales tax growth in 2013 (3.8%), 2014 (4.1%), 2015 (9%), 2016 (9.36%), 2017 (5.71%) and 2018 (6.99%). While the economy is more stable, there remains the threat of another economic recession. It is difficult to forecast future sales tax revenue which makes long-term planning a challenge as sales tax represents the majority of our budget. In addition to the volatility of sales tax, fuel pricing, the elimination of the federal bus and bus facility program for four-years and the return of the program but at a significantly reduced rate in late 2015, and the potential loss of state funds associated with I-976 makes replacing vehicles, pursuing capital projects and maintaining service levels a challenge.

The first Strategic Plan adopted by the Intercity Transit Authority was the 2002-2007 Strategic Plan adopted in late 2001. The goal of the 2002-2007 Strategic Plan was to define and implement a set of routes and services that would be implemented by 2006, which could be maintained with the proposed level of sales tax and other revenues.

The 2002-2007 Strategic Plan required several bold initiatives including reducing the boundaries of the Public Transportation Benefit Area (PTBA) and doubling the level of sales tax devoted to public transportation. The boundaries were reduced in early 2002 to an area approximating the boundaries of the cities of Lacey, Olympia, Tumwater, and Yelm and their Urban Growth Areas. In September 2002, voters within the new PTBA approved an increase in the sales tax from .3% to .6%. This allowed the adoption of the service plan that expanded service over a 3-year period.

Growth in sales tax revenue and lower than expected expenses in the 2003 to 2006 time period combined to allow an additional service expansion in 2008. An expansion of approximately 12% was implemented in February 2008. This was in addition to the service expansion identified in the 2002-2007 Strategic Plan. The major capital projects outlined in the plan were also completed.

In 2002, the need for additional funding was driven by the passage of I-695 and the loss of Motor Vehicle Excise Tax (MVET) funding. The increase in sales tax essentially replaced this funding and allowed for a restoration of services. In 2009, the Authority again faced a significant reduction in sales tax revenue due to the steep economic downturn. Fares were increased 33% in January 2009, and the Authority requested voters consider a 0.2% increase in the sales tax in August 2010. This increase was approved by 64% of voters and allowed Intercity Transit to implement a modest service increase in February 2010 and to continue major capital projects.

With the passage of the Federal FAST Act, there is more certainty regarding federal support through 2020 but the levels of funding remained below the previous funded levels. And there continues to be uncertainty about the level of state funding that will be dedicated to public transportation. Intercity Transit was awarded \$1,134,680 for Route 612 Express Service Operating Funds, \$3,084,000 for “The One” BRT Demonstration Project, \$2,280,850 for Special Needs/DAL Operating Funds, \$698,942 for the purchase of six DAL vehicles, \$750,000 to operate DASH Service and \$220,000 for our Regional Vanpool Program.

Staff is focused on completing construction at the Olympia Transit Center late 2019/early 2020. Bringing a regional carrier, such as Greyhound, on site was envisioned with the construction of the original OTC facility almost 25 years ago but was beyond our financial means. Over the last 24 years, the number of passengers moving through the transit center has outstripped its ability to serve its customer’s needs. The accumulation of state and federal grants, and the dedication of local funds will allow for additional bus bays, covered passenger waiting areas, restroom facilities and space to support staff.

A major challenge facing Intercity Transit is the cost to address significant capacity, aging and seismic concerns at the Operations/Maintenance/Administrative base facility so we can continue to provide service as well as address the growing needs of our community. The rehabilitation and expansion of the Pattison Street maintenance and operations facility has been delayed twice. Once due to the passage of I-695 which eliminated approximately 40% of Intercity Transits funding and the second time due to the elimination of the federal Bus and Bus Facility funding under the 2012 federal transportation legislation. One of the unfortunate results of the elimination of funding is the need to individually pursue needed rehabilitation work with local dollars. Doing so has been necessary but it is, unfortunately, more expensive to pursue projects individually rather than mobilize one effort. An approximately eight million-dollar project to replace old underground storage tanks (UST), which did not meet environmental



standards, move the location of the vanpool fueling station to enhance site safety and increase the capacity of the bus yard was completed in 2018. While the award of a \$9.7 million-dollar federal grant was incredibly helpful, the soaring cost of construction means more local dollars are required to keep up with inflation. For the first time in its history, Intercity Transit is considering bonding for capital construction.

The community has expressed the need to provide fixed-route and Dial-A-Lift services within our current boundaries to areas currently unserved. In addition, the community has requested we start service earlier, end later and increase frequency. The need for express service connecting Thurston, Pierce and King Counties continues to grow. The elimination of all Pierce Transit express service in the highly congested I-5 corridor resulted in Intercity Transit adding a number of additional trips starting in 2011. This additional service significantly impacted Intercity Transit budget. It was hoped that Pierce Transit would resume service but to date there is no indication they will do so.

## **PLAN ORGANIZATION**

The plan is structured as follows:

- **Section 1** describes Intercity Transit's Strategic Plan efforts beginning in 2001 and continuing with the development of this plan covering the period 2019 through 2024.
- **Section 2** defines Intercity Transit's role in our community, and the Mission and Vision Statements. Key principles defining the levels and types of service needed by the community are also presented.
- **Section 3** identifies policy issues facing Intercity Transit today and over the next six years. Specific actions are stated for each issue. These actions include actions to take place in 2019 and actions for the 2020 to 2024 time-period.
- **Sections 4, 5 and 6** are addressed in the Long-Range Plan approved in November 2018.

## **BACKGROUND**

In January 2000, the funds Intercity Transit received from the Motor Vehicle Excise Tax (MVET) were eliminated. Intercity Transit received approximately \$8 million per year or 42% of its revenues from this source prior to 2000. Intercity Transit acted quickly to respond to this loss of revenue. In March 2000, Intercity Transit reduced the amount of service by over 40% and reduced its workforce by the same level. In May 2000, the Washington State Legislature provided a one-time allocation of funding to help transit systems adjust to the loss of MVET funds. Intercity Transit used this funding, approximately \$2.8 million, to reinstate Sunday service and some other services. The net reduction in service after this restoration was 35%. The level of service restored in May 2000 required expenditures above the revenue provided by the local sales tax and other sources. The Intercity Transit Authority elected to operate a level of service that could be maintained for three years by drawing from reserve funds. This three-year period would be used to determine if the Legislature would restore some level of funding and to work with the community to determine the appropriate levels of service and funding for Intercity Transit.

Intercity Transit worked with the Thurston Regional Planning Council, the Transportation

Policy Board, the Intercity Transit Community Advisory Committee, and the Intercity Transit Authority to develop a Strategic Plan for Public Transportation service in Thurston County. This Strategic Plan was adopted in early 2002. It addressed the role Intercity Transit should play in the community, and the levels and types of services that should be provided. The service improvement and capital programs included in this plan were implemented in three phases with the third phase completed in February 2006.

The Authority updated the Strategic Plan in 2006 and included additional service improvements in February 2008. This was possible due to the significant increases in sales tax revenue and ridership between 2003 and 2008. The need for an additional service change was anticipated in 2010 or 2011; however, it was recognized this would be dependent on the state of the local economy and growth in sales tax revenue. In 2008 there were sharp increases in fuel prices to over \$4.00 per gallon. This increased ridership by over 18% in 2008 while also sharply increasing the cost of fuel in terms of our expenditures. The Authority reacted to this cost increase by increasing fares 33% on January 1, 2009. The economy saw a significant downturn in 2009 with sales tax revenue dropping over 12% in a single year.

The reduction in sales tax revenue resulted in Intercity Transit facing a 22% reduction in service without an increase in revenue. The Authority considered a sales tax increase as part of the 2009–2014 Strategic Plan but delayed the election until a later date. The issue was considered again as part of the 2010-2015 Strategic Plan, and the Authority elected to place a 0.2% sales tax increase on the August 2010 ballot. The measure was approved by the voters with a 64% positive vote. This allowed current service to be maintained and a 3% service increase in February 2011. Additional service changes occurred in 2011 to address the elimination of express service to Thurston County by Pierce Transit, to eliminate unproductive Dash service and to revise several routes to address on-time performance issues. The net result of these additional service changes was a very small increase in revenue hours.

In July 2012, MAP-21, the federal transportation authorization bill, provided formula allocated funding for Intercity Transit but eliminated discretionary funding for major capital projects and revenue vehicles. Previous Strategic Plans assumed the Pattison Street Maintenance, Operations and Administrative facility renovation and expansion as well as new buses would be primarily funded at 80% with federal discretionary funding. That was totally disruptive to our historical funding model requiring we dedicate significantly more local dollars to capital expenses. In December 2015, the federal FAST Act restored a portion of the bus and bus facilities dollars but at a far reduced level.

Even with limited federal bus and bus facility funding, the Authority directed staff to seek both state and federal funding to pursue the completion of the Pattison Street facility renovation and expansion; a project for which initial planning began in 1998. In the 2017 legislative session, Intercity Transit was awarded \$2 million through the Regional Mobility Grant competitive process to complete final design. As part of our 4-year grant application, and with the approval of the 2019-2021 state legislature, Intercity Transit is slated to receive \$3.9 million for construction of the \$27 million Pattison Street facility renovation and expansion

project. In addition, many years after the state and the City of Olympia ended our funding partnership for DASH services, the state legislature approved a one-year grant in the amount of \$375,000 to operate the service in 2016/2017. The state legislature renewed that funding partnership in the 2017/2018 legislative session.

Intercity Transit submitted a \$12 million request for federal Bus and Bus Facility funding in August 2017. This is an extremely competitive grant with \$201 million dollars available nationwide. Intercity Transit was granted \$1,375,000 through this process. Intercity Transit submitted another grant in 2018 and received one of the largest grants in the nation at \$9.7 million dollars.

In the 2018 Washington State Legislative Session, Intercity Transit received authority to request an additional 3/10<sup>th</sup> of 1% in sales tax with a vote of the people. After a two-year community conversation to ascertain the desires of the community in regards to what they wanted their public transportation system to look like, the Authority authorized the remaining 1/10<sup>th</sup> and the newly acquired 3/10<sup>th</sup> on the November 2018 ballot. The measure was approved by 65.54% of the voters. Service enhancements began in December 2018.

## **Section 2: Intercity Transit Mission and Vision**

### **MISSION STATEMENT**

The completion of the 2002 Strategic Plan led the Intercity Transit Authority to review the agency's mission and vision statements, originally adopted in 1996.

The Authority discussed key ideas that should be included in the mission statement, and in August 2006, adopted a draft statement for review by employees and the Community Advisory Committee. Following their review and comments, the Authority adopted a final statement in September 2006, with revisions in May 2010:

***“Our mission is to provide and promote transportation choices that support an accessible, sustainable, livable, healthy and prosperous community.”***

### **VISION STATEMENT**

“Vision” and “Mission” are often confused and sometimes used interchangeably. However, there are important differences. The Mission Statement outlines why an organization exists. The Vision Statement reflects what organizational success looks like. It serves as our guide to action. It is consistent with the organization's values. It challenges and inspires us to achieve our mission.

The Authority, in tandem with the revision of the mission statement, drafted a new Vision Statement, and sought review from the Community Advisory Committee and employees, and

subsequently adopted the following Vision Statement for Intercity Transit:

***“Our vision is to be a leading transit system in the country, recognized for our well trained, highly motivated, customer-focused, community-minded employees committed to enhancing the quality of life for all citizens of Thurston County.”***

## **GOALS AND END POLICIES**

The Intercity Transit Authority adopts a new set of goals each year. These goals continue to be clarified and the list expanded upon. These goals are listed below:

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

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

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

**End Policy** – *Customers, staff and the broader community will report a high level of satisfaction.*

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

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

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

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

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

**End Policy** - *Resources will be used efficiently to minimize the negative impact on the environment and the community and, to the extent feasible, efforts will be pursued that integrate or otherwise align with broader sustainability goals.*

**Goal 6** – Encourage use of our services, reduce barriers to access and increase ridership.

**End Policy** – *Educate and encourage community members to explore, appreciate and*

*utilize the benefits of our services and programs while making the system easier to use.*

**Goal 7** – Build partnerships to identify and implement innovative solutions that address mobility needs and other critical challenges in our community.

**End Policy** – *Work with governmental entities, educational institutions, businesses and not-for-profit community partners to understand our joint responsibility to facilitate great mobility options as well as educational and socio-economic opportunities in our community.*

## **INTERCITY TRANSIT’S ROLE IN THURSTON COUNTY**

The 2002 Strategic Plan included the following summary of the role that Intercity Transit should play in Thurston County. This statement remains valid today and for the six-year period of this Strategic Plan.

Intercity Transit is the leader, major advocate, and prime source of information for public transportation in Thurston County. In this capacity, we are charged to balance several important functions:

- Providing primary transportation for people without access to a single-occupant vehicle or the ability to operate a single-occupant vehicle, including those with a physical or mental disability;
- Offering high-quality transportation choices for people with multiple options, including those with access to one or more single-occupant vehicles, or the ability to walk or bicycle;
- Facilitating access to employment and stimulating economic growth;
- Serving as a partner in building livable communities; and,
- Being a ready resource able to respond to community emergencies.

We do this by providing effective and efficient services maximizing the public benefit from invested resources. This is done by:

- Regularly evaluating the performance of all services and balancing life-line services with the allocation of resources to those that generate the greatest number of riders per unit of invested resources;
- Pursuing new investments in community resources including capital facilities and intelligent transportation systems that will allow better use of transportation resources;
- Supporting efforts by local jurisdictions that encourage transit supportive development; and,
- Striving to expand services in order to keep pace with the community’s growth and to address unmet transportation needs in the community.

## **INTERCITY TRANSIT’S FOCUS ON PERFORMANCE**

Major housing and commercial developments are occurring on the edges of our service area and “infill” development is occurring. This places increasing demands upon Intercity Transit.

Residents of developing neighborhoods and commercial areas request new bus routes. Those in established neighborhoods want existing services to operate more frequently and increase the span of services, starting earlier in the morning and ending later at night. Regional commuters increasingly look to Intercity Transit as a way to avoid having to drive on the region's crowded freeways. Ridership, on the other hand, initially slowed in 2009, grew again in 2011 as local and national economies continued to decline and set a new annual record in 2012. Since then, with a 25% increase in fares in 2013, lower fuel costs and lower enrollment at local colleges, ridership has declined. By the end of 2016 fixed route ridership dropped (3.96%).

Even with additional revenues, demands for service will likely outstrip our ability to provide them, forcing difficult choices. Intercity Transit focuses on productivity, measured by the passengers per revenue hour on a route, as the best way of determining service effectiveness and for allocating available resources. This focus on performance forms the basis for numerous established policies and is continued by this plan. However, there is recognition by the Authority that this focus on productivity must be balanced with the issue of coverage and life-line services.

There are some areas of the PTBA that are difficult to serve, and routes serving these areas may never reach the productivity level of other Intercity Transit services. The Authority must continually determine if certain portions of the PTBA will receive service regardless of productivity of the route serving the area.

## **DESIGN PRINCIPLES FOR THE NEXT SIX YEARS**

In developing recommendations for the Thurston County Public Transportation Benefit Area (PTBA), we identified seven general design principles. These principles guide development of a public transportation system appropriate for our PTBA over the next six years. These principles provided guidance to the development of a Short and Long-Range Service Plan.

### **Design Principle #1**

***Operate a range of services, each designed to meet the needs and capabilities of the neighborhoods it serves.***

Intercity Transit traditionally employed a route classification scheme that matches service levels to the characteristics of the neighborhoods being served. In the past, local fixed-route services were divided into five general groups – trunk, primary, secondary, rural, and circulator routes. Circulator routes are those routes designed to serve major activity centers or downtown areas such as the “Dash,” which serves downtown Olympia and the Capitol Campus.

### **Design Principle #2**

***Strengthen service operating along major corridors.***

Over two-thirds of Intercity Transit's fixed-route patronage is recorded on the system's seven trunk routes. This fact reflects the high concentrations of housing, employment and commercial activity along the corridors they serve. Our goal is to provide more frequent service, later night service and expanded weekend service along the key corridors. This is designed to make transit easy and convenient to use, and competitive with automobile usage when traveling in the major corridors.

### **Design Principle #3**

#### ***Reduce customer travel times.***

It is very difficult for public transportation to compete with auto travel times. Whether they ride local fixed-route service or use vanpools or express buses, patrons must typically go to a centralized pickup point, wait for a prearranged departure time, and are then further delayed whenever other patrons get on or off. This all affects the competitiveness of public transportation.

Strategies to reduce travel time include:

- Express services;
- More frequent service;
- Priority treatments for transit vehicles;
- More direct services linking major points of origin and destination; and,
- Fare policies that speed boarding times.

Each is a valid strategy for reducing public transportation's travel time disadvantage. The potential of each of these strategies is discussed in Chapter 3.

### **Design Principle #4**

#### ***Keep pace with development.***

New development is taking place outside Intercity Transit's core of urban services. Developments in the Northeast Lacey, Hawks Prairie, South Tumwater, Briggs Nursery, and Kaiser Road areas hold special challenges for Intercity Transit, because bus travel times tend to be long and service levels are low. If Intercity Transit does not effectively serve these major developments, we will reduce the number of residents who can realistically use public transportation. Intercity Transit should continue to support quality infill projects, and the strengthening of existing downtown and employment areas that take advantage of existing public transportation services. At the same time, system plans should provide for new services that reach out to major new developments outside our traditional service area. To date, lack of equipment and operating funds have limited our ability to provide service. With the passage of Proposition 1, Intercity Transit can begin to explore effective and innovative ways to deliver service.

### **Design Principle #5**

### ***Expand regional express routes.***

Thurston County is becoming more closely linked to the Central Puget Sound region. Citizens have suggested commuter rail service be established between Tacoma and Thurston County, or that Thurston County join Sound Transit. While both projects are outside the six-year timeframe of this plan, Intercity Transit recognizes the need to improve inter-county travel opportunities. For now, that need is most appropriately addressed through expanded express bus, vanpool and ridesharing services. The Lakewood Center Park-and-Ride facility, the Martin Way Park-and-Ride lot and the Hawks Prairie facility significantly increased available parking for these services.

### **Design Principle #6**

#### ***Support a range of transportation choices.***

Because fixed-route transit services consume the largest part of Intercity Transit's budget, that segment of our overall operations receives the most attention in Agency plans. At the same time, fixed-route service represents only one part of Intercity Transit's overall product mix. Greater opportunities to use transportation options like walking and bicycling helps Intercity Transit provide better public transportation services by offering more means for customers to reach its routes and facilities. Increased use of transportation options also serves two of the major purposes of public transportation, reducing traffic congestion and air pollution. Initiatives include:

- Intercity Transit will continue to support and expand its vanpool and ridesharing programs. Together, these services already support significant reductions in travel by single-occupant vehicles at a modest public cost per passenger trip.
- Intercity Transit will continue to promote bicycling, walking, ridesharing, vanpooling and telecommuting as better options to driving alone. All of these modes complement public transportation use and can help Intercity Transit pursue its mission and fulfill community goals.
- Intercity Transit will continue to support public and private sector initiatives that encourage multiple mode usages. Intercity Transit should continue to review and comment on community plans and proposed developments, highlighting ways both can better support all transportation modes, instead of solely single-occupant vehicles.
- We should also support ongoing Commute Trip Reduction and Transportation Demand Management efforts being pursued by the state and local jurisdictions. Additionally, Intercity Transit should demonstrate its commitment to these efforts by advocating the importance of commute trip reduction to our own employees.
- Intercity Transit will monitor potential benefits and risks associated with ride share programs, autonomous vehicles and other changing technology that could impact ridership or provide new opportunities for implementing first and last-mile strategies.
- Intercity Transit will work diligently to remove barriers to transit access and encourage use. This includes offering faster service in high-density corridors, increasing frequency on high-use routes, adding service to growing neighborhoods and employment centers,



simplifying the fare structure, and other measures as appropriate.

### **Design Principle #7**

***Provide fixed facilities and equipment that support the region's public transit infrastructure.***

Effective public transportation demands an investment in capital facilities that promotes customer comfort, speeds travel and increases safety. To succeed, express services need adequate park-and-ride capacity, equipment and technology that allow integration with regional transit systems. And local services need ADA compliant stops, shelters and customer information. The entire system needs reliable, safe and efficient equipment. The capital improvements that are identified in Chapter 5 attempt to fulfill these needs.

## **Section 3: Intercity Transit Policy Positions**

The Intercity Transit staff worked with the Intercity Transit Authority and the Community Advisory Committee to develop a list of policy issues that face Intercity Transit during the course of this six-year plan. These issues fall into five general categories:

- Fixed Route Service and Service Design
- Capital Investments
- Financial
- Other Intercity Transit Services
- General Policy Issues

The issues and list of actions are presented below. These actions are reviewed on a yearly basis.

### **1. Should Intercity Transit maintain service levels in 2020 or consider new or expanded local transit services needed to serve the growing population?**

- Proceed with the implementation of the Long-Range Plan and Proposition 1 commitments.

### **2. What is Intercity Transit's role in providing regional mobility?**

- Proceed with the implementation of the Long-Range Plan and Proposition 1 commitments. Maintain leadership role in regional mobility and better-integrate fare and rider transfer systems.
- Continue to seek and utilize grant funds to deliver service between Thurston and Pierce Counties.
- Seek a return of Pierce Transit as a funding partner for inter-county services.
- Promote strategies to increase ridership.
- Focus on priority movement for transit which promotes "passenger" or "people" through-put as opposed to "car" through-put.

**3. What role should Intercity Transit play in serving the core areas of the Olympia, Lacey, and Tumwater areas?**

- Proceed with the implementation of the Long-Range Service Plan and Proposition 1 commitments.
- Promote strategies to remove barriers and increase ridership.

**4. Is there a role for local express service in the current service area?**

- Proceed with the implementation of the Long-Range Service Plan and Proposition 1 commitments.
- Pursue an early implementation demonstration project, with grant funding through the Washington State Regional Mobility Grant Program, for a portion of the Martin-Harrison high density corridor.
- Pursue project planning and funding for bus rapid transit with a targeted implementation date in 2026.
- Promote strategies to increase ridership.

**5. Should transit priority measures – signal priority, queue bypasses, bus lanes – be considered?**

- Take an active role in land use planning efforts to advocate development which supports transit and other active transportation choices.
- Partner with local jurisdictions to implement signal preemption to enhance the safety, speed and reliability of bus movement.
- Partner with Thurston Regional Planning Council and our local jurisdictions to develop our high-density corridors into “smart corridors.”
- Explore improvements to corridor travel to improve access to transit stops.
- Focus on coordinated emergency management response.

**6. Should Intercity Transit pursue efforts to coordinate service with local school districts?**

- Continue the Youth Education Program.
- Expand coordination with school districts and youth to teach skills for safe walking, biking and transit use.
- Partner with districts to identify potential transportation coordination opportunities.
- Focus on potential impacts of a zero-fare demonstration project.

**7. What level of passenger infrastructure (bus shelter, benches, lighted stops, passenger information) is appropriate?**

- Recognize the experience of riding the bus begins before one boards the bus.
- Prioritize bus stop improvements by the level of passenger activity.
- Emphasize stops located on major corridors as well as stops located near facilities serving

elderly persons and those with special transportation needs.

**8. What additional investments in technology should be made beyond the current Advanced Communications System project?**

- Pursue replacement of our radio communications system.
- Pursue replacement of our CAD/AVL system.
- Monitor and focus on improvements to the website, gov.delivery, and other customer communication tools.
- Update review of the Information Systems function.
- Pursue enhancements to our fleet and systems management software to enhance efficiency and operations.
- Focus on emergency management response and continuity of operations.

**9. Should the vanpool program continue to expand to keep pace with demand?**

- Focus on outreach and education.
- Build partnerships to support business and enhanced employment opportunities.
- Pursue grants.
- Promote strategies to increase ridership.
- Purchase expansion vehicles when necessary.

**10. Are there capital purchases or other projects that are needed to allow future growth? What is the appropriate timeline for these projects?**

- Finalize design, pursue permitting and construct the Pattison Street Facility Rehabilitation and Expansion project.
- Continue to pursue grant funding for the Pattison Street project, new vehicles and other projects.
- Explore and define capital facilities necessary to facilitate the delivery of service in accordance with the Long-Range Plan.
- Develop a long-term capital funding plan.

**11. Should Intercity Transit pursue additional park-and-ride facilities?**

- Continue to partner with local jurisdictions and the Washington State Department of Transportation regarding potential locations for a park-and-ride facility.
- Pursue joint use agreements as necessary to secure park-and-ride space to support ridesharing, express bus and local transit services.
- While additional park-and-ride locations are likely needed, this plan urges caution in dedicating capital funds for additional park-and-ride facilities at this time.
- Encouraging the creation of HOV lanes, direct highway access from Park-and-Rides and other alternatives to support ridesharing, express bus and local transit services.

**12. How do Village Vans, Community Vans, the Surplus Van Grant and Discounted Bus Pass programs fit into Intercity Transit’s future plans? Are there other programs of this type that should be considered?**

- Continue support for the Village Vans, Surplus Van Grant and the Community Van programs.
- In conjunction with the zero-fare demonstration project, discontinue the Discounted Bus Pass Program.
- Seek replacement funding for the continuation of the Village Vans Program.

**13. Are our services – Dial-A-Lift, Travel Training, and Accessible Fixed-Route Buses adequate to serve persons with disabilities?**

- Continue to focus on the Travel Training and the Bus Buddies program.
- Explore alternative service delivery methods to enhance productivity and reduce program costs.
- Pursue improvements in scheduling software and use of technology to improve productivity and service.
- Attempt to control growth so it doesn’t impact our ability to deliver all services.
- Ensure adequate resources to serve this growing population.
- Continue the effort to make all bus stops accessible and to provide shelters and other amenities at stops serving persons with disabilities.
- Apply the principles of Universal Design to all capital purchases and projects, and explicitly consider accessibility and usability for the widest range of individuals when evaluating equipment and technology.

**14. Is the current fare policy appropriate?**

- Implement the community direction to “Change the Way Fares Are Paid” addressing a myriad of community goals through a zero-fare demonstration project.
- Pursue a five-year, minimum, zero-fare demonstration project.
- Improve customer experience.
- Defer capital investment for new fare collection systems to replace old, obsolete systems pending assessment of zero-fare demonstration.
- Use zero-fare demonstration to promote an accessible, sustainable, livable, healthy and prosperous community.
- Track and report on administrative and operational savings associated with not collecting fares during demonstration.
- Remove barriers to accessing Intercity Transit services to increase ridership, improve speed and reliability of service, attenuate increasing congestion, improve the environment, enhance community health, improve equity and access, retain and recruit business, and enhance educational opportunities.
- Enhance community resiliency by reducing personal transportation expenses to address

other needs.

- Eliminate need to utilize multiple fare collection systems for regional commuters.
- Monitor regional fare collection system replacement (ORCA) during the zero-fare demonstration project.
- Ensure system viability and user safety.

**15. Should Intercity Transit's planning for the next six years be financially constrained?**

- Yes. Implement service consistent with the long-range plan, continuing to closely monitor revenue collections, operational costs and capital programs.
- Consider financing mechanisms.

**16. What role should Intercity Transit play in local transportation projects-Commute Trip Reduction, Youth Education Programs and the Bicycle Commute Challenge?**

- Work with the Thurston Regional Planning Council, the State of Washington and the affected local jurisdictions to improve the Commute Trip Reduction Program.
- Pursue relationships with private employers to educate about the benefit of transit and other active transportation options to better serve their needs and the needs of their employees.
- Pursue grants to assist in implementing youth and senior programming.
- Continue to support cycling safety, bike maintenance, the Bicycle Commuter Challenge and find additional sources for bike donations.
- With the new location and additional space for WalkNRoll in downtown Olympia, find ways to be of more benefit to the community through our outreach programs.
- Market active transportation to youth and our senior population.
- Consider establishing an Intercity Transit internship program to provide learning and work experience opportunities for students from local high schools and colleges.

**17. Should Intercity Transit's current marketing approach and level of effort be continued?**

- Focus on strategic community outreach, engagement, messaging and use of available channels to educate and develop our markets.
- Improve the website to better serve our various constituents and be a relevant business and communications tool for the agency.
- Intercity Transit should continue to pursue customer information technology to enhance the customer experience and support service.

**18. What steps should Intercity Transit take to reduce emissions and the negative environmental impacts of our operations?**

- Promote strategies to increase ridership.
- Take an active role in land use planning efforts to advocate development which supports

transit and other active transportation choices.

- Deliver robust and connected service in support of the long-range service plan.
- Replace older, less efficient equipment and facilities when practicable.
- Continue to research and pursue equipment, facilities, and process improvements in light of their social, economic and environmental impacts as practicable.
- Utilize environmentally friendly materials and chemicals, and require vendors and contractors to do the same, to the maximum extent possible.
- Seek to reduce waste production as well as energy and water usage.
- Continue to partner with Thurston Green Business and Puget Sound Energy's Green Power program.

#### **19. What is Intercity Transit's policy related to expansion of the Public Transportation Benefit Area?**

- Maintain the current policy which is not to expand the PTBA.
- Focus on delivering enhanced service within the existing boundaries and serving areas currently not served within the existing PTBA.
- Consider annexation of new areas only if it doesn't negatively impact existing services and only if representatives of these new areas request the Authority take steps to hold an annexation election and can demonstrate support in the area to be annexed.

### **Section 4: Recommended Service Plan**

#### **SERVICE RECOMMENDATIONS**

The November 2018 Short and Long-Range Plan identifies service principles and priorities for the future.

### **Section 5: Capital Plan and Other Plan Elements**

Intercity Transit will continue to pursue the rehabilitation and expansion of the Pattison Street Facility, enhancements at bus stops, transit centers, and park-and-rides and the technical advancements identified in this plan and in the 2020 budget.

### **Section 6: Financial Plan**

#### **FINANCING THE STRATEGIC PLAN**

The goal of the 2020-2025 Strategic Plan is to implement capital improvements and a level of service which can be sustained for the foreseeable future. While Proposition 1 allows for substantial growth in fixed-route service, the unprecedented growth rate in DAL will eventually

challenge our ability to deliver both services. Studying our existing circumstances and developing a Long-Range DAL plan as soon as possible is essential.

Another significant expense is the replacement of our failing radio communications, computer automated dispatch, vehicle location, automated passenger counters and on-board annunciation systems. Communications between dispatch and our vehicles is critically important and expensive to replace.

The approval of Proposition 1 has allowed us to replace vehicles that were beyond their expected life-cycle and purchase expansion vehicles to deliver expanded services. The challenge is supporting the cost of significant vehicle purchases in a short period of time. The agency will again face this challenge, and need to be prepared to pay for these vehicles when they meet their replacement lifecycle.

A first time challenge for Intercity Transit is the expense associated with the renovation, expansion and replacement of the original Pattison Street operations, maintenance and administration facilities. Ensuring they are built to meet the needs of our growing community, as well as supporting the county-wide emergency response and continuity of operations plans is an expensive but necessary venture. Bond financing may be sought to address the spike in needed revenue to support capital facility and vehicles.

An unknown at this time is the potential financial impacts of I-976 on the Washington State multi-modal account. The initiative could have long-term impacts on funding starting with the potential loss of \$12 million dollars to Intercity Transit in the 2019-2021 biennium.

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. V-E  
MEETING DATE: October 21, 2019**

**FOR:** Community Advisory Committee

**FROM:** Suzanne Coit, 705-5816  
Ann Freeman-Manzanares, 705-5838

**SUBJECT:** Review of the 2020 Draft Budget

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- 1) **The Issue:** Perform a review of the draft 2020 budget.
  - 2) **Recommended Action:** Review and comment on the draft 2020 budget.
  - 3) **Policy Analysis:** It is the policy of the Intercity Transit Authority to review and accept comments from the public prior to adopting the annual budget. The draft budget documents rest heavily on the proposed Strategic Plan. The Strategic Plan identifies the Authority's wishes regarding service levels, which is the prime driver of our proposed expenses for 2020.
  - 4) **Background:** Staff will present elements of the draft 2020 budget to include new projects, new staff, on-going projects from the previous budget year, operational expenses and revenue expectations.

The major elements of Intercity Transit's 2020 budget are:

- Purchase of 16 replacement coaches.
- Rebuild of 6 mid-life hybrid coaches.
- Purchase of 7 DAL replacement buses & 7 DAL expansion buses.
- Purchase of 12 vanpool vehicles.
- Purchase of 3 additional and 2 replacement staff vehicles.
- Complete design and start construction for the renovation and expansion of the Pattison Street facility.
- Research/replace the computer aided dispatch/automated vehicle locator/Communications System.
- Add 25 new positions.
- General Wage Increase of 3% for non-represented employees. Collective bargaining agreements define represented increases.



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

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6) **Budget Notes:** A public hearing for the 2020 budget is scheduled for Wednesday, November 20, 2019. The budget document will be available for public comment on October 23, 2019. The budget is scheduled for adoption at the December 4, 2019, Authority meeting.

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7) **Goal Reference:** The annual budget impacts all agency goals.

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8) **References:** Draft 2020 Budget Summary – Cash Basis dated October 10, 2019, and the Draft 2020 Budget Expenditures – Phase II Authority Review.

<b>DRAFT 10/10/19</b>	<b>2020</b>
<b><i>Budget Summary - Cash Basis</i></b>	<b><i>Budget</i></b>

<b><i>Beginning Cash Balance</i></b>	<b><u>\$87,192,698</u></b>
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***Add:***

Operating Revenues: Sales tax,	
VP fares, interest income, misc.	68,941,460
Grant Revenue - Operating	5,775,396
Grant Revenue - Capital	31,650,800
Long-term financing for Pattison	<u>25,000,000</u>
Total Revenues	<b><u>131,367,656</u></b>

***Less:***

Operating Expenditures	61,521,370
Capital Expenditures	<u>117,309,571</u>
Total Expenditures	<b><u>178,830,941</u></b>

<b><i>Ending Cash Balance</i></b>	<b><u>39,729,413</u></b>
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<b><i>Less Operating Reserve (25% of operating expenditures)</i></b>	<b><u>(15,380,343)</u></b>
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<b><i>Ending Unreserved Cash Balance</i></b>	<b><u><u>\$24,349,071</u></u></b>
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# Draft 2020 Budget Expenditures - Phase II Authority Review

as of 10/9/19

YearID	2020
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		Sum of Budget
	<b>Proposed New Project</b>	
1	Alternative Technology Study	\$60,000
2	Amtrak Camera Install	\$45,000
3	Amtrak parking lot drainage eng	\$50,000
4	Bond counsel services	\$50,000
5	BRT Modeling & Corrd assess(fed)	\$240,000
6	Existing OTC Facility Remodel	\$100,000
7	Facilities Truck	\$90,000
8	Financial advisor services	\$40,000
9	General Wage Increase NR	\$350,000
10	Innovative service zones study	\$75,000
11	Inventory Scanner Replacement	\$14,000
12	Maint Truck w/Lift	\$90,000
13	Maintenance tools (capital)	\$80,000
14	Martin Way Camera Replacement	\$150,000
15	<b>Martin Way P&amp;R Express Bus</b>	<b>\$400,000</b>
16	Operations supervisor vehicle	\$55,000
17	Parking lot sweeper (repl #9999)	\$80,000
18	Replace VP Vehicles (12) (grant)	\$397,500
19	Shop Floor Scrubbers (2)	\$40,000
20	Smart Corridor phase 2 & 3	\$758,000
21	Strategic Comm/Community Engagem	\$100,000
22	Vanpool promotion RMG	\$275,000
23	VEBA	\$150,000
24	Website redesign	\$150,000
25	West Olympia Service Analysis	\$110,000
26	<b>Proposed New Project Total</b>	<b>\$3,949,500</b>
27	<b>Rollover Project</b>	
28	2010 Hybrid Mid-Life Rebuild (6)	\$1,800,000
29	Amtrak Exterior Painting	\$45,000
30	Amtrak Tree Replacement	\$21,000
31	Bus Stop Enhancements	\$15,000
32	Bus Stop Facility Improvements	\$260,000
33	CAD/AVL & Communication project	\$10,000,000
34	Community engagement	\$27,000
35	DAL service review, LR plan	\$110,000
36	Expansion DAL Bus (7)	\$884,476
37	Exterior Paint Consultant	\$50,000
38	Fixed Route Promotions	\$30,000
39	Fixed Route Transfer Study	\$80,000
40	Fleet-Net Financial Data Warehou	\$32,000
41	High Performance Corridor demo	\$3,890,000
42	LTC and OTC Ext Painting	\$350,000
43	Ops Dispatch Repairs/Remodel	\$40,000

## Draft 2020 Budget Expenditures - Phase II Authority Review

as of 10/9/19

YearID		2020
		Sum of Budget
44	OTC construction	\$4,000,000
45	OTC customer info navigation	\$300,000
46	OTC furn, fixtures, equip	\$150,000
47	OTC Technology Buildout	\$40,000
48	Outreach Education Services	\$25,000
49	Pattison Rehab & Expansion	\$85,000,000
50	Replace Staff Car #1215	\$30,000
51	Replace Staff Car #1217	\$45,000
52	Replacement Buses (12-grant)	\$7,380,000
53	Replacement Buses (4)	\$2,460,000
54	Replacement DAL Bus (7)	\$1,022,595
55	Satisfaction & Mrkt Sgmt Survey	\$180,000
56	Service Performance & Reporting	\$65,000
57	Traffic Engineering Services	\$50,000
58	Transit Signal Priority	\$600,000
59	Website consultant services	\$80,000
60	<b>Rollover Project Total</b>	<b>\$119,062,071</b>
61	<b>Operational Expenses</b>	
62	Active Threat Mitigation	\$20,000
63	Admin Serv/Fin - Oper Exp	\$60,000
64	Admin Serv/Fin - Training	\$15,000
65	Admin Serv/HR - Oper Exp	\$151,700
66	Admin Serv/HR - Training	\$30,000
67	Admin Serv/IS - Training	\$35,000
68	Agency Wellness Activities	\$10,500
69	Amtrak Operational Expenses	\$92,150
70	Amtrak parking lot maint service	\$10,000
71	Annual Recognition Banquet	\$15,000
72	Annual State Audit	\$48,000
73	Annual Authority Planning Session	\$15,800
74	Buildings/Grounds Maintenance	\$473,500
75	CAC/Authority Support	\$18,100
76	Catch Basin Cleaning Contract	\$50,000
77	Credit Card Processing Fees	\$23,000
78	Cut Commute Committee	\$40,000
79	Development/Dev - Oper Exp	\$2,000
80	Development/Dev- Training	\$14,880
81	Development/Mrkt - Training	\$20,500
82	Development/Planning - Training	\$22,935
83	Development/Proc - Oper Exp	\$6,000
84	Development/Proc - Training	\$26,700
85	Drug & Alcohol Program	\$39,060
86	Elevator Maintenance Contract	\$8,000
87	Employee Medical Programs	\$28,500

# Draft 2020 Budget Expenditures - Phase II Authority Review

as of 10/9/19

YearID	2020
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		Sum of Budget
88	Employee/Volunteer Recognition	\$43,000
89	Equipment Rental (agency)	\$65,000
90	Executive - Oper Exp	\$10,600
91	Executive - Training	\$31,518
92	Facility/Maint Service Contracts	\$450,000
93	General Agency Insurance	\$1,625,500
94	Grants Consultant	\$40,000
95	IAM Contract Benefits	\$45,000
96	Implement Bicycle Programs	\$24,500
97	Internal Staff Development	\$10,100
98	IS Communication Infrastructure	\$151,970
99	IS Enterprise Application Supprt	\$530,700
100	IS Infrastructure and Operations	\$622,100
101	IS Phase 1 Switch Replacement	\$40,000
102	IT Local Roadeo	\$4,000
103	ITA/CAC Training & Development	\$22,141
104	Legal Notices	\$4,000
105	Legal Services	\$103,000
106	Loomis services	\$8,000
107	Maint admin shoe allowance	\$2,000
108	Maint seasonal temp help	\$25,000
109	Maint/Facilities - Training	\$20,000
110	Maint/MA - Oper Exp	\$6,500
111	Maint/MA - Training	\$25,000
112	Maint/Veh Maint - Training	\$70,000
113	Maintain Coaches operating exp	\$3,865,000
114	Maintain DAL Vans operating exp	\$731,463
115	Maintain Staff Veh operating exp	\$85,000
116	Maintain VP operating exp	\$758,657
117	Maintain VV operating exp	\$19,200
118	Membership Dues	\$140,000
119	Monitor System Services-Planning	\$85,000
120	Mrkt Support for Agency Services	\$240,500
121	Office Rental/Pacific Ave	\$8,500
122	Operations/Cust Serv - Oper Exp	\$21,600
123	Operations/Cust Serv - Training	\$3,884
124	Operations/DAL - Oper Exp	\$9,900
125	Operations/DAL - Training	\$18,125
126	Operations/Oper - Oper Exp	\$4,600
127	Operations/Oper - Training	\$6,825
128	Operations/Transp - Oper Exp	\$33,700
129	Operations/Transp - Training	\$56,200
130	Operations/VP - Oper Exp	\$8,800
131	Operations/VP - Training	\$16,900

## Draft 2020 Budget Expenditures - Phase II Authority Review

as of 10/9/19

YearID		2020
		Sum of Budget
132	Operations/VV - Oper Exp	\$5,000
133	Operations/VV - Training	\$2,200
134	Operator/Supervisor uniforms	\$192,000
135	Organizational Development	\$25,800
136	Park and Pool Project	\$3,000
137	Parking Lot Maint Services	\$30,000
138	Pension Committee	\$5,000
139	Print/distribute Planning Proj	\$800
140	Produce Agency Information	\$115,000
141	Recruitment & Selection	\$63,100
142	Reduced Regional Fare Program	\$8,500
143	RF Tower Lease (Not in 2020)	\$0
144	Safety/Accident Mitigation	\$4,500
145	Salaries/Wages & Benefits	\$42,438,612
146	Security Contract	\$370,600
147	Service and Community	\$4,500
148	State & Fed Advocacy Services	\$120,000
149	Subscriptions	\$2,000
150	Technology for New FTE's in 2020	\$45,000
151	Towing Services Contract	\$18,000
152	Transit Appreciation Day/Recog	\$25,000
153	Travel Training Support	\$2,400
154	Tuition - ATU	\$5,000
155	Tuition - IAM	\$2,000
156	Tuition - Non rep	\$2,700
157	Utilities	\$500,000
158	Vanpool Incentive Program	\$26,000
159	Vehicle Fleet Support	\$353,700
160	Washington Building expenses	\$5,000
161	Washington Building rent	\$35,000
162	WSTA Board meetings	\$4,000
163	Youth Education Programs	\$35,150
164	<b>Operational Expenses Total</b>	<b>\$55,819,370</b>
165	<b>Grand Total</b>	<b>\$178,830,941</b>

**Authority Meeting Highlights**  
*a brief recap of the Authority Meeting of July 17, 2019*

**Action Items**

Wednesday night, the Authority:

- Scheduled a Public Hearing on the Draft Transit Development Plan for August 7, 2019. (*Eric Phillips*)
- Adopted Resolution 01-2019 Regarding Reimbursement of Capital Expenditures from Proceeds of Bonds. (*Ann Freeman-Manzanares*)
- Authorized the General Manager to have DES contract with Stantec to complete the design work related to Phases 3 and 4 of the Pattison MOA project for a total not-to-exceed amount of \$6,873,231. (*Steve Krueger*)

**Other Items of Interest:**

*Welcomed Jonathon Yee, Fleet & Facilities Director; Michael Burnham, Associate Planner; Brian White, Accounting Specialist; and Jarod Burke, Service Worker*

Received a presentation by Penny Grellier, Pierce Transit's Business Partnership Administrator, on the First and Last Mile Demonstration Project.

Received an update on the Walk N Roll 2018-2019 School Year.

The electric bus conversations with fellow transit agencies has begun, starting with a representative from Valley Transit (Walla Walla) on July 11. More are scheduled: July 19 between 2:30 and 3:30 p.m. with Pierce Transit; July 22 between 10 and 11 a.m. with King County Metro. Conversation dates/times are still being determined with Link Transit and Gillig. The invitation was extended to the Community Advisory Committee and a member will join the discussion on July 22.

The next order of 16 buses goes into production in August. The Bus Build Team is finalizing the follow on order for 16 buses which starts production in January 2020.

The GC/CM Contract for the Pattison Street project is on the street.

Work is starting with IBI on the CAD/AVL replacement project.

Staff will provide an update on the September Service Change and the demonstration express service (a.k.a. BRT Light) at the August 7, 2019, Authority meeting.

Intercity Transit provided service to the Lacey July 3 Fireworks event. An estimated 750 to 850 people were transported.

Intercity Transit participated in many fun community events. Every area of the agency is getting involved (Vanpool, HR, Marketing, Travel Training and Bus Buddies.)

- Tumwater's July 4<sup>th</sup> parade
- Inaugural Yelm BBQ Festival
- South Sound BBQ Festival
- The Lakefair Parade coming up on Saturday, July 20 at 5 p.m.

Nineteen Operators graduated on July 12 after eight weeks of training. A new class of 18 Operators began on July 15.

The Authority took a group photo that will be used in the Citizen Representative Recruitment process.

There is a second Authority Planning Session scheduled Friday, July 26. Breakfast is at 8 a.m. and the meeting begins at 8:30 a.m. and will end around 1 p.m.

Transit Appreciation Day is Friday, August 9 starting at 10 a.m. until 4 p.m. The awards program begins at 12:04 p.m. This year's theme is "Go Wild with Transit."

**Pat Messmer**

**Prepared: July 18, 2019**



**Authority Meeting Highlights**  
*a brief recap of the Authority Meeting of August 7, 2019*

**Action Items**

Wednesday night, the Authority:

- Conducted a Public Hearing on the Draft 2018 Annual Report and 2019-2024 Transit Development Plan. *(Rob LaFontaine)*
- Authorized the General Manager to enter into a one-year contract, with four one-year renewal options, with CW Janitorial Service to provide Janitorial Services and Supplies at Intercity Transit facilities in an amount not-to-exceed \$194,000, excluding taxes on supplies, for the initial term. *(Katie Cunningham)*
- Canceled the September 4, 2019, Authority meeting due to the Labor Day holiday. *(Ann Freeman-Manzanares)*
- Scheduled a special meeting for Wednesday, September 18, 2019, to conduct a joint meeting of the Authority and the Community Advisory Committee. *(Ann Freeman-Manzanares)*.

**Other Items of Interest:**

Welcomed Cindy Fisher as the new Vanpool Manager.

Mark Barkley, Assistant Director from the Department of Commerce presented Intercity Transit with the 2019 Governor's Smart Projects Award.

Received an update on the progress of the Olympia Transit Center Construction. *(Steve Krueger)*

Rob LaFontaine provided an update on the September 2019 Service Change.

Eric Phillips provided an update on Intercity Transit's High Performance Corridor Demonstration route.

The substantial completion date for the Olympia Transit Center is in early November. Tentatively, a Grand Opening is being scheduled for Friday, November 22, 2019, sometime between 11 a.m. and 1 p.m. Our Federal delegation and funding partners as well as State delegation will be invited to attend.

The Pattison Street Design is moving forward. A series of meetings are being held with staff from Maintenance, Inventory and Facilities starting at 6:30 a.m. to insure input from all the shifts.

GC/CM interviews are taking place Thursday, August 8, 2019.

The Conditional Use Permit Hearing with the City of Olympia will take place the evening of September 23, 2019.

A telephone conference call is scheduled on August 21, 2019, at 2 p.m. with Karl Gnadt from the Champaign Urbana Mass Transit District out of Illinois. Their system decided not to purchase electric buses, however, they are interested in hydrogen fuel cell technology and will share their experience thus far.

Representatives from Gillig will be onsite at Intercity Transit on August 23, 2019, between 9 a.m. and 2 p.m. to demonstrate their electric bus.

The Gillig Build for 16 new vehicles is starting this month.

Thomas Wittmann from Nelson Nygaard is confirmed to present Transit 101 at the September 18, 2019, ITA/CAC Joint meeting.

The Washington State Roadeo is Sunday, August 18, 2019, in Seattle. The State conference begins Monday, August 19 through August 21. The Wall of Fame banquet is Tuesday, August 20.

Everyone is welcome to attend Transit Appreciation Day this Friday, August 9 between 10 a.m. and 4 p.m. on the bus yard. The awards program begins at 12:04 p.m.

**Pat Messmer**

**Prepared: August 8, 2019**

**Authority Meeting Highlights**  
*a brief recap of the Authority Meeting of August 21, 2019*

**Action Items**

Wednesday night, the Authority:

- Adopted the 2018 Annual Report/2019-2024 Transit Development Plan. (*Rob LaFontaine*)
- Appointed the General Manager or designee to serve on the Regional Recovery Task Force as detailed in the Thurston Region Disaster Recovery Framework. (*Emily Bergkamp*)

**Other Items of Interest:**

- Welcomed *Daniel Van Horn, IS Help Desk Technician; Zion Randall, Vehicle Detailer; Victor Ellison, Operations Supervisor; and the Operators Class 19-04 Marcos Carranza; Jordan Williams; Sean Rothwell; Bill Moody; Ben Morrison; Ruben Heredia; Jimmy Hollingsworth; Meredith; Summer Mercier; Mark Kaylor; Somer Christensen; Kimberly Wiseman; Robert Jarvis; Jason Bryant; Eugene Blake; Gavin Kramer; Cristy Ely; Steve Batten.*
- Merlin Maley from Stantec provided an overview of the Pattison Base Maintenance, Operations and Administration master planning effort, that included a discussion on emerging technologies.
- Emily Bergkamp provided an overview of Intercity Transit's role in Emergency Management.
- Board member, Don Melnick, shared feedback from his attendance at the APTA Sustainability Multimodal Planning Workshop, held in Boston.
- Jonathon Yee and Paul Koleber updated the Authority on the experience of other systems implementing electric and other alternatively fueled buses.
- The Washington State Transportation Conference and Roadeo was held August 18 – 20 in Seattle. It was an amazing conference with over 50 sessions. Intercity Transit celebrated their Excellence in Transit recipients (*Finance Team: Suzanne Coit, Angie Shamburger, Lori Vani and Kiera Maryott; Mike Reinhardt in Maintenance and Randy Laffey in Operations*). And for the fifth year in a row, we brought home the Grand Champion Award.
  - Maintenance Team came in 1<sup>st</sup> Place - Joe Bell, Grant Swidecki and James Bush;
  - Dan Savage took 1st Place Body on Chassis and 1st Place Mobility Device Securement;
  - David Randall took 2nd Place 35';
  - Rob Wood took 1st Place 40' with a record setting perfect score on the course;

- Former Intercity Transit General Manager, Mike Harbor, is retiring from Sound Transit effective December 5, 2019, and at the WSTA 3<sup>rd</sup> quarter Board meeting, as the WSTA President, Freeman-Manzanares had the honor of recognizing him for his many years of leadership.
- Staff will provide an update on the 2019 budget at either the October 16 or November 6 Authority meeting. We started the year with 327 employees, and as of the August 25 payroll, we have 393 employees. We've hired 90 employees in the past seven months. Staff is working on the proposed budget based on the Long Range Plan and the Strategic Plan. The target for approval of the draft Strategic Plan is November 6.

**Pat Messmer**

**Prepared: August 22, 2019**

**Authority Meeting Highlights**  
*A brief recap of the ITA/CAC Joint Meeting September 18, 2019*

**Action Items**

Wednesday night, the Authority:

- Scheduled a Public Hearing for the 2020-2025 Strategic Plan for Wednesday, November 20, 2019.
- Scheduled a Public Hearing for the 2020 Budget for Wednesday, November 20, 2019.
- Authorized the General Manager to enter into a six-month term contract, with seven more optional six-month renewal periods, with Conduent Transport Solutions (Conduent) and pay the invoice for the Conduent Orbital CAD/AVL system hardware/software maintenance agreement. Consistent with the contract, the invoice amount is \$101,595.
- Authorized the General Manager to issue purchase orders for the new Olympia Transit Center (OTC) office furniture package in an amount not-to-exceed \$350,000.

**Other Items of Interest:**

- Justin Leighton, Executive Director from the Washington State Transit Association, provided a briefing on Initiative 976 concerning Motor Vehicle Taxes & Fees.
- Thomas Wittmann from Nelson Nygaard Consulting provided a “refresher” and opportunity for active discussion on transit planning considerations including the policy framework with focus on the challenges and opportunities as we move forward with implementing our Long Range Plan in alignment with the Community support of Proposition 1.
- The Community Advisory Committee reviewed the results of their 2019 Self-Assessment survey.
- The traffic signal on Martin Way is in place and should be operational in the next two weeks. With the addition of this traffic signal and the fact that we have 15-minute service on Martin Way, we can now utilize both sides of the street, and safely get Operators across the street, thus we are saving the equivalent of three full-time positions a year.
- The Conditional Use Hearing with the City of Olympia for the Pattison Street Project is Monday, September 23, 2019.
- There was an article in the Olympian on The One. Great article – receiving positive comments.

- The CAD/AVL consultants are onsite this week meeting with staff.
- The Annual Holiday Banquet is Friday, December 13, 2019. All are welcome.
- There were 18 new Operators who graduated on September 6, 2019. On October 7, a new class of 13 Operators begins, and they will graduate on Friday, December 6. All are welcome to attend the luncheon.
- Four new 40' coaches were delivered, and we're waiting for the remaining 12.
- To date, three applications for the CAC have been received, and one for the ITA. The deadline to submit applications for the CAC is October 10; and October 23 for the ITA. Interviews for the CAC applicants is November 6; Interviews for the ITA is November 13.
- Staff is in the process of setting up appointments to speak with the city councils, county commission, and planning commissions, and are working with the Olympian and others to talk about our progress since Proposition 1. Also talk about the public hearing on November 20 for the Strategic Plan. We want to make sure the public knows what the Authority has been talking about and that includes the proposal for zero fare.
- At the October 16, 2019, Authority meeting, we'll celebrate Intercity Transit's Grand Champions - the Operations and Maintenance teams
  - Maintenance Team came in 1<sup>st</sup> Place - Joe Bell, Grant Swidecki and James Bush;
  - Dan Savage took 1st Place Body on Chassis and 1st Place Mobility Device Securement;
  - David Randall took 2nd Place 35';
  - Rob Wood took 1st Place 40' with a record setting perfect score on the course;

**Pat Messmer, Executive Assistant/Clerk of the Board**  
**Prepared: September 19, 2019**

**Authority Meeting Highlights**  
*a brief recap of the Authority Meeting of October 2, 2019*

**Action Items**

Wednesday night, the Authority:

- Authorized the General Manager to execute a one-year contract extension with Gordon Thomas Honeywell Governmental Affairs to provide Federal Advocacy Services in the amount of \$72,000. (*Katie Cunningham*)
- Authorized the General Manager to enter into a contract with J. Linder Painting, LLC for painting the exteriors of the OTC, LTC, and Centennial Station in the amount of \$272,329.13. (*Tammy Ferris*)

**Other Items of Interest:**

- Welcomed *Amy Meierhoff, Human Resource Analyst* (*Heather Smith*)
- Introduced the 2020 Draft Budget and presented elements of the draft budget to include new and capital projects, new staff, ongoing projects from the previous budget and operational expenses.
- Received an update on the Olympia Transit Center Construction project.
- A class of ten new operators begins Monday, October 7. That will be a total of 112 new hires for the year.
- Interviews are scheduled October 3 for a new Facility Manager.
- Staff is moving forward with the redesign work for the Maintenance facility. Stantec was onsite working with the Maintenance staff to get their feedback.
- Consultants were onsite working with staff on the CAD/AVL. They began at 4 a.m. to observe and get a better picture of the Operations process.
- Grant Administrator, Jessica Gould continues to look into grants to fund the Village Vans program, being that federal support for that program is limited.

**Pat Messmer/Clerk of the Board**  
**Prepared: October 3, 2019**

# COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

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

= Joint meeting does not count against required meeting attendance