

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
February 10, 2020
5:30 PM**

CALL TO ORDER

- | | | |
|--------------|--|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative (Ryan Warner) | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. March 4, 2020, Regular Meeting – (Jan Burt) | |
| | B. March 18, 2020, Work Session – (Jonah Cummings) | |
| | C. April 1, 2020, Regular Meeting – (Justin Belk) | |
| IV. | A. APPROVAL OF MINUTES – November 18, 2019 | 1 min. |
| | B. COMMITTEE MEMBER INTRODUCTIONS (All) | 30 min. |
| V. | NEW BUSINESS | |
| | A. TRPC Regional Transportation Update (Karen Parkhurst) | 20 min. |
| | B. 2020 Procurement Plan (Steve Krueger) | 10 min. |
| | C. OTC Construction Update (Steve Krueger) | 10 min. |
| | D. IT Community Update (Ann Freeman-Manzanares) | 15 min. |
| VI. | CONSUMER ISSUES – All | 15 min. |
| VII. | REPORTS | |
| | A. January 15, 2020, Work Session (Walter Smit) | |
| | B. February 5, 2020, Regular Meeting (Denise Clark) | |
| | C. General Manager’s Report (Ann Freeman-Manzanares) | |
| VIII. | NEXT MEETING – March 16, 2020 | |
| IX. | ADJOURNMENT | |

Attendance report is attached.

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

For questions, or to file a complaint, contact Intercity Transit customer service at 360-786-1881 or by email to TitleVI@intercitytransit.com.

If you need special accommodations to participate in this meeting, please call us at (360) 705-5857 three days prior to the meeting. For TDD users, please use the state’s toll-free relay service, 711 and ask the operator to dial (360) 705-5857.

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

Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
November 18, 2019

CALL TO ORDER

Chair Pierce called the November 18, 2019, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

Members Present: Chair Sue Pierce; Vice-Chair Justin Belk; Marie Lewis; Ursula Euler; Jan Burt; Marilyn Scott; Billie Clark; Scott Paris; Walter Smit; Victor VanderDoes; Tim Horton; Michael Van Gelder; Linda Vail; Jonah Cummings; Denise Clark and Jason Bonauto.

Absent: Peter Diedrick; Sreerenjini Surendran; Joan O'Connell; and Carla Dawson.

Staff Present: Ann Freeman-Manzanares; Eric Phillips; Rob LaFontaine; Jessica Gould, and Nancy Trail.

APPROVAL OF AGENDA

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

INTRODUCTIONS

Pierce introduced Authority member, TYE MENSER, as the representative attending the meeting.

MEETING ATTENDANCE

- A. December 4, 2019, Regular Meeting – Marilyn Scott
- B. December 18, 2019, Work Session – Tim Horton
- C. January 1, 2020, Regular Meeting – Cancelled
- D. January 15, 2020, Work Session – Walter Smith
- E. February 5, 2020, Regular Meeting – Denise Clark

APPROVAL OF MINUTES

It was M/S/A by SMIT and HORTON to approve the minutes of the October 21, 2019 meeting.

- A. **ELECTION OF OFFICERS** – (*Sue Pierce*) Pierce indicated that since only one person was nominated for each office the committee does not cast votes. Justin Belk will service as Chair and Walter Smit will serve as Vice-Chair for 2020.
- B. **MARCH 2020 – NEW NE LACEY ROUTE** (*Eric Phillips & Rob LaFontaine*) Staff has held three public meetings to hear comments from the community about four options for the new route. The Community Action Council allowed us to utilize their facility on December 5 and January 6. The City of Lacey allowed us to utilize City Hall on December 11. In addition, we created an on-line survey for those unable to attend a meeting. The Authority will hold the public hearing for the service change on January 15, 2020. The service is scheduled to start

March 22. There are few options for the route and there are a few challenges connecting areas north of the corridor where I-5 separates the area. The challenges include how to transition to the other side, using Carpenter Road versus other route options. The target markets are employment and housing. Staff has worked with the City of Lacey and they expressed an emphasis on the employment market.

Lacey and IT staff have considered current and anticipated developing when considering route alignment. This route will be anchored out of the LTC not OTC as most of our routes are. Route 65 will provide bi-directional service along Britton Parkway. Willamette and Hogum Bay will also get service. There is a loop out to Jubilee and to the employment centers. There are continuing discussions on the span and frequency. Staff has collected some information from several of the businesses out in NE Lacey. A handful of them operate 24 hours a day which exceeds what IT is capable of providing. This route is 16 miles long which is lengthy compared to others. It takes about 70 minutes to cycle a bus. It will add approximately 10-12k revenue service hours to the Agency's portfolio. Lafontaine reviewed the map, proposed routes and possible options. We are very interested in getting feedback from the community.

LaFontaine indicated they estimate that once established the new Route 65 will take between 40-50 new bus stops which can create challenges. He reviewed some street profiles. The first one shows 15th Avenue looking west and shows everyone how difficult it will be to place a stop since there is no shoulder, no bike lane, and no street lighting. Staff learned that someday soon on the south side of the road is a development project anticipated to bring 360 apartment dwellings. It will take years to build out. That might sound like a lot of units but in transit terms only equates to approximately 5% for transit density.

Bonauto – asked if bus stop is only where a bus can pull over so a car can go passed.

LaFontaine – indicated they are not pull-out. Most of the time it is preferable to have a bus stop in the lane of travel so they can safely rejoin traffic rather than having to wait until someone lets them in.

Phillips shared that since ridership isn't yet established it likely doesn't make sense to make a big investment of public dollars.

LaFontaine – added that whether coaches are pulling out or staying in the lane depends where they are located. There are times when it is appropriate to leave the lane of travel and some motorists will choose to go around.

Phillips – indicated they don't stop in the lane of travel if the speed limit is above 40 mph.

LaFontaine continued reviewing the area roadways and identifying the challenges for bus stop placement. At 41st Avenue west in front of Jubilee there are amenities including sidewalks and street lighting on the north side of the road. This invites IT to provide service in a loop orientation. He indicated that last week Tye proposed a question concerning rural stops and so he added some photos of other rural stops located throughout the service area where sidewalks and other amenities are not available. This isn't the preferred design and the cost for each stop can range from \$2k to \$10k or higher depending on the level of complexity. He identified that one stop had a culvert under it and required engineering

which is expensive. The last photo is on Hawks Prairie looking east is in front of the Target distribution center. Staff is looking at providing service in one direction and the challenge is the median. There is no opportunity to get out of the roadway. The bus will stop for boarding/alighting and motorists will be dwelling with us.

Phillips and LaFontaine answered questions.

Clark, D. - asked LaFontaine to bring up the map again to look at the difference going on 15th versus Carpenter. She added that it seems to be a nightmare going through a neighborhood like that. The benefit of Carpenter is there is no residential there and it would be a straight shot. Catching the bus from the LTC Carpenter would be less traffic and fewer stops. Picking up riders in the neighborhood would add major back-ups in the area.

LaFontaine - indicated they originally thought they would bring service up Carpenter but there are some operational challenges. From a ridership perspective it is a thoroughfare, and school zones bring challenges. Carpenter is not without its challenges and other properties bring heavy truck traffic. Timing is an issue and sitting through multiple light cycles behind gravel trucks. There are advantages on the Martin Way corridor paralleling each other not only the 62 but express connections for the 612. An interesting assumption on the construction going in and the potential desire to make connections northward with some base related and some not. It's appropriate to think about allowing residents to make connection to the 612.

Clark, D. - added that the loop going down Hogum Bay and not Hawks Prairie makes might get more passengers.

LaFontaine - indicated based on the numbers being provided by employers out Hogum Bay/Hawks Prairie there are approximately 2k employees that are really the interest.

Clark, D. - shared that there are 3 more warehouses being built today.

Belk - asked if the 62A will run counter clockwise.

LaFontaine - responded yes.

Phillips - added that there are not a lot of transfer opportunities at LTC touching the corridor at both ends and getting back on the other side to serve it. The few passengers along 15th can be collected and exchanged along the busier Martin Way corridor. Route One comes into the Martin Way Park and Ride and gets people over to the west side. Up until last fall it was an hour and a half plus a 30 minute walk. The Conduent worksite folks are less likely to have transportation and have been asking for service for a while now. The current proximity to employment centers is going once every 70 minutes. If service can get in there twice within an hour there is a much better chance to establish a market.

Bonauto - inquired if the Agency had information on where they live or the origin of their route.

LaFontaine - indicated staff received a table of zip codes from one of the consultants. They are mapping it now and appears most are from the Lacey area.

Clark, D. - added that information like that is available from WorkSource.

FAREWELL CELEBRATION - Pierce read a proclamation for the outgoing members.

ADJOURN FOR FAREWELL CELEBRATION AT 6:02 pm.

RECONVENE AT 6:17 pm.

CONSUMER ISSUES

- Van Gelder - indicated he has been asked a lot of questions from his colleagues about the potential impacts of I-976 and wondered if IT had any assumptions about what could happen.
Freeman-Manzanares - shared that staff doesn't have any specific direction yet from WSDOT. It is a potential loss of over \$12M in funding in this biennium to the Agency. Services like "The One" that just started last Monday, and route 612 is grant funded. Our consultants talked to the Authority about cancelling the 612/620 but it is grant funded so we opted to keep it, realign and see if we could increase ridership. There is \$3.9M in funding for the Pattison Street facility that may need to be made up. There is also over \$2M in the budget for special needs transportation. The Agency doesn't have an option and must provide the service so the money will have to come from somewhere else. There is a long list of things that staff needs to look at. There is money coming from the state for DAL vehicles that have been purchased and are under contract. There are 12 vanpool vehicles that are state funded as well as a vanpool promotion project. Staff will continue to monitor this and see what happens.
- Burt - shared a story about recently hopping on a bus in front of her apartment downtown and heading over to the east side to get the staples out of her knee. She got off the bus and trotted in with her cane. Afterwards she had just missed a bus and was waiting for the next one to arrive. Another lady came out with a walker and a young lady pushing stroller with a boot case. The elderly woman asked if she knew what time the bus was coming. The woman was debating going across to the other shelter on the hospital side. She said they need to get a butterfly seat. You know the two seats that sit on the bottom of the pole so passing that along. It's outside Olympia Orthopedic and she could have used it.
- Paris - relayed some continuing challenges with DAL service for dialysis patients and driver's not waiting for client pick up times.
Freeman-Manzanares - asked if the drivers are coming before the pick-up window.
Paris - indicated sometimes.
Freeman-Manzanares - asked if he could please encourage those affected to call so staff can investigate specific instances. We work with dialysis centers to coordinate but it is worth additional effort to look at scheduling based on origin/destination so that pick up/drop off times are more coordinated.
- Lewis - added that her neighbor had the same thing happen. She was going to PT out at Kaiser Permanente.
Freeman-Manzanares - indicated putting in good notes on the pick-up location is important at those larger facilities with multiple entry/exit points.

- Vail – shared that she read somewhere there was an air quality issue in the building. Freeman-Manzanares – indicated that the Pattison Street property was experience poor air quality due to burning on a neighboring property. ORCAA is working on some solutions to improve it.
- Bonauto – shared that he recently rode the 612 to the 512 park and ride and then on to airport and it was a great experience.
- Pierce – “The One” is in session. Not sure if any of you have tried it but it is fast. It was nice not to have to go to OTC.

REPORTS

- **November 6, 2019**, Regular Meeting, highlights are available in the packet.
- **General Manager’s Report** – Freeman-Manzanares provided the General Manager’s report including:
 - IT is one of the named parties in the I-976 lawsuit in court next Tuesday in Seattle for an injunction.
 - Staff met with the Olympian last Thursday and they published an article on Saturday encouraging comment for the public hearing this Wednesday. There are comments coming in and they would love to hear from you.
 - Ann, Eric, and Rob are meeting with anyone who will listen about all the Agency has accomplished since Prop 1. Staff is hoping the Olympian runs a “yay us” article.
 - CAC interviews were held on November 6 and 11 people were interviewed. New members haven’t been selected due to interviews for the ITA Citizen Rep position.
 - The December 16 CAC meeting will be cancelled.
 - Friday, December 13 is the Holiday Banquet and the program starts at 12:04 pm.

Additional comments:

VanderDoes – commented about how surprised the special needs community is over the potential for zero. The yearly pass fee is \$180 and that is a lot of money.

Menser – added that he is excited about the zero fare idea. They haven’t had the hearing yet, but have had their antenna out and haven’t heard anything negative. This morning he was meeting with HOCM and they are bursting at the seams. They have increased from 127k to 335k served in the last year which included a major expansion. They have issues with available parking. Approximately 40% of their clients are on reduced fare programs. There are so many ways to be transformative.

VanderDoes – asked if the Agency will refund passes.

Freeman-Manzanares – indicated that if approved it will start January 1 so they won’t have to refund anyone because people haven’t purchased passes yet.

Pierce – shared the Star Search opportunity.

Freeman-Manzanares – added it is for a video used to test potential employees.

Intercity Transit Community Advisory Committee

November 18, 2019

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Van Gelder – added Friday, December 6 is the holiday tree lighting at the Capitol Campus.

NEXT MEETING: Monday, January 13, 2019.

ADJOURNMENT

It was M/S/A by BURT and VAN GELDER to adjourn the meeting at 6:49 pm.

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

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-A
MEETING DATE: February 10, 2020**

FOR: Community Advisory Committee

FROM: Karen Parkhurst, Thurston Regional Planning Council

SUBJECT: Regional Transportation Plan (RTP) Update

1) **The Issue:** Thurston Regional Planning Council (TRPC) will provide an update of the Regional Transportation Plan.

2) **Recommended Action:** Presentation and discussion only.

3) **Policy Analysis:** RTP guides transportation projects and investments over a 20+ year period. The last major update was made in 2004, and the RTP has since been maintained through annual amendment. TRPC conducts a thorough review of the plan to ensure it continues to reflect our community's values and address our needs.

4) **Background:** The RTP serves as a strategic blueprint for the region's transportation system. It provides an overall analysis of how transportation will work in the region over a 20+ year timeframe and supports coordination among jurisdictions, including public transit. It also acts as an important tool in meeting state and federal transportation requirements, ensuring continued funding from these sources.

The RTP identifies those projects and issues that change the way traffic flows throughout the region, complementing the local planning that makes the roadway and transit network function within each jurisdiction. The Plan emphasizes the importance of a multi-modal transportation system. Public transit is a key element in creating a successful and sustainable system for our region.

5) **Alternatives:** N/A

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

7) **Goal Reference:** Goal #1: *"Assess the transportation needs of our community throughout the Public Transportation Benefit Area."*

8) **References:** N/A

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-B
MEETING DATE: February 10, 2020**

FOR: Community Advisory Committee

FROM: Steve Krueger, 360.705.5833

SUBJECT: 2020 Procurement Project Plan

1) **The Issue:** Provide an overview of planned procurement projects for 2020.

2) **Recommended Action:** This item is for information and discussion.

3) **Policy Analysis:** The Authority approves any contract over \$100,000 and the purpose of this agenda item is to provide an awareness of the procurements that may require Authority approval in 2020.

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

Except for emergency purchases, all agency purchases in excess of \$3,500 must be competitively awarded. All projects costing \$10,000 or more must go through a formal solicitation and award process. Projects costing \$100,000 or more must be presented to the Authority for award of contract.

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

Scheduling must consider the probable amount of time required for project development, appropriate sequencing of projects, timeline constraints, funding opportunities, escalation in importance based on new knowledge, and staff availability. A successful project not only requires Procurement staff but also

significant stakeholder involvement. Procurement coordinates with departments to ensure adequate staff time can be devoted to each project.

Highlights of the 2020 Procurement plan which will be provided at the meeting. Many influences impact the flow of projects and the plan is adjusted as needed throughout the year.

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

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

7) **Goal Reference:** The 2020 project list represents all agency goals.

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

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-C
MEETING DATE: February 10, 2020**

FOR: Community Advisory Committee

FROM: Steve Krueger, 360.705.5833

SUBJECT: OTC Construction Update

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- 1) **The Issue:** Update the CAC on the construction at the Olympia Transit Center.
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- 2) **Recommended Actions:** This item is for information only.
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- 3) **Policy Analysis:** The Authority authorizes the budget for design and construction projects.
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- 4) **Background:** Construction at the Olympia Transit Center began in November 2018 and is now complete. Occupancy is anticipated by the end of March, 2020. Staff will bring you up-to-date on the project and discuss next steps.
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** N/A.
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- 7) **Goal References:** **Goal #2:** *"Provide outstanding customer service."* **Goal #3:** *"Maintain a safe and secure operating system."* **Goal #4:** *"Provide responsive transportation options within financial limitations."* **Goal #5:** *"Align best practices and support agency sustainable technologies and activities."*
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- 8) **References:** N/A.

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-D
MEETING DATE: February 10, 2020**

FOR: Community Advisory Committee

FROM: Ann Freeman-Manzanares, 360.705.5838

SUBJECT: Community Update

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- 1) **The Issue:** Share the update provided to local jurisdictions on Intercity Transit's progress with the implementation of the promises made with the passage of Proposition 1 in November 2018.
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- 2) **Recommended Action:** Information, update and discussion.
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- 3) **Policy Analysis:** This is an opportunity to share a post-election update identifying our progress towards community goals as identified through our two-year public engagement process, entitled IT Road Trip and promises made in IT Proposition 1.
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- 4) **Background:** With the passage of Proposition 1 in 2018, Intercity Transit promised 9 service enhancements to the community over the coming years:
- Increase Span of Service
 - Improved Service Frequency
 - Expand Service inside PTBA currently not served
 - Annual operating budget set-asides to keep pace with traffic growth
 - Bus Rapid Transit on primary corridors
 - Enhanced Commuter Service (in service area and for Northbound markets)
 - Enhanced Capital Facilities Program
 - Innovative Service Zones
 - Explore Alternative Fare Options

Over the past year staff has worked hard to make good on those promises. Service has increased 25%; we have 24 new buses on the road; hired over 100 employees; launched The One high-density corridor demonstration; and the Zero Fare demonstration project.

In the coming year we are looking forward to additional service in NE Lacey; take delivery of 16 more new buses and 14 DAL vehicles; hiring additional staff; pursuing our first Dial-A-Lift Long Range Plan; Multi-Jurisdictional High Capacity Corridor Study & Funding Plan; Innovation Service Study; and replacing our CAD/AVL Software and Communications System.

5) **Alternatives:** N/A

6) **Budget Notes:** The 2020 budget includes planned service changes including considerations for equipment, human resources, and operational funding required to implement new and expanded public transportation services included in the adopted long range plan.

7) **Goal Reference:** **Goal #1:** "Assess the transportation needs of our community throughout the Public Transportation Benefit Area." **Goal #2:** "Provide outstanding customer service." **Goal #4:** "Provide responsive transportation options within financial limitations" **Goal #6:** "Encourage use of our services." **Goal #7:** "Build partnerships to address and jointly find solutions to the mobility needs and demands in our community"

8) **References:** N/A

Authority Meeting Highlights
a brief recap of the Authority Meeting of January 15, 2020

Action Items

Wednesday night, the Authority:

- Conducted a public hearing on the proposed expansion of bus service in NE Lacey.
- Authorized the General Manager to execute a contract amendment with JayRay authorizing an additional \$200,000 in contract authority to promote our programs and services for a revised total contract not-to-exceed amount of \$760,000.

Other Items of Interest:

- Welcomed new Board member, *Sue Pierce*.
- Welcomed: *Ben Sandberg and Drake Stevens, Operations Supervisors; Dave Komsak and Matt Parker, Operations Trainers; Becky Nygard, Inventory Specialist; Julie DeRuwe, Facilities Manager; Raymond Hall and Jeffrey Johnson, Service Workers; and Garrett Madden, Auto Tech.*
- Welcomed the recipients of the Surplus Van Grant Program: *Kokua, Coastal Community Action Program, Wa-Ya Outdoor Institute and Veteran's for Suicide Prevention*. A brief recess with refreshments followed.
- A new operator class begins on January 27, 2020.
- Intercity Transit is assisting with Code Blue Monday through Friday of this week, getting people to shelters. IT also has a standing reservation for the Thurston County Code Blue staff for two Community Vans to use to transport people and their belongings to and from shelters.
- Since advertising has been eliminated from the buses, the agency is not receiving any complaints.
- Maintenance staff removed approximately half of the fareboxes from the coaches. They will start on the Dial-A-Lift vehicles soon.
- The 16 new buses go into production this week, and are expected to be complete by the end of February. If all goes well, they will be on the street in April.
- A community update was provided to all of the jurisdictions, planning commissions, TRPC, TPB, chamber committees, and we continue to provide the update to service clubs. Updates have been provided to Panorama Television (twice) in the last two weeks, talking about the progress on the implementation of Proposition 1 and zero fare in particular.
- Staff is tracking press coverage on zero fare. Freeman-Manzanares was interviewed by the Wall Street Journal; mention of our demonstration project was in the New York Times, Washington and Oregon public radio, King 5, the Hill, the Urbanist, Seattletransitblog, and Reddit, as well as the local papers. The Olympian had an article welcoming 2020 and the second thing they listed was Zero Fare buses, and as they prepared the public for inclement weather this week, they mentioned Zero Fare buses.

- APTA conducted a webinar on Monday, December 23 attended by over 400 people. Freeman-Manzanares participated and provided an update on Zero Fare.
- Freeman-Manzanares doesn't have the ridership numbers yet, however, the buses seem fuller and drivers are seeing new faces.

Staff Shout-Outs:

- Eric Phillips, Development Director, was appointed to a Board position at Morningside.
- Jeff Peterson, Procurement Coordinator, was elected President of WA-NIGP for a one-year term.

Customer Comments:

A customer wrote, "I'm near tears grateful for the fare free buses. I'm a single, disabled mother of two with one on the way, and money has been tight and has limited our means of transportation greatly in the last year. This service will help our family so much. Thank you from the Shetley family."

A comment from Keith Stahley: Keith took the bus to go hiking in the black hills. He was new to the routes so he asked the driver about stops. The driver was clear, helpful and friendly. Another driver greeted all the passengers and knew many of them by name. There were several questions about operations and the driver handled both the bus and its passengers with great skill and care.

When the bus pulled through the Lacey Transit Center, a middle-aged woman got on the bus. She was developmentally disabled and her caregiver was on the platform watching her get on the bus. The driver knew the woman and welcomed her on the bus. She spoke to the caregiver and reassured her that she had "Jane" and she would make sure she arrived to her destination safely. The caregiver came on the bus and thanked the driver.

Keith said not only was he able to go for a carbon-free hike, he also witnessed the important role transportation plays in our social service system. They say it takes a village and he's glad IT is part of our village.

He said when he sees great customer service, he doesn't take it for granted, and wanted everyone to know what an important role IT plays in our community and how much it is appreciated.

Pat Messmer/Clerk of the Board
Prepared: January 16, 2020

Authority Meeting Highlights
a brief recap of the Authority Meeting of February 5, 2020

Action Items

Wednesday night, the Authority:

- Adopted the March 22, 2020, service change package with associated staff recommendations on the implementation of Route 65.
- Authorized the General Manager to execute and issue an assignment of funds to the City of Olympia for an amount not-to-exceed \$225,000.
- Canceled the February 19, 2020, Authority meeting.
- Elected Citizen Representative Ryan Warner as Chair of the Intercity Transit Authority. Elected City of Lacey Councilmember Carolyn Cox as Vice Chair.
- Completed committee assignments as follows:

| | |
|---|---|
| --Thurston Regional Planning Council: Alternate | Councilmember Carolyn Cox Councilmember Debbie Sullivan |
| --Transportation Policy Board: Alternate | Citizen Representative Don Melnick Councilmember Clark Gilman |
| --Pension (401K) Committee: | Citizen Representative Ryan Warner |

Other Items of Interest:

Welcomed: ***Jason Hanner, Safety Program Manager/CSO; Austin Gabrielse, Network Systems Analyst; and Zach Heinemeyer, Village Vans Supervisor.***

Received an overview of ongoing and planned agency projects for 2020. *(Steve Krueger).*

Received a 2019 Village Vans Update *(Zach Heinemeyer).*

Welcomed a new class of 20 Operators on January 27. There were over 300 applicants who applied.

Congressman Denny Heck visited IT on February 3. He is intrigued by the zero fare demonstration project.

The Grand Opening Celebration for the new OTC building is scheduled for Thursday, March 19, 2020. Public officials are being invited. We hope to officially open the facility and be in service on Monday, March 30, 2020. Greyhound will also be running service on site.

The 16 new 35' coaches should arrive by the end of February.

The Dial-A-Lift pilot project starts February 24 and 14 vehicles should be ready by March 18, 2020, and should be on the street by Spring.

Intercity Transit won first place in the 2020 Annual APTA AdWheel Award for Best Marketing and Communications to Highlight Transit Needs/Funding. This was for the IT Road Trip and the IT Proposition 1 Comprehensive Campaign. The agency will be recognized during the AdWheel Awards Celebration at APTA's Marketing and Communications Workshop being held in Orlando. Nicky Upson will accept the award on IT's behalf.

The data results for January 2020 are in on fixed route boardings since the start of Zero Fare:

| January | 2019 | 2020 | Difference of: | % Change |
|----------|---------|---------|----------------|----------|
| Weekday | 288,284 | 331,675 | 43,391 | 15.1% |
| Weekend | 46,410 | 69,348 | 22,938 | 49.4% |
| Combined | 334,694 | 401,023 | 66,329 | 19.8% |

Duncan Green is back and working on the Winter BCC, which started February 1. There are currently two hands-on workshops to prepare you to ride your bike for transportation.

- **Bike Commuting Basics:** Tuesday, March 3 - 5:30-7:30 p.m., or Saturday, March 7 - 10 a.m.-12 p.m.
- **Basic Bike Care:** Tuesday, March 17 - 5:30-7:30 p.m., or Saturday - March 21, 10 a.m.-12 p.m.
- **Location:** Intercity Transit Walk N Roll Youth Education Center, 215 N. Washington St., across from Olympia Transit Center.
- **Cost:** \$5 (Free for Intercity Transit employees)
- **Register:** All non-Intercity Transit employees need to register at:
<https://bcc.intercitytransit.com/events>

Customer Comments:

- A teacher at the Olympia public schools said she and her students are thrilled with the way zero fare is going. It's an excellent way for all of students to safely get around the community.
- A rider wrote, "I am so happy that fare free public transit has been implemented in Olympia! I feel so proud of our city. I love being able to take the bus without fare collection slowing us down. My experience so far has been positive and I am able to take the bus to and from Evergreen, home, and work with less delays and stress due to uncertainty over potential fare related conflict. Over the time I have lived and rode the bus here, I have occasionally forgot or misplaced my bus pass and had to deal with so much undue hassle until I could be reunited with it. Imagine how annoying and stress-inducing it is to be on the way to class and realize your bus pass isn't in your pocket and you don't have time to get it, then have to scrounge for change or solicit tiny donations to pay for the bus or plead with the driver because you hadn't anticipated needing the exact fare amount in cash. You're forced to choose between paying again for something you already paid for or being late. The point of having a bus pass is to ensure you will always be able to ride the bus so I think zero fare is a substantial improvement of that system--it truly ensures you will always be able to ride the bus with no potential for being unexpectedly and unfairly double-charged."

"I have noticed and appreciate that more people seem to be riding the bus now, making it a more useful and optimal public service. I have talked to many people, including strangers about their excitement over the decision to remove fares. My hope for the future of Olympia is more buses going more places more frequently, without fares! Funding transit through tax revenue is a much more efficient and sensible way than fares, as it allows for better planning and a more streamlined process.

This is a great step forward for Olympia.

- An unsolicited testimonial from SPSCC Student Success Campaign, "I facilitated a PacMtn Board retreat. They had a guest presenter who had gone through an opioid addiction recovery-to-employment program. After weaving through a very gut-wrenching life story, she talked about the path to stability and said one of the most important things has been zero-fare, as someone in her position could neither get a license nor afford fare on minimum wage. Now she can get to work on time and afford her other basic necessities."

COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 1 |
|-------------|-----------|--------|-------------------|--------|-------------------|--------|--------|--------|-------------------|--------|--------|--------|-------------------|-------------------|
| CAC | Members | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Jan-20 |
| Gene | Angel | | MEETING CANCELLED | | MEETING CANCELLED | | | | MEETING CANCELLED | | | | MEETING CANCELLED | MEETING CANCELLED |
| Justin | Belk | | | | | Absent | Absent | | | | | | | |
| David | Bonauto | | | | | | Absent | | | | | | | |
| Jan | Burt | | | | | | | | | | | | | |
| Billie | Clark | | | | | | | | | | | | | |
| Denise | Clark | Absent | | Absent | | Absent | Absent | Absent | | | Absent | | | |
| Jonah | Cummings | Absent | | | | Absent | | Absent | | | Absent | | | |
| Carla | Dawson | Absent | | Absent | | | | Absent | | | | Absent | | |
| Ursula | Euler | | | | | | | | | Absent | | | | |
| Ty | Flint | | | | | | | | | | | | | |
| John | Gear | | | | | | | | | | | | | |
| Marie | Lewis | | | | | | | | | | | | | |
| Joan | O'Connell | | | | | Absent | Absent | | | | | Absent | | |
| Scott | Paris | Absent | | | | | | | | | | | | |
| Carissa | Putt | | | | | | | | | | | | | |
| Marilyn | Scott | | | | | Absent | | | | | | | | |
| Walter | Smit | | | Absent | | | | | | | | | | |
| Allison | Spector | | | | | | | | | | | | | |
| Sreerenjini | Surendran | | | | | | | | | | Absent | Absent | | |
| Linda | Vail | | | | | | | Absent | | | | | | |

= Joint meeting does not count against required meeting attendance