

**Minutes**  
**INTERCITY TRANSIT AUTHORITY**  
**Regular Meeting**  
**February 5, 2020**

**CALL TO ORDER**

Chair Sullivan called the February 5, 2020, meeting of the Intercity Transit Authority to order at 5:30 p.m., at the administrative offices of Intercity Transit.

**Members Present:** Chair and City of Tumwater Councilmember Debbie Sullivan; Vice Chair and Citizen Representative Ryan Warner; City of Lacey Councilmember Carolyn Cox; City of Olympia Councilmember Clark Gilman; Thurston County Commissioner Tye Menser; Citizen Representative Don Melnick; Citizen Representative Sue Pierce; and Labor Representative David Sharwark.

**Members Excused:** City of Yelm Councilmember Molly Carmody.

**Staff Present:** Ann Freeman-Manzanares; Emily Bergkamp; Michael Burnham; Cindy Fisher Waterhouse; Jessica Gould; Zach Heinemeyer; Steve Krueger; Rob LaFontaine; Zach Licht; Ally McPherson; Pat Messmer; Brian Nagel; Eric Phillips; Steve Swan; Nicky Upson; Jonathon Yee.

**Others Present:** Legal Counsel, Jeff Myers.

**APPROVAL OF AGENDA**

Chair Sullivan called for a motion to make the following changes to the Agenda:

- *Recess the meeting prior to the start of New Business to view the new Coach bus.*
- *Move Agenda Item 5C (Adoption of March Service Change) to the beginning of New Business.*

It was M/S/A by Councilmembers Gilman and Cox to approve the agenda as amended.

**INTRODUCTIONS**

- A. Jason Hanner, Safety Program Manager/CSO (*Heather Stafford-Smith*)
- B. Austin Gabrielse, Network Systems Analyst (*Rob Rinehart*)
- C. Zach Heinemeyer, Village Vans Supervisor (*Emily Bergkamp*)

*Citizen Representative Melnick arrived.*

**PUBLIC COMMENT** - None.

**APPROVAL OF CONSENT AGENDA ITEMS**

It was M/S/A by Citizen Representatives Warner and Melnick to approve the consent agenda as presented.

- A. **Approval of Minutes:** January 15, 2020, Regular Meeting.

**B. Payroll – January 2020:** \$2,829,342.74

**C. Accounts Payable:** Warrants dated January 10, 2020, numbers 29324-29385 in the amount of \$717,749.39; Warrants dated January 13, 2020, numbers 29386-29399, in the amount of \$81,140.39; Warrants dated January 17, 2020, numbers 29389-29446, in the amount of \$2,364,689.24; Warrants dated January 24, 2020, numbers 29449-29500, in the amount of \$181,447.22; Warrants dated January 31, 2020, numbers 29501-29547, in the amount of \$301,765.66; Automated Clearing House Transfers for January 2020 in the amount of \$15,511.17 for a monthly total of \$3,662,303.07.

*Chair Sullivan recessed the meeting at 5:40 p.m. to allow for the viewing of the new bus.*

*Chair Sullivan reconvened the meeting at 5:50.*

## NEW BUSINESS

**A. March 22, 2020 Service Change Adoption –** Rob LaFontaine, Planning Manager, presented an overview of the March 2020 service change.

- This is the 6<sup>th</sup> consecutive substantive service change since September 2018
- 15,943 hours of new fixed route revenue service per year (+6.2%)
- 66,936 hours of new fixed route service per year that will have been added over the last two years (+32.8%)
- Routes 48 & 66 schedule adjustments to reduce unwanted dwell time and no increase in annual revenue service hours
- Routes 62A, 62B & 612 schedule adjustments to compensate for known delays with a combined increase of 869 annual revenue service hours.
- Route 68 schedule adjustments to compensate for construction and minor route realignment with an increase of 2,431 annual revenue service hours
- Route 65 is a new route to serve NE Lacey with 12,643 annual revenue service hours
  - Provides service along Martin Way corridor to Carpenter Road with the service on eastbound Willamette Drive between Hogum Bay Road and 31<sup>st</sup> Avenue.
  - Weekday buses spaced 30 minutes apart from 6 a.m. to 9 p.m. and hourly until 11 p.m. (32 outbound, 33 inbound trips per day)
  - Weekend buses spaced 30 minutes apart from 7:30 a.m. to 9 p.m. and hourly until 11 p.m. (29 outbound, 29 inbound trips per day)

The basis for the Route 65 recommendation includes immediate availability of pedestrian infrastructure and bus stop implementation; and unfavorable maneuvers associated with Enterprise Drive. Projects contained in the regional transportation plan that would significantly change what the future may look like in this area.

Gilman referenced Route 65 and asked about the status of the distribution centers and does it help meet the last mile solution. LaFontaine said the distribution centers provided shift times for several of their locations which has been helpful.

Cox asked if Route 65 touches the Jubilee area. LaFontaine said 41<sup>st</sup> Avenue on the north end is the primary arterial that fronts the Jubilee community. Routed service does not go into the Jubilee neighborhoods.

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Menser referenced Route 65 and the issue with Enterprise Drive and noted he'd like staff to continue to seek ways to safely serve the schools, especially the high schools, because that's the age group that would use the service the most.

**It was M/S/A by Councilmember Cox and Citizen Representative Melnick to adopt the March 22, 2020, service change package with associated staff recommendations on the implementation of Route 65.**

**B. Village Vans 2019 Program Update** - Zach Heinemeyer, Village Vans Supervisor, provided an update on the Village Vans Program. Village Vans is a workforce development program with many major components.

- a. Passengers (helping them with employment related transportation, reducing their transportation barriers and helping them become financially independent.
- b. Volunteers (presents a way to interact with current employees). There's help with cover letters and resumes, and mock interviews. They also introduced informative interviews to the program.
- c. Promoting confidence - it's the first thing established with the volunteers so they feel they can do the job and that others take notice. Many volunteers are not ready for that career job, because there's something they are missing and not employable for that career. Village Vans identifies what that may be and helps them get to that point so they are employable.
- d. Participating in activities such as Transit Appreciation Day and the Holiday Banquet.
- e. Partnering - Partners are crucial to the success of the program. They help volunteers who may need something other than finding a job. Village Vans has great connections within the community, and have incorporated this as a tool for the volunteers who network in their own way.
- f. Outreach
  - i. Tabling Events
    - Find Work Friday-Thurston and Mason County WorkSource
    - Economic Investment Initiative Fair- Local Veterans Representatives
    - LPA Resource Fair- hosted by LPA
    - WorkSource Job Fair- Local Veterans Representatives
    - Career Expo 2019- Olympic College Shelton
  - ii. Presentations
    - Express Employment
    - Thurston WorkSource
    - Lacey Veterans Services Hub
    - Family Support Center
    - Kaiser Permanente
    - SPSCC
  - iii. Newsletters - posting blurbs about IT in other agency newsletters
  - iv. Online/Social Media - Inside and outside posts such as Facebook, WorkSource digital/hard copy flyers,

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- v. Rotary of Yelm 10 Weeks of Summer Program - The target is to reach children who are receiving free and reduced lunches during the school year. When school is out, their need for nourishment continues. HR, Travel Training and Village Vans attended and supplied 200 bags filled with marketing materials and food.

Village Vans introduced driving a coach and Dial-a-Lift van, and pairs driver trainers with the volunteers, especially those interested in becoming an operator. Lastly, they develop work skills for participants so they are competitive in the job market.

### **2019 Volunteer Statistics:**

- 33 Village Vans Volunteer Drivers
- 4,505 Volunteer hours
- 21 Employment Hires
- 11 Hires with Intercity Transit
- 16 Employment Hires in transportation

### **Statistics for 2019**

- 6,425 Passengers traveled with Village Vans
- 3,560 Trips provided
  - 3,708 work support rides
  - 1,640 daycare stops
  - 952 trips to school or training
- 35,702 Revenue Miles

- C. 2020 Procurement Project Review** – Steve Krueger, Procurement and Capital Projects Manager, provided a review of the 2020 Procurement Projects. 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.

Krueger demonstrated how the procurement projects are tracked using a project tracker called Trello. Trello is an online corkboard you use to organize “cards” into lists—those cards can be tasks, notes, projects, shared files, or anything else that helps a team work together.

Krueger provided a summary of the top procurement projects for 2020.

- D. Assignment of Funds for OTC Occupancy** – Development Director, Eric Phillips, presented an assignment of funds. The new customer service building at the Olympia Transit Center is ready for occupancy. All site requirements related to construction and permits are completed. However, the City of Olympia will not grant Occupancy (which is required for public use of the building) until Intercity Transit installs three offsite catch basins in the downtown area that provide enhanced water quality treatment. These off site facilities were

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agreed to when completing on-site stormwater improvements and was deemed not possible due to a major utility obstruction at the Franklin/Olympia intersection that prevented the required connection from the site.

While off-site construction plans have been submitted and approved by the City, weather and high ground water in the downtown make the construction window for completing these offsite stormwater facilities "less predictable." To mitigate schedule and conditions, Intercity Transit is proposing to post a financial guarantee with the City of Olympia (a cash assignment) to guarantee the required work will be completed. In exchange for an approved cash assignment, schedule and bond from the contractor (Graham), the City will consider a temporary Certificate of Occupancy for our new downtown customer service building. It is important to note the assignment of funds provided to the City will be returned to Intercity Transit upon completion and acceptance of the work that is being completed within the city Right-of-Way. We have reserved an ample amount to cover the actual cost and the City's required submittal premium of 125% of the engineers estimate. The actual costs for the construction work to be performed by Graham are within the previously approved contract limits established for the OTC construction project. Taking this formal step will allow us to begin using the facility now vs. waiting until later spring or early summer to be able to use the new OTC building.

**It was M/S/A by Citizen Representative Melnick and Commissioner Menser to authorize the General Manager to execute and issue an assignment of funds to the City of Olympia for an amount not-to-exceed \$225,000.**

- E. Cancel February 19, 2020, Authority Meeting** - Freeman-Manzanares said due to staff commitments on February 19, 2020, she is recommending this meeting be canceled. Any action items will be carried over to the March 4, 2020, meeting.

**It was M/S/A by Citizen Representatives Warner and Pierce to cancel the Wednesday, February 19, 2020, Authority meeting.**

- F. Annual Authority Reorganizing Activities** - Clerk of the Board, Pat Messmer, led the Authority through the process to elect a new Chair and Vice Chair. She opened the floor to nominations for Chair.

**Councilmember Sullivan nominated Citizen Representative Ryan Warner.**

Hearing no further nominations, the Clerk closed nominations for Chair.

**By show of hands, there was a unanimous vote of seven in favor to elect Citizen Representative Warner as Chair.**

The Clerk opened the floor to nominations for Vice Chair. **Councilmember Gilman nominated Councilmember Carolyn Cox.**

Hearing no further nominations, the Clerk closed nominations for Vice Chair.

**By show of hands, there was a unanimous vote of seven in favor of electing Councilmember Cox as Vice Chair.**

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Chair Warner lead the Authority in discussion of new committee assignments.

- Councilmember Carolyn Cox will be the primary representative for Intercity Transit on the *Thurston Regional Planning Council* and Councilmember Sullivan will serve as alternate.
- Citizen Representative Melnick will be the primary representative for Intercity Transit on the *Transportation Policy Board* and Councilmember Gilman will serve as alternate.
- Chair and Citizen Representative Ryan Warner will serve as representative on Intercity Transit's *Pension Committee*.

Chair Warner asked that at a future meeting, staff provide a report on the duties of the Pension Committee.

### COMMITTEE REPORTS - None.

### GENERAL MANAGER'S REPORT

A new class of 20 Operators started 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%

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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."

### AUTHORITY ISSUES

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Menser has spent time working on presenting information about the new courthouse proposal which is going on the April 28, 2020, ballot. The proposal is for a 3.74% increase in property tax in order to finance the new building over the course of 25 years.

Sharwark said it's a new year with new people.

Cox said College Street at 22<sup>nd</sup> street is down to one lane in each direction while they work on underground utilities. Cox said the Climate Mitigation Steering Committee recently met to work through a list of possible actions, and one of the items they could cross off the list was zero fare.

Gilman said it feels as though we just launched a brand new bus system. A lot of the additional 20% of riders are people who have not been riding, and he's encountering many people who are excited about the zero fare.

Melnick mentioned an interesting article in the Sunday Times about a book written by Jim Kershner entitled, "The Story of Public Transit in the Puget Sound Region," which is available on Amazon.com.

Warner said zero fare appears to be having a rippling affect in other areas such as the Rural Transit System that recently went to zero fare; and Mason County who has been at zero fare. It appears it's becoming regional, and it's nice to see that happening.

Sullivan noted she has not heard any pushback from anyone about the zero fare.


### ADJOURNMENT

With no further business to come before the Authority, Chair Warner adjourned the meeting at 7:46 p.m.

INTERCITY TRANSIT AUTHORITY

  
\_\_\_\_\_  
Ryan Warner, Chair

ATTEST

  
\_\_\_\_\_  
Pat Messmer  
Clerk to the Authority

Date Approved: March 4, 2020.

Prepared by Pat Messmer, Clerk of the Board/  
Executive Assistant, Intercity Transit