

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
January 11, 2021 - Virtual Meeting
5:30 PM**

To Comply with the Governor's Proclamation 20.28 participation in this meeting will be through remote access:

Please join the meeting from your computer, tablet or smartphone at 5:00 pm for an audio/visual check in <https://global.gotomeeting.com/join/193355405>

You can also dial in using your phone.

United States: [+1 \(872\) 240-3212](tel:+18722403212) Access Code: 193-355-405

CALL TO ORDER

- | | | |
|--------------|--|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative
<i>(Don Melnick)</i> | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. January 20, 2021, Work Session - (Walter Smit) | |
| | B. February 3, 2021, Regular Meeting - (David Bonauto) | |
| | C. February 17, 2021, Work Session - (Jonah Cummings) | |
| IV. | INTRODUCTIONS - (All) | 45 min. |
| V. | NEW BUSINESS | |
| | A. YOUTH EDUCATION UPDATE - (Kerri Wilson) | 30 min. |
| | B. SURPLUS VAN GRANT UPDATE - (Cindy Fisher Waterhouse) | 30 min. |
| VI. | CONSUMER ISSUES - All | 15 min. |
| VII. | REPORTS | |
| | A. General Manager's Report (Ann Freeman-Manzanares) | |
| VIII. | NEXT MEETING - February 8, 2021 | |
| IX. | ADJOURNMENT | |

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).

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM V-A
MEETING DATE: January 11, 2021**

FOR: Community Advisory Committee

FROM: Kerri Wilson, Youth Education Specialist, 360-705-5855

SUBJECT: Walk N Roll 2020 Annual Program Report

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- 1) **The Issue:** For information and discussion to share the 2020 accomplishments of Intercity Transit's Walk N Roll youth education program and provide an overview of how the program adapted due to COVID-19.
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- 2) **Recommended Action:** For information and discussion.
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- 3) **Policy Analysis:** The Authority supports outreach and education to youth as part of Intercity Transit's overall objective to increase ridership, raise awareness of active transportation and its value, and encourage and support community sustainability.
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- 4) **Background:** Youth education program staff would like to share 2020 accomplishments, highlighting how the program adapted due to COVID-19. Intercity Transit's Walk N Roll program is part of the agency's Marketing & Communications division. Beyond this, the program has been very successful in creating partnerships and securing grant funding to continue outreach and educational efforts in the community. TAP funds (\$109,000 per year) have been secured for the 2021-2022 and 2022-2023 school year. Additionally, the Walk N Roll program secured TAP funding (\$129,000 per year for 4 years) through the 2026-2027 school year:
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** The agency's youth education work is funded with one and three quarter's permanent FTE positions.
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- 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 #5:** "Integrate sustainability into all agency decisions and operations to lower social and environmental impact to enhance our community."
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- 8) **References:** Walk N Roll 2020 Report.

WALK N ROLL Youth Education

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2020 Report

The Walk N Roll program looked a little different this year. Despite the impacts of COVID-19, Walk N Roll found new and creative ways to provide education and encouragement on walking, biking and riding public transit to 6,026 youth and families in our community.



Rolling Storytime



Mt. View Preschool



Walk N Roll to School



Outreach event



T-Rex safety video

January through March -

- ♦ Educated 75 elementary students about riding the bus followed by a Rolling Classroom field trip and tour of Intercity Transit's maintenance facility.
- ♦ Partnered with the Olympia Timberland Library to host a Rolling Storytime. Seventy youth and caregivers enjoyed a bus adventure filled with songs, games and storytelling.
- ♦ 190 students at Mountain View Preschool met a bus driver, toured a bus and enjoyed a song and story-filled presentation.
- ♦ Provided transportation for 51 Salish Middle School students to attend their orchestra performance at North Thurston High School.
- ♦ Held 19 Walk N Roll to School events with 932 youth and family participants. The events were attended by local police departments, fire departments and elected officials.
- ♦ Attended two school outreach events where we shared pedestrian, bicycle and transit education to 135 youth and families.
- ♦ Volunteers contributed 475 hours working in the bike shop. They rebuilt 44 bikes.
- ♦ Seven youth graduated from the Bike MVP program and earned a refurbish bike.

April through December - During the pandemic, Walk N Roll found new and creative ways to engage and educate youth and families while staying safe.

- ♦ **T-Rex Videos** - We filmed a series of videos starring T-Rex! In the videos T-Rex teaches bike, pedestrian and transit safety skills. We shared the videos through social media and community partnerships. One of the videos was featured as part of the Safe Kids Thurston County Safety Fair. The videos had over 2,465 combined views.
- ♦ **Mini Bike Rodeos** - We took our new bike rodeo kit to the City of Tumwater's summer camp program. Eighteen students learned and practiced bicycle safety skills.
- ♦ **Bike Month** - We partnered with the Thurston Bicycle Commuter Challenge to offer a variety of youth and family activities including a bicycle art contest, Walk N Roll scavenger hunt and bicycle BINGO. Over 98 youth and families participated and received a prize in the mail.

WALK N ROLL Youth Education

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OPD at Roosevelt



T-Rex scavenger hunt



Meet a bus driver video



Youth Walk Challenge



Yard sign art contest

- ♦ **Words of Encouragement** - To celebrate National Bike to School Day, we visited seven schools and wrote chalk messages on sidewalks around the schools encouraging students to keep walking and rolling. The Olympia Police Department and Principle Shaughnessy helped write messages at Roosevelt Elementary.
- ♦ **Where is T-Rex?** - During the month of July we organized a community scavenger hunt called "Where is T-Rex?" We partnered with city parks, libraries, and local organizations and businesses to hide over 70 T-Rex images throughout the community. The event encouraged over 200 youth and families to explore their community while walking and rolling.
- ♦ **Science on the Go** - We partnered with the Wet Science Center by providing youth activities for their Science on the Go program. The activities could be completed by youth at home and included a neighborhood walkability survey, scavenger hunt, walk BINGO, bus coloring page, and safety word search.
- ♦ **Building Through Play** - We partnered with the Child Care Action Council by providing a pedestrian safety video and a scavenger hunt activity for their virtual Building Through Play event.
- ♦ **Virtual Rolling Storytimes** - We partnered with the Olympia Timberland Library on a series of four virtual Rolling Storytime videos. The videos included bike and pedestrian safety, a tour of Intercity Transit, and an opportunity to meet a bus driver. The videos were viewed by over 306 people.
- ♦ **Youth Walk Challenge** - 306 youth completed the challenge by walking 10 days in October. Each participant received a prize in the mail.
- ♦ **Yard Sign Art Contest** - We partnered with the Olympia Police Department, Target Zero and Safe Kids to organize a youth art contest. The top traffic safety yard sign designs will be displayed in yards near school zones and neighborhoods where youth walk and roll.
- ♦ **Safety Calendar** - We provided a scavenger hunt activity and sponsorship for the Safe Kids interactive calendar. The calendar is distributed to 750 families.



Bike shop volunteers



Mini bike rodeo



Class Pass

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-B
MEETING DATE: January 11, 2021**

FOR: Community Advisory Committee

FROM: Cindy Fisher Waterhouse, Vanpool Manager, 705-5829

SUBJECT: Surplus Van Grant Program

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- 1) **The Issue:** For information only.
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- 2) **Recommended Action:** For information only.
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- 3) **Policy Analysis:** The Surplus Van Grant program supports the Strategic Plan's goal of strengthening partnerships with local agencies and groups by assisting them in meeting their unmet transportation needs. Resolution 07-03 dedicates surplus vanpool vehicles for this use.

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- 4) **Background:** On September 3, 2003, the Intercity Transit Authority adopted Resolution 07-03 creating the Surplus Van Grant program. The program makes surplus vanpool vehicles available annually to non-profit groups in the Thurston County PTBA to meet the transportation needs of customers not met by Intercity Transit's fixed-route services. The Authority has granted 61 vans to community groups since the program began.

Twelve applications were received and reviewed by an internal and external review team. Recommendations were made for award of seven (7) surplus vans.

On December 2, 2020, the Intercity Transit Authority approved award of seven (7) surplus vehicles to the following organizations: Innovations Human Trafficking Collaborative, Catholic Community Services of Western WA, Thurston County Food Bank, Interfaith Works, SafePlace, Sacred Heart Catholic Church, and Behavioral Health Resources. All have worthy programs, demonstrate community benefits, and have the ability to comply with the requirements of the grant.

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- 5) **Alternatives:** N/A
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- 6) **Budget Notes:** The surplus van grant program will result in lost revenue to Intercity Transit from the sale of surplus vans. This is an estimated average of \$4,667 per vehicle or a total of \$32,672 for seven vehicles.
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- 7) **Goal Reference: Goal #4:** *“Provide responsive transportation options within financial limitations.”* **Goal #7:** *“Build partnerships to identify and implement innovative solutions that address mobility needs and other critical challenges in our community.”*
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- 8) **References:** 2020 Van Grant Recipients and history.

2020 Surplus Van Grant Recipients

Innovations Human Trafficking Collaborative's (IHTC) mission is to engage first responders, tribes, and other stakeholders in eliminating human trafficking through solution-based knowledge and trauma-informed strategies, and to empower survivors to heal and build self-sufficient, affirming lives. IHTC is the only Indigenous and survivor-lead human trafficking services organization in Washington, and the only organization in the South Sound serving Indigenous survivors of human trafficking. Currently IHTC staff uses their person cars for transportation. A surplus van from Intercity Transit would allow staff to transport clients and other stakeholders throughout Thurston County.

Catholic Community Services of Western WA Familiar Faces program provides certified Peer Navigators who work with individuals in downtown Olympia who have the most contacts with law enforcement. They partner with the Olympia Police Department. The goal is to ease the burden on law enforcement and provide outreach service to vulnerable individuals. The Peers establish relationships with the individuals and connect them to resources including mental health, substance use and medical care. They currently have two vans, and their hope is to expand to three so that they can transport all of their clients to critical appointments.

Thurston County Food Bank for twelve years, has run a gleaning program to ensure that surplus fresh fruits and vegetables produced on local farms make it to community members in need. Intercity Transit has been an integral partner in that work, providing a surplus van to transport volunteers to rural areas of the county where many farms are located. In the past, they have removed one seat from the back of the van to create space for one pallet of cargo. This has been effective in providing transportation for hundreds of volunteers and thousands of pounds of fresh produce. Their gleaning program harvests about 30,000 pounds of fresh fruits and vegetables each year – 277,000 pounds since 2010. This year they would like to replace their current van to continue this work.

Interfaith Works Navigation Team program serves unhoused individuals, with the most complex challenges, who are living either on the street, in shelters, or in encampments. The Certified Peer Support workers connect clients to social services, replacing identifying documents, passing out outreach supplies, long term case management and much more. As this program expands into doing further outreach, they have seen a huge need for transportation to basic services by their participants as well as a vehicle capable of holding more supplies. Access to services such as DSHS, social security, the food bank and doctor appointments can be insurmountable for clients due to multiple barriers houseless participants face. Having a multi-passenger vehicle dedicated to the Navigation Team advocate services would enable them to make many more weekly trips to the various resources available to their clients.

SafePlace - There are number of transportation problems that would be alleviated at SafePlace if awarded a Surplus Van, so they thank Intercity Transit for this opportunity. SafePlace provides services for survivors of domestic violence and sexual assault in this county and is coming up on its 40th year of operation. With over 30 employees covering Sexual Assault Services and Prevention, the agency currently has only one vehicle, which is a 1998 Chevy Astro van with no seats in the back, used for hauling and transporting items, not people. This

van will be used for emergency family pickup to get people and their belongings to safety. They will help mothers get to court dates and job interviews while also getting children to daycare as they work toward long term sustainability. In 2019, SafePlace helped thousands of survivors and their children in Thurston County find safety and freedom from violence through providing a full-service shelter, long term housing help and assistance navigating the court process, meeting clients at the hospital following a sexual assault, and prevention services in Thurston County. Having a van would be instrumental to SafePlace improving service options within these program areas.

Sacred Heart Catholic Church has been hosting an Overflow Overnight Men's shelter for over 15 years at their Lacey campus which is not directly on a bus line. Guests are approved beforehand and are picked up downtown Olympia to insure only those authorized are admitted to the shelter. Scheduled bus service does not meet their timeframes or door to door needs. They are also hosting a day shelter and shower services, offer a food bank, pick up food from local grocery stores, and run a clothing bank. They coordinate services with St. Michael Parish, Sidewalk, and Thurston County Food Bank. In the past they have rented a Community Van to provide services, use volunteer's personal vehicles, and a 12 year old vehicle with 117,000 miles for transportation.

Behavioral Health Resources has a Program of Assertive Community Treatment (PACT). They treat the most severely and persistently mentally ill patients in our community. To do this they must integrate into the community and work with clients to get them their medication, food and shelter. Many clients are homeless, so they go into camps to provide treatment. When providing transportation to a client, it is never just a ride. Staff take clients to appointments and help share what the client is experiencing, making sure they are following up on aftercare. They provide trips to grocery stores, educate on budgeting finances, eating healthier, transport to inpatient treatment centers, and job interviews. Transportation with a helping hand is one of the greatest services they are able to offer. They currently have smaller compact company vehicles and a 1999 Plymouth Voyager with 229,000 miles. They plan to replace the Plymouth if awarded a surplus van.

SURPLUS VAN GRANT RECIPIENTS

Year	Grantee
2019	WA YA Outdoor Institute
2019	Kokua
2019	Veterans for Peace
2019	Coastal Community Action Program
2018	Catholic Community Services
2018	Senior Services for South Sound
2018	Family Education & Support Services
2018	Kokua Services
2018	BHR
2018	Community Youth Services
2018	Nature Nurtures Farm
2017	Lacey Veterans HUB
2017	Senior Services for South Sound
2017	Yelm Senior Center
2017	Community Youth Services
2017	TOGETHER
2017	Wa-Ya Outdoor Institute
2017	Thurston County Food Bank
2016	Community Youth Services
2016	Center for Natural Lands Management
2016	City Gates Ministries
2016	Senior Services for the South Sound
2016	Community Action Council
2016	Boys and Girls Club
2015	Community Youth Services
2015	Interfaith Works
2015	CCS/Drexel House
2015	YWCA
2013-14	Thurston County Food Bank
2013-14	GRuB
2013-14	Panza for Quixote Village
2013-14	Boys & Girls Clubs of Thurston Co
2012-13	Catholic Community Services
2012-13	Boys & Girls Clubs of Thurston Co

2012-13	Wee Love Learning Early Learning Center
2012-13	Thurston County Police Athletic League
2011-12	Olympia Union Gospel Mission
2011-12	Senior Services for South Sound
2011-12	Olympia Christian School
2010-11	Olympia Early Learning Center (returned when center closed)
2010-11	Senior Services for South Sound
2009-10	Community Youth Services
2009-10	Capital Clubhouse
2009-10	Thurston County Food Bank
2009-10	Yelm Senior Community Center
2008-09	No vans granted 2008-2009
2007-08	Behavioral Health Resources
2007-08	Partners in Prevention
2007-08	Senior Services for South Sound
2007-08	Bread & Roses
2006-07	Behavioral Health Resources
2006-07	Morningside
2006-07	Catholic Community Services
2006-07	Senior Services for South Sound
2005-06	Boys & Girls Clubs of Thurston Co
2005-06	Pacific Peak Girl Scout Council
2005-06	Behavioral Health Resources
2005-06	Olympia Union Gospel Mission
2004-05	Behavioral Health Resources
2004-05	Senior Services for South Sound
2004-05	Habitat for Humanity
2004-05	Bread & Roses

Authority Meeting Highlights
a brief recap of the Authority Meeting December 2, 2020

In order to comply with the Governor's guidance to "Stay Home and Stay Healthy" and in keeping with the Governor's Proclamation 20-28 Open Public Meetings Act, this meeting was held remotely.

Action Items

Wednesday night, the Authority:

- Adopted the 2021-2026 Strategic Plan.
- Adopted Resolution 05-2020 establishing the 2021 Budget.
- Canceled the Wednesday, December 16, 2020, Authority meeting.
- Declared Vanpool Vans as surplus. These are vehicles surplus to our needs and will either be offered for direct purchase by other public agencies, granted as part of the Surplus Van Grant Program or sold competitively through public auction. The total value of the vehicles is estimated at \$116,597.
- Authorized the General Manager to grant surplus vanpool vehicles to Innovations Human Trafficking Collaborative, Catholic Community Services of Western WA, Thurston County Food Bank, Interfaith Works, SafePlace, Sacred Heart Catholic Church, and Behavioral Health Resources.
- Authorized the General Manager to execute a contract amendment with Pacific Security for security services at Intercity Transit facilities for a period of one year in an amount not-to-exceed \$560,100.
- Appointed Justin Belk to the Intercity Transit Authority as a Citizen Representative, for a term to begin January 1, 2021, through December 31, 2023. This appointment fills the position of outgoing Citizen Representative Ryan Warner.
- Appointed the following individuals to three-year terms to the Community Advisory Committee beginning January 1, 2021: *Isha Gabriel, Jihan Grettenberger, Nikki Crist, and Tom Mull.*

Other Items of Interest

- Welcomed Ron Parker, Operations Supervisor.
- Project Architect Stantec, Inc. and General Contractor/Construction Manager, Forma Construction Company provided a year-end update on the progress of the Pattison Expansion and Rehabilitation Project.
- The Authority and staff bid farewell to Authority member, Ryan Warner, who served as a Citizen Representative for nine years.

General Manager's Report:

- Intercity Transit (IT) continues to have multiple service plans at the ready, and was hopeful of providing additional service starting December 6, however, IT has been affected by the surge in COVID cases, and as a result IT does not have the staffing to expand service at this time.

Intercity Transit will continue to monitor the situation, and how the holidays through New Year's will have an impact on COVID rates, our staff and passengers.

- There are approximately 176 Operators available today, however, that number changes daily. We were budgeted at 266, and we started COVID with 236. Currently, it takes 110 and new service takes 191.
- Human Resources staff has been hiring to fill vacant positions throughout the year. The last Operator new hire class started driving right as the pandemic was declared. Interviews for new Operators begins next week. COVID restrictions have complicated things in terms of administering testing. **A big shout out to Human Resources and Operations** for figuring out how to move through the hiring process and develop a training program where we can accomplish what we need to and do so safely. We will continue to advertise and recruit and look forward to bringing new Operators onboard.
- Freeman-Manzanares highlighted some of the wonderful work Nicky Upson and Ally McPherson from the Marketing/Communications group have accomplished in addition to Passenger Information, Rider Alerts, the website, social media, GovDelivery, and how they gather and incorporate input internally and externally to improve communication channels.
- Upson and McPherson are looking for community input via a survey to improve IT's website and to make it more intuitive. The survey will help define where people expect to find information. The survey takes about 10 minutes and is located at www.intercitytransit.com.
- Upson and McPherson are also releasing the **"Respect the Ride"** campaign. Everyone has a responsibility to Respect the Ride when onboard Intercity Transit. IT strives to make everyone's trip as safe and as comfortable as possible. When you Respect the Ride, you ensure everyone onboard enjoys their journey. While riding, please remember to ***Respect the diversity of your fellow passengers. Being considerate and kind to other riders makes the ride better for everyone.*** To Respect the Ride means you:
 - Keep your voice, music and phone conversations low.
 - For your safety, please don't sleep while onboard.
 - Have a destination when you get onboard.
 - Save the front seats for people that need them.
 - Be respectful and use family-friendly language while onboard.
 - Ensure your personal items aren't taking seats away from other passengers.
- Freeman-Manzanares gave a **big thank you** to the frontline employees and those working behind the scenes – to all staff who have been nimble and hard-working and resilient. They have done an outstanding job. This has been a really challenging year, but one that has been full of opportunity as well. Our world and our work looks different, and COVID has added a significant amount of work on top of already full schedules, and staff have moved forward remarkably well in that changed space.
- Freeman-Manzanares also extended a **big thank you** to the Authority, IT passengers, all of our partners, and the Thurston County Public Health.