

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
March 15, 2021 - Virtual Meeting
5:30 PM**

Pursuant to [SCR 8402](#) this meeting will be through remote access:

Please join the meeting from your computer, tablet or smartphone:
<https://global.gotomeeting.com/join/942739389>

Dial in using your phone:

United States: +1 (872) 240-3212 - One-touch: <tel:+18722403212,,942739389#>

Access Code: 942-739-389

CALL TO ORDER

- | | | |
|--------------|---|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative
<i>(Paul Tischer)</i> | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. March 17, 2021, Work Session - meeting cancelled | |
| | B. April 7, 2021, Regular Meeting - (Marilyn Scott) | |
| | C. April 21, 2021, Work Session - (Marie Lewis) | |
| | D. May 5, 2021, Regular Meeting - (Scott Paris) | |
| IV. | A. APPROVAL OF MINUTES - February 8, 2021 | 1 min. |
| V. | NEW BUSINESS | |
| | A. Service Restoration Overview (Rob LaFontaine) | 30 min. |
| | B. Service Planning 101 (Rob LaFontaine) | 45 min. |
| VI. | CONSUMER ISSUES - All | 15 min. |
| VII. | REPORTS | |
| | A. February 17, 2021, Authority Meeting (David Bonauto) | |
| | B. March 3, 2021, Authority Meeting (Ursula Euler) | |
| | C. General Manager's Report (Ann Freeman-Manzanares) | |
| VIII. | NEXT MEETING - April 19, 2021 | |
| IX. | ADJOURNMENT | |

Attendance report is attached.

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

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

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

Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
February 8, 2021 - Virtual Meeting

CALL TO ORDER

Vice-Chair Smit called the virtual February 8, 2021, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

Members Present: Vice-Chair Walter Smit; Ursula Euler; Marilyn Scott; David Bonauto; Nikki Crist; Jihan Grettenberger; John Gear; Allison Spector, and Ty Flint.

Absent: Billie Clark; Jonah Cummings; Isha Gabriel; Marie Lewis; Jini Namboothiri; Joan O'Connell; Scott Paris; Gene Angel; Carissa Putt, and Denise Clark.

Staff Present: Ann Freeman-Manzanares; Nancy Trail; Eric Phillips; Steve Krueger; Daniel VanHorn, and Roshan KC.

APPROVAL OF AGENDA

It was M/S/A by DAVID BONAUTO and URSULA EULER to approve the agenda with the addition of a report on the February 3, 2020 ITA meeting to the Reports section.

APPROVAL OF MINUTES

It was M/S/A by URSULA EULER and DAVID BONAUTO to approve the minutes of the January 11, 2021 CAC Meeting.

INTRODUCTIONS

Smit introduced Authority member, JUSTIN BELK, as the ITA representative attending the meeting.

MEETING ATTENDANCE

- A. February 17, 2021, Work Session - David Bonauto
- B. March 3, 2021, Regular Meeting - Ursula Euler
- C. March 17, 2021, Work Session - Ursula Euler
- D. April 7, 2021, Regular Meeting - Marilyn Scott

NEW BUSINESS

- A. **NOMINATION AND ELECTION OF CHAIR** - (*Nancy Trail*) Trail indicated annually the CAC elects a Chair and Vice Chair. The Authority extended the current officer's appointments due to COVID-19 to December 31, 2021. Chair Justin Belk has since been selected to the Authority leaving a vacancy. Officers serve a term of one (1) year.

Members may nominate other members who are willing to accept the nomination, and members may self-nominate. Please turn on your camera to be recognized to speak. Trail asked if there were any questions prior to opening the floor for nominations.

Trail opened the floor for nominations for Chair.

John Gear nominated *Ursula Euler* for Chair.

Trail asked for any additional nominations for Chair and receiving none, closed the floor for nominations.

Having received only one nomination voting is not necessary and Ursula Euler will be appointed as Chair.

B. 2021 PROCUREMENT PLAN - (*Steve Krueger*) Krueger serves as the Procurement and Capital Projects Manager and shared that annually he updates the ITA and the CAC on the projects that are in the procurements pipeline. To make it more interesting and relatable this year he prepared a presentation linking the projects to the agency goals. He provided links to the [2021 - 2026 Strategic Plan](#) and [2021 Budget](#) on the agency website. Krueger acknowledged his team of Katie, Tammy, and Jeff (noting Jeff was re-elected as president of the Washington Chapter of the National Institute of Governmental Purchasing).

- **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.*
 - Procurement manages a number of contracts that support marketing's efforts including:
 - Transit guides - rebidding this year.
 - Website enhancements and contracts.
 - GovDelivery - used to transmit news alerts.
 - Graphic design services - a new contract.
 - Video production services – last year Hand Crank Films produced the Day in the Life of a Bus video which is on the agency website. This company was recently acquired and so this contract will be rebid this year.
 - Wayfinding – the introduction of on-street customer information support through digital monitors. This will start with transit centers and will expand coverage to higher use areas.
 - Vehicle wraps - to help promote the vanpool program the vans have a promotional wrap package. This contract will be rebid this year. Outdoor advertising is recognized as one of the most cost-effective means of advertising available to self-promote the vanpool program.
- **Goal 2 – Provide outstanding customer service.**
- *End Policy – Customers, staff, and the broader community will report a high level of satisfaction.*
 - An important technology that helps manage the buses and DAL vans is the Computer Aided Dispatch and Automatic Vehicle Location System (CAD/AVL System). The technology enables the agency to:
 - Control scheduling by knowing where vehicles are at any given time.
 - Provide location data to mobile apps so riders know where their bus is.

- Provide voice communications with operators.
- Transmit data to and from vehicles (automatic passenger counter, enunciator messaging, vehicle diagnostics).
- The current CAD/AVL system has been in place since 2008 and is nearing its end of life.
- Staff expects to award a new CAD/AVL contract this month.
- Staff expects to also extend a consulting contract with IBI who is helping assess the range of potential solutions and solution providers, as well as navigate the contracting process and implementation.
- Staff also expects to renew two (2) different radio tower contracts that support the CAD/AVL technology.
- Landscape services – customer support takes many forms and includes taking care of the property used by customers waiting for a bus. Staff will likely be extending the landscape services contract so the facilities are inviting, and the community can take pride in the use of the facilities and services.
- OTC public area updates – another new project that includes landscaping the southwest corner of the property so that it harmonizes with the look and feel of the new building. This coupled with the repainting of the OTC platform that was done this summer will make the entire property look new and unified. It will add landscaping measures to deter foot traffic and add hardscape design, street-lamps and other amenities.
- Uniform contracts – when operators bring home the hardware as they tend to do each year it is important they have uniform threads that project the friendly yet highly professional operators the agency consistently attracts. Soon they will be wearing an updated version of the Hawaiian shirt with the newest bus design and color scheme. Procurement manages both the operator and maintenance uniform contracts and will likely be extending both.
- **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.*
 - Pattison base construction – the project broke ground last summer and the committee will see an overview next. This project will keep procurement on their toes for the next 3 years.
 - Pattison furniture package – although the building is not scheduled for completion until October of 2022 staff is already working with stakeholders in refining the furniture package for budgetary purposes.
 - Walk N Roll Lease – procurement will be extending the lease of the WNR space directly across from the OTC. In October 2022 when the new Fuel Wash Facility is complete WNR and youth education will be relocated in that building and be accessible directly from Martin Way. WNR will finally return home to a space designed to satisfy their programming needs.
 - Bus shelters/solar lighting/rear door boarding – the agency is always adding and improving bus shelters throughout the system. This year procurement will rebid both the bus shelter and related solar lighting contracts. Also, with the introduction of the Zero Fare pilot project, rear door bus boarding is now possible. Many bus pads will require modification to better accommodate rear door boarding.

- Facility management – requires access to a variety of contractors. This year staff will be assisting facilities with a variety of procurements and contracts including:
 - Martin Way camera replacement and installation of Centennial Station security cameras – procurement will assist the information systems department.
 - Elevator maintenance contract – renewal.
 - HVAC safety access platforms – a new contract.
 - Standby generator – new contract in support of the OTC building.
 - Painting consultant – working to close out the OTC, LTC and Centennial Station painting work.
 - Gutters replacement at LTC.
- Towing services – as great as the operators/technicians are occasionally towing services are required. In January Nisqually Towing (for motor coaches) and Gene’s Towing (for all other vehicles) were awarded contracts.
- Janitorial services – the need for high quality cleaning and sanitation services became clear with COVID-19. A new contract was awarded in the summer of 2019 and will be up for renewal again this summer. Over the last year there have been a number of adjustments made due to COVID-19 and its impacts on the use of facilities. Staff has been pleased with the provider and it is likely procurement will renew this contract.
- Rider and facility security services – maintaining safe and secure operating systems requires the support of a security services firm and this contract is scheduled to either be renewed or rebid later this year. Procurement will collaborate with operations, customer service, and facilities to assess contractor performance before determining the most appropriate course of action.
- **Goal 5 - 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.*
 - Fleet and service support purchases:
 - 23 new coaches were ordered in January, 2019; 13 are due in April/May of 2021 and will require post delivery inspection and verification. The remaining 10 are due in November/December 2021.
 - The agency plans to replace 18 DAL vans this year that have reached their useful life. Staff remains hopeful that a portion of the replacements will be supported by grant funding.
 - Procurement will also be ordering a new facilities truck and van.
 - Enhanced facility access and use – traffic congestion at the Martin Way/I-5 interchange creates backups during peak hours and it often takes as much as 10 minutes to make a left turn to get onto the northbound I-5 onramp. A possible remedy includes the development of an alternative onramp on Martin Way as well as a transit only direct access ramp into the Martin Way Park and Ride lot. Analysis is needed to determine if an inline station on the ramp is feasible there. Procurement expects to hire the consulting services needed to conduct an analysis.
- **Goal 6 - 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.*
 - Zero emissions roadmap – much progress is being made towards achieving zero emissions in the public transportation sector and very soon procurement will be releasing a solicitation to hire an experienced firm to assess our transit system and provide a practicable, viable and detailed roadmap to achieve a zero emission fleet and related support infrastructure by 2050.
 - Bus Rapid Transit (BRT) – included in the agency’s Long Term Plan is the prospect of incorporating high capacity corridor service often referred to as BRT. Prior to pursuing BRT federal grant funding there are specific requirements by FTA to follow a particular modeling protocol. Staff will hire an engineering consultant with specialized transit modeling experience in high capacity corridor evaluations that will position the agency to pursue FTA BRT grant funding. Completing a technical evaluation is the required first step on the way to securing federal funding.
 - Transit Signal Priority (TSP) – Smart Corridors also referred to as TSP provides buses to have priority passage through the busiest and most congested corridors as a means to help buses stay on schedule. It is a complex process and requires coordination with multiple jurisdictions and the assistance from highly specialized engineers and consultants. Procurement provides planning and development with access to the engineering and consulting contracts they need to implement their many service planning initiatives and studies. Due to the pandemic many of the short and long range initiatives were put on hold and as thing return to normal they will move forward.

- **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.*
 - Advocacy services – it is beneficial to hire experts to craft and carry the agency’s message to decision makers. Procurement manages:
 - State advocacy services contracts;
 - Federal advocacy services contract, and
 - Grant writing service contract.
 - Market Assessment – to encourage use of services, increase ridership, and keep pulse on the marketplace for services. The pandemic forced staff to switch gears but they will continue to keep the contracts alive and are poised to renew and secure any other related contracts as needed as the health of the community is restored.

Krueger answered questions.

Euler – thanked Krueger and added it was a great presentation. She encouraged members to ask questions.

Flint – inquired when the OTC would open.

Freeman-Manzanares – indicated staff was meeting with Thurston County Public Health (TCPH) to talk about some of the specifics around service as well as facilities. Part of the issue is having enough staff to open facilities. Many employees are considered vulnerable so they are able to work from home but not able to work at the facility safely. The one thing that all facilities have in common is they are all too small for the number of people working in them with no opportunity to achieve social distancing required by COVID-19. TCPH will provide the guidance necessary to move forward.

Bonauto – remarked that he heard the presentation at the ITA meeting and what an incredible volume of work it is. Krueger and his team deserve a lot of credit for pulling it all off. He inquired if the agency went through any exercises to ensure minority and women's business as well as diversity in the procurement program.

Krueger – indicated that he does the DBE reporting for the agency and along with the grants program administrator they put together the agency goals which is a federal requirement. All solicitation templates include language around attracting and drawing in DBE applicants. With larger construction projects they try to identify MWBE in advance that might be interested and send them notification of projects. As with everything COVID-19 has made that more challenging because typically staff holds a pre-proposal or pre-bid conference, and they can meet directly with DBE businesses to see if there is an opportunity for an alliance with a larger bidder if they can be prime. Staff also attends various reverse trade shows and has an opportunity to meet DBE's and discuss upcoming opportunities and how they might be able to help them get some of that business. The Pattison project has one DBE so far on that contract and staff anticipates some others in the next phase of the project.

Spector – inquired of the lessons procurement has learned over the past year, and what things went well and what things they might do differently.

Krueger – shared that he has been involved in procurement at IT and with the state and one of the environmental efforts he has always dreamed of is to get to a paperless office. Prior to COVID-19 he and his staff worked in a satellite building and was always trucking paper over and printing material. One thing they have noticed is working from home and remotely they have figured out a way to use less paper. It is very rare when he does any printing. The agency implemented a DocuSign policy and now everything is signed electronically. COVID-19 prompted staff to use it even though it's been around a long time. He also uses Microsoft OneNote which is a database built into MS Office as a virtual file cabinet storing all contracts and they are available for everyone to view. The agency has also deployed Microsoft Teams and been using it for 9 months and it has changed the way they do business. He added that the next presentation will show another new tool used in design work that the committee will find quite fascinating.

Spector – asked if anyone had attempted to quantify the paper/printing savings based on recent changes.

Krueger – added that was a great question and they haven't attempted to do that yet but it would be an interesting exercise.

Grettenberger – remarked that it is awesome to hear everything the agency is working on. She liked the Wayfinding project and inquired about the potential location for BRT.

Phillips – indicated IT is part of a regional planning collaboration going on for over 10 years called Smart Corridors that includes a higher level of service on the Martin Way and Capitol corridors. The demonstration project “The One” provides faster service with limited stops and may extend out to Marvin road or maybe as far out as Meridian, and continue all the way to the west side. These areas have higher density housing, more access to shopping, regional employers and housing located along the corridors. The agency has envisioned this in the Long Range Plan as a type of BRT light model that is more nimble and has faster service that doesn’t require the purchase of any right-of-way and fits with existing streets. The agency hopes to see this happening over the next 5-10 years.

Grettenberger – asked if TSP has an effect on bikes.

Phillips – shared that TSP provides interaction with the traffic control system and wouldn’t be anything anyone would notice. People in cars will seem the same. The signal will recognize when a bus is coming and it will look further down the time sequences and possibly extend the green a bit longer or it might shorten the length of the side street traffic to come back quicker. It will limit the time a bus is stopped. A bicyclist wouldn’t see any difference.

Freeman-Manzanares – shared kudos for Krueger and Phillips. She added that staff will bring a planning 101 conversations to the group soon. Phillips has brought many things to the agency and one of them is that time is money, and the amount of service that could be provided if buses weren’t stopped at stop lights. She indicated Krueger and his team are a tremendous group that has adapted amazingly well and continues to move projects forward faster than ever despite the pandemic. The Pattison project is a huge construction project and it is the only project where bids came in less than expected because people were nervous about the economy so the agency got great pricing. The other thing that Krueger and his team have been doing a great job with is being really inclusive in their process and making sure all the right people are around the table. This makes for a better product. They have been great at creating a virtual table. In the past teams have traveled and now they are able to meet with consultants virtually and they don’t have to limit the number of people participating in the conversation so there are more voices at the table.

Euler – inquired about the collaboration requirements with the city of Lacey at the Martin Way/I-5 intersection.

Phillips – This intersection was part of a Federal Highways Justification Report that identified the park and ride for direct access. This was also done in collaboration with the city of Lacey. The agency has applied for a grant with WSDOT Regional Mobility Grant for design and installation for direct access and would be bus only access. The Olympia Express bus can wait in a long line of cars sometimes 10 minutes to make the left turn. This is a time kill so it would allow buses to get in and out of facility quickly and streamline the service as well as potentially adding a stop on the ramp heading north saving 5-10 minutes each trip. I-5 currently lacks HOV lanes so transit is not

competitive. When buses are stuck alongside cars it doesn't attract ridership. The work began with Lacey several years ago.

C. PATTISON REHABILITATION AND EXPANSION PROJECT UPDATE - (Steve Krueger)

Krueger indicated he would provide a high-level overview of the Pattison Rehabilitation and Expansion Project. Like the OTC project the agency chose to use the General Contractor/Construction Manager (GCCM) procurement methodology to minimize issues with tight job sight conditions including the need for continuing operations. Hiring DES as the project manager avoided the state pre-approval process and allows the agency to use DES's public works expertise, relationships, practices, and their on-call support consultants. In May 2018, architects Stantec received the contract to refresh the existing Master Plan and serve as the project architect. Stantec has extensive experience in designing transit facilities around the world. In August of 2019, Forma received the GCCM contract for Phases III and IV of the project. The GCCM advantages include the architect, general contractor and owner working closely together in solving the huge and complicated construction puzzle. For background purposes the existing Pattison building was completed in 1985 and was intended to service 80 vehicles instead of the approximately 400 it is currently servicing. The first Master Plan was developed in 1998 which led to the acquisition of the north parcel in 2005. An updated Master Plan was later completed by Tetra Tech in 2010. The Tetra Tech Master Plan called for replacement of the underground storage tanks, and addition of stormwater gallery on the north parcel. Tammy Ferris spearheaded the project and it was completed in the summer of 2018. Phase II of the project included adding a traffic signal along Martin Way and Pattison which was completed in the fall of 2019. Once Forma received the GCCM award they immediately began their constructability review and contributing their value engineering expertise. Despite all the restrictions and uncertainty of COVID-19 the project team was able to forge ahead with design/review meetings remotely. Nearly 22 years in the making the project broke ground on August 17, 2020. The project attracted significant competition and the low bid for the civil work was approximately \$1M below the cost estimates. When other bid packages were bid later in the summer the agency received good competition and pricing that was below cost estimates as well. The GCCM contract includes a multitude of local contractors, one certified DBE, and a Veteran owned business. Market timing worked in the agency's favor this time and has helped stimulate the local economy as well.

Krueger indicated Forma has not only an emphasis on safety but has implemented a robust COVID-19 safety plan that follows CDC guidelines. There has not been any COVID-19 issues discovered thus far.

Krueger noted that geotechnical studies revealed potential liquefaction at the north parcel and to combat this it was recommended that approximately 700 geopiers be installed inside the perimeter of ADOPS building. As the holes are drilled they are filled and compacted with aggregate to form a self-supporting column to better support the building and the possible side effects of an earthquake. Once the geopiers were installed, footing forms were constructed along with all the necessary mechanical, electrical and plumbing pathways incorporated when the concrete is poured. The stem walls poured along Pattison have a nice wood grain texture. Wood slats were incorporated into the forms to give the concrete the texture. Krueger indicated that if all goes well the slab on grade will be poured on Thursday although snow is predicated so it may be delayed a week. Then the site will be ready to go vertical. Phase III construction of the north parcel is 15% complete and the ADOPS should

be substantially complete in June, 2022. The new fuel wash should be substantially complete in September, 2022. Krueger shared a time-lapse video of construction work to date.

Krueger shared several renderings of the what the building will look like from Pattison/Martin Way showing strong horizontal lines. The strong vertical lines serve as bookends to complement and give closure to the dominate horizontal lines on the corner building. There is a long, covered veranda along Pattison that will serve as a nice gathering spot leading to the main entrance. Krueger shared the architectural examples that were presented to the city design review board. As the design evolved the city identified various elements to be addressed including signage, fencing design, and they were also very interested in the bike locker design. The color scheme, material and pattern pallet were also shared with the design review board.

Krueger shared that to increase the much needed vehicle maintenance capacity the fuel FWF will be built next to the ADOPS building along Martin Way. Doing so will free up space at the main lot and increase capacity. Once completed the facilities department will be relocated from the maintenance building to the FWF. The WNR program will also be located in the FWF. He shared a rendering of the exterior of the FWF.

Krueger shared renderings of the layout and design of the various floors of the ADOPS building. He called out the reception area and the multipurpose board/training room. The terrazzo floor in the reception area will consist of composite material of chips of marble, quartz, granite, and glass that will resemble a map of downtown Olympia. The board/training room is adjacent the reception area. A retractable partition allows the room to be divided 60/40 and provides a lot of flexibility. The room(s) will feature large display screens with display monitors throughout. Other floors feature open office space and modular concepts that allow the space to be reconfigured as needs dictate for years to come.

Krueger added that renovation of the maintenance building won't begin until the FWF building is complete and they have been relocated in the fall of 2022. Although there is some time before then there is plenty of planning, design work, and permitting that needs to be done. A new tool in virtual planning was used to provide a scan of the maintenance building. He shared a video of the virtual walkthrough. This provides dimensions between two points as well as a tour of the building. The design team has started the site planning and design work for the south parcel and there will be more to come.

Krueger answered questions.

Euler - remarked about how much work goes underground first.

Krueger - agreed and added that it will be fun in March when steel columns arrive on site since they have spent five months doing underground work. If they hadn't shared the time lapse of the geopiers most would never know all work that went underground. It is a maze of plumbing and conduit and there is a lot of planning in every single piece. Once the slab-on-grade is poured it's difficult to appreciate how much work and technology are underground. The biggest unknow factor in construction is what's underground. Different things pop up and it is the riskiest part of construction. Once the project is past that everything else is a lot more predictable.

Crist – inquired if the building has solar or is solar ready.

Krueger – indicated both this facility and the OTC will be all solar ready and they are exploring grant funding opportunities for both.

Phillips – remarked about construction logistics and likened it to a contractor working in your house while living there. There is work to do, meals to make, life to live, and this is one of the biggest challenges. Occupying the property and buildings while making sure the work flow is happening. Much of the staging was designed around maintaining access and continued operations. The walkthrough scans of the maintenance building will allow mechanical contractors to prepare bids without physical access to the building due to the pandemic. This also allows staff to assure continued service quality. It really is a team effort and it creates a pretty big family with the contractor and staff on site. They gained great experienced at the OTC where they were inside an area with active operations and moving buses.

CONSUMER ISSUES

- *Spector* – inquired about IT resuming express service.
Freeman-Manzanares – indicated they would like to do that. Staff is meeting with county public health to talk about how best to return focusing on restoration of local services first. Originally it was determined that it could be considered when both Pierce and Thurston were in phase III. Now the phasing system has changed and the question is has the public health situation changed. Staff is also pursuing the question of increasing fixed-route service in March.
- *Spector* – responded she understood and that these are extraordinary times. She indicated the past Saturday she was riding the bus from LTC down to OTC and that the bus was almost at capacity. She asked if there have been any protocols established in case a bus gets too full.
Freeman-Manzanares – added they appreciated hearing about that and staff is monitoring ridership. There haven't been clear patterns that can be addressed. It changes from trip to trip and day to day. We have added additional 62's and The One to address ridership.
Phillips – stated the only thing he would add is that there isn't enough uniformity in loads at this time to plan supplementing service. They have a process in place if they know a school trip is happening they could trailer a bus out, but what they're seeing is that the growth has started in the last couple weeks, but since August hadn't really changed. It is hard in the winter to want to stand in the wind, rain, and cold to wait for the next bus. The average trip is at about six per bus but sometimes looking at a particular trip they've seen approximately 20. Those tend to be shorter length trips with the higher loads. They are watching closely and it is a challenge. Looking at the Olympia Express service it takes a tremendous amount of resources in the number of operators and buses so getting local service back up to normal has been the priority. Staff is training a new class of operators down at the new OTC so they can have the room they need to be safe to get out on the road and provide service.

REPORTS

- **February 3, 2021 Authority Meeting** – Bonauto reported they received Krueger's procurement presentation and also elected officers and completed committee appointments.

Carolyn Cox of Lacey is Chair, and Clark Gilman from Olympia is Vice-Chair. Cox will cover TRPC, Don Melnick TPB, and Sue Pierce the Pension Committee.

- **General Manager's Report** – Freeman-Manzanares provided the General Manager's report including:
 - Tours of the facilities is something fun for new members and she remains hopeful this will happen as soon as possible for anyone who is interested.
 - As to the question of solar staff is looking for grant funding and has talked about the possibility of a community funded organization like Olympia Community Solar or the Hummingbird project. It's possible staff will bring this conversation to the committee. If anyone knows of an opportunity that would be great to know.
 - Thanks to Commissioner Mejia who is the new representative from the Thurston County Commissioner's and also to TCPH who staff has worked closely with to successfully prioritize transit front line employees to be vaccinated in phase 1A. Agency front line employees are eligible now and can participate in a clinic on Wednesday evening. They have set aside 100 doses for IT. The agency has an emergency broadcast system called Informacast and a message went out 3 minutes ago for them to check emails and schedule appointments. This is a big relief for the agency to protect the health of employees.
 - The state is anticipating the next level of front line employees over the age of 50 some time in February and under the age of 50 sometime in April. It is an issue of vaccine supply and staff recognizes timing depends on supply. Staff will continue to monitor the situation and keep everyone informed.
 - The agency received the November sales tax at the end of January (it runs approximately two months behind after it is collected) and surprisingly it was IT's best sales tax month ever at 34% over January, 2020. It has been a bit up and down all year and has been interesting.
 - A new class of 12 operators joined the agency two weeks ago today. This is the first operator class since COVID-19 struck last March. In addition, applications for another class is open now so please send anyone interested to www.intercitytransit.com.
 - The winter BCC is underway for the month of February. This is a precursor to the May BCC for those who are weather hearty cyclist. To adapt to evolving circumstances both winter and May BCC will be open to all types of bike rides instead of just work trips because staff just wants people to go out and enjoy being on their bikes and eligible for prizes.
 - Things are going well on the Pattison project. She is always pleased to share when a project is on schedule and within budget. It will be exciting going vertical in March. Things change quickly once you go vertical. It is anticipated to open Summer/Fall of 2022. Eric shared how tight the site is and staff along with contractors are doing everything necessary to continue service while construction is going on. Staff must also designate space for CDL testing for new operators. There is a lot of juggling going on and will be for the next few years.
 - 13 new coaches are going into production on March 1 and the agency anticipates seeing them in mid to late April. They will be going into service this summer and this hinges on the CAD/AVL project. Staff anticipates these new vehicles will be the pilot vehicles. Hopefully staff will have a contract approved at the February 17, ITA meeting. The agency is currently using first generation CAD/AVL technology that has been in use for 13/14 years and it will be exciting to see what advancements in technology will offer staff and passengers.

Intercity Transit Community Advisory Committee

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- Staff will begin preparing old vehicles to go to surplus so they can be exchanged for the new ones.
- The back-up radio system installation is going well and staff is looking at moving to cellular. The radio back up is installed on all DAL vehicles and staff will have the coaches complete by the end of March and then move to staff vehicles.

Spector – inquired if there might be new grant opportunities with the new administration being focused on environmental issues that might help the agency with renewable energy opportunities. She also inquired about IT's revenue with the no fare implementation compare with other agencies who still collect fares.

Freeman-Manzanares – indicated many transit systems nationwide are suffering in terms of impacts due to COVID-19 and their inability to collect fares. One of the things that happened fairly quickly is systems stopped collecting fares because they weren't sure how COVID-19 was being transmitted so moved to no exchange of money and rear door boarding. The agency's zero fare demonstration project had already begun and they weren't collecting fares and passengers were already boarding from the rear. Staff began working on ways to protect operators with maintenance fabricating the enclosures around operators. Staff is always hopeful for additional grants opportunities. The agency is poised to hire a consultant to complete a study for the future propulsion of vehicles and whether that means hydrogen fuel, or electric and what makes sense for an agency of this size and location. Once that is done the agency can prepare a Long Range Plan and apply for state and federal grants when opportunity arises.

Spector – shared kudos to the mechanics for their solutions and hopes the operators know how appreciated they are. She doesn't have a car and it would be a huge challenge with limited options to get around. She is glad they are getting access to vaccines.

Freeman-Manzanares – indicated she would share the kudos with staff.

Euler – indicated she will look to help anyone on the committee who wants to attend the meetings. Meeting remotely means people don't have to travel and it makes it more accessible. It is proving to be quite useful when the committee can meet from home. She is looking forward to meeting with everyone again in person.

NEXT MEETING: March 15, 2021.

ADJOURNMENT

It was M/S/A by SMIT and SPECTOR to adjourn the meeting at 7:24 pm.

Prepared by Nancy Trail G:\CAC\Minutes\2021\CAC Minutes 20210208.docx

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-A
MEETING DATE: March 15, 2021**

FOR: Community Advisory Committee

FROM: Rob LaFontaine, Planning Manager, 360-705-5832

SUBJECT: Service Restoration Overview

-
- 1) **The Issue:** Provide the CAC with an overview and discussion of the ongoing restoration of fixed route bus service during the COVID-19 pandemic.

 - 2) **Recommended Action:** Information and discussion.

 - 3) **Policy Analysis:** N/A.

 - 4) **Background:** Provide an overview of the adjustments made to fixed-route bus service during the COVID-19 pandemic, as well as a summary of anticipated restoration scheduled to begin March 21, 2021.

 - 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.”* **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-B
MEETING DATE: March 15, 2021**

FOR: Community Advisory Committee

FROM: Rob LaFontaine, Planning Manager

SUBJECT: Presentation – “Planning 101”

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- 1) **The Issue:** Provide a presentation and dialog about the primary functions performed by the Intercity Transit Planning Division, including transit terminology, policies, and trade-offs.
-
- 2) **Recommended Action:** Information and discussion.
-
- 3) **Policy Analysis:** An educational presentation intended to assist CAC members in better understanding transit operations, supporting technology, and related policy decisions.
-
- 4) **Background:** Provide an introduction of Planning staff and summarize the primary roles and contributions each make toward the design and implementation of public transit service.
-
- 5) **Alternatives:** N/A
-
- 6) **Budget Notes:** N/A.
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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 #6: *“Encourage use of our services”*
-
- 8) **References:** N/A.

- The Pattison Street project is on schedule and within budget. The contractor anticipates going vertical in early March which is another exciting milestone. This phase of the project is still on schedule to open summer/fall of 2022.
- Onsite space is very tight at the Pattison facility, and staff is doing their very best to designate space for Commercial Driver's License (CDL) testing for new operators.
- There are 13 new coaches going into production March 1, 2021, and we anticipate seeing these vehicles mid to late April and having them on the street this summer. The date is a bit uncertain at this point as we are also installing the new CAD/AVL (Computer Automated Dispatch/ Automated Vehicle Location System) system. These vehicles will likely be the pilot vehicles. We are working with a first-generation system now and looking forward to introducing all the advancements that have been developed over the last 12 to 14 years to our customers.
- Last year, the Authority approved the purchase and installation of the back-up radio system and installation and that project is moving forward. They are installed in our DAL vehicles and expect to have the coach fleet completed the end of March. Then moving on to the Operations Supervisor and fleet and facilities service vehicles.
- Staff continues to navigate all things COVID, internally and externally, as well as a variety of detours. While it continues to be taxing, staff is responding amazingly well under the circumstances. **Giving staff another shoutout for their professionalism and resiliency.**
- Intercity Transit is working with Senior Services of South Sound and will be doing outreach to help ensure seniors in the community, particularly those that may not be computer savvy, have access and transportation to receive their COVID vaccine.

Prepared February 5, 2021
Pat Messmer/Clerk of the Board

Authority Meeting Highlights
a brief recap of the February 17, 2021 Authority Meeting

This meeting was held remotely in accordance with [SCR 8402](#) extending certain gubernatorial orders issued in response to the COVID-19 state of emergency.

Action Items:

- Authorized the General Manager to execute a Task Order with SCJ Alliance in the amount of \$58,377.11. *(Tammy Ferris)*
- Authorized the General Manager to negotiate the final terms and enter into a contract with Avail Technologies Inc. for a total not-to-exceed contract amount of \$7,239,500. *(Jeff Peterson)*
- Authorized the General Manager to execute an amendment to the contract with IBI Group increasing the total contract amount by \$160,937 for a revised total not-to-exceed amount of \$363,145. *(Jeff Peterson)*
- Authorized the General Manager to enter into an Interlocal Agreement with the City of Lacey identifying processes, roles and responsibilities related to the implementation of Transit Signal Priority and Smart Corridors. *(Eric Phillips)*

Other Items of Interest

- Welcomed Aaron Hughes, Network Systems Analyst *(Rob Rinehart)*.

General Manager's Report:

On Wednesday, February 10, Thurston County Public Health held a vaccination clinic for a portion of IT staff who were considered under Phase 1A. We are awaiting additional doses to be allocated to the county for the second half of that group to be vaccinated. They anticipate the remainder of our frontline employees will receive their first dose in late March.

The steel columns for the Pattison Street project arrived February 16. Our contractor, Forma, offered the opportunity for Authority members to recognize this major milestone by signing the last steel column to be erected. Forma estimates it will be sometime around the first half of April. Authority members interested in participating should contact Pat Messmer or Ann Freeman-Manzanares.

A funding request was submitted to the State Senate Transportation Committee and the House Transportation Committee to help fund Phase 4 and Phase 5 of the Pattison Street project. Freeman-Manzanares met with Representatives, as well as individuals on the Transportation Committees, so they are aware of our project. If an opportunity becomes available to testify, she will reach out to Authority members.

Freeman-Manzanares gave a huge thank you to IT's drivers, operations supervisors, and staff in maintenance, communications, customer service, and facilities for allowing IT to operate exceptionally well through the multi-day snow event this past week.

The “snowmagedon” of February 2019 (which hit the same month and day) taught us valuable lessons, and staff took the opportunity to debrief that event and took action to ensure we continued to improve our snow response. Intercity Transit fared fairly well. Each event is different and this one played out exactly as the weather forecasters suggested.

This snow event was messy but IT staff was prepared:

- There was no major damage.
- Some service was canceled to the 512 Park-and-Ride.
- Main roads were addressed well by the jurisdictions. Tumwater and Olympia mentioned clearing snow routes.
- Neighborhoods were tough to get into and out of but that’s expected.
- Staff worked with dialysis centers to ensure their parking lots were passable, and they were.
- Communications were better than ever. We benefited from a COVID-era improvement where we opened a TEAMS channel in Dispatch for information sharing.

Prepared February 18, 2021
Pat Messmer/Clerk of the Board

Authority Meeting Highlights *a brief recap of the March 3, 2021 Authority Meeting*

This meeting was held remotely in accordance with [SCR 8402](#) extending certain gubernatorial orders issued in response to the COVID-19 state of emergency.

Action Items:

- Declared Coach Vehicles as surplus. These vehicles exceeded their useful life and will be replaced by new Coaches in April 2021. The total value of the vehicles is estimated at \$27,000. *(Katie Cunningham)*
- Authorized the General Manager to execute an amendment of the legal services contract with Law, Lyman, Daniel, Kamerrer & Bogdanovich extending the term of the agreement through March 31, 2022. *(Jeff Peterson)*
- Authorized the General Manager to approve funding to have DES enter into a contract for the construction of platforms with Forma Construction Company in the amount of \$253,676.72. *(Tammy Ferris)*

Other Items of Interest

- Welcomed **the Operator Class of 21-01** *(Cameron Crass)*: Neil Ward; Stacy Catarina; Trenton Reid; Troy Kelly; Jameyson Miller; Mirra Merkel; Robert Andrews; Elandra Chatman; Caroline Glainyk; Carey Leanord; Nicholas Org; Kimberly Miles.
- Rob LaFontaine, Planning Manager, provided an overview and discussion of the ongoing restoration of fixed-route service during the COVID-19 pandemic.

General Manager's Report:

- Freeman-Manzanares shared a recent photo of the construction at the Pattison Street Project, showing the steel erection that started Monday, March 1. Excavating for the fuel wash facility starts next week, and construction is humming right along. The "topping off ceremony" will take place sometime in April, and the Authority is invited to participate to sign the last beam going up.
- Coaches went into production at Gillig, and seven 35' and six 40' coaches are expected to arrive later this month.
- Staff is working with Thurston County Public Health to get the first group of Phase 1A employees their second COVID vaccine shot within the next two weeks and the second and last group of employees classified under Phase IA their first shot of the vaccine in two weeks.
- Our state representatives submitted a Capitol Request for \$5M for the next phase of the Pattison Street Project, as well as a request to support DASH operation in the 2021-2023 biennia.



COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

		1	2	3	4	5	6	7	8	9	10	11	12
CAC	Members	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Gene	Angel		Absent										
David	Bonauto												
Billie	Clark	Absent	Absent										
Denise	Clark		Absent										
Nikki	Crist												
Jonah	Cummings	Absent	Absent										
Ursula	Euler												
Ty	Flint	Absent											
Isha	Gabriel	Absent	Absent										
John	Gear	Absent											
Jihan	Grettenberger												
Marie	Lewis	Absent	Absent										
Jini	Namboothiri	Absent	Absent										
Joan	O'Connell	Absent	Absent										
Scott	Paris	Absent	Absent										
Carissa	Putt	Absent	Absent										
Marilyn	Scott												
Walter	Smit												
Allison	Spector												

= Joint meeting does not count against required meeting attendance