



**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
July 19, 2021 - Virtual Meeting
5:30 PM**

This meeting will be through remote access. Please join the meeting from your computer, tablet, or smartphone by clicking the following link:

<https://global.gotomeeting.com/join/812728397>

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<tel:+18668994679,812728397#> United States: +1 (571) 317-3116 - One-touch:

<tel:+15713173116,812728397#> Access Code: 812-728-397

CALL TO ORDER

- | | | |
|--------------|--|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative SUE PIERCE | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. July 21, 2021, Regular Meeting - (Ty Flint) | |
| | B. August 4, 2021, Work Session - (John Gear) | |
| | C. August 18, 2021, Regular Meeting - (Jihan Grettenberger) | |
| IV. | APPROVAL OF MINUTES - June 21, 2021 | 1 min. |
| V. | NEW BUSINESS | |
| | A. 2021 Bicycle Commuter Challenge Update - (Duncan Green) | 15 min. |
| | B. Five Year Vanpool Fare Demonstration Project | |
| | <i>(Cindy Fisher-Waterhouse)</i> | 45 min. |
| VI. | CONSUMER ISSUES - All | 15 min. |
| VII. | REPORTS | |
| | A. General Manager's Report (Ann Freeman-Manzanares) | |
| VIII. | NEXT MEETING - August 16, 2021 | |
| IX. | ADJOURNMENT | |

Attendance report is attached.

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

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

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

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

Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
June 21, 2021 - Virtual Meeting

CALL TO ORDER

Chair Euler called the virtual June 21, 2021, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

Members Present: Chair Ursula Euler; Ty Flint; Marilyn Scott; Nikki Crist; John Gear; Allison Spector, Marilyn Scott, and Marie Lewis.

Absent: Vice-Chair Walter Smit; Billie Clark; Jonah Cummings; Isha Gabriel; Jini Namboothiri; Scott Paris; Gene Angel; Carissa Putt; David Bonauto; Jihan Grettenberger, and Denise Clark.

Staff Present: Ann Freeman-Manzanares; Nancy Trail; Eric Phillips; Emily Bergkamp; Brian Nagel; Mike Burnham; Steve Swan; Daniel Van Horn, and Roshan KC.

Others attending: Elaine Wilson.

APPROVAL OF AGENDA

It was M/S/A by TY FLINT and ALLISON SPECTOR to approve the meeting agenda.

APPROVAL OF MINUTES

It was M/S/A by MARILYN SCOTT and TY FLINT to approve the minutes of the May 17, 2021, CAC Meeting.

INTRODUCTIONS

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

ITA MEETING ATTENDANCE SCHEDULE

- A. July 7, 2021 - Meeting cancelled
- B. July 21, 2021 - Ty Flint
- C. August 4, 2021 - John Gear

NEW BUSINESS

- A. **BUS STOP & SERVICE DEVELOPMENT STANDARDS** - *(Mike Burnham)* Burnham indicated his presentation would provide an overview of the agency's updated bus stop standards. He would also share information on what goes into a seemingly simple but surprisingly complex bus stop. This would include where to place bus stops considering factors like traffic speeds and land uses noting why it matters for transit safety, accessibility, and efficiency. He shared that it would also include the scope and purpose and why it is being updated along with the challenges and outcomes staff would like to achieve. He would include information on the update process and content with high-level detail on what is in

the current version and how it is being improved. Then he would cover the next steps including input from the jurisdictions, educating the public, and finally the ITA approval of updated bus stop standards. The standards are a reference guide for IT and the five PTBA jurisdictions of Olympia, Lacey, Tumwater, Yelm and Thurston County. The core purpose of the bus stop standards which were last updated in 2016, is to guide the design and placement of bus stops and their surrounding zones. This includes the sidewalks and the lane of traffic around the bus stop as well. The roughly 30 page document in draft form includes technical language, illustrations, and standard engineered drawings. The document is being updated in two phases. Staff has reviewed the local codes and standards and integrated state and federal guidance as well as best practices into the document. Staff will share this with local jurisdiction's planning and public works staff this summer, and in the fall will bring it back to the ITA for approval. Looking into 2022 staff will work with the same jurisdictions to integrate the updated bus stop standards into their local codes and standards. Staff will also be working in-house to broaden the document a bit more to include service development standards. This will include transit span of service, frequency, and route connectivity.

Burnham indicated much has happened since the document was last updated. The agency had the IT Road Trip which was a massive public engagement effort and what they heard from riders is that they want better bus stops. Voters subsequently approved the Proposition 1 sales tax measure to help make that happen. Shortly after that the agency adopted the Short- and Long-Range Plan in 2018 which identified \$260k for passenger capital facilities. Some of that money has already been used to enhance bus stops. In 2020 the agency adopted the zero fare pilot project and it included all-door boarding from the front and rear doors and eliminated the farebox. Passengers are able to get on and off the bus from the front and rear doors which necessitates larger landing pads at bus stops so riders can get on and off safely and efficiently. This presents some challenges since the agency operates a large and diverse system with roughly 1,000 active bus stops along 20 routes within a 100 square mile surface area. The surrounding land use, density, and transportation infrastructure matter greatly. Some rural stops lack sidewalk connections and nearby streetlights making it difficult for folks to get to and from bus stops. Some of the more urban stops along the urban corridor are sandwiched between driveways, power poles, street trees, and other infrastructure in the public right of way. Sometimes it is crowded where bus stops are located. The takeaway is that there is really no one size fits all approach to improving a bus stop. Some other challenges exist on the regulatory front that are now embedded in the local codes, in transportation design, and engineering standards within the jurisdictions. The code language varies widely in terms of its depth and specificity. The permit process for installing new stops and enhancing existing stops vary widely in review time and complexity. Updating the bus stop standards now really provides a good opportunity for the agency and its' jurisdictions signing off on the same sheet of music in terms of transit policies and practices. Burnham shared some of the desired outcomes including safe and accessible bus stops and zones that enhance the rider experience and speed up transit service. Some may recognize those because they are the goals from the Long-Range Plan. Staff also wants clear, concise, and consistent bus stop standards that effectively guide the jurisdictional codes, permit processes, and development projects. He shared an example of stop 381 on the west side of Olympia on Cooper Point and Capital Mall Drive with an expanded concrete pad to 24' wide and a shelter. This is wide enough for folks to use both doors of the bus. This stop has high ridership and is along an urban arterial. He also shared stop 174 in NE Olympia that is in an older neighborhood that lacks sidewalks. It was just a simple pole and where the passengers wait it gets overgrown with weeds in the summertime. The agency will be adding a 24' long pad for front and rear door boarding basically making it a de facto sidewalk.

Burnham shared information about the process and content. Staff has drafted changes to the standards and began reviewing the transit language that's currently in the local jurisdiction's codes and standards, making note of what's similar and different. They have reviewed and integrated the latest bus stop best practices recommended by state and federal governments. Some of the resources referenced in this part of the work was agency data standards within the ADA and also the WSDOT design manual. Some of the illustrations from those documents are found in the appendix of the updated standards now. One major reorganization in the document divided it into streetside and curbside standards. Streetside includes anything outside of the curb such as traffic speeds, travel lanes, and intersection design. All of the things that influence the look and location of bus stops. Curbside is anything inside the curb including landing pads, bus shelters, benches, sidewalks, streetlights, and all of the things that affect the access and experience of the bus rider. In terms of streetside characteristics the document addresses standards, bus stop spacing, location and design. Generally the agency wants bus stops to be about 1,000' apart. You may have noticed driving downtown Olympia the stops are closer together, but driving out to Yelm the stops are farther apart, that is intentional. They factor in the surrounding job and housing density and type in making that decision in terms of bus stop spacing. Stops are generally on the far side of intersections. In terms of making decision on location they are maximizing safety, optimizing operational efficiency, minimizing impacts to adjacent properties, and compatibility with other right of way uses. In terms of design they generally want buses to dwell in lane to pick up/drop off riders. This is important because they want the buses to be efficient and not veering out of the lane of travel picking up folks and trying to get back into the stream of traffic. This can ultimately get buses off schedule. In terms of design they factor in ridership, street design, vehicle speeds, and available space. This is a very image heavy document because it is better to show than just tell. It includes photos and drawings of street-side characteristics. He shared bus stop 732 at Red Wind Casino on SR510 with a bus pullout lane. The speeds are relatively slow there but can be high volume at certain times of day. This design allows buses to get up to the curb for pickup/drop off and to veer back into the flow of traffic safely. In terms of curbside characteristics they describe bus stop determination and coordination. This section notes how they identify spots for new bus stops along new bus routes and the fringes of development projects. It also describes the range of amenities that could be included at a bus stop including the landing pad, dimensions or slope needed to ensure the stops are safe and accessible for riders. He shared a bus bulb-out at stop #532 at State and Turner featuring a cantilever shelter with a landing pad sufficient for front and rear door boarding. He shared some curbside characteristics and drawings in relation to the sidewalk and planting strip. This allows them to provide city engineers with what they want to build at a certain bus stops and it has some photos of the bus stops that are good examples of best practices. As an example he shared stop #71 near the Farmer's Market downtown Olympia. It has a really nice clear zone free of trees and other obstacles by the bus stop. He highlighted the clear line of sight of any passengers getting on and off the bus and ease of access. So again, with the advent of zero fare the agency is enhancing bus stops to enable all door boarding. This can take the form of large 24' wide pads, but could also be dual pads that are built around some of the existing obstacles, street trees, and streetlights that are in the public right of way. They request clear zones around new stops and flexibility. He shared a new installation at stop #1070 on Mottman Road. There was a tree that was problematic for bus service in terms of getting the bus right up against the curb and could also inhibit the visibility of waiting passengers. They sought permission from the city of Olympia's arborist to remove the tree. That is an example of where the agency is going to work with the jurisdiction using the bus stop standards to make a decision about what's best for a bus stop. There is also a more robust description of

the process they're going to use, and materials they'll provide the jurisdictions when it comes to enhancing bus stops and when requesting new stops at development sites. The desire is really to create a clear, consistent, and predictable process that results in efficient investments and those capital improvements that riders want. Essentially less spending on the process, and more spending on the infrastructure.

Burnham added that the next steps for the project timeline include the ITA/CAC in June and sharing with the jurisdictions this summer to get their planning and public works input and then integrate it in the plan. They will also use their public engagement channels to educate the public about what they're doing, why, and how these changes will affect the rider experience. Finally in the fall they will bring this back to the ITA for adoption. Moving into 2022 they will go to work with the jurisdictions again to get the updated standards into their local codes and standards but also layer in the service development standards approach mentioned earlier.

Burnham answered questions.

Spector – inquired about the type of work done to verify that decisions made to change a bus stop doesn't have a negative impact to marginalized communities.

Burnham – indicated since IT is a smaller system it doesn't have some of the Title VI requirements for dealing with marginalized population. They don't have to do that more robust analysis yet to assess whether moving a route or bus stop is going to affect minority populations disproportionately. Once they get over the 200k population in the service area which will likely be in the next few years they will have to do a more robust analysis factoring in the census data for example.

Phillips – added that the Title VI isn't so much of an issue but it does apply more to the system planning. As Mike alluded to the agency is moving toward being a larger operation and that becomes a more significant part of the service planning component. The back side of the question that concerns him with regard to facilities is that the agency needs to work on this at the community level. That is part of the reason Mike is working on this program to reach out to the cities and with the communication between neighborhoods and the community about why facilities are out on the street is really important. If a shelter gets vandalized, often times people want it removed. It's out there to support the transit rider. There is strong support to maintain those right of way improvements for the users and for the benefit of the community. As Mike mentioned they are looking forward to the enhanced federal planning requirements. In the next year the committee will probably see some presentations on the differences between smaller and larger systems and what that means for IT. The agency has a much more dynamic system of bus stops that are far ahead of most small systems in terms of the numbers of street and waste facilities. IT also has a higher number of shelters than most systems their size. IT took most of the lead from the input they got through the IT Road Trip to focus on the smaller facilities which are the entry points to the system for most riders.

Gear – asked about the future for making stops interactive and smart and the cost to put a cell phone behind a piece of plexiglass so people who don't have smart phones can use the technology to know when a bus will arrive, or it has been delayed. It could include an

emergency call function, or some type of public safety component. Cameras are also so cheap and could be a vandalism deterrent.

Burnham – remarked that it isn't a bad idea but he doesn't know how much it would cost. In a broader way BRT is where you might see more enhanced stops with real time information similar to what you would see in a more urban systems. The One demonstration project from Capital Mall in West Olympia to the Martin Way Park and Ride. They are now talking about places they could expand that possibly down the Martin Way corridor. The agency is involved in an interjurisdictional public meeting on the 23rd to talk about ways to enhance the urban corridor in terms of transportation, mobility, and safety. But also in terms of bus stops, maybe transit oriented developments in an enhanced BRT system with those types of stop level improvements you mentioned.

Euler – inquired about the current status of lighting.

Burnham – remarked that you work with what you've got. Staff looks at utilizing existing street lighting. Where there isn't lighting available they might add solar panels or put a light at the top of a pole. It's really an all of the above approach and depends on where the bus stop is and what's already available.

Euler – stated that some have it and some don't.

Burnham – added that some stops don't have adequate sun for solar panels, or they try to connect with existing utilities for power.

Spector – asked if anything can be done through design to minimize stops being vandalized.

Burnham – shared that unfortunately it happens. They try to put stops where there is activity that is going to create some eyes on the street to reduce opportunities, but it does happen. They rely on the operations supervisors and drivers to report where there are problems and engage with landowners to be proactive instead of just reactive.

Phillips – added that they try to have a quick response to help minimize the focus and fix it quickly and have found that is helpful. The agency has also tried to incorporate different techniques to reduce the impacts of some of the vandalism and some are more effective than others. They have used smaller panels of glass on the shelters which are harder to break and physically easier to replace.

Euler – indicated all the shelters look great, sturdy, and they are very attractive looking. It adds to an urban environment. She asked if the plan is updated every 5 years.

Burnham – responded that there is no set time but they look at it every few years.

- B. CAC FALL RECRUITMENT** – (*Ann Freeman-Manzanares*) Freeman-Manzanares shared information about the fall 2021 recruitment for CAC members. Traditionally three ITA and three CAC members form an ad hoc committee to conduct interviews and make recommendations to the full authority for appointment. Applications will be available September 1 and due on October 8, 2021. The authority will select interviewees on October 20. Interviews are proposed for November 3 with candidate selection by the authority on

either November 17 or December 1. They are looking for three CAC members to participate and Jihan indicated an interest prior to the meeting since she couldn't be at the meeting.

Euler called for volunteers and the following responded: Spector, Flint and Grettenberger. She will ask for an alternate to volunteer at the next meeting.

CONSUMER ISSUES

- *Flint* – asked when the fencing will be removed from the Transit Centers.
Freeman-Manzanares – indicated it is scheduled for tomorrow.
Flint – added that it was great news about restoring the service to Tacoma and asked if it is free.
Freeman-Manzanares – added it is zero fare as well.
- *Spector* – shared excitement about the return of express service. Spector also shared an incident a few weeks ago on the bus where it appeared someone was going to attack an operator. Then on Sunday someone in the seat behind her began touching her hair but someone intervened. She wanted to highlight the situation for safety to make sure that IT is aware.
Freeman-Manzanares – thanked Spector and asked that she let the operator know or IT directly because they do investigate and pull video if there is a customer complaint so they can follow up on the incident and ensure that passengers feel safe for those choosing to ride.
Spector – indicated she was concerned about the well-being of the operator.
Freeman-Manzanares – added that they can certainly address each situation appropriately.
- *Gear* – mentioned that he was concerned about the number of attacks on operators and inquired about how are the operators feeling about the zero fare. He wondered if there was any connection between the zero fare and violence.
Freeman-Manzanares – indicated when they initially were looking at zero fare they had conversations with operators and they identified the number one source of conflict as being fare collection. That is recognized beyond IT. Initially having that conversation was a very positive thing for the operators. The thing that has changed is COVID-19 and requirements around masking and providing transportation for essential trips only. A variety of things that have been really different since COVID-19 and people started to respond differently than they might have otherwise. The agency has instituted a number of safety options and are determining if it makes sense to continue with the barriers. There are also cameras on all buses. Staff is also looking at doing a report to the ITA on other systems going fare free because there is a tremendous amount of interest in North America and Europe. Staff will be working with St. Martin's University and the Economic Development Council to get information on zero fare so far and set up a format so they can continue to report out to the community and beyond since this is a demonstration project.
Gear – noted he and his wife were riding the other day and he remarked about how nice it was to not have to remember his wallet or bus pass. It is convenient and is a real improvement in service. He added that he is concerned about the operator's vulnerability and thinks retaining the plexiglass probably makes sense.
Bergkamp – mentioned that nationwide collecting fares was the leading cause of operator assaults. COVID-19 is weighing heavy on people's psyche and people are edgy. She added that the agency provides operators with a class on de-escalation so situations don't rise to that level. They also provide a self-defense from the seated position basic tactics class to help operators protect themselves. There are also more operations supervisors than the agency has ever had. If there is an interaction that is not safe they do exclude passengers. Please

contact staff if someone is making you feel unsafe so they can deal with it directly with some behavior modifications and excluding them from riding.

- *Euler* – shared that WSDOT has a division on aviation and they are updating their plan. This will be a building ground for continued work by what they call the commercial aviation coordinating commission to evaluate and select airport sites. It is very early but with large projects like it is better to know early on what is going on to be part of the discussion. She has attended some meetings and some are saying airport activity really belongs in Thurston County.

REPORTS

- **May 19, 2021 Authority Meeting** – Euler referenced the highlights provided in the packet.
- **June 2, 2021 Authority Meeting** – Euler referenced the highlights provided in the packet.
- **June 16, 2021, Authority Meeting** – Euler referenced Mike Burnham’s presentation received by the committee at this meeting.

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

- June 13 service change went well and with the graduation of the new class of operators they will have enough staff. They are keeping their fingers crossed to resume partial Express service on July 19. Now staff begins planning for the September service change.
- TSA removed the requirement that masks must be worn outdoors at transit facilities.
- Construction at Pattison for phase III is on time and within budget and working towards the design of phase IV which includes the maintenance facility renovation. Staff will make a presentation to the ITA to keep everyone informed including the design team and contractors. If you are interested keep your eyes peeled for the ITA agenda.
- David Bonauto asked a question at the last meeting about vaccinated staff and as of today 61% have been fully vaccinated.
- Mike Burnham mentioned the Martin Way Corridor public meeting on June 23rd from 6:00 pm to 8:00 pm. The public is invited to attend. They are taking a look at the Martin Way corridor to identify transportation and other improvements. There will be presentations with opportunities to ask questions. It is online and you have to register. Nancy will send out the information.

Spector – asked if there are demographics available for the operator workforce.

Freeman-Manzanares – indicated the ITA received a presentation last fall on workforce statistics. The FTA is also very interested in how transit fits within that framework. The agency has been reporting on it for a very long time. The presentation is on our website and Nancy can send it out to you.

Euler – asked if IT is doing ok with turnover of drivers. The news indicates that there are a lot of unfilled positions in general and there are many help wanted signs around town. Now that schools are starting up again they are looking for drivers too.

Freeman-Manzanares – indicated that it is an economy wide problem. She believes that at least Tumwater School District is hiring operators through First Transit because of the difficulty. There have been some retirements possibly as a result of COVID-19. The new operator class sizes have been smaller because staff is operating within COVID-19 requirements. The class now driving on July 18 is a class of 11. The next class may be down to 9 or 11. If anyone knows of someone who would make a great transit operator the agency is very interested in hearing from them. Staff hopes to return to pre-covid levels by March of 2022. There are still some concerns with the ability to do that right now.

Intercity Transit Community Advisory Committee

June 21, 2021

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Bergkamp – added that a few have returned to work and some who have retired. Some folks who were high risk or had a family member who was and they feel more comfortable now that they have been vaccinated after being out for more than a year. The training department is doing a really great job of getting them back in and slowly catching them back up to speed and making sure they feel comfortable out on the road. There have been losses definitely and they are seeing smaller pools of candidates for operators. But the silver lining is that they have had a few folks come back and it was a really big decision for them to come back. It is nice to see them in the hallways again.

NEXT MEETING: July 19, 2021.

ADJOURNMENT

It was M/S/A by ALLISON SPECTOR and NIKKI CRIST to adjourn the meeting at 6:40 pm.

Prepared by Nancy Trail G:\CAC\Minutes\2021\CAC Minutes 20210621.docx

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-A
MEETING DATE: July 19, 2021**

FOR: Community Advisory Committee

FROM: Duncan Green, BCC Specialist, 705-5874

SUBJECT: 2021 Bicycle Commuter Challenge Update

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- 1) **The Issue:** Brief the CAC on the results of the 2021 Bicycle Commuter Challenge.
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- 2) **Recommended Action:** For information and discussion.
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- 3) **Policy Analysis:** Intercity Transit made encouragement and promotion of transportation options a key part of its mission. This includes non-motorized alternatives like bicycling. The agency took over the Bicycle Commuter Contest (now Challenge) in 2006.
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- 4) **Background:** During this year's Bicycle Commuter Challenge (BCC) and Youth Bike Challenge (YBC), that run for the full month of May, 713 people logged approximately 6,400 rides, covering over 69,000 miles, reducing air and water pollution, benefitting their own and our community's health and well-being in the midst of a continuing global pandemic.

Bicycling is a significant transportation and public health element in Thurston County, and Intercity Transit's incorporation of bicycling into its trip reduction and alternative commute promotion has been well received. Under the agency's guidance, the program has seen a trend of increasing participation, enthusiastic sponsorship, strong event attendance and media attention. The BCC has broadened and sustained successful partnerships between Intercity Transit, local jurisdictions, the business community, and the general public as well as generating public goodwill. Participation in the BCC has been impacted by the Covid-19 pandemic and has been lower in 2020 and 2021.

This is Intercity Transit's sixteenth year administering this countywide event. For the thirteenth consecutive year, Duncan Green directed the BCC and related efforts. He received assistance from the other members of Intercity Transit's Marketing and Communications staff.

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- 5) **Alternatives:** N/A.
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6) **Budget Notes:** The cost of the Bicycle Commuter Challenge is largely staff time for one temporary position. The annual budget for the BCC is \$25,000; however, expenditures are usually less than this amount due to sponsorships and in-kind support.

7) **Goal Reference: Goal #2:** *“Provide outstanding customer service.”* **Goal #4:** *“Provide responsive transportation options within financial limitations.”*

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

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-B
MEETING DATE: July 19, 2021**

FOR: Community Advisory Committee

FROM: Cindy Waterhouse, Vanpool Manager, 360-705-5829

SUBJECT: Five-Year Vanpool Fare Demonstration Project

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- 1) **The Issue:** Update the CAC on the proposed vanpool fare structure, proposed hearing dates, and five-year demonstration project.

 - 2) **Recommended Action:** For information and discussion only.

 - 3) **Policy Analysis:** It is the policy of the Authority to hold a public hearing and adopt a resolution for a change to any transit fare.

 - 4) **Background:** Intercity Transit’s vanpool program serves commuters who have at least one end of their trip in Thurston County. The program, which started in 1982 with 2 vans, had 183 active vanpool groups pre-COVID-19. Currently, due to a variety of pandemic related outcomes, the program has been reduced to 153 active vanpool groups; many of which are commuting intermittently.

Through our two-year public engagement process entitled I.T. Road Trip, the community shared their goals for our system. The goals included increasing access, equity, livability, and ridership. They also included making it easier to ride, increasing access to jobs, reducing congestion, and improving the environment. These community goals align with the Authority’s mission to support an accessible, sustainable, livable, healthy and prosperous community.

The current vanpool fare structure has more than 2,000 price points based on numerous variables. The fare structure is complicated, and it can change monthly which does not allow staff to identify the monthly cost for potential customers or employers. Staff has collected feedback from existing and prospective customers, employers, the Community Advisory Committee, and the Authority. The proposed flat rate fare structure reflects that feedback. It will simplify fares so staff can clearly communicate and advertise the cost. Monthly fares will remain consistent as costs will be based on miles travel rather than factors unrelated to an individual’s commute. The simplified fare structure will reduce administrative costs related to processing fares allowing staff to focus on maintaining existing groups and growing the program. The reduced fare will

provide better access to this essential public transportation service for more individuals. This flat rate fare structure is anticipated to attract essential and industrial workers whose work site or work shift may not be well-served by fixed-route bus service. It will also allow those working alternative schedules at traditional worksite an opportunity to vanpool.

As our community recovers from the pandemic, the flat rate fare structure provides a simplified solution to better support employees and employers. Increasing ridership and access is beneficial for the community and is anticipated to help rebuild the program.

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

7) **Budget Notes:** In 2019, direct operating expenses, which includes vanpool administration, vehicle maintenance, fuel and insurance, cost \$1,472,000. Revenues from fares were approximately \$1,389,000. The proposed flat rate fare structure, with similar ridership, would generate approximately \$1,019,100.

8) **Goal Reference:** Goal #1 Assess the transportation needs of our community throughout the Public Transportation Benefit Area. Goal #2 – Provide outstanding customer service. Goal #4 - “Provide responsive transportation options within financial limitations.” Goal #6 – Encourage use of our services, reduce barriers to access and increase ridership. Goal #7 – Build partnerships to identify and implement innovative solutions that address mobility needs and other critical challenges in our community.

References: Proposed Vanpool Fare Chart (attached) and Existing Vanpool Fare Charts available online:

[4-Day Work Week](#)

[5-Day Work Week](#)

[6-Day Work Week](#)

[7-Day Work Week](#)

[9 x 80 Work Schedule](#)

Daily Round Trip Miles	Monthly Fare
0-25	\$25
26-50	\$50
51-75	\$75
76-100	\$100
101-125	\$125
126-150	\$150
151-175	\$175
176-200	\$200

Daily Trip Fare **\$10**
Allowable up to 10 days/month

Authority Meeting Highlights
a brief recap of the June 16, 2021, Authority Meeting

This meeting was held remotely in accordance with Governor Inslee's Proclamation 20-28.15 Safe Start/Roadmap to Recovery.

Wednesday night, the Authority:

- **Conducted a Public Hearing** on the Draft 2020 Annual Report / 2021-2026 Transit Development Plan. *(Rob LaFontaine)*
- **Welcomed New Operator Class 21-02** - *Craig Mugartegui; Mark Linthicum; Christ Morris; Sarah Ruffini; Eliesha Simmons; Caleb Gillaspie; James Chambers; Thomas Demi; Michael Bodnar; Emily Reynolds; Lawrence Sherman, Jr.*
- **Reappointed Citizen Representative Don Melnick** to a third three-year term on the Intercity Transit Authority Board, effective January 1, 2022.
- Received an update on the **2021 Bicycle Commuter Challenge**. *(Duncan Green)*
- Received a presentation on the **Bus Stop and Service Development Standards**. *(Mike Burnham)*

General Manager's Report:

- The June 13, 2021, Service Change went well.
- Upon the graduation of the newest class of Operators, it's anticipated there will be enough staff to resume partial service for the Olympia-Tacoma route on July 19, 2021.
- Staff is in the process of planning for the September service change.
- The Transportation Security Administration removed the requirement that masks be worn outdoors at transit facilities, and Intercity Transit is conveying that to customers and staff.
- The construction of the Pattison Street Project Phase 3 is going well. It's on time and within budget. Staff is working towards the completion of the design of Phase IV which includes the maintenance facility, the existing admin/ops building and parking areas. Staff will provide an update on the project to the Authority in July.
- Congratulations to Nicky Upson, Marketing, Communications and Outreach Coordinator, and Cameron Crass, Fixed-Route Manager, who graduated from the Leadership Thurston County program on June 9, 2021. We look forward to continuing great work and involvement in the community.

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	Absent	Absent	Absent	Absent						
David	Bonauto						Absent						
Billie	Clark	Absent	Absent	Absent	Absent	Absent	Absent						
Denise	Clark		Absent	Absent	Absent	Absent	Absent						
Nikki	Crist					Absent							
Jonah	Cummings	Absent	Absent	Absent	Absent	Absent	Absent						
Ursula	Euler												
Ty	Flint	Absent			Absent								
Isha	Gabriel	Absent	Absent	Absent	Absent	Absent	Absent						
John	Gear	Absent				Absent							
Jihan	Grettenberger						Absent						
Marie	Lewis	Absent	Absent										
Jini	Namboothiri	Absent	Absent	Absent	Absent	Absent	Absent						
Joan	O'Connell	Absent	Absent	Absent			Absent						
Scott	Paris	Absent	Absent	Absent	Absent	Absent	Absent						
Carissa	Putt	Absent	Absent	Absent	Absent	Absent	Absent						
Marilyn	Scott				Absent								
Walter	Smit						Absent						
Allison	Spector			Absent		Absent							

= Joint meeting does not count against required meeting attendance