

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA  
February 14, 2022 - Virtual Meeting  
5:30 PM**

This meeting will be through remote access. Microsoft Teams meeting - join on your computer or mobile app: [Click here to join the meeting](#) - or call in (audio only) [+1 929-229-5501,,763941534#](#) United States, New York City Phone Conference ID: 763 941 534#

**CALL TO ORDER**

- |              |  |                                  |
|--------------|--|----------------------------------|
| <b>I.</b>    | <b>APPROVE AGENDA</b>  | <b>1 min.</b>                    |
| <b>II.</b>   | <b>INTRODUCTIONS</b><br><b>A. Intercity Transit Authority Representative JUSTIN BELK</b>   | <b>1 min.</b>                    |
| <b>III.</b>  | <b>MEETING ATTENDANCE</b><br><b>A. February 16, 2022, Work Session - (Eliane Wilson)</b><br><b>B. March 2, 2022, Regular Meeting - (Marilyn Scott)</b><br><b>C. March 16, 2022, Work Session - (Allison Spector)</b> | <b>3 min.</b>                    |
| <b>IV.</b>   | <b>APPROVAL OF MINUTES - January 10, 2022</b>  | <b>1 min.</b>                    |
| <b>V.</b>    | <b>NEW BUSINESS</b><br><b>A. DAL, TRAVEL TRAINING AND BUS BUDDY UPDATE</b><br><i>(Kevin Karkoski)</i><br><b>B. 2022 PROCUREMENT PROJECT PLAN - (Steve Krueger)</b>   | <b>45 min.</b><br><b>45 min.</b> |
| <b>VI.</b>   | <b>CONSUMER ISSUES - All</b>   | <b>15 min.</b>                   |
| <b>VII.</b>  | <b>REPORTS</b><br><b>A. January 19, 2022 - Authority Work Session (David Bonauto)</b><br><b>B. General Manager's Report (Ann Freeman-Manzanares)</b>   |                                  |
| <b>VIII.</b> | <b>NEXT MEETING - March 21, 2022</b>   |                                  |
| <b>IX.</b>   | <b>ADJOURNMENT</b>   |                                  |

**Attendance report is attached.**

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**Minutes**  
**INTERCITY TRANSIT**  
**COMMUNITY ADVISORY COMMITTEE**  
**January 10, 2022 - Virtual Meeting**

**CALL TO ORDER**

Vice-Chair Grettenberger called the virtual January 10, 2022, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m.

**Members Present:** Chair Walter Smit; Vice-Chair Jihan Grettenberger; David Bonauto; Nikki Crist; Ursula Euler; Ty Flint; John Gear; Betty Hauser; Joan O'Connell; Lloyd Peterson; Naythan Raymos; Natalie Smith; Rachel Weber, and Eliane Wilson.

**Absent:** Gene Angel; Jonah Cummings; Marie Lewis; Marilyn Scott; Allison Spector, and Edwina Waehling.

**Staff Present:** Ann Freeman-Manzanares; Nancy Trail; Eric Phillips; Emily Bergkamp; Steve Krueger; Rob LaFontaine; Jessica Gould; Daniel VanHorn; Roshan KC, Alex Auty; Brian Nagel, and Steve Swan.

**APPROVAL OF AGENDA**

It was M/S/A by JOAN O'CONNELL and TY FLINT to approve the agenda.

**INTRODUCTIONS**

Grettenberger introduced Authority member, DON MELNICK, as the representative attending the meeting.

**MEETING ATTENDANCE**

- A. January 19, 2022, Work Session - David Bonauto
- B. February 2, 2022, Regular Meeting - Joan O'Connell
- C. February 16, 2021, Work Session - Eliane Wilson

**MOTION TO APPROVE MINUTES** - Lloyd Peterson called for a correction to the minutes prior to the motion to approve by LLOYD PETERSON second by JOAN O'CONNELL, as amended.

**COMMITTEE MEMBER INTRODUCTIONS** - Committee members and staff provided a brief introduction.

- A. **PATTISON REHABILITATION AND EXPANSION PROJECT UPDATE** - *(Steve Krueger)*  
Krueger stated he is the Procurement and Capital Projects Manager and has been with Intercity Transit (IT) for 6 years. He would provide a high-level overview of the Pattison Rehabilitation and Expansion Project. The original Pattison base was built in 1985 and the agency has since outgrown the facility. The original Master Plan was done in 1998 and the north parcel was acquired in 2005 to support the expansion. The master plan was updated in 2010. The first phase of the 2010 master plan called for a new fueling station and replacement of the underground fuel tanks. This work was completed in Summer 2018. In January 2018

DES was contracted to serve as the project manager and in May 2018 Stantec was competitively awarded the contract to serve as the project architect and to refresh the 2010 master plan. He shared a rendering unanimously approved by the City of Olympia Design Review Board, which was an important step in the approval process. It shows the conceptual drawings of the finished facility. Phase II of the project included site improvements along Pattison/Martin Way as well as a traffic signal on that corner and was completed in the fall of 2019. In August 2019 Forma was competitively awarded the General Contractor/Construction Manager (GCCM) contract and immediately began working on the design process providing their expertise in constructability and value engineering. Despite all the restrictions and uncertainty as a result of Covid-19, using virtual meetings the design team, Forma and IT staff were able to forge ahead through the design and permitting process with minimal delay. In August 2020 we broke ground on Phase III of the Administrative and Operations (ADOPS) building and the Fuel Wash Facility (FWF). By December, 2020 the ADOPS foundation was poured. In February 2021 the ADOPS slab-on-grade concrete was poured. A month later in March 2021 the structural steel was erected to form the framework. In April 2021 the FWF forms were put in place. In June 2021 the FWF slab-on-grade concrete was poured. By July 2021 the first Insulated Concrete Form (ICF) walls were put in place on the FWF. The ICF are pieced together like Legos and filled with rebar and concrete to form the walls. By August 2021, the ADOPS structure was largely complete but still needed windows and the architectural steel skin. By September 2021 installation of the ADOPS architectural steel skin and windows was underway and the rooftop HVAC system was set in place. He shared a drone picture from December 14, 2021, and indicated that despite the pandemic and the related supply chain challenges the Phase III project remains on schedule and within budget. He also shared a time-laps video of the construction.

Kruger added that if all goes according to plan the Agency will take possession in fall of 2022. The project will then shift to the Phase V to the renovation of the existing maintenance facility and the remainder of the campus. That includes demolishing the existing administration building to make way for the south parcel employee parking area and other site amenities. This works should start around this time next year and should last a year and a half.

*Krueger answered questions.*

*Hauser – asked what a fuel wash facility is.*

*Krueger – responded that a lot of that work takes place in the existing maintenance building now. Vehicles enter, the interior is cleaned, the vehicles fueled, and then they go through a bus wash system. The new FWF will free up room in the maintenance building to accommodate space to maintain all of our vehicles. The original facility was designed to maintain 80 vehicles and we currently have over 400. More space was needed to maintain our vehicles. And our Facilities staff have been using one maintenance bay to conduct their work.*

*O’Connell – shared that it is exciting to have gone through this process and been involved with many of the decisions being made. It is so exciting to see it become something. It will be nice when everyone is able to utilize the new facilities. It is an important step for the agency and all the staff and drivers will feel a sense of value. When you build safe homes for people they feel comfortable and stay longer. Good work everyone.*

*Krueger* – agreed with O’Connell and added that when you do the year in review and look at the progress it is remarkable. It is really incredible to be a part of this project and it is such a great team to work with. It is a legacy project that will last for many years to come.

*O’Connell* – added that it speaks to what goes into proposal and the vetting of contractors. The people the Agency chose to do the work with the right companies. There are a lot of other companies that are stalling out on projects.

*Krueger* – shared that Stantec is a worldwide company and their niche is transit facilities. They have been a blessing to work with and the same with Forma. He can’t say enough good things about them and the whole team is awesome.

*Peterson* – shared that he is hoping to learn going forward and would like some information on where the money comes from to do this. He doesn’t have a clue how it is put together.

*Krueger* – indicated that a lot of it is the magic of Ann, Eric and Jessica. It has taken many years to get the money to move this forward. People asked why the Agency would start the construction right when the pandemic started. Staff had been working on this since 1998 and the money had to be spent in a certain amount of time.

*Freeman-Manzanares* – added that a funding presentation is a great topic for a future meeting.

*Flint* – inquired about the upcoming construction tour.

*Krueger* – shared that there is a tour coming up on January 31, 2022, at 3:15 pm.

**B. TRANSIT PLANNING 101 - (Rob LaFontaine)** LaFontaine introduced himself as the Planning Manager and shared that some members of CAC may have seen a version of this presentation, but there have been some edits and updates. He invited his co-workers to share what they do. He planned to provide an introduction to IT through the lens of a nerdy transit planner. They aren’t building architects, but like to pretend to be architects to design and engineer the fixed route transit system, including routes, stops, and frequency. There is a lot that goes into that puzzle. They will lift up the hood and share what they do and then pivot near the end to talk from a policy perspective. LaFontaine indicated in his role he dabbles in a variety of things and says he has the best job at IT. If you are a transit nerd being the planning manager is fun because he gets to work with a variety of differing disciplines and experience the whole Agency. To help him paint the picture he introduced Steve Swan who is the senior planner and has worked for a few transit agencies here in the west and mid-west. His resume is full of buses. Steve’s world is primarily the schedule and timetables for the routes. He is the mastermind behind the fixed route network.

Swan shared that they are kind of the architects and as Rob eluded to, they are the puzzle makers of the transit system. They take all the puzzle pieces and fit them together within existing Agency resources. Starting with where the buses go and how they get there and back in the right amount of time. Writing schedules that best utilize the buses and the operators. Brian takes it from there and puts together the schedules that the operators drive. From start to finish it is much more complex than most people might think and involved a lot of resources. It is much more than putting a bus on the road and giving someone a piece

of paper and telling them to go drive. It is something they love and are passionate about. Transit has been a great career.

*Gear* - indicated they could use the metaphor of choreographers of a ballet.

LaFontaine added that their objective is to keep the bus moving and they want to keep 66 buses dancing every day, all day long, with minimal dwell at their locations. Steve has his hands full to maximize efficiency of the system. Steve talked about the public schedule and making sure that the transit guide is designed and holds true. All of the schedules they write have to be translated into labor/jobs/tasks for 250+ bus operators when running at full capacity with adherence to the labor agreement that supports that work. Brian Nagel dives into the labor side of that.

Nagel shared that after Steve has created the schedule of what the buses are doing it then gets handed off to him and he does what is called a run cut. He takes the work and tries to find pieces of work that are 8 or 10 hour per day to get everything pieced together into runs for a 40 hour work week for drivers. The ideal is to get it put together with no left over runs at the end. If there are left over runs, which there typically are, they have to be covered with an extra-board driver instead of an operator who has bid their route/shift work.

LaFontaine indicated as transit planners they are mostly focused on planning for the normal non-snow, non-flood, non-fire day and expect it to run as designed. Emily's team in Operations is awesome and they are the in-the-moment problem solvers with no script. Planners get to help design and plan around some things but with incidents like the downtown fire are off script. History tells us how to respond and react in a complicated scenario like the fire downtown. To separate planning from operations we are the perfect world and operations is for the real world.

*Peterson* - inquired how the agency allocates the resources to move the most people from place to place as opposed to those who need it most.

LaFontaine indicated he would get to that information later in the presentation.

LaFontaine shared some transit jargon including "mode" or services the Agency provides which includes fixed route bus service that can be local service, commuter bus, Express service and (future) Bus Rapid Transit (BRT). BRT is a fixed route mode that takes some design from the light rail playbook. Sometimes it is internally referred to as light rail with rubber tires along a populated corridor. It is currently a demonstration project that is grant funded. Next is Dial-A-Lift (DAL) and it is the cover name that IT gives to ADA Paratransit Service. Here in the US wherever there is a fixed route agencies have to draw a 3/4 mile bubble around it and that area defines the ADA Paratransit boundary. Anyone who has a condition that prevents them from riding fixed route service can use DAL service. This is a door-to-door service. A few other modes the Agency provides include a Vanpool service and something forthcoming that is called "innovative service zones" or "on-demand" or "micro-transit." Many people carry a smart phone and that allows them to interact with a transit agency in ways they haven't before. Companies like Uber and Lyft allow people to summon "mobility as a service." This opens the door for transit agencies to get into that mode as an alternative or in support of fixed route service to be utilized in less dense areas. This is sketched in IT's [Long Range Plan](#) and is identified as Innovative Service Zones. The

last mode is rail and IT doesn't provide that service. In Washington state there are two rail providers WSDOT/Amtrak and Sound Transit. The Agency does not intend to provide rail service and BRT is as close as they will get to that.

LaFontaine shared information on the frequency and resources dedicated to routes 62 A/B. They are the busiest routes and run east/west. They provide a bus every 15 minutes. Looking under the hood of that route during peak time at 3:30 pm there are 8 buses operating on this route. Each of them with a driver with 15 minutes headway (frequency) equals 30 full time employees (FTE's) in labor to deliver that service. It is a healthy route and is also very resource thirsty. This equates to 13.4% of daily resources on this route. Frequency is going to drive the resource appetite. The more frequent it operates the more operators it requires. He then shared information on the frequency and resources dedicated to route 13 that blocks together with route 48 and 66. These have 30- and 15-minute frequencies and take 9 buses with 37 operators at 3:30 pm. This equates to 25.8% of daily resources. If you sit in the seat long enough on route 13 you will ride all of these routes because they are blocked together. Routes are joined together to spread resources and make up for mathematical differences in the routes. From a resource perspective it becomes one route. Between these 2 scenarios, they account for just shy of 40% of daily resources.

LaFontaine discussed blocks and how routes are designed. All the trips get assigned to a block or bus and that means that a bus might spend its day on multiple routes. Using different characteristics to put the puzzle together to equalize irregular cycles. The schedule is the backbone and keeps track of where the buses are at and where they are supposed to be. The Agency measures on-time performance to keep everything moving. This is a public service so staff is mindful and inclusive of the feedback from the public and operators. The Agency has a committee called the Operator Communications Policy Committee (OCPC) with drivers and they strive to meet weekly to get feedback. There are additional considerations for frequency for time of day. The puzzle doesn't look the same at 6:00 am at noon and at 9:00 pm. It is dynamic and shifting throughout the day. As an example, route 13 takes 60 minutes from OTC to L&I and return to OTC. Conversely route 66 needs 90 minutes from OTC to Corporate Center. This is referred to as the cycle and not all routes share the same cycle. The Olympia Express route is a challenge, as is route 62 because they operate on congested roadways. Staff must be mindful of how long it takes to make the trip during different times of day. This is really where public engagement is valuable to planners. Recognizing and respecting departure times and meaningful connections is important. It is also important for staff to be familiar with how people are using the system and other types of informal connections. Staff tries to be aware of those connections so as not to harm those using the system.

LaFontaine discussed the service change cycle and the process of changing a route. He shared that the Agency uses TMS software that is the genesis that holds all of the routes and schedules. After it is designed it is translated into work or jobs. Not to dismiss that because it is a lot of work and creates the bid to be consistent with the collective bargaining agreement (CBA), and it is done 4 times per year. That may be reduced with the new contract, but multiple times each year operators are bidding on shifts. When work assignments change that affects payroll through the FleetNet system. Onboard technologies include things like the bus telling you the stop that you are at, head signs on the buses where the bus is traveling. It will announce promotional and public relations announcements. All of this must be programmed in ahead of time. Then there is printed

material including on-street schedules at the different bus stops, transit guides or information on your smartphone like Google or onebusaway. All of this must be queued up for a service change. When this is ready to go live it is communicated to the public in as many ways possible. Pre-pandemic staff would say that the Agency publicly changed their schedules twice each year in March and September. This is consistent with other transit systems in the region and ties back to the student's academic schedule. As a participant in the region the Agency observes this calendar as well. Then, along came Covid and it forced staff to go through it more frequently and faster. It is not pretty but as conditions and circumstances change and dealing with another variant of the virus planning must make alterations and adjustments to service quickly. It has presented transit planning with significant challenges. Kudos to Brian and Steve because it takes a village to make all this work. Service changes include assistance from operators, the marketing team, and facilities. There are 987 bus stops, and the facilities crew has to physically swap out those on-street schedules.

LaFontaine discussed the policy perspective of good transit planning and what objectives the Agency should be trying to reach. There is not a straight answer. Some of the comments made in the introduction show that everyone has a different perspective on what that looks like. It can be frequency, coverage, or transportation to another city. One thing they take into consideration is total travel time. This includes the entire experience. When someone makes the decision to ride transit, how long does it take when they ride their bike, walk or drive to the bus, including waiting for the bus. It is the total experience. Not surprisingly fixed route has a hard time competing with the car. Cars are a very efficient, direct mode of transportation. The bus is wonderful, but it is hard competing from a travel time perspective. Getting back to Lloyd's question we'll now get into service policy decisions. The question is the coverage versus frequency paradigm. There is really no right answer and transit planners tend to think it all depends on what the community is trying to do, who they're trying to serve, and the objective they're trying to reach. Also being mindful of the trip generators in the community. Olympia is the state capital, there are a few colleges and universities with growing communities and industrial areas. This area is also part of a greater network of the Puget Sound area. Many are trying to make connections between Thurston, Pierce, and King counties. Some are connecting to outlying counties like Mason, Grays Harbor, and Lewis counties. How will success be measured. Do they want to be an agency that dazzles with really high ridership numbers. If so, it will be designed to reflect high ridership with frequent service confined to a small geographic footprint. That is going to trigger a lot of boardings. It could also result in more transfers that contribute to higher ridership. If there are longer routes covering larger areas ridership would be down. If it is defined as greater access with transit available for people who need it most then it won't be as productive as it could be. Those are philosophical policy discussions for the ITA. As transit planners they try to strike a balance and allocate resources in conjunction with the cities where there is greater density and less resources in the outlying areas. He shared some slides from Nelson/Nygaard Consulting Services looking at the productivity versus coverage tradeoff.

*Peterson* – inquired about who decides those tradeoffs and how do they go about it.

LaFontaine indicated those are in the adopted plans. There are hard boundaries or what is defined as the Public Transportation Benefit Area (PTBA) that is a political boundary and it becomes the position of the Board as to when/where/how the Agency is going to provide



service within that boundary and beyond. The Agency has service to Pierce County. That service goes beyond the taxation boundaries. It is the will of the Board. They are policy decisions adopted by plan by the Intercity Transit Authority Board (ITA).

Freeman-Manzanares added that it is an excellent question. There are a lot of tradeoffs. There is a balance to be had and a recognition that good transit means higher frequency and that the primary locations have higher density.

LaFontaine indicated those that work in transit see the value and benefit of high frequency. He shared that span is the hours of operation of a route. Consider that employment opportunities aren't just offered from 8am to 5pm. If it is only available during peak hours it is problematic. If you went to work and the elevator only operated between 6:00 am - 9:00 am and 3:00 pm - 6:00 pm or during peak hours, this is a bummer for lunch or any other time of day. One of the design guidelines they have been following is to make span of service available through a broader period of time and not have gaps in service. Then there is the importance of route directness. If the Agency makes a lot of adjustments to routing it may decrease the walking distance for some riders, but what they see is slower travel times and higher operating costs and disincentives for many riders. When it deviates more than necessary it contributes to travel time. The biggest drawback is access and some must walk farther.

*Gear* - stated going back to directness you only weighed reducing the walk but the other variable there is trying to get a positive connection to another route. He lives along the 41 and uses the 41 quite a bit and struggles trying to get to the mall. The 41 goes near the mall and seems like it could do a loop and connect riders to the other routes. Riders need connectivity to change direction otherwise they are going downtown just to go south.

LaFontaine indicated that *Gear* was most likely trying to go south and that would most likely mean connecting to route 68. The routes in west Olympia predominantly go east/west and there isn't the support to go north/south. With a spoke and hub system, it feeds back to the transit center and while that is useful for some it is not useful to all. Access on the westside need to improve.

LaFontaine shared a model regarding the unintended consequences of responding to requests for service and the resulting evolution of a bus route. It begins with a well-designed route and over time people ask that stops be added so they don't have to walk as far. Being responsive the agency adds them. The metrics show what the adjustments did to the model. It shows a slight decrease in ridership. The cycle of the route increased by 2 minutes and that is significant because it ultimately means another bus and more drivers must be added. Overall cost per passenger went up 18%. Then there are 2 new apartment complexes added and the bus went to them. Now it is not doing so well on a performance basis. A new big box store opens which is obviously a major trip generator and the route was extended to service it. This also had significant impacts including another bus and driver and is very resource heavy. Now the overall cost per passenger is up 25%. In summary good intentioned small changes can degrade service and increase overall costs to the Agency. This is a good illustration on how sometimes as planners they are forced to give an answer people don't want to hear in favor of the overall integrity of the system and the funding available to support it.

*Gear* – remarked that every one of the decisions was anti-evolutionary because it didn't make the route more fit. It was responding to particular demands instead of optimizing the route. It is a fable to tell people why it seems like a suggestion is a good idea and it's not. Swinging the 41 by the mall might have done all those things.

LaFontaine indicated that it is an illustration to bring to light some of the nuances they would be looking at as they entertain adjustments to service. It will be looked at systematically and not just that particular change. They are going to look at the entire geographic area. As alluded to a few times it is a puzzle and if one piece is altered something downstream has ripples whether it is financial, resource, or mobility there are ripples. As requests come in they must be methodical and it can frustrate folks because it looks like they might not be doing the obvious thing but that obvious thing is part of a bigger, much more complex system. That is the answer that nobody wants to hear and is the reality of transit planners.

Phillips added that this is a good primer for the challenges the CAC will face when presented with service issue problems. Not everyone is going to have the perfect ride every trip. It is about creating a balance of service for our area. Rob pointed out a lot of the obstacles and challenges along the way. The ITA has to balance the service objectives annually when they review the [Strategic Plan](#) to make those strategic decisions to bend with the shifting of the community and adapt as they grow and change. There is no silver bullet and it is just part of the complexity and the role they have.

LaFontaine shared that one of the objectives they try to adhere to is to design direct and frequent routes in the more dense areas. The takeaway is that ultimately they are trying to focus on directness, frequency and density. It is the bread and butter of the service. As they say in real estate location, location, location. The Agency is challenged by growth beyond the service boundaries. They try to serve areas as opposed to specific locations. They look for the density with population or employment areas. They try to avoid circuitous route alignments. Route 45 in west Olympia is an example of a circuitous route. He would not hold it up as the model route. Then, obviously integration with bike/pedestrian recognizing that everybody is a pedestrian on their journey to and from a bus stop. The road ahead and considerations include land use and coordinating the effort in harmony with developable lands that are available in the community, and really trying to support infill projects within the existing boundary. They are challenged when requests come in to provide service beyond the current boundary. Coordinated investments in population density is really what the Agency is after. Consideration for passenger needs with accessible sidewalks, biking, and lighting is a big one this time of year, and protection from weather. Keeping in mind that adjustments to fixed route will impact DAL service. There are operational considerations including tight neighborhoods and where to turn around something as big as a bus. At the end it all has to fit financially. They have a confined and constrained budget they must stay within.

*LaFontaine answered questions.*

*Hauser* – inquired if the agency has studied the use of the bike racks.

*LaFontaine* – indicated we have looked at a number of bike racks. They are prepared for bikes and expect riders to come to them on bikes. Most vehicles are fitted with bike racks. It takes time to load bikes and it is one of the features the BRT demonstration project The One does not have from a transit speed perspective. They are trying to get a sense of the time savings and operability without bikes. The time to load and if an operator has to help sometimes it is quick and sometimes it isn't. They do pay attention to the influence that bikes have and the relationship can't be denied.

*O'Connell* – added that she always learns something new and commended LaFontaine on an excellent job. The puzzle looks clearer, and will be very helpful when people ask her questions.

*Peterson* – thanked LaFontaine for the knowledge and information it was very helpful.

## **CONSUMER ISSUES**

- Eliane Wilson remarked that not all drivers pull up to the curb and that makes it difficult to move across to the sidewalk.

Bergkamp – responded that they are trained not to do that but they have many new operators. She will mention it to the trainers and they will work on it.

- John Gear – indicated the shelter at the bus stop at the Olympia Senior Center is oriented backwards to the street. When sitting on the bench riders are facing the senior center rather than the street. Everyone who is there is nervous and uncomfortable. There is also a tree right there and he is wondering what the logic was in placing the stop backwards.

LaFontaine – remarked that was a good observation and everyone will be pleased to know they have retired that practice. It was sometimes as a result of inadequate right-of-way, or the characteristics of the space. Sometimes it is other amenities at or near the stop and sometimes it is the weather. To the extent possible future stops will no longer be placed with that orientation.

- Euler – shared that she really appreciates the constant updates from IT whether it is weather related or bus stops that can't be served, or the availability of Greyhound tickets or phone calls aren't being accepted. There is a really good flow of information from the Agency.

## **REPORTS**

- **December 1, 2021, Authority Meeting** – *David Bonauto* provided the report from the meeting including the gratitude expressed by the surplus van grant recipients was astounding and heartwarming. They also shared what great care that IT gave to the vans in cleaning and preparing them to be received. It's a great program and another reason to be proud of IT.
- **December 15, 2021, Authority Meeting** – *Freeman-Manzanares* provided that the ITA met and approved the labor contract with ATU.
- **January 5, 2022, Authority Meeting** – *John Gear* provided the report from the meeting including that it was also very short and had a well-organized consent agenda and then

there were 2 employees who saved a person's life and hopefully Ann will share about that in her report.

- **General Manager's Report** – Freeman-Manzanares provided the General Manager's report including:
- The Agency had 11 new operators start on Monday. The ITA will welcome them at a future meeting. They will be driving solo at the end of February or beginning March. If anyone knows someone who would make a good Operator please encourage them to apply. The Agency is operating at 80% of pre-covid service levels and needs more operators to get more service on the streets. Omicron is presenting a significant challenge because the number of employees who are quarantining or isolating is rising. Don't be surprised if some service is cancelled because they don't have enough staff. They are in continual conversation about contingency planning. If or when it comes to that staff will attempt to give riders as much notice as possible. Their focus is keeping as much service on the street as they can guarantee.
- Since CAC members come from so many places in the community and have several connections staff shared the job opening for the Village Vans Supervisor. The Agency also has an opening for a Bicycle and Pedestrian Outreach and Education Representative, Coach Operator, Service Worker, and Automotive and Diesel Technicians. The information is on our website [www.intercitytransit.com](http://www.intercitytransit.com). Please forward it to anyone who might be a good fit.
- It is not a surprise that IT employees do outstanding things in service to the community on a daily basis, but she shared a shout out to fixed route, DAL, facilities, maintenance, customer service, marketing and communications, and planning as everyone did an outstanding job responding to an incredibly bad weather situation. Many really went above and beyond and worked on what would have been a day off for them and with such positivity. Like everyone else the Agency is contending with staff shortages due to Covid. They did end service early as road conditions dictated. They recognize that changing service is really an imposition on the community and they do not take that lightly. They are always looking to strike a balance regarding the safety and needs of the community. She encouraged everyone to check the website and sign up for Govdelivery because those notices allow people to stay up to date regarding service.
- Immediately on the heels of the snow/ice event there was the flooding and as the lead emergency transportation provider in Thurston County operations and maintenance were on alert to respond regarding any flooding emergency. They did receive a call for a van and a driver, but it was filled by a more local fire department. The Agency is always available to respond to these situations.
- The Agency also rerouted service from the OTC during the recent fire downtown. Kudos to staff for altering service quickly and continuing to provide service.
- The Agency is upgrading the computer aided dispatch and automatic vehicle locator (CAD/AVL) system which is a multi-million dollar procurement. It is second generation software and is how staff communicates with vehicles. There are great enhancements in managing service and the data collected. Staff will share more information about the new system in the coming months. It is in the implementation phase now and there are some growing pains. The pilot vehicles are disconnected from some of the apps like onebusaway. Please hang in there and staff promises a presentation and more communication to come.
- The CAC is invited to a tour of the Pattison project construction on Monday, January 31 at 3:15 pm. The tour will start at 3:30 pm at the construction trailer. The invitation is being extended to Thurston Regional Planning Commission and Transportation Policy Board. Nancy will send out an invitation to you this week so it is on your calendar. Please wear sturdy shoes, no open toed or strappy shoes. Also it is important to know that there is not a

## **Intercity Transit Community Advisory Committee**

**January 10, 2022**

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functional elevator and it is a construction site. The elevator will be fully installed and operational in May. There will be another tour for those that might find the stairs difficult. If you want to see the bottom floor and FWF staff can make that work as well.

- Paul Tischer and Ted Depoe found an individual who was in distress and not breathing. Ted called 911 and Paul provided chest compressions until help arrived. Everyone is so proud of their willingness to jump in and help.
- The City of Olympia Design Review Committee has selected the Olympia Transit Center (OTC) project or OTC2 as staff calls it, for special recognition. The project is receiving an Award of Merit for an excellent example of civic architecture, integrating so many qualities of how it fits within its context, to the material choices, and the energy efficiency of the building. Staff will be at City Hall the early part of next week to receive the award.
- She shared her gratitude to the CAC members for dedicating their time to the Agency and allowing staff to share information about programs and processes. In providing information on what is going well and what staff can do better in the system that helps the Agency be all it can be. Thank you.

**NEXT MEETING: February 14, 2022.**

### **ADJOURNMENT**

**It was M/S/A by JOHN GEAR and WALTER to adjourn the meeting at 7:52 pm.**

Prepared by Nancy Trail G:\CAC\Minutes\2021\CAC Minutes 20210111.docx

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. V-A  
MEETING DATE: February 14, 2022**

**FOR:** Community Advisory Committee (CAC)  
**FROM:** Kevin Karkoski, Dial-A-Lift Manager, 360.236.5044  
**SUBJECT:** Dial-A-Lift, Travel Training & Bus Buddy Program Update

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1) **The Issue:** Provide the CAC an update on Dial-A-Lift (DAL) services, Travel Training and the Bus Buddy Program.

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2) **Recommended Action:** Information only.

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3) **Policy Analysis:** The DAL Manager will provide updates to the CAC at least once a year, and more often as requested.

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4) **Background:** DAL, Travel Training and the Bus Buddy Program are vital services of Intercity Transit, providing greater independence for seniors, individuals with disabilities and the community at large by providing a continuum of accessible transportation services.

DAL provides door-to-door transportation for those whose disability prevents them from utilizing fixed route service. Comprehensive Travel Training ensures those who can utilize fixed route service receive proper training to successfully do so. The Bus Buddy Program is a partnership with Catholic Community Services and provides the support of volunteer expert bus riders to less experienced riders who desire ongoing assistance traveling on fixed route.

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

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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 #3:** *“Maintain a safe and secure operating system.”* **Goal #4:** *“Provide responsive transportation options within financial limitations.”*

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

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. V-B  
MEETING DATE: February 14, 2022**

**FOR:** Community Advisory Committee (CAC)

**FROM:** Steve Krueger, 360.705.5833

**SUBJECT:** 2022 Procurement Project Plan

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1) **The Issue:** Provide an overview of planned procurement projects for 2022.

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

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3) **Policy Analysis:** The Authority approves any contract over \$100,000 and the purpose of this agenda item is to provide an awareness of the procurements that may require Authority approval in 2022.

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

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

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

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

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

Highlights of the 2022 Procurement plan will be provided at the meeting. Many influences impact the flow of projects and the plan is adjusted as needed throughout the year.

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

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

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7) **Goal Reference:** The 2022 project list represents all agency goals.

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



**Authority Meeting Highlights**  
***a brief recap of the January 19, 2022, Authority Meeting***

The meeting was held remotely in accordance with the Open Public Meetings Act guidelines in the Governor's Proclamation [20.28.14](#).

**Wednesday night, the Authority:**

- Authorized the General Manager to execute a purchase order with Diversified for AV equipment in an amount of \$290,000, which includes estimated sales tax and an approximate 5% contingency.
- Authorized the General Manager to purchase furniture for the new ADOPS and FWF buildings from OpenSquare in an amount of \$1,870,000, which includes sales tax and an approximate 1% contingency.

**Other Items of Interest:**

- Sara Bradley introduced **Megan Melton, HR Analyst** and **Nicholas Orf, Administrative Assistant**.

**General Manager's Report:**

Due to the Omicron virus and the recent flooding, it has been very eventful around Thurston County, and Thurston County Emergency Management was partially activated earlier in the month. Although the majority of flooding occurred in Lewis County, Intercity Transit was asked to be ready and set to help evacuate areas. In the end they were able to find a closer emergency unit. IT navigated well around the trouble spots in our area.

The Omicron virus is hitting IT very hard. Due to staffing shortages, we have reduced some service temporarily until we have adequate resources. We are continuing to proceed with contingency planning just in case this situation gets worse.

There are ten 40' coaches in production at the Gillig plant in Northern California and some staff members are there now going through the inspection process for those vehicles. And not surprising, there are a few potential supplier issues. We will likely have those vehicles out on the street in a March/April timeframe. This is the last set of vehicles ordered right after the successful November 2018 ballot measure. With these vehicles, we will have 63 coaches that are three years old or newer.

TRPC notified us that Intercity Transit received \$500,500 for the Pattison Rehabilitation and Expansion project.

Freeman-Manzanares shared a customer comment entitled, "Bus driver saves woman from jumping off a bridge." A citizen called to let us know she witnessed a woman standing on the bridge at the Sleater-Kinney freeway overpass whom the caller believes was going to jump. She then saw an Intercity Transit bus driver pull over and get off the bus and prevented the woman from jumping. The caller appreciates the driver for stopping this from happening and is amazed that an Intercity Transit employee did not hesitate to take the initiative to do something. The bus driver is Leata Roberts, and IT will recognize Leata for her initiative and compassion.

Prepared January 20, 2022  
Pat Messmer/Clerk of the Board

**COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD**

		1	2	3	4	5	6	7	8	9	10	11	12
CAC	Members	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Gene	Angel	Absent											
David	Bonauto												
Nikki	Crist												
Jonah	Cummings	Absent											
Ursula	Euler												
Ty	Flint												
John	Gear												
Jihan	Grettenberger												
Betty	Hauser												
Marie	Lewis	Absent											
Joan	O'Connell												
Lloyd	Peterson												
Naythan	Raymos												
Marilyn	Scott	Absent											
Walter	Smit												
Natalie	Smith												
Allison	Spector	Absent											
Edwina	Waehling	Absent											
Rachel	Weber												
Eliane	Wilson												

**=** Joint meeting does not count against required meeting attendance