

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
March 21, 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,,744652458#](#) United States, New York City Phone Conference ID: 744 652 458#

CALL TO ORDER

- | | | |
|--------------|---|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative PAUL TISCHER | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. April 6, 2022, Regular Meeting - (Ty Flint) | |
| | B. April 20, 2022, Work Session - (Walter Smit) | |
| | C. May 4, 2022, Regular Meeting - (Ursula Euler) | |
| IV. | APPROVAL OF MINUTES - February 14, 2022 | 1 min. |
| V. | NEW BUSINESS | |
| | A. 2022 BICYCLE COMMUTER CHALLENGE UPDATE
<i>(Duncan Green)</i> | 20 min. |
| | B. VANPOOL FIVE-YEAR DEMONSTRATION PROJECT
UPDATE <i>(Cindy Waterhouse)</i> | 20 min. |
| | C. MARTIN WAY PARK & RIDE DIRECT ACCESS PROJECT
UPDATE <i>(Eric Phillips)</i> | 20 min. |
| | D. SMART CORRIDORS & TRANSIT SIGNAL PRIORITY
PROJECT UPDATE <i>(Eric Phillips)</i> | 20 min. |
| VI. | CONSUMER ISSUES - All | 15 min. |
| VII. | REPORTS | |
| | A. February 16, 2022 - Authority Meeting <i>(Eliane Wilson)</i> | |
| | B. March 2, 2022 - Authority Meeting <i>(Marilyn Scott)</i> | |
| | C. March 16, 2022 - Authority Meeting <i>(Allison Spector)</i> | |
| | D. General Manager's Report <i>(Ann Freeman-Manzanares)</i> | |
| VIII. | NEXT MEETING - April 18, 2022 | |
| 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
February 14, 2022 – Virtual Meeting

CALL TO ORDER

Vice-Chair Grettenberger called the virtual February 14, 2022, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m.

Members Present: Vice-Chair Jihan Grettenberger; David Bonauto; Nikki Crist; Ursula Euler; John Gear; Betty Hauser; Joan O’Connell; Lloyd Peterson; Naythan Raymos; Natalie Smith; Marilyn Scott; Allison Spector; Edwina Waehling; Rachel Weber, and Eliane Wilson.

Absent: Chair Walter Smit; Ty Flint; Gene Angel; Jonah Cummings, and Marie Lewis.

Staff Present: Ann Freeman-Manzanares; Nancy Trail; Eric Phillips; Steve Krueger; Daniel VanHorn; Alex Auty, and Kevin Karkoski.

APPROVAL OF AGENDA

It was M/S/A by DAVE BONAUTO and URSULA EULER to approve the agenda.

INTRODUCTIONS

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

MEETING ATTENDANCE

- A. February 16, 2022, Work Session – Eliane Wilson
- B. March 2, 2022, Regular Meeting - Marilyn Scott
- C. March 16, 2022, Work Session - Allison Spector

APPROVAL OF MINUTES

It was M/S/A by URSULA EULER and DAVE BONAUTO to approve the minutes of the January 10, 2022, CAC meeting.

NEW BUSINESS

- A. **DAL, TRAVEL TRAINING AND BUS BUDDY UPDATE** - *(Kevin Karkoski)* Karkoski introduced himself as the Dial-A-Lift (DAL) manager and indicated he was presenting information on accessible transportation options for fixed route, Travel Training and Bus Buddies. The presentation would include information on the Americans with Disabilities Act (ADA), fixed route accessibility, public transportation and the aging population, the Travel Training program, Bus Buddy partnership, and the DAL program. He provided an agency overview indicating it serves the Tumwater, Lacey, Olympia, and Yelm areas and has been in business for 41 years. The agency has 21 fixed route bus routes and ADA complimentary paratransit service the Agency calls DAL. The agency also has Vanpool, Community Vans, a Surplus Van program, Village Vans, and Youth Education which is the Walk N Roll program.

The ADA was passed in 1990 and it is Civil Rights legislation outlining civil rights protection for over 54 million Americans with disabilities. The big question is why it took so long to get passed. There weren't any less people with disabilities but people just didn't see them because they didn't have the accessible opportunities to get out. This legislation helped provide that. The ADA required accessibility with all new transportation facilities and vehicles used in fixed route service. It also required equivalent access to demand response services complementary to paratransit service that must extend a minimum of $\frac{3}{4}$ of a mile beyond the boundaries of the fixed route system. That is the DAL service area. All routes on the periphery the Agency provides DAL service out $\frac{3}{4}$ of a mile and on route 94 past Amtrak that gets doubled to a mile and a half on each side of the route all the way to Yelm and including Yelm. There is a recognized cost to this decision to expand the service area and was an agreement made when the service boundary was reduced from county-wide to urban growth boundary when the county didn't vote to support transit service. Those written the ADA came up with $\frac{3}{4}$ of a mile as what a reasonable person could walk to a bus route. With fixed route accessibility public transportation made a switch from high floor buses to buses with lifts and then to low floor buses with ramps. All of IT's buses are low floor with accessibility ramps for mobility devices or for those with difficulty stepping up. All the DAL vans are equipped with lifts and also accessible for folks with mobility challenges. There are voice and text announcements on all buses for each approaching stop so if anyone has requested a stop they will know visually and audibly. There is an automated vehicle annunciator that lets riders know what stop is coming up next. Along with fixed route accessibility the Agency has maintained a commitment to improve accessibility of bus stops each year. He shared a stop on Tumwater Blvd on route #13 prior to improvements with only a pole and after the stop was improved it has a shelter that allowed people to wait out of the weather and it also provided them a place to sit. It also has a ramp for mobility devices to safely enter and exit the bus. On some of the routes in particular the 94 there are only poles next to a ditch on a 50 mph highway and they are not ADA accessible and that is why every year the Agency makes bus stop improvements. All drivers undergo passenger service and safety training and they are certified to provide quality customer service for all riders on fixed routes and DAL. This training makes sure they know how to operate all equipment on board including tying down devices, etc.

Karkoski shared information on public transportation and the aging population. Every day 10,000 people turn 65 and of those $\frac{1}{3}$ has a disability of some type. People also outlive their ability to drive by 7 to 10 years for whatever reason. This means they could be riding fixed route or a possible client for DAL, or some may have never driven and they will seek out one of those transportation options. One of the Agency goals is to instruct them about fixed route service and if they qualify for DAL service providing them the information they need to apply for the service. The transportation quandary is that older adults do not have sufficient familiarity with and knowledge of public transportation to use it as an option. That is where Travel Training comes into play. IT has two travel training coordinators who provide instruction on how to ride fixed route service. Prior to Covid they did a lot of outreach and now they are not doing as much. They do a lot of work with schools with kids who have special needs and some with disabilities who will become life-long bus riders. They work with the schools to identify and help clients learn to ride the bus so they can be successful in life and live a full life. It teaches independent bus travel from origin to destination, trip planning, and training on the fixed route system. It provides an orientation to all aspects of bus travel. They also provide training to individuals on how to use their mobility device. Staff will pick them up in a DAL van and bring them to the bus yard and help them learn how to board the

bus and turn around or back onto the bus. This gives them a chance to learn how to do that without any pressure. Many are very leery about taking their mobility devices on the fixed route system because they don't want to make the bus late. This gives them a chance to get comfortable driving it on and off the bus. Travel Trainers create relationships with the bus riders to provide continued assistance as needs change. They can help riders go to new locations and assist as routes change with service changes.

Karkoski indicated the Bus Buddy program is a partnership with Catholic Community Services. While Travel Training provides training on how to ride the bus the Bus Buddy partnership assists those who have been trained and is more of a companion service. Once someone is travel trained staff wouldn't be able to continue riding with them. That is where the Bus Buddies come in. They ride with clients to help them navigate the system. They will do that for the fixed route. Bus Buddies are experienced or trained bus riders and ride primarily with seniors and with anyone with a disability or anyone riding public transportation. They help enhance mobility and assist folks in maintaining their independence. Riders are matched with an experienced or travel trained Bus Buddy. Bus Buddies travel with the individuals on single trips or on a continual basis. It all depends on what the rider needs. It has been going now for about 8 years and they have been a great partner for IT.

Karkoski shared information about the DAL program. DAL is an ADA mandated service for those riders whose disability prevents them from riding the fixed route bus. People don't qualify just because they are elderly. A disability must prevent them from riding the fixed route bus. Clients apply for eligibility and must recertify every three years. More than likely they will still be disabled but staff must make sure they still have a need and Agency information is current. Services extend $\frac{3}{4}$ of a mile beyond the boundaries of fixed route. It is a shared ride service. That means it is not like a taxi service and rides are scheduled in advance. Clients call and indicate where and when they need to be somewhere, and staff will back off how long it takes to get them there. Drivers will pick up and drop off other clients along the way. During the pandemic they have scheduled fewer people on each van. DAL vans typically take 6 people that are ambulatory and 3-4 with mobility devices. Now they are scheduling at the most 3-4 people in the van. Eligibility is determined if someone is unable to board, ride, or exit a ramp equipped bus without assistance; or someone needs to use a ramp but it cannot be deployed safely at their bus stop. Also, if someone has a disability that prevents travel to and from a bus stop under certain conditions. There is an application and the last two pages are filled out by the client's medical provider. Sometimes there isn't sufficient information to make a determination and those folks will be asked to do a functional assessment. The functional assessment is half a mile long and takes place at Heritage Park. Clients will walk on sidewalks, gravel, up and down a hill to see how they are able to navigate. There are three different categories of eligibility including unconditional which means clients can book a ride wherever they want, anywhere they want during hours of service. Conditional eligibility is someone who can only walk four blocks to a bus stop. If the client must go farther than that they would get rides anywhere past the four blocks. Temporary eligibility is for people who have a surgery and might need 90 or 120 days of eligibility. Some people staying in a nursing home from another county or different part of this county would get temporary eligibility for however long they would be in the area.

Karkoski provided some 2021 DAL statistics:

- Total clients: 3,277
- DAL applications: 908
 - Full eligibility 63%
 - Conditional eligibility 8%
 - Temporary eligibility 25%
 - Ineligible 4% (can appeal within 60 days of notice; there is a panel that hears appeals and makes a determination to sustain or change the determination.)
 - Recertifications 39%
- Functional assessments: 224
- Recertifications: 358
- Number of trips: 113,898
 - This is a 19% decrease from the previous year. Part of that is due to the advance reservation system that was in place for a large part of the year so rides were down. Once service was reinstated several different times there were less and less advanced reservations to do and they moved to traditional service model.
- On-time performance: 96% - this means drivers arrive within the 30-minute pickup window when someone books the ride. Each day staff strives for 100%.
- Total phone calls: 62,376
 - This is a 13% decrease from the previous year. Staff is still doing advanced reservation rides between 9-11 pm and providing about 60 rides per month.
- Customer satisfaction rating (2016) was at 95% - staff continues to strive for 100% satisfaction.

Karkoski answered questions.

Hauser – asked if the Travel Trainers are able to keep up with the demand for training. She added that the Bus Buddy program is good for the people learning. It is also good for the Bus Buddies.

Karkoski – responded that they are able to keep up. Covid has really slowed that work down and they are working in the DAL call center. Typically they work with seniors and they are especially busy doing outreach and working with the high schools and the special needs students. That is where a lot of clients come from. With remote learning demand for that has gone down a lot. They are still doing things with schools but doing it virtually.

Gear – shared that he wanted to talk about cost and looking at budget figures it doesn't take that much to run the bus system but what they stagger to deliver is the paratransit services. It seems like they starve the transit systems because if they added more fixed route service they can't afford to increase the paratransit burden that comes with increasing fixed route services. Why do they make the comparison only to bus service. The governments are providing transportation services and that includes the roadways and they have 24-hour availability of the roadways for non-disabled people. Say that the DOT has to fund the paratransit not just the bus system. Basically, the Agency can't expand hours of service or the transit network unless they can afford the paratransit. Then they only fund the purchase of buses and not operations. He asked if anybody is discussing how to get funding from DOT rather than living off the federal government for buying buses.

Karkoski – indicated the Agency does get some grants from WSDOT. It covers a small portion of the operational costs. In 1990 the federal government mandated the service but it was not funded. The Agency has also gotten some WSDOT grants for replacement vehicles.

Freeman-Manzanares – thanked Karkoski for his presentation. She added that in the most recent state proposed transportation budget there are additional dollars for the operation of DAL and that is a pretty exciting thing to see. It is a delicate balance to support this unfunded mandate, which serves such a worthy purpose, and ensure both fixed route and DAL can be funded. It is true that when new routing or span of service is considered, potential DAL expenses need to be taken into consideration. And since it is a no-denial service, but service is not routed, it is difficult to anticipate costs. The new state transportation budget, if approved, is anticipated to provide more relief.

Bonauto – thanked Karkoski for the presentation. He has a few co-workers who use DAL and love it and it is really reliable. They discovered it and are so appreciative of the service. He inquired about the outreach efforts for people outside of the high school who need the service.

Karkoski – indicated typically they do outside of Covid. Prior to the pandemic they went to senior centers once a month, went to Panorama once a month, present to different service organizations like Rotary and Kiwanis to get the word out. They have a booth a Lakefair, Thurston County Fair, and they don't talk about DAL directly but really Travel Training. Some people don't realize the service exists.

Waehling – indicated as a user of DAL and as the community population expands the $\frac{3}{4}$ boundary off of fixed route isn't very far. When she was going to work she had to walk about a mile and a half on a busy road. She asked if there are there any thoughts about expanding that $\frac{3}{4}$ of a mile boundary.

Karkoski – added that there aren't any plans right now to extend it beyond what it is currently and what it is for route 94 which is considered rural and is at a mile and a half. The Agency is meeting the federal requirement and with the 94 they double that. They have to base it off where the buses run. A good example is prior to the creating of route 65 buses didn't go to that area at all and with the addition of that bus route it greatly expanded the DAL service area. It was one of the biggest changes. Some routes were changed on the west side of Olympia and that pushed the DAL boundary out on routes 45 and 47. In the last 3-4 years those are the only increase to the DAL service area.

Peterson – shared that he and his wife are very happy users of DAL. They have always had a positive experience. The drivers are efficient, flexible and one of the reasons he sought to be on the board was to be an advocate for the service.

Grettenberger – thanked Karkoski for the presentation. She finds it amazing that the Agency has the mobility device training. Putting a bike on the bus makes her nervous so that is a huge resource. She inquired how often staff gets requests for the Bus Buddies that

they can't help. She also asked if the Agency trains people in other languages. She added that she works for Thurston County and that Public Works currently has an ADA survey out for people to complete. It would be great for anyone who uses DAL to get around town and has alternative mobility needs to please respond to the survey.

Karkoski – responded that people contact the Bus Buddies directly. They might contact the Travel Training department and they would put them in contact with Bus Buddies. Or possibly realize that they need some travel training and then pass them on to Bus Buddies. They pass people along those that need travel training and it goes both ways. Luckily the Agency has access to a translation service but it is more geared toward someone calling on the phone. The Agency does have some operators who speak different languages who have helped in the past. One operator spoke Korean, some speak Spanish and they have helped with presentations to translate. They don't get many requests for other languages. They have in the past gotten requests to fill out DAL applications and have used Google Translate and things like that. They will do whatever they can to accommodate anyone.

Belk – shared that it was a great presentation and one thing occurred to him is they have a great pool of volunteers of those who can't participate because of Covid and he inquired if they need to build that pool back up.

Karkoski – indicated that Scott Schoengarth is the coordinator of that service. As far as he knows they are always looking for new Bus Buddies. Marilyn Scott is a Bus Buddy and he asked if she had anything to add.

Scott – indicated they are still trying to provide the service. They do have some trips planned and they have about 10 people who are ready to go out.

Wilson – asked if the DAL service area excludes trips to Lakewood.

Karkoski – responded that it technically does but for DAL clients that want to go to Pierce/King county they contact DAL and indicate where they want to go. Then staff will coordinate with Pierce Transit for a shuttle ride. DAL will pick them up at their house and take them to one of the transit centers and they will ride the bus to the 512 Park and Ride. The Pierce Transit Shuttle will pick them up there right across the driveway and take them to their destination. They will then bring them back to the Park and Ride and they will ride back on the next available express bus. They are then picked up by DAL at one of the transit centers or Martin Way Park and Ride and then they are taken back to their home.

Waehling – asked Karkoski to repeat the process for out of county DAL transportation. People in Panorama don't know about it and would really benefit from knowing. She praised staff for their good work.

- B. 2022 PROCUREMENT PROJECT PLAN** - (*Steve Krueger*) Krueger introduced himself as the Procurement and Capital Projects Manager and indicated each year he shares the projects of interest and how they tie to the [Strategic Plan](#). He then gave a shout-out to his team Tammy, Katie, and Jeff for their great work. He is very proud of the way they have responded to work during the pandemic and how they have gelled as a team. The curve ball they are

facing this year is the instability of supply chains. Today it is much more difficult to predict delivery timelines. Consequently, they are doing their best to get ahead of this and issue purchase orders earlier so suppliers can navigate delivery schedules.

Krueger shared goal 1 from the [Strategic Plan](#) and the associated projects:

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.

- Implementing wayfinding closely links to goal 1 and it's a project they are excited about. Wayfinding is all about the art and science of helping riders efficiently and intuitively navigate the transportation network with strategically placed visual cues. The soon to be implemented CAD/AVL technology will provide real time scheduling information that will augment the wayfinding solution. The next step is to competitively award a consultant contract to study the environment and develop a road map for implementation. They will then hire a systems integrator to complete the installation beginning at transit centers and if all goes well and funding allows, they hope to expand coverage to higher use areas throughout the network. A draft solicitation was developed last fall and they hope to release it very soon.
- Assessing transportation needs is at the core to the Marketing department and Procurement awards and manages a number of contracts to support them. They are currently in the phase of awarding a new Marketing/Communication Consulting Services contract to provide marketing with the as needed support services for their marketing efforts. The contract will also include as needed graphic design services. They are also looking to hire a Drupal Web Developer to assist in transitioning to Drupal 9 as Drupal 8 will no longer be supported. This firm will also assist in making on-going improvements and enhancements to the Agency website.
- They will also be awarding a replacement Video Production Service contract that will be used for training and promotion videos.
- At about this time last year Avail Technologies was awarded a contract to replace and overhaul the existing CAD/AVL which will provide much improved and detailed location information for buses and vans allowing staff to better manage scheduling, provide real time bus location, and modernize communications with vehicles and operators. The Avail CAD/AVL will be installed on all coaches no later than March 31, 2022 and they will then move to the DAL fleet. Staff is very pleased with Avail's work and is excited about the rollout of this project.

Goal 2 - Provide outstanding customer service.

End Policy – Customers, staff and the broader community will report a high level of satisfaction.

- The Landscape Services contract is an example that contributes to Agency efforts in providing outstanding customer service so that facilities are inviting, and the community can take pride in the use of facilities and services. He shared a photo of the new landscaping at the OTC. The contract is up for renewal again this year so they will be examining and polling internal stakeholders to decide if they should extend or rebid. Following completion of the OTC Expansion Project and repainting of the bus platform,

it was time to update the southwest corner of the OTC property to harmonize with the new landscaping. The design includes landscape features to better guide and promote improved safety. It is mostly complete and expected to be finished at the end of this month.

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.*

- Maintaining safe and secure operations requires the assistance of security services. Over the last year they have expanded coverage of the Pattison Base with more guards, added hours and coverage of both the Bobcat property, and the Liquor Control Board leased parking. The construction contractor is also working with the security guard service to patrol the jobsite. Because of the added scope in coverage, they will be testing the market for service providers this spring. The Agency also leased a portable self-contained video surveillance trailer for remote monitoring complete with a PA system. Procurement is also coordinating with the city of Olympia to implement measures to eliminate long term parking on the east side of Pattison Street.
- As a reminder the existing Pattison Base was completed in 1985 and was designed to service 80 vehicles but currently serves 400. The expansion and modernization is long overdue and speaks to maintaining a safe and secure operating system. Unlike the OTC expansion project in which the hot construction market produced higher than expected bids, the north parcel bids came in much lower than projected as bids closed just as the Covid lockdown lifted and the construction industry was eager to book work. They couldn't have timed the market any better and Forma reports they are on schedule and optimistic that savings for the north parcel project will be realized. He shared photos from one year ago and a recent one from 2 weeks ago. They are still on target to take possession in September.
- Access Control was first implemented at the new OTC. Card access control speaks to a safe and secure facility. It will be replicated at the new Pattison Base campus. Unlike physical keys it can be deactivated if stolen or lost as well as provide detailed tracking logs. Forma will add the hardware and procurement will be contracting with a state contractor to provide all the parts and on-going technical support of the access control technology. All the design work has been completed and they are eager to get the purchase order approved so they can get the equipment ordered and installation underway.
- Procurement also manages the Inventory department who consistently does a remarkable job of sourcing and stocking all the parts and supplies needed to keep the Agency operational. They also assist in the disposition of surplus property. Since the onset of the pandemic, they continue to order and stock personal protective equipment including masks, wipes, gloves, hand sanitizer, disposable/compostable kitchen utensils, vehicle disinfectant supplies, screening stands, driver barrier supplies, vehicle moisture/mold supplies and more. The Inventory department reports they have spent over \$132k on products to help fight Covid and expect they'll need to keep PPE on hand for the foreseeable future.
- Although the Agency won't take occupancy until September, they recently issued the Pattison furniture package purchase order to lock in 2021 prices and better ensure timely delivery. If all goes to planned, the furniture will arrive in July and allow installation in time for occupancy in September.

- Covid has forever changed the way everyone interfaces with one another. Virtual meetings promote sustainability, time management and have become the catalyst in realizing a paperless office. The new ADOPS and FWF conference rooms have been designed to leverage this rather complex and sophisticated technology. Due to uncertainty in the supply chains, they recently issued the purchase order for this equipment to better ensure they receive it in a timely manner. If all goes according to plan, they expect the equipment to install in May 2022.
- The Agency is always adding and improving bus shelters in the system. With the Zero Fare Pilot Project, modifying shelters for rear door boarding at bus stops has been a welcome modification and this year they're planning to do more of that for approximately 150 shelters. They are also exploring the possibility of either issuing their own solicitation for a new bus shelter and solar lighting contract or piggybacking on another government contract.
- Keeping facilities in working condition is a tall order and this year they will be using the on-call contract to assist facilities in maintaining the Amtrak property including parking lot drainage, tree removal, and restroom upgrade. At the LTC with gutter replacement, and an exterior paint consultant to verify the new paint has lived up to expectation. Procurement will also assist with a Building Condition Assessment Report and Plan for all Agency facilities.
- With the pandemic never has the need for high quality cleaning and sanitation been so important. CW Janitorial Services has responded to this challenge and their contract is up for renewal this August which Procurement will consider and likely extend.
- The new FWF will sport two new InterClean Bus Wash Systems scheduled to be installed in April. InterClean's highly efficient patented high-pressure, maintenance-free recycling module is capable of recycling up to 100% of the wash water. The InterClean system does not use harmful chemicals or additives to minimize any environmental impacts and uses aerated wash water to ensure that the captured water doesn't develop any offensive odors typically associated with water recycling.
- The design team is busy working on the planned renovation and modernization of the maintenance building which includes relocating the Inventory Department to the rebuild room. To maximize efficient use of space as well as inventory retrieval they are planning on purchasing a computerized vertical lift system that is about 15 feet tall by 12 feet wide and 13 feet deep. Due to supply chain issues and long lead-time, they anticipate seeking approval to issue the purchase order toward the end of this year.
- There has been a lot of thought and consideration given to reconfiguring the maintenance building to maximize efficiency which includes the purchase of an additional tire carousel. Procurement will line up the sourcing of this equipment and seek approval to issue a purchase order towards the end of this year.

Goal 4 - 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.*

- The vanpool program supports community mobility and sustainability. The Agency is always striving to serve as good stewards of the resources they're entrusted with, and most recently transitioned to the state's new fleet fueling cards from WEX. This is a multi-state cooperative contract that better enables the Agency to leverage collective buying power and get the best fuel prices and prompt payment discounts. It also

includes robust reporting capabilities and access to emergency services. They transitioned to the fleet card in January.

- Most vehicles the Agency purchases are highly customizable requiring extensive internal stakeholder input. There are 10 replacement 40-foot coaches currently in production at Gillig and they expect they'll be put into service this spring. This is the last of the vehicles ordered after the 2018 successful ballot measure. With these vehicles the Agency will have 63 coaches three years older or newer. All of the coaches that were replaced are currently moving through the surplus process. There are also 28 propane DAL vehicles on order. Of those, 18 were due to be delivered in 2021 and another 10 in 2022 but due to pandemic related delays they have not entered the production phase. Staff expects delivery in June of 2023 when the replaced DAL vehicles will be surplus. Due to supply chain issues the Agency is also waiting for two facilities vehicles including a Ford Transit van and Ford F-350 which were ordered in 2021. The 2022 budget includes a maintenance truck and facilities truck as well as an operations supervisor vehicle. The 2022 model year Ford Explorer order was placed in January 2022 and does not have an ETA as of yet. The Agency received a grant for 12 replacement 7-passenger hybrid vanpool vans to be received by July 30, 2023. They intend to order either the Toyota Sienna or Chrysler Pacifica hybrid.
- Traffic congestion at the I-5/Martin Way interchange creates backups during peak hours such that it's not uncommon to take as much as 10 minutes to take a left turn to get on the northbound I-5 onramp. To better manage the Agency is working to construct a new I-5 northbound buses only access ramp into the Martin Way Park and Ride for transit coming off the I-5 northbound on-ramp. Over the last year staff has coordinated with WSDOT in anticipation of a Regional Mobility Grant to add a bus only direct access into the Martin Way Park and Ride. They have also been working closely with engineers at SCJ Alliance and WSDOT Olympic Region staff on the process and steps to obtain the WSDOT and jurisdictional approvals to move forward with the project. They hope to have the project out for bid before next fall and under construction by November at the latest.

Goal 5 – 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.*

- Smart Corridors also referred to as Transit Signal Priority allows buses to have priority passage in the most congested corridors as a means to help buses stay on schedule. It sounds straightforward but it is quite complex and requires coordination with multiple jurisdictions and the assistance of highly specialized engineers and consultants. This last fall a consulting contract was awarded to Iteris. They have since met with the various jurisdictions and are currently collecting data and developing a project schedule and related roadmap and implementation plan.
- The Agency continues to see advancements towards achieving zero emissions in the public transportation sector although it's still unclear what technology will emerge as the dominant force and what makes most sense for this environment. Over the last year staff has been surveying the marketplace and polling peers. A draft solicitation is being finalized and they expect to be releasing a solicitation very soon to hire an experienced

firm to conduct a comprehensive assessment of the transit system to develop a practicable, viable and detailed roadmap for achieving a zero emissions fleet.

- Included in the [Long Term Plan](#) is the goal of incorporating high capacity corridor service often referred to as Bus Rapid Transit (BRT) into the bus system. However, prior to securing BRT federal grant funding there is a specific requirement by the FTA to follow a particular modeling protocol. Procurement has surveyed other related solicitations in preparation for a solicitation designed to 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 a required first step on the way to securing FTA BRT funding which staff hopes to get going this year.

CONSUMER ISSUES

- None.

REPORTS

- **January 19, 2022, Authority Meeting** - *David Bonauto* provided the report from the meeting including the contracts for AV equipment and furniture for the new administration and operations building were approved.
- **General Manager's Report** - Freeman-Manzanares provided the General Manager's report including:
 - Glad to have approval of the furniture and A/V equipment for the new building.
 - She thanked everyone for spending their Valentine's Day with IT.
 - Thurston County Public Works is updating their ADA transition plan and seeking input from people living with disabilities and their support people to better identify the challenges they have getting around Thurston County so they can look to upgrade those features. Staff provided the link directly to DAL customers and will share so CAC can take the survey or share it with others who might want to participate <https://new.maptionnaire.com/q/8yc9yyn3wpb6>.
- As mentioned, there is a very favorable transportation package going through the state legislature right now. Because it is a short session they didn't know if there was going to be a transportation package. There has been a lot of hard work behind the scenes. The proposal identifies \$5M for IT's rehabilitation of the maintenance building in addition to supporting a myriad of other programs. Staff is hopeful and will continue to follow up. This morning Senate Transportation voted the Move Ahead Washington transportation proposal out of committee. It now moves to the rules committee before it moves to the Senate floor. All indications point to a vote by Wednesday evening. The House will hold a hearing on the House version of this bill on Thursday at 3:30 pm. There is paratransit funding, and a proposal to have everyone under the age of 18 be able to ride transit free. There is also a state bus and bus facilities grant. Projects such as the Pattison Street facility, purchase of vehicles, and zero emissions funding there as well.
- The Agency has received five brand new buses this week and expecting five more within the month. This will conclude the order of 63 new buses in December 2018. After the successful ballot measure in November of 2018 staff didn't wait long to place those orders.
- On Saturday the Agency was able to assist the Olympia Fire Department. They called very early regarding a fire in an apartment building with an individual that was refusing to allow them entry and was wielding a knife. While they called in assistance from their SWAT team

to address the situation, they were evacuating the remainder of the building and asked for a bus as a warming station which then transported folks to a fire station while the situation was resolved and they were able to go back to their homes. This is another example of the Agency stepping in where needed to provide assistance.

- Leata Roberts, the operator who assisted an individual who was contemplating jumping off the Sleater Kinney overpass, is being presented with a challenge coin from the Olympia Police Department this Friday. This is a very nice recognition of her bravery and compassion.
- She shared her hope that those who were able to join in the tour of the Pattison Street construction found it informative. We will look for another opportunity, perhaps in the second quarter of this year, to invite the ITA and CAC to see the progress.

Peterson – thank everyone for this meeting. As a new member he is continually impressed with the scope and magnitude and cooperative spirit by the people presenting. He remembered the goal that stated IT wanted to be one of the best transit systems in the nation and everything he has seen is indicative that they are well on their way to meeting that goal.

Belk – indicated they might not have the details on the transportation package regarding the 18 and under get zero fare but he is wondering if there might be an opportunity for cost recovery or if we might be penalized for already providing this service.

Freeman-Manzanares – responded that it would support the overall operational costs of providing service and the intention was not to penalize IT because it is already providing zero-fare service to those 18 and under. Senator Liias called IT out intentionally as already participating.

O’Connell – added that she seconds what Lloyd and Justin remarked. She has been around for a decade now and doesn’t leave because of the pride she has in the work that the Agency does. She appreciates that they mention the compassion and actual care and concern for how people get around and that they feel safe doing so.

AFM – reiterated how thankful she is and how much she appreciates how helpful the CAC is in helping the Agency do what it does even better. She loves to share these comments because sometimes folks have tough days and to be able to hear this type of feedback is impactful.

NEXT MEETING: March 21, 2022.

ADJOURNMENT

It was M/S/A by JOAN O’CONNELL and EDWINA WAEHLING to adjourn the meeting at 7:05 pm.

Prepared by Nancy Trail [https://intercitytransitwa-my.sharepoint.com/personal/ntrail_intercitytransit_com/Documents/CAC/Minutes/2022/20220214 February Minutes.docx](https://intercitytransitwa-my.sharepoint.com/personal/ntrail_intercitytransit_com/Documents/CAC/Minutes/2022/20220214%20February%20Minutes.docx)

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-A
MEETING DATE: March 21, 2022**

FOR: Community Advisory Committee

FROM: Duncan Green, BCC Specialist, 360-705-5874

SUBJECT: 2022 Bicycle Commuter Challenge Update

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- 1) **The Issue:** Brief the CAC on the results of the 2022 Winter Bicycle Challenge, and progress on the 35th Annual Bicycle Commuter Challenge coming up in May.

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

 - 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 administration of the Bicycle Commuter Contest in 2006.

 - 4) **Background:** The Winter Bicycle Challenge (WBC), which runs the full month of February, had another record year in 2022. This year, a record 362 people participated in the event. Together we broke all the records by riding 28,800 miles on a total of 2,800 days, introducing many people to the benefits of bicycling even in winter, and adding to participants' and our community's health and well-being. 30 people won prizes in random drawings and another 36 participated in the WalkNRoll Winter Scavenger Hunt.

Preparations are underway for the 35th Annual BCC in May. Items of note include proposing the program continue to evolve to better serve the community and meet our goal to support active transportation. One key element of this evolution would be to make the "All Rides Count" policy permanent, and adjust the name of the event to **Bicycle Community Challenge** to reflect this change.

Bicycling is a significant 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 increasing participation, enthusiastic sponsorship, strong event attendance and media attention. The BCC broadened and sustained successful partnerships between Intercity Transit, local jurisdictions, the business community, and the general public as well as generated public goodwill.

This is Intercity Transit's seventeenth year administering this countywide event. For the fourteenth consecutive year, Duncan Green is directing the BCC and related efforts. He receives assistance from the other members of Intercity Transit's Marketing and Communications staff.

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

6) **Budget Notes:** The cost of the Bicycle Commuter Contest is largely staff time for one position. The annual budget for the BCC is \$25,000.

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: March 21, 2022

FOR: Community Advisory Committee

FROM: Cindy Waterhouse, 360-705-5829

SUBJECT: Update on Vanpool Five-Year Demonstration Project

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- 1) **The Issue:** To provide an update on the Vanpool Five-Year Demonstration Project
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- 2) **Recommended Action:** This is an informational item.
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- 3) **Policy Analysis:** The Intercity Transit Authority adopted the Vanpool Five-Year Demonstration Project on September 15, 2021.
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- 4) **Background:** The Vanpool Flat Rate fare structure was implemented on January 1, 2022. The new fare structure resulted in moving from over 2,000 price points to eight. The simplification of the fare structure is allowing us to better promote the program to form new vanpool groups and better serve the community. This change has been very well received by current vanpool customers and is leading to productive recruitment discussions promoting vanpool with both potential customers and employers. The success we are experiencing in Vanpool is in direct response to the support of the ITA and CAC. These changes are allowing us to address the complexity associated with changing commute behavior and engage with individuals and employers with a far simpler message. Along with the change in fare structure, newly purchased vanpool management software is currently being implemented with completion anticipated in September 2022.
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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 need of our community throughout the Public Transportation Benefit Area." **Goal #2:** "Provide outstanding customer service." **Goal #4:** "Provide responsive transportation options within financial limitations." **Goal #5:** Integrate sustainability into all agency decisions and operations to lower social and environmental impacts to enhance our community and support the Thurston County Regional Climate Mitigation Plan." **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 the community, such as access and equity as a service provider and as an employer. "
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- 8) **References:** N/A.

INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-C
MEETING DATE: March 21, 2022

FOR: Community Advisory Committee

FROM: Eric Phillips, Development Director, 360-705-5885

SUBJECT: Martin Way P&R -Direct Access Project Update

1) **The Issue:** Provide an update on the Martin Way Park and Ride Direct Access Regional Mobility Grant Project.

2) **Recommended Action:** Presentation and discussion only.

3) **Policy Analysis:** Regular updates of ongoing projects undertaken by Intercity Transit consistent with the Strategic Plan and Long-Range Plan provide an opportunity for the CAC to learn more about projects, ask questions of staff, and provide feedback.

4) **Background:** The Martin Way Park & Ride is a key location for transit service. The need for a direct access connection for buses to enter the facility more efficiently is an identified project in the agencies adopted Transportation Improvement Program and is listed as a regionally significant project in *What Moves You* - the Regional Transportation Plan. The project will improve the safety of our operations by eliminating unsignalized left turns and reducing circuitous routing getting into and out of the P&R. The changes will result in more direct service and a reduction in schedule times for Olympia Express trips.

To advance the direct access project, Intercity Transit applied for and received a Regional Mobility Grant (\$2,153,000 for the 2021-2023 biennium) from WSDOT to design and construct improvements at the Martin Way Park & Ride including a "bus only" direct access into the existing facility and a new "flyer" bus stop that would allow buses to stop on the NB on-ramp to board riders rather than deviate into the P&R. Additional improvements are also being scoped for the site as provided for in the project. This project update will review progress, schedule, and concepts under design development with support from SCJ, our engineering consultant for the project. Improvements are scheduled for construction later this year and will be completed by June 2023.

5) **Alternatives:** N/A

6) **Budget Notes:** Current engineering work under contract and construction costs associated with the project are included in the 2022 budget.

- 7) **Goal Reference:** **Goal 1:** *“Assess the transportation needs of our community throughout the Public Transportation Benefit Area.”* **Goal 2:** *“Provide outstanding customer service.”* **Goal 4:** *“Provide responsive transportation options within financial limitations.”* **Goal 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 the community, such as access and equity as a service provider and as an employer”*

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- 8) **References:** Presentation.

INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-D
MEETING DATE: March 21, 2022

FOR: Community Advisory Committee

FROM: Eric Phillips, Development Director, 360-705-5885

SUBJECT: Smart Corridors & Transit Signal Priority Project Update

1) **The Issue:** Provide an update on the Smart Corridors & Transit Signal Priority Projects

2) **Recommended Action:** Presentation and discussion only.

3) **Policy Analysis:** Regular updates of ongoing projects undertaken by Intercity Transit consistent with the Strategic Plan and Long-Range Plan provide an opportunity for the CAC to learn more about projects, ask questions of staff, and provide feedback.

4) **Background:** Intercity Transit is currently working toward implementation of Transit Signal Priority and Smart Corridors. Both projects received federal grant support (three separate awards) and late last year Intercity Transit awarded a multi-year contract to Iteris, Inc. and their sub-consultant Parametrix to provide traffic engineering support services to implement both projects.

This project update is intended to provide the CAC with an update on the coordination and implementation work, provide an overview of the consultant team resources, and review upcoming project milestones and schedule moving forward.

5) **Alternatives:** N/A

6) **Budget Notes:** Current work under contract is primarily grant funded and included in the 2022 budget.

7) **Goal Reference:** Goal 1: *“Assess the transportation needs of our community throughout the Public Transportation Benefit Area.”* **Goal 2:** *“Provide outstanding customer service.”* **Goal 4:** *“Provide responsive transportation options within financial limitations.”* **Goal 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 the community, such as access and equity as a service provider and as an employer”*

8) **References:** Presentation.

There is \$5M identified for the rehabilitation of Intercity Transit's maintenance building in addition to supporting a myriad of other transportation and active transportation programs. We are hopeful and will continue to follow this along. The House will hold a hearing on February 17 at 3:30 p.m.

Five brand new buses were delivered over the last week, and we are expecting five more within the month. This will conclude the order of 63 buses that were ordered after the successful ballot measure in 2018. Intercity Transit is definitely in a "state of good repair."

There was a fire in an apartment building early on the morning of Saturday, February 12 and the Olympia Fire Department contacted Intercity Transit for assistance. There was an individual in that building refusing to allow OFD entry and wielding a knife. While OFD called in assistance from the SWAT team to address the situation, they evacuated the remainder of the building and IT served as a warming station for those individuals and transported them to the fire station until the situation was resolved.

Thank you to all who joined the tour of the Pattison Street construction site on January 31. We'll plan another tour, likely in the second quarter of the year.

Intercity Transit is in the midst of the Winter Bicycle Challenge, and we are hosting a Walk N Roll Winter Scavenger Hunt. The scavenger hunt is fun for the entire family and all Thurston County residents are invited to participate. If you ride your bike, you can log your rides in the [Winter Bicycle Challenge](#)! Get started by downloading your [scavenger hunt](#).

IT Operator, Leata Roberts, who assisted an individual contemplating jumping off of the Sleater-Kinney overpass is being presented with a Challenge Coin from the Olympia Police Department on Friday, February 18 at 10:30 a.m. at the Pattison Street Facility. This is a very nice recognition of her bravery and compassion for helping this individual. Everyone is welcome to attend.

The number of staff needing to either isolate or quarantine due to COVID is trending downward. IT was hit very hard in January which challenges our ability to keep service on the street. We are keeping our fingers crossed that the trend continues...forever. We, like so many others, are focusing heavily on recruiting great co-workers interested in serving the community. We could use everyone's assistance in that recruitment effort so we can get back to our pre-COVID levels of service then focus on expanding service. If you know of someone, please send them our way.

An important reminder to the Board and the community - as many are contemplating dropping masking requirements, Intercity Transit is still under a federal masking mandate at transit facilities and on transit vehicles. The Transportation Security Administration Masking Mandate is effective through March 18th.

Prepared February 17, 2022
Pat Messmer/Clerk of the Board

Authority Meeting Highlights
a brief recap of the March 2, 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:

- Welcomed new Board members, Councilmember Brian Hess from the City of Yelm and Paul Tischer, Labor Representative.
- Authorized the General Manager to execute an amendment of our legal services contract with Law, Lyman, Daniel, Kamerrer & Bogdanovich extending the term of the agreement through March 31, 2023.
- Authorized the General Manager to execute a one-year contract, with four one-year renewal options, with MFA to provide Marketing and Communication Services in the amount of \$300,000.

Other Items of Interest:

- Eric Phillips presented updates on the Smart Corridor and Transit Signal Prioritization Project and the Martin Way Park-and-Ride Direct Access Project.
- Emily Bergkamp introduced **Izi Lemay, Village Vans Supervisor** and Cindy Waterhouse introduced **Zach Heinemeyer, Vanpool Coordinator**.

General Manager's Report:

Freeman-Manzanares said staff is preparing for another Operator class to begin on March 21, however, IT is not seeing a gain in Operators as staff leave employment or retire. IT is still working through those issues and looking forward to continuing the campaign to hire additional employees. Because of this, service for the March service change will remain consistent with the current offering.

Two conceptual applications were submitted for the Washington State Regional Mobility Grant Program for projects that will be awarded in the 2023-2025 biennium. Both of these concepts are supported by IT's Strategic Plan. One application would help IT continue on the journey to zero emission, focusing on pilot vehicles and infrastructure. The second application is continuing construction to support rear door entry at bus stops, rehabilitating the Washington and Olympia corner at the Olympia Transit Center and venturing into the installation of electronic wayfinding at multiple locations, such as the transit centers and the Martin Way Park-and-Ride, to further support physical enhancements at those locations and to better support our passengers. These applications are due later this Spring, and we will likely hear about how the Washington State DOT ranks those projects in December of 2022. It goes to the State Legislature in 2023.

IT continues to follow all things COVID. The federal mask mandate remains in place through March 18, and we haven't heard officially if the Transportation Security Administration plans to

end or extend the mask mandate. Transit is on the Governor's "continue to mask" list. We believe the intent is to continue that requirement until expiration of the federal mandate. IT continues to watch this unfold and will communicate with our passengers and staff accordingly.

Tonight, Eric Phillips introduced two very important projects IT is pursuing and there are so many more in support of the Strategic Plan. Staff will continue to update on the progress, and seek Authority approval where appropriate

Freeman-Manzanares provided a brief update of the Transportation Package at the State Legislature. There have been a number of amendments, and the Senate and House leadership are committed to moving the proposal forward attempting to get agreement by March 10. IT will stay tuned and keep everyone updated. IT has a little over \$5M in that budget for completion of the Pattison Street Project and the Maintenance Facility.

Prepared March 3, 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	Absent										
David	Bonauto												
Nikki	Crist												
Jonah	Cummings	Absent	Absent										
Ursula	Euler												
Ty	Flint		Absent										
John	Gear												
Jihan	Grettenberger												
Betty	Hauser												
Marie	Lewis	Absent	Absent										
Joan	O'Connell												
Lloyd	Peterson												
Naythan	Raymos												
Marilyn	Scott	Absent											
Walter	Smit		Absent										
Natalie	Smith												
Allison	Spector	Absent											
Edwina	Waehling	Absent											
Rachel	Weber												
Eliane	Wilson												

= Joint meeting does not count against required meeting attendance